



Kirsty Sumner

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Date: 13/04/2026

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Dear Chief Constable

Performance & Accountability Meeting (PAM)

You are requested to attend a PAM meeting on **Monday 20th April** at **14:00-16:00 hrs** in the CCMT Meeting Room. This meeting will also take place via MS Teams (Town Hall style) for those unable to attend in person, as well as for members of the public who wish to observe.

Meetings will be recorded and published on the OPCC website.

To access the MS Teams / Town Hall meeting, you can use the following details:

Meeting ID: 311 556 051 156 5

Passcode: Fe9Y7Jx3

[Performance and Accountability Management - April Meeting | Meeting-Join | Microsoft Teams](#)

Yours sincerely

A handwritten signature in black ink that reads "Gillian Ormston".

Gillian Ormston
Chief Executive Officer (Thames Valley OPCC)



No	Timings	Agenda Item	Owner	For Scrutiny / Assurance
1	14:00	Welcomes, Introductions and Apologies	Matthew Barber	
2	14:05	Summary and Action log from the meeting held on 22 January 2026	Matthew Barber	Pages 4-6
3	14:15	Budget Position	Martin Thornley / Linda Waters	Pages 7-10
4	14:25	Key Performance Indicator (KPI) – scrutiny discussion	Matthew Barber / Jason Hogg	Pages 11-14 1. Statutory Time Limits – Q2 and Q3 performance data including recent initiatives to improve performance. 2. Closure notices and orders – number of closure notices and orders issued in the last 12 months, including a breakdown of residential / commercial and the number of extensions required after 24 hours. 3. Hotspot policing – number of patrols taken place in each LCU over the last 12 months, compared to the target set, identifying areas of success and improvement.
5	15:05	A Police Force fit for the future	Jason Hogg	
6	15:15	Operational Highlights	Jason Hogg	
7	15:25	Inspections / Audits Assurance	Ali Nicholls	Pages 15-17
8	15:40	Decisions under the scheme of Governance	Martin Thornley and Linda Waters	Pages 18-22
9	15:50	AOB		

Below the line papers (not for discussion):



- | |
|---|
| 1. Organisational Force Group data packs
Pages 23-48 |
|---|

Date of next PAM meeting: Monday 27 July 2026, 10:00-12:00 in CCMT Meeting Room / via MS Teams (Town Hall Style).

BRIEFING NOTE

To: Performance Accountability Meeting (PAM) Members
From: Charlotte Roberts, Office Manager & Executive Assistant
Date: 22 January 2026
Subject: Summary of Actions and Decisions – Performance Accountability Meeting

1. Purpose

To provide a clear summary of the key actions, decisions and items noted at the Performance Accountability Meeting held on **22 January 2026**.

2. Key Decisions

2.1 Terms of Reference (TORs)

- TORs finalised following member feedback.
- **Decision:** Approved for sign-off by **MB**.

2.2 Digital Strategy & Transformation

- Wider Digital Strategy reviewed, including Joint Strategy with Hampshire.
- Portfolio analysis highlighted significant future financial pressures.
- **Decision:** Noted; no formal approvals required at this stage.

2.3 Budget Proposals

- Home Office uncertainty prevents formal decision making at this point.
- **MB** confirmed the **intention** to:
 - Set the **Council Tax precept at £15.00** (subject to settlement).
 - Delay discretionary spending where feasible.
 - Identify additional savings, including possible reductions in crime prevention activities.
- **Decision:** MB to present updated budget to the Police & Crime Panel on **23 January 2026**.

2.4 Scheme of Governance

- Routine three month decision schedule noted.
 - **Decision:** No items required escalation.
-

3. Agreed Actions

3.1 999 Call Answering – Data Breakdown

- **Action: MBut** to liaise with relevant teams to review and provide a detailed **timescale analysis** and breakdown of 999 call answering performance.

3.2 April PAM Meeting Preparation

- **Action: MB** to discuss data requirements and agenda finalisation with **RG** ahead of the April PAM meeting.
-

4. Items Noted (No Decisions Required)

- Continued performance improvements in several operational areas, with particular progress in 999 calls answering, burglary attendance, and reductions in key crime categories.
 - Ongoing challenges persist around officer recruitment and attrition, particularly within probation, and in domestic abuse response times.
 - Financial uncertainty remains significant due to lack of clarity from the Home Office funding settlement.
 - Outstanding audit actions reduced from **129 to 115**, with governance structures ensuring oversight of overdue work.
-

5. Next Steps

- MB to take the budget intent and precept position to the Police & Crime Panel (23 January 2026).
 - Updates on 999 call data, April agenda planning, and audit action progress to be reported at the next PAM meeting.
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6. Next Meeting

Monday 20 April 2026 at 14:00

Location: CCMT Conference Room / MS Teams

PERFORMANCE & ACCOUNTABILITY MANAGEMENT ACTION LOG



ID	Date of Entry	Summary of agreed action	Person responsible for action	Status	Deadline	Date complete
PAM001	08/05/2025	There were a few amendments to the slide and AN would send the updated version to CR for re-adding to the OPCC website	AN/CR	complete	N/A	N/A
PAM002	08/05/2025	At the next PAM meeting, the (PCC) would like a deep dive into the RAG status in particular the orange and red areas set out in the performance pack. The (PCC) would look at specific areas in the report of interest and provide an update to (MBu) to set out a discussion around 'themes' for the next PAM meeting on 20th October 2025.	MBu	complete	20/10/2025	13/04/2026
PAM003	08/05/2025	JH to prepare a high level summary of the Summer Plan to present to the (PCC) who would then pass this on to the Home Office and also the whole Summer Plan.	JH	complete		
PAM004	08/05/2025	MBu to give access to Radar and other toolkits to the PCC.	MBu	complete		
PAM005	03/11/2025	(CM) and (MBu) to confirm breakdown of proportion of resignations linked to potential disciplinary actions to provide more insight into overall figures.	CM/MBu	complete		22/01/2026
PAM006	03/11/2025	(MBu) to obtain data in smaller increments in relation to 999 calls answered between 10 seconds and 1 minute, and 101 calls waiting over 10 minutes.	MBu	complete		22/01/2026
PAM007	03/11/2025	The 'Police Force Fit for the Future' agenda topic was to carry over to the next meeting in January for presentation then.	BS/MBu	complete	22/01/2026	22/01/2026
PAM008	03/11/2025	(MBu) to provide response data on the Grade 1 attendance for domestic burglary for the January 2026 PAM meeting.	MBu	complete	22/01/2026	22/01/2026
PAM009	03/11/2025	(MBu) to provide deeper breakdown into 101 responses for the April 2026 PAM meeting.	MBu	complete	20/04/2026	22/01/2026
PAM010	22/01/2026	PCC approved the finalised Terms of Reference for the Performance Management Meeting	RG	complete		22/01/2026
PAM011	22/01/2026	(MBut) to liaise with the team and look at the timescale of 999 calls in particular looking at the levels of data around this that was available.	MBu	complete	20/04/2026	13/04/2026
PAM012	22/01/2026	MB to speak to RG to finalise the April's PAM meeting re looking at data to discuss	MB/RG	complete	20/04/2026	13/04/2026



Post Approval Addendum to: Report for Decision Performance and Accountability Meeting on 22nd January 2026

Following the approval of the 4-year Medium Term Financial Plan (2026/27 to 2029/30) at the Performance and Accountability Meeting on 22 January 2026, several external developments have since been confirmed which impact the budget presented at that meeting.

These changes, along with their financial implications, are outlined below. While the original approval report has not been amended, the updates have been reflected in the detailed appendices and throughout this budget book.

Council Tax Receipts

Final council tax notifications from the 13 councils within the TVP area were received in March 2026. Analysis of these returns indicates that the original estimate for council tax income was overstated by £1.24m. To address this shortfall, additional funding of £1.24m has been drawn from the Improvement & Performance Reserve for 2026/27. In addition, forecast growth for 2027/28 has been reduced by the same amount to reflect the ongoing reduction in income.

Home Office Funding for Additional Neighbourhood Officers

Under the Neighbourhood Uplift programme, aimed at delivering and sustaining 13,000 additional neighbourhood officers nationally, TVP has been awarded £11m, an increase of £5m compared with the previous year. As a result, the target number of NHP officers has increased from 68 in 2025/26 to 121 in 2026/27.

Notification of this funding was received in January 2026, alongside a revised total Home Office funding figure of £358.78m. Despite the £5m uplift for neighbourhood policing, the overall increase in funding from the December 2025 position is only £1.5m. This is due to a £3.7m reduction arising from the consolidation of the PUP grant into the Core grant.

Work is ongoing to integrate both the additional officers and the reduction in overall funding. The additional funding has been shown under employees for now (*see tables below*) and will be adjusted once the grant funding is finalised.

