



Police and Crime Panel

Date: Thursday, 9 October 2025
Time: 10.00 am
Venue: Council Chamber, County Hall, Dorchester, DT1 1XJ

Members (Quorum: 3)

Alasdair Keddie (Chair), Louise Bown (Vice-Chair), Ben Sargeaunt, David Flagg, Simon Gibson, Louie O'Leary, Karen Rampton, Peter Sidaway, Tony Trent, Sarah Williams and Carl Woode

Chief Executive: Catherine Howe, County Hall, Dorchester, Dorset DT1 1XJ

For more information about this agenda please contact Democratic Services Meeting Contact 01305 224709 - megan.r.rochester@dorsetcouncil.gov.uk

Members of the public are welcome to attend this meeting, apart from any items listed in the exempt part of this agenda. If you would like to attend this meeting and have any specific requirements, please contact the Democratic Services Officer named above.

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Agenda

Item	Pages
1. APOLOGIES	
To receive any apologies for absence.	
2. MINUTES	5 - 12
To confirm the minutes of the meeting held on Thursday 24 th July 2025.	
3. DECLARATIONS OF INTEREST	
To disclose any pecuniary, other registrable or non-registrable interests as set out in the adopted Code of Conduct. In making their disclosure councillors are asked to state the agenda item, the nature of the interest and any action they propose to take as part of their declaration.	

If required, further advice should be sought from the Monitoring Officer in advance of the meeting.

4. PUBLIC PARTICIPATION

Representatives of town or parish councils and members of the public who live, work, or represent an organisation within the Dorset Council area are welcome to submit either one question or one statement for each meeting. You are welcome to attend the meeting in person or via MS Teams to read out your question and to receive the response. If you submit a statement for the committee this will be circulated to all members of the committee in advance of the meeting as a supplement to the agenda and appended to the minutes for the formal record but will not be read out at the meeting.

The first eight questions and the first eight statements received from members of the public or organisations for each meeting will be accepted on a first come first served basis in accordance with the deadline set out below. For further information please see [Public Participation - Dorset Council](#)

All submissions must be emailed in full to megan.r.rochester@dorsetcouncil.gov.uk by 8.30am on Tuesday 7th October 2025.

When submitting your question or statement please note that:

- You can submit one question or one statement.
- A question may include a short pre-amble to set the context.
- It must be a single question and any sub-divided questions will not be permitted.
- Each question will consist of no more than 450 words, and you will be given up to three minutes to present your question.
- When submitting a question please indicate who the question is for (e.g. the name of the committee or Portfolio Holder)
- Include your name, address, and contact details. Only your name will be published but we may need your other details to contact you about your question or statement in advance of the meeting.
- Questions and statements received in line with the council's rules for public participation will be published as a supplement to the agenda.
- All questions, statements and responses will be published in full within the minutes of the meeting.

[Dorset Council Constitution](#) - Procedure Rule 9

Councillor Questions

Councillors can submit up to two valid questions at each meeting and sub divided questions count towards this total. Questions and statements received will be published as a supplement to the agenda and all questions, statements and responses will be published in full

within the minutes of the meeting.

The submissions must be emailed in full to megan.r.rochester@dorsetcouncil.gov.uk by 8.30am on Tuesday 7th October 2025.

[Dorset Council Constitution](#) – Procedure Rule 13

5. Q1 MONITORING REPORT 13 - 24

To receive the Q1 Monitoring Report 2025/26.

6. ROAD SAFETY UPDATE: OPERATION SNAP 25 - 34

To receive an update on Operation Snap.

7. ENHANCED VIDEO RESPONSE 35 - 46

To receive an update on the Enhanced Video Response (EVR) programme.

8. COMPLAINTS UPDATE

To receive a verbal update from the Service Manager for Assurance.

9. FORWARD WORKPLAN

To discuss the Forward Workplan.

10. URGENT ITEMS

To consider any items of business which the Chairman has had prior notification and considers to be urgent pursuant to section 100B (4) b) of the Local Government Act 1972. The reason for the urgency shall be recorded in the minutes.

11. EXEMPT BUSINESS

To move the exclusion of the press and the public for the following item in view of the likely disclosure of exempt information within the meaning of paragraph 3 of schedule 12 A to the Local Government Act 1972 (as amended). The public and the press will be asked to leave the meeting whilst the item of business is considered.

There are no exempt items scheduled for this meeting.

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POLICE AND CRIME PANEL

MINUTES OF MEETING HELD ON THURSDAY 24 JULY 2025

Present: Cllrs Alasdair Keddie (Chair), Dr Elizabeth Mytton, Louise Bown, Simon Gibson, Louie O'Leary, Karen Rampton, Peter Sidaway, Tony Trent and Carl Woode

Present remotely: Cllrs Sarah Williams

Apologies: Cllrs B Sargeaunt and David Flagg

Officers present (for all or part of the meeting):

Simon Bullock (Chief Executive, OPCC), Marc Eyre (Service Manager for Assurance), Adam Harrold (OPCC Director of Operations), Antony Nash (Senior Democratic Services Officer), Megan Rochester (Senior Democratic Services Officer), Julie Strange (OPCC Chief Finance Officer), David Sidwick (Police and Crime Commissioner) and Louis Wicks (Democratic Services Officer Apprentice).

46. Minutes

The minutes of the meeting held on Wednesday 5th February 2025 were confirmed and signed.

47. Declarations of Interest

No declarations of disclosable pecuniary interests were made at the meeting.

48. Public Participation

Questions had been received from Mr Joe Salmon and Ms Susan Stockwell.

In response to Mr Salmon, it was confirmed that the caravans were no longer present. The legislation surrounding this matter was noted as complex, although a robust policy was in place. It was explained that a misunderstanding of the policy by an officer new in post had resulted in a delay in action; the policy had since been re-communicated, and more regular reporting was now taking place. A further briefing for all relevant officers was scheduled for the start of the next year. The issue had been raised by a resident and confirmed with the local authority, after which a formal letter had been sent to the Chief Constable. The caravans were subsequently removed, and the press approached the force shortly afterwards. It was noted that, had the force been notified earlier, action would have been taken sooner, and the Chief Constable's assurance on the matter would be

relayed. The Panel also noted the difference in transit sites between Dorset and BCP.

In response to Ms Stockwell, it was confirmed that the licensing of venues was a matter for the local authority and not for the Police and Crime Panel. No further questions or petitions had been received.

49. Election for Chair/Vice Chair - 00:30:05 on the recording

The Panel formally thanked Dr Elizabeth Mytton for her contribution and service to the Panel as she stepped down from her role. Members acknowledged that Dr Mytton had been an asset to the Panel and extended their best wishes for her future endeavours.

It was proposed by Councillor Louise Bown and seconded by Councillor Louie O'Leary that Councillor Alasdair Keddie be appointed Chair of the Police and Crime Panel.

It was proposed by Councillor Trent and seconded by Councillor Louie O'Leary that Councillor Louise Bown be appointed Vice-Chair of the Police and Crime Panel.

Decision: that Cllr Alasdair Keddie and Cllr Louise Bown was appointed as chair and Vice Chair of the Police and Crime Panel.

50. Q4 Monitoring Report - 00:35:42 on the recording

The Panel received an update from the Police and Crime Commissioner on the HIMCFRS PEEL Report, which highlighted three key areas of improvement and reflected overall progress. It was acknowledged that Dorset Police understood the challenges they faced and had a clear vision for addressing them, with several elements considered good practice. A particularly high percentage of 999 calls were answered within ten seconds, consistently exceeding targets.

In relation to responding to the public, improvements to 999 answering times were noted, while the non-emergency response remained an area requiring further development. The Force was taking steps to optimise this service. In the area of investigating crime, there was a clear focus on victim outcomes, supported by the national investigative framework and continuous professional development for officers. Improvements had been made to digital capabilities, including enhanced mobile systems, and work was being aligned with strategic priorities and targeted governance. Victim engagement remained central to this work, and projections indicated that a fully trained and advanced cohort of officers was expected by March 2028.

Regarding stop and search, the Panel was informed that use of the power was now more effectively targeted, but that Dorset Police still needed to improve to no longer be an outlier at the national level. Disparities in stop and search continued to be reviewed on a quarterly basis, with strong scrutiny arrangements in place, including the Force's own scrutiny panel. The use of body-worn video was identified as an important tool in promoting organisational learning.

Questions from Panel Members – 00:52:08 on the recording

- Commented that the update was a positive sign.
- Queried whether the proposed Contact Management system improvements involved adding new systems or replacing existing ones, noting that the control room currently managed multiple systems, and asked whether the systems would run concurrently.
- requested whether a document outlining the structured system could be published to provide clarity on the plan and its impact and asked if there was a timeline for implementation.
- Asked whether, prior to going out to market, Dorset Police had reviewed systems used by other police forces nationally.
- Raised a query regarding video submissions and aspects of digital evidence management, noted for the forward plan, and requested figures on the current number of detectives compared to the projected number in March 2028.

Priority one - Cut Crime and Anti-Social Behaviour - 01:08:15 on the recording

The Panel was informed that total crime and antisocial behaviour continued to decline, with antisocial behaviour reducing by 12% over the past year. The Op Relentless Community Fund was highlighted as a success in supporting local initiatives, including funding for the DocBike motorcyclist safety project. Burglary rates remained stable, with preventative measures introduced through home safety leaflets distributed via estate agents. Figures for serious road injuries were also falling, though it was noted that stigma around drug driving had not yet matched that of drink driving. An improved online theft information pack and a quarterly fraud and cybercrime newsletter had been introduced to raise awareness, acknowledging that while such crimes were not often raised at public meetings, they remained prevalent in Dorset.

Questions from the Priority Leads and Panel members – 01:15:48 on the recording.

- A question was raised on the home security leaflet pilot, asking how success had been determined
- It was queried why business and retail crime remained rated as amber, acknowledging good work undertaken but seeking clarification on the difficulties in addressing these crimes.
- A point was raised regarding public opinion.
- An update was requested on the use of AI technology and the integration of different software systems.
- A question was asked about collaboration with the Highways Authority and whether a review of reporting systems would be undertaken to improve processes.
- Clarification was sought on what encouragement was being provided to members of the public to use the reporting system.

Priority two - Make Policing More Visible and Connected – 01:42:13 on the recording

The Panel welcomed the partnership work contributing to a safe summer. It was reported that in March the police force had hosted two events. Dorset was noted as a popular day-visit destination. While satisfaction levels had declined, they remained generally stable over time. A precept survey indicated that 76% of respondents supported additional funding for policing, with 55% willing to pay the minimum increase or more. However, there was a prevailing view that policing costs should be borne by the government rather than the people of Dorset. Attendance at the Neighbourhood Engagement Board was confirmed, ensuring that engagement and connectivity were effective. The Board was reported to be operating successfully and had scrutinised force plans. It was emphasised that the Force aimed to bring the police closer to the community, with over 600 community contact groups established.

Questions from the Priority Leads and Panel members – 01:50:15 on the recording.

- A question was raised regarding how response time figures were obtained.
- It was asked whether the 101 service was manned during the early hours of the morning.
- Clarification was sought on prioritisation levels for calls.
- An inquiry was made about response times to 101 online requests and the typical waiting period before a response is received.
- Clarification was requested concerning the term "online home" as referenced during the discussion.
- Questions were posed about the purpose of Neighbourhood Engagement Boards, including membership, meeting frequency, and whether findings were published publicly.

Priority three - Fight Violent Crime and High Harm – 02:33:35 on the recording

The Panel was informed that serious violence had decreased. Victim support and domestic abuse were discussed, with domestic abuse highlighted as a significant issue. Bystander awareness training was noted as part of ongoing efforts. Attention was drawn to addiction and substance use, with consideration given to both local and national approaches to addressing these challenges. The Dorset Criminal Justice Board was reviewed, alongside discussion of the reclassification of ketamine. Although knife crime remained among the lowest in the country, concern was expressed over the number of children carrying knives.

Questions from the Priority Leads and Panel members – 02:41:42 on the recording.

- A good assessment was made in relation to prevention.
- A query was raised regarding any findings related to Anti-Social Behaviour (ASB) week.

- Progress on the Violence Against Women and Girls workshop was requested

Priority four – Fight Rural Crime 02:49:01 on the recording.

The Panel was pleased to report that total crime and incident numbers had decreased, with resources increasing accordingly. The Dorset Partnership Against Rural Crime was discussed, alongside organised crime initiatives. Support had been given to a mobile operation targeting vehicles to address metal theft and waste-related offences. Heritage crime prevention was promoted through the release of short films aimed at raising awareness. A fly-tipping initiative had resulted in fines increasing by over 70%. Funding had also been provided for a rural crime pack focused on livery and stable theft.

Questions from the Priority Leads and Panel members 02:55:52 on the recording.

