Introduction

Due to highly publicised miscarriages of justice cases towards the end of the last century in the UK, legislation and associated practice developed in an attempt to achieve more ethical investigations. Investigative interviewing as a result was developed, and progressed over the years to become one of the most ethical and fair systems of interviewing in the world. The introduction of the PEACE model in the early 1990s provided structure and form for all police interviewers, and more recently in public sector fraud interviews, and became a framework to which all interviewers should adhere. Fraud is a crime of deception, and as such it is suggested that perpetrators of fraud present a unique challenge to investigators and interviewers. This research aimed to answer the question: does PEACE ‘fit’ in relation to fraud interviews?

Methodology

Study One used a questionnaire to survey the attitudes of police and public sector (Department for Work and Pensions - DWP) fraud investigators towards the PEACE model of interviewing and to explore their beliefs about interviewee guilt.

Participants: DWP (N=73) vs police (N=35)

Study Two investigated the application of the PEACE model in the workplace by police and public sector fraud interviewers, by evaluating real life tapes of suspect interviews to identify which aspects of the PEACE model were being appropriately or poorly applied. A rating scale was used based on Clarke & Milne (2001).

Participants: DWP (N=25) vs police (N=18)

Results – Study One

Study One identified some concern amongst the fraud investigators as to the use of PEACE in fraud interviews. The investigators cited lack of time to prepare for some of their interviews as a limitation to applying PEACE in the workplace. DWP investigators in particular suggested that some of their interviews did not require the level of detail and complexity demanded by the PEACE framework. Areas of PEACE that were considered most useful by the fraud investigators were the planning and preparation, closure and account stages. The survey also asked respondents to indicate whether they assumed that the suspect was guilty before the interview, and their beliefs about detecting ‘guilt’ during the interview. The respondents indicated a high level of assumptions of guilt prior to the interview, and there were a high proportion of respondents who believed that they could detect guilt from body language and cited non-verbal cues to guilt, or deception, that the literature shows to be unreliable, see Figure 1 below. This increases the risk of confirmation bias in the interview room as shown by Figure 2 below.

Top 5 most popular indicators of guilt (both groups):

• Eye contact  
• Fidgeting  
• Nervous body language  
• Aggression  
• Sweating / blushing

Results – Study Two

Study Two highlighted some issues with the application of the PEACE model in practice, including a lack of adequate closure in many interviews, despite the fact that this was perceived as very important by the respondents in Study two. Other areas that were found to be lacking were rapport building, questioning skills (use of appropriate questions), and exploring legal advice.

Conclusions

Studies One and Two indicated that what the individuals said they did in theory did not necessarily follow through in practice, and this discrepancy needs to be addressed to ensure that theory and practice correspond. Overall, this programme of research suggests that fraud investigation may require a specially adapted form of the PEACE model that provides a much more flexible and useful framework for the fraud interview. One of the criticisms of the PEACE model from the survey in Study One was that for DWP interviews it is often a ‘sledgehammer to crack a nut’, and this highlighted the perceived notion that the PEACE framework is inflexible. In fact it is a flexible model, but perhaps the training needs to reflect this, as it is usually presented in a fixed, structured manner, suggesting that it should be utilised in this way. The issue of assumptions of guilt and beliefs about cues to deception are key issues that were raised in the survey, and these should be explored in more detail, in order to ensure that they are addressed in training.
Improving outcomes for rape trials: Does interview format and mode of presentation matter?

Over the last thirty years in western countries, an average of 30% of rape cases reported to police resulted in prosecution. Central in cases of this type is the evidential sufficiency of a complainant’s account. The importance of such an account increases due to the dearth of forensic or additional forms of independent evidence. Traditionally the complainant is interviewed at two stages of the justice system process. First, during the investigation and secondly at trial. Applying psychological research at both of these interview stages provides the police and the prosecution with an opportunity to enhance the evidential sufficiency of a complainant’s account as well as potentially positively impacting on effective resolutions in rape cases. Legislation in some countries (e.g. New Zealand, England and Wales) now allows for video recorded police interviews of adult complainants to be used as evidence in chief. This mode that had previously applied only to child complainants extends the benefits of video recorded interviews into courtrooms allowing jurors to view a complainant’s contemporaneous account. The timeline of the complainants account means that their memory is less susceptible to loss, suggestion, and other types of memory distortion. The value of video recorded police interviews of complainants may be reduced however where that interview is conducted outside of best practice standards (e.g. use of leading questions). Similarly, incorrect preconceptions as to how a complainant should present on video (e.g. their demeanour), and poor understanding as to how sexual assault is investigated by the police may lead the viewer to regard the video recorded testimony as less credible.

This series of studies examines how the process and structure of complainant interviews, and method of presentation of their evidence, can affect the content of their evidence and outcomes for adult sexual assault cases.

**Study 1: Interviewing rape complainants: Police officers’ perceptions of interview format and quality of evidence**

In this study we examined officers (N=141) in the New Zealand Police perceptions of using video recorded interviews of rape complainants for investigative and evidential purposes via a quasi-experimental questionnaire.

