

BSc (Hons) Professional Police Practice

LEVEL 5 - 40 Credits

Workbook title: Competency Based Workbook 4 (PCDA)

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

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FACULTY OF BUSINESS AND MANAGEMENT PUBLIC SERVICE PROGRAMME

Module title: Policing in the workplace 2 (PCDA)

Workbook Guidance

Please read these notes carefully; they provide essential information.

What is the workbook for?

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

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

How should the workbook be presented?

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

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

How should the workbook be presented?

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

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

(https://www.uwtsd.ac.uk/media/uwtsd-website/content-assets/documents/academic-office/aqh-chapters/chapters---en/Chapter_07_Assessment-Taught_Programmes_Pages_72-79-UPDATED-05-11-2019.pdf)

Reflective practice is a core aspect for your workbooks and although there is a variety of useful resources on Moodle, there is one particular book, that is specifically based on reflective practice in policing, here is a link to one chapter from Selina Copley's Reflective Practice for Policing Students:

https://moodle.uwtsd.ac.uk/pluginfile.php/298870/mod_resource/content/1/Reflective%20Practice%20for%20Policing%20Students%20-%20Selina%20Copley%20Chapter5.pdf

How is the workbook assessed?

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

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

Once submitted your workbook will be assessed and marked independently.

Confidentiality

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

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

Please be aware that any content that is deemed to be inappropriate, disrespectful, or abusive will not be tolerated. Following review of any content of this nature the information will be shared with the employer of the student responsible.

Should any health and wellbeing concerns be raised because of disclosures made by the student within this workbook, the employer of the student will be informed.

NOTE

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

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

Dyslexia and other special circumstances

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

Guidance:

- *Your workbook must contain the items specified in the table below (clearly identified and in the order given);*
- *You should use this particular document to insert your text / answer within each section of this workbook;*

Contents

Workbook	Area of Professional Practice	Word count
Task 1	Wellbeing and Resilience	1000
Task 2	Evidence based policing Research Methods and Skills Decision-making and Discretion	1500
Task 3	Vulnerability and Risk	1250
Task 4	Conducting investigations Information and intelligence	1750
Task 5	Digital Policing, Vulnerability and Risk	1500
	Bibliography	
Task 6	OCP	1000
	Total	8000

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:

To reflect on the impact of organisational justice on myself as a member of the police service I will use the Terry Borton's reflective model. "In practice you should ask yourself the three questions after a critical incident that has taken place and what you want to extract learning from" (The University of Edinburgh, 2020). The three questions to ask yourself are What? So What? and Now What? This reflective tool will allow me to consider and reflect on the impacts of organisational justice by thinking about my experiences, implications, and future development. I will then explain the importance of following the code of ethics before considering the steps taken by my organisation in raising ethical standards by reflecting on what I have observed and witnessed during my time in the police service.

Organisational justice can have big impact on any business or organisation. It can be defined as "to which employees perceive workplace procedures, interactions and outcomes to be fair in nature. These perceptions can influence attitudes and behaviour for good or ill, in turn having a positive or negative impact on employee performance" (IES, 2022).

Organisational justice and the code of ethics both have very similar characteristics. Both incorporate fairness, respect, dignity, openness's, integrity, and objectivity. Without these characteristics the organisation as a whole will suffer, and ultimately lead to a service which is not of a required standard that the public expect.

Organisational justice can be broken down into four categories. Each category can influence a person's perception of fairness in an organisation. The four categories are Distributive Justice, Procedural Justice, Informational Justice, and Interpersonal Justice.

The first category "distributive justice concerns the fair allocation of resources among diverse members of a community. The principle says that every person should have or have access to approximately the same level of material goods and services" (Longley, 2022). Reflecting back on my time in the police service I believe distributive justice has had a negative effect on myself. The decision by management that newly qualified officers will only be entitled to an annual salary based on their years of service up to seven years is one that many officers do not agree with. It can be argued that it is unfair for one officer to earn nearly twice as much as another officer even though they work the same hours and do exactly the same work. A more balanced distribution of salary would increase the perception of fairness and could ultimately lead to better performing and more motivated employees.

