

BSc (Hons) Professional Police Practice

LEVEL 4 - 40 Credits

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

**(SOUTH WALES POLICE, GWENT POLICE AND
UWTSD)**

Learner name: Thomas Griffiths

**Learner's University Registration Number:
2236403**

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.*

Contents:

Workbook	Area of Professional Practice	Word count
Task 1	Wellbeing and Resilience	1000
Task 2	Communication Skills, Managing Conflict, Valuing Difference and Inclusion	1500
Task 3	Criminal Justice, Valuing difference and inclusion	1500
Task 4	Decision making and discretion, Conducting Investigations and Criminal Justice (Managing offenders)	1500
	Bibliography	
Task 5	Development Plan	500
	Total	6000
	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:

Throughout this essay I will be analysing and outlining strategies I have used to develop my resilience and to minimise my stress levels. Through my research I have learnt how people cope with stress can have a major impact on a person's wellbeing and attitude towards life in general. Stress can be caused by worrying about an event or a situation, however stress is a response by humans that makes us confront challenges and everyone will deal with stress at some point in their lives. Everyone deals with stress differently, but I think it is important to remember that if a person is dealing with too much stress that this can have a detrimental effect on a person's physical and mental health. It is important that I know and understand the signs of stress and to be able to manage these effectively. There are many different signs of stress e.g. anxiety, lack of sleep, irritability and depression which can ultimately lead to this affecting both home and work life. It is important for me to remember that it is very natural to feel stressed in challenging and unfamiliar situations but it is important to reflect on how I felt after the situation and how I managed my levels of stress. Throughout this essay I will continue to analyse my levels of stress and my coping mechanisms and possibilities of improving my strategies when coping with stress. (WHO, 2023)

Resilience is an interesting term which basically means someone's ability to be able to alter and rebound from difficult and challenging life experiences. In my opinion, I believe resilience, can be developed over time, with the help of supportive people around you. I think it is important to be able to work through problems and challenges using personal strengths, such as building self - confidence and having the ability to adapt quickly when needed. There are a number of areas linked to developing resilience: competence, confidence, connection, character, contribution, coping, and control. I believe I will build and develop my resilience over time as I encounter and deal with different challenging situations. (Hurley, 2022)

During my initial 6 months of training I have applied a number of strategies in order to help minimise stress and develop resilience. It is vitally important to be able to 'switch off' from the highly challenging role of being a Police Constable and one of the strategies I have found to be invaluable is exercise. I have always enjoyed sport from a young age, having played rugby, golf and badminton and prior to my beginning my 6 months of learning decided to join my local gym. After an intensive learning day I found that going to the gym to exercise had a highly effective impact on my mood, wellbeing and general attitude. During some exercises particularly weightlifting and cardiovascular workouts the brain releases more endorphins which can be a very good way of improving overall health.

“Research has found that higher endorphin levels can reduce symptoms of stress and anxiety, improve moods, boost self-esteem, support cognitive function and promote immune system health” (Moawad, 2023).

I will be continuing to use exercise as a way of minimising stress, regular sessions in the gym as well as walking and playing golf. There is scientific evidence to suggest that doing regular exercise can have a significant boost to your well-being.

“45 minutes of aerobic exercise 3 times a week can have a significant antidepressant effect.” (Moawad, 2023)

To ensure I minimise stress I have also ensured I spend time with my family and friends, having and maintaining strong close relationships is vitally important when coping with stressful situations. Laughter is an important part of raising wellbeing and laughter also releases endorphins in the brain. I have found that spending time with my friends who make me laugh is an important strategy in minimising stress. Research has shown that

“people who spend time with family and friends find healthier ways to cope with stress.” (Piedmont, 2023)

In my opinion I agree with this statement as I found it beneficial when I was revising for my police exams during my training, finding the time to relax and join my friends for a get together helped me immensely with my stress levels, which in turn helped me clear my mind and focus more clearly on my preparation for my exams.

