



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.

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