

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)

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:

The Code of Ethics we're introduced by the College of Policing in 2014, initially known as 'The Seven Principles of Public Life' which was published in 1995 by Lord Nolan. These principles we're set out to benefit any person who served in the public services. The Codes include the following principles, Integrity, Selflessness, Honesty, Respect, Openness, Leadership and Objectivity. These Codes along with the Standards of Professional Behaviour are the ethics I must adhere to on a day-to-day basis as a Police Constable.

In 2014, The College of Policing outlined that the new frameworks purpose was to set out an ideal standard of behaviour that is expected for everyone working within the Police community to adhere to. The College, based the framework on the original Seven, but added two further Principles including Fairness and Accountability. These principles are now at the heart of every action and model myself, other Police officers and Police staff base our decisions on, on a day-to-day basis.

Research highlighted in a journal published in 2020 on Police Ethics and Integrity: Keeping the 'blue code' of silence. I came across an online questionnaire which was aimed at 1500 Police Officers and support staff to explore what types of scenarios they perceive as serious misdemeanour when it comes to ethics and integrity, and their likelihood to report rule-breakers. The 10 scenarios asked the participants on a scale of low level misbehaviour to serious misconduct, what they considered the persons behaviour to be.

Originally, the feedback from officers and staff for scenario one which outlined an officer who was baking whilst on duty for their personal business, the officers and staff stated they we're unlikely to report the issue as they did not believe it was against force policy. The questionnaire was then changed immediately to give the participants the next scenarios but ask if they thought the case was against force policy and if so, we're they more likely to report the individual. Scenario five asked the participants how they would scale an officer accessing PNC for their personal benefit. Although 83% of participants ruled this misconduct as very serious, only

69% of these persons would report it. From looking at the statistics from all ten scenarios, what is concerning about these results, is the difference in percentages between what people consider to be a serious misconduct and their likelihood to report their colleagues.

It is clear from this questionnaire that although the College of Policing set out the Code of Ethics to new appointed officers and staff to experienced members of the Police community, there is still and always will be persons who adhere more towards the 'blue code' rather than the ethics we are required to follow. This could be due to the personal relationship that the individual has with their colleague.

How organisational justice has had a direct influence on my attitude and behaviour when dealing with all matters as a Police constable is, I maintain the fundamental ethics I am required to stand by. From seeing first-hand how different officers deal with each incident and the ways in which they speak, act and engage with others, it is clear that despite everyone having their own methods of working, the codes of ethics apply in their own personal way.

Despite the way my attitude towards victims, witnesses and subjects may differ in certain ways depending on their engagement with me. I will always focus my behaviour around being honest, respectful and accountable for my actions. By having the frame of mind to maintain these core values at all times, regardless of who the recipient is, it allows me to build good relationships with individuals as they understand I'm being fair but direct with them.

I believe that without the Code of Ethics framework set out for Police officers and staff members, it could have a detrimental effect on our relationship with the public as we would not be seen as an accountable public service. Without these ethics, I believe officers and staff member's performances would deteriorate which could lead to officers breaching Standards of Professional Behaviour by taking the law in to their own hands and not acting with integrity and selflessness. This argument can be supported following an announcement from Detective Chief Superintendent Marcus Barnett from The London Metropolitan Police regarding 31 Police Officers who breach Covid-19 regulations in January 2021. Two officers organised for a hairdresser to attend Bethnal Green Police station to provide haircuts to officers. As stated by DCS Barnett "Police are not immune to enforcement of the rules, and we are prepared as an organisation to take action if we see officers have behaved irresponsibly." As outlined by DCS Barnett, these officers not only breached regulations but Codes of Ethics as they we're not accountable for their conduct.

In conclusion, despite the number of studies which outline that there will always be persons within the Police community who will adhere to the Code of Ethics however will obtain the 'Blue code' when it comes to friends or close colleagues. I personally have taken steps to prevent myself falling in to the 'Blue code' trap, this is done by ensuring that those codes are at the forefront of every decision I make as a Police officer and reflecting on each incident I deal with. Since beginning my career within South Wales Police I personally have not come across any officers or staff member who has breached theses ethics. This could be a result of the steps my organisation are taking to ensure all officers adhere to the Codes and the Standards of Professional Behaviour. Making Challenging and Reporting any Improper Behaviour

as one of the standards is certainly a stronger approach from the College of Policing as it is now a statutory requirement to report misdemeanour, and failure to do so could result in misconduct for yourself.

