

Resubmission

I have attempted to rectify the issues highlighted in my feedback. I have included an introduction into each task. I have also completely changed task 3 for another incident that would be more relevant to the task. I have used a reflective model and on each task I have concluded with the reflective model.

For task 3, I have written the whole task using a reflective model which is what I think is what is being required of me though I am uncertain. Task 3 is written differently to the other tasks based on the feedback I received.

I can only apologise for standard of the workbook when originally submitted. It is clear from the feedback that it was sub-standard and the issues highlighted seem clearly obvious now.

BSc (Hons) Professional Police Practice

LEVEL 4 - 40 Credits

CONTINGENCY REGULATIONS MARCH 2020

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

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

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

(SOUTH WALES POLICE, GWENT POLICE AND UWTSD)

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Learner's University Registration Number: 1910649

FACULTY OF BUSINESS AND MANAGEMENT PUBLIC SERVICE PROGRAMME

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

Module title: Policing in the Workplace 2 (PCDA)

Workbook Guidance

Please read these notes carefully; they provide essential information.

What is the workbook for?

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

Area of Professional Practice covered, (called elements in your module descriptor):

Workbook1 and Workbook2 combined cover these areas:

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

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

How should the workbook be presented?

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

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

https://www.uwtsd.ac.uk/media/uwtsd-website/content-assets/documents/academicoffice/agh-chapters/chapters---en/Chapter_07_Assessment-Taught_Programmes_Pages_72-79-UPDATED-05-11-2019.pdf

Reflective practice is a core aspect for your workbooks and although there is a variety of useful resources on Moodle, there is one particular book, that is specifically based on reflective practice in policing, here is a link to one chapter from Selina Copley's Reflective Practice for Policing Students:
https://moodle.uwtsd.ac.uk/pluginfile.php/298870/mod_resource/content/1/Reflective%20Practice%20for%20Policing%20Students%20-%20Selina%20Copley%20Chapter5.pdf

How is the workbook assessed?

Advice and support about the completion of this workbook will be provided by university staff as part of your initial training day. Your tutor constable and in-force training staff will not be involved in assessing or marking your workbook after it has been submitted.

Dates of workbook submission will be made available during the initial training day and posted on Moodle.

Once submitted your workbook will be assessed and marked independently.

Confidentiality

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

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

NOTE

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

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

Dyslexia and other special circumstances

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

Guidance:

- *Your workbook must contain the items specified in the table below (clearly identified and in the order given);*
- *You should use this particular document to insert your text / answer within each section of this workbook;*
- *You should upload your completed document as a saved pdf file of this workbook. If this is not possible then a Worddoc file is acceptable. Do not send a scanned file from a photocopier, an apple.dot file or a Microsoft publisher file*

as Turnitin will not be able to assess them despite you being able to upload them.

Contents:

Workbook	Area of Professional Practice	Word count
Task 1	Wellbeing and Resilience	500
Task 2	Communication Skills, Managing Conflict, Valuing Difference and Inclusion	1500
Task 3	Criminal Justice, Valuing difference and inclusion	1500
Task 4	Decision making and discretion, Conducting Investigations and Criminal Justice (Managing offenders)	1500
Task 5	Vulnerability and risk, understanding the police constable role, communication skills, decision making and discretion, public protection.	1500
	Bibliography	
	Development Plan	This plan and signed OPP is equivalent to 1000 words
	Confirmation of the completion of your Occupational Competency Portfolio (OCP)	
	Confirmation of Confidentiality and Plagiarism	

Task 1

Relevant areas of the National Policing Curriculum: Wellbeing and Resilience

Guidance:

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

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

ANSWER:

During each shift, I would get a variety of different types of calls. On average per shift, during the Covid-19 lockdown I would say I would get two G1 calls. They would mostly be domestic violence calls. The area of my patrol, from one end to the other can take around 10 minutes to attend. When a G1 call comes through, I immediately look at the call using my EPNB. I will look at the description of the call and the people involved. Often the people involved will have warning markers. Sometimes an extensive list of markers of which can include assault on emergency workers, concealed weapons, threats to kill, self-harm and many other markers that will give me an idea of the type of person I'm going to be dealing with.

When the lights on the police vehicle are flashing, the sirens wailing and the drive is going to takes 10 minutes to arrive at an ongoing emergency I find that I sit there playing out the potential scenarios over in my mind, the way it might happen, the unknown *what if's*, My anxiety builds the longer it takes to reach the call. By the time I arrive, if I've had a long time to play the potential scenarios over in my head. My hands begin to tremble, my adrenaline surges and my heart pounds against my chest, held tightly by my body armour like I'm being crushed. This is called anticipation anxiety.

According to clinical professional Sheryl Ankrom, "Anticipatory anxiety happens when people experience increased anxiety and stress when they think about an event that will happen in the future." (*verywellmind.com. march 23rd 2020*)

This feeling of anxiety building is making me feel like I'm not going to be able to manage the situation. I begin to think I am going to go to pieces. I begin to think of everything that could go wrong and that my colleagues are going to think I'm useless.

Arriving at the scene in my condition, for me, has a negative impact on the situation. Although my sense of alertness to threat becomes heightened, my ability to process and retain information is hindered. When people try to speak to me, I would find that I could not remember details such as names or descriptions of items or recall fully the events as they are explained to me. Turning up at a scene to deal with an individual with my hands trembling, breathing heavy and voice is breaking as I speak has a negative impact. Individuals I'm dealing with may lack confidence in me.

