

Graduate Diploma Professional Police Practice

LEVEL 6 - 40 Credits

Workbook title: Competency Based Workbook 2 (DHEP)

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

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FACULTY OF BUSINESS AND MANAGEMENT PUBLIC SERVICE PROGRAMME

Module title: Policing in the Workplace 3 (DHEP) - BMPP6009D

Workbook Guidance

Please read these notes carefully. They provide essential information. The documents you will use in developing your workbook are on the following pages.

What is the workbook for?

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

- Wellbeing and Resilience
- Criminal Justice
- Conducting Investigations
- Decision making and discretion
- Maintaining Professional Standards
- Leadership and Team working
- Policing the roads
- Information and Intelligence

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

How should the workbook be presented?

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

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

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

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

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

How is the workbook assessed?

Advice and support about the completion of this workbook is available to you. Please contact Kelly Andrews direct using k.andrews@uwtsd.ac.uk with any questions or queries you may have.

Dates of workbook submission can be located within the General information tile within Moodle.

Once submitted your workbook will be assessed and marked independently. You will be provided with individual feedback once the work has been marked.

Confidentiality

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

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

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

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

NOTE

Your workbook will be submitted electronically via Turnitin on Moodle. Guidance on this is in the Candidate 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 particularly 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 Candidate 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.***

Competency Based Workbook 2 - Learner Workbook

Guidance:

- Your workbook must contain items 1 - 5 below (in the order given).
- You should use the pro-forma to insert your text within each section.
- Note that this module has 2 components with each weighted at 50% of the overall 100% marks total.
- You should upload your completed document as a saved pdf file of this workbook; if this is not possible then a Word Doc 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

Component 1 50%	Area of Professional Practice	Word count
Task 1	Vulnerability and Risk Evidence-based policing	2000
Task 2	CHOOSE ONLY 1 OF THESE 'ADVANCED LEARNING AREA' OPTIONS. IT SHOULD BE ONE THAT HAS BEEN AGREED WITH THE FORCE TO STUDY IN YEAR 2.	All options are 2000 words
Task 2		2000
Option 1	Response Policing	
Option 2	Policing Communities	
Option 3	Road Policing	
Option 4	Information and Intelligence	
Option 5	Conducting Investigations	
	Bibliography	

Task 1

Relevant areas of the National Policing Curriculum: Vulnerability and Risk, Evidence-based policing

You must choose **a policing incident** in which you played a significant role with a victim of crime or anti-social behaviour 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.

Critically evaluate the appropriateness of different approaches (by professionals and the police) in supporting or managing vulnerable people or people at risk of harm.

Explore what works in relation to tackling repeat victimisation and repeat offending. Consider the use of evidence-based policing.

2000 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

I will be exploring a policing incident in which I played a significant role with a victim of crime, in particular, a hate crime. The CPS defines a hate crime to be a crime motivated by hostility and prejudice based on a person's race, religion, disability, sexual orientation or transgender identity (2024). The incident that occurred involved a racially aggravated public order offence. The incident involved a black male and a black female, whom were victims to racial hatred by a white female. I will be looking into social and cultural context, whilst reflecting on theory behind them. I will be reflecting on statistics involving reports of hate crime and key events that have occurred which may have had an impact on this. I will be speaking on the perception of racial crime and how persons are influenced by their bias. I will be looking at ways the country is helping tackle repeat victimisation and repeat offending, through the Lammy Review for example, (GOV.UK, 2024). I will consider the use of evidence-based policing which is used to problem solve and targeted areas of crime.

In this incident, I attended to as an emergency response call, with the context that a hate crime had occurred. Upon attending, the offender had left the scene and both victims have remained inside the premises with staff members. Both victims were clearly very upset and stated that they felt deeply hurt by the racial comments aimed at them. They stated that they felt as though they were targeted because of their ethnicity. Witnesses stated that they were shocked at the behaviour of the offender and that although they have seen through media platforms that racial hatred occurs, they had not seen it happen in front of them previously. Abraham Maslow, born in 1908, studied psychology and philosophy and soon became interested in physiological and psychosocial needs that "motivate our actions" (Cherry, 2024). Maslow founded theories based on human needs and behaviour. He taught that

self-actualisation was the most important over psychological needs, safety needs, love/belonging and esteem. Both victims were evidently feeling defeated and disappointed by the racial comments made. Maslow's theory by not responding with that same hatred as the offender had against them as McKinsey & Company writes, "Psychological safety is the absence of interpersonal fear" (2023)