The second category "procedural justice is the idea of fairness in the processes used to resolve disputes, and how people's perception of fairness is impacted not only by the result of their experiences but also by the quality of their experiences" (Longley, 2022). Reflecting back on my experience as a police officer I would say that procedural justice in the organisation has had both negative and positive impacts on myself. The allocation of overtime shifts and cancelled rest days without sufficient notice can have a negative effect on health and wellbeing resulting in increased stress levels. The other side to this is that I know from working with my supervisor's that all decisions made regarding cancelled rest days would be made fair and consistent regardless of who is involved.

The third category "Informational justice "focuses on explanations provided to people that convey information about why procedures were used in a certain way or why outcomes were distributed in a certain fashion" (WFRN, 2018). Reflecting back on my time as a police officer I have now become aware how informational justice has impacted me in the workplace. On occasions there can be a lack of communication between officers and management with regards to decision making. For example, my team were informed that new regulations involving submitting public protection notices would need to be enforced for certain incidents. There was not a rationale or explanation as to why the process would be changing and no further information was given to officers. I understand that the nature of job dictates that procedures will need to be reviewed but without

the reasoning behind the decisions it can become counterproductive as I felt that the change could be down to myself and fellow officers not safeguarding members of the public to the required standard.

The fourth category “Interpersonal justice is all about how an employee is treated. It is defined as the extent that an employee is treated with dignity, respect, and fairness.” (Grabarek, 2019). Reflecting back on my experiences while being in the police service I believe interpersonal justice has had a positive impact on myself. I have had multiple supervisors and each one has treated me with dignity, respect, and fairness. Because of this I have felt more confident and satisfied in my workplace. This has resulted in my performance levels improving and as an extra benefit has lowered my stress levels and increased my wellbeing.

The police service is taking many steps to improve ethical standards throughout the organisation. One of these steps is introducing the Joint Equality Plan. The plan involves “protecting the vulnerable, preventing harm in our communities and improving diversity and inclusion across our organisation” (Police and Crime Commissioner, 2019). The result of this plan should result in number of objectives being achieved. “We have set equality objectives which we believe will remove disadvantage and promote equality and fairness for our employees and those who come into contact with South Wales Police” (Police and Crime Commissioner, 2019).

918 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.

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

ANSWER:

To answer the task, I will use the Terry Borton's reflective model. "In practice you should ask yourself the three questions after a critical incident that has taken place and what you want to extract learning from" (The University of Edinburgh, 2020). The three questions to ask yourself are What? So What? and Now What? This reflective tool will allow me to reflect on the incident I was involved in and allow me to explain what options I considered when adopting a multi-agency approach. I will then explain how and why I chose the most appropriate option to resolve the problem and how I evaluated the available evidence. I will then highlight the potential consequences of not adopting a multi-agency approach and explain my justification for my decisions made during the incident.

As a result of a call made to the control room, I and a colleague have attended an address where there has been a reported domestic incident taking place. On arrival at the address we were greeted on the doorstep by a female who was visibly distressed and upset. The female outlined that a short time ago, she had a verbal argument with her partner who has then become verbally abusive towards her. The female stated that when her partner has had a drink he always becomes argumentative and abusive towards her. The female has then left the property and waited outside

