



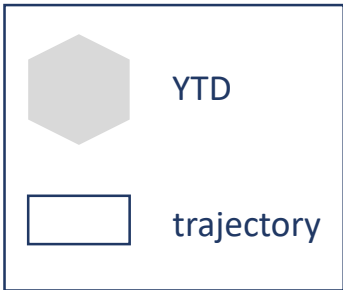
# Performance and Accountability Meeting

January 2024





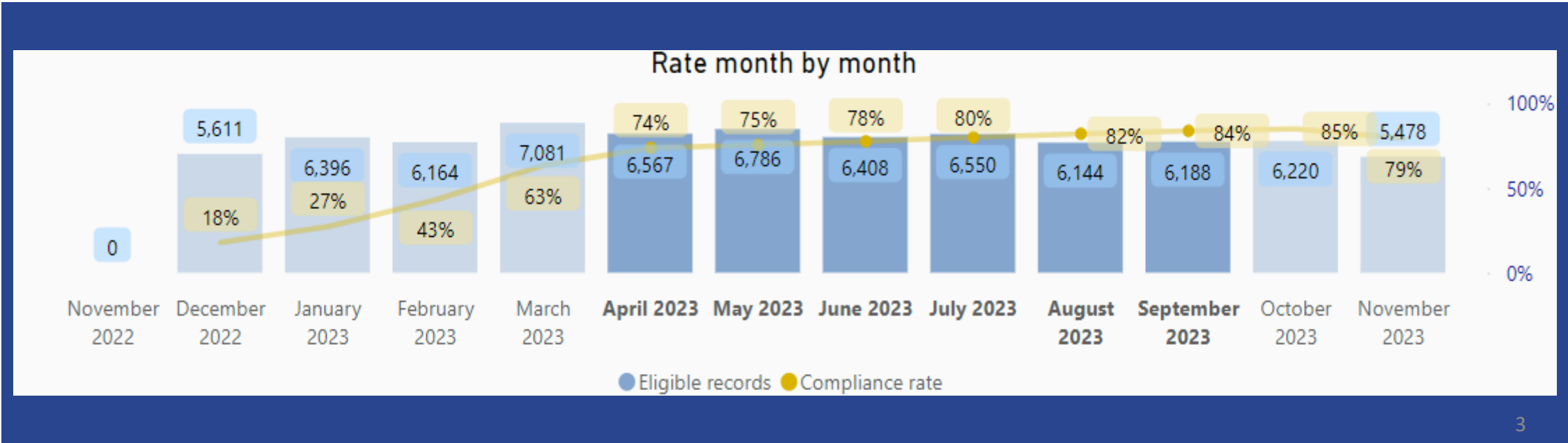
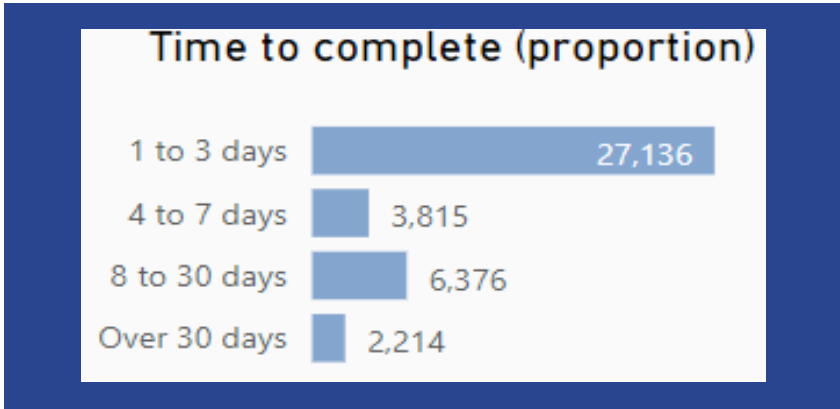
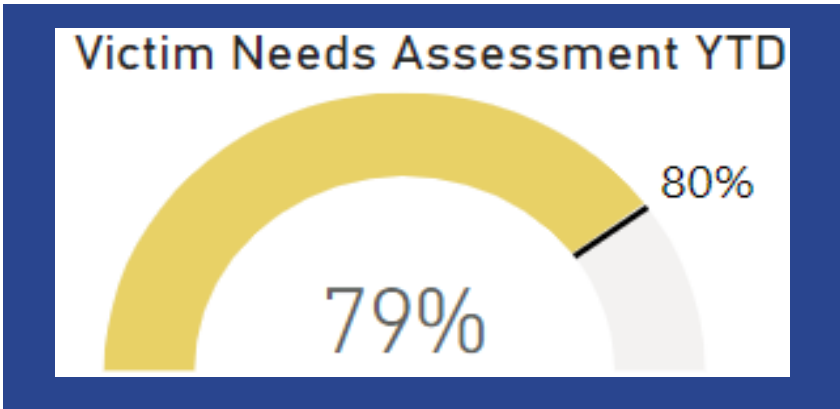
# Priority Overview



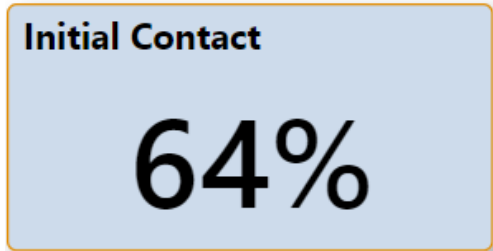
The colour of the hexagon represents Year to Date performance for this aim;  
 The word to the right describes how the current Year to Date performance compares to last month’s assessment

# Improve understanding of victim needs and increase victim satisfaction (1 of 5)

Achieve 80% of completed victim needs assessments for eligible crimes



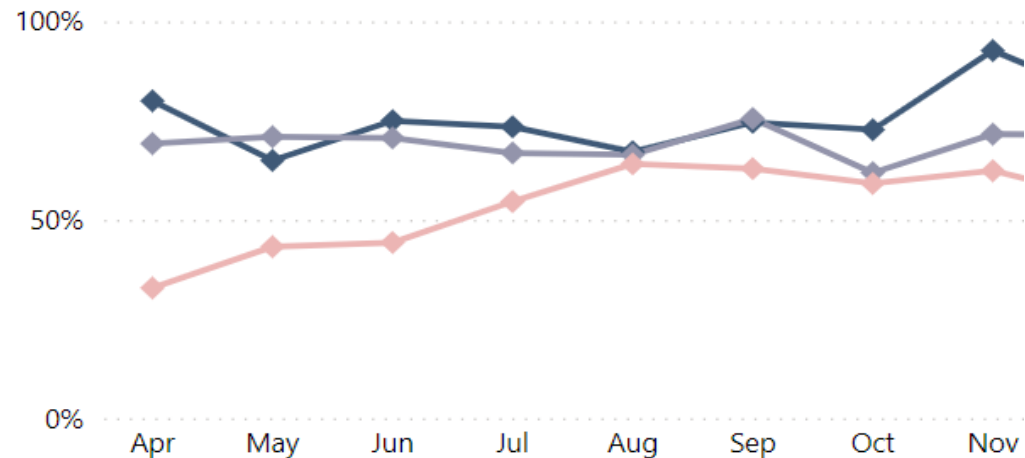
Increase victim satisfaction rate across the victim journey throughout 2023/24



