

THE POST OFFICE

Security & Investigation Services

Security Foundation Programme – Open Learning

Notebooks



Open Learning: Notebooks

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All Training Centre materials are presently being evaluated by Portsmouth University for accreditation towards their Higher Education Programme.

On completion of this module, Accreditation of Prior Learning (APL) in terms of knowledge and understanding may be used as part of the assessment process for those candidates following the National Vocational Qualification (NVQ) in Investigation.

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Introduction

Notebooks are an essential element in a Security Manager's "toolkit". They are numbered individually and are issued to all Security Managers performing investigation duties.

A notebook can, because of the nature of the information recorded in it, be produced if required by the Security Managers in a Court of Law. It is essential that all Notebooks are completed with a degree of uniform professionalism across the whole of the Security Profession.

This module looks at the guidelines laid down for making Notebook entries and the rules relating to collusion when taking notes and making entries in the Notebook. When you have completed this workbook you will have gained both a greater confidence in your note-taking abilities, and in referring to the notes you have made.

How to use this Workbook

This workbook has been designed to enable you to work at your own pace. Give yourself time to think about the topics covered in each section before going on to the next one. At various points in the workbook you will be asked to take part by completing an Activity. The workbook is for you to keep, so you should write your answer to each Activity in the space provided.

Activities will be identified by the following symbols in the margin:



You will be asked to carry out a variety of activities throughout this workbook. These will help you to explore issues and check your understanding.

This will give the answer to, or information about, the activity you have just completed. Feedback is given for you to check your own ideas and responses.

You will be asked to read sections of certain documents before continuing.

A set of self-check questions or activities will appear at the end of the workbook. These will help you to assess your understanding of the complete workbook.

These will help you to check your answers to the Progress Check questions. If your response does not match the answer given, you should go back over the relevant part of the workbook to re-check your understanding of it.

This workbook should take you between 1-2 hours to complete.

How to use this Workbook

Support

If you have any difficulty understanding the material in this workbook, you should first contact your Line Manager for advice.

If you need additional advice or guidance, please contact the Security Training Centre by e-mail at:

Security Training Centre @ **GRO**

Alternatively you can contact us by telephone Monday to Friday, 08.30 to 20.00hours, on **GRO** or write to:

Security Training Centre
Impact House
2 Edridge Road
CROYDON
CR9 1PJ

Our aim will be to respond to all requests for support within 24 hours of receipt of your enquiry (Monday to Friday).

Objectives

After completing this workbook you will be able to:

- explain the guidelines on making a Notebook entry;
- complete Notebook entries in an evidentially correct manner;
- explain the rules relating to collusion in note taking.

Section 1: Notebook Entry – Guidelines

This section looks at the guidelines you need to follow when making entries in your Notebook, and explores some of the do's and don'ts of note taking.

Purpose of your Notebook

Your Notebook can be used to record a number of things:

- observations;
- a conversation between a Security Manager and a suspect;
- factual details such as the preparation of an investigation, the movements of evidence, and a lot more.

In fact an entire investigation can be carried out without the use of anything more than a Notebook – provided the guidelines for making the notes are followed, and all matters are covered in great detail.

Entries in Notebooks can be produced in Court to assist an Officer in his/her recollection. Permission of the Court must always be sought before this is done.

Before we look at the guidelines relating to effective Notebook entries please try the following activity:

Think of an act that you have carried out recently; making a cup of tea or coffee for example. Make some notes on the following page to describe what you did.

We will look at this later, but it is important that you undertake this activity now to give yourself something to compare with when you complete a later activity.




Notes

Section 1: Notebook Entry – Guidelines

Notebooks:

- are issued by Security & Investigation Services (SIS) Reception at Impact House;
- consist of 100, numbered, double-sided, lined pages in a bound pad.

An example of the cover and a sample blank page is provided below.

<p>No. _____</p> <p style="text-align: center;">THE POST OFFICE</p>  <p>Name: _____</p> <p>Rank: _____</p> <p>Pass Card No: _____</p> <p>Office: _____</p> <p>Anyone finding this notebook is asked to hand it in to a Post Office or Police Station</p> <p>Enquires concerning this notebook:-</p> <p>During office hours <input type="checkbox"/> GRO</p> <p>At all other times <input type="checkbox"/> GRO</p>	<p>1</p>
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Ask an experienced colleague, or your Line Manager, to show you an example of a Notebook currently in use. This will give a better understanding of how other Security Managers use their Notebooks.

