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The issues and challenges surrounding interpreter-assisted investigative interviews of victims and witnesses

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Dedication

This research project was dedicated to all the victims and witnesses of crime, regardless of their background or the language they communicate in, especially to those who do not share the same language with investigating officers and therefore need the assistance of a professional interpreter.

I passionately believe that each and every person deserves a first class service from the police and that each and every person should have equal access to justice.

List of abbreviations

ABE	Achieving Best Evidence
ACPO	Association of Chief Police Officers
AIIC	International Association for Conference Interpreters
APCI	The Association of Police and Court Interpreters
APP	Authorised Professional Practice
CI	Cognitive Interview
CIOL	Chartered Institute of Linguists
CJS	Criminal Justice System
CL	Critical Link
CoE	Code of Ethics
CoP	College of Policing
CPD	Continuous Professional Development
DC	Detective Constable
CPS	Crown Prosecution Service
DPI	Diploma in Police Interpreting
DPSI	Diploma in Public Service Interpreting
ECHR	European Convention of Human Rights
EU	European Union
HO	Home Office
ImPli	Improving Police and Legal Interpreting
IoL	Institute of Linguists
IoLet	IoL Educational Trust
ITI	Institute of Translation and Interpreting
MoJ	Ministry of Justice
MP	Member of Parliament
MPS	Metropolitan Police Service
NPCC	National Police Chiefs Council
NPIA	National Police Improvements Agency
NRPSI	National Register of Public Service Interpreters
PACE	Police and Criminal Evidence Act
PEACE	Planning and preparing, engaging, gaining and account, closure and evaluation
PO	Police Officer
PRICE	Planning and preparations, rapport building with the interviewee and setting the scene, information gathering, clarifying and confirming the information and closing the interview, evaluating the contribution of interview to the investigations
PSI	Public Service Interpreter(s)
SAI	Self-Administered Interview
UK	United Kingdom
YJCEA	Youth Justice and Criminal Evidence Act

Abstract

This study deals with the complexity of the interpreter-assisted investigative interviews of non-English speaking victims and witnesses and the subsequent witness statement taking procedures. The consistency and the standard of the service provided by the police to non-English speaking victims and witnesses in the course of investigations was the main driver in the project.

The research questions were formulated in order to establish whether interpreters and investigators rely on any formal training or guidance documents when interviewing non-English speaking victims and witness. The study was also aimed at exploring issues and challenges within current practices and sought to understand the reasoning behind such matters. The perception of the role of an interpreter in investigative interviews of victims and witnesses, especially in the aspect of impartiality, was also a focus of the study.

A double-survey was designed and completed in order to obtain and analyse some empiric data, based on the perception and experiences of police interpreters and investigators.

The findings were analysed and discussed as part of this dissertation. A range of inconsistencies, issues and challenges in current practices were identified and analysed. The evidence based conclusions related to the interpreter-assisted investigative interviews were formulated and a number of practitioners' suggestions on the areas of improvements were summarised. Some practical recommendations can be drawn from the research findings, and strategic decisions can be considered in order to improve current practices in achieving best evidence.

Key words/search words: issues, challenges, interpreter- assisted investigative interview, interpreter-assisted interview, interviewing non-English speaking victims/witnesses, witness statement taking, interpreters' role, interpreters' impartiality, communicate via an interpreter.

1. Chapter I: Introduction

This chapter will explain the rationale behind the choice of the topic, introduce the research problem, explain the purpose, aims and possible benefits of the study and, finally, cover possible benefits from the point of view of the theory and practice.

1.1. The reason for choosing this topic

During my 10 years of work as a police interpreter I have observed a high level of variation in the investigators' understanding of my role as an interpreter. In my experience, interpreting assignments involving a victim or a witness of crime were more challenging than interpreting for a suspect. When dealing with non-English speaking suspects, investigators always conducted investigative interviews themselves speaking through me as an interpreter. However, on some occasions when dealing with a non-English speaking victim or witness, some investigators tried to fully or partially delegate the investigative interview and statement taking to me. The task of explaining my role as an interpreter and the rules of effective communication via an interpreter, as well as the impartiality principle of my professional code of conduct to an unaware police officer, can be very challenging. Even more so when such explanation takes place in the presence of the victim/witness. Similar concerns were expressed by my fellow colleagues-interpreters.

On the other hand, in my role as the interpreting and translation services manager of Cambridgeshire Constabulary I have developed policies, influenced practices, and effectively advised police officers on policies and procedures. In this capacity I regularly receive queries related to the interpreter-assisted witness statement taking procedure and practically no queries related to a suspect interview.

1.2. Research problem

The level of awareness investigators have regarding the role of an interpreter, the professional code of conduct, especially in the aspect of its impartiality, and generally the good practice guide on interpreter assisted communication can vary significantly. The lack of such awareness can lead to unreasonable expectations by the investigators and also lead to issues that create unnecessary challenges to all involved.

The skills of effective communication via an interpreter can also vary in the investigators with some being very skilled and others not so skilled, which often is determined by experience rather than training. A position of power in a police officer, combined with insufficient awareness and skills, as well as poor practice habits, can pose significant problems to a fully qualified professional interpreter. The lack of such awareness, combined with ineffective communication skills in an investigator when talking through an interpreter, may affect the quality of the evidence obtained.

Furthermore, any issues and challenges experienced by an investigator or an interpreter in the course of an investigative interview of a victim/witness inevitably may have an effect on the dynamics of the interview and the experience of a non-English speaking victim or witness. Thus the quality of the evidence obtained is determined not only by the investigative skills of a police officer, but also by their skill to communicate effectively via an interpreter. The next level of the complexity is the ability of the interpreter to perform well.

1.3. Research purpose and aims

The purpose of this research project is to study the complexity of the interpreter-assisted investigative interview of non-English speaking victims/witnesses and the subsequent *witness statement taking procedure*, and identify and analyse any issues and challenges experienced by the two groups of practitioners involved, i.e. (i) police interpreters and (ii) investigators (police officers).

The main focus of the study is to explore the perception of the two groups of practitioners through obtaining and analysing some empiric data that may help to identify any issues and challenges in current practices and help to understand the reasons. From a practical point of view, such data may enable us to draw evidence based conclusions and suggest recommendations for practice.

1.4. Hypotheses

Based on my professional experience and observations, the following working hypotheses have been generated;

i. both investigators and police interpreters would have a range of issues specific to the interpreter-assisted interviews of *victims/witnesses* and the subsequent statement taking procedure;
ii. both groups of practitioners would find interpreter-assisted investigative interviews of victims/witnesses more challenging than interviewing suspects;
iii. police service provided to non-English speaking victims/witnesses is currently inconsistent.

1.5. Research questions

Having investigated the problem related to my research, and also the above concerns, observations and hypothesis, I considered an exploratory study that would ensure the collection of some empiric data for quantitative and qualitative analyses. The following research questions were formulated for this study:

i. Do the investigators and interpreters rely on any formal training and/or guidance documents when taking a statement of non-English speaking victims/witnesses?
ii. What are the challenges and issues faced by investigators and police interpreters when taking a witness' statement as part of the interpreter-assisted investigative interview?
iii. How does the aspect of impartiality in the role of an interpreter compare with the perception of interpreters and investigators in the context of the interpreter-assisted investigative interview of victims/witnesses and the subsequent *witness statement taking procedures*?
iv. How consistent is the service that the police provide to non-English speaking victims and witnesses in the course of the investigative interview and witness statement taking procedures?

1.6. Potential benefits of the project

This project seeks to benefit the police service and particularly non-English speaking victims and witnesses of crime through better understanding of the issues experienced by police interpreters and investigators in the particular circumstances of current practices. The main potential benefit of the project will be in obtaining and analysing empirical data so that evidence-based strategic decisions can be considered in order to improve current practices in achieving the best evidence.

Based on the project findings, certain suggestions will be made regarding the measures required for the enhancement of mutual understanding between the two groups of practitioners involved ie. Interpreters and investigators.

2. Chapter II: Literature review

This chapter is structured around investigative interviewing with the focus on victims and witnesses. The aspect of interviewing non-English speaking victims and witnesses of crime brings into the picture the need in interpreting services. Therefore, public service interpreters, their professional qualifications, training, regulatory bodies and professional code of practice is briefly explained to set the scene for the research conducted.

2.1. Investigative interviewing

Police investigations can be lengthy and complex processes where formal procedures for taking accounts of statements made by suspects, victims or eyewitnesses can play a vital role in the gathering of evidence. This was highlighted by Milne and Bull who stated that obtaining "accurate and comprehensive accounts that are rich in detail from those involved" is imperative in police interviews (Milne & Bull, 2003 p.111). However, the current format of investigative interviewing was introduced quite recently in response to some high profile cases of miscarriages of justice that caused a public outcry in the 1970s and 1980s (Bösser, 2013). The 1984 Police and Criminal Evidence Act (PACE) in England and Wales was introduced by the Home Office[1] (HO) and was aimed at balancing the rights of the public with the powers of the police (HO, 2013). Reform was carried out in order to deliver improvements in the police service and especially in the style of police questioning. The new ethos shifted the paradigm from being a more coercive and confession driven approach to *information gathering* events, which resulted in the replacement of the term "interrogation" to "*investigative interviewing*". This was not only meant to be a linguistic change, but a whole new investigative approach and a more ethical style of questioning.

However, serious issues were identified in the questioning style of the police in the research that followed (Moston, Stephenson, & Williamson, 1992) and concerns were raised around the outcome of interviews and the quality of evidence. Consequently, new principles in the investigative interviewing in line with the new ethos were introduced in 1990s. The introduction of the new principles was the first step in shifting the culture in the investigators' questioning manner to more open-minded search for the truth (Clarke, Milne & Bull, 2011).

These new principles formed the base of the first national training system for crime investigators, known as PEACE, which was launched in 1992 by the HO and the Association of Chief Police Officers[2] (ACPO). PEACE is the acronym for the elements of the interview: **p**lanning and **p**reparation, **e**ngaging, gaining an **a**ccount, **c**losure and **e**valuation (HO Circular 22/92). The PEACE method combined the elements of two interviewing models, one being *effective communication management* that helps interviewers to overcome resistance in interviewees (Shepferd, 1988, 1990; Shepferd&Milne, 1990;) and the other - *cognitive interview (CI)* – a technique that enhances the memory in a cooperative interviewee (Fisher & Gaselman, 1992; Kebbell, Milne &Wagstaff, 1999; Fisher, Milne& Bull, 2011). PEACE training was designed as a tool so that the investigators could gradually develop the most appropriate and effective skills in interviewing victims, witnesses and

[1] Home Office is the central government department responsible for the criminal justice system in England and Wales.

[2] ACPO was replaced by the National Police Chiefs Council (NPCC) on 1 April 2015 (npcc.police.uk).

suspects based on high ethical principles. PEACE was tailored not exclusively for the police and was incorporated into the training of other law enforcement bodies such as, for example, the Inland Revenue and the Benefit Agency etc. Furthermore, since 1992 PEACE methods seem to have been adopted by police forces in many countries (Milne & Bull, 2003 p. 113).

In the Scottish jurisdiction a similar approach is known as PRICE, the mnemonics that stands for a "sequence of **p**lanning and preparation, **r**apport building with the interviewee and setting the scene, **i**nformation gathering, **c**larifying and confirming the information and closing the interview, **e**valuating the contribution of interview to the investigation" (Böser, 2013).

Regardless of the jurisdiction, country or continent, ethical investigation is aimed at finding evidence. Thus one of the main aims of an investigation is to elicit "objective truth" (Rombouts, 2005). A variety of different communication techniques, strategies and tactics may be used by the interviewers when gathering evidence (Goodman-Delahunty et al., 2015). The arsenal and main methods available to today's modern interviewer include cognitive interviewing, analytic interviewing, or nonverbal communication methods (Heydon 2005; Rombouts, 2005). The principle motive behind most of these methods is to elicit the required information with as little coercion as possible (Berk-Seligson, 2009), using linguistic and other strategies to build rapport and trust between interviewer and interviewee (Cotterill, 2000).

2.2. Interpreting service in the context of the investigative interviewing

The need to communicate with an interviewee effectively means that non-English speaking persons may need to be provided with an interpreter. Based on the European Convention for Human Rights (1950), PACE mandates the provision of interpreting services to detained persons. The right to interpretation was reiterated by the European Parliament and the Council in the Directive 2010/64/EU[3] for suspects and Directive 2012/29/EU for victims[4].

The need for interpreting services in investigations is steadily growing in the UK. For example, in Cambridgeshire in recent years the number of foreign nationals in custody has risen to 30% (Mayfield, 2014, Mayfield& Vanterpool, 2016), with corresponding numbers of foreign speaking victims and witness. Subsequently, one in four investigative interviews in Cambridgeshire is now conducted with the assistance of an interpreter (Mayfield & Vanterpool, 2016). Other European countries, the United States of America and Australia also have a significant percentage of residents who are not native speakers of the language used in legal system (Goodman-Delahunty & Silvasubramanian, 2012; Goodman-Delahunty et al., 2015).

The role of an interpreter in an investigative interview is being debated. Some researchers point out that the notion of an interpreter being a mere "conduit", or a machine translating words, prevails in the service users' perception, especially in the legal sector (Böser, 2013; ImPLi project 2012), while others use the term "interpreter-mediated" police interview (Gallai, 2013; Gallez&Maryns, 2014; Nakane, 2009; Nakane, 2014; Salaets&Balogh, 2015), which seems to be widening the role reflecting its complexity. In 2011 Cambridgeshire Constabulary, in partnership with

[3] Directive 64/2010/EU http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2010:280:0001:0007:en:PDF

[4] Directive 29/2012/EU http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32012L0029

local and national agencies, produced an awareness video[5] aimed at officials using interpreting service. The video was called "Enhanced communication via an interpreter" and it advocated the following:

"The role of an interpreter is to convey the meaning of the spoken message from one language to another so that people who don't share the same language can communicate. It is essential you use a professional interpreter for accurate and impartial interpreting. Interpreters transfer ideas and concepts across languages and cultures without changing the message in any way: without summarising, adding or omitting anything".

However, the ImPli[6] Project established that regardless of common perception or assumptions many users in the police environment across Europe, including the UK, frequently expected "that interpreters would provide explanations and clarification of culturally specific references (e.g. of a geographic nature) or forms of behaviour (e.g. on how to address a person) or that they would offer guidance on the appropriateness of procedure (e.g. gender matching of interpreter and interviewee)" etc. (ImPli 2012).

Previous studies demonstrated that interpreters de facto play a significant role in the cross-cultural analysis when interpreting the messages from one language into another. For example, Krouglov (1999) studied police interpreting in the context of the linguistic discourse analysis and found that interpreters make pragmatic decisions during the act of interpreting and can omit or change colloquialism or obscene terminology that the interviewee used. Also, an interpreter can change the interviewee's way of expressing hesitation or affirmation as well as their level of politeness, while still interpreting accurately the meaning of the messages. Other researchers also observed that interpreters act as cultural and linguist experts using different interpreting strategies to render the messages (Russell, 2000; Hale, 2007, 2013; Mulayin, Lay & Norma, 2014). A study of monolingual investigative interviews showed that while all interviews are structured in compliance with the legislative requirements and the investigative agenda, participants play a role in "co-constructing" it through their own attitude to the objectives (Haydon, 2005 p. 4). Ursula Böser highlighted that in bilingual police interviews an interpreter can be an equal "co-creator" in relation to the participants' "orientation towards a series organisational objectives" (Böser, 2013 p. 114). Luna Filipović analysed real police interview materials of witness' interviews and demonstrated that interpreters were required to perform a linguistic and cross-cultural analyses in the act of interpreting. She concluded that a better understanding of the "problematic differences" between the languages and the "habitual language-specific phrasing that bear relevance is process and witness statement interpretation" is needed during the interviewing of witnesses via interpreters. (Filipović, 2007 p.264). The study demonstrated the importance to use the expertise of police interpreters, as they act at the level of a forensic linguist.

The dynamics of the investigative interview inevitably changes when an interpreter is involved. Many authors use the word "presence" when discussing various aspects of investigative interview conducted with the assistance of an interpreter (Nakane, 2009; Russell, 2004). However, an interpreter is not just "present", but plays an active role in removing language barriers and

[5] "Enhanced communication via an interpreter video", available at http://www.cambs.police.uk/help/professionalInterpreter/

[6] ImPli is an acronym for Improving Police and legal Interpreting consortium Project funded by the EU (http://eulita.eu/impli-improving-police-and-legal-interpreting).

assisting in effective communication between the interviewer and their interviewee, while the impact of the "presence" of an interpreter on the interaction dynamics and the power relationships is still being under-researched (Nakane, 2014). Russel (2004) noted in his study that the traditional "oppositional dyad" of *interviewer and suspect* is transformed by the "presence" of an interpreter "into a triadic mixture of opposition, cooperation and shifting alignments" (Russel, 2004 p.116). However, no similar research was conducted to date to study the change in the dynamic of an interpreter-assisted interviews of victims/witnesses. The reason for this under-researched area can be found in current practices to interview victims and witnesses without recording the actual interview, and the difficulties in getting access to any victim/witness related materials for the research purpose.

2.3. Interviewing victims and witnesses – taking statements

According to Clark and Milne (2003) law professionals and researchers increasingly acknowledge that interviewing a victims/witnesses has "equal, if not more, importance than the interviewing of suspects" (Clarke & Milne, 2003 p.112). They argue that the first interview with witnesses of crime had paramount and defining importance in the outcome of investigations. In an event where such an interview was not conducted appropriately, the whole investigation could fail (Milne&Bull, 1999; Milne&Shaw, 1999). However, law-enforcement institutions are more concerned with interviewing suspects. For example, the initial PEACE training takes a week, and only two days are dedicated to interviewing victims/witnesses (Clarke&Milne, 2001).

Clarke and Milne (2001) analysed 75 recorded interviews of victims and witnesses obtained from police forces across England and Wales. The study revealed the practice of "statement taking" rather than "interviewing". On average the interviewers only spent a quarter of the time being fully concentrated on what the victim/witnesses had to say, with the majority of the interview time dedicated to writing down the information. Clarke and Milne also found that the questioning was predominantly in question-answer style, as opposed to the more effective "open-ended" style (Clarke&Milne, 2001). Furthermore, approximately a third of what the victims/witnesses had actually said was missing from the statements. Any information shared by a victim/witness of crime could be evidentially significant (MacLean, 1995). The study conducted by Clarke and Milne observed that recording of an adult victim/witness interview was not mandatory in the UK (as in many other countries) and that statements were put into a police jargon and written in chronological order, thus changing the interviewees' own language and emphasis (Dando& Milne, 2009).

Studies detected that interviewers did not use routinely cognitive interview (CI) techniques, whether in volume crime or more serious cases (Clarke and Milne, 2001), a decade after the introduction of PEACE training. Possible explanations were attributed to insufficiently developed skills and more time needed for interviews if CI techniques were to be applied. When the pressure of time constraints was encountered by the investigators the likelihood of them using CI techniques became even slimmer (Kebell, Milne & Wagstaff, 1999). To address the issue of the time and resources required to gather all the evidence at the outset of the investigation, a group of scholars, Gabbert, Hope and Fisher (2008), developed the "Self-Administered Interview" (SAI) – a smart tool based on the CI principles aimed at eliciting a detailed account from the eye witnesses. SAI allows to "interview" any number of witnesses simultaneously with little resource (man-power) required,

preventing the fading of memory if an interview is conducted on a later date as well, as avoiding issues with false memories that may occur if poor questioning techniques are used. SAI was not tested on non-English speaking eyewitnesses, however, bearing in mind the growing demand on interviewing multiple non-English speaking witnesses this method could be considered for further studies in this context.

In current police practice, an account of a victim or a witness is recorded by the interviewing investigator. When recorded by the police, the account of a victim or witness is referred to as a "witness statement". The actual interviews are not routinely recorded unless the victim or witness is classed as vulnerable, in which case more advanced interviewers or specialist officers would conduct video recorded interviews (Kebell, Milne & Wagstaff, 1999).

Achieving Best Evidence in Criminal Proceedings: Guidance on interviewing victims and witnesses, and guidance using special measures known as ABE (CPS&MoJ, 2011) defines vulnerable witnesses as (i)all witnesses aged under 17 years (YJCEA, 1999), and (ii) any other witness whose quality of their evidence is likely to be diminished because they:

- ✓ have a mental disorder (as defined by the Mental Health Act 1983);
- ✓ have a significant impairment of intelligence and social functioning (including learning disability);
- ✓ have a physical disability or disorder.

However, unlike in some other countries, non-English speaking victims and witnesses in England and Wales are not classified as "vulnerable" in the context of ABE. In Australia, for example, non-English speaking persons in legal context are included in the category of "vulnerable" (Bartels, 2011).

Fowler (2003) studied police practices in the witness statement procedure through interpreters with Greater Manchester Police and identified two main methods and many variations of them supported by practitioners and concluded that officers do not have concrete guidance in relation to the interpreter-assisted statement taking procedure.

2.4. Policies, procedures and training related to interpreter-assisted investigative interviews

In England and Wales, the responsibility to ensure adequate interpreting services lies with the senior investigation officer (SIO). PACE mandates the provision of an interpreter to detained persons if and when required. General guidance on the interpreting service and effective communication via an interpreter was developed by the National Police Improvement Agency[7] (NPIA) and integrated into the ACPO/NPIA (2012) "European Cross-Border Investigation" protocol, currently available at the College of Policing (CoP) website under the Authorised Professional Practices (APP) rubric (CoP, 2014). In response to the growing need in interpreting services and in compliance with the HO "National Agreement on arrangements for the use of interpreters and translators and language service professionals in investigations and proceedings within the Criminal Justice System" (HO, 2008), some police forces developed their own guidance and operational protocols related to police working with interpreters (e.g. London Metropolitan Police Service, 2007, Cambridgeshire

[7] NPIA ceased existence under the police reform 2010-2014. Some of the functions of the NPIA became the responsibility of the newly formed police governing body, the College of Policing (college.police.uk)

Constabulary, 2010). However, effective communication via an interpreter is currently not recognised as an "essential skill" for an investigator. While some police forces have organised some interpreter-related training for police officers, this is not mandatory (Mayfield & Vanterpool, 2016). PEACE training currently does not include guidance on effective communication via an interpreter. Cambridgeshire is the only police force in England and Wales that has been training all student officers on the basic good practice guide related to working with an interpreter, and has been doing so consistently since 2007 (Mayfield & Vanterpool, 2016). Recent studies by Liz Hales and Luna Filipović analysed real witness interview reports and interviews from both the UK and US to assess what difficulties non-English speakers face in an English speaking justice system. They concluded that it is simply not enough to provide "adequate interpreting support from the point of arrest through to the conclusion of court procedures". Professionals should have very clear guidance regarding the role of interpreters, and receive "adequate training in their use" (Hales&Filipović, in press). However, legal professionals do not receive such training, and the skills to communicate effectively via an interpreter are currently not recognised as essential skills for investigators.

2.5. Legal interpreter skills, training, accreditation and regulation

Legal interpreting started evolving into a separate profession under a wider name "public service interpreting" (PSI), also known as "community interpreting" in response to the demand in the last few decades (Corselis, 2008, D'Hayer 2012; Hale, 2007; Llewellyn-Jones& Lee R.G., 2014; Mason 2006, Watson, 2015).

Contrary to the myth that any bilingual can interpret, legal interpreting is a highly demanding field. As a starting point, the profession requires a high level of balanced bilingualism, well mastered vocabulary in legal domain, as well as a high standard of professional training that helps developing interpreting competence and skills with the ability to apply correct interpreting strategies. The interpreting skills are usually acquired and mastered through a university course training at Masters level, for example, MA in Conference Interpreting. However, as far as the public sector is concerned, there is a lack of understanding of the level of professionalism that is needed which in turn does not help interpreters to reach professional recognition (Hale, 2007). These two factors, combined with the growing need in the interpreting service in the public sector, lead to a situation where quite often semi-qualified, semi-trained or completely unqualified and untrained bilinguals are asked to interpret in a legal domain (Watson, 2015).

In the context of police interviewing, the content of the speech in the actual words and register, and the manner or style in the delivery are equally important in the dialogue between the interviewer and the interviewee. Therefore, interpreters assisting the parties to communicate, should be able to replicate the same register, vocabulary, manner of speech and style of the interviewer and their interviewee. Moreover, police interpreters need to be highly skilled in recognising the socio-cultural aspects reflected in persons' manners of speech. In this respect police interpreters must overcome cultural taboos and natural hesitation and master equally balanced bilingual fluency in obscene terminology, colloquialisms and slang. Furthermore, in addition to learning police jargon interpreters need to understand policies, procedures, interviewing styles and tactics and a lot more in order to place the non-English speaking interviewee in as similar position as possible to an English speaking person (Krouglov, 1999; Goodman-Delahunty et al., 2015).

A group of scholars in Australia, Jane Goodman-Delaghunty, Sandra Hale, Mandeep Khan and Natalie Marchuk (2015), conducted an experimental study and compared the performance of trained legal interpreters with bilingual volunteers acting as interpreters in simulated high stake police interviews. They found that bilingual volunteers underperformed regardless of the seating arrangements (whether it was triangular or an "interpreter" was placed behind the interviewee), and regardless of "interpreters" having a leaflet explaining the rules of interpreting and the rules of police interview communication. The conclusions of the study proved that it takes more than reading a leaflet to become a professional interpreter.

In the UK the path to the professional interpreting in a legal setting is through passing exams with the Institute of Linguists Educational Trust (IoLet) and obtaining a Diploma in Public Service Interpreting (DPSI) in law option, or a Diploma in Police Interpreting (DPI), formerly known as Metropolitan Police Test. Both exams are offered in a wide range of languages paired with English (currently offered in 52 languages[8]). While there are many training centres and preparatory courses on offer, no training prior to the exams is mandatory (Hlavac, 2013).

Qualified, experienced and security cleared interpreters may register with National Register of Public Service Interpreters[9] (NRPSI), the regulator for Public Service Interpreters (PSI), established in 1994 in order to ensure a minimum professional standard and compliance with a uniformed code of conduct. Rare language interpreters must meet the registration criteria and provide the proof of a minimum 100 hour interpreting experience undertaken in the UK (NRPSI, 2016).

2.6. Professional code of ethics

Interpreters' professional bodies have developed ethical guidelines for interpreters, all based on similar principles. The most established is the AIIC[10] code of ethics (CoE) for conference interpreters. Legal interpreting, however, currently falls into a category of public service interpreting (PSI), also known as "community interpreting" (Corselis, 2008, D'Hayer 2012; Hale, 2007; Llewellyn-Jones& Lee R.G., 2014; Mason 2006). In England and Wales PSI for spoken languages is regulated by the NRPSI which has its own professional code of conduct for the registered interpreters and a disciplinary procedure. Likewise, other professional bodies such as CIOL[11], ITI[12], APCI[13] have professional codes of conduct for their members. All these codes are based on the same main principles i.e. competence, accuracy, truthfulness, impartiality, confidentiality, integrity, respect and professionalism. However, the codes are not strictly prescriptive and can be described as a general professional guidance. Nevertheless, the principle of interpreters' impartiality or neutrality is emphasised in all these codes. In legal interpreting, and in the context of investigative interviewing specifically, interpreters' impartiality becomes paramount for securing justice (ImPLi, 2012). For this reason, interpreters declare their impartiality at the beginning of the assignment, strive to be as unobtrusive as possible, speak in the first grammatical person, and do not offer their personal

[8] https://www.ciol.org.uk/images/Qualifications/DPSI/DPSI_Language_List.pdf
[9] NRPSI stands for National Register of Public Service Interpreters (nrpsi.org.uk)
[10] AIIC is a French acronym for The International Association of Conference Interpreters, established in 1953 (aiic.net).
[11] CIOL stands for Chartered Institute of Linguists (ciol.org.uk).
[12] ITI stands for Institute of Translators and interpreters (iti.org.uk).
[13] APCI stands for Association of Police and Court Interpreters (apciinterpreters.org.uk).

opinion or advice, aiming at highest level of accuracy in conveying each utterance from one language to another (Goodman-Delahunty et al., 2015).

In the context of the topic of this research, APCI code of conduct[14] point 13 specifically discourages interpreters to take witness statements instead of investigators, even if they are asked to do so:

> *"Members shall not go to a witness´ home or meet a witness elsewhere at the request of a police officer or anyone else to take a statement or for any other purpose unless accompanied by an officer in charge of the case or other police officer".*

Furthermore, NRPSI in their July 2016 newsletter published a specific reminder on their website directed to both interpreters and the website users:

> *"Based on feedback that we are receiving, there seems to be some confusion about the role of interpreters in police interviews. The NRPSI's position is that the interpreter should assist the Police Officer in taking a statement: the interpreter should not take the statement themselves. Different forces take different approaches to taking statements – the College of Policing Authorised Professional Practice (pp 233-234) details two options. Whichever approach is taken, however, it is clear that the interpreter should never be left alone with the interviewee or expected to take the statement, as this could affect their impartiality and conflict with the NRPSI Code of Conduct"*[15].

Investigators too are not immune to the CoE. Following the recent issues with some MPs that were widely publicised in the media, which caused public outrage in the UK, the CoP introduced a CoE for all member of staff involved in policing[16]. This broadly covers all investigators, as well as police interpreters. The main principles are very similar to those of interpreters i.e. competence, integrity, confidentiality, respect and professionalism.

[14] http://www.apciinterpreters.org.uk/apci_interpreters_code_of_practice.aspx
[15] http://www.nrpsi.org.uk/news-posts/NRPSI-Website-Users-update-11.html
[16] http://www.college.police.uk/What-we-do/Ethics/Pages/Code-of-Ethics.aspx

3. Chapter III: Methodology and data gathering

This chapter will explain the methodology, sampling approach, pilot exercise preceding the surveys, finalising the items for the questionnaires, administration of the double-survey and data gathering.

3.1. Methodology

The study involved obtaining data through questionnaires eliciting relevant information from the two groups of practitioners, one being investigators and the other – police interpreters. Consideration was given to the triangulation of the double-survey with interviews to clarify, if necessary, responses to the open-ended questions, and eliciting more data for qualitative analyses.

3.2. Sampling

The target groups for the study were investigators experienced in the interpreter-assisted interview of victims/witnesses and subsequent statement taking procedures, and police interpreters who assisted investigators in interviewing victims/witnesses and taking statement. In the context of this study I shall refer to the practitioners as a *population sample* or *respondents*. "

No parameters other than relevant professional experience were considered as being important for the validity of data. Any other parameters, such as, for example, age, gender or background of the respondents were deemed irrelevant for the purpose of this study.

3.3. Pilot exercise

The pilot questionnaire was designed taking into the account the objectives of the project. The set of questions was based on my practical experience and aims of collecting the information necessary for my research objectives. This template questionnaire consisting of twelve items formed two separate pilot questionnaires: i.e. (i)aimed at police interpreters and (ii) aimed at investigators. The wording of the twelve matching questionnaire items was adjusted to the nature of the role of each group of professionals i.e. the leading role of the investigators and the impartial role of interpreters (see appendices 7 and 8).

A briefing note explaining the purpose and potential benefits of the research and providing the assurances in confidentiality and anonymity of any responses that may be published was included at the beginning of both sets of questionnaires.

Four representatives in each population sample were carefully selected based on their significant field experience. All the interpreters recruited for the pilot were experienced in police, court and business interpreting and held Diploma in Public Service interpreting (DPSI) and/or Diploma in Police interpreting (DPI) qualification. In addition, two interpreters had an MA in conference interpreting. Likewise, all police officers selected for the piloting exercise had significant operational experience and had conducted numerous interpreter-assisted interviews.

The participants recruited for the pilot were asked to note the time taken to fill in the questionnaire, identify any questions which were not clear, typos, errors and areas for improvements in the questions, and provide any relevant comments. Pilot questionnaires were emailed as an attachment in a word file format.

All four interpreters and two investigators returned their completed questionnaires with related comments. Subsequently, there was a 100% questionnaires return rate in interpreters and a 50% return rate in investigators, which in my view could be indicative on the populations' availability and willingness to participate in the survey. Moreover, all four police officers selected for the pilot pointed out that staff are rather busy, overwhelmed by workload, and many experience what they called "survey fatigue". Summer holidays was also mentioned as a factor that could limit the number of responses.

The overall feedback on the questionnaires was very positive, all pilot respondents showed interest in the topic and commented on its importance. All pilot respondents noted that dealing with a word file document was an issue and suggested considering and using an online survey platform (while pilot participants were not informed, this was planned anyway). One interpreter felt that some of the questions were somewhat too wordy and not very clear, especially with regard to witness statement taking procedure. She also noted that some questions were rather similar.