A hate crime is defined by the House of Commons Library as "Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity" (2020). These characteristics are protective meaning that as referred to by the Equality Act 2010, is illegal to discriminate against. According to the Metropolitan Police force, they have stated that even if the victim does not perceive the comments made to be offensive to them and there are witnesses that have been at scene to hear and see these comments made, they may perceive these to be hate related (2024). In relation to this policing incident, the offender informed both victims to, '*Go back to their own country*'. All parties involved perceived this to be hostile and prejudiced against the victims.

According to Warwick university, they state that there is a difference between a hate crime and a hate incident. They state that hate crimes are criminal offences, whereas a hate incident refers to incidents that are motivated by specific characteristics. Hate crimes can involve assault, criminal damage, harassment and further offences that are made aggravated by the racial element, whereas hate incidents could involve bullying, verbal abuse, antisocial behaviour, (2024). The Home Office reports that the figures of reported hate crimes in England and Wales have risen dramatically in the year of 2022, by 26%, (Nagesh, 2022). These figures rose drastically from when The Black Lives Matter anti-racism protests were held in 2020-2021 across the country, from the incident that occurred in the United States involving the death of George Floyd. The Floyd case involved a black male having been restrained by police officers, and after a struggle, suffocated. This event covered worldwide media where the incident was seen to be caused by police brutality (The New York Times, 2022).

It is possible that within this police incident, if the member of staff witnessing the incident did not report the matter to police, the victims would have been less likely to come forward and report the matter to police post incident. The Independent have reported that those in the United Kingdom of ethnic minority are less likely to report incidents, with losing faith in police forces, where, through the YouGov survey conducted in 2021, documented a decrease of 44% in relation to those not having trust in police (White, 2021). The incident that occurred involved one offender against two victims. The offender was unknown to both victims and initially approached them as they were leaving a bus. The offender had sighted them and approached them. The reason for this is unknown however it can be true that offenders that commit hate crime do not always realise that the comments made are of hate or prejudice (Walters et al., 2016, p. 8). The offender had requested money from the victims, where, when refused, the offender failed to leave them alone, but persisted in her behaviour. The offender responded to the refusal by making statements such as "You have come into my country; you owe

me money". The reason for requesting the money is unknown and so is her ideology into having targeted the victims. The incident occurred within an area with a white majority. Statistics have been taken from Statswales.Gov, where it stated that there are approximately 140,100 persons who are white with a figure of 2,300 black, Asian and ethnic minority who reside in the Neath Port Talbot area (2024). The offender had very little experience with residing elsewhere and stated on the day of the incident that where she resided, she had never left. From a young age, the offender's bias can be strongly influenced by what they have seen in their daily life, from being brought up as a child. "They are White people who grew up in families and communities where racism was the norm, but they rejected those beliefs early on" (Blake, 2022).

Naturally human behaviour varies where some language spoken is not always understood by another. This doesn't mean that what they are speaking is "different", but it can be perceived to be. "Perhaps the initial context of the problems faced in cross-cultural engagement is alter-ity (otherness)" (Beech et al., 2022, P. 2). Alterity is defined by the Oxford English Dictionary as "the fact or state of being other or different; diversity, difference, otherness; an instance of this" (2019). A challenge faced as stated, is the trust in police. By adapting Gibbs reflective model 1988, the approach most appropriate in this incident was to be empathetic and understanding to the challenge that the victims had faced, and this was naturally felt however trying to safeguard the victims proved difficult with them being unknown to each other and unknown as to if the offender would attempt to reapproach. It was also important to communicate effectively and allow the chance to build trust with the victims. Language is not only used to communicate, but language is vital to understanding what message a person is trying to convey, "Language is also a reflection of the culture of its speakers" (Karlik, 2023, P. 5). Language can be signed, written or made of symbols which can be a way of expression (Crystal, 2014). If a person doesn't speak fluent English, this can lead to social exclusion and in turn, leading to vulnerability. The office for National Statistics shows that across England and Wales, fewer than 1 in 50 people could not speak any English or Welsh (2011). The incident placed both victims at risk of harm, where support was provided in ways of referrals to external agencies and conveying the victims home safely.

