

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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Learner's University Registration Number:

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:

Introduction

In this essay, I will outline what resilience and stress are and what coping strategies I have applied to develop resilience and minimize stress during my initial six months of learning since being attested as a Police Constable. I will also outline the personal benefits from applying these coping 2 strategies, which are starting the gym and online gaming.

60 Words

What is resilience?

I would describe resilience as the way a person can recover from difficult incidents. Examples include bereavement, loneliness, and even stress.

I believe that resilience is a trait that a person can possess but it's something that can be developed over time. Personally, each time I have dealt with an incident that has influenced my mental wellbeing, I do my best to come out the other end stronger.

Diane L. Coutu wrote for the Harvard Business Review, explaining the characteristics of resilient people.

"Resilient people possess three defining characteristics: They coolly accept the harsh realities facing them. They find meaning in terrible times. And they have an uncanny ability to improvise, making do with whatever's at hand". Coutu, D.L., 2002. How resilience works. *Harvard business review*, 80(5), pp.46-56.

130 Words

What is stress?

I would describe stress as the natural physical and mental response of the body to adverse events. I also believe that mental health has a huge impact on an individual's stress, Depression and anxiety could cause an individual to feel a lot more stress than others.

The NHS describes stress as "the body's reaction to feeling threatened or under pressure. It's very common, can be motivating to help us achieve things in our daily life, and can help us meet the demands of home, work and family life.", NHS (2021). *Stress - Every Mind Matters*. [online] nhs.uk. Available at: <https://www.nhs.uk/every-mind-matters/mental-health-issues/stress/>.

103 Words

Coping strategies used to cope with stress and build resilience

I believe that different coping strategies work for different people so during my initial 6 months of learning and being attested as a Police Constable, I have used two main coping strategies to develop resilience and minimize stress. These are starting the gym with a friend and gaming online with friends.

I started the gym two months into my initial six months of training. It was a classmate of mine who convinced me to go with him. I was always aware of the physical impacts, but as I had never attended the gym previously, I wasn't fully aware of the positive mental impacts. Since starting the gym I have developed physical strength as well as mental resilience. There have been times, especially during exam season when I've used the gym to turn negative energy into a positive outcome.

'Gymnation' wrote a piece on how the gym can help reduce and manage stress. They said "When you finish a workout session, you get a feeling of elation. Regardless of the type of workout you perform, whether you choose to go hiking, run on the treadmill, or do yoga, you will experience a level of satisfaction after completing a session. This feeling is developed by your brain, with the release neurotransmitters called endorphins, which are known to uplift your mood and make you feel completely relaxed." gymnation.com. (n.d.). *Welcome to GymNation*. [online] Available at: <https://gymnation.com/blogs/how-the-gym-can-help-reduce-and-manage-stress/#:~:text=How%20the%20Gym%20Can%20Help%20Reduce%20and%20Manage> [Accessed 29 Oct. 2022].

I have used gaming as means to escape reality since I was very young, finding it most useful in school. I have carried this into my six months of initial training. After a long day of taking in new information, it was always nice to use gaming to relax and allow time to rest. Gaming also allows the means to communicate and socialize with friends, this helped minimize my stress as it allowed me to talk to my friends.

326 Words

Closure

Looking back at the initial 6 months of learning and since being attested as a Police Constable. I am pleased with how it turned out, using the strategies mentioned above, I managed to pass all required exams, and gain enough experience allowing me to reach the next stage of my career. It has also allowed me to enjoy my time training and aided me in creating positive relationships with colleagues who are now my closest friends.

Along with completing all the required academically requirements to proceed with my career in Policing, I also believe that by finding these 2 strategies, I have become a stronger person by way of developing more resilience, a trait I am pleased to take into the next phase of my career which will include university work alongside a tutorship programme.

134 Words

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:

Introduction

During this essay, I will be giving a brief description of an incident involving conflict, reviewing the elements of effective communication used, and describing different processes of determining whether the use of force is necessary for a conflict situation.