for police to attend the address. The female has requested for police to remove her partner from the address as she believes things will escalate if he is allowed to stay at the address. The female also outlined that this is not the first time that the pair have been involved in a domestic and that she is constantly verbally abused and talked down to by her partner. I have then made the decision to enter the property and speak to the male separately regarding the incident outlined by the female. I have found the male in the living room watching TV. The male was reluctant to engage with me at first but after some persuading the male decided that he would speak to me regarding the incident. The male outlined that a verbal argument had taken place but stated that he did not know why the argument had taken place and denied the accusation that he was verbally abusive towards his partner. The male outlined that his partner suffers with her mental health and has not taken her medication tonight, which he believes may be the reason that the verbal argument has started. I have made the decision to remove the male from the address and take him to his parents address so that no further argument could take place and to avoid any further escalation. I have then revisited the female to establish if she needed any further help and to discuss if she consented to a public protection notice document being submitted so that she could receive support from outside agencies. The female stated she did not want any forms being submitted and would be fine now that her partner had been removed. I have then questioned the female regarding the medication she takes to help with her mental health and why she has not taken it tonight. The female stated that the medication does not work and then outlined that she has been suffering with her mental health for a long time and has been having suicidal thoughts recently. Due to this admission, I have contacted the mental health team for advice and asked if they could speak to the female to discuss her mental state. The female has agreed to speak to mental health team over the phone and after a short time the decision was made to take the female down the hospital so that a mental health assessment could be conducted. I have then taken conveyed the female to the hospital and as she has volunteered to go, I have left her in the care of the mental health team. Upon returning to my station, I have submitted a public protection notice form even though the female did not consent so that outside agencies could establish and assess if she needed further help and support.

Reflecting back on the incident, there were a number of options available to myself to adapt a multi-agency approach. The decision to contact the mental health team was made after the disclosure by the female that she has been suffering with her mental health and having suicidal thoughts. The decision to conduct the mental health team was necessary but on reflection the decision could have been made sooner as her partner did disclose that she had not taken her medication and also a

person search on the police national database could have been conducted sooner which could have alerted me to the fact the female has a mental health marker. I understand that if the female was not assessed by the mental health team, then this could have possibly led to the female not getting the help she needed and potentially causing harm to herself. This is confirmed by Saunders who states "There was a strong consensus that the 'needs' of the victim or perpetrator should form the starting point for multi-agency case-based problem solving" (Saunders, 2017). In future incidents I will be more aware of the needs and support that a victim requires whilst also negating any problems that may occur. Also, the needs of the perpetrator, in this instance the male also need to be taken into consideration. Reflecting back on my engagement with the male I should have asked more questions in regard to the drinking mentioned by the female. This could have possibly led to an intervention by an outside agency as I could have offered the male a public protection notice submission, which could have helped the male and possibly prevent further incidents from occurring.

From the initial disclosure made by the female in regard to the her and her partner constantly arguing and that there has been numerous domestic instances between the pair, the decision to separate the pair and speak to them individually was necessary to allow both parties to engage freely without the fear of the other person finding out what has been disclosed to officers. Without this disclosure the drinking and mental health factors may not have come to light and as such no measures could possibly be put in place to tackle the issue and mitigate the potential harmful consequences. This being a potential escalating between the pair resulting in a physical altercation and potentially both party suffering injuries. Ongoing domestic incidents can have a negative effect on a person as "domestic violence and abuse is a serious health and criminal issue that can adversely affect the physical and mental health of the person being abused" (NICE, 2018).

The decision to submit a public protection notice was necessary as I had concerns that the female may be at risk of neglect or abuse from her partner and possibly was unable to protect herself and was in need of extra support. The information I submitted would then be "reviewed by a member of PPU specialist staff within the referral unit, risk assessed and actioned. Where necessary, the PPN will be forwarded to partner agencies for their information and further action" (South Wales Police, 2021). The result of a referral will allow outside agencies to offer support to the female even though she has initially refused to consent to forms being submitted on her behalf. The decision to submit the public protection notice was at my discretion. I have come to understand that decisions must be made without all the available information to hand and added with the fact that the female

may not be informing me of all the circumstances I believe I made the correct decision. The consequence of too much discretion can cause negative results as stated by Crotty “Inevitably, the police must use some discretion in carrying out their job. But too much discretion can be dangerous — it can promote discrimination, unpredictability and, most fatally, injustice. Words” (Crotty, 2016).

