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| Overview | This unit focuses on the role of interviewing victims and witnesses as part of priority and volume investigations. Related NOS units are CI101 and CJ201.  The unit covers interviews conducted at police premises or elsewhere.  You must plan and prepare for the interview, whether formal or informal by developing an interview strategy, assessing the interviewee's fitness for interview, and setting up an appropriate location. You must conduct the interview in accordance with legislation, policy and other guidelines using appropriate interviewing techniques and communication skills. Finally, you are expected to evaluate the interview (including your own performance) and take any necessary further action in relation to the investigation including dealing with any suspects in the case.  **There are three elements**   1. Plan and prepare interviews with victims and witnesses 2. Conduct interviews with victims and witnesses 3. Evaluate interviews with victims and witnesses and carry out post-interview processes   **Target Group**  This unit is aimed at those who undertake interviews with victims and witnesses in relation to priority and volume investigations. |

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| **Performance criteria**  You must be able to: | **Plan and prepare interviews with victims and witnesses**   1. ensure that you understand the nature of the incident to be investigated and the circumstances in which interviews can be conducted 2. identify the category of interviewee to inform your approach to the interview 3. assess the current physical, mental and emotional condition of the interviewee to establish their fitness for interview and take the appropriate action, in accordance with legislation and policy 4. review all available material and consult with relevant others to plan the interview 5. establish the appropriate time, place and environmental conditions for the interview 6. select and set up the necessary interview location and resources |
| *You must be able to:* | **Conduct interviews with victims and witnesses**   1. maintain the security and welfare of the victim or witness, yourself and relevant others, where applicable 2. inform all present of the interview process and check their understanding 3. interview the victim or witness using appropriate interviewing techniques and communication methods 4. deal with individuals in an ethical manner, recognising their needs with respect to race, diversity and human rights 5. where necessary, use exhibits appropriately during the interview 6. deal with any contingencies that arise during the interview 7. clearly inform the victim or witness and relevant others of the next steps, including where appropriate the relevant legal processes 8. complete all relevant documentation accurately and in accordance with legislation, and obtain any necessary endorsements |
| *You must be able to:* | **Evaluate interviews with victims and witnesses and carry out post-interview processes**   1. evaluate the interview to identify and prioritise any necessary further action 2. update relevant others based on the evaluation of the interview 3. evaluate all the available material as a result of the interview and other action 4. evaluate your own performance in the interview and identify any learning points |

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| Knowledge and understanding  You need to know and understand: | Legal and organisational requirements   1. current, relevant legislation, policies, procedures, codes of practice and guidelines for conducting interviews with victims and witnesses 2. current, relevant legislation and organisational requirements in relation to race, diversity and human rights 3. current, relevant legislation and organisational requirements in relation to health, safety and welfare 4. how to deal with victims and witnesses in an ethical and effective manner |
| *You need to know and understand:* | Interview preparation   1. how to determine the category of victim or witness, and the way in which category will influence your interview approach 2. who to consult with regarding the interview strategy 3. the points to prove for the incident(s) concerned 4. the rules of evidence and disclosure 5. how to assess the physical, mental and emotional conditions of interviewees to establish fitness for interview 6. the action to take where you have concerns about the interviewee's fitness for interview 7. the suitable timings for interviews 8. the locations in which interviews can take place 9. the environmental conditions which are conducive to interviews 10. how to set up the location and resources for the interview 11. how to develop an interview strategy |
| *You need to know and understand:* | Interviewing victims and witnesses   1. relevant criminal justice processes and be able to explain them 2. how to maintain the security and welfare of victims, witnesses, your self and others 3. how to record the interview 4. the required conduct of interviews both at police premises and other locations 5. the types of approved interviewing techniques and communication methods 6. the types of contingencies that may arise and how these should be dealt with 7. how to address concerns and issues in relation to taking part in criminal justice processes |
| *You need to know and understand:* | Evaluating the interview   1. how to evaluate the interview and your own performance in the interview 2. the types of further action which may be taken and how these should be initiated 3. how to recognise the information other personnel will require and provide them with an appropriate briefing |
| *You need to know and understand:* | Documentation   1. the relevant interview documentation and how to complete it correctly 2. the reasons why endorsements may be required |

**Additional Information**

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| Scope/range related to performance criteria | **Plan and prepare interviews with victims and witnesses**   1. **category of interviewee**    1. vulnerable    2. intimidated    3. significant    4. other 2. **relevant others**    1. interview supporters    2. health care professionals    3. interpreters    4. prosecutors 3. **location**    1. at the scene    2. police premises    3. interview facility    4. public, private or business premises    5. healthcare facility    6. custodial establishment    7. public place 4. **resources**    1. appropriate documentation    2. exhibits   **Conduct interviews with victims and witnesses**   1. **relevant others**    1. interview supporters    2. health care professionals    3. interpreters    4. prosecutors 2. **documentation**    1. interview notes    2. pocket notebook    3. criminal justice statements, including victim personal statements    4. national documents    5. local documents    6. exhibits 3. **contingencies**    1. medical    2. welfare    3. hostile or reluctant behaviour    4. environmental conditions   **Evaluate interviews with victims and witnesses and carry out** **post-interview processes**   1. **action**    1. no further action    2. further lines of enquiry    3. briefing other personnel    4. update intelligence systems 2. **relevant others**    1. interview supporters    2. health care professionals    3. interpreters    4. prosecutors |

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