

Graduate Diploma in Professional Police Practice

LEVEL 6 - 40 Credits

**Workbook title: Competency Based Workbook 1
(DHEP)**

(SOUTH WALES POLICE, GWENT POLICE AND UWTSD)

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FACULTY OF BUSINESS AND MANAGEMENT PUBLIC SERVICE PROGRAMME

Module title: Policing in the Workplace 3 (DHEP)

Workbook Guidance

Please read these notes carefully; they provide essential information.

What is the workbook for?

The purpose of this workbook is to enable learners to demonstrate and provide evidence of how they meet the learning outcomes set by the College of Policing, for the Graduate Diploma programme. Essentially, you are being asked to outline your experiential learning based upon your theoretical understanding in a range of operational situations.

Area of Professional Practice covered, (called elements in your module descriptor):

- Wellbeing and Resilience
- Communication Skills
- Managing Conflict
- Valuing Difference and Inclusion
- Criminal Justice
- Decision making, discretion
- Conducting Investigations
- Criminal Justice (Managing offenders)
- Problem Solving
- Evidence Based Policing
- Maintaining Professional Standards
- Public Protection.

You may wish to use the same incidents as you've outlined in the Occupational Competence Portfolio.

How should the workbook be presented?

Blank electronic copies can be found on Moodle of this workbook. You must submit this document electronically therefore it is important that you save your work regularly and upload the final typed version through Turnitin on Moodle.

Word count policy can be found in chapter 7 of the Academic Quality under section 7.7 (this applies to presenting work above and under the specified word count).

(https://www.uwtsd.ac.uk/media/uwtsd-website/content-assets/documents/academic-office/aqh-chapters/chapters---en/Chapter_07_Assessment-Taught_Programmes_Pages_72-79-UPDATED-05-11-2019.pdf)

Reflective practice is a core aspect for your workbooks and although there is a variety of useful resources on Moodle, there is one particular book, that is specifically based on reflective practice in policing, here is a link to one chapter from Selina Copley's Reflective Practice for Policing Students:

https://moodle.uwtsd.ac.uk/pluginfile.php/298870/mod_resource/content/1/Reflective%20Practice%20for%20Policing%20Students%20-%20Selina%20Copley%20Chapter5.pdf

How is the workbook assessed?

Advice and support about the completion of this workbook will be provided by university staff as part of your initial training day. Your tutor constable and in-force training staff will not be involved in assessing or marking your workbook after it has been submitted.

Dates of workbook submission will be made available during the initial training day and posted on Moodle.

Once submitted your workbook will be assessed and marked independently.

Confidentiality

It is important that no individual can be identified either directly or indirectly from the information in the workbook. Therefore, you must:

- adhere to guidance in the Student Handbook about unfair practice and plagiarism;
- not identify individuals including witnesses, victims or offenders by name;
- not write information that enables any individual to be identified indirectly through the description you provide. This includes references to names, colleagues, places (including hospitals, schools, town, villages, streets) specific incidents which were high profile and could be identified due to past publicity, other professionals or any other personal information including medical or other conditions;
- take personal responsibility for adhering to confidentiality rules.
- not include any dates of any incidents or anything that specifically identifies an actual incident.

Please be aware that any content that is deemed to be inappropriate, disrespectful, or abusive will not be tolerated. Following review of any content of this nature the information will be shared with the employer of the student responsible.

Should any health and wellbeing concerns be raised because of disclosures made by the student within this workbook, the employer of the student will be informed.

NOTE

Your workbook will be submitted electronically via Turnitin on Moodle. Guidance on this is in the Student Handbook.

Remember that the workbook is YOUR responsibility you must not rely on the assessor or anyone else to pick up any confidentiality breaches as this is your work and you must accept full responsibility for confidentiality. Meeting all the confidentiality requirements is very important.

Dyslexia and other special circumstances

If you have any condition that you feel may affect your ability to deal with any part of the programme, please see the Student Handbook for further guidance. The University has a Student Services Unit that may be able to help but ***it is the learner's individual responsibility to contact them.***

Guidance:

- *Your workbook must contain the items specified in the table below (clearly identified and in the order given);*
- *You should use this particular document to insert your text / answer within each section of this workbook;*
- *You should upload your completed document as a saved pdf file of this workbook; if this is not possible then a Worddoc file is acceptable. Do not send a scanned file from a photocopier, an apple.dot file or a Microsoft publisher file as Turnitin will not be able to assess them, despite you being able to upload them.*

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Task 1	Wellbeing and Resilience	1500
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Task 3	Criminal Justice, Valuing difference and inclusion	2500
Task 4	Decision making and discretion, Conducting Investigations and Criminal Justice (managing offenders)	2500
	Bibliography	
Task 5	Development Plan	Equivalent to 500 words

Task 6	Recognition and confirmation of the progress of your Occupational Competency Portfolio (OCP)	Equivalent to 500 words
	Confirmation of Confidentiality and Plagiarism <i>Confirmed by submission through `Turnitin</i>	

Task 1

Relevant areas of the National Policing Curriculum: Developing Resilience

Guidance:

Focusing on your initial 6 months of learning and since being attested as a Police Constable, **discuss and compare** the coping strategies you have applied to develop resilience and minimise stress.

1500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

This essay will detail how I have utilised coping strategies within my initial 6 months learning phase in training school, and how these strategies have helped me minimise my levels of stress during this time. I will explain what coping strategies have been used, and how each one has helped me pass the exams required to complete training.

During my initial 6 months training with South Wales Police, I had to develop a strong resilient mind set, to minimise any stress that I experienced throughout my training. Stress should not be seen as unnatural when it occurs, however it is crucial that when working in an organisation such as the police that you are able to manage it effectively for it to not negatively impact our work. Stress is defined by Mind (No Date) as a process whereby people react in a certain way based on something that makes us feel threatened or under pressure and is often when you are in a situation that you feel you cannot manage or control. In terms of stress, it's safe to say there were many moments that I felt under pressure to perform and had to manage it accordingly. There were set goals and objectives during training that myself and my colleagues had to accomplish, this included several law exams and practical scenarios. Successfully accomplishing these goals involved a certain level of stress, which I managed to overcome through the utilisation of strategies to minimise these levels of stress I experienced.

