Forensic Conversations in Criminal Justice Settings Symposium

Programme and Abstracts

Brockington Building U005, Loughborough University / Online
11th September 2024

0915	Arrival
0925	Welcome from the Organisers
0930	**Panel 1: Chair, Laura Jenkins** 1. **Katariina Harjunpää** (University of Helsinki) [online] *How mediators use reports of prior talk as a bridge to a new question* 2. **Fabio Ferraz de Almeida** (University of Lincoln), Sigurd D'hondt & Elena Barrett (University of Jyvaskyla) [in person] *An interactional perspective on the negotiation of trial procedure at the International Criminal Court* 3. **Selena Mariano** (University of Perugia) [online] *"I'm not on trial here": survivors resisting secondary victimisation in courtrooms* 4. **Sarah Atkins** (Aston University), Joanne Traynor (Anglia Ruskin University) & Felicity Deamer (Aston University) [in person] *'FIRST LINE IS READING AS A KIDNAPPING?': Communicating and categorising 'kidnap' incidents in UK police emergency calls*
1030	Questions and panel discussion
1050	Break
1115	**Keynote: Chair, Elizabeth Stokoe** **Emma Tennent** (Victoria University of Wellington) [in person] *Respecifying 'barriers to reporting': Calling the police about family violence*
1200	Lunch
1300	**Parallel Online Data Sessions. Facilitators, Jo Sims & Katie Jordin** 1. **André Buscariolli** (University of California, Santa Barbara) *Holding the police accountable? Professional vision in departmental investigations interviews* 2. **Eve Mullins** & **Steve Kirkwood** (University of Edinburgh) *Resistance in probation sessions*
1400	Time to move between rooms for in person attendees
1405	**Panel 2: Chair, Alexandra Kent** 1. **Michael Mora-Rodriguez** (University Pompeu Fabra) [online] *Police Accessing Civilians' Personal Sphere: Compliance Orientation for a Vehicle Search at Border Checks* 2. Robin Smith & **Terry Au-Yeung** (Cardiff University) [in person]

	'The video does look concerning but it is only a snapshot': accusing and counter-accusing racism through different synchronies and diachronies 3. **Christopher Elsey** & **Hannah Jones** (De Montfort University) [online] *Involuntary psychiatric detention in public spaces: Crisis and mental health disclosure in professional sport* 4. Fernanda da Cruz (University Fed. Sau Paulo), **Lorenza Mondada** (University of Basel) & Edson Teles (University Fed. Sau Paulo) [in person] *Making bones talk: a multimodal EMCA study of teamwork in a forensic laboratory*
1505	Questions and panel discussion
1525	Break
1545	Panel 3: Chair, Emma Richardson 1. **Kate Steel** (University of West England) [in person] *The dynamics of a difficult disclosure during a police first response call-out in a domestic abuse case* 2. **Søren Sandager Sørensen** (University of Agder) [online] *'Hva tenker du' ("what are your thoughts") as a question type in Norwegian police interviews* 3. **Alexandra Kent** (Keele University)**,** Magnus Hamann (Loughborough University) & Jo Meredith (Magenta Research) [in person] *Effective Communication for Digital Policing: A conversation analytic study of Digital 101 messaging in the UK* 4. **Ann Weatherall** (University of Bedfordshire) [in person] *Justifying the use of violence in feminist self-defence classes*
1645	Questions and panel discussion
1710	Reflections with **Charles Antaki**
1730	Close – *Dinner at a restaurant in Loughborough*

Presenting authors are indicated in **bold**.

Abstracts

0930-1050 Presentations

How mediators use reports of prior talk as a bridge to a new question

Katariina Harjunpää (University of Helsinki)

Abstract: In this online talk, I discuss a recurrent turn type found in Finnish mediation of criminal and civil cases. In the mediation meetings, the parties affected by a crime (e.g., assault, damage to property) discuss the case with the help of a pair of volunteer mediators. The mediators recurrently deliver multi-unit turns, in which they first indirectly report some part of the prior discussion (e.g. "you used the word..."; "we have been talking about..."). At a point that would syntactically allow turn-transition, the mediators keep the turn (using inbreath, verbal linking elements and gaze) and continue to a new question that redirects the discussion in some way: The question can invite a shift of perspective, a specification of something said previously, or scaffold a client to exercise their rights in mediation (e.g., to provide their view on a topic, or claim financial compensation).

