

Graduate Diploma in Professional Police Practice

LEVEL 6 - 40 Credits

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

(SOUTH WALES POLICE, GWENT POLICE AND UWTSD)

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FACULTY OF BUSINESS AND MANAGEMENT PUBLIC SERVICE PROGRAMME

Module title: Policing in the Workplace 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/agh-chapters/chapters---en/Chapter_07_Assessment-Taught_Programmes_Pages_72-79-UPDATED-05-11-2019.pdf)

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

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

How is the workbook assessed?

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

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

Once submitted your workbook will be assessed and marked independently.

Confidentiality

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

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

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 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:

Throughout this piece I will discuss the coping strategies that I used throughout my time in initial training to become a Police Constable and since being attested, and assess and compare them to outline how they have helped me to develop my resilience and reduce my stress. Throughout my comparison of the strategies, I will evidence theories and coping strategies from sources that evidence the coping strategies I have used throughout the course of my training. In addition, I will also address many different strategies from research that evidence how to develop resilience and discuss how I have shown this throughout my training. During this piece, I will also critically outline Richard S. Lazarus several times, as he was a fundamental part of understanding what stress is and how to minimise it by using coping strategies. Because of Lazarus's work, Susan Folkman, who helped add to the theory of stress and coping, later adapted his book "Stress, Appraisal and Coping" to further outline stress and its coping strategies (Lazarus, 1966/1984).

There are many a definition of the term stress but according to Mind, a mental health charity, stress is how we react when we feel under pressure or threatened and it usually happens where we are in a situation that we do not feel we can manage or control. (Mind, 2022). It is stated that when a person encounters stress is can be experienced in the form of two types: acute stress or chronic stress. Acute stress is stress that is experienced for a short period whereas chronic stress is stress that is experienced for so long that if not managed/controlled or turned into a positive outcome can be damaging to a person's physical, mental and emotional health (WebMD, 2021). Stress can be 'managed' in the form of coping strategies, of which there are hundreds, and they can help manage stress and this was theorised early on by Richard S. Lazarus (1922-2002). Lazarus states, "'Coping' refers to the mechanisms and strategies we use to deal with stressful situations and control - or at least reduce - the effects they have on us" (50Minutes, 2017).

At the start of my training, I discovered that there was a lot of information that I had to take in throughout my training. I understood that if I wanted to succeed and be attested as a Police Constable I had to get a hold of the information and make sure that I understood it and remembered it, especially in the lead up to my first exam, where I would have been

tested on my knowledge. During my life, I learned that the best way to take in information for me, especially when there was a lot of it to learn was to face the challenge head on and create a plan to which I would revise different topics in the lead up to the exam. Early on in my initial training, our class was hit with COVID, which meant that the learning was completed online and we were working from home for about two weeks. According to Richard S. Lazarus, having a planful problem-solving approach to help cope with stress achieved the most satisfactory outcomes at 7.59% in terms of coping out of all the tests conducted (Richard S. Lazarus, 1993). During learning from home it was rather stressful and I knew that for me to cope I had to devise a plan to be able to solve the problem of learning from home, and that way I could have the best chance to take in and retain the information. Sometimes when I found the learning that day quite challenging for example when we were learning the Theft Act 1968 it constituted of several definitions of which we had to retain. So whenever I found it difficult to remember a definition I would devise a plan to write the definition out every time until I was able to write it out in full and then also got my parents to have the flash card in front of them and for me to relay the definition back to them based on which one they requested. Evidentially, I really found this coping strategy had a positive outcome because it helped to minimise stress and aid me to build my resilience as I admitted early on if I struggled with a definition and created a plan to cope with the stress and challenge I faced. According to Neenan, “the first essential step in developing resilience is taking personal responsibility for guiding yourself through tough times...” and that “there’s no prescriptive way for people to be resilient (apart from that first step of taking responsibility)” (Neenan, 2017). As a result, it helped me retain and understand other information better as I had learned to cope and reduce the stress and develop a resilience from this, and as such, I passed my exams. Richard S. Lazarus (1966) further supports Neenan (2017) as he stated that acceptance of responsibility in the first instance greatly helps to build a resilience towards stress and how a person copes with it in the future.

Another key part of my training phase was that having a clear support network from my partner, family, friends and colleagues was vital to help minimise any stress that I was faced with. Cobb and Cassel (1976) stated that social support resources were important in dealing with a range of stressful life events and as such “the range of outcomes examined by Cobb made it difficult to argue that social support was not an important predictor of health outcomes” (Uchino, 2004). Throughout training and since being attested any stressful times that I encountered, my partner and my family were always there when I needed to discuss anything with them out of the work hours and were able to provide support and reassurance. Because of this, they helped me cope with any psychological stress that I was facing at the time, and this coping strategy really helped me minimise the stress I encountered and supported me to become more resilient with any challenges I was facing. Pierce and Sarason (1996) supports Cobb and Cassel (1976) stating that a strong social support network has important effects on a person’s psychological well-being and emphasises the benefits that are gained from individuals who have a social support network (Pierce, 1996). Additionally Richard S. Lazarus (1966) designed a questionnaire called WCQ which was aimed at evaluating evidence of 8 dimensions of stress coping strategies and the aspect of

social support such as asking a friend for help or talking to someone so you are not coping on your own was outlined as an important social construct in life as a way of alleviating stress and building resilience.