Within the workplace, it is also crucial that workers can develop a strong level of resilience, that will allow you to overcome high levels of stress and thereby minimise the risk of it having a negative impact on your level of work. HeadsUP, (2018) defines workplace resilience as the ability to cope with ups and downs in the workplace and that the ability to build greater resilience within yourself will enable you to manage stress, lessening the chances of feeling anxiety and depression. Developing a level of resilience was hugely beneficial during

training, as it allowed me to effectively manage the stresses that come with the learning I was required to complete.

It was also crucial that I could effectively manage my stress levels and anxiety, which I did feel on many occasions throughout my training; this allowed me to complete the training successfully. However, it is also important to note that stress that you feel within a workplace setting is not always a negative sensation to have. Stress is a completely normal feeling to have, and in some instances can ensure that you accomplish your goals. I personally felt like having the feeling of stress before beginning certain tasks, allowed me to adequately prepare for them. Panigrahi (2017) elaborates that stress that is well managed in a limited quantity can be beneficial to employees as it will allow them to achieve their personal goals.

For me, physical exercise has always been a method of minimising my stress levels and maintaining my overall physical and mental health. Ensuring that I was having regular physical exercise, ensured that not only could I minimise levels of stress; but I could increase my levels of productivity within my time at training school. Physical exercise did not only keep me healthy, but it also ensured that I was productive with my time at training school. Sanders (2018) emphasises the effect that physical exercise can have on people in the workplace, stating that it can feed the brain and improve a person's mental capacity in general, thus increasing a person's productivity within working hours. Physical exercise has many benefits, what stood out for me however during my training phase was how not only did it allow me to perform better in exams and practical's, it also significantly improved my ability to maintain a healthy sleeping pattern and minimise levels of stress. Levi (2022) supports this theory stating that sleep alleviates the feelings of anxiety and stress, which in turn will allow you to fall asleep faster at night. Being well rested and getting sufficient sleep was vital within my training period, and exercise played a significant factor in the accomplishment of this. I found that when I had large amounts of revision to complete for my exams, going to the gym and doing physical exercise allowed me switch off from all the legislation I was taking in, and allowed me to decrease my levels of stress and anxiety that came with having to learn and retain significant amounts of information. Not only did physical exercise alleviate feeling of stress it aided me with building a level of resilience within the workplace. Having a set routine for my physical exercise, such as exercising on planned days; allowed me to transfer my structured timetable within training. Many days I felt that I did not want to complete any form of physical exercise, however pushing myself to do so then allowed me to do the same in regards to revision; on days where I did not have the energy to do so.

In regards to the completion of three exams that I was required to pass if I was to progress onto division, I had to find an effective method of managing how I revised in order to not only pass the exam, but also manage the feeling of stress that came with it. It's safe to say that my preferred method of revising, was by myself with minimal distractions. Before beginning my revision, I found that making a list of the topics I had to prioritise, and a realistic revision schedule allowed me to pre plan how I was going to complete my revision. Having a schedule that prioritised certain topics on certain days, allowed me to not only prioritise the most crucial legislation to learn, but also allowed me to cover all topics I had to learn within the timeframe given. Simply staying within my comfort zone and learning the legislation I found the easiest to grasp would not be beneficial to me, however focusing on the legislation

that I had the most difficulty learning; allowed me to gain the highest level of marks on those exact topics. Having all of these strategies mentioned such as a pre-planned schedule and a list of topics to prioritise, enabled me to manage my stress levels effectively and have peace of mind that I was taking the appropriate steps to prepare for my exams.

A crucial aspect of revision is the ability to retain information and utilise the area of the brain that manages memory efficiently. Just reading information and highlighting the areas you need to retain is not sufficient, if you want to remember information you must make your brain sop and take not (University of Birmingham, 2015). I found a technique of revision that minimised my stress revels and increased my levels of resilience was the simple technique of repetition. Simply writing down a piece of legislation for example, on one occasion and simply reading it did not allow me to retain the information effectively. Instead, I found that writing down a definition of a legislation on numerous occasions, and without having anything to reference to' allowed my brain to successfully retain it for when I had to complete my exam. Kings High School (NO DATE) highlight the importance of repetition in revision, stating that studies have indicated that 66% of material is forgotten within 7 days and if not recited 88% will be gone within 7 days. This tang true to me, If I only made a note of information and did not recite it several times, I would be unable to retain that piece of information.

Another aspect of my training curriculum included several practical scenarios, that were incorporated in an attempt to mimic real life situations, that as police officers we may have faced when going to our respective divisions. These situations as whole were a very unfamiliar learning experience that did require myself to adapt to the stress and anxiety, I experienced completing them. It was apparent that after each practical scenario completed, I was slowly but surely improving not only my communication skills and practical skills, but my levels of resilience when having to complete the scenarios. When faced with a practical scenario, we were required to complete them in pairs; with one student taking the lead and the other taking more of a supportive role. Many times, I did not want to take the lead as it was uncomfortable, however pushing myself to do so, I found enabled me to feel more comfortable when completing it the next time. Pushing myself to complete exercises which made me feel uncomfortable therefore allowed me to develop a level of resilience that I feel has now helped me adapt to situations within my work life in division. When I am now faced with situations that I feel I cannot complete, I instead push myself to do so which in turn allows me to learn from any mistakes made the first time around.

Comparing these methods, I believe that all have benefited in reducing the stress felt during training and building my workplace resilience. However, I do feel that exercising on a regular basis during my training benefited me significantly as it was the main reason I could manage my stress levels and successfully complete my written exams. Without physical exercise I believe that I would potentially been overwhelmed with stress, thus affecting my performance during training. The process of repetition when revising for my exams was also a vital part of me being able to successfully pass my law exams, as it ensured the information, I was reciting was being stored efficiently. Overall, these strategies have shown me that it is essential to have coping strategies when working in such a fast-paced environment with goals that need to be met.

(WORD COUNT: 1645)

Task 2

Relevant areas of the National Policing Curriculum: Communication Skills, Managing Conflict, Valuing Difference and Inclusion

You must choose **a policing incident involving conflict** in which you played a significant role with an offender/service user/victim and reflect on what happened.

Critically assess the incident including social and legislative contexts and any relevant cultural, ethnicity and language issues.

