

Graduate Diploma in Professional Police Practice

LEVEL 6 - 40 Credits

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

(SOUTH WALES POLICE, GWENT POLICE AND UWTSD)

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FACULTY OF BUSINESS AND MANAGEMENT PUBLIC SERVICE PROGRAMME

Module title: Policing in the Workplace 3 (DHEP)

Workbook Guidance

Please read these notes carefully; they provide essential information.

What is the workbook for?

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

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

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

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

How should the workbook be presented?

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

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

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

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

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

How is the workbook assessed?

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

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

Once submitted your workbook will be assessed and marked independently.

Confidentiality

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

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

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.

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

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

NOTE

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

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

Dyslexia and other special circumstances

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

Guidance:

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

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Task 5	Development Plan	Equivalent 1000 words
	Confirmation of Confidentiality and Plagiarism <i>Confirmed by submission through `Turnitin</i>	

Task 1

Relevant areas of the National Policing Curriculum:

Understanding the role of a constable.

Guidance:

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

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

ANSWER:

In this essay I will be discussing the coping strategies for stress during my initial six months training. I will explain how stress affects the body and impacts the brain in retaining important information. I will discuss how it if stress is not managed, how this may affect workload and work life balance. I will compare different strategies to build resilience and minimise stress and what from studies are proven to help improve those two elements.

In my initial six months training, I believe that I underwent a lot of stress which had impact upon my academics and work life. There are many different ways in which people deal with stress, especially when they are around individuals they have not met before (Aselton, 2012).

The World Health Organisation (WHO) Stress is defined as a response to a challenging situation causing worry and mental tension (WHO, 2023). Everyone experiences stress in many different ways, it is how we as humans deal with the thoughts of worry and how we are able to manage stress in order to not feel overwhelmed and become mentally exhausted (Regedr et al, 2013). a study has found that stress can effect the mind and body in many different ways, for example an increase in disease due to the immune system being lowered and mentally leading to psychosis (Yaribeygi et al, 2017).

Studies have shown that physical activity can significantly reduce stress and anxiety, whilst improving over all health. Kandola (2018) study shows that those who live an active lifestyle or participate in a physical activity they enjoy are less likely to have stress and anxiety disorders. During my initial six months, I found the best way to relieve stress was to exercise. I regularly enjoyed gym classes as I feel a sense of achievement, along with my competitive side, I would choose gym classes such as circuits. By doing circuits, I could place myself in a group of those I deemed the 'fittest' or 'fasted' and as a

group we would compete with each other, which would create a challenge within myself. When I was especially stressed, going to the gym would always make me feel better and energised, this is due to the release of endorphin hormones enables the brain to stimulate and reduce the sense of worry and release feelings of enjoyment or happiness (Rokade, 2011).

Another way I found to relieve stress during my six months was music. I enjoy listening to music regularly and often use this as a pick me up before going to the gym or studying. Music has recently become a popular way as an intervention to deal and relieve stress. A study has found that out of 2,747 participants, over 50% found music helped to relieve stress and increase happiness (Witte et al, 2020). By listening to 'feel good' music, this has been shown to release endorphins. I believe this has helped me significantly throughout my six months as my journey into work was 45 minutes. I have a playlist I have created myself and would play in the mornings to get me ready for the day and on days where it had been a particular touch day due to subjects being studied, such as rape, domestic violence related assaults, it was particularly beneficial as I would enjoy and sing on the way home and end up feeling much better by the time I got home.

Due to my stress levels being particularly high in the initial 3 months, I found talking to my friends and family a fantastic way to relieve stress and open my perspective on certain outlooks of the course. I mainly confided in my mother and best friend as they are the ones, I am closest too. It has been found that talking to friends and family was a top recommended solution for students (Pierceall & Keim, 2007) as students found comfort and reassurance through the conversations had. The best stress relief has shown in this particular study from talking with friends and family (Anderson et al, 2013). Being able to offload your feelings and emotions can reduce stress and worry. I found this particularly helpful when I was struggling on whether or not I could complete the initial 6 months after failing my first exam, but my family and friends supported me and made me realise that being in the police was something I really wanted.

