



Performance and Accountability Meeting

April 2024





Priority Overview



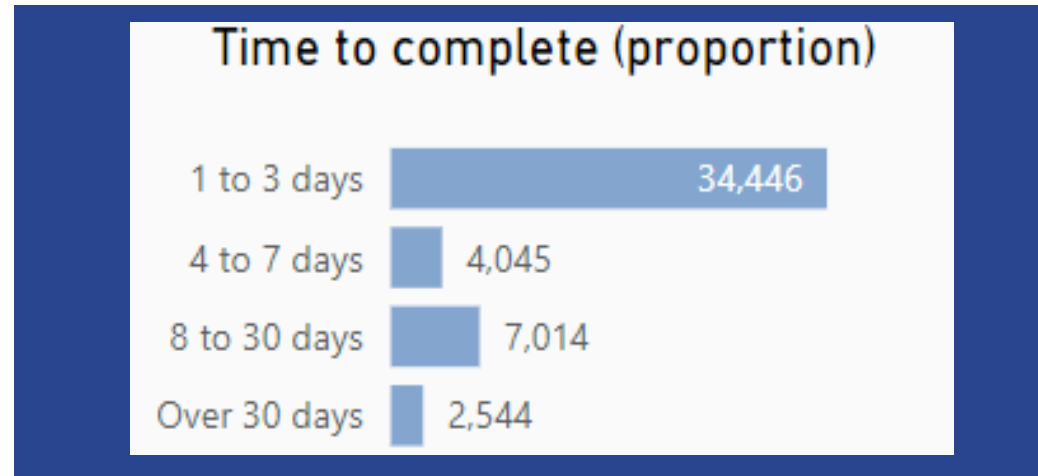
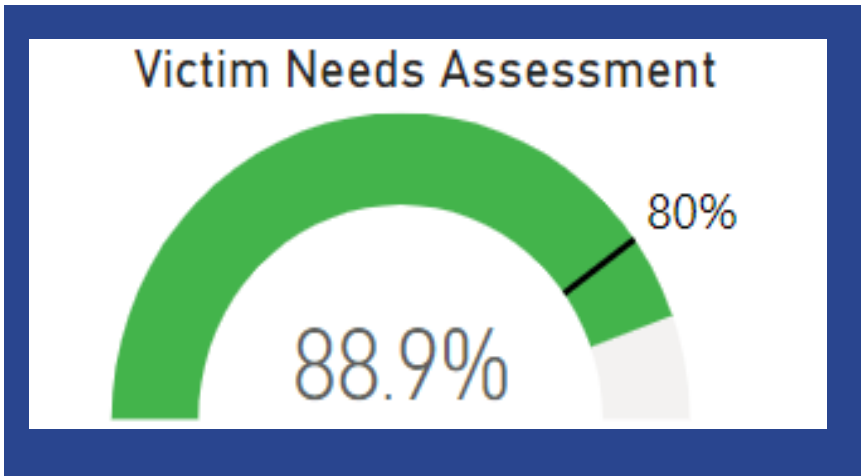
The colour of the hexagon represents Year to Date performance for this aim;
The word to the right describes how the current Year to Date performance compares to last month's assessment



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



Achieve 80% of completed victim needs assessments for eligible crimes





Improve understanding of victim needs and increase victim satisfaction (2 of 5)

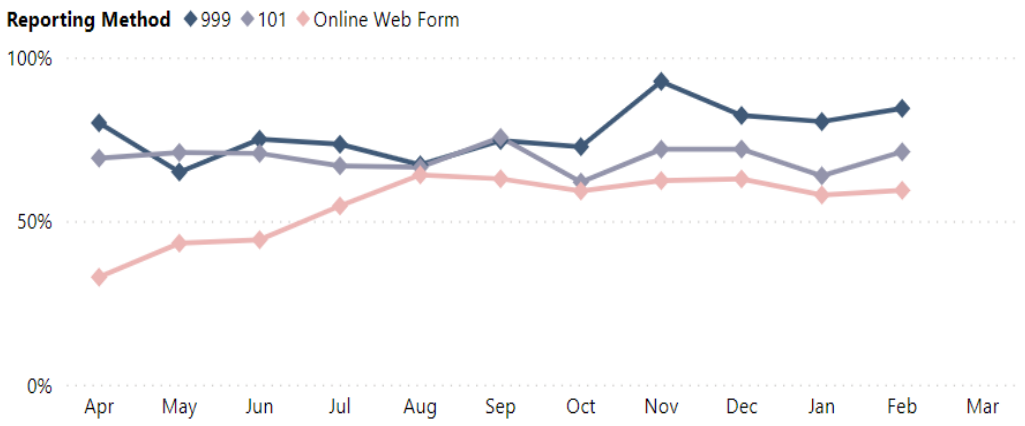


Increase victim satisfaction rate across the victim journey throughout 2023/24

Initial Contact
65%

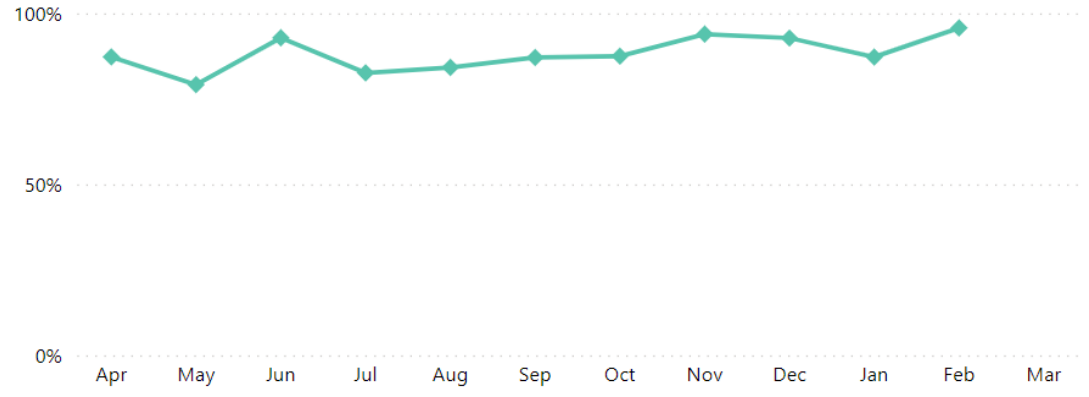
999	77%
101	69%
Online	57%

Overall Satisfaction (IC)



Initial Officer Attendance
88%

Overall Satisfaction (Att)





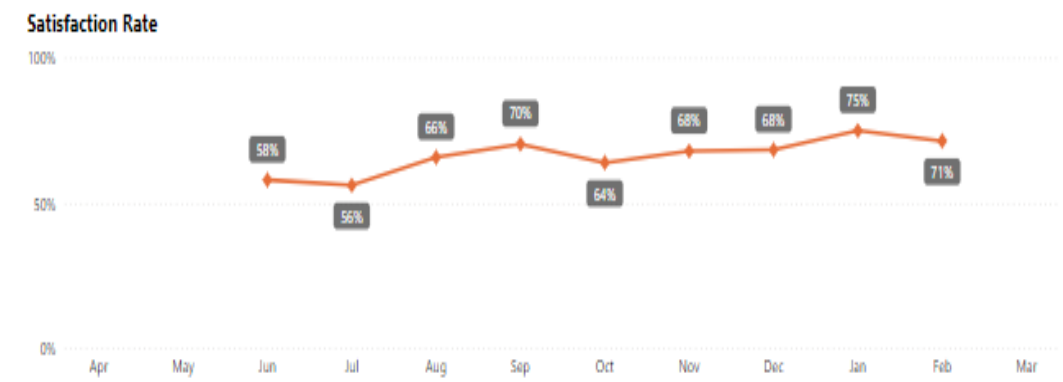
Improve understanding of victim needs and increase victim satisfaction (3 of 5)



