

**For workshop 2**

**Not for distribution outside of this course**

**Breaking Bad News:  
A Qualitative Study of Frontline Police Work With the Bereaved**

**Semi-Structured Interview Schedule**

Thank you for agreeing to take part in this interview. We are interviewing you to better understand frontline police officers' experiences of breaking bad news to the bereaved, how policies and practices can be improved in general, and also in relation to the current Covid-19 pandemic.

Participation in this study is voluntary. The interview should take approximately one hour depending on how much information you would like to share. With your permission, I would like to record the interview because I don't want to miss any of your comments. All responses will be kept confidential. This means that your de-identified interview responses will only be shared with research team members and we will ensure that any information we include in our report does not identify you as the respondent. You may decline to answer any question or stop the interview at any time and for any reason.

- Are there any questions about the interview?
- May I turn on the digital recorder?

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**Section 1: Establishing rapport**

- Collect demographic information: i.e. rank, role, age, gender, ethnicity, region they are working in.
- Before we begin, could you tell me about your career in policing to date?
- How long have you been involved in your current role? [i.e. Family Liaison Officer / Roads Policing / Investigation / Homicide]
  - a) What does this role entail?
  - b) If relevant - why did they choose to train as a Family Liaison Officer?

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**Section 2: The organisation of breaking bad news in police forces**

- How is the task of 'breaking bad news' structured within your organisation? [i.e. whose responsibility is it? Does this differ depending on forces/regions?]

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- How does breaking bad news differ in terms of police roles/functions? [Investigation / Roads Policing / FLO - tailor this to their role]
- Do they feel that austerity and resource restrictions / demands have impacted on the breaking of bad news? [If so, probe for how and in what way]
- How is breaking bad news (and FLO) as a police task viewed by police officers? [I.e. how is it viewed in 'police cultural' terms – as gendered, as a softer side of policing, is it a 'dirty' form of emotional labour?]

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### **Section 3: Experiences of breaking bad news**

- Can you tell me about the first time you broke bad news to a family?
- Can you explain the procedural process that you follow when breaking bad news?
- Can you tell me about how these experiences might differ depending on the crime, victim, family [I.e. how this compares in terms of contexts, cultures (religion, ethnicity), time/space/place, crime, victimisation and the officer (i.e. gender)?]
- What for you does a 'good' / 'successful' 'breaking bad news' interaction look like or consist of?
- What does a 'bad' / 'unsuccessful' interaction look like or consist of?
- Are there any incidents which prove more challenging than others? [I.e. here are there any that don't fit the pattern of procedural processes they need to follow?]

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### **Section 4: Impact of Covid-19 on 'breaking bad news' to the bereaved**

- How has Covid-19 changed your job in terms of breaking bad news?
- Do you have any experiences of breaking bad news in this context that stand out that you can share with us? Please tell us about them.
- What extra support or measures could be put in place to support families at the current time?
- What extra support or measures are needed to support you to do this task effectively in the current context?

### **Section 5: Training and support**

- How are officers trained to break bad news?
- How has training changed over recent years? [I.e. in relation to the professionalisation of policing and the College of Policing?]
- What do you think about the current training and policies?
- How are officers professionally and personally supported regarding the potential impact of this form of police work on them?

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### **Section 6: Conclusion**

- I think that's everything I have to cover. Is there anything else you'd like to tell me or any final thoughts you'd like to follow up?
- Do you know any other officers who might be willing to participate in the study and who we could approach?
- Would you like us to share the final report from the study with you?
- Would you be willing to talk to us again as part of a future larger project?

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Thank you for participating!

If you have any further questions about the interview please do let us know using the contact details on the Participant Information Form. We have also included details of organisations for support if you feel this is required.

[Turn off recording device]