

17 January 2025

FOI Ref 17648

Request - You asked us the following:

Why have Staffordshire Police introduced an Enhanced Video Response Team, will this improve satisfaction with victims of this crime and any proof of this, and will it be rolled out in other forces?

We received your request on 09/01/2025 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police's response to your enquiry is as follows:

Staffordshire Police holds some of the requested information.

- Why have Staffordshire Police introduced an Enhanced Video Response Team, will this improve satisfaction with victims of this crime and any proof of this, and will it be rolled out in other forces?
– **Partially disclosed, Enhanced Video Response (EVR) is an initiative being implemented across several UK police forces following its successful rollout in Dorset. This technology-based solution, now available in Stoke on Trent which allows victims of grade 2 and below domestic abuse to access an online interactive process with a police officer. This enables a video conference to assess the risk, harm, and evidential requirements of a domestic abuse incident. It should be noted that participation in the EVR process is voluntary. Victims who choose not to participate will have their incidents attended according to the Force response policy.**

From the experiences of other forces that have already implemented Enhanced Video Response or Rapid Video Response, victim satisfaction with the quality of service has increased. Preliminary surveys of victims who have received a response via EVR indicate higher satisfaction with the service compared to traditional responses. Additionally, the majority of victims have stated that they would recommend EVR as a response to friends and family.

Please note, Staffordshire does not hold any recorded information as to whether or not this will be rolled out to other forces.

Please note that this data has been provided to the best of our ability, subject to the limitation of current recording protocols and systems/software.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Staffordshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review



STAFFORDSHIRE
POLICE

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

Central Disclosure Unit
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Central Disclosure Unit within two months of the Force's response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by another Decision Maker who is independent from the original Decision Maker. The Central Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within 20 working days. In more complex cases the review may take up to 40 working days.

The independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

ICO Website for complaints link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Central Disclosure Unit