40 Words

Conflict incident

A call was made where my attendance with a colleague who was patrolling in the police van was required due to the already escalated situation.

As a part of the town safe initiative, officers were already present when a female committed actual bodily harm (ABH) by pulling a girl's hair out from her scalp. The officers that were already present detained the female, in the process, the female had then assaulted an officer by punching him in the throat.

As we arrived, we were quickly made aware of the situation by other officers before preparing to transport the female in the cage of the police vehicle to police custody. As I approached the female who was being detained on the floor by the officers that initially attended. No officers were supporting her head, and due to the drug and alcohol in the female's system, she was becoming more and more aggressive, and she began purposefully hitting her head against the concrete. This was when I used my first level of force on the female, placing my hands firmly above the forehead, with enough resistance to stop her from continuing to cause further damage to her face. Whilst doing this, I tried communicating with her, trying to negotiate, but the female had no intention of responding, she continued verbally abusing the other officers and myself.

As the incident took place outside of a pub, many started gathering around taking photographic images and videos of what took place, it was decided at this point that the female was to be escorted to the cage of the police vehicle before being transported to police custody.

As the female was placed into the cage of the van, she continued purposefully hitting her head against the walls. I tried to negotiate with her once again, but she continued, I then decided that it was necessary for her health and well-being that I restricted her head movement. She also tried to bite me as I was doing this and threatened to spit at me and another officer, a spit guard was placed over her head to prevent this.

During being transported, the female demeanour was still irate, although this was true, I still managed to offer her the opportunity to speak to a female officer on arrival at police custody, which slightly calmed the situation.

The female's injuries were checked over by the custody nurse before it was decided that she needed to attend the hospital. As she was under arrest, she had to be accompanied by 2 officers. In total, we were at the hospital for around 6 hours, and due to her demeanour, she wasn't able to stay in the waiting room. During this time the alcohol and drugs in her system started to wear off and she became more compliant, I also negotiated for her to behave by getting blankets and a pillow available in the cage of the van until she reached the point where she would be allowed to stay in the waiting area. This allowed me to build a rapport with the female, to the point where she was very compliant on her return to the custody unit.

530 Words

Review elements of effective communication used

Verbal, initially the verbal communication used was very ineffective. I don't believe the technique used was the issue, I believe that the female was too irate, even adjusting my voice and language to her level. It was only when the level of alcohol and drugs in her system started decreasing, that verbal communication became effective. Further, into the incident, I had the opportunity to build a rapport with the female, and this was very effective. She became comfortable in mine and my colleague's presence; this was evident as she was asking relevant questions and apologized for her previous behaviour.

105 Words

Process of determining whether force is necessary

National Decision Model

The 'National Decision Model' is the model used by the Police; it is referred to as the 'NDM'.

I would describe the NDM as my decision-making tool as a police officer, which aligns with the code of ethics. It is constantly in motion as you must always conduct dynamic risk assessments to ensure you are making the correct decisions.

The 'College of Policing' uses the below image to show how the 'National Decision Model' is used.



'College of Policing' also states as a part of the NDM and the Code Of Ethics "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."

College Of Policing (2013). National decision model. [online] College of Policing. Available at: <https://www.college.police.uk/app/national-decision-model/national-decision-model?highlight=neighbourhood%20policing>.

Gather information and intelligence

This is the first stage of the National Decision Model, where we gather all information and intelligence surrounding the issue, providing a basis for the remainder of the steps.

Assess threat and risk and develop a working strategy

This is where we assess the threat of all parties involved in the current situation before developing a working strategy, to ensure we are being safe.

Consider powers and policy

This is the stage where we consider police powers, examples include S17 of the Police and Criminal Evidence Act 1984 to determine whether the force is legal. This is where we also consider policies towards use of force, as mentioned above by the 'College of Policing'.