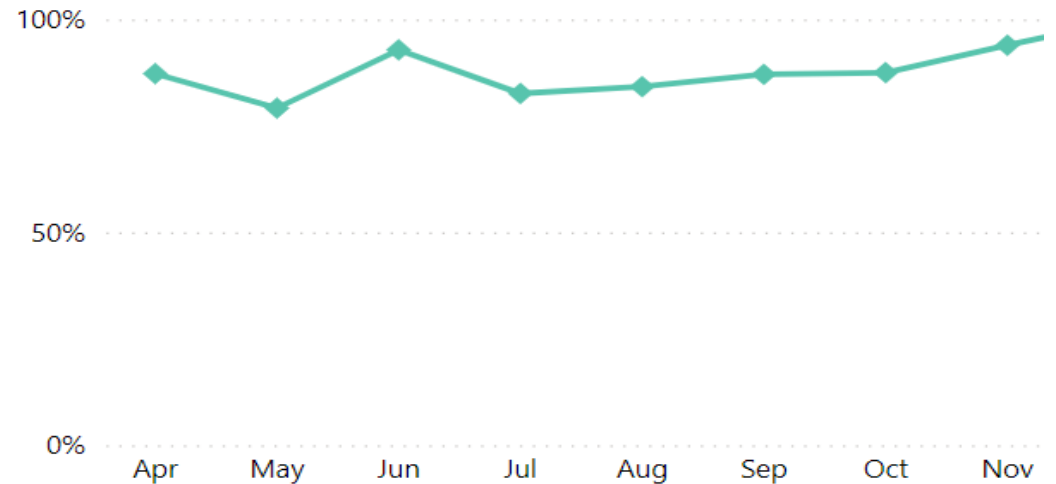
999	75%
101	68%
Online	56%

Overall Satisfaction (IC)

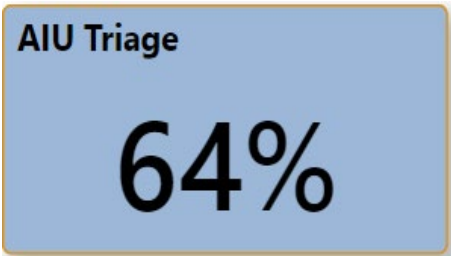
**Reporting Method** ◆ 999 ◆ 101 ◆ Online Web Form



Overall Satisfaction (Att)



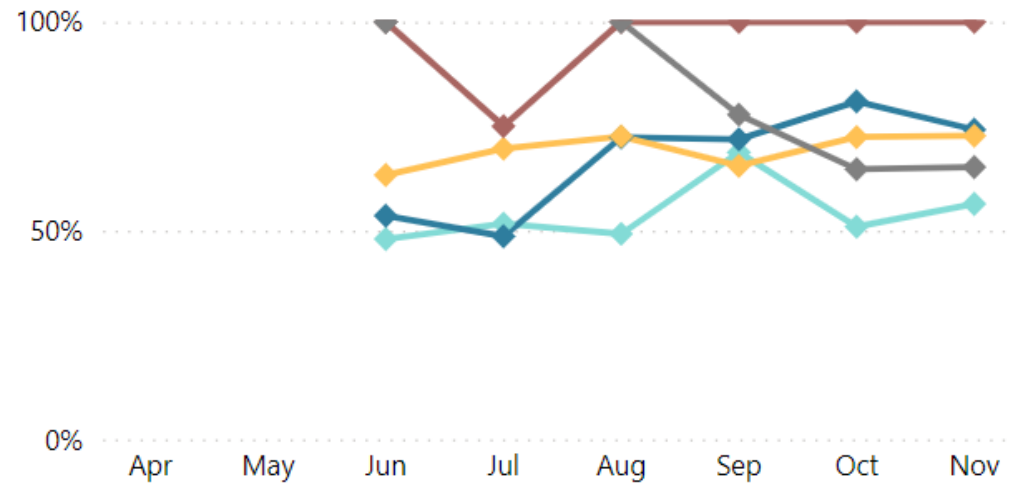
Increase victim satisfaction rate across the victim journey throughout 2023/24



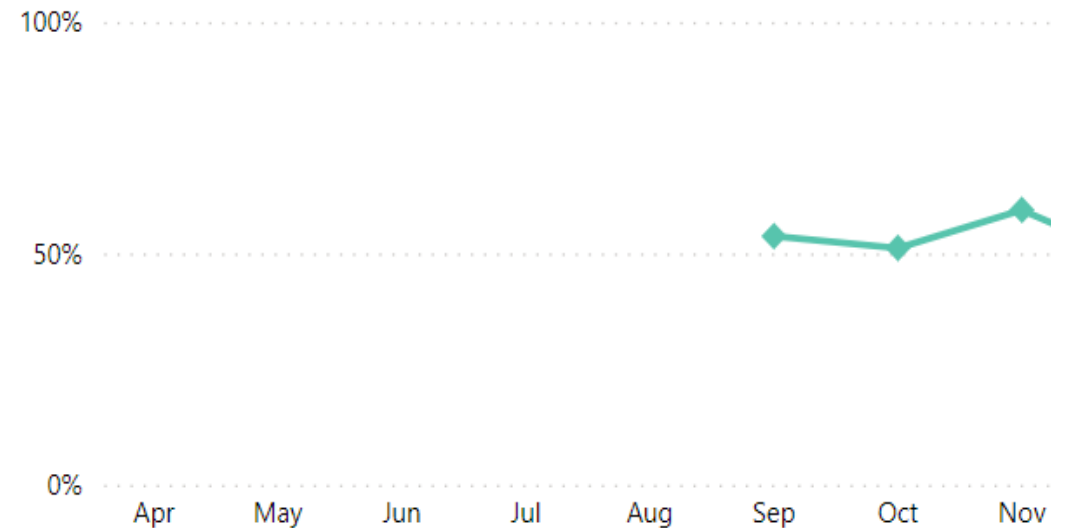
Berkshire	54%
Buckinghamshire	64%
Oxfordshire	70%

Overall Satisfaction (Tri)

**AIU Hub** ◆ Berks ◆ Bucks ◆ Oxon ◆ Central ◆ Other - Non AIU



Overall Satisfaction (Inv)





Serving  
Victims

## Improve understanding of victim needs and increase victim satisfaction (4 of 5)

Increase victim satisfaction rate across the victim journey throughout 2023/24



### Initial Contact

Question	Satisfied Responses	Survey Responses	Satisfaction Rate
Initial Call Professionalism (IC)	971	1,111	87.4%
Treated With Respect (IC)	1,513	1,859	81.4%
Ease of Online Form Reporting (IC)	649	825	78.7%
Informed of Next Action (IC)	1,387	1,782	77.8%
Use Online Reporting Again (IC)	588	782	75.2%
Felt Listened To (IC)	1,407	1,872	75.2%
Taken Seriously (IC)	1,357	1,819	74.6%
Understood Follow Up Contact (IC)	580	785	73.9%
Initial Call Wait Time (IC)	838	1,154	72.6%
Speed Report Dealt With (IC)	537	826	65.0%
☆ Overall Satisfaction (IC)	1,174	1,820	64.5%
Felt Reassured (IC)	1,198	1,862	64.3%

