



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Graduate Diploma Professional Police Practice

LEVEL 6 - 40 Credits

Workbook title: Competency Based Workbook 2 (DHEP)

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

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FACULTY OF BUSINESS AND MANAGEMENT PUBLIC SERVICE PROGRAMME

Module title: Policing in the Workplace 3 (DHEP) - BMPP6001D

Workbook Guidance

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

What is the workbook for?

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

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

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

How should the workbook be presented?

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

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

https://www.uwtsd.ac.uk/media/uwtsd-website/content-assets/documents/academic-office/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 is available to you. Please contact Kelly Andrews direct using k.andrews@uwtsd.ac.uk with any questions or queries you may have.

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

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

Confidentiality

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

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

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

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

NOTE

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

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

Dyslexia and other special circumstances

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

Competency Based Workbook 2 - Learner Workbook

Guidance:

- Your workbook must contain items 1 - 5 below (in the order given).
- You should use the pro-forma to insert your text within each section.
- Note that this module has 2 components with each weighted at 50% of the overall 100% marks total.
- You should upload your completed document as a saved pdf file of this workbook; if this is not possible then a Word Doc file is acceptable. Do not send a scanned file from a photocopier, an apple.dot file, or a Microsoft publisher file as Turnitin will not be able to assess them, despite you being able to upload them.

Contents

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

Task 1

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

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

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

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

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

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

ANSWER:

In the year ending in September 2023 the police recorded 1.0 million incidents which were categorised as anti-social behaviour (Office for national statistics, 2024). Within the anti-social behaviour, crime and policing act (2014) anti-social behaviour can be defined as “conduct that has caused, or is likely to cause, harassment, alarm or distress to any person. Conduct capable of causing nuisance or annoyance to any person in relation to that person’s occupation of residential premises or conduct capable of causing housing-related nuisance or annoyance to any person”. In the essay I am going to outline an incident that I have attended and explore ways to tackle repeat victimisation and repeat offending. I will then evaluate different approaches used to support and manage vulnerable people.

Whilst on duty I attended a report of anti-social behaviour at the local leisure centre which was reported by a resident that lives directly next door and as a result was being indirectly affected by the ongoing issues. The leisure centre is owned by the local council and is accessible to members of the public who can take part in activities and use the facilities within. As the premises is open to members of the public, they were having on going issues with a group of youths aged between twelve and fifteen years old. The youths were regularly congregating near to the swimming pool extractor fans located at the side of the building. Whilst congregating at the location the youths were becoming extremely rowdy, making a large amount of noise, and throwing items around the car park. The reporting person was having litter

thrown into their rear garden and had youths sitting on the wall at the front of his property, this continuation of behaviour and noise nuisance was causing him distress.

Although anti-social behaviour is not considered to be illegal or subject to criminal proceedings the effect the behaviour can have on individuals can be detrimental. A study conducted by Heap (2021) explored the effects that anti-social behaviour can have on repeat victims. This study evidenced how the experiences negatively affected victims' mental health as they were constantly in fear and did not feel safe within their homes. Even after anti-social behaviour has been overcome victims continue to change their daily routine and are wary about the behaviour reoccurring even once intervention strategies have taken place.

When tackling anti-social behaviour, a multi-agency approach is required to disrupt the perpetrators and provide support to the victims. A break down in this communication between agencies can have a detrimental effect which was evidenced in the Pilkington case. This case resulted in the suicide of a mother and her daughter following being a repeat victim of anti-social behaviour in October 2007. Fiona Pilkington, her mother and her neighbours had contacted police on 33 occasions however, these were all treated and reviewed in isolation and therefore deemed to be low level. The family were seen to be vulnerable and if information sharing between agencies was sought then the family would have been identified as high risk repeat victims (Cairns, 2015).

In the instance outlined above although the neighbour was a repeat victim of anti-social behaviour the issue did not stem from the victim himself or his property but rather the surrounding area. For this reason, it is important to analyse the route of the issue when identifying a solution to tackling anti-social behaviour. A strategy that is used when analysing anti-social behaviour by the police is problem-oriented policing. This is a structured process that requires the problem to be identified and analysed in order gain an understanding. A tailored response to the issue can be created, implemented, and reviewed to inform future decisions. An analysis of the incident recognised that the youths were congregating near to the extractor fans as this was producing heat making it a comfortable environment for the youths to be outdoors during the winter period. Within the building itself the toilets were accessible to all members of the public as the fob entry access points were placed beyond the toilet facilities making it convenient for the youths.