**Do officers take question and interview format into account when making judgments about complainant accuracy, credibility, and decisions to charge?**

Officers rated a series of excerpts from a mock transcript of an adult rape complainant’s video recorded interview for one of three versions of an identical transcript, with one exception, the type of questioning used by the interviewer differed with the use of either: (i) closed and leading questions, (ii) open and probing questions, or (iii) open and probing questions supplemented by the cognitive interview (CI) mnemonics.

When questioning was closed and leading compared to open, officers rated the complainant as less accurate, less credible and they were less likely to charge the alleged offender. These findings suggest that access to the video interview will allow officers to correctly assess how questioning affects the accuracy of the response provided by the complainant. The presence of the CI mnemonics did not affect officer rating of accuracy supporting studies suggesting CI does not affect accuracy.

**What are officer perceptions about the advantages and disadvantages to investigations of video recording interviews?**

Officers were asked a series of open questions seeking their views on the advantages and disadvantages to investigations of video recorded interviews with adult rape complainants compared to preparing a written statement. The most frequently cited advantage was categorised as ‘enhances forensic quality’ (94% of all responses) especially in terms of accuracy, detail, and completeness for example:

> I believe a more detailed account is most likely to result from a visually recorded interview and this method provides the best option to establish all available facts and evidence. It gives the best opportunity to prevent the interviewer’s interpretation of the complainant’s account being recorded.

Video recording the interview was also perceived as an ‘improved interviewing process’ (34.7%); ‘allows for effective review’ (30.6%); more ‘time efficient’ during the actual interview process (27.4%); and better for the complainant’ (25.0%).

The highest reported disadvantage of video recorded interviews was categorised as ‘resource intensive’ (49.2%), particularly the availability of transcription services, and skilled interviewers and interview monitors. ‘Difficult to review’ (42.7%) was also cited as a disadvantage.

Officer’s expressed mixed views as to whether one interview could meet both investigative and prosecutorial purposes (‘can be used as good evidence’, 33.9%; ‘not good enough’, 27.4%). When officer’s were asked to rate what characteristics of the complainant’s account within a video recorded interview provided the best information for investigations, and what characteristics provided for the best evidence in court, only a few minor differences were found.

**Study 2: Prosecutor perceptions of video recording complainant interviews to improve rape prosecutions**

In this study we replicated Study 1 but with prosecutors of adult sexual assault cases as participants (N= 30).

**Do prosecutors take questioning into account when making judgments about complainant accuracy, credibility, and decisions to charge?**

When questioning was closed and leading compared to open, prosecutors rated the complainant as less accurate, less credible and they were less likely to recommend police charge the alleged offender. These findings suggest prosecutors are correctly assessing how certain types of questions negatively affect the accuracy of the response provided by the complainant, which would not have been possible without access to the video recorded interview.

**What are prosecutor perceptions about the advantages and disadvantages of using video recorded interviews as evidence in chief?**

Prosecutors were asked a series of questions about the advantages and disadvantages of using video recorded interviews with adult rape complainants as evidence. The most frequently cited advantage to using pre-recorded evidence rather than live evidence was categorised as ‘enhances forensic quality’ (79.3% of all responses), including improvements to accuracy, detail, completeness and a lack of prior inconsistent accounts that may be the subject of cross-examination.

Concerns about the CI format were supported by prosecutors giving higher ratings to the structured interview than the CI when being used as evidence. Further, context reinstatement and change temporal order were rated in the bottom five characteristics for a complainant’s evidence. Some prosecutors also perceived the ‘video is not good evidence’ (34.5%) due to the reduced impact when compared to live evidence.

Importantly, ‘better for the complainant’ (20.7%) was commonly cited by prosecutors as a benefit.

**Study 3:**

This study will examine how interview process, format and method of presentation affect juror’s recall of the testimony, and judgements of accuracy and credibility.

The researcher, Nina Westera, member of the New Zealand Police and PhD candidate at Griffith University, is working under the supervision of Associate Professor Mark Kebbell and Dr Rebecca Milne.

Please direct any queries about this research to nina.westera@police.govt.nz.

**Study 4:**

This study will examine how interview process, format and method of presentation affect juror’s recall of the testimony, and judgements of accuracy and credibility.
Examining police interviews of serious crime suspects

Background and aim of the study
This study is being conducted as part of a part-time PhD, under the supervision of Professor Ray Bull (Leicester University) and with the support of Dr Becky Milne (Centre of Forensic Interviewing, Portsmouth University). It aims to provide an in-depth understanding of how UK police conduct interviews with serious crime suspects.

Methodology – analysis of real-life tapes
The core element of this research is an in-depth analysis of real-life tape recorded police interviews with suspects. Over 600 audio-tapes have been obtained from a range of forces across England, Wales and Scotland. These 600 tapes represent some 80 separate cases and about 100 different suspects. All the interviews took place after 2000 and involve individuals suspected of murder or a serious sexual assault.
Each audio-tape will be content analysed using a detailed coding frame. The coding frame includes, for example, an analysis of question type, techniques used by the interviewer and the suspect response. In addition to the audio-tapes, case details have also been obtained and these will be analysed alongside the results from the content analysis of the audio-tapes.

