

Graduate Diploma in Professional Police Practice

LEVEL 6 - 40 Credits

**Workbook title: Competency Based Workbook 1
(DHEP)**

(SOUTH WALES POLICE, GWENT POLICE AND UWTSD)

Learner name: Lloyd WILLIAMS

**Learner's University Registration Number:
2117675**

FACULTY OF BUSINESS AND MANAGEMENT PUBLIC SERVICE PROGRAMME

Module title: Policing in the Workplace 3 (DHEP)

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 Graduate Diploma programme. Essentially, you are being asked to outline your experiential learning based upon your theoretical understanding in a range of operational situations.

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

- Wellbeing and Resilience
- Communication Skills
- Managing Conflict
- Valuing Difference and Inclusion
- Criminal Justice
- Decision making, discretion
- Conducting Investigations
- Criminal Justice (Managing offenders)
- Problem Solving
- Evidence Based Policing
- Maintaining Professional Standards
- Public Protection.

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

How should the workbook be presented?

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

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

(https://www.uwtsd.ac.uk/media/uwtsd-website/content-assets/documents/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;
- You should upload your completed document as a saved pdf file of this workbook; if this is not possible then a Worddoc file is acceptable. Do not send a scanned file from a photocopier, an apple.dot file or a Microsoft publisher file as Turnitin will not be able to assess them, despite you being able to upload them.

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Task 1	Wellbeing and Resilience	1500
Task 2	Communication Skills, Managing Conflict, Valuing Difference and Inclusion	2500
Task 3	Criminal Justice, Valuing difference and inclusion	2500
Task 4	Decision making and discretion, Conducting Investigations and Criminal Justice (managing offenders)	2500
	Bibliography	
Task 5	Development Plan	Equivalent to 500 words
Task 6	Recognition and confirmation of the progress of your Occupational Competency Portfolio (OCP)	Equivalent to 500 words
	Confirmation of Confidentiality and Plagiarism <i>Confirmed by submission through `Turnitin</i>	

Task 1

Relevant areas of the National Policing Curriculum: Developing Resilience

Guidance:

Focussing on your initial 6 months of learning and since being attested as a Police Constable, **discuss and compare** the coping strategies you have applied to develop resilience and minimise stress.

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

ANSWER:

Stress is a daily occurrence which everyone can relate to at some point or another. We all deal with stress differently, some may be able to cope with stress easily whilst others may find dealing with stress as a difficult task. Unfortunately, stress is something that cannot be avoided during our lives. It is something that we need to deal with in a positive matter in order for it not to have a detrimental effect on our health and wellbeing. Throughout my first six months of training, I required to develop skills in order to balance stress and deal with in a healthy way in order to successfully pass the first stage of my new employment. I will be discussing some of the methods I used to overcome stress and build up resilience, which will assist me throughout my new career.

I have faced numerous events during the first six months which has caused me stress. I would say my biggest concern was the university work. Although I already have an undergraduate degree, I was nervous and anxious about needing to re-educate myself into ways of efficient revising for exams and being able to write high quality essays including referencing of other articles. As many of us have experienced, starting a new job on its own is a stressor in our lives. It takes us out of our normal comfort zone, where we meet new colleagues, new trainers / bosses and even something as simple as being in a new building. Luckily for me, my trainers and colleagues have been excellent and have lowered the stress significantly, personally my colleagues have been the most effective way to dealing with stress and building up resilience. We regularly met up for coffee after a long day in the class to discuss topics and help those who didn't understand the topic, we also met for revision groups before an upcoming exam, this improved our knowledge and understanding of topics.

As many of us know, getting an important night's sleep is crucial for normal daily functioning. Stress can play a part on the quality and quantity of sleep that we have each night. Ensuring stress does not negatively affect our sleeping pattern is key to feeling well both mentally and physically. Humans are believed to have on average 7-8 hours sleep per day (Basner et al., 2007). It is believed that reduced periods of sleep has significant influences on our moods, emotions and cognitive functions (Veasey et al., 2002). Therefore, ensuring I was able to achieve the optimum sleeping pattern was paramount for me to develop resistance and cope with stress during the first six months of training. In theory, 7-8 hours of sleep over a 24-period does not sound like a difficult task to achieve, however, at the time, during my training period it felt like there as not enough hours in a day to balance all of life's tasks. Between balancing time with family and friends, a new role in work, learning new important information for exams and the policing world and everyday chores, it could have easily become a situation where I felt I was unable to cope. I regularly used a sleep tracking app on my phone and felt that this assisted me significantly measuring my apparent sleep pattern. I felt that I was able to have more control throughout a 24-hour period, thus feeling less stressed and overloaded with work.

Similar to having the desired amount of sleep within a 24-hour period, I found that time management was an important method of dealing with stress and resistance. My planning and organisational skill assisted me greatly in avoiding copious amount of stress, I had a strict structure over the six months period to assist with my learning and revision, alongside my day to day life. Academic studies are often associated with stress and

most students find academia work stressful (Swick, 1987). Recent studies have also shown that effective time management lowers the amount of stress students feel (Macan, Shahani, Dipbove and Phillips, 1990). Personally, I believed that I had to be organised and structured when learning new content as not only did I have to learn and revise new and complex information, I had to retain this information for my future career progression when putting this information to use as a response officer.