Another key concept of how I managed to minimise my stress levels was to maintain a steady amount of exercise throughout my training. Before training even began, I regularly enjoyed playing football several times a week, most notably 5-a-side football as it is fast paced and helps you react to things quicker and I also enjoyed getting regular exercise through jogging or going to the gym. So as such throughout my training, which sometimes was long hours and challenging days, I wanted to make sure that I found time to maintain exercise. As a result, it helped me focus more on my studies and become more resilient to challenges because whenever I was stressed I found that exercising in some form helped me escape from the stress, helped minimise it, and helped me build a resistance to the stress. Olpin and Hesson (2015) state that even as little as 15 minutes of some form of exercise can help to alleviate stress and having a good balanced diet and eating right along with exercise are foundations for a healthy lifestyle, which in turn helps, reduce stress. Additionally Olpin and Hesson further state that exercise has a great effect on the health and wellbeing of a person because it releases endorphins, which the body releases in response to help combat stress and leaves a person as a result feeling healthier and better within themselves (Hesson, 2015).

To conclude, throughout this piece of work I have outlined what stress is and how coping strategies can be used to help minimise stress and help build resilience and have evidence how I have showed this throughout my phase of training. I have discusses coping strategies such a planful problem-solving to tackle stress early on, as well as how having a support network around you helps to cope with stress that is faced and have evidenced how I had this network and how it helped me. I have also discussed how exercise can help to minimise stress because exercising has a positive impact of the human body and as a result can help to alleviate levels of stress and make a person more resilient. In addition, I have heavily outlined Richard S. Lazarus and his important part in theorising stress and coping strategies from the 1960s, and how he has evidenced how certain coping strategies compare to others.

Word Count - 1513

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:

Throughout this reflective piece, I will be discussing one main policing incident of which I was involved in, and critically assess the issues and barriers that I faced and how I overcame them, as well as be able to reflect on what I can improve on if I faced an incident like this again. In addition to this, I will also discuss the application I used to establish effective communication during the incident and be able to reflect on how I used and applied myself to communicate with all parties during the incident. During the conflict phase of the incident, I will also describe and assess the use of force that I used to and explain why and how I determine that the use of force was necessary in the situation, as well as critically evaluating how when use of force is used it can cause conflict when police intervene. Throughout the conflict phase of the incident I will also provide evidence from theorists most namely Betari's Box, which establishes a connection between how my behaviour and attitude has a knock on effect on how other people's attitude and behaviour is (Betari, 2022). This is evident throughout this incident when I was faced with conflict because I will evidence how my communication techniques and behaviour had an effect on my offender and victim's attitude and behaviour as a result and reflect how this relates to Betari's Box and other theorists.

Conflict is described as a disagreement among groups or individuals characterised by antagonism and hostility. This is usually fuelled by the opposition of one party to another, in an attempt to reach an objective different from that of the other party (WPX Hosting, 2013). So for reference when I was involved in this incident which I will explain in more detail, that I attended, my objective as a police officer was different to that of the offender and as such issues arise as we are in disagreement, and later on in this reflective piece I will demonstrate how I overcome these issues that I was faced. Conflict is normally thought by many as a negative as two parties disagree, but it is stated that conflict can be both destructive and also constructive. If conflict is managed well, it can be healthy and spark creativity as the parties try to come to a consensus by discussing an end goal and trying to work together to achieve an end goal (Freedom, 2022). To reflect with Betari's Box depending on my attitude and my behaviour towards a person when dealing with an incident, it could shape the way a person deals with conflict. Based on my actions, it could have an effect on others actions and that is why it is stated that if conflict is managed early on then conflict can be resolved or reduced through building a rapport and the use of effective communication such as active listening skills.

The initial call came in from a female who stated that her male partner has hit her over the head with a bottle and that she feels funny and is not sure what is going on and that her partner is downstairs and has done this before. As this call came over the radio, I attached myself and my tutor to the call and responded to the incident as an emergency response. While on the way to the incident my tutor had reminded me throughout my tutorship that I needed to risk assess before arriving at the call to identify any risks or issues that could confront my tutor and myself. I went over the air to establish if there was any warning markers on the persons or the address to establish the persons that we was involved with and it came back that the partner had several warning markers, most notably for being a DV aggressor and also assault police. I knew that before attending the address as a police officer we cannot make pre-judgements prior to a call and that we must remain impartial because every call and incident is different to the last and no two days are the same. I made sure to be aware of the warning markers given and that was it, making sure, I did not pre-empt and paint a picture before attending the incident.

