

PCDA Assignment 2 Resubmission

by Muhammed Amenul Islam

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BSc (Hons) Professional Police Practice

LEVEL 5 - 40 Credits

Workbook title: Competency Based Workbook 4 (PCDA)

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

Learner name: Muhammed Islam

Learner's University Registration Number:1816539

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.

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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
Task 3	Vulnerability and Risk	1400
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:

In this essay, I will consider the effects of organisational justice as a member of the police force and what the workplace is doing to strengthen ethical standards.

The word "organisational justice" describes the degree to which workers believe that procedures, interactions and outcomes at work are equal. These expectations can affect attitudes and actions for better or worse. In addition, they can have a positive or negative effect on the performance of employees and the success of organisations. (Susanna Baldwin, Organisational Justice)

I am going to use Borton's reflective tool. This model looks at what happened and consist of 3 element. This is What, So what and Now What. (Physiopedia N.D.) I am now going to describe what happened, when I first joined the force there was a lot of scrutiny towards BAME within the community and the police force. I was made to feel that I was only in the force due to a mass drive to employ BAME. This demotivated me and made me feel that I was not welcome. It has a huge effect on my performance as I did not feel I was being appreciated. This was not the case after speaking to many people and colleagues I started to feel very supported, I was given extra time for my prayers and was given positive feedback on my performance. In the future I look forward to more BAME individuals joining, as I feel like I can share the positive experience I have had and encourage them to do well.

In college of policing it discusses organisational justice and highlights the key elements. These elements have direct and indirect effects on the behaviour and attitude of an employee. Distributive justice looks at how fairly an individual input such as their workload and resources and the pay and recognition which are allocated across the organisation. (College of Policing, 2015)

Procedural justice has three main points.

- How fairly employees feel decision-making processes are in the organisation

- How open, honest and timely employees feel decisions are communicated.
- How respectful and dignified contact is perceived to be between senior staff and employees on a personal level. In short, distributive justice taps into ideas about 'how much' employees think they give or receive relative to other people, while procedural justice refers more to 'how well' they feel treated in the organisation. (College of Policing 2015)

Lastly there is a third theory which is touched upon, Interactional justice is described by John R. Schermerhorn as the "...degree to which the people affected by decision are treated by dignity and respect" (Journal of Behavioural Studies in Business. N.D)

(Bies & Moag, 1986) defined this theory as 'the fairness of the interpersonal treatment that one receives at the hands of an authority figure' (Science Direct, 2010)

I have always felt appreciated and respected in my position as an employee of the police service, which in turn influences my actions and performance. This was the product of myself having confidence in leadership and management within the force. By being recognised and praised for the work that I have done, this has made me feel valued and respected. I also have a significant sense of satisfaction when I feel that I have been given the ability to use my own voice and opinion in the decision-making process while on call. This refers to 1 of the 3 components of distributive justice, which was discussed above. As an employee, when my thoughts and ideas are appreciated and acknowledged, it creates a sense of fairness at the workplace. By having this noticed, it allows me to have more respect and faith in the service and I now try to support other new officers in the force to ensure they feel appreciated and respected

The main goal of the code of ethics is to support each member of the policing profession to deliver to the highest standards of service to the public.

Ethical behaviour is constructed on the values, beliefs, attitudes, and knowledge that have an impact on each individual's choices and decisions. Each day, members in the police force have to make important choices and tough decisions. This can differ significantly from interacting with a frustrated person of the public to allocating scarce resources.

As a professional body for those of us in the field of police, the College of Police has an obligation to help how such decisions are made. We must explain the ethical values that we hope to drive decisions, whatever the context, and we have to be clear about what occurs if these requirements are not met. This is one of the aims of the Code of Ethics.

One main aspect which has kept me motivated and supported, is that the respect I have received while in the force from colleagues and my superiors. A huge part of my life is my religion, in the force, they have done so much to treat me fair to others. The workplace has introduced prayer rooms and allow me extra time on my shift to go pray. By doing this it gives me a positive attitude and allows me to feel valued. I have worked in many organisations prior to the police force which would never accommodate this.