The multi-unit turns ground the institutional party's actions in the clients' talk (cf. Vehviläinen 2003, Peräkylä 2004 on therapy). They differ from the related practice of formulation (e.g. Antaki 2008) in that whereas formulations invite recipients' confirmation, the multi-unit turns rather treat the reported matter as already established. They serve launching new actions on the mediation agenda so that the actions are verbally linked to the client's own contribution while nevertheless offering a new, even a contrasting viewpoint to the discussion (e.g. from negative to positive aspects). The multi-unit turns thereby illustrate the balancing act between institutional relevancies and the clients' "ownership" of their case, which is one of the principles of this method of restorative justice.

The data are video recordings of mediation in Finnish, presented with English translations. The study uses the methods of multimodal conversation analysis and interactional linguistics
Keywords: mediation in criminal and civil cases; questions; indirect reported speech

An interactional perspective on the negotiation of trial procedure at the International Criminal Court

Fabio Ferraz de Almeida (University of Lincoln)
Sigurd D'hondt (University of Jyvaskyla)
Elena Barrett (University of Jyvaskyla)

Abstract: The ICC represents an emergent form of transnational criminal justice that is still developing. The legal instruments by which the Court was established are the outcome of a negotiated compromise reflecting various political interests and legal traditions. This results in unresolved ambiguities in substantive and procedural law,

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which are constantly resolved by trial actors as they make ad hoc decisions to ensure that the compromise proposed on paper also works in practice. By analysing official trial transcripts, we discuss how legal uncertainties become visible in interaction and create tension and indeterminacy. We show how the meaning of the legal categories that create this indeterminacy may in turn be locally "fixed" in situated courtroom interaction. First, we explore a grey area related to the participation of victims of atrocity crimes in trial proceedings, specifically the tension between the role of witness and that of victim-participant. We show how a judicial decision to force victims' accounts of harm into a testimonial format raises serious epistemological challenges and how their legal representatives resort to specific strategies to overcome these challenges and make harm visible. These include eliciting accounts that "exhibit" rather than "claim" suffering; transforming the inner self into an object of inquiry; and approaching witnesses as "informal experts". Following that, we explore the interactional consequences of the Court's amalgamation of adversarial and inquisitorial traditions for questioning witnesses. Our analysis reveals how ICC judges, in the absence of strict rules of evidence, tacitly overstep in the production of testimonial evidence, while in principle adhering to their referee role. Together, these analyses highlight the unique contributions of ethnomethodology and conversation analysis in understanding processes of jurisprudential construction. They elucidate how legal categories inform trial actors' situated interpretations of courtroom interaction and how these legal categories, in turn, are transformed in this process.

"I'm not on trial here": survivors resisting secondary victimisation in courtrooms
Selena Mariano (University of Perugia)

Abstract: The primary objective of this study is to analyse how secondary victimisation is carried out by attorneys during cross-examinations in court, particularly within criminal trials for gender-based violence. Secondary victimisation is a strategy often used by the defence to downgrade survivors' credibility and, when implemented in this manner, it comes to constitute a discriminatory phenomenon which violates survivors' rights to privacy and due process. Nonetheless, survivors facing attorneys using this style of inquiry, have their own unique way of opposing them. Indeed, using CA on data from the trial for rape charged to former NFL player Kellen Winslow II, the main focus of this work will be analysing survivors' resisting resources, particularly the victims' capability of predicting the defence's questions potential damage to their credibility. What has emerged is that, when noticing questions leading to the solicitation of rape myths and stereotypes (i.e. secondary victimisation) in cross-examinations, survivors effectively use a wide range of actions, e.g. formulations, refraining from answering, or stating their disaffiliation, to prevent any kind of discreditation at their cost.
Keywords: gender-based violence, secondary victimisation, victims' rights

'FIRST LINE IS READING AS A KIDNAPPING?': Communicating and categorising 'kidnap' incidents in UK police emergency calls
Sarah Atkins (Aston University)
Joanne Traynor (Anglia Ruskin University)
Felicity Deamer (Aston University)

Abstract: This presentation looks at communication in emergency calls to a UK police control room around a serious but infrequent type of crime – members of the public reporting potential kidnap incidents. UK police class kidnap as a 'crime in action', meaning there is a potential threat to life during the course of the police investigation and requiring specific protocols to be enacted. However, recognising and correctly categorising these incidents at the first point of contact during an emergency call is known to have difficulties, with the risk that these serious, high-stakes incidents are missed. We look at spoken interaction in calls reporting potential kidnaps, as well as the institutional progression and categorisation of incidents through the associated written incident logs, to establish how reports are made by members of the public and where difficulties in the categorisation work become apparent.