Words 1357

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.

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

ANSWER:

To answer the task, I will use the Terry Borton's reflective model. "In practice you should ask yourself the three questions after a critical incident that has taken place and what you want to extract learning from" (The University of Edinburgh, 2020). The three questions to ask yourself are What? So What? and Now What? This reflective tool will allow me to reflect on the incident I was involved in and allow me to evaluate the appropriateness of different approaches conducted by the police and other organisations in supporting or managing vulnerable people. Then I will evaluate repeat victimisation and the measures being taken to tackle repeat offending.

Due to a call received by the control room, me and a colleague have attended at an address where there were reports that an elderly female was having issues with gangs of youths outside her address. The youths were alleged to have caused damage to her property, keeping her awake at night due to the noise they were creating and were constantly being verbally abusive to any persons who walked past them. The call was classed as anti-social behaviour as the youths were "acting in a manner that causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household" (Phelps, 2022).

On arrival at the address, we were met by the female who invited us into the address where she lives on her own. From speaking to her about the issues it became obvious that she was distressed

and alarmed by the all the incidents involving the youths. Due to her circumstances, I classed her as a vulnerable person because South Wales Police states that “a person is vulnerable if, as a result of their situation or circumstances, they are unable to take care of or protect themselves or others from harm or exploitation” (South Wales Police, 2021). “Protecting, supporting, safeguarding and managing risk” (College of Policing, 2021) is one of the steps in the National Vulnerability Action Plan which has the “aim of focusing on common themes of different types of vulnerability: from first response and initial investigations to victim care, first line supervision and leadership. By targeting these areas, this plan is designed to inspire officers of all ranks to adopt a holistic approach when dealing with issues” (College of Policing, 2021). To follow this step, I needed to assess the level of risk to the female so that I can put measures in place to safeguard her, so I asked the female how often the youths were outside her address and if she knew any of them. The female stated that some of the youths were from the local school because they were wearing school uniform and that the incidents would mainly happen around 15:00 hours after school had finished. After taking a statement off the victim I have advised the victim to keep her front and back door locked at all times, to phone the police straight away if she had any further issues with the youths and to report the incident to the local council. I have also offered the victim a public protection notice referral which she accepted so that she could speak to a professional who would be able to offer her support and advice regarding her vulnerability. I believe this action was in line with the next step of the National Vulnerability Action Plan which states that “early intervention and prevention, which is important to the victim as it reduces the risk of harm by “adopting the principle of professional curiosity, indicators of vulnerability can be identified at an early stage, presenting an opportunity for early intervention” (College of Policing, 2021). I then informed the victim that I would carry out enquiries and update her regularly on the progress of the investigation.

As the victim has stated to me that the anti-social behaviour had been going on for some time, I decided to class her as a repeat victim as “repeat victimisation is defined as the experience of being a victim of the same type of offence more than once in a certain period” (Scottish Government, 2020).

To help me investigate and help prevent the victim from becoming a regular repeat victim I thought about the theories of victimisation and why certain people may be more at risk of becoming a victim. One of the theories is the routine activity theory. This a theory that attempts to explain why crime happens and factors that are needed to be in place for crime to occur. There are three factors “the theory says that for crime to occur, three elements must be present, namely a motivated offender, a

suitable target, and the absence of capable guardians, When these three elements come together at the same time in the same space, crime occurs” (Averdijk, 2022). Considering the investigation, I was involved in I realised that if I was able to remove one of these factors then this could prevent the victim from continuing to be a victim. The first factor I considered was a motivated offender, this being the youths causing all the issues. To achieve this, I remembered that the victim stated that the youths were from the local school, so I considered getting in contact with the local school and arranging a meeting with the head of the school and the local school liaison officer. This objective of this was to identify the youths which could result in finding out the reason why the youths were locating in this particular area or targeting this particular victim. The problem with this approach is that the school may be unable to identify which pupils were the ones causing the issues as the victim stated that the incidents usually occurred after school had finished. Another option I considered was tasking the local neighbourhood policing team so that regular patrols could be conducted around the victims address which would discourage the youths from attending the area. After considering this option I came to the opinion that removing the youths from the area would only move the anti-social behaviour from one area to another and not actually solve the issue.