As my tutor and I arrived at the address, the front door was locked and due to the nature of the call, I knew that entering the address was paramount, as both parties were believed to be still inside the address. After a minute or so of knocking the door and the window, the male answered the door and appeared quite irate and confused as to why the police were at his door. During this initial phase I knew that getting into the house was important because the female has called and stated that has been hit over the head and feels funny and that her head hurts, so entering the property to possibly save life and limb was paramount but the male was confrontational and would not let me and my tutor enter the address. College of Policing states that effective communication can help aide conflict situations and is often more advantageous to communicate with a person well than to use force if needed (College of Policing, 2020). During this phase, I made sure to use methods of effective communication to try to build a rapport with the male for him to understand why we were

here and for me to actively listen to what he has to say and to ascertain as much information as I possibly could during this time. During the conversation with the male I made sure to use several open-ended questions to help the male engage in a back and forth conversation along with hand gestures and eye to eye contact, because communication does not have to just be in voice form it can also be in non-verbal forms as well and strong eye contact shows that you are paying attention (Cuncic, 2022). This in essence enabled me to build a rapport, engage in communication and in turn aided the male to become less obstructive and as a result, the male had changed his behaviour from being irate. On reflection of Betari's Box, this shows that during my rapport building with the male using open-ended questions and active listening skills I was able to possess my calm and collective behaviour onto the male and as such it has a positive impact on his attitude and behaviour. During the conversation, I stated to the male that we need to check on everyone's welfare within the house and after being quite reluctant at first he let myself and my tutor into the address to establish if the female was okay. My tutor and myself went into the house and located the female who was upstairs on the bed in the master bedroom. At this time, the male had come upstairs and started to approach the bedroom in quite an irate manner stating to myself and my tutor why are we upstairs checking on his partner of which we explained that we needed to check on the female's welfare as we have had a call to attend the address. The male at the time became visibly irate so I took it upon myself to take the male back downstairs as the male's behaviour was making the female quite visibly distressed, so I took the male downstairs while my tutor took care of the female. During this time, it is important to ascertain what has happened, so I separated the male and the female and when I took the male downstairs, I made sure to ask for his account of what has happened within the last 30 minutes or so with the use of open-ended questions. This in effect prompted the male to engage in communication with myself and change his behaviour because my behaviour and attitude shaped his in essence (Betari's Box). College of Policing (2013) documented that a police officer's actions and behaviour when dealing with an incident, can help shape a person's behaviour in doing so. As such because I engaged in effective communication with the male with open-ended questions and a calming voice tone it helped engage the male in communication with myself and in turn calmed his behaviour as my behaviour was calm and not irate (College of Policing, 2013). After I had taken the male downstairs and engaged in conversation the male stated that he and his partner had just had an argument like all partners do and that he wanted to go upstairs and see his partner, and during this time he had got up from the sofa and had tried to proceed to go upstairs. I stated to the male that he could not do this at this time because my tutor was upstairs engaging with the female trying to ascertain her side of the story and to check on her welfare, and due to the previous encounter upstairs as it made the female visibly distressed I ensured that the male stayed downstairs. During this time, the male became quite irate and tried to force his way upstairs but I advised the male that we needed to ascertain a full account from the female. According to MSG (2022), me and the male had now entered the differentiation stage where myself and the male were both voicing our concerns and as such were at a disagreement and this was where the conflict had started, because the male wanted to go upstairs but I would not allow him till we made sure the female was safe and got a full account from her (MSG, 2022).

During this approach, I acted in a professional manner because at this time I had not established the account from the female as my tutor was trying to ascertain this so I acted with honesty and integrity because I needed to make sure that both accounts had matched and this was the only honest and right way of doing this.