Income and Grant classification

Revised NPCC guidance has clarified which funding streams should be categorised as Grants and which should be recorded as Income. Although this reclassification does not alter the overall funding position it does increase the Net Revenue Expenditure Line by moving Income to Grant Funding, the following adjustments have been made:

Income

- Special Grants reduced by £24.8m
- Grant Funding Increased by £24.8m

Increase in NHP grant

- £5.1m Neighbourhood Policing (total £11.1m)

Reclassified as Grant Funding (previously reported as Income):

- £13.0m Pension Income
- £16.m PUP now consolidated in core grant (reduction of £3.7m)

Overall impact of the above 3 items:

Reduction in Council Tax Receipts	-£1.2m
Net Increase in NHP / PUP grant	£1.4m
Overall Increase to funding	£0.2m

Reallocation of Income to Grant	£24.9m
Net Impact to NRE	£25.1m

Table 3 - Revenue Budget Summary 2026/27 - BUDGET BOOK

	2025/26 £'000	2026/27 £'000	% Increase
PCC Controlled Expenditure	6,318	6,525	3.27%
TVP Operational Budget			
Employees	531,878	562,349	5.73%
Premises	20,446	23,083	12.90%
Transport	12,343	11,708	-5.14%
Supplies & Services	85,664	79,194	-7.55%
Third Party Payments	27,994	29,449	5.20%
Force Income	-48,279	-49,382	2.29%
Specific Grants	-44,376	-50,469	13.73%
Capital Financing	11,690	10,002	-14.44%
Reserve Appropriations	-9,511	-300	-96.85%
Cost Of Services	594,167	622,159	4.71%
Funded By			
Council Tax	-281,636	-300,837	6.82%
Government Police Grants	-312,532	-321,322	2.81%
Total Funding	-594,167	-622,159	4.71%

Table 3 - Revenue Budget Summary 2026/27 - REVISED

	2025/26 £'000	2026/27 £'000	% Increase
PCC Controlled Expenditure	6,318	6,525	3.27%
TVP Operational Budget			
Employees	531,878	562,349	5.73%
Premises	20,446	23,083	12.90%
Transport	12,343	11,708	-5.14%
Supplies & Services	85,664	80,647	-5.86%
Third Party Payments	27,994	29,449	5.20%
Force Income	-48,279	-49,382	2.29%
Specific Grants	-14,467	-25,610	77.02%
Capital Financing	11,690	10,002	-14.44%
Reserve Appropriations	-9,511	-1,537	-83.84%
Cost Of Services	624,076	647,234	3.71%
Funded By			
Council Tax	-281,636	-299,600	6.38%
Government Police Grants	-342,441	-347,634	1.52%
Total Funding	-624,076	-647,234	3.71%

Table 3 - Revenue Budget Summary 2026/27 - CHANGES

	2025/26 £'000	2026/27 £'000
PCC Controlled Expenditure	0	0
TVP Operational Budget		
Employees	0	1,453
Premises	0	0
Transport	0	0
Supplies & Services	0	0
Third Party Payments	0	0
Force Income	0	0
Specific Grants	29,909	24,859
Capital Financing	0	0
Reserve Appropriations	0	-1,237
Cost Of Services	29,909	25,075
Funded By		
Council Tax	0	1,237
Government Police Grants	-29,909	-26,312
Total Funding	-29,909	-25,075

SUMMARY OF USABLE RESERVES – REVISED POSITION

Reserve	Predicted Closing Balances By Year			
	2025/26	2026/27	2027/28	2028/29
General Reserve	£15,787,100	£16,341,403	£15,776,014	£16,064,363
% of NRE	2.70%	2.71%	2.54%	2.52%
I&P	£12,685,238	£1,487,563	£597,563	£597,563
CCTV	£615,234	£615,234	£615,234	£615,234
Estates & Custody	£17,079,993	£4,495,931	-£1,459,869	£2,724,788
Strategic Efficiency and Improvement	£0	£5,000,000	£5,000,000	£5,000,000
PCC Efficiency Reserve	£881,732	£534,623	£362,688	£362,688
PCC Enabling Infrastructure	£3,000,000	£3,000,000	£3,000,000	£3,000,000
	£34,262,198	£15,133,352	£8,115,617	£12,300,274
Totals	£50,049,298	£31,474,755	£23,891,631	£28,364,637



Performance & Accountability Meeting

Key Performance Indicator Focus

April 2026



Reduce the number of investigations exceeding prosecution time limits

		2024/25	2025/26	Difference	% Change
Q1	Apr	44	69	25	56.8%
	May	61	35	-26	-42.6%
	Jun	51	39	-12	-23.5%
	Q1 Total	156	143	-13	-8.3%
Q2	Jul	47	58	11	23.4%
	Aug	55	64	9	16.4%
	Sep	60	89	29	48.3%
	Q2 Total	162	211	49	30.2%
Q3	Oct	68	73	5	7.4%
	Nov	54	67	13	24.1%
	Dec	70	68	-2	-2.9%
	Q3 Total	192	208	16	8.3%
Q4	Jan	65	49	-16	-24.6%
	Feb	44	60	16	36.4%
	Mar	53	57	4	7.5%
	Q4 Total	162	166	4	2.5%
Year Total		672	728	56	8.3%

Case and Data Oversight

Details of Statutory Time Limit cases, including time remaining for the investigation, are available through SIPO, TEMPo (both manager and individual view), and a dedicated STL toolkit. These enable oversight at an individual and supervisory level, as well as, monitoring of STL cases at Team, Department and LCU Health Check meetings.

Automated Email Reminders

On 3rd February, automated STL email reminders launched. For standard STL cases email reminders are sent to the OIC at:

- Day 14
- Day 90
- Day 120
- Day 135
- Day of expiration

These timelines are calculated from the date of the incident, not the date the crime was reported.

This is slightly different for Domestic Common Assault and Battery (DCAB) cases due to the statutory time limits. Although DCAB offences must be charged within two years of the date of the incident, once the offence is reported the 6-month STL clock applies.

For DCAB cases reported within 18 months of the incident, the reminders follow the standard STL schedule (Days 14, 90, 120, 135, and expiry).

For DCAB cases reported with less than 6 months remaining before the two-year limit:

An email is sent on the day the offence is reported

A second email is sent halfway between the report date and the expiration date

A final email is sent on the day of expiration.

Tackle persistent anti-social behaviour

March 2025 -
February 2026**Closure Notice (ASB Crime and
Policing Act 2014)**

92

**Closure Order (ASB Crime and
Policing Act 2014) Full / Partial**

191

It is expected that a Closure Notice occurrence is created on Niche initially when the Closure Notice is obtained; this is authorised by an Inspector and lasts up to 48 hours. If a Closure Order is being applied for, a relevant occurrence should be created and the application put to a magistrate for agreement. The data above demonstrates that the expected recording practises on Niche are not consistently followed. Community Policing Command are aware of this and working with the Operational Effectiveness Unit on how to improve. The Niche recording process also does not currently enable easy identification of which went to court and were agreed.



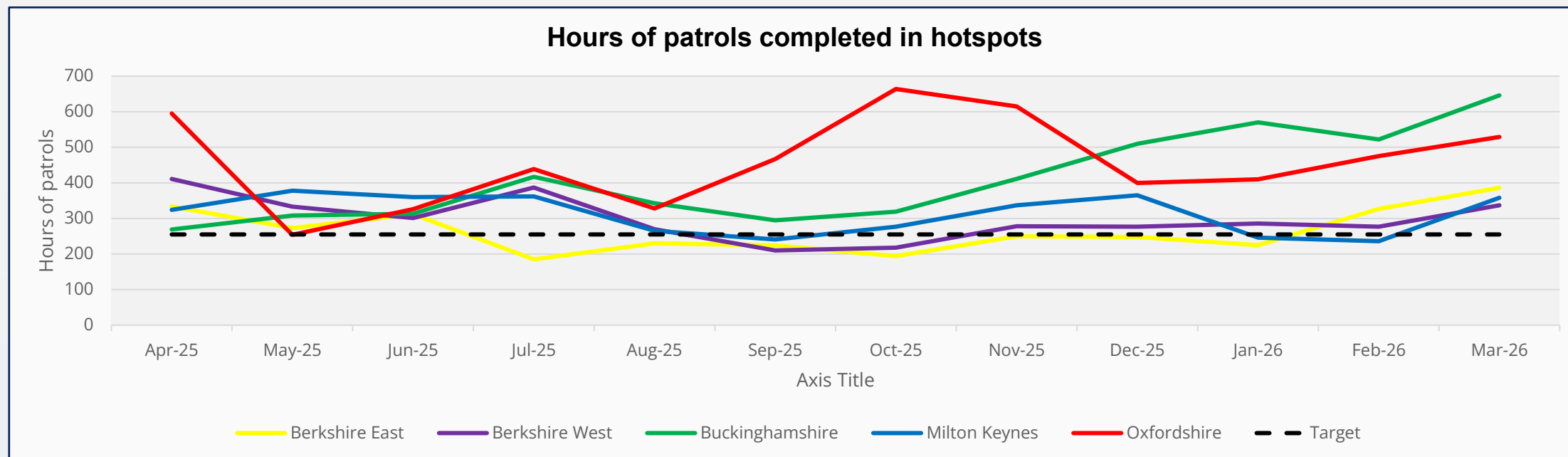
280 of the 283 Closure Notice and/or Order occurrences created in the 12 months related to residential properties.

