

Graduate Diploma Professional Police Practice

LEVEL 6 - 40 Credits

**Workbook title: Competency Based
Workbook 2 (DHEP)**

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

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**Learner's University Registration Number:
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FACULTY OF BUSINESS AND MANAGEMENT PUBLIC SERVICE PROGRAMME

Module title: Policing in the Workplace 3 (DHEP) - BMPP6001D

Workbook Guidance

Please read these notes carefully. They provide essential information. The documents you will use in developing your workbook are on the following pages.

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 Graduate Diploma in Professional Policing Practice. You are being asked to outline your experiential learning based upon your theoretical understanding in a range of operational situations.

- Wellbeing and Resilience
- Criminal Justice
- Conducting Investigations
- Decision making and discretion
- Maintaining Professional Standards
- Leadership and Team working
- Policing the roads
- Information and Intelligence

You may wish to use the same incidents as you have 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/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 is available to you. Please contact Kelly Andrews direct using k.andrews@uwtsd.ac.uk with any questions or queries you may have.

Dates of workbook submission can be located within the General information tile within Moodle.

Once submitted your workbook will be assessed and marked independently. You will be provided with individual feedback once the work has been marked.

Confidentiality

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

- adhere to guidance in the Candidate Handbook about confidentiality.
- 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 Candidate 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 particularly 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 Candidate 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.***

Competency Based Workbook 2 - Learner Workbook

Guidance:

- Your workbook must contain items 1 - 5 below (in the order given).
- You should use the pro-forma to insert your text within each section.
- Note that this module has 2 components with each weighted at 50% of the overall 100% marks total.
- You should upload your completed document as a saved pdf file of this workbook; if this is not possible then a Word Doc 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

Component 1 50%	Area of Professional Practice	Word count
Task 1	Vulnerability and Risk Evidence-based policing	2000
Task 2	CHOOSE ONLY 1 OF THESE 'ADVANCED LEARNING AREA' OPTIONS. IT SHOULD BE ONE THAT HAS BEEN AGREED WITH THE FORCE TO STUDY IN YEAR 2.	All options are 2000 words
Task 2		2000
Option 1	Response Policing	
Option 2	Policing Communities	
Option 3	Road Policing	
Option 4	Information and Intelligence	
Option 5	Conducting Investigations	
	Bibliography	

Task 1

Relevant areas of the National Policing Curriculum: Vulnerability and Risk, Evidence-based policing

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.

Critically evaluate the appropriateness of different approaches (by professionals and the police) in supporting or managing vulnerable people or people at risk of harm.

Explore what works in relation to tackling repeat victimisation and repeat offending. Consider the use of evidence-based policing.

2000 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

Throughout this essay I will discuss and evaluate an incident of extreme domestic abuse that I have dealt with as a response officer during my short career with South Wales Police. To aid my reflective writing throughout this essay I will be using Driscoll's 'Model of reflection' (Driscoll, 1994). Driscoll based this model on Borton's concept 'What? So What? Now What?' (Borton, 1970), in 1994 Driscoll expanded on this model by studying a group of nurses in a clinical setting and recognised that nurses may deal with certain individuals in this setting that cause their behaviour or level of care towards those individuals to change due to the behaviour of those they are dealing with. The first element, What?, deals directly with the event itself which requires reflection, it is a description of that event. The second element, So What?, is an analysis of the event whereby any learning around the event is identified and then reflected upon. The final element, Now What?, is where any action identified from the second element, or also thought of as the learning or reflective stage, are put into practice and implemented for future use when dealing with the same or similar event.

Domestic abuse is defined as

"Behaviour of a person (A) towards another person (B) is 'domestic abuse' if A and B are each aged 16 or over and are personally connected to each other, and the behaviour is abusive. Behaviour is 'abusive' if it consists of any of the following: physical or sexual abuse, violence or threatening behaviour, controlling or coercive behaviour, economic abuse, psychological, emotional or other abuse and it does not matter whether the behaviour consists of a single incident or a course of conduct." (Domestic Abuse Act 2021, The Crown Prosecution Service, 2021)

The Office for National Statistics (ONS) published the results of the Crime Survey for England and Wales for the year ending March 2022 in November 2022 (ONS, 2022). The findings of this survey showed that in the year ending March 2022 there were 1,500,369 police recorded incidents and crimes, of those recorded as a crime (approximately 60%) there was an increase of 7.7% compared to the previous year (ONS, 2022). It is clear that domestic related incidents and crimes are on the increase which appears a very accurate reflection on my day-to-day calls as a response officer.

