

Centre for Policing  
Research and Learning



The Open  
University

Centre for Policing Research  
and Learning

# Centre for Policing Research and Learning



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## The partnership

- 21 UK police forces in membership with OU (Others asking to join)
- The membership represents over 65% of the policing workforce
- Diverse range of police forces across UK, large and small, variety of contexts. Includes the National Crime Agency and the British Transport Police
- OU academics come from across the University, variety of disciplines



## Key aims

- To work collaboratively with police organizations in order to create and use research evidence to improve policing
- To contribute to policing professional development through a range of informal and formal (accredited) learning opportunities



# Centre for Policing Research and Learning



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HOME



LEARNING



RESEARCH



KNOWLEDGE  
EXCHANGE



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RESEARCH PROJECTS

DETECTING AND INVESTIGATING  
CRIME

TECHNOLOGY, DATA AND  
KNOWLEDGE MANAGEMENT

LEADERSHIP, MANAGEMENT AND  
ORGANISATION

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## Research Projects

Research takes place through a genuinely collaborative working relationship, bringing together the key knowledge, skills and experience of academics and practitioners. This collaboration is important to allow police and academics to jointly identify and analyse research questions which will contribute to improving policing. Research projects can come from a range of sources: police practitioners may identify real-life, operational or organisational issues to research, or academics may suggest topics which will benefit from practical research. The priorities are discussed by the Consortium Steering Group and the feasibility, timescale and outputs of the research assessed. After that, suitable projects commence.

We aim to be realistic and 'fleet of foot' – which means judging in a timely manner whether ideas can be transposed into practical research projects and will reap sufficient practical benefit. Those research projects that are accepted are project-managed to their conclusion to ensure that evidence-based practice can be translated into the workplace. The research projects are overseen by a Steering Group which comprises both academics and policing partners.

All research projects are in three main themes below:

## Implementing the Transformation of Police Learning and Development.

These films are about the action research to enhance the training, learning and development function in English and Welsh police forces, ready for the policing challenges of the future. MOPAC and The Open University's Centre for Policing Research and Learning (CPRL) are working together, on a Police Transformation Fund grant from the Home Office.

The project is called Implementing the Transformation of Police Learning and Development.

This initiative derives from Policing Vision 2025, which recognises that the policing challenges of the future are changing in scale and nature, so training, learning and development (TLD) will need to also change in order to nurture a learning, problem-solving taskforce working not only with craft skills, but with a scientific evidence base.

The four short videos below include comments from some of the key stakeholders giving an explanation of what this aims to achieve, how we are doing it, and what the outputs will be.

Dream - the vision of the project  
Dialogue - engaging with the program  
Design - approach taken by the project  
Deliver - Outcomes of the project

## Detecting and investigating crime

Projects in this theme examine questions varying from how citizens use tools to prevent and detect crime, how eyewitness identification procedures can be improved, and what is the future of forensics markets in the UK.

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- HOME
- LEARNING
- RESEARCH
- KNOWLEDGE EXCHANGE
- MEMBERS
- CONTACT



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- EVENTS
- EVIDENCE CAFES
- EVIDENCE-BASED CHAMPIONS
- PEER LEARNING VISITS
- POLICEMENTOR
- NEWS
- PUBLICATIONS

Type	Date	Time	Event name	Speaker or content	Location	Participants
Conferences	November 27th, 2018	10.00am to 4.00pm	Membership Group meeting			Centre members
Evidence Cafes	November 9th, 2018	10.45am to 2.45pm	Embedding Technology Enhanced Learning in practice (examples from Child Witness Interview simulation)	Anne Adams		Centre members
Conferences	November 2nd, 2018	10.00am to 4.00pm	Serious and Organised Crime – A view from inside the NCA			
<b>Past Events</b>						
Conferences	September 13th, 2018	10.00am to 4.00pm	Membership Group meeting			Centre members
Presentations	July 11th, 2018	6.00pm to 8.00pm	The Distinguished Professorial Address Series Presents: Professor Jean Hartley - Wednesday 11th July			Public
Conferences	June 14th, 2018	10.00am to 4.00pm	Membership Group meeting			Centre members
Presentations	June 13th, 2018	6.00pm to 8.00pm	Public Leadership Perspectives Event, June 13th: Leading Organizational Change	Professor Bernard Burnes of the University of Stirling		Public
Workshops	May 25th, 2018	10.00am	Exploring Health and Policing (b)			Fully booked
Workshops	May 11th, 2018	10.00am	Exploring Health and Policing (a)			Fully booked
Conferences	April 30th, 2018 to May 3rd, 2018	10.00am to 4.00pm	Digital Health and Wellbeing		Milton Keynes	Public