Building resilience and stress management strategies are very much interlinked

"Most everyone has the potential to be resilient if basic adaptive systems and protective factors such as community and family support are in place," says Teresa LaFromboise, PhD, of the Stanford University Graduate School of Education. (Association, 2016)

During my 6 months of learning I found myself growing and developing my resilience. I am a naturally confident person but still found myself being nervous at the start of my learning process. As I have progressed through my first 6 months and starting my career as a Police Constable I have grown in confidence in my self-belief that I am able to cope with and develop my resilience in dealing with difficult situations and I am growing in confidence in my own abilities, particularly when having to deal and talk to people. I have often been praised for my natural ability and ease when talking to people, being able to calm people down or defuse a situation. Believing in your own abilities is a very important part in developing resilience. I will need to continue to develop my ability to adapt and rebound from challenging situations and will also need to continue to develop and foster strong relationships with my colleagues to ensure I have a strong support network which I am able to rely on.

I also developed a close strong bond with many of the other Police Constables within my training class. In order to develop resilience it is important to foster strong social bonds particularly with people who are in the same challenging situation as myself. It is important to me to be able to discuss stressful situations and to be able to confide in others about how I am feeling. Sharing problems and feelings only makes things better as the saying goes ‘a problem shared is a problem halved’. I was able to discuss problems and worries with others in my class and this has continued into my time within my station. I have already made strong friendship bonds with my colleagues and

have a strong social network with whom I am able to confide in. I have both friends inside and outside of the job, my friends outside the job do not fully understand what it takes to be a police constable, however they help me by asking questions about my day and I explain to them what has happened and how I deal with these situations, this helps my mental wellbeing as I feel much better having discussed my feelings to them and make them understand the type of incidents I attend. I also have many friends inside the job, these differ from life -long friends that I made in training school to new friendships starting to emerge now I am based at my station. The friends that I have made in training school play a massive part in my mental health, we talk to each other at least once a week to share our thoughts on what has happened since we've last spoke, we then discuss how we have handled hard incidents and how we could do better next time and help each other with ideas that could benefit each other.

I believe it is important moving forward that I remember and I understand how stress can have an effect on both my physical and mental wellbeing. It is important that I ensure I use a range of strategies in order to help myself deal with levels of stress including social interaction, physical exercise and eating healthily. It is also important that I am able to identify the signs of stress both in myself and others around me and to remember that a problem shared is a problem halved as the saying goes. Also moving forward it is important that I continue to develop my resilience as I believe this will have a positive impact on my ability to solve problems and the ability to rebound from challenging situations. I believe that my resilience will develop and improve as long as I am able to seek the right support when needed from those around me and not to be afraid to ask for advice and feedback when dealing with challenging situations.

Word Count: 1329

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:

Within this essay I intend to analyse and develop my understanding of how good communication skills are vital for everyday life and are a core element within policing. During my research I have learnt there are different types of communication, the 2 primary elements being verbal communication and non-verbal communication. Verbal communication is the use of sounds and words which people use to communicate with each other and nonverbal communication being the use of facial expressions, eye contact, body language and gestures which also play a huge role when communicating with other people. During my role as a police officer I will be expected to communicate with a wide range of different people from, victim, witnesses, members of the public, colleagues, solicitors and presentations in court. I believe that as a police officer it is important that I am able to read and understand both people's verbal and nonverbal communications. The way in which I communicate with people could have a huge impact on how I manage conflict situations and whether how I behave nonverbally with my body posture, gestures, eye contact and body language have an effect on people as much as my verbal communication. I believe it is important to be very aware of all these forms of communication when dealing with all situations.

I attended a call for an off road motorbike, on attending the scene it became apparent that the motorbike had no number plate. The vehicle then pulled up outside a house. I have then informed the driver of the motorbike that it is illegal to ride the motorbike on the road without a number

plate. I then ran some checks on the individual who had been driving the vehicle and the checks came back informing me that the individual had previously stolen motorbikes. I then proceeded to check for the VIN number and found that the number was missing. I then had no option but to seize the vehicle instead of giving a section 59 as the individual had previously been given a section 59. Upon seizing the vehicle it became with the family and neighbours with people coming out onto the street to see what was going on. In order to try and defuse the situation I spoke calmly with family members and explained what was happening and why. However despite staying calm and attempting to explain what was happening the police car became surrounded by people who were becoming more aggressive and blocking the police cars exit. I calmly asked a particularly aggressive individual to move away from the police car after which the individual hit me in the face. After this, I used force to arrest the person and placed him in handcuffs using the necessary force.

