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Workbook title: Competency Based Workbook 2 (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) - BMPP6001D

Competency Based Workbook 2 - Learner Workbook

Guidance:

- Your workbook must contain items 1 - 5 below (in the order given).
- You should use the pro-forma to insert your text within each section.
- Note that this module has 2 components with each weighted at 50% of the overall 100% marks total.
- You should upload your completed document as a saved pdf file of this workbook; if this is not possible then a Word Doc file is acceptable. Do not send a scanned file from a photocopier, an apple.dot file, or a Microsoft publisher file as Turnitin will not be able to assess them, despite you being able to upload them.

Contents

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

Task 1

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

You must choose **a policing incident** in which you played a significant role with a victim of crime or anti-social behaviour and reflect on what happened.

Give a brief description of the incident including social and legislative contexts and any relevant cultural, ethnicity and language issues.

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

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

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

ANSWER:

Vulnerability and risk are two key elements of modern policing and are faced daily as part of a police officer's role. At present, a great deal of calls to police do not constitute criminal offence as they are welfare or concern calls yet still attended by response police officers. Police are not trained in dealing with such matters but may be aware of available services or agencies who can assist. Aside from these incidents, vulnerability is also prevalent in victims of crime and often in offenders too. Domestic abuse is one instance where a victim may be particularly vulnerable and consequently cases are regularly referred to MARAC (multi-agency risk assessment conference) for discussion on what actions should be taken. I will discuss a particular case that I have dealt with which demonstrates this approach, followed by the actions I took and what worked. The tools utilised by South Wales Police for assessing risk include public protection notifications (PPN) and DASH (domestic abuse stalking harassment) risk assessment and this is consistent across other forces and partner agencies. However, different approaches can be utilised to manage people at risk and options are presented through forums such as Multi-Agency Public Protection Arrangements (MAPPA), Multi-Agency Safeguarding Hub (MASH) and strategy meetings.

With vulnerability comes an element of risk, and risk of harm is usually higher with vulnerable persons as per the definition “a person is vulnerable if as a result of their situation or circumstances they are unable to protect themselves or others from harm or exploitation” (College of Policing, 2020). Prior to police officers attending an incident, the call handler will have graded the call utilising THRIVE (threat, harm, risk, investigation, vulnerability, engagement) model set out by College of Policing to risk assess and determine appropriate response time. This is used for every call made to police, however, for the purposes of this essay it is pertinent when responding to a victim who is vulnerable. This is to understand the severity, level of harm or risk to them, how their vulnerability may exacerbate the matter and what other professionals should be notified (College Of Policing, 2021). Part of the role of a constable is to assess risk within different circumstances whether it be dynamically risk assessing at a critical incident or using a standardised risk assessment when submitting a PPN. In domestic abuse instances officers will use what is known as DASH, this is a risk assessment tool implemented by police forces to identify and manage high risk domestic abuse, stalking and harassment cases through a series of questions (HMIC, 2014).

As part of my role as a police constable I respond to domestic related incidents almost daily, and as a result of this I encounter people who are vulnerable or in a vulnerable position. Recently, I investigated a case whereby an 18-year-old female is victim of malicious communications, threats to kill, assault, harassment and controlling coercive behaviour all at the hands of her ex-partner. The pair had been in a relationship for a year whilst this was ongoing, and the victim was oblivious to the severity of the abuse. The victim then found that she was pregnant with the perpetrator's child and after being forced to have sex and hit to the stomach, she realised she needed to protect her unborn child so disclosed everything to her parents who subsequently called police. Initially I felt apprehensive as this was a complex investigation to take on and still being inexperienced, I was unsure whether I could manage as it felt someone more qualified should be investigating. This consideration is validated to an extent in an annual assessment by HMIC which concluded that inexperienced officers are being given responsibility for cases which

they are not qualified or prepared for due to the lack of investigators available (Her Majesty's Chief Inspector of Constabulary, 2020). Irrespective of that I approached it wholeheartedly and felt responsible for getting justice for the victim so asked my supervisor to review the case and my plan to ensure I was taking all the appropriate actions.