In August 2023 I was asked to convey a female from custody to the hospital to have her jaw examined following complaints of pain during a health care assessment. On my arrival in custody, I was briefed of the circumstances to her arrest by the custody sergeant and advised that she had a suspected broken jaw which required further examination in hospital, I was also informed that she had been arrested for slashing her partner with a knife and that her partner was also in custody for the assault against her. Something didn't feel right which led me to querying the circumstances further however due to both parties attending custody intoxicated not much else was known. I must admit that I had already judged the female based on the circumstances provided to me and that I attended her cell believing that this was going to be a challenging time as she had attacked her partner with a knife. When I attended the cell and opened the door, I was greeted by a young female who appeared frightened, she was holding a teddy bear and initially would not speak to me, only nod or shake her head. Her clothing had been seized due to the nature of the offence, so I requested custody clothing be provided which she appeared very grateful for.

I felt guilty that I had judged her based on the circumstances and instantly felt there was something wrong with the situation. I sat on the cell bunk and had a general conversation with her about my role there today and that I needed to convey her to the hospital to have her injuries assessed. She came with me and I sat her in the rear of my police vehicle, when we arrived at hospital she appeared to be limping, when questioned why she told me that her upper leg was sore, and she was struggling to walk or sit on it. Once booked into A&E she asked to go to the toilet, I took this opportunity to update my own sergeant and relay my concerns to him, he agreed that something didn't feel right and advised me that he would review the incident while I was on hospital watch. On her return from the toilet, she looked very pale and was upset, I noticed that the back of her leg was wet and took this opportunity to delve deeper into the circumstances of the previous night, she told me that her leg was still hurting but couldn't see any injuries due to the location of the pain being on the inside of the leg near her groin. I asked her to explain what had occurred the night before and surprisingly she told me the full account. She was then called into triage, and I updated my sergeant further, whilst relaying the information the triage nurse approached me and disclosed that during the assessment, she has noticed 5 puncture wounds to her lower body, the most serious of which was in between her legs near her groin, it appeared to be a stab wound approximately 4 inches wide and deep enough to potentially need surgery. I further updated my sergeant on this development and requested a female officer to attend on an emergency basis to begin an evidential process, my sergeant also informed me that from reviewing the evidence we have at this moment in time that the female I am with is actually the victim of a serious domestic assault. The injuries caused to her partner were minor and the slash wound was a small superficial scrape to his toe, I was horrified that my colleagues not only arrested this victim in such a way but failed to notice how badly she was injured, along with the stab wounds she also had a broken nose, jaw, and was missing a number of teeth. She was de-arrested immediately and appropriately dealt with as the victim that she clearly was. This female was now a high-risk victim of a serious domestic assault.

Unconscious bias is defined as "The tendency of us as humans to act in ways that are prompted by a range of assumptions and biases that we are not aware of" (*University of Edinburgh*, 2020). I have never reflected on an unconscious bias until this moment as I didn't believe I fell into the category of someone who has any unconscious biases. On reflection I can now see that I did have an unconscious bias when I attended custody, I immediately judged the female based on the little I knew about her without giving any thought to her story or experience, ultimately this made me dismissive of any thoughts of her potentially being the victim, I immediately thought of her as an aggressor. I am well aware of how this could have affected the whole outcome of the case.

The Victim Code (College of Policing, 2021) sets out 12 key rights for victims of crimes. Whilst my colleague was conducted evidential enquiries such as photographing injuries, I now began ensuring that our victim had their 12 key rights and more adhered to. Firstly, I ensured she knew that I was aware of the situation and that we are taking her account seriously. Secondly, I contacted her family with her permission to update them fully, they were not able to make their own way to the hospital therefore I made the decision to travel to the other side of the city and bring them to the hospital, while I was escorting her family, I arranged for a full statement to be taken from her. The difficulty we had at this stage was the seriousness of her injuries, she was in a lot of pain, and we had to be mindful that at this stage her welfare was the main priority however we did also have a custody clock to contend with. By working together with medical staff, we managed to complete all immediate actions. Once I arrived back at the hospital with her family, I advised our victim that I was now leaving to conduct the

remaining enquiries with other officers, immediate safeguarding was discussed, and all measures put into place at the earliest opportunity. Before leaving she thanked me for listening and believing her, something she didn't feel the previous officers did.