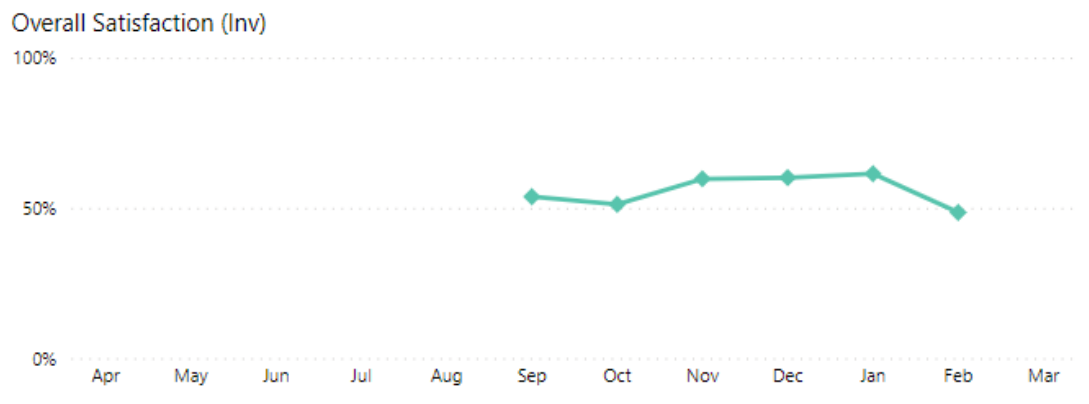
Increase victim satisfaction rate across the victim journey throughout 2023/24

AIU Triage
66%

Berkshire	58%
Buckinghamshire	65%
Oxfordshire	71%



Investigation
55%





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)	1,375	1,570	87.6%
Treated With Respect (IC)	2,193	2,688	81.6%
Ease of Online Form Reporting (IC)	968	1,228	78.8%
Informed of Next Action (IC)	2,054	2,617	78.5%
Felt Listened To (IC)	2,042	2,706	75.5%
Initial Call Wait Time (IC)	1,223	1,633	74.9%
Use Online Reporting Again (IC)	872	1,167	74.7%
Taken Seriously (IC)	1,975	2,648	74.6%
Understood Follow Up Contact (IC)	868	1,165	74.5%
Speed Report Dealt With (IC)	813	1,221	66.6%
☆ Overall Satisfaction (IC)	1,745	2,668	65.4%
Felt Reassured (IC)	1,739	2,693	64.6%

Initial Officer Attendance

Question	Satisfied Responses	Survey Responses	Satisfaction Rate
Treated With Respect (Att)	510	534	95.5%
Professionalism of Attending Officer (Att)	517	552	93.7%
Felt Listened To (Att)	496	533	93.1%
Informed of Next Action (Att)	489	530	92.3%
Taken Seriously (Att)	490	533	91.9%
Felt Reassured (Att)	471	529	89.0%
☆ Overall Satisfaction (Att)	476	538	88.5%
Time Waited For Officer Arrival (Att)	462	549	84.2%



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)	1078	1286	83.8%
Felt Listened To (Tri)	1033	1296	79.7%
Professionalism of Triage Officer (Tri)	1070	1355	79.0%
Taken Seriously (Tri)	994	1288	77.2%
Follow Up Speed of Triage Officer (Tri)	1016	1362	74.6%
Felt Reassured (Tri)	928	1291	71.9%
Expectations (Tri)	832	1252	66.5%
☆ Overall Satisfaction (Tri)	847	1279	66.2%

Investigation

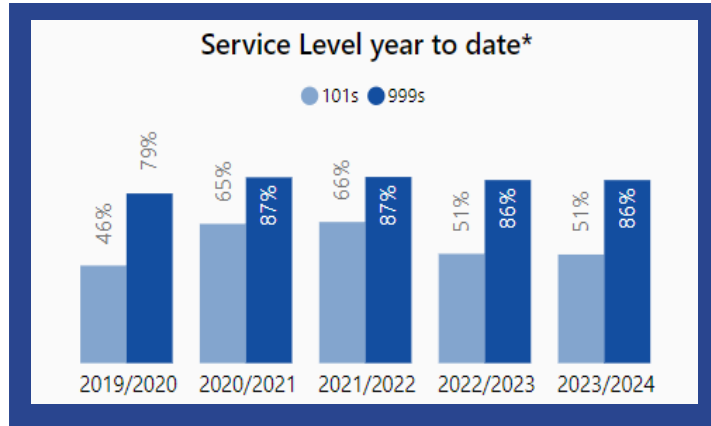
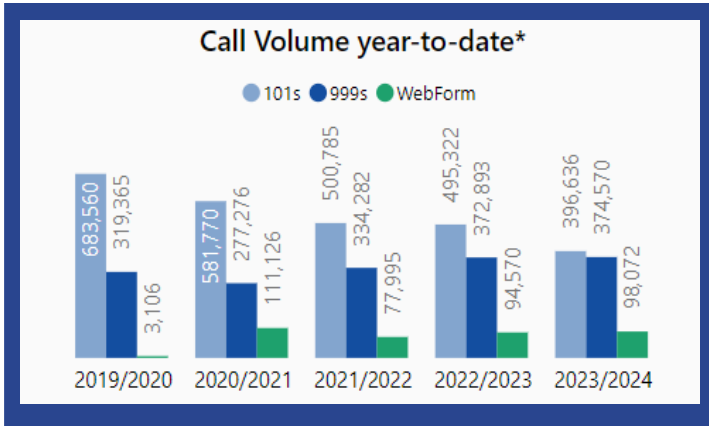
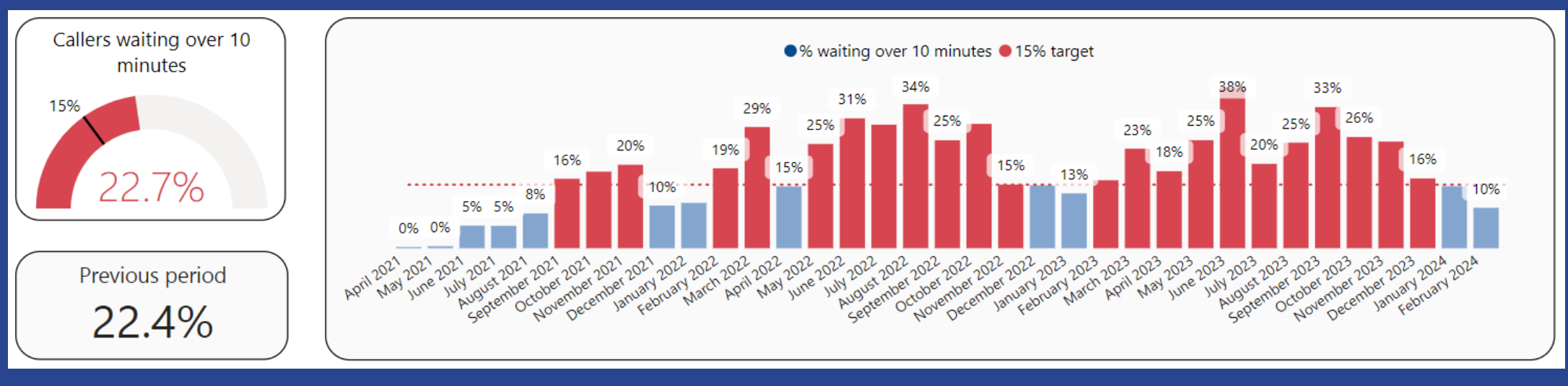
Question	Satisfied Responses	Survey Responses	Satisfaction Rate
Treated With Respect (Inv)	980	1247	78.6%
Felt Listened To (Inv)	934	1248	74.8%
Made Aware of Victim Support (Inv)	841	1228	68.5%
Taken Seriously (Inv)	835	1235	67.6%
Informed of Next Action (Inv)	810	1218	66.5%
All Officer Actions Completed (Inv)	735	1210	60.7%
Felt Reassured (Inv)	752	1238	60.7%
Frequency of Contact (Inv)	674	1183	57.0%
Expectations (Inv)	644	1148	56.1%
☆ Overall Satisfaction (Inv)	649	1171	55.4%
Time Taken To Investigate (Inv)	649	1186	54.7%
Quality of Updates (Inv)	646	1186	54.5%
Final Outcome Explanation (Inv)	402	856	47.0%
Final Outcome (Inv)	319	831	38.4%