I have thought and reflected on this incident and assessed my actions at length. Effective communication is vitally important when dealing with any incident or situation. It is important to stay calm and speak in a manner in which people can understand what you are saying and not use any jargon or abbreviations. When I spoke to the individual who had been driving the motorbike I ensured I asked him open-ended questions and allowed him time to respond to my questions. I also made sure I explained the reasons behind the decision I had made to confiscate the motorbike so as to ensure the individual knew exactly what was going on at all times. I also tried to make an effort to be approachable and not intimidating and unfriendly. The individual was very compliant and understood why the motorbike was being removed, however a family member became verbally aggressive and was shouting about the removal of the motorbike. At this point I was becoming aware that the situation could possibly turn more violent so I continued to speak in a calm manner in an attempt to defuse the situation. I walked towards the family member keeping eye contact and around 1 metre distance from the family member. I continued to explain what was happening and why and asked if they had any questions or if I needed to explain anything further. On reflection my situational awareness and my ability to process the potential threat to myself was not as effective as it could have been. As more neighbours came out onto the street to see what was going on I should have asked them calmly to return to their houses as the situation had been dealt with. As it was there was one individual who was becoming more difficult and encouraging others to surround the police car.

As the Conflict Management Skills emphasises it is important to use communication techniques in order to defuse situations.

“tactical communication techniques to prevent, defuse and manage conflict situations without using physical force.” (Policing, 2023)

I did not use good communication techniques in order to defuse the situation and need to develop and further my knowledge on tactical communication techniques, being able to deflect, redirect, have active listening, and have a more commanding presence when dealing with challenging situations. (OSCEPOLIS, 2023)

It is important for me to further understand the importance of my decision to use force in this incident. There can be many factors which affect my decision making, there can be rational and emotional decision making.

“Rational decision making is based on logical reasoning and emotional decision making is influenced by feeling and emotions. Learning how to balance the two can help you make better decisions.” (The Times, 2023)

Stress and my emotions can have a significant impact on the decision I make. It is important that during a stressful situation I am able to manage my stress levels in order to make effective decisions. Many of my everyday decisions are decided using my emotions but I think it is important to develop ways in order for me to use more rational and logical thinking in order for me to make highly effective decisions, particularly in conflict situations. Whilst researching ‘Betari’s Box’ I was interested to analyse and review how my behaviour and attitude can have a positive or negative affect on those around me. If my behaviour and actions are seen as negative by those around me, then the people around me will respond in a negative way towards me. However if my actions and attitude is more positive then the likelihood is that the people around me will also be more positive towards me.

“The Betari Box illustrates how our attitudes and behaviours directly affect the attitudes and behaviours of people around us.” (Team, 2023)

With this in mind, on review of the incident I used a positive, respectful and calm manner when speaking to the people involved. I attempted to stay friendly but with a firm approach to the mother who was getting aggressive. However, I think I could have been better at de-escalating the situation by explaining the situation to the mother in more detail. She may then have calmed down and the situation may not have escalated further.

I believe I used the necessary force in order to arrest the individual who had assaulted me. I was calm but forceful when asking him to step away from the police car and immediately after I asked him, he hit me.

“Common law is the legislation that gives an individual the powers to use force against another in order to protect yourself or another.”

“4. Use of force

I will only use force as part of my role and responsibilities, and only to the extent that it is necessary, proportionate and reasonable in all the circumstances.” (Policing, 2014)

In my opinion the force I used was necessary to arrest the individual from causing further injury to myself.

I ensured the force was proportionate, legal, accountable and necessary in the circumstances. Once the individual had assaulted me I had no other option but to arrest them. As the ‘Code of Ethics’ states I will only use force where necessary and proportionate, the force I used in this incident was in line with the policing Code of Ethics and was necessary in order to prevent further harm to myself and possibly others.

On reflection this perhaps could have been avoided if my situational awareness had been more effective earlier on in the incident where I could have asked the growing crowd of neighbours to leave the scene and return to their own homes.