Dealing with this incident forced me to reflect on multiple things. Firstly, I revisited my initial training and how we often discussed trauma responses in victim. Franklin, Garza and Bouffard (2019) said *"Police misperceptions surrounding trauma have had adverse consequences for victims, case processing, and public safety"*. I recalled my initial attendance at the victims' cell and how distant she was, I had a gut feeling that there was more to this than we knew however I failed to see the significant clue right in front of me, that her current presentation was in fact a trauma response to the brutal incident that occurred only 5 hours previously, my failure to recognise this and my unconscious bias could have had a disastrous outcome on not only the occurrence and outcome but also on the future of the female and her confidence in the police.

Thakrar (2018) states that one method to overcome unconscious bias is to understand not only what unconscious bias is but what your unconscious bias may be. On reflection of the incident I have discussed in this essay I realised that I do have an unconscious bias when dealing with individuals, I judged a person who had been arrested for a domestic violence matter based purely on the little we knew about the situation at the time, I instantly jumped to a conclusion that this person who I am conveying to hospital is a violent aggressor. It became clear that this wasn't the case. I cannot say whether I would have or how I would have reacted differently should I have known the full facts the moment I walked into custody, what this incident has taught me is that I must remember my training and above all else, I must remember to treat everyone that I meet on a day to day basis as individuals rather than paint them all with the same brush.

Following a post incident debrief with my sergeant, something that occurs often when dealing with incidents of this kind, I raised my concerns around the persons treatment prior to my involvement and requested feedback on my own involvement in this situation. I raised concerns around my own perception of the individual when I arrived in custody and how I potentially missed key information that could have had an affect on the wider case, my sergeant was ultimately happy with my performance and praised me for acting the way I did on arrival in hospital when more information became apparent. We touched on my thoughts around being potentially bias and the advice given was ultimately to work on recognising when I do have those unconscious biases which will in turn help overcome them. Post incident debriefing is something that the College of Policing actively encourage (*Briefing and debriefing, College of Policing, 2013*), although this is mainly aimed at major or critical incidents it does offer guidance on any form of briefing or debriefing. The College of Policing state that the debriefing process benefits the individual and the organisation as a whole, *"The evaluation of the outcome and processes of operations enhances corporate knowledge and develops the expertise of staff involved"* (College of Policing, 2013). The debrief process has helped me many times throughout my short career so far, particularly on this occasion.

Word count: 1994

Task 2

Choose 1 of these 5 options to answer

(Note for officers who have an interest in becoming a detective and wish to specialise in this role, you **MUST** choose option 5)

1. Response Policing.
2. Policing Communities.
3. Road Policing.
4. Information and Intelligence.
5. Conducting Investigations.

Task 2 Option 1:

Relevant areas of the National Policing Curriculum:

Response Policing

A core part of the policing mission is to prevent crime and disorder. Domestic abuse causes both serious harm and constitutes a considerable proportion of overall crime

You should choose **a domestic abuse incident** that was of a complex nature, in which you played a significant role in providing a response.

Critically assess the challenges associated with a domestic abuse incident that you have attended, and the strategies developed for effective policing in such challenging situations.

2000 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

During this essay I will be discussing a complex domestic abuse incident that I have attended as a response officer. As above I will again be using Driscoll's 'Model of reflection' (Driscoll, 1994). I will firstly discuss the 'What?' element which is the incident itself. Secondly, I will discuss the 'So What?' element, which is the analysis of the event itself, it is during this element that I will discover any learning from the incident. The third element is the 'What Now?' stage, during this element I will reflect upon the whole incident and the learning I have identified during the second stage.

The incident I will be discussing in this essay involves a number of complex elements, due to the nature of the incident I liaised with other departments within South Wales Police to ensure that I was conducting the investigation thoroughly throughout.