The importance of providing support to the victims at that time, would be that they are more likely to be reassured that if another incident like this happened again, then they should have more trust in police. Within the policing incident, the offender mocked the way that the victims spoke and continued to interrupt them when they were trying to walk away from her. The offender refused to place herself within the position of the victims, and instead, saw them as separate to herself, "Groups or communities and the linguistic attributes of such groups have no existential locus other than in the minds of individuals" (Enfield, 2014, P. 5). By further adapting the Gibbs reflective model, I could sense that the victims did not truly understand what had happened, and by providing support for them, they could feel reassured that if this happened again, they would know the options available to them. It is a police officers' role to reduce harm where possible. As this policing incident was a public order related offence, it was crucial to communicate with the neighbourhood policing team, to problem solve the areas that are causing the most issues to public safety. With incidents like these, the victim can easily

become very vulnerable and in turn be subject to repeat victimisation. Repeat victimisation is defined as, “the repeated criminal victimization of a person, household, place, business, vehicle or other target however defined” (Nicholas and Farrell, 2011). With this, repeat victims are likely to become a target to crime, which in turns enhances their vulnerability. It may be that they hold characteristics that make them an easier target.

The College of Policing states that Evidence-based policing, (EBP), means any evidence available that can promote police officers’ decisions and policies to make them work more effectively. This can be collaborative, where external agencies work with the police force to tackle the issues that are most crucial to society (2024). Now, there is a huge focus on public order, particularly fuelled by hate. By using an evidence-based policing approach, assessments can be made, and more informed decisions can be taken forward. The Lammy Review supports Black, Asian and ethnic minority prisoners that are being underrepresented and are being treated unfairly within the criminal justice process (GOV.UK, 2024). The home office states that there is a lack of trust in the criminal justice system (2024). To tackle the rate of offending, The Independent Office for Police Conduct (IOPC) called for policing searches and procedures to be reviewed, (2022). A major event which triggered the implementation of the Police and Criminal evidence act 1984, was the Brixton Riots, which occurred in 1981. This was triggered due to unfair searching powers by police and the powers that they had, which now means that all searches are recorded ethically. The Ministry of Justice states that many factors are involved in re offending which may depend on their background, financial status and attitudes. It could be highly influenced by the consumption of drugs or alcohol, where, in this incident, the offender was highly intoxicated at the time and therefore enhanced the risk to the victims, (2024). The College of Policing states that deterrence decreases the risk of offenders committing crime. In this policing incident, CCTV was able to capture its entirety and therefore, provided police with overwhelming evidence into how the incident occurred (2024). This in future, would deter criminals from committing crime like these.

Using Gibbs reflective cycle 1988, I was able to reflect on the incident where, with it being hate related, it made me feel disappointed into how another human being can be so hateful. I evaluated the powers and procedures that I should follow as a police officer, which involved taking a written statement from the victims, gathering the evidence and finding the suspect. It was important to target support to the victims and establish that the victim’s welfare was considered. I analysed the situation where I knew what exactly was said, and what offences I needed to be aware of in terms of policing powers and policies. In conclusion, I found that I was unexperienced in attending incidents such as these and if dealing with situations like these in the future, I would need to familiarise myself more with what agencies are available for those who are victims of racial crime. It is possible that the offender could continue to commit offences such as these, which could lead to repeat offending, however through means of rehabilitation this could educate the offender on racial hatred and crime. The victims supported a criminal prosecution for the offender in this case, which could provide the victims with support that could lessen the risk of repeat victimisation in the future.

WORD COUNT: 2139

Task 2

Task 2 Option 5

Relevant areas of the National Policing Curriculum:

Conducting Investigations

You should choose an investigation that you have been involved in **that was of a complex nature**, in which you played a significant role.

Critically evaluate the processes employed in a complex investigation you have been involved in, and the fast-track actions that you have utilised.

Evaluate the support you have provided to victims, witnesses, and offenders (where appropriate) during a complex investigation and reference the management of your own personal values and attitudes in relation to this.