- Had Dorset seen an increase in heritage crime

In accordance with Procedural Rule 8.1 the committee voted to extend the duration of the meeting

Priority five - Put Victim and Communities First – 03:05:43 on the recording

The Panel was informed that victim satisfaction had increased, with a commitment to ensuring victims of crime had the best possible access to support. Hate crime levels remained stable. Victim support services in Dorset had been commissioned for an additional five years. Engagement with a working group was ongoing. Concern was expressed regarding the number of young people carrying knives, and pilot work had been undertaken to engage with young people to better understand their views on policing.

Questions from the Priority Leads and Panel members – 03:09:18 on the recording.

- Hate crime data had been split to provide more granulated differentiation.
- A survey was commissioned to examine variations in hate crime across the county.
- Analysis was being conducted to compare urban and rural experiences of hate crime.
- A question was raised regarding the commissioner's potential influence in addressing the propagation of hate crime and challenges posed by online influencers and media.
- Engagement with young people was ongoing.
- It was noted with approval that work was being undertaken with the Witness Profiler and People First Forum, with queries about whether these groups supported individuals with learning disabilities or dual diagnoses

Priority six - Make Every Penny Count – 03:37:17 on the recording

Questions from the Priority Leads and Panel members – 03:37:39 on the recording.

- A question was raised regarding what actions the Police and Crime Commissioner (PCC) was taking to ensure Dorset received a fair share of funding from central government.
- The efforts of the PCC and officers were commended

The Panel's ongoing support was warmly welcomed and greatly appreciated by the Police and Crime Commissioner. Gratitude was expressed for the opportunity to undertake this important work, with recognition given to the efforts made in engaging with the press and being vocal to central government. Continued support from local MPs was actively sought. The PCC highlighted recent successes in Dorset while also noting the significant cuts that Dorset Police had endured. Dorset was one of the lowest-funded forces in the country, and the PCC discussed the impacts of this. The current police funding formula was highlighted, with concerns raised about its inadequacy and the resulting financial burden placed unfairly on the people of Dorset. It was noted that a response from MPs and the Home Secretary was still pending. Early summer demand pressures were also discussed, confirming that the force was currently in the process of costing this demand. Once the data is available, it will be used to bring MPs together again to address the issue. This presents an opportunity to frame the challenge as both a practical and strategic concern. A strong emphasis was placed on the need to make a tangible difference for the people of Dorset.

51. PCC Annual Report - 03:50:37 on the recording

- Commended the quality of the report and acknowledged the significant work undertaken in its preparation.

NOTED.

52. Community Safety - 03:52:24 on the recording

Cllr A Keddle commended the Office of the Police and Crime Commissioner for producing an in-depth and well-referenced report. He raised concerns about the lack of clarity between recorded data and the lived experiences of women and girls, noting that the paper highlighted these challenges. He also queried whether there would be a new round of Safer Streets funding.

The Police and Crime Commissioner advised that, to his knowledge, the Home Office had not committed to the continuation of the Safer Streets initiative. At that point in time, it was not known whether the scheme would be replaced, and this was described as a significant concern. He confirmed that he would continue to press central government for additional funding.

Cllr A Keddie further observed that local authorities were also under significant financial pressure. The Panel expressed its support for the reinstatement of the Safer Streets initiative and disappointment that the scheme had not continued, agreeing to support calls for its return.

The Commissioner confirmed that work continued with partners to bring together different groups. He highlighted a recent conference for professionals where a wide range of topics had been discussed, with representation from various organisations. It was noted that a scrutiny panel was also in place to review public consultation. The Commissioner acknowledged the financial challenges faced by partners and emphasised the importance of maintaining pressure on government to prioritise public safety, stating that efforts were ongoing to ensure the safety of women and young girls

53. Staff Health and Wellbeing - 04:01:14 on the recording

It was noted that efforts were being made to remove barriers for the public when engaging with police services. The Police and Crime Commissioner (PCC) emphasised the importance of going out into communities and spending time with the force. He highlighted the use of surveys and direct engagement with residents to gauge public sentiment, while also questioning whether the timing of surveys during periods of high summer demand provided a representative picture. He acknowledged that there were insufficient officers in the force and confirmed that performance was measured both through formal surveys and direct questioning.

The Panel welcomed the community engagement work but queried the visibility of the Chief Constable and how she was held accountable. The PCC confirmed that multiple scrutiny boards reviewed matters such as health and wellbeing and that he met with the Chief Constable on a weekly basis. He explained that leadership had been a key focus of discussions and that the Chief Constable was recognised for leading visibly from the front. He also highlighted ongoing work around officer wellbeing and trauma support, including occupational health provision, and stressed the need for NHS support for officers struggling with injuries or mental health issues, noting that these services were themselves underfunded.

The Panel noted that 211 officers in Dorset had been signed off due to stress and trauma and raised concerns about the disproportional impact of the working environment. It was suggested that these issues could not be fast-tracked through NHS services and that exposure to traumatic incidents was causing significant harm. The PCC referenced the TRIM trauma assessment process detailed in the report, noting improvements in identifying and supporting affected officers. He reiterated the importance of ensuring officers felt valued and acknowledged that significant savings had been required within Dorset Police, which continued to place pressure on wellbeing initiatives.

Concerns were raised about the national context, noting that Dorset's situation was only fractionally worse than the national average but that the average itself remained high. Questions were posed about the measures being taken at a national level to address these issues and the potential impact on recruitment and retention, including the risk of officers seeking employment elsewhere.

The PCC reflected that many forces across the country faced similar challenges and that negative media coverage frequently undermined policing efforts. He highlighted Operation Scorpion as an example of strong local support and emphasised that, despite being underfunded, Dorset Police continued to attract interest and commitment from staff. He stressed the importance of valuing officers who went above and beyond and called for greater appreciation from the press and central government.

NOTED.

54. Complaints Update - 04:21:23 on the recording

The Panel was informed of two complaints. The first complaint had been investigated, was not upheld, and no further action was required. A second complaint had only recently been received and had been passed to the Monitoring Officer for consideration.

It was noted that the composition of the Complaints Sub-Committee Panel would be determined outside of the formal meeting.

55. Forward Workplan - 04:22:16 on the recording

The next steps were identified, and it was agreed that these would be deliberated outside of the formal meeting.

56. Urgent items

There were no urgent items.

57. Exempt Business

There was no exempt business.

Appendix 1

Duration of meeting: 10.00 am - 2.17 pm

Chairman

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Cut Crime & Anti-Social Behaviour

Crime & ASB	Burglary	Fraud & Cyber	Road Safety	Business & Retail

- Funded 12 organisations through the Op Relentless Community Fund.
- Road Safety initiative delivered by Dorset Police, using drones to capture driving offences.

Make Policing More Visible & Connected

Uplift and Visibility	Connectivity and Engagement	Customer Service

- Welcomed an additional £1.6m in 2025/26 to support an increase in the numbers of police officers and staff working in frontline neighbourhood policing roles.

Fight Violent Crime and High Harm

Addiction	Violence Reduction	VAWG	DA & Stalking	Child Abuse	RASSO

- Opened an event on Treatment and Recovery – focusing on ketamine.
- Awarded funding for the pilot of an A&E Navigator scheme.

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Make Every Penny Count

Funding	Efficiency	Evidence Based Policing	Philosophy & Co-operation

- Issued a statement in response to the Government's spending review.
- Issued a statement in response to the HMICFRS PEEL inspection report.

Put Victims & Communities First

Philosophy	CJS & RJ	Vulnerability	Hate Crime	Young People

- Contract awarded to Restorative Solutions for Dorset Restorative Justice services.
- Jointly funded a pilot project which supports young people at risk of exclusion.

Fight Rural Crime

Rural Resources	Country Watch	Fly-tipping	Wildlife Crime	Heritage Crime

- Update on the work of the PCC co-funded Enforcement Officer role.
- Review of Heritage Crime pilot in D&C undertaken and to be expanded into Dorset.

Police and Crime Plan Monitoring

Quarter 1 Report 2025/26

Cut Crime and Anti-Social Behaviour

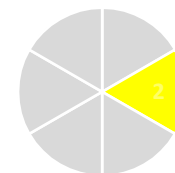
RAG Status	
This Period	Last Period



In the Spotlight	Measures of Success	Target	Current	Additional Key Indicators		Q4	Q1
"I am delighted my Office has secured funding for a second year, which will significantly help us to continue to drive down the types of disruptive behaviour that blights local communities. We are on the right trajectory. So far, in the areas that Op Track has been introduced there has been [a notable] reduction in reports of ASB." PCC, 10 April 2025	Total Crime	↓	↓ 12425	Non-dwelling burglary 25/26	179		↔
				Dwelling burglary 25/26	252		↔
	Total Police recorded ASB incidents	↓	↔ 3984	Killed or Seriously Injured (Q1)	136		↑
				Business Crime (Q1)	1613		↔
	Public Opinion	↑	↑ 51%	Commissioning: Crime Prevention 25/26	£361k		

Theme	RAG Q4	RAG Q1	Detail	Theme	RAG Q4	RAG Q1	Detail
Crime and ASB			Following the <u>launch</u> of round 5 of the Op Relentless Community Fund , the PCC awarded £49,623 funding to 12 organisations for initiatives to reduce anti-social behaviour within Dorset.	Burglary & Acquisitive Crime			A PCC Home Safety Leaflet was <u>distributed</u> by Police Cadets and shared with the Association of Dorset watches. The PCC <u>announced</u> that he would provide free motorcycle locks to the young people who attend the DocBike NextGen Course .
			The Hotspot Policing initiative, Op Track, saw 1,467 hours of targeted patrols in ASB hotspots. This resulted in the creation of 123 intelligence logs, 48 Section 35 dispersal notices, and 56 stop searches.	Fraud & Cyber Crime			New look Cyber Crime Newsletter <u>disseminated</u> to businesses with tips on how to stay vigilant and reduce risk of crime. In Dorset, 4,400 reports were made, with an estimated total of £16.9m lost to business fraud .
Road Safety			The PCC attended a police operation along the B3157 coast road. 34 drivers were caught speeding , a motorist was arrested on suspicion of driving while unfit through drugs and 17 other motorists were stopped and provided with education.	Business & Retail Crime			The OPCC attended the new Southwest Business Crime Retail Partnership meeting (BCRP) – this newly developed regional meeting shares best practice and approaches to reducing business crime across the region.

RAG Status	
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In the Spotlight	Measures of Success	Target	Current	Additional Key Indicators		Q4	Q1
"I know that for many, no matter where they live, visible policing – in particular foot patrols – offer reassurance and make people feel safer. This feedback from the public is why visibility and connectivity are top priorities in my Police and Crime Plan, a plan based on what the public want to see from policing in Dorset." PCC, 27 June 2025	Number of full-time equivalent police officers	↑	↔ (1364.9)	Victim Satisfaction (Whole Experience)	68.9%	↑	↑
				Victim Satisfaction (Actions Taken)	62.7%	↑	↑
	Percentage of People who feel Dorset Police do a good job in their area	↑ 80%	-- 62%	Victim Satisfaction (Kept Informed)	59.4%	↔	↔
				Average 101 answer time	23.1 mins	↑	↑
	Percentage of 999 calls answered within 10 seconds	↑ 90%	↑ 92.7%	Complaints received by Dorset Police (Q1)	387	↔	↔
				Complaint Reviews received by OPCC (Q1)	30	↔	↔

Theme	RAG Q4	RAG Q1	Detail
Uplift and Visibility			The PCC and Chief Constable <u>welcomed</u> confirmation from the Government that all forces would receive extra funding to increase resources dedicated to neighbourhood teams. The initial £100m Government commitment was doubled to £200m and Dorset is set to receive £1.6m in 2025/26 to increase the numbers of police officers and staff working in frontline neighbourhood policing roles. The PCC <u>supported</u> Neighbourhood Policing Week, confirming news that, in the past year, Neighbourhood Policing Teams had held 614 Community Contact Points across Dorset. He also celebrated the impact hotspot policing had upon police visibility.
Engagement and Connectivity			The PCC supported Volunteers Week, recognising the amazing contribution made to policing by those who give up their free time to keep us safe. The latest round of Special Constable Recruitment was launched by Dorset Police. The PCC continued to respond to issues on behalf of Dorset residents. His <u>newsletters</u> were linked by the theme of Violence Against Women and Girls in March and April and he issued <u>statements</u> regarding well-publicised misconduct matters.
Customer Service			A detailed examination of contact performance data took place at the OPCC Use of Police Powers and Standards Scrutiny Panel. Key updates highlighted that resourcing issues and technological restrictions continue to affect performance for secondary call handling. Work is ongoing to resolve these issues, and the PCC will continue to hold the Force to account to ensure that improvements are realised.