Reflect on your application of the fundamental elements of effective communication used (verbal, non-verbal, active listening skills, open and closed questions, building rapport and negotiation skills).

Describe the process for determining whether the use of force was necessary in a conflict situation (including a **critical evaluation** of any theories or models underpinning the causes of conflict within policing interventions – e.g. Betari's Box, The Drama triangle, Emotional versus rational brain) and provide a reflection on the outcome of the incident.

Your reflection must illustrate your understanding and application of core principles of ethics, equality, diversity and human rights, as well as any relevant Code of Practice considerations, culturally sensitive practice and language preference.

2500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

As part of my operational duties there have been several incidents I have encountered that have involved certain levels of conflict, and in these it has been vital that I not only efficiently manage the offender and potential perpetrator, but also the victim, who will always be the centre of everything we do. An incident that I feel involved the most conflict and required the most appropriate response was an incident involving a suspect who was arrested for affray, after he was reported to have been carrying an offensive weapon. This incident required a careful and measured response in order to safeguard members of the public and myself and colleagues.

Upon arriving at the location of the incident I was confronted with several distressed members of the public who had witnessed an unknown male wielding an axe and threatening several people. Straight away it was clear that I must evaluate what information I had at my disposal and based on this, how I was going to measure my approach to the situation. Using the National Decision Model is key in all aspects of a policing response to an incident, this would allow me to assess the information and intelligence, respond

accordingly and then evaluate and review that response. The Association of Chief Police Officers (NO DATE) acknowledges the importance of utilising the NDM in a fast moving incident, whilst also stating the importance of a decision makers ability to have a simple, logical and evidence-based approach to making policing decisions. South Wales Police policy states that any incident involving a knife or other offensive weapon must be responded to in a safe and effective manner. It was therefore appropriate to have the assistance of a firearms unit within this incident, in order to minimise any potential injury to myself or my colleagues. Based on the information and intelligence that was available to myself I felt that if a firearms unit could enter the property, disarm the suspect and thereby keep everyone safe from injury, then I could respond myself more effectively to the situation.

Once the suspect had been apprehended, I have been relayed additional information from my colleagues that the individual arrested was highly agitated and suspected to be experiencing a drug induced psychosis and also suffered from mental health issues. Receiving this information regarding the suspect meant that I had to be extremely careful as to how I approached the situation. The Priory Group (2020) states that if an individual suffers from a mental health condition and uses psychoactive substances it can result in several different symptoms such as paranoia, delusions, and hallucinations. All these symptoms can make an individual unpredictable and often violent, therefore it is mandatory to have a structured and safe response to minimise any risk or harm.

When approaching the individual who was already handcuffed to the rear, it was clear that he was highly agitated and verbally abusive towards officers, which often included violent threats. It was clear that I would need to utilise my communication and de-escalation skills effectively to defuse such a volatile situation, which would potentially escalate if not dealt with effectively. Utilising Betari's Box Model within this situation allowed me to acknowledge that my behaviour and communication techniques would either defuse the situation or increase the levels of conflict already present. Changing Minds (No Date) state that if I act aggressively towards someone, they may interpret this in a certain way. Therefore, when interacting with the individual in question, it was paramount that I did not act in an aggressive manner that could potentially escalate the situation even further. Therefore, I approached the individual in a calm and assertive manner and informed him that he would be placed into the back of a police vehicle and transported to the hospital, as he was not fit to be transported to custody in his current state. I ensured that I told him that this was for his own benefit and that I was not there to persecute him in any way and was solely present to look after his own health and well-being. I ensured that when we were transporting the individual in the police vehicle I had constant observations on him, in the likelihood that health deteriorated as he had consumed an unknown quantity of illicit substances. I felt that my communication skills at the time with the individual ensured that he complied when requested to enter the police vehicle, and therefore decreased any further conflict. The National Institute for Health and Care Excellence (2022) reiterates the importance of these de-escalation tactics and state that it is at its most effective when staff use both verbal and non verbal signals to reduce agitation and aggressive behaviour.

Although the situation had initially been de-escalated by myself, it was clear that the individual was still agitated and unpredictable in his behaviours. Whilst being transported in the rear of the police vehicle, he began to harm himself by violently hitting his head against the interior of the vehicle, which was causing a significant amount of bleeding. After pulling over to stop the male from harming himself, he began to threaten violence towards officers, stating that he wanted to spit in their faces. It was clear that this stage that my methods of communication and de-escalation had to change, non verbal communication was clearly not

sufficient to deal with the individual, and I had to adequately and ethically use my use of force powers at my disposal to ensure he was not a risk to himself or others. When further engaging physically with a suspect it is vital that officers ask themselves does the use of force power used have a lawful objective, and if so how immediate and grave is the threat posed (College of Policing, 2013). After approaching the individual once again, it was clear that his levels of violence towards officers had increased dramatically, and although handcuffed he began to kick aggressively at officers and made the threat of potentially spitting if we approached him any further. It was decided as I was in possession of leg restraints, that these would have to be utilised in order to mitigate any risk or harm to the individual and officers. It is crucial that when deciding to further restrain an individual that is already handcuffed that I could justify its use in line with official policing use of force legislation. Official government legislation states that under the Criminal Law Act 1967 and Police and Criminal Evidence Act 1984 police must only utilise use of force powers if absolutely necessary and the amount of force that is used is reasonable and proportionate, whilst also being permitted by the law. The use of force when putting leg restraints on the individual I felt met all this criterion, as it would prevent any harm being caused to officers.

Clearly the individual was not fit to be taken to custody in his current state of health, and therefore needed to be transported to the University Hospital of Wales; as he had previously stated he swallowed an unknown quantity of illicit substances. Whilst at the hospital it was paramount that not only did, I ensure the safety of myself and my colleagues, but also the large number of members of the public present and the healthcare professionals that would have to give the suspect medical treatment. I therefore decided that the individual in our custody should remain in a room that was separate to the other members of public present, due to the nature of the offence he was arrested for. However, he did have to be receive medical treatment from the healthcare workers whilst the individual was still in an agitated frame of mind; therefore, when he did receive his treatment, I ensured that he could not make any sudden movements that would potentially put anyone at risk of harm. When healthcare professionals felt that the individual was in a healthy state he was conveyed to custody, where his detention was authorised by the custody sergeant.