Furthermore, I soon discovered the extent of the victim's vulnerability as she was just 16/17 during the relationship and has severe ADHD and autism. Conscious that immediate safeguarding was required I liaised with the victim's parents and arranged for her to move into their house on a temporary basis so I was satisfied she would be safeguarded. Initial actions also involved completion of relevant risk assessment and public protection tools for submission as high risk to the appropriate departments. A file of evidence was then prepared, the perpetrator was arrested and remanded in custody with an emergency charge being authorised sending him straight to prison. Whilst he has been in prison a restraining order was placed against him meaning he cannot contact the victim directly or indirectly, attend her place of work or residence, or anywhere she would reasonably be. This was reassuring after all the work I had put into investigating and collating evidence. In addition, I then worked with partner agencies including housing, health and social services to ensure the safety of the victim and consequently she was rehoused to a different town. There are now ongoing regular multi-agency meetings taking place and plans are being developed to safeguard the unborn child.

One of the main positives is the role I have taken with the victim from the first call to the end outcome when the matter was finalised. At the start of the investigation, I explained the criminal justice process to the victim, referred her to victim support services and completed the needs assessment which confirmed she would receive an enhanced service. Then, throughout the investigation I kept her informed on any progress as per the Victim Code (Ministry of Justice, 2020). This demonstrated my compliance to the victim code, increased victim satisfaction and made me feel contented knowing the case was progressing and victim was pleased. Additionally, I have been contactable via my works mobile to answer any queries she had as well as liaising with her parents to reiterate important messages to them as I was conscious of her ability to understand and retain information.

A pitfall from this investigation was the length of time it took to ensure all the actions were completed, evidence gathered, and case file built. An issue I have found with investigations being lengthy is that victims often retract their statements of complaint due to the process negatively impacting their mental health. This hurdle I faced was down to the awfully low staffing levels on response policing teams and high demand for service thus not allowing me sufficient time to focus on this investigation. Although this is not an issue I could resolve personally, I think I could have potentially been more efficient with better time management or improved partnership working. As aforementioned, a lot of incidents we attend as officers are not police matters and could have been resolved by partner agencies or earlier intervention and this is supported in research (Boulton, et al., 2017).

Partnership working is regularly debated with differing perspectives of its efficacy and continuous efforts to improve the relationship amongst agencies. One of the main forums where partnership working is prevalent for domestic violence cases is MARAC which is made up of police, health, social services (child and adult), probation, Independent Domestic Violence Advocate (IDVA) and other statutory or non-statutory agencies. MARAC meetings are for information sharing amongst these agencies on the high-risk domestic violence cases, discussion around options for managing the offender and safeguarding the victim, and then deciding actions for each agency (SafeLives, 2014). MARAC has been beneficial in the investigation discussed above as it has allowed police to work with partners resulting in the victim being rehoused, safeguarding for the unborn child and probation progressing actions for the perpetrator. To the contrary, a literature review on MARAC has suggested that there are some limitations as police have a dominant role in the meetings, there is limited communication between other multi-agency forums and there is a lack of knowledge of MARAC resulting in fewer referrals (Kerti, 2016). Nonetheless, MARAC meetings are a forum whereby agencies can present their approach to managing risk and vulnerable people such as rehousing, provisions for children and unborn babies, support for mental health and many more.

Multi-Agency Public Protection Arrangements (MAPPA) denotes another method of working to protect victims of crime, vulnerable people and managing violent or

sexual offenders under Criminal Justice Act (2003) as issued by Secretary of State for Justice (HM Prison and Probation Services, 2021). Research into the effectiveness of MAPPA Level 3 offenders in reducing reoffending or reconviction has concluded that whilst it has proven to reduce the seriousness of crimes committed in the first year of release, it does not eradicate completely. Moreover, the research suggested that there are not sufficient resources involved in the process to work with said offenders (Wood, 2011). Something I have found within the case outlined above is that police and probation services work well together in the management of offenders following release from prison. This viewpoint was supported in a study on MAPPA effectiveness where it was found that police and probation were the key participants in collaborative working whereas health and social services were found to be the most problematic for all attending agencies. It is inferred that they are reluctant to share information which implies they do not understand the purpose of public protection. It was also found that the prison service is not consistent in communicating risk of offenders prior to release and can be problematic in information sharing with probation and police (Nash & Walker, 2009).