Methodology – views of police interviewers
The study is also exploring the views of experienced investigative interviewers and advisors. Semi-structured interviews have been completed with about 30 interviewers and/or advisors experienced in undertaking interviews with serious crime suspects. A detailed questionnaire has also been circulated for completion. The purpose of both the interviews and the questionnaire is to explore, in the interviewer’s own words, how they carry out interviews with serious crime suspects. The topics explored include the planning and preparation of interviews, how information is structured and the techniques used prior to and during the interview. The questionnaire is available here today. If you are an investigative interviewer, please help by completing one.

Timescales and deliverables
All the audio-tapes, case files and interviews have been completed and analysis is ongoing. Questionnaires are still being completed and analysis will be conducted in the New Year. The final thesis is due for completion by September 2011.

For more details contact Samantha Leahy-Harland on sl288@leicester.ac.uk
HOW DOES THE CRIMINAL JUSTICE SYSTEM ACCOMMODATE FOR THE NEEDS OF PEOPLE WITH AUTISTIC SPECTRUM DISORDER (ASD)?

Joanne Richards, PhD student, University of Portsmouth, Joanne.Richards@port.ac.uk
Supervisors; Dr Becky Milne, University of Portsmouth, Dr. Coral Dando, University of Lancaster, Dr. Isabel Clare, Cambridge University

THE STUDIES

1. What do officers understand about ASD? Information will be collected using two questionnaires, one seeking information from front line officers who work with suspects, and a second seeking information from officers who have received advanced training in interview witnesses. Questions are designed to collect information regarding practical experiences, training, awareness and understanding. Information will also be collected regarding how police perceive the effectiveness of the support interviewees with ASD receive from non police personnel (i.e. appropriate adults).

2. What do those who offer support understand about ASD? Questionnaires will be sent to registered intermediaries and trained appropriate adults. Questions are designed to collect information regarding their training, understanding, and experiences of working with interviewees with ASD, within the interview context.

3. The Witness interview; the use of the Sketch plan mental reinstatement of context. An experimental study will be conducted in which conditions will be created to determine how people with ASD respond to interview methods. Three interview types will be used; i) a structured interview, ii) a mental reinstatement of context interview, and iii) the sketch plan mental reinstatement of context interview. Three studies will be conducted each with a matching control group made up of members of the general population; i) Adults who have Asperger syndrome or high functioning autism, ii) Children who have Asperger syndrome or high functioning autism, and iii) Children who have autism and learning disabilities.

4. The police caution A structured interview will be used to discover how easily adults with high functioning autism or Asperger syndrome understand the police caution. The caution will be presented either verbally or in written format to determine if the means of presentation significantly affect understanding.

It is intended that the findings from this research will provide a comprehensive package which demonstrates how the Criminal Justice System accommodates for the needs of people with ASD. It is hoped that these findings will consequently inform practice.
An examination of strategies and techniques used in police interviews with child-sex offender suspects

Julianne Read, Martine Powell, Becky Milne and Mark Kebbell
This research was supported by an Australian Research Council Linkage Grant

Background

Effective police interviews are a crucial part of many investigations, particularly those involving allegations of sexual abuse.

The current study aims to build on previous research on suspect interviews by evaluating police interviews that were conducted with individuals suspected of committing child sexual offences. The purpose is to determine the following:

a) Do interviewers adhere to recommended guidelines for best practice interviewing of child-sex offender suspects, and –

a) What are the areas of weakness, if any, that require further improvement.

Method

This study involved the examination of 81 transcribed records of interviews with individuals suspected of committing sexual offences against children.

The interviews were assessed using an assessment scale based on that developed by Clarke & Milne (2001). The items included in the scale are based on the results of similar studies and the items are consistent with the broader literature on best-practice interviewing. The scale contained a 3-point Likert scale in relation to the effectiveness of interview behaviour, and a separate coding sheet to record the presence and frequency of approximately 20 different types of statements and questions asked during the interviews (e.g. open, specific, leading, cross-examination, interruptions etc).

An independent researcher independently examined 15% of the sample in order to obtain inter-rater reliability. Data analysis is continuing and the study is expected to be completed by February 2010.

For more details contact Julianne Read at jread@deakin.edu.au
**INTRODUCTION**

This research project aims to improve police interviewing and statement-taking from witnesses by highlighting discrepancies made from the spoken interview to the written statement. The move towards recording interviews has been a relatively new one which helps to ‘check that incongruities or apparent trivialities, which might turn out to be pivotal, are not overlooked’ (Rock, p.68). Rock suggests that it is almost inevitable that some information from witness interviews can be lost in statements if the interviewer is simply taking notes and therefore audio-recordings can help police officers to conduct ‘more detailed, thorough investigations’ (Rock, p.68). Also, by opening up the current witness interview process to scrutiny, it can help to improve interview skills and develop training (Griffiths, & Milne, p.174).

**METHOD**

The research comprises an in-depth comparative analysis of real-life witness interviews, sourced from two police forces in the UK. A total of 40 interviews were obtained which relate to a variety of criminal procedures such as theft, criminal damage, assault, etc. (with four discounted from the analyses). Completed witness statements of each of the 36 interviews were also obtained, and the aim of the research is to compare the original interview with the completed statement in an attempt to identify any discrepancies between the two. Each tape will be fully transcribed and then compared to the accompanying statement using a rigorous coding schedule (see opposite), allowing the researchers to quantify any errors or discrepancies. Note: the names of any individual mentioned in the interviews were changed in order to preserve confidentiality.