Within the context of formulating an effective response to a situation involving conflict It would be beneficial to reference the theory of emotional and rational decision making within the context of dealing with conflict, and how they can both be used systematically to create an effective and ethical response. It is crucial that when dealing with an individual that is displaying signs of agitation and aggression towards officers that you do not allow emotions to override the required rational approach. Gateley (2016) state that although rational and emotional decision making can be seen as two separate responses to an incident, research now suggests that both type of responses is in fact inextricably linked and if both are effectively harnessed can lead to better outcomes. This theory became ever apparent during my response in regard to the individual I had to effectively manage in this situation. From the outset he was physically violent, verbally abusive towards myself and beyond reason; therefore, it was vital that I delayed my emotive decision making where I could possibly also act in an aggressive manner. And instead, to give myself time to form a slower and thought out approach that would allow me to de-escalate the situation, this involved for the majority of my response, utilising my verbal skills in a calm and friendly manner that as a result managed to calm the individual and thereby defuse any chance of further conflict.

Betari's box can also be referenced in order to analyse the effectiveness of one's response to a potentially volatile situation and how your behaviour and attitude can and will affect the behaviour and attitude of the person you're dealing with. When dealing with the suspect involved I could have easily got locked into a vicious cycle of communication with him, that would only have escalated the situation, thereby making my job and that of my colleagues extremely more difficult. Instead, I feel that instead I responded effectively with my communication and body language in order to break his cycle of attitude and behaviour.

The College of Policing (2016) also elaborate that alongside using the theory of Betari's Box, it is vital that officers can also implement the 'Five Step Appeal', which allows for subjects to be given every opportunity available to comply with the requests of officers. These appeals include an appeal where the subject is asked to comply with a simple request, an explanation of why the request has been made, a personal appeal which explains the consequences of their actions and finally an appeal that gives the individual one last opportunity to comply with the officers' request. The five-step appeal was most definitely a good reference point for me as it allowed me to gradually escalate my level of response in the most ethical and legal manner possible. After several attempts of requesting the individual to comply and the consequences if he did not do so, which eventually led me to having to utilise the powers available to me in regards to the use of force when dealing with members of the public.

Although the situation I faced was very challenging and the individual that I had to deal with was very aggressive and disrespectful towards myself, I felt that I managed to maintain a very professional and ethical approach to the situation faced. This involved utilising a high level of discretion when deciding if and why my approach must change in order to deal with a situation involving a significant amount of conflict. Discretion within this situation also involved as previously mentioned my use of force when handcuffing and using leg restraints on the individual. Police Conduct (2015) state that there is a high level of public trust in the police to use these use of force powers reasonably, however people that do experience police use of force tend to have a negative view of police, as a result of their direct experience. Within the context of my response to this given scenario, I feel that the use of force was proportionate and necessary to ensure the safety of the suspect, myself and my colleagues.

There are several different ethical considerations that I feel encompassed every decision I undertook when dealing within this given scenario. The Code of Ethics which was published by the College of Policing in 2014 plays a vital role when setting out the standards of behavior that is expected from police officers in their operational duties. The main benefit of having this decision-making tool at my disposal is that it encourages me to have the independence to make my own professional judgement whilst also ensuring that I'm always doing the right thing. Having the Code of Ethics in the back of my mind ensured that within this situation I could justify each decision I made whilst at the same time remaining impartial, allowing me to deal with the suspect in a fair and ethical manner. College of Policing (2014) justify the implementation of this framework by stating that it ensures there is a system in place that helps officers do the right thing when faced with difficult and complex situations. Having this at the back of my mind when dealing with the suspect in question ensured that with every decision I made I had the peace of mind that if the code of ethics were followed, then I could justify why I behaved in a certain way. Acknowledging that I had to safeguard the human rights of the suspect, allowed me to have a high level of respect, openness and integrity; which in turn allowed me to de-escalate the situation which resulted in no injuries being caused to any party involved. The same could also be said for keeping the suspect in

handcuffs and leg restraints for a period of time, and when the individual began to calm down, proceeding to remove the leg restraints, which I felt signaled to the individual that if he remained calm he would be rewarded.

Overall, I felt that I dealt with the situation faced to the best of my ability, considering that I only had a small amount of experience in front line policing. However, I feel that what I may have lacked in experience I made up for it with my ability to de escalate the situation verbally and when required I utilised the powers that have been given to me legally and proportionately. Analysing my actions alongside Betaris Box display my ability to not get caught in the vicious cycle of communication with the suspect involved, which could have resulted in me matching the behavior and attitude of the suspect which would have only escalated the levels of conflict. When faced with verbal threats and physical aggression I ensured that I remained calm throughout, and ensured that I could answer him in a respectful and calm manner. I also feel that the Five Step Appeal process was vital when formulating a structured approach to the conflict I faced, giving the individual many chances to respond to officers requests meant that when I did finally decide to use force, it could be justified and was legally binding.

(Word Count: 2528)

Task 3

Relevant areas of the National Policing Curriculum: Criminal Justice, Valuing difference and inclusion

You must choose **a policing incident** in which you played a significant role with an offender/service user/victim and reflect on what happened

Critically assess a relevant incident including social and legislative contexts and any relevant cultural, ethnicity and language issues.

Consider and reflect on your responsibilities and procedures in line with the relevant Codes of Practice to support victims and witnesses through the criminal justice system.

Illustrate how policing values were engaged, as well as any other considerations including culturally sensitive practice and language preference.

2500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

A policing incident where I played a significant role in safeguarding a victim and bringing the offender to justice, is an incident I recently encountered where the individual was a victim of domestic violence and controlling coercive behavior. It became apparent from the beginning that this was not a once off incident and the victim had suffered this type of abuse over a prolonged period. Domestic abuse is defined by Women's Aid (2022) as an incident or pattern of incidents of controlling, coercive, threatening, and degrading behavior towards someone that is closely connected to the perpetrator such as a partner or family member. It is a common misconception that all domestic abuse incidents are two people in a relationship, and mostly perpetrated by men. This is untrue as these incidents also regularly occur between family members.