### Initial Officer Attendance

Question	Satisfied Responses	Survey Responses	Satisfaction Rate
Treated With Respect (Att)	334	350	95.4%
Professionalism of Attending Officer (Att)	336	363	92.6%
Informed of Next Action (Att)	320	347	92.2%
Felt Listened To (Att)	322	350	92.0%
Taken Seriously (Att)	316	348	90.8%
Felt Reassured (Att)	302	346	87.3%
☆ Overall Satisfaction (Att)	304	352	86.4%
Time Waited For Officer Arrival (Att)	297	360	82.5%



Serving  
Victims

## Improve understanding of victim needs and increase victim satisfaction (4 of 4)

Increase victim satisfaction rate across the victim journey throughout 2023/24



### AIU Triage

Question	Satisfied Responses	Survey Responses	Satisfaction Rate
Treated With Respect (Tri)	715	868	82.4%
Felt Listened To (Tri)	685	875	78.3%
Professionalism of Triage Officer (Tri)	703	911	77.2%
Taken Seriously (Tri)	660	870	75.9%
Follow Up Speed of Triage Officer (Tri)	650	916	71.0%
Felt Reassured (Tri)	617	873	70.7%
☆ Overall Satisfaction (Tri)	541	848	63.8%
Expectations (Tri)	530	834	63.5%

### Investigation

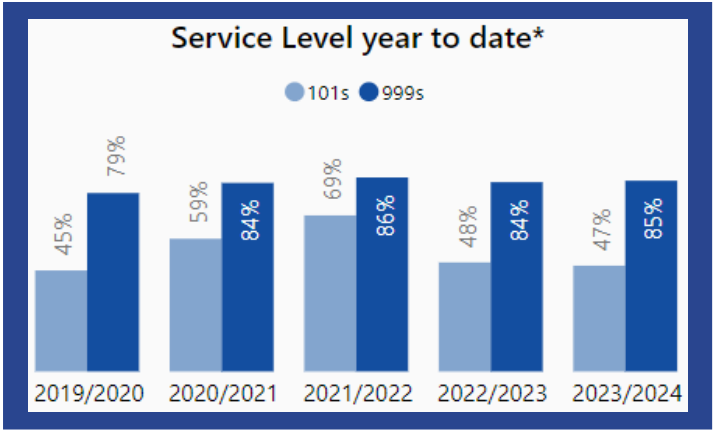
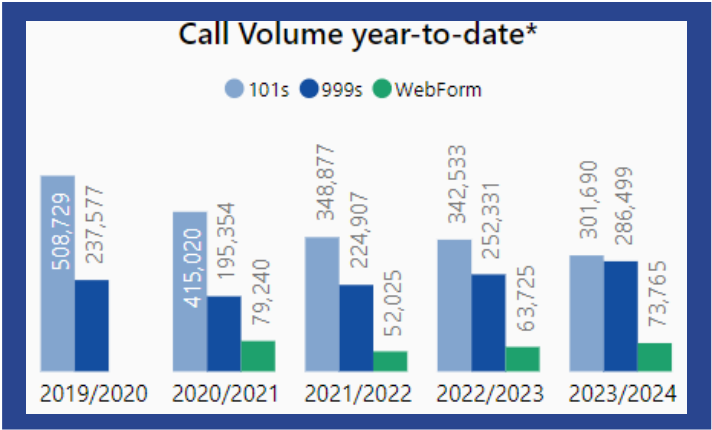
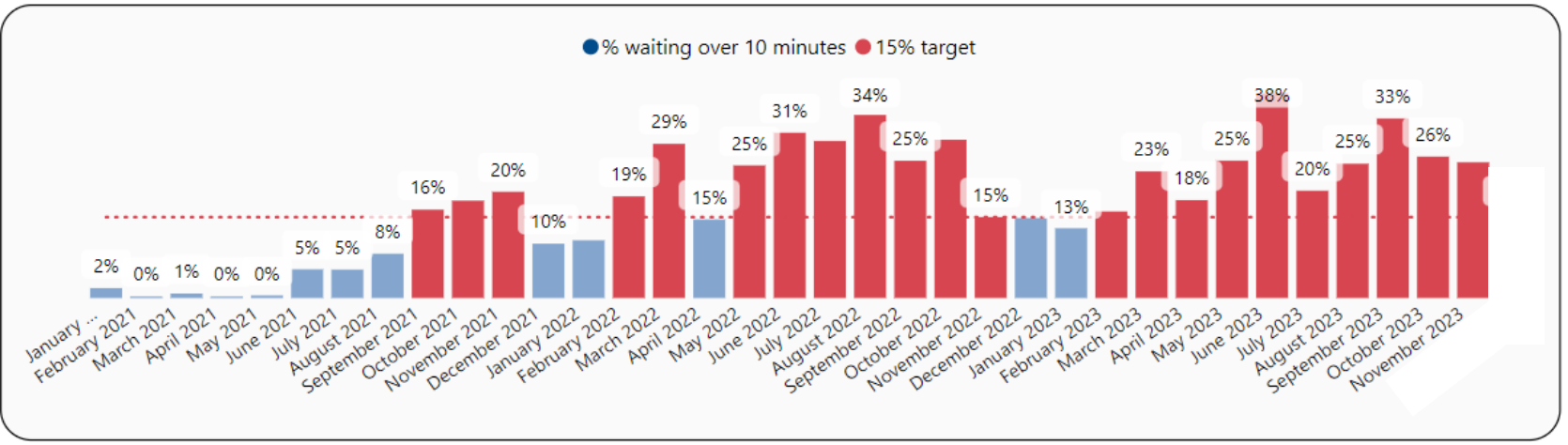
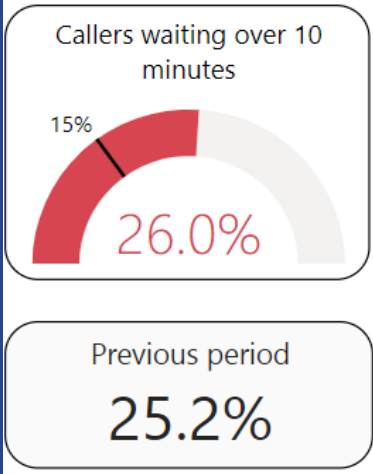
Question	Satisfied Responses	Survey Responses	Satisfaction Rate
Treated With Respect (Inv)	515	656	78.5%
Felt Listened To (Inv)	494	651	75.9%
Taken Seriously (Inv)	442	651	67.9%
Made Aware of Victim Support (Inv)	429	641	66.9%
Informed of Next Action (Inv)	429	641	66.9%
Felt Reassured (Inv)	396	648	61.1%
All Officer Actions Completed (Inv)	387	638	60.7%
Frequency of Contact (Inv)	348	615	56.6%
Expectations (Inv)	330	594	55.6%
Time Taken To Investigate (Inv)	341	621	54.9%
☆ Overall Satisfaction (Inv)	327	605	54.0%
Quality of Updates (Inv)	328	619	53.0%
Final Outcome Explanation (Inv)	206	445	46.3%
Final Outcome (Inv)	156	437	35.7%



# Improve call handling times



Reduce proportion of 101 callers waiting over 10 minutes for their call to be answered to under 15%