To cope with this, when the call comes through I read aloud the call and the warning markers to my colleague so that we both know what we heading toward. I look at the time its going to take to get to the call and then I put my EPNB on my lap. Rather than sit there quietly overthinking the call I'll turn to my colleague and begin to talk about mundane, everyday things like a television show I watched the

night before or about what I had done with my son on my rest days. I fill the time it takes to get to call with general chat. This has the ability to distract me from the *what if's* that might never happen. I arrive on scene and I'm completely calm, relaxed which has a positive impact on the people I'm dealing with. I show them I'm confident, experienced, capable and in control.

Genevieve Navillon states; "Overthinking just worsens your anxiety. Preparing is one thing, and knowing all the possibilities can get a hold of your anxiety. At a certain point, just stop assessing and obsessing. It's hard to let it be, but there are certain things that are out of your control." (<https://ideapod.com/anticipatory-anxiety-what-it-is-and-how-to-overcome-it/>, January 10, 2019)

Total word count 643.

Task 2

Relevant areas of the National Policing Curriculum: Communication Skills, Managing Conflict, Valuing Difference and Inclusion

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

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

Review the fundamental elements of effective communication used (verbal, nonverbal, active listening skills, open and closed questions, building rapport and negotiation skills).

Describe the process for determining whether the use of force was necessary in a conflict situation (including any theories or models underpinning the causes of conflict within policing interventions – e.g. Betari's Box, The Drama triangle, Emotional versus rational brain) and provide a reflection on the outcome of the incident.

Your reflection must illustrate your understanding and application of core principles of ethics, equality, diversity and human rights, as well as any relevant Code of Practice considerations, culturally sensitive practice and language preference.

1500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

This incident relates to a same sex couple involved in a domestic assault against one another. In this incident I will display the use of Betari's box when dealing with the incident. The incident will highlight my use of communication and ability to build rapport to effectively deal with the people involved. My reflection which will conclude this task will use Gibbs reflective cycle. I believe that this incident will cover all of the aspects outlined in the task. I believe this incident will show my understanding of basic ethics, equality and diversity and my understanding of human rights.

On the 1st of APRIL 2020 my tutor and I were on patrol in a marked police vehicle.

Around 17:45hrs we received a call via radio airwaves to attend an address after a report of domestic assault.

I attended the address where the incident was taking place. We had received information on route that the persons involved were RED and GREEN.

The incident involved two females that were in a lesbian relationship.

I had pulled up my EPNB to look at the occurrence and could see that the reporting person was a RED. When I was going through the involved persons portion of the ipatrol app I couldn't see who the other involved person was and resorted to the entry log to glean the detail that the other person involved was RED's partner, GREEN.

I immediately recognised the sensitivity of the situation as this was a domestic assault between a lesbian couple. I became aware that there was a potential of embarrassment for both or one of the individuals involved if they had not yet disclosed or wanted to disclose their sexuality. I was also aware that in a domestic violence situation where same sex couples were involved that the sexuality of a partner could be used as part of the assault, *outing* being a method of control. Reducing the risk charity states;

“The abuser may threaten to ‘out’ the victim to friends, family, religious communities, co-workers, and others as a method of control. The abuser may use the close-knit dynamic of the gay and lesbian community and the lack of support for LGBTQ+ people outside the community to further pressure the victim into compliance.”

(<https://www.reducingtherisk.org.uk/cms/content/lgbt>)

When I arrived at the scene I could see a young woman stood outside the property, leaning against the brick wall that separated the garden from the pavement. The young woman had long dark hair and was wearing a grey hoodie. I approached the young woman, activated my body worn camera and the young woman identified herself to me as RED, the reporting person. I asked RED if she was ok and then asked her to explain to me what had happened. She told me that her partner had punched her in the face over an argument, which she could no longer remember was about and that her partner was still inside the property. When she spoke, she seemed calm, unanimated. I had seen people who were victims of assaults and found them to be irate, worked-up and talking fast, often waving arms with lots of hand gestures as they hurry to disclose everything. RED, however, seemed very calm for a person who had just been assaulted. I continued to remain quiet, nodding as she spoke to assure her that I was listening and that I was interested in everything she had to tell me. During the disclosure I used words like “OK” and “Right.” To show RED that I was following everything she had to say. I also repeated key details back to RED to confirm what she was telling me and for her to see I was listening. For example “And she hit you on the right side of your face?” which I would get RED to confirm that back to me.

After I had finished getting RED’s initial disclosure I asked RED to wait outside the property and that I would return shortly. I didn’t want her to leave the scene and I hadn’t taken all of her contact details as I felt at the time, with RED haven given me her disclosure and with the fact that the accused party was still inside the property which was only 20 feet away from where we stood I felt it necessary at that point to initiate the arrest of RED’s partner GREEN. College of policing states;

“Police officers have a duty to take positive action when dealing with domestic abuse incidents. Often this means making an arrest, provided the grounds exist and it is a necessary and proportionate response.”

(<https://www.app.college.police.uk/appcontent/major-investigation-and-public-protection/domestic-abuse/arrest-and-other-positiveapproaches/>)

I entered the property of and found GREEN pacing her living room. I could see immediately her cheeks were flushed and glistening streaks on each cheek indicated to me that she had been crying heavily. Under GREEN’s eye I could see bruising and swelling where she had been struck. Immediately GREEN became animated, distraught in her explanation of what had occurred. She began disclosing that RED had assaulted her.

