

BSc (Hons) Professional Police Practice

LEVEL 4 - 40 Credits

CONTINGENCY REGULATIONS MARCH 2020

In light of the current COVID-19 situation the university, along with all HEIs, have put in place contingency plans for student assessments, learning and progression. These have been done at a senior level and in line with the QAA and endorsed by the College of Policing.

As a result, the two workbooks that would have been completed as part of your course are now combined into one.

Workbook title: Competency Based Workbook (1 & 2 combined - PCDA)

(SOUTH WALES POLICE, GWENT POLICE AND UWTSD)

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FACULTY OF BUSINESS AND MANAGEMENT PUBLIC SERVICE PROGRAMME

Module title: Professional Police Practice 1 and 2 (PCDA)

Module title: Policing in the Workplace 2 (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):

Workbook1 and Workbook2 combined cover these areas:

- Wellbeing and Resilience
- Communication Skills
- Managing Conflict
- Valuing Difference and Inclusion
- Criminal Justice
- Decision making, discretion
- Conducting Investigations
- Criminal Justice (Managing offenders)
- Vulnerability and risk
- Understanding the police constable role
- Conducting investigations (Interviewing suspects)
- 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.

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 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.

Contents:

Workbook	Area of Professional Practice	Word count
Task 1	Wellbeing and Resilience	500
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
Task 5	Vulnerability and risk, understanding the police constable role, communication skills, decision making and discretion, public protection.	1500
	Bibliography	
	Development Plan	This plan and signed OPP is equivalent to 1000 words
	Confirmation of the completion of your Occupational Competency Portfolio (OCP)	
	Confirmation of Confidentiality and Plagiarism	

Task 1

Relevant areas of the National Policing Curriculum: Wellbeing and Resilience

Guidance:

Focussing on your initial 6 months of learning and/or your tutorship, reflect on the coping strategies you have applied to develop resilience and minimise stress when adapting to your role as a constable within the workplace (e.g. nature of the work, organisational culture, shift pattern, pressures of work and joining a new team).

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

I started my tutorship phase as a Police Constable on Wednesday 8th April 2020. I knew I'd face challenges in regards to my personal wellbeing and building resilience.

I found the demand of calls quite overwhelming on my first day and keeping up with everything I had to do for each call was a challenge. Trying to remember the procedures and policies, the instructions my tutor was giving, retaining the information that was being fed over the air to me and dealing with the people in front of me proved to be stressful.

After spending some time at the station reflecting on the calls I had attended it became apparent how unprepared I was to deal with the volume of work involved in each individual call and how each call is unpredictable. It seemed obvious that I needed to become more organised in order to ease the pressure.

I found asking colleagues about how they coped with stress and speaking about the difficulties I was having helped relieve my stress and gave me confidence.

I was able to create a folder with all the necessary paper work that I might need for the most common calls based on the feedback I had received from my colleagues and from there I created guidance notes on how to complete everything if I were ever stuck. This helped simplify my work when at calls and made the whole process quicker and less stressful for myself.

The nature of the job can sometimes be difficult to deal with, I found having something Police refer to as dark humour helps take the pressure off when at difficult incidents. There is a lot of stigma around police that they should all "be strong" and shouldn't be affected by their work but this is often not the case. I've always been fully aware of what the role of a police officer would entail. The difficult situations, conflict, despair and horrors that I might see and I found that by making light of even the most intense situations, finding the funny side of the incidents has helped me cope with even the most stressful of calls. I put my personal wellbeing first and if I have had a bad day at work or found a particular incident upsetting I will talk through what happened with a colleague and try to process.

I have found in the past I would avoid talking about traumatic incidents in the hope I would forget about it, but this has proven to make situations worse and have had a detrimental effect on my mental health. For me talking is crucial to building resilience.

I try to exercise as often as I can usually around 3 times per week, I particularly enjoy spin classes at the gym and this would be my go to exercise. I strongly believe that exercise has a positive effect on my mental wellbeing and helps me de stress after a day at work.

The NHS website states "Being active is not only great for your physical health and fitness. Evidence also shows it can also improve your mental wellbeing"

(<https://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing>)

I understand the importance of maintaining my physical and mental wellbeing in order to be fit for my role and can see where I went wrong in regards to managing stress and going forward I know to be as organised as I can be and to continue to talk to my colleague's and exercise regularly.

(TASK 1 WORD COUNT – 576)

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:

As a student Police Constable it is inevitable that officers will come into conflict during their career, however how we choose to manage conflict is vital to the outcome.