After a few minutes my tutor came downstairs and stated to me that the female has been assaulted by the male by him hitting her across the head with a bottle and that she has injuries to her head and as a result was feeling quite funny and dizzy. Based on the information that I had received from my tutor I made sure to be objective and had made the choice to arrest based on evidence and my best professional judgement and at the time of doing so I was assessing the conflict that could arise as a result of arresting the male. During this time, I was evaluating the outcome of the arrest through the National Decision Making Model (NDM), which is a model that supports and assisted decision making as to the most appropriate response when dealing with a situation (College of Policing , 2014). Based on the information me and my tutor had gathered from the female I assessed that when I state to the male he is under arrest he could become quite irate and aggressive as a result, so I needed to be prepared to identify my options I had available to me such as effective communication and if needed use of force. At this moment, I stated to the male that he was under arrest on suspicion of assault and as a result the male had become rather aggressive and his behaviour had changed in an instance. I tried to engage with the male like I had done previous to try and use effective communication to try and change the behaviour and attitude of the male but It was not working, and as a result the male then started to become aggressive and starting lashing out. As such, my tutor and myself had to use force on the male due to his irate nature and had then placed the male in handcuffs to protect my colleague and myself. During this process I evaluated if the use of force applied at the time was necessary and when I told the male he was under arrest after conflict had arose and due to him lashing out at me and my tutor, handcuffing the male was necessary. At this time, we had called for another unit to be able to place the male in the van and convey him to custody. During this time I went upstairs to ascertain how the female was as my tutor stated that she was feeling quite dizzy as a result of being hit across the head with a bottle. I had stated to the female who was quite visibly distressed that the male had been arrested and had been placed into the van upon conveyance to custody, and actively engaged in communication with her making sure to actively listen to what she had to say. At that moment, I made sure to listen to the female and she revealed to me that this confrontation with her partner had actually been going on for quite a while now and that her partner had actually abused her a few days ago but felt too scared to speak about it until now. Evidently, according to Beatrix's Box my calming nature of my behaviour possibly resulted in her behaviour being calmer and her not visibly being distressed, and as such revealed information to myself about her partner and what he had done. Due to my effective communication skills with the female, we was able to ascertain valuable evidence of an offence that happened a few days ago that the female may not have revealed before.

Throughout this essay, I have explained what has happened throughout the incident and using Driscoll's Model of Reflection to reflect on my actions I undertook to overcome issues

I was faced. Such as the first initial arrival of myself and my tutor to the address where I used effective communication skills to engage with the male and enter the property to ascertain what had happened and the welfare of the female (NursingAnswers, 2018). To reflect, I believe it was critical to enter the residence due to the nature of the call because the female had called police stating she has been assaulted by her partner, and Section 17 PACE was most efficient here because I believed we had to enter the residence to possibly save life and limb because the welfare of the female was not known.

In conclusion, throughout this piece I have assessed the issues that I have faced during the incident where I was faced with conflict and have described and actioned how I have overcome these issues. I also evidenced and reflected on my application of the elements of effective communication such as active listening and non-verbal communication such as hand gestures and eye-to-eye contact to establish a rapport with both the male and the female. I have also analysed and describe the process that I had undergone for the use of force that was used in this conflict incident and assessed why it was necessary that use of force be used. Throughout this piece also I have evidence and discussed the use of Betari's Box Model and how its use can be used to provide effective communication with an individual based on you attitude and behaviour.

Word Count - 2564

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:

During this reflective piece, I will critically assess a policing incident I was involved in where I played a significant role with an offender and victim and be able to reflect on how I dealt with the situation and evidence what I could improve on. I will also evidence the responsibilities and procedures I have as a police officer and show how I have shown these in line with the incident and discuss how I provided support to victims and witnesses. I will also evidence how I worked with different departments when dealing with the incident because as police officers we are victim-led and victim focused and need to put the victim's needs at the forefront of what we do. I will also discuss and illustrate the core policing values and how I evidenced these throughout my significant role in the policing incident, and discuss any other considerations that I had when dealing with the offender, witness and victim. According to Gov.UK, a victim is defined as, "a person who has suffered harm, including physical, mental or emotional harm or economic loss which was directly caused by a criminal offence" (Gov.UK, 2021). In addition, if someone is a victim of crime they are also entitled to rights known as Victims' Rights that allows a victim to be provided with a certain level of service from the criminal justice system as well as support from services such as Victim Support.

Additionally I will reflect on my actions and performance during this policing incident by using the Gibbs Reflective Model, which is focused on the ability to self-reflect on a person's

actions with the outcome to improve on those actions through continual learning and improvement. In essence, it is a framework for examining an experience or experiences, and then based off examination, a person can understand specific areas, which they performed well or may require improvement (NursingAnswers, 2022). In addition to reflecting to my involvement and performance in the incident by using the Gibb's Reflective Model at the conclusion of this piece I will also reflect throughout the essay using Boud's Triangular Representation which provides the a clear, simple and effective model of reflection focused on 3 elements: Learning, Experience and Reflection (Jenkins, 2022). Throughout my involvement in the incident, I was constantly learning and will continue to learn the more experience I gather on incidents of a similar nature. Upon reflection of my actions during incidents and during this specific incident I will be able to then again continue learning based of what I done well and what I could improve on.