**CODES**

The coding schedule consists of two parts: first, passages of the statement and interview are highlighted in different colours to represent different types of error or consistency; and second, each piece of highlighted information is categorized into one of six headings – Person detail, Action detail, Object detail, Surrounding detail, Conversation detail, and Temporal detail.

**CONSISTENCY CODING**

Used for matching items which appear in both the transcript and the statement. Also used for coding an answer to a closed question.

**DISTORTION CODING**

Used for items which are distorted (incorrect or otherwise discrepant) between transcript and statement.

**CONTRADICTORY DETAIL CODING**

Used for items which are entirely contradictory (item reported in statement directly contradicts what was said in the interview).

**OMISSION CODING**

Used for items which are PRESENT in the interview transcript but ABSENT from the statement.

**NEW ITEMS**

Used for items which are PRESENT in the statement but were ABSENT in the interview transcript.

**KNOWN DATA – POLICE PROCEDURE**

Used for items which represent mandatory police procedure, i.e. items which have to be included in witness statements, such as “I am the above-named person and I reside at the address shown overleaf.”

**EXAMPLES OF EACH OF THE CODING DETAILS**

<table>
<thead>
<tr>
<th>Coding Error</th>
<th>Statement</th>
<th>Transcript</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distortion</td>
<td>(SY105) 'gang of youths'</td>
<td>(SY105) ‘few of the lads’</td>
</tr>
<tr>
<td></td>
<td>(SY107) 'I am uncertain' (referring to whether or not she could identify suspects)</td>
<td>(SY107) 'I very much doubt it'</td>
</tr>
<tr>
<td>Contradictory Detail</td>
<td>(DP106) 'I recall the conversation during this'</td>
<td>(DP106) 'couldn’t hear what was being said'</td>
</tr>
<tr>
<td>Omission</td>
<td>(SY104)</td>
<td>Car was ‘definitely a Metro’</td>
</tr>
<tr>
<td></td>
<td>(SY105)</td>
<td>‘I didn’t actually see any damage’</td>
</tr>
<tr>
<td></td>
<td>(DP104)</td>
<td>It happened ‘by the chemist’</td>
</tr>
<tr>
<td>New Items</td>
<td>(SY107) ‘The room had one window which looks onto Angleton Gardens’</td>
<td></td>
</tr>
<tr>
<td></td>
<td>‘brown’ hair</td>
<td></td>
</tr>
<tr>
<td></td>
<td>‘short’ hair</td>
<td></td>
</tr>
<tr>
<td></td>
<td>‘It would have been good daylight at the time’</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(DP106) ‘Between Stephanie being upset, the dog barking and Terry shouting it felt like a very intimidating situation to be in’</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(SY110) ‘When I did this, there were a number of people present’</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(SY105) ‘loud’ thump</td>
<td></td>
</tr>
</tbody>
</table>

Contact becky.milne@port.ac.uk, lorraine.hope@port.ac.uk
Child victims of abuse and their experience of the service provided by the police. Rachael Skelton

**Background and aim of the study**

This study was conducted as part of a part-time Masters in Social Research Methods, under the supervision of Dr Becky Milne (Centre of Forensic Interviewing, Portsmouth University). The project sought to address the shortfall in actual reported experiences of children and their families about child abuse investigations; including initial contact, interview, and medical examination.

**Methodology – views of victims**

A case study approach was adopted focusing on one case. The case was that of a 13 year old female who had been the victim of grooming and rape by a 43 year old male befriended via the internet. Although the victim was unable to be interviewed (as a result of ongoing mental health issues due to the incident) the mother of the victim was willing to participate and was interviewed.

**Methodology – views of staff and officers**

A focus group was also conducted with a convenience sample of staff who worked within the Child Abuse Investigation Department of Hampshire Constabulary. The focus group consisted of 15 staff that varied in rank and years service.

**Results**

The main aim of the research was to give child victims of abuse a voice regarding the process they experienced. However, it was evident that the main gatekeepers to this were the parent. It was clear that more often then not the parents felt that they were a voice for their children and did not want to risk any further upset to their child. As a result the pitfalls and difficulties with conducting sensitive research were clearly illustrated in this research.

With regard to the staff focus group a number of recommendations were made in relation to the length of time a case takes, the current mentoring scheme, and training. It must be noted however that this took place at a time of huge change which affected the pressure and lack of resources expressed by the CAIU staff.

**Conclusion**

The findings have highlighted a need for further research, initially expanding on this research followed by a closer evaluation of the repeat victim rate in Hampshire. Although this too could be expanded to include a number of police services. A number of specific recommendations were also made. In conclusion in a bid to recognise and empower children to have a voice it is important to continue to consult child victims of abuse in order to understand and tailor services to fit their needs. Although the facilitation of this is a difficult one, it is a crucial one.