I am going to discuss and reflect on how I handled a particular incident which involved managing conflict.

Effective communication skills and being able to build a rapport played a huge part in this particular incident. "The art of dealing with people gives you the tools to take your people skills to a level that you never thought possible." (Les Giblen, Skill with people, 2010).

Ensuring I abide by the police code of ethics and policing principles at all times ensures me that my actions are always done with the best intentions and for the right reasons.

I was on mobile patrol with my colleague PC James when we received a call stating the proprietor of the Station Road Hotel had just been assaulted by a male who is currently staying there.

This particular Hotel is well known to police so we could anticipate what we could potentially be met with on arrival. Due to the nature of the call this was deemed as a G1 immediate response.

The victim in this who I will refer to as JONES knew the male who had assaulted him, I will refer to the subject as DAVIES. These names are not the names of the people involved, I have changed them to protect their identity and to abide by the data protection act.

I completed a NICHE and PNC check on DAVIES paying particular attention to his warning markers, many of which were for violence and drug use. It was at this point I became very aware of the fact that this person could potentially be dangerous and started going through the policies and procedures in my head. I find having as much information as possible before attending an incident ensures I am equipped to deal with whatever I am met with. I used the National Decision Making Model (NDM) to assist me in gathering as much information as possible, identifying any potential risk, considering what power I have and policies to follow, thinking about the options I have in regards to how to deal with this incident and then continually reviewing the NDM whilst at the incident.

On arrival I and PC James were met by JONES who was stood outside the Station Road Hotel. JONES disclosed that he and DAVIES had a verbal argument in regards to drug use at the hotel. JONES went on to state that DAVIES appeared intoxicated and following the verbal argument had assaulted him by punching him to the face a number of times. I could visibly see the injuries to JONES face and immediately thought the injuries amounted to common assault.

JONES told that he believes DAVIES had been abusing drugs with other males who lived at the hotel for most of the day. JONES described DAVIES as "out of control" and an "animal".

At this point DAVIES was believed to be in his room which was situated at the top of the first floor, with another male who was staying at the hotel. I will refer to this male as REES.

With this information I along with my colleague went to DAVIES room, I was aware of the situation and the potential threat to all involved.

As I reached the top of the stairs DAVIES appeared from his room and started to shout words to the effect of "I have done nothing wrong it was all his f**king fault", you can "f**k off the lot of you". I remained calm but assertively told DAVIES to stop shouting and to talk to me as I was not able to understand him if he was to shout. I told DAVIES I could see why he was annoyed and let him have the opportunity to tell officers what had gone on, I continually nodded my head and repeated back parts of what DAVIES was saying back to him so he knew I was listening. DAVIES calmed down and stopped shouting and spoke to Officers. At this point I have then explained

the allegation made by JONES and told DAVIES he was under arrest on suspicion of common assault, I cautioned him and also explained why his arrest was necessary, I explained that officers would need to investigate the allegation and he would need to be interviewed. I also explained why it was necessary he was taken into custody to prevent any further injury or breach of the peace was caused. I went on to explain that the interview would be his opportunity to tell his version of events. DAVIES seemed to appreciate this.

I had never met DAVIES before this incident and knew I had to treat him with respect from the outset and also treat him fairly and not pass judgement, at this point it was an allegation and I had to remember that DAVIES could be an innocent party.

I handcuffed DAVIES to the rear and explained my reasons for doing this being to prevent DAVIES tampering with any evidence, to protect all individuals at scene and also to prevent an escape. I kept engaging with DAVIES as much as I could. DAVIES was compliant at this point. I know I can use reasonable force under Section 117 Police and Criminal Evidence Act to effect an arrest this includes applying handcuffs to someone, I can use reasonable force as long as it is proportionate and necessary which in this case I believe it is. I can justify handcuffing DAVIES as I had never met him before and was not sure how he would react when arrested, I was not sure if he had items on his person which could cause harm and given the circumstances as to why he was being arrested he had potential to be violent.

My colleague PC JAMES then completed a search of DAVIES under Section 32 Police and Criminal Evidence Act.

I discussed with DAVIES any ailments he might have and if he was taking any medication.

REES a friend of DAVIES was present throughout all, when officers mentioned DAVIES medication REES became irate and started to get verbally abusive toward officers which then annoyed DAVIES who also begun shouting. PC JAMES removed REES from the room and advised him not to return. REES was still irate so we requested further officers to attend to deal with REES and to prevent any offences taking place whilst we took DAVIES to custody. I calmly spoke to DAVIES and explained that we were going to need to wait for officers before leaving due to the situation.