When applying for the police, I had a certain level of resilience through my life experiences. I was very fortunate to be given opportunities throughout my childhood which allowed me to build resilience in situations. I competed at a high level in kickboxing. Martial arts is known to build resilience in many different situations, for example, martial arts builds confidence but also teaches patience, all go hand in hand with dealing with conflict (Greco et al, 2019). However, my main struggle was confidence

during the initial 6 months as I was put out of my comfort zone several times, which helped me to build resilience in being more comfortable in policing scenarios. During the six months, you are shown and made vulnerable to situations you are naive and oblivious too that happen in the real world. Certain subjects like public protection helped build small amounts of resilience, however this does not prepare me for the videos shown in public protection week which significantly played on my emotions. I believe that training school, did help build resilience towards being a police officer as resilience is the ability to adapt and successfully deal with incidents (Wu et al, 2013) whether they are difficult or traumatic. Therefore, those who are not from a police background or know those who are in emergency service roles have never experienced/spoken about traumatic incidents. I am very fortunate as my mother is in the Welsh Ambulance Service and Fire service and we regularly talk about incidents she has been too; however, this still did not prepare me for the things I could potentially and have seen since starting my tutorship after my initial six months.

Word Count - 1011

Task 2

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

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

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

Consider the use of effective communication skills that you used within the incident.

Reflecting upon your incident, critically evaluate any theories or models underpinning the causes of conflict within policing interventions. (Examples would include, Betaris Box, The Drama Triangle).

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

ANSWER:

In this essay, I will discuss communication and conflict management in relation to a domestic incident I attended and how I decided the best way to deal with the situation using my communication skills and building a rapport with the victim. I will explain my thought process throughout the incident whilst being in accordance with legislation and upholding core policing principles. I will use the Betari's box theory which is an example of behaviours and attitudes of a single person will influence others around them (Pepper, 2011). I am using Betari's box theory as I believe this has helped in my reflection due to my behaviour and attitude effecting that of the victim in this particular incident. I will also use the emotional versus rational brain and how this can provide communications barriers for the victim and suspect during this incident as I believe this would have had an influential effect on communication due to the effects of heightened emotions.

The incident I attended came over from the control room with very limited information, due to the 999 call being cut off. The control room told me that this was a domestic abuse/violence call between a female and a male. The female on the phone sounded distressed and was hysterical crying. There was a lot of shouting and screaming so actual words and conversation was very hard to make out before the line was cut off, however the control room had managed to gain details of the female. I

asked if there was any history of domestic violence and when the last call was, and the control room informed me that there was previous history with an ex-partner.

On route to the address, I considered all possible outcomes based on what I had been told, I knew I would be faced with conflict, so I considered any use of force I may need to use and ensured all my appointments were on my person. However, I also had concerns for one or both persons involved being intoxicated, which raised safety concerns for not only both persons involved but for me and my colleague due to alcohol causing irrational decisions and actions. On arrival at the address, I could hear shouting and screaming through the door. The door was unopen and after knocking several times I decided to enter and shout "POLICE". Using the NATIONAL DECISION MAKING MODEL (NDM) (College of Policing, 2013), I immediately assessed the situation and decided that the female and male needed to be separated as this would reduce the threat level between both parties and create a safe space for them both to calm down. When stating that they were going to be separated, the male became angry and lunged towards the female and me shouting. My initial intuition was to push him back and my rational for this was he was an immediate threat which needed to be reduced to protect the victim and myself. I believe the use of force was substantial and required as his actions were unknown. Considering the emotional versus rational brain in that situation, this males thought process and decision making was purely based on emotion. I believe that my attitude and body language was cold, and my intentions were clear which in turn caused the males emotions to increase quickly. Police use of force has always been subjective to high opinions and conversation by the public, a study by Cojean states a police officer's psychological and social factors influence use of force decision making (Cojean, 2020). When considering this study, I am aware of bad behaviours and too much force being used by police officers, however using my discretion, the amount of force that was used was minimal and appropriate for the situation. Domestic abuse calls are always high alert due to the ever changing emotions, and as shown in a study by Dai & Nelson, 2009, police officers behave differently when attending any domestic incident due to being on high alert and lean more towards diffusing a situation before force is used (Dai & Nelson, 2009).