One example of this while in the service was where there was a sudden death call. On the call I had realised there were a lot of valuables and money. So what I did was I ensured that my body cam was on for evidence and knowing the ethical values of always being honest and doing the right thing. I seized all items and booked them into property. Rather than let the family dispute and have a disturbance, knowing that when the family go through the legal path of the individuals WILL they can take what is rightfully theirs. I always ensure I take others into my decision and have their best interest at heart. Since I have joined the police force I always try to act in the most honest and ethical way and encourage others to do the same as I believe this will always lead to the best result.

In conclusion, I have examined and explored the concept of organisational justice, also the steps they take to raise ethical standards in the police force. It is evident that the police force always ensure that the wellbeing of their staff is a fundamental factor within the organisation. As all staff feel appreciated and supported by the organisation, this makes myself and others feel motivated to always do our best and always give our top performance while on duty.

Word Count: 1079

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:

As a Police Constable, I was involved in an incident in which I played a significant role in safeguarding a victim. This essay aims to unfold this experience by providing an analysis of the situation and the importance of a multi-agency approach, and how evidence based policing plays a significant part in helping to reduce crime and gather evidence in an investigation.

I became involved in the incident after attending an Anti-social Behaviour (ASB) call in relation to an elderly resident who had reported that drug dealing was taking place in the residential block of flats where she lives.

Anti-social behaviour is defined as “acting in a manner that caused or like to cause harassment, alarm or distress to one or more persons” (Bryant and Bryant, 2019).

On arrival at the call, I spoke to the resident in relation to the incident reported. It was evident that she was anxious and very frightened to speak to the Police. There was also a language barrier when speaking to the female. As a British Bangladeshi PC myself, I immediately recognised that the language that she was speaking was Bengali; thus to help ease her anxiety I spoke to her in Bengali. The elderly female noticeably became more relaxed and was more forthcoming when communicating with me. When speaking to the female she explained that this was an ongoing problem in the area, and that she had not been reporting issues as she felt that nothing was going to be done due to the extent and

duration of these issues in the local area. She reported that the number of people engaging in drug dealing in her locality were increasing, and had escalated significantly in the span of a few months, from youth loitering near the residency, to drinking alcohol, to drugs and now to dealing drugs.

The elderly female explained that she felt intimidated, and feared to leave her own home as youth were constantly loitering around the area. The anxiety she was experiencing was causing her to lose sleep because the issue was so close to her own. Being a victim of antisocial behaviour, she was worried about the consequences if they found out she had reported the incident. I could see how the situation was affecting her mental health; the elderly female was too scared to even go shopping and get food due to youth loitering. I understood that the elderly female was living on her own and had no support from family, and was in potential need of a support worker.

With an aim to achieve positive results from any action that would be taken, I adopted an evidence based approach. An evidence based policing approach utilises “results from research to inform decision-making rather than relying solely on theory, assumptions, tradition or convention”. (NPCC, 2019). The use of best available evidence would then pave the way for appropriate measures to be taken.

I began gathering evidence by first visiting the location where the victim disclosed ASB was taking place. Although no persons were found at the location, numerous drugs paraphernalia and empty bottles and cans of alcohol were found.

I then checked NICHE (Police record management system) which showed that similar incidents were reported to police, revealing a massive increase of incidents in the past month. The reports showed that the majority of incidents reported wanted to stay anonymous and not speak to police. I also checked Police Intel log which showed numerous recent Intel submitted in regards to drugs dealing taking place.

The residential block of flats which is managed by Housing Association were spoken to , and disclosed how residents had also been complaining to them about ASB issues, and were advised to report incidents to police but when checking NICHE these incidents were not reported. Following this, I spoke to NPT (Neighbourhood Policing Team) who are responsible for ASB issues in the community and attended the majority of the above occurrences. A joint operation was then conducted alongside NPT where all residents were spoken to, to establish if they were having similar issues. After speaking to residents the results were astonishing to how the majority were reporting ASB issues but were not reporting the incidents to police and partnership agencies as they felt nothing was done.

From the research I conducted the evidence showed that the ASB mainly occurs daily between the early hours of the morning. I then arranged a meeting with partnership agencies which involved housing association, council, neighbourhood police team, councillors and residents to decide what the best approach to take was. “If partner agencies

work together to minimize crime and maintain safe, clean and desirable communities, further antisocial behaviour is much less likely to occur" (Russell, 2013).

Due to this, I decided to take a multi-agency approach to protect the victim and solve the ASB issue.