To begin with only a small number of youths were making use of this area however, whilst doing so were becoming rowdy, leaving the outdoor space untidy causing it to become run down. The broken window theory by Wilson and Kelling 1982 suggests that if there is evidence of disorder and neglect such as litter, damaged items or loitering in a specific area then this can promote further disorder as the behaviour appears to be the norm and acceptable (Pandey, 2021).

Following an analysis of this issue, it became apparent that there were two categories that needed to be discussed to overcome the issue which were the environment and the youths themselves. Due to the area that was being affected a multi-agency response was required. An initial meeting was arranged whereby the police, crime tactical advisors, the local council and management from the leisure centre were present.

Evidencing the broken window theory there was a requirement for the area surrounding the leisure centre to be cleaned and any litter removed. Initially this was completed by members of staff at the leisure centre however, they expressed their concerns regarding this and being unable to complete a daily clean up of the external area due to its size and need to be present within the building for customers. From this discussion it was identified that a local school that also makes use of the leisure centre had an eco-club that regularly go out into the community litter picking. Contact was made with this school who were willing to assist with clearing the leisure centre grounds on a weekly basis. Within the educational setting it is important to make children aware from a young age of the consequences of littering and the effects this can have on the community. The implementation of this club into the problem orientated policing plan was beneficial as they were immediately able to see the results of their actions and being seen in the community can help influence their friends and peers who were making use of this area. Although behaviour is choice it has been evidenced that the encouragement of behaviour change through modelling litter picking can help reduce the environmental impact and the volume of litter (Thomas, 2018).

In relation to the youths themselves initially a patrol strategy was sought to identify the youths however, this was not effective. Immediately it was identified that due to the location being an open area with multiple entry points as officers were approaching, the youths were dispersing from the area prior to being identified. Although this was not beneficial for its initial intended purpose it became apparent that the frequent patrols were deterring the youths from the area. Police can be seen as primarily crime preventors when present in the local community. A study evaluating if the use of police community support officers works found that 39% less crime was committed in hot spot areas where targeted high visibility patrols were being conducted. This equated to a 20% reduction in emergency calls that were being made to police prior to the patrols taking place (Ariel et al., 2016). Based on this information having officers present in a location can significantly reduce the demand on policing and the effects the behaviour has on the community.

The leisure centre that was being targeted was currently under renovation and several CCTV cameras around the premises were not in a working condition. CCTV is crucial when conducting post-incident investigations as it can assist with the identification of suspects, victims and witnesses as well as being used as evidence

to bring those to justice (Ashby, 2017). A study conducted on the British rail network identified that in investigations where CCTV was sought more than twice the number of cases resulted in a successful outcome in comparison to those where CCTV was not available (Morgan and Dowling, 2019). The leisure centre management and local council recognised the need for the CCTV system to be revamped. Although this was on the council's original agenda, funding was sought for this to be completed sooner. Following the CCTV cameras being fitted the youths were captured on the footage which was passed back to the neighbourhood policing team who were able to use their local knowledge and connections with the local schools to identify the youths. Once the identification had taken place the anti-social behaviour process began.

When dealing with anti-social behaviour there are various stages that can be implemented which are then reviewed and escalated when necessary. There are six stages within the process which begin with supportive interventions such as communicating with the offender and their family discussing the standard of behaviour expected reiterating that unacceptable behaviour will not be tolerated. This can be escalated where enhanced powers such as crime prevention injunctions and criminal behaviour orders are issued by the courts. These are enforceable and breaching this whilst under the age of eighteen years old will amount to a supervisor order being issued or if over the age of eighteen years old can result in a fine or up to two years imprisonment. As the police progress through the anti-social behaviour process youth offending teams will become involved. They are a team from the local council that will run crime prevention programmes and interventions with the offenders and their families (Gov.uk, 2023)

Although some of the strategies outlined above can assist with reducing reoffending and repeat victimisation often these strategies must be implemented for a period of time before there is any noticeable change in the community. For this reason, supporting victims throughout the process is essential.