I kept talking to DAVIES throughout the journey to custody. I had done some background checks and was aware he had children so I spoke to him about this, using distraction technique's has been something I have used in previous incidents which have worked.

Looking back on this incident I feel I handled the incident as a whole quite well. "A good impression can work wonders" (J. K. ROWLING). I believe I tried to make a good first impression by showing DAVIES I was interested in what he had to say by telling him to stop shouting and to talk to me. I wanted to try and build a rapport as soon as possible. I knew what warning markers DAVIES had against his name so wanted to calm the situation to prevent it escalating.

I feel the way I communicated with DAVIES and my attitude had a positive impact on his behaviour. I am aware of the "BETARIS BOX" diagram which can be found and explained on "changingminds.org". This is basically saying that your attitude and behaviour effects the person you are talking to and their attitude and behaviour. I believe I was very aware of this during the above incident and I wanted DAVIES to mimic the way I was talking and my behaviour which was calming.

I tried to manage the situation by remaining impartial, as a Police Constable this is vitally important. I wanted DAVIES to understand that this was an allegation and he would get the opportunity to say his side in a professional interview conducted under PACE 1986 guidelines. I think I achieved this by explaining my reasons for my actions and always communicating with DAVIES and ensuring he understood what was happening.

I understood that by arresting DAVIES I was taking away one of his Human Rights which is a right to liberty however this is a limited right and can be taken away when someone is arrested for a criminal offence. I understand by doing this I was in charge of DAVIES welfare and needed to ensure he remained safe and was also released as soon as possible from police custody.

Reflecting on the incident some time later as I am now, I think I should have handcuffed DAVIES at an earlier opportunity, his aggressive behaviour, the allegation disclosed and previous warning markers when being dealt with would have given me grounds to do this. During the section 32 search a screwdriver was found on his person, this could have caused serious injury to any of us present at this time.

Whilst reflecting I think I could have handled things slightly differently when it came to REES who was present I feel it would have been appropriate if I had removed him from the room at the start. This would have prevented any issues with him.

This incident I believe I managed the conflict well for a student officer but on reflection there a few points I would consider in the future such as, removing any people who are present unnecessarily, handcuffing earlier (if appropriate) and also requesting further officers sooner than I did. Conflict

situations can get out of hand quickly and that is something I am now mindful of.

This incident was one I have learnt from and has given me confidence in myself to deal with further incidents.

(TASK 2 WORD COUNT – 1670)

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:

As a Student Constable I am aware that I will deal with incidents that will be challenging and will need me to make decisions that impact on people's lives.

I understand that we live in a diverse world and all individuals will need to be treated equally and fairly. I am aware that both victims and subjects can be vulnerable and support can be required for both parties.

I am going to discuss and reflect on a particular incident I found challenging due to vulnerability communication barriers and ethical differences.

I was on mobile patrol with my tutor Constable PC JAMES when Police received a call from a female stating she had split up with her partner a few days previous and had told him he needed to leave her property today, the female went on to state that her partner had been living with her for a few months in South Wales however he was from Manchester. I will refer to the female as WILLIAMS for this report. I have changed the names of the individuals involved so they cannot be identified.

Williams explained to the operator taking the call that her partner who I will refer to as OWAT was deaf and had communication issues as Owat was a black African gentleman whose first language was not English so he struggled

to lip read or read anything Williams stated that it had been planned that Owat was to leave her address today and return home to his family in Manchester, Williams had bought Owat a train ticket from Cardiff to Manchester and had supported him to get on the correct bus. Williams told the operator that despite her efforts to support him to get home due to their recent split Owat had returned back to her home address and was now refusing to leave. Owat was stood in the garden as Williams would not let him back inside the house.

I conducted some background checks using our NICHE system which is the local policing system we use to deal with any incidents, people and offences and also checked the police national computer to see if there were any wanted or missing reports for Owat. I could see that Owat was known locally to police as this was not the first incident between Owat and Williams a very similar incident had occurred only a month before. I read through officers updates from the previous incident to see if there were any communication tools used that were successful that could assist me now. It was clear from reading the logs from the previous incident that Owat did actually communicate by reading and writing but could only understand so much.

I and PC JAMES arrived at Williams home address to be met by Owat who was stood in the rear garden with his belongings packed in bags. Owat was clearly upset and distressed. I used my mobile phone to write a short message to Owat stating my name and why I was there, Owat showed me he understood by nodding his head, I asked Owat to come down to the police van where he could sit inside it was around 2:30 AM at this point and was cold and dark. Owat did this without any issues.