We were given access by a UK police force to a dataset of 48 recorded calls and their accompanying incident logs, half of which included calls which changed categorisation to 'kidnap' during the course of the investigation. The existing conversation analytic work on interaction in emergency calls provides a valuable research base to apply in understanding the difficulties that can occur in communicating this specific type of crime. We find that callers reporting potential kidnaps encode differing levels of 'entitlement' in requests for police assistance and that call-handlers experience interactional difficulties establishing information about the incident, either through the caller's displayed lack of knowledge or certainty, difficulty in producing turns or sometimes resistance to providing further information. These features may render the call-handler's task of categorising incidents as 'kidnap' more challenging and shed light on the difficult, high-stakes interactional work around 'categorisation' in emergency calls more generally.

Keywords: categorisation, emergency calls, kidnap

1115-1200 Keynote

Respecifying 'barriers to reporting': Calling the police about family violence
Emma Tennent (Victoria University of Wellington)

Family violence is a notoriously under-reported crime, with many who experience it choosing not to involve police.[1] Research has documented a range of barriers to reporting which include shame, fear of repercussions, and lack of trust in police.[2] However, little is known about what happens when people *do* call police about violence.

Alongside my colleague Ann Weatherall, I use conversation analysis and discursive psychology to analyse how violence is reported in 200 calls to the New Zealand police emergency and non-emergency lines. In this presentation, I argue for a discursive re-specification of the concept of 'barriers to reporting.' I show how callers and call-takers orient to the moral accountability of calling the police. These orientations manifest in requests for anonymity, reassurances callers have "done the right thing," accounts for not reporting previous experiences of violence, and for third party calls. Half of the

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dataset are calls recorded during pandemic lockdown, providing an opportunity to examine how this context of crisis provided new challenges and opportunities for help-seeking.

Drawing together classic discursive psychology concepts like accounts and versions of reality and membership categorisation analysis provides new ways to understand how participants navigate the challenges of seeking help for violence in real time.

1. Lelaurain, S., Graziani,P., & Lo Monaco, G. (2017) Intimate partner violence and help-seeking: a systematic review and social psychological tracks for future research. *European Psychologist*, 22 (4), 263-281.
2. Stewart, S., Willmott, D., Murphy, A., & Phillips, C. (2023). "I thought I'm better off just trying to put this behind me" – a contemporary approach to understanding why women decide not to report sexual violence. *The Journal of Forensic Psychiatry & Psychology*, 1–17.

1300-1400 Parallel Online Data Sessions

Holding the police accountable? Professional vision in departmental investigations interviews
André Buscariolli (UC Santa Barbara)

Abstract: This data session will examine the audio recording of an interview conducted during an internal investigation by the Office of Police Accountability (OPA) of an American Northwestern City. The OPA is a police oversight agency. Although administratively part of the police department, it is physically and operationally independent—its director reports to the mayor instead of the chief of police. The OPA receives and investigates complaints from the public about different forms of police misconduct. During internal investigations, officers implicated in the complaints (hereafter "named employees") are called for an interview with the OPA investigator assigned to the case (who is also a law enforcement agent). As part of a collective agreement, named employees can also request to have a representative of the local police labor union (called "guild representatives") present. The official business of the interview is to determine whether an officer's action followed particular departmental policies and norms of conduct. However, because police work requires constant improvisation, these rules are vague as they do not account for the many situational contingencies officers may encounter during their encounters with the public. Thus, because determining whether an officer has acted according to the rules is an interpretative matter, instead of having their actions constrained by them, police officers can invoke such rules retrospectively to build exculpatory accounts for their actions. In this data session, I want to examine how the parties involved tacitly invoke their professional vision to articulate an account for the offense under investigation. I want to focus on (a) how investigators and guild representatives design their questions to anticipate specific responses (e.g., "Did you use pepper spray because you had no other option?") and (b) how named employees formulate their actions to mitigate their gravity (e.g., "It was all I could do").