When affected by anti-social behaviour, a community trigger can be requested. This is a request that can be made when a specific area or individual is being targeted and three reports have been made within a six-month period. This trigger then prompts the relevant bodies including local authorities, police, clinical commissioning groups and private registered providers to take action (Shelter, 2021).

When identified through a community trigger or referral a victim of anti-social behaviour will be discussed by the multi-agency safeguarding hub (MASH). The MASH is made up of partner agencies such as the police, social services, education, health and mental health services. These agencies will review the information provided and go on to identify those who are vulnerable and at risk of being subjected to criminal activity and anti-social behaviour. The purpose of these meetings is to share information to gain a more holistic understanding of the

individual aiming to reduce victimisation by identifying any vulnerabilities that the individual may have to seek ways of managing this at the earliest opportunity.

The benefits of a multi-agency approach include the ability to identify specific needs and vulnerabilities based on that agency's expertise. Each agency has facilities and knowledge that they will be able to apply to achieve the desired outcome. With all partners being present during the meetings the issues identified can be rectified and the support can be put in place at a more effective and efficient rate in comparison to when information is shared slow time as and when it is required (Shorrocks et al., 2020).

In contrast to this there are challenges that can arise when using a multi-agency approach. With some agencies time and staffing restrictions can become apparent as they may not be able to assist immediately due to the waiting lists. If all agencies are not able to intervene in the desired time this can have a knock-on effect on the following agencies. When resolutions are identified there can also be a crossover between the agencies and restrictions on sustainability due to the lack of funding available. If both agencies can achieve the same desired outcome partners may be reluctant to assist in the process (Atkinson, 2007).

Although used as a deterrent, high visibility patrols can also provide reassurance to victims. The neighbourhood policing team often assist with these patrols and link in with repeat victims by attending their home address to provide support and update them on the ongoing work that is being conducted. The increased presence in the area can be beneficial to a community however, when looking to support individual victims they often prefer for police not to be seen to attend their address due to fear of repercussions. In these instances when police attendance is not desired external agencies can assist.

A referral can be made by police to victim support, or victims can contact them themselves. Victim support have specialist who can assist victims of anti-social behaviour by offering advice and support to them 24/7. They are also able to act on their behalf by contacting relevant agencies such as councils and social housing landlords which means some of the pressure is taken off the victim (Victim support, 2024).

In summary, there are various strategies that can be implemented when dealing with anti-social behaviour however, for this to be effective a multi-agency approach is required. Although each incident may be in isolation they should be viewed holistically for a true and accurate representation to be made and the vulnerabilities and needs of victims to be met.

Total word count – 2199

Task 2 Option 1:

Relevant areas of the National Policing Curriculum:

Response Policing

A core part of the policing mission is to prevent crime and disorder. Domestic abuse causes both serious harm and constitutes a considerable proportion of overall crime

You should choose **a domestic abuse incident** that was of a complex nature, in which you played a significant role in providing a response.

Critically assess the challenges associated with a domestic abuse incident that you have attended, and the strategies developed for effective policing in such challenging situations.

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

ANSWER:

Within policing a large number of the calls made to the police are domestic abuse related, in the year ending March 2023 there was 889,918 recorded offences of domestic abuse which constitutes to a considerable proportion of overall crime (Jones, 2023). Domestic abuse can be defined as an individual or continuation of incidents that involve coercive, controlling, threatening, degrading and violent behaviour that is carried out by a partner, ex-partner, family member or carer (Women's aid, 2024). Based on the crime survey for England and Wales in the year ending March 2023 2.1 million individuals aged 16 years old and over had experienced domestic abuse. 1.4 million of these being females and 751,000 being male (Jones, 2023).

The way in which police officers deal with domestic related incidents have been under scrutiny for many years and as a result various risk identification and management processes have been implemented. I will now discuss a domestic abuse incident that I have provided a response to and assess the challenges associated with this incident and the strategies developed for policing these situations. The reflective model that I will be using to do this will be the "What? So what? Now what?" model that was created by Borton (1970). Each stage of this model prompts you to describe what has happened, analyse and make sense of the incident by drawing insights and then applying what has been identified to inform your next steps.