Furthermore, literature reveals that there is still a high level of ambiguity in relation to what defines vulnerability and how it should be addressed, in addition to the lack of partnership working still being prevalent (Keay & Kirby, 2018). The use of DASH is widespread across UK policing and to my knowledge, should be allowing public protection departments and partner agencies to make informed decisions on vulnerability, risk and safeguarding in domestic abuse, stalking and harassment cases. In my personal experience I have found that the DASH tool can be extremely useful in some cases such as the above where certain behaviours are identified which will allow a better assessment of risk level. That said, I believe the model needs revisiting to accommodate different domestic circumstances and this is echoed in a study on risk led policing. The findings indicate the DASH model is rated by officers whilst found to not always be practical or achievable (Robinson, et al., 2016).

What may be practicable for one incident of vulnerability and risk incident may be completely irrelevant or inappropriate for another. Utilised within the incident discussed above was a 'halfway house' where the offender was housed on his release from prison, which afforded him access to services whilst having 24-hour supervision in a residential setting linked closely to probation. This approach is recognised by College of Policing 'What Works' for having an overall reduction in reoffending as research indicates this as being successful in reducing recidivism (Wong, et al., 2019). On the other hand, understanding vulnerabilities of repeat victims has also been useful in predicting offending behaviour which assists in managing risk and protecting vulnerable people. An approach used by healthcare known as screening when women attend healthcare settings has been beneficial in identifying domestic violence at an early stage (O'Doherty, et al., 2015)

A commonality amongst police and partner agencies is the aim to protect vulnerable people and ensure safeguarding is in place for those requiring it. Demonstrated throughout this essay is the vulnerability, risk identification and management faced within a police officer's role which validates the need for appropriate training. Additionally, findings of several studies mentioned above advocate a requirement for improved information sharing amongst partners within multi-agency work. Research has suggested that as a new approach police officers should be considering everyone they encounter as vulnerable until proven otherwise as police are not health professionals nor are they educated or trained in dealing with such factors (Bartkowiak-Theron & Asquith, 2012) which supports the necessity for a more collaborative approach. A variety of multi-agency strategies and approaches have been evaluated in preceding sections and some of which have had a positive impact on the domestic violence case I referred to. Still, each professional agency will have its' faults and accompanied by lack of communication could lead to a negative outcome. Evidence based policing, learning what works to prevent reoffending and protect repeat victims, identifying vulnerability and information sharing amongst partners will ensure the best result for the victims and vulnerable people we encounter.

Word count: 2112

Task 2

This is a reminder that this TASK 2 section is an opportunity for you to answer one question which should be relevant to the “advanced learning” area that you have chosen. The advanced learning lecture that you choose to attend will assist you in answering this task.

Choose 1 of these 5 options to answer

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

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

Task 2 Option 5

Relevant areas of the National Policing Curriculum:

Conducting Investigations

You should choose an investigation that you have been involved in **that was of a complex nature**, in which you played a significant role.

Critically evaluate the processes employed in a complex investigation you have been involved in, and the fast-track actions that you have utilised.

Evaluate the support you have provided to victims, witnesses, and offenders (where appropriate) during a complex investigation and reference the management of your own personal values and attitudes in relation to this.

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

Answer:

Investigations form a fundamental part of policing and are commenced, conducted and completed daily. Whilst serious criminal investigations are predominantly led by detectives within Criminal Investigation Department or other specialist departments, response (or patrol) officers are often first on scene or the first point of contact for victims. The outcome of an investigation, whether success or failure, is how public perceptions are formed and the actual complexity of the work surrounding it is predominantly overlooked (Rossmo, 2021). This will be addressed throughout this essay and a critical evaluation of investigative strategies and processes will be produced. I will be referring to a recent investigation surrounding a sexual assault for which I have overseen, and the initial fast-track actions taken by me prior to initiating a full investigation. The importance of supporting victims will be evaluated as I had played a significant role in doing so throughout said investigation. Literature has suggested a criminal investigation can be compared somewhat to a jigsaw puzzle whereby evidence must be pieced together. Then again, investigations will have the addition of challenges along the way such as unidentified suspect, uncooperative witnesses, bias to name a few (Stainton & Ewin, 2022). This essay aims to examine

the processes comprised within the investigation whilst exploring potential bias or personal values confronted therein.