My time management skill has been learned throughout education and developed during my career. I feel I have improved my ability to time manage well and believe it helps me significantly in controlling work load, thus, reducing stress and the feeling that I have too much work to do in little time. However, there was a period during my first six months where my time management was interrupted due to COVID. Whilst feeling unwell, I was unable to adhere to my planned timetable and as a result felt an increase in stress which had a negative impact on my health and well-being. Although I caught up and succeeded in my studies, the short period of time where I had no control highlighted a significant disadvantage in this method of coping with stress. As highlighted in some literature, failure of a successful time management has negative effect on people and causes an increased level of stress which is what I experience from the lapse I suffered during my COVID period. (Mackenzie and Nickerson, 2009).

Another method I found effective at dealing with stress and develop resistance was by exercising. Although I don't play any sports, I believe regular walks with my dog and family is a great way to reduce stress and enjoy life. I attended the gym on a regular basis and felt this too was a perfect way to reduce levels of stress and also develop resistance, both mentally and physically. Multiple studies over the years support the benefits of exercise and mental well-being, better overall health, better quality of life and better moods are all positive outcomes from exercising (Penedo and Dahn, 2005). Although exercise does not eliminate stress or negative situations, it allows you to build strength and resistance, thus allowing you to cope with stress in a more positive way. I felt it connected well into the time management method as it gave you more control with your life and allows you to cope easier with the workload in the first six months. This is also supported by studies, where they found that exercise acts as a preventative method rather than a curative method (Scully et al., 1998).

As aforementioned, the methods I used to deal with stress and develop resistance during my first six months training, all have their advantages and limitations. As stated, my colleagues and our regular interactions were most beneficial. We understood what we were all feeling as we were all experiencing the same in terms of new job and new content to learn for university and our careers.

I feel that the other three methods work excellently together and would not have been as effective as if they were used individually. Research supports the benefits of the methods which I would personally agree with as I believe it aided me throughout training. However, the biggest demise with these methods were that if one was to not happen then it would negatively affect the others. I felt at one stage that insufficient sleep that was out of my control, stopped me from attending the gym due to tiredness thus effecting my time management skill as my body clock was out of sync. However, I was able to overcome this and once back on track the methods were successful in developing resilience.

In conclusion, stress will always be a factor in our lives and can have a detrimental impact on our lives should it not be dealt with correctly, hence the need to be able to develop resilience. There will be a number of events that will occur throughout our careers and personal lives and it is important to not ignore these issues hoping they will go away as it will only become worse over time. Research shows there are a number of ways to deal with stress and develop resilience and not all methods will be suitable for everyone. Some methods may be effective for you in one event / problem but may not be as effective in another life event.

WORD COUNT 1391

Task 2

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

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

Critically assess the incident including social and legislative contexts and any relevant cultural, ethnicity and language issues.

Reflect on your application of the fundamental elements of effective communication used (verbal, non-verbal, active listening skills, open and closed questions, building rapport and negotiation skills).

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

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

2500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

One policing incident I was recently involved in, had a significant amount of conflict between both victim and subject. There was a potential for the situation to become more volatile and this challenged me in how I dealt with the people involved, ensuring my communication skills and behaviour assisting in de-escalating the conflict and preventing further offences from being committed.

I was asked to attend an address due to an argument between neighbours which appeared to be getting out of hand. The information I gathered informed me there was history between the subject and the victim and that they have had issues ongoing for a number of months. Before arriving at the location, I was thinking of potential solutions via the national decision-making model to de-escalate matters straight away (Schulenberg, 2007). I was thinking of various methods to separate both parties and which way would be best for me and my colleague to deal with the situation. We were going to assess on arrival whether it was safe for me and my colleague to be separated and deal both parties individually without putting ourselves in danger.

Upon arriving, we could see that the both parties were already separated, however, they were only two houses away from each other and both out on the drive sitting near the road. Myself and my colleague both spoke to the reporting person first to see what had gone on and what had caused them to call the police. The reporting person explained that they had been out drinking at her neighbour's house which was the closest one to the subject's address and for no reason the subject came over to the reporting person and started arguing.

I was already aware of the ongoing issues between them, so I asked the reporting person for more detail on what has happened in the past which had caused the animosity. The reporting person explained that her and the subject had fallen out as the reporting person could no longer be the subject's carer which upset the subject and thus becoming hostile towards the reporting person, escalating over time for some unknown reason.

I was then told more of what happened prior to calling the police where it was explained to me that the subject came over to the reporting person and her friends earlier in the evening. The reporting person told me at this point, she got up and left to go and speak to the subject's boyfriend who she had known for a number of years. When the subject returned to her house, the reporting person left due to the fact they don't get on. The reporting person explained that the subject had told her that she did not have to leave and could stay for a drink, while the reporting person explained that was not a good idea due to their past and will just leave her property to avoid potential further arguments. After a couple of hours, the subject came back over to the reporting person and her friends and started an argument with the reporting person, calling her demeaning names and threatening to hit her. This is when they contacted the police.