RAG Status	
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In the Spotlight	Measures of Success	Target	Current	Additional Key Indicators		Q4	Q1
“My commitment to tackling substance misuse remains strong. I am determined not to shy away from talking about the damage that addiction causes, and will continue to highlight the damage of ‘gateway-drugs’ in particular.” PCC, 14 May 2025	Most Serious Violence (from 2019 baseline)	↓	↓ 54	Domestic Abuse Crimes	2188		↔
				Domestic Abuse Incidents	2915		↔
	Domestic Abuse Crime and Incident Reports	↑	↔ 5139	Violence Against the Person	4974		↓
				Domestic Violence, Sexual Harm and Stalking Prevention Orders 25/26	29		↓
	Effectiveness assessment by HMICFRS	ADQ.	ADQ.	Commissioning: Reducing Reoffending 25/26	£627k		

Theme	RAG Q4	RAG Q1	Detail	Theme	RAG Q4	RAG Q1	Detail
Domestic Abuse & Stalking			The OPCC received Dragonfly Champion Training from Paragon. Dragonfly training helps by enabling community champions to identify signs of domestic abuse and provides them with the tools to assist victims. The PCC <u>supported</u> National Stalking Awareness Week .	Violence Reduction			The PCC approved funding to commission a Focused Deterrence Programme with delivery partner Youth Justice Service. The service will target 10 to 18-year-olds identified as ‘high risk’ of causing ‘high harm’. The PCC also <u>supported</u> Knife Crime Awareness Week .
RASSO			The OPCC continued to explore reinstigating a Pan-Dorset Sexual Violence Strategic Group . This group would enhance collaboration between agencies. The PCC provided an <u>update</u> on the work to reduce youth sexual violence.	Child Abuse			Funding approved for the implementation of A&E Navigator scheme – this scheme will see workers in A&E engaging with people up to the age of 25 suspected of being involved in drug crime and other violent crime.
Addiction and Substance Misuse			The PCC opened an event by Treatment and Recovery services regarding ketamine , with almost 400 people in attendance . The event included talks from people with lived experience, the effects of ketamine, stats and prevention. The PCC provided an <u>update</u> on the work of the Dorset Combating Drugs Partnership .	Violence Against Women and Girls			The OPCC worked with the Force to identify potential training needs surrounding honour-based violence . The OPCC began the process of a joint bid for funding. The PCC provided an <u>update</u> on various VAWG projects in Dorset, including the <u>Unity Promise</u> , STARS and the <u>Pineapple Project</u> .

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In the Spotlight	Measures of Success	Target	Current	Additional Key Indicators		Q4	Q1
“Fields are destroyed by reckless driving, fences and gates are knocked down to gain access and... farmers have threatened. But thanks to the continued commitment of Dorset Police’s dedicated officers, staff and volunteers several prosecutions have been made in recent years.” PCC, 25 April 2025	Total Rural Crime and Incidents	↓	↓ 28	Number of fly tipping scenes attended by coordinator	118		↔
	Rural Resources	↑	↑	Rural Crime Team Engagement events in County LPA	14		↔
	Rural Public Opinion	↑	↔ 61%	Poaching incidents and crimes	8		↔

Theme	RAG Q4	RAG Q1	Detail	Theme	RAG Q4	RAG Q1	Detail
Rural Resources			The PCC <u>went out</u> with the Rural Crime Team on Operation Galileo to target hare coursers . There has been a 25% reduction in poaching over the past four years. Results from the Force’s work included investigations, arrests, charges and convictions for offences of fox hunting, and property theft were publicised.	Country Watch			An <u>update</u> in this quarter confirmed that that Dorset Police had distributed an additional 500 Rural Crime Packs – taking the total to approximately 820. The packs include property marking kits and signage to deter potential offenders.
Wildlife Crime			Dorset Police led the Regional Rural Crime Operational meeting to agree priorities for joint regional work. Data collection, recording, and analysis were agreed as the priorities.				Work began on the creation of additional Country Watch materials, including a sign which can be installed in rural areas, such as on gate posts and fences, to deter criminals and encourage reporting.
Fly-Tipping			The PCC-funded role reported on the first year of delivery (April 2024 to March 2025). Activity included 440 fly-tip and scenes of crime visited and extensive work with a range of large area landowners.	Heritage Crime			Training delivered to the Police Investigation and Resolution Centre staff, county-based NPT teams and the RCT. Mapping of heritage crime pilot with Historic England reviewed and expanded to Dorset.

RAG Status	
This Period	Last Period



In the Spotlight	Measures of Success	Target	Current	Additional Key Indicators		Q4	Q1
"I'm delighted to be able to lend support in this way to a scheme, which has been helping people for over 16 years across the country. We must all do what we can to help vulnerable people, including those with Alzheimer's or dementia, to aid their independence and protect them if they get lost or go missing." PCC, 19 May 2025	Number of victims supported by OPCC commissioned services	↑	↑	Victim Support – Cases Created	3097		↔
				No. of Restorative Interventions	89		
	Victim Satisfaction	↑	↑ (68.9%)	Recorded Hate Crime	214		↔
				Recorded Hate Incidents	37		↑
	Legitimacy Assessment by HMICFRS	ADQ.	ADQ.	% people feeling safe in Dorset	91%		↑
				Commissioning: Victim Services 25/26	£2.29m		

Theme	RAG Q4	RAG Q1	Detail	Theme	RAG Q4	RAG Q1	Detail
Criminal Justice Service and Restorative Justice			Following a full commissioning process, the OPCC was pleased to award the contract for Dorset Restorative Justice services to 'Restorative Solutions'. The new contract sets out the ambition to introduce additional awareness courses. Victims continue to <u>respond positively</u> to the service.	Support for Young People			The OPCC launched its Youth Participation Strategy with a <u>call out</u> to under 25s to share their opinions. A jointly funded pilot project was also launched which supports up to 20 young people at risk of permanent exclusion by offering one-to-one mentoring, workshops, and careers guidance.
Victims and Community			With financial support from the PCC, Dorset Police recruited a new Victims Champion. The role will drive improvements to the service received by victims and work towards improving outcomes. The new Victim Services contract went live on 1 April 2025, with Victim Support responsible for providing support to victims of volume crime, ASB and standard risk DA	Vulnerability			The PCC funded the <u>refreshed video</u> for the Herbert protocol , encouraging care homes and support services to utilise the scheme to benefit vulnerable elderly people .
				Hate Crime			In light of various local and national issues and ongoing international conflicts, the OPCC has continued to monitor the impact upon hate crime rates and reporting . This has included speaking with staff networks and external community groups.

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In the Spotlight	Measures of Success	Target	Current	Additional Key Indicators		Q4	Q1
“Fair police funding cannot and must not continue to be at the bottom of priority list. Thanks to the hard work and dedication of Dorset Police’s officers, staff and volunteers this area has gone from tenth safest to eighth safest, as the Force delivers for the people of Dorset.” PCC, 12 June 2025	Money secured from competitive national funds	↑	↓ £1.05m	Total Commissioning Spend by OPCC (2024/25)	£4.02m		↑
	Budget Forecast	SEE FINANCE SLIDES	SEE FINANCE SLIDES	Innovation Bids Submitted (since 01/04)	8		↑
				Small Grant Bids Awarded 2025/26	12		↔
	Efficiency assessment by HMICFRS	ADQ.	ADQ.	Absence Rates for Officers (Q4)	4.3		↑
				Absence Rates for Staff (Q4)	2.8		↔

Theme	RAG Q4	RAG Q1	Detail	Theme	RAG Q4	RAG Q1	Detail
Evidence Based Policing			The PCC was pleased to <u>report</u> that his Office had secured £1 million for hotspot policing – an evidence-based approach to the reduction of serious violent crime and ASB. The PCC also issued statements in <u>response</u> to the HMICFRS PEEL inspection report , and in <u>response</u> to the latest Office of National Statistics data, both published in April.	Philosophy and Co-Operation			Working alongside Dorset Council’s and BCP Council’s Adult and Children Services, the OPCC continued with plans to re-procure the co-commissioned all-age Appropriate Adults contract. Work is ongoing to continue to build on the improvements seen since the introduction of this contract.
Funding			The PCC <u>issued a public statement</u> regarding the spending review – reiterating that, as Dorset Police is the second worst funded Force in the country, the county’s taxpayers already pay proportionally more than others for their police force. Furthermore, he called for rurality and seasonality to be included as part of the funding formula and for Dorset’s MPs to help make the case for change.	Efficiency			The OPCC took part in the first phase of the Priority Based Budgeting process . This work, spanning several months, will review the cost, benefits and performance of 12 business areas within the Strategic Alliance to rapidly assess and reprioritise budgets as needed to ensure continued alignment to current and emerging strategic priorities, and to achieve the required savings.

RAG Status	
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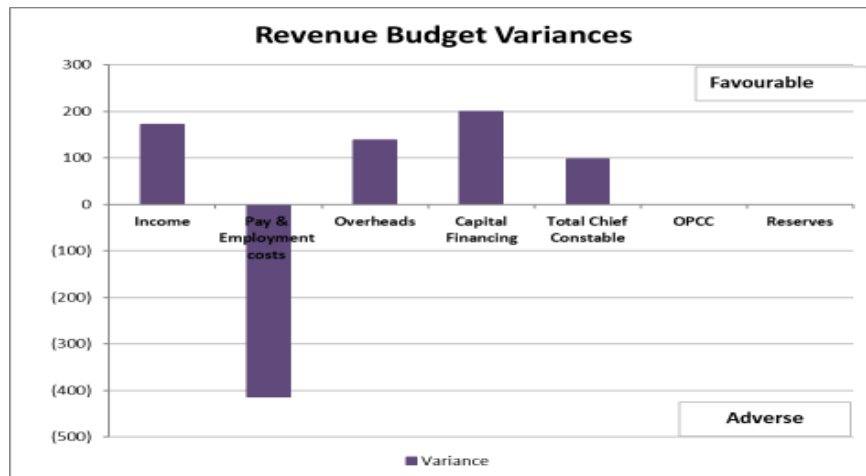


2025/26 QUARTER 1 FINANCIAL REPORT- OVERVIEW

The overall revenue spend for the year is forecast to be £182.6m against a budget of £182.7m, a favourable variance of £0.097m or 0.05%, based on the position as at 30 June 2025. This does take into account the announced police officer pay award, and an assumed equivalent police staff pay award. Additional funding was announced nationally, however the distribution has not yet been confirmed therefore a prudent assumption has been made.

The current forecast would increase the General Fund Balance to £494m, alongside other planned increases, equivalent to 3.55% of Net Revenue Expenditure which would be above the minimum level of reserves of 3%.

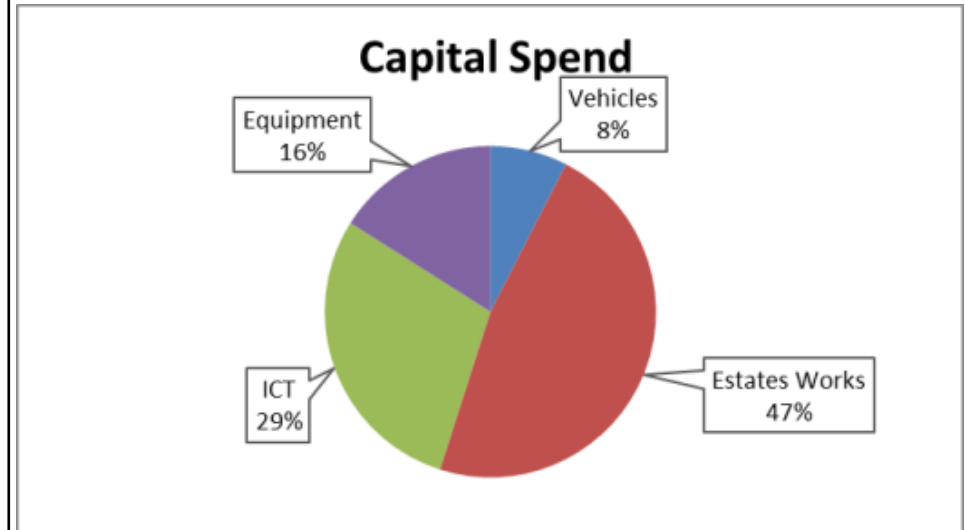
The graph below summarises the outturn revenue variances for the year to 31 March 2025.



CAPITAL

The Capital Programme is currently predicting expenditure of £11.042m against a current budget of £13.353m for the year, after adding the slippage brought forward from 2024/25. The variance of £2.311m is made up of slippage of £1.843m and forecast underspends of £0.468m. This will reduce the borrowing required in 2025/26.

The graph below shows the allocation of the capital spend for 2025/26.



Further information on both the revenue budget, capital programme and reserves can be found on the following pages.