Improve call handling times



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



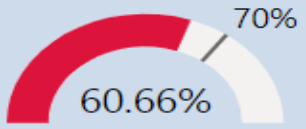


Improve attendance times and appointment management (1 of 2)



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

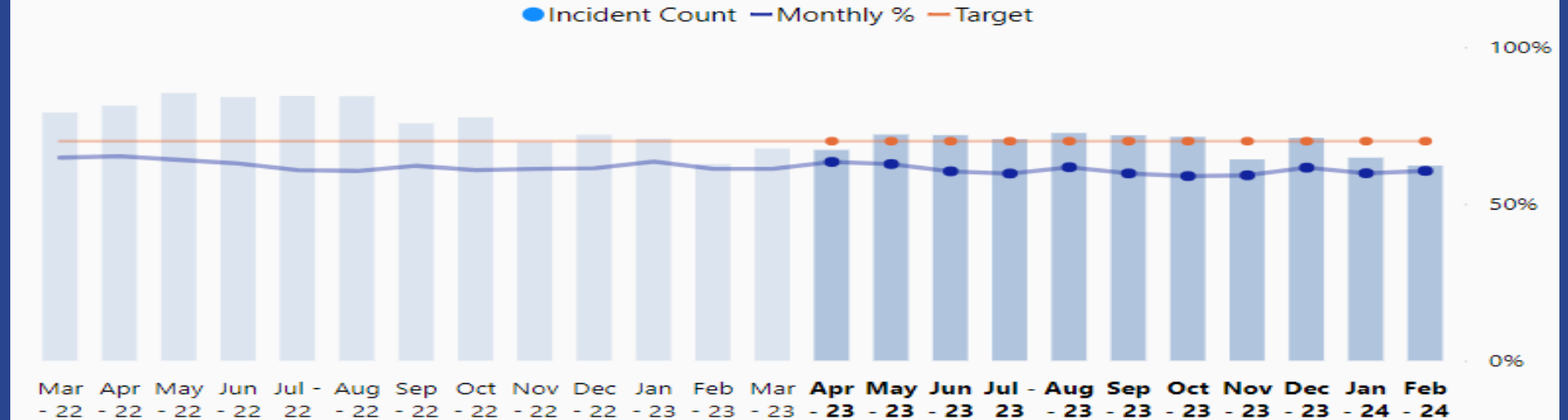
Response Target



Incidents attended within 20 minutes

45,585 of 75,152

Response Performance Against Target – Rolling 24 Months

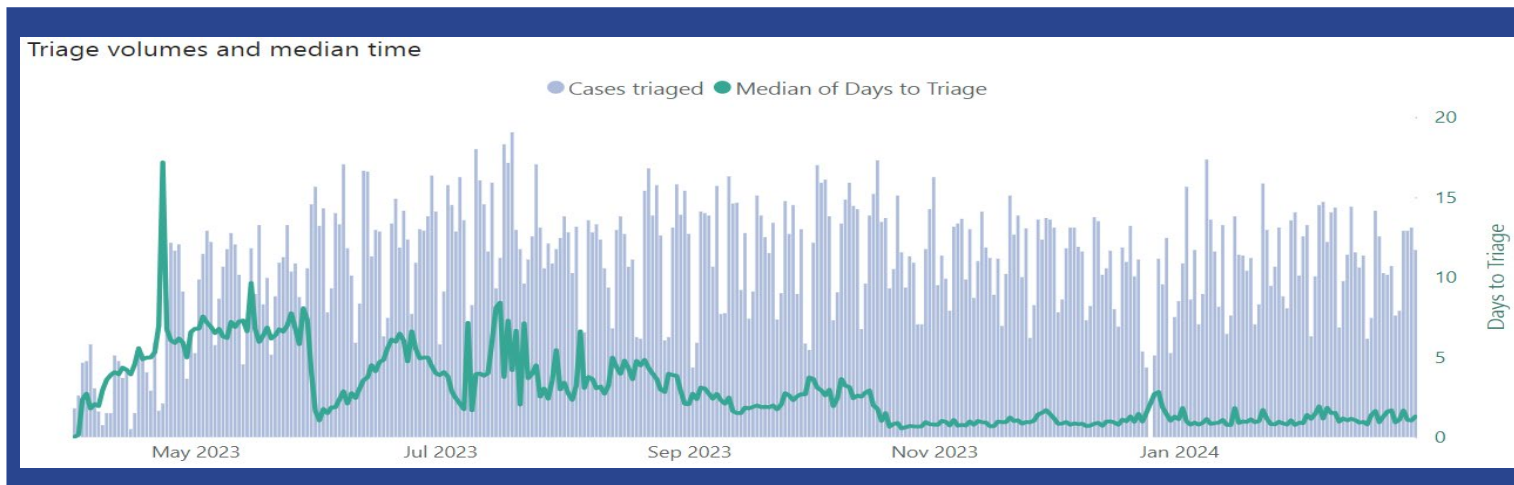
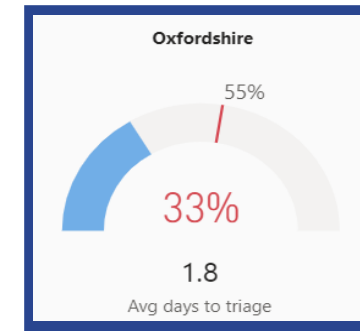
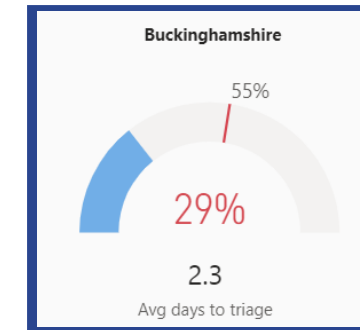
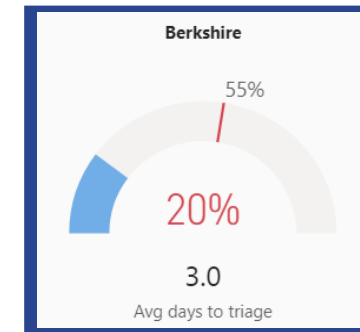
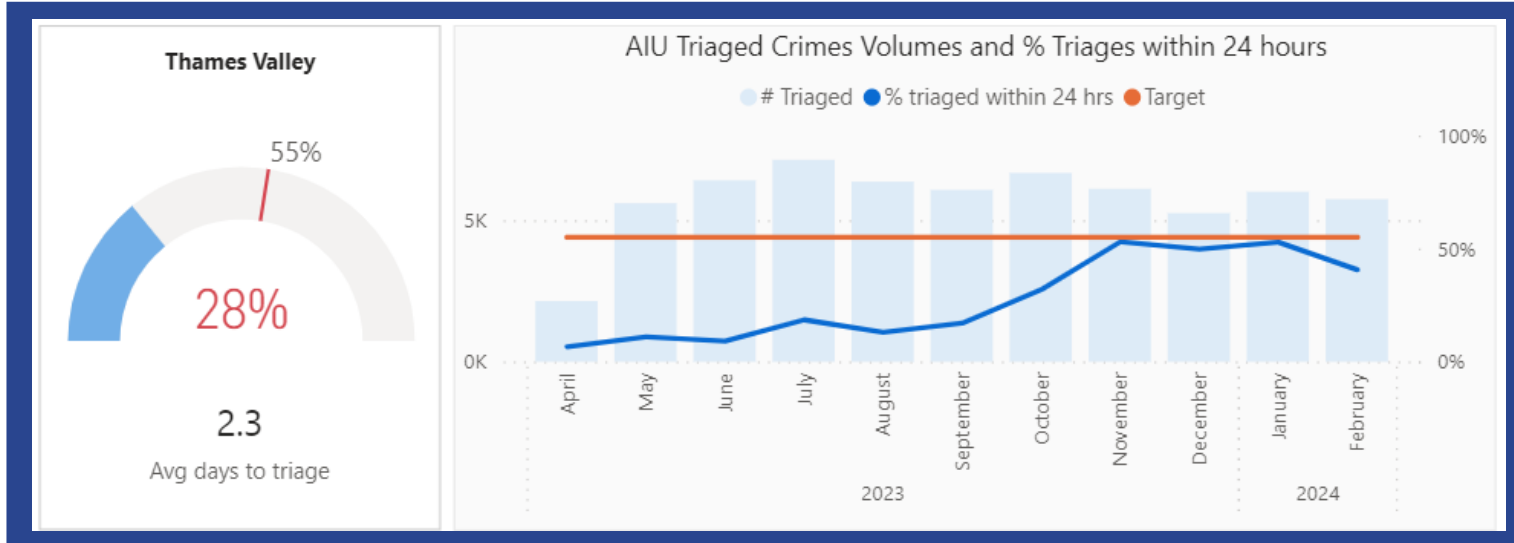




