

Institution: The University of Manchester		
Unit of Assessment: 26 (Modern Languages and Linguistics)		
Title of case study: Enhancing delivery of multilingual support services for domestic abuse survivors		
Period when the underpinning research was undertaken: 2015-2017		
Details of staff conducting the underpinning research from the submitting unit:		
Name(s): Rebecca Tipton	Role(s) (e.g. job title): Lecturer in Interpreting and Translation Studies	Period(s) employed by submitting HEI: 2012-present
Period when the claimed impact occurred: 2017-2020		
Is this case study continued from a case study submitted in 2014? N		
<p>1. Summary of the impact</p> <p>Tipton's research investigated interpreter mediation for victims of domestic abuse with limited English proficiency in police and charitable support service settings. This programme of research resulted in a series of impacts: a) design and implementation of staff training and development in a range of services on a local and national level; b) construction and dissemination of evidence-based guidelines for interpreters working with police and victim support services; c) improved provisions for service users through designing and delivering training for professional and volunteer interpreters working for charities whose focus is victims of domestic violence. The research has facilitated impact beyond the life-cycle of the initial research, bringing about changes that will provide long-term benefits to charities, police, and service users.</p>		
<p>2. Underpinning research</p> <p>This case study builds on Tipton's established research on interpreter mediation in statutory and non-statutory social services and community-based organisations. Since 2009, Tipton has, through the research, developed impactful partnerships with service providers such as Salford and Manchester City Councils adult social care and asylum teams and the Manchester City Council Interpreting and Translation Service. Through these prior projects, Tipton developed subsequent more specialist research that directly addressed the need for more effective interpreter support services for victims of domestic violence.</p> <p>The research underpinning the impact documented in this case study began in 2015, in response to the urgent need to improve the support received by victims of domestic violence with limited English language proficiency. Specifically, the research responded to: 1) a 2014 report by Her Majesty's Inspectorate of Constabulary (HMIC) on forces' response to domestic abuse, which expressed dissatisfaction with how several Constabularies dealt with such victims; 2) the challenge faced by domestic abuse services to accommodate an increasingly diverse service user base; and 3) the lack of dedicated interpreter training available nationally in this domain.</p> <p>An award from The University of Manchester (UoM) ESRC Impact Acceleration Account (2015-2017) funded the initial research stage, which was carried out in partnership with The Pankhurst Trust Incorporating Manchester Women's Aid (PTMWA), a large domestic abuse charitable service, and Cambridgeshire Constabulary. The funded project generated all five outputs below. Tipton continued to work with PTMWA until April 2020.</p> <p>The following key research findings supported the development of resources and delivery of training:</p> <ul style="list-style-type: none"> • Analysis of the Association of Chief Police Officers (ACPO) police guidelines on working with interpreters in domestic abuse settings [1] showed minimal attention given to interaction management, demonstrating the limited frameworks available to officers for addressing the difficulties faced by individuals without English as a first language in expressing instances of sexual violence, or the problems this might generate in terms of risk assessment. • Interviews with interpreters identified the importance of matching the gender of interpreter and interviewee, and exposed the frequent failure of interviewing officers to consistently follow guidelines on interpreter involvement. Some interpreters disclosed being asked to interpret for both the victim and alleged perpetrator [1]. • Close analysis of authentic interpreter-mediated police interview data [2], though partnership with Cambridgeshire Constabulary, revealed challenges in ascertaining language proficiency in the victim's preferred choice of interview language, mode of interpreting and managing 		

variable levels of proficiency and code-switching [2]. A lack of confidence among interviewing officers in recognising and knowing how to address such features in the process of interviewing emerged through a participatory workshop in September 2017, organised by Tipton and others and hosted by Cambridgeshire Constabulary.

- Partnership work with PTMWA helped to establish areas for service improvement including: the incorporation of volunteer interpreting (former service users) into low-risk events to support professional services, by providing continuity of participation for victim-survivors, and by facilitating more females in interpreter roles [3]; the need for interpreter mediation to take account of changes in English language proficiency of service users [4, 5].
- A series of workshops with interpreter networks in the North West, Cambridgeshire and the South East between June 2017 and July 2019 [1, 4, 5] provided insights into the relationship between empathic verbalisations and victim-blaming, and unforeseen culture-specific issues that can trigger abuse. They also facilitated an understanding of risk assessment processes, the specificities of interviews with interpreters, and explored interpreter-survivor and interpreter-key worker relationships, which informed Tipton's design of the new guidelines for interpreters and key workers in these settings [Ai, A.ii; see section 4].