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REVENUE BUDGET MONITORING

2025/26	Current Budget	Actual to Date	Forecast Outturn	Variance fav / (adverse)	Ref	Revenue Commentary
Chief Constable	£000's	£000's	£000's	£000's		
Income	(35,213)	(2,137)	(35,385)	172	R1	R1. Increased investment income is forecast as a result of interest rates remaining higher for longer than forecast and higher cashflow.
Pay & Employment costs	159,269	39,655	159,682	(413)	R2	R2. An increased number of police officer leavers is reducing costs but this may also mean a reduction in grant if the officer number target is missed in September and may also impact delivery. Additional intakes are planned to mitigate the risk.
Overheads	48,179	11,593	48,041	138	R3	There is still around £0.5m of planned savings still to be delivered. The pay award was announced just as the forecast was being finalised so the anticipated net cost of £0.3m has been included within pay. The gross cost and grant income will be reflected separately from Q2.
Capital Financing	6,610	(38)	6,410	200	R4	R3. Reduced costs from the delayed IT contract implementation and savings in electricity from the new HQ building partially offset by increased costs of insurance, dangerous dogs and uniforms.
Total Chief Constable	178,845	49,073	178,748	97		R4. Forecast savings from reductions in the 2024/25 capital programme.
OPCC	3,559	(528)	3,559	0		R5. The forecast variance of £0.097m is equivalent to 0.05% of the total net budget.
Total Net Revenue Expenditure	182,404	48,545	182,307	97		
Reserves	277	0	277	0		
Net Budget	182,681	48,545	182,584	97	R5	



CAPITAL BUDGET MONITORING

2025/26	Current Budget	Actual to Date	Forecast Outturn	Variance Fav / (Adverse)
	£000's	£000's	£000's	£000's
Capital Investment				
Vehicles	955	31	833	122
Estates Works	5,955	(51)	5,232	723
ICT	4,661	144	3,209	1,452
Equipment	2,082	86	1,768	314
Slippage	(300)	0	0	(300)
Total Capital Programme	13,353	210	11,042	2,311

Capital Programme Commentary

The forecast year end variance is made up of £1.843m slippage and £0.468m of underspend, after offsetting the budgeted slippage assumption.

The Project Evolve work has identified less vehicles needing to be replaced than planned, resulting in an underspend for the year.

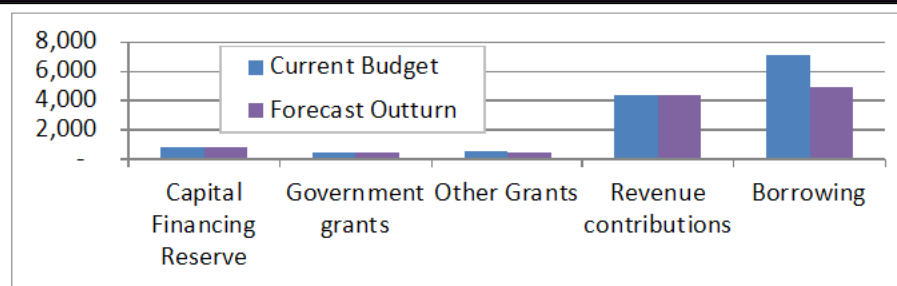
Most estates projects remain on track however there is slippage in the electrical infrastructure project at Winfrith, with only the design work anticipated to be completed in the year.

ICT has underspends in some projects where costs are not as high as originally anticipated due to remaining with existing suppliers, there are delays with regional and national projects, such as the replacement of Body Worn Video equipment and some mobile devices meaning budgets will need to be slipped into 2026/27.

Equipment has seen some savings from procurement, particularly within the regional programme, and only a small amount of slippage on a firearms replacement project being procured nationally.

CAPITAL FINANCING

Sources of Finance				
Capital Financing Reserve	813	-	813	0
Government grants	474	87	474	0
Other Grants	508	-	441	67
Revenue contributions	4,421	1,397	4,421	0
Borrowing	7,137	3,346	4,893	2,244
Total Capital Funding	13,353	4,830	11,042	2,311



RAG Status	
This Period	Last Period



USABLE RESERVES

2025/26 Reserve	Opening Balance at 1/4/25	Planned transfer to/(from) reserves	Actual Transfer to/(from) reserves	Forecast Closing Balance at	Reserves Commentary
	£000's	£000's	£000's	£000's	
Budget Management Fund	1,248	(33)	0	1,215	- This table sets out the reserves position at the start of the year and the planned transfers to and from reserves. - No transfers have yet been made and no additional transfers agreed since the budget was set. - If the forecast variance remains at the year end, this would increase the General Fund Balance to £6.494m or 3.55%, above the 3% minimum level required. - Some capital receipts are anticipated during this year from the sale of former police houses but these will only be accounted for once the proceeds have been received.
Police and Crime Plan Reserve	873	0	0	873	
Violence Reduction Reserve	666	(90)	0	576	
OPCC Legal Reserve	267	0	0	267	
OPCC Reserve	431	(100)	0	331	
Regional Collaboration Reserve	33	0	0	33	
Strategic Change Reserve	324	0	0	324	
Revenue Funding for capital	813	0	0	813	
Forensic Capability Network Reserve	265	0	0	265	
Workforce Change Reserve	343	0	0	343	
Learning & Development Reserve	37	0	0	37	
Insurance Reserve	0	200	0	200	
Total Earmarked Reserves	5,300	(23)	0	5,277	
General Fund Balance	6,097	300	0	6,397	
Total Revenue Reserves	11,397	277	0	11,674	
Capital Receipts Reserve	2,670	0	0	2,670	
Total Usable Reserves	14,067	277	0	14,344	

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POLICE AND CRIME PANEL – 9 OCTOBER 2025

ROAD SAFETY UPDATE: OPERATION SNAP

EXECUTIVE SUMMARY

This report provides an update on Operation Snap (Op Snap), Dorset Police's initiative enabling the public to submit video or photographic evidence of dangerous or careless driving. Managed by Dorset Road Safe (DRS), Op Snap supports the wider work of improving road safety and reducing deaths and serious injuries on Dorset's roads.

Since its launch, submissions to Op Snap have risen significantly year on year, from 647 in 2020 to 2,764 in 2024, reflecting both increased public awareness and wider use of dashcams and helmet cameras. Enforcement outcomes have also improved: the proportion of submissions leading to positive action – such as prosecution, fixed penalties, or driver education – rose from 27% in 2020 to 43% in 2024. Overall, 3,715 road users have faced consequences ranging from warning letters to court prosecution, contributing to deterrence and behaviour change.

Road safety efforts focus on tackling the "Fatal Five" causes of serious collisions: drink and drug driving, speeding, seatbelt non-use, mobile phone distraction, and careless or inconsiderate driving. Evidence from Op Snap complements enforcement by Roads Policing and the "No Excuse" team, while also empowering communities to play a proactive role in road safety. Educational measures, such as driver awareness courses offer drivers opportunities to improve behaviour.

Despite its successes, Op Snap faces key challenges. Processing submissions is resource-intensive, yet there is no dedicated team; staff from the Central Ticket Office and Driver Awareness Scheme carry out this work alongside core duties, with occasional support from specialist officers. High volumes of submissions cannot always be processed promptly, and evidential thresholds – particularly in "close pass" incidents involving cyclists – can be difficult to meet. Furthermore, Dorset Police cannot routinely update every submitter on outcomes, sometimes leading to frustration among the public.

Financial and staffing constraints remain significant. Without additional investment, Dorset Police must continue prioritising resources based on the greatest risks, which limits Op Snap's capacity. However, opportunities may exist to improve efficiency through automation and artificial intelligence, alongside clearer public guidance to reduce low-quality submissions.

Looking ahead, the forthcoming Strategic Assessment of Dorset's collisions and casualties will inform the revision of the Road Safety Delivery Plan, prioritising the most pressing risks and aligning with the Vision Zero ambition.

In conclusion, Op Snap is a valuable, community-driven initiative that has grown substantially in volume. While resourcing challenges persist, the scheme makes a meaningful contribution to improving driver behaviour, holding offenders accountable, and supporting Dorset's wider road safety objectives.

1 PURPOSE OF THE REPORT

This paper provides an update on the work of Operation Snap within Dorset Police. This paper also seeks to address the following five Key Lines of Enquiry:

- I. What resources (staff, training, digital tools) are dedicated to Operation Snap, and does the PCC believe that the current model is sustainable given increasing public submissions and expectations?*
- II. How accessible and user-friendly is the Operation Snap reporting process for members of the public, and what steps has the Force and PCC taken to promote awareness and participation across all communities in Dorset?*
- III. What proportion of Operation Snap submissions result in enforcement action, and how does the Force balance activity against other road safety demands?*
- IV. What measurable impact has Operation Snap had on improving road safety and driver behaviour in Dorset since its implementation? How does this fit into the broader road safety strategy and the PCC's Police and Crime Plan?*
- V. How are results communicated to the public and what challenges and opportunities for the service has the PCC identified?*

2 INTRODUCTION

- 2.1 Operation Snap (Op Snap) is an initiative delivered by several police forces, providing a dedicated channel for members of the public to submit video or photographic evidence of dangerous or poor driving behaviour. Such footage may be captured by members of the public using dashcams, helmet cameras, mobile phones, or similar recording devices.
- 2.2 The purpose of Op Snap is to gather evidence of driving offences, to hold those who put others at risk legally accountable, and to protect vulnerable road users, such as pedestrians, cyclists, and motorcyclists, who are at greater risk of serious injury.
- 2.3 Op Snap aims to positively influence future driving behaviour. For less serious offences, drivers may be offered an educational course as an alternative to a fine and penalty points. Through educational courses, drivers are given the opportunity to learn why their behaviour was dangerous, helping them improve their driving skills and attitudes. It further aims to empower members of the public to report driving offences they witness, acting as extra eyes and ears for the police. Op Snap complements all other road safety activity in Dorset by acting against dangerous or bad drivers.
- 2.4 In Dorset, the Op Snap scheme is managed by Dorset Police's Dorset Road Safe (DRS) department. Performance is driven by the commitment and effort of staff across DRS and Dorset Police Roads Policing teams. The administration of Op Snap is not a designated role within the Force establishment. During 2024/25, Op Snap processing was undertaken by Driver Awareness Scheme (DAS) Tutors and Central Ticket Office (CTO) staff outside of their normal core enforcement processing or education remit. Additional support is provided from No Excuse officers at times of particularly high demand.
- 2.5 This paper will outline the current use of Op Snap by Dorset Police and how it complements the wider road safety partnership effort – while also addressing the above-mentioned Key Lines of Enquiry.

3 BACKGROUND

- 3.1 Op Snap is just one of many tools and initiatives helping to make Dorset's roads safer.

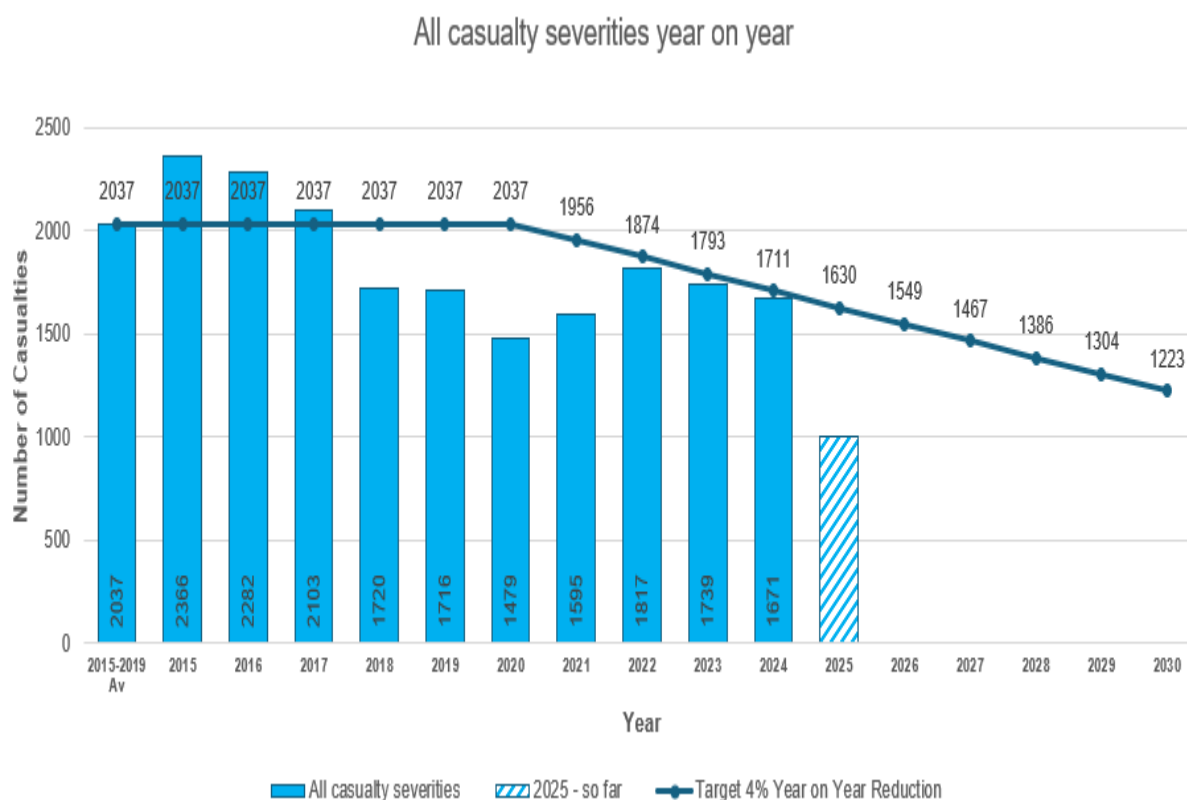
- 3.2 The Police and Crime Panel receives quarterly updates on key road safety developments, alongside headline performance figures for those killed or seriously injured (KSIs) at each Panel meeting. The Panel has also received more detailed reports on road safety in September 2022 and July 2021. These papers explained several of the core concepts underpinning the approach to road safety (such as the 4Es: engagement, education, engineering, and enforcement), as well as outlining many of the tools and initiatives in place.