Improve attendance times and appointment management (2 of 2)



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 since mid-October and this has been maintained.

The metrics shown include cases where the triage template was completed within 24 hours. In other cases, a victim may be contacted within 24 hours but not answer or be available to speak. In those situations the triage template will be completed after 24 hours and be shown as having not met the aim for this metric. A mechanism to record the timeliness of the initial contact has been established and will be shown in performance metrics in the future.

Priority Overview



 YTD
 trajectory



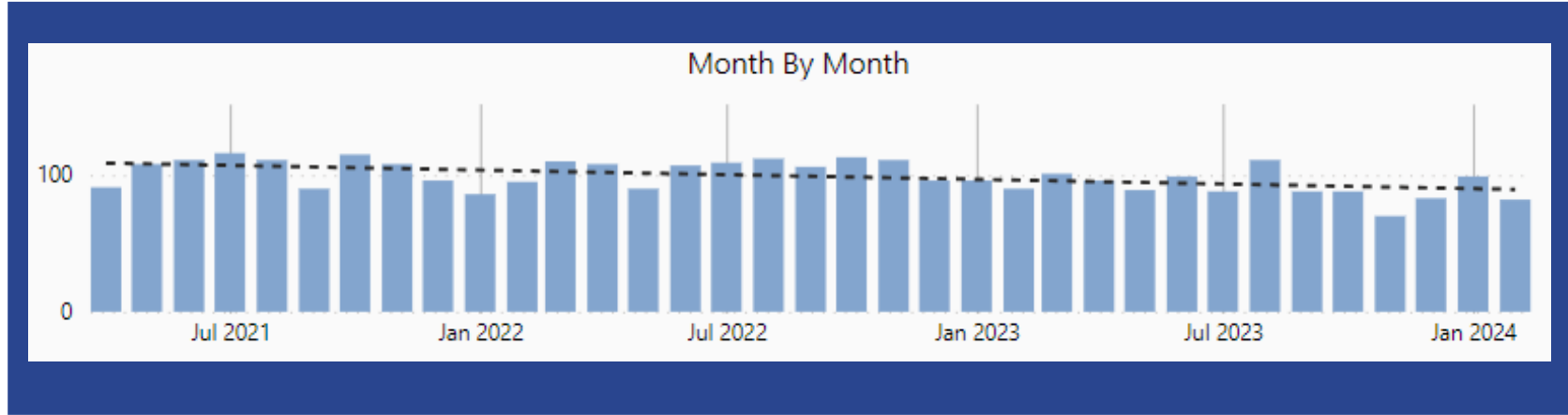
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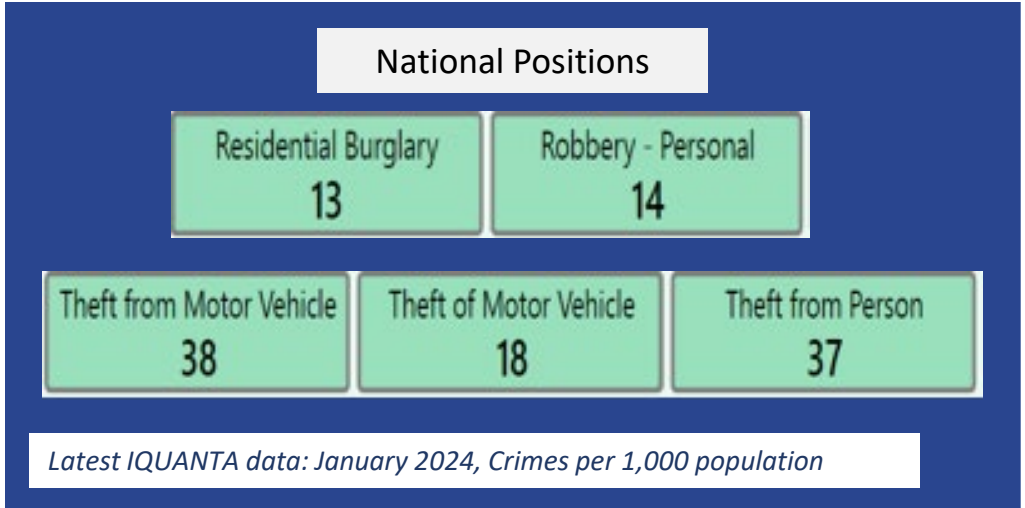
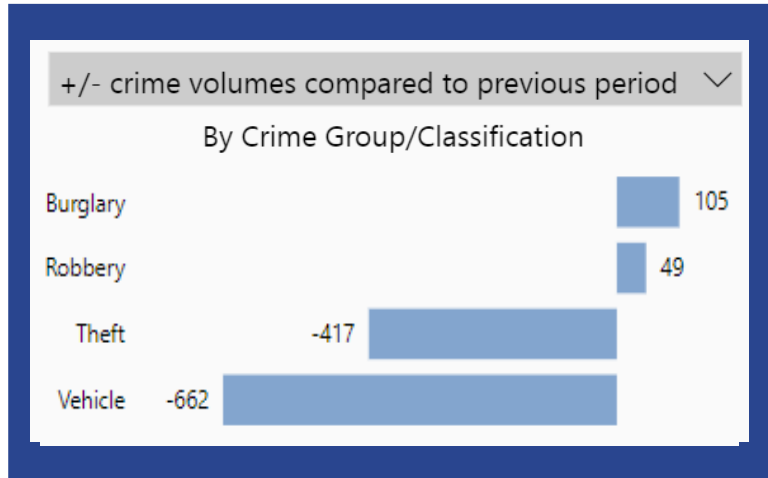
Reduce knife enabled crime / Reduce Neighbourhood Crime