The second factor I considered was the removable of suitable target. This being the female in this incident. After considering this option it became apparent that removing the female from her home to avoid the anti-social behaviour was not an option that the victim would likely accept. The target hardening messages and suitable advice giving to the victim would be sufficient to protect the victim in her own address as things stand.

The third factor I considered was a capable guardian. I considered the option of identifying the parents of the youths so that they could be informed of their anti-social behaviour and in turn discourage the youths from causing any more issues for the community. I also considered the idea of contacting the council and suggesting that more CCTV cameras more installed in the area so that there was an increased deterrent in the area. This would rely on the local authority engaging with the police and be willing to invest in anti-social behaviour preventative measures in the community.

I decided that the best course of action was to increase the neighbourhood policing patrols in the area, which discouraged the youths from congregating in the area. This would prevent the female from continuing to be a repeat victim and solve the problem of anti-social behaviour in the local area. This is confirmed by the HMIC who state that “Overall, the evidence leads us to conclude that

police presence and taking action to stop ASB problems in the shortest possible time-frame is pivotal in improving ASB victim and public outcomes” (HMIC, 2010).

Words 1291

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.

1750 words (+/- 10%: *include your actual word count at the end of each section*)

ANSWER:

To answer the task I will first describe the serious and complex nature of the incident that I was involved in and outline the circumstances. I will then consider how I have gathered, analysed, and evaluated the information and intelligence from a range of sources and the process I used to develop this information so that the tasking and co-ordination process could be informed. I will explain how I made use of additional sources of intelligence and how I have applied learning from previous serious and complex investigations. To reflect on the incident, I will use the Terry Borton's reflective model. "In practice you should ask yourself the three questions after a critical incident that has taken place and what you want to extract learning from" (The University of Edinburgh, 2020). The three questions to ask yourself are What? So What? and Now What? This reflective tool will allow me to reflect on the incident I was involved in and allow me to analyse and evaluate my performance with the intention of learning and improving for future incidents.

The importance of information and intelligence cannot be understated when conducting a criminal investigation. Without information or intelligence an investigation cannot be conducted as the police will have no evidence to analyse or evaluate. Once information is gathered that information needs to be analysed, graded, and critically interpreted so that the use of that particular intelligence can be ascertained. Once the intelligence has been analysed it can be evaluated which will help investigators make decisions regarding their investigation. The key to any investigation is “understanding how criminals operate in increasingly complex ways which enables informed decisions about security” (Asta, 2021). As suggested by a recent report “intelligence has a crucial role to play in modern security as it enables analysts to identify threats through the use of numerous data sources and techniques” (Asta, 2021) therefore it can be argued that decisions based on personal bias, semi educated guesses or hearsay will not be of use to the investigation or possibly lead to inaccurate conclusions.

There is no clear and standard definition of a serious and complex crime but the college of policing state that “child sexual exploitation, illegal drugs, illegal firearms, fraud, organised crime and modern slavery are some of the examples that fall under this category. To solve these unique types of crimes a police investigation will need to start so that information and intelligence can be collected with a “view to it being ascertained whether a person should be charged with an offence, or whether a person charged with an offence is guilty of it” (College of Policing, 2022).

