

For organisations working in the public sector, investigative interviews come with the territory. Whether you're a police force questioning a witness, a council examining a breach of the planning rules or a regulatory body engaged in work to build a case, it's vital that there's an accurate, timely record of what's been said, and by whom.

Even less formal interviews or those at an early stage of an investigation need to be documented professionally as they may become part of official, or even legal, proceedings.

Investigative interviews come in many shapes and sizes but can include:

- In-house legal work for local authorities, including licensing, planning and environmental health disputes.
- Police interviews conducted under PACE (Police and Criminal Evidence Act) or ABE (Achieving Best Evidence) conditions.
- Human resources matters, such as redundancy meetings, disciplinary hearings, employment tribunals and work-related disputes resolution.
- Case work to support wider investigations into breaches of statutory regulations, for example tax or pensions fraud.

## Solution

Appen provides transcription services at investigative interviews for clients right across the public sector, including government agencies, regulators, local authorities and police forces.

Our transcribers can provide a verbatim account of every sound; or choose our 'intelligent verbatim' service, which captures only what's said, rather than how. Send your recordings to us electronically, by email or via a secure server, or by post in hard copy.



## About Appen

Appen is a leading provider of digital, audio and video transcription in the UK, offering a range of transcription services with expertise in secure transcription solutions and official record transcripts.

We provide transcription services for investigations, witness interviews, meetings, and formal hearings.

We can transcribe from most formats; digital or analogue, audio or video, and can provide transcripts using a choice of our own templates or to your specification, including PACE and ABE. There's also a choice of turnaround times, including an expedited, next-day service.

Other Appen services that can help with investigative interviews are:

- Recording – We can supply equipment for you to record your interviews, or send a trained technician to record proceedings for you.
- Note taking – One of Appen's note takers can attend your meeting or make a note of what's being said by dialling in from a remote location.
- Summaries – Appen can provide a shorter version of your transcript with around 40 per cent fewer pages but all the key points included.

## Benefits

Clients using Appen's secure transcription service for their investigative interviews benefit in three key ways.

Firstly, with our consistently high levels of accuracy you can be certain that your transcript will be a true record of what was said.

Second, your information will remain confidential at all times. You don't need to put special measures in place; instead, trust our tried and tested systems and processes to keep your data safe.

Finally, you'll save precious resources – time and money – both of which can be spent on other priorities. With fast turnarounds and competitive rates Appen delivers a cost-effective solution that won't stretch your budget.

## Appen at a Glance

- More than **12,000** transcripts every year
- High levels of accuracy, assured through **ISO 9001 certification**
- Secure, **in-house facility**
- Part of a global company with expertise in more than **180 languages and dialects**
- **ISO 27001** and **Cyber Essentials** certification

## In the Spotlight: The Insolvency Service

In 2005, Appen started working for the UK's Insolvency Service. Today, the company transcribes around 600 hours of investigative interviews every year for the Government agency. Proceedings are often complex, with transcribers needing to decide for themselves what to summarise and what to transcribe verbatim.

“Your company is clearly one of the leading transcription service providers for law enforcement. Our particular fraud investigations have involved very complicated interviews sometimes lasting many hours but your transcribers never get bored or lose interest. Whether the result is a full transcript or a Record of Taped Interview the product is always accurate.”

- Glenn Wicks, Deputy Chief Investigation Officer, Insolvency Service Criminal Investigation Team, Department for Business, Innovation and Skills

## Key Success Factors

At Appen, we strive to deliver services of the highest standard, every time, meeting our clients' needs but also fulfilling rigorous statutory and regulatory requirements.

We assign each client a dedicated account manager to work with you throughout your project. Our services are ISO 9001 certified, ensuring internationally recognised levels of excellence and continuous improvement.

Appen's transcribers undergo rigorous, ongoing training; every transcript is checked by an editor and there's a formal, quality audit process in place. With very high levels of accuracy, our transcripts can withstand close



examination even in court, reducing the likelihood of a challenge and leading to a speedier resolution.

With some of the highest security standards in the industry, you can be sure your data is safe in our hands from the minute we receive it. Unlike most transcription providers, we maintain a state-of-the-art in-house transcription facility. And whether they work at this facility or are home based, our transcribers are all security vetted and sign confidentiality agreements as well as the Official Secrets Act, where required.

Our information security management and transfer systems and processes are ISO 27001 certified; the international 'gold standard' for handling information electronically. We also hold the UK's government-backed Cyber Essentials certification, which prevents more than 80 per cent of cyber-attacks.

We understand that when it comes to transcribing investigative interviews, there's no 'one size fits all'. We tailor our service to your needs, whether you want overnight turnaround or two weeks later, a full transcript or a summary, in-house or home-based transcription.

Appen's pricing structure is flexible too, so you can choose the cost and level of service that's right for you. Above all, outsourcing means you pay only for what you want, when you want it; there's no need to tie up precious administrative support, or divert more senior members of staff from their 'day jobs'.

**Contact us at [enquiries\\_exeter@appen.com](mailto:enquiries_exeter@appen.com) or +01392 213958 to learn more.**

## Appen at a Glance



Expertise in over **180** languages and dialects



Access to a curated crowd of over **1,000,000**



**20+ years** of experience providing high-quality, human-annotated data to support machine learning for speech, search, eCommerce and more