

**Testing, implementing and replicating Rapid Video Response to eligible domestic abuse calls for service
&
How to deliver transformational change in policing locally and regionally within the UK**

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An Evidence Base for a shift in service offerings

Rapid Video Response



Immediate Video Service vs. Delayed Physical Attendance:
Caller Satisfaction, Cost-Effectiveness & Outcomes
in a Randomised Control Trial

Concept

- Immediate video front line officer “first response” to a call for service, instead of a delayed (or scheduled) physical response.
- A fast, direct and optional response for victims’ calls for help *when* they call for help – providing an outstanding quality service.
- Replicates what we do on the front line by utilising GoodSAM video to improve the victim journey and protect victims from harm.

RVR Eligibility

Domestic
Abuse

Offender
not
present

Priority/Appt
call grade

Live call

Safe & able
to use
technology

Opt-in

Call Selection and transfer



999/101 Telephone call into Control room

Call taker triages & grades the call which is identified for RVR prior to the caller clearing the line.



Call transferred to Dispatcher

Risk assessment undertaken, victim's preference discussed with victim & call flagged to RVR officer.

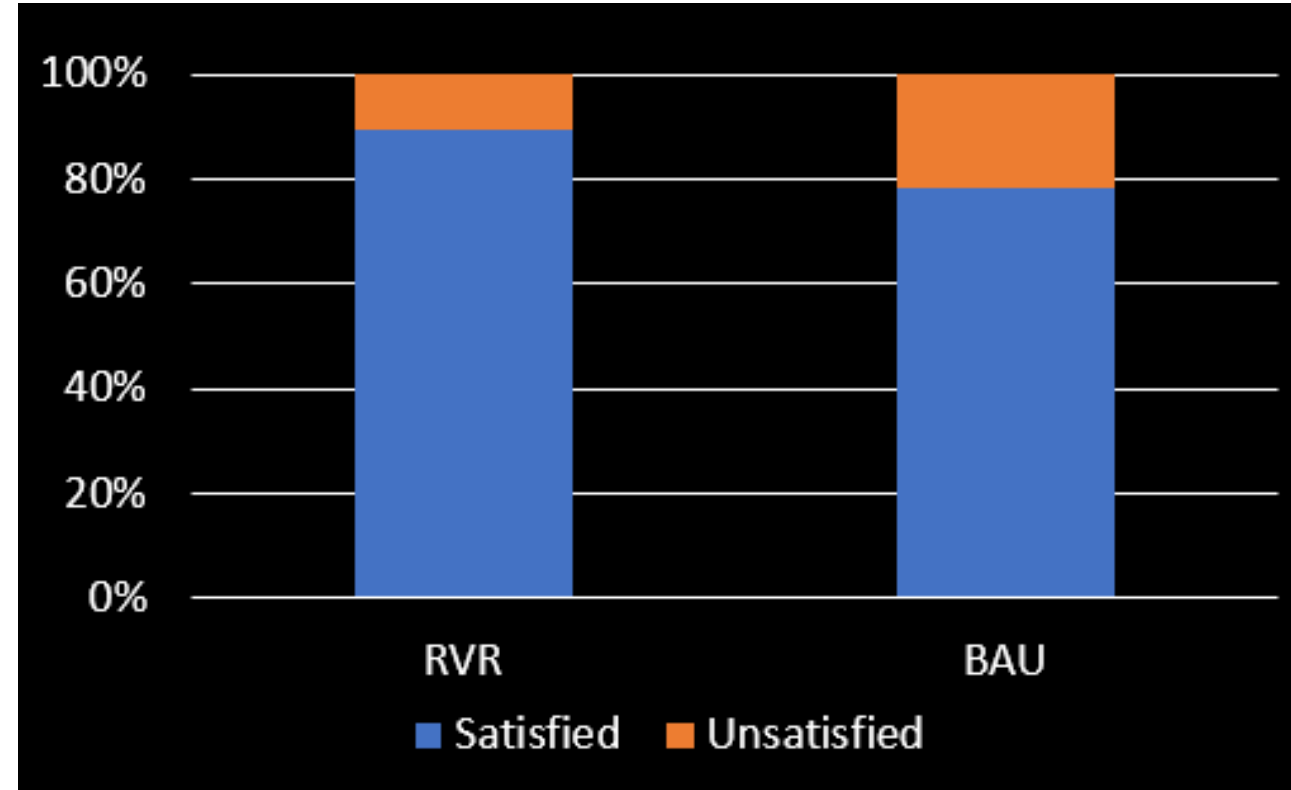


Rapid Video response

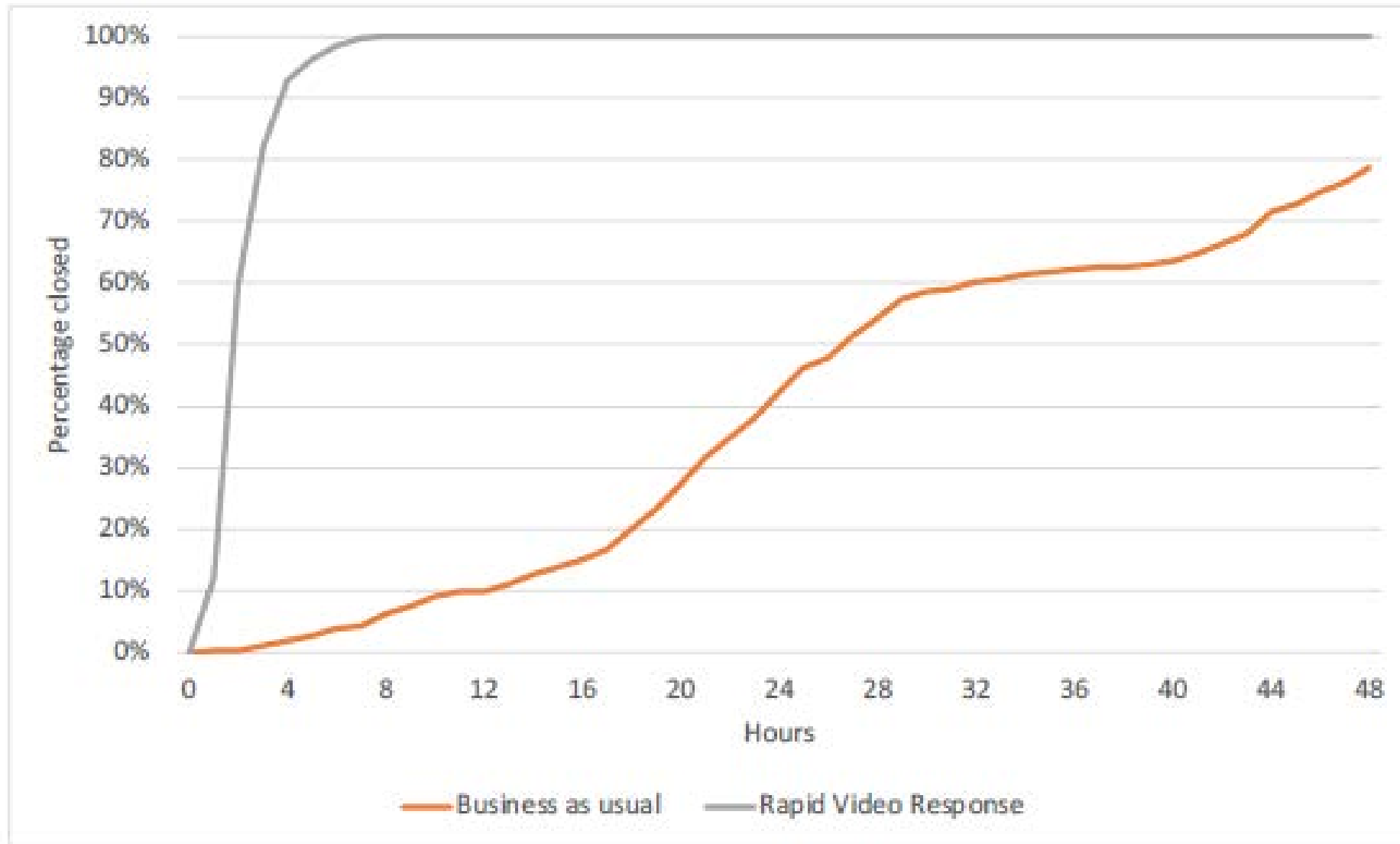
RVR officer texts victim who "clicks on the link" and is immediately transferred to RVR officer on video, who conducts the first response.

Results – Victim Satisfaction

- Equal satisfaction across both groups.
- Satisfaction higher for female intimate victims.
- Trust and Confidence increased & anxiety decreased for RVR victims.



