

Overview

This unit is about conducting specialist interviews with victims and witnesses as part of serious, complex or major investigations. Related NOS units are CI102 and CJ203.

The unit is applicable to those personnel who will be conducting interviews of this type, wherever the interview is conducted. Whilst in many cases interviews are conducted by two officers, you will need to be able to carry out all of the activities described in this unit.

You must be able to plan an interview within your specialist area of work and set up the necessary resources. You must be able to formulate an interview strategy in consultation with relevant others, ensure that the interviewee is fit to be interviewed, and that the relevant people are present. You must also be able to conduct the interview correctly using approved and recognised interviewing techniques and models, introducing material and exhibits where this is necessary. At the conclusion of the interview you must be able to evaluate the interview to determine what further action is required, fully briefing and updating any relevant others, summarising interview records and ensuring the integrity and security of records is maintained.

This unit applies in the context of your specialist area of work, e.g. public protection, rape, complex investigations, financial investigations, homicide, terrorism, fatal road traffic collisions.

There are three elements

1. Plan and prepare specialist interviews with victims and witnesses
2. Conduct specialist interviews with victims and witnesses
3. Evaluate specialist interviews with victims and witnesses and carry out post-interview processes

Target Group

This unit is applicable to those personnel who will be conducting specialist interviews with victims and witnesses.

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Carry out specialist interviews with victims and witnesses

Performance criteria

Plan and prepare specialist interviews with victims and witnesses

You must be able to:

- P1 ensure that you understand the nature of the incident to be investigated and the circumstances in which interviews can be conducted
- P2 identify the **category** of interviewee to inform your approach to the interview
- P3 assess the current physical and emotional condition of the interviewee to establish their fitness for interview and the necessity for others to be present
- P4 review available **material** and consult with **relevant others** to establish the interview strategy, being sensitive to the potential for bias and contamination
- P5 establish the appropriate time, **location** and **resources** for the interview
- P6 prepare a written interview plan that identifies clear aims and objectives and meets the needs of the investigation
- P7 supply information to the interviewee and **relevant others**
- P8 fully document all decisions, actions, options and rationale in accordance with current policy and legislation

Conduct specialist interviews with victims and witnesses

You must be able to:

- P9 maintain the security and welfare of the interviewee, yourself and **relevant others**, where applicable
- P10 inform all present of the interview structure and check their understanding
- P11 ensure that the interviewee and **relevant others** are aware of their responsibilities
- P12 accurately record the interview using the relevant **resources**
- P13 engage with the interviewee using the appropriate interviewing techniques and communication methods
- P14 conduct the interview in accordance with the interview plan, whilst maintaining flexibility in response to the interviewee's behaviour and attitude
- P15 check the meaning and accuracy of information, and ensure that any inaccuracies or misunderstandings are clarified
- P16 deal with individuals in an ethical manner, recognising their needs with respect to race, diversity and human rights
- P17 make appropriate use of exhibits to support the effectiveness of the interview
- P18 deal with **contingencies** in accordance with current guidelines and codes of practice
- P19 clearly inform the victim or witness and **relevant others** of the next steps, including, where appropriate, the relevant legal processes
- P20 fully document all decisions, actions, options and rationale in accordance

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with current policy and legislation, and obtain any necessary endorsements

Evaluate specialist interviews with victims and witnesses and carry out post-interview processes

You must be able to:

- P21 ensure that the interviewee is fully aware of any post-interview processes
- P22 evaluate the interview to identify and prioritise any further lines of enquiry
- P23 update **relevant others** based on the evaluation of the interview
- P24 evaluate all the available material as a result of the interview
- P25 evaluate your own performance and identify any learning and development needs in planning and conducting interviews
- P26 fully document all decisions, actions, options and rationale in accordance with current policy and legislation

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Carry out specialist interviews with victims and witnesses

Knowledge and understanding

You need to know and understand:

Legal and organisational requirements

- K1 current, relevant legislation, policies, procedures, codes of practice and guidelines for conducting specialist interviews with victims and witnesses
- K2 current, relevant legislation and organisational requirements in relation to race, diversity and human rights
- K3 current, relevant legislation and organisational requirements in relation to health and safety
- K4 how to deal with interviewees and relevant others in an ethical manner
- K5 the rights, roles and responsibilities of interviewees and others who may be present