(977 Words)

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:

Working in Partnership is defined as 'A relationship in which two or more people, organizations, or countries work together as partners' – (Collins Dictionary, 2020). Within this answer, I will use Borton's Reflective Tool to discuss my personal interaction with partnership agencies when dealing with a policing matter. I will discuss in depth how I first liaised with partner agencies, the difficulties I encountered during, alternative methods I utilized and the positive outcome I achieved.

During morning shifts, my supervisor would routinely check the overnight schedule box, which would account for any non-priority calls that the Public Support Centre (PSC) received over the last 24 hours that have not been resourced. Amongst these calls was a report from the British Home Office requesting officers to attend a home address within my working area to issue a Traffic Offence Report on behalf of the Republic of Czech Republic. Looking at this report, there only appeared to be a name, address and date of birth for the potential Austrian citizen involved. Originally, this request appeared to be a simple task whereby my actions were to attend the address associated to the person, issue the report and update the Home Office when completed. Once I had planned actions going forward, I attended the home address, which on this occasion appeared to be a flat above a takeaway store. From attending the address, there was no answer at the flat nor was there any sign of anyone living there. I continued to attend the address on a daily basis over the next week that proved negative for any answer.

The following week, due to the negative results I encountered several implications including the question of where this person was, had this person provided false details to Czech law enforcement and the EU laws that may differ between UK and Czech Republic. First, I began utilizing the police system that I had full access to in order to search for this person, I searched the person's name with different spellings, alternative date of births, associated persons and other addresses which all returned negative for actionable results. Being aware that in the station I worked, the Community Safety Partnership (CSP) Team worked on the floor above me. I decided to liaise with both police and council workers within their team to seek advice, this being the beginning of a multi-agency approach.

The Community Safety Team made me aware of a number of actionable approaches them and myself could conduct in order to try to identify the whereabouts of this person. From the council's approach, they conducted a property search to establish if it was a Registered Social Landlord (RSL) property, this would enable myself to contact that RSL for details regarding their tenants. This search proved negative. The next action they conducted was to request a Land Registry search from the council. The results of this search provided the landlord's details, including name and address. As a result of this I was able to attend the landlord's address who directed me to the letting agency who overlooks tenancies. When contacting the letting agency, there was no person of that name having lived at the address.

Due to brief amount of information I still had regarding this person, I was very mindful not to act immediately of this information and attend any of the associated address. The reason I was sceptical to attend these address was due to the constant mindfulness that this person might already be aware that police are looking for her and may be attempting to avoid police interaction. The consequences of me attending any more addresses without strong evidence placing her in the address could result in this person absconding and becoming a wanted person.

By liaising with our Neighbourhood Policing Team, I scheduled local officers to attend the other flats within the building to conduct house-to-house enquiries. This was in relation to a separate matter in attempt to identify the person living at the address and any other occupants that may be residing there. Following this action, there appeared to be only named residents living at the properties and no other persons present.

Another alternative I utilized prior to attending the address myself was liaising with the Financial Safeguarding Officers within our Economic Crime Unit. Financial checks were conducted on the person named to see if there we're any loans, billing addresses or payments associated to them on our systems. Again, this proved negative; leading myself to believe the person in question had in fact provided false details to Czech Law Enforcement. One final option was liaising with the Home Office in order to obtain the vehicle registration to carry out a check on the Police National Computer (PNC). From liaising with them, I immediately sent over the vehicle details to our PNC team who were able obtain an up to date address for the registered owner of the vehicle.

The implication I was now face with was the person involved was an Iraqi citizen; therefore, I was mindful that when attending the address I might encounter language barriers. In order to address this implication I ensured I printed out both English and Austrian (German) documents in order to discuss the issue to the best of my ability and have a number to hand for Language Line UK. Once in a suitable position to attend the address I attended double crewed along with another officer to serve the report on the named person. Whilst at the address the person was able to communicate slightly in English but fluent in German. I referred to both copies of the documentation and was able to explain the reason I was present and serve the papers with no further issues.