Once the situation had been explained to myself and my colleague, it was decided that there was a minimum risk of danger to myself and my colleague dealing with the parties individually (Bier and Lin, 2013). My colleague remained with the reporting person and her friends to obtain personal details and to see if any offences had been committed, whilst I went to the subject's address to speak to her to establish the story from her end.

The subject informed me of a similar story that the reporting person had explained regarding their hostile relationship and then went on to explain that she believed the reporting person was running a brothel from her house and has been doing drugs. The subject told me that she does not agree with this behaviour and wanted to take it upon herself to tell the reporting person how she felt. I informed the subject that she should call in this information to the Police via 101 as her behaviour was unacceptable and that she could not start an argument with her neighbour because she disagreed with what she believed was happening. The subject explained to me that she had already spent time in prison and enjoyed her time there so was not worried about returning should something had escalated. I again explained that she should remain in her house and not to contact the neighbour. I could see the subject was highly intoxicated which could explain her aggressive behaviour and at the time I felt it was also wise to advise her to not drink anymore and to go to bed as it had just turned midnight. The subject agreed with what I was saying and eventually became less irate and more understanding. I was then able to have a nice conversation with the subject and spoke to her regarding her earlier comment about prison and explained she could not see her dog whilst locked up as I had previously noted she was petting her dog during the entire time I was present. This indicated to me that I could build a rapport with the subject via the dog. I felt that this was a good way to get her to understand my point of view, which appeared to be successful.

When I re-joined my colleague, I explained my conversation with the subject and he stated no offences had been disclosed during this altercation. As a result, we advised the reporting person of the words of advice given to the subject and also stated we will be tasking the neighbourhood policing team to come out in the morning and investigate in slow time as they have a number of initiatives to keeping the peace with neighbourhood disputes. The reporting person was happy to hear this and thanked us for coming out and assisting.

Roughly 3 hours later, we received another call from the same address which was the one of the friends who was with the earlier reporting person. She informed the call taker that her friend had been assaulted by the same neighbour as earlier. When we attended, we spoke to the victim who had told us the subject had punched her to her face. We were also told this was all filmed on one of the friend's phone. We viewed this and could confirm an assault had taken place. On hearing and seeing the evidence of the assault, we proceeded to go to the subject's house to arrest for the assault with the necessity of preventing further harm or injury to others. When we got to the address, we could see the front door was open and laying in the passage was the subject. I initially thought the subject had sustained an injury which caused her to lose consciousness. I then decided to use a police tactic of pressure point on the subject to see whether this was actually caused by the amount of alcohol (Garner, 1996). The subject reacted to the pressure point tactic and I could see that she had simply fallen asleep due to the large amount of alcohol she had consumed. I tried to wake her by shaking her shoulders and calling her name which was unsuccessful. I then decided to lift her up so that she was in a sitting position. The subject woke when trying to lift her up and I could see that she was very intoxicated from her slurred incoherent speech, glassy eyes and her unsteadiness on her feet. Myself and my colleague managed to get the subject into her living room onto her sofa. She started crying and was

repeatedly apologising but we could not understand exactly she was saying. My colleague then informed her of the allegation made by the victim and arrested her for common assault. The subject then explained to us that she will not go to custody easily and that we will need a few of us to take her as she is not leaving her dog and will fight us. Upon hearing this information, I contacted other colleagues for back up and for a police van to convey her to custody. When back up arrived, my colleague spoke to them and informed them of the circumstances. We then went into the living room and again told the subject that she needed to come with us to custody. The subject got up and ran away towards the kitchen whilst trying to jump over her sofa. I reacted straight away and tried to grab her but she had grasped onto the back of the sofa. I tried communicating with her to leave go but this was unsuccessful. I therefore decided I had to use force to get her to leave go of the sofa and get her hands behind her back to apply handcuffs using the method taught during initial training (Mangels, Suss and Lande, 2020). My colleague done the same on her other hand but whilst doing this, the subject had bitten my colleague fingers. I shouted at the subject stating not to bite my colleague but as she was not co-operating my colleague further arrested her for assaulting an emergency worker. We then managed to apply the handcuffs and had to carry her to the police van.

Once we arrived at custody, I spoke to the subject as she had calmed down and asked would she come into custody without resisting. She agreed that she was calm now and would come in without fighting us. I could see her behaviour had changed significantly and was in a more relaxed temperament. I was then able to speak to her in a normal way from the rapport built up earlier and began to explain the booking in procedure to make her feel more at ease. She thanked me and apologised for her earlier behaviour including biting my colleague. Whilst the subject was being booked into custody, she informed the custody sergeant that she had multiple ailments and that she needed to take a number of prescribed tablets in the morning. Upon hearing this, I advised the custody sergeant I will go back to the address to ensure it is secured and to retrieve the prescribed tablets. The sergeant thanked me for this as it would make it easier for him and the custody nurse ensuring the safeguarding of the subject whilst in custody.