Whilst in team briefing at the start of an early shift in October 2023, an emergency grade 1 call was broadcast over the airwaves for a break in in progress. I arrived at scene approximately 10 minutes later which was a residential property in a relatively quiet housing estate. The first thing I noticed was the broken window at the front of the house and the front door was wide open. Inside the property I was met by a visibly upset female, she had visible facial injuries, and it was clear that some sort of disturbance had occurred within the property. I quickly went over the airway and notified the control room that I am on scene and to relay the very brief circumstances provided to me by the female in the property. She explained that her ex-partner had smashed the living room window to gain entry after she had refused to open the door for him, once inside the property he had assaulted her before damaging items within and then making off from the scene through the front door before leaving the area in his vehicle. A description was gained along with the males' personal details and details of the vehicle he drives. A quick plan of action was devised between my colleague and I; immediate golden hour actions were identified. The College of Policing (Investigation Process, 2013) describes the golden hour as "*The period immediately following the report of an offence or incident, when positive action should be taken*".

A detailed statement was being taken by myself and my colleague was securing the scene as best as possible to ensure any forensic opportunities were preserved. Meanwhile I had requested units flood the area in an attempt to locate the suspect. Friends and family of the victim began to arrive, the scene was becoming increasingly difficult to keep sterile, my colleague had no choice but to request further units to attend, the concern was growing that the scene could be compromised and with no known CCTV opportunities outside of the property we needed to preserve as many forensic opportunities as possible. The College of Policing (2013) advise that in order to manage an effective investigation the investigator must "*Identify the resource needs of an investigation at the earliest opportunity*", this was the first investigation of this kind that I had dealt with, I had attempted to contact my sergeant for advice however he was in custody and not responding on his radio, all my other colleagues were either patrolling for the suspect or at the scene helping with enquiries, I understood that I needed guidance and requested any on duty CID officers contact me. The officer who contacted me was extremely helpful, I explained the actions already completed and in turn I was advised on what I should be focusing on next. I now had a clear direction to continue this initial investigation and could effectively guide the officers at scene who were assisting me.

Of the 5 officers stationed on my team, I am the least experienced, apart from my Sergeant the next most experienced officer has been a constable for a little over 3 years. Every constable in my team were recruited during the Police Officer Uplift Programme (Home Office, 2019) and all were trained during the uncertainty of the Covid 19 pandemic, experience of complex investigations is short within my team therefore we must work closely with specialist department for guidance when conducting these investigations.

The most immediate learning I gained from this experience was my capabilities with multitasking. Multitasking is defined as "*A person or products ability to do more than one thing at a time*" (Cambridge Dictionary, 2023), in its most basic form this can be something as simple as driving a vehicle whilst using your radio or actively listening to a victim whilst writing a statement. I believe that the ability to multitask effectively is a skill that all police officers should possess and is a skill that is

required in order to perform the role effectively, *“the ability to perform the bona fide occupational requirements of a police officer will require the individual to be able to effectively process information, and multitask”* (Anderson et al., 2005). In its most basic form, multitasking came naturally to me, however when dealing with a complex investigation such as this I felt a little overwhelmed. I built a strong rapport with the victim, she was freely speaking to me and allowing me to help her, because of the rapport I had with the victim I felt I was best placed to lead the immediate investigation, the information that was being provided to me by the victim meant that I was best placed to direct the other officers at scene, I naturally slid into the officer in case role. It was at this point that I was increasingly challenged by my multitasking communications. I was still taking a victim statement, I had a number of family members trying to walk in and out of the scene, the evidential needs of the investigation were increasing. I now had the Roads Policing Unit requesting information so that they could trace the suspect and the vehicle, I was liaising with Scenes of Crime Officers, CID, and my Inspector wanted regular updates. I had to compose myself and clear my mind, I have always found that ‘Box Breathing’ (Solan, 2023) works for me, ‘Box Breathing’ is a technique where you simply take a deep breath through your nose and then exhale through your mouth, counting slowly to 4 each time. By doing this I could refocus myself and effectively manage the scene, when I felt myself becoming overwhelmed with the tasks that were required of me, I would use this technique again. Multitasking within such a fluid and complex situation was a challenge however I feel as though I would be comfortable within this environment again based on how I managed this incident.