Section 1: Notebook Entry – Guidelines

The following are some of the occasions when a Notebook entry should be made:

Entries to be made	Type of information to be recorded
Details of observations	<p>Complicated observations conducted simultaneously by a number of Security Managers can be entered into observation logs. Shorter or more straightforward observations can, however, be put into your Notebook.</p> <p>You should try, as always, to be as detailed as circumstances permit and include descriptions of obstructions to your view of the subject, visibility and lighting details. Should any of these change during the course of your observations then this too should be noted – against the relevant time. Some Security Managers prefer to draw a vertical margin line for time entries when using their Notebooks for observations.</p>
Details of suspect offender approaches	<p>This must include those present and any conversations/admissions/denials. Any arrest details should also be entered. If the suspect is cautioned, the time and date must be noted, together with an entry stating that the suspect understood the caution given (or not, as the case may be).</p>
Details of your presence at interviews	<p>Including any breaks in the interview where the tape machine cannot record conversation.</p>
Details of searches	<p>Including persons present, property found and anything said or seen.</p>
Information obtained from informants	<p>What information was obtained, when, who from, etc.</p>
Details of a conversation or verbal statement	<p>The actual words used must be recorded.</p>

Including any breaks in the interview where the tape machine cannot record conversation.

Section 1: Notebook Entry – Guidelines

In addition to the guidelines we have just looked at, there are some do's and don'ts to consider when using your Notebook. These are listed below:

DO'S	DON'TS
Make all entries in chronological (order of occurrence) order.	Tear out any pages, they are all numbered sequentially.
Ensure date, time and location entries are as precise as possible. The location should include distances from any subject or object that is the reason for the entry.	Attempt to erase an entry using a rubber or Tippex.
Ensure all entries are made in ink (preferably black).	Make additional entries between the ruled lines. If it is of paramount importance that you make an additional entry, make it at the end of your existing entry, explaining why it is not in chronological order.
Any changes to an entry must be crossed out with a single line so that the original entry can be seen and then initialled.	Leave blank pages or spaces.
Ensure you make notes at the time of the observation/incident or as soon as practicable after the event (and make sure they show the date, time and location where they were prepared).	
Record both the question asked and the reply given.	
Submit your Notebook to your Line Manager for regular inspection.	
Enclose copies of Notebook entries in case papers when they are submitted to Legal Services for advice.	

Section 1: Notebook Entry – Guidelines



Check your understanding of what we have covered so far by answering the following questions:

Q1. Where are Notebooks issued from?

Q2. Why do you think the Notebook pages are numbered sequentially from 1 – 100?

Q3. List the six types of entry you are likely to make in your Notebook.

Section 1: Notebook Entry – Guidelines

Q4. Are the following statements true or false?
If false give a reason for your answer.

- a) Provided you sign the erasure, the use of Tippex to make amendments in your Notebook is authorised.

True False

If false state why:

- b) You must always leave a blank page between the notes you make on different cases.

True False

If false state why:

- c) Entries must be made using black ink only.

True False

If false state why:

- d) If replies to a question are recorded in your Notebook, you must record the question that was asked.

True False

If false state why:



Section 1: Notebook Entry – Guidelines

Check your answers with the following:

- Q1. Where are Notebooks issued from?

Notebooks are issued by SIS Reception at Impact House, Croydon.

- Q2. Why do you think the Notebook pages are numbered sequentially from 1 – 100?

They are numbered 1 – 100 so that it can be easily identified if a page has been removed for any reason – remember, you must never remove a page from your Notebook.

- Q3. List the six types of entry you are likely to make in your Notebook.

You should have listed the following:

- *details of observations*
- *details of suspect offender approaches*
- *details of your presence at interviews*
- *details of searches*
- *information obtained from informants*
- *details of a conversation or verbal statement*

Section 1: Notebook Entry – Guidelines

Q4. Are the following statements true or false?

If false give a reason for your answer.

- a) Provided you sign the erasure, the use of Tippex to make amendments in your Notebook is authorised.

True False

If false state why:

Tippex must never be used in your Notebook. Any changes to an entry must be crossed out with one line, so the original entry can still be read.

- b) You must always leave a blank page between the notes you make on different cases.

True False

If false state why:

There should not be any blank pages or spaces left.

- c) Entries must be made using black ink only.

True False

If false state why:

Black ink is preferable, but the guidelines just state that entries must be made in ink.

- d) If replies to a question are recorded in your Notebook you must record the question that was asked.

True False

Section 2: Collusion

This section looks very briefly at the subject of collusion. We explore what Security Managers must do to ensure that evidence is gathered in the right way, and that instances where they do work together are recorded correctly in their Notebooks.

Security Managers working together

When two or more Security Managers are present, or take part in the same incident/interview/observation, there is no objection to those Managers consulting each other when preparing their notes. In order for this to be a possibility, the Security Managers must have been in the same location at the same time.

