

**Higher Certificate in Criminal
Justice and Forensic
Investigations**

University of Johannesburg (UJ)

2017

Investigative Interviewing

Why do we conduct Investigative Interviews?

- **List the most important reasons ?**

- 1.

- 2.

- 3

Why focus on Investigative Interviewing ?

- Interviewing will yield +85% of the information required during investigation to successfully conclude the investigation
- Interviewing is the most useful investigative tool during investigations – this tool must be developed

Defining Interviewing

A “**conversation** with a **purpose**” in which “**one** person takes responsibility for the **development** of the conversation.”

Why focus on interviewing?

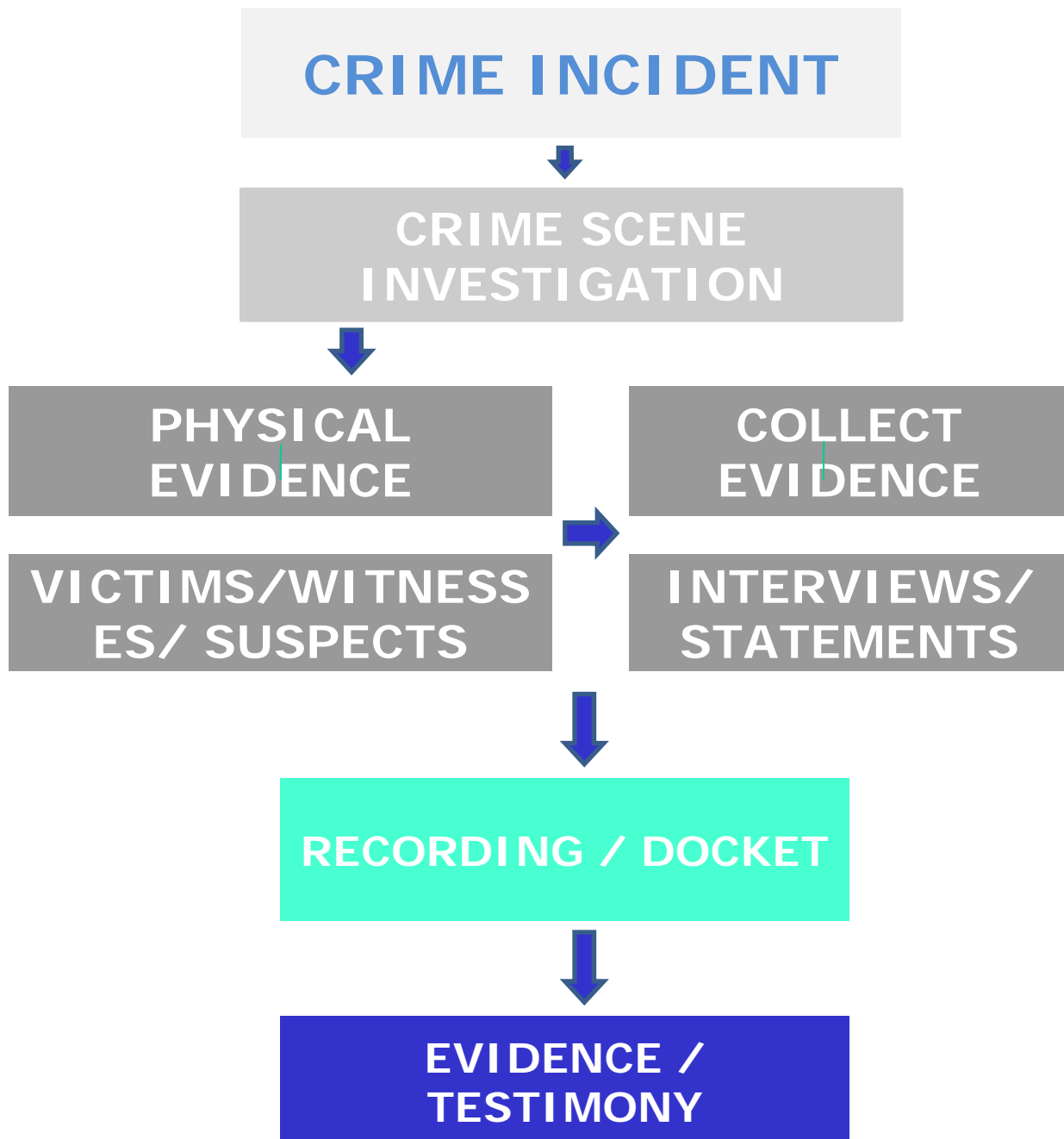
- The best investigative instrument
- Direct contact with the best source of information – people
- Maximum utilisation of opportunities provided during the investigative interview.
- Regaining the human touch – countering an over reliance on technical support.

