

# ANTSER CASE STUDY

## THE METROPOLITAN POLICE

How the east division of the Metropolitan Police incorporated Virtual Reality Training to improve their approach to domestic abuse incidents.





## THE EAST DIVISION OF THE METROPOLITAN POLICE PILOTED THE VIRTUAL REALITY PROGRAMME TO ENHANCE THEIR RESPONSE TO DOMESTIC ABUSE INCIDENTS

Having had conversations with North Yorkshire police, Antser approached the Metropolitan Police about the possibility of training officers using virtual reality (VR) technology which simulates real-life situations, thereby raising awareness, increasing empathy and challenging behavioural norms.

After being shown programme content, the VR was presented to those in the East Met division and the training was approved as a pilot scheme with the aim of introducing it more widely to the MET if successful.

The VR training aims raise awareness of domestic abuse (DA), seeing the incident through the eyes of the child and addressing staff mindset in their response to such incidents.

**The VR Programme closely follows the lives of children and young people from pre-birth to adolescence as they experience trauma, abuse and neglect, placing the user at the heart of their experiences through a series of VR immersive films.**



The MET stepped into the cruel reality of children who experience trauma, by using Virtual Reality

### READ THE PWC VIRTUAL REALITY REPORT



**4X faster**

The study revealed that VR learners were four times faster to train than classroom learners.

**275% more confident**

VR learners were 275% more confident than the rest of the respondents in the study



[CLICK TO READ THE FULL PWC REPORT ON VR](#)

**4X more focused**

VR Learners are 4 times for focused compared to classroom and e-learners



## THE DELIVERY WAS STRUCTURED IN A PILOT THAT FOCUSED ON VR AS A LEARNING AND INTERVENTION TOOL

The VR uses a sequence of immersive films to follow the lives of three characters from pre-birth to adolescence.

The training with East Met was conducted virtually for 48 police officers across four individual training sessions, with around 12 officers on each. Organisers wanted to grasp their understanding of domestic abuse (DA) and the expectations on them as first responders, while establishing the challenges they face and how they currently overcome them.

Prior to the start of the training, senior officers identified the purpose for which they intended to use the VR programme, the main priorities being to see and hear the child at incidents of domestic abuse.

In the first instance, two case studies were shared with the officers before they watched the VR films, addressing the issues tackled in the films - a call-out involving a pregnant woman, and a DA call where they are met by a young man insisting 'everything is fine' - in order to determine how they would respond in the first instance and discuss the wording used in the follow-up reports.

Throughout the project, VR was used to place the officers at the heart of incidents; the first experience replicated the point of view of an unborn child in the womb, following which officers were asked to consider what they would do differently empathising with the impact on the unborn child; the second experience, Carnaby Street, aimed to highlight manipulation of police officers by the DA perpetrator, minimising the impact of the abuse and its impact on the child. Once more, officers were asked to think about how they would tackle the situation differently, and crucially, how they would react to the child in that situation.