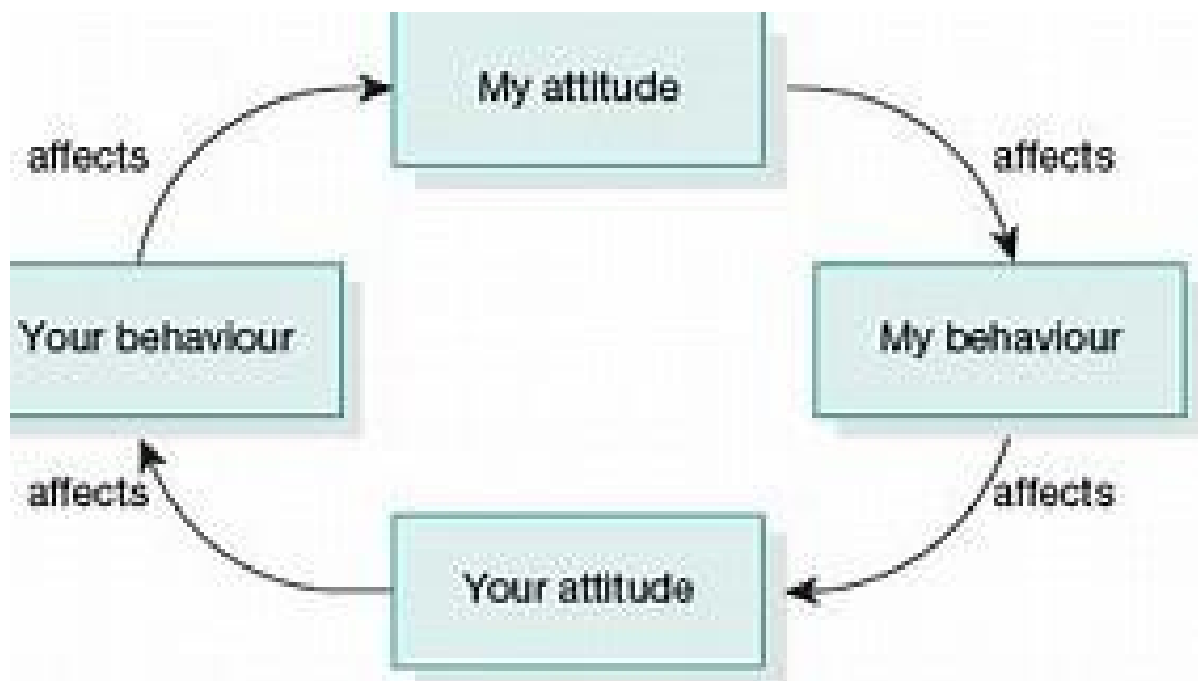
Given the difference in reaction between the two woman and the injuries GREEN had sustained but the lack of any injury to RED. I felt it necessary to arrest RED for the assault. I immediately left the property and went outside to where RED stood waiting. At this point a crowd had gathered to see what was happening in the street. I asked RED to come to the

other side of the van with me to give RED privacy whilst she was being placed under arrest. I handcuffed RED and placed her in the van and returned to the property. Although RED was compliant, I felt it necessary to handcuff her for the following reasons. I did not know or have prior knowledge of RED, as far as I was aware, RED could have issues that would cause her to be violent and lash out. Red had already shown herself to be violent. For the protection of myself and others I felt it necessary to restrain RED. RED was searched before being placed in the van, however there was a potential chance that RED could be concealing an item. Handcuffing the suspect would prevent her from retrieving any item which could cause injury to herself or others.

I explained to GREEN that I was leaving to take RED to custody and that I would return to take a statement.

I returned an hour later to the property to take GREEN statement. There I could see that she was still very upset by the assault and I noticed that she had a fish tank and two dogs so I began making a fuss over the dogs and asking her questions about each of her pets whilst relating and discussing with her the issues I was having with a puppy I had just got. This had the effect I wanted of distracting her a little from what had occurred and it began making my presence less formal and GREEN began speaking more naturally. She was beginning to see me as a friendly person and someone who was there to help her.

As I was about to begin I asked if she wouldn't mind if we spoke in private as there were three other women in the room with GREEN. I wanted this moment alone to take her statement as I was concerned about privacy. GREEN was about to give me the details of the assault which I didn't feel was acceptable to allow other parties who were not involved to listen too, not just for GREEN's privacy but that of RED's. I was also concerned that the sensitive nature of both women's sexuality might be brought up during the statement that others would potentially be unaware of. It was at this point that GREEN asked if her mother could stay as she (GREEN) required an appropriate adult as she had mental health issues relating to anxiety. I agreed that her mother could stay however I made it clear that GREEN's mother was not to speak on GREEN's behalf regarding the incident and I reminded her that she had not been present during the assault. It is my responsibility to take a statement from GREEN that is completely her statement, made by own free will and not influenced by anyone else. I also felt that I had a responsibility to protect GREEN's personal privacy as well as that of RED in regards to what had occurred and the nature of their relationship. Communication was a key factor in dealing with the incident successfully. Dealing with RED in a calm manner prompted her to respond in a calm manner back to me. With GREEN, friendly up beat chat, making small talk about family pets made my presence more comfortable while under tremendous stress. In dealing with both RED and GREEN the model BETARIS' BOX can be used as an example.



My attitude and behaviour towards RED was professional, without any aggression. In response, RED was compliant and I was able to arrest RED without any issues. If however, my attitude toward RED had been aggressive or abrupt, rude and dismissive that potentially would have caused RED to respond in an equally aggressive manner. Betaris' box illustrates this in the cycle pictured in the diagram above. It seems to me to be a natural reaction people have to each other. If you push someone, they will push you back. If you shout, they shout back louder to be heard.

The incident I attended was clearly a domestic assault. At the time of arrival I was solely concerned with dealing with the issue is to take positive action. I had a victim, a person who had been physically attacked by someone that she was intimately involved. This was no doubt a stressful and traumatic event for GREEN. I feel this showed that my personal morals correspond with the requirements of the police. At the scene, I gave both parties the opportunity to give their version of the event. I looked at both accounts and then, based on the physical evidence I considered my options that were available to me and acted. Both parties accused the other of assault, however, GREEN was visibly distraught and had clear injuries whilst RED appeared unharmed and clam. I felt this showed that I had good assessment and communication skills and I was able to evaluate a situation whilst under stress.

