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Workbook title: Competency Based Workbook 1 (PCDA)

**(SOUTH WALES POLICE, GWENT POLICE AND
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TASK 1

ANSWER:

Firstly, the change from civilian life to that of a police constable can be a difficult transition as this job is like no other job this is because to accommodate such a job you must change your lifestyle. So, with this I have applied myself meaning I've employed the use of coping strategies to minimise stress. The NHS have a list of things to do to reduce stress, this is the NHS most optimal coping strategies. For example, exercise this was a great way for me in my first six months to release any frustration I had or any worry in the way of sports or general exercise. (NHS 2022)

Another option I employed from that list was to connect with people, this greatly helped me because I was able to bond with people on my course. This was essential because these other people there are also possibly going through the same worries and doubts you have as to whether you deserve to have a place at police training school. Through doing this I was able to make real connections with people on my course and become close friends with a real bond as they are truly the only people who know how you are feeling, and how much you must adjust your life to accommodate your new lifestyle because of the police. Friendship is one of the most essential concepts to enjoy training as without it you will struggle by yourself inducing more stress, because you are always stronger as a team. So, you must go out of your comfort zone to make friends because you will be able to make friends that act as a support system for you in training.

Another important aspect of training is building up your resilience as in a job such as this you must be able to be resilient so that you are able to cope with the many challenges this job brings. However, for the initial six months, you must build up a different type of resilience. What I mean by this is that for the first six months you must be resilient in terms of getting through the two exams and all the practical's, which require you to be focused and driven, but they require you to engage in an academic type of learning which is not always needed operationally. Whereas operationally you must be resilient when engaging with the public in difficult situations, or when being faced with a difficult call in which you must adapt quickly because the information about the incident keeps changing. Both have ways of being resilient have challenges.

I think one of the key things in order for you to succeed in training is your ability to have an outlet outside of work. For me that outlet was sports. This allowed me to shut off my brain so to speak. Meaning I was able to allow myself time to myself helping me manage my mental wellbeing effectively, as through playing sports I was able to stimulate myself with the endorphins I was getting from doing physical exercise. This was massively important because I was able to look after my mental wellbeing as well as my physical health. Making me more effective during training because I did not become complacent in my work, allowing me to strive in certain aspects. It also allowed me to reduce stress massively because if I was feeling stressed out or frustrated during training, I was able to get rid of that negative tension in a healthy and positive manner. Oppose to bottling up all the unused energy and doing something negative or something that might compromise my ability to be an effective police officer. I still fully believe now that I am operational that participating in some sort of physical activity can greatly improve your many aspects of your role as a police officer.

Moreover, a great way to minimise stress is time management, this is a great asset to have as you are able to manage your time effectively. Improving your effectiveness in every task. For example, having a structure to your day like setting aside one hour of revision a day and then planning your day can help you save time in the day. Oppose to no structure where you haven't set clear goals to your day.

In conclusion each person manages stress in different ways as we all deal with it in vastly different, as what might stress out one person may not stress out another. The key to managing stress for me was making sure I had a clear plan for each day and a set of goals I wanted to complete no matter how small. This helped me as I was able to negate my stress to a certain level as I had a of overcoming the stress. An appropriate thing for me to do when I was feeling stressed was to remove myself from the stressful situation when appropriate and reevaluate the situation, then think of a plan to overcome whatever was stressing me out. Another important factor was to engage in physical activity because this improved my mental wellbeing as well as my physical wellbeing. As for resilience, it is important to build on this in ways such as putting yourself out of your comfort zone to deal with stressful situations in order to build up your resilience, as I still believe that it is an important characteristic that you will use everyday operationally.

Word count:917

TASK 2

ANSWER:

This call relates to remember the public phoning to report an ongoing domestic outside a Fuel station. The report consisted of a male and a female engaged in a heated argument that was becoming more and more hostile by the second. Upon hearing this I attached myself and my colleague to the call, as it was of the utmost urgency to respond.