The incident that I will be referring to within this scenario started as what is called an abandoned 999 call to the police control room, where there was also no direct request for police. Although the RP has not requested police attendance and has not disclosed any offences over the phone, as police we have a duty to ensure that nothing is amiss, and the caller is safe and well. A 999 call will be recorded as abandoned when the line has been disconnected before the caller can disclose to the control room operator whether they are safe and well and in fact need police assistance (The Packet, 2021). Therefore, officers have been dispatched to the address linked to the phone used, to ensure the safety of the caller and anyone else within the address.

Upon attendance, the RP of the call has allowed officers into the address and confirmed that she had in fact called for police assistance but did not want her partner to know as he was still present within the address. It was clear that the RP had not had any previous contact with police and was visibly nervous because of our presence, she further told police that she felt "silly" to have called police to her home address. It was clear that the alleged perpetrator that was her husband had left the address and gone to work, therefore the RP was not in any immediate harm. I ensured that she knew she had done the right thing having police attend and ensured that she felt comfortable enough to disclose to officers what had occurred between herself and her partner. She has disclosed to officers two counts of domestic common assault that occurred on the day of the 999 call and the night previously, and several historic and ongoing instances of controlling and coercive behavior. This controlling and coercive behavior included the RP having her personal phone taken off her and not being allowed to have any social activity outside of her home. During the initial first account provided to officers it was clear that the RP felt guilty for reporting her husband, as her young daughter was also present at the time of police arrival, and they had been married for more than 20 years. Because of this she was hesitant to provide police with a witness statement straight away, therefore police gave her time and she later on agreed to provide a statement outlining the abuse she had endured. The younger daughter of the RP also agreed to provide a statement in regards to her father's behavior towards her mother.

Whilst we gave the victim the time to think about whether she wanted to provide a statement against her husband officers have immediately gone to the workplace of the alleged perpetrator and arrest him. He was shortly after arrested for the offences put against him

and conveyed to custody, where his detention was authorised. Once this was complete all other enquiries were conducted, which included any CCTV opportunities and house to house enquiries; unfortunately, all of these resulted in nothing of significance being found. Because of this the only evidence in the case was the two witness statements provided by the RP and her daughter.

After all the immediate investigative opportunities had been conducted it was important that I drew my attention back to the victim in the case, it is crucial that all victims of crime; including domestic abuse, have their needs assessed individually for support to be tailored to meet their needs (GOV.UK, No Date). With all enquiries complete the victim has agreed to answer a set of questions called the Domestic Abuse Stalking and Harassment questions, also known as DASH. These set of questions will help officers and other relevant partner agencies what support the victim requires, who will then subsequently provide the victim with the support she requires. PCC Dafydd Llewelyn has worked with all four police forces in Wales to create a joint commission called the Independent Domestic Violence Advisory (IDVA). This advisory service has been implemented in order to allow all forces in Wales to have a single point of contact, where all partner agencies involved in a domestic abuse case can work closely to ensure victims are provided the best possible service (AOPCC, 2019). Highlighting the victim within this case as a High Risk victim of domestic abuse allowed all the partner agencies such as RISE to ensure the victim had all of the required support as soon as possible, as there is a high risk of the abuse escalating and possibly escalating in severity. The official Dash Risk Model website (2022) emphasises why the model has been introduced to support victims of domestic violence, stating that a new pro-active approach was required to keep victims safe. Stating that previous to the model being implemented there had been several cases of police and agencies lacking an understanding of risk identification and insufficient information sharing. I felt that ensuring the DASH model had been utilised early in the case, ensured that the victim would have the best service available to them.

Although the DASH model was an effective method of bringing the victims situation to the attention of the IDVA and other partner agencies, it was clear that more could be done to safeguard the victim. This included what is called a critical risk marker against the victim's home address, which in the event of any future police attendance would inform police that she is a high-risk victim of domestic abuse; therefore, ensuring that all future calls to police are treated as urgent. Further to this, I submitted what is known as a Public Protection Notification report, which is reported to the in force Public Protection Unit, who will make their own assessment of the situation and respond accordingly. This is another referral at police officer's disposal, that allows us as first responders to an incident, to highlight any risks that we feel the victim may be subject to. South Wales Police policy states that all officers responding to instances of domestic abuse must complete a PPN and risk it accordingly on police systems and ensure that it is completed within 24 hours of the incident being reported (SWP, 2021). Ensuring that not only are external partner agencies are aware of the incident, but also the internal PPU department I felt ensured that all appropriate agencies had been informed and could therefore work towards safeguarding the victim further. Allowing all departments within the police to be aware of the victims situation I felt would ensure that after the suspect had been processed through custody, the victim could then be safeguarded upon his subsequent release.

Although it was of paramount importance to conduct all of the investigative enquiries and multi-agency referrals, it was also crucial that the victim's welfare and needs were kept at the center of the whole process. If you are a victim of a crime that has taken place within England and Wales, you are entitled to have the necessary support and guidance from police. The victim's code has been introduced by the UK government to enable victims of crime to have the right to information regarding their case and support from criminal justice organisations such as the police and courts. As a police officer, I had a statutory obligation to ensure that the victim of this crime was kept updated regarding any relevant decisions being made within the investigation, this included the arrest of the suspect, any interviews conducted and all updates regarding the whereabouts of the suspect after police contact. Because of this I ensured that the victim had regular phone calls from myself, to ensure that she knew as a police force we had a genuine care for her welfare and current situation. Every time I contacted the victim in this case, I also ensured that every instance of victim contact was formally noted on police systems, ensuring that my supervisor was aware that the victim was being kept updated regarding the outcome of the investigation. The College of Policing (2022) outlines the importance of police officers putting their victim at the heart of any criminal investigation, stating that utilising the Victim Codes appropriately will ensure that as a police force we can identify those who are entitled to receive enhanced rights.