I felt I could have tried to establish in the early stage of arriving what the root cause of the argument had been and tried to have dealt with the underlying problem than simply dealing with the consequences of the assault. I felt this might have had a positive impact on both parties. My initial course of action was only positive on the victim and I feel that if I were to come to this situation again I would try a slightly different approach.

The decision to handcuff was taken based on information available to me. The nature of the incident was the main factor of my decision. I felt I was dealing with a violent person. RED had assaulted GREEN over an argument that was minor and in my opinion petty. RED showed to me that she was clearly capable of losing control over minor slights. When handcuffing I was fully aware that I was taking away her fundamental right of liberty. When dealing with RED, I took her around the side of the van to protect her security and her right to respect for private and family life.

Word count 1689

Task 3

Relevant areas of the National Policing Curriculum: Criminal Justice, Valuing difference and inclusion

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

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

Explain and reflect on your responsibilities and procedures in line with the relevant Codes of Practice to support victims and witnesses through the criminal justice system.

Illustrate how policing values were engaged, as well as any other considerations including culturally sensitive practice and language preference.

1500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

This incident involves two victims of the same incident. The two victims are unconnected to each other. It will show positive and negative aspects of my involvement with the victims and witnesses. I have used the GIBBS model of reflection and this is done for each victim. the Gibbs model is used twice in this task.

This example will show my initial attempt to take victims and witnesses through the criminal justice system and support or lack of support. It will show my knowledge and lack of knowledge of the codes of practice and this will show the impact it has on the two victims and witnesses.

I was tasked to take a statement from a victim, GREEN. GREEN had contacted police to give an account of a male known to him who had followed him in a car, pulled a rifle on him and aimed it at him. GREEN had taken off and the male had given chase. This chase ended with the male bumping GREENS' car and bumping a pregnant woman, AMBER, whilst the male tried to make his escape.

I attended GREENS home address and he gave me his account of what had occurred. When asked if GREEN was willing to go to court, GREEN declined.

I began to think that GREEN was either intimidated by the male, RED, or there was more to the story than GREEN was telling me. I believed possibly, the incident was over drugs and money.

It was clear to me that GREEN needed extra support in order for him to attend court. This ability to identify him as intimidated was, I feel, good however my bias toward GREEN based on his appearance and lifestyle meant that I already had notions that this incident was over drugs despite having no evidence to support this.

I also became aware that GREEN had young children and it was his partner that had encouraged him to contact police. Without his partner pushing GREEN I have no doubt GREEN would not have pursued the matter.

I sat down with both GREEN and his partner. I asked direct questions based on his lifestyle and made it clear that I was not there to find offences linked to GREEN but to find the root of the problem so I could better deal with the situation. I explained to GREEN measures that could be put in place. If GREEN felt he was an intimidated witness then his appearance in court could be protected via a screen or video link. Which, given the current climate of COVID-19 it was more than likely he wouldn't have to physically attend court. I also explained to GREEN his entitlements to support under the codes of practice.

When explaining all of these measures to GREEN, I realised that I had limited knowledge of what could be done. I could list special measures however when GREEN queried me about this I realised I did not know in depth of how the measures would work, how they were allocated and why they were effective.

Based on my limited knowledge of the codes of practice and questioning GREENS lifestyle and how this might be linked to the incident, I feel that this had a negative effect on GREEN and only helped with GREENS decision not to attend court.

If I were to attend and deal with an incident similar or the same as this, I would do the following differently. I would certainly be more cautious in my approach in questioning about what I feel to be the underlying issue. Although I still feel my observations were correct and this incident was all to do with drugs. My confronting GREEN about this only had a negative effect. I would also make sure that I had more in depth and extensive knowledge of victim support. Although I have knowledge of what can be done and how this works, when questioned, I simply did not know enough. My lack of knowledge must have affected GREENS confidence in the criminal justice system. This lack of confidence is only going to be negative and reinforce GREENS reluctance to cooperate with police.

Blackstone's states;

Officers at the scene of an incident need to consider the needs for support of victims, witnesses, or suspects in an ethical and appropriate manner. (Blackstone's, 13.7.4, p 296)

Whilst speaking with GREEN, he gave me a name of a witness and possible victim, AMBER. AMBER was a pregnant woman who was driving home from work when she happens to drive up behind two vehicles where she witnesses the pursuing vehicle bump into the fleeing vehicle, the fleeing vehicle belonging to GREEN.

AMBER stopped behind the vehicles. She witnesses GREEN jump out from his vehicle and run toward the offender vehicle. The offender vehicle reversed in AMBER and then fled the scene.

I attended the address of AMBER. My first concern was if she or her unborn baby had sustained injuries. I was fully aware of the emotional stress and how that might affect the baby. I felt that it was important to AMBER that she knew how serious the situation was and how important it was for her not to stress about what had happened. I made it clear to her that the police were there to support her and that anything she felt she needed would be provided. I felt it was important to explain to her the event that had unfolded prior to her involvement so she fully understood what she would be getting involved with.

I asked AMBER if she was willing to attend court regarding the incident and explain what she had seen. I explained to AMBER the special measures that could be put into place. Amber was willing and felt that she didn't need any measures.