Dorset Police and Crime Plan 2021-29

- 3.3 The PCC is committed to reducing the number of people killed or seriously injured (KSIs) on Dorset's roads, and road safety is a key theme in the Police and Crime Plan 2021-29. The theme of Road Safety sits under the priority to Cut Crime and Anti-Social Behaviour and contains several commitments relevant to Op Snap, including to 'continue with proactive safety and awareness raising...', 'ensure Dorset Police uses the tools and powers at their disposal to protect all of Dorset's road users' and to 'support and promote educational and diversionary road safety schemes'.
- 3.4 Alongside these direct commitments, the Police and Crime Plan clearly articulates the PCC's philosophy to collaborate with partner organisations and public to ensure that all agencies and communities work together to make Dorset a safer place. Initiatives such as Op Snap – in which members of the public step forward to report wrongdoing and submit evidence to the police – is very much in keeping with that philosophy.
- 3.5 The PCC works closely with Dorset Police and DRS and is a member of the Dorset Strategic Road Safety Partnership (DSRSP). Since taking office in 2021, the PCC has undertaken a considerable level of engagement with road safety and residents' groups, as well as town and parish councils, regarding road safety. He continues to regularly communicate about road safety matters, including Op Snap, and has championed many road safety campaigns.

Local Strategy and Context

- 3.6 The DSRSP Road Safety Strategy sets out the aims and priorities to reduce KSIs in Dorset through collaborative efforts from partners. This uses a risk-based approach, employing engineering, engagement, education, and enforcement to create safer road systems. It involves a continuous assessment, utilising data and intelligence to inform decision-making and focuses resources on high-risk areas, ultimately striving to meet specific casualty reduction targets. The DSRSP is committed to achieve this through the delivery of a coordinated, prioritised and evidence-based approach. To date, the partnership has made an ongoing reduction in collisions through its coordinated approach and this trend is set to continue this year, as shown in the following graph:



- 3.7 Road safety efforts focus on tackling the most harmful behaviours on the road, in line with the strategic assessment of risk, mainly focused towards the “Fatal Five” causes of serious collisions: drink or drug driving, not wearing a seatbelt, speeding, driver distractions such as mobile phone use, and careless or inconsiderate driving. The No Excuse Team targets these behaviours using both marked and unmarked vehicles, while wider communication campaigns aim to raise awareness and encourage safer driving choices. Human behaviour remains the main contributory factor in collisions, with the ongoing risk of people driving under the influence of drugs or alcohol a particular concern.
- 3.8 In May 2025, Assistant Chief Constable Steve Lyne, the Chair of DSRSP, commissioned a Strategic Assessment of Dorset’s collisions and casualties to assist in identifying causations and pertaining factors to give the Partnership the best chance of continuing to contribute to casualty reduction. The Strategic Assessment will feed into the revision of the DRS delivery plan and will:
- Prioritise activity to tackle the greatest threats to road users in Dorset;
 - Reflect the findings of the Strategic Assessment taking into account Local Transport Plan 4 (the fourth Statutory Transport Plan);
 - Support the ambition of [Vision Zero](#); and
 - Acknowledge the Safe System Ten Steps (developed by the Global Road Safety Partnership)
- 3.9 Op Snap is just one of many road safety initiatives aimed at road safety education and enforcement in Dorset. Within challenging financial circumstances, there is an ever-pressing need for all DRS partners to increase co-operation and sharing of resources, and to ensure any interventions are designed and prioritised based on clear evidence and effectiveness. This has meant that resources have been, and will likely continue to be, diverted to the highest threats identified within the strategy, limiting Op Snap’s capacity.

4 OP SNAP SUBMISSION REQUIREMENTS AND CRITERIA

- 4.1 Dorset Police has a dedicated [webpage](#) for Op Snap where members of the public can submit poor or dangerous driving behaviour footage. The webpage provides information on what footage is appropriate for Op Snap, how to upload footage and details the process. The webpage advises that Dorset Police are not able to notify or update every person who has submitted video or images; this is due to the high number of submissions Dorset Police receive. Dorset Police will, however, make contact with the person who submitted the footage if further information or evidence is required or if the person submitting the footage is required to attend court to support their submission.
- 4.2 Alongside the information published on the website, Op Snap has been the focus of communication activity from Dorset Police and the PCC since it was launched five years ago. This has included information on the [Force website](#), updates from the PCC in blogs, media interviews and his [annual reports](#), as well as information provided at face-to-face engagement events each year, to name just a few examples.
- 4.3 Not all offences are appropriate for Op Snap. General parking complaints more likely need to be reported to the relevant local authority, although parking on zig zag lines or parking that is placing pedestrians at risk will be actioned.
- 4.4 Offences typically considered under Op Snap include:
- Dangerous, careless, or inattentive driving;
 - Driving without due care and attention, careless driving;
 - Overtaking on solid white lines;
 - Not in proper control of the vehicle;
 - Traffic light contravention;
 - Driving whilst using a mobile phone; and
 - Any other road traffic offence that is clearly shown in the footage.
- 4.5 To be admissible to court, footage must be original, unedited, and supported by reliable metadata such as time and location.
- 4.6 Establishing exact road widths, traffic conditions, and whether the driver's actions were below the standard of a competent driver can be complex and the threshold for prosecution is high. Police and the Crown Prosecution Service (CPS) must prove beyond reasonable doubt that the behaviour or close pass was careless or dangerous. Where footage is ambiguous or does not capture the full context of the manoeuvre, evidential sufficiency and prosecution can be difficult to achieve.
- 4.7 "Close pass" incidents, where drivers overtake cyclists or horses too closely, are among the most common submissions to Op Snap. However, proving these offences presents distinct evidential challenges. The quality and perspective of footage is critical. Helmet and handlebar cameras often use wide-angle lenses that distort distances, making a pass look closer than it actually was. Unless the footage clearly shows the vehicle's position relative to the cyclist or horse rider, it may not meet the standard required for prosecution by the CPS.
- 4.8 The Highway Code (Rule 163) states that road users should "overtake only when it is safe and legal to do so". Drivers should:
- Leave at least 1.5 metres when overtaking cyclists at speeds of up to 30mph, and give them more space when overtaking at higher speeds.
 - Pass horse riders and horse-drawn vehicles at speeds under 10 mph and allow at least two metres of space.

- Allow at least two metres of space and keep to a low speed when passing a pedestrian who is walking in the road (for example, where there is no pavement).

The Highway Code (Rule 213) states:

- Cyclists are also advised to ride at least a door's width or one metre from parked cars for their own safety.

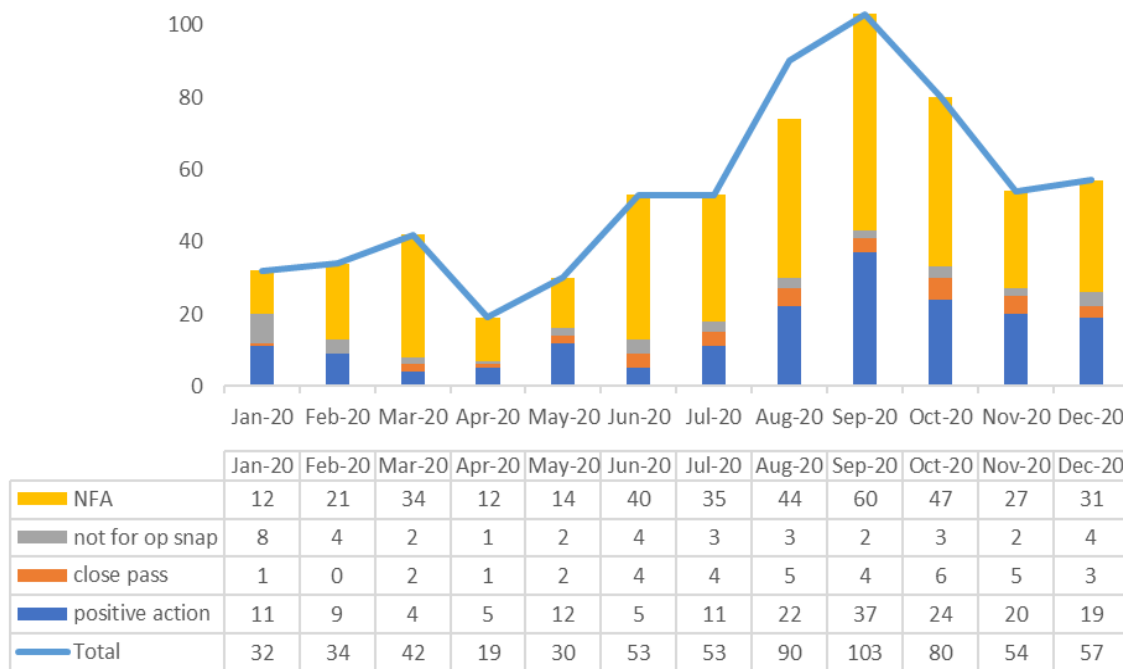
It should be noted, however, that in some cases, due to the lack of physical road markings, street furniture, camera angles and challenges with driver/rider perspectives, an assessment of the distance between cyclist and vehicle can be difficult to prove for prosecution purposes.

- 4.9 Where submitted footage is of sufficient quality, clearly identifies and evidences an offence, Dorset Police will consider the appropriate course of action and/or prosecution. All submissions are proactively reviewed to support the reduction of risky behaviours and poor driving on the county's roads.
- 4.10 For a submission to be valid, members of the public must provide:
- Vehicle details (registration, make, colour)
 - Contextual information (date, time, location)
 - A signed Witness Statement, acknowledging the possibility of being called to court.
- 4.11 If the video is of insufficient quality, the offence does not meet the criteria, or no offence is identified and evidenced, no further action (NFA) will be taken. The CPS is responsible for prosecuting criminal cases, including traffic offences. The CPS review footage submitted as part of the case file and use the evidence to support legal proceedings.
- 4.12 Following a review of the Op Snap digital evidence/footage by trained staff within DRS, possible outcomes may include:
- Warning letter sent to the driver;
 - Driver education referral;
 - Fixed Penalty Notice (fines and penalty points);
 - Court prosecution.