In conclusion, what I have learnt from this Incident, it that despite the vast amount of access Police have in relation to personal data, that access is limited. The support and assistance from outside agencies can prove incredibly beneficial for Police during investigations. By liaising with multiple agencies both internal and external such as numerous Police units, the Community Safety Team, Council and letting agencies I was successful in identifying, locating and serving this person with the Traffic Offence Report. From reading an article on Leadership Excellence, it quotes "Anyone who has never made a mistake has never tried anything new." – (Albert Einstein, no date). The relevancy between this quote and my work during the incident is, despite trying a number of methods to identify this person, all proving negative; I was continuously seeking new ways to get the answer I was searching for. Although I did not gain the answers I was looking for using the original methods, I have now learnt the benefits of partnership working and how working collectively can resolve issues in an efficient manner.

(1131 Words)

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:

“Childhood experiences, both positive and negative, have a tremendous impact on lifelong health and opportunity. They provide the building blocks for future learning, behaviour, and health, providing the brain a sturdy foundation for future development – (Shonkoff, 2016). Within this answer I will be using Borton’s Reflective Tool to outline my role during a Domestic Assault which amounted to Section 18 Grievous Bodily Harm – Offences against a Person Act 1861. I will give an account of my actions throughout the incident. Explaining my thought process and actions from the initial response to the incident, my engagement with a vulnerable victim and her children, my early stages of investigation and the safeguarding for all involved following the incident.

Whilst in briefing at the beginning of a night shift, a report was received via a third party stating that his sister was landline with him and requesting Police to attend her home address. It was established that the female had just been assaulted by her partner and she was losing consciousness inside the property. Due to the nature of the incident, I attached myself along with three other officers and we made our way to the reported location on an immediate response. On route to the call, I utilized the THRIVE approach and established a number of questions before my arrival. I first asked a member of police staff in our Public Support Room (PSC) to carry out a persons and address check on the reporting person in order to ascertain details such as previous police reports, warning markers and associates.

Moments before my arrival to the address which was situated above a pub, our PSC operator was able to pass me further information in relation to persons associated to the address. Results included a female who was a previous victim of domestic violence, had two younger children and no associates within the local area other

than her partner who was the domestic aggressor. As described in our university study notes regarding Vulnerability and Risk, 'Victimisation' is the process of becoming a victim, being victimised, being treated unfairly for reason'. On this occasion, the female had potentially fallen victim to the same perpetrator for the second time within the time frame, this could make her a repeat victim.

Understanding that there may be children present inside the property and the level of injuries the victim may have sustained, I felt as though my priority at scene would be to secure life and prevent any further injury to persons present. On entering the address my plan of action was to identify any person present, carry out a welfare check on any children present and to safeguard them from any potential harm. Following a brief search and identifying clear signs of an altercation, I located an injured female with severe face injuries, bleeding to the body and a potential broken arm. This injured female was in the company of a 3 week old child. Also present was two younger children in their bedroom who seemed extremely frightened.

I quickly made myself known to the victim and spoke to her calmly and offered reassurance, I was able to establish who was present in the address and that the subject had left prior to police arrival. Now that the level of harm towards the victim was lowered I carried out my own welfare check on other children present to ensure no harm had come to them also. Whilst requesting ambulance to the address to address the victim's injuries, I discussed with her the incident whilst recording on my Body Worn Video. This was proportionate as the initial report stated she was losing consciousness and therefore my mind-set was to obtain as much detail as possible from her in case she lost consciousness and failed to remember at a later time due to memory loss.

By doing this I was able to establish that the perpetrator was in fact the same person from the previous incident. The victim disclosed that she knew the perpetrator had previously been known to assault ex partners and had been arrested as a result. Following the victim disclosing this, my thought process turned to the possibility that this person may be a serial perpetrator and relevant agencies needed to be made aware as a matter of urgency. I considered if the family may be known to Social Services, Police, Council, Early Development Team, Women's Aid or any other support agency. Due to victim being in serious pain, nurturing her 3 week old baby as well as dealing with the mental impact of the incident, I decided not to ask any more questions directly towards her and discuss the incident with family members who we're now present. It was then established that the most recent incident the victim was assaulted in amounted to GBH however would not support prosecution of the perpetrator.

Knowing that there was an unknown amount of history regarding domestic abuse between the parties that hadn't been reported to Police and the issue of that the victim wasn't supporting prosecution, my attention turned to the safeguarding of the children who had been subjected to the abuse. Reading an article on Emotional Intelligence Involving Children, it came across an abstract whereby it states 'It is now widely accepted that living with domestic abuse (DA) can significantly affect children,

with the effects of DA continuing to be felt into adulthood'. This abstract outlines the concerns I felt during the incident and my concerns for the children later in life.