PC JAMES went inside the address to speak to Williams and clarify exactly what had gone. Williams told PC James about Owats communication issues and that she was worried for his safety. Williams explained that she had bought the train ticket to Manchester and had taken Owat to the bus stop and supported him on to the bus. Williams stated she communicates with Owat through sign language so confirmed he was able to understand what was happening and that he knew he was not to return to her home address. Williams confirmed that she did not feel harassed, alarmed or distressed by this incident at this point and she made the call for officers to help Owat as she felt like she was unable to do anymore for him. Williams stated she wanted police to help Owat in regards to somewhere he could stay but also wanted him told that he could not return to her address as the relationship was over.

During this time I remained at the police van with Owat. PC JAMES and I regularly communicated through our radios so we were both aware of what was happening. It was clear to me that Owat was vulnerable at the moment with him being deaf and having these language barriers in a place he was unfamiliar with was potentially quite dangerous.

At this point I and PC JAMES had a discussion in regards to what the best course of action would be. I used the National Decision Making Model to assess the risk involved and what my powers were and policies I had to follow. I also thought about what would happen once we had dealt with the situation what would the repercussions be.

It was decided that the best way to deal with the situation was to remove Owat from the address and to assist him getting back home.

Williams was updated with what action was being taken to which she was happy with, Williams was advised should further incidents arise to contact police immediately. A Public Protection Notice was explained to Williams at scene and also completed. This is a document that is used to share with partner agencies that may need to provide support.

I contacted Owat's Mum who stated he could go stay with her but she had no way of collecting him but would meet him off the train in Manchester. The next train was 6AM I and PC JAMES drove Owat to Cardiff train station and helped him purchase a train ticket back home. We communicated with Owat by writing everything down. On the way to Cardiff I explained to Owat that the relationship with Williams was over and that she did not want him to return to the address at any point, I also explained that he was told to leave earlier in the day and now we were taking him to the station to return home, I went on to say that if he were to return to the address again he runs the risk of getting arrested as his behaviour is not acceptable even if he has good intentions.

Owat was dropped off at Cardiff train station.

A further call was received from Williams around two hours later stating that Owat had been continuously ringing her and has now returned to her house and was outside banging the front door.

I and PC JAMES attended and found Owat outside. Owat was taken to the police van where I wrote out a message explaining that his actions have amounted to the offence of harassment (Protection from Harassment Act 1997) and that he was under arrest and being taken to Merthyr Tydfil Custody. I also wrote out the caution and the necessity for Owat's arrest. I arranged for a person who was able to use sign language to be an interpreter for Owat to attend Merthyr station to go through Owat's rights and entitlements and also for his interview in relation to this matter.

I returned to Williams to take a statement from her and to explain the process that would now follow. I also referred Williams to the Victim Support Agency as she was extremely frightened of the whole police process. After the initial statement was taken I regularly made contact with WILLIAMS to update her in regards to where we were and to also explain each step of the way to her,

WILLIAMS was particularly worried about attending court but stated she felt confident to explain what had happened between the couple. I offered WILLIAMS the opportunity to attend court and have a look around and for an appropriate person to guide her through what would happen on the day so she would feel more prepared and at ease. I attended WILLIAMS home address where a Victim Personal Statement was taken, this gave WILLIAMS the opportunity to tell a judge how this incident has made her feel and the impact it has had on herself. WILLIAMS seemed to appreciate the efforts made by officers. A charging decision has not been returned as of yet so have not been able to support WILLIAMS any further.

I also put in place for community support officers to complete reassurance visits.

On reflection this was a particularly difficult incident to deal with the communication barrier was difficult to manage as Owat was vulnerable and we needed to ensure he understood what was happening. Looking back I have questioned whether I made the right decision at the original call and whether I should have arrested him then however I still feel it was appropriate given the circumstances and felt like police discretion was used to some degree.

I feel my communication skills in a difficult situation worked well but having never dealt with someone with such needs at the time I felt a bit out of my depth, however I feel I have developed skills and knowledge to help in the future.

After dealing with this incident I have researched some tools that could assist in me with similar incidents in the future. I have created my own small booklet of Makaton Cards which contain what I believe I would need to use the most as a Police Officer.