In the vast majority these were obtained due to drugs misuse by residents and visitors, or in protecting vulnerable individuals from exploitation or cuckooing.



There were only **3** Closure Order occurrences in the period relating to business locations, with only two of these being obtained.

In **60 of the 92** Closure Notice occurrences, it was recorded that an application for an extended Closure Order was put before a magistrate. A manual audit of occurrences, and reliance on accurate documenting of activity, was necessary to ascertain this information. It was apparent in several Closure Order occurrences that they were used to document both parts of the process including court attendance for extension applications.



LCU	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Total
Berkshire East	334	273	312	185	230	224	194	250	248	225	327	386	3,188
Berkshire West	411	333	301	387	270	210	218	278	277	286	277	337	3,585
Buckinghamshire	269	308	313	417	343	295	319	411	510	570	522	646	4,923
Milton Keynes	324	378	360	362	265	241	277	337	365	246	236	358	3,749
Oxfordshire	595	254	326	439	328	467	664	615	400	410	475	529	5,502
Target	255	255	255	255	255	255	255	255	255	255	255	255	3,060

From the funding provided by the Home Office it was expected that 15,300 hours of valid patrols (not in a vehicle and over 10 minutes) would be completed by the end of March 2026 using a mix of BAU and Overtime patrols. As at 31/03/2026, 20,972 hours of valid patrols had been completed. New hotspots were implemented on May 1st, 2025, leading to a slight dip between April patrol figures and Mays.

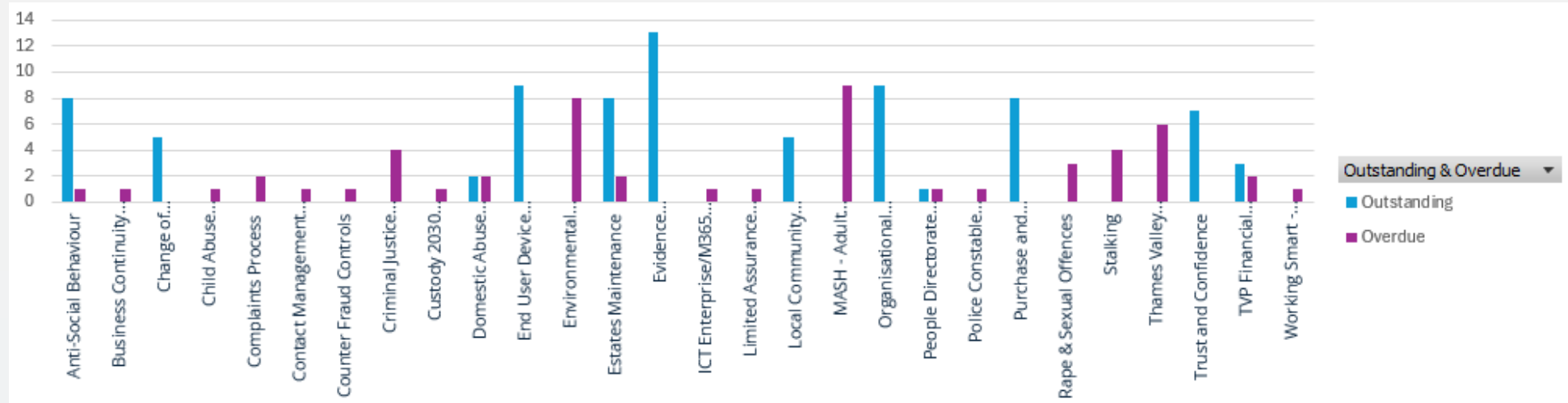


Outstanding audit and HMICFRS AFIs/recommendations

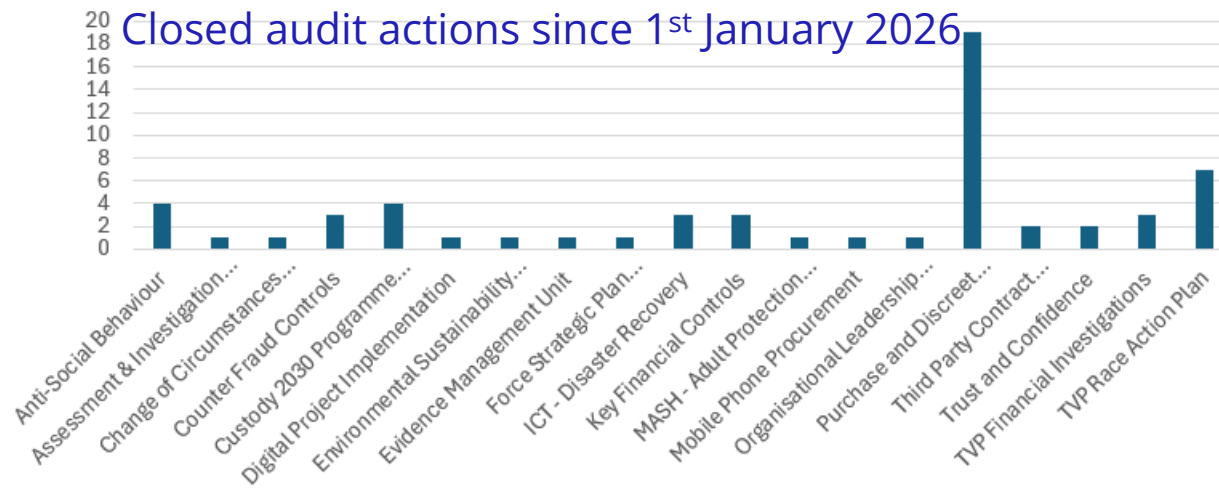
Performance & Accountability
Management Meeting



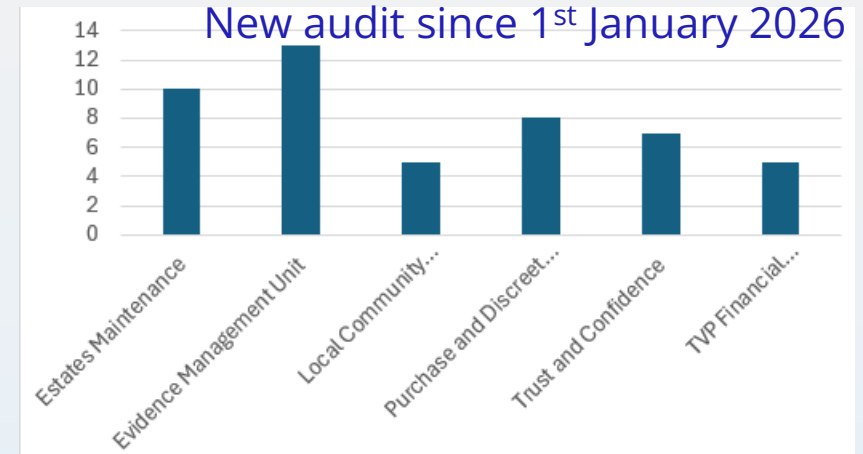
Outstanding & Overdue Audit Actions



Closed audit actions since 1st January 2026



New audit since 1st January 2026

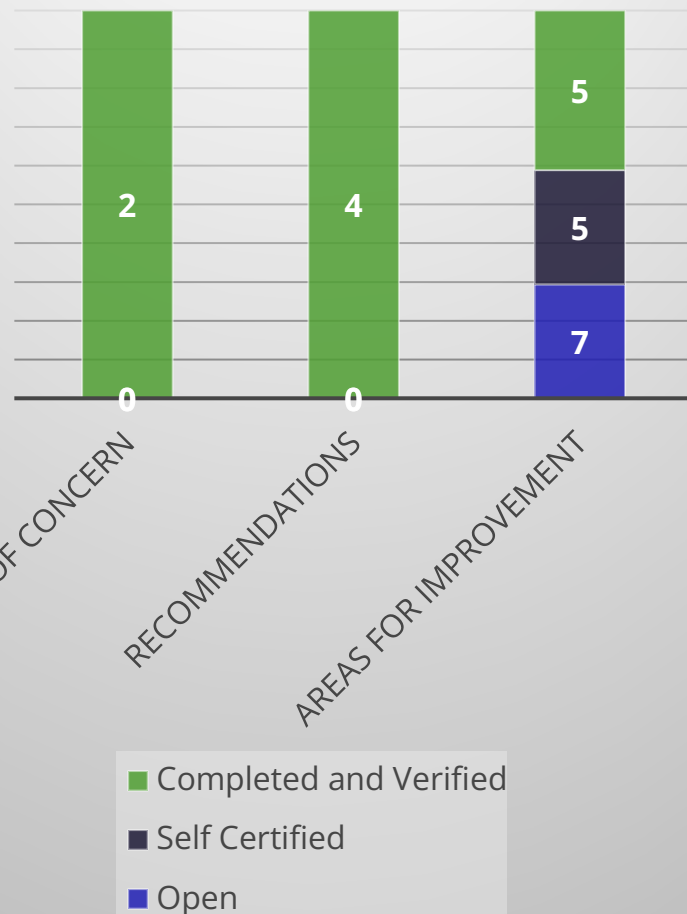


Chief Officer	No. of Actions	Chief Officer	No. of Actions	Chief Officer	No. of Actions	Chief Officer	No. of Actions
DCC Snuggs	27	ACC Wright	40	ACO Waters	8	ACO Cornelius	12
ACC Bunt	20	ACC Murray	8	ACO Lattanzio	11	ACC Metcalfe	5