However, before arriving to the scene we were made aware that the member of the public reporting was in fact the female engaged in the argument. The checks came back to a female known to us; therefore, I ran further checks on the female to see who she might be with. In running these checks, I found out that she is at high-risk domestic violence victim to a known male who I suspected she might have been arguing with. Domestic violence is sadly not uncommon as according to the crime survey for England and Wales "an estimated 7.3% of women (1.6 million)" experienced some form of domestic abuse in the last year. (CSEW 2020) So, upon hearing this I asked the control room to run some checks on the female because she had given her details

as the RP. But as we arrived on scene the male and female involved in the argument had left prior to our arrival. The only witness to the argument was one of the workers at the fuel station, it was imperative that I ask him what had happened but make sure that it was too the point as we still needed to find the two individuals as there is a clear risk, so the worker stated, that they were engaged in an argument, but it was unclear what it was about as they were stood a fair distance away. Then the male and female then left together in an unknown direction.

Therefore, my colleague and I went to the males last known address where the two were supposedly staying. Upon arriving there we found the two sitting on a step outside the address. Initial contact with the pair was very hostile on their part as soon as I tried to engage with the two, they almost immediately became aggressive over such a simple question such as what have you been up to today. This immediately told me that we needed to split the pair up as the female's body language was very defensive, with her arms crossed and her legs facing away from me and her head turned, meaning that she was not going to engage with me in the presence of the male. Then I asked the male if he would go with my colleague to which he would not, so then I decided to ask the female if she would come with me to which she did.

So from there I was able to get the female to engage with me by just listening and using effective non verbal communication with her, but instead by sitting next to her on the back of the police van, also by not standing over her in a defensive position made it easier for her to engage with my questioning. Just by putting her in a safer environment away from the male she opened up about the argument they had and how it had escalated. But as soon as I started to make progress with the female, the male started to become more aggressive with my colleague, this quickly escalated to the male pushing my colleague and trying to assault my colleague, which was only happening a few feet away from myself and the female, who I now deduced was the victim of the male aggressor. Upon this happening my colleague took the male down to the floor, seeing this I ran to my colleague to be of assistance. However, as I did this the female also followed throwing herself at the feet of the male who was on the floor and grabbing onto his legs, me and my colleague had managed to get the male in handcuffs. As my colleague radioed for assistance, so within minutes more of my colleagues showed up. After the arrival of more police officers, we were able to get the male into the back of the police van and then we were able to talk to the female who had walked off to the side and seemed to be back to her original state of not engaging with police officers.

Reflecting on that moment it is clear to me that even though she is a victim of his abuse, she still cannot separate herself from him as she feels trapped, this is clear as she came to his assistance even though there was a chance that she could be arrested to. Which shows that her mindset over him is clearly misguided.

However, the force used by my colleague, and I was completely proportionate in the circumstance as the male had assaulted a police officer and attempted to do it again which he was arrested for, but this also provided us with the chance to split both parties up as it is force policy after a domestic incident both parties must be separated.²

The male was then arrested in accordance with code G of pace, meaning that it was explained to him why he was being arrested and the implication of the arrest. (PACE 1984)

On reflection of this incident there may have been impact factors to consider from my colleague and I, for example the main impact factor for this situation was alcohol, because the male was clearly intoxicated and was a danger to my colleague and I but also to himself. I tried to negotiate with the male and engage with his irrational way of thinking at that time, as I was asking him in the initial part of the incident to explain to me what happened. Therefore, I was giving him a chance to explain the situation from his point of view, but he was very reluctant to engage with officers verbally. But initially, my colleague and I were speaking in a calm tone to the manner and not presenting a threat to him by standing in a non-defensive position, meaning we were not surrounding the male. If my colleague and I were aggressive when initially dealing with the male then we would not have been able to separate them, or even leading to an altercation between ourselves and the male. But by initially engaging with the male in a calm and respectable manner, we know that we have tried to talk to the male, but he will not engage with us, and has become aggressive himself. So, when the use of force was used, we are able to justify to ourselves and our superiors that we tried other options and did not engage in a physical altercation as our first approach.

This is because if you approach a situation with a narrow mindset than you may miss something or behave in a manner not befitting of a police officer. Meaning that if you approach a situation aggressively then whoever you are dealing with may become aggressive as they respond to your behaviour. So, the best line of practice for this is to approach situations calmly and with an open mind and if you need to change your behaviour to be a little bit more assertive than you can. This is because you are always able to escalate your behaviour if someone is being aggressive towards you, but you are not able to deescalate your behaviour because if you do the person you are dealing with is still going to be aggressive, as they have mirrored your behaviour. The way you behave initially is how that individual most of the time will behave with you as like I said they are mirroring your behaviour.

