

# SFJ CJ101

## Interview victims and witnesses in relation to priority and volume investigations



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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

- 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, mental and emotional condition of the interviewee to establish their fitness for interview and take the appropriate action, in accordance with legislation and policy
- P4 review all available material and consult with **relevant others** to plan the interview
- P5 establish the appropriate time, place and environmental conditions for the interview
- P6 select and set up the necessary interview **location** and **resources**

#### Conduct interviews with victims and witnesses

*You must be able to:*

- P7 maintain the security and welfare of the victim or witness, yourself and **relevant others**, where applicable
- P8 inform all present of the interview process and check their understanding
- P9 interview the victim or witness using appropriate interviewing techniques and communication methods
- P10 deal with individuals in an ethical manner, recognising their needs with respect to race, diversity and human rights
- P11 where necessary, use exhibits appropriately during the interview
- P12 deal with any **contingencies** that arise during the interview
- P13 clearly inform the victim or witness and **relevant others** of the next steps, including where appropriate the relevant legal processes
- P14 complete all relevant **documentation** accurately and in accordance with legislation, and obtain any necessary endorsements

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

*You must be able to:*

- P15 evaluate the interview to identify and prioritise any necessary further **action**
- P16 update **relevant others** based on the evaluation of the interview
- P17 evaluate all the available material as a result of the interview and other **action**
- P18 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

- K1 current, relevant legislation, policies, procedures, codes of practice and guidelines for conducting 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, safety and welfare
- K4 how to deal with victims and witnesses in an ethical and effective manner

#### Interview preparation

*You need to know and understand:*

- K5 how to determine the category of victim or witness, and the way in which category will influence your interview approach
- K6 who to consult with regarding the interview strategy
- K7 the points to prove for the incident(s) concerned
- K8 the rules of evidence and disclosure
- K9 how to assess the physical, mental and emotional conditions of interviewees to establish fitness for interview
- K10 the action to take where you have concerns about the interviewee's fitness for interview
- K11 the suitable timings for interviews
- K12 the locations in which interviews can take place
- K13 the environmental conditions which are conducive to interviews
- K14 how to set up the location and resources for the interview
- K15 how to develop an interview strategy

#### Interviewing victims and witnesses

*You need to know and understand:*

- K16 relevant criminal justice processes and be able to explain them
- K17 how to maintain the security and welfare of victims, witnesses, your self and others
- K18 how to record the interview
- K19 the required conduct of interviews both at police premises and other locations
- K20 the types of approved interviewing techniques and communication methods
- K21 the types of contingencies that may arise and how these should be dealt with
- K22 how to address concerns and issues in relation to taking part in criminal justice processes

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### Evaluating the interview

*You need to know and understand:*

- K23 how to evaluate the interview and your own performance in the interview
- K24 the types of further action which may be taken and how these should be initiated
- K25 how to recognise the information other personnel will require and provide them with an appropriate briefing

### Documentation

*You need to know and understand:*

- K26 the relevant interview documentation and how to complete it correctly
- K27 the reasons why endorsements may be required

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### Additional Information

#### Scope/range related to performance criteria

#### Plan and prepare interviews with victims and witnesses

1. **category of interviewee**
  - 1.1 vulnerable
  - 1.2 intimidated
  - 1.3 significant
  - 1.4 other
2. **relevant others**
  - 2.1 interview supporters
  - 2.2 health care professionals
  - 2.3 interpreters
  - 2.4 prosecutors
3. **location**
  - 3.1 at the scene
  - 3.2 police premises
  - 3.3 interview facility
  - 3.4 public, private or business premises
  - 3.5 healthcare facility
  - 3.6 custodial establishment
  - 3.7 public place
4. **resources**
  - 4.1 appropriate documentation
  - 4.2 exhibits

#### Conduct interviews with victims and witnesses

5. **relevant others**
  - 5.1 interview supporters
  - 5.2 health care professionals
  - 5.3 interpreters
  - 5.4 prosecutors
6. **documentation**
  - 6.1 interview notes
  - 6.2 pocket notebook
  - 6.3 criminal justice statements, including victim personal statements
  - 6.4 national documents
  - 6.5 local documents
  - 6.6 exhibits

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### 7. contingencies

- 7.1 medical
- 7.2 welfare
- 7.3 hostile or reluctant behaviour
- 7.4 environmental conditions

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

### 8. action

- 8.1 no further action
- 8.2 further lines of enquiry
- 8.3 briefing other personnel
- 8.4 update intelligence systems

### 9. relevant others

- 9.1 interview supporters
- 9.2 health care professionals
- 9.3 interpreters
- 9.4 prosecutors

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**Relevant occupations** Public Services; Public Service and Other Associate Professionals;

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**Suite** Policing and Law Enforcement

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