One police officer identified that question item #2 ("How many times to date have you assisted in an investigative interview of a victim/witness?") was lacking option "50-100" interviews in pre-prepared answers. He provided his range as "50-100" in the open ended answer space.

The other police officer noted that questionnaire item #7, related to the consistency in police service, was not clear and provided a suggestion on how to change it. The question was as follows:

"On a scale 1 to 10, with 1 being least consistent and 10 being most consistent, how would you rate the consistency of the standard of the police service provided to a non-English speaking victim /witness?

1…….10

All pilot respondents gave this question 5 points (neutral), which made me reconsider the question and adopt the suggestion to change questionnaire item #7 to the following;

Please choose one statement from the below options;
1) I find it easier to assist in suspect interview;
2) I find it easier to assist in victim/witness interview;
3) there is no significant difference in an interpreter assisted interview whether dealing with either a suspect or a victim/witness.

Questionnaire item #9 related to "cognitive interview" techniques received 100% negative replies from the pilot respondents with one officer selecting the "don't know what it refers to'" response option. For this reason and also bearing in mind that it was not a core item for the research questions I decided to remove it from the survey.

Based on the comments received I reformulated my questions making them shorter and clearer and removed those that were perceived by the pilot respondents as similar. Finalised questionnaires had 10 items each.

3.4. Final questionnaires

The questionnaires were changed based on the pilot test results. In a similar fashion to the pilot questionnaires, the set of question items aimed at investigators matched the set aimed at

interpreters. The wording was adjusted to the nature of the role of each group. Some questions were open with the open-ended answers space, others presented a list of ready-made options offered for selection. None of the questions were mandatory.

Closed questions aimed at collecting some qualitative data, and open ended questions aimed at collecting data for quantitative analysis. I anticipated to obtain some thorough and meaningful responses to open-ended questions, for example option "other" with a space for answers which was offered in some questions in combination with three ready-made options in the form of statements prepared for selection (Hale& Napier, 2013).

Question 2 remained to be a "qualifying" question aimed at illustrating the relevant field experience of the respondent populations. The question sought to specify the experience, namely the number of the interpreter-assisted interviews of a victim/witness completed to date with the pre-set answers 1-5, 5-20, 20-50, 50-100 and over 100. The option "50-100" was included following the feedback secured by the pilot.

Except item 2, all questions served the purpose of eliciting data related to the research questions and testing my working hypotheses.

Table 1 lists all the questions that formed the two separate survey questionnaires with the matching or corresponding questions aimed at each group.

Research questions (R.Q.)	Corresponding questionnaires item
R.Q. #1: Do the investigators and interpreters rely on any formal training and/or guidance documents when taking a statement of a non-English speaking victim/witness?	#1, #4
R.Q. #2: What challenges and issues experience police interpreters and investigators when taking a witness' statement as part of the interpreter-assisted investigative interview?	#5, #7, #8
R.Q. #3: How the aspect of impartiality in the role of an interpreter compares in the perception of interpreters and investigators in the context of the interpreter-assisted investigative interview of a victim/witness and the subsequent *witness statement taking procedure?*	#3
R.Q. #4: How consistent is the service that the police provide to non-English speaking victims and witnesses in course of the investigative interviews and the witness statement taking procedures?	#6, #3, #8

Table 1. Correspondence of the research questions to the questionnaires items.

Questionnaire item #3 had a set of three ready-made opinions related to the role of an interpreter in the context of an investigative interview of victims/witnesses. Statement "communication facilitator" was borrowed from Paula Gentile's survey (Gentile, 2016) reported on Critical Link 8 conference in Edinburgh. Gentile's survey showed that public service interpreters saw their role as "communication facilitator" rather than "cultural mediators". In the context of this study I added the "statement taker" option. In addition I designed a more thorough statement to reflect the aspect of neutrality and impartiality in the role of a PSI: "Independent and impartial communication professional helping the interviewer and the victim/witness to communicate effectively". Option "other" was aiming at eliciting meaningful definitions from the respondents. In my anticipation the three offered options could focus respondents' attention to the role prompting to provide their own version in the open-ended answer space labelled as "other".

Each questionnaire item was aiming to elicit data connected to the research questions. Table 2 shows the correspondence between the research questions and the items in the finalised questionnaires.

Questionnaire item #8 was designed to add value to the surveys by encouraging the practitioners to suggest any improvements so that the recommendations concluding the project could reflect the practitioners' own suggestions.

	Questions for interpreters	Questions for investigators
#1	Have you had any training on how to assist in a witness taking procedure?	Have you had any training on how to take a witness statement with the assistance of an interpreter?
#2	How many times to date have you assisted in an investigative interview of a victim/witness? 1-5, 5-20, 20-50, 50-100 and over 100	How many interpreter-assisted interviews of a victim/witness have you conducted to date? 1-5, 5-20, 20-50, 50-100 and over 100
#3	How would you describe the role of an interpreter in the witness statement taking procedure? ▪ Statement taker ▪ Communication facilitator ▪ Independent and impartial communication professional helping the interviewer and the victim/witness to communicate effectively ▪ Other (please specify)	
#4	Are you aware of any guidance documents related to the interpreter-assisted victim/witness interview and statement taking procedure?	
#5	Have you experienced any challenges or issues when assisting in taking a witness statement?	Have you experienced any challenges or issues when conducting an interpreter-assisted interview and taking a witness statement (via an interpreter)?
#6	Do the police provide consistent service to non-English speaking victims/witnesses?	
#7	Please choose one statement from the below options; 1) I find it easier to assist in suspect interview; 2) I find it easier to assist in victim/witness interview; 3) there is no significant difference in an interpreter assisted interview whether dealing with either a suspect or a victim/witness.	
#8	Can you please suggest just ONE area for the improvement related to the interpreter-assisted victim/witness interview and the statement taking procedure?	
#9	Please add any comments related to the topic of the interpreter-assisted victim/witness statement taking procedure. You may also wish to email the researcher your further comments to hereisyourinterpreter@gmail.com	
#10	Please leave your name and contact details (telephone number / email address) if you agree to a brief follow-up remote interview (this is optional).	

Table 2. Comparative presentation of the questionnaire items that formed the two separate surveys one being sent to the interpreters' population and the other to the investigators' population.

3.5. Data gathering: double survey

Following the formal process of the project proposal's assessment, evaluation, authorisation, endorsements and approval by Cambridgeshire Constabulary, the finalised survey questionnaires were transferred to administration via the internet onto the *surveymonkey.net* online platform, and officially launched on 7th July 2016.

The survey link aimed at investigators was circulated to the key contacts in the police service in England and Wales and the College of Policing with the request to circulate it to the operational police officers. For example, within Cambridgeshire Constabulary, Major Crime Unit of Bedfordshire, Cambridgeshire and Hertfordshire, London Metropolitan Police service, South Wales police forces, Lincolnshire Police, South Yorkshire Police etc.

The interpreters' survey link was circulated to all official Cambridgeshire Constabulary interpreters, approximately 250 fully qualified and security cleared interpreters, as well as circulated nationally through the closed professional interpreters' groups on social media. For example, the Qualified PSI group, East Midlands Group of interpreters, Kent Interpreters, APCI interpreters etc. The cover message accompanying the survey links explained the purpose, aims and potential benefits of the research project, and provided the assurances in ethical approach to data processing and anonymity of the respondents. The cover message contained a consent statement "Your participation in the research is voluntary. By completing the questionnaire, you agree to support the research by providing true and honest answers."

The recipients were asked to circulate the survey link to their colleagues.

One reminder was sent to Cambridgeshire interpreters; no reminders were sent to the investigators.

The exact number of recipients is not known as the circulation was completed through the key contacts and social media groups. That is why the response rate as a precise response in the recipients of the survey emails could not be measured.

The number of anticipated responses eventually exceeded 90 responses being received from the interpreters and 138 from the investigators. Respondents were encouraged to send any relevant comments to the researcher, and three interpreters emailed additional data related to the issues and challenges.

The open-ended answers to questionnaire items #1, #3, #4, #5, #6, #8 and #9, as well as several further emails from the interpreters, elicited high number of detailed and thorough comments. The detailed analysis of which may require a follow-up project, that goes beyond the aims and remit of this particular piece of research. For this reason, the initially planned triangulation with any respondents' interviews was deemed excessive and beyond the capacity of this project.

The data was collected from the platform in the form of several format summarised and detailed reports and then processed manually. Based on the amount of data I opted out of the use of IBM SPSS software for the analysis.

The data was coded manually by the group with INT for interpreters and PO for investigators and the number of the respondent, for example, INT#5 would be the fifth response in the interpreters' population, and PO#2 would be the second response in the investigators' population.

4. Chapter IV. Presentation, analysis and discussion of the data

All data obtained through the two surveys is presented and discussed in this chapter in the format of a comparison of two populations of the respondents i.e. (i) interpreters and (ii) investigators. In total the double-survey harvested 90 responses from the interpreters' population and 138 responses from the investigators' population. The time-line for the collection of responses is available in Appendix 1.

4.1. Experience as the data validity parameter

All 90 respondents in the interpreters' population and 137 out of 138 respondents in the investigators' population answered the question about their experience in interpreters-assisted interviews.

All respondents, except one, PO#86, confirmed having relevant experience by selecting one of the options with the numbers of the interpreter-assisted interviews of victims/witnesses completed to date. PO#86 did not provide contact details or any comments, so it was impossible to establish the level of relevant experience. However, it is reasonable to assume that PO#86 was qualified for the survey as the cover email contained the message in bold: "Please only complete this questionnaire if you have the experience of conducting a *witness statement taking procedure* with the assistance of an interpreter" (see appendix 6).

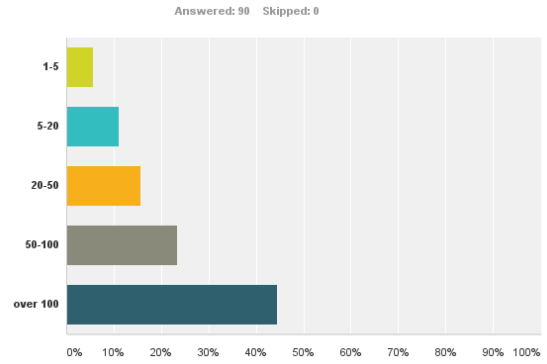
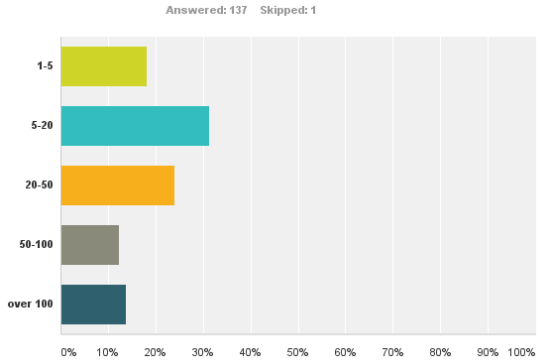
Interpreters	Investigators
How many times to date have you assisted in an investigative interview of a victim/witness?	How many interpreter-assisted interviews of a victim/witness have you conducted to date?
	
1-5 interviews - 6% (5 responses) 5-20 interviews - 11% (10 responses) 20-50 interviews – 16% (14 responses) 50-100 interviews – 23% (21 responses) Over 100 interviews – 44% (40 responses)	1-5 interviews - 18% (25 responses) 5-20 interviews - 31% (43 responses) 20-50 interviews – 24% (33 responses) 50-100 interviews – 12% (17 responses) Over 100 interviews – 14% (19 responses)

Figure 3. Comparative presentation of the responses in both populations reflecting respondents' experience in the interpreter-assisted investigative interviews of victims/witnesses measured by the number of such interviews completed prior to the survey.

Subsequently, it is appropriate to conclude that all the respondents were qualified for the participation in the survey. It is, therefore, safe to accept that the data obtained during the survey is of high validity and highly reliable.

Figure 3 shows the comparison of the responses in each population. The majority of the respondents in the interpreters' population i.e. 77% completed over 50 interpreter-assisted interview of victims/witnesses, with almost a half of the interpreters having exceeded the maximum mark of 100 interviews. In the investigators' population, however, half of the respondents completed 1-20 interpreter-assisted investigative interviews of victims/witnesses, and only quarter completed 20-50 such interviews. Overall the interpreters' population is significantly more experienced in the context of the topic of this research project. It is important to bear this parameter in mind when discussing the findings.

4.2. Understanding of the role of an interpreter in the witness statement taking procedure

The survey questionnaire offered the respondents to choose from the three pre-formulated statement, or to offer their own definition;

- Statement taker
- Communication facilitator
- Independent and impartial communication professional helping the interviewer and the victim/witness to communicate effectively
- Other (please specify)

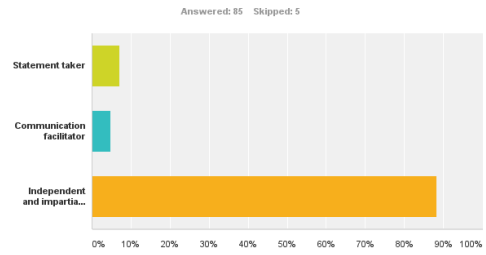
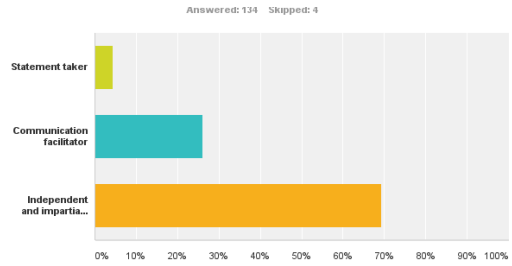
Interpreters	Investigators
	
Statement taker – 7% (6 responses) Communication facilitator – 5% (4 responses) Independent professional – 88% (75 responses) Other (please specify) – 16 open-ended responses	Statement taker – 5% (6 responses) Communication facilitator – 26% (35 responses) Independent professional – 69% (93 responses) Other (please specify) – 12 open-ended responses

Figure 5. Comparative presentation of the responses in both populations related to the role of an interpreter in the witness statement taking procedure.

Figure 5 shows that only 6 interpreters and 6 investigators supported the *"statement taker"* option. Contrary to the recent survey of Paula Gentile (2016), in this survey option *"communication facilitator"* was the least popular in the interpreters with only 5% or 4 responses in support. In the investigators' population, however, this option received 26% or 35 votes in support. The most popular option in both populations was the one worded around the independency and impartiality aspect in the role of an interpreter, i.e. the *"independent and impartial communication professional*

helping the interviewer and the victim/witness to communicate effectively". This option was selected by 88% of the interpreters and 69% of the investigators. This, however, leaves over 30% of investigators and over 10% of interpreters not supporting the aspect of interpreters' impartiality in the context of the investigative interview of victims/witnesses and the statement taking procedure.

INT#89 noted that *'the role is somehow fluid in between all three mentioned above. It depends on the police officer, witness and the offence'*.

PO#35 echoed: "The above selection in what I deem to be the correct response" and added further "but in almost all statements the interpreter is the statement taker".

However, INT#69 perceived the role beyond the given narratives stating that an interpreter is a *"communication professional as well as a writer (to be able to write clearly and unambiguously is essential in this job…)".*

Furthermore, the open-ended responses, revealed that some of the respondents in both groups perceived all three definitions to be correct.

Whereas, PO#32 and PO#126 would narrow the role to "concise and specific" translation of words. This piece of finding is in line with the observations conducted by scholars who also observed the expectation in the service users that interpreters will "invisibly" translate words (Böser, 2013; Nakane 2009).

INT#12, INT#62, INT#63, INT#72 and INT#75 admitted that on occasions they were taking statements instead of the investigators. This practice is in breach of the current APP guidance (NPIA (CoP), 2012). However, a number of interpreters expressed concern that they were often asked to act as witness statement takers and required to do so without a presence of an investigator. This problem will be discussed under the "issues and challenges" heading. However, it is important to note here that the respondents did not know what the rest of the questions in the survey would be. Subsequently, the fact that they decided to raise this issue under this heading can be indicative of the level of pressure interpreters are under when their role to interpret impartially is neither understood nor respected by investigators.

Based on the survey, it is appropriate to conclude that the understanding of the role of an interpreter in investigative interviews of victims/witnesses is not consistent and largely depends on the practitioners' individual views and believes. One in three of investigators and one in ten of interpreters do not support the impartiality aspect in interpreters' code of conduct. This lack of awareness or understanding poses a risk of interpreters taking on the role of investigators in breach of the professional code of conduct.

4.3. Training in witness-statement taking procedure in the context of interpreter-assisted interviews

The finding in this section revealed that almost a half of the interpreters, 45% (40 responses), and overwhelming 77.5% (107 responses) of the investigators in the sample populations have not had any relevant training. Further analysis of the open-ended responses provided by the practitioners who chose the yes option showed what training the practitioners deemed relevant.

In the interpreters' sample group 20 out of 46 respondents attributed their relevant training to Diploma in Public Service Interpreting (DPSI) and Diploma in Police Interpreting (DPI) courses, 5 to Cambridgeshire Constabulary Continuous Professional Development (CPD) short courses, and 4 to some training with London Metropolitan Police (MPS). CIOL, APCI, Cardiff University, Middlesex

University and some commercial agencies (Cintra, IPEC, Advokate and Bryan) were mentioned by the interpreters as providers of training, however no details were provided in relation to the content of any such training.

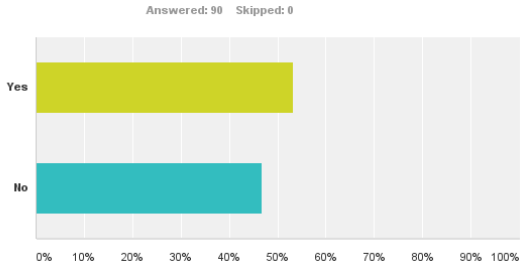
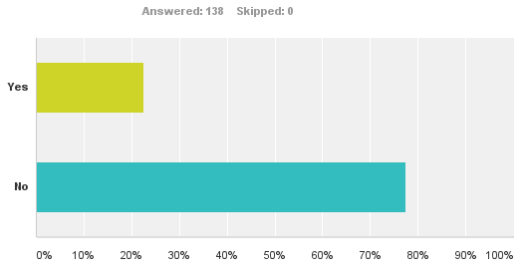
Interpreters	Investigators
Have you had any training on how to assist in a witness statement taking procedure?  Yes- 55% (49 responses) No – 45% (40 responses) If yes, please briefly describe the training- 46 open-ended responses	Have you had any training on how to take a witness statement with the assistance of an interpreter?  Yes – 22.5% (31 responses) No – 77.5% (107 responses) If yes, please briefly describe the training- 27 open-ended responses

Figure 4. Comparative presentation of the questions and responses in both sample populations related to their relevant training.

Other than that, the interpreters who provided their open-ended responses were not specific as to what sort of training they had, vaguely alluding to some training, own research and learning through working experience.

These responses show that interpreters currently can only rely on optional training courses in preparation to the DPSI and DPI qualification exams and occasional optional CPD sessions, for example, Cambridgeshire Constabulary CPD sessions and joint training. Otherwise interpreters gain experience through practice.

As to the investigators' population, 27 officers provided open-ended responses to specify what relevant training they received. However, no matching answers were provided. A few officers referred to their force procedures documents, guidance advice on the intranet, email reminders, self-study and conference attendance rather than any form of training. A few investigators mentioned Cambridgeshire Constabulary, Scottish Police College, MPS/Hendon training [dated back to 2003]. A few single responses vaguely referred to "CID course", "PC training", PIP 2, Tier 3 interview course, SOIT and SOLO (sexual offences liaison officer).

The following transpired amongst most unusual and unexpected training;

PO#68: "1 hour input from an interpreter";

PO#131: "HM Armed Forces valuable training";

PO#39: "RMP Company in Germany" briefing.

These responses show to the extent of lacking consistency in training or even any training at all related to effective communication via an interpreter within the police service.

PO#92 summed it up by saying that "*advice is provided but in terms of a specific bespoke course, no, and as far as I am aware one doesn't exist*".

Based on the survey, it is fair to conclude that with some attempts in raising police officers' awareness on how to work effectively with interpreters, there is no consistency in training of investigators in interviewing victims/witnesses via an interpreter. *The investigators receive very little if any training in order to develop the essential skill of conducting an interpreter-assisted interview of a victim/witness and taking a statement of a non-English speaking victim/witness via an interpreter.*

Half of the professional interpreters have not had any training relevant to the investigative interpreter-assisted interviews of victims/witnesses and the statement taking procedure.

Remarkably, both groups of practitioners admitted that they rely on learning through practical experience. This poses high risk to develop poor practice habits and inconsistency that inevitably affects non-English speaking victims/witnesses experience.

In the situation where the majority of practitioners had no relevant training, the question for further study would be how an investigator and interpreter with no training can decide how to proceed and how they actually resolve the problem, and how in fact are non-English speaking victims/witnesses interviewed by the police. Perhaps practitioners have protocols or clear guidance documents to follow.

4.4. Practitioners' awareness of any relevant guidance documents

In my surveys I have asked the practitioners of both groups if they were aware of any guidance documents related to the investigative interpreter-assisted victim/witness interview and statement taking procedure.

Similarly to 4.3, almost a half of the interpreters, 47% (42 responses) and overwhelming 77% (104 responses) of the investigators admitted that they were not aware of any relevant guidance documents.

Considering the position of power and the leading role of investigators, it is concerning that 77% of the respondents in the investigators' population (who are all experienced police officers) had no knowledge or any awareness of any guidance documents.

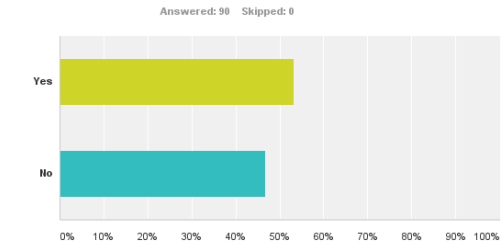
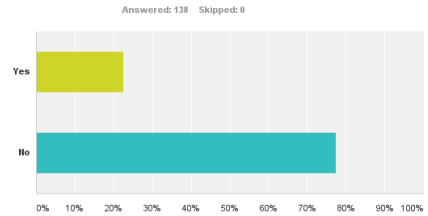
Interpreters	Investigators
 Yes – 53% (48 responses) No – 47% (42 responses) If yes, please specify- 43 open ended responses	 Yes – 23% (31 responses) No – 77% (104 responses) If yes, please specify- 30 open ended responses

Figure 6. Comparative presentation of the responses in both sample populations related to the knowledge on any guidance documents.

Furthermore, a number of the investigators answering "yes" failed to specify any such documents in their open-ended responses. For example;

PO#9: "*Cannot remember when but given paperwork re how best to complete and assistance of interpreter"'.*

PO#4: *"However there are numerous different versions and no one knows which one is correct".*

Interpreters predominantly referred to the guidance provided by "agencies" and "clients", police forces, some police officers, some cards in circulation or some courses. Courses, training, or conversations with police officers, however, cannot be classed as "guidance documents", even if provided a useful guidance. This piece of finding shows that a significant number of interpreters who selected a yes option, are in fact not aware of any guidance documents.

About a third of the investigators referred to their forces' policies and procedures documents, with PO#2, PO#12, PO#31, PO'33, PO#56, PO#57, INT#33, INT#59 and INT#71 referring to Cambridgeshire Constabulary Standard Operating Procedures. PO#33 and PO#74 mentioned the "Enhanced communication via an interpreter" video[17] produced by Cambridgeshire Constabulary & partners [18] and a complementing aid memoire card with the briefing points.

INT#42, INT#64, INT#68, INT#69, INT#79, INT#81 and PO#45 referred to Metropolitan Police Guidance. PO#46 alluded to the 319 interpreters' book, which is used within the Metropolitan Police Service.

ABE guidelines, while specific to work with vulnerable victims/witnesses and in this context contains a page related to interviewing those vulnerable through an interpreter (CPS &MOJ, 2013 pp 57-58), was mentioned by PO#72, PO#91, PO#99.

PACE was mentioned by three investigators, PO#28, PO#123, PO#130, and six interpreters, INT#08, INT#31, INT#38, INT#42, INT#50, INT#73. However, PACE is concerned with detained persons and does not govern police dealings with victims and witnesses.

PO#28 in addition to PACE mentioned Blackstone's manuals, a popular book with the advanced investigators of serious crime and specialist units, however, work with interpreters is mentioned there very briefly and outside of the context of taking a witness statement (Johnston & Hutton, 2016 p.52).

The responses showed a gap in awareness of the practitioners on any guidance documents to the extent that PO#90 and PO#107 reported that they write guidelines themselves, which might be illustrative to the gap in the guidance available. PO#107, for example, admitted: *"These are documents that I produce myself - effectively ground rules. I hand these to interpreters prior to an interview".* Undoubtedly, such efforts to fill in the gap and produce some form of guidance might be commendable. Thus, the group of the scholars in Australia (Jane Goodman-Delahunty et al, 2015) recently found that handing over any guidance just before the commencement of the assignment does not have any significant impact on the performance of an interpreter. The experimental study

[17] "Enhanced communication via an interpreter" awareness film for public service officials http://www.cambs.police.uk/help/professionalInterpreter/

[18] Aid memoire card for police officers https://www.cambs.police.uk/help/professionalInterpreter/docs/Communicating%20via%20an%20interpreter%20aide%20memoire.pdf

has showed that professionally trained interpreters outperformed untrained bilinguals acting as interpreters, regardless of pre-interview briefing, sitting arrangement or having any information leaflets at the beginning of interviews.

Based on this double-survey, it is fair to conclude that one in two professional interpreters and eight in ten investigators are unaware of any guidance documents related to interviewing non-English speaking victims/witnesses and taking statements of them.

4.5. Issues and challenges

Interpreters and investigators were asked if they experienced any issues or challenges in the course of the investigative interview of victims/witnesses and the subsequent statement taking procedures. A split of opinions in the perception in the two groups of practitioners came up as a result. Almost two third of interpreters, 69% (61 responses) answered "yes". However, more than a half of investigators, 53% (74 responses) answered "no", they have not experienced any issues or challenges. (see figure 7).

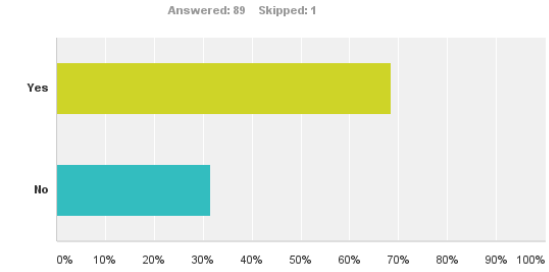
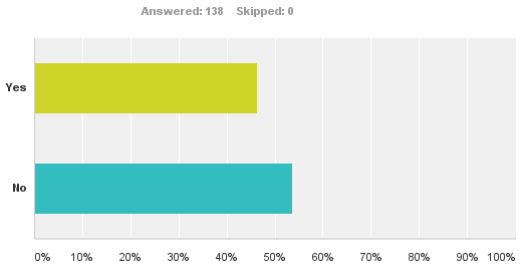
Interpreters	Investigators
 Yes – 69% (61 responses) No – 32% (28 responses) If yes, please specify – 57 open-ended responses Furthermore, several emails with the details.	 Yes – 46% (64 responses) No – 53% (74 responses) If yes, please specify – 59 open-ended responses

Figure 7. Comparative presentation of the responses in both sample populations to the question if they experienced any issues or challenges in the course of the investigative interview of victims/witnesses and the subsequent statement taking procedures.

In spite of the split in opinion, the theme of challenges and issues gathered momentum in the double-survey yielding the highest number of open-ended responses in both groups of practitioners: 57 from the interpreters and 59 from the investigators.

4.5.1. Interpreters' issues and challenges

The majority of interpreters raised the issue of investigators being unaware of what the role of an interpreter is, and delegating fully or partially the duty of interviewing non-English speaking victims/witnesses and taking statements to interpreters. Such practice of job delegation was reported by 36 interpreters, which is approximately 38% of the respondents. Interpreters attributed it to the lack of any training, or even any knowledge or awareness of what the correct procedure was. In addition to the open-ended responses, three interpreters provided further details in emails.

The tone of some of the responses in this respect was rather neutral, with interpreters just briefly highlighting the nature of the issue as a fact, for example, INT#82: "*I was left on my own with the witness to take the statement",* or INT#86*: "Very often interpreter is left to be in charge of the statement taking".*

However, many interpreters stated that they felt extremely uncomfortable when police officers asked them to take statements on their own or left them to wait for an officer alone in the same room with a victim/witness. Many interpreters stated that it was extremely challenging for them to refuse acting as an investigators. Moreover, interpreters highlighted that it was even more difficult to explain that the practice of delegating investigative responsibilities to an interpreter was unacceptable. Here are a couple of examples of how interpreters responded;

INT#31: *"On occasions some police officers asked me to take the statement and some felt dissatisfied with me when I had explained my role and declined their request".*

INT#14: *"Some police officers have asked me to be on my own in the room with the witness whilst taking the statement from the witness but I always told them that the police officer should be in the room and reminded them what the role of an interpreter is".*

Many interpreters' responses showed that they felt uncomfortable when asked to act outside of the remit of an interpreter and in breach of the professional code of conduct. Many interpreters clarified that they tried to raise police officers' awareness on the interpreters' professional code of conduct and to explain that it was outside of the remit of an interpreter to interview victims/witnesses or take statements instead of investigators. For example:

INT#42: *"'Occasionally expectation was that interpreter would be left alone with witness to take statement. Officers accepted challenge but it always feels uncomfortable".*

INT#78: *"I had a very bad experience the last time I took a witness statement. The police woman wanted to leave me to it, and after I tried to reason with her for a while, I had to tell her that I would not do the job".*

Six interpreters attributed these job delegation practices to officers' business, more important work they needed to do rather than taking witness' statements. For example:

INT#58: *"Police officer not keen to remain due to other work commitment, and tries to leave me alone with victim or to write the statement".*

INT#29*: "When some officers try make you take the statement on your own because they're busy or haven't got the time".*

Such comments are indicative of the police practice to prioritise suspect interviews. In which case it could be useful to consider using SAI method (Gabbert, Hope& Fisher, 2008) rather than delegating interviewing victims/witnesses to an interpreter, who is not an investigator, did not have PEACE training in any shape or form and more importantly, is impartial and subject to the professional code of conduct.

While 36 interpreters reported that they were required to take a statement without a police officer present, five interpreters stated that they faced the challenge of being coerced to taking a statement instead of an investigator. In some cases they had to contact a higher rank officer and

insist on their role or face a complaint. With numerous examples as shown in Appendix 3, the below response from one of the emails received in addition to the survey questionnaires, illustrates the pressure interpreters are under in some of the regions in the UK:

"I politely explained to the officers that it was their duty to deal with the victim and take a statement, not mine. [The officer] then rolled his eyes and said: "I asked for an interpreter who can do both oral and written!" I tried to explain further but both officers categorically refused to have anything to do with statement taking. It is my opinion that they deemed me incompetent as officers in [this region] always rely on interpreters to take statements for them".

This, and other interpreters' responses, showed their awareness of the professional code of conduct, especially in the aspect of impartiality. These responses clarified that in spite of the challenge these interpreters refused to act as investigators, even though the police officers were hugely dissatisfied, assured that "other interpreters do it" and threatened to make complaints. A few interpreters reported that they felt "bullied" and "humiliated". A few reported that the officers eventually submitted formal complaints.

However, some of the open-ended responses showed that some of the interpreters on occasions gave in and took statements. The responses also showed that the price to such an approach were poor quality of statements and the need for the police to make additional appointments with victims/witnesses. When the CPS raised the issues around the quality of the statements or exhibiting, an interpreter would be blamed. INT#65, for example, reported this: *"Officers unaware that interpreters aren't statement takers; officers who did not care about the interpreter's personal statement and referencing exhibits resulting in angry calls/emails from CPS".*

Three interpreters emailed their very detailed accounts in relation to the issues and challenges they experienced when asked to interview victims/witnesses instead of investigators. These detailed accounts in some aspects go beyond the remit of this study and require investigation. All open-ended responses and a few anonymised fragments of the accounts received through emails are available in Appendix 3.

However, contrary to the above examples of compliance with the professional code of conduct and impartiality, a few respondents proudly assumed the role of investigators and described the delight of fulfilling the role, of which the following comment was given by INT#69:

"Witnesses should be listened from beginning to end to get an idea about what they are trying to tell. When we keep stopping after every sentence, sentences often don't make sense due to ambiguous instructions. I feel better when I sit down with the witness and let them speak without stopping them and writing down notes. Then asking questions to clarify or get more details. Once I have the full picture of the incident in my head, I write better structured less ambiguous statements. This is something that I learned during my legal studies. Recalling an incident requires a lot of focus and concentration for a witness, so expecting interpreters to keep interrupting them to write it down during police interviews is not right. I believe that a legally trained interpreter can write a much better statement than an officer speaking through an interpreter and, at the same time, expecting her to write down in her language. This is because there would be less interruption and the interpreter would focus on one language only at a time (speaking in one language to the witness and writing in the same

language with some original wording of the witness included in the statement), reducing the amount of time spent for taking it".