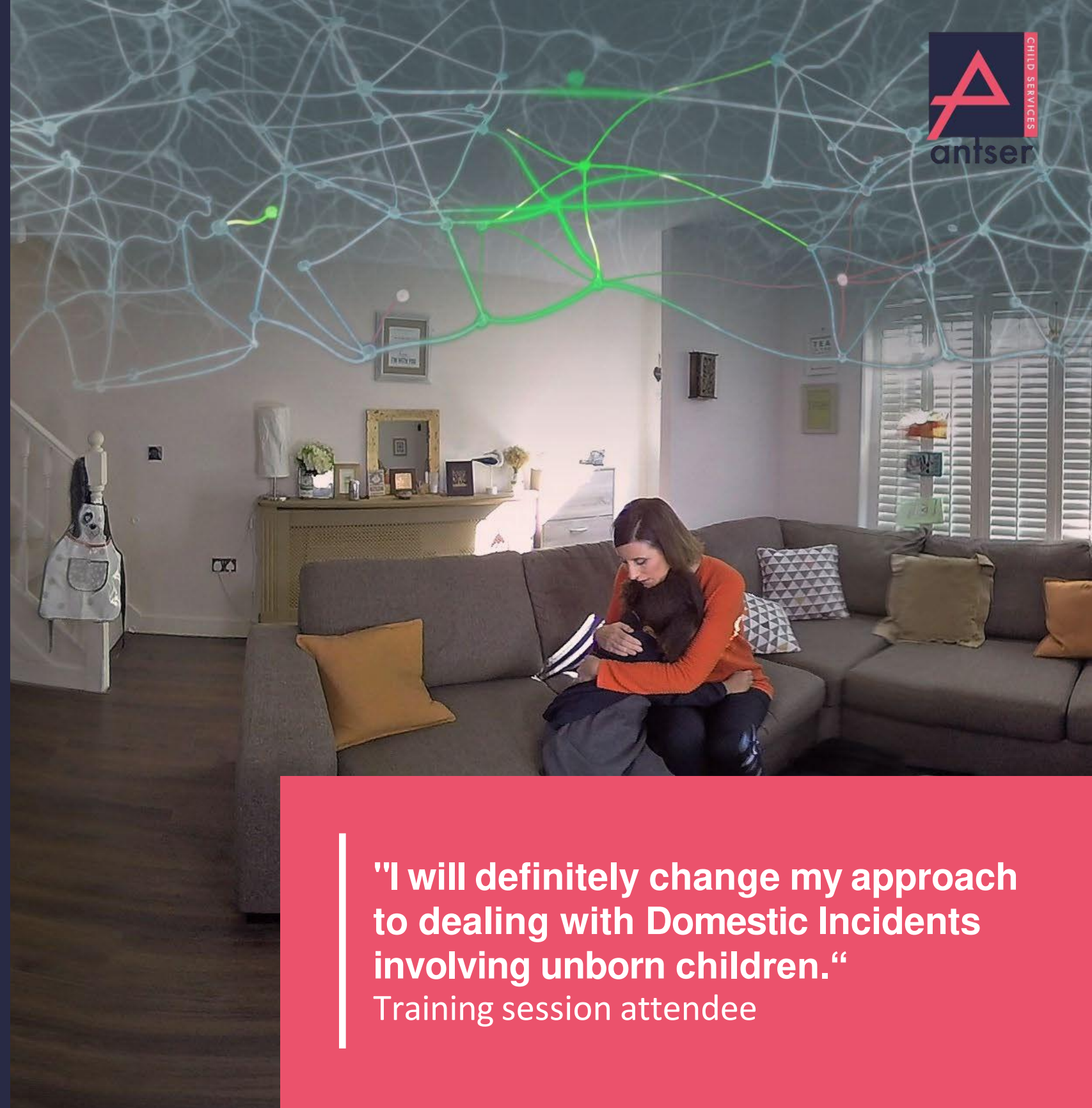
**“Powerful as ever. I think some will find the Aisha footage quite disturbing, especially in VR, but it’s the brutal reality of what we’re dealing with at times.”** Chief Superintendent, MET Police



## THE AIMS FOCUSED ON A BETTER UNDERSTANDING AND RESPONSE TO DOMESTIC ABUSE INCIDENTS

- ✓ ASSISTING OFFICERS TO SEE INCIDENTS THROUGH THE EYES OF A CHILD - TO TAKE INTO ACCOUNT THE 'UNSPOKEN VOICE' OF THE CHILD
- ✓ TO INCREASE UNDERSTANDING OF DA INCIDENTS AMONG FRONTLINE RESPONDERS
- ✓ TO INCREASE OFFICERS' EMPATHY WHEN DEALING WITH DA INCIDENTS
- ✓ TO EXAMINE OFFICERS' BEHAVIOURS WHEN DEALING WITH DA AND CHANGE THE WAY IN WHICH OFFICERS RESPOND
- ✓ TO ENABLE OFFICERS TO TAKE POSITIVE ACTION AND ENSURE THEY UNDERSTAND THE IMPORTANCE OF TAKING DECISIVE ACTION AT THE FIRST INCIDENT TO REDUCE REPEAT INCIDENTS
- ✓ TO ENABLE OFFICERS TO REFLECT ON MAKING SURE SPACE IS SECURED FOR THE SURVIVOR/VICTIM IN THE MOMENT SO THAT THEY CAN BE PROTECTED AND ENABLED TO MAKE DIFFERENT DECISIONS

**“It is a unique tool that allows the perpetrators to get inside the eyes and mind of a small child and really see things from their perspective. It conveys a message to them that a thousand words simply cannot, and it is, without doubt, an extremely powerful and successful tool”** Family Support Worker



**“I will definitely change my approach to dealing with Domestic Incidents involving unborn children.”**  
Training session attendee



## THE OUTCOMES: OFFICERS WERE MORE AWARE OF THE IMPACT ON CHILDREN AND THEIR APPROACH TO TRAUMATIC EVENTS

Following the training, half of respondents (50%) said it had made them more aware of the impact on children and so to change their approach accordingly. In addition, around a third (31%) said they would now try to better understand other perspectives of abuse and be more aware of their attitude and behaviour towards victims, as well as spending more time with them following a call out to an incident.

A number of respondents also said the training had prompted them to improve their level of assessment and communication; to make sure they are correctly documenting information to provide a “good picture of the environment” and to utilise sensational wording to better highlight the risk factors affecting vulnerable parties for other agencies to see.