During the incident I behaved with self-control and tolerance, as the Code of Ethics stimulates. I treated the public with courtesy and fairness but became firm and more authoritative as the

situation became more aggressive. I remained composed and respectful even though I was being shouted at and tried to explain on numerous occasions what was happening and why. As the Code of Ethics states

“The reasons for your actions may not always be understood by others, including the public. You must, therefore, be prepared to explain them as fully as possible.” (Policing, 2014)

I believe that good communication is at the heart and a core principle of policing. It is important that I continue to develop and reflect on my communication skills at all levels. Good communication skills are fundamental to human society. It is important that I strive to embrace all aspects of communication and continue to develop my awareness of nonverbal cues when dealing with situations which may enable me to manage conflict situations more effectively. It is important for me to remember that nonverbal gestures can put people at ease, build trust and have the ability to draw others towards me. It is important that I develop my understanding of communication as if I want to become a better communicator I must continue to be sensitive to body language and nonverbal cues not only of myself but of others around me.

Word Count: 1475

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:

In this essay I intend to focus on my responsibilities and procedures which I am required to follow in order to support victims and witnesses through the criminal justice system. Under the Code of Practice a victim is classed as someone who:

“Has been harmed, physically, mentally, emotionally or financially by a crime.

Is a close relative of someone who has died as a result of a crime.” (MET, 2023)

A victim of a crime has the right to be treated fairly, with respect, they are allowed to be free to make their own choices, they are to have their privacy protected and should be offered the support necessary to help them understand the criminal justice system and the different procedures they will encounter. A witness to a crime has protection under the Witness Charter, this means that as a witness to a crime a person has the right to be treated fairly, equally and with respect. A person has the right to support and to have a main person of contact who is required to give them updates on the case. A witness has the right to an assessment to check if they are vulnerable and if that person has any needs. The witness also has the right to be given information about the court and the court proceedings. During my role as a police officer I need to ensure I fully understand and comply fully towards my responsibilities and follow all procedures when supporting victims and witnesses. I need to continue to develop my understanding within this area by continuing to research my responsibilities, by asking for help, advice and support from more experienced colleagues when dealing with victims and witnesses.

Whilst I was on day shift a call came inform a woman who stated that she had been a victim of her partner physically abusing her. On arrival I separated the victim and abuser and then preceded to gently and calmly question the victim. The victim then stated that the perpetrator had grabbed her by the head and knocked it against the wall. She then said that she had asked him to leave to which he refused and become aggressive again, grabbing her by the hair. It was at this point she called the police for assistance. From the evidence provided by the victim I arrested the perpetrator in order to safe guard the victim. I also put extra measures in place to help safe guard the victim by changing the door locks, informed the victim that if the perpetrator returns to immediately call 999, the perpetrator was also bailed to a different address and was told he could have no contact with the victim otherwise he would be in breach of his bail conditions. I told the victim to ensure her mobile phone was fully charged and on her person at all times, the victim was also informed by myself that if the perpetrator was to return, she was to lock herself in a safe place such as the bathroom and immediately ring 999. I also advised her if she was to see or come across the perpetrator in public she should remove herself from the situation and find a safe place and if at all concerned to ring 999.

During this incident it was my responsibility to ensure that I identified the victim quickly and calmly to ensure their safety and rights under the 'Code of Practice for Victims of Crime'. This I did by quickly assessing the situation and separating the victim from the perpetrator in a calm and firm manner. I arrested the perpetrator promptly and swiftly once I had assessed the situation. One of the definitions of a victim under this' Code of Practice' is

'a person who has suffered harm, including physical, mental or emotional harm or economic loss which was directly caused by a criminal offence' (Justice, 2020)

It was my responsibility to treat the victim with respect, compassion, dignity, sensitivity and courtesy which I did by speaking to the victim in a positive calm and reassuring way. I explained who I was and that I was here to help and ensure her safety. The woman began to calm down and was able to give me eye contact which was a positive sign, as I knew I was beginning to gain her trust. I made sure I used vocabulary the victim was able to understand and I avoided any terminology that may have been confusing or misunderstood by the victim.