(TASK 3 WORD COUNT – 1580)

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:

I am going to discuss a particular incident where I have needed to seize property as part of an investigation. This was a mobile phone belonging to a male who had been accused of a domestic related incident which I will go on to explain. I needed to conduct an investigation to gain any relevant evidence and to identify any potential witnesses or anything relating to this case and people involved which could prove or disprove the allegation. One of my roles as a Police Constable is to be an impartial investigator, The College of Policing states that "any police officer involved in the conduct of a criminal investigation is an investigator. All investigators have a responsibility for carrying out the duties imposed on them under this code including, in particular recording information and retaining records of information and material" (<https://www.app.college.police.uk/app-content/investigations/introduction/#criminal-investigator>).

I arrested this person, seized a mobile phone, completed enquiries, investigated the alleged offence, gave disclosure to his solicitor, interviewed the male and then applied to the Criminal Prosecution Service (CPS) for charging advice.

During my tour of duty a call was received from a female who I will refer to as JONES stating that her ex-partner had assaulted her. I have changed the names of all individuals involved to protect their identity. JONES told officers that the assault happened around a week ago but she did not report it at the time due to fear. JONES went on to state that for the past week her ex-partner who I will refer to as DAVIES had been sending her abusive text messages and ringing her continuously.

JONES disclosed that DAVIES had a history of domestic violence and she had recently ended the relationship. JONES provided a positive statement detailing the assault and also the text messages and phone calls. As part of JONES statement she provides evidence of a number of text messages and call logs however JONES states that there were a further number of messages sent through the social media app WhatsApp that she was unable to provide as DAVIES had deleted them on his device which she did not have access to. JONES states the messages that were deleted were the most abusive and threatening.

I used the National Decision Making Model (NDM) to assess risk, consider what powers I have and policies to follow and to address what action I would take. I continually went through the NDM and re assessed throughout the incident and investigation.

After receiving disclosure from JONES and viewing the messages she had I believed I had grounds to arrest DAVIES on suspicion of domestic related Common Assault (Section 39 Criminal Justice Act 1988) and also Malicious Communications (Section 1 Malicious Communications Act 1988). I did consider Police discretion but for this incident it was not an option a form of action had to be taken.

It is believed that "Women make up 85 percent of the domestically abused victims, while men make up the remaining 15 percent" (www.teenviolencestatistics.com/content/domestic-violence-statistics.html) I was well aware of this statistic and understand the importance of taking positive action when it comes to domestic incidents. I am also aware that men can also be victims to domestic violence and made sure I remained impartial and not to have a bias approach just because of the stigma around domestic violence.

Information was received that DAVIES was at his home address, it was my intention at this point to attend the home address and arrest DAVIES on suspicion of the above offences. Which I did. I activated my Body Worn video just before entering the address as I knew I was going to be arresting DAVIES and also completing a search of his house and seizing any property. I did this to protect myself in relation to any complaints and to capture any potential evidence.

Once I had arrested DAVIES a section 32 search (Police and Criminal Evidence Act 1984) was conducted and I found a mobile phone at DAVIES address which he confirmed belonged to him, I had the power to seize his mobile phone under Section 19 of the Police and Criminal Evidence Act 1984. It was my responsibility then to record this on our Police system and retain this item safely.

Once DAVIES was booked into custody I started my investigation in relation to the alleged offences. A statement from the victim had already been taken where she had provided evidence of some of the text messages from DAVIES. I then booked DAVIES mobile phone into our property stores and applied for the device to be downloaded by a Digital Media Investigator. I completed house to house enquires to see if any neighbours had heard or seen anything when the alleged assault took place. I also looked for any CCTV in the street. Both enquiries had a negative result.

DAVIES phone download was completed quickly and I was able to go through the download to pick out evidence which would prove or disprove the alleged offence. I was careful with the phone download as to what I was looking at, I needed to see what messages and phone calls had gone between both parties. I was aware that I could only look at what was necessary for example I was looking at text messages and phone calls so I had no reason to be looking through his browser history.

I had found a number of abusive text messages sent to JONES by DAVIES which I had not seen on any of the evidence provided by JONES. I took copies of these and placed them onto the occurrence to produce as evidence during interview and potentially court if DAVIES was to be charged. At this point I had completed all enquiries I could and was ready to Interview DAVIES. I contacted DAVIES Solicitor who I will refer to as COLLINS to arrange a time for interview.

COLLINS arrived at the police station where I then explained the allegation made by JONES and disclosed what evidence I had in relation to the offences. I disclosed to COLLINS that a phone download had been completed and I had evidence of abusive text messages sent to JONES by his client DAVIES. I explained to COLLINS that there are no independent witnesses and no CCTV for the alleged assault.

COLLINS then had a private briefing with his client DAVIES.

