

BSc (Hons) Professional Police Practice

LEVEL 5 - 40 Credits

Workbook title: Competency Based Workbook 4 (PCDA)

**(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 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.

- **Wellbeing and Resilience**
- **Evidence based policing**
- **Research Methods and Skills**
- **Decision-making and Discretion**
- **Vulnerability and Risk**
- **Criminal justice**
- **Conducting investigations**
- **Decision making and discretion.**
- **Digital Policing**

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.

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;*

Contents

Workbook	Area of Professional Practice	Word count
Task 1	Wellbeing and Resilience	1000
Task 2	Evidence based policing Research Methods and Skills Decision-making and Discretion	1200
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Task 4	Conducting investigations Information and intelligence	1250
Task 5	Digital Policing, Vulnerability and Risk	1250
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Task 1

Relevant areas of the National Policing Curriculum: Wellbeing and Resilience

Guidance:

Consider and reflect on the impact of organisational justice on yourself as a member of the police service. (Code of Ethics)

Consider the steps that your organisation is taking to raise ethical standards.

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

ANSWER:

I am going to research and discuss Organisational Justice within my work place of South Wales Police. I am going to discuss what Organisational Justice is, how it relates to the Code of Ethics and how this impacts on me as an employee governed by the Codes of Ethics (Bryant, Bryant, Robin & Bryant, Sarah, 2020.). I am going to use GIBBS reflective model to discuss this.

Organisational Justice is the way a particular Organisation sets its standards and expectations of their employees, in regards to how they behave not only inside but outside of work, and also how the organisation handles disciplinary measures when these standards are breached. "Organisational justice refers to the extent to which employees perceive workplace procedures, interactions and outcomes to be fair in nature." (S Baldwin – 2006)

It would appear that there are two main types of Organisational Justice the first being Distributive Justice, this relates to how fairly employees feel they are being treated. This could be in regards to how much they are paid, does this increase or match their work load and what resources the organisation provides to them to complete the tasks they are given. The other is Procedural Justice this relates to how they feel they are treated generally whilst at work and also how transparent the organisation is whilst making decisions. "Research has generally found that procedural justice has more of a positive impact on attitudes and behaviours at work than distributive justice" (Greenberg 2011; Tyler 2011a).

As per GIBBS reflective model, I believe that there are many positives to being employed by South Wales Police and the policies and procedures they have in place to support myself. I am happy with the training I was given when I first joined but also the regular training I must complete to upskill myself. My salary increases every year on the expectation that I conduct my work correctly and improve my knowledge and skill set to match the salary provided. I feel I am given support by my colleagues if I should need it and that South Wales provided me with the correct equipment to complete my job for example:

- Electrical goods such as laptop and mobile phone
- Personal protective equipment (Stab proof vest, tac vest, handcuffs etc.)
- Relevant Training

There are also some negative issues within the organisation such as long working hours, having rest days cancelled at short notice and also the lack of officers is a clear issue.

However with the above mentioned these are things the organisation is striving to improve, the local government pledged to recruit 20,000 Police Officers by March 2023. I trust that this is currently happening as I am one of the newly recruited officers. I trust my organisation to look after my wellbeing, as at present there are many policies and procedures in place to ensure this such as,

counselling services, wellbeing officers, training days, and even compassionate leave when this is appropriate. As of March 2020 there were 2,758 full time officers on long term sick between the forces within England and Wales, sickness rates have appeared higher among females than males with 2.6% females officers on sick leave compared to 1.7% of male officers. Within the sickness policy my work place holds it states that officers will receive full sick pay for 6 months and also have a welfare officer provided them to ensure any needs are met. My workplace is a generally happy place to be and I have great respect for my superior and their rank.