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Resistance in probation sessions
Eve Mullins and Steve Kirkwood (University of Edinburgh)

Abstract: We would like to host an online data session looking at resistance in probation sessions. Using conversation analysis, we are conducting secondary analysis of 25 videos from the Jersey Supervision Skills Study (JS3) to examine 'effective practice skills' in probation. In the JS3, 95 video recorded interviews between probation officers and people under supervision were analysed using a checklist to document and measure the use of practice skills and consider their connection to outcomes for people under supervision (see Raynor, Ugwudike & Vanstone, 2014 for further details). Through examining how these skills feature in the interactions between probation officers and people under supervision, we aim to explicate and potentially respecify them. Probation officers supervise people who have offended (hereafter clients), usually in a community setting, with the aim of reducing their risk of reoffending, protecting the public and promoting desistance (the process of stopping offending). Clients are primarily court-mandated to attend, and therefore under compulsion. As with counselling, it is clients' behaviours, thoughts, attitudes and actions that are on the table for discussion. Probation officers have some authority to 'step in to' the client's epistemic domain in this discussion. However, at times, this can and is resisted by clients. How probation officers manage client resistance is one area highlighted in the JS3, and other research, as important for positive outcomes. We are interested in how resistance plays out in the sequence of interaction, and how the probation officers and clients deal with it. (And also anything else you might consider interesting!)

Raynor, P., Ugwudike, P., & Vanstone, M. (2014). The impact of skills in probation work: A reconviction study. Criminology & Criminal Justice, 14(2), 235-249. https://doi.org/10.1177/1748895813494869

1405-1525 Presentations
Police Accessing Civilians' Personal Sphere: Compliance Orientation for a Vehicle Search at Border Checks
Michael Mora-Rodriguez (Pompeu Fabra University)

Abstract: This investigation is based on video recordings of police-civilian encounters at the Spain- France border (i.e., the Schengen area). In these border checks, the police randomly stop vehicles for crime control purposes, thus interfering with the supposed freedom of movement of people across Schengen borders. Specifically, this study examines how Spanish police

officers seek drivers' compliance with a vehicle search (trunk inspection) to find grounds for suspicion (evidence of crime). Asking to inspect a vehicle's trunk represents a significant intrusion into civilians' privacy, especially considering their right to cross the border. For this reason, this research aims to explore how police

officers and civilians sequentially manage this sensitive situation. To do this, conversation analysis is applied to examine verbal and nonverbal practices oriented towards achieving compliance with the police task. The main findings are that (1) police officers tend to seek permission to perform a trunk inspection by making interrogative, polite and mitigated requests that are oriented around the drivers' willingness to comply; (2) Drivers delay compliance when they need clarification (instructions) on how to open the trunk of the car. This situation is observed when the police do not give access to the institutional regulations that govern vehicle searches; (3) When the latter occurs, police officers choose to use directives to encourage drivers to comply. The conclusion is that the police

exhibit different degrees of entitlement (asking versus telling) when seeking compliance. This also indicates different orientations regarding the potential contingencies that may affect the driver's willingness to cooperate. Finally, the findings show that drivers respond differently to requests for collaboration versus orders for action. This oral presentation will be presented online.
Keywords: requests, directives, compliance.

'The video does look concerning but it is only a snapshot': accusing and counter-accusing racism through different synchronies and diachronies
Robin Smith and Terry Au-Young (Cardiff University)

Abstract: Thanks to phone cameras, citizen journalism now exposes more problematic policing-ethnicminority- in-action on social media, prompting netizens' criticism toward the police. The police have seemingly developed ways to counter these video-elicited criticism. Building upon previous Membership Categorisation Analysis (MCA) work on racism (e.g., Smith, forthcoming; Shrikant, 2022; Stokoe and Edwards, 2007), this paper analyses the accusing and counter-accusing of racism in policing-in-action. Applying gestaltist MCA (Smith and Au-Yeung, 2023), the study analyses video and texts of the tweets showing the women – of apparent African-Caribbean descent – arrested by police officers and separated from her young son. The analysis unpacks different temporalities invoked by the netizens and the police in assembling accusations and counter-accusations.

Two observations are yielded: 1) for the public, ethnic/racial proportionality is not simply a measured disadvantage among 'the population', but an accountable differential treatment by categorisation; 2) the police's counter appeals to the recipient tending toward codified diachronies beyond the visible moment (e.g., the longer institutional history regarding the incident). In this case, the police's counter-accusation did not negate the blame of racism but mitigated it by other categorial relations inferred by different temporalities, producing a chimeric temporal gestalt (Au-Yeung & Fitzgerald 2022; Hutchinson, 2022). This and similar strategies may deflect cases from reaching a fair resolution, and accumulatively contributes to future discordance and trouble.
Keywords: Policing, citizen journalism, civic vision, deniability, racism, temporality

Involuntary psychiatric detention in public spaces: Crisis and mental health disclosure in professional sport

Christopher Elsey (De Montfort University)
Hannah Jones (De Montfort University)

Abstract: The visibility of mental health-related issues is arguably most noticeable public scenes when people are being involuntarily admitted to psychiatric hospital for psychological evaluations due to safety concerns. This paper draws on high profile instances of involuntary detentions relating to professional sports players in the UK and US. The analysis will examine the live incidents themselves and the subsequent mental health disclosure narratives that were worked up by those involved to account for what happened. The cases provide perspicuous examples of public disclosures that are pre-empted by the very public circumstances and show how teams, organisations and the police speak on behalf of players in these situations, in which there is a complex web of welfare, wellbeing, safety, security, and criminal concerns.