I felt that my communication with AMBER was greatly improved and I was able to fill in the gaps in my knowledge that had embarrassed me with GREEN earlier that day. What was bad about the meeting with AMBER was that on reflection, I treated AMBER differently. This was unwitting at the time. GREEN was a large male, tattooed, rough looking. AMBER was a public servant, pregnant, middle aged and smartly dressed. It is obvious now that I had biased views, although unconscious, affected the way I dealt with victims. I do not know if it was based on gender, lifestyle, age or appearance. GREEN refused to attend court, AMBER agreed. This could be attributed to the way they were treated. Although not definitive, there is no way to tell if they would have given different answers despite a different approach. It is clear to me that my rapport was affected by my unconscious bias. Gemma Bailey states:

Rapport comes and goes. It's strength increases and decreases dependent on the state of the person you are communicating with, your state, with the topic of conversation, with the environment and many other forgotten influencing factors. Rapport is NOTHING without sensory acuity – the ability to notice the subtle physiological, external and internal indicators that you have moved someone from disconnected to you, to connected, or from connected to even more connected.

<https://peoplebuilding.co.uk/2795/lack-of-rapport/>

With GREEN, as already stated, a lack of knowledge of codes of practice and my questioning his lifestyle relating to the incident had a negative effect and I would do this differently. With AMBER, the outcome was positive and there is not much I would change about that situation. Having said that, it is clear I approached the two people differently. I wonder if it would have made a difference to GREEN if I had approached AMBER first. GREEN knowing that there was a witness willing to attend court might have had a positive impact on him. Also, would my dealing with AMBER affected the way manner in which I would have dealt with GREEN.

If the situation was to arise again I would certainly handle the situation differently. I will be more aware in future of my potential bias toward individuals. Both GREEN and AMBER were a victim of a crime and linked to same incident. They were both victims at opposite ends of the spectrum of society however, that should have had no bearing on how they were treated. If AMBER had given her statement first, this had the potential to affect GREENS decision. I failed to recognise this. When I took AMBERS statement and realised she was willing to attend court, I should returned to GREENS address and relayed this to him. I did not. This would be something I would do differently should this arise again.

I failed with the first victim to fully support him. Although I was able to support him with regards to court and special measures. I failed in other areas such as a victim personal statement and giving him the details of relevant support services.

When dealing with the second victim AMBER, I was able to provide the option of a victim personal support statement, however AMBER declined. I had treated AMBER with more dignity and respect than I had GREEN. I had given AMBER details of further support services and given her the occurrence number so that she could contact the OIC and get further updates. This was something I didn't even ask GREEN if he wanted. This was not purposely done, it was something I simply forgot to do and shows poor service on my part. It is clear I made several minor errors based on my in experience. The two people dealt with for the same incident shows positive areas of policing and clear areas of improvement.

Word count 1420

Task 4

Relevant areas of the National Policing Curriculum: Decision making and discretion, Conducting Investigations and Criminal Justice (Managing offenders)

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

Give a brief description of the situation including social and legislative contexts and any relevant cultural, ethnicity and language issues. **Reflect** on how you applied the National Decision Model (NDM) to assist in resolving this incident. **Consider** the role of discretion in the decision-making process.

Explain your responsibilities with regards to the provision of the CPIA when conducting this investigation including when managing the offender and suspects and recording and retaining significant information.

Illustrate how policing values were engaged particularly through an **analysis** of the potential impact of bias on the decision-making process.

1500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

The following incident is that of a DV assault in which both parties are from an ethnic background and speak poor English. This will illustrate cultural, ethnic and language issues. The task is highly descriptive however, I feel it will show throughout the incident my use of the NDM. The use of the NDM is also broken down in the conclusion of the task. This task should show my use of discretion when dealing with the situation, specifically when deciding safe guarding measures. I have used GIBBS reflective model to conclude this task and it will illustrate, along with references my bias and how this could have affected the potential suspect in this incident who turned out to be the victim.

On arrival I knocked the door and could hear a females' voice shout to me from behind the door, however I was unable to make out what she was saying.

On further inspection of the door I could see that a key was still in the lock and that the key was turned so it was sitting sideways in the lock to prevent her from leaving.

Immediately I begin to think of controlling or coercive behaviour.

I turned the key and opened the door to be met by a woman, GREEN, who was Polish. GREEN was heavily intoxicated and although she spoke English, her strong accent and intoxication made communicating with her difficult. I used an interpreter via phone to speak with GREEN.

GREEN stated that her boyfriend, RED, had assaulted her. However, GREEN kept on avoiding questioning about this assault and kept insisting that we chase her boyfriend down as he had taken off during the argument in his car.

GREEN refused to give a statement about the assault stating that she did not want to pursue the matter and was only concerned about him drink driving.

RED took off to another area, in England, which was more than two hours from the victims address. I considered the welfare of GREEN given that she was disclosing an assault on her. Given that the suspect lived more than two hours away and the only access into GREENS property was the fire escape stairs. I was confident that GREEN would be safe and no special measures would be needed.

I asked police in the England area to make arrest enquiries for RED. The neighbour was contacted and stated that he had witnessed the events that evening. The witness, AMBER, gave an account that showed GREEN to be the aggressor.

RED had been arrested in England the next morning and I travelled up to the region to conduct an interview. RED was Polish the same as GREEN and I arranged an interpreter to be present in order to be sure I could get a clear account of what had happened.

RED stated that on the night, he and GREEN had returned from a walk. RED had gone outside to fix his car window. When RED returned inside GREEN had already drank a whole bottle of vodka and was very drunk. GREEN then received a text message on her phone that upset her but would not reveal what the text said or who it was from.

RED states that when he has tried to comfort GREEN she has turned and assaulted him, slapping him several times. RED states that he has filmed this assault on his phone.