Whilst on duty I received a call via my radio stating a report had been made by a female who sounded distressed requesting police assistance and a male's voice could be heard in the background however, the initial call information was extremely limited. Upon arrival at the address a female was located inside the property and appeared to be visibly upset and shaken. It became evident that an incident had taken place and as a result she was fearful for her safety. When initially being asked what had happened, she instantly stated that she had been attacked by her partner and he had smashed items within her home address. When asked further questions in relation to the incident the female was reluctant to disclose to officers what had happened, she became extremely wary and reserved, she was no longer willing to discuss the matter.

Although multiple calls are made to police when attending, victims of domestic abuse are often reluctant to make disclosures to police and can be vague when doing so. A survey has been conducted whereby victims of domestic abuse were asked the reason behind not reporting domestic abuse incidents to police. Birdsey and Snowball (2013) had identified thirteen reasons for this with four being highlighted as the main barrier to reporting incidents. 13.9% of participants stated that they were afraid of revenge from the defendant and further violence taking place. 11.8% were embarrassed and felt shameful, 11.8% believed that the incident was too trivial and did not see it as important and 10.4% stated that they have previously had bad or disappointing experiences when reporting incidents to police. Other reasons that were identified throughout the study include the victim not wanting the offender to be charged, fear of losing children and believing that the police would not be willing to do anything.

Even after making the initial call to police these barriers and beliefs can remain in place and can cause the victim to withhold information. Due to this the way in which a domestic related incident is dealt with can vary from other policing incidents. When attending calls officers naturally consider the laws and policies that are in place to deal with the offences that have been disclosed but can lack in the ability to show empathy towards the victim and recognise and manage the heightened emotions of those present (Millar et al., 2019). Whilst speaking with the female I quickly identified that the initial brief disclosure was made irrationally and there was potential for the female to retract what she had disclosed now that she was safeguarded. To prevent this from happening I began to build a rapport with the female ensuring she felt comfortable speaking with myself, showing empathy and acknowledging the information she was providing. Reassuring victims in this way maximises cognitive resources enabling them to provide a more accurate detailed account (Risan et al., 2018). At the time of building rapport, it was evident that the female was beginning to feel more relaxed and comfortable speaking to me as she began asking questions relating to the process that follows the initial report. With many victims that have not previously been in contact with police they can lack in understanding around the process and this lack of understanding can make victims of crime withhold

information with fear of the unknown (Rossetti et al., 2017). Prior to asking any further questions relating to the incident I began to explain the process that would now take place and what role the female would have in this. To ensure the female did not feel under pressure or in fear for her safety I explained the safeguarding measures that we are able to put in place. This included me explaining that as part of the safeguarding plan a critical risk marker would be placed on her home address. I went on to explain that this marker would highlight to staff and officers that there is a significant risk that has been identified at this location. By doing this it highlights that an emergency response should be considered at this location as there is a vulnerable individual associated with the address where a risk is posed.

I also signposted the female to agencies and charities such as live fear free and RISE that she was able to make contact with, in order to gain support and advice. These external companies can be beneficial to victims of domestic abuse as they specialise in assisting those who have been subjected to the abuse meaning they have the time and facilities that can meet the needs and expectations of victims outside the investigation process (RISE, 2024).

The main safeguarding strategy that was implemented and enabled me to gather further details regarding the reported incident was the domestic abuse, stalking and harassment and honour-based violence risk assessment tool. This is a set of twenty-seven questions which prompt officers to ask victims of domestic abuse particular questions regarding their relationship with the aggressor. The answers to these questions are used to inform the risk grading whether that being standard, medium or high however, officers can use their discretion if they believe the victim poses a higher risk than those identified by the tool (Turner et al., 2019). These twenty-seven questions are broken down into four sections which explore the victim's current situation, any children or dependants that they have, the domestic violence history and the aggressor. This risk assessment is often completed towards the end prior to leaving the victim's address however, I had identified that the female was reluctant to discuss the matter in a free flow conversation and the questions could be used to probe information. This strategy was successful the female began to expand on the answers that she was providing. For example, one of the initial questions within the risk assessment asks, "Has the current incident resulted in injury?". From this question the victim began to show me that she had a bite mark, swelling and bruising to the left-hand side of her face as well as reddening to either side of her neck. This enabled me to probe on this, gaining further specific details regarding how these injuries were sustained. Another question that was beneficial for probing further detail was "Are you very frightened?". Initially answering yes to this question, the victim became emotional and was able to raise concerns for her safety and explain that during the incident she was fearful that the aggressor was not going to stop until she came to serious harm.