Using ethnomethodology (EM) and conversation analysis (CA) this paper will use a wide range of publicly available data sources to display players' mental health disclosure narratives, including police traffic camera footage, police documents and legal paperwork, media interviews, social media content and team announcements. The collection of cases includes American footballer's Everson Griffen (Minesota Vikings) and Chandler Jones (Las Vegas Raiders) and football player Aaron Lennon (Everton FC).

These particularly public cases draw attention to a recurrent issue found in these interactions: who is responsible for responding to the person displaying potentially dangerous or unsafe behaviour in public? From an EMCA perspective these incidents reveal practical organisational and professional 'troubles' for the police and paramedic workers called to attend the scene and the public present.

The paper explores mental health as an (in)visible disability and considers how mental ill health is exhibited in real-time police-citizen interactions through verbal and embodied actions. This speaks to how mental health crises and concerns are treated as visible or unknown by other parties (e.g. members of the public, police, paramedics, sports coaches etc).
Keywords: Involuntary detention, Mental health crisis, Sports players

Making bones talk: a multimodal EMCA study of teamwork in a forensic laboratory

Fernanda da Cruz (Univ. Fed. Sao Paulo)
Lorenza Mondada (Univ. Basel)
Edson Teles (Univ. Fed. Sao Paulo)

Abstract: This talk presents a research project initiated aiming at the video-documentation and multimodal analysis of the everyday work of forensic experts in a laboratory in Brazil. The forensic experts investigate human remains in order to re-identify missing political activists (desaparecidos) disappeared by the Brazilian dictatorship during the period 1964-1985. Our field studies and video-recordings

document the work manipulating the bones in postmortem forensic anthropological examinations, and during the extraction of genetic samples for DNA analysis.

Rooted in EMCA, the analyses pay special attention to the temporal and sequential organization of moments of collaborative work around specific bones/problems raised by their examination, with a particular focus on how description, categorization, coding, and diagnosis are produced and negotiated by the forensic team, while actively engaging in a multisensorial way with the bones at hand, manipulating, touching, closely looking at them. The data are a growing corpus of ca 50h recorded since 2022, in Brazilian Portuguese, following the work of a forensic team on a difficult case, in which a few hundred bones, belonging to several fragmented and mixed-up bodies, have been retrieved near a place of torture and are submitted to various types of analyses, in the hope of re-identifying the persons concerned and providing a legal documentation of state violence.

In this way, the study aims at contributing at a) developing an original EMCA perspective on forensic work, taking into account its complexity, combining anatomic, pathological and genetic analyses, with anthropological, legal and human rights perspectives, b) articulating this approach with current EMCA studies of legal and police interactions, c) and with EMCA workplace studies, studies of medicine, and studies of science, as well as d) advancing multimodal multisensorial approaches in EMCA, e) also concerning Portuguese, a language still under-described in this perspective.
Keywords: EMCA, disappeared political activists, forensic investigations, multimodality, state violence, teamwork, video

1545-1710 Presentations

The dynamics of a difficult disclosure during a police first response call-out in a domestic abuse case
Kate Steel (University of the West of England)

Abstract: Overwhelmingly, domestic abuse research shows that victims often struggle to report their experiences to the police for myriad reasons, including fear of repercussions from perpetrators, institutional sanctions, the numbing effect of trauma, and lack of trust in the police - all fuelled by perpetrators' silencing strategies (e.g. Barlow et al. 2023; Heron & Eisma 2021; Towns & Adams 2009, 2016; Woods 2010).

This talk draws from an in-progress paper focusing on scenarios in which police first responders are dispatched following 999 calls from witnesses, but the reported victims do not readily incriminate the suspects. The study is based on authentic police body-worn video footage of 14 call-outs from one force area within the England & Wales jurisdiction. The dataset contains several instances in which officers perform considerable interactional work to elicit disclosures, with varying success. I will present transcript data from one such case and take a conversation-analytic approach to illustrate the interactional dynamics of denial, disbelief and eventual disclosure.