Having received additional support during Police training regarding Adverse Childhood Experiences and having been part of the initial pilot for ACE's when working on the Neighbourhood Policing Team as a Police Community Support Officer earlier in my career, I had a great understanding of signs to look out for when dealing with children subjected to domestic abuse and the support that was available. Following the victim being taken to hospital and all children present being left in the care of family members, I carried out positive arrest enquiries for the perpetrator who was detained, arrested and conveyed to Police custody where he was remanded until the first available court. I then returned to the Police station in order to give a full briefing to my Sergeant and Inspector in order to outline my concerns and my methods to safeguard all persons involved going forward.

(Richardson-Foster, 2012) argues, Police interaction with children in domestic abuse matters put them at even greater risk. By understanding this, I took in to consideration that Police intervention with the children in this matter may not be a positive experience for them and could result in some form of negative encounter next time they see officers. As a result, I decided that I would liaise with supporting agencies and professionals who may be able to offer more relevant support for the family such as emotional and/or psychological support. By submitting a Public Protection Notification (PPN) to our supporting agencies, I outlined minute details of the incident at hand, including my personal concerns for each child depending on their age, the physical and psychological impact of the incident on the victim, each adverse childhood experience I picked up on, this included physical abuse, verbal abuse, domestic violence, alcohol abuse, mental health and incarceration.

In conclusion, I felt the way in which I handled this incident was to the best of my ability as I safeguarded the victim and children, apprehended a dangerous suspect, conducted a fair and thorough initial investigation and made the relevant support agencies aware of the matter to allow the family to receive the best support going forward. These agencies were able to offer the victim support and educate her on repeat victimisation. Looking back at this incident and reflecting on my actions at scene and my discussions with additional agencies, I don't believe I would change any of my actions and decisions that day. I don't feel as though there could be any better outcome for this incident. As a result of my actions at scene, a debrief took place the next day with myself, my Sergeant and Local Policing Inspector who both applauded my actions at scene and the professionalism I showed towards all persons involved in the matter.

(1374 Words)

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:

Reactive Investigation is defined as “When the crime has occurred and the Police respond by seeking out evidence after the offence has been committed” - (Tong, Bryant and Horvath, 2009:11). Within this answer, I will be using Barton’s Reflective Tool to discuss my initial attendance and investigation to an incident amounting to Section 18 Grievous Bodily Harm, Offences against a Person Act 1861. I will talk about my arrival to scene, my initial thought process, my investigation and the golden hour principles I used to obtain best evidence.

During an afternoon shift, Police received a third party report of a male in the middle of the street suffering from a head injury. The male was in severe pain and bleeding profusely from the head outside a shop. A person was seen getting into a vehicle with a tool in their hand, this vehicle then made off from the location in an unknown direction. I was the first officer to allocate myself to the incident and made my way to the location that was approximately 5 minutes away. Whilst on route to the location, I utilized the THRIVE approach and requested additional information from the Police control room regarding the incident. I was able to ascertain details such

as the street the injured party was on, the fact the vehicle that made off was white and that the person who got in the white vehicle was a male.

On arrival at the location, there appeared to be no persons present, no signs of an altercation, nor vehicles moving. I made the decision to extend my search on foot and requested my colleague to conduct an immediate area search for an injured person in the marked Police vehicle. Whilst on the street reported, I went into a store that appeared to have CCTV cameras; I liaised with the shop owner and requested to view CCTV footage covering the main road, side street and junction outside. From viewing the footage, I was able to establish the area the assault took place, description of males involved, confirmation of what kind of weapon was used and a registration plate for the suspects' and victims vehicles.

Now that I had confirmation that an offence had taken place, my thought process was to begin preserving evidence, liaising with the correct units, safeguarding the potential victim and to begin a thorough investigation from scene. What happened next, I began by updating the control room and my supervisor of information gathered from scene, requested CCTV operator to monitor cameras in the immediate area and replay footage from previous 30 minutes, a vehicle search to be carried out on the vehicles involved, request both registration plates to be handed over to Automated Number Plate Recognition Unit (ANPR) and be monitored for potential movements, Crime Scene Investigators (CSI) and Criminal Investigation Departments (CID) to be informed and to secure a scene.