A criminal investigation has been defined as “an investigation conducted by police officers with a view to it being ascertained whether a person should be charged with an offence or whether a person charged with an offence is guilty of it” as per Section 22 of the Criminal Procedure and Investigations Act (1996). I have recently been investigating a sexual assault on a vulnerable adult which took place in a house unfamiliar to her with a male she had met just twice prior. The investigation was complex as there were no forensic opportunities, it took place within a dwelling which meant no CCTV, no independent witnesses which meant essentially it was one word against the other. There were additional challenges along the way which included both parties having been drinking alcohol all day, the victim being an alcoholic with learning disabilities and identification of the suspect.

The investigation process has been acknowledged as heavily reliant on the public to act as sources of information and evidence as without physical evidence, obtaining a realistic prospect of prosecution will lie solely on victims and witness' accounts. That said, it is documented that people are reluctant to provide police with information for countless reasons (Brunson & Wade, 2019) and of the minimal crimes that are reported to police, very few make it to court or result in desired outcomes. Therefore, a new model for a “Community Policing Detective” has been proposed in hope to address these issues by working more overtly, transparently and to build relationships back with the public (Meesig, 2020). A significant part of the public's confidence in police is keeping victims of crime updated through the process the investigation. I feel that this is something I have done particularly well throughout the investigation referred to above as I kept in regular contact with the victim not only to provide her with any new information but even just to check in and advise if there were no new updates aside from the matter was progressing in the background. This kept her on board and reassured her that the investigation was still active.

The process of this investigation was protracted and challenging due to its complex nature and obstacles encountered along the way. The initial call made by the victim was incomprehensible due to her wailing, but she had mentioned a male's first name and "attempt rape". I attended her home address and consoled her until she was in a composed state and able to provide an account of what had happened. The victim disclosed that she had been at a male's address where they have been drinking alcohol and she has woken up to find his hand down her underwear and touching her private area. Initially, fast track actions included supporting and safeguarding the victim by arranging for her close friend to come to the address and stay with her, submitting a high-risk public protection notification and placing a critical marker on her address. I reassured the victim that she did the right thing to contact police and explained the process fully to her in terms she understood, as well as her rights and the enhanced service she was entitled to under the Victims Code (Ministry of Justice, 2020). I then conducted golden hour enquiries which included CCTV enquiries, forensic opportunities and speaking to the victim's friend to whom she had made the initial disclosure, in order to establish facts. At this point there was no suspect and no location details, so I arrange for a Sexual Offences First Responder (SOFR) trained officer to attend the victim's address in attempt to gain clarity on the incident. Considering longer term support and safeguarding I submitted a referral to victim support as well as the Sexual Assault Referral Centre (SARC) in order to ensure the victim had access to additional services to help deal with trauma, mental health or any other issues arising as a result of the assault.

After identifying that the victim was vulnerable due to a brain injury, intellectual disability, alcoholism and mental health issues therefore would require an Achieving Best Evidence (ABE) interview with a specially trained officer. This is to ensure the best possible evidence is obtained in the victim's account, preparing them to provide evidence in court and increases the likelihood of achieving justice (Ministry of Justice, 2022). After developing a good rapport with the victim, I explained that we needed to conduct this interview and contacted our public protection department to request the assistance of a Vulnerable Adult (VA) trained detective. I then arranged a meeting between the three of us to ensure the victim felt comfortable, understood the process and for a VA assessment to be conducted. Following this, a date was secured, and the ABE interview was conducted which although was difficult for the

victim, it made her feel valued, listened to and reassured her that police were taking her seriously. A study which involved analysis of interview with VA victims of sexual assault has noted the importance of ABE's and the communication used during the interview (Richardson, et al., 2019). Thus, it can be argued that notwithstanding the prolonged process, the ABE and rapport building is beneficial to the investigation promoting victim satisfaction.

I began preparing a case file for submission to Crown Prosecution Service and building the investigation to identify, locate and arrest the suspect. It has been widely documented that sexual assault cases are notoriously tough in achieving positive outcomes particularly when forensic evidence is not available, the victim does not engage with services or there are factors such as drug or alcohol use involved. Studies suggest these factors contribute to police decision making, victim credibility and the success or failure in suspect identification (Tasca, et al., 2012). The case I have been involved in refutes these suggestions as all factors were present, yet I identified the suspect through investigative actions and made an arrest based on the information I was presented with. This demonstrated encouraging progress for me as the investigator and for the victim which is contrary to findings from previous sexual assault cases. It has been recognised that police officers dealing with sexual assaults or more complex investigations often lack specialist or appropriate training. This coupled with the challenges presented throughout an investigation, can result in missed investigative opportunities leading to negative outcomes (Markey, et al., 2021) however this is not supported in my investigation.