I stayed calm and believe both emotional and rational brain worked in conjunction with each other as my emotional response was to protect the female and myself and my rational brain made the decision that use of force was needed to create a safe distance between all parties and separating them. The male showed aggression, which was clear by his actions and body language, this allowed me under

common law to apply force which I believe is necessary and proportionate to the situation at hand, which I did.

Once I managed to separate both parties, I took the female into the living room and my colleague went and spoke to the male outside of the apartment. When looking around the apartment, I could see empty alcohol bottles, and it appeared that they were both intoxicated. Further looking around the living room it was noticeable that items from the house had been thrown due to a broken chair on the floor and food that was scattered across the floor. The female was in a highly emotional state. Following risk assessing the living room, I noted all possible objects that could be used as a weapon, and it was very limited. I considered the females state of mind at this point, I could visually see marks on her wrist and face, indicating she had been hit. I am aware that a person who is experiencing high emotions can become violent due to emotions changing rapidly (Home Office, 2004), however, the female's emotions were not that of anger, but sadness and embarrassment which are behaviours of domestic abused outlined by the Home Office. When speaking to the female, I followed the procedures, ensuring my body camera was on for any significant statements that could be used for gathering evidence.

Communication includes exchanging information and recognising signals and behaviour. To ensure I was able to gain as much information, I wanted to make the female feel comfortable and offered a simple cup of tea, to which she accepted. A cup of tea is shown to decrease blood pressure which has been raised by threatening situations such as an argument (Rogers et al, 2008), therefore helping someone relax and communicate effectively, this helped in building a rapport with her and building trust. Using Betari's box, I knew this female needed some support and comfort, my attitude was natural, and my body language was very open, which was the opposite of what I showed when dealing with the male initially. I was empathetic and accommodating her needs at that specific time. Due to this, the female was able to trust that I was there to help and not cause any conflict which in turn allowed her to calm down. If my behaviour and attitude was to be aggressive and intrusive with my body language closed off, it would have impacted negatively, which would possibly cause the female to react with the same behaviours, therefore making it difficult to gain any information and intelligence needed to evaluate the situation. It is important to have the skills to read a situation and be aware of how individuals are feeling, as those of an authoritative position like a police officer can cause high anxiety (Holmberg, 2004) which in this incident, could have a detrimental effect on the investigation.

Due to the female expressing that she has been physically assaulted by her ex-partner, I had grounds to detain the male upon her statement, however I knew I needed to gather more information as I did have no knowledge of what the male had disclosed. Further from this, I saw marks on the female, she was red across her cheekbone and had marks on her wrists. My colleague with the male, told me via the radio that two other colleagues had arrived, I asked one to stay with the female whilst I spoke with my other colleague to get an understanding of what the male had disclosed.

A study by Fisher and Regan showed that women are likely to be more susceptible to anxiety and depression (Fisher & Regan, 2006), this can impact communication as there could be anxiety and fear of further abuse if there is no protection put in place for the victim and it is important that the victim is comfortable giving out information due to the fear of repercussions (Stark & Hester, 2018). By using open and closed questions together and being aware of the tone of voice used, helps significantly in finding out what you need to know because you are able to build trust (McGarry et al, 2011) and the female in this incident was able to believe and have faith that I was going to help her.

I had offered the female support via Live Fear Free Wales (LFF), which provides help and advice about domestic violence against women. Live fear free has seen a 190% increase in self-referrals since 2021 (Rengasamy et al, 2022). This shows that there is more awareness to this helpline, and it is being utilised. This study however does not state how women have come across this helpline, nor does it state that services such as police are making women aware that there is help via LFF, all South Wales police staff aware of LFF and provide it with all domestic related incidents and is shown on their website along with several other services like BAWSO which is a Welsh organization.

When arriving back at the station, I completed a victim needs assessment and completed a referral for victim support. I also completed a Public Protection Notice form which needs to be completed for every domestic abuse incident under south Wales police policy. I followed all guidance under south Wales police policy and decided it was in the best interest of the victim to complete a Multi-Agency Risk Assessment Conferences (MARAC) referral (College of Policing, 2018), as there were several incidents of similar calibre, but a MARAC referral had not been considered.