Identify options and contingencies

This is the stage where we identify all the viable options before deciding which has the least risk of harm for all parties involved, including the officers themselves.

Take action and review what happened

This is the final stage of the NDM whereby action is taken and reviewed, looking at what went well and what would we change for next time.

Code of Ethics

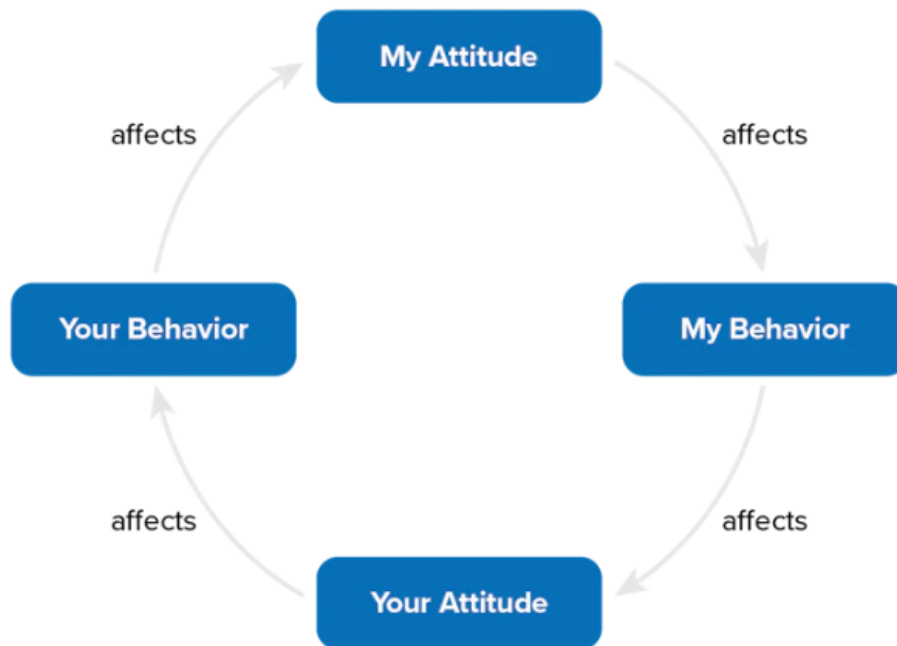
The National Decision Model is centred around the Code of Ethics, set out by the College of Policing, setting the national standard for the entire decision making process.

'Betari's Box'

As a part of my research into this topic, I have come across 'Betari's Box' which is a conflict theory. 'Mind Tools' describes 'Betari's Box' as "seen in figure 1, is a simple model that can help us to understand the impact that our attitudes and behaviors have on the attitudes and behaviors of the people around us."

The below image is "figure 1" mentioned above provided by 'Mind Tools'

Figure 1: The Betari Box Model



www.mindtools.com. (n.d.). MindTools | Home. [online] Available at: <https://www.mindtools.com/a1uv9ex/betari-box>.

439 Words including 2 images

Reflection of the incident

Following the incident and refreshing my memory as a part of this essay, I am happy looking back at my performance during this incident. It was my first clear incident of conflict, where I believed my instincts came into place, it was my priority to protect the involved female who was clearly harming herself, also the safety of my fellow officers and the public.

I believed I subconsciously used both above theories on occasions during the incident.

The national decision model was used as I was constantly evaluating whether the force, I was using was necessary and proportionate as part of the Code of Ethics, which I believe it was, to prevent further self-harm to the female involved.

As a part of the national decision model, I am now heavily concentrating on the aspect of reviewing what happened, I will take this into my next incident involving conflict, developing my knowledge and experience, and intake, knowing what strategies work best in different situations.

'Betari's Box' theory was used although I was not aware of the theory at the time. As the female's demeanour was changing drastically, naturally my behaviour and attitude were adjusting to her level, to ensure I was remaining in line with the Code of Ethics once again but also remaining assertive.

