

REPORT RECOMMENDATIONS

CLASSIFICATION

- Introduce a new entry field at the top of crime reports across all police forces recording:

- whether English is the Complainant's first language;
- any comments that police officers consider relevant to language issues (e.g. English is very good/English is good enough for initial complaint but may need an interpreter later); and
- at the close of the case whether an interpreter or any other measures to assist communication were employed at any point during the course of the case.

TRAINING

- Promote interactive training sessions for police officers, helping them to identify language and communication barriers.
- This training should be compulsory and identical for all police forces.
- The training should conclude with an exam and be rewarded with CPD points.



ENGAGEMENT WITH VULNERABLE VICTIMS OF CRIME

- Provide written communications in a wide range of languages and in easy-to-read/pictorial formats.
- These should be available digitally and in hard copy at community centres and public access points.



ACCOUNTABILITY

- Routinely publish language needs data, including new data as recommended above, through police forces' official statistics, transparency releases, and annual reports.
- Police and Crime Commissioners and National Police Chiefs' Council (NPCC) to integrate reporting on language needs as part of their accounting for spending and outcomes on victim support services.

INTERPRETATION AND TRANSLATION

- Rely exclusively on accredited interpreters such as those on the Police Approved Interpreters and Translators Scheme (PAIT) and avoid volunteer interpreters (e.g. police officers with the relevant language skills) to enhance the accuracy of victims' testimonies and protect police resources.