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HOME



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ABOUT

FREE LEARNING

COURSES

DEGREES

POSTGRADUATE

PHD RESEARCH

RESEARCH FELLOWSHIPS

## Learning and CPD

This section of the Centre website presents the Learning Pathways specifically aimed at policing, that can be used to support CPD.

The Learning Pathways provide guided pathways to learning that can support Continuing Professional Development (CPD). Different learning pathways can be planned according to your aims and interests. These pathways can improve your skills and knowledge, impact on your practice, and aid your career progression across ranks, roles and police specialisms.

### Free Learning

Part-time  
(5 mins - 14 days)

## Free Learning **Mode:** Part-time | **Time:** (5 mins - 14 days)

Free, bite-sized informal online short courses, known as Open Educational Resources (OERs) and Massive Open Online Courses (MOOCs) are available over the internet to use anywhere, anytime, and by anyone. They are easily accessible via a laptop, tablet or smartphone. These short courses can be used to support CPD by providing more knowledge in a particular area, prepare you for future study, or just to satisfy your personal interest.

[GO TO FREE LEARNING](#)

### Courses

Part-time  
(6 - 12 months)

## Courses **Mode:** Part-time | **Time:** (6 - 12 months)

There are a variety of credit-bearing courses that can provide an ideal starting point to develop your study skills, build confidence or improve your knowledge within a specific subject. These are fee-paying academic modules that can be studied on a standalone basis, or can be used as an integral part of an Open University (OU) Degree or Postgraduate Qualification, thus allowing you to try out the OU style of learning and get a taste of your chosen subject.

[GO TO COURSES](#)

### Degrees

Full/Part-time  
(3 - 6 years)

## Degrees **Mode:** Full/Part-time | **Time:** (3 - 6 years)

Obtaining a Degree can enhance your CPD and allow you to progress to higher levels of study. There are a variety of structured Honours Degrees (BSc or BA) that focus upon a particular subject (e.g., Law, Psychology, Technology, Management and Business). Alternatively, there is an Open Degree qualification that is flexible enough to allow you to choose subject modules to study in a variety of combinations. This degree gives you the opportunity to build a qualification that is unique to you.

[GO TO DEGREES](#)

### Postgraduate Qualifications

Full/Part-time  
(1 - 3 years)

## Postgraduate Qualifications **Mode:** Full/Part-time | **Time:** (1 - 3 years)

There are a number of Postgraduate Qualifications ranging from Diplomas, Postgraduate Certificates (PG Cert) to a Masters Degree. These include a Postgraduate Certificate (PG Cert) in Evidence-Based Practice that is aimed specifically for police officers and staff to develop their knowledge within the use of research evidence within the police setting; and a variety of Business (MBA), Technology (MSc) and Management qualifications. These qualifications link closely to the College of Policing PEQF (Policing Police Education Qualification Framework).

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Research and Learning



HOME



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## Free Learning



Part-time  
(5 mins - 14 days)



## Free Learning

Mode: Part-time | Time: 5 mins - 14 days

Here we have selected a range of free-online learning resources that are relevant to policing. These free resources are known as Open Education Resources (OERs) or Massive Open Online Courses (MOOCs), and can be used to support your Continuing Professional Development (CPD) or your general interest. These courses contain a mixture of resources including videos, audio, learning activities and interactive quizzes, along with the option to download iBook learning materials.

[More about OERs and MOOCs](#)

## Open Education Resources for Policing

These free resources are organised into categories aligned to the College of Policing Curriculum and in agreement with police experts. You can study them at any time and anywhere.