INT#12, who to date assisted to conduct 50-100 interviews of victims/witnesses, noted that in the beginning of her career the statement she took was not detailed enough and since then she has improved and does not have any issues, another prime example of an interpreter assuming the role of an investigator.

The other key finding in the area of issues and challenges showed the perception of interpreters that police officers often lack general procedural knowledge or any basic understanding of how to communicate effectively via an interpreter. For example, when interviewers referred to the interpreter rather than to the interviewee;

INT#33: *"An officer recently talked predominately to me, marginalising the victim".*

Interpreters also expressed their concerns that police officers often did not seem to have any procedural knowledge, did not have relevant forms, had little if any knowledge of the correct exhibiting and labelling witness statement and interpreters' personal statements etc..

A possible explanation to this state of affairs was provided by INT#1: "*No regulations, no guidance, different PCs having different rules of statement taking; no set up procedure one and for all".*

Another key finding was in interpreters' observations around police practices in dealing with victims/witnesses. One interpreter sent her further email with seven-pages document attached detailing issues and challenges from her experience. One of her examples was regarding a 7-hour interview of a witness, who was not offered any food, refreshments or even a break: "*It obviously also tests the interpreter's resilience, particularly for rare languages when the interpreter has spent many hours travelling there and still has a similar return journey ahead".*

A few issues in the key findings go beyond police officers' awareness of the policies and the good practice guidance. For example, INT#11 highlighted *"cultural differences",* a very broad topic that although seriously under-researched, attracted attention of some scholars (Krouglov, 1999; Filipović, 2007, Hales&Filipović, in press).

Linguistic challenges also were highlighted under the rubric of issues and challenges linked to police officers training and awareness or lacking of both by INT#62: "*When victims are distressed, they may switch to a different language learned when they were small, which may not be the language you were called in for. British police officers accuse the interpreter if the witness is incomprehensible for that reason, because British police officers do not comprehend the mind of a multicultural, multilingual persons".*

Language identification and challenges connected to witnesses' limited fluency in additional languages were also mentioned by INT#62: *"Some witnesses with different languages, e.g. Somalian, ask for a European language interpreter, - Dutch if they have lived in the Netherlands - rather than their native language, to preserve their privacy within their own community, or because European languages command more respect than African or other languages. This can cause language problems".*

Interpreters also highlighted the challenge of inappropriate working conditions for statement taking at some police stations and especially in people's houses with the noise, young children, distractions and other family members influencing the interviewee.

INT#18 pointed out the issue of *"going in chronological order".* Although the context is not very clear, this issue can be connected to the challenge of writing the statement in chronological order, when a victim/witness recalls the events not chronologically. However, witnesses do not tend to recall the events in chronological order, and PEACE training advocates for CI interviews, which allow to retrieve memories in the reverse order (Fisher&Milne, 2011). Other interpreters raised concerns about having no access to a computer or a laptop when writing a witness statement. The convenience of having a tidy document and a logical and chronological statement is very obvious from a practical point of view, especially that currently interviews of victims/witnesses are not video or audio recorded. Bearing in mind the technical difficulties in ensuring that police computers have all foreign languages fonts and keyboards with the corresponding alphabets, one might suggest that the interpreters' use of personal laptops and personal mobile printers should be encouraged. The availability of an encrypted USB flash drive compatible with the force system could allow interpreters to use their personal laptops and print documents through force printers.

4.5.2. Investigators' issues and challenges

Investigators also reported issues and challenges that they experienced when conducting interpreter-assisted interviews of victims/witnesses. The first key finding was that 13 investigators raised the issue of interpreters assuming the role of investigators, questioning victims/witnesses, filtering replies. PO#102, who conducted 20-50 interpreter-assisted investigative interviews of victim/witnesses to date, for example, noted the issue of *"interpreters that believe they hold a warrant card and are asking questions and writing answers that were not asked by the investigator".*

PO#131, who conducted 50-100 interpreter-assisted investigative interviews of victim/witnesses to date, reports the following: *"Interpreters don't always like you to interfere"*. This is a sign of serious confusion on both sides as to the remit of the role of an investigator and the role of an interpreter. In the view of some respondents, the role of an interpreter transformed into something bigger and different while the role of a police officer as an investigator almost vanished. Some of the investigators used word "present" in relation to themselves as well as relation to interpreters which does not allow to conclude if there was any clarity of the roles of those "present". While PO#131 seems to describe interpreters acting as investigators, in view of the interpreters' responses it was still an issue if a police officer was present but expected the interpreter to conduct an interview and lead on taking a statement.

PO#77, who conducted 5-20 interpreter-assisted interviews of victims/witnesses, reported the issue of an interpreter telling how to conduct the procedure: *"An interpreter who explained what they thought the procedure should be and not what it actually was".*

However, PO#3 who conducted 1-5 interpreter-assisted interviews of victims/witnesses expected an interpreter to provide guidance: "*When asking the interpreter what the process was they have stated that each force is different and asked me how I would like the statement taken. This resulted in a delay whilst I contacted other departments for advice".*

This contradictory finding well correlates with the issues of police officers lacking awareness and procedural knowledge raised by interpreters. While 13 investigators reported issues of

interpreters acting as investigators, PO#77's stance could be connected to those interpreters' concerns who reported that officers coerced them to take statement and required to question witnesses on their own; quite possibly while busy investigators go and do "more important" work. The aspect of police officers' expectations and how they view the role of an interpreter requires more scrutiny and further research.

Effective communication and turn taking also were reported as the issues. For example, PO#126, who completed 20-50 interpreter-assisted investigative interviews of victims/witnesses to date, noted the following: *"The challenge is to keep the sentences short. If you speak for too long, the ITT will have forgotten the exact words you have said. Also if the witness speaks for too long, again the ITT will naturally fill in the details of what he believes he remembers hearing"*. This example of the perception of fairly experienced police officers might be illustrative to the challenges of work with unqualified or poorly trained interpreters.

PO#62, with the experience of 20-50 interpreter-assisted investigative interviews of victims/witnesses, highlighted the issue of facilitation the pace of victims' speeches: "*Excited/animated victims sometimes want to speak uninterrupted to get their account out in the open and have to be repeatedly reminded that they must take things slowly so the interpreter can interpret back to the police officer*". Other respondents also mentioned similar issue and suggested to resolve it by using simultaneous interpreting mode.

Investigators noted the time factor as a challenge as well. For example, PO#23, who completed 20-50 interpreter-assisted investigative interviews of victims/witnesses to date, connected the time needed for an interpreter-assisted interview with the effective communication via an interpreter: *"It takes such a long time. Due to the language barrier I am unable to stop the witness talking about non relevant topics and keep them on track, the interpreter translates and often the block of speech is not relevant or necessary, but this is unavoidable".* A positive sign is that PO#23 allows interpreters to do their job of interpreting everything that is said. However, it is not within the remit of interpreters to influence what witnesses are saying.

Investigators raised the issues of interpreters not interpreting faithfully and accurately everything that victims/witnesses say during their interviews. PO#9, for example, noted: "*Victim/witness will talk for about two minutes solid then interpreter will translate it into a two word answer, you ask what else was said and reply was they were talking about something not connected (how do they know if relevant or not)".* However, it is not known whether the person who acted as an interpreter on the occasion was a qualified interpreter and a subject to the professional code of conduct. Such performance is in breach of the professional code of conduct of a PSI and is a sign of an untrained person acting instead of an interpreter. Recent studies revealed that the standard of service plummeted and "de-professionalisation" of the profession took place when MoJ and police forces outsourced the provision of interpreting and translation services to third parties' commercial agencies. (Watson, 2015). This situation may be connected to quite a few issues raised around the accuracy and quality of interpreting, when the investigators with some linguistic skills, family members of witnesses or even victims/witnesses themselves thought that the interpretation was not accurate.

Some examples of the many comments related to issues with the quality of the service that can be indicative on using unqualified persons instead of interpreters are given below:

PO#122: *"The interpreter not translating word for word (or equivalent), asking their own questions, not translating back everything that was said".*

PO#56: "Some languages are difficult to interpret exactly what was said. Embarrassment on part of interpreter when communicating about sensitive matters i.e. - sexual matters."

The confusion over the role of an interpreter and the role of an interviewer in interpreter-assisted interviews was illustrated by PO#56, who to date completed 50-100 interpreters-assisted interviews of victims/witnesses. Po#56 commented as follows: *"Communication is a way to identify if victim/witness has any special needs or learning disability which has implications to Police to arrange an "appropriate adult" be present. Do Interpreters have any training to identify special needs/learning disability and if suspect to inform Police Officer of this? In relation to interview of children, the exact wording of a question is of utmost importance, are Interpreters fully aware of this and the reasons why?"* This comment shows the expectation of an experienced investigator that interpreters would act as a type of investigators. However, even well trained interpreters are not investigators. Even the best interpreters in the field did not have PEACE training or as a matter of fact any other training tailored for police officers, such as, for example, those related to learning disabilities or mental health.

PO#98, who completed 50-100 interpreter-assisted interviews of victims/witnesses to date, highlighted the issue of sub-standard of witness statements written by interpreters and the aspect of having no control over the actual statement written by interpreters in foreign language: *"If a written statement is taken using an interpreter, I find that it is not to the standard that I would produce if I had taken a statement from an English speaking victim or witness. I always sit with the victim/witness and question them to obtain the relevant information as I would with an English speaking witness but you are then at the mercy of what the interpreter records on the initial statement in the first language prior to seeing the translation. As is it such a lengthy process, it not a simple task to request that they add to or expand on things documented in the statement. This usually results in the statements lacking in detail".* This experienced officer feel "at the mercy" of an interpreter at the stage of writing the statement which shows the issue of lacking control. This topic would require further study.

Investigators raised the issues related to interpreters being bias, losing their impartiality, interpreting only partially what was said either by investigators or victim/witnesses, 'giving their own spin" to the questioning line etc. PO#10, who conducted over 100 interpreter-assisted interviews of victim/witnesses to date noted that an "interpreter refused to translate directly and was caught coaching the interviewee".

PO#2 works in the regional Major Crime Unit and therefore utilises both direct service secured from qualified interpreters and the service outsourced to a third party commercial supplier. She conducted 50-100 interpreter-assisted interviews of victims/witnesses to date and notes the following: *"level of knowledge and skills of interpreters can vary greatly from force to force. The procedures of obtaining their services differ from force to force".*

In addition, investigators highlighted the issues of interpreters being emotional and not able to *"contain their emotions",* getting "*emotionally attached to witnesses*", *"judgemental",* having conflict of interest as knowing a victim/witness in person. Making comments and expressing opinion about the incident was also mentioned amongst the issues and challenges.

PO#55 reported issues of interpreters' availability, another problem connected to third party service providers failing to secure interpreters on their terms (Watson, 2015). In connection to this point PO#111 noted supplier's agencies inability to match gender of an interpreter as requested: *"Male interpreter was sent to deal with a sexual offence against a woman when cultural issues made it difficult for her to speak with*".

4.5.3. Issues and challenges: a split of opinion

The topic of issues and challenges showed a split of opinion in perception of the two groups of practitioners. While two thirds of interpreters experienced issues and challenges, more than a half of the investigators did not perceive any issues or challenges in the course of the investigative interview of victims/witnesses and the subsequent statement taking procedures.

Those who experienced issues and challenges suffered confusion and lack of clarity around the policies and procedures and the role of interpreters, especially in the aspect of impartiality. While interpreters reported that they suffered when police officers showed lack of any knowledge on how to communicate effectively via an interpreter, police officers reported that they suffered when interpreters lacked any knowledge of their role, had poor commands in English and kept communicating with victims/witnesses instead of interpreting. The latter was attributed to unscrupulous agencies supplying unqualified persons instead of interpreters.

Lack of training lead to officers' hesitations to facilitate communication even when they were aware of the correct protocol.

Interpreters raised concerns that police officers often delegated or attempted to delegate fully or partially their responsibilities to interview non-English speaking victims/witnesses to interpreters. While most interpreters refused to act as investigators some gave in and took statements instead of investigator. Interpreters felt bullied and humiliated, coerced to act as investigators. It was indicated that some untrained persons acting as interpreters assumed the role of investigators and would not hesitate to take statements without an investigator present. The standard and quality of such statements can be questionable and challenged in court. Non-English speaking victims/witnesses were described as "marginalised".

While the key findings presented in this section confirm my working hypothesis that both investigators and police interpreters would have a range of issues specific to interpreter-assisted investigative interviews of *victims/witnesses* and statement taking procedures, this theme requires further studies in order to establish more details and draw up possible solutions or explore other possibilities.

4.6. Suspects? Victims/witnesses? Or no significant difference?

One of my working hypotheses was that both groups of practitioners would find interpreter-assisted investigative interviews of *suspects* less challenging to deal with.
I have asked the following questions in the survey;
Please choose one statement from the below options;

1) I find it easier to assist in suspect interview;
2)I find it easier to assist in victim/witness interview;
3)there is no significant difference.

The results revealed that indeed only 7% (6 responses) of interpreters and 10% (13 responses) of investigators found it easier to deal with victims/witnesses. This is clearly a sign that interpreter-assisted interviews of victims/witnesses and the statement taking procedure pose significant challenges and difficulties. This finding is consistent with 4.5.

Nevertheless, the majority of the respondents in both populations i.e. 60% (54 responses) of interpreters and 67% (92responses) of investigators had no preferences as to the category of the interviewees whether suspect or victim/witness – no significant difference.

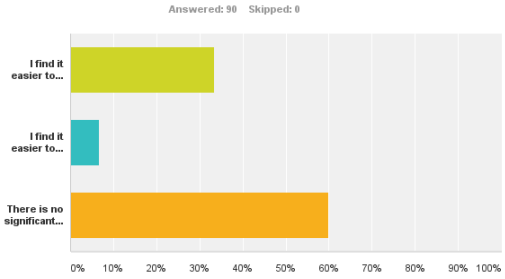
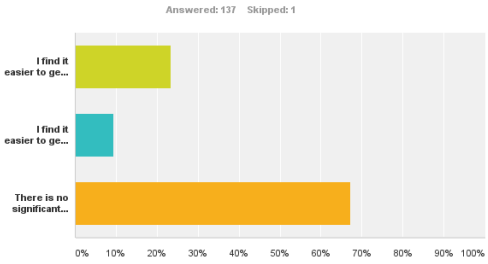
Interpreters	Investigators
 Suspect – 33% (30 responses) Victim/witness – 7% (6 responses) No difference – 60% (54 responses)	 Suspect – 23% (32 responses) Victim/witness – 10% (13 responses) No difference – 67% (92 responses)

Figure 8. Comparative presentation of the responses in both sample populations related the practitioners' preferences in the category of the interviewees: suspects, victims/witnesses or no significant difference?

Thus, the main finding in this section partially confirms my hypothesis that practitioners would find the interpreter-assisted investigative interview of victims/witnesses more challenging that interviewing suspects.

4.7. Do the police provide consistent service to non-English speaking victims and witnesses?

The majority of practitioners, 68% (56 responses) of the interpreters and 72% (102 responses) of the investigators, believe that the service provided by the police to non-English speaking victims/witnesses is consistent.

However, a number of the respondents who optimistically selected "yes" expressed their doubts in the open-ended responses writing "I think so", "I do not know", "I only see my offenders", "as far as I am aware", "I only guess they do", "but not always" etc.

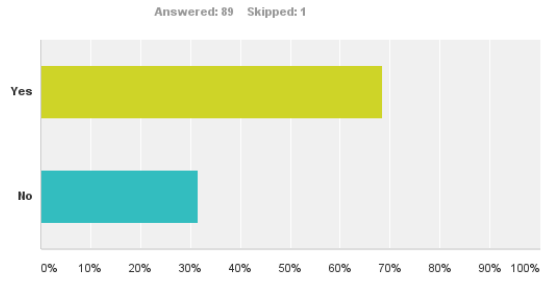
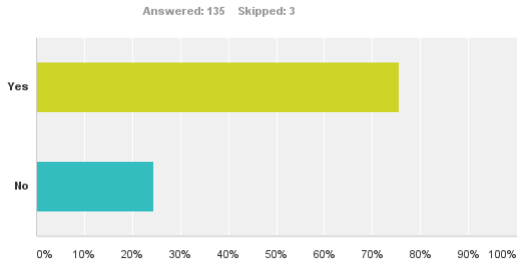
Interpreters	Investigators
 Service is consistent – 68% (56responses) Service is inconsistent – 32%(27 responses) If no, please explain – 35 open-ended responses	 Service is consistent – 76% (102 responses) Service is inconsistent – 24% (33 responses) If no, please explain – 36 open-ended responses

Figure 9. Comparative presentation of the responses in both sample populations reflecting their view on the consistency of the service provided by the police to non-English speaking victims/witnesses.

INT#12 chose "yes" for consistency, but her comment is a strong evidence for procedural inconsistency: *"To be utterly honest, I find the service the police provide excellent. Sometimes I write it in the victim's mother tongue (Hungarian) and then translate it or very rarely we work simultaneously. It has also happened to me that I have only had to do it in English".*

Even with a degree of doubt in positive responses, approximately a third of interpreters and a quarter of investigators stated that the police is inconsistent in the service provision to non-English speaking victims/witnesses.

PO#2 noted that *"it depends on what force or department the officer is in and/or the level of service of the officer has; it depends what area the interpreter is from and as to how the interpreter has been selected".* This is a fair observation of a specialised investigator serving a regional MCU that receives mixed interpreting services, partly obtained directly from fully qualified interpreters, partly through a commercial agency.

Many investigators attributed inconsistency in the service exclusively to the variations in interpreters' standard and availability. PO#98, for example noted that *"the quality and experience of the interpreter used greatly impacts of the consistency of the service provided";* and PO#95 explains this commenting that *"the interpreter service are a private organisation and do not have sufficient quality staff to service demand. They send staff who are unable to service the requirements of the jobs often".*

The service in this context may need specific attention and more studies, as well as the product of the service i.e. the statement as the evidence. PO#41 noted that *"the service is reasonably consistent, the product is not".*

However, some investigators noted inconsistency in the standard regardless of the language victims/witnesses speak. PO#55, for example, said the following:

"The police do not provide a consistent service to anyone. This lack of consistency is not exclusive to non-English language speakers. Many people get a shockingly bad service, a few get a good service. This is my humble opinion after almost 20 years service".

Interpreters in their open-ended responses with all the variations in wording clearly highlighted two prime reasons for the service inconsistency ie (i) police officers' awareness on the good practice guide and their good will to follow it and (ii) poor standard of the service provided by

commercial agencies supplying interpreters. The latter transparently alluding to problems introduced in the UK since MoJ outsources the service provision in 2011 (Watson, 2015). One example to illustrate qualified interpreters' common views would be a reply by *INT#63:*

> *"Using Capita (Yorkshire and Northwest Police Forces), worse still ITL (Cleveland, Northumbria, Durham) constabularies, The Big Word (Kent). Limits the availability of the interpreter creating delays in taking the statement which could cause anxiety for the victim/witness. The quality of the interpreter is also questionable particular those without the Full DPSI qualification and NRPSI membership. I have seen some very poor quality statements in court hearings and also 10 page statements when three or four could have done which suggests the interpreter was prolonging the assignment. DPSI results and resits suggest that a lot of people struggle with formal writing in their L2, which may not be a problem when work is entirely spoken though the written statement is subsequently used in legal proceedings (crown court, care, family etc.) so the interpreter's English has to be spot on. However, I do find police officers sympathetic to this situation based upon decisions taken at higher levels. I'm a big fan of your Cambridge Model where you managed to meet the police half way and have unsuccessfully suggested it to Humberside Police".*

INT63 touched on several aspects that can result in the service inconsistency, mainly related to the model of the service provision and whether suppliers employ qualified interpreters. Interpreters raised concerns about officers lacking awareness of the good practice guidance and their understanding of the role of an interpreter, as well as their attitude to non-English speaking victims/witnesses. For example, INT#33 commented as follows: *"Always depends on the awareness of the officer and their good will to follow the good practice guidance. Sometimes they just want to compete the procedure fast and move to another job. Many officers do not seem to understand how to work with a victim/witness and treat them like rubbish. (Then you as an interpreter are treated like rubbish)".*

One of my working hypothesis was that the service provided by the police to non-English speaking victims/witnesses was inconsistent. In this section of the survey I used a simple and unambiguous "yes or no" approach to measure the perception of the practitioners of the consistency in the service. I found that a third of the interpreters and a quarter of the investigators believed that the police service provided to non-English speaking victims/witnesses was inconsistent. This finding confirms my hypothesis to an extent. However, this topic deserves further research in which the perception of practitioners and possibly victims/witnesses themselves can be measured more accurately using Likert scale and Semantic differential scales (Hale&Napier, 2013 pp.61-62).

A qualitative analysis of open-ended responses showed that practitioners identified a number of reasons responsible for the service inconsistency. A lack of awareness and knowledge about the good practice guidance, absence of a national standard operations procedures protocol and lack of training of both investigators and police officers was named in both groups. In addition, investigators blamed unscrupulous agencies for sending unqualified persons instead of interpreters. Such use of unqualified and untrained persons instead of interpreters seemed to be resulting in poor standard of the service and leads to misunderstanding and poor practices that are perceived as a "norm". However, interpreters blamed police officers of having little if any understanding of what is the role of an interpreter and how to communicate effectively via an interpreter. Concerns were raised about police officers lacking respect to non-English speaking victims/witnesses and interpreters.

4.8. Please suggest just ONE area for improvement: what the practitioners suggested?

I asked if the practitioners could suggest just ONE area for improvement, and 59% (51 responses) of interpreters and 39% (51 responses) of investigators agreed to contribute.

Both sample populations suggested improvement in training and developing and implementing a uniformed standard in the policies and procedures.

PO#02/10/28/48/54/56/67/81/95/98/101/108/110/114/127 suggested that interpreters are trained to the same standard so that they can all perform well, interpret fully and faithfully, understand their role and boundaries and go through the same national accreditation.

INT#6/10/22/40/42/46/48/50/2/64/67/73/76/79/80/81/85/86 suggested that police officers need to be trained on how to communicate effectively via an interpreter. INT#14/21/33/39 suggested training with the emphases on the role of an interpreter. IN#73 clarified that training needs to be aimed at explaining that "*an interpreter is not an automated device but a human being*". INT#31/37/77 believe that joint training for interpreters and investigators would be beneficial.

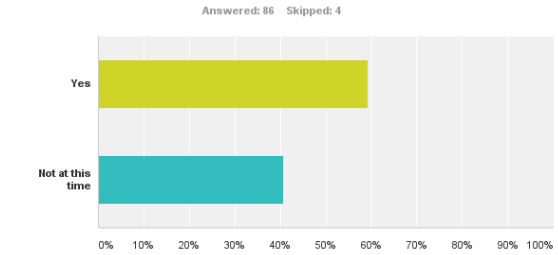
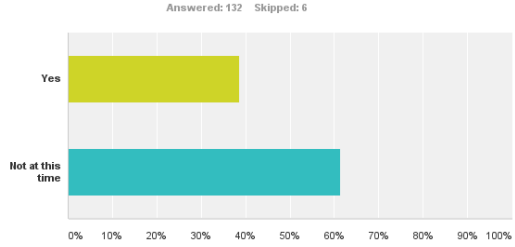
Interpreters	Investigators
	
Yes – 59% (51 responses) Not at this time – 41% (35 responses) If yes, please specify- 55 open-ended responses	Yes – 39% (51 responses) Not at this time – 61% (81 responses) If yes, please specify- 59 open-ended responses

Figure 10. Comparative presentation of the responses in both populations related to the request to suggest just ONE area for improvements.

PO#43/92/120 suggested that interpreters need advanced training so that they understand how to work with advanced investigators specialised on certain crime, for example child abuse. PO#92, for example, suggested that all interpreters need to be aware of cognitive interview techniques.

PO#126 would place an interpreter *"almost behind and on the shoulder of the person conducting the interview, more-so as a second mouth, rather than a second person",* which sounds like a desire not only to diminish interpreters but also dehumanise them. However, in view of the key findings related to issues and challenges, it is reasonable to assume that PO#126 experienced work with unqualified bilinguals, who were not qualified or professionally trained to perform interpreting service. In this case the suggestion can be understood as effort to adjust to a substandard service when using bilingual speakers instead of professional interpreters. However, recent experimental studies in Australia (Goodman-Delahunty et al. 2015) found that professionally

trained interpreters perform equally well regardless of the seating arrangements. It might be worth considering raising the standard in the service and using qualified interpreters.

PO#13/25/40/76/79/83/93/133 believe that the availability of interpreters needs to be increased. In view of the situation when a high number of fully qualified professional interpreters are available but will not work for commercial agencies, then the terms of engagement with interpreters may need to be reviewed.

PO#33/35/41/109 and INT#69 wanted interpreters to be trained into investigators and statement takers. INT#32 formulated this new profession as "*independent statement taker*".

PO#3/4/45/72/121 suggested that a *"uniformed standard"* and procedures protocol is developed and that senior managers ensure compliance and training so that best evidence is achieved. This suggestion by the investigators population resonated the with interpreters' population. INT#1/5/11/24/52/68/87/89/ also suggested developing a uniformed protocol explaining the procedures and the role of an interpreter, and achieving consistency in its implementation.

PO#62 adds to this: *"Wider acknowledgement by senior police executives that the fact that the use of interpreters introduces an additional risk compared to interviews that do not require the use of an interpreter. Then that police managers should minimize this risk by ensuring all their staff are trained specifically in the use of interpreters".*

PO#8/11/24/37and INT#4/34/38/45/59/65 advocated for giving full access to interpreters to police computers so that they can create, save and print statements, or ensure that they use laptops and can print out documents at the end of the statement taking procedure.

INT#02/57 suggested improving facilities for interviewing victims/witnesses and ensure quiet environment and switched police radios. PO#74 also suggested improving facilities, however, this is to accommodate simultaneous interpreting mode, a suggestion that demonstrates advanced training and a good understanding of the interpreting field.

PO#123 would wish to obtain an English version of the statement towards the end of the interview so that MG11 is not taken home by interpreters and so that the investigation does not need to wait days for the statement to be produced.

Good practice guidance also was clarified. For example, PO#32/59/130 and INT#55 suggested briefing interpreters prior to the interview giving them the context, and discussing any possible issues etc.

INT#51 suggested that victims/witnesses are allowed to *"say things in their own words before start questioning".*

INT#08 suggested to raise *cultural awareness* in officers.

PO#77/95/125 and INT#78 suggested ensuring video recording for interpreter-assisted interviews of victims/witnesses.

INT#60 suggested that interpreters need better pay and more respect, and INT#55 would wish to receive feedback regarding performance at the end of the assignment.

PO#95 suggested that *"there should be a register and for those that fall short they should be removed and then not allowed to practice in their profession".* A register already exists in the UK, known as the NRPSI (www.nrpsi.org.uk), and INT#63 suggested that the police should only use NRPSI interpreters.

PO#92 highlighted yet again issues related to the quality of interpreting when the service is outsourced to a third party supplier: *"It is imperative they are competent, some of the providing companies are not as selective as they should be, as quality is an issue on occasions".*

I would like to conclude this section with the words of PO#62: *"I think police need to accept that many police services provide variable and just good enough to get by services to non-English speakers, and there should be much more emphasis, in the interests of equity of access to police services, to striving to excel in such services. Non-English speaking witnesses, victims and suspects will always be at a disadvantage compared to English speakers, but by striving to excel at managing the interpreting process, this inequality will be reduced".*

To sum up, both groups of practitioners felt that the service for non-English victims and witnesses can be improved and that the standard of the service can be higher. Interpreters mainly required improvements in the police officers, and the police officers mainly required improvements in interpreters.

The key suggestions from the practitioners in both groups are to recognise the skill to communicate effectively via interpreters as an essential skill for investigators and ensure that all police officers receive mandatory training. Interpreters too need to be trained, preferably jointly with police officers. A uniformed national procedures document is needed. While police officers suggested to increase interpreters' availability ensuring high quality of interpreting, interpreters requested professional respect and more appropriate terms of employment. Both groups of practitioners advocated for better interviewing facilities, and the wider use of technologies, including laptops for typing witness statements in foreign languages and video recording of all investigative interviews of non-English victims/witnesses. Exploring the use of simultaneous interpreting mode can be a way forward to providing better service to non-English speaking victims/witnesses. Measures to raise police officers' awareness of the linguistic challenges and cultural differences are needed as well as improved professional dialogue between the two groups of professionals.

4.9. Limitations

This study is the first attempt of a comparative analyses of the perception and experiences of the two groups of practitioners involved in investigative interviewing of non-English speaking victims/witnesses of crime. This study is aimed at identifying the main issues and challenges. The key findings are only a snapshot of opinions and reflect the perception of the practitioners in the sample populations. The double-survey allowed to collect vast amount of data that was not possible to

analyse fully within this project. The data collected can be analysed further beyond this research project.

A further analysis of the correlation of responses with the experience and geographic location of the respondents would add value to the study.

The variations in policies and procedures, as well as the practical arrangements around the service provision in each police force, can have a significant impact on the practitioners' experiences. Subsequently, some of the key findings, while being true and reliable, cannot necessarily be generalised and equally attributed to all police forces in the UK.

5. Chapter V: Conclusions

The findings of this study confirmed all three of my hypothesis, i.e. (i) that both investigators and police interpreters have a range of issues specific to the interpreter-assisted *victim/witness* interview and the statement taking procedure, (ii) that the practitioners find it easier to deal with suspects' interviews and (iii) that the service provided by the police to non-English speaking victim/witnesses is currently inconsistent.

The practitioners responding to the survey identified a number of reasons responsible for inconsistencies in the service. The main reasons given for inconsistency and a range of issues and challenges for both groups included a lack of awareness and knowledge regarding good practice guidance, the absence of a national standard operations procedures protocol and the lack of training.

Half of professional interpreters and four in five of investigators are not aware of any guidance documents and have not had any training relevant to the investigative interpreter-assisted interviews of victims/witnesses and the statement taking procedure. Both groups of practitioners rely mainly on learning through practical experience, which poses high risk of developing poor practice habits and inconsistency that inevitably affect non-English speaking victims/witnesses.

Based on the survey results and my analysis of the findings, it is appropriate to conclude that the practitioners' understanding of the role of interpreters in investigative interviews of victims/witnesses largely depends on the practitioners' individual views and believes. The understanding of the aspect of interpreters' impartiality can vary. One in three investigators and one in ten interpreters do not support or understand the impartiality aspect in the interpreters' code of conduct. The lack of awareness or understanding of the role of an interpreter, especially in the aspect of impartiality, poses a risk of interpreters taking on the role of investigators in breach of the professional code of conduct.

The topic of issues and challenges showed a split of opinion between the two groups of practitioners. While two thirds of interpreters experienced issues and challenges, more than a half of the investigators did not perceive any issues or challenges in the course of the investigative interview of victims/witnesses and the subsequent statement taking procedures.
Those who experienced issues and challenges mainly reported on the confusion around the role of an interpreter, and the agreement on the procedures i.e. who should do what when taking statements of non-English speaking victims/witnesses.

The most common and challenging issues for the interpreters was when police officers fully or partially delegate their responsibilities to interview non-English speaking victims/witnesses to interpreters. Interpreters sometimes felt bullied and humiliated, coerced to act as investigators and felt that non-English speaking victims/witnesses were "marginalised". While most interpreters refused to act as investigators some gave in and took statements instead of investigator.

However, many police officers raised concerns that interpreters would not interpret fully and faithfully and had their own conversations with victims/witnesses or wanted to proceed with the interviews on their own.

The complexity of issues and the clash of opinions about the role of interpreters in the investigative interviewing victims/witnesses requires further study. The responses need to be

mapped out to the police force, and the impact of the model of the service provision, qualification of interpreters and the experience of the practitioners and the victims/witnesses themselves needs to be studied further.

As a way of improving the service provided to non-English speaking victims/witnesses a range of measures were suggested by the practitioners. The key suggestions were to recognise the skills to communicate effectively via interpreters as essential skills for investigators and ensure that all police officers receive mandatory training. Interpreters too need to be trained, preferably jointly with police officers. A uniformed national procedures document is needed. While police officers suggested increasing interpreters' availability ensuring high quality of interpreting, interpreters requested professional respect and more appropriate terms of employment. Both groups of practitioners advocated for better interviewing facilities, and the wider use of technologies, including laptops for typing witness statements in foreign languages and video recording of all investigative interviews of non-English victims/witnesses. Exploring the use of simultaneous interpreting mode can be a way forward to providing better service to non-English speaking victims/witnesses. Measures to raise police officers' awareness of the linguistic challenges and cultural differences are also needed, as well as improved professional dialogue between the two groups of professionals.