Investigations

Consists briefly of the following:

- Record exploitation (overt /covert)
- Analysis of System & History
- Physical Forensic Examinations (Handwriting/Fingerprints/DNA/Ballistics, Documentary evidence, etc.)
- Surveillance (static & mobile)
- Informant operations (infiltration / penetration)
- Interviews / interrogation

Schematic Representation of the Investigative Process



Investigative goals

1. Obtain evidence to identify the possible guilty party/parties
 2. To limit & regain losses
 3. Exonerate/Pardon the innocent
- * (Stop the rot, get rid of the rat & regain losses)*

Interviewing goals

- Obtaining information (*case facts / profiling / attitude & motivation*)
- Providing or giving information / *influencing*
- Sharing and expressing feelings or emotions
- Solving a problem or problems

Interviewing Goals

- ✓ The information obtained is complete and detailed
- ✓ The information is relevant
- ✓ The interviewee was cooperative and credible / honest and
- ✓ That the information is reliable*
- ✓ That the interviewee had the opportunity to express himself / herself freely/uninhibited

**Validated and confirmed from other sources*

Moral and legal aspects

- Constitution - human dignity and civil rights be protected throughout
- No law prohibits questions being asked
- Businesses have a right to protect their assets
- To safeguard the interviewer from possible legal action, records have to be meticulously kept

Legal Hints

- Care should be taken to avoid any action that could be interpreted as violating basic human rights (e.g. racist *or* discriminatory actions).
- Worker organisations will protect the rights of their members.

Forensic interviewing- approach

- Legitimacy
- Unions
- The impact of the investigative interview on worker morale

Records and recordings

- Have records on which findings are based.
- Protect the interviewee from unprofessional and illegal methods.
- Protect the interviewer from unfounded allegations concerning his professional conduct.

Audio and audio-visual

- Visual or audio-visual recordings recommended
- Regulation of Interception of Communications and Provision of Communication-related Information Act – No 70 of 2002
- Transparency - setting up of apparatus
- Use of recording devices to improve the skills of the investigative interviewer
- Notes and reports compiled during and after interviews should be professionally prepared

Handwritten notes

- Need
- Inhibition
- Disrupting
- Do not reveal contents to interviewee - unless planned.
- Taking notes during an interview
- Note taking as a ploy
- Note taking – essential giving evidence during a hearing

Witnesses - Common problems

- Willingness or unwillingness to cooperate. Convincing the witness to become "involved."
- Reliability & accuracy of witness recall (Using *Cognitive Interviewing Techniques*.)

Interviews: Witness involvement

- Advantage & disadvantage of one-on-one situation interviews.
- Interviewing a female suspect.
- Union or legal presence.
- Using interpreters.
- Using a second interviewer -
understanding / pressure /
finalising

Collusion / Collaboration

- Collusion the rule
- Separating suspects
- Playing off one suspect against the other.
- Mutt & Jeff – *revisited also* Good cop/Bad cop *also* Sweet & Sour

Physical surroundings

- Initiative to ensure that the surroundings suits his needs best.
- Minimum of disturbances
- Remove distractions, draw curtains, cover or remove mirrors, phones, etc.
- Arrange furniture and seating
- Prior arrangements for the recording of the interview - video/audio/notes.

Recommended reading

- Crime scene investigation and giving evidence (South African case of the murder of Inge Lotz)
- Fruit of a Poisoned Tree – Antony Altbekker (2010)
- Steeped in Blood – David Klatzow (South African Forensic Scientist (2011))

Forensic Interviewing Training Courses

1. Fully accredited with the Safety + Security SETA
2. On national diploma level – NQF Level 5
3. 5-Day course
4. Full details on **webpage:**
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5. Email:
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