After all of the victim's individual needs were met and the suspect was taken into custody it was crucial that further safeguarding procedures were taken, in line with the judiciary court systems. The suspect has been interviewed by officers regarding the allegation put against him and answered no comment to all questions put forward to him. The suspect has then been released from custody whilst under investigation, alongside several bail conditions that he had to adhere to; this is commonly known as a pre-charge bail. Due to the fact that the case involved a high risk domestic abuse victim, the suspect had conditions not to contact the victim or daughter directly or indirectly, not to enter the street of the victims home address, not to leave the U.K and to sign on at Cardiff Bay Police station on specific dates. Having these put in place is a high level of safeguarding for the victim as it does not allow the suspect to have any form of contact with her, which could include additional instances of domestic abuse, which could result in an escalation of violence towards her due to the criminal proceedings put against the suspect. This I felt would give officers the highest chance of securing a conviction against the suspect as it would negate him from intimidating the victim, which would result in her withdrawing her statement of complaint. The victim in this case was a high risk DV victim and had the potential of being categorised as an intimidated victim/ witness. Witnesses are defined under the Criminal Evidence Order 1999 as intimidated if his/her evidence is likely to decrease in quality or cease altogether, due to their fear or distress in relation to giving evidence in court (PPSNI, No Date). Although having bail conditions in place against the aggressor in the case would not necessarily guarantee a complaint not being withdrawn, it would most definitely increase the chances of the victim providing the best evidence possible before a court.

After conducting a prolonged investigation which includes investigate enquiries, victim care and out of court disposals such as pre-charge bail, I feel its crucial that I can reflect on my performance throughout and thereby compare my actions against official policing values and frameworks. The Competency Values Framework supports all policing professionals in every aspect of a policing investigation and includes four core competencies: Transparency, Impartiality, Integrity and Public Service. When conducting this investigation, it was of utmost importance that i adhered to all of the above values to ensure that the crime was investigated

ethically, and the victim was also put first in all instances. The CVF allows me to not only implement the values set out, but to reflect on my performance. The framework will ensure that there are clear expectations of me which in turn will lead to standards being raised for the benefit and safety of the public we serve (College of Policing, 2016).

Ensuring I showed transparency during the investigation was vital, this I believed I achieved by being transparent in my actions, communication and decisions with witnesses and suspects. This was achieved by being fair and honest with the victim, when I kept her updated with any relevant updates regarding the investigation, including the bail conditions put on her husband. This gave her peace of mind that the officers in charge of her case were keeping her updated and also ensured she had a sense of security regarding her personal safety and mental wellbeing.

I implemented impartiality throughout the investigation by not having any unconscious bias towards the suspect, allowing me to conduct a fair and ethical investigation. Although an allegation has been made against the suspect, it was vital that I did not simply believe the allegation and then proceed to pursue a single avenue of investigation against the suspect. This includes investigating any defences put forward by the suspect and any discrepancies in the account of the victim, if there are any.

Maintaining a high level of integrity was also important when conducting my investigation and safeguarding the victim. This is hugely important in everything we do as police officers, acting in a professional and ethical manner with the people we serve, will ensure that we can build a high level of trust with members of the public; which in turn will only benefit all parties involved. I acted with a high level of integrity when I made all of the relevant agencies aware of the victim aware of the situation, which allowed her to receive the support she required. This was also the case when I dealt with the suspect, as he was given all of the rights that he is entitled to throughout the investigation, such as independent legal advice during interview.

Members of the public are always at the forefront of policing and therefore we have a duty to display the highest level of public service possible. From the first attendance of officers until the release of the suspect on bail, I ensured that I gave the victim the highest level of service possible, which included keeping her updated throughout and referring her to several different multi agency partnerships that gave her the support she required. I feel that displaying this level of public service will ensure that if the victim requires police assistance, she will not hesitate as she knows the police will investigate any offences alleged and also give her the support she requires.

Conducting an investigation into a complex high-risk incident of domestic violence was challenging, as at the time I did not have any experience in dealing with such a case. However, with the guidance and support of colleagues and my supervisor I felt that I managed to conduct a thorough investigation into the offence, which resulted in a suspect having several bail conditions in place, which in turn safeguarded the victim of the crime. Having the responsibility of safeguarding a high-risk victim of domestic abuse I feel has taught me many valuable skills going forward, as there were many learning opportunities involved. It has also taught me that although securing an outcome in relation to arresting

and possibly convicting a suspect is crucial, it is as important if not more to ensure that the victim of such violent crimes receive the necessary support and is safeguarded as a result. This I felt ensured that the victim in the case would not become a repeat victim of domestic abuse and gave them piece of mind that no further incidents would take place.

(Word Count: 2613)

Task 4

Relevant areas of the National Policing Curriculum:

Decision making and discretion, Conducting Investigations and Criminal Justice (Managing offenders)

You must choose **a policing incident** in which you played a significant role with an offender/service user/victim and reflect on what happened.

Critically assess the situation including social and legislative contexts and any relevant cultural, ethnicity and language issues. **Reflect** on how you applied the National Decision Model (NDM) to assist in resolving this incident. **Evaluate** the role of discretion in the decision-making process.

Determine your responsibilities with regards to the provision of the CPIA when conducting this investigation including when managing the offender and suspects and recording and retaining significant information.

Illustrate how policing values were engaged particularly through **an assessment** of the potential impact of bias on the decision-making process.

2500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

This essay will be an assessment of an incident where I have been the first attending and arresting officer of two individuals that were reported to be in possession of sharply pointed or bladed articles. Throughout the essay i will be referring to the National Decision Model and how utilising it effectively allowed me to carry out my duties thoroughly and safely as a police officer responding to a fast moving and potentially volatile situation.

The National Decision Model should be used by police officers alongside the policing Code of Ethics at its center, utilising the model will allow police officers to make quick thinking

decisions whilst using a certain level of discretion where appropriate. This will ensure that risk aversion is reduced and will weigh the balance of resourcing against demand, threat, and risk (College of Policing, 2014). I will also be discussing my responsibilities with regards to the provision of the Criminal Procedure and Investigations Act when conducting my investigation and then subsequently ensuring that all significant information is retained in an ethical manner.