Suggestions for further research

One of the key findings suggests that the practical arrangements around the provision of services can have a significant impact on the practices in the regions. I would therefore suggest that any further surveys designed to understand practices surrounding any aspect of interpreter-assisted investigative interviews be mapped to the force.

The topic on how consistent the service provided by the police to non-English speaking victims/witnesses deserves a separate, dedicated study. The perception of the practitioners and possibly victims/witnesses themselves can be measured using Likert scale and Semantic differential scales (Hale&Napier, 2013 pp.61-62).

Practitioners suggested facilitating simultaneous interpreting mode and video recording of interviews of victims/witnesses. This area needs to be explored with dedicated studies.

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Integrity statement

I hereby declare that the work performed and contained in this thesis is my own, except for quotations and summaries, which have been duly acknowledged. I also declare that this work has not previously been submitted for any other degree or to any other institution.

I hereby declare that this project was written independently without the assistance of any other person and that no other publications were used apart from those cited.

Signature	*K. Mayfield*
Place	London
Date	5 September 2016

List of appendices

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8. Pilot questionnaire for investigators
9. Cambridgeshire Constabulary official letter with the authorisation to collect and process data

Appendices

Appendix 1: Diagrams showing the dynamic and the distribution of the survey responses in the sample populations.

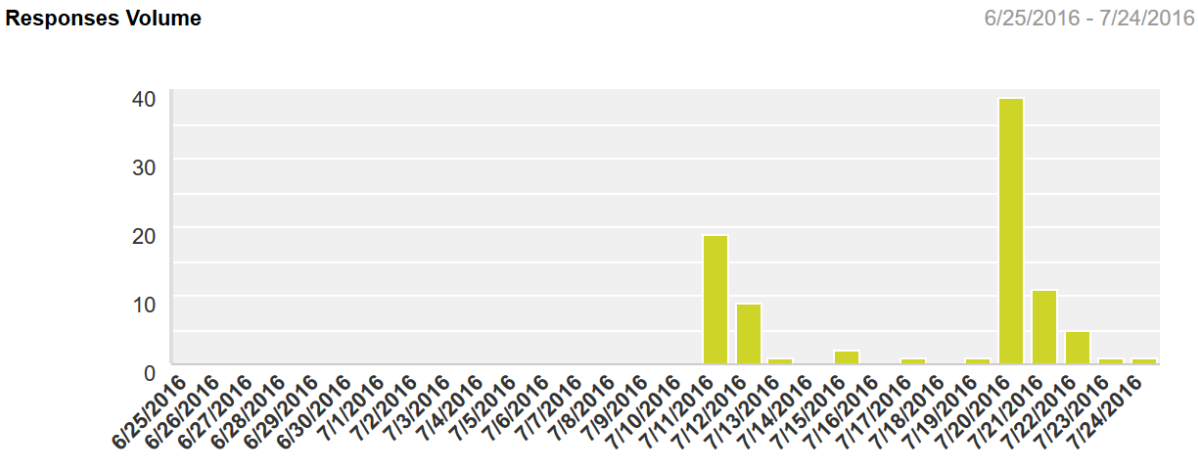


Diagram 1. Distribution of the survey responses in the sample population of interpreters.

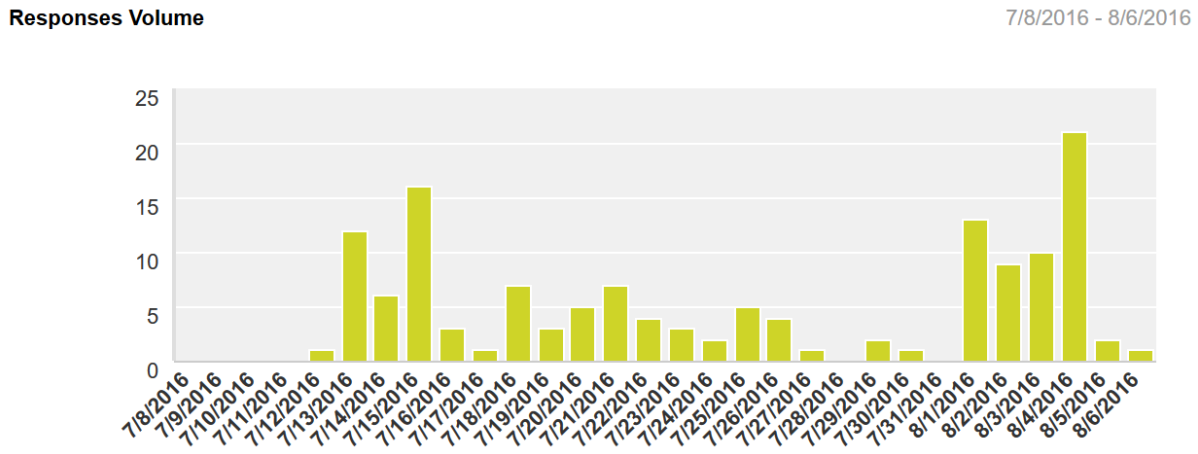
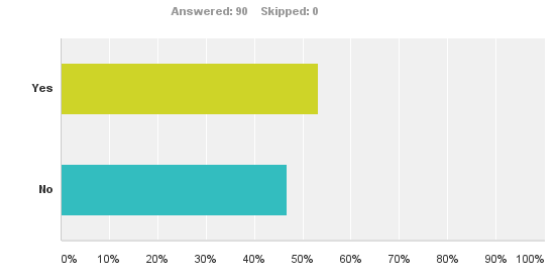
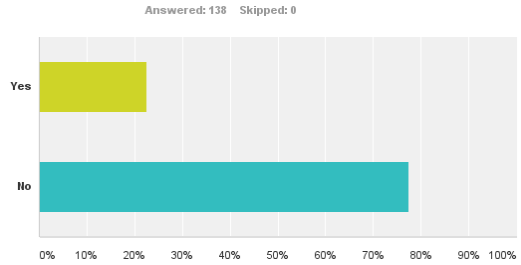
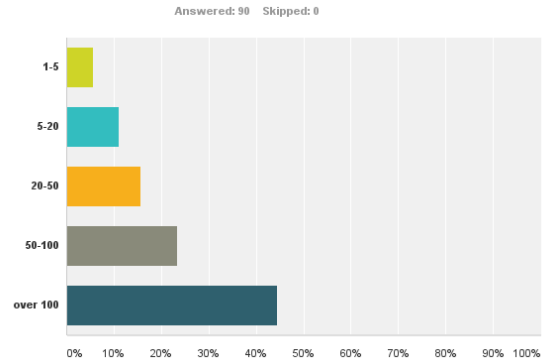
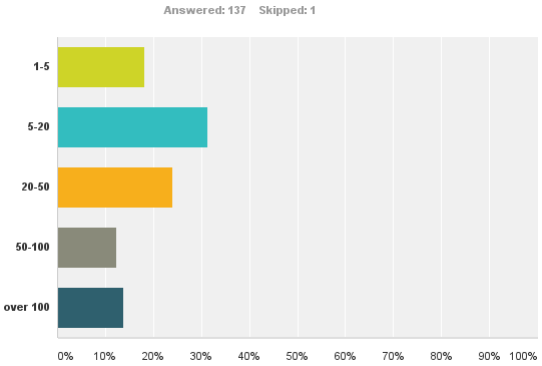
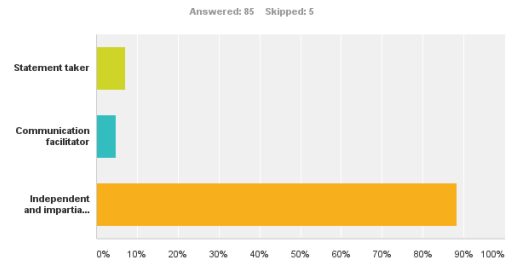
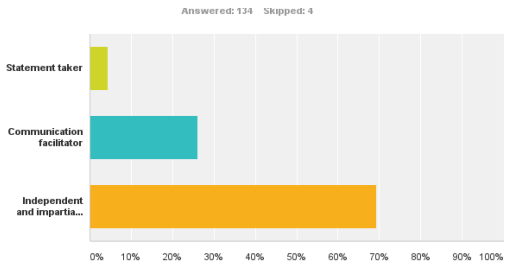
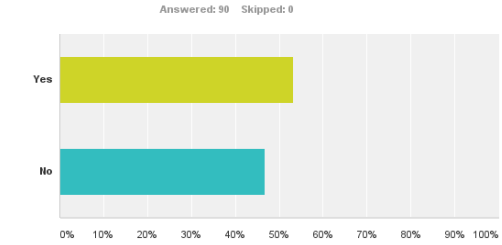
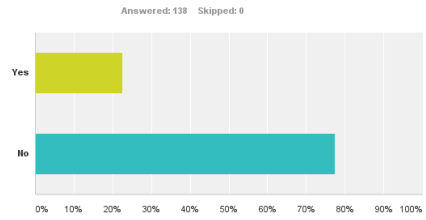
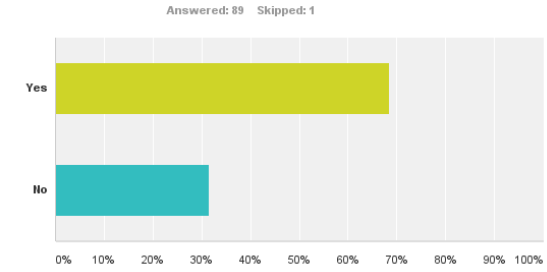
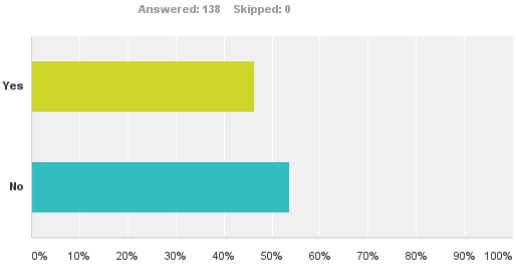
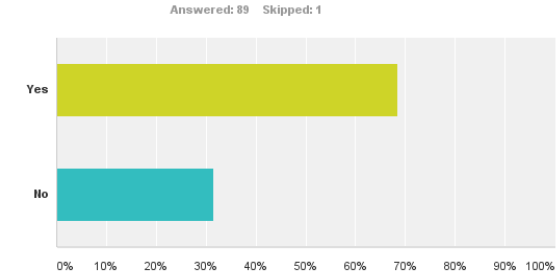
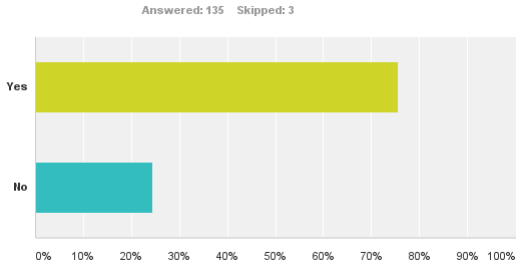
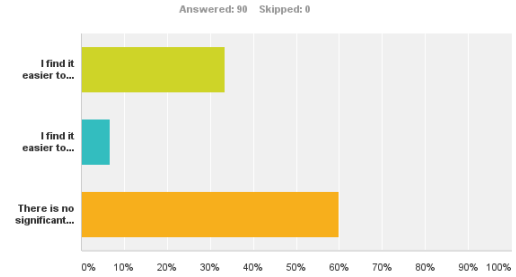
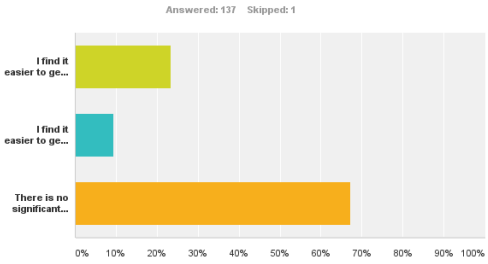
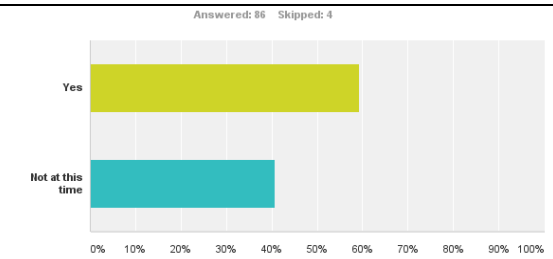
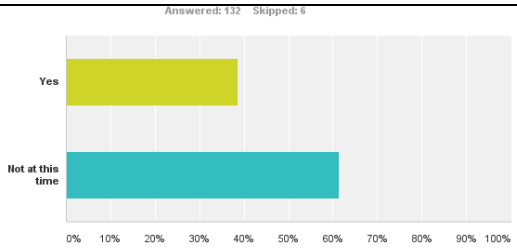


Diagram 2. Distribution of the survey responses in the sample population of investigators.

Appendix 2: Summary table of the survey responses provided by interpreters and investigators

Interpreters	**Investigators**
Q1: Have you had any training on how to assist in a witness statement taking procedure?  Yes- 55% (49 responses) No – 45% (40 responses) If yes, please briefly describe the training- 46 open-ended responses	Q1: Have you had any training on how to take a witness statement with the assistance of an interpreter?  Yes – 22.5% (31 responses) No – 77.5% (107 responses) If yes, please briefly describe the training- 27 open-ended responses
Q2: Experience (number of interviews)  1-5 interviews - 6% (5 responses) 5-20 interviews - 11% (10 responses) 20-50 interviews – 16% (14 responses) 50-100 interviews – 23% (21 responses) Over 100 interviews – 44% (40 responses)	Q2: Experience (number of interviews)  1-5 interviews - 18% (25 responses) 5-20 interviews - 31% (43 responses) 20-50 interviews – 24% (33 responses) 50-100 interviews – 12% (17 responses) Over 100 interviews – 14% (19 responses)
Q3: perception of the role of an interpreter  Statement taker – 7% (6 responses) Communication facilitator – 5% (4 responses) Independent professional – 88% (75 responses)	Q3: perception of the role of an interpreter  Statement taker – 5% (6 responses) Communication facilitator – 26% (35 responses) Independent professional – 69% (93 responses)

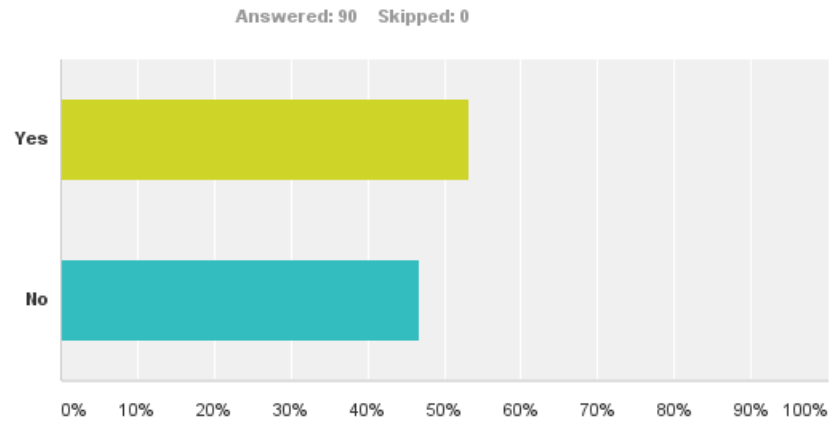
Other (please specify) – 16 open-ended responses	Other (please specify) – 12 open-ended responses
Q4: Are you aware of any guidance documents related to the interpreter-assisted victim/witness interview and statement taking procedure?	
Q4: Interpreters  Yes – 53% (48 responses) No – 47% (42 responses) If yes, please specify- 43 open ended responses	Q4: Investigators  Yes – 23% (31 responses) No – 77% (104 responses) If yes, please specify- 30 open ended responses
Q5: challenges & issues  Yes – 69% (61 responses) No – 32% (28 responses) If yes, please specify – 57 open-ended responses Furthermore, several emails with the details.	Q5: challenges & issues  Yes – 46% (64 responses) No – 53% (74 responses) If yes, please specify – 59 open-ended responses
Q6: Do the police provide consistent service to non-English speaking victims/witnesses?	
Q6: interpreters  Service is consistent – 68% (56responses) Service is inconsistent – 32%(27 responses) If no, please explain – 35 open-ended responses	Q6: investigators  Service is consistent – 76% (102 responses) Service is inconsistent – 24% (33 responses) If no, please explain – 36 open-ended responses

Q7: suspect or victim/witness? Interpreters  Suspect – 33% (30 responses) Victim/witness – 7% (6 responses) No difference – 60% (54 responses)	Q7: suspect or victim/witness? Investigators  Suspect – 23% (32 responses) Victim/witness – 10% (13 responses) No difference – 67% (92 responses)
Q8: Can you please suggest just ONE area for improvement	
 Yes – 59% (51 responses) Not at this time – 41% (35 responses) If yes, please specify- 55 open-ended responses	 Yes – 39% (51 responses) Not at this time – 61% (81 responses) If yes, please specify- 59 open-ended responses

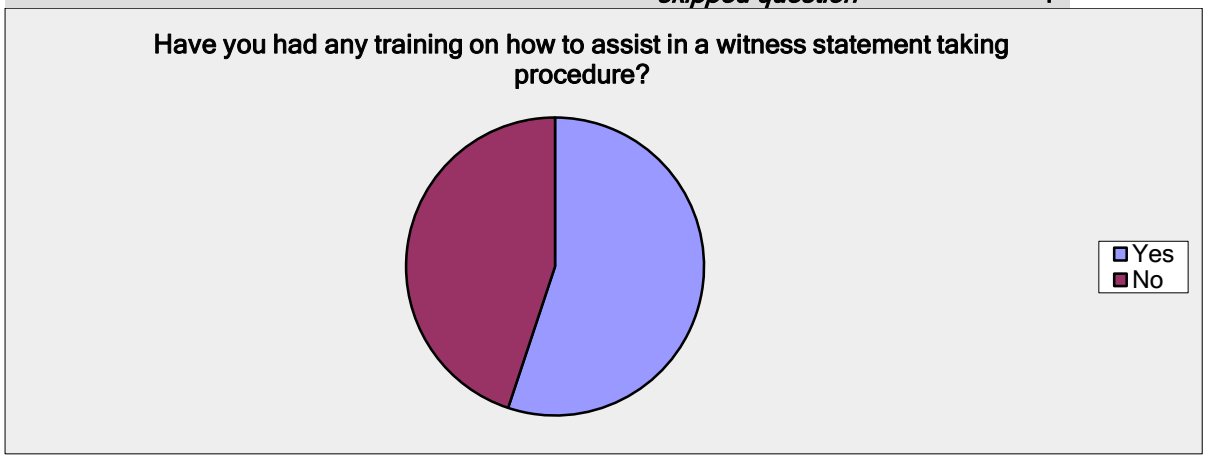
Appendix 3: Detailed survey responses provided by the interpreters

Q1 – Training

Have you had any training on how to assist in a witness taking procedure?



Have you had any training on how to assist in a witness statement taking procedure?		
Answer Options	**Response Percent**	**Response Count**
Yes	55.1%	49
No	44.9%	40
If yes, please briefly describe the training		46
answered question		89
skipped question		1



If yes, please briefly describe the training

[47 responses; 20 – DPSI; 5 – Cambridgeshire Constabulary CPD; 4 – MPS]

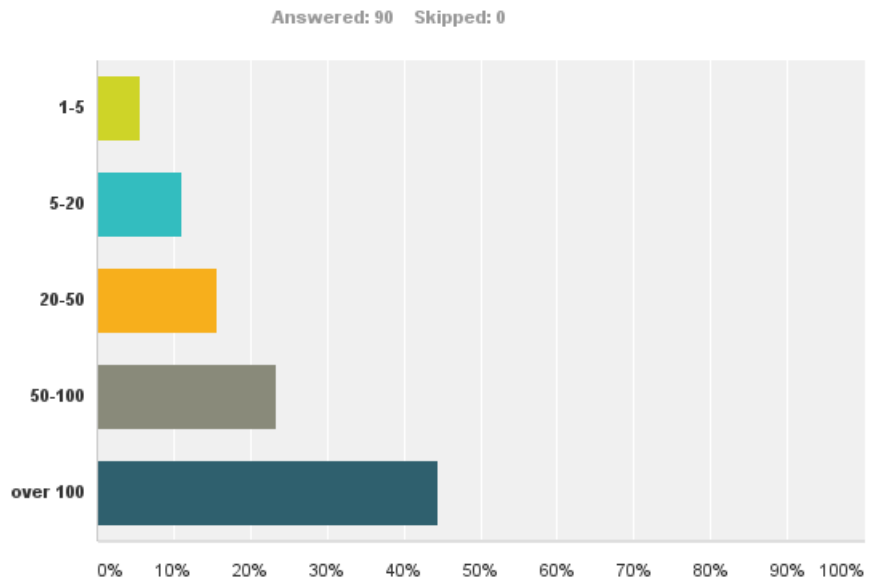
- Arranged for one to one training with a police officer covering the role and responsibilities of interpreters, IPEC and ADVOKATE
- Basic training over 8 years ago on trainee interpreters course
- Cambs police

- Cambs: 3hrs, by Cambridgeshire Constabulary, explaining what is normally done and what is not
- Cambs: A few training sessions with Cambridgeshire Constabulary as part of the CPD programme for interpreters
- Cambs: College, Cambridgeshire Constabulary
- Cambs: National training day for Police/interpreters; Met Police Test
- Cintra organised a session quite a while ago.
- CIOL Met Police Test training
- CPD
- DPI course
- DPSI
- DPSI (English Law) course.
- DPSI (Law) training
- DPSI (Law) training
- DPSI course
- DPSI in Law
- DPSI intensive course
- DPSI Law
- DPSI law
- DPSI law
- DPSI law course
- DPSI Law Course and attendance on other appropriate CPD plus own research and practice. However, it is a weak area of CPD.
- DPSI Law, Metropolitan Police Service
- DPSI training
- DPSI training course
- DPSI. There are 2 written tasks to do. Other than that, 12 years experience in statement taking.
- [DPSI/DPI] I have my language qualifications, DPSI, DPI and I write down exactly what I hear.
- [DPSI] I had some training while attending courses preparing me for my DPSI exams.
- [DPSI] On site in the early days and then as part of my DPSI course.
- I attended a Public Service Interpreting course specialized in Legal procedures, 6 months, University of Cardiff, Wales.
- I had a very good session in the olden days with the APCI when a whole CPD meeting was devoted to this subject. I have come across with it several times since then but never in such detail.
- Introduction to police interpreting for British Sign Language interpreters. This outlines the need for a video recorded interview in line with PACE guidelines and the completion of a MG11 form at the end to state any issues with the BSL: interpretation or any idiosyncrasies with the language and to confirm that the interpretation was completed to the best of their skill and ability. The training also highlights the importance of not being left alone with the witness to maintain impartiality or run the risk of the witness disclosing something to the interpreter without a police officer being present.
- Metropolitan police
- Metropolitan police guidance

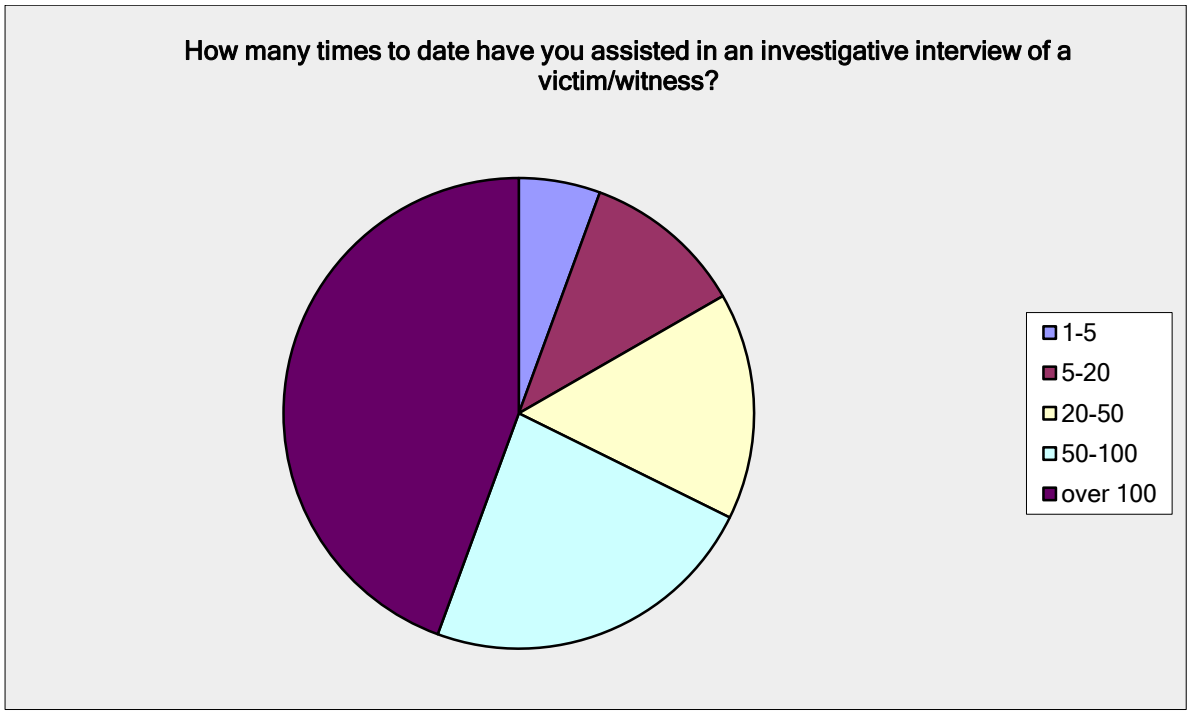
- MPS: Attended a four-day crash course at Middlesex University Hendon Campus for MET Police interpreting
- MPS: attended one training session with the metropolitan police
- No "formal" training existed 40 years ago. But I had a BA in comparative and socio linguistics which I found extremely useful for the purposes of analysing any hurdles and misunderstandings that I came across. Also, I had extensive training in communication in other circumstances, include hospice for the dying. And the youngsters who THINK they have had a training because they attended a few courses and paid money for it (instead of using their own intelligence) really are no better than what I (and many of my contemporaries) did 40 years ago. Spending most of your time "talking" on twitter and to your smartphone is no substitute for learning to communicate. In my last ten years I have seen more than the world's fair share of arrogant, diploma carrying kiddies with no communication skills, or even social skills at all!! And I had to train them up. It was hard work. Thankless work.
- No formal training as such, but I have researched ABE, and other police procedures, I have taken part in note-taking workshops, I maintain glossaries based on practice.
- One day training with Byron (introduction to police interpreting)
- Only an outline which didn't really mean much till I gained experience at work.
- Public Service Interpreting - Law course (Cardiff University). Witness statement taking was covered in this course.
- Some training/CPD: Attending CPD and other independent run training by companies.
- Some training: attended a training course
- Through legal studies at degree level
- Training at Middlesex University and CIOL.
- Yes, by way of written guidance/rules to follow.

Q2: Experience

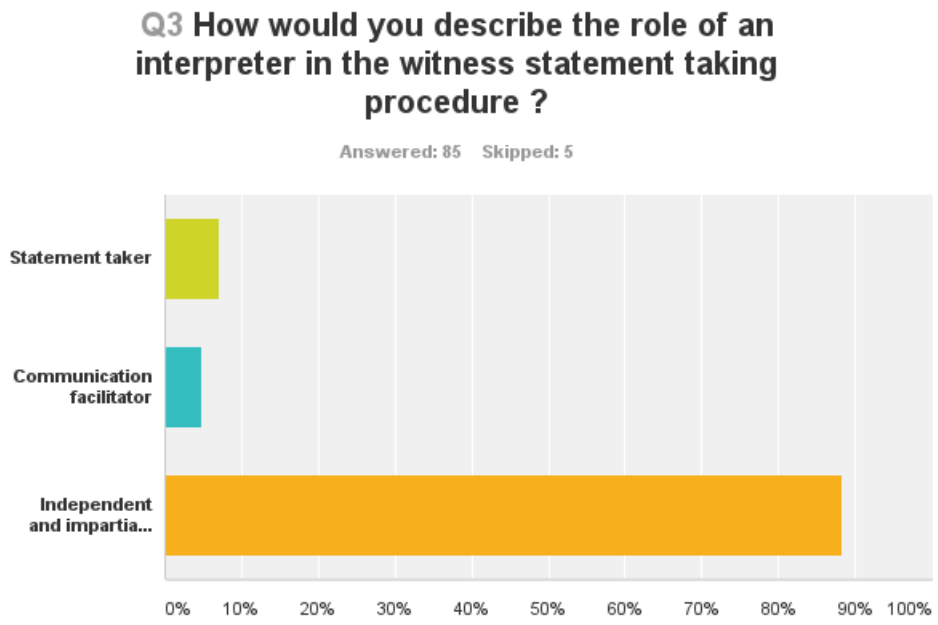
How many times to date have you assisted in an investigative interview of a victim/witness?



How many times to date have you assisted in an investigative interview of a victim/witness?		
Answer Options	**Response Percent**	**Response Count**
1-5	5.6%	5
5-20	11.1%	10
20-50	15.6%	14
50-100	23.3%	21
over 100	44.4%	40
	answered question	**90**
	skipped question	**0**

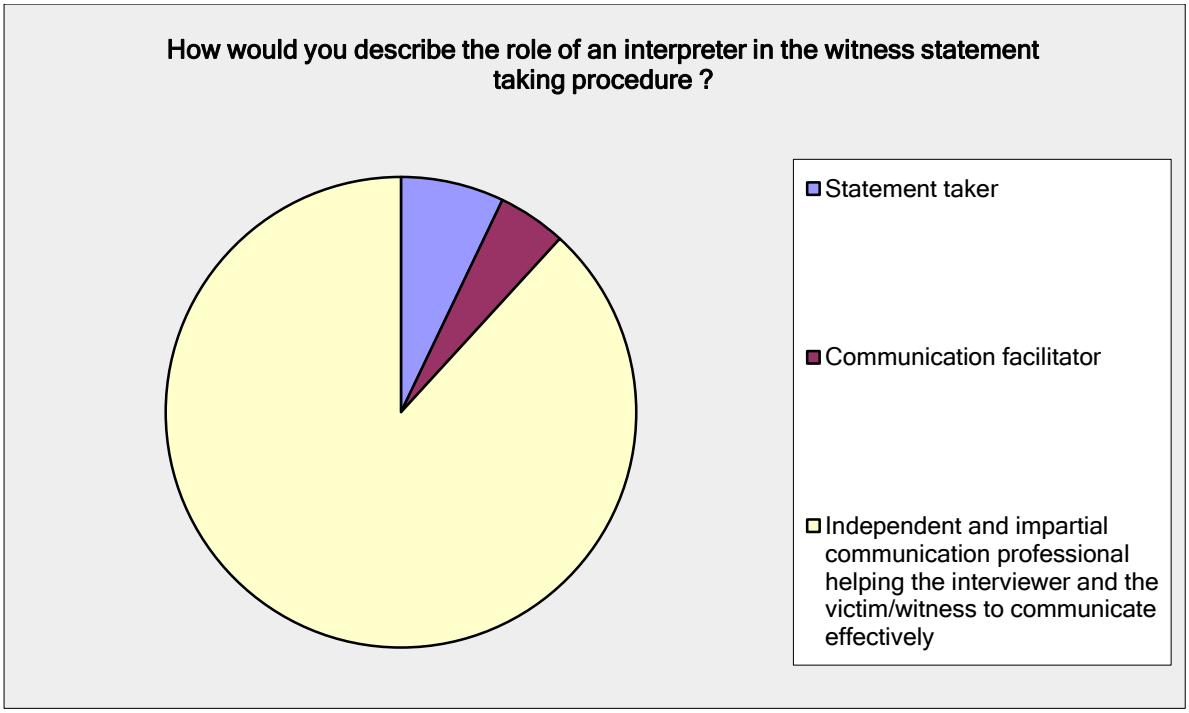


Q3: How would you describe the role of an interpreter in the witness statement taking procedure?