Entries in notebooks

When such a consultation takes place, a note to this effect must be added to the Notebook entry, and the Security Managers should initial the date and time of the entries in each other's Notebooks.

If the same event has been observed, then there may only be a requirement for one Security Manager to make an entry in their Notebook. The second Security Manager will need to countersign this entry as true and accurate. This can only be done where both Security Managers were together at all times for the duration of the event.

An example of a Security Manager's Notebook, with the entry signed by a second Manager, can be found on the following page.

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Section 2: Collusion

04:45 Hours Friday 17th March 2000
Observations commenced on 20
Javit Lane, London E15, from
opposite motor vehicle, blue Citroen
Xsara, L425NAR, parked against
nearside kerb of Railway Terrace
London E15, approximately 30 metres
from 20 Javit Lane. View is
clear and unobstructed apart
from occasional passing traffic.
Streetlighting is good and visibility
is clear. Officers present are
Michael Phelan and Geraldine Clark
Premises consists of double-
fronted, semi detached residence
of two floors with an attached
garage on the left hand side of
the premises when looked at.
05:06 - ICI made, approx 6 feet
in height, age 45, cropped dark hair,
long nose, clean shaven, no glasses,
wearing dark blue jogging trousers

and top and white training
shoes, exits front door. Leaves
door open and places Tesco Grover
bag in dustbin in front garden.
Bag appears full and handles tied.
Made to enter premises and closes
door.
05:32 - No change.
06:00 - New daylight, visibility still
good.
06:32 - No change.
06:55 - ICI made as previously
described in this entry (now Subject
1), exits premises and closes door,
walks towards front gate. Pauses,
turns around and approaches
front door. Removes a bunch of
keys from RH jacket pocket,
unlocks door with one of these
and enters premises. Door
is closed.
06:57 - Subject 1 exits front door

and closes it. Clothing as 88
Previously described with addition
of dark green, waist length,
fleece style jacket. Exits front gate,
leaving this open. Proceeds on foot
towards junction with Carpenter Rd
and moves out of sight.
07:00 - Observation ceased.
This entry was taken down by me
at the time of observation and is a
true and accurate record of my
observations. M. Phelan 07:05
17 March 2000
I confirm that this entry
made by M. Phelan is an accurate
record of my own observations.
G. Clark. 07:08 17 March 2000

You can see that the entry has been signed by
G Clark at 07.07 on 17 March 2000, to
confirm that the entry made by M Phelan is
an accurate record of her own observations.

As both Security Managers were present at
the same time, and observed the same
activities, there would be no need for G Clark
to make an entry in her own Notebook.

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Section 2: Collusion

Live Case Study

You may recall the real-life trial of ex-Coronation Street character,
Len Fairclough.

The case against him was considerably weakened when two
Notebook entries were submitted by Police Officers. Each entry
contained 84 words, of which 82 were identical. The two officers
commented as follows:

- "I was responsible for my own words, I always am."
- "It was one of life's coincidences."

It may be that their observations were identical, but doubt was
caused by their unwillingness to state that they had colluded in their
note making.

Therefore, we can see that there is nothing wrong with collusion
over Notebook entries provided all parties observed or experienced
the same events, and that the collusion is not hidden or underhand in
any way.

Notes

Section 2: Collusion



Check your understanding of collusion by considering this short Case Study and then answering the questions which follow.

Case Study

Security Managers David Jones, Mike Peters and Laura Scoles are present at the search of a suspect's personal locker. As David searches the locker, with Laura observing, he finds a number of items of opened mail.

When presented with the evidence, the suspect, Peter Johnson, states that he has never seen the items before and does not know how they got there.

Later in the day, David and Laura get together to ensure their Notebooks are up to date.

The following are extracts from David and Laura's Notebooks.

Extract from David's Notebook

Friday, 19th November 1999, 08:23 AM. Search commenced of Peter Johnson's locker – no 324 – located in the male changing room at Fairfax Delivery Office. Persons present – David Jones, Security Manager, Mike Peters, Security Manager, Laura Scoles, Security Manager, Peter Johnson, Postman, and Philip Broomhead, CWU representative acting as Friend. David Jones searching. One item of mail, in an open condition, was recovered from the inside left pocket of a Postmans' uniform jacket hanging in the locker. This item of mail was a pink, C5 envelope addressed to J Whiting, 2 The Mews, Fairfax, FA2 2FD in blue hand written ink. It was in an open condition and the contents were a birthday card with a footballer on the front and the message 'have a great day, don't spend it all at once! Uncle Bill' inside. There were no other contents. I showed this item to all the persons present and placed it in an evidence bag and labelled that item DJ/1. Upon seeing item DJ/1, Peter Johnson stated "I've not seen that before, mate. I've no idea how it got in me locker". The search ceased at 08:45. Signed, timed, dated.