The initial call came in of a dwelling burglary after a report from a builder who had turned up for work on an address that they was carrying out extension work for when the resident had called them asking if they was at the address as the front door was open, as notified to the resident by a neighbour opposite. The builder stated to the resident that they was not at the address yet and as such when the builder arrived, he could see through the window and confirmed that the house had been burgled, and then they phoned the police. As my colleague and I arrived, we were greeted by the builder and the resident, who had attended there address after the report as they were currently living away with their family at another family member's house while the work was being carried out and was due to move back in today. Upon attendance, it was evident to see that the resident was quite upset about what had happened and I assured them that my colleague and I would do everything we can to support them as well as discussing additional support that can be provided to them such as Victim Support Services and our Neighbourhood Policing Team (NPT). A burglary can have a significant impact on victims, both financially and emotionally. As well as losing items of value, some of which could be personal or irreplaceable, victims may feel a violation of security and distress that somebody has entered their home (VictimsFirst, 2022). As a result, the sheer impact that a dwelling burglary had on this victim in the incident was evident as soon as my colleague and I arrived and as such we knew it was of the utmost importance to be able to offer the victim all the support and additional services as well as carrying out our duties to catch the offender/s that committed this crime.

Before entering the property I discussed with the builder and resident if anybody had been inside the property and if so where, of which they stated to me that nobody has entered the property as told by the PSC as it was important that any evidence was not tampered with. My colleague and I then entered the property and went to the rear extension and I saw that there was two gaps in the roof of the extension of which the builder stated that windows had been removed from the roof so the floor could dry ready for the resident to return and as such below the windows were footprints of which I made sure to photograph and make sure was secure so nobody could tamper the evidence. I also went upstairs and it was evident that there had been an untidy search of the property and it was clear that the house had been burgled. During this time, my colleague and I examined the property to ensure that nothing evidential was left as during the 'Golden Hour' which is referred to as the first hour

of attendance to a crime is the most important as it is the most important time to secure evidence or evidential opportunities. At this moment I knew it was important to try and capture any evidential opportunities and further found several footprints on the roof of the extension and as such noticed a step ladder and also a hat that had been left, and as such it was clear now that the burglar/s had climbed the ladder, entered through the extension roof and then into the property, then leaving via the front door, which was evidently left open. As soon as I noticed the footprints I again photographed it as evidence and straight away called for the CID and CSI team to attend because there was clear evidence here of a burglary and I wanted to ensure the best success of catching the criminal for the victim by ensuring any evidential opportunities were impacted on. Upon reflection using the Boud's Triangular Model due to my initial actions when first on scene and during the 'Golden Hour' phase I was able to secure vital evidence which would in the latter stages secure a result for the victim as we were able to find out the offender. As such during my experience of this burglary and upon reflection I learned that quick and decisive actions resulted on a massive impact for the victim of the burglary as we managed to capture the offender and as a result I learned that for any incidents going forward of a similar nature this is a vital element of my learning of how my actions can have a positive impact on a victim.

After securing initial evidence, I knew it was vital to go outside and discuss with the victim how we would progress from here and what support we can offer to them as a burglary has a massive impact on the victim, as they can find it very distressing. At this time, the resident (victim) was still with the builder so I stated to the builder as he was first on scene and was the reporting person it was vital to obtain a statement from him about his account and stated that we would do this as soon as we ascertained with the victim what was taken. Firstly, it was important to establish what had been taken, if anything, so I went inside with the victim to establish this and explained to them that this was a vital part of the incident because if we could ascertain what has been taken and get a description of the items then it could really help progress the investigation as we are then able to pinpoint exactly what has been taken and this in turn could provide vital evidence of what items we were specifically looking for that had been stolen by the burglar. I advised the victim that entering the home address could be distressing or upsetting for them as the house was not how they know it to be due to the untidy search that had been made by the burglar. However, I assured them that my colleague and I were there for support for the whole time and that the property was safe as we have checked it and if they felt that, they did not want to enter the home they did not have to. The victim was adamant that it was key to ascertain what had been taken and was willing to enter the property with my colleague and myself. As a result of the victim entering the property my colleague and I were able to ascertain specific items that had been stolen and had a detailed description of the items and were able to note these and upon reflection as a result later on in the investigation these items were recovered somewhere and resulted in evidential opportunities from the items. Due to the responsibility of my colleague and I as a police officer we were able to support the victim and in turn, they were able to ascertain the items that were stolen which proved vital to the investigation. I then explained to the victim the process of providing a statement from themselves regarding the burglary and what items

had been taken and also stated that they could also provide a victim personal statement (Code 7 Victim's Rights) which if given can aid the criminal justice system on making a decision on the support and services that the victim and the/or their family may need (TheLawPages, 2022). I explained to the victim that a victim personal statement can state how the crime has affected them and their family, and greater hones in on the impact that it has had on them, and because of explaining this process to the victim, they provided a statement and also a victim personal statement. After I had obtained a statement from the victim I made sure to go an obtain a statement from the builder as they were the reporting person and first on scene and as a result of this we was able to obtain a time frame for when the crime could of happened which proved vital to the investigation.

