

BSc (Hons) Professional Police Practice

LEVEL 4 - 40 Credits

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

(SOUTH WALES POLICE, GWENT POLICE AND UWTSD)

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FACULTY OF BUSINESS AND MANAGEMENT PUBLIC SERVICE PROGRAMME

Module title: Professional Police Practice 1 (PCDA)

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 BSc 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)

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/agh-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.

The content of this workbook should be your own work. Do not allow anyone else to see your work or use your work for their own submissions.

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 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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	Confirmation of Confidentiality and Plagiarism <i>This is confirmed by submitting through Turnitin</i>	

Task 1

Relevant areas of the National Policing Curriculum: Wellbeing and Resilience

Guidance:

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

1000 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

Stress is defined as a state of worry or mental tension caused by a difficult situation (World Health Organization 2023). So as a police officers you are going to face many difficult situations but especially in the first six months, because this is the first time I have ever had to deal with the pressure of a job with this much responsibility. This is why resilience also became such an important factor in the first six months too. Resilience is defined as the ability to be happy, successful after something difficult or bad has happened. (Cambridge dictionary 2019). In terms of training this applies because you do something difficult almost every day and you must learn to adapt to succeed at each task that is thrown at you. Some examples of the coping strategies I used were having a good support network to rely on and for me in this case was my family, as they helped me throughout the six months by mainly allowing me to talk to them about what was going well in work and what I needed to work on. Another was through sport as I was able to relax and enjoy my time off and the most important coping strategy in my opinion is time management, which for me was the ability to effectively use my time to allow myself to succeed.

The first six months were challenging and exciting, this is why it became so important and still is important to manage that stress, because the change from civilian life to that of a police constable can be a difficult transition as this job is like no other job this is because to accommodate such a job you must change your lifestyle. So, with this I have applied myself meaning I've employed the use of coping strategies to minimize stress. The NHS have a list of things to do to reduce stress. For example, exercise this was a great way for me in my first six months to release any frustration I had or any worry in the way of sports or general exercise. (NHS 2022)

Another option I employed from that list was to connect with people, this greatly helped me because I was able to bond with people on my course. This was essential because these other people there are also possibly going through the same worries and doubts you have as to whether you deserve to have a place at police training school. Through doing this I was able to make real connections with people on my course and become close friends with a real bond as they are truly the only people who know how you are feeling, and how much you must adjust your life to accommodate your new lifestyle because of the police. Friendship is one of the most essential concepts to enjoy training.

Another important aspect of training is building up your resilience as in a job such as this you must be able to be resilient so that you are able to cope with the many challenges this job brings. However, for the initial six months, you must build up a different type of resilience. What I mean by this is that for the first six months you must be resilient in terms of getting through the two exams and all the practical's, which require you to be focused and driven, but they require you to engage in an academic type of learning which is not always needed operationally. Whereas operationally you must be resilient when engaging with the public in difficult situations, or when being faced with a difficult call in which you must adapt quickly

because the information about the incident keeps changing. Both have ways of being resilient have challenges.

I think one of the key things for you to succeed in training is your ability to have an outlet outside of work. For me that outlet was sports. This allowed me to shut off my brain so to speak. Meaning I was able to allow myself time to myself helping me manage my mental wellbeing effectively, as through playing sports I was able to stimulate myself with the endorphins I was getting from doing physical exercise, as endorphins were being realized into my body through physical exercise, and improving my mental wellbeing as they help boost your mood. (Cafasso,J 2017) This was massively important because I was able to look after my mental wellbeing as well as my physical health. Making me more effective during training because I did not become complacent in my work, allowing me to strive in certain aspects. It also allowed me to reduce stress massively because if I was feeling stressed out or frustrated during training, I was able to get rid of that negative tension in a healthy and positive manner. Instead of wasting all the unused energy and doing something negative or something that might compromise my ability to be an effective police officer. I still fully believe now that I am operational that participating in some sort of physical activity can greatly improve your many aspects of your role as a police officer.

Moreover, a great way to minimize stress is time management, this is a great asset to have as you can manage your time effectively. Improving your effectiveness in every task. For example, having a structure to your day like setting aside one hour of revision a day and then planning your day can help you save time in the day.