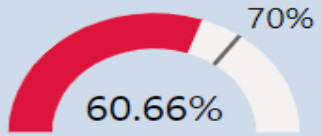


## Improve attendance times and appointment management (1 of 2)



Increase proportion of grade 1 calls attended in under 20 minutes to 70%

### Response

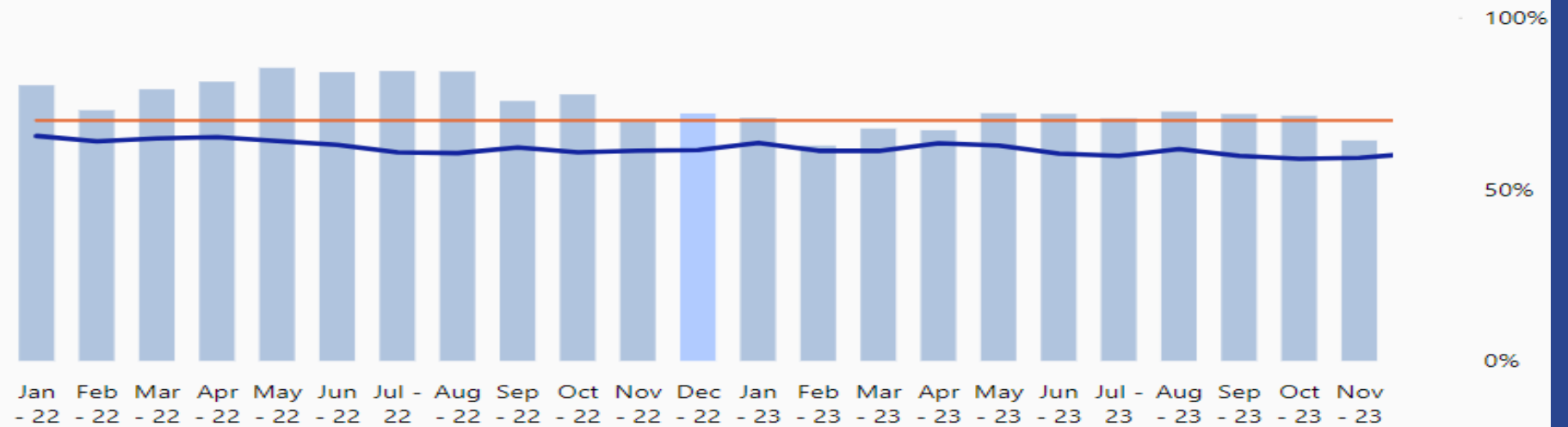


Incidents attended within 20 minutes

**33,703 of 55,558**

### Response Performance Against Target - Rolling 24 months

● Incident Count — Monthly % — Target

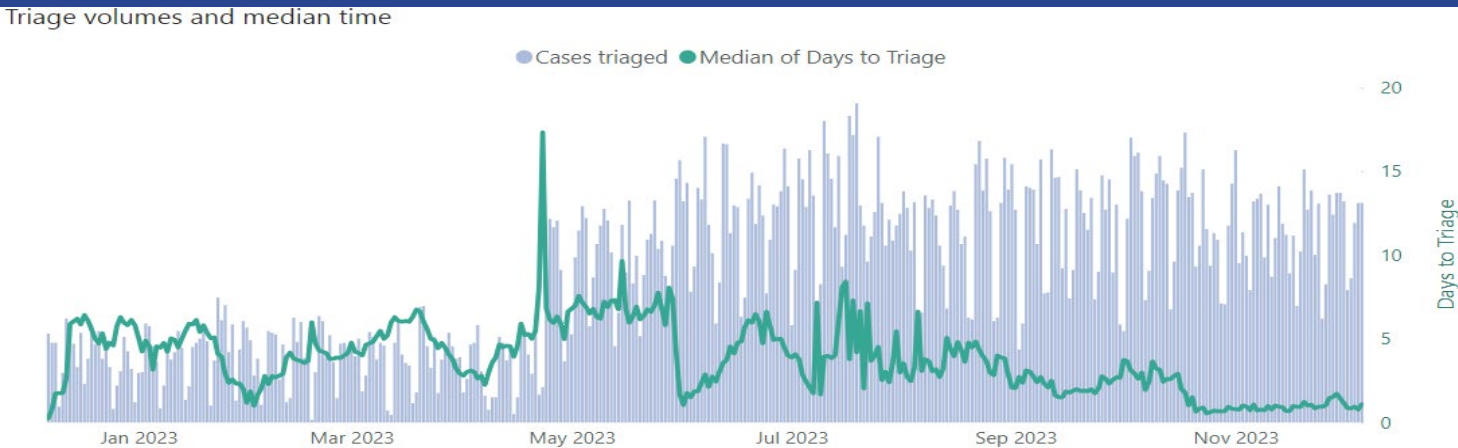
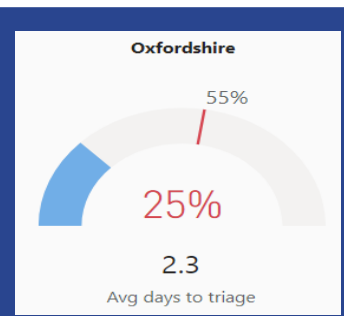
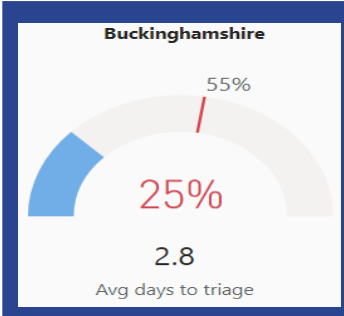
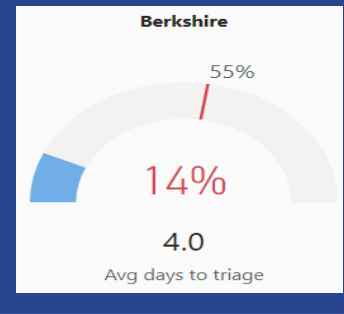
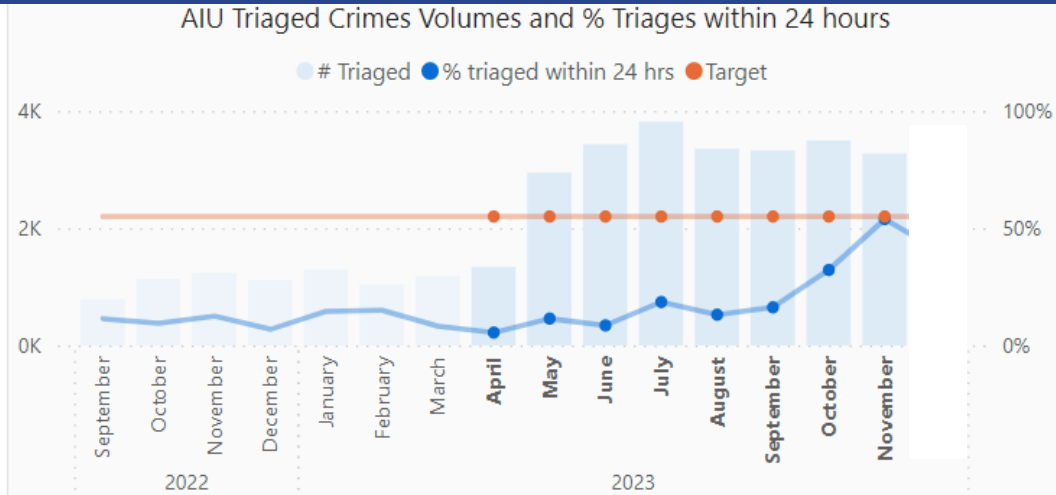
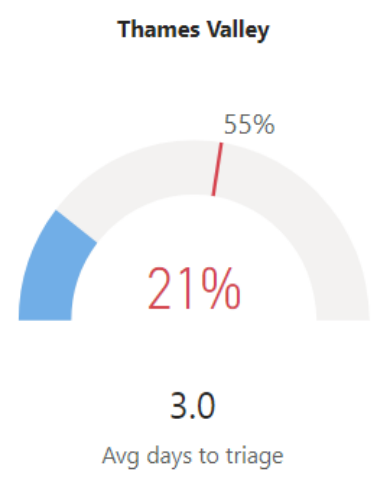