"A multi-agency approach involves collaborating "with a number of agencies in investigating crime, and on issues concerning public protection." (Bryant and Bryant, 2019) This was relevant to the ASB incident, as partnership working and the effective use of the resources that are available to us would be integral for identifying the appropriate manner in which to respond to the diverse range of issues that a community faces (Bryant and Bryant, 2019).

Taking action within a multi-agency approach, I spoke with the housing association (HA). We agreed to tackle the issue by releasing a joint letter to residents advising that we were going to work together to tackle ASB in the community, and to not to be alarmed by increased police presence in the area. HA also agreed to set up CCTV at the location where ASB was taking place. The Council were also informed of drugs, paraphernalia and empty alcohol cans and bottles being littered in specific locations. The council agreed that as well as daily monitoring, a weekly clean of the area would be maintained. I also noticed the ASB hotspot was in a dark location and secluded location. Therefore, an agreement was made for the council to set up further street lighting. We then agreed with the neighbourhood police team that a way marker would be set up which meant that the location of the ASB would be patrolled daily between NPT and response officers.

A multi-agency approach was also undertaken to protect the victim who I deemed as vulnerable. On my initial call, when I went and spoke to the victim, she agreed to the option of a PPN being submitted which is a form that is shared among partnership agencies to manage the victim's needs. Partnership agencies include Victim Support, Women's Aid and Black Association of Women Step Out' (BAWSO), who help BME citizens and victims of crime due to language barriers they also arranged a female support worker I also made contact with the victim's GP to manage her mental health needs.

There are many reasons why early intervention is important when tackling ASB. "Nationally, three quarters (75%) of ASB cases are resolved at first intervention" (OBE, 2017). Early intervention helps young people to get back on track and stop the risk of moving on to more serious crime. "Such interventions can establish clear standards of behaviour and reinforce the message that anti-social behaviour is not tolerated" (HomeOffice, 2019). Another reason why intervention is important is because of the cost implications especially due to the cuts to the police force and public sector as stated by the home office "It is estimated that the cost of ASB to public services is £3.4 billion a year" (HomeOffice, 2019). Anti-social behaviour often impacts societies as a whole as it can also contribute to regions being degraded and ignored. The quality of life in an area is adversely affected, undermining the community's spirit and identity and making individuals feel neglected and helpless. The

impact of ASB on a community can be outlined by the broken window theory "Consider a building with a few broken windows. If the windows are not repaired, the tendency is for vandals to break a few more windows. Eventually, they may even break into the building, and if it's unoccupied, perhaps become squatters or light fires inside" (psychologytoday, 2019). Multi-agency approach is important to resolving ASB issues and protecting vulnerable people. But also early intervention is a vital step to ensure the issues do not escalate. To ensure the right steps are undertaken, evidence based policing plays a key role in understanding the issues and the findings can help prevent crime and help officers construct a plan to tackle ASB issues.

Word Count: 1420

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:

There have been a variety of incidents during my time as a police officer in which I have played an important role for victims of crime. The purpose of this assignment is to address and focus on one of these events, as well as any associated problems of culture, ethnicity and language encountered. In addition, I plan to examine some of the various methods used to help and treat vulnerable individuals and those at risk of harm, whilst also looking into working strategies to minimize repeat victimization and repeat offending.

I was involved in an incident where I was the officer in charge, the incident was in relation to a male being assaulted and felt he was being targeted by a youth who lived in the same area as him. Whilst on route to the call, I checked the police database system (NICHE) which showed that the victim had reported two previous incidents in the past month where he reported that a youth had been causing issues. However, no further action was taken by police as the youth was not identified.

On arrival to the call, the victim, who invited us into his house, had visible injuries to his eye but did not require any medical attention. When speaking to the victim he confirmed that the male who assaulted him was the same person who he reported for a public order incident for the past 2 incidents. When asked why he felt this male was targeting him, the victim disclosed that he felt it was due to him and his family being the only polish members in the area. I then identified this incident to be a hate crime.

“A hate is any criminal offence which is perceived by the victim, or anybody else, to be motivated by hostility or prejudice towards someone’s race, religion ,sexual orientation, transgender identity, disability” (Met Police, 2021).

From viewing the previous occurrences, it was concerning that the male had been a victim to 3 incidents in the past month involving the same male. It was also a concern that the incidents seemed to be escalating from a low level public order incident to the victim now being assaulted in a possible hate related incident. To prevent the male being a victim of further incidents it was important to put actions in place to protect the victim who was vulnerable and to identify the male responsible for these incidents.

