

Enhanced video response – new smarter practice published

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Dorset Police's digital approach to police call handling reduces demand on emergency services

News 2 mins read

The College of Policing has released a new smarter practice, highlighting an innovative video-led approach to police call handling to reduce demand on emergency services and increase public satisfaction.

Digital-first approach

Enhanced video response (EVR) was developed by Dorset Police to manage increasing demand on police services more effectively, whilst ensuring appropriate responses to public concerns. The initiative allows trained police call handlers to conduct video calls with members of the public reporting grade 3 (non-urgent) incidents, using the caller's mobile phone camera to assess the situation.

EVR's digital-first approach enables police to provide immediate advice and support to callers, triage incidents more effectively, and reduce deployments whilst maintaining service quality through better-informed decision-making about the most appropriate response.

Results

During the three-month trial, EVR has delivered promising results for Dorset Police. Victims who received EVR were 238% more likely to be positive about how the call was handled. They experienced significantly reduced wait times, with the virtual response being on average 19 days faster than the traditional in-person response.

Victim satisfaction increased significantly, with 67% satisfied with their overall outcome of their initial call, compared to 27% in the control group where EVR was not used. Nearly 90% of participants said they would use EVR again.

The trial also demonstrated significant operational benefits beyond victim outcomes. EVR achieved substantial cost savings and reduced the pressure on frontline services. Additionally, EVR provided valuable support for officer wellbeing and deployment flexibility.

[Go to enhanced video response smarter practice](#)

Video response models

Rapid video response (RVR), which focuses on rapidly attending non-emergency domestic abuse calls for service, has also been evaluated. The College has conducted a further evaluation exploring the use of both rapid and non-rapid video responses to domestic abuse, with that report scheduled for publication in early September.

We will publish an evaluation report on EVR in early autumn, along with implementation blueprints for both video response models.

Smarter practice

Smarter practice refers to activities that have been tried in a force, jointly reviewed by the College, His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) and the National Police Chiefs' Council (NPCC), and considered suitable for further testing and implementation.

You can find EVR and other smarter practice examples in our practice bank.

- [Enhanced video response smarter practice](#)
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