2000 words (+/- 10%: *include your actual word count at the end of each section*)

Answer:

I played a significant role into a criminal investigation that was of a complex nature. In this investigation, I submitted a remand application to The Crown Prosecution Service (CPS), in relation to the defendant having breached his Sexual Harm Prevention Order, (SHPO), Chapter 15 of Rape and Sexual Offences. This order is an order issued by the courts, meaning that the conditions that were imposed by them, he breached, which resulted in his arrest. Through the investigation, the first 24 hours of the investigation had to be fast paced to present the case file to the CPS, with the aim for a charge to be placed and for him to be presented to the next available court. I provided support to the victim in this case, which was domestic related, where ensuring safeguarding was extremely important. It was important to remain impartial and focused on having a positive attitude that will have an impact on the investigation.

College of Policing defines an investigation under The Criminal Procedure and Investigations Act 1996 (CPIA), to be, "An investigation conducted by police officers with a view to it being ascertained whether a person should be charged with an offence, or whether a person charged with an offence is guilty of it" (2024). Many factors are involved in charging a person. If any other evidence comes to light which is to the contrary, this could undermine the case. This is what is called disclosure. The Crown Prosecution Service defines disclosure as, "A vital part of every investigation and the preparation of every case for prosecution and trial. Public

confidence in the system of disclosure needs to be rebuilt and this continues to be a priority for all three of our organisations, both individually and working together” (2024). Evidence sought could have a bearing on the investigation. The case theory approach from The International Anti-Corruption Resource Centre, (IACRC), states to analyse the information, create a theory based on that information and then test the theory. It was important to investigate both the allegation and the defence of the offender where, “Elements of the information-gathering approach have also been linked to positive interview outcomes” (Chin, 2022, P. 3). In the defendants’ interview, he provided a defence for the breach, where ethically, this would have been investigated. When arrested, the defendant was found with a mobile phone on his person. This would have been downloaded to aid in gathering evidence to the investigation. One of the conditions in the SHPO, stated that he was not to use any internet data without consulting his probation worker of such use. As part of the investigation, the defendant’s mobile phone was seized. The issue with downloads such as this, the amount of data needed to be retrieved is overwhelming and time consuming.

A complex investigation is described to be, “intricate” and can involve many parts (Dictionary.com, 2024). Within a complex investigation, it is important to adapt an investigative mindset, where The College of Policing states is a method of assessing and gathering information effectively, (2024). These effective parts to gathering evidence, are finding investigative opportunities that are to be sought as soon as practicable. In doing so, this will result in fast-track actions that can be made available to protect the public and can aid to a prosecution. Volume crimes can lead to complex investigations. Volume Crime is the type of crime that can commonly cause harm on society. These are the crimes that occur frequently and, in this case is domestic related, (The College of Policing, 2024).

The demand of a complex investigation is high, and it is true that they can vary, with not one investigation being the same. Upon reflection, I have investigated a series of volume crime that are domestic related, mainly between partners. With these, I have seen correlations between investigative opportunities from the evidence that is produced however it is also possible to be confronted with evidence that is unexpected and could in turn, undermine the investigation. Derbyshire Constabulary states, “The role is vast and the opportunities to investigate are endless, you could be dealing with robbery one day only to be confronted with a potential murder the next” (2024). In turn, this could mean that some cases could be neglected and that some victims could be down, purely because of the demand on the investigator. This commonly occurs where a case study in relation to stalking in 2022 quoted, “Failure to identify and investigate stalking at the earliest possible opportunity results in an increasing risk of physical and psychological harm to the victim,” (Gregory, 2022). There are factors which can have an impact on how an investigation is conducted, with demands on funding and actions that need to be conducted that will take up resources and time.

The Guardian Newspaper writes that the funding and powers are in critical infrastructure which impacts the integrity of The Criminal Justice System, (Linda, 2021). The United Kingdom is experiencing high demands with the spaces that are unavailable in the prison cells. This has resulted delays in the remand of offenders being sent to prisons due to the ‘overcrowding crisis’ (Casciani, 2024). From this,

delaying court trials has a negative impact through how victims and witnesses are supported through The Criminal Justice process. This will also negatively affect the outcome of the investigation and result in withdrawing criminal complaints which could end with the trial being dismissed.

On the other hand, victims are commonly being let down in relation to their domestic abuse cases being dismissed due to evidential difficulties, “Experts say this has a profoundly negative impact on victims' safety” (SKY NEWS, 2024). The Crown Prosecution states, “This can have a significant impact on how witnesses cooperate with the investigation and any subsequent prosecution” (2024). Some cases can be led victimless, meaning that the investigation goes to court without any support. The success rate for convictions has reduced, where the BBC states that between the years of 2018-2019, those offenders who are charged or remanded have lessened by 8%, (Shaw, 2019).