When Speaking to the male at times he struggled to explain things due to the language barrier. I identified that polish was his first language, therefore spoke to ‘language line’, which is a service used by the police where the victim speaks to a polish speaker and they translate what the victim is saying in English. This was effective as it helped take a detailed statement off the victim. As the victim could not read in English he required an AA (appropriate adult). I identified that the victim’s wife could act as his AA, as she did not witness the incident and could communicate in English. As a result of the victim providing a statement and victim personal statement where he supported prosecution, I decided that CCTV and House to house enquiries were to be completed to help identify the male responsible for the assault in order to arrest him for the offence of Racially Aggravated Assault. In terms of social context, it is clear that there were language barriers, however, the victim felt isolated from the local community due to a mixture of cultural aspects such as ethnicity and language.

There are a variety of other approaches that can be used for a wide range of crime to solve the problem of repeat victimization. When dealing with a hate crime incident, Police officers have a duty to take positive actions to “increase the trust and confidence in the police by communities that fear they may be a target of hate crime” (SWP, 2020). The following actions were completed which were beneficial to safeguard the victim: a PPN (Public Protection Notification) is a completed form that includes the vulnerabilities of the victim, which is shared with other partnership agencies to ensure adequate support for the victims. After I had submitted the form, agencies such as victim support who are specialists in helping people affected by hate crimes, help provide long term support towards the victim. I then proceeded to carry out a hate crime risk assessment which are a form of questions that help identify if the victim is at standard risk, medium risk or high risk. Depending on the results, the assessment will outline what actions are needed to protect the victim. As the Victim was a medium risk, the following actions were completed: NPT (Neighbourhood police team) were tasked and made aware of the incident to follow up reassurance visits

with the victim and to keep up daily patrols around his address. A critical marker was also put on the victim's address, which meant that any further incidents that got reported to the police would require an immediate police attendance. I then tasked this incident to the hate crime officers who continually monitor the risk assessment and decide if any further support is needed to protect the victim. The different approaches mentioned are also additional to the initial safeguarding steps, such as the identification and prosecution of the suspect responsible for the crime. As part of the positive action, the male who was identified by myself from CCTV enquiries was arrested for the offence of Racially Aggravated Assault. In accordance to the crime and disorder act 1998, as a result of the male being 15 and admitting to the Racially Aggravated Assault, it was decided that the male would be dealt with a youth caution.

It is also essential to tackle the problem of repeat offending in addition to introducing methods to minimize repeat victimisation. Some of the key methods and techniques used include, but are not restricted to, Male's 18-25 rehabilitation and youth offender referrals. These methods aim to deter the offenders from offending again in the future, they are intended to rehabilitate the individual and provide assistance to them. In the first instance, a referral is made for the victim to the Youth Offending Teams (YOTs), who are part of the local authority provision who specialise in providing support for "young people who are at risk of reoffending" (Bryant and Bryant, 2019). This referral was made due to the offender being aged 15 and had not previously committed any crimes. The YOTs collaborate with different agencies, including the police. With this collaboration, they carry out their assessment of the offender and identify and tailor the best suited support. The support provided includes "education, work placements, psychological support and mentoring" (Bryant and Bryant, 2019).

In helping and handling vulnerable individuals and those at risk of harm, strategies are important and, even though a large part of the responsibility is on the police, multi-agencies such as probation services, social services etc. also have their own roles and responsibilities and their approach is also very important. A holistic view is necessary as there can be many different services and organisations that are involved in a single case. It is crucial that the right referrals are made to these agencies to ensure that the necessary help is provided to the victims.

In conclusion, while not always successful, the implementation of these methods of policing, along with many others, have been shown to decrease the rates of repeated victimization and repeated crime over the years. "These latest figures show that the overall proven reoffending rate was 28.1% for the October to December 2018 offender cohort; this represents a 0.7 percentage point decrease from the same quarter in 2017 and the lowest reoffending rate in the twelve-year time series. More recently, there has also been a

decrease in the average number of reoffenders per reoffender (also known as the frequency rate), which stands at 3.97 for the October to December 2018 offender cohort compared to 4.02 for the same quarter in 2017" (Ministry of Justice, 2020)

In reflection of my actions, I would say that it was good that I identified the nature of the offence and put in the correct referral to support the victim. However, as a learning point, the fact that the victim did not get the right support in the previous incidents, shows us that not enough was done to help identify the male which could have possibly prevented an escalation of this particular situation which caused him to be a victim of a hate crime.