When looking at the drama triangle, it is best described in three parts:

1. Rescuer – in this case this is the police.

2. Victim – the female.
3. Persecutor – the male.

The drama triangle is used best when dealing with domestic incidents such as this one (Hawker, 2000). It is important to remember when relating to the drama triangle the difficulties which are faced, such as keeping out the persecutor in order to work with the victims as this can introduce difficulties when the persecutor is allowed to intervene with conversations and decision making. Relating the drama triangle to this incident, I maintained a healthy balance for all parties involved by separating them as soon as possible, this enabled both individuals to be spoken to separately without the pressures of one another having an effect if they were to be in the same room. However, when looking at a study by Lac & Candice (2020) it can be difficult to differentiate who is the victim and who is the persecutor and this can be done by an officer's bias towards a situation, typically women are the victims in domestics however this is not always the case and this theory is purely based upon a person's theoretical judgement, as the drama triangle is a theoretical framework (Lac & Candice, 2020). When reflecting on this incident, I did not make this mistake and I overcame bias and judgement by ensuring that both parties were spoken too upon making any decisions and action plans.

Taking into consideration Betari's box model. I believe that my behaviour and attitude had effected both parties in this incident, especially the victim. My behaviour was focused on the victim and when speaking with her, I ensured she had my full attention and I was listening to every word she said, this in turn, allowed me to build trust and control not only my own emotions but hers. I did this by being aware of the situation at hand and being able to alter my body language and change the tone of my voice to that of a comforting tone, to show I was there to help her. I used a common model used by the police, a mnemonic LEAPS, which stands for.

- Listen
- Empathy
- Ask
- Paraphrase
- Summaries

By doing this, I was showing active listening skills, whilst maintaining communication and by repeating all information back, it was further confirmation to the victim that was there to help. This incident I

feel went very well and I believe one of my strongest aspects of being a police officer is communication as I believe I can read situations very well and can diffuse most conflicts.

Word count – 2120

Task 3

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

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

Critically explore a policing incident that you have attended and examine how you dealt with competing issues such as legalisation, social issues, culture and language.

Consider the victims code of practice and how it was used to support your victim/witness through the criminal justice system.

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.

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

ANSWER:

In this essay I will be using an incident where an assault had taken place on a person of colour and explain how the victim had experience racial remarks from the suspects leading up to this incident. I will be using the Gibbs reflective model to reflect on this incident as I believe this will help me get the most out of my actions and feelings during the time and will aid me in what I could have done better during this incident as well as what I feel I did well. I will explain the legislative context throughout this essay and how social contexts have affected my decision making. I will reflect upon my responsibilities I had towards both the victim, witnesses and suspects during the incident whilst engaging core policing values and how I was able to support them through the process and the criminal justice system. During this essay, I will reflect upon the situation and discuss what I found particularly difficult being this incident was a racial assault.

I was working a night shift, when I came across two males on the side of the road. One had flagged me down frantically, pointing to another male and was shouting that he was assaulted. I immediately pulled over and began thinking if an ambulance was needed, but first I needed to speak to the man. When walking over, I noticed the male who had been assaulted was of a different ethnicity and had

what seemed quite substantive injuries due to the amount of blood. I knew that this male needed to be taken to hospital to have his injuries looked at. I engaged with both males and decided it both be better for them to sit in the van whilst I got information about what had happened. The injured male had disclosed that he did not know the group of males who had assaulted him, but pointed to a house they had ran into after the assault. Using the National Decision Making Model (NDM), I made the decision and called for further assistance from my other colleagues who were on shift that night, due the 5 possible suspects being inside the house which was situated across the road. I made this decision as this assault had not long happened and being me and my colleague, I knew I could not deal with this by myself and needed other officers.

Awaiting the arrival of further officers, I got an account of what had happened off the victim. He explained how he was out drinking in the local pub where a group of males had made racial comments towards him from the time they had arrived at the pub and had pushed past him on several occasions. When thinking about legislation, I knew this was Grievous Bodily Harm (GBH) with intent, section 20 of offences against a person (1861), due to the extent of injuries. However, it became apparent that this was a racially aggravated assault and possibly a hate crime. Under section 29 of the crime and disorder act (1998) it states that an offence under section 20 which is racially aggravated is guilty of a crime.

