

From 999 calls to case reviews, evidence is at the heart of everything a police force does. Along the way, there are many opportunities to gather that evidence and capture data as an official record transcript, including:

- During interviews with suspects conducted under caution, under Police and Criminal Evidence Act 1984 (PACE) conditions.
- At investigative interviews and witness interviews carried out in accordance with Achieving Best Evidence (ABE) guidance.
- As part of covert operations.
- At the scene, using bodycams and other audio and video recordings.

Police forces may also need to gather evidence internally, for human resources matters such as disciplinary hearings or grievance procedures, or as part of inspections or investigations by the Independent Office for Police Conduct, the Scottish Police Authority and other external regulators.

Whatever the scenario, evidence must be collected reliably, recorded accurately as a written transcript and handled securely.

Whilst getting value for money has always been important, pressure on public sector finances increasingly means doing more for less. This includes using new technology and trying different ways of working, including collaborating with experts like Appen.

Whether you need support for a one-off project or a fully outsourced, managed transcription service, Appen has the experience, resources and know-how to provide tailor-made support to police forces in the UK and beyond.

Solution

Appen offers a range of flexible services tailored to the needs of modern police forces:

- **Transcription** – a verbatim written account of every sound, or our ‘intelligent verbatim’ service, which captures only what’s said, rather than how.
- **Summaries** – a shorter version of your transcript, with around 40 per cent fewer pages but all the key points included; useful for lengthy or complex interviews.
- **Note taking** – one of Appen’s trained note takers will attend your interview, meeting or hearing, or make a note of what’s being said from a remote, secure location.



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 also provide more specialist support, for example enhancing poor quality audio/video recordings including from bodycams or supplying foreign language transcription or translation when interviews contain languages other than English.

We have more than 20 years' experience of working with police forces in the UK and around the world. We also provide pre-trial transcription for interviews with children and vulnerable adults. For Coroners and interested persons we produce transcripts of inquests held across the UK.

Benefits

Accurate, professionally produced transcripts can withstand the closest scrutiny and are less likely to be challenged. Cases move faster, allowing deadlines to be met and matters to be resolved more quickly.

The highest levels of security and personnel vetting mean all parties can have complete confidence in the integrity of an investigation, even those dealing with sensitive or confidential material.

Working with an external provider means paying only for what you need, when you need it. Whether you outsource transcription services completely or retain an internal team to work alongside us, you can generate savings while still maintaining standards.

In the Spotlight

Appen is contracted by the UK's largest police force to provide transcription for witness statements, ABE interviews and PACE interviews, covert recordings and copy typing. The service isn't completely outsourced however. Instead Appen works alongside the force's own internal transcription teams, dealing with additional volume at busy times. We also provide cover for staff absences, provide specialist technical input and advice and support covert operations requiring a very high level of security or external input.

"Appen are tried, tested and offer a very good service."

- DS Paul Griffiths

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

Key Success Factors

Our distinctive approach sets up apart in a number of ways:

- **Quality** – Appen’s transcripts are ISO 9001 certified, reaching internationally recognised standards for quality and continuous improvement. Transcribers undergo rigorous and ongoing training. Transcripts are quality controlled and there’s a formal audit process in place, with regular transcriber assessments.
- **Physical security** – our security standards are amongst the highest in the industry. Unlike most other providers, we maintain a state of the art, physically secure in-house facility that can only be accessed by those with the appropriate level of security clearance. Entry doors are protected by intruder alarms, restricted areas by a push button entry system and confidential areas by swipe card access. Our clients perform their own audit inspections to satisfy their own security requirements.
- **Confidentiality** – whether transcribers work in-house or at home, they all sign confidentiality agreements. Many are security checked, including high level security clearance, and sign extracts from the Official Secrets Act
- **Information security** – Appen’s information management systems are certified to ISO 27001, the international ‘gold standard’ for handling data electronically. We’re also accredited to the UK Government-backed Cyber Essentials programme, which prevents more than 80 per cent of cyber attacks.
- **Innovation** – we’re always one step ahead of technological developments, for example working closely with bodycam suppliers to develop ways of capturing audio and video that make it easier to create accurate, reliable transcripts.
- **Flexibility and scale** – Appen can tailor its services to your needs, providing transcription in a range of styles including PACE and ABE formats. We have the capacity to fulfil urgent or last-minute requests, and the expertise to deal with unusual or specialist projects. Whatever your requirements, a dedicated project manager will work closely with you from start to finish.



Contact us at enquiries_exeter@appen.com or **+44 1392 213958** to learn more.