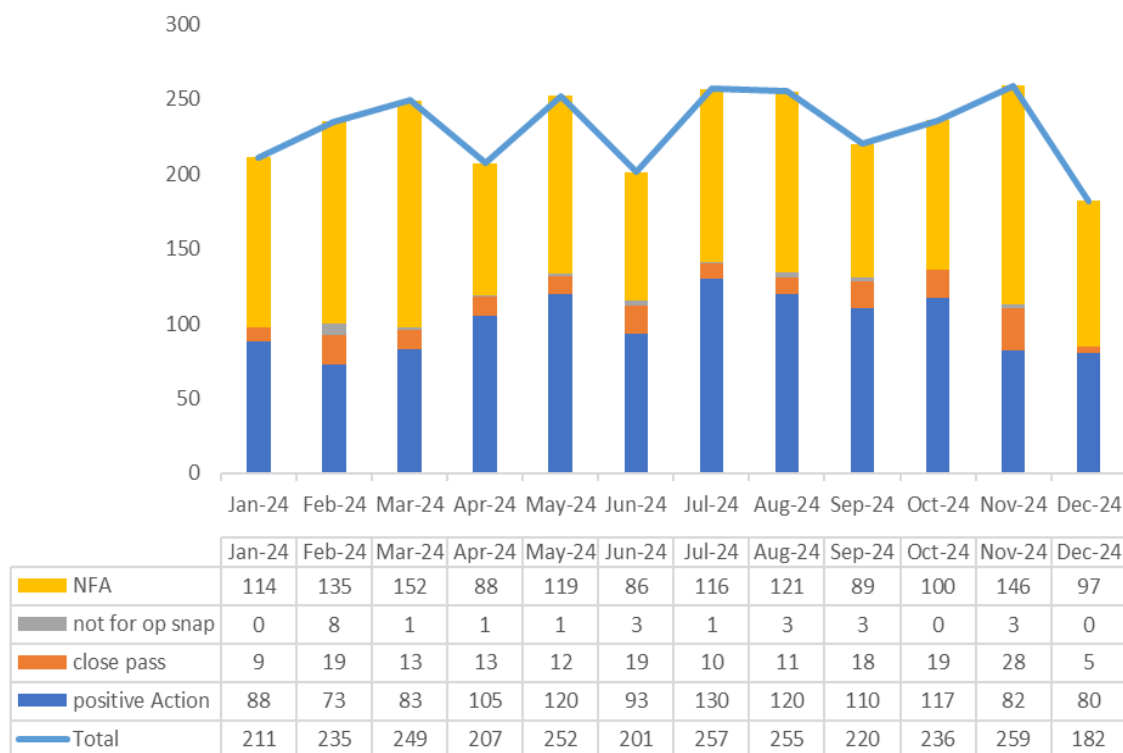
5 PERFORMANCE AND OUTCOMES

- 5.1 In Dorset, Op Snap commenced in July 2019. The number of submissions per month has increased significantly year on year. In 2020 (the first complete Op Snap year) the total number of submissions was 647 compared to 2764 in 2024 (the most recent complete year). This over four-fold increase can be attributed to the awareness of Op Snap, a general increase in the number of dash cams being used and the user-friendly ability to upload footage of poor driver behaviour to police. Of course, it is also noted that Covid restrictions were in place during the first year of operation.
- 5.2 The following charts for 2020 and 2024 show the total number of Op Snap submissions split by the resolution outcomes, as follows:
- Positive action (educational and prosecutions)
 - NFA / No Further Action (due to insufficient quality, evidence or information)
 - Close pass resolutions
 - Not for OP Snap (submissions which fall outside of the Op Snap criteria)

Dorset Op Snap Submission Volume and Resolution by Month in 2020



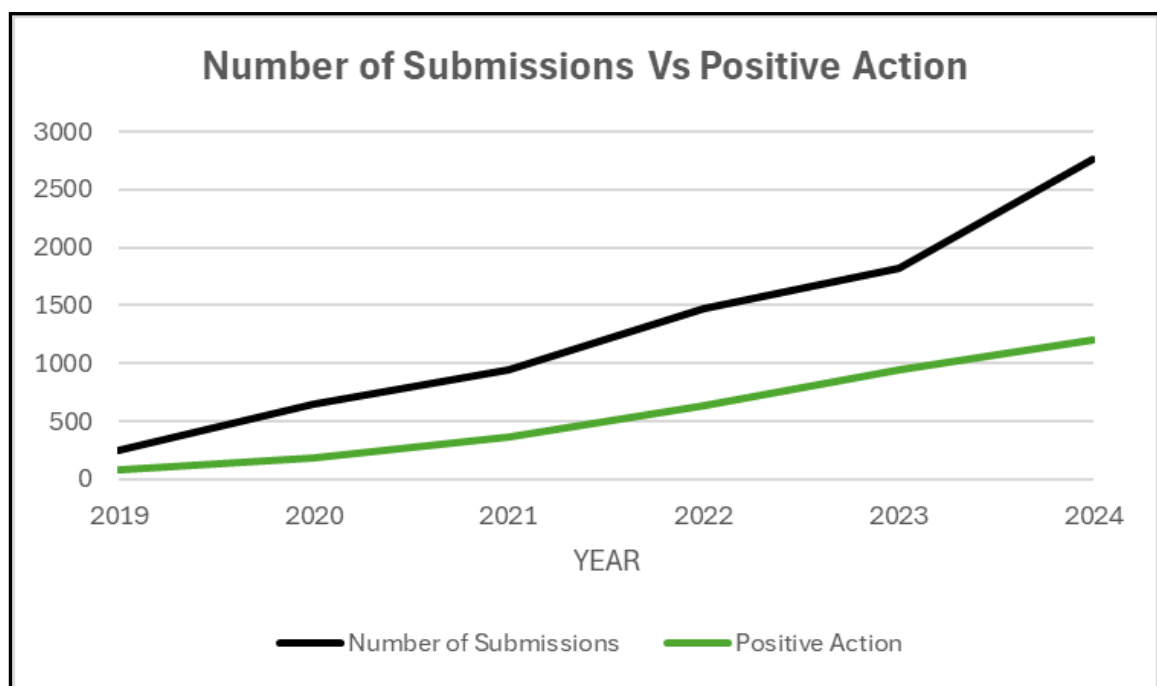
Dorset Op Snap Submission Volume and Resolution by Month in 2024



5.3 A comparison of 2020 and 2024 shows that Dorset Police is seeing more recorded events overall, suggesting stronger reporting of road user behaviour and an increased awareness of Op Snap among communities. Since 2020, the number of Op Snap submissions per month has increased significantly year on year.

5.4 Importantly, the proportion of positive actions has grown significantly, from 27% in 2020 to 43% in 2024. This points toward a better safety culture, improved communication/advice and proactive measures.

- 5.5 At the same time, the proportion of submissions that were marked for NFA and were not for Op Snap show a smaller share of the total (e.g. NFAs were 58% of the total in 2020, compared to 49% of the total in 2024). This points to enhanced public information on the website and awareness raising improving the quality of submissions from the public.
- 5.6 The chart below compares the total number of submissions with the number that resulted in positive action. The data shows a steady upward trend in submissions, with a significant increase observed in 2024. One of the key reasons for this is that there has been an increased number of submissions from frequent cyclists. However, while submission rates are rising, this does not automatically translate into a proportional increase in positive outcomes. Each submission must still meet the Op Snap criteria, be of sufficient quality, and clearly demonstrate with clear evidence that an offence has occurred.



- 5.7 Besides the numbers of people prosecuted through court, who receive a Fixed Penalty or are provided with road safety advice, Op Snap delivers around £30k per year to the Driver Awareness Course through educational courses attended.
- 5.8 The performance of Op Snap is reported at various forums, including the DSRSP, which is attended by both the PCC and the OPCC road safety lead.

6 MEASURABLE IMPACT

- 6.1 Since 2019, 3715 road users have either been sent a warning letter, have received a driver education referral, have received a Fixed Penalty Notice (fines and penalty points) or have been prosecuted through Court (a breakdown of figures for each disposal method is not currently available). Each one of these would have had a varying impact on the offender but would have hopefully helped them consider their future driving/riding behaviour.
- 6.2 The impact of Op Snap can be assessed through a consideration of the enforcement outcomes provided in section 5 (specifically, the proportion of submissions leading to positive action, and the number of offenders prosecuted or diverted to education).
- 6.3 However, wider effects, such as deterrence, impact on the individual driver/rider are harder to evaluate. Measuring road safety outcomes is challenging as road safety initiatives and casualty reductions are influenced by many factors and long-term behaviour change is

difficult to attribute solely to Op Snap. A mixed-methods approach to road safety as defined in the DSRSP Strategy and the combined approach is key to reducing the numbers of people injured on Dorset's roads.

- 6.4 Each disposal method listed above offers distinct benefits. The warning letter and driver awareness course serve an educational purpose – giving road users the opportunity to reflect on their behaviour, gain information they may not have known and understand the wider impact of their actions on other road users. These approaches are more likely to encourage changes in behaviour.
- 6.5 In contrast, the Fixed Penalty Notice and court proceedings take a more punitive approach, with consequences that are largely financial. Offenders must pay a fine and will also receive points on their licence, which can increase the cost of annual insurance. This may act as a deterrent for poor driver behaviour, as it has a direct financial impact.

7 CHALLENGES

- 7.1 The process of reviewing the digital footage submitted to Op Snap requires a significant amount of staff time. However, as outlined at 2.4, there is no dedicated resource in Dorset Police for the processing of Op Snap digital footage. All processing is carried out in addition to the core demands of road safety enforcement and education. On rare occasions of excessive road safety enforcement and activity demand, not all submissions to Op Snap can be processed in a timely fashion.
- 7.2 The process of submitting footage to Op Snap would principally be undertaken in good faith, and the public submit evidence that they believe captures poor driver behaviour or where they believe an offence has been committed. However, as explained in sections 4.2 - 4.6, it is not unusual that the material submitted does not provide enough evidence or context to support an educational or prosecution response. This outcome can prove disappointing for those who have uploaded material – especially those individuals who upload a significant number of submissions.
- 7.3 Due to the high volume of submissions and the resources available to DRS, Dorset Police is not able to notify every submitter about the outcome of their case and tends not to enter prolonged conversations relating to evidential thresholds. As a result, some individuals may feel that no action has been taken in response to their footage submitted, even if considerable time has, in fact, been spent reviewing it. Ideally, there would be continual communication with the public throughout the process. Unfortunately, this level of engagement is not possible due to the resourcing issues that Members are well aware of.
- 7.4 Additional allocation of resource would enable Dorset Police to enhance the user experience of the Op Snap website by incorporating illustrative examples of poor driving behaviour and provide supplementary guidance. These improvements may further reduce the proportion of submissions that result in an NFA outcome. Further, it is possible that future developments in robotic process automation and artificial intelligence may allow for an enhanced service to be developed locally.
- 7.5 Of course, it is an inescapable fact that Dorset Police and other key road safety partner agencies are facing budgetary challenges. As outlined at 3.9, this of course means that partners need to increase their co-operation and sharing of resources to ensure that they operate as efficiently as possible.
- 7.6 The PCC and OPCC will continue to scrutinise the Force's efficiency and encourage the use of innovation and technology, recognising the competing demands and the ongoing requirement to focus on those areas of highest priority. At the same time, the PCC fully recognises the importance of all partner agencies continuing to ensure that road safety resource is prioritised based on clear evidence and effectiveness. In the absence of

additional funding for Dorset Police there will, therefore, continue to be a limit on Op Snap's capacity.

8 NEXT STEPS

- 8.1 As outlined, the Strategic Assessment will feed into the revision of the Road Safety delivery plan and will prioritise activity to tackle the greatest threats to Dorset's road users and support the ambition of Vision Zero.
- 8.2 Alongside this, DRS will continue to explore ways to ensure that the administration of Op Snap is as efficient as possible, while also working to manage the expectations of users. Affordable opportunities for automation and/or artificial intelligence will continue to be explored.
- 8.3 Meanwhile, the PCC and his team will continue to monitor the Force's use of Op Snap, alongside the wider road safety portfolio. Key updates will be reported to the Police and Crime Panel in the usual fashion.

9 RECOMMENDATION

- 9.1 Members are recommended to note the Op Snap update.

DESNEY RENDLE
OPCC POLICY MANAGER

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DORSET POLICE & CRIME PANEL – 9 OCTOBER 2025

ENHANCED VIDEO RESPONSE (EVR)

REPORT BY THE DIRECTOR OF OPERATIONS

EXECUTIVE SUMMARY

This report provides an update on the Enhanced Video Response (EVR) programme, which uses secure video technology to resolve suitable Grade 3 incidents. EVR is designed to improve service to victims, reduce delays, and free officers to focus on urgent calls, while maintaining investigative rigour and safeguarding standards.

Nationally, forces face rising demand with limited resources, and the public increasingly expect digital-first services. EVR aligns with the Police and Crime Plan priorities by cutting crime and anti-social behaviour, making policing more visible and connected, putting victims first, and delivering efficiency savings.

EVR eligibility is determined via nationally recognised risk assessments. Only Grade 3 incidents, where there is no immediate threat or need for urgent attendance, are considered. Participation remains victim led. Exclusions include missing persons, welfare concerns, and road traffic accidents. Victims speak with officers via a secure platform, enabling evidence sharing, statement taking, and safeguarding assessments equivalent to in-person visits.

The 2023 Dorset trial, involving over 1,000 cases, demonstrated substantial benefits: response times were 19 days faster, positive outcomes increased by over 70%, and investigations were more compliant with College of Policing standards. Victim satisfaction rose significantly, with 83% of EVR participants satisfied with their response, compared to 60% for traditional methods. Nearly 90% said they would use EVR again. As a result, EVR was adopted force wide.

Operationally, EVR now manages over 45% of all attended Grade 3 incidents, finalising around 75% of cases within the EVR team. This has improved wider Force performance across all call grades, reduced backlogs in the Force Control Room, and freed patrol officers for urgent duties. Financially, Cambridge University estimated savings of £180.95 per incident, equating to £1.8 million reinvested into frontline policing.

The model has also delivered wellbeing benefits. Officers on recuperative duties have been able to contribute directly to public-facing work, aiding recovery and retention. Patrol officers report improved workload balance and job satisfaction, while Force Control Room staff experience more manageable caseloads.

Governance is strong, with regular performance oversight by the Chief Officer Team and the Office of the Police and Crime Commissioner (OPCC). EVR has been supported for national roll out through the College of Policing. The Dorset team has been seconded to the College of Policing to lead on the initial work. There are now 15 forces utilising EVR.