The incident I will be discussing began with an immediate response being dispatched to myself and my colleague, whereby the reporting person has stated that she has seen two males outside of her address smoking illegal substances and both in possession of knives; whilst also making threats of violence towards the reporting person. Although myself and my colleague had been provided with the initial details of the call made to the control room, due to the nature of the call and the potential risks posed, it was important that I could gather all the information regarding the incident. This is where the first stage of the NDM, Gathering Information and Intelligence was conducted. At this stage I knew that there were two males in possession of weapons and illegal substances, therefore I asked control if there was a description of both suspects and if their identity was known, and if so, did they have any warning markers for violence or carrying weapons previously. The control room responded with a full description of both suspects and their last known location, this I felt allowed me to make the necessary preparations for any possible scenario I may have faced when attending the location of the incident. The College of Policing (2013) emphasises the importance of police officers being able to gather and disseminate intelligence, stating that it will allow us as police officers to make decisions about priorities and tactical options. Knowing that both suspects could be in possession of a dangerous weapon alongside a description of both individuals would allow myself and my colleague to assess the possible threat, risk and harm and then allow us to respond to the threat accordingly.

The next stage within the National Decision model states that police officers should now be able to assess threat and risk and then develop a working strategy. Based on the information we had gathered surrounding the circumstances of the incident, myself and my colleague decided that we would utilise our verbal communication alongside our appointments if the situation had to be defused. Knowing that the suspects in question could possibly be in possession of knives, I felt comfortable approaching the situation as my colleague had a taser in their possession which could be utilised if the people involved escalated in their violent behavior. It was decided that when contact was made with both suspects it was appropriate and in the best interest of the public, that they were both handcuffed to the rear, which in turn would negate any further risk of injury to myself and members of the public.

Myself and my colleague have approached the address of where the alleged incident had taken place, and when entering the block of flats have spotted two unknown males behind the back door entrance of the flat. I have immediately activated my body worn video camera, which would record the encounter with both suspects, which was crucial as I had to evidence all actions taken and subsequently justify them if needed. The Police and Crime Directorate have set out several guidelines in regards to the use of body worn video, stating that

recordings should commence at the start of any deployment to an incident and should stay on until such incident had concluded (Body Camera, 2022). I also ensured that I used a certain level of discretion within this incident, as body worn cameras do not always have to be activated, however within this scenario I felt it was justified and proportionate to do so.

I have proceeded to use my verbal communication skills to inform both individuals that they were to remain where they were, so that myself and my colleague could conduct a prompt and effective investigation into the allegation made. Based on all information available to myself I made the decision that both individuals were to be handcuffed and have proceeded to handcuff one of the individuals to the rear. Official government legislation (*Criminal Law Act 1967*) states that this use of force can be justified if the officer is using such force as is reasonable in the circumstances to prevent crime and assisting in a lawful arrest. I therefore felt that having the legislative backing for my decision and the transparency of recording the incident ensured that I could effectively justify my decision-making process.

After myself and my colleague had arrested both suspect and handcuffed them to the rear, we had additional steps that we had to undertake in order to ensure an effective and ethical investigation was conducted into the allegations made by members of the public. Due to the nature of the allegation made, both suspects were searched by myself and my colleague, official government legislation (*Section 32 Police and Criminal Evidence Act 1984*) allowed a search of both suspects to be conducted, in order to search for anything that may present a danger to himself or others, and which might be evidence relating to an offence. Subsequently it was found that the suspect I searched was in possession of a knife, which was bagged appropriately in an evidence bag, where it would later be destroyed. Ensuring that throughout the arrest and search process I was aware of my options and contingencies and all powers being used, allowed me to cover several areas of the NDM concurrently.

Both suspects were then taken into separate police vehicles, where they would be conducted to Cardiff Bay Custody, before doing so however it was crucial that my suspect was further searched in order to negate any further evidence being in his possession. It was found that he was concealing a very small amount of cannabis, this was also seized; however, using my discretion I decided to not further arrest for possession due to the small amount and instead give the suspect a cannabis warning. Nearly every shift a police officer must use some form of discretionary judgement like I have at this incident, and to some degree there can be both negative or positive connotations from doing so. However, within this situation as both suspects were 15 years of age and already being criminalized for their actions, I felt it proportionate to not further criminalize them for a small quantity of cannabis. This is not to say that my decision was the correct one however, and it has been stated by Wortley (2003) that when police make arresting decisions based upon personal judgement, there is a potential for arbitrary and discriminatory enforcement of the law.

Both suspects were then conveyed to custody, where their detention was later authorised by the custody sergeant, for possession of an offensive weapon in a public place. It became apparent to me that due to the age of the offender who had been arrested who at the time was 15 years of age, that extra support and safeguarding was implemented. This included myself contacting the parents of the arrested individual to ensure that they were aware of the situation, in order for the individual to receive the support he needed whilst in custody.

After both suspects had been conveyed to custody and the threat of risk and harm had been removed, it was crucial that I conducted a fair and ethical investigation. To conduct a fair and unbiased investigation it was crucial that I adhered to the guidelines set out with the Criminal Procedures and Investigations Act (CPIA), which states that all police officers must

record and retain information in an ethical manner. Health and safety executive (No date) also states that as an investigating officer you must not only retain all relevant information, but also pursue all reasonable lines of enquiry, whether these point towards or away from a suspect. Therefore, the most pressing line of enquiry I had was to contact the reporting person, who had first made police aware of the suspect being in possession of an offensive weapon. I visited the reporting person, who initially did not want to provide a witness statement due to the possibility of being intimidated by suspects as they both lived in the local area. After offering the witness the possibility of having special measures if the case was to go to court, she subsequently decided that she would provide a statement and attend court if needed to. I have then conducted house to house enquiries which has not resulted in any significant findings, followed by requesting footage of CCTV from the witness in the case, who has provided the footage. This CCTV footage clearly showed both suspects being outside of the address, one clearly being in possession of an offensive weapon in a public place. All Management of Police Information (MOPI) guidelines were followed when obtaining this footage, and I ensured that the footage was securely retained on a safe and secure police evidencing system. I felt that obtaining all of the evidence required, which in this case was the witness statement and CCTV footage; and then safely retaining the information to be used in further criminal proceedings, would ensure that the chances of a prosecution were significantly increased.

After conducting an unbiased investigation into the allegations made, it is now crucial that I could review all actions taken and if there are any areas that can be improved for future criminal investigations, I take part in. College of Policing (2014) states that once an incident is over police officers must ask themselves if any lessons can be taken, and if so, how you will implement your decisions differently next time. If Police Officers can follow a structured method such as the NDM when having to make several difficult decisions, it will not only allow them to have a set list of processes to follow, but it will also allow them to reflect on each scenario' which in time will mean that police officers can continuously develop. The Policing code of Ethics are also at the heart of each area, which in turn will allow not only for the correct decisions to be made, but also the most ethical decisions also.