As more officers arrived at the scene along with my sergeant due to my colleague cordoning off the road due to the amount of blood on the road, it was now a scene. I was told I would stay at the scene due to having the most knowledge about the incident and another officer would convey the two males to hospital.

Following best practise, I obtained the release of medical records from prior to the male going to hospital. I explained to the male that we would need to be interviewed as he would need to provide a statement due to him wanting to make a complaint. I arranged this for the next day which he was comfortable and happy with. I wanted to ensure that this interview was done as soon as possible as best practise from golden hour principles (Roycroft, 2019). Golden hour principles state that events are best recalled at the scene, and as time goes by, information gets lost or obscured (Pues, 2017). However, my highest priority at that current time was ensuring the male was taken to hospital and it was not the right time for a statement to be taken.

I continued with further enquiries whilst the male was taken to hospital. There was a couple who had witnessed the assault a few doors down from the suspect's house. The couple had recorded the assault

which had captured the group of males and I had a good description of all males involved in the assault. I asked them if they would be willing to provide a statement to support what had happened, which was taken by one of my colleagues at the scene, as we all worked together to gather all the evidence.

I attended the suspects house, and they were detained and arrested under Police and Criminal Evidence Act (1984) Code G due to matching the descriptions given by both the male and the couple and video evidence. All males were very defensive and argumentative. Noticing evidence around the room and blood on shoes, I decided to detain all 5 males within the house for Offences Against a Persons Act (1961) The males were taken to custody where all items of clothing were seized and a property search under section 18, Police and Criminal Evidence Act (1984) under Code B. This was conducted after having the approval from our inspector, who swiftly approved. On arrival at the station after presenting the suspects to custody. and I went back to the house in order to search. I seized relevant items, and it was packaged correctly and booked into property ready for the forensic examination. I ensured to complete all relevant paperwork, which included a victim needs assessment which is in line with the victim's code of practice . I completed this and referred the victim to the appropriate services as I believed this male was of high priority for these services due to the injuries he had sustained and may need further help following this incident.

The victim arrived at the police station the next day for his interview. We went into a room for privacy. It was noticeable the male's injuries were extensive and he explained he required surgery for a broken arm. Before going straight into the interview, I updated the male on the investigation and allowing him process that we have suspects in custody, and they are yet to be interviewed. I felt this was important as per the South Wales Police Policy, victims are to be updated on the progress of the investigation. I continued and described the interview process along with the types of questions I would be asking, ensuring to accommodate his needs during this. I reassured him and explained that we can take as many breaks as he needed. The male was visually upset during the interview, and he stated that this was not the first time something like this had happened, and he had experienced a lot of racism in throughout his life due to him being a person of colour. I was happy with the outcome of this interview and statement. I covered all the points from the beginning of the night through to the assault with all descriptions of males involved. During the interview, I remained sensitive to what the male had experienced, and I believe I withheld policing values, following honesty and integrity as I followed the correct procedures during this incident and remained truthful to the victim and had built a trustworthy rapport which the victim had expressed how grateful he was. I ensured the victim was treated with

respect and to be as open as I possibly could and by this, I was able to make choices on my professional judgement based off all evidence that was collected (College of Policing, 2020).

I explained the importance of a victim personal statement and how this can really help him in court. Victim personal statements allows victims to be directly involved in the sentencing process as these statements are highly impactful due to the court knowing how this incident has effected them psychologically and physically and anything they have needed to consider after the incident for example, therapy (Roberts & Manikis, 2012).

Evaluating the steps, I took during this incident; I believe I took all necessary steps to provide the victim with support in line with the police code of practise. I believe if my attitude had been different and I had not been able to sympathise or be empathetic towards the victim, the outcome may have been different. I am a strong believer in everyone as individuals are equal, therefore my attitude and actions came naturally to reassure and protect the victim in any means possible. Victims can react to incidents in many different ways and considering the standards of professional behaviour, I did not discriminate or have a bias towards any persons during this incident and investigation and I was able to utilise my authority whilst lawfully upholding police regulations, especially when detaining the males. I did not let my emotions over rule my judgement and based all decisions from the information and intelligence I had gathered from all parties involved.