I have dealt with victims on every occurrence I have been assigned since I joined my response team, however, during this occurrence I truly experience what it is to deal with a scared and vulnerable victim. On initial attendance and when dealing with the victim during this initial period I was mindful of the adhering to the Victim Code (College of Policing, 2021) as I am whenever dealing with victims. There was nothing new or unusual about dealing with the victim during this initial period, I completed a victim statement, discussed safeguarding, provided as much reassurance as I possibly could and provided my contact details should she need to contact me at any point. When I returned to duty the next set I was met with numerous contact requests from her, I called her back and agreed to visit to discuss the incident in person. On my arrival I was surprised by what I saw, she appeared very anxious and nervous still, I had hoped that these feelings she was experiencing would have subsided nearly a week later however it was obvious that the psychological effects of what had occurred were having a lasting effect. Brown and Harris (1989) state that *“many people see their home as their primary territory, in contrast to secondary territories such as neighbourhood streets, workplaces and bars”*, they continue to say that *“primary territories are seen as an extension of the self and a place where the self is protected against others, intrusions to such highly valued territories are potentially traumatic, because they shatter victims’ beliefs in the inviolability of these territories”* (Brown and Harris, 1989). It was clear that the individual sat in front of me no longer felt safe within her own home, I noticed that she locked the door behind me entering and then checked it was locked twice while I was there.

A study conducted by Wohlfarth et al. (2003) found that domestic burglary victims experience feelings of *“anger, annoyance, fear, and depression in response to the burglary and that some suffer from PTSD, anxiety, or panic attacks”* (Wohlfarth et al., 2003). I could see that the person in front of me was experiencing most if not all of these psychological responses to what she had been through. Alarming for me as the officer in case, the stress was causing her to want to withdraw from the investigation, she was considering moving herself and her son in with her parents for the foreseeable future. I felt slightly powerless to not only protect this person but to ensure that my investigation remained on track. Following the suspects arrest over my rest days he was interviewed and denied the allegation, the interviewing officer subsequently granted him bail for further enquiries, I had hoped that CID would take the investigation to its conclusion, purely for the experience that a detective would bring however they had refused to conduct the investigation and the suspect was therefor bailed back to myself. I again found myself slightly lost on the next steps, a phone call to the Witness Care Unit placed me back on track and I was pleased to be able to reassure the victim further by offering further safeguarding measures through a specialist department, I also believe that my presence provided the victim with sufficient reassurance to keep her on board for the time being. On return to the station my Sergeant provided me with advice on how to continue the investigation, this included forensic submissions such as phone download and swabs of the glass smashed to enter the property. In the weeks following that return visit I have spoken to the victim almost every shift, usually by phone but I have had to attend the address on occasion. The demand has been challenging but I believe it is necessary to ensure the case continues, on one occasion she was adamant that she

wanted to withdraw her support, following some encouragement and reassurance her support continued. My involvement as officer in case has shown me how important it is to be open and honest with our victims, and how an occurrence can hang in the balance of how you treat the victims that we encounter.

At the time of writing the case remains ongoing and is now with the Crown Prosecution Service for a charging decision based on the evidence we have available. I am still in regular contact with the victim and providing regular updates, once I advised her that the case has now been sent for a charging decision it appeared as though her anxiety eased slightly. I have learned a lot from the occurrence, not only the fundamental skills in dealing with a complex investigation, I will remember the advice provided to me by specialist departments, but I am also now confident that when I require guidance I know where to look. The biggest learning I have taken from this experience is dealing with victims, I always believed I was good at dealing with victims however during this incident I had to take that to the next level. I now understand how demanding this can be and why it is so important to take that on board and provide such a high standard of service to our victims. In reality, the investigation would not have progressed this far if I didn't have the support of the victim. This investigation has had a lasting effect on my career and one that I will always remember, it is the occurrence that brought everything I had learned previously into practice and the one that has made me appreciate the role that we play within investigations.

Word count: 2076

Authentication signature: Shane Black

Please sign to confirm that the work submitted is your own and has not been copied from another:

Signed: Shane Black

Date: 01.02.2024

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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