Whilst completing the DASH risk assessment further issues were identified. This involved the females' children whereby the aggressor was the father to both children who were under the age of five years old. When obtaining details for the children the female raised concerns regarding social services becoming involved and, as a result losing her children. As previously outlined by Birdsey and Snowball (2013) this is often a barrier for victims when reporting domestic related incidents. When domestic related incidents occur children can sometimes be direct witnesses to these incidents although, they can also be indirectly affected by these incidents when experiencing the living environment that follows. Due to the children not being seen as the direct victim to the offence they can sometimes be overlooked when attending incidents (Miller et al., 2022). In many cases following the arrest of the aggressor conditions are implemented where the aggressor will be prohibited from contacting the victim for safeguarding purposes meaning living arrangements and daily routine is jeopardised. At this point the priority of safeguarding needs to be expanded to take into consideration any children and dependants within the family. Taking this into consideration I began to identify further details for the children and the needs of the family. As the children and aggressor were not present upon arrival, in order to gain a better representation of the situation I began exploring what the current structure of their childcare looked like and what support the female believes would benefit her family. The purpose of doing this was to allow me to write a detailed report as part of the public protection notification that would be submitted. A public protection notification is an information sharing document that is used to document the circumstances around the police attendance, any safeguarding concerns, and potential needs of those spoken to. Acknowledging these needs is vital throughout the investigation and criminal justice process to ensure the victim feels respected and be seen as a person concerned (Ten Boom and Kuijpers, 2012). This information can then be shared with the relevant partner agencies to make up a multi-agency response (HMICFRS, 2023).

Although the outlined processes are used as safeguarding and risk assessment tools during this incident, they were beneficial to gather information and build a rapport with the victim. Each process was used as a conversation starter that also assisted in addressing the concerns that she had. With these barriers addressed I was able to conduct golden hour enquires. The college of policing (2024) defines this as "the period immediately following the report of an offence or incident, when positive action should be taken". Depending on the incident and evidence that is available at the time this can include preserving, protecting and gather evidence that can be lost, concealed, damaged, destroyed or altered with delay. The benefit in doing so allows for suspects to be identified, victims to be protected and material to be gathered to assist in the criminal justice process. As part of the investigation during the initial golden hour enquires, I was able to obtain a statement from the victim as well as a disclosure witness statement from the victim's friend who she had contacted in distress discussing the incident prior to police arrival. House to house and CCTV enquires, where neighbours heard an ongoing disturbance, the female could be

heard screaming before fleeing the address and was witnessed standing in the street whilst neighbours continued to hear items being thrown around inside the address. Photographs were taken with consent of the victim of the injuries where swelling, bruising, and reddening could be seen on the victims' face, neck and arms as a result of the assault as well as images of the house which was in a chaotic state with multiple household items destroyed.

This strategy was particularly beneficial as approximately one week after the incident had taken place the victim had made contact with police requesting to retract her statement. In quarter one of the year 2023/2024 1477 victims of domestic abuse, which equates to 47.9% of victims retracted their support in ongoing investigations, this is a 1.4% increase in comparison to quarter four in the year 2022/2023 (CPS, 2023). If the golden hour enquires are not completed efficiently this evidence can be lost due to the victim retracting which would consequently mean the case would have evidential difficulties.

Throughout the incident although different strategies and processes were followed, they all related back to the use of effective communication skills to gain an accurate and detailed account from victims during the initial attendance irrespective of any challenges faced. It is evident that particularly when responding to domestic related incidents that the ability to show empathy and acknowledge the needs of the victim is paramount in order to deal with the incident effectively.

Total word count - 2125

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Signed: India Howells

Date: 29/04/2024

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