218 Words

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:

Introduction

During this essay, I will be giving a brief description of a policing incident where I played a significant role with a victim. Explaining and reflecting on my responsibilities and procedures in line with the Codes of Practice to support victims through the criminal justice system. Finally, I will; illustrate how policing values were engaged, as well as any other considerations including culturally sensitive practices and language preferences.

69 Words

Policing Incident

I attended a call whereby a male was attacked in his own home amounting to attempted burglary. On arrival at the address, the male was spoken to who had no inclination as to why someone would do this to him. After further discussion, the male disclosed that he had 2 lodgers from Ukraine living with him at the address. We then identified that the attack could be a result of someone knowing this fact. Due to the attack being caught on CCTV along with potential DNA deposits along the doorbell and the victim's clothing, these were seized as part of the investigation.

The only witnesses to the attack were the lodgers, a first account was needed from both, but the male explained that neither of the lodgers was able to speak English and required a translator.

The lodgers were young a husband and wife that had not long moved from Ukraine to live with the male involved in the incident. They came downstairs to speak to me and a colleague, as they came downstairs, they already had a translation app downloaded on their phone, allowing communication where a first account was provided.

It was then decided that either 'Language Line' or a force translator will be provided as a part of completing an official witness statement later. It was clear that they both were frightened following the incident so we tried to comfort them as much as we could before providing safety advice.

245 Words

Responsibilities and procedures in line with Codes of Practice

The Codes of Practice has a specific topic surrounding victims of crime, this is called the 'Victim's Code'.

My understanding of the 'Victim's Code' is that it's a set of rights that outline the responsibility of the police service towards its victim following a crime.

GOV.UK outlines the following regarding the Victim's Code, "The Code of Practice for Victims of Crime (Victims' Code) sets out the minimum standards that must be provided to victims of crime by organisations (referred to as service providers) in England and Wales."

GOV.UK also lists the following 12 rights included in the 'Victim's Code',

1. "To be able to understand and to be understood"
2. "To have the details of the crime recorded without unjustified delay"
3. "To be provided with information when reporting the crime"
4. "To be referred to services that support victims and have services and support tailored to your needs"
5. "To be provided with information about compensation"
6. "To be provided with information about the investigation and prosecution"
7. "To make a Victim Personal Statement"
8. "To be given information about the trial, trial process and your role as a witness"
9. "To be given information about the outcome of the case and any appeals"
10. "To be paid expenses and have property returned"
11. "To be given information about the offender following a conviction"
12. "To make a complaint about your rights not being met"

Ministry of Justice (2005). The code of practice for victims of crime and supporting public information materials. [online] GOV.UK. Available at: <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>.

Reflection on my responsibilities and procedures

I believed I performed well at this incident in line with the 'Victim's Code' mentioned above. Meeting all the necessary criteria and just being there for the victim, allowing him to feel safe after a horrific incident just had taken place in his own home.

During the interaction with the victim, I was sure to take my time with the victim, knowing he had just experienced and unexpected incident, I reminded him that he had our full attention and that he was safe.

I also made sure to speak to the victim regarding how to obtain information on the case and made him aware that I was going to be referring him to the 'Victim Care Unit' that would communicate with him, providing frequent updates and to make sure he was okay.

Before starting the statement with the victim, I completed a procedure in line with the 'Victim's Code' by making him aware of a victim personal statement. This is a separate statement, normally taken days after the incident, it allows the victim to express how the incident has affected them personally following the incident which is read out in court, by themselves or an officer if they so choose. The victim agreed to complete the victim personal statement, a pamphlet was provided, and officers returned on a later date to complete it with him.

As mentioned above, the victim's CCTV doorbell and clothing was seized to check for deposits of DNA. Following the testing of these items, they were returned to the victim, in line with the 'Victim's Code'.

Before leaving the address after initial attendance, I was sure to ask all parties if they had any questions or concerns and providing them with necessary safety advice while the investigation was taking place.