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



Reduce the volume of crime across all neighbourhood crime types



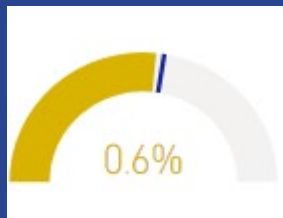


Fighting Crime

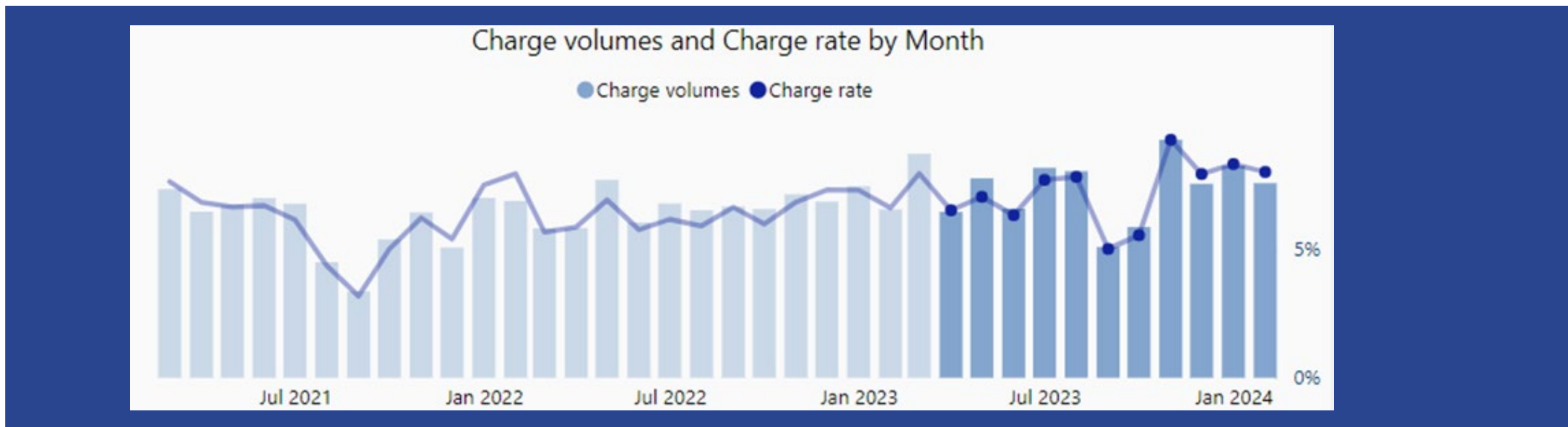
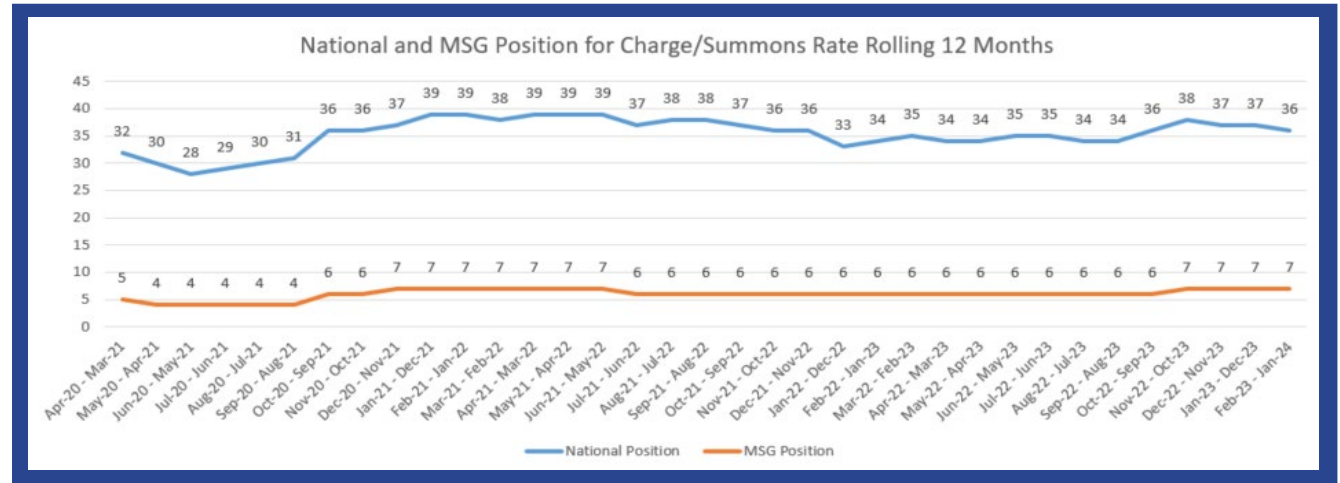
Bring more offenders to justice through greater use of charges, with a focus on violence against women and girls (1 of 4)



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



Charge rate 2022/23	Charge rate 2023/24	Change
6.6%	7.2%	+0.6





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	6.3%	8.5%	5.1%	9.2%	5.1%
Year-to-date 2022/23	6.3%	8.7%	5.3%	8.9%	5.3%

Formal Action Taken outcome profile

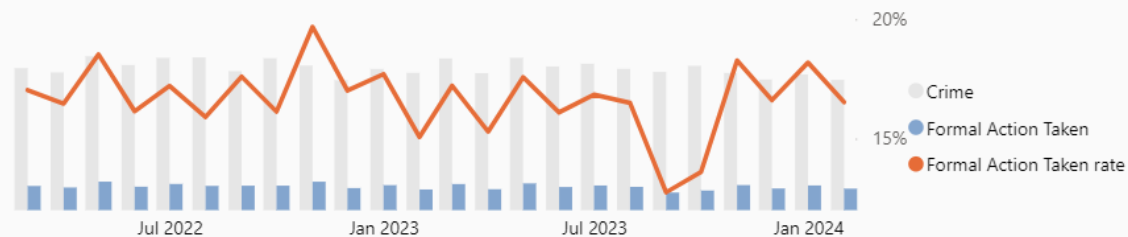
Volume and FAT outcome rate

April 2022 and February 2023		April 2023 and February 2024		Change
28,291	17%	26,074	16%	-2,217