A short while later I conducted an interview with DAVIES where COLLINS was present. I questioned DAVIES firstly on the alleged assault to which he answered no comment. I then moved on to the malicious communications matter and questioned DAVIES as to his involvement in this. I produced the evidence from the phone download to DAVIES to which he stated he could

not remember sending the text messages. DAVIES answered no comment to most of the questions put to him during Interview.

DAVIES was returned to custody following interview. Due to the current climate in relation to COVID -19 the process for charging advice had changed slightly, unless the person in custody was looking to be remanded and put before the next available court then they were to be bailed and CPS charging advice was to be done within 48 hours.

With this information I discussed the incident with my Sergeant I had two options one was to release DAVIES under investigation and the second was to bail DAVIES pending a charging decision. I went through the National Decision Making Model to come to a conclusion I thought about the powers I had and policies I needed to follow and also considered the risk involved. It was decided to apply for DAVIES to be bailed with conditions. I completed the bail application asking for DAVIES to have conditions not to contact the victim JONES directly or indirectly and not to enter the area she lived in. The reason I applied for these conditions is because I wanted to protect the victim I knew JONES had not reported the assault at first instance as she was scared of the repercussions. I also wanted to protect the integrity of the case as I went to CPS for charging advice. I also considered what effect this would have on DAVIES but the conditions should have little or no effect on him at all as he lived in a different area and had no reason to contact JONES. As I had already downloaded DAVIES mobile it was no longer necessary for me to keep his device so it was returned to him.

The following day I completed a form called an MG3 which contains all details of the subject, victim and witnesses involved. I had to detail chronologically the incident and what evidence I had in relation to both offences. I had to disclose the mobile download and the evidence provided by JONES. I needed to document what questions were put to DAVIES in interview and what response he gave if any.

On reflection I am happy with how this incident went, I was confident in my actions in regards to handling seized property and my responsibilities under CPIA. At the point where I knew I was going to arrest DAVIES I felt a little anxious as I knew this investigation would need evidence which would be on his mobile phone. I felt some pressure to ensure I found the mobile and seized it but also handled it correctly and find the relevant evidence. Once the arrest was complete and I had the mobile phone, I felt in control and confident that I would be able to prove or disprove the allegation. I understand that DAVIES could be an innocent party and I needed to remain in partial.

Overall I am happy and can see where I need to improve for further incidents which for me would be to have more confidence in myself and my own abilities and to research similar incidents to see how they were dealt with.

(TASK 4 WORD COUNT – 1658)

Task 5

Relevant areas of the National Policing Curriculum:

Vulnerability and risk, understanding the police constable role, communication skills, decision making and discretion, public protection.

You must choose **a policing incident** in which you played a 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).

Explain your considerations in relation to vulnerability and your responsibilities for safeguarding individuals involved. Outline the police role in managing these factors to reduce risk. (Consider the personal vulnerabilities of the individuals involved, including situational/environmental factors that can result in risk or harm).

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:

As a Police Constable we have many different roles and responsibilities these can be preventing crime, arresting individuals, Investigating crime, dealing with death, assisting in Road Traffic Collisions but a huge part of Police time is taken by dealing with individuals who are suffering with mental health. According to the mental health charity MIND "1 in 4 people will experience a mental health problem of some kind each year in England"

(<https://www.mind.org.uk/information-support/types-of-mental-health-problems/statistics-and-facts-about-mental-health/how-common-are-mental-health-problems/>).

This figure is incredibly high so it is unavoidable for police to deal with individuals who are suffering with mental health issues.

According to Centralmaine.com "interactions between police and people in crisis are inevitable. Officers need to understand mental illness, how it affects such confrontations, and how to safely bring them to conclusion"

(<https://www.centralmaine.com/2020/06/29/our-view-all-police-officers-need-skills-to-deal-with-mental-health-crisis/>)

I am going to share and discuss an incident where I have dealt with a female who was suffering with severe depression and wanted to take her own life. I have used a power Police have under 136 of the Mental Health Act. Section 136 gives the **police the power to remove a person from a public place**, when they **appear to be suffering from a mental disorder**, to a **place of safety**. The person will be deemed by the police to be in immediate need of care and control as their behavior is of concern.

A call was received from a female stating her daughter had taken an overdose of unknown tablets and gone up the mountain. The female told officers that six weeks ago her daughter took an overdose and almost lost her life, she went on to say that her daughter who I will refer to as JONES has done exactly the same thing today as she did six weeks ago and she was extremely concerned for her safety. JONES had left her mother a suicide note which she had just found. The note stated she couldn't cope any longer and wanted to be in peace and to end her life. JONES stated where she would be in the letter and for her Mother to tell police and not to go looking for her herself.