I feel that throughout the decision-making process I acted with the highest amount of integrity and could justify each decision made. When reflecting upon my use of discretion within this scenario, it is important to note that police officers do not always have to handcuff suspects of crime and should use a certain level of discretion when doing so. From beginning to end, I felt that utilising the NDM allowed me to have a structured approach, before attending the incident I had gathered the relevant information and intelligence, such as the nature of the alleged offence, description of suspects, and any previous convictions or warning markers for everyone involved. When completing the relevant checks on the individuals involved within this incident, it became clear that they both had no previous involvement with police. However, I felt that due to knowing the current circumstances of the incident, which suggested that the suspects were in possession of weapons, it allowed me to safely respond to the incident when myself and my colleague arrived. After I had taken action and arrested both individuals, which resulted them being detained in custody, I felt that I followed all CPIA guidelines to an effective level, ensuring that I justified each crucial decision I made. All evidential material that was gathered, such as body worn video footage, CCTV footage, weapons seized and witness statements; was recorded and subsequently retained on secure police systems. This ensured that if the matter was to go to court, it was clear that

all evidential material was not only available, but also had a digital footprint that could show prosecutors that information gathering techniques were ethically followed.

As mentioned previously, a certain level of discretion will always be used by police officers when attending incidents. However, it was clear that within this situation the use of judgmental discretion was not readily available, due to the dangerous and volatile scenarios that could occur if I did not use all policing powers at my disposal. Deciding to not use a high level of discretion, ensured that I safeguarded all people involved and all available evidence was secured. If both suspects had not been immediately approached and handcuffed to the rear it could have been possible that the weapon in their possession was discarded nearby, and therefore impossible to prove that it was in their possession. Drotty (2016) reiterates that police must use discretion when carrying out their day-to-day duties, however states that excessive use of discretion will leave the police unfettered to follow their own objectives. And although discretion was used in this instance, it was simply since the individual was in possession of a small quantity of cannabis and criminalising him further for this potential offence may have only resulted in him committing further offences due to several offences going on his record at such a young age. This cannot always be the case as it may result in police not safeguarding members of the public and not appropriately responding to incidents of crime.

Throughout my response to this incident, it was crucial that although I bring the potential offenders to justice, it was also important that I managed the offender in an ethical and appropriate manner. This had to be conducted when arresting the suspect and conveying him to custody and was also ensured by conducting an unbiased investigation that would either lead towards or away from the suspect.

This essay has described how following the National Decision Model in a structured way, ensured that I covered the majority of all areas within an investigation; allowing me to be adequately prepared for all possible outcomes. It also highlights how all actions undertaken should be recorded, and all evidential material that is gathered must be retained and recorded in a timely and ethical manner. Moving forward I feel that I can take onboard any learning made from this scenario, that involves several different aspects of a police investigation; and further build on it when faced with similar situations.

(Word Count: 2510)

Task 5

Personal Development Plan (PDP)

As part of your reflective process, please use this table to aid you in identifying the next steps for development.

This is equivalent to 500 words towards the overall wordcount, please note this is not the actual number of words used in completing the table, the count reflects the thought and research behind it.

Area of Development	How it will be achieved	Who can provide support	Timeline
The first area of development I will now focus on, is ensuring that when I deal with an incident of crime that I am making regular contact with victims and ensuring that all the relevant safeguarding procedures are completed..	I can achieve this by ensuring that I make a structured list of notes that outlines all of the relevant victim needs when dealing with each individual scenario. For example when dealing with a domestic abuse investigation, it would be beneficial to have a list of forms and update codes that must be completed in each case.	My supervisors can direct me in the correct way if I ask them for assistance with this. There is also sufficient guidance within all of the resources available to me in regards to victim care that I can always refer to.	Ideally, this can be done within the next 6 months. However, I feel like this will always be an ongoing process as victim care will always need improving throughout my career.
Another area that I feel needs more improvement, is my experience dealing with conflict and volatile situations. Although I have faced several volatile situations, I feel that now I am deployed within the HUB, I may start to lose some of the communication and conflict	As I am now currently working within the HUB, I do not have much exposure to conflict and dealing with potentially volatile situations. This I feel I can fix by pushing myself to take on extra overtime hours on response and Cardiff After Dark shifts when possible. This will	My supervisors can also assist me in this area by ensuring that I can have the additional overtime shifts I require. My colleagues can also assist by making me aware of any overtime they are aware of	I would like to attain this goal during my time within the HUB, which is approximately another 10 weeks. I feel that if I can do an overtime shift on response every other week, I will easily gain the experience I am aiming for.

management skills I gained whilst not on response.	ensure that I am still getting the experience of dealing with members of the public on a regular basis.		
The final area that I also believe requires further development is my knowledge of current legislation and how I need to ensure that it is implemented effectively when dealing with potential suspects of crime.	To do this, I will ensure that when dealing with all crimes I am making reference to all relevant legislation. I can also achieve this by revising legislation on a regular basis, so that I am up to date with any recent changes made to them.	My colleagues and supervisors can guide me when I have any difficulties with utilising the relevant legislation in certain situations. This can also be done by revising legislation on a regular basis to ensure that I am up to date with any changes in the law.	I would like to be more than competent with my knowledge of legislation by the end of my two year probationary period. However I will always have to be up to date with changes in legislation when working within policing.

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The bibliography should only include sources referenced within the workbook using the Harvard referencing system. Information about referencing in written assignments and how to avoid plagiarism can be found on Moodle. It is important that you are aware of the importance of ensuring that the work submitted is your original work.

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CONFIDENTIALITY and PLAGIARISM – confirmed by submission through Turnitin

Task 6

Recognition and confirmation of progress on the Occupational Competency Portfolio (OCP).

By signing the section below you are acknowledging your continued progress on O.C.P., this is recognised by the university as work that is fully supporting this module. Signing it is equivalent to 500 words towards the overall wordcount.

I confirm that I am progressing with the Occupational Competency Portfolio (OCP) in accordance to the regulations.

Signed: DAFYDD TOMOS WILLIAMS BECK

Date: 10/07/2022