3. References to the research

1. **Tipton, R.** 2017. 'You are foreign, you are nothing in this country': Managing risk in interpreter-mediated police interviews with victims of domestic abuse', *Revista Canaria de Estudios Ingleses*, 75: 119-138. Special Issue on Practices in Intercultural Mediation: PSI in Perspective (eds C. Toledano Buendía and M. Arumi Martín). Available at: https://riull.ull.es/xmlui/bitstream/handle/915/6969/RCEI_75_%282017%29_07.pdf?sequence=1&isAllowed=y [Peer reviewed.]
2. **Tipton, R.** 2019. 'Yes I understand': Language Choice, Question Formation and Code-switching in Interpreter-mediated Police Interviews with Victim-survivors of Domestic Abuse. *Police Practice and Research*, 22(1): 1058-1076. <https://doi.org/10.1080/15614263.2019.1663733> [Peer reviewed. Leading international journal of interest to practising police officers and active researchers in the field.]
3. **Tipton, R.** 2018. Translating/ed Selves and Voices: Language Support Provisions for Victims of Domestic Violence a British Third Sector Organization, *Translation and Interpreting Studies* 13(2): 163-184. <https://doi.org/10.1075/tis.00010.tip> [Peer reviewed.]
4. **Tipton, R.** 2017. Contracts and Capabilities: Public Service Interpreting and Third Sector Domestic Violence Services. *The Translator* 23(2): 237-254. (Special Issue on Translation, Ethics and Social Responsibility). <https://doi.org/10.1080/13556509.2017.1280875> [Peer reviewed, Leading journal in T&I Studies.]
5. **Tipton, R.** 2017. Interpreting-as-Conflict: PSIT in Third Sector Organisations and the Impact of Third Way Politics. In *Ideology, Ethics and Policy Development in Public Service Interpreting and Translation* ed. by C. Valero-Garcés and R. Tipton, 38-62. Buffalo, Toronto, Bristol: Multilingual Matters. Available on request. [Peer reviewed. The first in a new series edited by Katrijn Maryns and Philip Angermeyer, leading scholars in interpreter-mediated legal matters.]

4. Details of the impact

The research addressed a crisis in support for victims of domestic violence with limited English language proficiency. The Office for National Statistics reported a 24% increase in domestic abuse-related crimes in the year ending March 2019. At the same time, demand for interpreter mediation is also high and required by 1 in 4 of all interviews conducted by the police in the UK. The diversity of service users accessing support in the charitable sector has also increased. In Manchester, one of the key research sites, over 150 languages are spoken. Despite this context of increased demand, there has been no systematic attempt to assess or address matters of interpreter mediation in charity support services for limited English language proficient survivors of domestic abuse. In the police context, HMIC's forces-wide inspection of police response to domestic abuse acknowledged gaps in police practice in 2014, but little has been done to address them.

Tipton's programme of research produced impact through a series of dissemination, consultation and training events jointly organised with the two partner organisations in the ESRC IAA-funded project work, and with others through collaboration with the Translation and Communication in Training (TACIT) research group at the University of East Anglia, UoM Law School, and the Greater Manchester Centre for Voluntary Organisation. The research has (1) improved the

guidelines and training for professional interpreters; (2) facilitated service improvements in domestic abuse support services and the voluntary sector; (3) enhanced police procedures and policies, including the creation of a series of new protocols and resources; and (4) influenced professional training of interpreters.

1. Professional Interpreters: improved guidelines and training

The research facilitated the development of a set of co-produced guidelines aimed at interpreters with limited or no experience of working in domestic abuse settings. The guidelines were disseminated in April 2020 to the staff and freelance interpreters in key organisations working in domestic abuse settings which have local and national reach: Manchester City Council, Women's Aid federation, Capita Translation, Recruitment Empire, Karma Nirvana, and SafeLives. Planned training on working with the guidelines (to be delivered by Tipton) has been delayed by COVID-19.

The guidelines are supporting improved delivery of interpreter provisions by raising interpreters' awareness of the specificities of interpreting in domestic abuse settings, helping them to plan and respond to risk assessment strategies, and support a structured approach to understanding and eliminating victim-blaming behaviours from professional practice. Feedback on the draft guidelines was provided by PTMWA, SafeLives, and freelance interpreters through a series of workshops and training sessions held in June 2017 and July 2019. Due to adverse hot weather, only 16/50 registrants attended the July 2019 workshop; all 50 interpreters who registered received the guidelines and booklet of activities used at the event. The interpreters reported that the new guidelines would change their practice and that they would take up the recommendations, including: greater use of pre-assignment research (e.g. researching relevant Acts of Parliament as a source of terminology); accepting the need to interpret all questions even if service users have some English proficiency; and exercising more caution about the level of empathy expressed in interpreting assignments due to potential negative impact on the victim. A group of 10 professional interpreters involved in an experiment to test the draft guidelines also testified through post-hoc interviews that the guidelines had enhanced their knowledge and understanding of how to support victims and support services. Thus one noted, "*it is so complete and concise*", and another, "*I found it really helpful especially the last one. How the same word has been translated (table in section 9)*", and "*Maybe I understood more the role of the women's aid organization*" [B].