After obtaining a statement from both the reporting person and the victim I understood it was important to provide support and safeguarding to the victim by submitting a public protection notice (PPN) for the victim as they were a victim of a crime and submitting the PPN could help provide the victim the suitable support and advice from additional services that they needed. I explained the PPN process and they consented to completing a PPN and then I went through the PPN with the victim making sure to ask important questions to the victim about the crime so that we were able to provide the support they needed (SouthWalesPolice, 2021).

In addition, I understood that it was important to offer the victim the option to be referred to Victim Support that is an independent charity, which is dedicated to supporting victims of crime and traumatic incidents by providing information and support that a person needs such as emotional support and practical support (VictimSupport, 2022). As this crime was a burglary I realised I could utilise the service we offer called target hardening which enables victims of crime to get additional support in regards to security for their residence via locks/cameras/alarms. I acknowledged that offering this support was important to the victim as it could help provide some security and reassurance of safety by securing their home, so I made sure to also provide this of which the victim was appreciative of.

Upon reflection using the Boud's Triangular Representation, I learned that submission of a PPN was vital for safeguarding purposes for the victim and upon reflection I learned that this was important as the resident was a victim of a dwelling burglary and their partner and children also were due to move into the house again so it was important to submit the PPN so support and safeguarding can be provided to the victim and their family as soon as possible. Upon reflection I felt that my responsibility as a police officer to offer support was evident here as well as obtaining a victim personal statement and referring the victim to Victim Support. Because of the support I offered the victim, I made sure that, I adhered to (Victim's Rights Code 4) which states the right for the victim to be referred to services that support them and have services and support tailored to their needs (Gov.UK, 2021).

Upon leaving the incident, I assured the victim that officers would provide them with regular updates regarding the investigation (Victim's Rights Code 6) and made sure to check that all their details were correct so CSI and CID could contact them accordingly and other services for support. I also provided the victim the crime reference number so if they wished to contact the police they are able to reference the crime instantly.

When arriving back at the station I made sure to update the incident, firstly starting with applying the Victim Update Codes (VU Codes) to the occurrence which are codes the police must use whenever there is a victim of a crime to evidence and support the victim by assessing how the crime has had an impact on them and as a result of an assessments whether the victim is entitled to enhanced rights. During the VU codes also is the VU03, which provides the victim of a crime regular updates in regards to the investigation and I made sure to be able to provide this to the victim throughout the investigation.

To conclude upon reflection because of the actions I undertook and the support provided on the day of the incident, I was able to obtain key evidence which led to the location and retrieval of the items stolen, which led to the identification of the offender who affected the victim and their family's lives. Upon reflection, I made sure to provide the victim with the support and services they needed because of being a victim of a dwelling burglary, which is the most intrusive and disturbing of volume crimes. Using the Gibb's Reflective Model which consists of 6 stages of reflection: Description, Feelings, Evaluation, Analysis, Conclusion, Action Plan I was able to reflect throughout this piece on my performance in regards to the incident I was involved in and felt that I was able to provide description and feelings in relation to the victim as I was able to provide support and services of which we could provide. Upon analysis and evaluation, I have now learned that my initial actions and support that I offered to the victim was important because as a result of the evidence gathered and the outcome of catching the offender, along with the support provided to the victim, they were appreciative of my colleague and my initial response and action that resulted in a positive result.

Throughout this piece I have also evidenced my responsibilities in line with the relevant codes or practice and have also evidence how I have been able to support victims through the criminal justice system and also was able to reflect throughout and in conclusion of this essay. I also assessed the incident throughout and discussed how my actions had an impact on the victim during this incident.

Word Count - 2673

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:

During this essay, I will critically assess a policing incident of which I was involved in an discuss and understand any social and legislative contexts that I was faced with or had to deal with as well as any issues I faced in regards to cultural, ethnicity and language barriers that I also encountered. Throughout this essay I also evidence and reflect on how I used the National Decision Model (NDM) when being encountered with an incident as a police officer and how the use of the NDM helped assist my decision making process and how it aided me to resolve the incident with the best outcome having assessed the whole incident through the NDM. The National Decision Model (NDM) is a decision-making model that is suitable for all decisions in policing and can help users to structure a rationale for what they did/are going to do during an incident. The NDM is made up of six key elements, which provides a police officer with guidance and focus for a specific element at a time in regards to their rationale and thought/decision making process, and all the elements are centred and governed with the Code of Ethics at the heart of it. The six key elements are; the code of ethics, to gather information and intelligence, to assess the threat and risk and to develop a working strategy, consider powers and policies, to identify options and contingencies, and to take action and review what happened (College of Policing, 2014).

Additionally I will evidence how discretion will be used, which is where police officers are able to use their discretion to help formulate an outcome if there are several options or

choices to be made, as well as the use of professional judgement and common sense. College of Policing state that police discretion is necessary to provide judgement but must be used wisely such that when using discretion, officers must factor in their professional judgement, policing codes, guidance and policies into the consideration when making a judgement decision based on their discretion (College of Policing , 2014).