Interview preparation

You need to know and understand:

- K6 how to determine the category of victim or witness, and the way in which this will influence your interview approach
- K7 how to assess the physical and emotional condition of interviewees to establish fitness for interview
- K8 the action to take where you have concerns about the interviewee's fitness for interview
- K9 the reasons for reviewing the evidence and the types of action that may be taken
- K10 the suitable timings for interviews
- K11 the locations in which interviews can take place
- K12 how to set up the location and resources for the interview
- K13 the environmental conditions which are conducive to interviews
- K14 how to develop an interview strategy and a written interview plan
- K15 who to consult with regarding the interview strategy
- K16 the points to prove for the incident(s) concerned
- K17 the rules of evidence and disclosure
- K18 what to do when departures from normal practices are required
- K19 how to set up the location and use the resources for the interview
- K20 the locations in which interviews can take place

Conducting specialist interviews

You need to know and understand:

- K21 how to maintain the security and welfare of the interviewee, yourself and others
- K22 the procedures for informing the interviewee and relevant others of their responsibilities
- K23 how to record the interview using recording equipment
- K24 the importance of following your interview plan during interviews, whilst maintaining a flexible approach to changes in circumstances

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- K25 the required conduct of interviews at both police premises and other locations
- K26 the types of current, approved interviewing techniques and communication methods for specialist interviews
- K27 the types of contingencies that may arise and how these should be dealt with
- K28 the use of recognised models of interviewing
- K29 how to conduct interviews with personnel from partner agencies
- K30 how to be flexible in your approach to interviews, using various techniques appropriate to the interviewee's behaviour and attitude
- K31 the ways that best evidence in criminal proceedings can be obtained
- K32 how to deal with a witness's reluctance or fear of testifying
- K33 the use and methods of taking Victim Personal Statements

Evaluating the interview

You need to know and understand:

- K34 how to evaluate the interview and your own performance in the interview
- K35 the types of further action which may be taken and how these should be initiated
- K36 how to provide a brief to the investigating officer and recognised models of briefing
- K37 the information which the investigating officer will require
- K38 how to update relevant others and the information they will require

Documentation

You need to know and understand:

- K39 current documentation and how to complete it correctly
- K40 the reasons why endorsements may be required

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Additional Information

Scope/range related to performance criteria

Plan and prepare specialist interviews with victims and witnesses

1. **category of interviewee**
 - 1.1 vulnerable
 - 1.2 intimidated
 - 1.3 significant
 - 1.4 other

2. **material**
 - 2.1 information
 - 2.2 object
 - 2.3 written documentation
 - 2.4 audio recording
 - 2.5 passive data generation
 - 2.6 visual images

3. **relevant others**
 - 3.1 interview supporters
 - 3.2 healthcare professionals
 - 3.3 interpreters
 - 3.4 prosecutors
 - 3.5 interview advisers/co-ordinators
 - 3.6 investigating officer/senior investigating officer
 - 3.7 partner agency personnel
 - 3.8 intermediaries

4. **location**
 - 4.1 police premises
 - 4.2 interview facility
 - 4.3 private, public or business premises
 - 4.4 healthcare facility
 - 4.5 custodial establishment

5. **resources**
 - 5.1 audio recording equipment
 - 5.2 video recording equipment
 - 5.3 appropriate documentation
 - 5.4 exhibits

Conduct specialist interviews with victims and witnesses

6. **relevant others**
 - 6.1 legal representatives

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- 6.2 interview supporters
- 6.3 healthcare professionals
- 6.4 interpreters
- 6.5 intermediaries

7. **resources**

- 7.1 audio recording equipment
- 7.2 video recording equipment
- 7.3 appropriate documentation

8. **contingencies**

- 8.1 medical
- 8.2 welfare
- 8.3 abusive/aggressive/hostile/reluctant behaviour
- 8.4 technical faults

Evaluate specialist interviews with victims and witnesses and carry out post-interview processes

9. **relevant others**

- 9.1 prosecutors
- 9.2 interview supporters
- 9.3 healthcare professionals
- 9.4 interview advisers/co-ordinators
- 9.5 investigating officer/senior investigating officer
- 9.6 partner agency personnel
- 9.7 intermediaries
- 9.8 officers required for legal authorities
- 9.9 victims and witnesses

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