Whilst a lot was ongoing during both attendances, I felt there were many positives in how I dealt with the situation and have also identified a number of areas where I can develop and take forward during my career.

Despite the assault committed by the subject, I felt that my communications skills with the subject were advantageous in terms of stopping further offences being committed, especially after arrest, conveying to custody. When initially dealing with the subject, I noticed she was highly intoxicated which was an aggravating factor in her behaviour. I also used the Emotional Awareness and Self-Regulation model in which I was able to understand possible reasons for the subject's behaviour (Phillips and Sobol, 2012). Whilst driving to the call, I was able to gather information from NICHE and established mental ill health was a factor with the subject and that there were a number of ailments which could explain her irrational, volatile aggressiveness. I was able to build a rapport with the subject via her dog which did initially calm the subject down. I tried to demonstrate empathy in terms of what she believed her neighbour was doing, I explained that I would be unhappy with drug use in my neighbourhood which she was happy to hear I agreed with her. I was then able to offer alternative methods to dealing with the alleged behaviour such as reporting to the police or providing intelligence to the police instead of taking matter into her own hands as this would only make things worse. I also explained the roles of the neighbourhood policing team and advised how they can assist.

Unfortunately, my advice and rapport building didn't prove successful in the long term as the assault later happened that evening. Further alcohol was consumed by both parties which escalated matters resulting in an offence being committed. This is something I would need to work on and keep in mind going forward as no offences were committed initially. It did however, prove useful when arriving at custody as I was able to talk to the subject again and persuade her to come in without resisting. She explained she respected me and advised she would listen to me, hence, my thought process of explaining the next course of action in custody and interviewing process.

At the time of my second attendance, I was aware the situation had worsened and was far more volatile than the first visit. The victim and her friends were more agitated due to the assault and I could see that they were a lot more intoxicated than before which again caused concern for unpredictability. Using the Situational Awareness Model, I ensured to gain as much information from the control room as to what exactly had happened, such as who was reporting and who was the victim / subject, despite already having an idea from earlier visit. On arrival, I ensured the victim was okay and checked whether medical attention was needed. I

was then informed by the reporting person that the assault had been recorded on another friend's phone. This made it easier when arresting the subject as I had seen with my own eyes what had actually occurred. There was no ambiguity into the circumstances of the arrest, thus, allowing me to have a clear mind for a risk / threat assessment when entering the subject's house. I was aware of the large dog that was already there and learned from the first visit that despite its size, there was no risk from attack. However, as a precaution I decided to place the dog in the kitchen out of the way as the living room area was small, especially as there were 4 officers present to carry out the arrest. My downfall was that I failed to notice NICHE markers on the subject where she had already assaulted an emergency worker during arrest and unfortunately resulted in my colleague getting bitten. This is something I will endeavour to check in future as I had enough time to check via the control room as the subject was in her property and the risk of the subject escaping was very low due to no back access and the property being in a dead-end street.

As taught during training, I was constantly using the National Decision-Making Model to evaluate the situation. As discussed, I constantly assessed the risk / threat and attempted to gain as much information as possible. I will however, ensure in future I need to establish all the information on all parties present, as I later found out that one of the reporting people had markers for assaulting an emergency worker which I failed to gather information as I was more concentrated on the subject. I was confident with my policing powers and policies for the arrest and use of force as less intrusive methods were considered but were not deemed appropriate in the situation.

WORD COUNT: 2571

Task 3

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

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

Critically assess a relevant incident including social and legislative contexts and any relevant cultural, ethnicity and language issues.

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

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

2500 words (+/- 10%: *include your actual word count at the end of each section*)

ANSWER:

A call was received from a victim who was reporting her phone had been stolen by her ex-husband. I was tasked to attend the victim's property to get an account of what had happened and to see whether she would want to make a complaint and take the matter further as he was refusing to give the phone back.

I arrived at the property and spoke to the victim, who informed me that she had recently divorced her husband and on one occasion when she asked the ex-husband to leave her property he began to argue with her. It transpired that during the argument, the ex-husband pushed the victim out of the way and at the same time, took her phone and debit cards from her property. The victim was unaware that the property had been stolen until a few days later when she went to go buy something in town. She advised me that she believed it was her ex-husband who had taken these items as nobody else has been in her house since discovering the items were missing. She then used her son's phone to contact the ex-husband and ask about the phone and cards to which he laughed and said she is not having the phone back and the cards had been cut up. As a result of this hearing this from her ex-husband, she decided to call the police to report the theft.