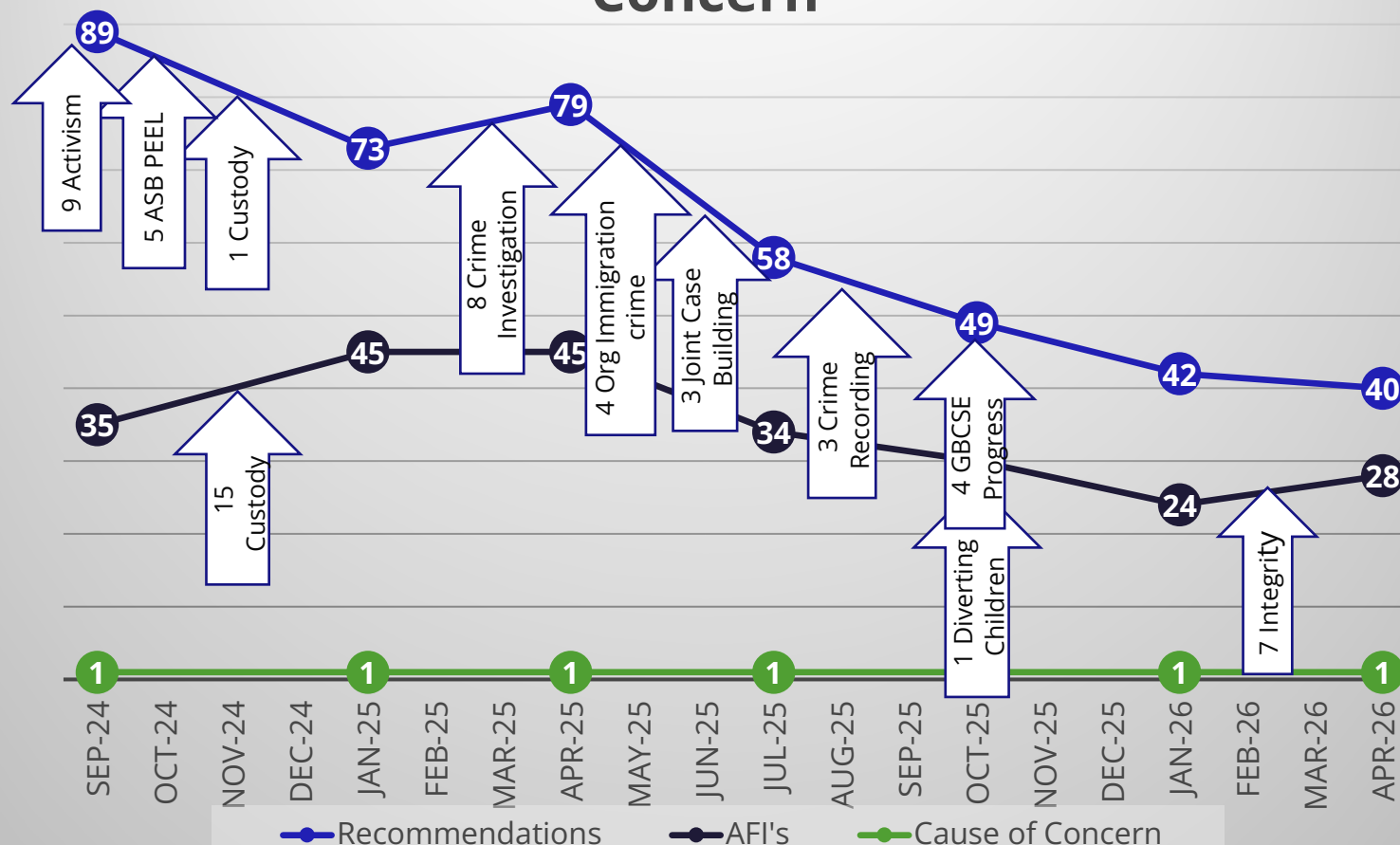
HMICFRS Overview April 2026

Static

PEEL 23/25 Progress Overview



Total number of Recommendations, Areas For Improvement and Causes of Concern





Report for Information

Title: Decisions Under the Scheme of Governance

Executive Summary:

This report details the decisions that have been taken in accordance with the Scheme of Governance in the period 1st January 2026 to 31st March 2026

Recommendation:

The PCC is asked to NOTE the decisions taken by Chief Officers during the period 1st January 2026 to 31st March 2026 .

Police and Crime Commissioner

I hereby approve the recommendation above.

Signature

Date

PART 1 – NON-CONFIDENTIAL

1 Introduction and background

- 1.1 The Scheme of Corporate Governance sets out the formal delegations made by the Police and Crime Commissioner (PCC) and the Chief Constable to senior officers to facilitate the efficient running of the business, hence avoiding unnecessary delays in decision making. The PCC has given consent for the Chief Constable to enter into contracts and to acquire or dispose of property, other than land, subject to the requirements of Financial Regulations.
- 1.2 The Scheme of Governance includes a requirement for all decisions statutory officers make under the powers given to them by the PCC and Chief Constable to be recorded and be available for inspection.

Issues for consideration

2 Financial Regulations

2.1 Approval of Tenders/Contracts

Financial Regulations delegate decisions for the acceptance of tenders/award of contract for goods and services.

- Up to £200,000: to the appropriate chief officer (Director of Finance)
- From £200,000 up to £1m: the appropriate chief officer from the PCC's office and the Force (PCC's Chief Finance Officer or Chief Executive and the Force Director of Finance)

Appendix A details the decisions taken following a full tender exercise:

- No Contracts were awarded for £50,000 to £200,000, authorised by the Director of Finance/Head of Procurement,
- Between £200,000 and £1m, authorised by the Director of Finance and PCC's Chief Finance Officer 7 tender/contract decisions totalling £2,849,469.

2.2 Single Quotation/Proprietary Article or Service

Financial Regulations also provide for exceptional circumstance where it is in the interests of Thames Valley Police (TVP) not to seek competitive tenders. This covers those circumstances where it has been established that:

- there is only one source of supply, or
- the works, goods or services required are of such a special nature that no advantage would accrue by inviting competitive tenders where only one supplier can provide the service or
- the works, goods or services are urgently required and loss, injury or damage could occur through a delay in advertising.

Appendix A details 11 instances totalling £2,065,659 where this delegation has been utilised.

2.3 Disposal of Assets

In accordance with the Asset Management Strategy, the Chief Constable is responsible for disposing of police houses with an estimated sale value of less than £0.2m. Properties with an estimated sale value of more than £0.2m require the approval of the PCC. No houses were identified for sale in the period 1st January 2026 – 31st March 2026.

3 People Service Functions

The Scheme of Governance includes a number of delegations from the Chief Constable to the Director of People to facilitate effective day to day management. During the period, there were 7 compassionate applications granted on behalf of members of police staff and 17 injury on duty claims to extend occupational sick pay.

4 Legal Functions

The scheme of governance authorises the Head of Legal Services to approve the settlement of any claim (including Employment Tribunal claims) brought against the Chief Constable or the PCC, or the making of any ex gratia payment:

- Ex Gratia and Damages payments up to £10,000: Head of Legal Services.
- Damages - £10,000 - £30,000: Head of Legal Services with the PCC's Chief Executive or Chief Finance Officer.
- All other settlements must be approved by the PCC.
- Employment Tribunal settlements for this period.

During the period 1st January 2026 – 31st March 2026 the following payments have been made:

- Under Public Liability 34 payments under £10,000 have been made totalling £71,119.
- Under Employers Liability 1 payment has been made for less than £10,000, totalling £4,500 during this period.
- Ex-gratia payments 18 payments have been made, all for less than £10,000, totalling £7,105.
- 0 Employment Tribunal settlements – for this period

5 Financial comments

- 5.1 All financial commitments as a result of the above delegations were within the current revenue budgets.