For more details contact Rachael Skelton on rachael.skelton@hampshire.pnn.police.uk
The number of adults with learning disabilities (LDs) in the UK is increasing (Learning Disability Coalition, 2007); estimates put this increase at over one percent per annum (Department of Health, 2001). Research has shown that adults with LDs are at a greater risk, compared to the general population, of being victims of crimes including sexual, physical, verbal assault, and mugging (Williams, 1995; Mencap, 2000). Research has found the Cognitive Interview (CI) to be a very effective interview technique when used with a range of different population groups (see Kohnken, Milne, Memon and Bull, 1999 for a meta-analysis). However, very little research has been carried out to assess the CI’s efficacy when used with adults with LDs (Brown and Geiselman 1990; Milne, Clare and Bull 1999) and the retrieval of conversation details (Campos & Alonso-Quecuty 2008; Prescott, Milne and Clarke in submission).

21 adults with LDs took part in this study. Two interviews were compared, the CI as described by Fisher and Geiselman (1992) and Structured Interview (STI), described in Prescott, Milne and Clarke (in submission). Participants were shown a short film which consisted of a non violent mugging. After a time delay of one and a half hours participants were interviewed using either the CI or the STI. Participants interviewed using a CI recalled significantly more correct information than those interviewed using the STI. Participants in the LD group recalled significantly fewer correct details than those in the GP group regardless of interview condition. There was no significant difference in the number of incorrect or confabulated details reported by the LD and GP group.

The overall superiority of the CI was due to participants interviewed using this technique recalling significantly more correct person detail, action detail and conversation. The overall superior recall of the GP group was the result of significantly greater reporting of all detail groups (person, action, object, surrounding and conversation).

The results from this study show that both adults with LDs and adults from the general population (GP) recalled significantly more correct information when interviewed using the CI, without an increase in the amount of incorrect detail reported. The CI increased the amount of correct recall from the adults with LDs by 40%. The present study, also found no difference in the elicitation of confabulated details between interview conditions. The overall difference in the recall of correct information between participant types, taken together with the fact that the CI increased the correct memory recall of adults with LDs, suggest that the memory deficits of this population are due, at least in part, to failures in retrieving information from memory and that use of appropriate retrieval cues can help minimise this deficit (Winters & Semchuk, 1986, p.446). The results from this study suggest that with appropriate questioning adults with LDs can enhance their recall, leading them to be considered valuable witnesses.

The study also found the superior recall of person, action and conversation gist detail by participants interviewed using a CI, this is an important finding due to the significance of these types of information to the criminal investigation process. The results presented demonstrate that the correct memory recall of adults with a LD can be significantly enhanced by using the CI, without a loss in accuracy or an increase in confabulated information. Specifically, from an applied perspective, the pattern of results found suggest that the CI is a useful tool for interviewing adults with a LD, who have been victims of both physical and verbal crimes.
How effective is the Cognitive Interview when Aiding Recall Retrieval of Older Adults?
Katherine Prescott, Becky Milne and Jason Clarke (in submission)

Introduction:

The percentage of older adults in the general population is growing; as a result older adults are coming more frequently into contact with the CJS. Older adults are also overrepresented in crimes where conversation detail is of importance (e.g. distraction burglary). Limited research has been carried out into the best ways to elicit information from older adults (Mello & Fisher 1996; McMahon 2000; Wright & Holliday 2007; Holiday, Humphries, Milne, Memon, Houlder, Lyons and Bull in press), specifically concerning memory for conversation (Campos & Alonso-Quecuty, 2008). The CI has been found to be a useful tool for memory retrieval for a range of population groups (see Kohnken, Milne, Memon and Bull, 1999 for a meta-analysis). Before the CI can be recommended to the police as an effective aid to memory with older adults and to retrieve conversation detail more research needs to be carried out in this area.

Method:

Sixty three adults volunteered to participate as interviewees, 21 aged 19-48 years old (general population), 19 aged 61-74 years old (young-old adults), and 21 aged 75+ years old (old-old adults). Two interviews were used in this study, the CI as described by Fisher and Geiselman (1992) and the Structured Interview (STI) which was congruent with the control interview condition used by Wright and Holliday (2007) with one alteration. In the third retrieval attempt Wright and Holliday (2007) used an additional free recall, in the present study this was replaced, and instead participants were asked to recall the event focusing primarily on any sounds they heard. This change was made to prevent the interview from becoming too repetitive and boring and to encourage and motivate the participants.

The participants were all shown a visual stimulus (a film depicting a non violent mugging) and were then asked to return after approximately 1 hour 30 minutes, during this time participants were instructed to partake in their everyday activities. After the time delay the participants were interviewed using either the STI or the CI.

Results:

The main results found in this study were:

- The CI significantly increased the amount of correct information reported by the participants by 21.4% regardless of age.
- The young adults had a tendency to remember more correct information, across both interview conditions, than the participants in the old-old adult condition. However, there was no significant difference in the amount of correct information recalled by the young adults and the young-old adults.
- The CI increased the amount of action detail, conversation detail and person detail.
- Young adults remembered significantly more details than the old-old adults when recalling object details and significantly more than the young-old adults when recalling conversation total details.