There have been many incidents in the past where police have failed to provide the correct support to victims and families of hate crime. An example of this is the death of teenager Stephen Lawrence, who was tragically killed in a hate related incident where, although police actions would not have prevented his death, if the right support was given to Stephen's family and the community, then they would not have lost faith and trust in the police. This has proven to cause long term damage to the relationship between police and the public.

Word Count 1530

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:

This essay will address a significant and complicated police incident in which I conducted investigations and dealt with the initial investigation. Throughout the essay, I will explain how, from a variety of sources, I collected, analyzed and evaluated all relevant information and intelligence, and how this was further developed for the organization of task and coordination purposes. It will represent how during the initial investigation I used the information gathered from the available sources and how prior experiences with such investigators gave me the experience to illustrate key concepts in investigations.

The incident which will be used to answer this task is about an emergency call that I attended relating to an altercation between a male and female. The call out was to the hospital where the female was being treated for injuries as a result from the incident. The police was informed by the hospital that this incident involved an allegedly racially aggravated assault, the female was from a black background and belonged to the Muslim

faith. From speaking to the female it was established that this incident occurred at a car park that was opposite some shops and it all stemmed from a dispute over parking space. It was quite visible that the female had suffered quite bad injuries to the face and you could hear in her voice how terrified she was.

To gather information for my investigation into this incident, the victim was asked if she was happy for me to obtain a statement from her. As the victim was willing to give a statement I proceeded to investigate. The statement included how the female was racially abused via both verbally and physically. The male suspect had damaged her car with a bat, then dragged the victim out of her car by pulling her hair and went on to punch her in the face repeatedly. I noticed that the victim was wearing a headscarf, as I am also a Muslim, out of respect for her modesty I asked if she would like me and the male doctor who was also present at the room to leave so that my female colleague can take pictures of the injuries she had sustained to her face and head. I made sure that the photos of the injuries were taken as soon as possible because from other colleagues past mistakes I learnt that if we do not do this asap then the injuries will fade and then the evidence will not show the true and full effect.

To continue my investigation and pursue further evidence and possibly an arrest, the victim was asked for the suspect's description which included white, age around 40's, short height, black hair, scar on nose and was wearing a bright yellow jacket at the time. The victim also gave the make and colour of the suspects' vehicle, and also the time and location of the incident. The victim also mentioned that a member of staff from a shop opposite the car park came to her help but the suspect had already fled the scene by the time.

At the first instance I went to the shop opposite the car park where the incident had happened to speak to the member of staff who attended to the victim but said that they did not witness the incident. When I got there I was told that the bat used by the suspect to inflict damage on the victim's car was left behind. So I bagged and prepared the bat for forensic analysis. I made sure to wear gloves while handling the bat, a lesson I had learnt from my previous mistake, where I handled an item used in a robbery without using gloves which then contaminated the item.

I requested the staff member to give us the CCTV footage from outside the shop at the first visit as I know from previous CCTV enquiries that some CCTV systems only store footage for a few days. The staff member also mentioned the direction of travel of the suspect as he fled the scene. I also conducted a house to house enquiries for further possible witnesses and information, as otherwise people will start to forget with time, unfortunately this activity did not bear any fruits.

As mentioned the bat retrieved from the shop was prepped and sent to the forensics team for analysis. There was also CCTV at the car park that was maintained by the local council but it was not working.

After watching the CCTV footage situated from outside the shop, the incident was captured on their cameras which matched the description of the suspect involved, as a result of this I took a still of the suspect and tasked the appropriate department who were able to analyse the image and looked at using the Automatic Facial Recognition system, otherwise known as AFR "Prior to AFR Identify identification of a suspect typically took two weeks to achieve. The same result can now be achieved the same day". (SWP, 2019). This allows for the face in the image to be scanned and cross examined with police databases to see if it matches any persons already on the systems. AFR results came back negative due to the angle of the camera and the position of the suspect. I then tasked the intelligence department who disseminated the image on further intelligence bulletins for any possible identification that could be made.

