

The Impact of Rapport on Intelligence Yield: Police Source Handler Telephone Interactions with Covert Human Intelligence Sources

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SIPR Applied Cognitive Psychology in Forensic Settings

Tuesday 25th May 2021

Research Rationale

- A renewed focus on proactive policing and Intelligence-led policing
 - Proactive measure to counter criminal activity - overt and covert means
- Current research focuses on Covert Human Intelligence Sources (CHIS)
 - CHIS are defined within the United Kingdom's Regulation of Investigatory Powers Act 2000 (RIPA)
 - Form a significant role within Human Intelligence (HUMINT)
 - Use of covert policing, especially HUMINT, can potentially disrupt, dismantle, or prevent serious crime and organised criminal networks

What is Human Intelligence?

- “Intelligence is information designed for action” (Grieve, 2004, p. 25)
- “All intelligence is information; not all information is intelligence” (Lowenthal, 2009, p. 1)
- Intelligence buttresses critical law enforcement decision-making (Stanier & Nunan, 2018)
- HUMINT is intelligence collected from a human source (e.g., CHIS)



Rapport - HUMINT

“Developing and maintaining a working relationship with a human source, by managing their motivations and welfare, whilst ensuring they understand the purpose of the relationship in order to secure reliable intelligence” (Stanier & Nunan, 2018)



The Benefits of Rapport

The impact of first impressions



Personalising the interaction



Enhance cooperation



Enhance memory recall



Establish professional relationships



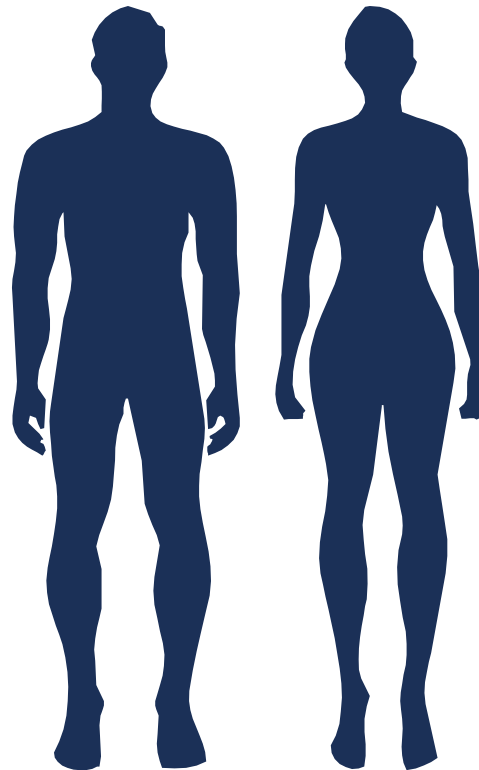
Reduce anxiety



Increase intelligence yield



Develop a working alliance



Methodology

- Source Handler and CHIS audio recorded telephone interactions ($N = 105$)
- Purpose sampling – telephone interactions were excluded if:
 - a) missed calls;
 - b) voicemails;
 - c) interactions that did not concern the collection of intelligence; or
 - d) interactions that were merely to arrange a call back
- The telephone interactions took place in 2018 ($M = 7.03$ min; $SD = 3.55$)

Verbal Rapport Framework

Attention

- Back-channel response
- Paraphrasing
- Identifying emotions
- Explores/probes information
- Intermittent summarising
- Provides final summary
- Asks CHIS to add/alter
- Explores motivation

Positivity

- Use CHIS' preferred name
- Empathy
- Self-disclosure
- Common ground
- Friendliness
- Humour
- Reassurance

Coordination

- Agreement
- Encourage CHIS account
- Appropriate use of pauses
- Explain what happens next

Intelligence Yield Coding

- Intelligence yield (IY) comprised five detail types:
 - a) Surrounding details - (e.g. locations)
 - b) Object details - (e.g. a phone, drugs, money)
 - c) Person details - (e.g. names, person descriptions)
 - d) Action details - (e.g. criminal offences, driving)
 - e) Temporal details - (e.g. dates, days, years)

Results – Rapport and Intelligence Yield

- Across the sample, the mean overall rapport utilised per interaction was 47.10 ($SD = 21.75$)
- Frequency of each component of rapport:
 - attention ($M = 24.77, SD = 15.26$)
 - positivity ($M = 12.21, SD = 6.53$)
 - coordination ($M = 10.12, SD = 5.23$)
- On average, 87.26 ($SD = 61.63$) IY was gathered per interaction

Results – Rapport and Intelligence Yield

- Overall rapport was significantly correlated with overall IY, $r = .69$, $p < .001$
- When overall rapport was broken down into its three components attention, $r = .83$, $p < .001$, and coordination, $r = .21$, $p = .028$, were both significantly correlated with the overall IY gathered
- However, there was a non-significant correlation with positivity and overall IY, $r = .19$, $p = .051$

Results - Coefficients of determinations (R^2)

Coefficients of determinations (R^2) for rapport components against overall Intelligence Yield (IY) and detail type ($N = 105$)

Rapport Component	Surrounding IY	Object IY	Person IY	Action IY	Tempora IY	Overall IY
Attention	0.41 ^{***}	0.59 ^{***}	0.58 ^{***}	0.65 ^{***}	0.36 ^{***}	0.69 ^{***}
Positivity	0.03	0.01	0.03	0.05 [*]	0.00	0.04
Coordination	0.01	0.03	0.03	0.06 [*]	0.05 [*]	0.05 [*]
Overall rapport	0.29 ^{***}	0.38 ^{***}	0.40 ^{***}	0.48 ^{***}	0.24 ^{***}	0.48 ^{***}

Note. ^{*} $p < 0.050$. ^{**} $p < 0.010$. ^{***} $p < 0.001$.

Research Summary

- Overall rapport, attention and coordination significantly correlated with intelligence yield, while positivity did not
- Attention was the most frequently used component of rapport, followed by positivity, and then coordination



Thank you for Listening - Any Questions?

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- Nunan, J., Stanier, I., Milne, R., Shawyer, A., Walsh, D., & May, B. (2020). The impact of rapport on intelligence yield: police source handler telephone interactions with covert human intelligence sources. *Psychiatry, Psychology and Law*, 1-19.
- Research funded by The Centre for Research and Evidence on Security Threats (CREST)
- Thank you to the NPCC Intelligence Practice Research Consortium and Dedicated Source Unit who permitted access to the data.