I along with many other officers started to search for JONES. JONES is known to police due to previous incidents where police have dealt with her in regards to her mental health. Officers were aware that JONES has a regular spot she goes to which is a fair distance up a local mountain. It is believed she goes there as it's unlikely she will be seen by members of the public and it will also take officers some time to get to.

After a short amount of time I along with three colleagues find JONES slumped amongst brambles just off a footpath on the mountain. JONES was conscious but slurring and was unable to stand or even sit up. I liaised with ambulance as they were a short distance away, I checked JONES bag to see if there was any evidence in relation to what she may have taken as this was vitally important to know. JONES was able to talk but was difficult to understand due to her slurring her speech. JONES kept saying she was sorry but she wanted to die and was going to kill herself today. JONES confirmed she had taken over 60 tablets but would not tell officers exactly what she had taken.

In JONES bag I found a number of empty paracetamol strips and also empty Benazepril strips, I passed all of this information over to the ambulance crew who asked if we could get JONES down from the mountain and onto one of the roads so they could get to her quicker.

I and three colleagues then carried JONES down to the ambulance crew. I kept communicating with JONES throughout it all, JONES was upset and was stating she needed help.

We got JONES down to the main road and waited for ambulance to arrive, I kept engaging with JONES as I wanted to monitor to see if her condition was deteriorating. I tried to build a rapport with JONES by listening to her and explaining that I was there to help and reassuring her that she was safe.

Ambulance crew arrived and completed some general observations before asking JONES to get into the ambulance to attend hospital. JONES refused stating she wanted to die. At this point I felt it was necessary to use the power police have under section 136 of the Mental Health act to detain JONES, given the circumstances being JONES previous attempt to kill herself and the current situation where JONES has been found slumped in amongst brambles situated off the mountain trail, it was clear that JONES had taken something due to her behavior and the way she was presenting was a massive concern to me. I used kept going through the National Decision Making Model to reassess the situation and what options I had, and considered the repercussions to what I did this so she was able to be taken to a place of safety and seen by the mental health team to be assessed as soon as possible.

I was very aware of JONES Human Rights and understood by detaining JONES I was imposing on them however given the circumstances and as a Police Constable it is my role to preserve life. I went through the National Decision Making Model and made my decision based on the risk to JONES life if I did not detain her. The repercussions of me not using this power could have resulted in JONES getting seriously injured or losing her life.

I explained to JONES that I was detaining her, the reasons why I was detaining her and the power I had to detain her. I went in the ambulance with JONES and she was conveyed to hospital. Officers remained with JONES until she was assessed by the crisis team.

Throughout this incident it was clear to me how vulnerable JONES was and it was my responsibility to do the best to my ability to protect her along with any other member of the public in need. JONES was in need of both medical and mental health help even though this primarily isn't a police matter it is our duty to step in and help when needed.

The risk to JONES life was incredibly high and I felt that I along with my colleagues did everything we could to reduce that risk. At times it was difficult to know what the best thing to do was, as Police Officers we only receive minimal training in regards to mental health it seems like it is something you learn through experience. I have found even during my short time in the role I have learned a lot and am gaining knowledge and also confidence to deal with these situations.

The college of policing states that “The mental health training intervention for frontline police officers aims to reduce demand on police resources through **improving officers’ knowledge, awareness and understanding of mental ill health and vulnerability, including referral pathways**”

(<https://whatworks.college.police.uk/Research/Research-Map/Pages/ResearchProject.aspx?projectid=432#:~:text=The%20mental%20health%20training%20intervention%20for%20frontline%20police,health%20distress%20and%20with%20colleagues%20in%20partner%20agencies.>)

On reflection I believe I made the right decision as JONES needed to be seen by medical professionals and the crisis team. The incident was something that showed me the important role Police play in these circumstances and no mental health call can ever be underestimated.

I feel my communication with JONES was what worked well for me, remaining calm and supportive appeared to allow me to build a rapport with JONES in one of the most difficult times in her life. I tried to tell her what was happening at every point so she understood, I wanted JONES to know even though police were present and were detaining her it was for her welfare and that is what was most important to me.

I understood that JONES behaviour was not normal and that she needed help even if she did not want this. I knew the importance of treating JONES fairly and with the most respect. I knew that I had to be honest with JONES in telling her that she was being detained and despite not wanting our help I was going to ensure she got to a place of safety so that professionals could assess her mental state.