Following the initial attendance of the victim's address, the crime recording request was submitted and it was accepted less than 24 hours later.

Most of the 'Victim's Code' were followed at this incident, some of the above codes did not reflect in this incident, for example, there were no means of compensation for this crime. Finally, there was no need to remind the victim of the right to make a complaint, this is due to the victim being very thankful and grateful for the police action on the initial attendance and further in every interaction.

662 Words

How policing values were engaged and other considerations

College of Policing outlines the following behaviours in line with public service as a part of competencies and values of a Police Officer,

- "I act in the interest of the public, first and foremost
- I am motivated by serving the public, ensuring that I provide the best service possible at all times
- I seek to understand the needs of others to act in their best interests
- I adapt to address the needs and concerns of different communities
- I tailor my communication to be appropriate and respectful to my audience
- I take into consideration how others want to be treated when interacting with them
- I treat people respectfully regardless of the circumstances"

College of Policing. (n.d.). Public Service. [online] Available at:

<https://profdev.college.police.uk/competency-values/public-service/>

I believe the behaviours mentioned above were followed during the incident, especially considering how the victim was presenting at the time of police attendance and because of the 2 lodgers who were present at the time of the incident.

I certainly adapted to address the needs and concerns of different communities and tailored my communication to be appropriate and respectful considering what had just happened to the victim and both witnesses.

I also considered how the victim and witnesses wanted to be treated whilst interacting with them and understood their needs. I believe the other behaviours mentioned above are used in every scenario regardless of the circumstances and is something I take pride in and was familiar with before starting as a police officer.

As means of initial contact with the Ukrainian witnesses, they provided their own mobile phone to translate messages between them and myself to gain as much information as possible. Although it was not appropriate to use this to complete an official witness statement.

I explained to them both the offers to which the police provide in their situation. Our first response would be to ask the force control room if anyone is currently on duty that can speak the language, this was unavailable at the time. Our second response is to use the translation and interpreting line called 'Language Line'. This service is provided over the phone allowing prompt and effective communication.

365 Words

Conclusion

This was my first incident whereby it had an instant serious impact on the victim, along with the fact that 2 of the witnesses were lodgers from Ukraine. It took me by surprise, but I believed I acted professionally and within my duties. It was a learning curve for myself and has provided me with the knowledge and experience for when an incident like this occurs again.

68 Words

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:

Introduction

During this essay I will be giving a brief description of a incident I have dealt with as a police officer, whilst providing an explanation to how I applied the National Decision Model to assist in resolving the incident. I will also explain my responsibilities with regards to the 'Criminal Procedure and Investigations Act 1996' when conducting this investigation. Finally, I will illustrate how policing values were engaged particularly through an analysis of the potential impact of bias on the decision-making process.

83 Words

Policing Scenario

I attended a call whereby a male had been throwing rocks towards him neighbours property amounting to criminal damage. Whilst talking to the victim, they disclosed that themselves and the male have many ongoing neighbourhood issues, stemming from an incident that took place between both parties' children 4 years go.

When talking to the victim and the family of the victim, it was clear that the subject had been causing them to fear for their safety via harassment, by following them whilst they completed day to day activities, examples include children attending school, shopping and going to the doctors.

It was clear how the subject had been affecting the family, and action had to be taken for their safety, preventing further offences. I spoke to the family before making any decisions

On attendance to the address of the subject, he appeared intoxicated, resulting in difficult initial conversation. The subject's partner appeared to help convey the message, that due to the incident being caught on CCTV, that the subject will be attending the station on a voluntary basis for an interview, if no further issues arise until the time of the interview. This information was passed onto the victim and family before leaving the address.

The victim made a further 999 call a few hours later as the name continued throwing rocks towards and shouting abuse over the fence. I attended the address once again with fellow officers and the male was subsequently arrested for the offence of criminal damage to prevent any further damage.