Using the Gibbs Reflective model, I feel I acted within the boundaries of the police standards of behaviour, specifically with fairness and equality (College of policing, 2023). I recognised that this was a racially aggravated assault, and I did what I believed was best, utilising all aspects of my initial police training. My feelings throughout this was very mixed and I believe my emotions did impact upon my decision making in certain aspect. I have been brought up in a world where I have witnessed my friends being subjected to racism. Throughout the incident I felt the need to protect the victim, especially as I found more information about the prior events leading up to the assault, I wanted to do my best to bring a sense of justice to the victim and to ensure they knew I would do my very best to help in this investigation. In regard to the investigation, the initial contact I went well, and I supported the victim throughout the whole investigation. I felt I had a point to prove to my colleagues and sergeant, that I can do this, and I can be a police officer. I put a lot of pressure on myself not to mess anything up, when in reality, they are there to support me when I need it.

I am satisfied with the way I handled this incident. I would however change some things, which would be conveying the male to the hospital as I was first attending, however I do understand the reasons I was to stay behind. This being my first big incident, where a lot was needed, I believe I did well, however I know there were certain aspects I was unsure what the next step was and I doubted myself, so I asked for help and approval of longer serving officers as well as my sergeant to know I was in fact doing everything right. If I were to have an incident like this again, I would believe in myself and be more confident whilst on scene as this would enable the incident and scene to run smoothly without panic. Analysing everything, I made all judgements off information and intelligence through the NDM. The NDM is used as a key risk assessing tool when police attend every incident and when I consider all decisions made, I believe they were correct and under the relevant legislation and in line with policy and codes of practise when dealing with victims, witnesses, and suspects in this particular incident.

Word count – 1980

Task 4

Relevant areas of the National Policing Curriculum:

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

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

Critically assess a policing incident that you have attended, where you played a significant role with an offender/victim and reflect upon what happened.

Reflect upon your use of the National Decision-Making Model and the Code of Ethics and review this impacted upon your decision making and use of discretion within the incident.

Critically review your responsibilities regarding the provision of CPIA when conducting this investigation.

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

ANSWER:

In this essay, I will use and explain the National Decision Model (NDM) to explain my thought process when I was dealing with a drunk male in an apartment complex and how I was able to make decisions in regard to the information provided at scene. I will describe all parts of the NDM and evaluate how I implemented this into the incident allowing me to fully outline my responsibilities whilst applying the use of Criminal Procedure and Investigations Act (1996). Throughout this essay I will outline how I have managed the suspect and gathered information from aggrieved parties and how I have retained all vital information and intelligence. I will use the Gibbs model to reflect as I believe this will allow me to illustrate how I have used my discretion in this incident as well as upholding policing values.

The initial call from the control room had come across via radio at 0200hrs for a male causing a disturbance. The context of the call was a foreign male who was knocking on doors and causing continuous loud noise, this had been ongoing for several weeks. My initial concern was that this was very early hours in the morning, and I believed the male to be intoxicated as this was unusual behaviour. Secondary to that, due to the premises being an apartment complex, there are multiple

people living here as well as possible children, this could cause conflict and possibly become hostile due to the frustration of other tenants. I ensured I had all my appointments on me if there were to be any escalation or threats, however I intended to find out and speak to witnesses first before going to speak with the male.

When arriving at the address, I was met with five tenants from the address who looked quite frustrated, and one male was very irate and frustrated. Utilising the NDM, I firstly gathered information and intelligence. I did this by speaking to all individuals, which became difficult as a family of three were foreign and their English was not very good. Secondly, the male who was frustrated was also foreign, his English being a lot better, but his hostility increased as he got irritated by the situation at hand.