# Improve attendance times and appointment management (2 of 2)



## AIU to triage 55% of crimes within 24 hours



The AIU Hubs have been able to reduce the average time to triage cases down to within 24 hours in November and this has been maintained into December. The metrics shown include cases that are triaged within 24 hours, a contact attempt is made by AIU, but the victim does not answer. The AIU hold these cases and attempt to contact the victim again but as a result these cases will show as taking longer than 24 hours to triage. A mechanism to record those cases that the AIU are holding due to victims not responding has been established and will be shown in performance metrics in the future.

## Priority Overview



Fighting  
Crime

REDUCE KNIFE ENABLED CRIME

Improving

REDUCE NEIGHBOURHOOD CRIME

Improving

BRING MORE OFFENDERS TO JUSTICE THROUGH GREATER USE OF CHARGES,  
WITH A FOCUS ON VIOLENCE AGAINST WOMEN AND GIRLS

Improving

PURSUE AND ACTIVELY MANAGE REPEAT OFFENDERS

Static

TARGET & DISRUPT SERIOUS ORGANISED CRIME,  
INCLUDING FRAUD & CYBER

Static



YTD



trajectory

The colour of the hexagon represents Year to Date performance for this aim;  
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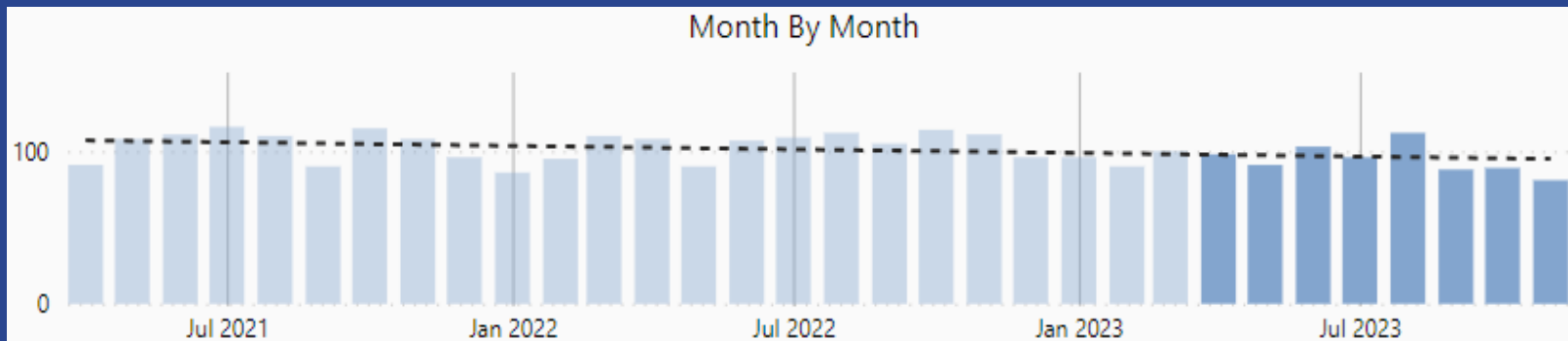


Fighting  
Crime

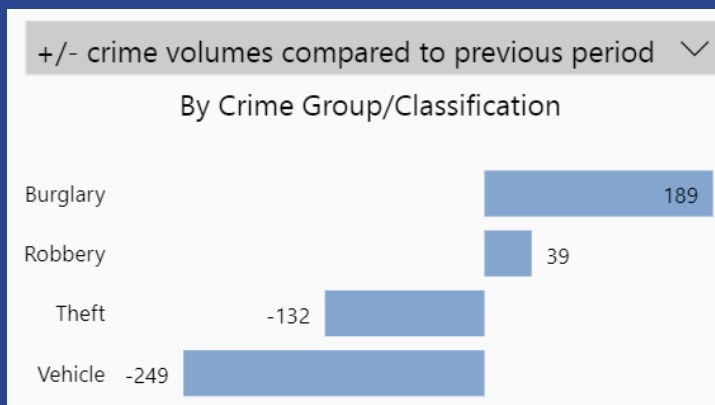


## Reduce knife enabled crime / Reduce Neighbourhood Crime

Reduce number of knife enabled crimes by 5% year on year



Reduce the volume of crime across all neighbourhood crime types



### National Positions

Residential Burglary  
**17**

Robbery - Personal  
**15**

Theft from Motor Vehicle  
**37**

Theft of Motor Vehicle  
**22**

Theft from Person  
**37**

Latest IQANTA data: October 2023, Crimes per 1,000 population



Fighting  
Crime

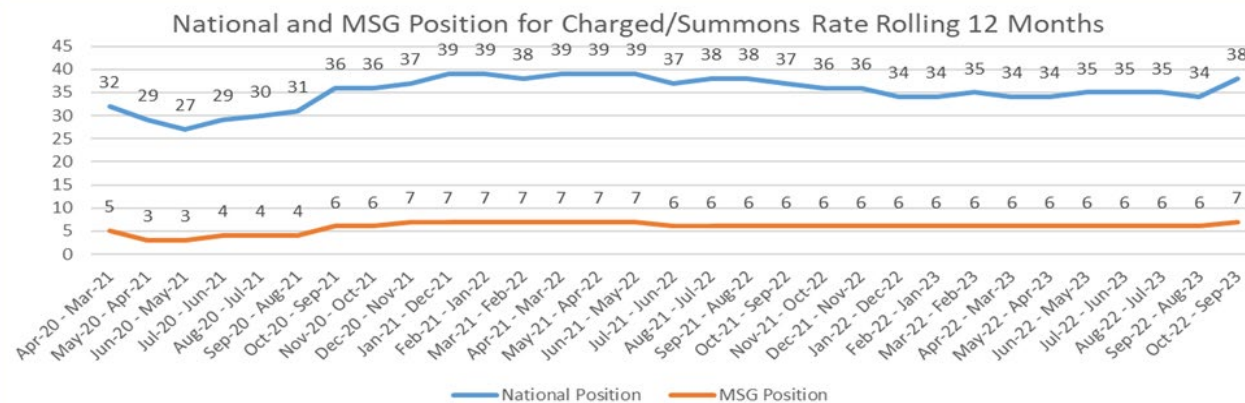
Bring more offenders to justice through greater use of charges,  
with a focus on violence against women and girls (1 of 4)