This particular call-out highlights one prevalent barrier to reporting domestic abuse, as the woman in question is fearful of social services removing her children. This talk will therefore underscore how frontline conversations can play a crucial role in building victims' trust in the police and perhaps, by extension, other institutional powers.

Keywords: police first response, domestic abuse, victim disclosure

'Hva tenker du' ("what are your thoughts") as a question type in Norwegian police interviews

Søren Sandager Sørensen (University of Agder)

Abstract: Modern approaches to police interviews such as the Norwegian "KREATIV" model highlight the use of free recall and "open" questions to elicit a valid account from the interviewee without the police affecting the outcome in unfair ways. In this talk, I will discuss the use of a common question type in Norwegian police interviews, namely questions formulated with hva tenker du (translatable as 'what do you think' or 'what are your thoughts' about something), and how they are understood in the interview context. The data consist of a collection of around 80 cases of this formulation found in recordings of Norwegian police interviews with people who speak Norwegian as a second language.

The question type has several functions that depend on the sequential context of the question and its placement in the overall structure of the interview. Crucially, these questions are often used to present which crime the suspect is suspected of having done, which means the question often plays a role in the transition from the introduction phase to free recall. Another function is that of presenting evidence or accounts that may not be in support of the suspect's explanation, which often take place at a later point in interviews. However, the question type is also used to ask for a number of other things (assessments, understanding of legal terms etc.) and is sometimes misunderstood, requiring more interactional work in order to progress the interview. The description of these sequences provides an example for the discussion of how the openness (or vagueness) of a question works together with sequential structure (both local and larger frames) and the goals of the police interview.

Keywords: free recall, questions, suspect interview

Effective Communication for Digital Policing: A conversation analytic study of Digital 101 messaging in the UK

Alexandra Kent (Keele University), Magnus Hamann (Loughborough University) & Jo Meredith (Magenta Research)

Abstract: Increasingly, UK Police Forces are launching online channels of contact with the public. No longer just news announcements or press releases, more and more forces are providing online ways for members of the public to contact them. Digital 101 represents one such service through which members of the public can send private instant messages to the Police to report crimes and request non-emergency assistance. Although Digital 101 (and similar models) might be a new medium for non-

urgent police contact, it is modelled on (and typically staffed by the same people as) the well-established 999 (emergency) and 101 (non-emergency) police phone lines. There is a well-developed research literature that uses Conversation Analysis to explore the structure and organisation of police phone calls (c.f., Kevoe-Feldman, 2019). Our analysis builds on this established body of findings to explore when and how digital 101 communications differ from 101/999 phone conversations.

Our talk draws from an in-progress paper in which we analyse a dataset of over 400 instant message conversations between members of the public and police chat-handlers. First, we examine how previously identified differences between phone and instant messaging conversations apply to 101 services by comparing phone and digital 101 conversations held by the same police force. Second, we examine how well research evidence about the design of requests and first questions during police phone calls applies in a 101 instant messaging context. Third, we apply these analytic observations to explore digital 101 conversations in which a) assistance is being sought for a non-policeable matter, and b) dissatisfaction with the police is expressed. This subset of conversations enables us to explore critical moments of potential breakdown in intersubjectivity between the police chat handler and the member of the public to identify key considerations that are relevant for police chat handlers seeking to ensure effective communication through instant messaging with members of the public.

Our research has generated a series of practice recommendations that can be used as part of training provision for police staff as they engage with citizens through digital communication channels.

Justifying the use of violence in feminist self defence classes
Ann Weatherall (University of Bedfordshire)

Abstract: In New Zealand the use of force against a person is legal if it is in self-defence. It can even be used as a justification against killing when the perceived threat is life threatening. A central matter at stake is whether the force used is necessary and reasonable. Empowerment self-defence classes teach girls and women techniques to defend themselves against sexual violence. This paper asks how issues around law and self-defence are managed in the classes. Data are drawn from a video study of nearly 50 hours of recordings of self-defence classes. A collection of extracts relating to the legal ramifications and responsibilities of self-defence was created. Each was examined in detail using discursive psychology and conversation analysis. Trusting your instincts and human rights were identified as practical ideologies that justified the use of violence against a perpetrator of sexual violence. They functioned to teach women how to keep themselves safe physically and legally and to encourage them to act to defend themselves. This work uniquely contributes to the literature on women, self-defence and the law by examining how these issues were raised and discussed spontaneously in personal safety classes.