The staff member from the shop had also mentioned the direction of travel of the suspect as he fled the scene. I followed this up and noticed that there was a petrol station in this direction. I went to the petrol station and obtained their CCTV footage, and while looking through the footage I saw the car and suspect matching very closely to the description given by the victim at the hospital. The car registration plate was visible on the CCTV, so I proceeded send an email out to traffic officers and also sent out a request for the ANPR cameras. "A photograph is taken of a number plate, the photo is passed to the reading device and the number plate instantly compared against criminal database records, along with the date, time and location of the vehicle" (Byrne, 2019).

I used the police computer system known as the NICHE system to verify a registered address. The system was able to link a vehicle to an address, me and my colleagues decided to conduct arrest enquiries at this address. On attendance the occupants were elderly people who told us they had recently moved into the council property and they did not match the description given to us by the victim. The occupant said that they recently moved into the premises and that they did not know the previous occupier but they still received mail correspondence for the previous occupant.

I took the letters to investigate further, the letters were from banks and benefit letters. I tried contacting the banks to see if I could get a new address but could not, I also called the local council as the new occupants at the address informed me that this was a council property but I could not get a new forwarding address for the suspect. I used the name from the bank and benefit letters, to see if I could get a match on the NICHE system. The system came back with a hit as the suspect was involved in a recent shoplifting incident, from viewing the still of the person involved it showed the suspect wearing an identical jacket to

the suspect on my case. I emailed the arresting officer to see if they could identify the suspect on the shop's CCTV, luckily the officer was able to provide a positive ID statement and this really strengthened my case.

I continued to press further with my investigations and also contacted the Department of Work and Pensions as I saw that the suspect was on benefits and so I made a benefits request form which is an identification request. The DWP was not able to confirm an address for the suspect but was able to confirm that the suspect had an appointment booked at the local jobcentre and I got all the necessary information to conduct an arrest enquiry at the time of the suspect's appointment. Also the forensics results came back positive and matched the prints of the suspect due to all this evidence the male was arrested at the time of his appointment at the jobcentre for Racially Aggravated Assault.

In conclusion to this task it is clear that conducting an investigation, gathering information and intelligence in a serious and complex incident requires various parts of the police force to work together. Collecting information in the first instance is very important to make sure victims are protected and offenders are brought to justice. There has been many cases in the past where officers have failed to collect evidence from the start which has had an effect on cases which resulted in offenders not being prosecuted. Which would result in victims not getting the outcome they deserve and would lose faith in the police service.

Word count: 1524

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)

ANSWER:

This essay will provide a discussion of a policing incident I was involved in, that was regarding a fraud case which occurred through digital technology. I will also give an explanation of the importance of digital policing in the matter of safeguarding, and how it can act as a preventative measure to help prevent vulnerable people from becoming victims to digital crime and fraud.

The importance of digital policing is integral in modern society that is becoming highly digitised. The rapid development and growth of digital technology opens new loop-holes to be exploited in fraudulent activity. The National police chief council describes digital policing as a method that is adapted to “respond to this changing digital environment to ensure that it can relentlessly pursue criminals, protect the vulnerable and reduce crime, wherever that occurs” (NPCC Police, 2020). The aim of digital policing is to create more efficient means for public and police communication, improve digital investigations and intelligence and transfer all information within the criminal justice system digitally (NPCC Police, 2020). These factors will go hand in hand to protect the public from crime within the changing climate. Digital Public Contact (DPC) is one of the three key national programs that will be developed as part of this aspiration. This will aid in improving police response and the quality of victim support incidents through reporting and tracking (APCCS, 2020).

A memorable Incident regarding this topic was when I attended a call in relation to an elderly male reporting that he had been a victim of online fraud. The victim had clicked on a phishing email, and as a result of doing this was contacted by an unknown person claiming he worked for his bank. The victim was then asked to provide his internet banking details alongside his card details as there was suspicious ‘fraudulent’ activity on his account, which the victim did. It was only afterwards, the victim had noticed that his life savings of £20,000 had been taken out of his account and believed he had been scammed.