Upon speaking to the victim, I noticed her accent was not of the usual sounding to the area to which she explained that she was originally from Romania and had been living in the area for roughly 6 years, hence the different sounding accent. She explained that her first language isn't English and that she had learned English roughly over the last 10 years. When speaking to the victim and explaining her options, I noticed there was a few words that she was having difficulty understanding. I advised the victim that we have an interpreter service which she was welcomed to use should she be finding some difficulties with the wordings used in Policing and Court which she declined as she felt this would prolong the investigation. I assured her that it was her choice and we would arrange an interpreter in the most efficient way possible (Bryant and Bryant, 2020). The victim declined this, however, I felt that it was unfair that there may be some minor words that she did not understand and offered to use a translation app on my phone for the more complex words just so that she understands fully. This alternative method was very appreciated by the victim and put her more at

ease making a statement as she was certain that she was fully understood. I was able to emphasise with the victim, explaining that my first language was not English and despite living in Wales my entire life I too found some legislative words difficult to comprehend the first time hearing them.

I then went on to explain the procedure following the victim making her statement and guided her through each process such as the evidence collecting, interviewing of the subject, charges made by the Crown Prosecution Service and potential Court hearing. The victim was pleased to hear each process in detail and decided it was the best to proceed with making the complaint. Whilst writing the statement with the victim, I felt that it was vital that I was to make her aware that by her ex-husband pushing her out of the way that a domestically related common assault had potentially taken place. The victim was unaware of this and was thankful that I brought it to her attention, therefore a complaint of DV related assault and theft of a mobile phone was made (Domestic Violence Charges · Information Guide · NCDV, 2022). Once the victim's statement was completed and signed, I informed the victim of special measures that we can apply for in court which may assist her and ease the pressure of potentially giving evidence in court (Special Measures | The Crown Prosecution Service, 2022). The victim accepted this and wished to apply for screens in place when giving evidence. I also informed her of the victim care support team and informed her that they would be in touch to assist with matters such as covering child care should the matter proceed to court. I also suggested the South Wales Victim Support Referral which also may assist her in proceeding with the complaint, however, she felt that she did not need this as well. I explained to the victim the impact a Victim Personal Statement (VPS) may be in court which she wanted to do later on should matter go to court (Victim Personal Statement, 2022). I advised I would check again with her in future once enquiries / interviews had been undertaken. I felt I had provided the victim with a lot of information which may have been too much to process all at once and as a result briefly wrote down some of the services offered along with contact number should she feel later on that she would like to use; the victim was very appreciative of this help and advice. As per force policy, a public protection notification form must be completed in any domestic related incidents. I explained this to the victim who consented in sharing the information to other agencies and hopefully would result in multiple agencies being able to assist further for safeguarding purposes. The victim did not feel any threat or worry of her ex-husband returning to her property but was glad there potentially were other departments which may help stopping this from occurring. Another form of safeguarding I decided to offer the victim was a Domestic Violence Protection Notice. I took my time to explain this as it is considered an effective method of safeguarding, especially when authorised by the courts as a Domestic Violence Protection Order (Evaluation of the pilot of domestic violence protection orders, 2013). The victim was very thankful for all the services available and offered but felt at that time there was no need for some of them to be implemented which I understood her thought process, but explained that should something happen between her and the ex-husband and that she was in imminent danger or threat to danger then to call the police on 999 immediately.

During this investigation, I endeavoured to follow the Codes of Practice (Code of Practice for Victims of Crime in England and Wales, 2020) and made it a priority given the circumstances and domestic related offences involved in this case. I empathised with the victim and allowed her to freely speak and open up about how she was feeling and ensured she was understood. Critically evaluating how I was with the victim I felt I was proud and professional and achieved in providing her relevant services and hopefully a good outcome should the case go to court. The feedback I had from the victim was also positive as she had stated she never needed to deal with police before and was initially nervous about reporting the theft. I have learned a significant amount of knowledge and experience when dealing with domestically related cases and especially the values and differences in cultures and languages. Although I offered the assistance of an interpreter, I have not used one yet in a policing incident and have taken it down as an area I need to familiarise myself with as I would not currently know how to get the service running. I aim to gather information from intranet sites such as BOB and to speak to different departments who would have the experience and knowledge of how I go about using these services. I have also realised I would need to contact the Public Protection Unit and speak to them to have a better insight into the services they offer, especially for domestic related cases as I feel knowing the services in detail would help me explain it to future victims easily, and in cases where they may be social differences due to learning disabilities or language / cultural differences.

This incident was not the type of fast acting, on the spot type of incidents as I have dealt with on grade 1 response. However, I found myself using the National Decision-Making Model just as much as I would be for fast paced situations. As aforementioned, the codes of practice were significantly my mind to ensure the victim had the best service and support and this made me think of potential risk / threats which may arise due to the information I was given by the victim. I was continuously thinking about options and contingencies

should the victim not want to complain. At the first visit where I obtained the statement, I was unaware of the subject's background, whether he had previously committed domestic related incidents in the past, whether there were any warning markers on his NICHE profile and this was making it difficult for me to properly assess immediate threat, risk or harm. After I left the victim's property, I researched and obtained as much information on the subject as I could before leaving the area in case there was a danger to the victim. This is something I have reflected on for future cases where the grade may not be as high as a grade 1. I feel I should have collected and gathered as much information beforehand as then I would have felt more comfortable leaving the victim's property if I had known the information upfront.