6 Legal comments

- 6.1 The scheme of delegation has been complied with in all cases.

7 Equality comments

- 7.1 No specific implications arising from this report

8 Background papers

Public access to information

Information in this form is subject to the Freedom of Information Act 2000 (FOIA) and other legislation. Part 1 of this form will be made available on the website within 1 working day of approval. Any facts and advice that should not be automatically available on request should not be included in Part 1 but instead on a separate Part 2 form. Deferment of publication is only applicable where release before that date would compromise the implementation of the decision being approved.

Is there a Part 2 form? No

Name & Role	Officer
Head of Unit The report lists all actions taken under delegated powers during the period 1 st January 2026 to 31 st March 2026.	Director of Finance Director of People
Legal Advice Relevant delegations are set out in the agreed Framework of Corporate Governance as approved by the PCC and Chief Constable on 1st April 2024	Chief Executive
Financial Advice All awards and payments have been contained within existing budgetary provisions	PCC Chief Finance Officer
Equalities & Diversity No specific implications arising from this report	Chief Executive

STATUTORY CHIEF OFFICERS' APPROVAL

We have been consulted about the proposal and confirm that financial and legal advice have been taken into account in the preparation of this report.

We are satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.

Chief of Staff OPCC

Date: 20th April 2026

Chief Finance Officer PCC

Date: 20th April 2026

Financial Regulation - Delegated Authorities

Financial & Contractual Decisions under the scheme of Governance 1st January - 31st March 2026

Contracts/Approval of tenders

<u>£50,000 to £200,000</u>	Awarded to	Date	Cost/Value	Duration
Total Value			<u>0</u>	

<u>£200,000 to £1m</u>	Awarded to	Date	Cost/Value	Duration
HR system (for HloWC)	Oleeo	28/01/2026	561,131	48 Months
Cargo Trousers	Charles Fellowes	01/02/2026	386,166	43 Months
Wet Weather uniform	Eurox	23/02/2026	253,000	40 Months
CTPSE Laptops	Computacentre	18/03/2026	201,890	12 Months
CTPSE Laptops	Computacentre	25/03/2026	369,000	12 Months
Horse Box	Volvo Group	27/03/2026	369,000	12 Months
Security Guarding (Sulhamstead)	Chase Group	27/03/2026	709,282	24 Months
Total Value			<u>7 2,849,469</u>	

<u>Single /Proprietary/Concession/CCN £50k and above</u>		<u>Awarded to</u>	<u>Date</u>	<u>Cost/Value</u>	<u>Duration</u>
SSA	End Point Assessment	SFJ Awards	06/01/2026	80,000	12 Months
SSA	IDEAGEN software	Ideagen	10/02/2026	117,000	24 Months
CCN	Further data discovery for OP Maple	MD5	15/02/2026	95,197	3 Months
Concession	Securing of Castle Street PS	OCS	15/02/2026	73,100	24 Months
CCN	Digital forensic examination tool	Mico Systemisation	23/02/2026	107,150	12 Months
Concession	Extension to ADT to allow sourcing exercise	ADT	02/03/2026	400,000	12 Months
CCN	Network install at new Build	Telent Technology Services Ltd	04/03/2026	690,000	12 Months
CCN	BT LAN exit resource	BT	05/03/2026	137,552	12 Months
SSA	Voter Register SW	NEC	06/03/2026	84,660	12 Months
CCN	CCTV Network infrastructure	Telent Technology Services Ltd	13/03/2026	161,000	12 Months
SSA	Police Now	Police Now	27/03/2026	120,000	12 Months
Total Value				<u>2,065,659</u>	



Performance & Accountability Meeting

TVP Performance

April 2026



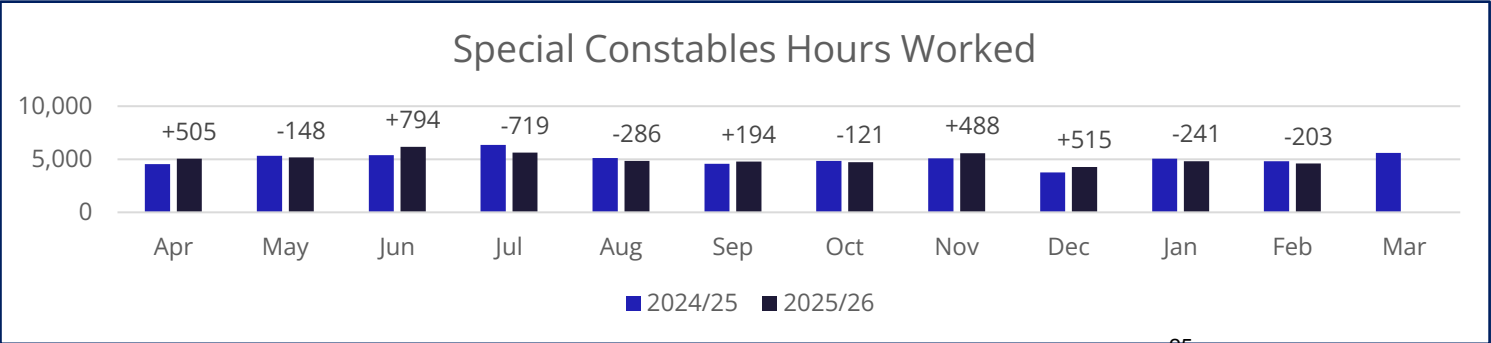
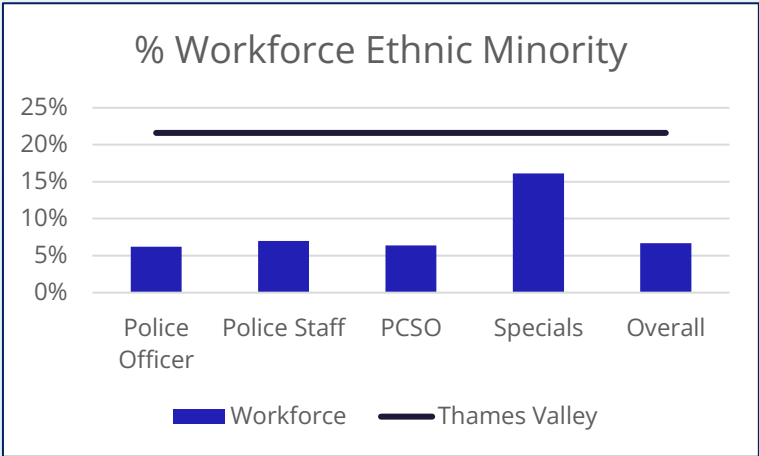
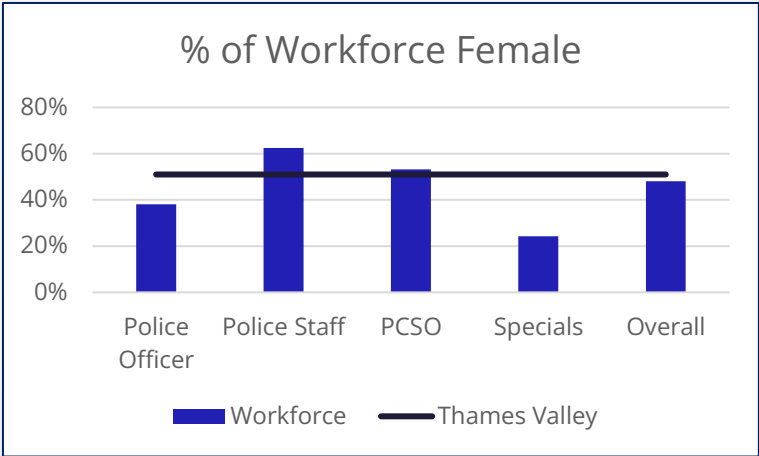
	Aim	RAG	Trajectory		Aim	RAG	Trajectory
Valuing Our People	Prioritise the welfare and CPD of TVP officers and staff		Improving	Fighting Crime	Bring more offenders to justice		Improving
	Continue to build a workforce that protects and represents Thames Valley communities		Static		Improve outcomes for domestic abuse and violence against women and girls offences		Improving
	Improve retention of officers and staff across TVP		Improving		Pursue and actively manage outstanding suspects and repeat offenders		Static
	Effectively manage sickness levels and ensure consistent provision of work-based support		Improving		Maintain low levels of knife enabled crime		Improving
	Support operational readiness through improved use of organisational data		Improving		Target and disrupt serious organised crime		Improving
Serving Victims	Increase victim satisfaction and ensure victims' needs are met		Static	Building Trust	Increase public trust and confidence in Thames Valley Police		Static
	Improve call answering times		Static		Prioritise local engagement through excellent neighbourhood policing		Static
	Improve incident response times		Improving		Prevent crime and ASB in our communities in line with the neighbourhood guarantee		Static
	Improve TVP's management and support of vulnerable individuals		Static		Ensure transparent use of powers		Static
	Improve investigation quality and timeliness		Regressing		Increase internal trust and confidence		Static