Statement taker – 7% (6 responses)
Communication facilitator – 5% (4 responses)
Independent and impartial communication professional helping the interviewer and the victim/witness to communicate effectively – 88% (75 responses)

How would you describe the role of an interpreter in the witness statement taking procedure?		
Answer Options	**Response Percent**	**Response Count**
Statement taker	7.1%	6
Communication facilitator	4.7%	4
Independent and impartial communication professional helping the interviewer and the victim/witness to communicate effectively	88.2%	75
Other (please specify)		16
	answered question	85
	skipped question	5



Other (please specify):

[NB. Responses of no value, such as 'as above', 'I am not sure' etc. were removed]

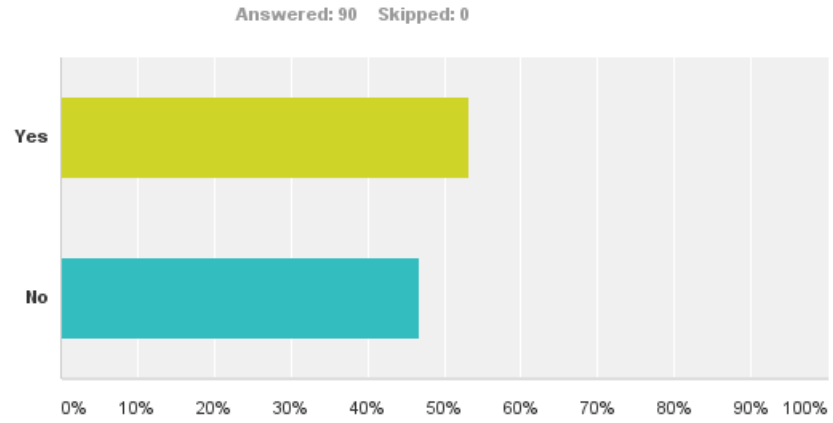
- The role is somehow fluid in between all three mentioned above. It depends on the police officer, witness and the offence.
- Care must always be taken not to allow the interpreter to take charge of the interview.
- I have been asked on a few occasions to act as statement taker as well.
- Rather than 'helping' I would use 'enabling' or 'facilitating' here.
- I think also helping the Police interviewer and the victim/witness to communicate effectively. A few years ago, I was told by one of my Agency Cintra not to take Statements directly from the witness as it wasn't the job of the interpreter to do so but that the Police Officers themselves take the statements while I interpreted for them, and then I should translate the Statement from English into the witness' language. However, most of the police officers I have worked with expect an experienced interpreter to take the Statement on their own in the witness' language and then translate into English. I have therefore been taking Statements under the Advokat guidelines on my own with just some background details of the case from the Police Officer, and only asked for guidance when I feel I needed advice over some intricate or complex situations. I have been left somewhat confused even now how things should really be done.
- Communication professional as well as a writer (to be able to write clearly and unambiguously is essential in this job. Most interpreters just translate in their head and then write, which is later translated in writing again, making the original witness sentence lose its effects)
- Depends on the case in question mixture of all three, I appreciate the interpreter SHOULDN'T be the statement taker, particularly for the more serious cases. Sometimes the police officer gives you statement paper and tries to leave you to it and you have to

intervene. I'm confident of my statement taking abilities though will not take any initiative, given any advice and always make sure I've got clear instructions and guidance from the OIC.

- Both two and three. I regularly find that the police consider the interpreter responsible for telling the police officer which forms to use, and subsequently blame the interpreter if the incorrect MG11 version was used, or if the statement was not taken in the right way. I was contacted only last weekend to transfer a statement onto a different type of form needed the next day, in relation to an interview I interpreted at 3 months ago. The reason given was: 'The officer was experienced and was led by you' whereas I tend to follow the officer's lead. I cannot be aware of the version of MG11 continuation sheets used at every police station.
- Interpreter. If you have no sound notion of what interpreting is about, you're a lost cause for any variation on that theme.
- Ideally, it should be the third role, but unfortunately, very often it is the second or the first role instead.

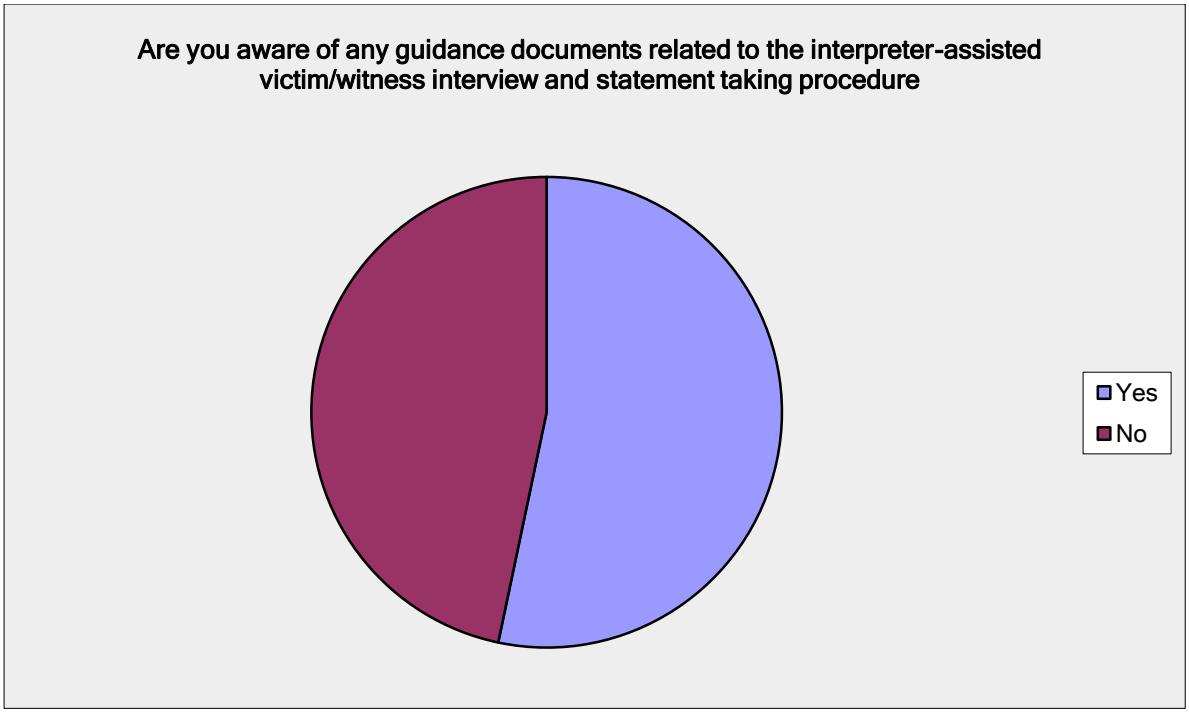
Q4: Awareness of any guidance documents

Are you aware of any guidance documents related to the interpreter-assisted victim/witness interview and statement taking procedure?



Yes – 53%
No – 47%

Are you aware of any guidance documents related to the interpreter-assisted victim/witness interview and statement taking procedure		
Answer Options	**Response Percent**	**Response Count**
Yes	53.3%	48
No	46.7%	42
If yes, please specify		43
	answered question	90
	skipped question	0



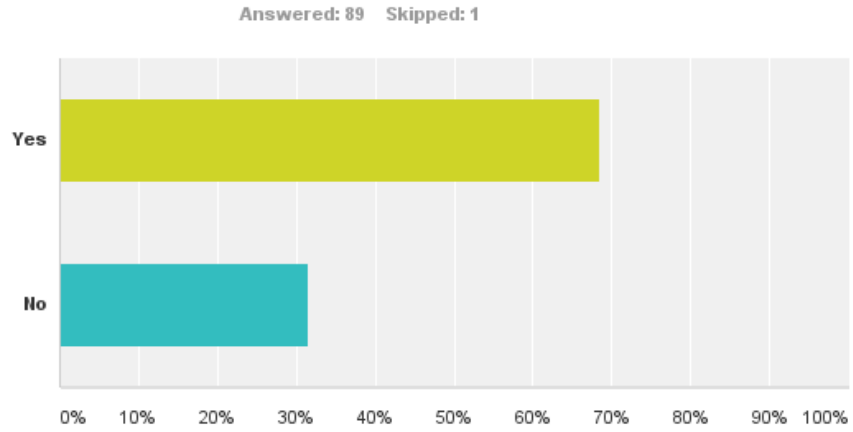
If yes, please specify

- The ones that were provided by our tutors in the PSI Law course.
- The police did provide me with a guide many years ago, but I feel things have changed slightly in the way different police forces conduct their interviews.
- My course materials provided by the tutor an on Met Police website
- Working with the Metropolitan Police Service - Standard Operation Procedures
- Some forces have their own guidance, e.g. Met Police, South-West regional police forces, Gwent Police, also ACPO. Unfortunately, these are rarely available to interpreters and majority of officers are not aware of their existence.
- Police guidance leaflets.
- Cintra provided Statement taking guidance, also have some from various Police forces, but many Police officers have no idea how about how to do it.
- PACE
- The use of victim/witness forms and the Advokate? ... specific details of what were required as evidence. Also, the procedure of taking statement from witness in their language, then translated into English, and witnessing as the interpreter who assisted the witness in their evidence giving.
- Cambs police guidelines compiled by Katrina Mayfield
- Met Police has guidelines for taking statements, but the way they expect interpreters to do it is not effective. It makes statement taking very tiring job as it involves speaking and writing at the same time in two different languages as well as reading out what is written in both languages every minute or two. It also takes a lot longer, causing all parties to feel tired during interviews.
- The Met Police has a guidance paper on witness statement taking procedure when working with / through interpreters. It's clear and concise
- Agencies' internal documents
- Metropolitan guidance to interpreters

- APCI guidelines and material from Cambs Police CPD last year
- Procedures for taking statements using an interpreter'. I have never seen a police officer use this, but I tend to bring it with me. It is difficult to remember the procedure when you don't take statements very often for less-common languages.
- Lots. From people who haven't got the foggiest! From "one must also translate the cultural inferences" (when was language separate from culture?) to "you must translate (sic) every word faithfully" (yes, are you counting them?) and "there is no need to translate (sic) obscenities" (am I the speaker's censor or moderator).
- Provided during the study in college, guidelines from Cintra & Cambridgeshire Constabulary
- West Midlands Police, CAPITA TI interpreting notes, Northern Ireland Police interpreter's handbook.
- Several years ago, a Police Officer gave me the "Procedure for taking statements when using an Interpreter", which was written for the Police, but can be also used by Interpreters and which was very helpful. Unfortunately, over the years, I realized that a lot, if not most, of the Police Officers have no idea about the guidance and have their own ways of working with Interpreters while taking a witness statement.
- Freedom of Information Act Publication Scheme (2007) - Working with Interpreters and Translators - Standard Operating Procedures
- Receiving updated emails and information from various agencies re: interviews and statements taking procedures
- The officer should be present and questioning the witness; the interpreter assist with the communication. The statement is taken in other language where the witness will read and sign to confirm that it was accurate. The interpreter then translate it into English.
- PACE guidelines. When interpreting a British Sign Language/English interview the interaction must be filmed with both the interpreter and the Deaf participant on camera in clear view so that if there are any issues in interpretation at a later date, this can be reviewed on tape.
- Police procedures.
- Cintra provided some notes
- NRPSI published a guidance
- PACE, guidance from Cintra, guidance from MetPolice
- West Midlands Police used to have a document about taking statements via an interpreter but I'm not sure if it's still used since they outsourced to a useless commercial agency.
- PACE in part

Q5: challenges and issues

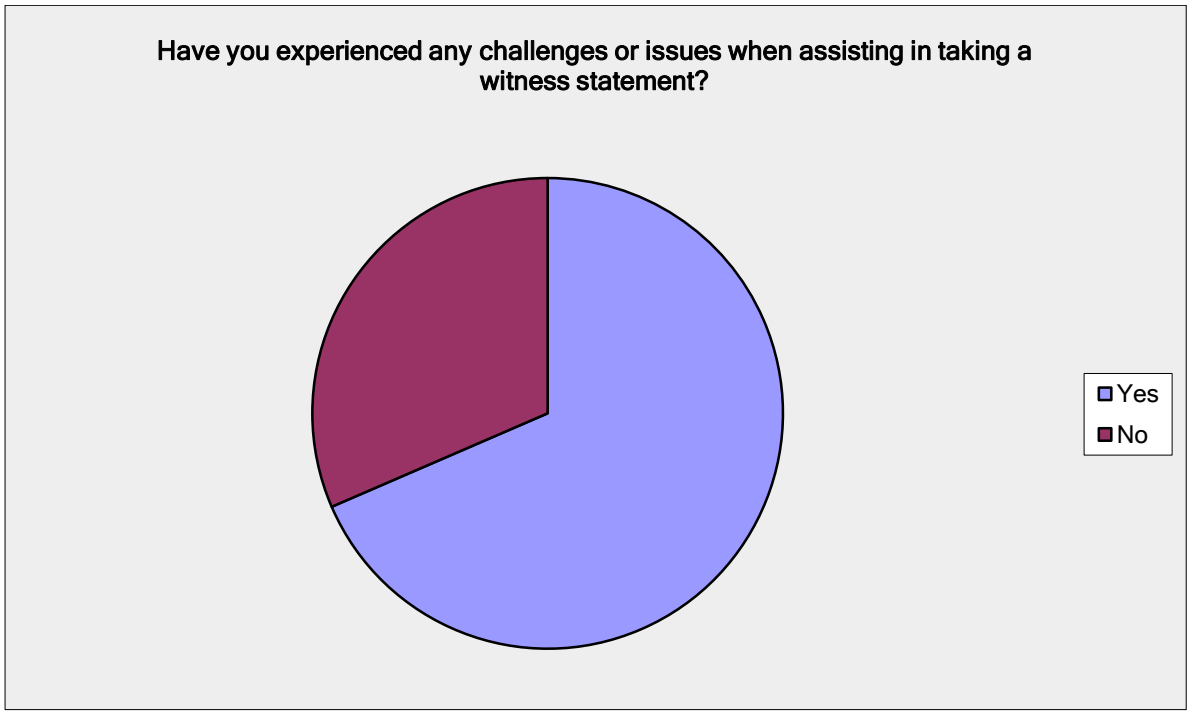
Have you experienced any challenges or issues when assisting in taking a witness statement?



Yes – 69%

No – 32%

Have you experienced any challenges or issues when assisting in taking a witness statement?		
Answer Options	**Response Percent**	**Response Count**
Yes	68.5%	61
No	31.5%	28
If yes, please specify		57
	answered question	89
	skipped question	1



If yes, please specify

[NB. When one responded provided several examples, these were divided into separate bullet points. Any further responses provided by emails included in the end. Any names/locations removed for the ethical reasons].

- Lack of professionalism from some of the police staff. Occasionally feels like they are not sure how to take the witness statement.
- It is often related to the experience of the police officer in conducting a victim/witness interview. If they don't have a clear structure on how to conduct an interview and don't know how to limit the amount of information provided, it can last hours and hours, as often the victim / witness, tends to give loads of details that are not relevant for the investigation.
- Very often interpreter is left to be in charge of the statement taking.
- When a defendant said something under their breath that was very incriminating and I heard it. Although the police officers weren't aware of what this person had said, I felt it my duty to advise them as it would probably have come to light at a later date when the recording was properly transcribed.
- Yes when on occasions officers have left me with witness or victim to take a statement. Then additional statements have to be taken once cps have asked for clarification.
- I was left on my own withe the witness to take the statement.
- The biggest issue is when a police officer is not sure how to work with an interpreter; for example assuming certain things instead of checking how it should be done in accordance with PACE.
- Police staff not trained in using interpreters.
- I had a very bad experience the last time I took a witness statement. The police woman wanted to leave me to it, and after I tried to reason with her for a while, I had to tell her that I would not do the job. If you want more details, feel free to email me
- Officer insists that the interpreter takes the statement on his/her own, guided by the questions given to him/her by the officer.
- The officer takes the statement in English and no other language version is written.
- When asked to take the statement on my own - like the PO will say: "I need this & this & and this.... You take the statement", or "Here is the list of questions I need info on, you take the statement." One Officer made a complaint on me that CPS did not accept the statement I took (after I refused to take it on my own, as he requested). I responded that I want to see his complain and that most likely the particular CPS member has never worked with an interpreter statement. And I never heard from them back.
- When the victim or the person interviewed are not straightforward
- Yes, when the situations are complex and requiring more guidance from the Police interviewing officer, but the help were always there if needed. I think I have developed the skills required to take Statements over time and experience and become able to extract evidential factual details from victims.
- Victims of serious crimes are very vulnerable and frightened to disclose the facts and often use the interpreter to get psychological support during the procedure.
- Witnesses should be listened from beginning to end to get an idea about what they are trying to tell. When we keep stopping after every sentence, sentences often don't make sense due to ambiguous instructions. I feel better when I sit down with the witness and let them speak without stopping them and writing down notes. Then asking questions to clarify

or get more details. Once I have the full picture of the incident in my head, I write better structured less ambiguous statements. This is something that I learned during my legal studies. Recalling an incident requires a lot of focus and concentration for a witness, so expecting interpreters to keep interrupting them to write it down during police interviews is not right. I believe that a legally trained interpreter can write a much better statement than an officer speaking through an interpreter and, at the same time, expecting her to write down in her language. This is because there would be less interruption and the interpreter would focus on one language only at a time (speaking in one language to the witness and writing in the same language with some original wording of the witness included in the statement), reducing the amount of time spent for taking it.

- Officers being unaware that the work is to be done by them, the questioning and that the interpreter is NOT an officer and has NO knowledge in the case. Therefore stroppiness and pressure put on the interpreter to do more than what an interpreter can and is trained to do.
- Officers unaware that interpreters aren't statement takers; officers who did not care about the interpreter's personal statement and referencing exhibits resulting in angry calls/emails from CPS.
- Taking a statement from the hospital bed, didn't think victim was in a fit state to give the statement. Kept opinion to myself obviously.
- -(1)There is an awful lot of writing involved so it's necessary to take a laptop, if at all possible. It's a real nuisance when this is not indicated in advance. Most of us are no longer used to write out dozens of pages by hand while the police officer and witness are sitting there, waiting for us to finish.
- (2) It has happened a couple of times that I was subsequently asked to re-submit statements because the original version was lost or it was done on an incorrect form months after the events, when I felt uneasy about the legality of it. I declined to reproduce a form when the original was lost. However, I do try to oblige it at all possible.
- (3) One witness interview lasted for over 7 hours without the witness being offered any refreshments, food or breaks. To make it worse, this witness realised he might be targeted by the perpetrator of a violent crime by providing information, but there did not seem to be anyone looking out for the witness's interest. I shared the drink and snacks I had brought with me with the witness. I tend to follow the pace imposed by the police because I try to act like a 'machine' but it can be tough not to get breaks. I can understand this with defendants (if the police is trying to wear them down on purpose, when there is a solicitor looking out for the witness [KM: suspect?' interests]), but it becomes an ethical issue with witnesses. It can be hard to remain detached and not to comment on the human aspect of it. It obviously also tests the interpreter's resilience, particularly for rare languages when the interpreter has spent many hours travelling there and still has a similar return journey ahead.
- (4) One vulnerable victim with learning difficulties, the victim of a violent assault, started to cry. The police officer did not react at all. I gently took the victim's hand. I have subsequently learned that police officers need to keep their emotional distance to prevent influencing the evidence, but it stayed with me as a tough ethical issue.
- (5) When victims are distressed, they may switch to a different language learned when they were small, which may not be the language you were called in for. British police officers

accuse the interpreter if the witness is incomprehensible for that reason, because British police officers do not comprehend the mind of a multicultural, multilingual person.

- (6) Similar to above: Some witnesses with different languages, e.g. Somalian, ask for a European language interpreter, - Dutch if they have lived in the Netherlands - rather than their native language, to preserve their privacy within their own community, or because European languages command more respect than African or other languages. This can cause language problems (see above).
- (7) Another challenge: A teacher was allowed to be present while an adult student victim of an assault was being interviewed. The teacher seemed to influence the answers. I feel obliged to interpret the conversations between the teacher and the witness as well (which can become convoluted and tiring). You end up with another set of communications rather than police/interpreter/witness: teacher/witness.
- Police officer not keen to remain due to other work commitment, and tries to leave me alone with victim or to write the statement.
- In most cases the Police Officers are very kind and try to be helpful, but sometimes it's different, as some Officers are too busy to speak with the victim/witness, leaving me with them on my own or they claim that the issue (alleged crime) is too serious for me (the interpreter) to take the statement in my native tongue and instead they take the statement themselves in English and ask me afterwards to translate it back into the language of the witness later.
- Officers tend to want to go and do something else. I always tell them that I am not allowed to take witness statements on my own.
- Logistics of the room to ensure that interpreter and Deaf person can be seen on tape.
- Sometimes police officer asks me to take the statement myself
- When a police officer tried to make me do all the job including questioning the witness
- Occasionally expectation was that interpreter would be left alone with witness to take statement. Officers accepted challenge but it always feels uncomfortable
- Often asked to take the statements on my own and being told that "other interpreters do so and don't question" when I've challenged the police officer who wanted to go off because he/she had "other things to do". Colleagues have told me that they felt coerced by the police into taking witness/victim statements on their own, without the presence of a police officer.
- Police officer leaving me to do the whole thing myself once the evidence was heard in interview.
- Had officers asking to do it for them, once a higher rank officer wanted to send a statement taking officer to assist with another job and to leave me with a victim who, just to make situation more complex was quite a non-compliant person. Had to explain my role to the higher rank officer who only replied by saying it was interpreter's job to take a statement and that they had more important jobs to send officers to....
- Police officer lack of insight into process
- With an Immigration Officer years ago who refused any offer of an explanation [KM: of what?] to the interviewee and consequently the interview took three times as long as it should
- Many officers never had any relevant training. I was asked to take a statement (many times), then made me feel a bad guy because I refused to do so referring to the force SOP. An officer recently talked predominately to me, marginalising the victim. An officer

challenged me trying to get to the product (the statement) faster, never explained to the victim of DV how he wants her to describe what happened going slowly through the incident (I felt the officer bullied me).

- On occasions some police officers asked me to take the statement and some felt dissatisfied with me when I had explained my role and declined their request
- When some officers try make you take the statement in your own because they're busy or haven't got the time.
- Officer expected interpreter to take a statement and said he would be back in an hour or so.
- Police often busy, expect interpreter to take statement alone. Interpreter has to decide what is relevant.
- I felt rushed to translate a written witness statement on a few occasions
- I had a few cases when the police officer was too busy to start the process, and I was left to take the statement on my own
- Officers talking too fast and expecting interpreter to interpret both ways whilst writing everything down. Impossible.
- Surprisingly, a lot of officers still do not know how to take a statement, by leaving the interpreter with the victim and relying on the interpreter to do both statements (English/mother tongue language).
- Going in chronological order
- Police officers asking the interpreter to take the statement
- Some police officers have asked me to be on my own in the room with the witness whilst taking the statement from the witness but I always told them that the police officer should be in the room and reminded them what the role of an interpreter is.
- In some cases whilst taking statement at victims home is quite challenging, children running around, victim becomes very scared of family around means in the house, finds difficult to explain.
- When I was very young and inexperienced. The statement we prepared was not detailed enough so we had to do it again right there at the police station. I learnt a lot from it and therefore know how detailed it should be. This must have been about six or seven years ago and have had no problems ever since.
- Cultural differences
- Incoherent, distressed witnesses who due, to emotions, can't express themselves clearly so when you interpret them, the meaning they try to express may not be understood by the investigating officer. This is often not through the fault of the interpreter, but the issue may be referred to as "lost in translation".
- Officers expected interpreter to take the statement
- Reluctant witnesses/ victims.
- Officers without understanding of practical/ life issues.
- Being dropped at the very deep end with traumatized victim/witness without proper briefing Convincing officer dealing of seriousness of what's happening esp when previous incidents reported and no proper investigation
- Officers thinking I am the one who should take statement
- Officers thinking that the interpreter should lead the process
- Witnesses who do not relate the incident in chronological order, for that reason I prefer to record them on a laptop so that I can add parts to the middle of the statement.

- Once the foreign language speaker said something that did not make much sense and the DC looked at me puzzled without questioning anything (as the nonsense was coming from the interpreter...)
- Officer doing it for the first time, officers thinking they don't need to be present and the most common one.
- Inadequate room to do the all statement procedure.
- No regulations, no guidance, different PCs having different rules of statement taking; no set up procedure one and for all.
- I have been an interpreter practitioner, trainer and translation/interpreting service provider for over 20 years now. I have attended my share of interviews requiring witness statement recording for the police, Customs & Excise, Local Authority investigators (housing, licensing, trading standards, environmental health), etc., over the years. In most of these cases I felt that the procedures adopted by these legal entities were not only putting the interpreter in a vulnerable position but in some cases even contravening PACE 1984.
- I just completed your questionnaire online. As I wrote, I recently had a bad experience during the session. The policewoman wanted to leave me to do the statement on my own and I was not feeling comfortable. I tried to explain what my role was as an interpreter, but she was not having it. Eventually I had to refuse the job. It was not pretty. It was with the police in [the area]. I will fish out the booking form if you need it. Let me say, at an academic level I always imagined 'power' to be a rather abstract concept. That time however I felt the policewoman 'power' in a really concreted way. Or, to put it better, the disparity of power between she and I. The problem was this: the interview was booked at 5. It was late. She was pregnant, rather heavily. I felt that she didn't want the bother of a long interview session. She tried to convince me to take the statement on my own, but I knew that it was not right. I explained to her, but she put her foot down and said 'we are going to do it my way'. At that point, I was stuck. I wasn't sure if refusing the job would have impacted my professional status. I wasn't sure that taking the job was ok either. I was unsure, and she seemed sure. Afterwards, I phoned the police to explain what happened. I still haven't heard from them! Bloody useless. So I spoke to other interpreters and it seems this kind of thing happens all the time. I just happened to be the one putting my foot down as well and refusing to carry out the job. You know, an interview of that kind would have been 3-4 hours of work maybe. So - good money. But I didn't feel it was the right thing to do!
- I attended at [the] police station to deal with a witness statement related to an incident from the previous day. I was greeted by [the officer] who briefed me using his colleagues' notes of the matter. The notes said that the victim spoke Czechoslovakian (which is a non-existent language) and the names of the persons involved were not spelled correctly by his colleagues. [The officer] said to me that "Now they make us sit with interpreters…!" in an annoyed manner and I then informed him that he was in charge of the statement as a police officer. He clearly did not appreciate that as later he also said: "When she comes, I won't be able to talk to her, obviously, so I will let you two converse." Again, I reminded him that it was him who would talk to the victim, not me. It was obvious to me that he had no experience in taking a witness statement with an interpreter the way the protocol stipulates and hence I offered him to read the protocol; I carry it with me and the most important parts are underlined. He refused. When the victim arrived, I had to repeatedly ask the officer to speak to the victim directly. He was mostly paying attention to me rather than to her and it got to a point when it was making me feel uncomfortable. There was a number of other

females involved in the incident so the constant “she/did she/was she” was rather confusing. When he asked the victim to provide free recall, she started talking and I started interpreting simultaneously straightaway. However, he interrupted me after several seconds and told me that it was me who the victim had to explain the incident to. I corrected him on this approach and told him he should be making notes that he would then use to dictate the statement to me. He wrote down four lines of notes, each consisting of no more than five words. I do not think he was listening to the victim as, for example, he asked three times how was the culprit known to her. Each time she responded that the culprit was her cousin’s husband. The victim explained in detail what happened during the assault but not much of it made it to the statement. Again, I believe that this is due the officer’s not listening properly to the victim. Also, at one point the victim received a phone call and I was interpreting was she was saying as I am bound to interpret everything. [The officer] started laughing out loud at me and said to me that I did not have to interpret everything. I said I had to but he just continued laughing at me. [The officer] was very difficult to work with. While we were waiting for the victim, I gave him the opportunity to read the protocol. Even though he did not understand the procedure, he was reluctant to read it. Had I not challenged his approach, he would have let me write the statement myself in his presence and he would constantly refer to the victim in third person. While I appreciate I am not a trained police officer, it is also my opinion that not enough detail went into the statement. The victim described precisely what was happening during the assault, who stood where, who was doing what, who was saying what, however this only a small part of it was recorded in her statement.

- I was at Rochdale police station to assist with communication with a female victim and her mother. During the whole conversation, [the officer] would always talk to me about them in third person. At first she would talk to me about the victim herself, giving me instructions on what to tell her, what to ask her and what to explain to her. When the victim refused to give a formal statement, [the officer] then asked me “And what is her mother’s opinion on this?” [The officer] at no point tried to establish any rapport with either the victim or the victim’s mother. After the victim made it clear that she did not want to make a complaint, [the officer] instructed me to write a short statement explaining it and was ready to leave me in the room with both females. At that point I stopped her and explained to her that first of all she could not leave me alone with the non-English speakers, and secondly it was her duty to dictate the statement to me the way she would write it had the victim been an English speaker. She was surprised but agreed. It is hard to say where this officer was rushing to as while I was translating the statement, she was sat opposite me throughout. She was staring at me the whole time while I was translating and, again, this made me feel rather uncomfortable.
- I attended at [the] police station at the request of [DC X]. However, she was dealing with a person in custody at the time and so it was [DC Y] who came to brief me. First of all, the victim and her partner were already present so I had to ask him to brief me outside the room where we sat in. He obliged, gave me the background of the case and said he was not dealing with this case, he just came on behalf of [DC Y] to tell me what to do. I could see that he was holding a piece of paper in his hand with notes on what [DC Y] wanted me to ask the victim. [DC X] wanted to leave me with the victim and her husband to take the statement so once again I was in the position when I had to explain to a police officer that taking statements is not something that I could do on his behalf. I showed him Section 7 of the

protocol (http://library.college.police.uk/docs/appref/european-cross-border-investigations.pdf) and told him I was happy to wait if he wanted to read it before we start and he refused. The statement taking was rather chaotic as usually. The officer would at times speak to the female directly, sometimes he would talk to me about her. When it transpired that it was actually her partner who should be making the statement, the same approach was used by the officer: he would talk to him directly at times but mostly he was talking to me, giving me instruction what to tell him or ask him. At one point, the male victim was describing the perpetrator and stated his hair was brown. However, his partner then said it was black. The male victim then changed it to black and eventually just said: "Well, it was the same colour as this interpreter's hair!" So [the officer] then asked me how I would describe my hair colour. And there were also other notorious issues, e.g. I had to remind the officer that he could not leave me alone with the non-English speaker when he was leaving the room. Also, I had to ask him twice whether the door could be closed as we were sat very close to the main door on a side of a busy corridor and it was disturbing me at work.

- While I was translating the statement, [the officer] came to talk to me and I told her that I had problems when working with her colleague. She became intrigued and asked me about it. I explained that the two main issues were that he often failed to address the non-English speakers directly and wanted to leave me to write the statement on my own. I also showed her the protocol and she read the part detailing statement taking with interpreters with interest. She then honestly said to me that she would have done it the same way that she was not aware of the protocol and that in 17 years I was the first interpreter who wanted to do the job by the book. I find this notion sad.
- West Yorkshire. On this date I attended at [the] police station in [town]. There I was instructed by [the officer] to take a statement from a DV victim. He and his colleague … presented me with a sheet detailing in red and black what they wanted me to include in the victim's statement. I politely explained to the officers that it was their duty to deal with the victim and take a statement, not mine. [The officer] then rolled his eyes and said: "I asked for an interpreter who can do both oral and written!" I tried to explain further but both officers categorically refused to have anything to do with statement taking. It is my opinion that they deemed me incompetent as officers in West Yorkshire always rely on interpreters to take statements for them. [The officer] then made a comment twice; he said they upon their return, he and his colleague would "walk me through it". The only thing they were willing to agree to was that I wanted an officer present in the room with me and the non-English speaker. It was late at night, I had no idea what injuries had the victim suffered and an underage relative of hers was also present. I was not willing to take any responsibility for them late at night at a police station. So several officers would take turns sitting in the room with us. They all adopted the same approach as [the officer] and his colleague: reluctance to speak to the victim and to establish a rapport, absolutely no involvement in statement taking. Whenever any of the officers that night wanted to say something to the victim, they turned to me, said it to me and expected me to deal with the victim myself.
- While I was writing the statement with the victim, [the officer] and his colleague had gone to attend the crime scene. They said to me that was the reason they could not stay. They appeared rather surprised with the statement as it was a good and detailed one and they thought I was not competent. Also, when I asked [the officer] for an exhibit label, he reacted in a surprised and annoyed manner and commented: "I have never seen any interpreter do it like that before!" Once I had finished, [the officer] then walked me out of the station

shortly before midnight and as we were walking out, he was asking me whether it was my full-time job and told me how many people do it to earn extra money. He was saying it in a rather demeaning manner. It did not appear to me that [the officer] has any respect for my profession and sees it as a way foreigners use to earn extra money rather than a profession that requires many years of training.