In conclusion each person manages stress in different ways, as what might stress out one person may not stress out another. The key to managing stress for me was making sure I had a clear plan for each day and a set of goals I wanted to complete no matter how small. This helped me as I was able to negate my stress to a certain level. An appropriate thing for me to do when I was feeling stressed was to remove myself from the stressful situation when appropriate and reevaluate the situation, then think of a plan to overcome whatever was stressing me out. Another important factor was to engage in physical activity because this improved my mental wellbeing as well as my physical wellbeing. As for resilience, it is important to build on this in ways such as putting yourself out of your comfort zone to deal with stressful situations to build up your resilience, as I still believe that it is an important characteristic that you will use every day operationally.

Word count:1093

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.

Give a brief description of the incident including social and legislative contexts and any relevant cultural, ethnicity and language issues.

Review 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 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.

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

ANSWER:

This section relates to an incident I attended where I played a key role in resolving the situations and overcoming challenges. This was the first call where I faced any real conflict so it was the first time I would be faced with a situation where I had to truly justify my actions that I took.

This call relates to a member of the public phoning to report an ongoing domestic outside a Fuel station. The report consisted of a male and a female engaged in a heated argument that was becoming more and more hostile by the second. Upon hearing this I attached myself and my colleague to the call, as it was of the utmost urgency to respond.

However, before arriving to the scene we were made aware that the member of the public reporting was in fact the female engaged in the argument. The checks came back to a female known to us; therefore, I ran further checks on the female to see who she might be with. In running these checks, I found out that she is a high-risk domestic violence victim to a known male who I suspected she might have been arguing with. Domestic violence is sadly not uncommon as according to the crime survey for England and Wales "an estimated 7.3% of women (1.6 million)" experienced some form of domestic abuse in the last year. (CSEW 2020) So, upon hearing this I asked the control room to run some checks on the female because she had given her details

as the RP. But as we arrived on scene the male and female involved in the argument had left prior to our arrival. The only witness to the argument was one of the workers at the fuel station, it was imperative that I ask him what had happened but make sure that it was to the point as we still needed to find the two individuals as there is a clear risk, so the worker stated, that they were engaged in an argument, but it was unclear what it was about as they were stood a fair distance away. Then the male and female then left together in an unknown direction.

Therefore, my colleague and I went to the males last known address where the two were supposedly staying. Upon arriving there we found the two sitting on a step outside the address. Initial, contact with the pair was very hostile on their part as soon as I tried to engage with the two, they almost immediately became aggressive over such a simple question such as what you have been up to today. This immediately told me that we needed to split the pair up as the female's body language was very defensive, with her arms crossed and her legs facing away from me and her head turned, meaning that she was not going to engage with me in the presence of the male. Then I asked the male if he would go with my colleague to which he would not, so then I decided to ask the female if she would come with me to which she did. Betari's Box is a model I use on every call without even realizing it, so what this means is my behaviour and attitude will affect the behaviour and attitude of the victim or suspect. Meaning if I start shouting at someone straight away then they are most likely going to shout back because they have gaged how to respond based on my behaviour and attitude. (College of Policing, 2020)

So, from there I was able to get the female to engage with me by just listening and using effective nonverbal communication with her, but instead by sitting next to her on the back of the police van, also by not standing over her in a defensive position made it easier for her to engage with my questioning. Just by putting her in a safer environment away from the male she opened up about the argument they had and how it had escalated. But as soon as I started to make progress with the female, the male started to become more aggressive with my colleague, this quickly escalated to the male pushing my colleague and trying to assault my colleague, which was only happening a few feet away from myself and the female, who I now deduced was the victim of the male aggressor. As this was happening my colleague took the male down to the floor, seeing this I ran to my colleague to be of assistance. However, as I did this the female also followed throwing herself at the feet of the male who was on the floor and grabbing onto his legs, me and my colleague had managed to get the male in handcuffs. As my colleague radioed for assistance, so within minutes more of my colleagues showed up. After the arrival of more police officers, we were able to get the male into the back of the police van and then we were able to talk to the female who had walked off to the side and seemed to be back to her original state of not engaging with police officers.

Reflecting on that moment it is clear to me that even though she is a victim of his abuse, she still cannot separate herself from him as she feels trapped, this is clear as she came to his assistance even though there was a chance that she could be arrested too. Which shows the control he had over her as she was willing to get arrested with him.