One aspect where I felt I did well in this case was in relation to the children involved in the situation. I ensured they were safe and by checking with the victim she stated that there was no threat of harm to the children by the ex-partner. The victim had stated that as a father he was very good and didn't want the relationship between them to be affected. I informed the victim that with the public protection notification form, the children would be included and a multi-agency safeguarding team would review the case and intervene or offer advice should they feel it was necessary. Following the notification form, I contacted the victim to see whether they had contacted her and she informed me that they have been in touch and as expected felt there was no danger to the children. The victim informed me she was pleased to hear from the multi-agency safeguarding hub as they did offer to install a camera doorbell onto her property so that she could see who was coming to her front door and it also acted as a CCTV camera due to it recording any movement outside her property.

This was the first policing incident I had dealt with where there were some cultural / language differences and it made me think differently to usual. At first, I was hesitant to ask about her accent in case she was offended but I asked during the rapport building stage before we went on to discuss the case. I was interested in her background and move to Wales and she was enthusiastic to hear I was genuinely intrigued. I could see she was becoming more relaxed during the conversation as she appeared to be nervous at first on seeing myself and my colleague. This also was a benefit when it came to discuss the potential interpreter as I was more confident that she knew I was asking to ensure she fully understood the whole complex procedure of the criminal prosecution service. Another mutual hobby we discussed during the rapport building stage was our fascination of being multi-lingual. When I thought of using a translation app for more complex words, the victim was fully on-board with the idea and helped her understand completely. This is something I will use again should I find it suitable in the future as it is paramount that any victims or witnesses are comfortable in what they are agreeing to and signing for when it comes to prosecutions / court process.

One aspect I felt I needed to improve in this case and going forward has made me mindful of future cases, was the length of time it took me to arrange a voluntary attendance with the suspect. The case initially fell on my last working day before a block of rest days and on my return after knowing enough information on the threat of risk and harm, I felt I could have done the interview sooner. I continued to update the victim on what actions I was undertaking who appreciated this, however, it has delayed matters going to court and as a result the victim was still without her phone.

I was also very mindful of the potential impact where the victim may have fallen as a 'victim' as per the Karpman's Drama Triangle (Clark, 2020). This model explains there sometimes is a risk for victims to feel very vulnerable and as a result sees themselves as someone who is powerless and requires a rescuer to assist them. Despite my victim stating she did not need all the support I offered in terms of multiple agencies, I did not want her to fall into that category where she feels she needs to rely on others to stop her becoming a victim again. I was conscious in reminding her that the suspect had no control over her and that we will hopefully have an outcome where she can put this incident behind her. Upon hearing that she had agreed to have a doorbell camera installed on her front door, re-assured me that the victim was telling the truth that she was confident to go out and about living her daily life and did not feel the need to stay hidden indoors.

WORD COUNT: 2312

Task 4

Relevant areas of the National Policing Curriculum:

Decision making and discretion, Conducting Investigations and Criminal Justice (Managing offenders)

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

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

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

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

2500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

One policing incident I recently was involved in required me to investigate an alleged common assault which occurred between two neighbours who were both intoxicated. I was the officer in charge on this incident and was required to potentially build a case file ready to send to the sergeant for a policing charge. However, I was conscious that throughout the investigation, I required to remain impartial and simply act as an evidence gatherer as is expected from Police and Criminal Evidence act (PACE) rules (Bryant and Bryant, 2020)

I was informed during briefing that the detained person was arrested in the late afternoon of the previous day and was intoxicated when brought in. The allegation was of an alleged common assault on his neighbour during a verbal altercation. The allegation was that the detained person had grabbed the victim around the throat and pushed her firmly against her front door, all while doing so shouting derogatory words at her in front of nearby members of public. The victim contacted the Police to report this incident and as a result, he was arrested and detained in custody by response officers. I could see from researching the file and reading the hand-over that the victim had not yet made a statement to the police. Therefore, by using the national decision-making model, I decided that my first plan of the investigative process was to contact the victim to see whether she wanted to continue with the complaint and make a statement. As South Wales Police is fully victim led and abide by the governments code of practice (Code of Practice for Victims of Crime in England and Wales (Victim's Code), 2022), I wanted to make sure she was okay and felt comfortable in pursuing this complaint as I understand it can be a daunting process.

I soon understood that the victim had actually been arrested and detained for a separate matter, only a couple of hours after she reported her incident. It was alleged that after the altercation she reported, that the victim had consumed significantly more alcohol throughout the early hours of the morning and had breached a restraining order which her ex-partner had in place because of an historical domestic violence case. As a result of my victim being detained in custody, I was unable to interview her and ask her about the case I was

investigating due to PACE laws not allowing this to occur. Upon ascertaining this information, I had to re-plan and think of alternative ways of continuing my investigation as I was conscious of the 24-hour PACE clock (Police and Criminal Evidence Act 1984, 2022) and knew that I would be unable to request an Inspector's extension based on this delay in evidence gathering.