As a result of a call made to the public service unit, I have attended to an elderly females address due to a report that someone has taken over ten thousand pounds from her account without her permission. I have started to engage with the female and after a few minutes of speaking with her it became apparent that she was confused as to what had really happened. I have then made the decision to arrange for a PIP level 2 interviewer to take a statement from the victim as this would be the most effective way of achieving best evidence due to the victim struggling mentally to understand what was going on. South Wales Police outlines that a PIP level 2 interviewer “has the training to provide investigators with the knowledge to interview witnesses in relation to Serious and Complex Crime” (South Wales Police, 2022). I believe the decision to arrange for a PIP 2 interview was necessary as without the more qualified interviewer, it could potentially lead to key evidence being missed, wrong or unfair decisions in later proceeding, incorrect conclusions being drawn and could result in a substandard investigation overall.

After analysing the statement taken from the victim, I have identified two suspects. The victim's son and a carer who used to care for the victim on a regular basis. It had been alleged that one of the suspects has managed to obtain the victim's online bank details and has taken money out of the victim's account without permission. I have then made the decision to request a bank statement from the victim to ascertain where the money was going, who's account it was going into what purchases had been made. The victim explained that she did not know how to obtain her bank statements as she has failed to answer her security questions when she contacted the bank herself and had no one else to help her. I remembered from a previous fraud investigation that I could request access to a person's bank account if the victim signs a declaration giving the police permission to obtain their bank details. As a result, I have discussed the issue with the financial investigation unit and obtained a form so that the victim can sign and allow access to her bank statements which could be used as evidence in the investigation.

From analysing the bank statement, I noticed that both suspects had transferred money from the victim's account into their own personal account. I have then gone back to the victim to clarify if she has authorised any payments to any of the suspects. The victim outlined that she had authorised payments to her son but not to her carer the other suspect. To obtain further evidence I have arranged for the carer to come to the police station for a voluntary interview in attempt to develop more information concerning her online transactions. During the interview the suspect outlined that she had been giving permission by the victim to access her online banking account, so that she could help the victim with everyday tasks, such as buying groceries and paying bills. This was then put to the victim, who then outlined that she did have help with paying her bills online from the carer, which she did not disclose in interview. This disclosure made it extremely difficult to prove that the suspect committed an offence and as a result of this, the case would not be sent to the Crown Prosecution Service as it did not pass the threshold test. I then had to sit down with the victim and explain the outcome of the investigation. The victim was very upset and was not happy with the outcome, so I then explained that she could request a review under the victim's right to review scheme.

Reflecting back on the investigation, I understand that there were a number of areas I could have improved on, which would have resulted in a more effective investigation. However, I also believe that I conducted the investigation to the best of my abilities and experience. Throughout the investigation I was always conscious of adhering to the principles of an investigation. As stated by the college policing these principles include that "investigators should take all reasonable steps to

understand the particular needs of individuals ensuring that the Equality Act 2010 is complied with” (College of Policing, 2022). I believe the decision to arrange for an ABE interview increased the chances for an effective investigation for the victim because in my opinion she had difficulty understanding what was going on and as such was classed as vulnerable. A normal interview could have led to information being missed or misinterpreted by the interviewer resulting in a delay to the investigation or even a miscarriage of justice. Another principle is that “investigations should be carried out as transparently as possible – victims, witnesses and suspects should be kept up to date with developments in the case” (College of Policing, 2022). Throughout the investigation I was in constant contact with the victim and the two suspects. From previous investigations I understood the consequences of not communicating effectively with the individuals involved, especially with the victim, which can lead to the victim thinking that the police are not taking them seriously and so start to disengage with officers resulting in a negative effect on the investigation.

Throughout the investigation I was always fully aware that investigations should be carried out inline with the Police Conduct Regulations 2012. Being open and honest, acting with integrity, being respectful and ensuring equality for all members of the public are a number of the standards expected by the public from police officers. Even though the result of the investigation was not what the victim was hoping for, I was always open and honest with her and also offered her the right to review the decision not to charge any of the suspects. If I was not completely truthful with the victim, in an attempt just to satisfy the victims wishes or did not explain the right to review scheme then I would have been in breach of my professional standards, potentially leading to mistrust from the public and a negative opinion of the police overall.