However, the force used by my colleague, and I was completely proportionate in the circumstance as the male had assaulted a police officer and attempted to do it again which he was arrested for, but this also provided us with the chance to split both parties up as it is force policy after a domestic incident both parties must be separated.

The male was then arrested in accordance with code G of PACE, meaning that it was explained to him why he was being arrested and the implication of the arrest. (PACE 1984)

On reflection of this incident there may have been impact factors to consider from my colleague and I, for example the main impact factor for this situation was alcohol, because the male was clearly intoxicated and was a danger to my colleague and I but also to himself. I tried to negotiate with the male and engage with his irrational way of thinking at that time, as I was asking him in the initial part of the incident to explain to me what happened. Therefore, I was giving him a chance to explain the situation from his point of view, but he was very reluctant to engage with officers verbally. But initially, my colleague and I were speaking in a calm tone and speaking in a manner as to not presenting a threat to him by standing in a non-defensive position, meaning we were not surrounding the male. If my colleague and I were aggressive when initially dealing with the male then we would not have been able to separate them, or even leading to an altercation between ourselves and the male. But by initially engaging with the male in a calm and respectable manner, we know that we have tried to talk to the male, but he will not engage with us, and has become aggressive himself. So, when the use of force was used, we can justify to ourselves and our superiors that we tried other options and did not engage in a physical altercation as our first approach.

Initially when dealing with both the male and the female my colleague and I used effective communication skills to ascertain what had happened, we based our communication skills on the acronym LEAPS which stands for listen, empathy, ask, paraphrase, summarize. (College of Policing, 2020)

The important factors of dealing with situations are you must be able to read the body language and the general language that the person you are dealing with is using. As this can assist you in what approach you take when dealing with that person, so you may need to lean towards a gentle and calm approach, or you may need to be more assertive and authoritative in the way that you deal with people. It is all about reading the person but also using information and intelligence to assess what the best practice is to deal with the situation. Another impact factor was the danger that the female was in because of the male's behaviour and aggression. Contrary to article two of the human rights act, every person has the right to life and if that life is in danger the government should step in to protect that life. (Human Rights Act, Article 2, 1988) Meaning that in the situation it was my role as a government employee to safeguard the life of the female.

In conclusion, I was able to effectively communicate with the victim and resolve the issues presented to me. Also, I was able to deal with a challenging situation whilst keeping the needs of the victim in mind.

Word count: 1538

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.

Give a brief description of a relevant incident including social and legislative contexts and any relevant cultural, ethnicity and language issues.

Explain 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.

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

ANSWER:

This incident refers to a vulnerable person who could not speak English and he was laying in the middle of the road, therefore I have had to take into consideration the language barrier and how the male may be a victim of crime therefore I have employed safeguarding measures in order to help the male feel supported via our codes of practice. This incident takes place as I spotted the male sat on a sat on a wall.

I Approached the male and held onto him as I sat him down on a wall so that he wouldn't fall and hurt himself. There was a clear smell of alcohol coming from his breath. Then the male began to speak in an unknown language to me. It was quickly identified that the male did not speak a word of English, so this meant he couldn't understand me, and I couldn't understand him. Then the male managed to state the word Romanian which was the only word that he knew in English. The male was clearly in distress, so it was massively important as to the importance of using clear and effect communication from the start, and to make it clear to him that as police officers it was our duty to safeguard his wellbeing as well as the wellbeing of the public as at this point in time, we were unsure as to why the male was behaving in such a distressed manner

Initially, I attempted to use google translate with the male as I thought I would possibly be able to understand maybe a little bit more of the situation he was in. This did not work out as well as I'd initially hoped as the male was unable to use my phone properly as he was too

drunk, which was another aggravating factor of the communication barrier. I then decided to use language line to communicate with this male, this turned out to be effective. It turns out that the male was a victim of a robbery of his mobile phone that same day, but was unable to report it to police, due to the communication barrier I couldn't communicate via LEAPS (College of Policing, 2023)

The victim's code is the rights and the minimum standard of how the police treat victims. It's a regulation on how the police are supposed to deal with and represent victims when investigating criminal offences. Victims under this code are survivors or complainants of crime meaning that if harm or loss of any kind was experienced by an individual group because of a criminal offence then they are seen as victims under the victim's code, and they have a right to report that crime and have it recorded by police, no matter what as that is the bare minimum. (GOV.UK, n.d set of rights)

This is one of the rights under the victim code, for the victim to be understood, so whether that be through a translator like it was in this case. Then another right that was exercised under the victim code was the right for the victim to record his crime without justified delay. (Ministry of Justice 2021). So even though the male was intoxicated, and we were faced with a clear language barrier, the criminal offence that he was reporting was recorded and retained on our system.