The important factors of dealing with situations are you have to be able to read the body language and the general language that the person you are dealing with is using. As this can assist you in what approach you take when dealing with that person, so you may need to lean towards a gentle and calm approach, or you may need to be more assertive and authoritative in the way that you deal with people. It is all about reading the person but also using information and intelligence to assess what the best practice is to deal with the situation.

Word count: 1422

TASK 3

My colleague and I received a call on our radio about a male running in and out of a main road Infront of cars. So, my colleague and I made our way to the scene. Upon arriving on scene, I noticed a male matching the description given to us by the control room. I Approached the male and held onto him as I sat him down on a wall so that he wouldn't fall and hurt himself. There was a clear smell of alcohol coming from his breathe. Then the male began to speak in an unknown language to me. It was quickly identified that the male did not speak a word of English, so this meant he couldn't understand me, and I couldn't understand him. Then the male managed to state the word Romanian which was the only word that he knew in English. The male was clearly in distress so it was massively important as to the importance of using clear and effect communication from the start, and to make it clear to him that as police officers it was our duty to safeguard his wellbeing as well as the wellbeing of the public as at this point in time we were unsure as to why the male was behaving in such a distressed manor.

Initially, I attempted to use google translate with the male as I thought I would possibly be able to understand maybe a little bit more of the situation he was in. This did not work out Aswell as id initially hoped as the male was unable to use my phone properly as he was too drunk, which was another aggravating factor of the communication barrier. I then decided to use language line to communicate with this male, this turned out to be an effective way of communication. It turns out that the male was a victim of a robbery of his mobile phone that same day, but was unable to report it to police, due to the communication barrier.

The victim's code is the rights and the minimum standard of how the police treat victims. It's a regulation on how the police are supposed to deal with and represent victims when investigating criminal offences. Victims under this code are survivors or complainants of crime meaning that if harm or loss of any kind was experiences by an individual group as a result of a criminal offence then they are seen as victims under the victim's code, and they have a right to report that crime and have it recorded by police, no matter what as that is the bare minimum.

This is one of the rights under the victim code, for the victim to be understood, so whether that be through a translator like it was in this case. Then another right that was exercised under the victim code was the right for the victim to record his crime without justified delay. (Ministry of Justice 2021). So even though the male was intoxicated, and we were faced with a clear language barrier, the criminal offence that he was reporting was recorded and retained on our system.

Understanding that under the victim code the male is entitled to report his crime (ministry of Justice 2021) so I told the control room to create an incident in relation to the robbery in order for further investigation. The male was also entitled to be provided with information when reporting a crime, so the process of the start of the investigation were explained to him via language line. But due to the male being heavily intoxicated, it was decided that the best action for that point in time was to take him home and allow him to sober up. As we are

unable to get a victim statement from him whilst he is intoxicated, nor are we able to ask him the appropriate line of questioning. The victim did not want any support from the services we suggested to him, I offered him certain services because I believed that he may of been an alcoholic because of the way he was presenting himself.

The male has a right as a witness to be able to report and record his crime, so when that happens, he also acquires the right to be updated about the progression of the investigation. But because of the communication barrier this I was presented with a clear challenge as every time I contacted him to update him about the progression of his case I would have to contact language line and set up an interpreter, then I would have to make sure that I was clear and consist in the way I explained each step of the process. For example, I explained the trial process to the male as per the victim code and he was unsure because he did not know if he wanted to make a statement on his version of events.

As it is his right as to whether he wants to provide the police with a statement and support police action.

This was one of the hardest cases I have had to deal with in terms of the victim because from my prospective he had some vulnerabilities. The communication or language barrier was the main vulnerability, but he was also vulnerable because most times I attempted to contact he was intoxicated. The victim also was in a very poor living conditions in a shared living, so that something I had to consider as to when I would contact the victim as part of our agreed timescales.

Upon reflection to the incident, I there are a few things that I would of adjusted in order for future investigations to be more effective when I deal with a communication barrier. Firstly, I would of used the asset of language line more productively. Meaning that when I use language line in the future that I focus on the victims needs as well as the need of the investigation. As the use of language line was not really explained to him, so I can imagine that throughout the investigation it may have been difficult for him to understand what was going on. As I am unable to explain it to him directly which at times made it difficult for me to help the victim understand what was going on during the investigation

Another thing that I will pay closer attention to in investigations is the use of victim support referral schemes. As they are used as a way for the victim to understand the crime, they have been a victim of and how to best deal with being a victim. As the male did seem distressed throughout the investigation but refused referrals, but if I had been more upfront with the victim initially about the schemes than maybe rather than him just refusing them he would of listened and considered all his options in relation to a referral.