The Criminal Procedure and Investigations Act 1996 sets out the manner in which police officers when dealing with an incident are to record retain and reveal to the prosecution, material that is obtained in a criminal investigation and which may be relevant to the investigation, along with any related matters (Ministry of Justice , 2015). Therefore, during an incident police officers are to record and retain any information that has been provided to them and because of this information among other factors such as professional judgement will be able to conduct an investigation into an incident to understand the thought process and decision making that is undertaken.

Additionally during this essay, I will discuss the impact that bias can have on ones thought process and decision-making and the reason why as police officers we cannot be influenced by any bias and we need to treat everyone fairly and with the same judgement. As such, this provides the fairest outcome for all parties involved when conducting an investigation

The initial call came in of a report of a disturbance that was heard at an address by a neighbour who stated they could hear lots of shouting and screaming as well as banging coming from next door. During this initial phase, the information we was faced with was very minimal at the time so I asked the PSC if they can engage in providing any further checks on any persons that possibly reside at the address so that we could obtain more information and intel, as at this moment in time the information provided to us was very minimal. While on route to attending to the call with my colleague, it was stated that there was a male, a female and one child who currently resides at the address of which was in her 20s had previous for assaulting her stepmother in the past. Aware of this information, I made sure that this information was noted as a possible reason for the disturbance but made it critical that it would not foreshadow my decision making process when attending the incident and was aware that this should not impact my thought process as this would then evidence the act of bias coming into play as it is having an impact on my judgement. My colleague and I attended the address and heard that there was an argument ongoing from inside the address so after knocking and receiving no answer we have entered the address under Section 17 of PACE to protect life and limb as we are not sure of what is going on based on the information that has been gathered at this stage, but are mindful that there could be a possible assault or altercation ongoing. During this stage of the NDM it is clear the decision to enter was that we have obtained information and intel at this stage and I have risk assessed the threat, risk and harm that could be posed as there could be people inside the address that could be in danger and are in immediate need of assistance, so it was necessary to enter immediately under Section 17 PACE (Legislation.Gov.Uk, 2020). Upon entering the address, it could be seen that the stepmother and the female (who was her daughter in her mid-20s) was having a heated altercation so we immediately stated why we

were here and have split them both apart to understand what has been going on here. When I spoke to the female, it was apparent that she had an injury to her head and arms so I tried to ascertain straight away how these injuries were caused of which it was evident she could not understand me very well. At this moment, I was faced with a language barrier between myself and the female whereby I needed to ensure that effective communication between her and myself was present so that I could ascertain what has gone on and she could understand what I was saying. As a result of this, I assessed that it was very important at this moment in time to call language line so that they could translate both parties' communications so that we could both understand what both were saying as "during an emergency, it is vital to quickly ascertain information" and more so if persons involved do not speak the same language (LanguageLine, 2020). During the communication, I quickly obtained information via the interpreter that the female had been assaulted by her stepmother today and as such has obtained these injuries to her head and her arms. The female also stated that she wished to make a complaint and provide a statement as her stepmother has assaulted her, so after gathering this information and Intel I needed to assess this and develop a working strategy based of the information. Upon recording a statement from the daughter in regards to the assault, I have noted that there are pet cameras within the house that were later discovered to be motion detected so that the resident could check on their animals if they were at work or out of the house. As such, I made sure to question about the cameras and it was stated that they can be accessed by an app on a mobile phone. I then conveyed this to my colleague, and we was then able to view the footage on the pet camera devices and it showed evidence of the mother assaulting the daughter several times earlier on. As such, this incident was dealt with based on the information and Intel I received and gathered at this moment alongside my professional judgements, force policies and the use of discretion. I went through the NDM and made a decision, which I will evidence in the latter stages of this incident that was not impacted by the potential impact of bias. At this moment in time, I remembered that the female had previous for assaulting her stepmother so this potential impact of bias towards myself could have affected my decision-making. According to (Krosnik 2008 and Neuberg & Fiske 1987) as human beings, law enforcement officers are susceptible to biases that can interfere with information processing and decision making (Wallace, n.d.). As a police officer you cannot pre-empt or pre-judge a situation or incident that you are faced with and you must attend every call, incident or scenario completely unbiased and with complete fairness.