256 Words

National Decision Model

The role of a police officer is so varied and complicated, with all incidents being different in their own respect. Each decision made by an officer on a daily basis has huge impacts on all parties involved, this includes the service, public and specifically on victims, witnesses and subjects.

Due to this, the College of Policing adopted a theory called the National Decision Model

The College of Policing state the following about why the National Decision Model was adopted, "Police decision making is often complex. Decisions are required in difficult circumstances and are often made based on incomplete or contradictory information. In addition, police officers and police staff are sometimes required to make decisions in circumstances where those involved deliberately mislead or try to mislead them. It is, therefore, not surprising that sometimes the decision does not achieve the best outcome.

To help everyone in policing make decisions and to provide a framework in which decisions can be examined and challenged, both at the time and afterwards, the police service has adopted a single, national decision model (NDM)."

College of Policing (2022). National decision model. [online] College of Policing. Available at:

<https://www.college.police.uk/app/national-decision-model>.

195 Words

How I applied the NDM to assist resolving this incident

The NDM was heavily used to assist resolving the incident mentioned above. In the first instance, information and intelligence was gathered by speaking to the victim to understand the situation in full and viewing CCTV. We then assessed threat and risk and developed a working strategy by understanding who the subject was, using police information systems to look for warning markers on him or his address. Following that we have considered our powers, which included both asking the male to attend the police station on a voluntary basis and arresting him, on the first instance it was decided that the male would attend on a voluntary basis as he had consumed alcohol meaning he would not be fit for interview and had his young family living at home with him and reviewed this after the incident.

Although the victim was initially pleased with our decision regarding this issue, it was clear that as the second incident that took place hours later, further action was needed to be taken regarding the subject. This resulted in the NDM being used once again to determine that the best option was to arrest the male, to protect the victim and family as well as to prevent further criminal damage taking place.

217 Words

Responsibilities in regard to the provision of the Criminal Procedure and Investigations Act 1996

The Criminal Procedure and Investigations Act 1996 (CPIA) outlines the responsibilities of police officers whilst conducting an investigation. The "General Responsibilities" are highlighted under section 3 of the CPIA,

The following extract outlines some of the "General Responsibilities",

"3.1 The functions of the investigator, the officer in charge of an investigation and the disclosure officer are separate. Whether they are undertaken by one, two or more persons will depend on the complexity of the case and the administrative arrangements within each police force. Where they are undertaken by more than one person, close consultation between them is essential to the effective performance of the duties imposed by this code." (Ministry of Justice, 2015)

"3.5 In conducting an investigation, the investigator should pursue all reasonable lines of inquiry, whether these point towards or away from the suspect. What is reasonable in each case will depend on the particular circumstances. For example, where material is held on computer, it is a matter for the investigator to decide which material on the computer it is reasonable to inquire into, and in what manner." (Ministry of Justice, 2015)

Ministry of Justice (2015). Criminal Procedure and Investigations Act 1996 (section 23(1)) Code of Practice Revised in accordance with section 25(4) of the Criminal Procedure and Investigations Act 1996. [online] Available at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/447967/code-of-practice-approved.pdf.

There are other police responsibilities highlighted in the CPIA, examples of this include, the recording of information, the retention of material and case preparation for Crown or Magistrates' court.

261 Words

How Policing Values were engaged

I have selected the following behaviours that are highlighted on the College of Policing website that I believe were most appropriate for this incident.

- “I act in the interest of the public, first and foremost”

I believe this behaviour was engaged during the incident as I acted in the interest of the victim and their surrounding neighbours but also towards the subject by giving him the initial option of attending the station for a voluntary interview.

- “I tailor my communication to be appropriate and respectful to my audience”

I believe I did well to engage with this behaviour, there were many parties that were communicated with during this incident, including the victim and their family, including children and young adults who were clearly affected by the incident. We were also required to communicate with the subject who appeared intoxicated at the time of the incident, also whilst trying to comfort his pregnant wife and young children that were present at the time of police attendance.