As an employee of South Wales Police I am governed by the Code of Ethics, the code of ethics were produced by the college of policing back in 2014 (Williams, Hubert, 1992). The purpose of the code of ethics is to set the standard of behaviour and attitude for its employees. For example the Code of Ethics which I look up to ensure my behaviour matches a set of standards put in place by South Wales Police, such as I am honest and act with integrity at all times, I am accountable for all the decisions and actions I take and that I have good values and beliefs. It is believed that by upholding the Code of Ethics it allows individuals to hopefully make the right decisions at the right time even when they may be difficult decisions to make. The Code of Ethics ensures that all persons are abiding by the same set of standards. This affects me as I must ensure I meet these standards every day even when not on duty, this could even include reporting a colleague if I felt they were breaching these standards, again it is evident that the Code of Ethics wants you to do the right thing as a Police Officer this is vitally important as we must look to always gain the trust of the public and not lose it. South Wales Police has a joint ethic committee who oversee the work and behaviour of all employees. The committee is also there for guidance and support.

To sum up everything that has been stated so far it is evident that there is Organisational Justice within my workplace and that there are positives and also things that could be improved. I believe I am treated fairly within my work place and appear to be a valued member of the South Wales Police team. I have great job satisfaction and particularly enjoy the part of my job where I get to interview persons regarding alleged offences. I feel I am looked after as an employee and am aware of the help available to me should I ever need this. I have great respect for my managers and have confidence in them, I am able to trust their judgement and decisions. I have confidence in the work conducted within my organisation and believe its great service to the public. I am aware of the importance of abiding by the Code of Ethics and by doing so increases public confidence and their perception of police officers. I am very proud to be a part of my organisation and trust them to always do the right thing or make the right decision whether that be personally to me or as an organisation. I believe that I have gained the trust of my Organisation over the past two years, and that I would be supported should I ever need help.

WORD COUNT 1075

Task 2

Relevant areas of the National Policing Curriculum: Evidence based policing, Research Methods and Skills, Decision-making and Discretion

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

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

What options did you consider when adopting a multi-agency approach?

How did you decide on the most appropriate option to mitigate or resolve the problem and how did you evaluate the available evidence?

Justify your intervention and highlight potential consequences.

1200 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

I am going to discuss and reflect on a particular domestic violence related incident which required partnership agency involvement and support, during this incident I played a significant role especially with the victim. I will be using Bortons Reflective Model (*Smith et al., 2016, p. 3*) to do this. I will also discuss Evidence Based Policing and its role and purpose.

The concept of evidence based policing was developed by Professor Lawrence Sherman in 1998, "core idea was that police practice can be made far more effective if all of its complex but repeated elements were tested by repeated controlled field experiments" (Sherman, L. (1998). Evidence based policing is a decision making process that suggests that policies and procedures are supported by the evidence gathered. Police Officers should review all evidence available to them to not only inform but to challenge, policies, practices and decisions. (Lum, C. M., & Koper, C. S. (2017) . "Evidence-based policing means that research, evaluation, analysis, and the scientific process should have 'a seat at the table' in the police service's decision making about tactics, strategies, and policing" (Mitchell and Huey, 2018, p.4).

The incident in which I played a significant role was one which involved a victim of domestic violence. The victim in this was a female who had two young children both under the age of ten, the female had suffered both physical and mental abuse during her relationship. Domestic violence related calls are something police attend almost every day "*One in three women experience family and domestic violence*" (McCarthy, Andrew, 2018 p.12)

Police were called to the family home one evening due to neighbours hearing shouting coming from their address. On attendance the couple were engaged in a verbal argument which could be heard from outside the house, once alerted to police attendance the argument concluded. The couple were separated by myself and my colleague in attempt to gain an accurate account of the event, I spoke to the female who disclosed she had been assaulted by being hit to the face a number of times during an argument with her partner over money.