After I had communicated with the female in one room, I went and spoke to my colleague to assess the information I have obtained and discuss with him what he has found out from the stepmother. He stated to me that the stepmother just said they have had an argument and an altercation but has not threatened or assaulted her daughter in any way and stated that she just wanted it to be left alone as nothing had happened. At this stage, I went through the next stage of the NDM to consider the powers that I had at this moment in time. During a domestic incident, it is South Wales Police force policy to ensure that both parties are separated from the address, and this can be done by making sure one-person leaves and officers can do this by taking them to a family friend or a friend's house etc. It is stated by SWP that domestic violence accounts for 8% of all recorded crime for the force so it is vitally

important to critically assess a domestic incident of which I did during this incident through constant use of the NDM and professional judgement (HMIC, 2014). This is to ensure the paramount safety of all parties involved because if police was to leave the address with both parties still at the address, then the incident could occur again. Considering the powers and options I had at my disposal we could have decided to just separate both parties for the night and take either the stepmother or the daughter to a relative's house to resolve the incident. But based on the information that was gathered and having assessed the situation and the injuries that had been caused to the daughter that being significant bruising and marks to her arms and also an injury to the head, my colleague and I deemed it was necessary to arrest the mother on suspicion of assault (Section 47 ABH - Actual Bodily Harm) to protect the daughter from further injury and to be able to investigate the offence that she has assaulted her daughter. Considering the National Decision Model and based off the information gathered and an assessment of the threat and risk, I deemed it was necessary to arrest the mother to be able to minimise the threat and risk and reduce harm that the daughter was faced with. Upon going through the options and contingencies, we deemed it would not be appropriate to just remove the daughter from the address and separate both parties as the mother has potentially assaulted the daughter. After arresting the mother for the offence of assault, she was compliant when my colleague and I were communicating with her and as such when taking her to the police van upon conveyance to custody I used my discretion here to not handcuff the female. This decision was made in aide of the NDM also because she had been very compliant with my colleague and me so we felt there was no reason to handcuff her as she showed no signs of violence and was compliant and with officers so there was no justification to use force to apply handcuffs (ACPO, 2010).

The final stage of the NDM is to take action and review what happened. As stated before during the incident I took action by arresting the stepmother on suspicion of assault, which was a decision that was made based of retaining all the information and assessing the options that were available. Upon review of this incident I believe the decision to arrest the stepmother at the time was the most effective outcome having gone through the incident using the NDM to rationalise my decision making process, as well as the use of my discretion and professional judgement at the time. Through following the National Decision Model, it was also important to follow the code of ethics as this is what the NDM is governed by and I believed the action I took was based in the best public interest and followed the policing principles. Upon review of the incident, through the use of the NDM I was able to formulate the correct rationale and decision making to achieve the outcome of arresting the female. I deemed this was the necessary approach and the correct decision having gone through all the possible information and Intel we had obtained, assessing the threat and risk that was posed at the time and developed a working strategy as a result. Also considering the power and policies available I knew I had to separate both parties and knew that I also had the power to arrest under Section 47 ABH on suspicion of assault, and considering all the options at the time, I deemed it was necessary to arrest the female.

Upon conclusion, throughout this essay I have discussed how during a policing incident of assault I have used the NDM to aide my decision making process as well as the use of my discretion and have evidenced and reflecting on this. I have also determined my responsibilities as a police officer when conducting the investigation into the incident that resulted in information coming forward that a female had been assaulted and also have critically illustrated and outlined the potential impact bias can have on the decision making process throughout this incident.

Word Count - 2302

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
Confidence with Conflict	During my time on shift at the moment I feel that I do have confidence when facing any incident that I am involved in however I have noted that when I am confronted with certain levels of conflict I need to be more engaging and have confidence to assert power on a subject/suspect. At that moment in time if they are suspect for a crime or have been involved in an incident then I need to show that I am in control of the incident and they listen to me. I feel that I will achieve this by getting more experience so if a call comes out where there is conflict I need to be confident and code up to that call so that I can get more	My Sergeant My Team Friends and Colleagues	1-3 Months

	experience first-hand.		
Effective Stop and Search	During my time on shift, I have carried out about five or so stop and searches on people but every result has been negative so far. I feel that I need to improve on analysing situations and people and make sure that I am aware of the reasonable grounds that I am able to use to be able to stop people and search them. I have showed signs of being a proactive police officer during times such as night shifts were me and my colleagues would go out and try and undertake more stop searches but this will just come with time, because the more time I spend being proactive and engaging in stop searches, the more I will learn how to deal with them better and as such hopefully get a positive result as a result.	Colleagues Sergeant Myself - learning and development for stop searches	3 Months
Knowledge and Understanding of Legislation	I recognise that I am still young in service and I know that over time, I will get more experience with different incidents	My Sergeant My Peers NCALTs Books and Resources	6+ months

	and scenarios as no two days are the same. However, I know that I can improve on my knowledge of bits of legislation and I know I can ensure I do this by getting more experience and also making sure I do not shy away from taking any calls and that the best way to get experience is to just do it. In addition to this, I know that I can also use NCALT packages to help aid my understanding on certain legislative topics as well as revision from books like Blackstones Handbook, which will build my knowledge.		
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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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CONFIDENTIALITY and PLAGIARISM – confirmed by submission through Turnitin

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: Joshua Gadd

Date: 03/04/2022