Results – Victim wait time

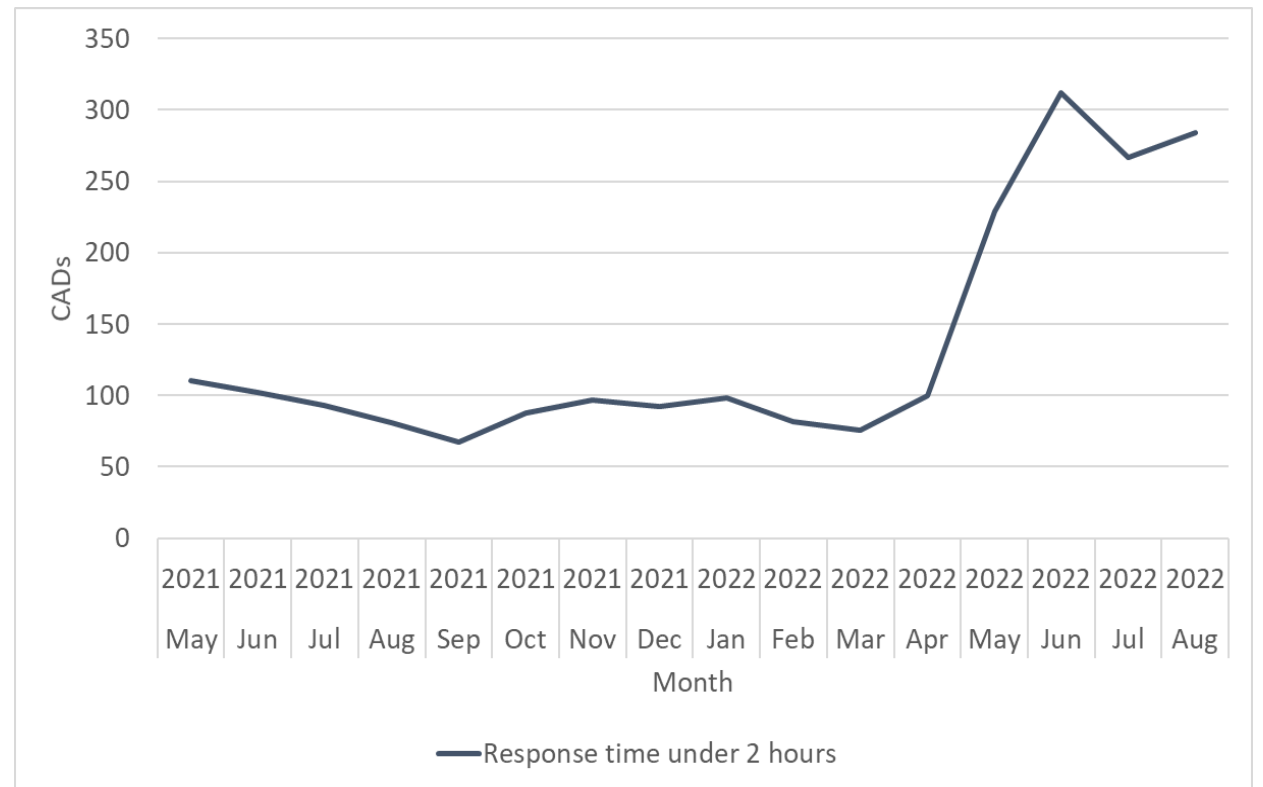


Efficiency & Investigation Results

- Faster - 656 times faster response - (32 hours 49 minutes vs 3 minutes)
- More efficient – saving of 1 hr 23 mins per call
- Improved arrests - 50% more arrests

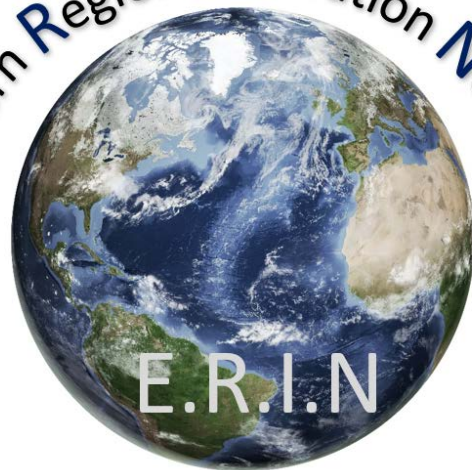
Kent police Implementation

- 2,172 RVR calls serviced in 9 months
- 99% of victims surveyed were satisfied
- 8620 officer hours saved





Eastern Region Innovation Network



ERIN Vision

The Eastern Region Innovation Network will be a *centre of excellence that leads on innovation and research*, working jointly to *test and implement transformational change at pace*, harnessing and developing the *expertise and skills in existence* from across the region. It will promote a *progressive, forward-thinking culture*, embracing *generational diversity*, tackling the policing challenges of tomorrow.

The Network will be *tactically agile, operationally effective and efficient and strategically responsive*.

Replication & Assisted Implementation



“The support of ERIN has been invaluable, enabling us to get RVR up and running in such a short space of time, with the Blueprint being of incredible benefit. The Blueprint documents saved a lot of duplication, enabling me to tailor products to local processes and support conversations with stakeholders in force.”

Implementation – Victim feedback

PC Singh - *“He was a really **supportive** manIt was a long and involved call but he was calm and courteous and not pushy. **He was a breath of fresh air** and I felt **safer** for having spoken to him. Tell him to **keep being himself** and **he was brilliant.**”*

PC Reed - *“It was amazing to have the service so quickly, I could see the officer he was amazing and **I felt connected and reassured.** “....“I feel it was **gold star service**, amazing video consultation, the advice given was amazing, I have to say **5 star** for everything.”*

PC Day - *‘I wanted to pass on a **massive thank you** to the PC, as I **felt at ease, relaxed....** spent so much time with me, not rushing me, everything nice and clear and clearly documented whilst on the video, even spoke to me again when another incident occurred’*

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CRIME

SUFFOLK



Chief Constable Rachel Kearton said that since 2018, reports of domestic incidents

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