The Golden Hour is defined as "The period immediately following the commission of an offence when material is abundant and readily available to the police" – (ACPO, 2005:47). During this time following an offence, it is impeccable that investigators establish any evidence, information or intelligence that may be of importance to the incident. The list of material is relentless when it comes to investigations, however, the main areas I focused on was the victim, suspect(s), witnesses(s), evidence, scenes and preventing contamination.

When at scene I ensured that the physical evidence such as CCTV was downloaded on to a USB stick when I carried out a search of the location whereby the assault took place. When in the street I was able to locate a trail of blood splatter and a small amount of pooling, I could now brief my supervisor that a scene has been established and there was a chance for forensic opportunities. To ensure this blood was not contaminated by others such as road users, members of public or investigators I prevented any persons from entering/exiting the street and set up a police cordon.

Having now secured evidence and scene, I was able to liaise with other units in attempt to locate the victim and suspect. It was established that the victim and the possible suspect lived in the surrounding area. Due to the nature of the offence, the suspect using a weapon to cause the injury and Warning Markers associated to the registered owner of the vehicle, I liaised with my supervisor, Force Incident Manager (FIM) and Armed Response Vehicles (ARV's) with circumstances in order to allow them to progress arrest enquires. Whilst doing this, a report was received from the ANPR unit stating that the suspects' vehicle had triggered a camera heading

Westbound via the M4. Following this information, ARV and other units progressed the matter whilst I attempted to identify and locate the victim.

When awaiting CSI units to attend scene, a male exited a vehicle outside the cordoned area with a number of bandages around his head. The persons matched the victim from CCTV and confirmed he was the one who had been assaulted and the weapon the suspect used was a hammer. Due to the victims head injury I escorted him back to his home address, which was nearby in order to gain first account from him and await ambulance. Now that I had obtained further information regarding the weapon, this was passed on to the units carrying out arrest enquiries to ensure the hammer was seized if located.

Whilst with the victim I ensured my Body Worn Video was recording to ensure anything disclosed was captured for evidential purposes. I discussed the incident with the victim, took photos of injuries and seized clothing off him as it was covered in blood. When at the location I was informed by supervisor units that the suspect had been located and arrested. It was established that the suspect was in different clothing and it was believed he may have returned home to change following the incident. Due to myself making contact with the victim and now considered contaminated due to the seizure of clothing, I liaised with supervisor to inform him I would be unable to carry out Section.18 search of the suspects house for any clothing or items associated with the offence.

Now that the suspect had been arrested and all safeguarding procedures were completed with the victim, I liaised with CID officers who were happy for the victim to be conveyed to hospital by family and police presence was not required for the time being. I liaised with hospital staff, passed over relevant contact details for myself, supervisor and incident number with control room, and requested all updates to be given when available.

Following this incident and returning to the Police station, I gave a full debrief to CID officers and supervisor who would be progressing the matter. When doing this I was also reflecting on my actions and considering what I may have done differently should this happen again. I believe from my first interaction at scene with the shop owner to the last interaction with the victim, I illustrated a clear understanding of the Police Code of Ethics in particular Leadership. I consider the work I carried out in relation to the Golden Hour principles played a significant role in the investigation. By utilizing a number of resources within the Police and council, I was able to analyse the information and intelligence that was changing all the time in order to develop a working strategy with other units to take immediate action.

(1250 Words)

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:

Reading 'Policing the Risk Society', Richard Victor Ericson, Richard V. Ericson and Kevin D. Haggerty define 'Risk' as, 'Risk refers to external danger, such as a natural disaster, technological catastrophe, or threatening behaviour by human beings' – (Ericson, Ericson, Haggerty, 1997: p.3). Within this answer I will outline a policing incident whereby I played a significant role whilst applying digital policing in my practice. I will refer to a tour of duty I worked during the night time economy in Cardiff Bay. Discussion points will include how digital technology played a part in reducing the risk to members of the public and the actions officers present carried out when applying Section 35 Anti-Social Behaviour, Crime and Police Act, 2014.

The Digital Policing Portfolio (DPP) is a national delivery organisation which supports Police forces around the UK in keeping up with the forever changing needs of the public and technology. As part of the Policing Vision 2025, it sets out a goal to make digital policing easier for the Police and the public to communicate with one another. This framework will help the Police improve the way we handle investigations and intelligence which is provided to us in digital format. There are 3 key programmes set out by the DPP, these programmes consist of 'Digital Intelligence & Investigation', 'Digital First' and 'Digital Public Contact'. The aim of these programmes are to make it simpler for both Police and the Public to contact each other and enable digital enabled updates to be provided to victims/witnesses.