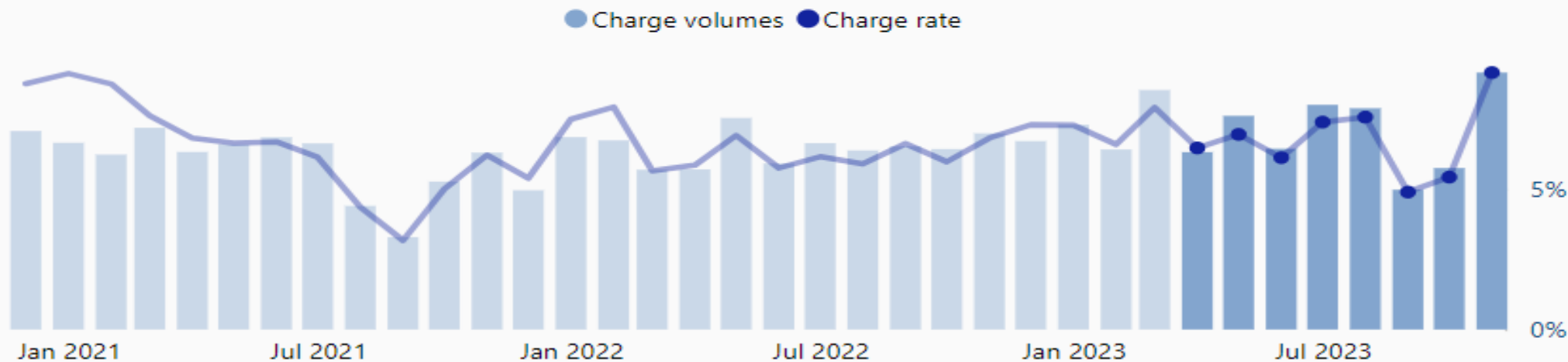
Increase overall charge rate by 1 percentage point (TVP to 7.5%)



Charge rate 2022/23	Charge rate 2023/24	Change
6.6%	6.8%	+0.2



### Charge volumes and Charge rate by Month





Fighting  
Crime

Bring more offenders to justice through greater use of charges,  
with a focus on violence against women and girls (2 of 4)



Increase charges in violence against women and girls' crime

	Overall VaWG	DA related	Rape	Other Sexual Offences	Stalking & Harassment
Year-to-date 2023/24	5.9%	8.1%	4.9%	9.1%	4.8%
Year-to-date 2022/23	6.0%	8.5%	5.0%	8.2%	4.9%

## Formal Action Taken outcome profile

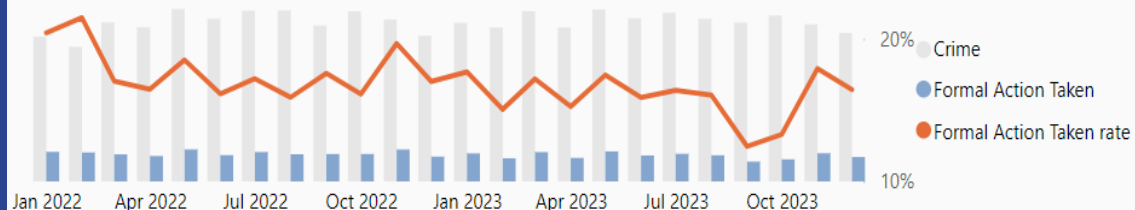
### Volume and FAT outcome rate

April 2022 and November 2022		April 2023 and November 2023		Change
21,198	17%	19,002	15%	-2,196

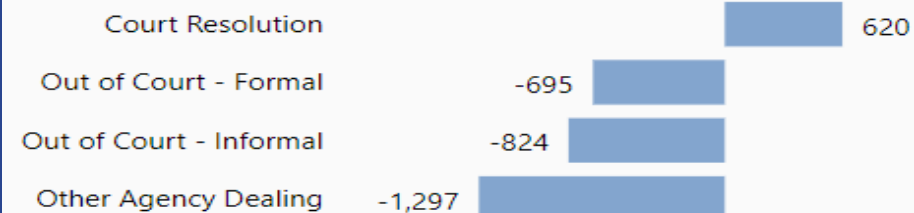
### Rolling 12 months

National comparison - Outcomes*	National Rank	National Rate	MSG Rank	MSG Rate
September 2023	21	11.5%	5	12.7%

### Monthly trend in FAT outcome



### By outcome group/type





Fighting  
Crime



## Target & disrupt serious organised crime including fraud & cyber crime

Increase the number of SOC disruptions across prevent, prepare, protect, and pursue and improve community safety using 'clear, hold, build' methodology

### Disruptions

	Baseline (for 7 months)	Apr- Nov		Baseline (for 7 months)	Apr- Nov
Prepare	23	55	Major	24	27
Prevent	17	9	Moderate	91	89
Protect	82	69	Minor	360	455
Pursue	300	439	None	2	1

Fraud loss recovery  
1 January – 9 October 2023

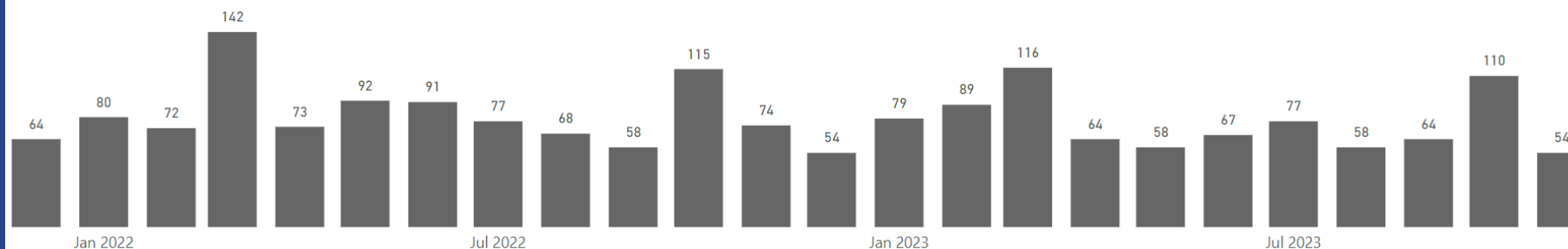
£223,000

### Apr – Dec

### Current Vs Previous: Threat Type

Threat	Previous	Current	Change	% Change
	0	0	0	0%
Border Vulnerabilities	0	0	0	0%
Child Sexual Abuse	47	85	38	81%
Cross Cutting	1	1	0	0%
Cyber	26	0	-26	-100%
Drugs	321	269	-52	-16%
Firearms	22	4	-18	-82%
Fraud	4	45	41	1025%
Modern Slavery and Human Trafficking	112	41	-71	-63%
Money Laundering	32	1	-31	-97%
No Threat Identified	31	2	-29	-94%
Non-National Control Strategy	13	4	-9	-69%
Organised Acquisitive Crime	37	20	-17	-46%
Organised Immigration Crime	55	79	24	44%
Prisons & Lifetime Management	1	1	0	0%
<b>Total</b>	<b>702</b>	<b>552</b>	<b>-150</b>	<b>-21%</b>

Disruptions by month





## Priority Overview



The colour of the hexagon represents Year to Date performance for this aim;  
The word to the right describes how the current Year to Date performance compares to last month's assessment



## Develop a greater understanding of public trust and confidence in Thames Valley Police



Develop baseline for public trust and confidence and monitor progress throughout 2023/24