Under the 'Code of Practice for Victims of Crime in England and Wales'

'Your Right to be protected'

'You have the Right to be protected from re-victimisation, intimidation and retaliation during and after the investigation and proceedings. If you are concerned for your immediate safety you should contact the police on:999'

To ensure the victim felt protected I explained what was happening at all times both for her as the victim and what was happening to the perpetrator. I explained he had been arrested and would be taken to the police station to be interviewed about the incident. I checked if the victim required medical assistance to which she declined and stated that she had not suffered any serious harm, she refused to be seen by ambulance and from this we informed her that if she experienced any pain or headaches at any point to attend A and E. To ensure her safety moving forward, I arranged for the house locks to be changed, informed her that if the perpetrator was to return to immediately phone 999 and to go to a safe place in the house such as the bathroom and lock the door. I also gave her other strategies she could use to mitigate her worries and anxieties. I then followed up with the victim to inform her that the perpetrator would be bailed to a different address and part of the bail

conditions were that he is to have 'no contact' with her, the victim, under any circumstances. These include not attending her home address, no contact via phone or text.

I also gave the victim advice on where she could seek help and advice for domestic abuse in her local area. I explained that these would be able to offer her ongoing help and support through this difficult time and situation and also help, guide and support her in the weeks ahead.

On reflection of the situation I believe I dealt with the incident in a calm, reassuring and courteous manner. The victim felt reassured and much safer when I was leaving, mainly due to the fact that the perpetrator had been removed and was in custody and that she had a number of strategies in place to ensure her safety. However, on greater reflection when dealing with a similar situation, I will ensure greater impartiality towards both parties to ensure all relevant information is gathered. This will enable me to make a clear and concise correct decision. It will also ensure unconscious bias will not play a factor when dealing with any situation.

My listening skills as a police officer are crucial in any situation, it is vitally important that I take time to listen to the members of the public I may be dealing with. It is important that people feel they have been listened to and their worries and concerns have been taken into account. I believe my listening and communication skills are good but I need to ensure I listen and respond to everyone involved in the situation both the victim and the abuser. In relation to the domestic abuse incident that took place, I could have communicated more effectively with the abuser by trying to find out why he physically abused his partner and whether there was a way of helping him deal with the reasons why he was violent to his partner.

During this incident many policing values were engaged, I was innately aware of my duty of Public Service and the safety of the woman who had been assaulted. I was highly motivated to ensure I gave the woman the best possible service I could by dealing with her and the situation with compassion and respect. I was very aware of the vocabulary I was using and ensuring I was speaking to her in a courteous manner that she was able to understand, ensuring I explained what was happening and what the next steps would be in a simple straight forward way. I ensured I was open and honest in my communication with the woman to help maintain her trust in myself and how I could help and support her. I also used my policing values when engaging with the perpetrator, I ensured I was respectful and emotionally aware of the situation both parties found themselves in, as when speaking to the perpetrator he was visibly upset and was open and honest when I questioned him about the event. It is important during my role that I am emotionally aware and empathetic to people. It is also important to understand different perspectives and viewpoints and always communicated respectfully and politely, with compassion to build trust. It is important that I am fully aware of my responsibilities and the procedures I must follow when dealing with witnesses and victims of crime. I must ensure I must continue to develop my understanding of the procedures that I need to follow by researching, asking for advice from experienced colleagues when necessary and continuing to reflect on my policing at the end of each encounter with victims and witnesses.

Word Count :1493

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:

In this essay I will be identifying the importance of decision making and discretion, within this, looking at the importance of using the NDM as a decision making tool to follow during an incident. The NDM is used to be able to assess a decision that has been made or to aide in a potential decision. I will be analysing and reflecting on my decisions within a specific incident, asking myself, was my decision following the Code of Ethics, will my decision be professionally correct and reflect well on the policing principles of honesty, fairness, accountability, integrity, respect, openness and objectivity. I will also be reflecting on my use of discretion, was I able to use my knowledge, training and skills adequately, what effects my decision had on the incident and was I able to follow and act consistently with the standards and principles of effective policing.

I attended a domestic violence incident, where a son had hit his father and thrown a chair and damaged property. I gathered information from the victim, witnesses to the incident and the offender, whilst remaining un-bias. From the evidence I gathered, I arrested the offender for common assault. Once I had arrested the offender I continued to gather more information, conducting house to house inquiries, located CCTV and looked at relevant police systems to check if the individuals had any previous convictions. I then interviewed the offender in order to prove or disprove the information gathered. After the interview the offender was then bailed for CPS advice and for myself to gather more information from other witnesses that had come forward with information.