- “I ensure that my decision-making rationale is clear and considered so that it is easily understood by others”

I believe that this behaviour was highlighted during the incident mentioned, this is because originally where it was decided that the subject was going to attend on a voluntary basis that I explained my full and honest rationale to the victim.

229 Words

Potential impact of bias on the decision-making process.

My understanding of bias is a personal factor which can consciously or sub-consciously alter the way you believe something, resulting in a different outcome whilst making a decision.

Cambridge Dictionary defined ‘bias’ as “the action of supporting or opposing a particular person or thing in an unfair way, because of allowing personal opinions to influence your judgment”

Cambridge Dictionary (2019). *BIAS* | meaning in the Cambridge English Dictionary. [online]

Cambridge.org. Available at: <https://dictionary.cambridge.org/dictionary/english/bias>.

The potential impact of bias on the decision-making progress within the police can be catastrophic.

The force’s core values include impartiality, within these core values there are behaviours set out by the College of Policing.

The following behaviours would not amount if bias had been included during the decision-making process.

- “I understand that treating everyone fairly does not mean everyone is treated the same
- I always give people an equal opportunity to express their views
- I communicate with everyone, making sure the most relevant message is provided to all
- I value everyone’s views and opinions by actively listening to understand their perspective
- I make fair and objective decisions using the best available evidence
- I enable everyone to have equal access to services and information, where appropriate”

College of Policing (2022). Impartiality. [online] College of Policing. Available at:

<https://profdev.college.police.uk/competency-values/impartiality/>.

The potential impact of bias in the decision-making process in the police service would affect the entire public. Victims would be failed by the police service as the potential for wrong subjects would increase, meaning the victims would be at risk, resulting in potential further incidents. Witnesses would also be as failed by the police service as their opinions/views wouldn’t be correctly within statements. Finally potential subject would be failed by the service due to bias in decision making, by misidentification causing wrongful arrest.

302 Words

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.

Identified area for development	How it will be achieved	Who can provide support?	Timeline
Conflict Resolution is an important skill in this line of work. With rapid changes in people's demeanour, it is vital to be aware of how to react.	This will be achieved by dealing with more situations involving conflict. Gaining more experience and developing techniques.	Colleagues, as they have more experience in dealing with conflict than myself and will allow me the opportunity to learn from their good habits. Allowing well-rounded techniques	This should be achieved as soon as possible due to its importance. I will attempt to achieve this by the time I have 1 year of service. MARCH 2023
Confidence is important as public perception is a priority in this line of work.	A gain of confidence will be achieved by gaining more knowledge through completing courses and gaining experience throughout the beginning of my career.	Colleagues, Superiors, and the learning and development department. Courses are set in place allowing me to gain more knowledge.	With time to allow for courses to be prepared and long enough to gain more experience, I will allow myself until SEPTEMBER 2023 to achieve this.
Decision Making. Within the role, it is required to make	This will be achieved by completing my	To begin, I will be able to communicate with	My tutorship is to be completed JANUARY 2023; I

difficult decisions with ongoing/changing factors. These changes have a huge impact on the lives of the people involved, including victims/witnesses	Tutorship period, allowing me to start making my own decisions.	experienced colleagues or superiors before deciding, until I become comfortable with my own decision-making.	will also allow myself until SUMMER 2023 to be comfortable with my own decision making
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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.

The following links have been used as research during this workbook, you will find these links cited within the writing pieces themselves and in the section below.

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College of Policing (2022). Impartiality. [online] College of Policing. Available at: <https://profdev.college.police.uk/competency-values/impartiality/>.

CONFIDENTIALITY and PLAGIARISM – Will be confirmed through Turnitin.

Please sign to confirm the work submitted is your own work and has not been copied from another.

Signed: I JONES

Date: 28/11/2022