The colour 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

Continue to build a workforce that protects and represents Thames Valley communities

Maintain a robust recruitment pipeline
Build a diverse workforce representative of the communities of the Thames Valley

	Jan-24			Jan-25		
	Pipeline Volume (Headcount)	Vacancy volume (FTE)	Vacancy Rate	Pipeline Volume (Headcount)	Vacancy Volume (FTE)	Vacancy Rate
Police Officer	303	+14.5	+0.4%	243	+40.4	+0.9%
Detective	53	+54.6	+5.9%	45	+84.4	+9.0%
PCSO	54	-31.5	-10.7%	27	-19.9	-7.6%
Contact Management (staff)	113	+5.5	1.2%	116	-3.8	-0.8%
Detention Officers	45	-12.2	-8.1%	47	-11.8	-8.0%
Specials	57	-49.0	-20.6%	41	-64.0	-26.9%



Neighbourhood Strength



The above is taken from the CCMT People Update data pack. This has been updated to reflect national requirements to track all ranks (PC, Sergeant & Inspector) in 1a Neighbourhood Policing, as at the last day of the month. The FTE figure used to measure NH growth will exclude anyone on a long-term absence which is defined as over 28 days (long term sick, maternity, suspended, adoption, military or career break). The same criteria applies to PCSOs when counting FTE, however the growth target is for officers only.

Improve retention of officers and staff across TVP

Reduce officer attrition through resignation by 10% to improve officer retention in line with other forces
Continue to recruit in order to reduce the vacancy factor for staff

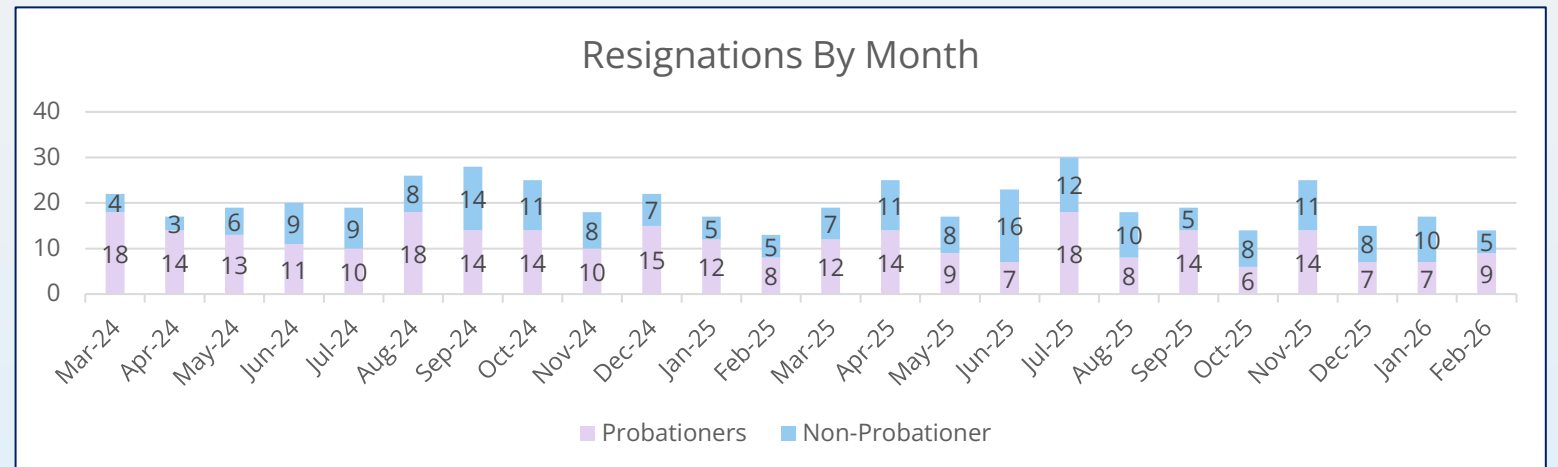
Comparison Against Other Forces February 2026

- In February, TVP's Rolling 12 Month All Leaver Attrition rate (7.0%) was slightly below the all-Force average (7.1%).
- TVP's Resignation Attrition Rate (4.6%) is higher than the Force Average (3.2%).

December 2025

- TVP continues to have the 5th highest improvement in the All-Leaver Attrition Rate (-1.7%).
- TVP have the 3rd highest Resignation Attrition Rate, an increase of one rank compared with last month. However, TVP have the 3rd most improved Resignation Attrition Rate (-0.8%).

Police Officer Leaving Type	March 2024 – February 2025	March 2025 – February 2026	Change
	Headcount	Headcount	
Resignation	246	236	-10 (-4%)
<i>Probationer</i>	157	125	-32 (-20%)
<i>Non-Probationer</i>	89	111	+22 (+25%)
Retirement	85	59	-26 (-31%)
Transfers to Another Force	46	47	+1 (+2%)
Dismissal	11	14	+3 (+27%)
Other (Includes death, TVP+)	4	5	+1 (+25%)
Total (excluding no-show / secondary job)	392	361	-31 (-8%)

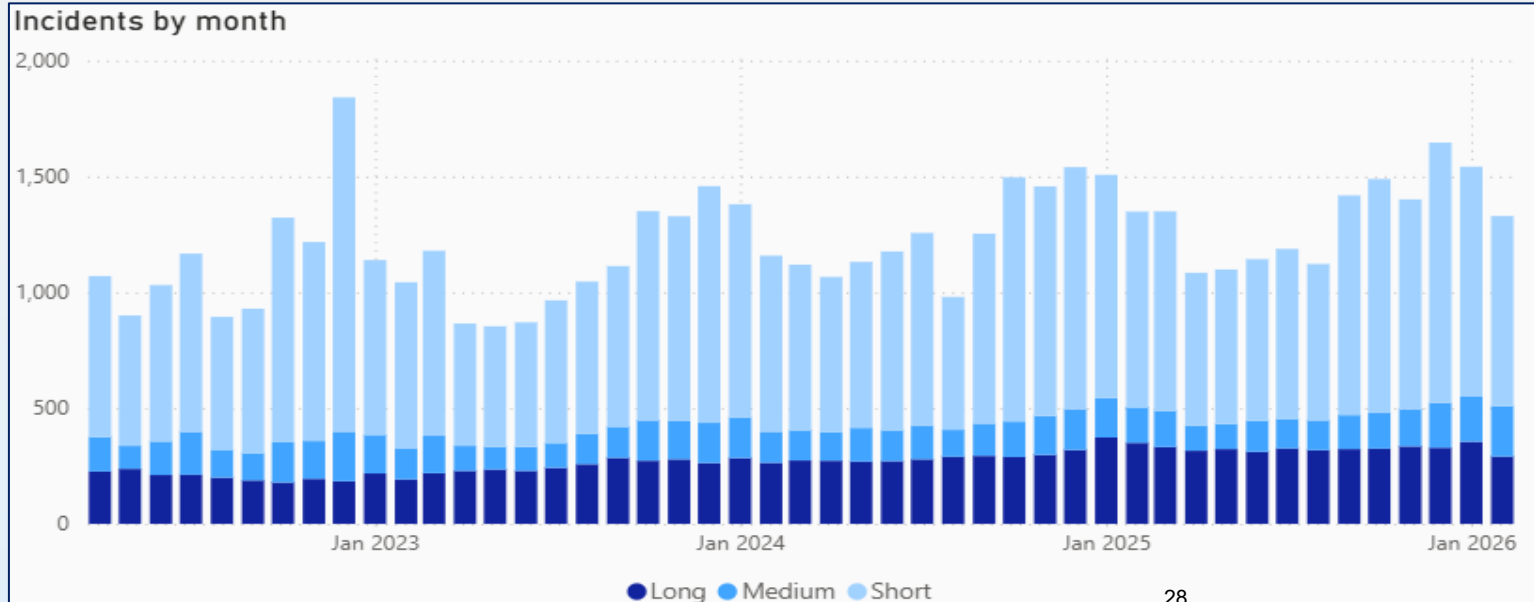


Effectively manage sickness levels and ensure consistent provision of appropriate work-based support

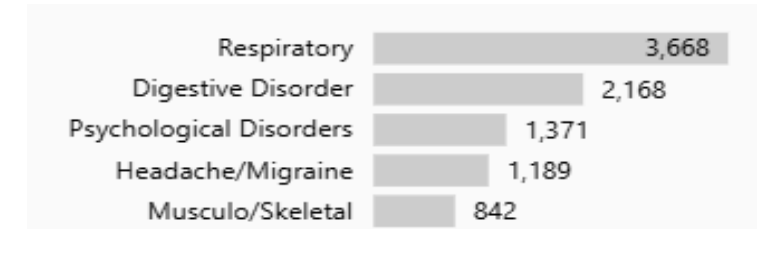
Reduce sickness incidents

Year to Last Complete Month				
Staff Type	Incidents Previous Period	Incidents Current Period	% Change	Strength % Change
Police	5,947	5,975	0%	14%
Staff	4,446	4,498	1%	13%
PCSO	406	378	-7%	7%
Total	11,180	11,192	0%	13%