I took immediate action to safeguard the victim, as I knew that with such cases victims can be targeted by multiple fraudsters as “Once a person falls victim to one con artist, their personal details are often added to what is known as “sucker’s lists” and sold onto other criminals, so they are targeted again” (Our watch, 2020), therefore, I had a financial checks consent form completed by the victim, which, with his permission, would allow the police to gain access to his account and communicate with his bank. This was needed because the victim was in a state of shock, he was

unable to speak to his bank properly and had had hearing impairment due to his old age. The bank confirmed that £20,000 from the victim's bank account was transferred to another one of their customer accounts via online banking. His Bank accounts and internet banking were temporarily frozen to prevent any further money from being taken out. The bank also confirmed that the money was transferred into another one of their personal accounts but could not provide any further information due to Data protection. The bank also agreed to put a fraud marker on the suspect's account which would temporarily stop them from making large transactions. All material was transferred to the relevant police force, near where the suspect lived, providing them evidence to be used in court.

I used my body-worn camera to take an account of the event from the elderly victim to evidence how it had occurred and when. Coupled with the victim's personal statement another statement was completed to show how the victim's mental health was impacted due to the shock and the financial strain that would occur after this incident. With any vulnerable persons, it is integral that any statement or report is evidenced as soon as possible as they may forget crucial facts. Incidents have occurred in the past, involving the elderly, where statements were taken at a later date from when the incident occurred, by when the victim had already forgotten essential information.

Details of the victim were shared with Action Fraud: a national reporting centre for cybercrime. (Action Fraud, 2020). Reports can be made via an online service, and help and support is also provided to victims. This digital medium is run by the City of London police and the National Fraud Intelligence Bureau (NFIB) who ensures relevant reports reach the correct place.

The elderly can be particularly vulnerable against fraud, due to various factors such as social isolation, cognitive impairment. The elderly are often made targets because they may live alone along with having ownership of large lump sum savings such as pensions. Age UK (2015) found that over 50% of people aged 65+ believe they had been targeted by fraudsters. While only one in 12 responded to the scam (Age UK, 2015).

To safeguard the victim from similar events in the future, the victim agreed to complete an 'Operation Signature' form. Operation signature was launched in 2017, identifying and providing supporting for victims of fraud. It focuses on the protection of the elderly and vulnerable members of our community. (Sussex Police, 2017). I also submitted a Victim Support (VS) referral, which would help in arranging crime prevention advice for the victim. VS works with charities to safeguard vulnerable victims.

The impact of fraud can have a negative impact on their overall wellbeing, as the elderly are "two and a half times more likely to die or go into residential care within a year" of experiencing fraud (Our Watch, 2020). Victims of fraud often experience embarrassment, causing 95% of such crimes to go unreported (Our Watch, 2020). Pressures of fraud are noticeably higher for the elderly as they are usually on fixed income, rendering the "less able ... to recover from significant financial loss" (Age UK, 2015). In correlation with statistics, the incident visibly had a negative impact on the victim who was left anxious and afraid. The only family member he had was a son who did not live with him. Despite stating his feelings of embarrassment, the victim agreed to contact his son, who upon learning of the incident was open and willing to support his father by staying with him for the time being and support him with his finances and banking to avoid a repeat incident.

Within 24 hours of the incident being reported, I received a call from a different police force area where the suspect lived. HSBC bank had contacted them as the suspect had gone to the branch to withdraw a large amount of money and due to a fraud marker on the account, the police were contacted and the suspect was arrested for Fraud. The victim's money was saved. This was made possible as digital policing provided a quicker response rate for reports and information transfer, which was why a different force area was made aware so quickly and on guard. When officers deal with suspects they have 24 hours where a person can be kept in custody and has to be dealt with within that time. Due to digital technology and the evidence this played a key role in the above scenario as it was enough to charge the person responsible for the fraud.

To conclude, digital policing shows potential to transform the delivery of policing. Through digital policing officers can patrol the streets more regularly enabled by mobile devices, which they can use to receive and deliver tasking and intelligence. In my experience, digital policing played a key role in protecting a vulnerable person. By utilising the laptop, mobile device and body worn video meant that a statement was completed with the victim, body worn video captured the victim's account of the incident for evidential purposes and screenshots of the money taken out the victim account was done using the mobile device. All information was put onto a casefile. Digital Policing makes information more readily available, without it, the suspect might have not been charged, which could then let down other potential victims. This incident also showed the importance of safeguarding vulnerable elderly persons and the importance of putting them first. In this scenario the victim could have lost all his life savings but due to policing actions it meant his life savings were saved.

Word Count: 1385

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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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