- I attended at the] police station in [town] to assist [the officer] in obtaining a witness statement. [The officer] talked to the victim directly, listened to his account and made notes. However, the reason why he was making notes was to give them to me and then he asked me to contact him on his officer number once I had finished with the statement and scribbled it on the piece of paper too. I objected and told him that the statement was his responsibility. He became uneasy and said that he would have to talk to his sergeant first. He started walking out of the room and then I told him he was not allowed to leave me alone in a room with a non-English speaker. He, again, did not seem happy about this arrangement but he then asked the male to wait outside in the reception area. When he returned along with the male, he told me that he had talked to his sergeant and that he would just write the statement in English based on what the victim had said. Again, I told him that the EU and domestic law stipulates that the original statement has to be written in a language the non-English speaker can clearly understand. He did not object further but it was clearly he was rather annoyed.
- I attended at [the] police station in [town]. [The officer] and his colleague then drove me in a police vehicle to the home address of a burglary victim. There it turned out that [The officer] had not even brought any statement forms with him; fortunately, I had some. (There are police officers who expect interpreters to carry the statement forms with them regardless of the fact that depending on the location, we can work for 10+ forces. I used to carry the [region] ones with me as I was expected to, but I do not anymore.) Then he just gave me his phone number, told me to contact him on his phone upon finishing the statement and left the address with his colleague. As this was back in 2013, I did not have the courage to challenge a CID officer. I stayed at the address on my own with the victim and completed the statement. Even though I was scared as it was after 4pm, in December it would get dark rather early, I did not know the area and I was on my own, I was even more scared to say No to [the officer].
- I attended at [the] police station in [town]. I was informed that it would be a victim statement that I would be dealing with. The officer who briefed me was [the officer]. As usually, she expected me to take the statement on my own without her presence. I explained that that was not my role and that she would have to stay as she is a police officer and as such she is responsible for the statement. Even the victim said to me: “It’s OK, I have done it like that before with another interpreter, the officer doesn’t have to stay, I will tell you.” [The officer] told me she would have to discuss it with her sergeant and was ready to leave me alone with the victim. I explained I could not stay with the non-English speaker on my own. She seemed annoyed but let me wait in the reception area while the victim stayed in an interview room. Once she had returned, she told me that her sergeant had agreed that [the officer] would stay and deal with the statement, but on the other hand she started challenging me, asking me: “How come other interpreters don’t it like this, why are you the only one?” Obviously, this is not a question that I can answer. I was ready to show her the official rules on statement-taking but she was reluctant to even glance at them. She then informed me, in an annoyed manner that she would have to go and read the notes relating

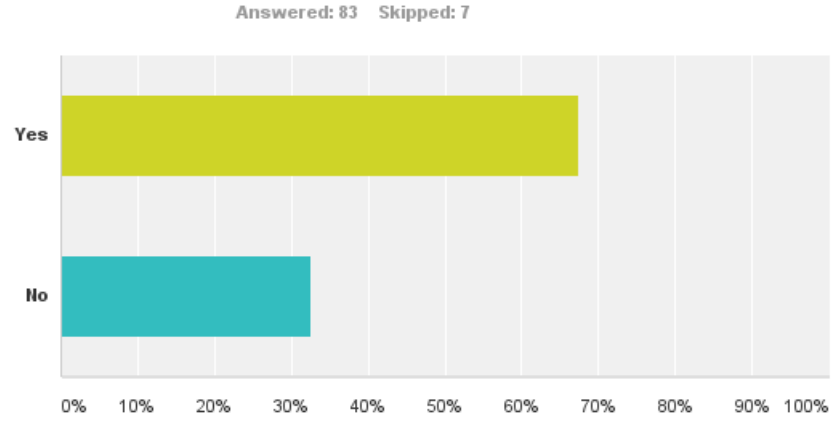
to the case in question as she did not know enough about it. So even though just several minutes ago she was ready to leave me on my own with the non-English speaker without proper preparation and expecting me to write a good and detailed statement, she had to go away and read about the case when she finally agreed to talk to the victim herself. Shortly afterwards we started, all three of us sat in the interview room together. The victim started her free recall of events; I was sat to the right from the officer and started interpreting simultaneously so that the victim would not have to make unnecessary pauses and to allow her to make her free recall indeed free. After several seconds [the officer] stopped me and told me that: "This talking into my ear, it doesn't work for me." I fail to understand what the issue was as police officers receive information directly to one ear only via their radio every day. However, I did not say anything and the victim then gave her account and I interpreted it consecutively. When we were nearly finished, the victim asked for some water. [The officer] walked out of the room onto the corridor outside and then several meters down the corridor to get some water for the victim. Again, I did not want to stay with the victim on my own and therefore I stepped out of the room and stayed approximately halfway in between the room and where [the officer] was. She then said to me in a mocking manner: "You don't have to follow me like a shadow!" I explained, like I had already done earlier that day, that I was not allowed to stay with the non-English speaking persons without an officer present. She did not seem to appreciate it. Later in the room, while the officer was busy dealing with paperwork, the victim started asking me questions and wanted to know where I was from. I turned to the officer and informed her what I had just been asked as I should not have conversations with one party only. Also, I did not feel comfortable disclosing my personal information. [The officer] started mocking me again and said: "Well if you want to tell her, I don't mind!" and she laughed.

- Working with [the officer] was rather hard as she did not understand how to work with an interpreter, and also humiliating due to the way she spoke to me.
- I attended at [the] police station in [town]. I was there to assist [the officer] who needed to obtain an account from a victim of domestic violence. As far as working with [the officer] is concerned, I encountered similar problems as detailed above. However, I am mentioning this incident because of [another officer] who was present in the room with us for a short period of time. [The officer] was not very happy about having to deal with the statement herself but she agreed to do it nevertheless. Before we even started dealing with actually writing it, [the officer] wanted to obtain sufficient details from the victim. At one point during this conversation, [another officer] joined us and he sat next to [the officer]]. On two occasions the same scenario occurred: [The officer] asked the victim a question and while I was interpreting the question and subsequently while the victim was giving her answer, [officer 2] started to engage in conversation with [the officer]. Clearly, the part when English was not spoken was not relevant to [officer2] On the second occasion I was unable to hear what the victim was saying as [officer 2] was talking too loudly right next to me. He also prevented [the officer] from having an eye contact with the victim because she would look at him while they were talking. It was not the only rude thing he did during his several-minute long presence. He openly challenged me about the way statements should be written when an interpreter is used and told me: "It simply can't be done like that! That we ask her about all the details and dictate it to you!" I explained to him that there was a protocol, that I had the relevant pages printed out and with me, and offered him to read it. He refused.

- There are many more issues in [the region] but I would need more time to detail them in a statement. It is partially due to the number of incidents and partially due to the fact that officers have upset me by their conduct on many occasions, sometimes to the point when I ended up crying. So going through it again is rather difficult for me. There is one more issue I would like to mention though. I am aware that [the area] officers have this "collection of interpreters statements". They are statements written by interpreters without police officers present and officers keep them for entertainment as these statements are rather poor. I do not recall who was the officer who showed the "top statement" to me, I just remember that it was a female officer at [the] police station. I think that this illustrates the best how interpreters are perceived in [the region].
- I raised some issues relates to the conduct of two officers with the Professional Standards Department. They failed to look in to the matter properly and fairly and denied any wrongdoing on the part of these officers. As a result of this experience, I have no trust in the Professional Standards Department. The above mentioned incidents detail how officers lack even basic understanding of their role and interpreter's role during statement-taking, however I also have very bad experience with custody staff in a number of custody suites.

Q6: Service consistency

Do the police provide a consistent service to non-English speaking victims/witnesses?



Yes - 67%
No - 33%

Do the police provide a consistent service to non-English speaking victims/witnesses?		
Answer Options	**Response Percent**	**Response Count**
Yes	67.5%	56
No	32.5%	27
If no, please explain		35
	answered question	83
	skipped question	7

If no, please explain

[Yes with a 'disclaimer']

- I only guess they do But not always

- I think so. They come across as sensitive, professional and supportive.
- I assume so but I cannot comment on this for definite
- I think so
- As above
- As far as I am aware

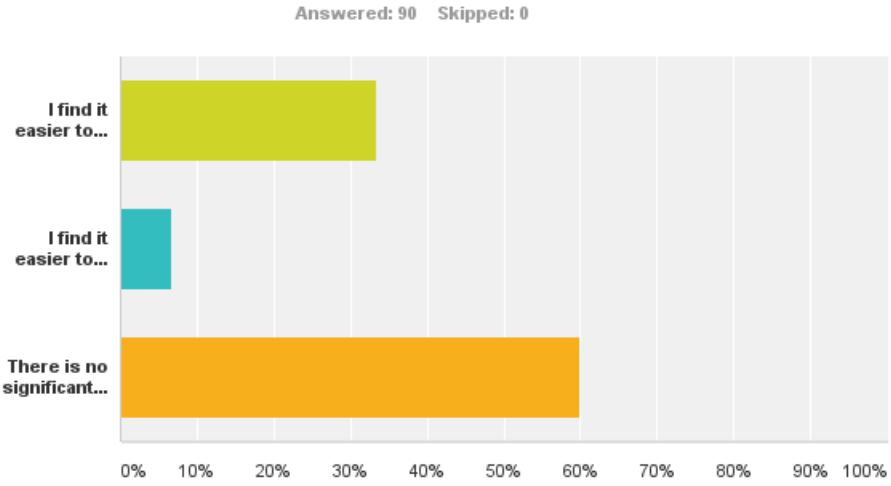
- On occasions they do not use interpreter and victim is not fully aware of what's going on.
- Different police stations, different forces and different officers have different approach, conditions and procedures.
- They try their best but it is sometimes difficult. Although some non-English speakers understand and can communicate basic things in English police don't always realise that they use a lot of vocabulary which people don't encounter in their everyday lives.
- They leave the witness on his/her own with the interpreter, i.e. the statement is taken by an untrained person.
- As far as I know, the police usually follow the standard procedures. Only occasionally a police officer will ask the interpreter to conduct the interview on his/her own. On such occasions, I explain that this is not the correct procedure and insist on the officer being present at the interview and asking the questions.
- Many officers are not trained in taking statements. I saw some statements written by officers with very ambiguous sentences or no structure or written in the language of the witness with a lot of grammar and spelling mistakes. That's why I was called to take statements again from same witnesses on many occasions as they couldn't use such statements as evidence.
- Suffolk and Norfolk have no guidance written on the matter so the officers do not know necessarily how to approach it when working via an interpreter. Essex does.
- Some officers leave during the statement taking, sometimes leaving me, the interpreter, with a distressed witness that has loads of questions I cannot answer and a subpar statement because I have no knowledge about the event.
- Some address them as if they spoke the same language, others ignore them, speak about them in the third person and wait for me to repeat what has been said
- Using Capita (Yorkshire and Northwest Police Forces), worse still ITL (Cleveland, Northumbria, Durham) constabularies, The Big Word (Kent). Limits the availability of the interpreter creating delays in taking the statement which could cause anxiety for the victim/witness. The quality of the interpreter is also questionable particular those without the Full DPSI qualification and NRPSI membership. I have seen some very poor quality statements in court hearings and also 10 page statements when three or four could have done which suggests the interpreter was prolonging the assignment. DPSI results and resits suggest that a lot of people struggle with formal writing in their L2, which may not be a problem when work is entirely spoken though the written statement is subsequently used in legal proceedings (crown court, care, family etc.) so the interpreter's English has to be spot on. However I do find police officers sympathetic to this situation based upon decisions taken at higher levels. I'm a big fan of your Cambridge Model where you managed to meet the police half way and have unsuccessfully suggested it to Humberside Police.
- I have been generally impressed. The intentions are good and police work in difficult circumstances. However, I find these interviews incredibly draining because once the police officer has taken down the statement, - which usually takes several hours - the interpreter

needs to translate it into the original language, which can take a long time. You do this usually by hand. The officer tends to be in reporting mode and the interpreter in impersonal translation machine mode, but sometimes you could really do with a break.

- I have seen no change, improvement, deterioration or otherwise in the service as such. It all depends on the person: there are good officers, there are indifferent ones, there are the ones who would kick out, or hang, any foreigner who dares come into the country. There are others who deeply care for the suspect who got him or herself into this position. There are the VERY corrupt ones who will complain about an interpreter who refuses to play the role of the investigating officer. There is no defence from the last category.
- I have worked for 12 police forces. Some others are well-versed in procedures. Others are unaware of the protocol. They often forget the interpreter, not even asking him/her whether they need to hydrate/ have a comfort break.
- Over the last several years, as a result of the 'austerity measures' the Police have had less and less time, staff and resources to help every non-English speaking victim/witness the way they would like to.
- Anecdotal evidence, even pre-outsourcing, showed that interpreters were not used appropriately (when required) and that friends or the "getting by" model were used.
- Often the police officer has no experience of using an interpreter
- Different forces have different ways, some officers honestly admit they do not know how this should be done with interpreter
- Always depends on the awareness of the officer and their good will to follow the good practice guidance. Sometimes they just want to compete the procedure fast and move to another job. Many officers do not seem to understand how to work with a victim/witness and treat them like rubbish. (Then you as an interpreter are treated like rubbish).
- Not when they try to get the interpreter to take the statement on their behalf.

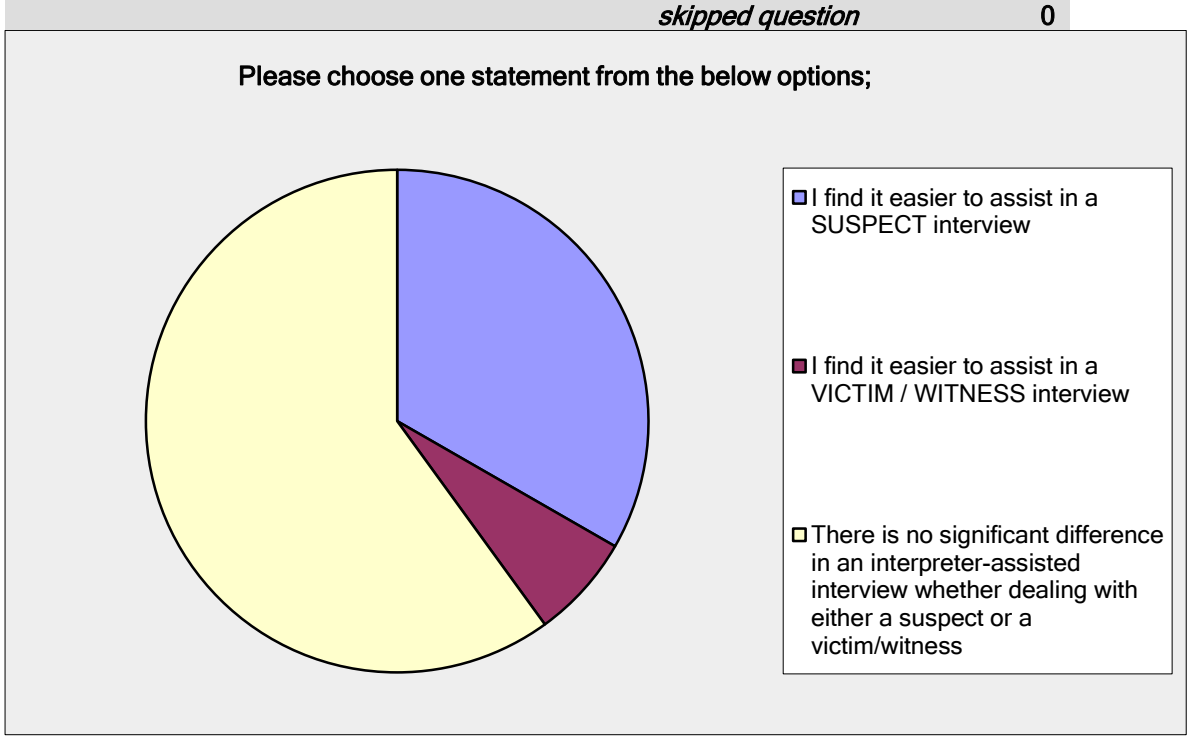
Q7: suspect or victim/witness?

Please choose one statement from the below options; 1) I find it easier to assist in suspect interview; 2)I find it easier to assist in victim/witness interview; 2)there is no significant difference.



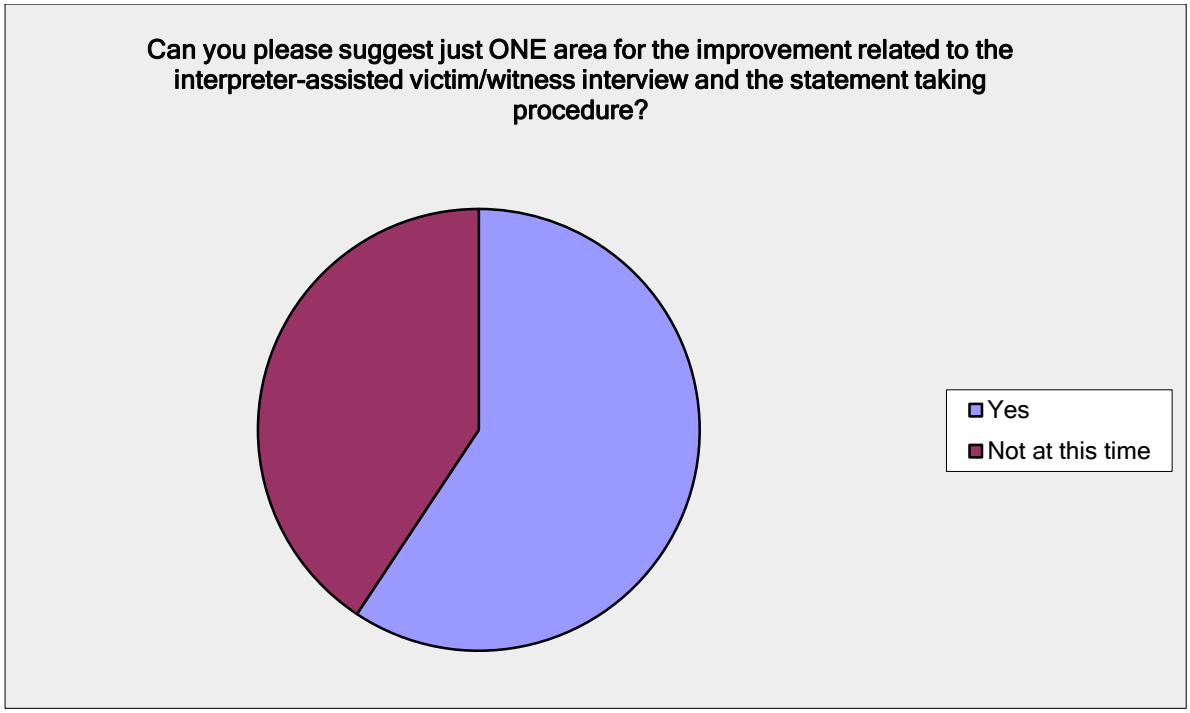
Suspect – 33%
Victim/witness – 7%
No difference – 60%

Please choose one statement from the below options;		
Answer Options	**Response Percent**	**Response Count**
I find it easier to assist in a SUSPECT interview	33.3%	30
I find it easier to assist in a VICTIM / WITNESS interview	6.7%	6
There is no significant difference in an interpreter-assisted interview whether dealing with either a suspect or a victim/witness	60.0%	54
answered question		90
skipped question		0

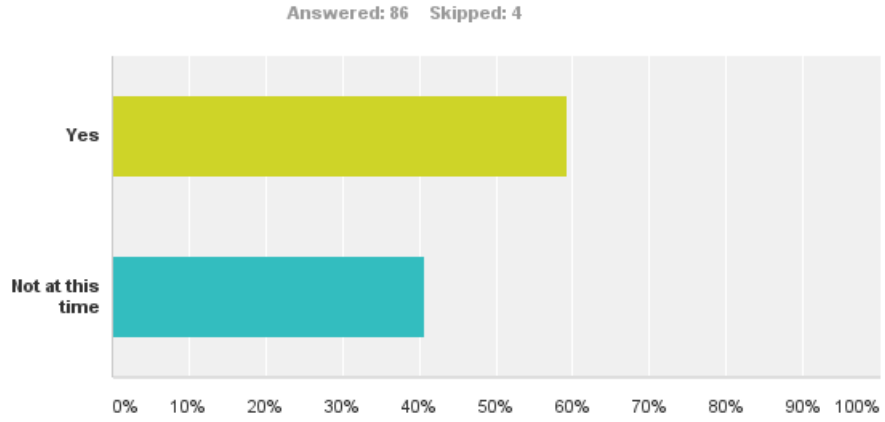


Q8: Just ONE area for improvements?

Can you please suggest just ONE area for the improvement related to the interpreter-assisted victim/witness interview and the statement taking procedure?		
Answer Options	**Response Percent**	**Response Count**
Yes	59.3%	51
Not at this time	40.7%	35
If yes, please specify		55
answered question		86
skipped question		4



Can you please suggest just ONE area for the improvement related to the interpreter-assisted victim/witness interview and the statement taking procedure?



Yes – 59%
Not at this time – 41%

If yes, please specify

- More guidance from police how best to deal with the interviews
- Giving a template of conducting an interpreter-assisted victim/witness interview to the police officers & interpreters (possibly via NRPSI website) that would basically include - a general initial discussion that would set the 'story'; a specific interview pinpointing the important data that need to be included in the statement, whilst the statement is written in the other language; the witness/victim signs the statement ins his/her own language and leaves the premises; the interpreter translates the statement into English and also writing their own personal MG11.

- Interpreter should not be in charge of the statement taking. Police officer should conduct the statement taking and interpreters role should be only to help to communicate between police officer and a witness.
- Quite often the interviewing officer will talk to you and ask questions whilst you are trying to write down what the interviewee has just said (which had times might consist of several sentences). It would help the interpreter if no one spoke whilst the interpreter was writing to avoid loss of concentration and failure to include everything that was said.
- Initial information given so overwhelming it puts one off from giving statement.
- More training for police officers regarding statement taking with an interpreter (many of them are often not sure what the correct procedure is)
- Training on how to conduct an interview or how to take a statement with an interpreter to both police force and professional interpreters.
- Officers taking statements sometimes have not had sufficient training in how to take a statement with the help of an interpreter.
- It would be easier if interviews were always recorded. As far as I know, only suspect interviews are recorded.
- Training of interpreters and police officers (preferably joint training) on the correct procedure of taking witness statement.
- It should be stressed to police officers that interpreters are not qualified to conduct interviews.
- Better training how to do it for Police officers, although probably some of the interpreters especially "the newly qualified" will benefit.
- An officer or a solicitor must never forget that an interpreter is not an automated device but a human being.
- Statement taking is a skill that should be done by specialists - legally trained interpreters. Legal training can include how to interview a witness, what elements of offence to be proven for different types of offences, what to include in a statement, legal translation skills etc.
- A clear guide written, published and distributed between interpreters and the police officers would make it more clear and easy to work.
- Many officers require training on how best to work with interpreters. This should be part of the basic training course officers carry out prior to becoming active officers
- Not allow interpreters to be alone with the witness/victim and allow interpreters to use pc's in writing the statements.
- Police officers ought to stay for the duration of the statement taking procedure
- Use NRPSI interpreters only. Complaints procedure when poor-standard statement is detected by CPS or court proceedings.
- I suggest an 'information pack' is available at all police stations for each interview, with very simple steps, summarised in 100 words or so in large print, for these interviews rather than a double-sided A4 in small font. This pack should contain MG11 forms of the correct version. Just to remember the order of the interviews and the statement required from the translator at the end. To remember who needs to sign the MG11 where. It causes a great deal of confusion.
- OIC's need some training in how to work with an interpreter in their investigations.
- Pay and respect. Both have plummeted to the point that I, for one, now refuse to work for any police force or court.

- The current procedure for Cambs forces is to do it simultaneously when the interviewer types it in English on computer/laptop while an interpreter writes it on MG11 form trying to accommodate the officer who while completing the sentence, paragraph etc would want some clarification from witness or do some changes or just move on when the interpreter still translates / writing, so for the interpreter it's a 3-way conversation /interpreting going on while translating at the same time the piece already completed by the officer. Not all police officers are patient to wait and give time to interpreters, perhaps, they don't want to loose the flow....but another day my colleague referred to an interviewing officer as "annoyed with me when I indicated to him that I needed time to complete the translation of paragraph he had written first, he just hated me" she concluded. Perhaps, to reinforce it with the interviewers the whole procedure and challenges for the interpreters
- Officers need to brief the interpreter and provide him/her with a written list of items required for the statement in chronological order.
- It is literally the area of taking the statement, meaning the right place at the police station or somewhere else where it's quiet. Even though the Police procedure makes it clear it should be "an appropriate and private place", because "the victim/witness may make disclosures of a personal nature" and "the canteen is not an appropriate location", sometimes it is not taken into account.
- Feedback on the interpreter's performance after the assignment
- Officers need to be made aware that it is them taking the witness/victim statement, i.e. we are interpreting what is being said and writing the statement down in the victim's/witness' language so that they can read and sign it.
- Allow the witness to say things in their own words before start questioning.
- More police awareness as to their duties under PACE
- Better (more) training for Interviewers in effective communication through an interpreter
- Police officers need more training sometimes
- Using a police computer to take a statement - my handwriting is not the most illegible in the world.
- Police training
- That the officer always be aware that he needs to lead and not delegate any of his role to the interpreter no leave them alone with the witness
- All police forces should provide training to their officers in using interpreters, for whatever situation. In terms of statement-taking (witness/suspect/victim), the officer should know that it is NEVER alright to leave the interpreter alone with that third party to take a statement.
- Not doing it in longhand writing
- Better training of both officers and interpreters
- Allow a computer written statement every time! (not hand written)
- Training for all police officers! Officers need to be aware of how to communicate via an interpreter. It is an essential skill for a police officer to communicate effectively via an interpreter! It is the officer's job to take a witness statement, not the interpreter's.
- Officers need to learn how to conduct an interpreter-aided interview of a victim/witness.
- Joint training of police officers and interpreters
- When the officer dictates what they would be writing if the statement was taken in English (with my approval & explanation, if required)

- Allow interpreters sufficient amount of time to complete a written translation of a witness statement.
- There should be a standard procedure in writing for all police interviews, and it would speed thing up if a copy of this procedure (the order of questioning) would be given to both the police officer and the interpreter.
- For officers to slow down and be patient.
- Training for police officers, where they know in advance which the correct procedure in taking statements is.
- To inform all officers about the witness/victim statement taking procedure and remind/inform all officers about the role of the interpreter during this procedure.
- I find that what we did at Parkside once was absolutely excellent and efficient. I and the police officer were fully there and we wrote the Hungarian and English statement simultaneously continuously confirming what had been said. I have never seen it done like that ever since but the statement we made this way was a 100% accurate.
- Consistency of procedures applied in all constabularies
- Training police officers on the standard procedure of taking a statement with an interpreter. I had officers asking "How do you normally do it, every interpreter does it differently" and even officers asking to take a statement with very little input from themselves, they had to be reminded that it's the officers' job to take a statement, an interpreter is there merely to aid communication, not to ask questions and write up a statement as they see fit.
- Cultural awareness, "realities awareness" is imagine yourself in another country starting new job, finding a place to live with little money and no contacts and learning all new everything
- Officers need to be trained how to work with a foreign national using an interpreter
- To receive guidance notes. However, I have tended to acquire the correct wording through practice.
- In cases when the interpreter needs to type the translation of the statement: to please allow them to change the keyboard language settings so they can type accents and foreign letters speedily. It's really not that complicated and can be easily undone when finished.
- Proper facilities to do the job, where the officer allocated has a silent radio (we have our mobile phone off)
- One code of practice, set up rules valid across all forces

Q9: Any other comments on the topic

Please add any comments related to the topic of the interpreter-assisted victim/witness statement taking procedure. You may also wish to email the researcher your further comments to hereisyourinterpreter@gmail.com	
Answer Options	Response Count
	26
answered question	26
skipped question	64

Please add any comments related to the topic of the interpreter-assisted victim/witness statement taking procedure. You may also wish to email the researcher your further comments to hereisyourinterpreter@gmail.com

Open-Ended Response;

- In my opinion statement taking in foreign language should slowly develop into a profession of its own. The interpreter's role then would be to interview as well as taking down the statement. I would be very interested in results of your study
- In some rare occasions when taking victim /witness statements, I have come across a few victims or witnesses who are not able to read or write in their own native language. Moreover, due to a lack of education, their vocabulary is basic and very limited and not very clear. Sometimes their sentences do not consist of a verb or subject (they assume that you should know what is in their head). For this reason, I find it quite difficult and challenging when writing a formal statement and reading it slowly back to them, as even if the sentences are their own words but in a formal way, they find it difficult to understand.
- I found very useful in my experience having a laminated A4 paper containing clear structure of the steps that need to be followed in a witness/victim interview. Sometimes I present this at the beginning to the police officer and it often helps.

- Quite often the police officers leave you alone in the interview room with the person being interviewed which is wrong as this gives the interviewee the chance to start imparting more information to the interpreter which they don't wish to disclose to the police.
- I'm not sure what your survey is trying to establish, but I find there is a big difference between an interview and a statement taking. Therefore it shouldn't matter if you are interviewing a victim or a suspect. As I find interview being led by the police and statement taking more led by the victim or witness, as they recall the memory of something that happened and giving you all details and police more less guiding you to questions.
- Ok I will email you
- Many interpreters are happy to take the statement without the officer present. That makes it difficult for interpreters who want to follow the correct procedure as the officers are used to bad practice and argue that it is ok if the others taken the statement without them (as it is easier for them).

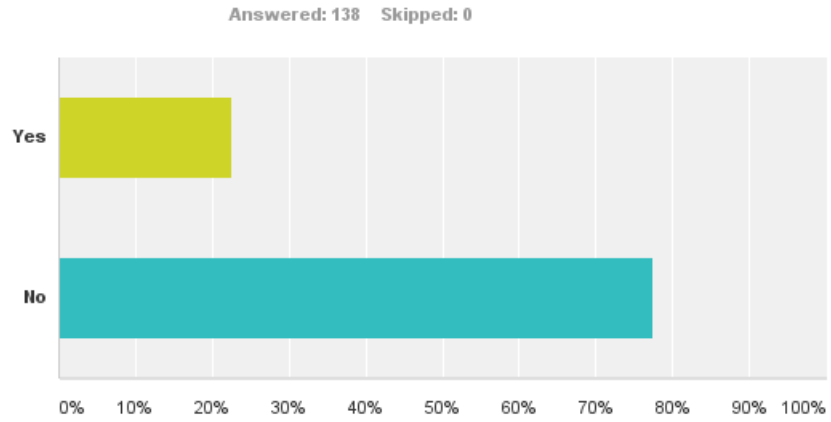
Q10: Name and contact details

Please leave your name and contact details (telephone number / email address) if you agree to a brief follow-up remote interview (this is optional). Thank you very much for your participations in this survey! Katrina :)	
Answer Options	Response Count
	51
answered question	51
skipped question	39

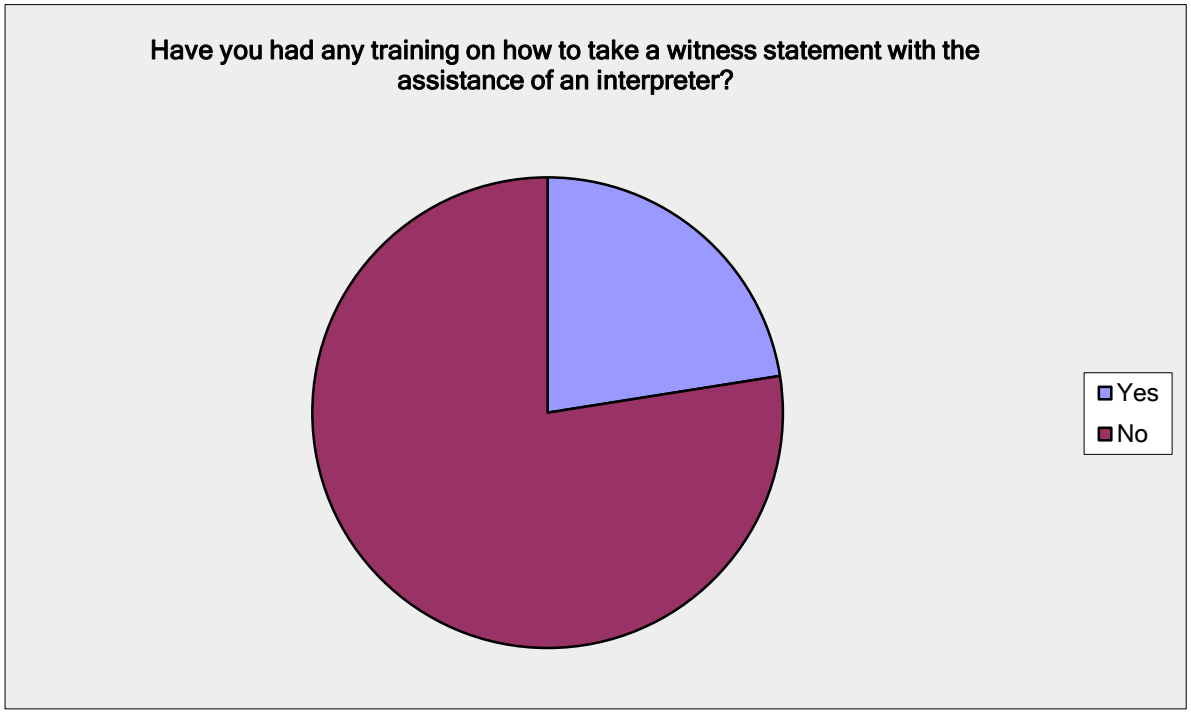
[Responses are not included for the ethical reasons].