I asked RED for his phone. I needed it to confirm or negate the allegations against him. RED refused. I had taken photographs of his injuries and I had video recorded both the initial disclosure from GREEN and the interview from RED. Both gave conflicting accounts. As an impartial investigator I had a duty to gather as much information as possible that would be relevant to the alleged offences disclosed. I seized REDS phone. He had disclosed he had recorded the assault in interview and I felt it would have vital evidence on it that could help in his defence.

As a male and a police officer, I am aware that the majority of domestic abuse victims are female.

Office of national statistics state; *Female victims of partner abuse were more likely than male victims to experience non-physical abuse (emotional, financial) and sexual assault by rape or penetration(including attempts); male victims of partner abuse reported a higher level of force than female victims.*

www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/

My initial reaction when arriving at the address was to believe the account that I was being given, however I was aware of inconsistencies in GREENS account. It was vague, she

was reluctant and only seemed concerned with her boyfriend being caught drink driving. She also appeared to have no marks on her.

RED gave a more credible account, based on the evidence at the scene. The key in the door now looked to be as RED stated, to prevent him being pursued in an attack. RED also had injuries which I photographed. His disclosure to capturing the assault on his phone had the potential to reveal who was the offender and who was the victim.

AMBERS account gave credibility to RED. However, I was aware that AMBER and RED considered each other close friends and AMBERS account matching REDS didn't necessarily mean it was the truth.

I considered all these aspects. My objective was to gather as much material as possible that would show an accurate depiction of what happened. If I were to allow myself to be Bias because the majority of DV victims are female, it could have potentially criminalised RED for an offence of which he was the victim.

I received four video clips from the phone. One clip shows GREEN assaulting RED. The second shows GREEN going to assault RED but she pulls her strike, evidently changing her mind. The other two clips just record the living room for a few minutes and do not reveal anything.

I retained all the clips, offering the two as key evidence during the argument while the other two as unused material.

I also tagged the photographs as relevant material and included them in the disclosure. I built up a case file which included crime reports, EPNBs. A copy of the custody record. The phone recording from red-box of the 999 call. I was unable to give a witness statement or victim statement and I highlighted this in the report. Exhibits, photos, recordings. My interview record. And any material that would cast doubt on the reliability of the witness.

My initial stage with GREEN had been her first account, the preservation of evidence and house to house enquiries. I then evaluated the evidence and made my assessment to arrest RED.

After REDS arrest, I've gathered an account, preserved and collected further evidence, screening it and done a second investigation. From this I was able to see that RED was the victim and that GREEN was the offender. By impartial and thorough investigation I was able to come to the truth of the incident.

The next step in the investigation is to ask GREEN to voluntarily attend to be interviewed in regards to the video footage on REDS phone.

At the time of writing this task, this occurrence is ongoing. However I feel it meets the criteria of the task.

GREEN had reported that RED, had assaulted her. She had done this out of spite for the fact he had left her. She refused to give a statement. To me, her plan appeared to be to anonymously report RED for drink driving to teach him a lesson for leaving her.

I felt initially that the victim was giving me an honest account of what happened. I felt that based on the information I was given initially that I had a full and comprehensive idea of what had occurred.

What was bad about my initial reaction was that I fully believed GREENS account based on my biased views on victims of DV assaults. This left me with a narrow mind frame of thinking. For example, the key left in door I took to be controlling behaviour when in-fact it was for REDS own personal safety and to allow him to escape. This bias on my part could have had a serious negative impact on RED.

What was good about the experience was that it showed me to be more cynical with people's motivations. It also showed me how people manipulate the service of the police.

On reflection, I could have questioned GREENS motives a little further. The fact that she refused on two separate occasions should have made me suspicious a little earlier on in the investigation and I should have queried this further.

If this situation arose, I would certainly question a person's motives especially when they are reluctant to cooperate with the criminal justice system.

During the incident, I used the NDM. GREEN was a victim of DV assault and I used positive action when dealing with GREEN. I used methods like using an interpreter and building a good rapport in order to establish what had happened and I respected her right as a victim when she refused to give a statement.

I gathered all the information I could and did checks on both individuals to see what intelligence I could gain. I used my discretion not to pursue RED that night as he had travelled more than two hours away from GREEN and felt that GREEN was no longer in immediate danger. This was part of my assessment.

I looked at the powers I had and felt that I had enough to arrest RED. I then liaised with another force to carry out that arrest.

I looked at my options. GREEN had refused to give a statement, however I felt I had sufficient evidence to take the matter further.

RED was arrested and interviewed. Based on that, I went the NDM cycle again as new information showed that RED was the victim and GREEN was the offender.

Word count 1557

Task 5

Relevant areas of the National Policing Curriculum:

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

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

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

Review the fundamental elements of effective communication used (verbal, nonverbal, active listening skills, open and closed questions, building rapport and negotiation skills).

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

Your reflection must illustrate your understanding and application of core principles of ethics, equality, diversity and human rights, as well as any relevant Code of Practice considerations, culturally sensitive practice and language preference.

1500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

This incident relates to racial abuse and has been dealt with as a hate crime. It involves individuals from ethnic backgrounds which will show cultural and ethnic issues. I believe this incident will show good verbal and communication skills as well as an ability to build a rapport.

This incident will show that my understanding of my responsibilities for safeguarding and will illustrate my failure to tackle the issue of environmental factors such as the surrounding community. My reflection will highlight my thought process regarding this incident. I have used GIBBS method of reflection which concludes this task.

My sergeant asked me to attend a call near the centre of town. A couple who lived at the address with their child met me on arrival. The Female, GREEN was from Poland and her partner, AMBER was from Turkey.

When GREEN was parking her car outside her house a woman she knew as a neighbour was walking past. When GREEN exited her vehicle to get her shopping, the neighbour, RED said,

“F**K YOU, YOU FOREIGN C**T.”