The college of policing state that there are a number of stages to follow when conducting an investigation. This is called an investigative mindset. The stages are to “identify the most appropriate line(s) of enquiry to pursue” “determine the objective of pursuing particular lines of enquiry” “identify the investigative action(s) necessary to efficiently achieve the objectives, taking into account resources, priorities, necessity and proportionality” “direct and conduct investigative actions to gather the maximum amount of material which may generate further lines of enquiry” (College of Policing, 2022). Reflecting back on the incident and in particular my investigative mindset, I have concluded that for the most part I followed the steps, but I know now that I could have been more efficient and effective in identifying particular lines of enquiry and taking into account the resources I had available to me. During the investigation I made the mistake of thinking

that the victim would be able to obtain copy of her bank statements by contacting the bank herself. After a few weeks I then realised that the victim was unable to obtain this evidence. I then realised that from my experience of working on a previous fraud investigation I could get advice from a financial investigator who could offer me advice on the best way to proceed with the investigation, resulting in the financial declaration forms allowing me to request the bank statements myself. As a result of this delay, the investigation had potentially dragged on longer than it should have done. I realise that this could have a negative effect on both the victim and suspects. Increasing their stress levels and having a negative effect on their mental health.

Words 1757

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.

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

ANSWER:

To answer the task, I will use the Terry Borton's reflective model. "In practice you should ask yourself three questions after a critical incident has taken place and what you want to extract learning from" (The University of Edinburgh, 2020). The three questions to ask yourself are What? So What? and Now What? This reflective tool will allow me to reflect on the incident I was involved in and allow me to explain the immediate actions that I took to reduce the risk of harm and outline the type of persons who are most vulnerable of this particular crime. I then reflect on my initial response to the incident and ask myself if my actions were appropriate to deal with the incident effectively.

It is inevitable that as technology advances, so does the opportunity for criminals to commit more digital orientated crimes. This advancement in technology also makes it extremely difficult for police and other law enforcement agencies to protect the public and catch the criminals involved. The number of people using smart phones, computers and digital technology is increasing constantly and as such will inevitably lead to an increased risk of members of the public falling victim to a digital crime. The increased popularity of social media sites, such as Facebook, Instagram, WhatsApp and TikTok, gives the potential perpetrator a platform and a marketplace where they can target their victims and prey on the most vulnerable. This is confirmed by Klippenstein who states that "social media has introduced new ways of both committing and solving crimes into our increasingly digitized world. Services like Facebook, Twitter and Instagram create opportunities for criminal activity" (KLIPPENSTEIN, 2021).

As a result of report made to the public service centre, I have attended to an address, where the victim has alleged that an indecent image of her has been posted online and sent to her friends and family through Facebook. The victim has outlined that she has recently split from the ex - partner and she has been having trouble off him ever since. The victim stated that he is always sending her abusive messages on social media and threatening to attend her address on multiple occasions. The victim was clearly harassed, alarmed and distressed by the repeated incidents and so I decided to class her as a vulnerable person because as stated by the college of policing “A person is vulnerable if, as a result of their situation or circumstances, they are unable to take care or protect themselves, or others, from harm or exploitation” (College of Policing, 2021).

As the victim was now classed as a vulnerable person, she was now entitled to special measures regarding giving evidence in court. At first the victim was reluctant to give a statement regarding the incidents, because I explained to her that if she did provide a statement then she may be required to attend court and give evidence. I sat the victim down and explained to her what special measures could be put in place to help her deal with her reluctance to attend court. The victim did not like the idea of standing up in court with everyone watching her particularly her ex-partner. I explained that she could possibly give evidence via video link or even before the trial so that she won't feel under pressure or intimidated by anyone. The victim stated that she was happy to give a statement if these measures could be put in place in court. Reflecting back on this decision, I believe the decision was justified and necessary so that the victim could be safeguarded and for achieving best evidence. If I did not offer special measures then the victim would have not agreed to give a statement, which would have made it extremely difficult for the Crown Prosecution Service to charge the suspect due to lack of evidence. By giving the victim the reassurance and confidence of special measures, it would help achieve best evidence for the case. This decision would also help the victim dealing with the effects of the crime as “it will also give those traumatised by crime the opportunity for counselling far earlier, and without the impact of having to re-live their experience all over again, as well as improving the evidence available when there is a time lag between charges being brought and a court case taking place” (Ministry of Justice, 2013).