If you are unable to find learning relevant to you, please [contact us](#) and we would be happy to discuss or identify learning opportunities with you

### Filter your list

[CLEAR FILTER](#)

#### Study level

- Introductory
- Intermediate
- Advanced

#### Activity type

- Audio
- eBook
- Quiz
- Reading
- Video

#### Duration

- An hour or less
- Between 1 - 7 hours
- More than 7 hours

### Search your filtered list

Start typing here

> Achieving Evidence-based Policing (13)

> Business and Organisation Studies (11)

> Computing and Technology (8)

> Criminology and Forensics (13)

> Cybersecurity (7)

> Judicial and Law (16)

> Management and Leadership (24)

> Professional and Personal Development (22)

> Protecting Vulnerable People (16)

> Psychology (9)

> Religion and Culture (6)

> Skills for Learning (8)

> Society and Social Work (9)

> Well-being and Mental Health (18)

> Youth and Youth Offending (11)





## Science, Maths & Technology

## Featured content

## Free courses

## All content

### Free course

# Introduction to cyber security: stay safe online



Free statement of participation on completion



### Course description

### Course content

### Course reviews

Our lives depend on online services. Gain essential cyber security knowledge and skills, to help protect your digital life.

We shop online. We work online. We play online. We live online. As our lives increasingly depend on digital services, the need to protect our information from being maliciously disrupted or misused is really important.

### About this free course

24 hours study

Level 1: Introductory

Ratings

4.1 out of 5 stars

### Get recognition for your learning

Enrol to access the full course, track your progress and on completion gain a free statement of participation.

[Enrol now](#)

[Save for later](#)

### Become an OU student

Information security

Certificate of Higher Education in Computing and IT



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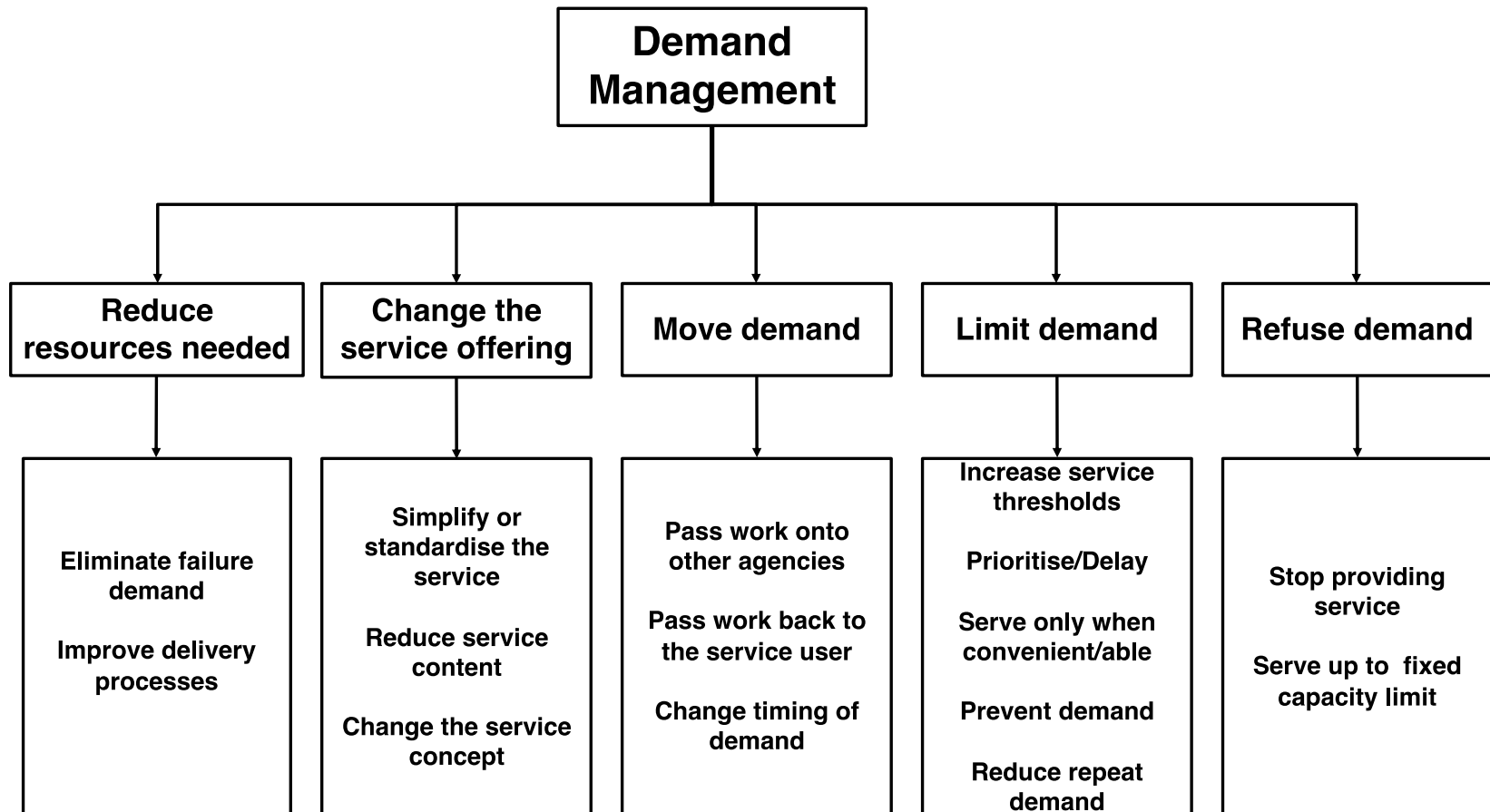