Complex investigations such as this will often require the involvement of specialist departments, and this is something that I ensured to utilise throughout the case. Evidence of this includes consulting our Public Protection Department for advice and utilising a detective specialising in Vulnerable Adults to assist with the ABE interview process which allowed me to gather the best possible account and evidence from the victim. Additionally, I liaised with the supervisor of the Criminal Investigation Department who assigned a detective to assist me with investigative enquiries, an arrest strategy and suspect interview preparation. This was beneficial to me and to the investigation as I felt my training was insufficient to be able to deal with this solely. Research has indicated that sexual assault cases are best dealt with

by a specialist rape or sexual assault investigation team due to their complexity and requirement for specialist skilled officers. Further, it was concluded that victim care, crime outcome and collaborative working are all improved by a specialist department taking primacy of such investigations (Rumney, et al., 2020).

Conscious that working on response I was unable to dedicate the same amount of time to the victim and her case as an officer on a specialist department, I made sure to liaise with the dedicated SARC worker or ISVA (Independent Sexual Violence Advisor). These provisions are in place to offer assistance throughout the criminal justice process, address any concerns and maintain their commitment to the case by guiding and supporting them. There is literature which discusses the effectiveness of these provisions and how they are “flexible, enabling, holding and mending” for victims of sexual violence (Hester & Lilley, 2018). Conversely, it has been found that SARC services or referrals have been unsuccessful in helping victims of sexual assault due to previous mental health issues or the difficulty in obtaining additional service support. Figures have revealed that 40% of SARC referrals already known to mental health services which implies that victims are already vulnerable prior to the assault occurring. Additionally, 62% of SARCs stated access to mental health services was difficult to obtain even when referrals were identified as requiring support. These statistics contradict the praise in aforementioned research and are heightened by the reality of victims being deemed as incredible to Crown Prosecution Services due to their mental health or substance misuse (Brooker & Durmaz, 2015).

Throughout this investigation as a consequence of being the officer in charge and the regular updates I was providing to the victim we had built up a promising rapport which I believe kept her on board and prevented any retractions. Complex investigations are usually prolonged, and it can often be challenging to remain impartial if personal values and opinion come into the equation. Still, values are not necessarily negatively looked upon as public confidence is often increased by the thought that police share similar morals or values. On the other hand, confidence and legitimacy can be impaired if police are not seen by the community to be impartial or fair in discretion and decision making (O'Reilly, 2022).

Finally, 1996 saw the introduction of Criminal Procedure and Investigations Act which changed the way in which investigations were conducted. CPIA sets out to ensure that disclosure of material is fair to the prosecution to the defence, allowing for a degree of control for prosecution in what material is disclosed whilst the defence are still able to make representations. In addition, it has been said previously that police tend to have “tunnel vision” and police culture will influence discretion when investigating but CPIA dictates a fair trial ensuring all reasonable lines of enquiry are progressed (Taylor, 2001). I ensured that I had addressed all avenues in this investigation and remained an impartial investigator throughout.

During this essay I have evaluated a complex investigation which I have led involving an offence of sexual assault on a vulnerable female. Both fast track actions and investigative strategies utilised have been discussed and analysed whilst referring to and evaluating other processes involved such as safeguarding vulnerable victims. It has been mentioned, and I would concur, that complex investigations are not suitable for response officers due to their protracted nature and challenging requirements. Benefits of a specialist investigation team for sexual assaults have been documented as improving partnership working, criminal justice outcomes and victim care (Westmarland, et al., 2012). That said, it is something that I have enjoyed being involved in and the investigative policing is something that I feel passionate about. To conclude, the investigation process requires time, dedication and an investigative mindset to ensure all lines of enquiry are pursued, victim contact is consistent and suspect and case management is effective (College of Policing, 2021).

Word Count: 2062

Authentication signature:

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Signed: *S Joseph*

Date: 07/10/202

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