Appendix 4: Detailed survey responses provided by the investigators

Q1 Have you had any training on how to take a witness statement with the assistance of an interpreter**?**



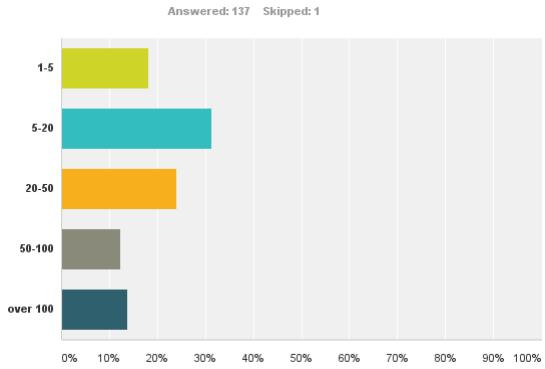
Have you had any training on how to take a witness statement with the assistance of an interpreter?		
Answer Options	**Response Percent**	**Response Count**
Yes	22.5%	31
No	77.5%	107
If yes, please briefly describe the training		27
	answered question	138
	skipped question	0



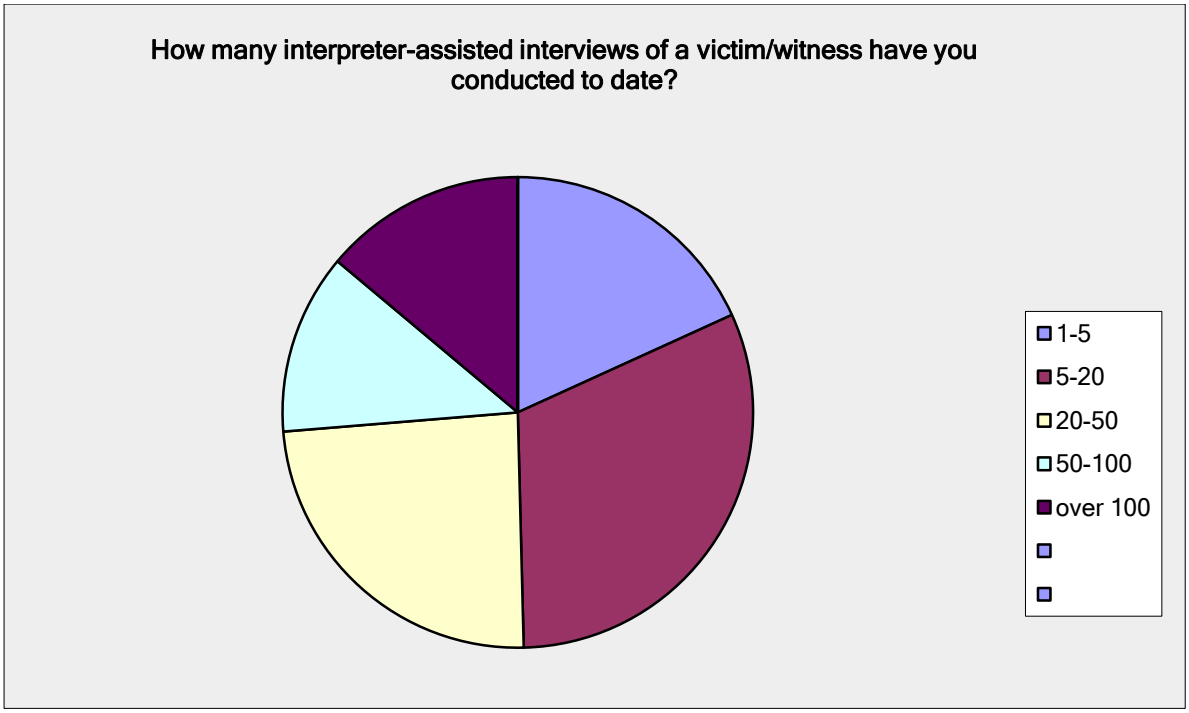
If yes, please briefly describe the training

- basically covered in how to take a statement during SOIT course
- Pre-deployment practical training carrying out video recorded interviews in a controlled environment with observers.
- Part of SOIT training course re statement taking and a further input on my DC training course. Both courses were in the 1990's.
- Use this quite often but never had training.
- During SOIT training we are taught to take victim statements and given an input. Also, updates around this circulated through emails from time to time.
- Upon posting to RMP Company in Germany, we received a briefing on how to use an interpreter for recording SoC/SoW from German Nationals.
- The training is that the interpreter should write the full statement in the witness's first language then translate it into English.
- It was explained during PIP 2 training and was part of a NOS during assessment phase. A tutor has shown me.
- Advice is provided but in terms of a specific bespoke course, no and as far as I am aware one doesn't exist.
- Interview training throughout advanced and advisor course. Not specific to interpreter - part of generic course.
- Input on advanced level interview course and CPD through conferences. Also, self - study/development.
- 1 hour input from an interpreter.
- specialist Investigative Interview training.
- From Hendon in 2003 as part of the recruit training.
- standard police training and SOLO (sexual offences liaison officer)
- Informal training - advice re seated positions.
- During Initial Detective Training at the Scottish Police College.
- Information contained within Metropolitan Police SOPs
- PC training.
- Take the statement as per usual using the interpreter as a go between but the officer still takes the statement.
- I think it was covered in my tier 2 witness interview training.
- During TI training I think it may have been covered or tier 2 but can’t really recall what the training was.
- Trier 3 interview course.
- Guidance via email and articles on internal internet.
- I use the written advice provided by the Constabulary.
- Input on CID course.
- I received all my training regarding the use/assistance of an interpreter whilst serving with HM Armed Forces. The most valuable part of the training was ensuring the interpreter was thoroughly briefed prior to the interview regarding the line of questioning, vocabulary that may be unfamiliar, risk assessment of the interviewee and possible use of socially unacceptable idiom.

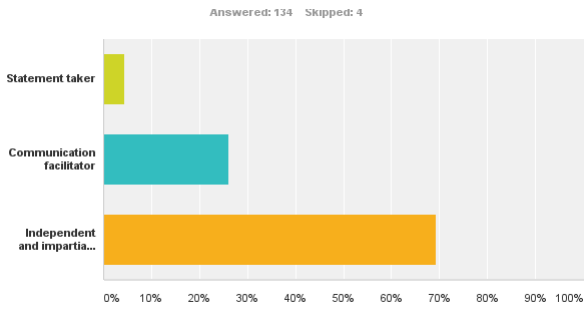
Q2: How many interpreter-assisted interviews of a victim/witness have you conducted to date?



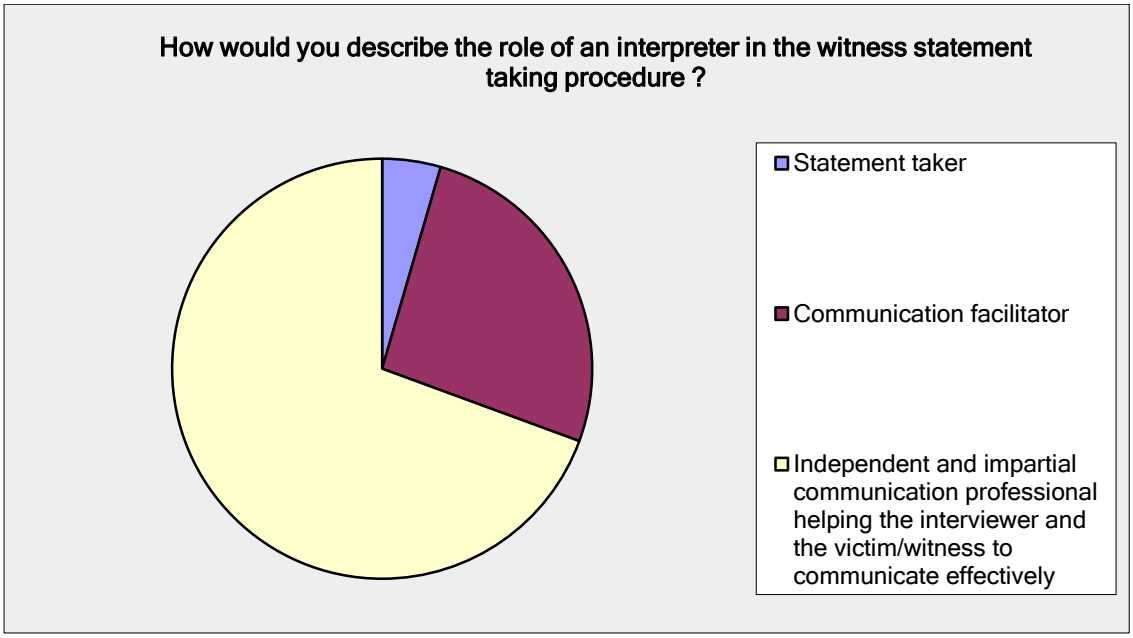
How many interpreter-assisted interviews of a victim/witness have you conducted to date?		
Answer Options	**Response Percent**	**Response Count**
1-5	18.2%	25
5-20	31.4%	43
20-50	24.1%	33
50-100	12.4%	17
over 100	13.9%	19
	answered question	137
	skipped question	1



Q3: How would you describe the role of an interpreter in the witness statement taking procedure?



How would you describe the role of an interpreter in the witness statement taking procedure?		
Answer Options	**Response Percent**	**Response Count**
Statement taker	4.5%	6
Communication facilitator	26.1%	35
Independent and impartial communication professional helping the interviewer and the victim/witness to communicate effectively	69.4%	93
Other (please specify)		12
	answered question	134
	skipped question	4

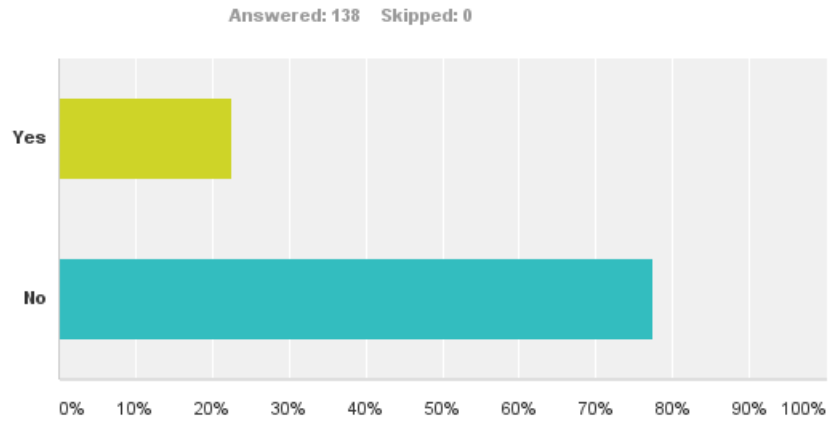


Other (please specify)

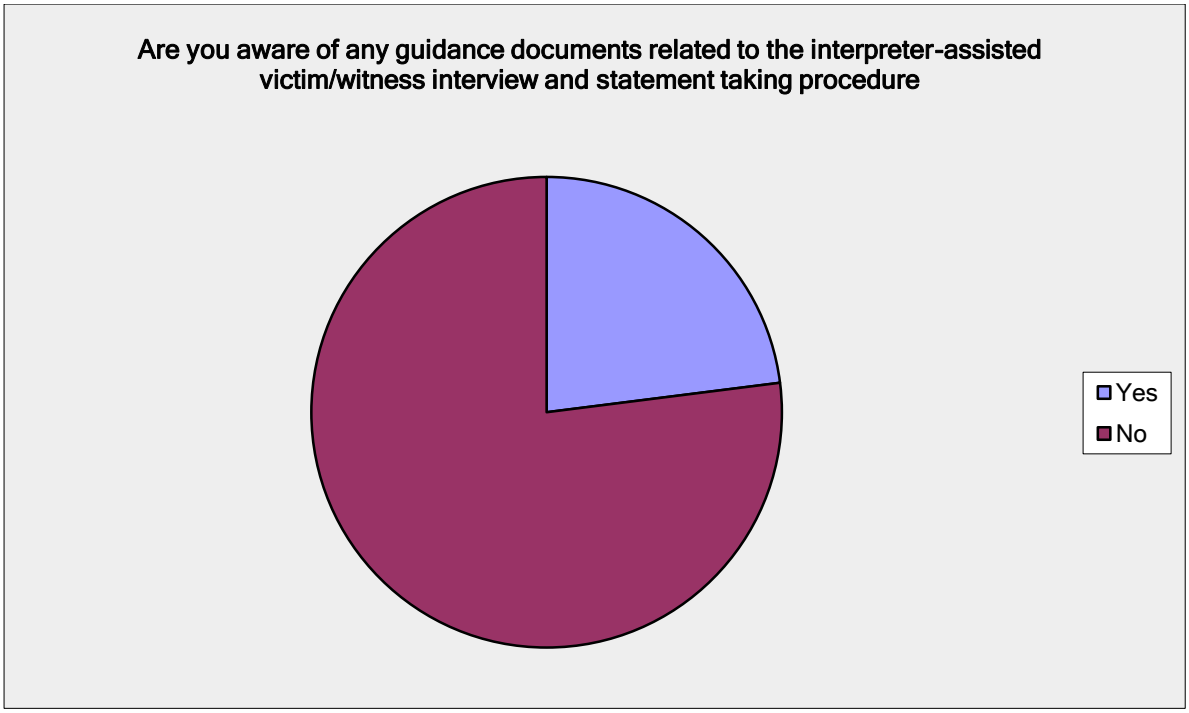
- On occasions the interpreter has relayed victim words and asked if anything else to add
- Although more often than not the interpreter does write the statement.

- Although the balance must be kept without the interpreter (ITT) assuming a role where-by they presume what the witness means, and fill in areas, instead stick to short and concise specific translation of the words.
- It depends - some are good and some are bad. Some seem to go off script!
- All of these
- All of the above
- This question is clearly biased and appears to be worded to direct the respondent to answer 3, so why ask the question?
- To aid communication and write in the witness's first language
- The above selection in what I deem to be the correct response but in almost all statements the interpreter is the statement taker.
- The role of the interpreter is to facilitate the interview impartially, and to repeat each and every word that is spoken. Not to summarised what is being spoken.
- They have a critical role to play and help put the witness at their ease.
- All those I have used have always been very useful for interview purposes and assisting with statement taking.

Q4: Are you aware of any guidance documents related to the interpreter-assisted victim/witness interview and statement taking procedure?



Are you aware of any guidance documents related to the interpreter-assisted victim/witness interview and statement taking procedure?		
Answer Options	Response Percent	Response Count
Yes	23.0%	31
No	77.0%	104
If yes, please specify		30
	answered question	135
	skipped question	3

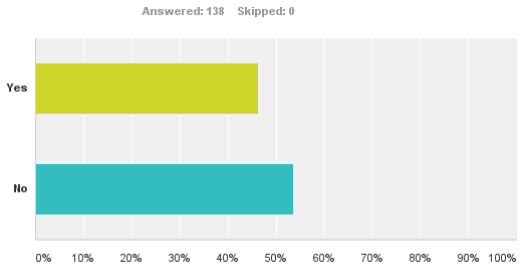


If yes, please specify

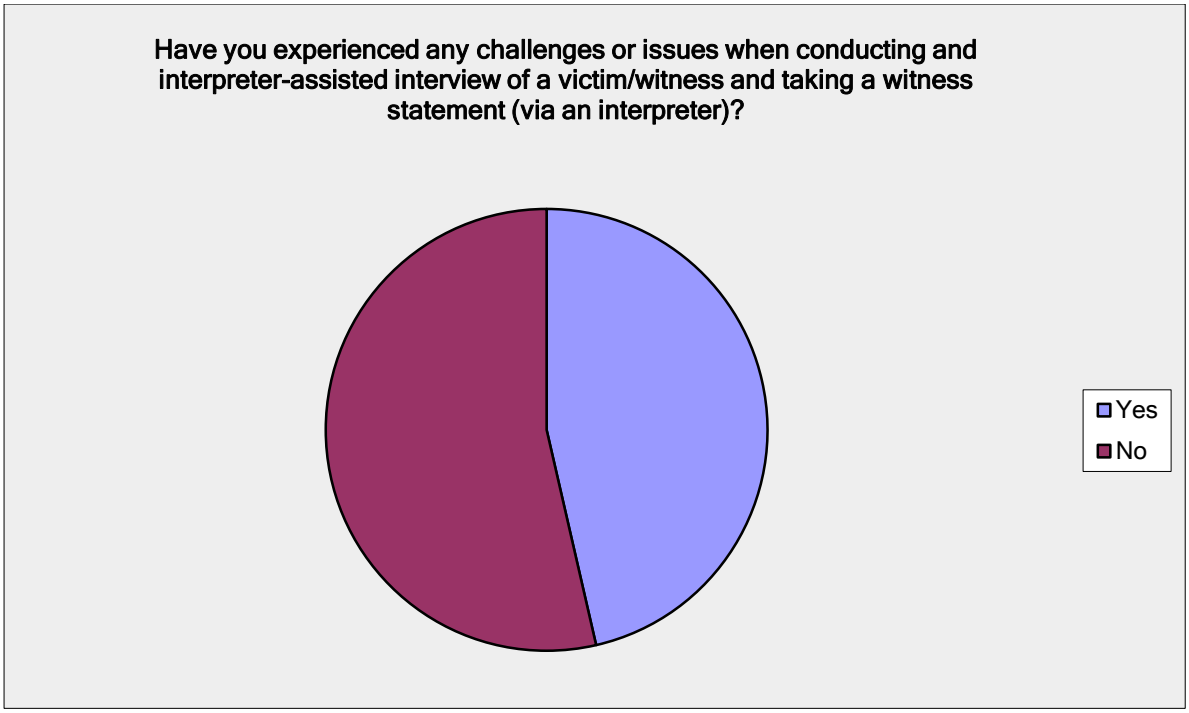
- PACE code C
- PACE
- These are documents that I produce myself - effectively ground rules. I hand these to interpreters prior to an interview
- There is MOD Policy in respect to the use of interpreters
- Force Policy
- ABE
- ABE guidelines.
- In my role as a Tier 5 interview I have previously created advice / strategy documents for interviews of victims and witnesses using interpreters.
- Has been entries on force orders about not leaving them to take by themselves and letting them write statements.
- Police Scotland Standard operating procedure for use of interpreters. Lord advocate guidelines for use of interpreters.
- Government guidance (gov.uk), ACPI Website, Enhanced Comms with an interpreter (Cambs), CPS and Law society guidance.
- believe there are some on the intranet
- Interpreter code of professional conduct; Achieving best evidence
- Language services microsite
- Guidance via Standing Operating Procedure
- I am sure there are some documents on the Force Intranet. I would search for them if I needed them.
- Interpreters book 319 front cover describes action / procedure for claimimg etc and Language Services have a document relating to use of interpreters
- Information contained within Metropolitan Police SOPs

- I'm sure there is some, but I would have to look for it.
- Working with Interpreters & Translators Policy Statement Booking and Briefing an Interpreter - Flowchart Specialist Deployment (SD) - Flowchart Translation - Flowchart
- Interpreters SOP, Memo card briefing on interpreters role.
- Aware there is an SOP covering the evidential procedure
- Pace/ Blackstones manuals
- Guidance provided on the microsite and guidance provided by national ACPO interview leads.
- Guidance on internal intranet.
- Written crib sheet provided by constabulary.
- ON NIMBUS
- cannot remember when but given paperwork re how best to complete and assistance of interpreter
- However there are numerous different versions and no one knows which one is correct
- Documentation produced by Cambridgeshire's Interpreter Manager.

Q5: Have you experienced any challenges or issues when conducting an interpreter-assisted interview of a victim/witness and taking a witness statement (via an interpreter)?



Have you experienced any challenges or issues when conducting an interpreter-assisted interview of a victim/witness and taking a witness statement (via an interpreter)?		
Answer Options	**Response Percent**	**Response Count**
Yes	46.4%	64
No	53.6%	74
If yes, please specify		59
	answered question	138
	skipped question	0



If yes, please specify

- The interpreter was choosing her own version of what the witness was telling her when writing the statement.
- The interpreter became impatient with the witness.
- The interpreter tried to conduct her own account from the witness without translating enough to the police officer.
- The interpreter not translating exactly what has been said by the victim. The interpreter becoming emotionally attached to victim. Interpreter being judgemental.
- The witness giving evidence in the witness box disclosed that the interpreter had misinterpreted something she had said and as a result I had to get another interpreter to assess the ABE interview in case there were further errors. She caused extra work for the OIC and delayed a court case from running efficiently.
- Seemingly lots of back and forth conversations between the two parties, then when the interpreter translates it will not appear to reflect the conversation they've just had.
- Interpreters don't always like you to interfere
- I also can interpret Polish and Russian and have came across interpretation that was not correct that needed to be challenged away from victim/witness. I asked questions around it to cover the issue, however that would have been missed if officer did not know the other language. I also gave evidence in Crown court when appeal hearing based one of the appeal points on one Polish word that was in my view wrongly interpreted. The interpreter used the wrong word in English regarding description of injury as the Defence was trying to prove that the victim lied. The court dismissed that point upon acceptance of my statement.
- The challenge is to keep the sentences short. If you speak for too long, the ITT will have forgotten the exact words you have said. Also if the witness speaks for too long, again the ITT will naturally fill in the details of what he believes he remembers hearing.

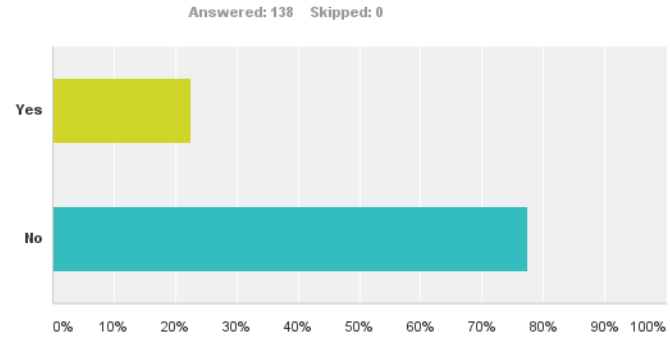
- Occasionally there may be something that the victim hasn't mentioned prior to the interview. For instance that they didn't realise it would take so long and had to get back for an appointment or children. Or the witness hasn't felt comfortable with the interpreter.
- In the case of MG11's - They always try and take their notes home to write up and provide an MG11 at a later stage when sometimes it is needed immediately - I don't know if this is because they can charge more?
- The interpreter not translating word for word (or equivalent), asking their own questions, not translating back everything that was said.
- As detailed sometimes the interpreter goes off script so sometimes I have to get an interpreter to view what the interpreter that was used was saying....
- Conflict between the interpreter and witness.
- Some interpreters want to be the statement taker and appear almost insulted when informed that I will be the actual interviewer. On an odd occasion I have also had problems with interpreters who are clearly not impartial and/or are clearly not interpreting everything said. The majority have been good though.
- Sometimes they start having a conversation and do not always interpret back exactly what is said. I have also had an interpreter start crying!
- Male interpreter was sent to deal with a sexual offence against a woman when cultural issues made it difficult for her to speak with.
- The interpreter deciding to become an interviewer by deciding he would ask the questions. There have been instances where I do not believe what the interpreter has told me is exactly what the witness has said also there has been one occasion where the English of the interpreter was poor.
- Interpreter not interpreting properly.
- The Interpreter not translating exactly what you have asked and has asked them their interpretation of the question.
- The interpreters tend to try and take over the interview and word questions differently to how it was asked despite being told not to. This experience is only limited to German interpreters however.
- Interpreters that believe they hold a warrant card and are asking questions and writing answers that were not asked by the investigator.
- Difficult to explain the interview process, how to structure the statement and ensure the questions and answers are verbatim in order to cover the points to prove.
- The interpreter not being able to translate a work directly into the language of the person being interviewed.
- If a written statement is taken using an interpreter, I find that it is not to the standard that I would produce if I had taken a statement from an English speaking victim or witness. I always sit with the victim/witness and question them to obtain the relevant information as I would with an English speaking witness but you are then at the mercy of what the interpreter records on the initial statement in the first language prior to seeing the translation. As is it such a lengthy process, it not a simple task to request that they add to or expand on things documented in the statement. This usually results in the statements lacking in detail. It is not as much of an issue when the interview is digitally recorded.
- Interpreter not understanding the law and applying their own interpretation of what occurred
- Interpreter asking questions on behalf of officer.

- Interpreter over explaining on behalf of victim/suspect.
- Interpreter summarising conversation.
- English no easily transferring into the language being used. Chinese (Mandarin) suspect in a murder enq. The interpreter was very good and explained to me that some of the questions were having to be modified to make sense to the individual because of the dynamics of the languages
- Rarely - most simply obtain the account in native language of witness / victim and exhibit translation accordingly.
- Sometimes the interpreter does not translate correctly and had to be corrected by victim/witness.
- It is better from an investigative point of view if the Interpreter is used to take a statement in English from the victim and then translated from that.
- It's normally hard to know if the interpreter knows how to write statements in Police format so have had to explain at length how to do it a certain way.
- One witness questioned the interpretation including grammar, stating it was incorrect or misleading.
- An interpreter who is not independent, and who knew the victim socially. An interpreter who explained what they thought the procedure should be and not what it actually was.
- Perceived bias on the part of the interpreter towards the suspect. Interpreter not passing on critical information until after the interview had concluded and the suspect had been charged.
- While taking a statement a family member informed me that the interpreter was not translating what was being said accurately.
- I had an issue over dialect with an Iranian and Iraqui suspect - both spoke the same language but an issue arose over dialect from competing interpreters.
- Yes - Interpreter reprimanding victim for not answering in sexual offence allegation. On a different occasion victim fearful of speaking using an interpreter because of alleged corruption in country and concern re confidentiality.
- Interpreters sometimes don't always directly translate and instead have a conversation with the witness and then translate a brief version of what was said.
- Offender became aggressive and abusive to interpreter.
- Interpreters often have conversations with witnesses and do not interpret to me or they answer questions targeted at me instead of interpreting to me for an answer.
- On occasion, I have had an interpreter who has been unable to contain their own emotions, expressing disgust and anger about what the victim had been subjected to. This caused problems as it made the victim reluctant to continue with her statement.
- One interpreter we used was not interpreting in their native language and being able to speak the language the witness was speaking, I understood there were minor inconsistencies in the translation and I occasionally corrected the interpreter.
- Excited/animated victims sometimes what to speak uninterrupted to get their account out in the open and have to be repeatedly reminded that they must take things slowly so the interpreter can interpret back to the police officer.
- Suspect gave long answers. Interpreter "interpreted" answers and provided explanations that I wasn't convinced were accurate. It was a long time ago though!
- Some languages are difficult to interpret exactly what was said. Embarrassment on part of interpreter when communicating about sensitive matters i.e. - sexual matters. Repeated use

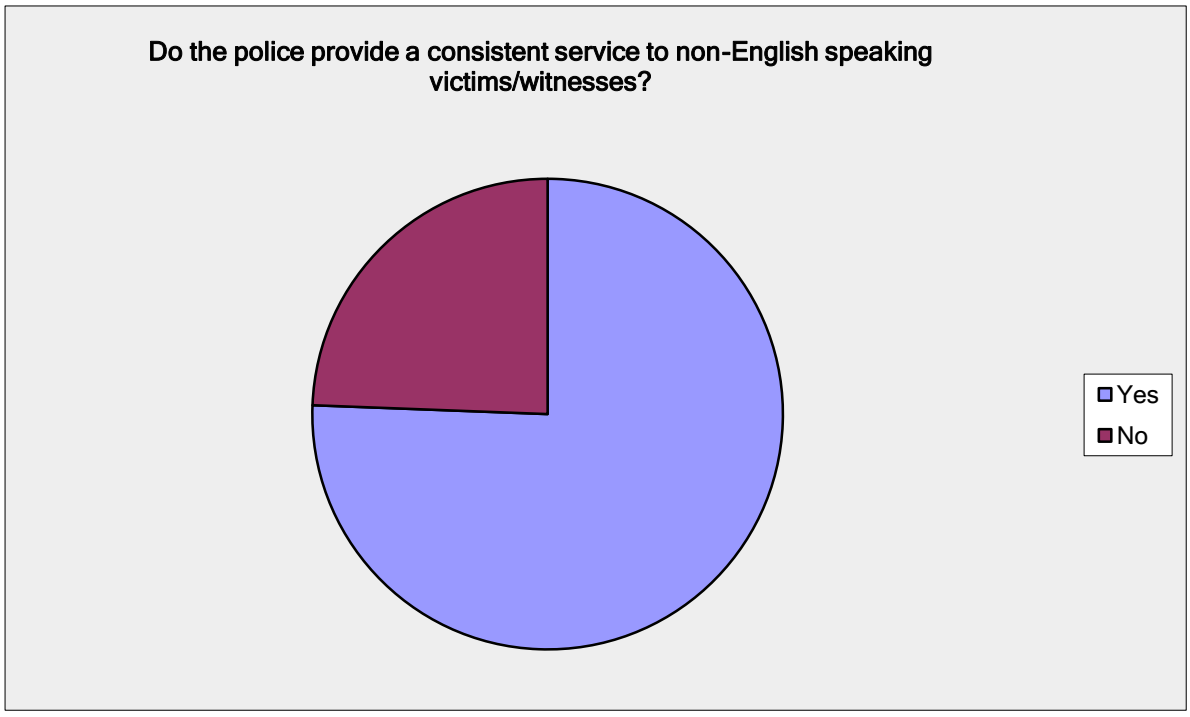
of same interpreter for continuity can lead to emotional attachment of witness to interpreter. In layman's terms, communication is a way to identify if victim/witness has any special needs or learning disability which has implications to Police to arrange an "appropriate adult" be present. Do Interpreters have any training to identify special needs/learning disability and if suspect to inform Police Officer of this? In relation to interview of children, the exact wording of a question is of utmost importance, are Interpreters fully aware of this and the reasons why?

- On occasions the lack of availability of more than one interpreter to facilitate simultaneous interviews of multiple suspects or witnesses or to avoid "cross contamination" repeated use of the same interpreter.
- Sometimes interpreters try to take on the role of investigators.
- With colleagues who may have not read through the SOPs.
- Obtaining a witness statement via an interpreter is always a more time consuming process. There is always a certain amount lost in translation.
- Sometimes they cannot provide English translation immediately afterwards.
- I inform them from the outset what is required as the nature of Child Abuse investigations is detail specific, meaning that I need to know precisely what has happened to them or precisely as to how and why they have not committed the offence
- 1) On rare occasions over enthusiastic interpreters wish to become the actual investigators. 2) Some confusion still persists about producing exhibits, however this can be largely eliminated by OIC and interpreters liaising.
- Interpreters have differing opinions of their role.... don't understand time needed to write statement and don't always seem to have experience of what a statement is.
- Yes, interpreters clearly asking witness questions and then giving you one word answers back
- One Arabic interpreter was answering for the suspect and did not seem to convey what I was saying to the suspect or the suspects answers to questions accurately
- It takes such a long time. Due to the language barrier I am unable to stop the witness talking about non relevant topics and keep them on track, the interpreter translates and often the block of speech is not relevant or necessary, but this is unavoidable.
- Interpreter put their own spin on comments/questions thus breaking the line of questioning I had planned and wished to pursue. Interpreter challenged the line of questioning being used. Interpreter refused to translate directly and was caught coaching the interviewee.
- Victim/witness will talk for about two minutes solid then interpreter will translate it into a two word answer, you ask what else was said and reply was they were talking about something not connected (how do they know if relevant or not).
- When asking the interpreter what the process was they have stated that each force is different and asked me how I would like the statement taken. This resulted in a delay whilst I contacted other departments for advice.
- The level of knowledge and skills of interpreters can vary greatly from force to force. The procedures of obtaining their services differ from force to force.

Q6: Do the police provide consistent service to non-English speaking victims/witnesses?



