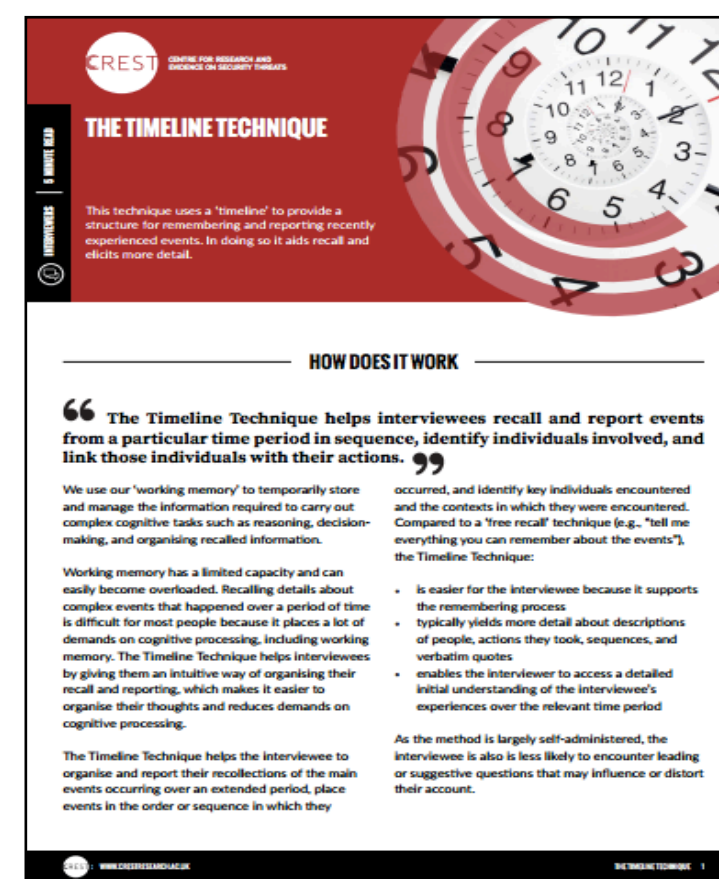


### Eliciting intelligence from memory: Innovative tools, techniques and approaches

Professor Lorraine Hope

- Eliciting reliable intelligence from cooperative informants relies on effective and flexible approaches to interviewing to cue detailed and accurate information from memory.
- Our research focuses on the development of theoretically-informed tools and techniques with applied value in the intelligence gathering context, e.g.,
  - Testing additional components for use with the Timeline Technique, including new mnemonics and follow-up questioning protocols (supervising Feni Kontogianni).
  - Development and testing of electronic Network Task for eliciting information about constituent members, relationships between members and structure of groups, networks and cells (with Feni Kontogianni & Kris Geyer).
  - Development of a protocol for assessing intelligence passed on by members of the public (ASSAIL Protocol).
  - Assessing memory performance under stress and duress in order to establish impact on quantity and accuracy of subsequent reports.
  - Preparing new taxonomy outlining what sources mean when they say 'I don't know' or 'I don't remember' (*available as a CREST resource*).



### The verifiability approach (VA)

Professor Aldert Vrij

Liars include fewer details in their accounts that they think can be checked by investigators than truth tellers. This effect becomes stronger if interviewees are asked at the beginning of the interview to 'include detail the investigator can check' as this encourages truth tellers to include yet more verifiable details in their accounts, but not liars.

- Our CREST research showed that an initial free recall prior to the VA procedure strengthens the effect as it commit liars to an unverifiable statement that they are unwilling to change.
- We are currently examining the following question:
  - (i) Does a Model Statement that includes verifiable details encourage truth tellers more than liars to include verifiable details in their accounts?



### Developing intelligence gathering methods that maximise the quantity and quality of information

Professor Becky Milne

In the past two years we have:

- Examined the use of different methods (simultaneous, consecutive) of interpreting interview statements and their relative impact on the quality and quantity of information gained from an interviewee and also on the accuracy of the interpreting itself.
- Looked at the communication process in a simulated critical incident from front-line practitioners and how information is transferred across the chain of decision makers – a case study approach.



Next steps:

- To develop a model of intelligence gathering from (a) conducting semi-structured interviews with Human Intelligence officers and (b) examining techniques to prime memory encoding.
- Evaluate the 'hierarchy of reliability' – a method for assessing the quality of information across interview accounts.
- Examine the communication process of paramedics during a critical incident via body worn video.

### Collective interviewing

Dr Zarah Vernham

- The interviewing of two or more interviewees together at the same time.
- Previous research shows that when interviewees are questioned together, they interact and communicate more with one another when telling the truth than when lying. Hence, collective interviewing results in unique deception cues. Research examining collective interviewing is still very much in its early stages, with many questions still requiring answers.
- Our CREST research showed that the implementation of the Model Statement increased the amount of details provided by the interviewees, and particularly in truth tellers. We are currently examining the following question:
  - (i) How do differences in culture impact the cues to deceit that emerge from collective interviews?



### What tactics does a smuggler use to avoid detection?

Dr Samantha Mann

- Although speech is more revealing about deception than nonverbal behaviour, when screening large numbers of people (e.g., passengers at airports, trains or ferries), there is no option but to observe behaviour. Published research on how 'wrongdoers' and 'innocents' behave in such situations is non-existent.
- In a study, participants smuggled an item on a short ferry ride. After their mission they were interviewed to discover what went through their minds and what tactics they used to avoid being detected by 'people looking for smugglers'. Each of the 52 participants were filmed discreetly on the ferry.
- Compared to when not smuggling, smuggling participants felt more nervous, controlled their behaviour more, and in particular, felt more self-conscious. Smugglers felt more conspicuous than non-smugglers. In terms of strategies there were large individual differences but commonly mentioned tactics included looking at the phone, choice of seating position (mostly away from others), acting normal and looking around. Observers who looked at the videotapes were not able to distinguish smugglers from non-smugglers above chance (50%).



#### Forward research:

The Multi-Modal Interviewing Format (MMIF) combines the use of Self-Generated Cues, Timeline Technique and verbal open-ended questions to facilitate access to different aspects of memories for repeated events. In future experiments, we will continue to examine the most effective combinations of techniques to elicit reliable intelligence information.