Understanding that under the victim code the male is entitled to report his crime (Ministry of Justice 2021) so I told the control room to create an incident in relation to the robbery in order for further investigation. The male was also entitled to be provided with information when reporting a crime, so the process of the start of the investigation were explained to him via language line. But due to the male being heavily intoxicated, it was decided that the best action for that point in time was to take him home and allow him to sober up. As we are

unable to get a victim statement from him whilst he is intoxicated, nor are we able to ask him the appropriate line of questioning. The victim did not want any support from the services we suggested to him, I offered him certain services because I believed that he may of been an alcoholic because of the way he was presenting himself.

The male has a right as a witness to be able to report and record his crime, so when that happens, he also acquires the right to be updated about the progression of the investigation. But because of the communication barrier I was presented with a clear challenge as every time I contacted him to update him about the progression of his case, I would have to contact language line and set up an interpreter, then I would have to make sure that I was clear and concise in the way I explained each step of the process. For example, I explained the trial process to the male as per the victim code and he was unsure because he did not know if he wanted to make a statement on his version of events.

As it is his right as to whether he wants to provide the police with a statement and support police action.

This was one of the hardest cases I have had to deal with in terms of the victim because from my point of view he had some vulnerabilities. The quality of being vulnerable can be defined as the ability to get easily hurt in this circumstance (Cambridge Dictionary, 2020). The communication or language barrier was the main vulnerability, but he was also vulnerable because most times I attempted to contact he was intoxicated. The victim also was in a very poor living conditions in a shared living, so that something I had to consider as to when I would contact the victim as part of our agreed timescales.

Upon reflection to the incident, there are a few things that I would have adjusted in order for future investigations to be more effective when I deal with a communication barrier. Firstly, I would have used the asset of language line more productively. Meaning that when I use language line in the future that I focus on the victims needs as well as the need of the investigation. As the use of language line was not really explained to him, so I can imagine that throughout the investigation it may have been difficult for him to understand what was going on. As I am unable to explain it to him directly which at times made it difficult for me to help the victim understand what was going on during the investigation

Another thing that I will pay closer attention to in investigations is the use of victim support referral schemes. As they are used as a way for the victim to understand the crime, they have been a victim of and how to best deal with being a victim. As the male did seem distressed throughout the investigation but refused referrals, but if I had been more upfront with the victim initially about the schemes than maybe rather than him just refusing them, he would have listened and considered all his options in relation to a referral.

In conclusion, the victim code allowed me to investigate the criminal offence promptly and effectively in question whilst keeping in mind the needs and wants of the victim. I was able to clearly explain the investigation to the victim although there was a clear communication barrier, keeping the victim updated as to the investigation as it is their right, to be updated to their role in the investigation. I also explained the process to them in a clear and concise manner to the best of my ability. I made sure to safeguard the victim and to keep their wellbeing in mind during the process. I was able to record and retain their account of events effectively. I followed each procedure outlined to me in the victim code and was able to make sure that the investigation ran efficiently in correspondence to their needs as a victim. As of this moment in time the police investigation is still on going, therefore, I am making sure to update that as to every step of the process.

I am making sure to put measures in place to safeguard the victim so that he is well informed of how to deal with crimes in the future if he is ever a victim of crime again. This is mainly important as the victim in this case was new to Wales and was unsure as to how he would report or proceed to report a crime. The victim was given sufficient advice on how to do this. I also believe that I have tried him in accordance with the key policing principles as I

have treated him with respect and honesty, and I have also been very open about how I can deal with his situation. I have also communicated this clearly with him.

Word count: 1508

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.

Give a brief description of 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. **Consider** the role of discretion in the decision-making process.

Explain 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 **analysis** of the potential impact of bias on the decision-making process.