Therefore, I first decided to listen to the incoming 999 call to establish who had contacted the police, what was reported exactly to the police and whether there were any other names mentioned during the call which would allow me to identify potential witnesses. The 999 call was made by the victim herself and she alleged that she was assaulted and grabbed around her throat by her neighbour who she named as the person being detained. Unfortunately, there were no mention of other people who I could have used at this stage as witnesses.

My second plan of the investigative stage was to view the attending and arresting officers' body worn video footage of their attendance and of the arrest. I could see that the neighbourhood was a very close cul-de-sac, where a number of properties were facing each other and that there were a number of residences sitting outside their properties consuming alcohol in the warm sunny weather. Straightaway, I could see that this was certainly an aggravating factor, it also made me critically think at the time were there other aggravating factors which may have impacted on the incident such as mental ill health. The officers approached the victim who I could see was highly intoxicated due to her unsteadiness on her feet and her slurred speech, they asked her what happened and she advised the officers of the allegation exactly as per the 999 call. During the victim's initial account, she mentioned her friend's name who was present during the time. She also mentioned another neighbour who had alleged to have seen the incident from his house next door. With regards to the arresting officer's body worn footage, I could see many of the neighbours were onlooking when the detained person was arrested. During the drive to custody, the detained person stated to the officers that one of the neighbours had captured the incident on their mobile phone and had kept the recording. This gave me some substantial avenues to investigate whilst waiting for the victim to be released from custody in relation to her alleged offence against her ex-partner.

I was able to see from the arresting officers' statements that they had returned to the neighbourhood after the detained person was authorised by the custody sergeant and had spoken to the other neighbours who were supposed to have seen the incident and actually recorded it on their phones. However, they all claimed to have not seen anything, nor recorded anything. They stated they would not be willing to assist police in the investigation nor would they agree to provide a statement even if they had seen it.

My next investigative stage was to try and identify the named witnesses that the victim had mentioned on the body worn footage. The one friend that had been named was not living in the area and as a result I knew I would be unable to trace any of our systems to identify him at all due to the little personal details I had. However, the neighbour who was named as a witness was substantially easier to identify. The victim had called him by his first name and surname and as a result of searching this name onto the system along with his postcode, a match was found. I decided to call the number linked to this person, hoping I would get a response. When speaking to the person, he confirmed that he was the neighbour who seen the incident and was willing to give a statement. He explained that he heard the both neighbours arguing and went to look out his window, but by the time he got up to look, it had appeared the situation was starting to de-escalate. He explained he saw the detained person get up close to the victim, but did not see any assault of the kind taking place. He also explained the detained person started shouting at him for watching the incident occur but he did not wish to make a complaint about this.

Few hours later, I was informed that the victim had been released under investigation from custody for her alleged offence and was told that she was happy to provide a statement in relation to the offence she reported. She provided a statement which was similar to her 999 call and was happy to provide me with her friend's name and contact details so that we could take a statement from him. She had no injuries from the incident nor did she require medical attention. I later got hold of the victim's friend who explained he could not remember a lot of the incident due to the alcohol he had consumed. He was willing to provide a statement saying that the detained person had approached the victim out of nowhere and started shouting at her. He also said it looked like he was grabbing her around the neck briefly at one point but could not be certain if that did occur, but he believed it to be true. With the statements gathered and information collected, I was not certain I understood what had actually occurred as some of the statements were undermining each other, however, I decided to interview the detained person to ascertain his account.

As per CPIA, it is essential to investigate all avenues and to endeavour in following any mitigation or defences the detained person discloses during interview. (Bryant and Bryant, 2020). My plan was to ask him his version of events and to put to him some of the witnesses account and see how he would respond to these. The detained person did not want a solicitor, despite advising him he was entitled to free and independent legal advice (GREAT BRITAIN: HOME OFFICE., 2018). During interview, I asked the detained person whether he was responsible for assaulting the victim by means of grabbing her around the neck, pushing her into the doors. He denies any allegations of assault and explained that there has been a disagreement between them both over the last few months. He explained that he was told by one of the other neighbour's that the victim had called the detained person a paedophile and that he went to confront her about this which led to the argument. He stated that at no point did he get up in her face and during the argument, he ensured to have his hands behind his back. Following the interview, I contacted the victim to update her on what the suspect had said, to which she admitted calling him a paedophile. She also explained to me that she had managed to now get CCTV of the incident and willing to exhibit this. Immediately, my colleague and I went to the victim's home address to view this CCTV as it could be evidentially sound for prosecution.

Whilst viewing the CCTV, it was apparent both parties were highly intoxicated, they could be seen to be arguing with a lot of arm movements and hand gestures moving about. However, at no point during the confrontation did the suspect grab hold of the victim's throat nor did he appear to get up close in the victim's face as per one of the statements. I questioned this to the victim in which she responded that she may have remembered incorrectly due to the alcohol and felt embarrassed by her behaviour on the footage. Despite what we had just seen on the CCTV footage, she still wanted to pursue a complaint against the neighbour.

