

Investigations Workshop Feedback

DELEGATE: Kevin Ryan

COURSE DATES: 21st February to 11th March 2011

COURSE CONTENT

The topics covered on the course enabled the focus to be centred on interviewing suspect offenders and witnesses, the cognitive witness interview process, searching and notebook entries. Detailed training was provided in those areas.

Additionally training was provided in respect of RIPA, Safe Systems of Work and PORA, NPA forms, Notes of interview, Tape summaries and Offender Reports.

The topics that were not covered but were not are:

Handwriting and fingerprints

Loss diagnostics were only briefly discussed and not demonstrated

Line Managers and Mentors will wish to note that these topics were therefore not covered on the course. Additionally no training was given in any accounting processes relevant to Post Office Ltd cases.

THEORY KNOWLEDGE

Kevin has a good understanding of the theory as demonstrated by the mark of 78% on the e-learning assessment at the beginning of the course and 77% on the final day evaluation. It should be noted that Kevin missed the final week of the course due to pre-booked annual leave

NOTEBOOKS

xxxxxxx completed several good notebook entries during the notebook exercise itself and subsequent roles as a Support Officer at subsequent offender interviews.

WITNESS INTERVIEWS AND STATEMENTS

xxxxxx demonstrated a very good understanding of the cognitive interview process and in the construction of the actual statements. Her Case Study was in respect of an audit shortage at an SPSO and involved taking detailed statements from a Sub Office Assistant witness and also an Auditor. In completing these she showed that she fully understands the process and has

a relaxed professional interviewing style. This enabled her to make the main witness (who in the scenario had been placed in a very difficult position by the Sub Postmaster suspect) feel comfortable and willing to provide all the available information.

The statements xxxxxxx took were complex and she went through them in a relaxed, orderly, fashion and identified all of the salient points of the available evidence. They were accurate, properly structured and professionally dealt with.

SEARCHING

xxxxxx showed a good understanding of the process during the searching day although during the remainder of the course there were no opportunities for her to practice any further searches. However, she was required to fill in further search forms which she completed satisfactorily.

INTERVIEWS WITH SUSPECT OFFENDERS

xxxxxx completed three very good suspect offender interviews on the course and she is extremely thorough and persistent. She has a nice conversational style and builds up a good rapport with the suspect. In one of the earlier interviews she had the opportunity to go through the points to prove after admissions had been made but rather rushed that aspect.

Her final interview was also good but just fell short of being rated higher. It contained many good points such as challenging questions, excellent eye contact with the suspect, a clear interview structure and again demonstrated her thoroughness. On this occasion, however, she struggled slightly to find the right questions that would have led to an admission and finally ended up with a long statement of her thoughts on the matter rather than direct questions and this could have been construed as oppressive. She also had some difficulty covering the points to prove for false accounting offences but I am sure this will come easily with more experience. Nonetheless a very good performance overall in her interviews.

OVERALL SUMMARY

I was impressed with xxxxxx's performance during the course. She is extremely keen and willing to learn, asking numerous questions to clarify things in her own mind. She has a very pleasant relaxed style when conducting witness and suspect offender interviews.

xxxxxx is extremely thorough and professional in any task she is given and demonstrated an aptitude for her new role. I am sure with experience she will develop into an extremely competent Investigator.