With this disclosure and the behaviour of the male I made the decision to arrest the male on suspicion of a section 47 assault (legislation.gov.uk). I was aware of the consequences if I did not make the decision to arrest the male, it would have left me without the option of placing bail conditions on the

male, which would prevent him from contacting the victim. This is vital to the safe guarding aspect, also if I did not arrest and remove the male it left the option for the situation to escalate and potentially further assaults taking place. The male was conveyed to custody by a colleague and I remained with the victim and obtained a statement. Whilst doing this the victim went on to state that the relationship was a turbulent one and on occasions the defendant in this incident had been verbally abusive toward her which left the victim with very little confidence and in fear of contacting Police or reaching out for help. One of the female's main concerns was the family home as this was actually owned by the defendant and with the relationship breaking down she could potentially be left homeless with her two children.

As per Bortons Reflective Model, I had realised that this particular incident needed the assistance of other agencies due to the nature of the relationship and the fact there are two young children amongst this. I then contacted the local housing association and provided all details in regards to this family and my concerns, I was advised that the family would have priority however would need to be placed in emergency accommodation for the time being until suitable housing was sort. I have then gone on to contact **Women's Aid** which is a local domestic violence charity who offer a range of different support from housing to counselling services, during a telephone consultation the victim was made aware that they could arrange additional support for her children if she felt this was necessary.

"Recognition is growing that childhood witnessing of domestic violence is tantamount to child abuse due to the damage the experience may have"(O'Brien, Kristy L et al., 2013)

I spent time with the victim explaining the roles of the above agencies and how they could benefit her and her family, I also encouraged her to accept the help on offer in order to re-gain her confidence. The following morning I liaised with the children's school and made them aware of the on-going family issues in order for them to support the children and to be aware of any change in the children's behaviour. From spending time with the victim and obtaining the statement I was able to regularly review the evidence and at the time it seemed apparent that this family was in need of not only Police support but needed guidance and support from partner agencies which is why I made the decisions to involve the agencies mentioned.

On reflection I believe by taking the time to engage and listen to the victim allowed me to become aware of the bigger picture and the needs of this family, which allowed me to be able to put further support in place. I think by contacting partner agencies it allowed us to develop a working strategy going forward for this particular victim and her family which worked well and to my knowledge was a benefit. During this incident I felt rushed as it happened during the early hours of the morning which meant that some of our partner agencies were not open or working with reduced staff, which meant it all took that much longer, the victim was very upset and needed support and reassurance quite quickly. I was aware that she could change her mind and decline support at any point, and this is not what I wanted as it was evidence this family had been suffering. I have learnt a lot from this incident mainly how important and how helpful partner agencies are, it is clear that police services need to work with partner agencies to achieve the best result. I would definitely adopt this approach when attending future domestic related incidents even if there is no crime detected or not enough evidence to make a crime clear, these agencies are available and can help without the crime being committed. I am now aware of what the agencies mentioned above offer and what they can achieve, and how to access them if I ever feel a person is need of their support in the future.

Word count - 1111

Task 3

Relevant areas of the National Policing Curriculum: Vulnerability and Risk

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.

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

Evaluate what works in relation to tackling repeat victimisation and repeat offending.

1400 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

I am going to discuss and reflect on a particular incident involving vulnerable persons and anti-social behaviour which I have dealt with within my role as a Police Constable. I am going to discuss the importance of protecting vulnerable people and how this relates to crime. I am going to use GIBBS (1988) Reflective Cycle to do this.

Antisocial behaviour (ASB) is described as behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person this is defined under the Antisocial Behaviour Act 2003 and Police Reform and Social Responsibility Act 2011 (legislation.gov.uk). Antisocial behaviour can have a significant impact on those affected by it, it can cause upset, distress and fear. Many people affected by Anti-social behaviour tend to believe nothing can be done to combat it. It is important that ASB is addressed as soon as it becomes apparent to prevent the situation from escalating. Police forces learnt a lot from the devastating impact ASB had on Ffiona Pilkington and her family, Ffiona was a persistent victim of ASB which lead her to take the life of herself and her daughter. The Pilkington family were let down by the police and also the local authorities, in which all have learn a very hard lesson. ASB must be taken seriously from the offset and must action must be taken to protect the victims of such an impactive crime. *"The case of Fiona Pilkington to examine how disability hate crime can be dismissed until it results in tragic consequences"* (Capewell, Carmel, Ralph, Sue & Bonnett, Liz, 2015)