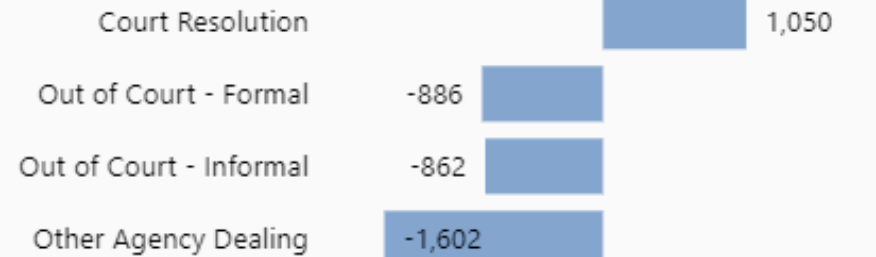
Rolling 12 months

National comparison - Outcomes*	National Rank	National Rate	MSG Rank	MSG Rate
January 2024	21	11.8%	5	13.0%

Monthly trend in FAT outcome



Court Resolution





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

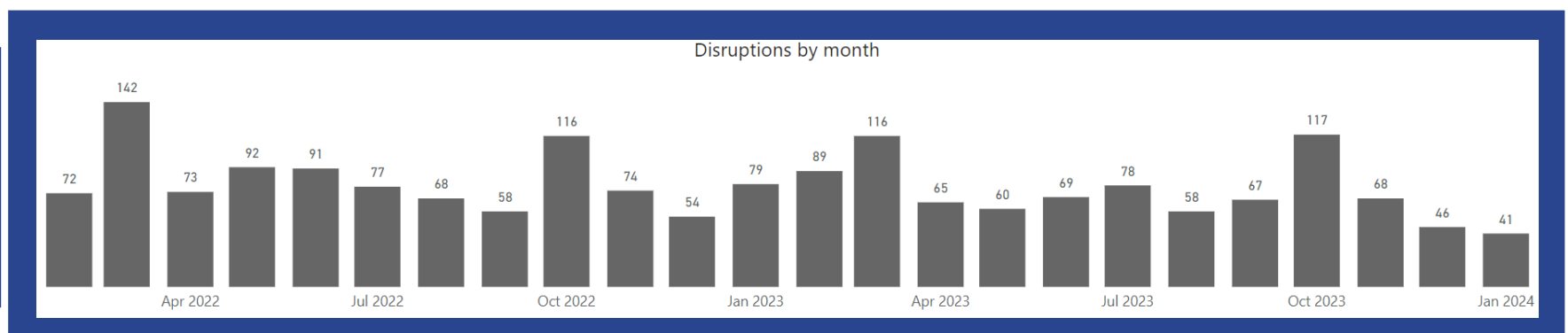


Disruptions

	Major	Moderate	Minor	Total
Apr-23	2	9	54	65
May-23	5	12	42	59
Jun-23	7	7	58	72
Jul-23	3	12	63	78
Aug-23	2	9	46	57
Sep-23	4	10	52	66
Oct-23	1	13	101	115
Nov-23	2	9	56	67
Dec-23	1	9	35	45
Jan-24	0	8	31	39
YTD 2023/24	27	98	538	663
YTD 2022/23	54	154	596	804
Change	-27	-56	-58	-141

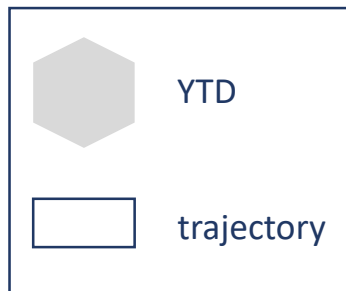
Apr 23 – Feb 24	Current Vs Previous: Threat Type			
	Previous	Current	Change	% Change
Child Sexual Abuse	64	122	58	91%
Fraud	4	55	51	1275%
Organised Immigration Crime	90	101	11	12%
Cross Cutting	2	5	3	150%
	0	0	0	0%
Prisons & Lifetime Management	1	1	0	0%
Border Vulnerabilities	2	0	-2	-100%
Non-National Control Strategy	27	8	-19	-70%
Firearms	27	6	-21	-78%
Organised Acquisitive Crime	45	24	-21	-47%
Cyber	32	0	-32	-100%
Money Laundering	38	2	-36	-95%
No Threat Identified	43	4	-39	-91%
Modern Slavery and Human Trafficking	153	80	-73	-48%
Drugs	500	377	-123	-25%
Total	1028	785	-243	-24%

	Apr – Jan 22/23	Apr - Jan 23/24	Change
Prepare	43	54	+11
Prevent	24	21	-3
Protect	129	93	-36
Pursue	586	501	-85





Priority Overview



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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

On the 5th March, data from the trust and confidence sentiment snapshot survey completed in December 2023 was published by the PCC, alongside the announcement of plans to commission an annual residents' survey to better understand public attitudes and levels of trust and confidence in Thames Valley Police.

Data published from the survey included:

- 87% of respondents were willing to contact the police if they were the victim of a crime or worried about something
- 78% of respondents feel safe in their area, however, 53% are worried about crime
- 79% of respondents feel safe online

- 60% of respondents said that Thames Valley Police is an organisation they can trust.

Additionally, a joint Governance Review was published detailing plans to deliver a more robust and transparent approach to the independent scrutiny of TVP and the OPCC.

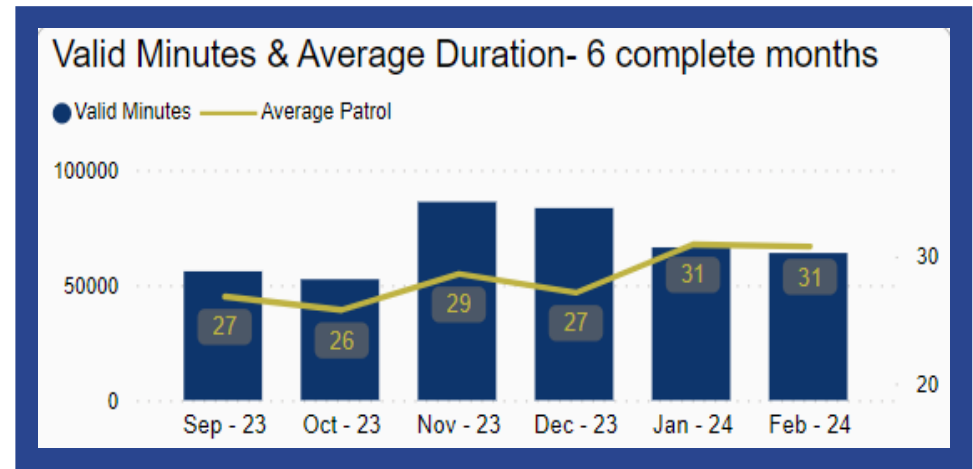
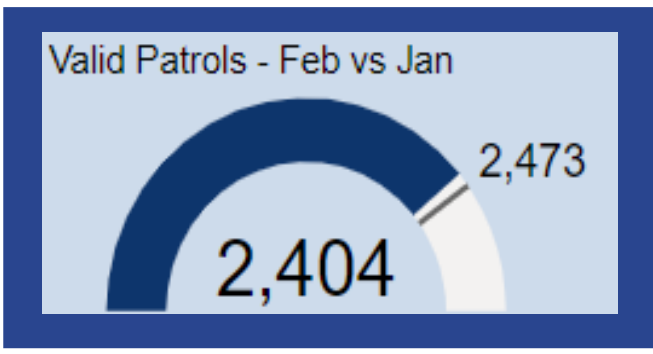
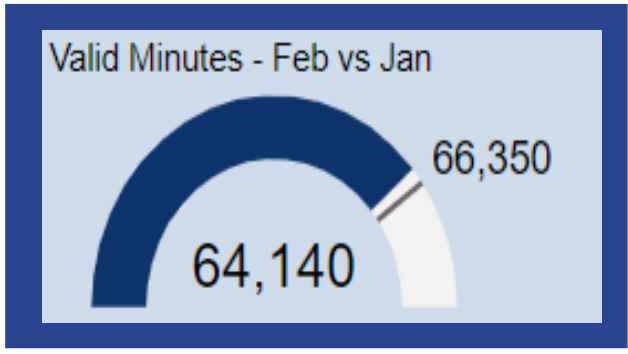