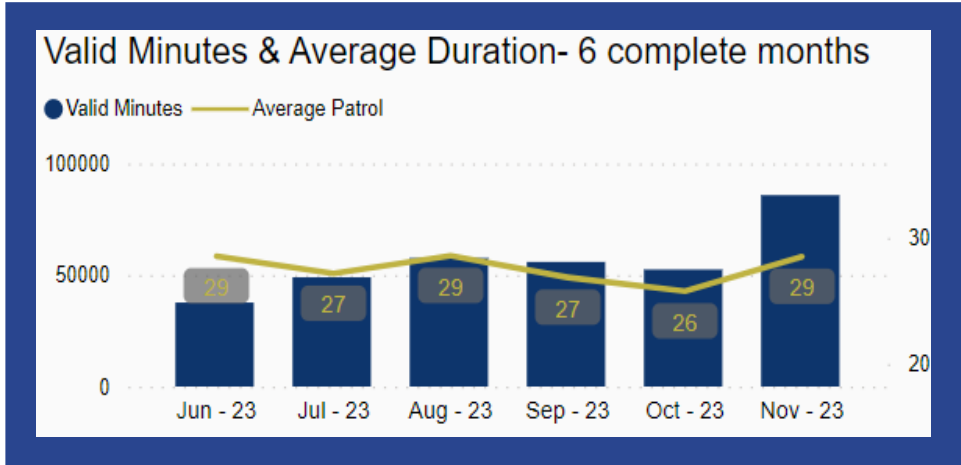
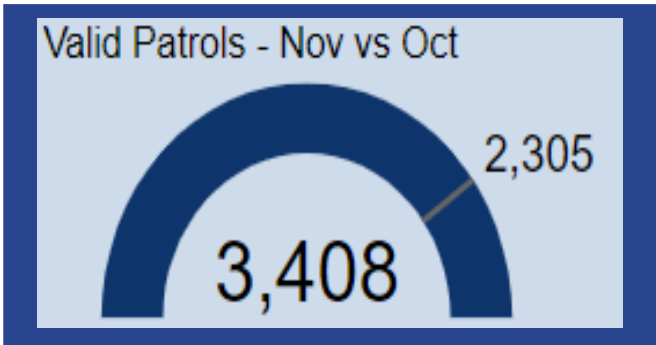
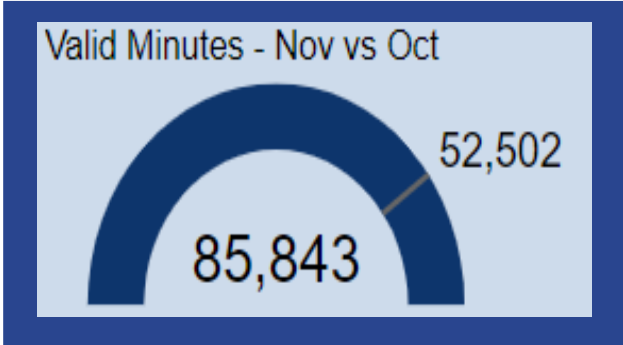
- Results of the initial snapshot Trust and Confidence Survey, commissioned by the OPCC, will be returned in mid-January. Discussions are ongoing regarding the reporting requirements and raw data provision to the Force.
- TVP's longer term public survey development continues. A paper will be submitted to CCMT in Q4 of 2023/24 outlining the proposed methodology and potential costs.
- This work is a collaboration between TVP and the Office of the Police and Crime Commissioner.



Increase visibility through targeted patrols / Improve local community policing engagement, with consideration for seldom heard from communities



Increase active patrol time through the use of Op Rasure Hotspot App



Evidence of active engagement with selected communities in each LPA

Engagement Activity Recorded						
Community	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23
Black Communities	39	48	29	30	42	20
Violence against Women & Girls	39	37	29	67	55	90
LPA-specific priority	111	110	91	75	96	99
Other engagement	416	382	215	288	463	513

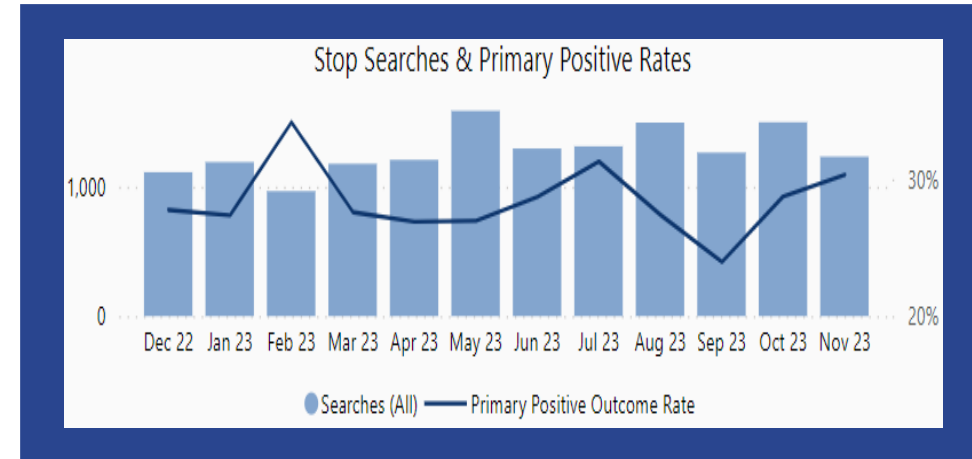
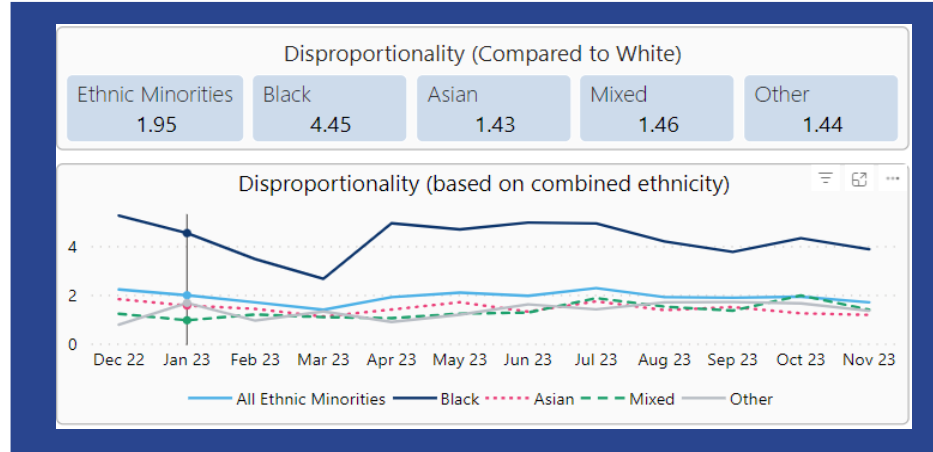
LPA	Selected seldom heard from community
Aylesbury Vale LPA	Disability
Bracknell & Wokingham LPA	Youth
Cherwell & West Oxon LPA	Rural
Milton Keynes LPA	Youth
Oxford LPA	East Timorese
Reading LPA	Deaf
Slough LPA	Homeless
South Buckinghamshire LPA	Gypsy, Roma, and Traveller
South Oxon & the Vale LPA	Gypsy, Roma, and Traveller
West Berkshire LPA	Rural
Windsor & Maidenhead LPA	Youth