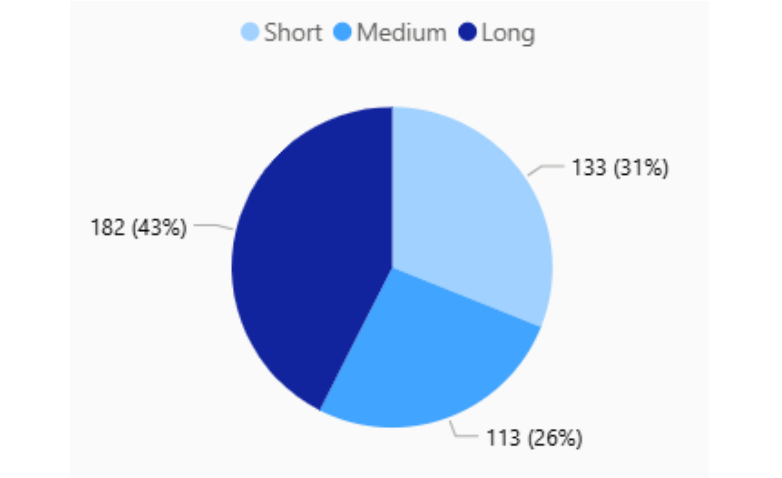
Sickness Incidents Per 100 FTE				
Staff type	Nov-25	Dec-25	Jan-26	Feb-26
Police	15.6	18.3	16.5	13.3
Staff	15.3	18.2	17.7	13.7
PCSO	16.4	21.0	17.3	18.7
Total	15.5	18.3	17.0	14.1



Year to Last Complete Month incidents by Dorset Category



Open sickness records as of 10th Mar



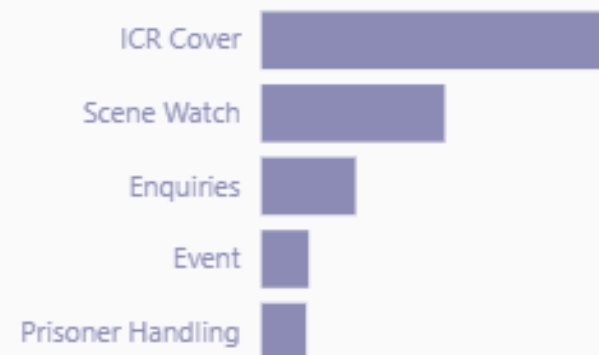
In current sickness, Psychological Disorders are the Dorset Category that contribute to the greatest number of sickness instances (39%).

Support operational readiness through improved use of organisational data

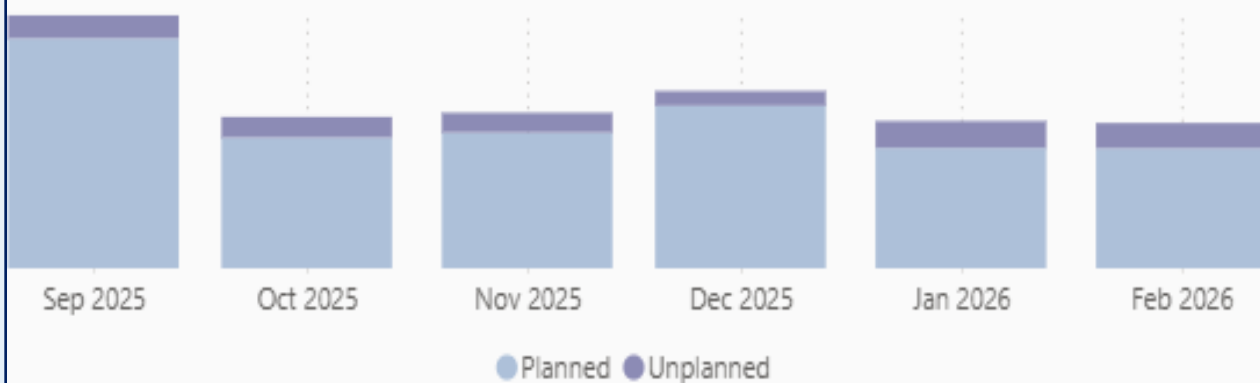
Actively monitor and manage neighbourhood officer abstractions

LCU	Rostered Working Hours	Planned Abstraction Hours	Planned Abstraction Rate	Unplanned Abstraction Hours	Unplanned Abstraction Rate	Overall Abstraction Rate	Planned Leave Hours	Planned Training Hours
Berkshire East LCU	171,415	27,629	16.1%	3,565	2.1%	18.2%	45,504	12,999
Berkshire West LCU	178,204	23,598	13.2%	2,465	1.4%	14.6%	39,966	13,979
Buckinghamshire LCU	176,855	14,069	8.0%	3,075	1.7%	9.7%	45,452	15,112
Milton Keynes LCU	132,136	11,311	8.6%	2,099	1.6%	10.1%	32,914	10,127
Oxfordshire LCU	226,992	17,034	7.5%	3,300	1.5%	9.0%	57,749	12,606
Local Policing Central	3,299	102	3.1%	0	0.0%	3.1%	637	403
Total	888,901	93,744	10.5%	14,503	1.6%	12.2%	222,222	65,226

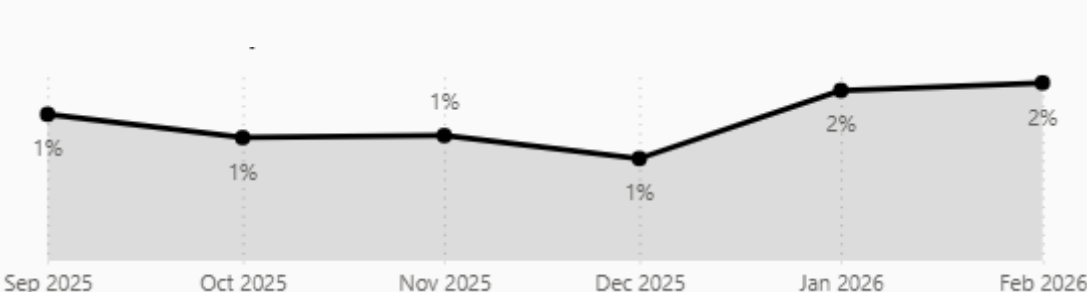
Unplanned Abstractions by Reason – Top 5



Abstraction volume by month



Unplanned Abstractions by Month



Increase victim satisfaction and ensure victims' needs are met

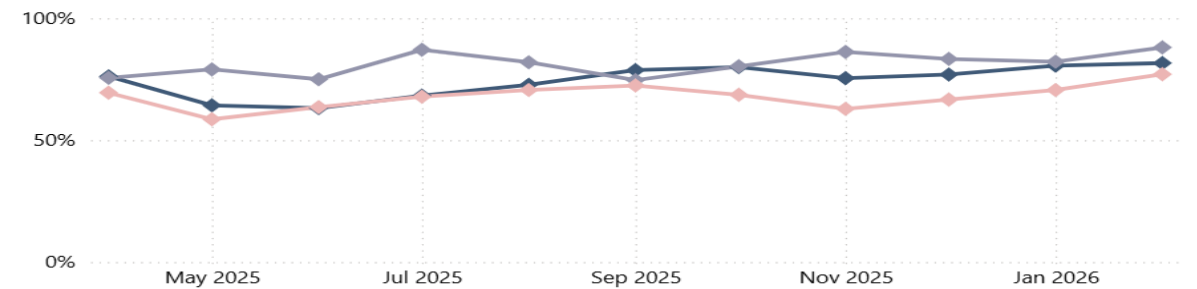
Utilise the victim satisfaction survey to improve our service to victims

Initial Contact

74%

999	75%
101	81%
Online	68%

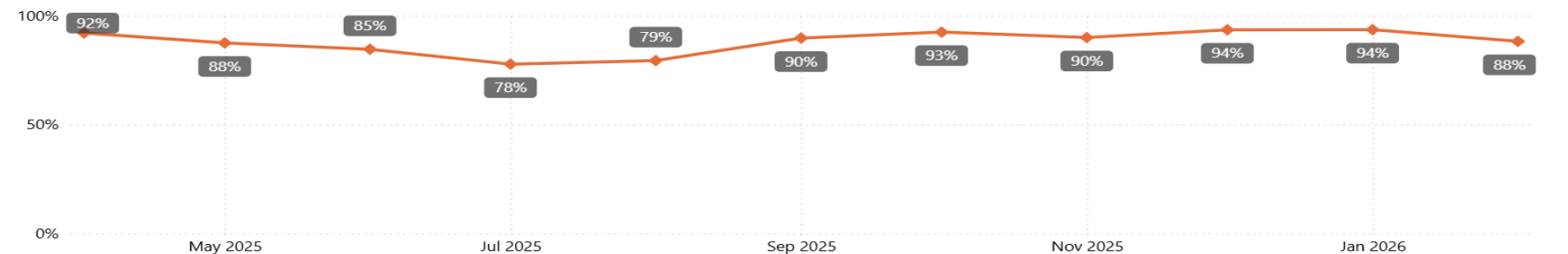
Reporting Method ◆ 999 ◆ 101 ◆ Online Web Form