Unknown to RED, GREEN and AMBER had installed a camera at the front of their house which had captured the audio clearly.

GREEN and AMBER went onto to explain to me that they had been having several issues with neighbours in the street over the past year or more. One example of this was damage to their vehicle and that was the reasoning behind them installing the camera to watch over their vehicles in the street.

I made a note of everything GREEN disclosed to me and reassured them that I would deal with the problem. It appeared to me that GREEN and AMBER felt they were being targeted and victimized by neighbours in the street. It was clear that the incident I had been tasked to deal with was a hate crime. However I became cautious of linking every negative incident that had happened to AMBER and GREEN as a continued and sustained attack. As an impartial investigator I felt I needed to keep an open mind. For example; GREEN disclosed that her wing mirror had been knocked off her car a few months prior to this latest incident. This to me could have been a case of careless driving and an accident and not necessarily a targeted occurrence.

I began explaining the procedure to GREEN. As a victim of a hate crime there were a number of options available to her.

Firstly, I asked GREEN if she wanted to go to court. I explained that she would need to make a statement and be willing to attend court. I explained to her that given the evidence on the camera that there was a very likely chance there would be a conviction of a SECTION 18 PUBLIC ORDER.

GREEN and AMBER were reluctant with this option. GREEN felt that the offence, although insulting to her was not that serious. GREEN also disclosed her concern that if she pursued the matter that it might make her situation worse with her neighbours. I explained that there were things that could be put in place to protect her and her family if she felt that she wanted to pursue the matter in court. I explained that Injunctions/orders could be issued to stop any person from contacting GREEN.

GREEN felt that court was too extreme a measure and expressed that her only desire was that the abusive, anti-social behaviour would stop.

I asked GREEN if she would be willing to go down the route of Restorative Justice. I explained the process and GREEN agreed that was an option that she wanted to pursue. I went from the address of GREEN and AMBER and went to the address of RED. RED admitted she had said what was caught on camera, however she added that there had been many incidents between the families and that when she was walking by GREEN had mouthed something to her that antagonised her and caused her to react the way she did. I explained to RED that the only part of the incident caught on camera was her comments of “F**K YOU, YOU FOREIGN C**T.”

I explained the offence that had been committed and explained that GREEN wanted to pursue a method of disposal referred to as Restorative Justice. Both parties were satisfied with the outcome of the incident.

I was able to effectively communicate by initially building a rapport with both the victim and the offender.

'active listening, or fully hearing and understanding what the person is saying, is essential for building rapport. This means saying 'hm' and 'ah' during the conversation.' (Allison Tanner, "How to Build Rapport: Techniques & Example Statements." Study.com, 25 June 2017, study.com/academy/lesson/how-to-build-rapport-techniques-example-statements.html)

With the victim, it was important to listen and sympathise with the situation the couple found themselves in. I completely understood the issue they faced living in a street where they felt everyone around them was hostile because of their heritage and ethnicity. I listened intently to the whole history of incidents, nodding in agreement with the issues they had. I used moments between the conversation to ask questions that would clarify the incidents and show that I was listening. This was not a conscious effort on my part but something that came naturally and it was clearly encouraging for the victim as she continued to disclose everything she could remember. I asked questions like, "HAS THIS HAPPENED BEFORE?" "TELL ME WHY YOU THINK THIS IS HAPPENING?"

I was very clear in what the offence was, why it was that particular offence of SECTION 18 PUBLIC ORDER. I made myself clear on what methods of disposal were available. GREEN did not want to pursue the matter and just wanted the offender (RED) spoken too. However I felt that was not going to solve the problems and I negotiated a solution that would allow GREEN to receive some form of justice at a lower level and I explained the benefits of that. It is the role of a police officer to support victims of crime and support all members of the community.

Officers are required to respond to each encounter individually, taking into account the specifics of each situation. As Rowe (2002) has noted, it is now part of the police officer's role to break the cycle of discrimination. (Blackstone's, 2020, pp 84)

There would be a record of the incident and there would be a record of the RJ. There would be a positive outcome as now police were involved and pursuing action. It would show compassion and the decency of GREEN who was within her right to pursue more severe action however had decided on a softer approach. It would show GREENS willingness to stand up to any further abuse. It would make offenders aware that police were now monitoring the situation and any further incidents would be dealt with more seriously. When dealing with the offender, I felt it was important to build a rapport with her also. I wanted both parties to agree to a mutual outcome and felt this would take a degree of negotiating.

'rapport to be at play with two or more parties work towards achieving an agreement through the building of trust, establish a friendly relationship, and having a sense of mutual understanding.' (Updated: 14 Jan 2019 <https://www.negotiations.com/definition/rapport/>)

I did not march into the address shouting and pointing a finger. I went in and made a fuss of her dog, engaged with her about the animal and tried to make her feel relaxed. I explained I just wanted to talk about the incident and find out her side of it as I felt there was always two sides to every story and I wanted to hear hers. A non-aggressive approach with someone who's defensive I find is effective. I never made RED feel I was on her side

however I was always eager to show that I could understand where she was coming from in why she behaved the way she did. I would explain in hypotheticals about her scenario's and then address the issue. I would say For example;

“LETS SAY GREEN DID MOUTH SOMETHING TO YOU FROM INSIDE HER CAR TO UPSET YOU, DO YOU THINK THEN IT WAS OK TO SAY WHAT YOU SAID?”

During the conversation with RED, I remained firm but not oppressive. I asked RED to express her thoughts and opinions and explained that she had a right to think and feel and could express her opinions to me however, any opinion expressed in a public place that caused harassment, alarm or distress constituted an offence.