It would appear that most people within society believe that anti-social behaviour is purely down to young persons and also related to drug and alcohol abuse. There is a clear breakdown in the relationship between the police and young persons, Youths of this day and age seem to have lost respect for the police and have no fear of their repercussions (Rogers, C. & Read, T., 2011)

A vulnerable person is either a minor or someone who, for physical or mental reasons, is unable to look after themselves or their finances. Someone who has a diagnosed mental health condition or may be suffering with mental health issues temporarily can also be classed as vulnerable.

I recently dealt with an incident involving anti-social behaviour where a group of youths were congregating on waste land situated behind a care home which caused upset to the residents, the youths were regularly drinking alcohol and causing a disturbance and were also known for using off road bikes which were extremely loud and were being driven through the care home gardens. I attended the care home and spoke to residents who were very upset and distressed by the situation and obtained all details regarding the ASB and who was the cause. There were around 20 elderly people living at this particular home and some had physical or mental health conditions which made them amongst some of the most vulnerable in society I liaised with my Neighbourhood Policing Team,

and also National Resources Wales to combat the off road biking issues. Regular Police patrols were put in place in order to attempt to prevent the ASB but also to apprehend those responsible. Local housing authority contributed to the issue by making the care home more secure, higher fencing and CCTV cameras were put up around the home and access points were restricted. I completed an ASB referral as soon as I was made aware of the issue, I did this to ensure all professional persons involved had knowledge of this ongoing ASB and could contribute to protecting some of the most vulnerable people. Over time the ASB did come to a stop and the care home was no longer the target for such intimidating behaviour.

A per GIBBS reflective model I felt both nervous but confident when I was first aware of this incident, On attendance and speaking with the residents it sadden me to know of the fear and upset they had been caused by this behaviour. I knew of the impact this could potentially have if action wasn't taken immediately. I felt fearful and furthermore realized I had a great deal of duty in regards to this occurrence and that there wasn't space for mistakes to be made. Whilst dealing with this incident and conducting patrols I felt frustrated as I wanted to protect the people involved and wanted them to be able to feel safe in their home, I felt like on occasions was unable to do this or possibly not speedy enough as it required some investment to set up measures to forestall the young people getting back to the scene. Once all action had been taken and the ASB stopped, I felt relieved and also proud of it was managed.

On evaluation it was evident that acting promptly and providing reassurance to the residents was something which worked well, it appeared to comfort the persons affected as they knew police were there to help and would be taking action to stop this behaviour impacting on their lives. Regular patrols also had a positive impact as the community could see a visible presence from Police which I believe prevented the persons returning regularly as they were aware of police presence. Local neighbourhood policing team continued to support these victims and once the issue had completely seized, neighbourhood officers conducted a wellbeing meeting which took place at the care home. It was stated by the victims that they no longer had any ASB issues and were happy with the service police provided, although some did state that the issue had been going on for much longer than they feel it should have and felt a little let down in regards to this.

The time between the incident being reported and when the extra security at the care home was put in place was something which could have been done much quicker as at some point there was a break in communication between the police and the local authority, this had a negative impact on the incident. I am pleased with my contribution to this incident as It was one of the first ASB calls of this nature I had dealt with, I was very aware of the responsibility I was carrying and did my best to work with partner agencies to combat the issue.