Do the police provide a consistent service to non-English speaking victims/witnesses?		
Answer Options	**Response Percent**	**Response Count**
Yes	75.6%	102
No	24.4%	33
If no, please explain		36
	answered question	135
	skipped question	3



If no, please explain

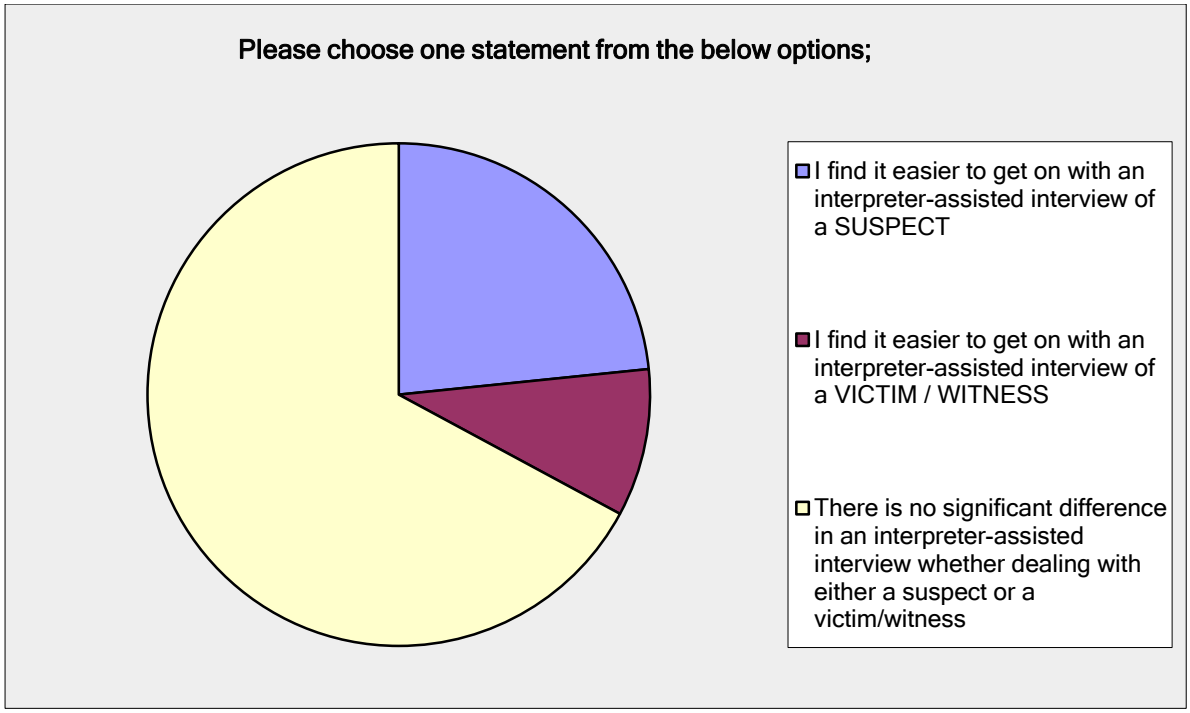
- There aren't enough interpreters for some languages.
- Consistent to the point that we use interpreters but other than that no.
- I feel the police provide a good service to non-English speaking victims/witnesses.

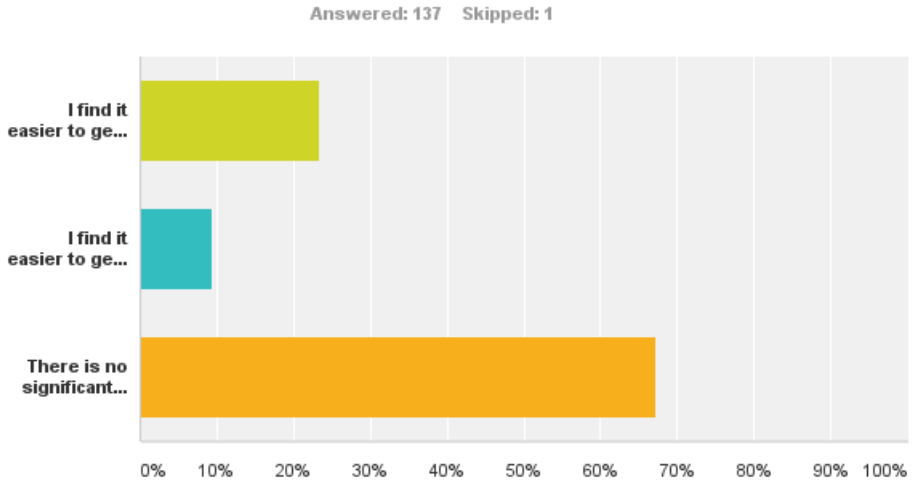
- In an ideal world I would like to always use the same interpreter - for the shorter telephone enquiries where language line is use this isn't possible
- sometimes there are no interpreters available in the language required.
- But it the service provided is clearly dependent on the interpreter and individual officer taking the statement.
- depends on who is dealing. I will always ask a victim if they would prefer an interpreter however when taking a statement if they don't understand some English words then I always insist they have one
- Our service is constant however we are at the mercy of interpreter service & Language line.
- Can only comment on the Military side
- I can only speak from a Royal Military Police perspective
- Can be extremely difficult and time consuming to obtain the services of qualified solicitors. This is becoming more apparent with the influx of foreign speaking members of our communities.
- We don't have enough interpreters in all the languages. Sometimes it is very difficult to source an interpreter and ensure they are not known to the victim/witness
- The quality and experience of the interpreter used greatly impacts of the consistency of the service provided. There is also a degree of inconstancy when front line officers communicate with victims/witnesses at the scene due the same reasons and the difficulty with using the telephony on police radios as the signal and call quality is often poor.
- The interpreter service are a private organisation and do not have sufficient quality staff to service demand. They send staff who are unable to service the requirements of the jobs often.
- It depends the needs of the victims/witness and how often they wish to be updated. This is the same for English speaking victims/witnesses.
- Some of the interpreters are not of an acceptable quality I have found.
- Certain languages are more difficult than others in terms of locating an interpreter and also arranging for an interpreter to attend within an acceptable timescale.
- Variable characters with questionable ability to actual deal with the language they purport to be fluent in.
- different interpreters have different strengths and weaknesses, some are more accurate and efficient than others.
- As a result of lack of training available the service provided is very much based on personal ability and understanding of the process. It also depends on the skills and experience of the interpreter. As a former student of Modern languages with interpreting I feel I had a better understanding of the use and role of interpreters than the vast majority of officers.
- We try to but are at the mercy of outside agencies who sometimes cannot provide the service, and also budget constraints which prevents continuity of incident knowledge when officers are prevented form staying on to deal with an incident and impacts upon victims of crime.
- This is mainly a yes - the biggest issue is often resourcing and allocating a suitable interpreter at short notice for an ongoing crime.
- I think the service is determined by the knowledge and experience of the investigator. from recent feedback from one interpreter this can be hit and miss.
- not sure about this answer - only see my offenders

- Yes in terms of non-English speaking victims/witnesses; however we have experienced significant difficulties locating BSL interpreters, which has resulted in a suspect spending longer in custody that would have been necessary.
- Not necessarily, when I worked in Sussex Police, I was very aware that the quality of service that a non-English speaking victim/witness received varied depending on the understanding and importance the police officer placed on the critical communication via the interpreter process.
- On occasion there are no interpreters available, or come from such a small close knit community the witness/victim is concerned regarding confidentiality. Telephone interpreting can be used but is not sufficient for any lengthy communication or statement taking.
- The police do not provide a consistent service to anyone. This lack of consistency is not exclusive to non-English language speakers. Many people get a shockingly bad service, a few get a good service. This is my humble opinion after almost 20 years service.
- I don't know
- interpreters are often left to complete statements alone
- I always use language line or an interpreter if I visit but not every officer uses this facility and will speak to someone who doesn't necessary speak much/good English.
- The service is reasonably consistent, the product is not.
- It varies from one case to another.
- Even if the resources and people to do so exist and are available, it is probable that there is a natural bias to communicate less where it requires any extra energy or planning at all.
- This depends on the interviewers experience and role inclusive of exposure to non-speaking victims / witnesses that require a statement / interview to be completed.
- it depends on what force or department the officer is in and/or the level of service of the officer has. It depends what area the interpreter is from and as to how the interpreter has been selected.

Q7: Suspect interview, victim/witness interview or no significant difference?

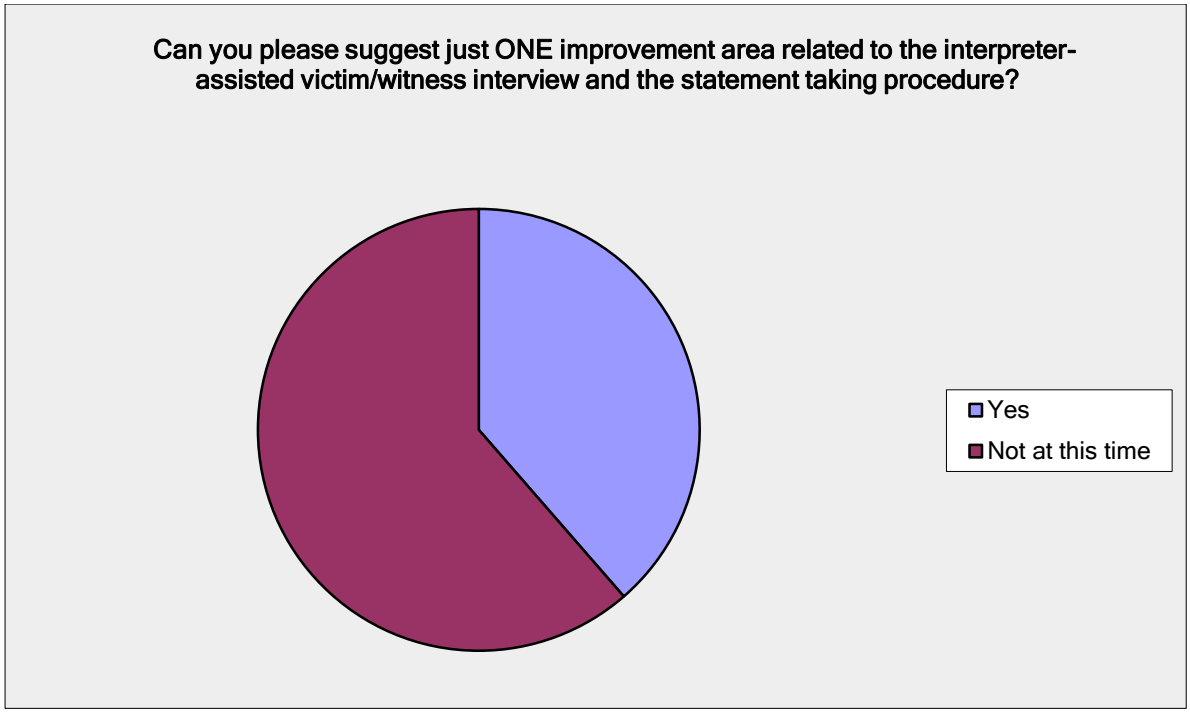
Please choose one statement from the below options;		
Answer Options	**Response Percent**	**Response Count**
I find it easier to get on with an interpreter-assisted interview of a SUSPECT	23.4%	32
I find it easier to get on with an interpreter-assisted interview of a VICTIM / WITNESS	9.5%	13
There is no significant difference in an interpreter-assisted interview whether dealing with either a suspect or a victim/witness	67.2%	92
	answered question	137
	skipped question	1

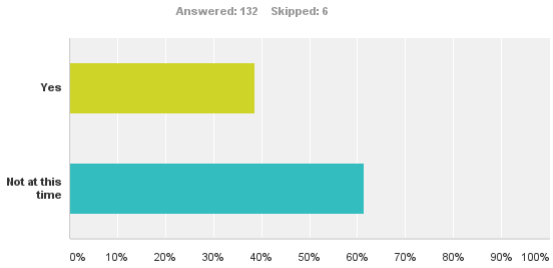




Q8:

Can you please suggest just ONE improvement area related to the interpreter-assisted victim/witness interview and the statement taking procedure?		
Answer Options	**Response Percent**	**Response Count**
Yes	38.6%	51
Not at this time	61.4%	81
If yes, please specify		59
	answered question	132
	skipped question	6





If yes, please specify

- Some may need more training with regard to statement taking and what is expected of them.
- Same interpreter being available to consistently support victim through the investigation process.
- Recruit more to enable for accessible and available interpreters.
- The interpreter should be made aware about the offence being investigated and points to prove.
- There should be a qualification/training so that interpreters all work at the same level and standard.
- The ITT, NEEDS to sit in an area almost behind and on the shoulder of the person conducting the interview, more-so as a second mouth, rather than a second person. The victim/witness should be encouraged to speak with the interviewer or the interview will break down to a conversation between the ITT and witness/victim. Sentances should be short and to the point, allowing time for retort and ensuring over-talking never occurs.
- Do them all by way of video interview then if you have any issues it is all recorded or can been referred back to.

- MG11's to be provided immediately rather than taken away to be worked on/translated.
- Correct vetting of all interpreters.
- Straight forward guidance as to the correct procedure to follow. e.g. who writes what, how much guidance given etc.
- The world that I operate in (sex crimes in relation to children) is very impactive and there needs to be specialist training for interpreters
- need more of them and they need to know procedures as I am always telling them to stop talking and only interpret what I have said.
- Have interpreters who can speak good English
- They should be able to take the statements without the need of an officer present
- On rare occasions, you will ask a question and the interpreter will seemingly have a lengthy conversation with the witness/suspect before providing you with the answer, meaning the interpreter needs to be reminded that they should only translate what is being said and if they need to seek clarification of an answer or question, they should explain this first to the interviewer in English so that this can be recorded.
- Provide some training to the interpreter regarding the police process of obtaining witness statements so that they understand what the officers are trying to achieve.
- Consistent training provided to both officers and interpreters would be beneficial.
- A training course for them to be approved/accredited for both suspect/victim before they are paid.
- I think that like the suspect interview, the witness interview could be recorded.
- The booking process
- An awareness of the interview models, ie Cognitive for witness / Victim and Conversation Management for suspect.
- There needs to be some form of national uniformity to the use of interpreters. I have knows several wildly differing procedures in the use of interpreters including conducting an interview and then leaving the interpreter to write the statement, or asking the interviewee to sign a statement written in English - and therefore written in a language they can neither read or understand.
- Time, it just takes so long to take the statement, for it to be interpreted across into English then the interpreter statement on top. This can take a whole day, whether done via video or written.
- Not to accept a new job if they foresee their current assignment been delayed or taking considerable time.
- Let the interpreter act as one, use to communicate.
- More interpreters should be available and willing to work at different times of the day and night. I have had issues where interpreters have been booked but then state they can only stay for an hour, for example.
- Officers should be given training and information around the role of the interpreter. They should not direct all questions to the interpreter, effectively ignoring the victim / witness. They should make eye contact with and address their questions to the individual providing the answers.
- Currently we write all statements, maybe a video recorded statement would be more fluid. It would also be recorded, therefore could be checked for accuracy and quality control.

- The lack of availability at certain times, and length of time it takes to attendance at the facilities within the police service - e.g. the facility to do simultaneous interpreting
- Supervisors to ensure wide scale compliance by staff regarding the role of the interpreter in the process and their own role in achieving best evidence.
- Never answer questions on behalf of the police even if you have extensive knowledge of procedure
- More BSL interpreters required.
- Wider acknowledgement by senior police executives that the fact that the use of interpreters introduces an additional risk compared to interviews that do not require the use of an interpreter. Then that police managers should minimize this risk by ensuring all their staff are trained specifically in the use of interpreters.
- It is always helpful to have a pre-interview discussion with the interpreter as to the nature of the enquiry, what type of questions may be asked of the interviewee (particularly in cases of a sensitive nature) and if there is a likelihood of any culture issues/considerations that may arise during interview. This does not always necessarily occur and on occasion helpful information in this vein has been provided post-interview that may have affected the approach of the investigator.
- Exact interpretation of what said by either party, and less conversational communication. This negates the temptation to edit any responses given, to the question asked. Concern is something else may be said during conversation which the interpreter may think is not relevant to the question posed, but may still be relevant.
- Interpreters only relay verbatim what is being said both translating to and from English (previous issues with interpreters going off on a tangent to try and clarify instead of allowing police officer to make the judgement if that is required)
- Remote statement taking via video link.
- Just be an interpreter, don't try to be investigator or add remarks based on SUS/VIW/WIT emotions.
- Provide all interpreters with the SOPs so that police officers comply
- Interpreter to be trained in the 5 part statement
- If the person taking the statement speaks the language of the witness/victim, the product will be more accurate.
- The volume of certain languages can cause a delay at times. Maybe more geographical analysis of language spoken is needed. I am being very picky
- Interpreters have limited access to aware and cannot save or print. They should be able to do that.
- Have them trained as statement takers to prevent any errors when they are treated as such without the training.
- Train them fully as statement takers.
- I believe that it is for the Detective from the outset to advise the interpreter as to what is required
- Train all interpreters of statement requirements.
- More being available to reduce waiting times in custody.
- The accessibility of computers for interpreters to type a statement at the same time as the interviewing officer would assist.
- Improve the way that they can be accessed. I have spent a lot of time phoning numbers on a list until I find an interpreter who is available. This work is often done to fit around family life

so difficult to get an interpreter to come out at short notice if it will effect the children's pick up time

- It would be useful if interpreters also had laptop facilities. When writing statements are very long, the time sitting around waiting for the interpreter to write up the translated copy can take 1+hours, I know it cannot be helped as my write ups are always on a laptop rather than handwritten therefore I cannot leave the interpreter at the address to continue without me being there as they require my laptop to copy. It just takes the person time as its handwritten.
- Detailed training to all interpreters explaining their roles, limitations and boundaries.
- Paperwork less force should include interpreter claim forms. Create database that can be emailed to interpreter/officer to allow completion of claim forms online.
- That the interpreter type the statement then translate it afterwards.
- To have one set of guidance that is sent to all personal in all three forces and that we all work the same.
- Clear instructions on the policy and procedure in relation to taking statements with the use of an interpreter. These instructions could be placed in the same folder as the MG11 on the B drive for officers to access when opening a new MG11.
- Tri-force and eventually nationally the way in which interpreters are trained, contacted and deployed should be consistent.

Q9: Please add any comment related to the topic of the interpreter-assisted victim/witness statement taking procedure. You may also wish to email the researcher your further comments to hereisyourinterpreter@gmail.com

Please add any comment related to the topic of the interpreter-assisted victim/witness statement taking procedure. You may also wish to email the researcher your further comments to hereisyourinterpreter@gmail.com	
Answer Options	Response Count
	25
answered question	25
skipped question	113

Open-Ended Response

- I do find most are professional and impartial.
- A recent interpreter assisted statement was very good. She allowed me to interact and was similar to that of suspect.
- Interpreters may have good knowledge of traditions and culture of the victim/witnesses background, this needs to be mentioned to interviewer along with any other observations they may have.
- A pre-interview brief with the ITT is essential in order to provide them with their boundaries, stipulating that they are not there to ask their own questions, engage in chit chat, agree or disagree with opinions or empathise in a manner where-by this could effect their interpretation of the words. They must almost remain as merely a translater and I would suggest that they are also informed that their translation will be also observed at a later date by another translator in order to confirm, not their performance, but the clarity of the inteneded communication & translation.

- Occasionally the interpreter in a suspect interview will try to give advice to the suspect rather than just say what has been said.
- I am often unsure how much training interpreters have had in taking witness statements. Sometimes you aren't sure how much guidance you need to give them as you don't want to come across as patronising them.
- In relation to question 7, an interpreter makes interviewing suspects difficult as the techniques used by detectives in obtaining a good interview are significantly impaired in using an interpreter
- They need further training.
- A larger pool is required.
- There should be a register and for those that fall short they should be removed and then not allowed to practice in their profession.
- Due to working in Boston in Lincolnshire the use of interpreters for suspects and victims/witnesses is a frequent occurrence.
- It is imperative they are competent, some of the providing companies are not as selective as they should be, as quality is an issue on occasions, in terms of how the spoken word transfers to the written word, this is impacted more when the transfer of language is factored in as well.
- The vast majority of the times the process works well and provides effective method of obtaining the account.
- Some are not as good as others and seem a bit friendly with people.
- It is a difficult and time consuming practice.
- Good topic for discussion/research.
- Without the interpreter service we would not be able to conduct a fair interview of a non-English speaking subjects.
- I think police need to accept that many police services provide variable and just good enough to get by services to non-English speakers, and there should be much more emphasis, in the interests of equity of access to police services, to striving to excel in such services. Non-English speaking witnesses, victims and suspects will always be at a disadvantage compared to English speakers, but by striving to excel at managing the interpreting process, this inequality will be reduced.
- In the main whilst the police are rubbish at most things I feel that the service we get from interpreters is mainly very good. We use Global Language Services who are generally always prompt and professional and I have no complaints.
- I generally find the interpreters very helpful and good at their job
- They are also crucial when helping a witness give evidence at court. Would interesting to have research regarding gender of interpreter and how impacts on statement.
- Interpreters are vital but there is a distinct lack of consistency not in their linguistic ability but in their understanding of their role.

Q10: CONTACT DETAIS

Please leave your name and contact details (telephone number / email address) if you agree to a brief follow-up remote interview (this is optional). Thank you very much for your participations in this survey! Katrina :)	
Answer Options	Response Count
	42
answered question	42
skipped question	96

[Answers are not included for ethical reasons].

Appendix 5: Survey cover email for interpreters

I am doing MA Conference Interpreting course with the London Metropolitan University, and I would like to ask for your help with my Research Project by taking part in this on-line survey

https://www.surveymonkey.co.uk/r/BT7H39S

Please only complete this questionnaire if you have the experience of assisting in a *witness statement taking procedure*.

The purpose of the research is to study the complexity of the *witness statement taking procedure* conducted with the assistance of an interpreter in the course of the *interpreter-assisted police interview*, and identify any issues and challenges experienced by the two groups of practitioners involved: investigators (police officers) and professional interpreters.
The benefits of this research is that it will provide new knowledge and empirical data related to the witness statement taking procedure in interpreter-assisted interviews in order to subsequently formulate a set of recommendations and create informed guidelines. The ultimate goal is to improve the service for non-English speaking victims/witnesses.
Your participation in the research is voluntary. By completing the questionnaire you agree to support the research by providing true and honest answers.
It should take no more than 5-10 minutes to complete the questionnaire. Please feel free to email me any additional comments related to the topic of taking a witness statement via an interpreter.

I would be grateful if you could circulate this survey amongst your colleagues - police interpreters. Deadline to complete is 22 July. Thanks.

Only the researcher and the academic supervisory staff of the London Metropolitan University will have access to the completed questionnaires. You are not required to provide any personal or contact details unless you agree for an optional brief follow-up remote conversation with the researcher. Any of your comments may be used in the researcher's Master's dissertation that will be presented in line with the research ethic written sensitively to an academic standard and anonymised.
The results of the study will be analysed and summarised for the purpose of the dissertation. If you wish to receive my final dissertation, please provide your contact email address and indicate that you wish to be informed about the findings.
If you have any questions about this research project, please feel free to contact me via email hereisyourinterpreter@gmail.com or on 07999928981.
I thank you in advance.

Appendix 6: Survey cover email for investigators

Dear Investigator

I am an MA Conference Interpreting student at the London Metropolitan University (and a police staff at Cambs) and I would like to ask for your help in completing my Research Project by taking part in this on-line survey

https://www.surveymonkey.co.uk/r/GQY2P5H

Please only complete this questionnaire if you have the experience of conducting a *witness statement taking procedure* with the assistance of an interpreter.

I would be grateful if you could circulate this survey amongst your colleagues – operational police officers. Deadline to complete is end of July. Thanks.

The purpose of the research is to study the complexity of the *witness statement taking procedure* conducted with the assistance of an interpreter in the course of the *interpreter-assisted police interview*, and identify any issues and challenges experienced by the two groups of practitioners involved: investigators (police officers) and professional interpreters.
The benefits of this research is that it will provide new knowledge and empirical data related to the witness statement taking procedure in interpreter-assisted interviews in order to subsequently formulate a set of recommendations and create informed guidelines. The ultimate goal is to improve the service for non-English speaking victims/witnesses.
Your participation in the research is voluntary. By completing the questionnaire, you agree to support the research by providing true and honest answers.
It should take no more than 5-10 minutes to complete the questionnaire.

Only the researcher and the academic supervisory staff of the London Metropolitan University will have access to the completed questionnaires. You are not required to provide any personal or contact details unless you agree for an optional brief follow-up remote conversation with the researcher. Any of your comments may be used in the researcher's Master's dissertation that will be presented in line with the research ethic written sensitively to an academic standard and anonymised.
The results of the study will be analysed and summarised for the purpose of the dissertation. If you wish to receive my final dissertation please provide your contact email address and indicate that you wish to be informed about the findings.
If you have any questions about this research project please feel free to contact me via email hereisyourinterpreter@gmail.com or on 07999928981.

Appendix 7: Pilot questionnaire for interpreters

I am an MA Conference Interpreting student at the London Metropolitan University and I would like to ask for your help in completing my Research Project.

The purpose of the research is to study the complexity of the *witness statement taking procedure* conducted with the assistance of an interpreter in the course of the *interpreter-aided police interview*, and identify any issues and challenges experienced by the two groups of practitioners involved: investigators (police officers) and professional interpreters.

The benefits of this research is that it will provide new knowledge and empirical data related to the witness statement taking procedure in interpreter-aided interviews in order to subsequently formulate a set of recommendations and create informed guidelines. The ultimate goal is to improve the service for non-English speaking victims/witnesses.

Your participation in the research is voluntary. By completing the questionnaire you agree to support the research by providing true and honest answers.

It should take no more than 10 minutes to complete the questionnaire.

Only the researcher and the academic supervisory staff of the London Metropolitan University will have access to the completed questionnaires. You are not required to provide any personal or contact details unless you agree for an optional brief follow-up remote conversation with the researcher. Any comments may be used in the researcher's Master's dissertation to be presented in line with research ethics and written sensitively to an academic standard and anonymised.

The results of the study will be analysed and summarised for the purpose of the dissertation. If you wish to receive my final dissertation please provide your contact email address and indicate that you wish to be informed about the findings.

If you have any questions about this research project please feel free to contact me via email hereisyourinterpreter@gmail.com or on 07999928981.

Please only complete this questionnaire if you have the experience of assisting in a *witness statement taking procedure.*

Questionnaire for Interpreters

1. Have you had any training related to a witness statement procedure conducted in course of the *interpreter-aided police interview*?
    a. Yes
    b. No
    If yes, please briefly describe the training

2. How many times to date have you assisted in conducting an investigative interview with a victim/witness and taken a statement with them?
    a. 1-5
    b. 5-20
    c. 20-50
    d. Over 100

3. When was the last time you assisted in taking a *witness statement* in course of an *interpreter-aided investigative interview*?

4. How would you describe the role of an interpreter in the *witness statement taking procedure* in course of the *interpreter-aided investigative interview*?

5. Are you aware of any guidance documents related to the *witness statement taking procedure* with the assistance of an interpreter in the course of the *interpreter-aided police interview*?
    a. Yes
    b. No
    If yes, please provide details of the guidance documents you refer to

6. What *challenges* and *issues* have you experienced when assisting in taking a *witness statement* in the course of *interpreter-aided police interviews*?

7. On a scale of 1 to 10, with 1 being least consistent and 10 being most consistent, how would you rate the consistency of the standard of the police service provided to a non-English speaking victim/witness?
    1……..10

8. Please choose one statement from the below options;

a. I find it easier to assist in a suspect interview
b. I find it easier to assist in a victim/witness interview
c. There is no significant difference in an interpreter-aided interview whether dealing with a suspect or a victim/witness

9. Have you ever assisted in a 'cognitive interview'?
    a. Yes
    b. No
    c. 'Cognitive interview'? What is that?

10. Please provide one example from your experience of a significant challenge when assisting in taking a witness statement?

11. Please suggest ONE area for the improvement of the *witness statement taking procedure* with the assistance of an interpreter in the course of the *interpreter-aided police interview*?

12. The researcher may need to talk to you about the *witness statement taking procedure*. Please leave your name and contact details (telephone number/email address) if you agree to a brief follow-up remote interview.

    You can also use this space to provide any other comments related to the topic of taking a witness statement.

Thank you very much!

Katrina

Appendix 8: Pilot questionnaire for investigators

I am an MA Conference Interpreting student at the London Metropolitan University and I would like to ask for your help in completing my Research Project.

The purpose of the research is to study the complexity of the *witness statement taking procedure* conducted with the assistance of an interpreter in the course of the *interpreter-assisted police interview*, and identify any issues and challenges experienced by the two groups of practitioners involved: investigators (police officers) and professional interpreters.

The benefits of this research is that it will provide new knowledge and empirical data related to the witness statement taking procedure in interpreter-assisted interviews in order to subsequently formulate a set of recommendations and create informed guidelines. The ultimate goal is to improve the service for non-English speaking victims/witnesses.

Your participation in the research is voluntary. By completing the questionnaire you agree to support the research by providing true and honest answers.

It should take no more than 10 minutes to complete the questionnaire.

Only the researcher and the academic supervisory staff of the London Metropolitan University will have access to the completed questionnaires. You are not required to provide any personal or contact details unless you agree for an optional brief follow-up remote conversation with the researcher. Any of your comments may be used in the researcher's Master's dissertation that will be presented in line with the research ethic written sensitively to an academic standard and anonymised.

The results of the study will be analysed and summarised for the purpose of the dissertation. If you wish to receive my final dissertation please provide your contact email address and indicate that you wish to be informed about the findings.

If you have any questions about this research project please feel free to contact me via email hereisyourinterpreter@gmail.com or on 07999928981.

Please only complete this questionnaire if you have the experience of conducting a *witness statement taking procedure* with the assistance of an interpreter.

Questionnaire for police officers (pilot version)

Please note that the actual survey will be on an online platform.

1. Have you had any training on how to take a witness statement with the assistance of an interpreter as part of *interpreter-assisted investigative interviews*?
    a. Yes
    b. No

    If yes, please briefly describe the training

2. How many interpreter-assisted interviews of a victim/witness have you conducted to date?
    a. 1-5
    b. 5-20
    c. 20-50
    d. Over 100

3. When did you conduct the last *witness statement taking procedure* with the assistance of an interpreter?

4. How would you describe the role of an interpreter in the *witness statement taking procedure*?

5. Are you aware of any guidance documents related to the *witness statement taking procedure* with the assistance of an interpreter (as part of an *interpreter-assisted police interview)*?
    a. Yes
    b. No

    If yes, please provide details of the guidance documents you refer to

6. What *challenges* and *issues* have you ever experienced when taking a *witness statement* with the assistance of an interpreter (as part of an *interpreter-assisted police interview)*?

7. On a scale of 1 to 10, with 1 being least consistent and 10 being most consistent, how would you rate the consistency of the standard of the police service provided to a non-English speaking victim/witness?

    1……..10

8. Please choose one statement from the below options;
    a. I find it easier to get on with an interpreter-aided interview when dealing with a suspect
    b. I find it easier to get on with an interpreter-aided interview when dealing with a victim/witness
    c. There is no significant difference in an interpreter-aided interview whether dealing with either a suspect or a victim/witness

9. Have you ever applied 'cognitive interview' techniques when interviewing a victim/witness via an interpreter?
    a. Yes
    b. No

10. Please provide one example from your experience of a significant challenge when taking a witness statement using an interpreter?

11. Can you please suggest ONE area for the improvement of the *witness statement taking procedure* with the assistance of an interpreter (as part of an *interpreter-assisted police interview)*?

12. The researcher may need to talk to you about the *witness statement taking procedure*. Please leave your name and contact details (telephone number/email address) if you agree to a brief follow-up remote interview.

    You can also use this space to provide any other comments related to the topic of taking a witness statement.

    Thank you very much!

    Katrina

Appendix 9: Cambridgeshire Constabulary letter of endorsement

Dr Natalie Benton
Temporary Head of Corporate Development
Cambridgeshire Constabulary
Police Headquarters
Hinchingbrooke Park
Huntingdon
Cambridgeshire
PE29 6NP

General telephone enquiries: 101

31st August 2016

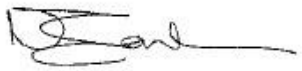
To whom it may concern,

I am writing to confirm that Katrina Mayfield has been granted permission to make use of Cambridgeshire Constabulary-owned data as part of the dissertation for her MA research project, namely data collected during an online survey of officers and staff in the Constabulary.

The Constabulary recognises that independent research projects provide a valuable function, informing and shaping new policies, strategies and working practices. Our key guiding principles are high ethical standards and the validity of data and accurate representation. It is expected therefore that the research completed by Katrina will comply with the Policing Code of Ethics, and nationally accepted social research guidelines and legislative requirements (as outlined in the Constabulary's Academic and Research Partnership Policy).

The ownership of the data collected remains with Cambridgeshire Constabulary. The Constabulary will allow other presentations of this data over and above Katrina's MA dissertation, but further permission will need to be sought from the Constabulary prior to the submission of any publications, articles or presentations for consideration. Approval will then be granted in writing, providing the requirements of the Constabulary Policy are fulfilled.

Yours faithfully,



Dr Natalie Benton