During this incident I feel I was completely impartial. Both GREEN and RED gave credible accounts of what had occurred during the incident. I took both accounts and then looked at the evidence provided. GREEN provided CCTV footage of the incident and although REDs version of events were in my opinion just as credible and likely to be true, the CCTV did not show her version of events and there was nothing to support her account. I considered both parties human rights. Right to respect for private and family life, freedom of thought, conscience and religion. Freedom of expression. Prohibition of discrimination. I assessed the situation, took into account the consequences and my duties. When judging the possible risks and outcome I considered what action I could take that would benefit the people involved and what was best for public interest. I used professional judgement when dealing with the offence. Lord Scarman stated:

The exercise of discretion lies at the heart of the policing function. But it is equally well recognised that successful policing depends on the exercise of discretion on how the law is enforced...Discretion is the art of suiting action to particular circumstances. (Scarman, 1981, para 4.58)

RED had verbally abused GREEN with a racial slur. I considered the wider implication with the surrounding community which were all white, Welsh residents. Based on what green had disclosed to me it appeared to me and I felt that she was being paranoid about the local community siding with RED. This was further verified when RED disclosed that she had not discussed with neighbours about her issues as she didn't know the people living in the street.

I was able to produce a positive outcome between both parties, however I felt, despite my attempts to reassure GREEN about the community not “having it out for her” I left unconvinced GREEN believed that was the case.

The incident showed me that as with other neighbour disputes or arguments, no party involved can pin point or explain how the tensions between them began. Each party will blame the other however, the blame has no real substance.

In hindsight, I could have put more measures in place. I left GREEN with a resolution however, I do not believe she felt that the larger problem of the community had been resolved. This possibly still leaves GREEN feeling like a victim. It is plausible that GREEN might feel that involving the police may not solve anything and make matters worse. I simply failed to do enough for GREEN and provide the standard of service she deserved.

If faced with the same or similar situation I think I would try to get to the root of the problem and place further measures in place even if, in my opinion, the extra protective measures are not necessary. This would be for the benefit of the victim, whose perception of what occurred could arguably be said is more valid and important than my opinion.

Word count is 1670

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

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

Identified area for development	How it will be achieved	Who can provide support?	Timeline
I feel that I need to improve my confidence in dealing with incidents. A lack of experience has an impact on my effectiveness to deal with incidents. I feel that my mental health plays an important factor in being able to deal with incidents. If I have a positive mind-set, I will be more effective in my role as a constable. I need to improve on my knowledge of legislation, policies and procedures as the incidents I will be attending will be more varied and complex. Where I am confident in certain areas, eg; domestic assault, shoplifting, I lack confidence at incidents where I am inexperienced like hate crimes.	I feel that I could achieve this by focusing on my wellbeing. Fitness and family life will help keep a positive mindset and keep me confident that I can deal with any incident. I also feel that working with others, online research into topics that I have little experience with will help. Attachments to other departments will greatly improve my knowledge of incidents that I might not normally deal with. This will greatly improve my ability to conduct my role confidently.	I feel my team will support me through the next phase of my development as well as the BCU. My attachments in my BCU will help me improve my confidence as I gain a wider experience and knowledge of other aspects of policing.	I feel the time line for this will be over the next two years. I believe that confidence really grows with experience and that essentially takes time.

I feel an area in which I could improve would be in the understanding of the role of a police constable. It is not just	I feel this will be achieved by experience. As I begin to attend more incidents' I will be	My team will be able to provide me with the main body of support. By working on a rotating basis with my	I want to achieve this over the next 30 months. However I will be working hard to develop over the next
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understanding the legislation and what powers I have been granted to use but it is also about knowing how best to deal with an incident that's in the public interest and that is a benefit to all parties involved. All the incidents I have attended at present have been with the mind-set of working out what offence has been committed and what power do I have to deal with that offence. In this instance, I focus so much on this that I neglect to reassure and help the victim as an arrest is not always to an incident. Better understanding the role of a constable will allow me to understand the different methods of disposal available to me.	dealing with more complex and varied issues. This will allow me to gain a better understanding of my role as a police constable and greatly improve the service that I am providing. By taking the time to research other forms of disposal that I can use to deal with minor incidents will greatly improve my scope of knowledge.	work colleagues I feel I could greatly improve my knowledge and improve my understanding of the role of a constable. Working with others and engaging with the community as often as I can will be key in my development.	few months before I enter my second year.
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Reference page

Your reference page should only include sources referenced within the workbook using the Harvard referencing system. Information about referencing in written assignments and how to avoid plagiarism can be found on Moodle. It is important that you are aware of the importance of ensuring that the work submitted is your original work.

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

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

- (*verywellmind.com. march 23rd 2020*)
- (*<https://ideapod.com/anticipatory-anxiety-what-it-is-and-how-to-overcome-it/>, January 10, 2019*)
- (*<https://www.reducingtherisk.org.uk/cms/content/lgbt>*)
- (*<https://www.app.college.police.uk/app-content/major-investigation-and-publicprotection/domestic-abuse/arrest-and-other-positive-approaches/>*) ☐
(*Blackstone's, 13.7.4, p 296*)
- (*www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/*)
- (*Study.com, 25 June 2017, study.com/academy/lesson/how-to-build-rapporttechniques-example-statements.html*) ☐ (*Blackstone's, 2020, pp 84*)
- (*Updated: 14 Jan 2019 <https://www.negotiations.com/definition/rapport/>*) ☐ (*Scarman, 1981, para 4.58*)

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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.

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

Signed: ADRIAN JONES _____ (Learner)

Date: 12/07/2020 _____

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

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

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

Signed: __ ADRIAN JONES _ _ _ _ _ (Learner)

Date: _12/07/2020 _ _ _ _ _

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