Extract from Laura's Notebook

On Friday, 19th November 1999, 08:23 AM. I was present at the search of Peter Johnson's locker – no 324 – located in the male changing room at Fairfax Delivery Office. Persons present – David Jones, Security Manager, Mike Peters, Security Manager, Laura Scoles, Security Manager, Peter Johnson, Postman, and Philip Broomhead, CWU representative acting as Friend. David Jones searching. One item of mail, in an open condition, was recovered from the inside left pocket of a Postmans' uniform jacket hanging in the locker. This item of mail was a pink, C5 envelope addressed to J Whiting, 2 The Mews, Fairfax, FA2 2FD in blue hand written ink. It was in an open condition and the contents were a birthday card with a footballer on the front and the message 'have a great day, don't spend it all at once! Uncle Bill' inside. There were no other contents. David Jones showed this item to all the persons present and placed it in an evidence bag and labelled that item DJ/1. Upon seeing item DJ/1, Peter Johnson stated "I've not seen that before, mate. I've no idea how it got in me locker". The search ceased at 08:45. Signed, timed, dated.

Notes

Section 2: Collusion



Q5. What is missing from the two Notebooks?

Q6. Why do you think, if produced as evidence, these two Notebooks may cause doubt in the minds of a potential jury?

Q7. Do you think both David and Laura needed to make entries in their Notebooks, given that they were both present at the same time and location when the items were found?

Q8. Do you think it was appropriate for David and Laura to meet and discuss their notes? Give a reason for your answer.

Section 3: Making a Notebook Entry

3	4
5	6

Section 3: Making a Notebook Entry



There is no specific feedback to this activity – but you should compare your original notes with those you have just completed:

- Are they more detailed?
- Do they make more sense?
- Do they comply (where applicable) more fully to the guidelines?
- Do you think they are a more professional entry?
- Would you rather this version was read out in Court?

The answer to all the above should be Yes. If not, you should consider attempting this activity again with a different subject after re-reading the guidelines.

If you still have some doubts about the subject of Notebooks and note taking in general, you should speak to your Line Manager.

Summary



As we have seen, making entries in your Notebook is an essential element of a Security Manager's role.

In Section 1 of this module we looked at the guidelines laid down for note taking, and we explored some of the do's and don'ts that need to be considered when doing so.

Section 2 looked briefly at the subject of collusion, and when it is acceptable for Security Managers to consult with each other about the notes they take.

Finally, Section 3 provided you with the opportunity to practise your note-taking skills by applying the guidelines you have learnt in this module to a simple daily task.

The subject of Notebooks and note taking are referred to in the Investigation Policies Section 3.3. It is essential that you have a sound understanding of these areas

Progress Check



To check your understanding of the complete module please answer the following questions:

Q1. If you wish to refer to your Notebook while in Court to assist you with your recollection of an incident, what must be done beforehand?

Q2. List 3 things you must do when using your Notebook, and then 3 things you must not do.

DO'S	DON'TS

Q3. Imagine you are making an entry in your Notebook and you make a mistake – what should you do?

Progress Check

Q4. Which of the following statements are true and which are false?
If you think a statement is false, please state why.

- a) Security Managers must never consult each other when preparing their individual notes.

True False

If false please state why:

- b) When Security Managers consult over their Notebook entries, they must initial the date and time of entries in each other's Notebooks.

True False

If false please state why:

- c) If two Security Managers observe the same incident, only one needs to make an entry in their Notebook.

True False

If false please state why:



Progress Check

Check your answers with the following:

- Q1. If you wish to refer to your Notebook while in Court to assist you with your recollection of an incident, what must be done beforehand?

You must obtain the permission of the Court beforehand if you wish to refer to your Notebook when giving evidence.

- Q2. List 3 things you must do when using your Notebook and then 3 things you must not do.

A list of the do's and don'ts is provided on page 10 – check your answer with the table provided.

- Q3. Imagine you are making an entry in your Notebook and you make a mistake – what should you do?

You should put a single line through the mistake so that it can still be read, and then make the correct entry.

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Progress Check

Q4. Which of the following statements are true and which are false?
If you think a statement is false please state why.

a) Security Managers must never consult each other when preparing their individual notes.

True False

If false please state why:

It is perfectly acceptable for Security Managers to consult each other provided they make a note of their consultation in their Notebooks.

b) When Security Managers consult over their Notebook entries they must initial the date and time of entries in each other's Notebooks.

True False

c) If two Security Managers observe the same incident, only one needs to make an entry in their Notebook.

True False

This is true, but the second Security Manager must then countersign the entry as true and accurate. This can only be done if both Security Managers were present at all times for the duration of the event.