When dealing with similar incidents in the future I will utilise partner agencies as it has proven that the police force alone will struggle to address anti-social behaviour and that it is everyone's responsibility to help in regards to ASB. After attending and dealing with this particular incident I am aware of the impact ASB can have on its victims and the importance of addressing such crime immediately. This is something I will take forward when attending similar incidents. At the time Restorative Justice is not something I considered this could have been due to the fact I had not spoken to all suspects involved in this particular incident, however on reflection restorative justice is something I would look to consider and implement. Restorative justice gives the victim the chance to state how the crime has made them feel and the impact it has had on them. It also holds the suspect accountable as by taking part in restorative justice they must admit to committing the crime and showing their awareness and understanding. Regarding ASB restorative justice has the potential to show suspects the impact their behaviour is having on those affected and this may prevent them from committing further offences. I feel I have learnt a lot from dealing with this particular incident and am very aware of the importance of actions and also the consequences my actions can have on some of the most vulnerable in society.

Word count 1310

Task 4

Relevant areas of the National Policing Curriculum: Conducting investigations and information and intelligence.

You must choose **a policing incident which is of serious and complex nature** 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.

Consider how you have gathered, analysed and evaluated relevant information or intelligence from a range of sources as appropriate to the policing incident. Additionally, identify how you have developed the information and intelligence for the purpose of informing the tasking and co-ordination process.

Focus on how you have made use of the additional sources of intelligence obtained through this complex investigation and **explain** how you have **applied** learning from previous serious and complex investigations.

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.

1250 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

I am going to discuss and reflect on a serious and complex incident which I played a significant role in. I am going to discuss how I used and developed information and intelligence to aid me in this investigation. I am going to use GIBBS Reflective cycle to do this (Sekarwinahyu, M et al., 2019).

I was on duty when a serious incident occurred, there had been a road traffic collision involving seven vehicles. There were two people with serious injuries and a driver of one vehicle missing. I attended along with my colleagues to a distressing scene, there were seven vehicles involved some were completely unrecognisable due to damage caused. There were two people with serious injuries to which I dealt with these first administering first aid and providing reassurance until paramedics arrived which was short time later. Following this I took the index of all the vehicles involved and passed this information to my control room to conduct relevant checks. I then spoken to members of the public who were at scene, some of which had arrived after the incident occurred so the information they provided wasn't as relevant or important as the persons who had witnessed the crash.

I took first accounts from any witnesses, I did this by recording the information they told me in my electronic pocket notebook and asking them to sign the recording stating it was true and accurate. I was made aware from witnesses that there was one vehicle and person responsible for the crash that had occurred and that this person had fled the scene. I obtained a description although this was brief from witnesses as it was dark it gave an idea of who we were looking for, all details obtained at scene were passed to control room or updated via my works mobile phone. I passed the index of the vehicle believed to be responsible following checks it returned intelligence recently submitted that this vehicle was in another road traffic Collision and the person insured to this vehicle is a convicted drink driver. I remained at scene until the Roads Policing Unit arrived to take over, given the seriousness

and the damage caused it was appropriate for a specialist unit to be involved. I held the scene until they arrived by sealing off all the vehicles to preserve any evidence that may be within. Given the nature of the incident it was likely that the driver who had made off would have injuries and possibly serious injuries with this in mind myself and my colleague have attended the person home address and conducted a search. I was unable to locate the driver during the night despite efforts to find him. I completed a statement as soon as practicable to ensure I recorded all my findings and what I had seen as one of the first officers at scene. I had also recorded my attendance at the scene on my body worn camera which would show the incident from the start and also the witness's disclosures and reactions. I also took photos of the vehicles and scene on my works mobile phone as evidence.