On gathering this information, I decided to go speak to the male who was causing the disturbance, only to be met by a very intoxicated male and his mother. I decided that it would be best to verbally diffuse the situation, and this would be the best outcome, and everyone would be able to continue with their night, however this did not end up being the case. The male in the downstairs flat kept coming upstairs shouting at the intoxicated male, which was not helping the situation. I decided that it would be best to separate the two and I took the male downstairs back to his flat. I explained to him that he needed to stay in his room however he was not listening. In the end he did end up staying in his room once I had dealt with the intoxicated male. Throughout the duration at this address, there was a constant need for risk assessment due to the circumstances changing and there being a communication barrier to all parties.

Discretion is having the right or ability to a decision. When looking at all aspects of crime, an officer has no choice but to use their discretion in order to interpret what exactly has happened in order to further their decision making in regard to the incident (Myhill & Johnson, 2015). That being said, the police are constantly under scrutiny due to their behaviours and their discretion. Police are constantly making judgment on incidents and a study shows that police are granted too much or too little discretion (Cihan & Wells, 2011), therefore there is always an aspect and opinion by the public and other officers, that certain incidents can be dealt with in a different way. This in turn, can cloud judgement for officers and the constant thought that they could have dealt with it better. In this incident, using my discretion to handle the situation, as explained above, I tried to reason with all

parties and the male was given a chance to make right on his behaviour there and then. Later on in the incident, the circumstances had changed, therefore I used my own judgement to remove the male from the property. I dealt with this in the best possible way, and all parties of this incident were satisfied with the actions I took throughout.

When I was inside the with the male and his mother trying to get their details became a challenge. I considered I needed to try alternative approaches to communication. I knew due to the circumstances; an interpreter would not be feasible at the time. I changed my communication tactics and used simple words and was short and straight to the point. Having done this, I was able to communicate more effectively and get both of their details. I explained to the male he was to stay in his room and go to sleep as he had drunk too much, to note the male was struggling to stand up straight. The male agreed to do this, so I left the room to go speak to the other tenants on the floor below. As I am speaking to the other tenants, the male comes out of his room and sat on top of the stairs shouting and pointing, his facial expressions and body language became aggressive. Again, risk assessing the situation at hand, continued to verbally diffuse the situation, however after a few minutes, this did not work, and the male became more aggressive towards other tenants and started to walk down the stairs. At this point, I had to consider use of force in order to deal with the male, however use of force was only used when placing the handcuffs on the male and he was compliant.

When considering police powers, I knew I had grounds for arrest under Common Law, which allows me to detain and arrest for breach of the peace. However, I could consider arresting under the Public Order Act (1968) under section 5, which is using threatening, abusive words, or disorderly behaviour. At the very beginning, I believe section 5 of the public order was not suitable. I believed that to deal with this incident in the best way possible, I would try other ways of dealing with this situation first before utilising any police powers, therefore giving the benefit of the doubt. I came to this decision after doing checks on the male and the premises to find out if there are any similar incidents, which there was not. This decision falls under options and contingencies following the NDM. I decided that trying to talk down the male as I believed this to be a fairest option, however after a long time and conflict building between all tenants, I decided it would be best to arrest for breach of the peace under common law as the male was highly intoxicated and would not listen to officers. I believe that this was the best way to deal with the offence as the male had no previous history with police and the circumstances of the situation was not enough for a public order offence, so the best decision was

breach of the peace. My colleague searched the male, and he was taken to custody where he was later released the next afternoon.

The code of practice to the Criminal Procedure and Investigations act (1996) (CIPA) is defined as:

“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” (Home office, 2015)

Throughout this incident, I ensured my body camera was switched on before entering the flat complex. By doing this, all conversations with victims and the subjects were captured, therefore showing all decisions made at that incident. Body worn video (BWV) is considered good evidence for protection of officers (College of policing, 2021), it allows audio and video data for incidents. Since the police have introduced BWV, the number of complaints has significantly reduced (Ariel et al, 2017). This is a particularly good tool to the police as in certain situations, like a public order offence, use of force is usually used and threatened by police and since BWV came into place, complaints have dropped by more than 50% (Garner et al, 2003). A study that counter acts this, is Lum et al (2020), who states that the reason is unknown why complaints have reduced since BWV has come into policing and there are limitations of BWV and police officer discretion being that BWV can be heavily relied upon at later stages of the investigation and on the other end effects use of force due to it being deemed too much for certain incidents and discretion coming into question.