When I first attended the incident I gathered information to find out what had happened. I did this from the victim, offender and witnesses to the incident. This then led me to assess what I knew and then to assess what I needed to find out. I did this through further questioning to both the victim and witnesses. I then thought out the assessment of threat and risk, do I need to take action immediately, what was the possible risk of harm, did I need to gather more information. I arrested the offender quickly as I realised the evidence I had was enough and I wanted to protect the victim from further harm.

Under the Code of Ethics I ensured that I was polite and courteous to everyone involved in the incident. I kept a calm and professional manner at all times and ensured I spoke in a clear and concise way, always checking that each individual knew exactly what was happening and what would happen next. I kept an open mind when gathering the information required to ensure I remained unbiased whilst collecting the information needed. I was very conscious of my decision making throughout this incident as I was dealing with close family members and a father who had been allegedly assaulted by his son. There was a great deal of upset within the family and I ensured I dealt with the individuals with sensitivity.

Whilst I was gathering the information in relation to the incident, I kept the NDM in the fore front of my mind, asking myself, what had happened, what I had found out, what further information did I need. Whilst reviewing these questions, I realised I needed to gather more information from witnesses from outside the family and check any CCTV cameras to ensure I had gathered as much unbiased information as possible.

Once all the information had been gathered I assessed the situation and the offender was arrested for common assault. During my decision making, I reviewed if that was the correct action, if the decision would reflect well on my professionalism and would I be able to explain my actions with confidence and be comfortable talking about my decision to my colleagues or senior officer. Is my decision ethical and defensible. Due to the witness reports that the son had assaulted the father, this was the clearest form of action to be taken.

Common Assault – s.39 Criminal Justice Act 1988

An assault is any act (and not mere omission to act) by which a person intentionally or recklessly causes another to suffer or apprehend immediate unlawful violence.’ (Government, 2022)

In this incident the legislation that applies is that of Common Assault Section 39. Knowing that this legislation applied to the incident I was able to make the decision to arrest the offender for Common Assault after gathering and analysing all the evidence collected. I was able to use the NDM to enable me to make the correct discrete decision and on review of the incident I found that I grew in confidence through the incident by using my use of discretion, asking myself am I using my knowledge that I have gained from my training correctly. My answer was yes due to the fact that I was able to use my knowledge gained from criminal justice and common assault.

I ensured I took the correct record keeping during the investigation as is stipulated in the Criminal Procedure and Investigations Act 1996 (section 23(1)).

It was also my responsibility to retain the material and information gathered and I did this correctly in line with professional policing procedures.

“5.1 The investigator must retain material obtained in a criminal investigation which may be relevant to the investigation. Material may be photographed, video-recorded, captured digitally or otherwise retained in the form of a copy rather than the original at any time, if the original is perishable; the

original was supplied to the investigator rather than generated by him and is to be returned to its owner; or the retention of a copy rather than the original is reasonable in all the circumstances. "(Justice, 2023)

I ensured I did this throughout the investigation via my note book and with video evidence.

I tried to ensure I kept an open mind during the investigation so as not to follow unconscious bias. Cognitive bias can have a major impact on decision making, it can result in illogical and decision which are not rational. It can also have an impact on a person's ability to misjudge risks and threats. Moving forward it is important that I do not jump to conclusion but assess a situation fully before making a judgement or decision. This I think can be difficult as people have elements of unconscious bias and I have to develop and improve my awareness if this during my career. To keep an open mind whilst gathering evidence is vital during an investigation, it is important not to jump to conclusions which might be incorrect. I ensured I spoke to all parties involved first to gain a clearer picture of the incident before coming to a decision or judgement. It is important to make a step by step judgement rather than making a pre-emptive decision. It is important that I am aware of my own personal views which can affect my decision making. It is essential to keep an open and unbiased mind and view point.

It is important that I continue to develop my understanding of my policing professional particularly in gaining a greater understanding of the NDM and the policing Code of Ethics. The ability to continue to reflect and analyse decisions made during different incidents is paramount to my development as a police officer. Moving forward I need to continue to seek advice and support from colleagues where necessary, ensure I continue to develop my understanding of the use of discretion whilst dealing with incidents. It is important I continue to build upon my knowledge of policing using a range of resources such as using my research skills, checking policing policies and procedures and ensuring I am fully aware of principles and standards within the Code of Ethics.