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

ANSWER:

The national decision-making model is made up of six key components which I will talk about today. The NDM is a model that was devised by the college of policing for the purpose of making decision making easier and more effective for individuals or organizations within the police. The six components are the code of ethics, gathering information and intelligence, assessing risks, and developing a working strategy for those risk, considering what powers and policies you can use, identifying options and contingencies and taking actions and then reviewing the outcome.

So, to explain and illustrate how the NDM works in relation to a policing incident I will refer to a an I have attended. The initial incident as reported to my colleague and I via the control room was a female was banging on the victim's door and swearing at him. Upon, attending the address my colleague and I spoke to the victim in his address, who stated that the female was his neighbour and she had been banging on his door for the past hour. So, my colleague and I decided to go and speak to the female as no offences could be identified by us, therefore so far it was seemingly a neighbour dispute that had escalated. Now, speaking to the female inside her address it was clear that she was in an agitated state. The female claimed that her neighbour was a paedophile to which my colleague and I found no evidence to back up this claim. We have decided to investigate further, so I have stayed downstairs to speak to the female whilst my colleague has gone upstairs to speak to her partner. My colleague has gone into the bedroom to find the female's partner, once they began talking my colleague has noticed cannabis next to the bed, so he has attempted to grab it as his has done this the male partner has lunged at my colleague, prompting my colleague to strike him

with an open hand slap as the male surprised him. This has resulted in my colleague and the male engaging in a struggle on the bed. I have heard the struggle and ran to the aid of my colleague; we were able to subdue the male and get him in handcuffs. But now his female partner began to become even more aggressive with us and their two children inside the address were now inside the bedroom with us as they have run upstairs to see what was going on. Then three unknown males have shown up to the address claiming to be family members and they were also inside the bedroom. So, with this in mind I will apply my NDM through process for this incident.

The first factor of the NDM is the code of ethics which is a standard of professional behaviour that all police officers must follow. The code of ethics is made up of ten key principles, but the main principles being used in this incident were authority, respect, and courtesy, meaning that I had to behave in a manner that showed self-control, and I was using my policing powers in proportion to the incident.

Another key principle which was present in this incident was the use of force, so the hands on the male and the handcuffing, handcuffing is not directly governed by any statute law but the use of force for this incident can come under Section 3 (1) of the Criminal Law Act 1967 which allows officers to use force when effecting arrest, which we were. Also another key principle during this incident was honesty and integrity meaning that I will be truthful in my duties as a police officer and I will not abuse my power.

The second factor of the NDM is information and intelligence, so going into this incident my colleague and I had very limited information regarding the incident. Therefore, in relation to this incident we would have to focus on the information presented to us when we arrived. Which in this case was initially it was a neighbour dispute so it would have been resolved using anti-social behaviour referrals. But the situation changed as my colleague discovered cannabis therefore with the information provided to us, we had to adapt how we would deal with the situation. A major part of the NDM used in this incident was the assessing risks and developing a working strategy. As we my colleague and I had to deal with the male who was in handcuffs as well as the other three males, the female partner and we had to keep in mind the two young children also. So, it was decided that we would radio for further units as we were outnumbered if the situation worsened. Also, whilst I had control of the male in handcuffs my partner would stand in between myself and the other parties to protect me and make sure I was able to keep control of the male if the situation escalated. We were constantly reassessing the situation and the threats second by second. As in the year ending March 2021 thirty-seven thousand officers were assaulted in England and Wales whilst carrying out their duties. (Home Office, 2021). So, we did not want this to happen so we took appropriate actions to avoid this.

Thirdly another key factor of the NDM used in this incident was what powers and policies can we use to resolve this situation. As mentioned before Section 3 (1) of the Criminal Law Act 1967 for use of force has already been used to affect an arrest for possession of cannabis. Another power used in this incident was section 19 of PACE 1984. Section 19 of PACE is the seizure of items believed to be used in the commission of a criminal offence or obtained by the commission of a criminal offence. The final power used by officers in this incident which was a postal charge requisition. So, the male was de-arrested then cautioned by officers and questioned about the cannabis, then he was issued a PCR to attend magistrates court if necessary. The reason for this was my colleague and I felt that the amount of cannabis would not require an arrest rather it could be dealt with via other disposal means. I have also explained the options factor of the NDM as we considered the options available for us to deal with the incident, the two options for consideration were arrest or deal with it via another disposal option. The reason we chose the PCR was the fact that the male had calmed down and we were able to deal with the matter how it would have

originally been dealt with. As the model of Betrai's box was used as the male's behaviour and attitude improved so did our behaviour and attitude when dealing with him and we were able to deal with the matter peacefully without arrest. (College of Policing, 2020).