As per GIBBS reflective cycle I felt calm on my way to this incident and was liaising with ambulance services as it was likely to involve injuries that required their support. On arrival at scene I felt overwhelmed as I was not expecting the scene I found some vehicles were so badly damaged I could not tell what they were, and I was worried that there would be fatalities within this incident. At the end of my shift I felt confident in what I had achieved and felt like I had helped people and managed to gather evidence which was would be relevant and helpful to other departments taking over this. At the time of the call it was dark and also raining heavily which had a negative impact on the evidence as some things which I would have liked to preserve were not possible, this also halted the pictures taken and my body worn video as it was so dark and the water and affected the camera. However with this being said I feel the speed and accuracy of myself and my colleague allowed us to take a lot of detail and also obtain first accounts from witnesses which is a vital part of this investigation. Whilst at the scene I gained information regarding the male who made off, I was informed that he often drives multiple vehicles on traders insurance and he does this to commit crime and not get caught as police are never sure what vehicle to look for or to link. Once I had checked the accuracy of this information and deemed it reliable I submitted this to become intelligence to help with future incidents. What also worked in our favour was that we were able to use Automatic Number Plate Recognition (ANPR) in order track the male's movements leading up to the incident, this allowed us to build a picture.

I learnt a lot from attending this information especially regarding the recording retaining and revealing of information as this I had obtained so much detail at the very start and this particular incident went to court. I had to ensure I had collected all relevant information and stored it appropriately until it was needed I knew how important this was under the Criminal Investigation Procedure Act 1996 (<https://www.legislation.gov.uk/ukpga/1996/25/contents>). I used intelligence that had previously been submitted from Offices to understand what potentially may have happened and the awareness of the person I could be dealing with. I was able to give a detailed update on the incident I had attended and give officers an idea of where this male could be due to information and intelligence received. I was also able to build on intelligence held as I had received new information regarding how this person travels which was a vital clue in this investigation and I would be led to believe that it will serve a purpose in future investigations also.

In the future I would again take as much detail as possible from witnesses and gain as much information from scene as I am able to as this proved to be a success and understand the impact this can have on an investigation. I would also take plenty of photographs of the scene and protect any evidence. I would check for any intelligence relating to the area or persons I am dealing with as previous knowledge plays a huge part in building a picture. It is clear that information gained at the very beginning helps an investigation through to the end and it is where most of our information comes from, the witnesses at scene and the first accounts of any victims involved. I am aware of the importance of respecting everyone's human rights and that everyone is entitled to a private life, I gathered a lot of information regarding personal details and am aware that I am only able to obtain details which are both necessary and appropriate. I am aware that every person needs to be treated fairly and ethically, and that no person must be treated as if they are guilty of committing a crime as my role is to be an independent investigator.

Word count 1222

Task 5

Relevant areas of the National Policing Curriculum: Digital Policing, Vulnerability and Risk

You must choose **an incident** involving digital technologies and reflect on how you provided an appropriate initial police response.

Explain the immediate actions that you took to reduce the risk of harm caused by the incident. Detail who may be more vulnerable in this type of incident.

1250 words (+/- 10%: include your actual word count at the end of each section)

ANSW

I am going to discuss and reflect on a particular incident I dealt with within my role as a Police Constable involving digital technology. I am going to explain what actions I took to help reduce the risk of harm that could potentially be caused. I will be using Bortons Reflective Model (*Smith et al., 2016, p. 3*) to do this.

There are different types of crime committed using digital technology such as fraud, malware attacks, ransomware attacks, malicious communications, hacking and also bullying and threats. This is only to name a few, within my role as a Police officer I deal crimes quite often committed online, these crimes are often referred to as cyber-crime. *"Cybercrimes are often viewed as technical offences that require technical solutions, such as antivirus programs or automated intrusion detection tools"* (Leukfeldt, Rutger & Holt, Thomas J, 2020)

I recently attended a call involving a young female who had been receiving inappropriate messages and threats via the social media platform Facebook. The female involved stated that she had received messages which were unpleasant through her Facebook account from an unknown male, within these messages were threats to attend her home address and cause damage to her property. The young female appeared deeply upset and worried as the person sending these messages knew personal details about her and also knew exactly where she lived and where her place of work was.