Word Count: 1302

Task 5

Personal Development Plan (PDP) / Learning Plan.

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. Please note that this not the actual number of words you need to use, the wordcount reflects the thought and research you put into it.

Area of Development	How it will be achieved	Who can provide support	Timeline
Become more confident when speaking over the air and using the correct call signs	I will take lead when needed to use the radio in situations to ensure I get practice and become more confident	I will ask for advice from my tutor to ensure I understand the correct call signs	I will aim to become more confident over the next two sets of shifts and I should see improvements by the end of the month
Improve my knowledge of a bail application.	I am completing an attachment in Newport custody to improve my knowledge of a bail application and understand what custody sergeants would like to see on them.	Custody sergeant	I will aim to complete this by the end of August as my attachment takes place on 15 th August
I will become more confident when taking statements from victims and witnesses	I will take the lead when taking statements from victims and witnesses	My tutor and experienced officers	By the end of my 12 weeks training
Increase my understanding of ASB referrals	I will be speaking to community support officers based at my station, I will also take lead if necessary, when completing ASB referrals	Review guidance on the beet to gain knowledge and speak to community support officers at my station for knowledge	By November
<i>When completing OEL entries ensure that safe plan/guarding is thoroughly discussed</i>	I will be speaking to my sergeant and experienced officers on shifts to ensure that I understand exactly what needs to be on my OEL and gain pointers	Experienced officers on my shift and my sergeant	By September

Bibliography

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.

Bibliography

- Anon., 2023. *American physiological association*. [Online]
Available at: <https://www.apa.org/monitor/2016/11/growth-trauma-sidebar>
[Accessed 03 09 2023].
- Anon., 2023. *World health organisation*. [Online]
Available at: <https://www.who.int/news-room/questions-and-answers/item/stress#:~:text=What%20is%20stress%3F,experiences%20stress%20to%20some%20degree>
[Accessed 03 09 2023].
- Government, 2023. *Ministry of Justice*, UK: Ministry of Justice.
- Hurley, K., 2022. *Everyday Health*. [Online]
Available at: <https://www.everydayhealth.com/wellness/resilience/#>
[Accessed 03 09 2023].
- MET, 2023. *Metropolitan Police*. [Online]
Available at: <https://www.met.police.uk/advice/advice-and-information/victim-support/victim-witness-support/#:~:text=the%20right%20to%3A->
[Accessed 03 09 2023].
- OSCEPOLIS, 2023. *OSCEPOLIS*. [Online]
Available at: <https://polis.osce.org/domain-02-tactical-communication-techniques>
[Accessed 03 09 2023].
- Piedmont, 2023. *Piedmont.org*. [Online]
Available at: <https://www.piedmont.org/living-better/4-reasons-friends-and-family-are-good-for-your-healthtwo>
[Accessed 03 09 2023].
- policing, C. o., 2014. *College of policing*. [Online]
Available at: https://assets.college.police.uk/s3fs-public/2021-02/code_of_ethics.pdf
[Accessed 03 09 2023].
- Sparks, J. B. a. A., 2023. *Medical News today*. [Online]
Available at: <https://www.medicalnewstoday.com/articles/320839#summary>
[Accessed 03 09 2023].
- Times, 2023. *The economic Times*. [Online]
Available at: <https://economictimes.indiatimes.com/news/india/5-hacks-to-improve-your-decision-making-abilities/rational-vs-emotional-decision-making/slideshow>
[Accessed 03 09 2023].
- Tools, 2023. *MindTools*. [Online]
Available at: <https://www.mindtools.com/a1uv9ex/betari-box>
[Accessed 03 09 2023].
- WHO, 2023. *World health organisation*. [Online]
Available at: <https://www.who.int/news-room/questions-and-answers/item/stress#:~:text=What%20is%20stress%3F,experiences%20stress%20to%20some%20degree>
[Accessed 03 09 2023].

CONFIDENTIALITY and PLAGIARISM – Will be confirmed through Turnitin.

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

By signing the section below you are acknowledging your progress on O.C.P. This is recognised by the university as work that is fully supporting this module and 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: _____ (Learner - Electronic signature or type name)

Date: _____