Challenges remain around public awareness, technology costs, estate changes, and ensuring the continued visibility of officers in communities. Nevertheless, EVR has been proven to deliver faster, higher quality, and more victim-centred services, while saving significant resources. Dorset Police will continue to refine and expand EVR, monitor outcomes, and share best practice nationally.

PURPOSE

This paper provides a detailed update on Dorset Police's Enhanced Video Response (EVR) initiative. It sets out progress to date, explores effectiveness, and addresses the following six Key Lines of Enquiry:

- I. How does Dorset Police determine eligibility for EVR and what steps are taken to ensure that risks are mitigated?*
- II. Is the EVR process compliant with police Authorised Professional Practice (APP) and does it deliver equivalent investigative rigour?*
- III. How do EVR arrest rates, prosecutions and victim satisfaction measures compare with traditional delivery methods?*
- IV. What are the time savings brought about by EVR and how are resources reinvested?*
- V. What oversight of the EVR process exists and how scalable is EVR within and outside Dorset?*
- VI. Are there barriers to increasing EVR adoption and how are these addressed?*

1. INTRODUCTION

- 1.1. The Enhanced Video Response (EVR) initiative is a Dorset Police innovation that utilises secure video technology to manage appropriate incidents without routine physical deployment. EVR is not intended as a replacement for officer attendance in high-risk scenarios; rather, it adds a flexible and efficient resolution pathway that enhances victim service, reduces unnecessary travel, and allows officers to focus on the most urgent calls.
- 1.2. Nationally, forces are under pressure to meet rising demand with finite resources. The public increasingly expect faster, more convenient services, often mediated through digital channels. EVR represents Dorset's contribution to this agenda, demonstrating that policing can adapt while safeguarding investigative integrity and victim trust.
- 1.3. The EVR programme aligns closely with several of the Police and Crime Plan priorities, including Cut Crime and Anti-social Behaviour (ASB); Make Policing More Visible and Better Connected; Fight Violent Crime and High Harm; Put Victims and Communities First; and Make every Penny Count.

2. BACKGROUND

- 2.1. The tension between police resourcing and the expectations of victims of crime has been a much-discussed topic in the 21st Century. When members of the public call for help, the vast majority hope to see a police officer¹ and, no doubt influenced by this expectation, many victims are promised such a visit even if it is not required. Notwithstanding that the preferences of victims are extremely important, the risk remains that meeting these preferences can prevent, or delay, officers from attending to victims who do require in-person assistance².

¹ Ekblom P and Heal K. (1982). [The police response to calls from the public](#) [online].

² Sumrall RO and others. (1981). [Differential police response strategies](#) [online]. In Gates S (2025). [Enhanced video response \(EVR\) | College of Policing](#).

- 2.2. Like other forces in England and Wales, Dorset Police has been grappling with these pressures and risks in recent years. Indeed, the [2021/22 HMICFRS PEEL](#) inspection highlighted significant concerns about the length of time it took the Force to meet calls for service³. The Force handles around 400,000 calls annually, with approximately 174,000 logs created for police action and there was particular concern about the number of calls risk assessed as Grade 3 – in which threat, risk, harm was identified but an immediate response on blue lights is not required – waiting to be attended to, as well as the length of time these callers were waiting for further contact. In 2023, the average time taken to respond to a Grade 3 incident was 21 days. This delay had a negative impact on victim satisfaction and the management of ongoing risk. It resulted in the loss of vital evidential opportunities, which negatively impacted the victim's outcome⁴.
- 2.3. To address these concerns, Dorset Police began to explore the increased use of virtual responses to meet victim needs and tackle backlogs. Such an approach was felt to be in keeping with the HMICFRS '[State of Policing](#)' reports, which have repeatedly called for smarter use of digital tools to improve police efficiency and it was also observed that other emergency services, most notably the NHS, have normalised video consultation processes.
- 2.4. In 2023, the Force established a randomised controlled trial to test the effectiveness of a virtual response offering. The trial built upon the evidence-base of Kent Police's Rapid Virtual Response (RVR) domestic abuse initiative to test if a similar methodology, albeit aimed at all call types, would yield similar results⁵. RVR was tested during 2021 and the results of the trial showed that victim satisfaction improved for female victims of intimate abuse; response times were much faster; more suspects were arrested; and officer time was used more efficiently⁶. However, this trial was based on a smaller sample size directed at low and medium domestic abuse cases.
- 2.5. The trial was conducted in Dorset County local policing area between 10 July 2023 and 9 October 2023. It involved 1,059 cases which were randomly allocated to virtual attendance (EVR) or business as usual on a 60:40 split. The trial delivered significant improvements in response times, investigation standards, victim satisfaction and victim support. Consequently, EVR was adopted force-wide and coverage is provided across early and late shifts 7-days a week. The current EVR operation has been in place since 1 July 2024.

³ HMICFRS (2022). Pg 5. PEEL 2021/22 Police effectiveness efficiency and legitimacy – an inspection of Dorset Police.

⁴ [Enhanced video response \(EVR\) – Dorset Police | College of Policing](#)

⁵ Gates S (2024). Pg 5. Blueprint: Enhanced Video Response (EVR)

⁶ Kent Police (2024). [Operational partnerships - Rapid Video Response](#) [online].

EVR Eligibility

For an incident to be considered for EVR, it must first have been assessed, through the nationally recognised risk assessment process, as requiring a 'Grade 3' response from Dorset Police. Dorset Police's target response time for a Grade 3 incident is within 48 hours, with Grade 3 incidents accounting for approximately two-thirds of all incidents requiring attendance that are reported to Dorset Police.

Once assessed as a Grade 3 incident the Force Control Room call handlers ask the caller a set of questions to assess their willingness and suitability for EVR. A key principle behind EVR is that it is victim-led and only a small number of call types are excluded, these include missing people, concerns for welfare and road traffic accidents as an example. Victims must be over 18 (or with a parent/carer) and the offender must not be present.

If a caller neither desires the use of EVR, or it is otherwise deemed inappropriate, then call handlers proceed with the customary procedure of obtaining all relevant information and transmitting it to the dispatcher assigned to the corresponding dispatch channel.

Strictly speaking, these requirements are a barrier to increasing EVR adoption, as set out in the sixth key line of enquiry, but, for understandable reasons, it is not proposed that these should be addressed as it is always victim focused.

- 2.6. When virtual attendance is preferred, the victim is sent a link via text message or e-mail and, upon clicking on the link, is instantly connected to a face-to-face video consultation with a police officer. The initial investigation is completed in the same way as it would be if conducted via attendance in person, with the secure GoodSam platform, used by Dorset Police, allowing victims to share digital files (such as photos and videos); screen share and sign victim statements.
- 2.7. The expectation is that the EVR officer will complete all the initial enquiries and safeguarding tasks that would have been completed if the response had been undertaken in person. This includes, where appropriate, conducting a victim needs assessment, a public protection notification, a domestic abuse risk assessment, providing safeguarding advice and making referrals.
- 2.8. EVR officers also complete all victim-focused elements of a primary investigation (that can be achieved remotely). This includes obtaining copies of any digital evidence (such as photos, screenshots and CCTV); arranging to secure any physical evidence (for example, by booking in a crime scene investigator to attend); obtaining a victim statement and identifying further lines of enquiry such as the details for potential witnesses.
- 2.9. The video response can be paused by either party and rejoined without losing the link. This allows the officer to review digital evidence that has been submitted and/or seek advice from a sergeant during the call if necessary. Only the police can close the link, which they do when the call is complete. This means the link cannot be reused to call the police EVR team member again.
- 2.10. After completing all possible victim-focused enquiries during the initial video call, the officer will then complete the investigation records and submit to an EVR sergeant for review. The reviewing sergeant will then take one of four actions.

- If a suspect has been identified and supporting evidence which could lead to a realistic prospect of conviction has been obtained by the EVR, they will pass the investigation to a patrol team to progress the case to conclusion.
- If no suspect has been identified, but further, proportionate and necessary lines of enquiry have been identified, or an in-person safeguarding visit is required, they will pass the investigation to a patrol or neighbourhood policing team to progress.
- If it is unclear whether the case can be progressed, but further desk-based lines of enquiry have been identified, they pass it back to an EVR officer to progress.
- If the case cannot be progressed, due to a lack of evidence and reasonable lines of enquiry, it will be finalised within the EVR. There is an expectation that evidential reviews are completed within 24 hours of the video call being concluded. The victim will be updated accordingly.

If a case is to be progressed (with the EVR or by a patrol team), the EVR sergeant must add an investigation plan.

Examples of EVR in Action

Case Study A: Criminal Damage – the victim was able to show the damage caused via the video call, complete a statement immediately and upload relevant evidence allowing the case to be progressed within hours.

Case Study B: Theft – the victim provided CCTV via video and a statement was taken. The suspect was identified and arrested later that day.

Case Study C: Harassment – while originally assessed as low risk, the EVR officer identified coercive behaviour during the course of the video call and so the incident was escalated to ensure that officers attended in person.

3. PERFORMANCE AND EFFECTIVENESS

Authorised Professional Practice (APP)

- 3.1. It is essential that any new approach to policing is in keeping with the police Authorised Professional Practice (APP) as set out by the College of Policing and, consequently, the PCC is assured to note that EVR has already been featured as ‘smarter practice’ as part of the College of Policing’s Practice Bank, for use by national police forces. Indeed, Dorset Police’s lead for EVR, Chief Superintendent Stewart Gates, has authored reports and presented materials for the use of all forces in England and Wales, and internationally.
- 3.2. The EVR process closely aligns to APP, with the model having been designed and evaluated to consider and comply with key themes and areas such as THRIVE risk assessments, safeguarding referrals, evidence collection, and evidential reviews, as well as the [Victim’s Code](#). Equally, data security and [management of police information \(MoPI\)](#) compliance was reviewed and embedded within the EVR process, along with the ability to use cloud storage for the footage obtained, as part of the procurement process for the GoodSam platform.
- 3.3. During the 2023 trial, the standard of investigation for EVR cases was found to be higher than those in the control group when compared against College of Policing investigation standards. Every investigation in the trial was reviewed by a detective

sergeant independent of the trial team and EVR cases were found to be 96.8% compliant with these standards overall, compared to 67% for other cases.

- 3.4. In summary, EVR's described practices closely align with the expectations and standards outlined in the APP across key domains. EVR prioritises victim well-being and safety; establishes robust investigative practices through sergeant oversight; ensures evidence is handled in a secure and auditable manner; and employs technology designed with accessibility and safeguarding in mind. In all these respects, EVR appears fully consistent with the principles and expectations of APP.

Risk Management

- 3.5. One of stated benefits of EVR is better management of risk. Every reported, but as yet unattended, incident represents an unknown risk to the Force. EVR provides the opportunity to speak with victims of crime significantly faster than attendance in person, which allows for risks to be assessed and, therefore, managed much sooner.
- 3.6. For those incidents that have been passed to EVR, the management of ongoing risk is passed to EVR the supervision – as a minimum every incident should be reviewed by an EVR sergeant at the following points:
- Beginning of shift – upon commencing duty, the EVR sergeant should review every open incident awaiting EVR attendance. The purpose of this review is to reassess risk, establish if any open incidents require priority EVR attendance, and to consider victim availability.
 - Upon allocation – every incident allocated to the EVR should be reviewed by the EVR sergeant prior to deployment of an officer. The purpose of this review is to safeguard against unsuitable incidents being allocated to the EVR.
 - New information – if new information is received about any open incident (for example, a further call from a victim or witness etc.) the EVR sergeant should reassess the risk and suitability for EVR attendance.
 - End of shift (where necessary) – before finishing a shift, open incidents where risk factors have been identified should be reviewed to ensure risks to the victim are adequately managed and the incident remains suitable for EVR attendance. Risks should be handed onto the oncoming EVR sergeant and, if necessary, at the end of a late shift consideration should be given to passing the incident back for attendance in person overnight if the EVR function is not on duty and the risk merits such an approach.

If EVR supervision establish the incident is no longer suitable they will pass the incident back to the Force Control Room. Dorset Police has a well-rehearsed process for this so there is always a clear line of communication between the two functions.

- 3.7. As would be expected, the EVR officers also play a key role in safeguarding and risk management. If an EVR constable becomes aware of undocumented risks or vulnerabilities attached to an open incident, they should document this and immediately make the on-duty EVR sergeant aware. If this is not possible the EVR constable must carry out a risk assessment and take appropriate action. This includes passing the incident back to the Force Control Room – additionally, Dorset EVR officers are directed to always keep an Airwave radio with them in case there is a need to urgently dispatch officers to attend in person during a video call.