It transpired that the statement provided by the neighbour also had an ongoing neighbour dispute with the detained person and that there was a feud between a few of the neighbours on the cul-de-sac. It had also emerged that this witness had a number of pre-convictions, including many dishonesty crimes which could be argued in court. With this discovery and the new footage, I liaised with my sergeant to update him on the situation. It was decided to not take any further action against the detained person as it would not be in the public interest to pursue and it was difficult to prove beyond reasonable doubt for the CPS to charge.

I strongly believed I investigated this case into as much detail as I possibly could. I used my initiative to gather evidence from early on despite not knowing if the victim wanted to assist police with the matter and provide a statement. I felt I used my discretion in obtaining any details or statements whilst the custody clock was on-going. I was aware that the decision made could potentially upset the victim and as a result end up in a potential complaint or asked for it to be reviewed. Therefore, I did my best to achieve best evidence ensuring that should a complaint be received that it was not due to effort or lack of trying. I was also aware that the detained person could have been negatively affected, should I have not investigated his mitigating circumstances / defence. If I hadn't questioned the suspect about the neck grabbing then he may have been convicted, resulting with him having a criminal record.

One criticism I have reflected on since closing this incident is that I could have given words of advice to both parties. As there was a potential for an offence of an Affray under the Public Order Act 1986. As per the definition, there were two of them using and/or threatening to use unlawful violence against each other in a public area and due to the hand gesturing and close contact would cause another person genuine reason to make someone of standard capabilities fear for their own safety at the time. (Public Order Act 1986 (c. 64), 2022). I believed I should have spoken to both parties and explained the aforementioned to them as should this behaviour occur again could result in them both being detained and potentially charged.

This investigative case as made me reflect significantly on the way I conduct investigations. Upon hearing the 999 call and seeing the initial body worn video footages from the officers, it would have been easy for me to decide that the victim had suffered a non-fatal strangulation by her suspect due to her behaviour and insistent to pursue a complaint throughout the case. It has made me think that if no CCTV was to capture the incident then the evidence collected, albeit containing some undermining content, may have resulted in a prosecution. It has shown the importance of fully investigating an incidence and to gather all evidence even those that may assist or undermine the prosecution. Without looking at gathering statements / CCTV / evidence from all parties, both victim and suspect it would be unfair and potentially a significant miscarriage of justice.

Word count: 2256

Task 5

Personal Development Plan (PDP)

As part of your reflective process, please use this table to aid you in identifying the next steps for development.

This is equivalent to 500 words towards the overall wordcount, please note this is not the actual number of words used in completing the table, the count reflects the thought and research behind it.

Area of Development	How it will be achieved	Who can provide support	Timeline
Communications skills. Specifically speaking to a larger crowd and getting them all to engage	This will mainly be achieved by practice and confident whilst on the job, as I believe the more I do this, the more I will become confident in doing so. Another option for this to be achieved is potentially joining the PSU department which are often used to assist for larger events such as sport games in Cardiff or for Events that may be on and require more officers.	Support would come from colleagues, especially those that are confident in dealing with larger crowds or have been in the job for many years with extensive knowledge and tips for best way to deal / engage with crowds. Other departments within SWP such as mentors or colleagues within the PSU department or Dog handlers as they are required to use their oral skills / communications skills before considering using more intrusive methods	Hopefully would be achieved as soon as practicable, however, I am conscious that I will not be able to partake in other departments until after my probation period. I would like this to be achieved confidently within 4 years of service.
Essay writing for university. Specifically improve my writing skills and researching skills to allow me to write better, more thorough essays for my career development	As it has been a number of years since graduating university, I can achieve it by looking back at my old work and reading the essays and projects I undertook in my undergraduate degree. I would also achieve this by reading articles online for other topics which I find genuinely interesting. This would not only get me familiar with uni type writing but also expand my vocabulary	Myself – putting in the effort to do the task which would help me achieve the plan. Online forums where there are peers who discuss tips and advice Colleagues and friends from training as we could discuss similar issues as we are all currently undertaking the same task	Ideally before the next workbook is assigned as I would like to get good marks during my probation. Before the end of my probation is due Oct 2023.

Diversity awareness – cultural / language differences. Coming from a background with very little diversity, I would like to learn more regarding others beliefs, cultures and languages	This will be achieved mainly through education and speaking openly to others about the different cultures, religions, languages, beliefs etc. Having an open mind and not stereotyping or thinking I know about diversity. Listening to what others have to say and asking questions to learn.	Members of public, speaking to those who are of different backgrounds and learning, finding out what their culture is. Firms – SWP courses. There are multiple presentations with open discussions on FIRMS which I have attended a couple and learnt a lot Online info / articles – using these to expand my knowledge and seeing how different cultures see things differently potentially to how I would see it.	This is something that would be a continuous development plan throughout my career and life. I feel I am very open and interested to other cultures but do not know enough, especially now as a police constable who is representing a diverse community in South Wales.

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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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Task 6

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

By signing the section below you are acknowledging your continued progress on O.C.P., this is recognised by the university as work that is fully supporting this module. Signing it is equivalent to 500 words towards the overall wordcount.

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

Signed: L WILLIAMS (Learner, Electronic signature or type name)

Date: 11/07/2022