In this case, this matter involved an offender having breached a SHPO, where the defendant was remanded to court. There was a higher risk imposed to the victim in this case, with it being domestic related. When abusive relationships occur which are reported to police, this gets shared with external agencies. With this, Multi Agency Risk Assessment Conferences, (MARAC), are held which involve multiple partnerships discussing the risk level, harm and safeguarding that needs to be investigated. Victims are offered support where an Independent Domestic Violence Advocate (IDVA), is provided to them. This will be a single point of contact where the victim is able to reach out and ask for advice or help when they need it.

“Interventions that promote, enhance, or create informal social support can therefore play a critical role in responding to victim-survivors of DVA” (Bird et al., 2022, P. 2). In this case, the victim was a high-risk victim against the defendant, meaning that there is clear safeguarding to be placed, and by remanding the defendant, this guarantees safety for the victim. From investigating domestic abuse related cases before, I was able to provide further support for the victim throughout the investigation where I was able to offer an independent domestic abuse advisor and provide group support that could encourage the victim to speak to other domestic abuse victims that have suffered like how she has.

In turn, offenders are only remanded into prison if it meets the threshold test and is in the public interest. There is an overwhelming number of prisoners currently in UK prisons, and due to this demand, in this investigation, it was unlikely for a remand to be achieved. This was not my decision to make, and it was down to the CPS to make that decision. If the defendant was remanded into prison, the prison service would take steps to see what is not working and try rehabilitating the offender. The Prison Reform Trust states that offender management is about managing an offenders' time in prison and when released, they would be placed under supervision in the community (2024). For serious offenders, which in this case applied, The College of Policing advises that The Sexual or Violent Offender Manager is specially trained in the response to and Management of Sexual or Violent Offenders (MOSOVO) and Active Risk Management (ARMS), (2024). The defendant had been managed through the offences he had committed, and through the order in which he had been given. The offender programme works closely with The National Probation Service which works well with social workers and other health care professionals to help rehabilitate the offender.

Attitudes can involve a form of bias, stemmed from a belief or something that has been seen, taught or experienced, (Vocabulary.com, 2024). A form of bias known as confirmation bias, “is the tendency to intentionally seek out information that confirms our existing beliefs while ignoring information that contradicts them” (Wolf, 2024). With confirmation bias, the investigator seeks for the conviction to be made on the defendant however it is important to remember to investigate both sides that could potentially undermine the case. In the complex investigation that I was part of, as The College of Policing states that The Code of Ethics is a standard set against misconduct (2024). With conducting complex investigations, investigator become fixated on validating the build of an offender, (Linden, 2018, P. 498) It is natural to become very involved however an investigation must be fair. “False convictions often involve honest mistakes by ethical investigators and prosecutors, (O'Brien, 2009, P. 315). When managing a complex investigation, it is important to place self-beliefs and attitudes aside, otherwise innocent persons could end up being criminalised. The Crown Prosecution Service states, “Prosecutors must be fair, objective and independent” (2024). The complex investigation comes with its demands and becoming involved in a case can make the investigator’s own personal attitudes and values become involved, especially when it goes to the court. “We presumably want the beliefs we defend in, or form as a result of, public discourse to be justified” (Ballantyne et al., 2022, P. 83).

In summary, the complex investigation that I was involved in resulted in a remand to court, where stricter court conditions were imposed on the defendant. By utilising the fast-track action of a remand, this has resulted in the public and the victim being protected and safeguarded from the defendant. Support was provided to the victim by working with external social agencies, which doing the investigation, gave her time to remain in safety. The victim was aware that throughout the investigation, investigators would adhere to The Victims Code of Practice, where The College of Policing advise is a practical guide which demonstrates a victims’ rights (2024). Throughout, I adapted an investigative mindset to ethically investigate the complex matter. I knew that remaining impartial meant that I would place my own personal values and attitudes aside and manage them appropriately. By looking at both the undermining and supporting evidence, I was able to conduct the investigation properly, “In this way, your behaviours are learned through a process of modelling through deliberate or inadvertent learning from examples and behaviours of others” (Spooner, 2023, P. 59).

WORD COUNT: 1871

Authentication signature:



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Date:

24/09/2024

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