Discussion:

The present study confirmed the effectiveness of the CI when eliciting information from all age groups, without increasing the reporting of incorrect or confabulated information. This study also demonstrated that young-old adults are not significantly inferior at reporting correct detail when compared to young adults. Additionally old-old adults remembered less information than the young adults, although, this information was by no means less accurate. The findings from the present study have demonstrated that, from an applied point of view, older adults can make just as accurate witnesses for the police as young adults, all be it old-old adults are not quite as extensive in their reporting. It has also been shown that the CI can be a valuable aid to investigation, both with younger adults and with older adults. It is to be hoped that this study will highlight the potential of elderly witnesses to aid the criminal justice system.
Beyond interviewing techniques: Interviewer individual characteristics in police investigative interviews with witness

Aim of the Project: Explore interviewer characteristics relevant for eliciting accurate and complete witness reports.

Funding: Brazilian Federal Police, CNPq

Research in Investigative Interviewing

**Witness**
- Age, gender, cognitive abilities

**Interviewer**
- Interviewing Techniques
- Interview Training

Real life witness and interviewer perceptions of the interviewer’s characteristics that either facilitate or hinder witness reports.

**Method**

**Participants**
- Interviewer
- 15 Brazilian federal Police officers
- Interviewee
- 15 Witness

**Crimes** typified by the Brazilian Penal Code as against public faith, against government employees, fiscal and election fraud.

**Training**: Police Academy entrance 4 month course includes classes on interviewing and interrogation.

**Procedure**
- Semi-structured individual interview with the interviewer and the witness.

**GENERAL** - Which are the interviewer’s individual characteristics that are relevant for eliciting accurate and complete witness reports?

**SPECIFIC** - Interviewer (ER): Which of your characteristics as an interviewer might have affected (either positive or negatively) your interview with this witness? Witness (WIT): Which were the interviewer’s characteristics that might have affected (pos/neg) your reporting in this interview?

**Conclusion**
- Most frequent responses: rapport building and personalize;
- Active listening: although underrepresented in the general responses, it was an important characteristic for 25% of witnesses’ specific responses;
- Dyad: less than 6% matching responses within the same category.

**Limitations and Future Research**
- Limited Sample: include other type of crimes and police officers from other forces;
- Need for more research from the interviewee’s perspective: relevant issues for research on investigative interviewing.

For more details contact Lilian Stein: lilian@pucrs.br
Can Using Cognitive Interview Techniques Improve The Quality Of Information Elicited By Police Emergency Call Takers?

**Aim of the study:**
This study is being conducted at London South Bank University as part of an MSc in Investigative Forensic Psychology supervised by Dr Rachel Wilcock with the support of Dr Becky Milne. It aims to investigate whether a new interview technique, based on the principles of the cognitive interview, adapted and designed specifically for police emergency call takers will improve the quality and quantity of information gained at the first point of contact. The new interview protocol will be measured against interviews conducted using current Metropolitan Police training for call takers and a control condition where no training has been given.

**Background:**
The Metropolitan Police emergency call takers handle in excess of 3 million emergency contacts per year; each of which require investigating by the call taker in order to determine whether police should attend. Where police are required the call taker must gather details relating to the incident, and any further information that will assist police both when they attend the scene and with any subsequent investigation. Current training for police emergency call takers does not include any investigative techniques but relies heavily on who, what, when, where, why and how to gather information. Call takers are also trained to control the call, asking questions and requesting specific information from the caller. It is proposed that this may not provide the best and most accurate account of the incident and a new interview protocol should therefore be developed and tested. The training of cognitive interview techniques have focused primarily on operational Police Officers. However it is hypothesised that by adapting these principles, and applying them to the contact centre environment, the information gathered at this crucial first point of contact with police will be more accurate and detailed.

**The Study:**
Since members of the public are able to make contact with police as an event unfolds it was decided to focus the interview on the “tell me everything” aspect of cognitive interviewing; with the interviewer then using details provided by the witness to elicit further details of the event. In this way the interviewer allows the witness more control of the call enabling them to provide all the details they remember in any order they wish. The information provided will be measured against current training and a no-training condition where the interview is conducted by the interviewer completing a form. Participants took part as mock witnesses of a video-taped event to be reported to police emergency call takers. The mock witnesses were interviewed by the researcher in one of the three interview conditions with the interview being digitally voice recorded for analysis. The content of each recorded interview was entered onto a detailed coding framework. The detail of each interview was coded according to various categories, including investigative details, which were determined by serving police officers. Each Interview will be analysed in order to test the efficacy of the new interview technique and the results summarised in the final MSc project.

For further information please contact Laura Pearce by email Pearcel5@LSBU.ac.uk
Introduction

The interviewing of suspects is a potent element of any successful police investigation. It is important to society not just in terms of detaining the guilty but also in protecting the innocent. Research examining the interviews of suspects has grown over the past 15 years, however interviews have rarely been scrutinised in published research from a suspect’s perspective. As a result this research (i) examined the suspects’ perceptions of their police interview, (ii) analysed the capacity of police officers in interviews, and (iii) evaluated the tactics used by the police in interviews, with specific emphasis on whether there was any variation in those interviews where an account was given and those where the right to silence was exercised.