The last factor of the NDM is the review, so basically what could I have done better in that incident. The review is about factoring in what was done well and what areas do I need to improve on. The areas that were done well are not something that I focus on when I review and incident instead, I mainly focus on what I could have done better as that's how I will ultimately improve as a police officer, by learning from my mistakes. So, regarding this incident the main areas for me to improve on was my communication with my colleague as my colleague both knew what to do in a situation like that as we have been in incidents like that before. However, it is always best practice to communicate with each other as to make sure you are both aware of what is going on as my colleague my identify a risk that I did not. The final thing I wanted to improve on from that incident was my ability to clearly identify impact factors. Meaning that at the time I was primarily focused on detaining the male that I forgot to identify the other risk factors to myself, for example I turned my back to the three other males inside that bedroom when I had control of the detained male, but I didn't identify that one of the males had his hand in his pocket, meaning that he could have had a knife in his pocket or something else that could harm me or my colleagues.

In conclusion the national decision-making model is an effective way to deal with a situation no matter how unique it may be. It is an appropriate way to evaluate how to manage conflict. I use the NDM every incident I go to subconsciously and it provides me with the appropriate mindset to make effect and justifiable decision. It not only allows individuals to deal with situations but my superiors when dealing with large events and allows them to plan in a methodical manner.

Word count: 1501

Task 5

Personal Development Plan (PDP) / Learning Plan.
the thought and research you put into it.

Identified area for development	How it will be achieved	Who can provide support?	Timeline
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Communication skills	I will achieve this task by talking to fellow officers and seeking their advice on how to best approach certain situations. For example, I have been told by my tutor that when I'm dealing with an upset victim that I need to approach them in an empathetic manner. Meaning, that when I speak to them, I have to empathise with what they are saying and be there for them when they need someone to talk to. I also need to put myself at the forefront of investigations, taking the lead at certain situations and being clear and concise in the way I vocalize my point to my colleagues or to whoever I am dealing with.	I can be supported by my team member and other colleagues who I have met in training. I can listen and observe the way my colleagues communicate what they want to say. This can be learned by purely observing and then putting things I have learnt into practice.	This is an ongoing task, but I believe there is no time limit as to how long it may take, as you are constantly improving communication skills with every call you go to, whether that be with your colleagues, a victim or over the radio. But in saying that I wish to see an improvement by the end of my tutorship in the oncoming weeks.
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Problem solving	This can be achieved by going to situations and putting myself	I can seek advice from my superiors for example my sergeant, as he	Problem solving is a skill that you need to improve on everyday as a
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	outside my comfort zone and then having to adapt to each situation and then I would have to solve each problem that I encounter. This can be done by dealing with more complex investigations on my workload and also seeing if my colleagues need help with any problems and see then seeing if I can assist in solving them.	has to problem solve every day in regard to sorting issues for my team and I. I can also seek the advice of my colleagues as at calls you are presented with task that need to be solved with the upmost urgency	police officers as you are constantly faced with new challenges. With that being said I would like to see a massive improvement by the end of the year, as I feel much like my communication skills, it will take me some time to fully adjust to problem solving difficult situations.
Teamwork.	Teamwork is a skill that is one of the most if not the most important skill alongside communication. To achieve better this skill, I think I just need to continue to work in my team and find my role within the team, currently I am unsure what role I will play in the team because I am the newest member. Therefore, I think that it will take time to readjust and find my feet as I am the newest member. In saying this however I find myself being able to outline on certain calls my responsibility as a team member.	This can be achieved by speaking with my sergeant and my tutor and finding out what my role will be at each call, it is important at each call to effectively communicate with you team so you can all work together. I have been observing my team members at calls and this has been helping me to effectively figure out what is needed of me and what I need to do.	I would like to feel like a competent member of my team by the end of my tutorship which is coming up at the end of September.

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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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Signed: __ J.BYRNE_ (Learner - Electronic signature or type name)

Date: __ 09/10/23_