## Ensure transparent use of powers

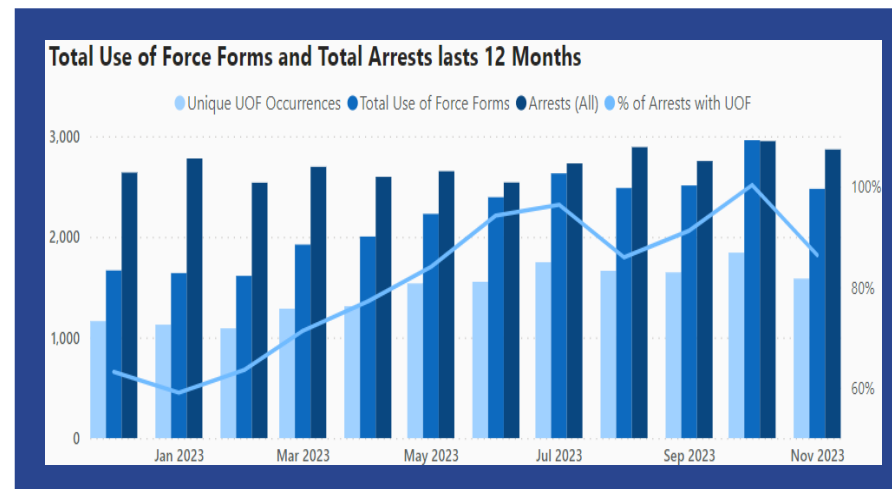
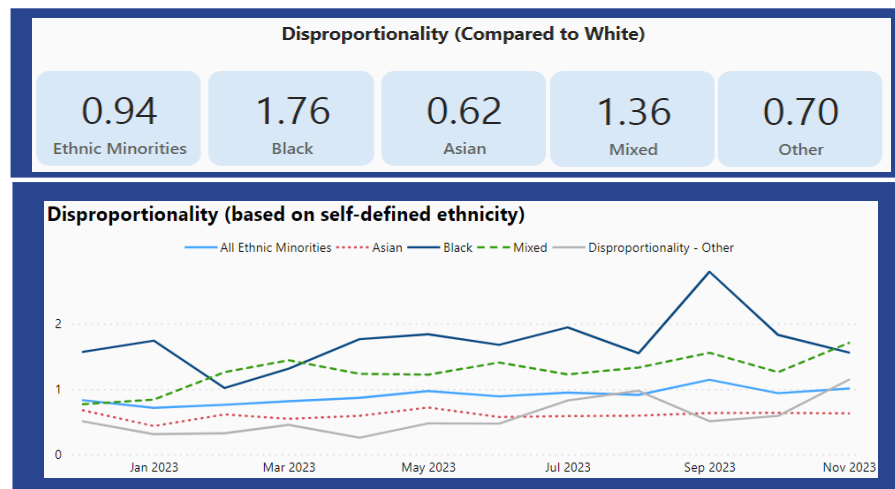


## Improve understanding of disproportionality and outcomes achieved through Stop & Search



## Improve recording and understanding of disproportionality within use of force

19

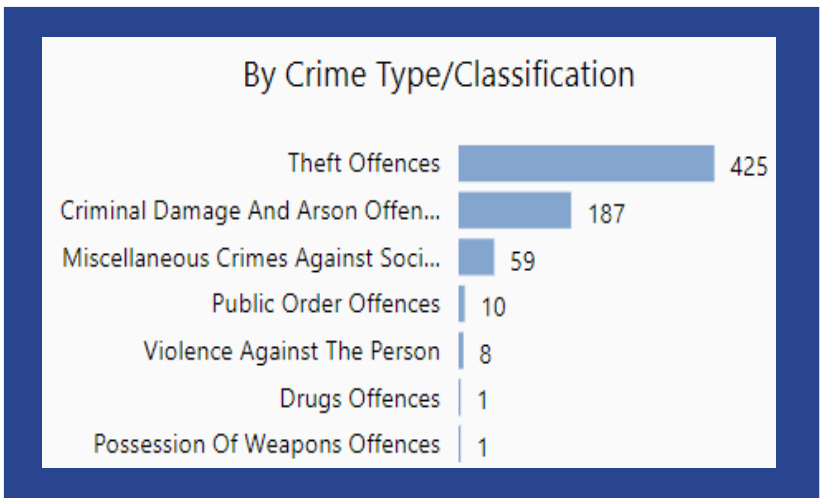
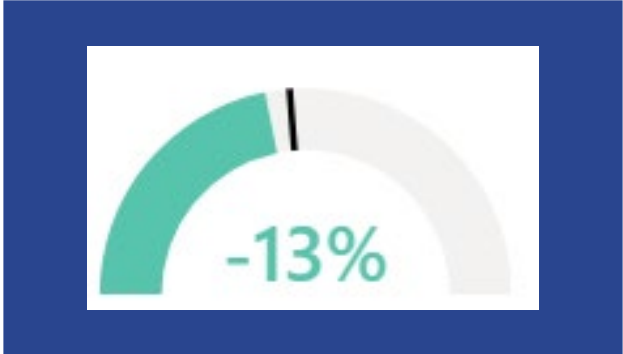




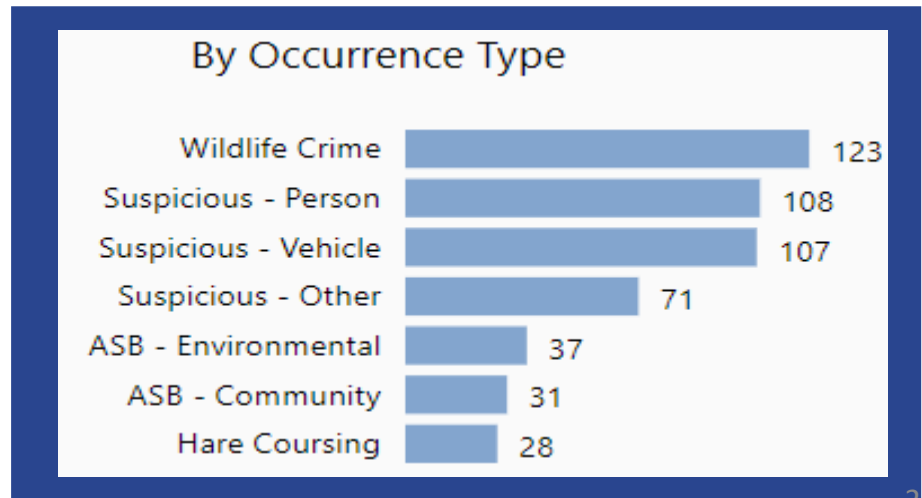
# Tackle rural crime and unauthorised encampments (1 of 2)



Reduce rural crime levels by 5%



Year to date  
rural incident  
change  
**0%**

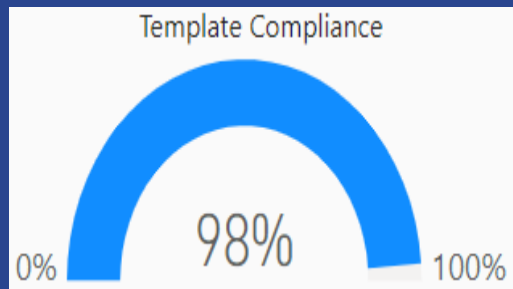




# Tackle rural crime and unauthorised encampments (2 of 2)



Ensure consistent use of powers in response to unauthorised encampments



Proportion of Incidents Attended

90%