Methodology

The research was conducted on the basis of a ‘quasi-experimental design’ within a field setting, using qualitative and quantitative methods of data collection. Working as a freelance Police Station Adviser I was present throughout all the interviews, which allowed me to collect primary data by asking suspects, post interview, to complete a questionnaire. The questionnaire was composed having given consideration to the PEACE interviewing model and previous research by Kebbell, Alison, and Hurren (2008) and Kebbell, Alison, Hurren and Mazerolle (2010). Participant-observation provides a unique opportunity for collecting data. Therefore, to provide comparative data I completed two questionnaires detailing my own observations. Firstly regarding the interviewing officers interviewing behaviour, and secondly concerning the interview tactics which were employed. Previous research by Soukara, Bull, Vrij, Turner and Cherryman (2009) identified seventeen different tactics and this research used these. However, in this research the tactics were split according to those deemed positive and negative.

Results

Fifty-one suspects participated in this research. The sample consisted of fourteen females and thirty-seven males. Fifty-seven percent of the suspects did not think that officers were properly prepared at the commencement of their interview, and although suspects’ perceptions within the account phase were largely positive, there was a widely held perception that they were assumed guilty prior to their interviews. Surprisingly, the strength of evidence was not seen as an overwhelming factor when suspects were deciding whether or not to answer police questions. That said, all suspects were legally represented by myself and twenty-one cited legal advice as a major determinant in their decision making process. There was a general acceptance by suspects that they were treated fairly and with respect, and instances of aggression being shown by police towards suspects were minimal. My own observations of the interviewing officers largely supports the perceptions of the suspects. More positive interview tactics were used than negative ones, which galvanizes the views of the suspects that interviews were conducted fairly. Nevertheless, positive tactics such as: open questions, challenging a suspect’s account and emphasizing contradictions were not used as much as perhaps they should have been. There was very little use of negative tactics, with the exception of leading questions, which previous research has shown to be problematic with those suspects who are prone to interrogative suggestibility or compliance.

As the following quotes from suspects illustrate, police officers must start to reflect on the way in which suspects perceive them and their actions:

- “Bit of a f*****g idiot, doesn’t know what doing”.
- "Needed to listen and jumped to conclusions".
- "Should get things right and bring discs [interviewing officer forgot DVD’s to record interview]"
- "If going to use CCTV ... could know how to work laptop, ... hadn’t a f*****g clue".
- "The police officer opened the evidence bag, and touched it with ... fingers. Bad decision I reckon".
- ".... is first time had solicitor in interview and should have done so before and will do again. They are different when you are there, they treat you better".

Conclusion

The results of this study suggest that suspects are interviewed in an ethical manner, and that interviewing with humanity is likely to be perceived as a fairer way of interviewing. Future research should investigate how suspects perceive their police interview with legal advice present and without legal advice, and whether different interview strategies, determined by strong or weak evidence have any bearing on suspects’ perceptions of their police interview. Although the main aim of the research was to present the perceptions of suspects, it has also identified that the basic tenets of PEACE are still not being competently applied, particularly relating to interview preparation and rapport building. Police officers must also give some thought as to how suspects perceive them and their strategies, rather than being preoccupied with what they are doing themselves. Throughout this research not one interview was attended by a supervising officer. This study highlights the urgent training needs of many officers, which should be based on sound psychological principles, rather than relying on accepted wisdom.
Keeping a Close(d) Eye on Cognitive Load:
The Effect of Eye Contact and Interview Location on Witness Recall

Background & Aims
The effect of cognitive load on the performance of witness recall remains under researched. There are many ways of creating cognitive load, and these may be overlooked in police interviewing methods. The aim of this research was to determine whether eye contact and interview location had a detrimental effect on witness recall.

Cognitive Load refers to the total amount of mental activity during working memory processes. It is the theory that working memory can only handle a very limited number of novel interacting elements. For the purpose of the present study, eye contact was chosen as the method of inducing cognitive load. Averting gaze generally improves performance in mental tasks. The Cognitive Interview requires interviewees to close their eyes to help with the mental context reinstatement of the event. Getting the interviewee to close their eyes also helps an interviewee to focus on the event and to recall the finer details that may be forgotten.

Previous research (Perfect et al., 2008) has found that gaze aversion improves recall for auditory and visual memories therefore it is hypothesised that the gaze aversion condition will yield more correct responses than the eye contact condition. It is also hypothesised that participants will feel more relaxed in certain environments than others, therefore they were either video-recorded in an interview suite of voice-recorded in their own homes. Those interviewed in their own homes should recall more information as they will be more relaxed.

Methodology
68 participants were shown a video of a non-violent crime. They were then required to complete a 10 minute distraction task and the VVIQ questionnaire. There were two factors in this experiment; gaze aversion (yes; no), and interview location (home or interview suite). The participants were split into 4 equal groups and interviewed under one of the four conditions. The participants were required to give a free recall of the video, and they were then questioned based on their responses. They were then given a questionnaire after the interview to identify any issues they felt hindered or helped their recall.

The recorded responses were coded, and correct, incorrect and confabulated responses were scored.