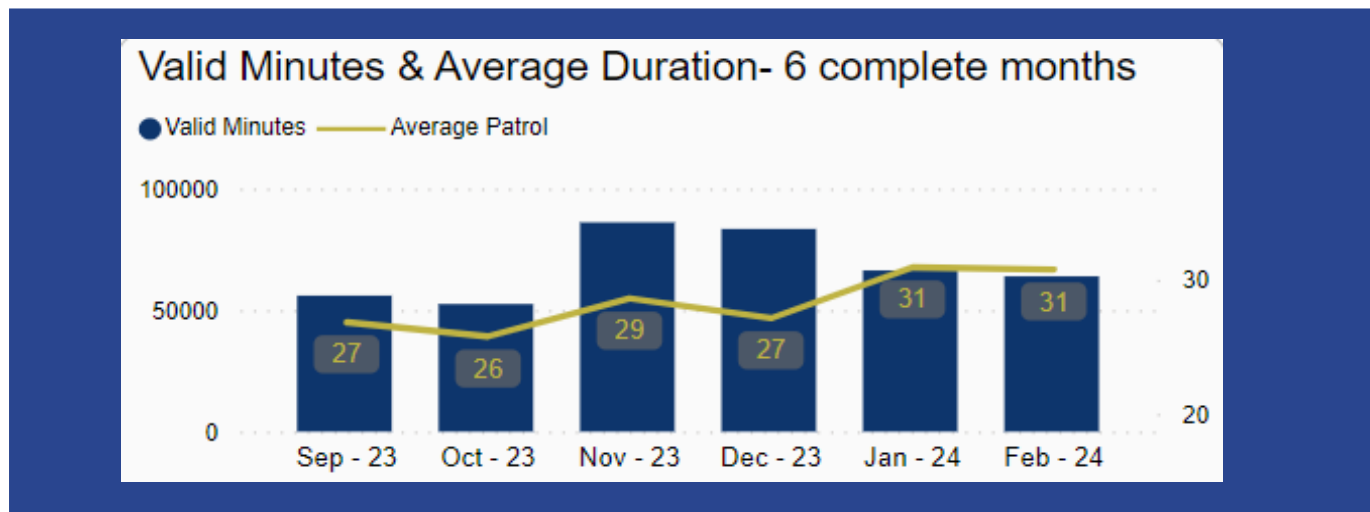
Increase visibility through targeted patrols / Improve local community policing engagement, with consideration for seldom heard from communities



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



Evidence of active engagement with selected communities in each LPA



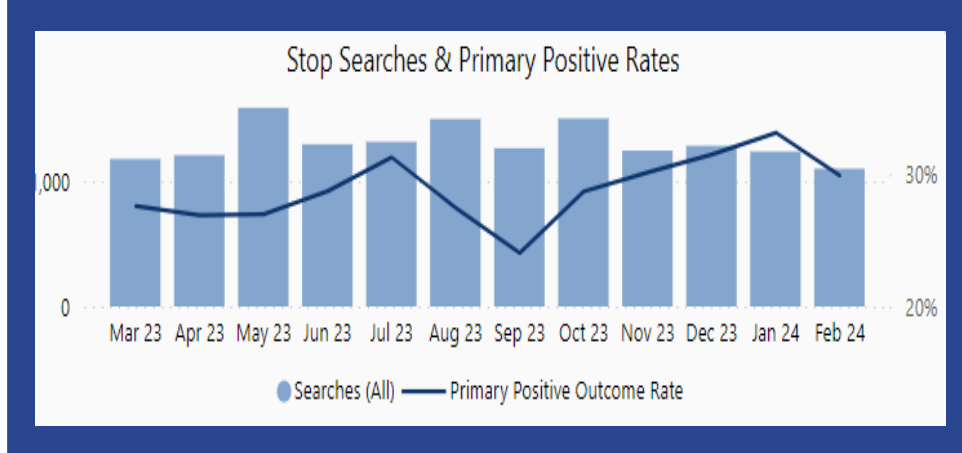
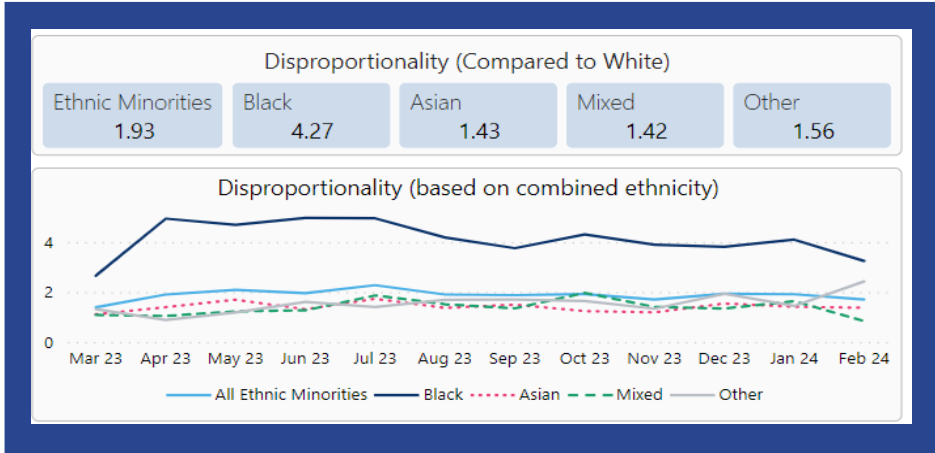
LPA	Selected seldom heard from community
Aylesbury Vale LPA	Disability
Bracknell & Wokingham LPA	Youth
Cherwell & West Oxon LPA	Rural
Milton Keynes LPA	Youth
Oxford LPA	East Timorese
Reading LPA	Deaf
Slough LPA	Homeless
South Buckinghamshire LPA	Gypsy, Roma, and Traveller
South Oxon & the Vale LPA	Gypsy,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