To prevent any harm to the victim in the short term I offered the victim a victim focus referral. This is a report that is submitted so that the victim can get the support they need such as “arranging a meeting for the victim to talk and receive emotional support in confidence, helping the victim to fill out a compensation form or get advice on how to make their home more secure, or referring the victim to other specialist organisations that can also help” (South Wales Police, 2022). Potentially

the victim could have not received the required support and guidance if the referral was not made, which could have resulted in the victim withdrawing her complaint and opened her up to becoming a repeat victim. As suggested by Koppensteiner the support offered by “such an intervention will offer greater empowerment to victims to leave abusive relationships” (Koppensteiner, 2014)”.

To prevent any immediate harm or incident occurring involving the victim I advised the victim to immediately block all her ex-partner accounts on social media and any telephone numbers she had with her ex – partner. I then advised the victim to stay with a friend so that she was away from the address until her ex-partner could be spoken to by police. Reflecting back on the decision, I believe I negated any further harm to the victim by asking her to block all contact on social media. This would prevent any further abusive or threatening messages from reaching the victim. It could also increase the risk of the ex-partner attending the address when he realises that he is been blocked on social media and cannot get in contact with the victim anymore. Because of this I made the decision to take positive action and conduct arrest enquiries for the suspect so that I could protect a vulnerable person and seize the suspect’s phone. This would also allow me to get the phone downloaded and capture any evidence related to the threatening messages or indecent images that may be on the suspects phone. Also, by arresting the suspect it would allow for bail conditions such as not to attend the victims address or contact the victim directly or indirectly thus safeguarding the victim from any further harm.

The type of person who is most at risk from online threats, cyber bullying or sending indecent images to someone else are children and adolescents. “UNICEF's *State of the World's Children 2017: Children in a Digital World* report reveals that one in three internet users is younger than 18 years and 71% of 15–24-year-olds are online, making them the most connected age group worldwide” (ADOLESCENT HEALTH, 2020) this means that the risk of children falling victim to a digital crime is high.

Digital technologies carry with it a wide range of dangers and negative effects in addition to the significant potential it offers, especially to children. Child sexual abuse and exploitation have become more widespread as a result of digital technology and the introduction of social media platforms. Online gaming communities and unsecured social media accounts provide child sex offenders more access to vulnerable individuals. Technological advances “have allowed individual offenders and trafficking rings to evade detection through encrypted platforms and the creation of false identities

and have enabled them to pursue multiple victims at the same time” (THE LANCET CHILD & ADOLESCENT HEALTH, 2018).

Vulnerable individuals are also not only at risk of exploitation, but children can also become involved in the possession and distribution of indecent images and share them with or without the permission or consent of the individual involved. A recent report suggests that “digital advances have meant that bullying is no longer left at the school gates; cyberbullying is a new method for bullies to hurt and humiliate their victims with the click of a button. Words and images posted online that are designed to cause harm are also difficult to delete, increasing the risk of re-victimisation” (THE LANCET CHILD & ADOLESCENT HEALTH, 2018).

Words 1395

Task 6

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

By signing the section below you are acknowledging your continuing progress on O.C.P.

This is recognised by the university as work that is fully supporting this module BMPP 5003D; Policing in the workplace 2 and in signing it will be equivalent to 1000 words towards the 8000 words equivalent total.

Confirmation of the progress on the Occupational Competency Portfolio (OCP).

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

Signed: N.THOMAS

Date: 10/07/2022

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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