Results
It was found that averting gaze or closing eyes during the interview significantly improved recall for auditory and visual memory. It was also found that interviewing in one’s own home aided recall. The results from the experiment showed that witnesses are more likely to recall gist conversation than verbatim. Interestingly, there was no correlation between VVIQ scores and recall scores.

With regards to the participants’ experiences of the interview, the majority felt that the further questioning improved their recall of events and the second most helpful aspect of the interview was being able to close their eyes.

From this research, it has been found that by just averting gaze, witnesses recall significantly more information. This technique can be implemented by even the most inexperienced of interviewers to improve results. Future research could include the use of eye contact in suspect interviews to aid lie detection.

Charlotte Harris and Dr. Becky Milne
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Making the best use of Video Identification Parades and meeting the needs of vulnerable witnesses

**Aim of the Project:** To provide national guidance on what Police Identification Inspectors should say to witnesses before, during and after a video identification parade, in accordance with PACE legislation.

**Funding:** The project is funded by the Economic and Social Research Council with endorsements from the Association of Chief Police Officers and the National Policing Improvement Agency.

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**PHASE 1: The Field Study**

The project is the first to undertake a detailed examination of the current PACE procedure on the conduct of video parades. With the guidance of police officials a questionnaire was developed to assess the outcome of video identification parades. Five police forces in England collected data (from VIPER and PROMAT) during 2009-2010. A total of 1,359 cases were analysed with 783 distinctive crime events, involving 951 suspects and 1,145 witnesses.

**PHASE 1: Key Results**

The suspect image was chosen in 539 cases (40%) and a volunteer image was chosen in 361 cases (26%).

- **Witness factors:** There was a substantial difference in age with older adults (65+) showing a low level of choosing anything. There was also an own race bias shown when making identifications (i.e. witnesses/victims were more likely to identify suspects from their own ethnic group).

- **System factors:** In the current sample, we found no effect of delay on identification rates, however we plan to investigate this further. Repeat viewings (in addition to the two required viewings) were requested in over half the trials and had the negative effect of increasing the choice of a volunteer image (see graph).

- **Event factor:** In terms of crime type suspects of violent crimes (44%) and sexual offences (46%) were more likely to be chosen than robbery (28%) suspects.

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**PHASE 2: National Guidelines**

Over the next 9 months, our focus is the development of national guidance on the conduct of identification parades. We are currently collecting and reviewing in detail the protocols and guidance documents sent to us by individual police forces to highlight areas of good practice. We will use this together with the knowledge gained in our field study, plus knowledge from identification research to create a draft protocol.

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**PHASE 2: Future Intentions**

The draft guidance will be circulated to each force liaison officer and key interested parties for comment. Interviews will also be conducted with key individuals in order to uncover any underlying issues. After consultation, a second draft of the protocol will be presented at a workshop which will be held in London on the 7th April 2011. The final stage in the process will then be to create and finalise the guidelines which we would then hope to be implemented under liaison with NPIA and ACPO with a target date for submission by the end of June 2011.

For more details contact Gary Dalton at gary.dalton@rhul.ac.uk
INTERVIEWING PRESCHOOLERS IN FRANCE: AN EXPLORATION OF THE FRENCH LEGAL CONTEXT AND OF THE EFFICIENCY OF SOME INVESTIGATIVE INTERVIEW TECHNIQUES.

Background and aim of the studies
These studies are a part of a research program funded by the National Research Agency (Agence Nationale de la Recherche, France). They are conducted under the supervision of Magali Ginet (University of Clermont-Ferrand, France), by Annerachèl van der Horst (criminologist at Clermont-Ferrand), Maité Brunel (University of Clermont-Ferrand), Fanny Verkampt (University of Toulouse, France), and Becky Milne (Centre of Forensic Interviewing, Portsmouth University). It aims to (i) evaluate the French legal context surrounding child investigative interviews, (ii) to provide an in-depth examination of how child victims are interviewed by police officers about sexual assault and, (iii) to compare several investigative interview (II) techniques used to facilitate recall of children.

Exploration of the French legal context - Method
Two studies will be carried out in the field, in order to define the context in which II take place, by considering both the specificities of French legislation and the field's constraints met by police officers. In that perspective, in a first study, over 40 investigators will be invited to express via semi-structured interviews (i) how do they interview children (i.e. preparation and conduct of II) ? (ii) what are the main constraints they have to deal with (e.g., temporal constraints) ? and finally (iii) how do they perceive the training which they have followed to gather children's testimonies? On the basis of their answers, a questionnaire will be elaborated and sent to over 200 French police officers. In a second study, over 40 real-life tape recorded police interviews with child eyewitnesses will be analysed.

Efficiency of investigative interview techniques - Method
A meta-analysis of research conducted examining II methods for use with children (between 4 and 12 years) will also be made. Models, such the Cognitive Interview (and its variations), the Memorandum of Good Practice, will be included. This meta-analysis will be based upon published manuscripts, unpublished papers, conference posters, and informal write-ups.

If you have such data, please help by sending a brief description and/or send a copy of the research to Fanny Verkampt (see below), Magali Ginet (magali.ginet@univ-bpclermont.fr) or to Becky Milne (becky.milne@port.ac.uk).

For more details contact Fanny Verkampt on fanny.verkampt@univ-tlse2.fr