The programmes I will refer to within this answer is how Digital Public Contact (DPC) and Digital Information and Intelligence (DII) is already being utilized by Police officers and how utilizing social media and other sources of information is assisting Police when dealing with Public Order events. From first-hand experience dealing with large gatherings and protests I have seen how digital public contact is utilized in assisting the Police in the way we plan and prepare, handle the situation and organise contingency plans during events. Whilst working Cardiff After Dark, which is a night time economy event whereby officers are required to carry out high visibility foot patrol amongst the streets of Cardiff and deal with any incidents brought to our

attention. During an initial briefing before deployment, officers are directed to liaise with the DII team who can access CCTV cameras and direct their attention to any areas you feel as though need to be monitored. Officers are also advised that prior to their deployment, units within the Police such as Licensing have already been to the bars, pubs and clubs within the area to ensure both CCTV is working and that staff are advised on what to do should they need Police assistance.

Whilst working within Cardiff City Centre, it was brought to officer's attention by the control room that there had been a spike in both calls to Police and social media posts regarding disruption down Cardiff Bay basin. There appeared to be videos being uploaded by members of the public circulating around social media sites showing a large group of persons outside The Senedd in Cardiff Bay who we're showing signs of disruption and anti-social behaviour. By utilizing this information, the DII team we're able to direct cameras within the area towards the welsh assembly building and provide myself and other officers on the ground, up to date information as we made our way to the location. During this time, more reports we're being phoned in to our Public Service Centre from members of the public who we're reporting protest like behaviour in the area and Public Order.

When at the location, there appeared to be more than 100 persons gathered outside The Senedd, these persons appeared heavily intoxicated, anti-police and we're reluctant to be moved. Initially, our purpose was to prevent any further disruption and to maintain a visual presence until the persons left the area, however, due to the volatile behaviour the persons we're showing and the continuous and higher risk they we're begging to pose on ourselves and other members of public in the area it was decided that the persons would need to be disposed of as a matter of urgency. By utilizing Information provided by members of public (DPC) and intelligence already provided by the DII team, officers on the ground and along with supervisors we're able to develop a plan to disperse the parsons in an orderly fashion away from The Senedd and towards the outskirts of the basin where the threat, risk and harm towards members of public in the area and ourselves we're minimised. By seeking an Inspectors Authorisation, it was decided that a Section 35 order was put in place which provided officers on the ground the power to exclude any persons away from the area for up to 48 hours. Any person who failed to adhere to this notice would subsequently be arrested.

In conclusion, I believe there is massive benefits to how Policing is now moving towards a more digital method of working, however, I believe should Policing rely on digital technology to much it could result in a negative outcome when it comes to victim focus and safeguarding. From reading a PhD Thesis by Nelli Aihio, 'Improving Victim Satisfaction in Volume Crime Investigations: The Role of Police Actions and Victim Characteristics, she states "Victim satisfaction plays a critical role in police-victim encounters. Satisfaction could affect victims' willingness to co-operate and report future offences" – (Aliho, 2017). How I believe that what Alhio is arguing here relates to digital policing is if Police are more digitally lead when dealing with incidents, the entire relationship between the Police and victims is almost non-existent from the first step.

Throughout Police training and at the forefront of everything you are taught as an officer, Victim Focus is always one of the key aspects and most important tasks within your role. South Wales Police are continuously working to improve their services provided to members of the public and victims of crime. Within South Wales Police there is an Insight Unit who undertake satisfactions surveys with persons who have had interaction with officers and staff in order to understand their level of satisfaction and areas to which they can improve on. As a result of these surveys, officers within South Wales Police are required to update each incident of crime they deal with mandatory updates regarding Victim Updates. These updates include Initial encounter with the victim, victim referrals to support agencies, victim updates throughout the investigation and finally a victim outcome which provides a victim a complete update on what was done by the officers during their investigation and the result of those enquires.

As a result of these surveys I believe is so important that Policing does not move to far forward in to the digital era and move away from the sole purpose Police are required for. Policing is all about community engagement and providing that reassurance to victims of crime. From Alihio's research, it is clear that should Police move away from victim encounters and satisfaction, victims of crime are less likely to assist the Police in their investigation and subsequently be more vulnerable to further incidents.

(1201 Words)

Bibliography

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

Signed: M.Emanuel

Date: 20/5/2021