This was my first time using the 136 power we have as Police which is what made me feel anxious however I feel like it was used appropriately. I feel I have gained confidence in relation to using the power 136 has to offer and understand when I can and cannot use it.

(TASK 5 WORD COUNT – 1436)

Development Plan; (equivalent to 500 words, note that this is not the actual number of words you need to use in completing the table. The 'equivalence word count' reflects the thought and research you put into it.).

As part of your reflective process, please use this table to aid you in identifying the next steps for development. (To be completed at the end of workbook completion).

Identified area for development	How it will be achieved	Who can provide support?	Timeline
I need to improve my conflict management and tactical communication. My experience working in my previous role in custody has meant I've developed a tendency to be abrupt, direct and short with people that I deal with. This means that I am often abrupt and direct with victims. This has an impact on the way the public may see the police as I, at times a negative impression on people I encounter. With offenders, my attitude can have a negative impact on them as well as positive one. However, I feel it would be more beneficial to my effectiveness in my role if I was able to improve the way that I deal with people.	I will achieve this by working with my colleagues and following their example of how to engage with people. By watching other effective methods of communication and how others manage conflict I will be better able to understand how to be efficient in managing incidents.	Training in the workplace, research by myself and working with my team will greatly improve my professional skills. I will be able to effectively communicate with my team the issues that I am having and ways in which I can improve.	I believe this will take some time to develop. I hope to achieve a level of improvement over the next 6 months.
An area I feel I need to improve would be in the area of discretion. A better understanding of legislation and police policies and procedures would greatly improve my ability in knowing when	I will achieve this by working closely with more experienced officers. Under the guidance of colleagues and by gaining experience as I interact more closely with the public I feel I	Sergeants and other ranking officers will be able to support me in how and when to use discretion and how that discretion can be used effectively. I will follow the example set out by my team.	I want to achieve this over the next 12 months as I gain more experience I feel I will gain more confidence and will be able to use discretion more effectively.

to use discretion more effectively and when it is appropriate. I feel that I lack confidence in knowing when I can use discretion and how to use it effectively.	will be able to achieve this.		
I feel I need to improve on conducting investigations. I have limited experience with a full investigations as I often am limited to the time on my shift. Therefore I am only ever part of an investigation. This means that I do not get the experience I feel I need in all areas and aspects of conducting lines of enquires.	I will achieve this during my attachments with other departments. This will allow me to be part of an investigation where I might not have been able to do as a response officer.	The support for this will come from my station and my BCU as well as other teams based in these areas.	I think this will be achieved over the full 3 year period of my probation. During this time I will be moving on attachments and gaining the experience I need in order to be competent in conducting investigations.

Reference page

Your reference page 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.

Only one reference page required that covers all your workbook task.

Note that a reference page contains only the sources you have cited. We are not requiring a bibliography for this workbook which would cover all sources you researched but may, or may not have cited in your work.

(<https://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing>)

(Les Giblen, Skill with people, 2010).

A good impression can work wonders" (J. K. ROWLING).

changingminds.org

<https://www.app.college.police.uk/app-content/investigations/introduction/#criminal-investigator>).

www.teenviolencestatistics.com/content/domestic-violence-statistics.html

(<https://www.centralmaine.com/2020/06/29/our-view-all-police-officers-need-skills-to-deal-with-mental-health-crisis/>)

(<https://whatworks.college.police.uk/Research/Research-Map/Pages/ResearchProject.aspx?projectId=432#:~:text=The%20mental%20health%20training%20intervention%20for%20frontline%20police,health%20distress%20and%20with%20colleagues%20in%20partner%20agencies.>)

CONFIDENTIALITY and PLAGIARISM – to be completed by the learner

All information provided in this workbook complies with the guidance on confidentiality. I confirm that all work is my original work and has not been copied. Plagiarism is taken very seriously by the University and the programme.

Electronic signature accepted, either pasted in as a 'picture', or simply typing your name.

Signed: Leah Jeffries _____ (Learner

date: 13.08. 2020_ _____

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

By signing below you are acknowledging your on going progress on O.C.P. This is recognised by the University as work that is fully supporting this submission and in signing it will be equivalent to 500 words, contributing to your overall word count.

I confirm that I am progressing with the Occupational Competency Portfolio (O.C.P.) in accordance to the regulations.

Signed: _____ (Learner)

Date: _____

Electronic signature accepted, either pasted in as a 'picture', or simply typing your name.