- 3.8. In terms of safeguarding during the EVR process, EVR officers are required to establish the location of the victim at the time of the call as they may not be at their home address. Additional safeguarding measures may include:
- Advising the victim to lock the doors and windows and consider leaving a key inserted in the inside of the lock to prevent the suspect gaining access if they have a key.
 - Helping the victim contact a trusted friend or family member to sit with them whilst they take part in the video consultation. This person may benefit the victim by making them feel safer both physically and mentally if the matter they wish to report is distressing. This person should not be a witness to any offence(s) the victim is reporting.
 - Helping the victim find an alternative location from which to take part in the video consultation. This should be unknown to any suspect and still allow the victim access to Wi-Fi/mobile data.
 - Agree a word or phrase with the victim so they can indicate they are not safe to talk without making the communication obvious to any third party who is at their end of the video consultation.
- 3.9. On rare occasions within Dorset, the suspect has returned to the address during the video call, but the EVR officers had already helped victims put safeguarding measures in place preventing the suspects gaining access. In such cases, the EVR officer will not end the call until officers arrive in person, helping to simultaneously pass on updates via radio to attending officers.

Performance Measures

- 3.10. As outlined, EVR was initially subject to a controlled trial within Dorset in 2023 and Dorset Police continues to gather evidence of the benefits associated with the initiative.
- 3.11. Among the most significant outcomes to be delivered via EVR is a greatly reduced waiting time – with the virtual response being on average 19 days faster than the traditional in-person response. This speed appears to have increased victim engagement with the criminal justice process. In the control group, 36% of cases were coded as outcome 16 (victim withdraws support for prosecution) compared to just 21% via EVR. Equally, the data suggests that the use of EVR increased positive outcomes (7.1% compared with 4.3%) and that EVR cases were 76% more likely to reach the stage of a suspect being arrested or voluntarily interviewed than cases in the control group. Current EVR performance suggests that the positive outcome rate stands at 4.6%, however it should be noted that results can, of course, take time to progress and a recent review of ongoing investigations indicates a strong likelihood of the current EVR operation bettering the 7.1% figure achieved during the 2023 trial.
- 3.12. Surveys and feedback from victims have also demonstrated good results. During the trial phase, victim satisfaction with the way their report was dealt with was significantly higher (83% versus 60% fairly or very satisfied); victim satisfaction with the outcome of the initial response was more than twice as positive (74% versus 31% fairly or very satisfied); 43% of EVR participants stated their opinions on Dorset Police had improved compared to 19% of the control group; and, overall, nearly 90% of treatment participants said they would use EVR again and would recommend the service to others. Feedback suggests that victims appreciate the faster initial response; the convenience for those with mobility, work or caring responsibilities; and the ability to pass on evidence immediately, rather than wait to do so.

Examples of Victim Feedback

Victim A: *“At the time I made this report I was feeling very vulnerable and anxious as I was being stalked. I was so anxious that allowing a stranger into my home, even a police officer, was a traumatic option for me. The video call facility was the perfect way to actually see the officer without having a stranger in my home. The officer was very empathetic and made me feel safe and valued.”*

Victim B: *“Really amazing response. I felt heard and the officer really helped me. Perfect response.”*

Victim C: *“It was the same as seeing an officer in person, but quicker and easier via a video call. I suffer with anxiety; I worry about police attending my address and what my neighbours will think. The ability to report to an officer remotely is very smart and I think it is a good idea.”*

- 3.13. The victim satisfaction surveys for the current EVR operation in Dorset only went live at the beginning of August 2025. As can be seen in table below, satisfaction levels continue to compare favourably:

Metric	Trial Period (EVR)	Trial Period (BAU)	Current EVR Operation
Victim satisfaction with the way their report was dealt with	83% fairly or very satisfied	60% fairly or very satisfied	100% fairly or very satisfied
Victim satisfaction with the time of response	88% fairly or very satisfied	41% fairly or very satisfied	86% fairly or very satisfied
Victim satisfaction with the outcome of the initial response	74% fairly or very satisfied	31% fairly or very satisfied	94% fairly or very satisfied

- 3.14. As already mentioned above, the standard of investigation for EVR cases was higher than those in the control group when compared against College of Policing investigation standards. Every investigation in the trial was reviewed by a detective sergeant independent of the trial team and EVR cases were found to be 96.8% compliant with these standards overall, compared to 67% for cases in the control group.

As highlighted in Section 2.2 the Force’s Grade 3 performance had been raised as a cause for concern. Following the introduction of EVR in 2023/24, improvements were observed in all call grades. Although EVR only handles Grade 3 incidents, EVR officers finalise approximately 75% of investigations, thus removing that demand from patrol teams. It is believed then, that this reduction in workload for patrol teams allows them to focus on attending those incidents which require in-person attendance, explaining the performance boosts across all three grades as shown below:

	2022/23	2023/24	Difference
Grade 1 (<20 minute target)	61%	71%	+10%
Grade 2 (<60 minute target)	56%	63%	+7%
Grade 3 (<48 hour target)	61%	84%	+23%

As EVR has become so well embedded within the Force delivery model, performance oversights are regularly provided to not only the Chief Officer Team but also the PCC and his office. Performance is scrutinised every month within the Deputy Chief Constable's Strategic Performance Board, attended by the PCC's Chief Executive.

- 3.15. The Force-wide EVR team now consists of five Sergeants and 20 police officers with planning underway to increase this to 25 police officers. They continue to deal with over 45% of all attended grade 3s with a small number of dedicated resources.
- 3.16. As will be outlined in the following section, EVR has also proved to be an effective method to help non-deployable officers back to the workplace, with six out of seven officers who joined the trial team while non-deployable due to medical or burnout reasons returning to full duties after the trial period.

Efficiency and Wellbeing

- 3.17. As detailed in a previous report to the Police and Crime Panel⁷ police officers operate under intense pressure. Police personnel are regularly exposed to traumatic incidents (including violent crimes, fatalities, domestic abuse, and serious road traffic collisions), high-stakes decision-making, and significant personal risk. This means that the psychological and physical toll of modern policing cannot be overstated.
- 3.18. Processes put in place to assess officers at high risk of stress related burn-out were used to identify staff for the EVR trial. The EVR trial was undertaken exclusively by officers identified via this method or those officers who were already on recuperative and/or adjusted duties.
- 3.19. This approach resulted in an additional benefit of the EVR process, in which officers who may otherwise have been assigned to more traditional admin-based roles during their recuperative duties were instead working directly with the public and maintaining their policing skills. The Force has reported that this approach helped build confidence for those who had returned to the workplace following prolonged absences and, also, officers attached to the trial spoke very highly of the benefits of working in a team environment with other officers who were experiencing similar stress related health symptoms. By working together on the same shift, in the same location they had an environment in which they were able to offer mutual support, both in terms of overcoming the individual causes of their work-related stress and coping with the symptoms.
- 3.20. Further wellbeing benefits relating to EVR have been reported for front-line patrol officers due to the EVR removing a significant portion of their demand, allowing officers to better focus on their own workloads, which they felt allowed them to provide a better service to victims. This also allows patrol officers more time to carry out proactive patrols, which greatly increased their sense of job satisfaction.
- 3.21. The Force reports that EVR also has a significant impact on the wellbeing of Force Control Room Staff. Prior to EVR becoming part of business as usual in Dorset,

⁷ Harrold A (2025). Pg 2. [Police Health and Wellbeing](#).

individual Force Control Room supervisors and dispatchers were routinely managing queues in excess of 130 incidents. Feedback indicated this felt like an impossible task, with staff having a constant worry of missing something due to the number of incidents they were responsible for. EVR has led to a significant reduction in open incidents which is proving to be a manageable number for individuals in the Force Control Room.

- 3.22. In terms of financial efficiencies, savings derive from several areas, including significantly reduced travel costs compared with traditional methods, reduced officer sickness days, reduced call-back demand into the Force Control Room, more efficient handling of cases with no prospect of resolution and a stark drop in the need to repeatedly review open incidents.
- 3.23. Naturally, Force Control Room savings are difficult to quantify, but Cambridge University calculated an estimate of £180.95 per incident for the Dorset trial. With over 10,000 victim consultations having taken place within Dorset this would represent a baseline efficiency saving of over £1.8 million⁸ which has been reinvested back to frontline policing. The reinvestment has seen an increase in performance relating to emergency call handling, with over 90% of 999 calls now answered within 10 seconds – this sustained performance has recently seen the HMICFRS sign off the Area for Improvement relating to the “Responding to the Public” question of the PEEL framework.
- 3.24. As detailed above, the Force has also seen an increase in response times to other call types due to frontline officers being freed up to attend in person. Additionally, with the savings, the Force has also developed the EVR model further and will soon implement the use of artificial intelligence within the process to streamline the service.
- 3.25. Travel savings per incident were measured as part of the trial and are summarised in the table below, although it should be noted that these are not measured outside of a trial setting as it is resource intensive to do so.

	Officer time	Vehicle cost	Total
Dorset EVR Trial	£26.91	£6.63	£33.54

4. GOVERNANCE AND PCC SCRUTINY

- 4.1. The PCC has been clear that he welcomes the Force-wide use of EVR – indeed, EVR closely aligns with several specific commitments within the refresh Police and Crime Plan. For instance, the PCC has committed to explore, develop and support evidence-based ideas, new technologies and opportunities to maximise delivery for the residents of Dorset; and also to exploit technology so that officers and staff are released from the burden of bureaucracy.
- 4.2. The PCC has also been clear that EVR is a choice for victims and that those who prefer to meet with an officer in person will still be able to do so. Ultimately, he recognises that EVR has provided a way to deliver victims of crime greater choice in how they engage with Dorset Police.
- 4.3. The PCC and his Office attend relevant Force boards so that the use of EVR and its performance implications can be understood and monitored. During the trial phase a dedicated project board was established, with routine updates provided to Chief

⁸ Officer cost based on the hourly cost of a constable on the middle salary point; vehicle cost based on a per mile cost for fuel and maintenance.

Officers and the OPCC Executive. Relevant performance measures continue to be reported to the Force Performance Board and the PCC-Chaired Dorset Criminal Justice Board (DCJB).

- 4.4. In recent weeks, a thorough evaluation of EVR has been published, and the Force will continue to monitor performance. Alongside this, the PCC will also continue to have insight on the quality of service being provided. For instance, the PCC's Use of Police Powers and Standards Scrutiny Panel continues to assess the Force's customer service arrangements and positive outcome and performance data is also reviewed by the aforementioned DCJB. Alongside Force and partnership performance updates, these processes will help the PCC to understand the impact of EVR in Dorset.

5. NEXT STEPS AND CHALLENGES

- 5.1. Dorset Police has worked hard to ensure that barriers to EVR adoption have been addressed. In order to successfully execute this new approach, it has been necessary to persuade senior decision makers of the benefits in taking a new approach. The EVR operation in Dorset has been underpinned by a large evidence base, with the Dorset trial receiving the national award from the Society of Evidence Based Policing for outstanding contribution to applied research in policing. This, along with effective communication, has helped the workforce and partner agencies have confidence in the new operating model and adapt to the change required.
- 5.2. Other challenges that the Force have had to overcome include the cost of the technology required by EVR, which includes not only the GoodSam platform, but also hardware such as acoustic screening and noise cancelling headphones to keep distractions to a minimum both for the EVR officers and victims they are calling. Changes to the use of Force estate have also been required to facilitate the creation of the three EVR hubs based in Bournemouth, Winfrith and Weymouth.
- 5.3. The result of this hard work has, ultimately, led to EVR being supported for national roll out through the College of Policing, supported with Home Office Funding. The Dorset team has been seconded to the College of Policing to lead on the initial work and EVR was cited within the Home Secretary's budget report. There are now 15 forces utilising EVR and ACC Lyne is the national lead.
- 5.4. As with all complex change, it is to be expected that some processes may take some time to be made as effective and efficient as possible and – no doubt – as the implementation within other force areas continues, it is likely that training and best practice will evolve according. This, again, will need to be kept under review. It is also possible that, despite the many evidenced benefits of EVR, there may be some unintended consequences too – for instance, the reduction in face-to-face visits may have some limited impact upon the wider visibility of police officers within communities. This, again, will be kept under review.
- 5.5. Bearing in mind the considerable benefits of EVR use, it could be argued that an increased victim uptake in EVR would also be desirable. Again, as a victim-led option, it will remain the case that victims are not compelled to opt for video interviews, but it may be that effective communication and myth busting techniques might increase the public's confidence in the EVR approach and that this in turn might lead to a higher uptake in the future.
- 5.6. Of course, it is also the case that funding limitations reduce the speed at which Dorset Police could further develop and improve EVR. Naturally, some technological advancements are contingent on capital expenditure, while it is also the case that Chief Constables can be constrained by the strict requirements of other Government grants. Nevertheless, the PCC is clear that EVR is both a positive development for victims and, also, a programme that has delivered efficiency savings.

5.7. The PCC and his Office will continue to monitor the implementation of EVR.

6. RECOMMENDATION

6.1. Members are asked to note the report.

ADAM HARROLD
DIRECTOR OF OPERATIONS

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