I went through all the messages she had received and agreed that he knew a great deal about her considering this male was not known to her or at least not known to her with the name he had provided on Facebook. I then examined the females Facebook account and noted that her security settings were public, meaning that any person could see her personal details, what she posted and any photos on her account. I immediately encouraged and assisted the female in changing her security to settings to private in order to help protect her. I tried to educate the female in regards to the growing concern around people committing crimes online and explained that on occasions these people attempt to get personal details

from you in order to demand money. At this point the female disclosed that she had sent the male a photograph of herself in swimwear and that he had then told her if she did not agree to some form of relationship with him he would send the photograph on to her family and friends. This is classed as extortion and with the element of the photograph of the female being in swimwear it was now referred in criminal terms as sextortion, this is where a person threatens to show or expose any images or content of a person they have unless this now victim meets their demands (Witwer et al., 2020). It would appear that sextortion is becoming a rising issue within the criminal arena because of the increased use of digital technology and so many people having access to social media platforms.

I obtained a statement from the female and also gathered as much information as possible on the males account in order to trace the person and progress the investigation, I was mindful that this person is likely to be doing such things to other females so was aware of the importance of tracing him or even her as at this point I did not know who was behind the account. I then went through all the other social media accounts the female held and reduced any of posts or photographs that included any personal information about her, for example one particular photo she had uploaded was of herself outside her front door when she bought her house which clearly showed where she lived. I removed this photo with her and explained that these types of photos containing such information is how cyber-criminals can see a target and potential for extortion. After ensuring all security settings were at the highest and all posts containing personal information were removed, I encouraged the female to think about purchasing CCTV for the house as she was upset and in fear that this person could attend her home address as he had threatened to attend and cause damage, the female purchased a ring doorbell containing a camera and this appeared to help ease her fears. I also encouraged the female to speak to family and friends for support and reassurance in relation to this incident, which to my knowledge she did.

I completed a charter application to assist in locating the suspect and also passed the incident over to the digital technology team who were able to conduct enquiries in relation to the Facebook account used. I then asked for the neighbourhood policing team to conduct reassurance visits to the victim as she was distressed and in fear of something happening to her as she lived alone. The fact she lived alone at the young age of 19 left her vulnerable, the female also disclosed to me that she had recently been suffering with her mental health which is another reason for the reassurance visits and the public protection notice I submitted in hope to gain support for her in regards to this.

Individuals suffering with mental health issues are particularly vulnerable to such crime as many of them seek friendship and sometimes lack the understanding of a person's intentions. *"Individual vulnerabilities to cybercrime, and special concerns for those with mental illness"* Monteith, (Scott et al., 2021). The importance of protecting those who are vulnerable within society is something that cannot go unnoticed or unattended, lack of support can have catastrophic consequences for those suffering. Online crimes are one of the easiest to commit as within this modern world everyone has access to the digital technology and the internet. Vulnerable persons often do not understand that crimes can be committed online and that not all people they meet online are of good intentions. Education surrounding internet crime appears key, and also education people on the importance of being aware who access to your social media sites.

As per Borton's reflective model I feel that I put safeguarding measures in place immediately and understood the vulnerability relating to this particular female. I am aware that I need to continue my support with this female to help build her confidence and reassure her, I understand that as a response officer I may not be the best person for this but am aware of the potential consequences if no support is put in place. The victim in this may return to the

suspect and agree to his demands or even provide more photographs which is something I definitely wanted to prevent from happening. Crimes committed online can often take much time to detect and prevent and this particular incident was no different ensuring the victim had a good understanding of the process was key to preventing her falling into this trap again in the future. I was also aware of the consequences if I did not investigate this crime correctly in order to apprehend the suspect, they have the capability of targeting vulnerable persons and committing some of the most effecting crimes. It is clear that when such crimes happen the actions taken by police officers are the correct one and support is put in place immediately to safeguard those most vulnerable to us.

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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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