2. Domestic Abuse Support Services and Voluntary Sector: service improvements

Improved support services for users with limited English language resulted from carrying out the research in partnership with PTMWA, a Manchester-based organisation providing DVA-related services for over 40 years. PTMWA supported approximately 3,000 women in 2017; 54% of service users are from BAMER backgrounds. To complement the guidelines for professional interpreters [A.i; see above], the research facilitated the development of guidelines for PTMWA staff in Manchester and in the wider Women's Aid federation on effective working with interpreters [A.ii].

Prior to this research, PTMWA had long worked with professional interpreters, but had not had the opportunity to reflect on this work in a structured manner or engage in staff development on working effectively with interpreters. The research: enhanced the visibility of language support provisions in its management and staff development strategy; provided opportunities for staff to reflect on current practice; increased staff understanding of the impact of the lack of interpreter and staff training on interactions with victim-survivors; and demonstrated the value of volunteer interpreters in low-level and low-risk interactions.

PTMWA staff feedback reported that the research met an important aim of improving provision for interpreter needs. It also raised staff awareness of the importance of professional interpreter training, in particular the need for note-taking for accurate interpretation. The testing of the guidelines in 2019 "*provided an opportunity for staff to reflect on different interpreter approaches [...]. The incorporation of note-taking by some interpreters was deemed a very positive support for the interpreting process, with staff observing that it was not routinely used by interpreters they had worked with*" [C]. Staff reported a change in practice by newly acknowledging the benefits of prior information on an interpreter's experience in the sector and working with victims: "*The guidance has enabled productive reflection on our interpreter booking processes and particularly prompted us to reflect on the questions we ask of interpreters (e.g. prior knowledge of the*

organisation, experience in these settings)” [C]. Knowledge about the extent of prior experience in the sector can help staff gauge and mitigate potential issues in advance of service user meetings, for example by reminding interpreters of the special sensitivities of the situation and types of approach to avoid. Another staff member commented: *“I wish I had come across [the guidance] many years ago. Having used the interpreting services over the years, this guide has helped me to reconsider ‘what to look out for’ – in terms of how the interpreters respond / communication and body language. I had always had a brief introduction and felt due to the limited time and rushing to complete the assessment I had not considered setting the scene by outlining the aims of the meeting”* [C]. The service team manager commented: *“This is a brilliant resource that will enable best [practice] for MWA staff by giving them confidence on interpretation service and provide best support to service users. I’m unaware of any previous document on this subject, it is also [a] valuable training tool”* [C]. PTMWA described the role of the research in enhancing its support for BAME communities: *“In the past, many service users have complained about miscommunication due to language barriers, lack of understanding and biased interpretation. But following these guidelines will change the way we work and understand our BAME clients”* [C].

The research sparked new collaborations between volunteer and professional interpreting services to improve the service to victims of domestic violence. The research co-production enabled PTMWA to initiate a volunteer interpreter scheme, supported by a training session with Tipton in Manchester in January 2017. The four volunteer interpreters who undertook the training were able to offer support at informal drop-in sessions. The promotion of female interpreters through the volunteer scheme is a positive step towards enhancing recruitment of future professional interpreters in the sector and in the local area. This is a significant shift in practice and approach by volunteers who often have limited means to engage in new training practices [C].

The guidelines developed through the partnership with PTMWA [A.i, A.ii] anchored the first joint event hosted by UoM and the Greater Manchester Centre for Voluntary Organisation (GMCVO) in February 2020, which put language support provisions on the local agenda, showcased the benefits of academic partnerships with charitable organisations and supported skills development for the voluntary sector in Manchester [D]. The event attracted approximately 50 registrations from a wide range of organisations. Through this event, the outcomes of Tipton’s research with PTMWA have helped participants become more confident in judging the language proficiency of non-professional interpreters in their organisation, inspiring participants *“to make improvements in their own organisations with regard to translation and spoken language interpreting”* [D]. The event has been used to start a follow-on research project under the UoM-led AHRC Open World Research Initiative programme to develop organisational insight further in the region.