In conclusion, the victim code allowed me to promptly and effectively investigate the criminal offence in question whilst keeping in mind the needs and wants of the victim. I was able to clearly explain the investigation to the victim although there was a clear communication barrier, keeping the victim updated as to the investigation as it is their right, to be updated to their role in the investigation. I also explained the process to them in a clear and concise manner to the best of my ability. I made sure to safeguard the victim and to keep their wellbeing in mind during the process. I was able to record and retain their account of events effectively. I followed each procedure outlined to me in the victim code and was able to make sure that the investigation ran efficiently in correspondence to their needs as a victim. As of this moment in time the police investigation is still on going, therefore, I am making sure to update that as to every step of the process.

I am making sure to put measure in place to safeguard the victim so that he is well informed of how to deal with crimes in the future if he is ever a victim if crime again. This is mainly important as the victim in this case was new to Wales and was unsure as to how he would report or procced to report a crime. The victim was given sufficient advice on how to do this.

TASK 4

My colleague and I received a call on our radio about a male running in and out of a main road Infront of cars. So, my colleague and I made our way to the scene. Upon arriving on scene, I noticed a male matching the description given to us by the control room. I Approached the male and held onto him as I sat him down on a wall so that he wouldn't fall and hurt himself. There was a clear smell of alcohol coming from his breathe. Then the male began to speak in an unknown language to me. It was quickly identified that the male did not speak a word of English, so this meant he couldn't understand me, and I couldn't understand him. Then the male managed to state the word Romanian which was the only word that he knew in English. The male was clearly in distress so it was massively important as to the importance of using clear and effect communication from the start, and to make it clear to him that as police officers it was our duty to safeguard his wellbeing as well as the wellbeing of the public as at this point in time we were unsure as to why the male was behaving in such a distressed manor.

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Identified area for development	How it will be achieved	Who can provide support?	Timeline
Communication skills	I will achieve this task by talking to fellow officers and seeking their advice on how to best approach certain situations. For example, I have been told by my tutor that when I'm dealing with an upset victim that I need to approach them in an empathetic manner. Meaning, that when I speak to them, I have to empathise with what they are saying and be there for them when they need someone to talk to. I also need to put myself at the forefront of investigations, taking the lead at certain situations and being clear and concise in the way I vocalize my point to my colleagues or to whoever I am dealing with.	I can be support by my team member and other colleagues who I have meet in training. I can listen and observe the way my colleagues communicate what they want to say. This can be learned by purely observing and then putting things I have learnt into practice.	This is an ongoing task, but I believe there is no time limit as to how long it may take, as you are constantly improving communication skills with every call you go to, whether that be with your colleagues, a victim or over the radio. But in saying that I wish to see an improvement by the end of my tutorship in the oncoming weeks.
Problem solving	This can be achieved by going to situations and putting myself	I can seek advice from my superiors for example my sergeant, as he	Problem solving is a skill that you need to improve on everyday as a

	outside my comfort zone and then having to adapt to each situation and then I would have to solve each problem that I encounter. This can be done by dealing with more complex investigations on my workload and also seeing if my colleagues need help with any problems and see then seeing if I can assist in solving them.	has to problem solve every day in regard to sorting issues for my team and I. I can also seek the advice of my colleagues as at calls you are presented with task that need to be solved with the upmost urgency	police officers as you are constantly faced with new challenges. With that being said I would like to see a massive improvement by the end of the year, as I feel much like my communication skills, it will take me some time to fully adjust to problem solving difficult situations.
Teamwork.	Teamwork is a skill that is one of the most if not the most important skill along side communication. In order to achieve better this skill, I think I just need to continue to work in my team and find my role within the team, currently I am unsure what role I will play in the team because I am the newest member. Therefore, I think that it will take time to readjust and find my feet as I am the newest member. In saying this however I find myself being able to outline on certain calls my responsibility as a team member.	This can be achieved by speaking with my sergeant and my tutor and finding out what my role will be at each call, it is important at each call to effectively communicate with you team so you can all work together. I have been observing my team members at calls and this has been helping me to effectively figure out what is needed of me and what I need to do.	I would like to feel like a competent member of my team by the end of my tutorship which is coming up at the end of September.

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