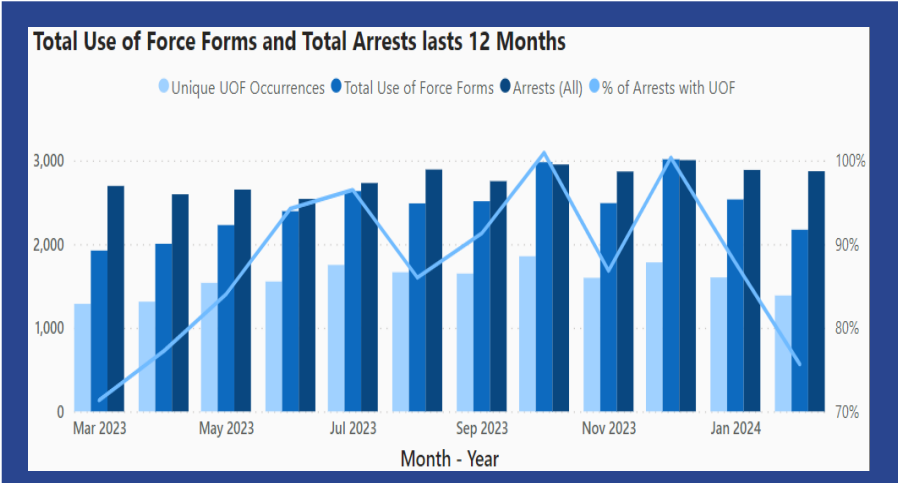
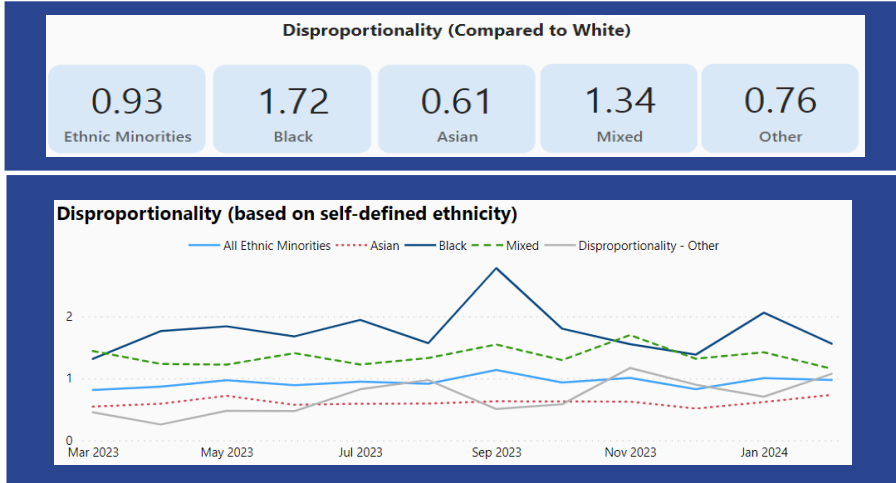
Ensure transparent use of powers



Improve understanding of disproportionality and outcomes achieved through Stop & Search



Improve recording and understanding of disproportionality within use of force

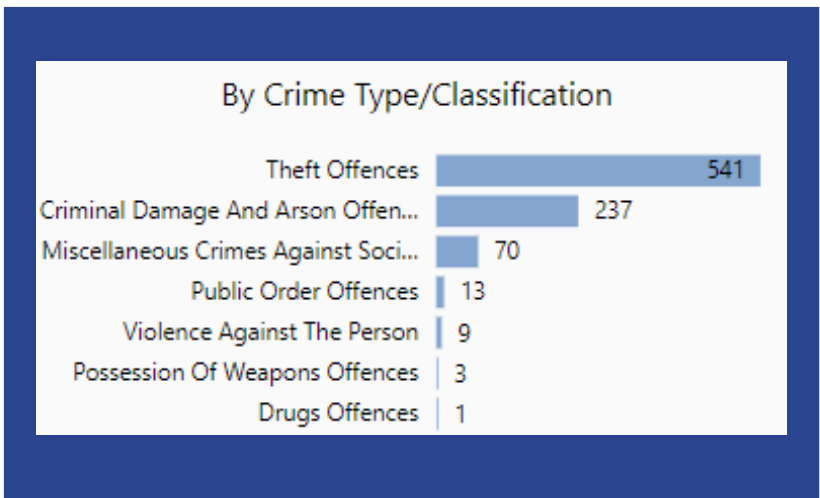
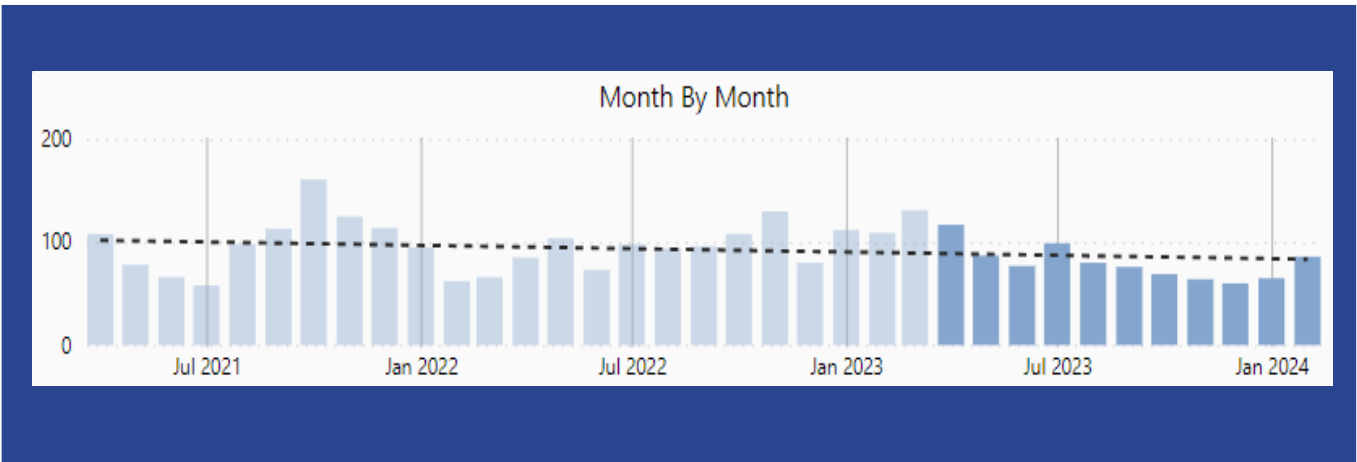




Tackle rural crime and unauthorised encampments (1 of 2)

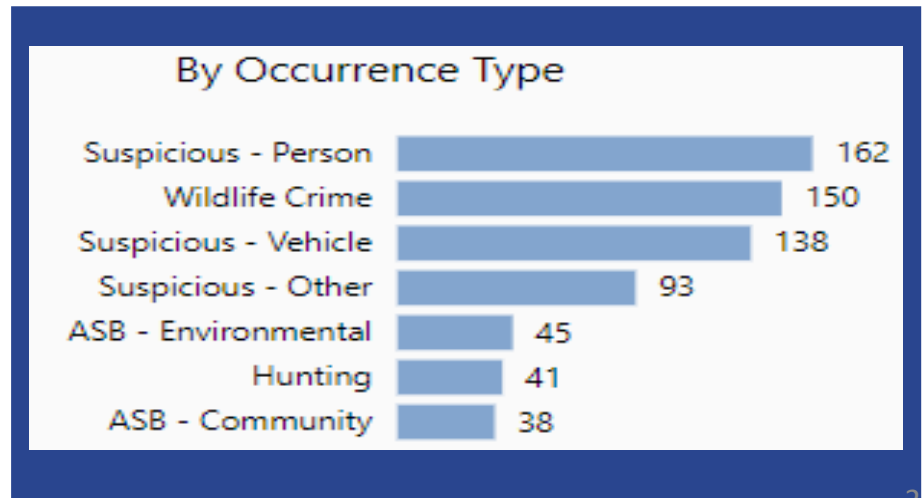


Reduce rural crime levels by 5%



Year to date rural incident change

-9%





Tackle rural crime and unauthorised encampments (2 of 2)



Ensure consistent use of powers in response to unauthorised encampments