3. Police: new protocols and resources

The partnership with Cambridgeshire Constabulary responded to the challenges raised on multilingual service provision in the HMIC 2014 inspection by designing and delivering new staff training and development. The research findings shaped the Languages Working Group (established October 2015) set up by Cambridgeshire Constabulary and involving academics and representation from the National College of Policing, which produced revised guidelines on commissioning of interpreter and translator services for police forces. This work was progressed by the National College of Policing and developed and tested through the Transnational Organised Crime and Translation (TOCAT) project (led by the University of East Anglia) for the Home Office in 2017. It was then presented to the All-Party Parliamentary Group on Modern Languages in the House of Lords in November 2018 with national roll-out in police training and practice in December 2020. Tipton’s research underpinned two joint training events at Cambridgeshire Constabulary in September 2015 and June 2017 [E.i] on interpreter involvement in investigative interviews, with 50 participants (interpreters and police officers) on each occasion. It also underpinned a training event in June 2019, ‘Early Identification of Honour-based Abuse’, delivered with UoM Law School through the N8 Policing Research Partnership [E.ii] (approximately 100 participants, including victim-survivors, police, probation officers and social workers).

The partnership with Cambridgeshire Constabulary led to the creation of a series of new protocols: a Data Processing Agreement between UoM and Cambridgeshire Constabulary, a Protocol for Victims regarding Release of Materials for Research Purposes and a Protocol for Interpreters regarding Release of Materials for Research Purposes [F]. The victims’ protocol placed particular emphasis on the public value of releasing data for research and improving

services in the future. The protocols have since been used by the TACIT research group in supporting access to research data with Norfolk Constabulary, expanding research networks and leading to stronger inter-institutional collaboration on the content of the TACIT toolkit, which is used by Cambridge Constabulary and other forces. The research [2] has contributed to the publicly available toolkit resources on pre-interview planning for law enforcement officers [G], including Tipton's examples on interviews on domestic abuse, with others in development. The examples formed the basis of exercises at a joint interpreter-police officer workshop in June 2019, with approximately 45 participants [H]. The toolkit was launched at this event and the contribution of Tipton's research is acknowledged on the TACIT website [G].

Tipton's research informed the development of the Manchester police staff development agenda, leading to two skills workshops organised in conjunction with the UoM Multilingual Manchester unit in March [I] and November 2016. The first involved 20 representatives from Greater Manchester Police and other organisations, including Capita TI and Refugee Action; the second involved 80 participants at Greater Manchester Police. Officers engaged in hands-on activities designed to simulate the interpreter's work in notetaking to support better regulation of the amount and speed of information delivered. They were also introduced to strategies for handling common features of interlingual communication in police interviews.

4. Informing the professional education of interpreters (UK and Austria)

The research informed the development of a short-term academic partnership between the University of Graz and UoM to inform professional graduate training for Public Service Interpreting (PSI) at an international level. In Graz, Tipton delivered a module (20 hours in April and June 2017) on PSI practice to 12 MA students which drew on analysis of police interview guidelines and actual police interview analysis conducted as part of the research project. The module improved understanding of institutional policies and practices involving interpreters through cross-cultural comparison, through lectures and interactive workshops that were observed by local staff [J]. By the end of the input the students demonstrated, through written outputs and oral presentations, how they would apply certain research techniques (e.g. discourse analysis of police interview data) to the local contexts of service provision in Graz. Since 2015, Tipton's teaching at UoM on PSI has drawn on data examples from police interviews and interpreter interviews from the project to support student learning in the professional practice of interpreting. More than 100 students took this module between 2015 and 2020. Knowledge exchange facilitated by the partnership with the University of Graz led to curriculum content enhancements in Manchester including the incorporation of authentic field data and simulated interpreting practice.

5. Sources to corroborate the impact

- A. i) *A Guide for Spoken Language Interpreters Working with Adult Survivors of Domestic Abuse* (2020); ii) *Guide for Staff at Women's Aid on Working with Interpreters* (2020).
- B. Evidence from post-hoc interviews with interpreters.
- C. Testimonial from The Pankhurst Trust Incorporating Manchester Women's Aid (provided October 2020), describing the impacts of the research partnership.
- D. Testimonial from Greater Manchester Centre for Voluntary Organisation (8 July 2020), corroborating impact on skills development for the voluntary sector in Manchester.
- E. i) Event report on the June 2017 joint police-interpreter workshop in the *ITI Bulletin* (September-October 2017); ii) N8 Policing Research Partnership project: Early Identification of Honour-based Abuse – project information and findings (2019).
- F. Data Processing Agreement between The University of Manchester and Cambridgeshire Constabulary and Protocol for Victims regarding Release of Materials for Research Purposes.
- G. [TACIT](#) supports understanding of cross-cultural communication in police work. Tipton is listed as part of the [wider TACIT research team](#) and research findings in [2] contributed to the [TACIT toolkit on pre-interview planning](#).
- H. Event feedback from the TACIT launch event (June 2019).
- I. Multilingual Manchester event: [Language diversity: Research implications for policy and provisions in Greater Manchester](#) (2016).
- J. Testimonial from Deputy Head of Department, Translation Studies, University of Graz (7 September 2018), corroborating Tipton's contribution to graduate training.