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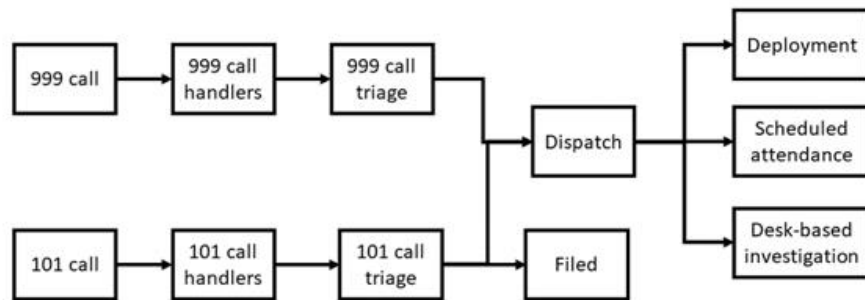
# Demand management in policing: Some implications for users

Dr Paul Walley

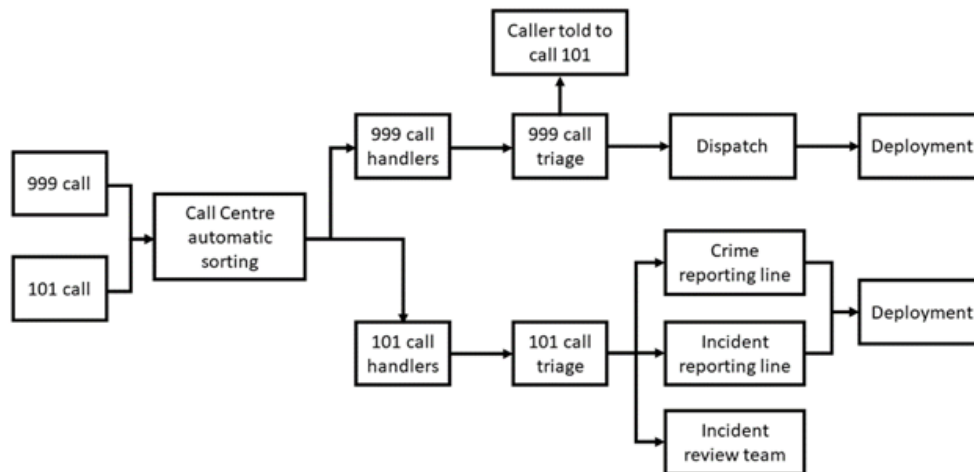
## Demand management practices



## 15 solutions to the same problem



Force A

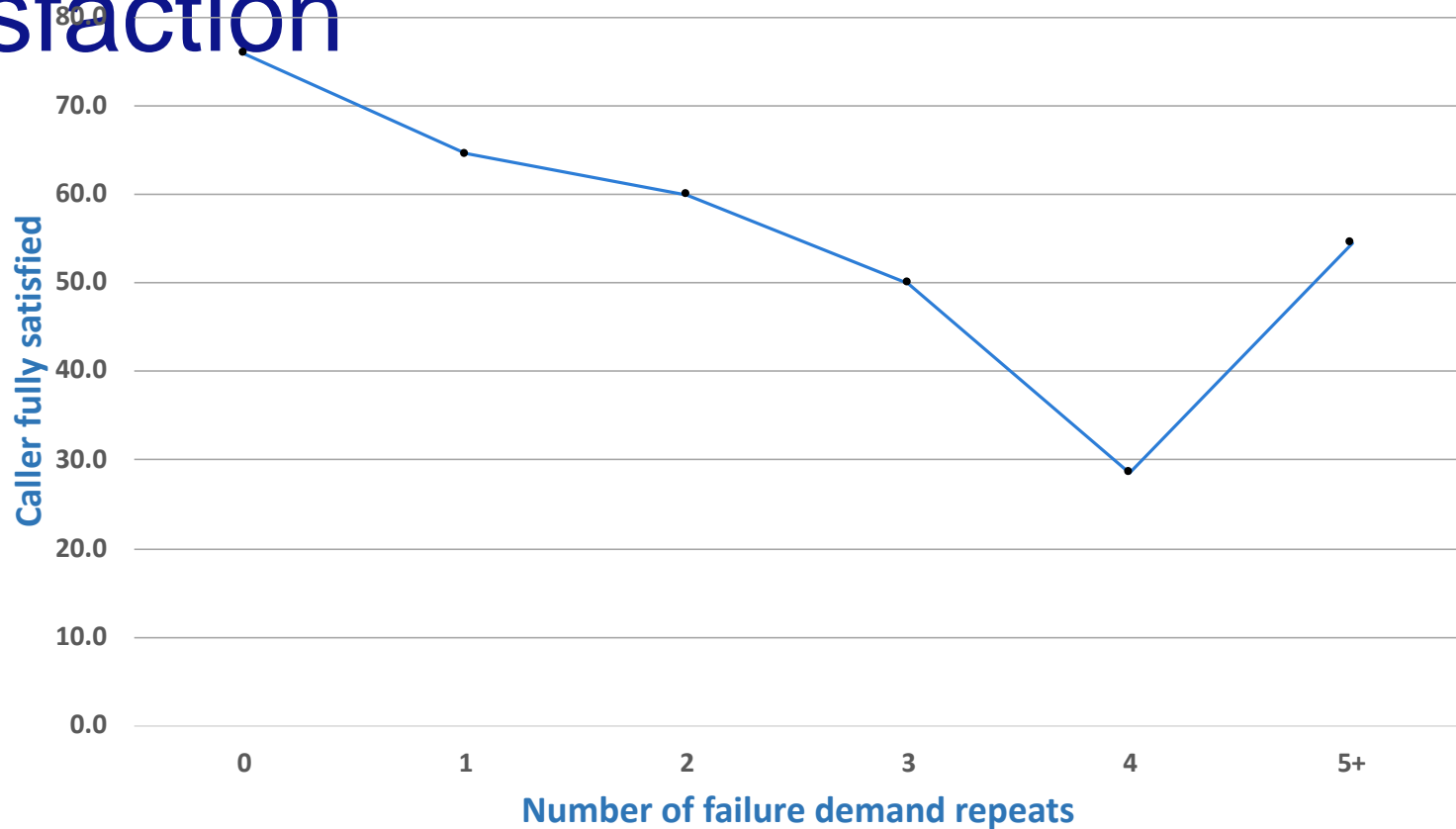


Force B

## Direct contact is reducing

	Deal Now	Deal Soon
In person	<p><b>Emergency:</b> e.g. threat to life, crime in progress etc. ... <b>Or simple</b> – quick answer</p> <p><b>21% to 18%</b></p>	<p><b>Does not need to be stabilised</b> or <b>More complex</b></p> <p><b>42% to 24%</b></p>
Remote	<p>Deal with in order of arrival to FCR</p> <p><b>Simple</b> (or urgent but remote) First contact resolution</p> <p><b>18% to 45%</b></p>	<p>Deal with in order of arrival in queue (FCFS)</p> <p>Needs specialist or local resource or preliminary research.</p> <p><b>19% to 10%</b></p>
Other	<p>Not a police matter – other agency Hand over to them to take over and manage</p> <p><b>0.2% to 3%</b></p>	

## Failed repeat contact & satisfaction



## Conclusions

- Difference between expectations and police attitudes/provision are evident
- Substantial changes to what is being offered (less service, less contact, more refusal to deal, higher thresholds, no response to unsolvable crime)
- Focus on demand restriction rather than system change
- Call response being dealt with – system often fails at dispatch
- Little sharing of good practice – even internally.



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<http://centre-for-policing.open.ac.uk>