

Enhanced video response trial reveals promising results

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Video response technology trial shows significant improvements in police response times and investigative standards

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Enhanced video response (EVR) is an innovative intervention using video calling technology to enable officers to:

- respond remotely to victims of crime
- record victim statements
- gather evidence through a secure online platform

A recent College of Policing evaluation of EVR has found significant improvements in response times, investigative standards and overall case duration compared to traditional in-person police attendance.

EVR was originally piloted by Dorset Police in 2023. Following its local success, the College's [centre for police productivity](#) partnered with Dorset Police in July 2024, to test whether EVR could work effectively in a larger, more urban force.

From November 2024 to February 2025, Avon and Somerset Police tested the technology as an alternative to traditional in-person attendance for routine and priority incidents.

Key findings

The evaluation of the three-month trial period by Avon and Somerset Police showed that EVR reduced response times by over three days (78.6 hours) compared to traditional in-person responses. Overall case duration also fell by more than seven and a half days, indicating wider efficiency benefits beyond initial response times.

Officers using EVR also achieved higher investigative standards, with incidents handled through video response scoring 10.8% higher on combined investigative measures than traditional responses. The evaluation found particular improvements in Victim Code of Practice compliance, safeguarding activity, and evidential review officer reviews.

Furthermore, cost analysis revealed significant productivity benefits from EVR implementation. Travel and time savings were estimated at nearly £116,000 a year across the three trial bases, against around £50,000 in setup costs. Most of these savings came from officer time (81%), which could be reallocated to other policing activities, whilst reduced vehicle costs delivered cashable savings.

Implementation recommendations

EVR is a promising, cost-effective innovation for modern policing that can help forces deliver faster responses, improved investigative standards, and positive experiences for both victims and staff. However, successful scaling to other forces requires careful planning, adaptation to local systems and ongoing evaluation.

The evaluation identified several factors critical to successful implementation, including sufficient time for training and internal communications, senior leadership support, and careful team composition mixing experienced and junior officers.

The evaluation report provides detailed recommendations for forces considering EVR implementation, emphasising the importance of following established blueprints whilst adapting to local contexts and operational requirements.

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