When taking action, the male was placed in handcuffs and taken away from the address to ensure peace was kept for the duration of the night. As explained in this essay, several attempts were made to reason with the male however he did not listen. Under the NDM, code of ethics is the core element. My duties and responsibilities surrounding the incident was made clear throughout the entire time, ensuring I made all decisions ethically and considered the wellbeing of all tenants and this was demonstrated by following all relevant procedures such as removing the male from the property, therefore creating peace within the apartment complex. As well as recording all evidence on BWV to justify actions taken with the male in question.

I want to highlight that during this incident, the male's mother who's English was not very good was also satisfied with the decision to remove the male and the arrest for breach of the peace. The mother explained how he did in fact do this regularly and she had tried to calm the male down but a barrier for his intoxicated actions, however she was unsuccessful. During this incident, I did consider also arresting another male from the downstairs apartment for breach of the peace due to his heightened emotions and also distrusting the peace once police arrived. Using my NDM and discretion, I made the decision that it was better to remove the one male due to him being the root cause of the issues. Under CIPA, whilst gathering accounts, it was clear that the male from the downstairs apartment complex had been dealing with this disturbance longer than the rest of the other tenants, therefore further influenced my decision making.

To reflect on this incident, I will use the Gibbs model. I have reflected throughout this essay, to conclude upon my reflection, this incident was my first arrest. So, when arresting for breach of the peace I was nervous, however this did not impact on my investigation or decision making and I was proportionate in all decisions made ensuring human rights were adhered to. This incident went well, and I am satisfied, however if this was to occur again, I would take the same approach, but I would not let the situation last as long as it did. Meaning there was a clear issue here which from the beginning was not going to be resolved without use of force/arrest under the correct legislation. That being said, I did offer the chance for the male to correct his behaviour for the night so I would handle the situation relatively similar, but making my decisions quicker and discretion and knowledge to know that incidents like this can require quicker action to uphold peace for others.

WORD COUNT – 1968

Task 5

Personal Development Plan (PDP)

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

This is equivalent to 1000 words towards the overall wordcount, please note this is not the actual number of words used in completing the table, the count reflects the thought and research behind it.

Area of Development	How it will be achieved	Who can provide support	Timeline
Improve on independent interviewing and preparation for interviews (briefing solicitor, memo card).	Ensuring I have a memo card on me at all times in case I need to interview. Practise interviewing with colleagues and getting feedback. Ensuring I prepare all relevant questions prior to interviewing and writing them out so I do not forget. Keeping a general list of questions so I can use as a baseline for other interviews for similar offences.	Ask my colleagues on shift their different ways and techniques to interviewing and how they prepare. I can also seek advice from the HUB, where their role primarily is case file and interviewing and my HUB attachment.	I aim for the end of the year (2023) to see a significant improvement and more confidence. This is difficult as opportunities to interview are rare due to a handover, or the HUB will take over.
Improve on all paperwork and complete and improve upon case files, as of current I have not completed one yet.	Volunteering to take on a case file if the opportunity arises and ensuring all paperwork is completed to the highest standard possible.	Asking my colleagues on shift help when completing my first case file or going to ask a colleague from the HUB.	Paperwork – within the next 6 months Case file – by the end of my probation period (2024) due to being unsure when I will actually have to complete one.
Gaining confidence in stop and searches.	Ensuring I regularly participate in Stop and Searches, and volunteering if there	Regularly refreshing my memory on GOWIESLY and ensuring my	Within 6 months – I believe as summer arises, there will be more opportunities

	is a female needed for a stop and search in another area.	knowledge is kept up to date. Practising on my colleagues to gain confidence. Having the support of my colleagues when I do a stop and search to remind me if I have missed anything – I would not forget for the next stop and search.	for stop and searches to build my confidence.
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The bibliography should only include sources referenced within the workbook using the Harvard referencing system. Information about referencing in written assignments and how to avoid plagiarism can be found on Moodle. It is important that you are aware of the importance of ensuring that the work submitted is your original work.

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Date: 10/04/2023