### Following the training officers...



**50% were more aware of the impact of DA on children**

**A third of participants considered a different approach**

## THE OUTCOMES

- ✓ A deeper understanding of the child’s perspective
- ✓ Officers would consider alternative ways to approach their work
- ✓ Increased understanding of the impacts of domestic abuse
- ✓ Different view of how much behaviour / responses / decisions affect children
- ✓ The training was more engaging as opposed to other types of learning / training on the subject of domestic abuse

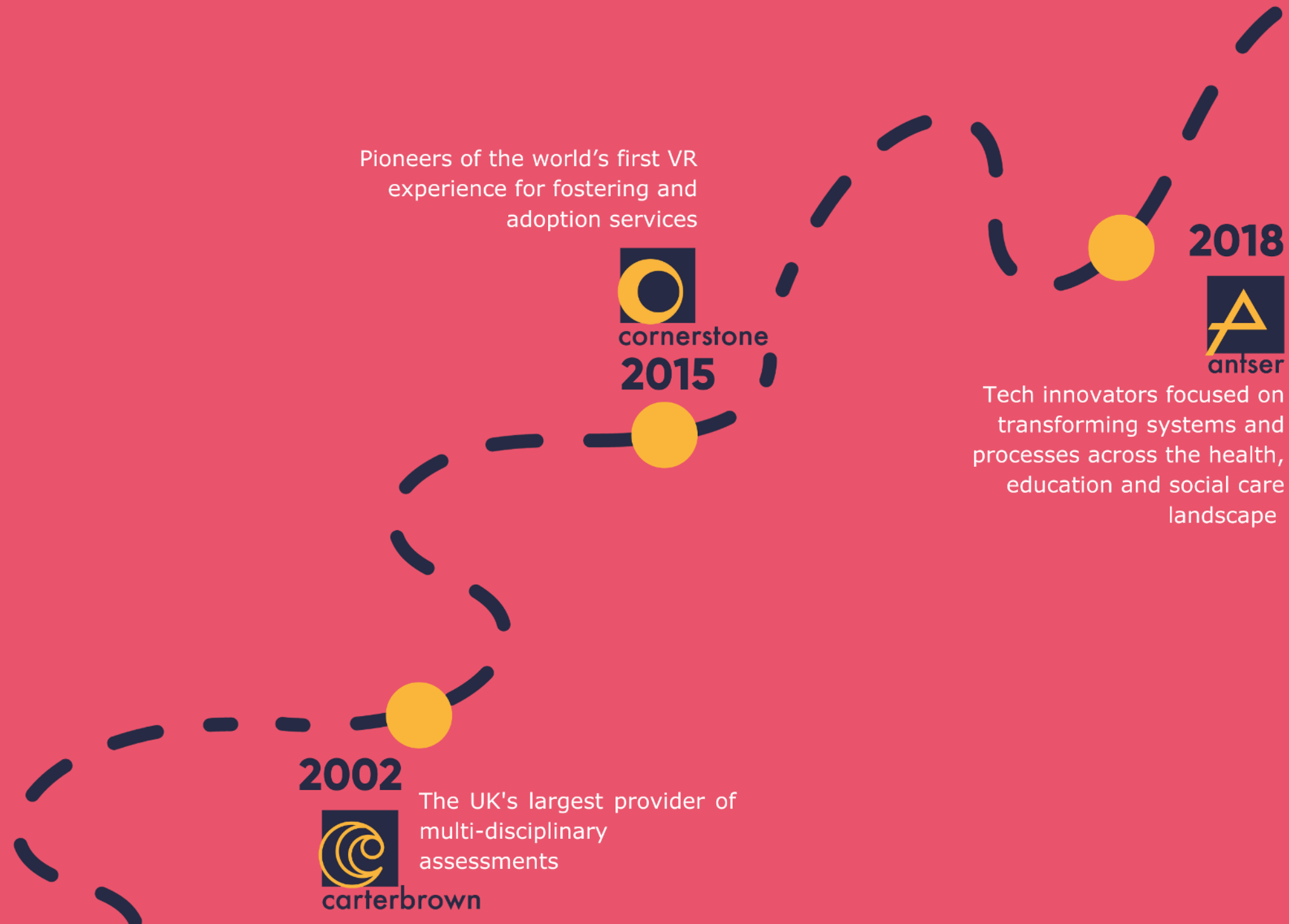


# ABOUT ANTSEER

Antser is an integrated organisation delivering transformation in health, education and social care.

We deliver end-to-end services to the children's and adult's social care sector, in partnership with local authority and independent providers. We also support the wider team working with children in, or on the edge of, care in the areas of health, education, community teams, police and judiciary.

Our solutions range from core compliance to transformation and technology all with one aim in mind – to deliver better outcomes.





A man with a beard, wearing a blue denim shirt and dark pants, is kneeling on a dirt path. He is looking up at a young girl with blonde hair, wearing a light grey polo shirt and dark pants. They are standing on a dirt path with a brick wall behind them. In the background, there are green bushes and a residential building under a clear sky. The image has a dark blue overlay on the left side containing contact information.

For further information on any of our solutions please get in touch

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