Initial Officer Attendance

88%

Satisfaction Rate



Increase victim satisfaction and ensure victims' needs are met

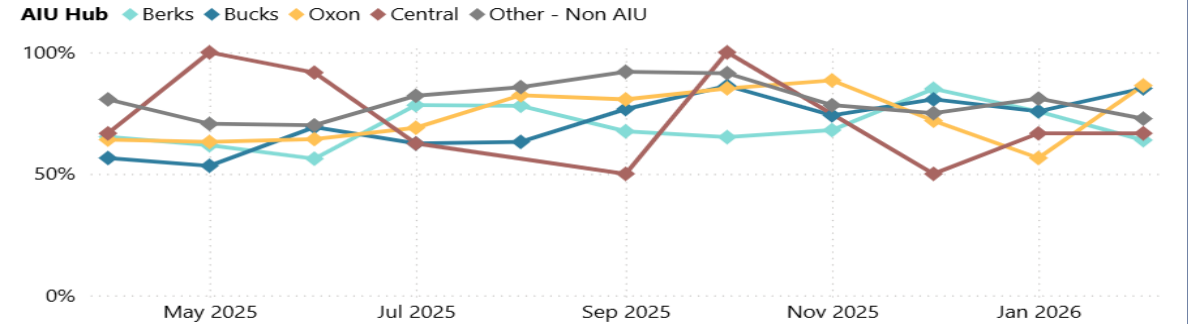
Utilise the victim satisfaction survey to improve our service to victims
Provide quality and timely updates to victims

AIU Triage

73%



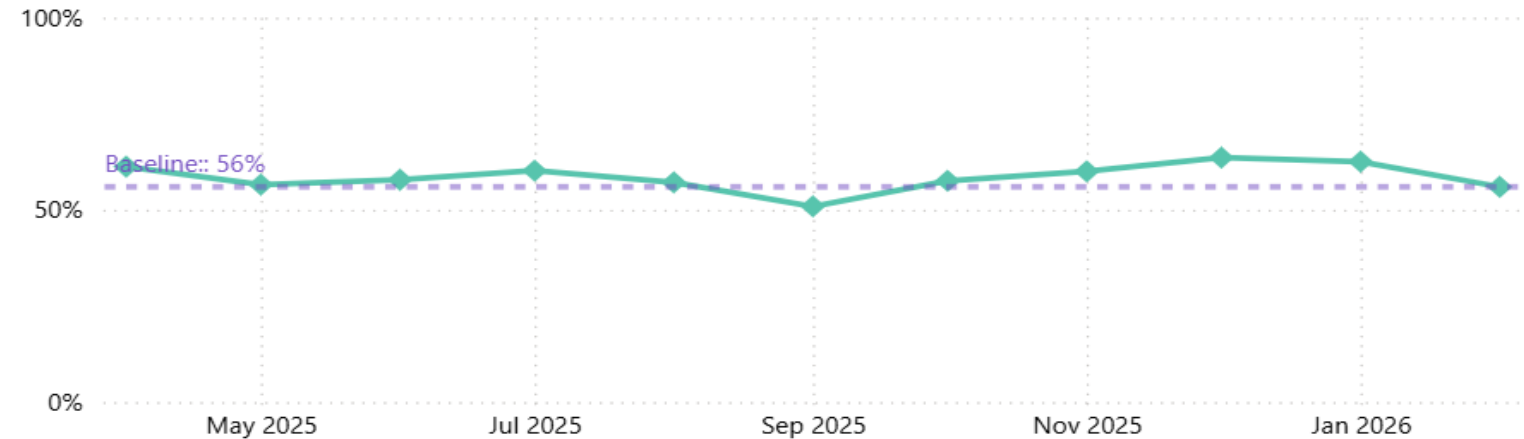
Berkshire	70%
Buckinghamshire	71%
Oxfordshire	73%



Investigation

58%

Overall Satisfaction (Inv)



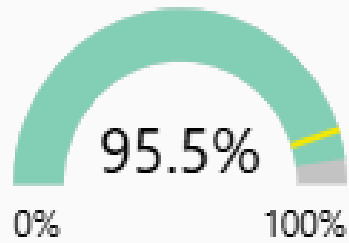
Improve call answering times

Ensure 90% of 999 calls are answered within 10 seconds

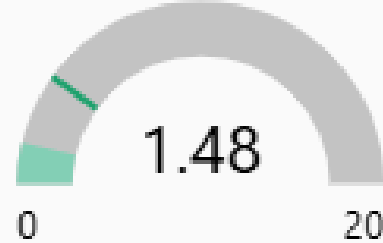
Achieve an average 101 call answering time of 4 minutes across 2025/26

Reduce negative abandonment rate for 101 calls

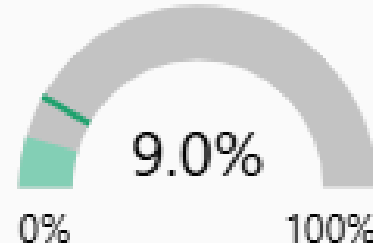
999 Service Level



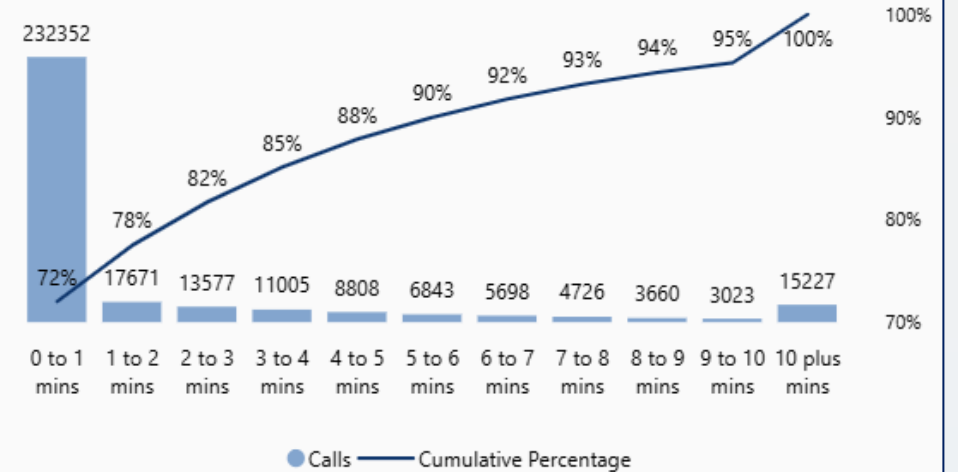
101 Average Wait



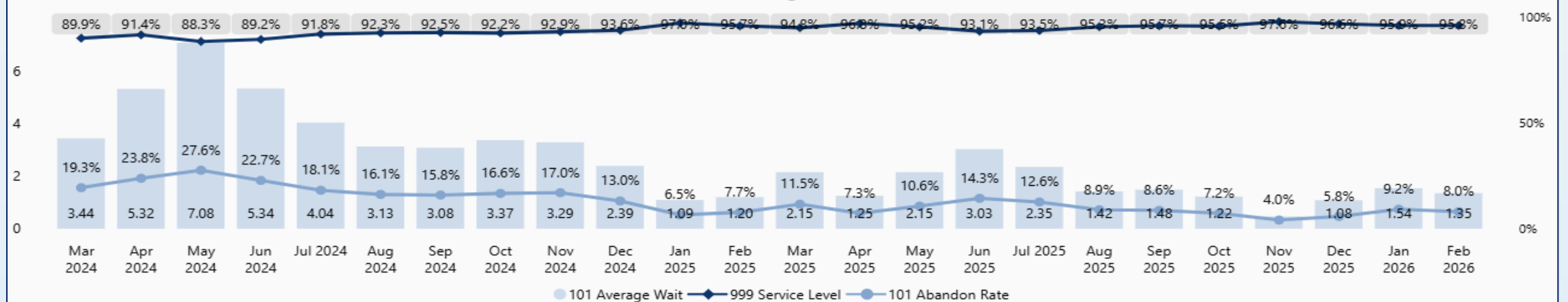
101 Abandon Rate



101 Answer Delay Distribution

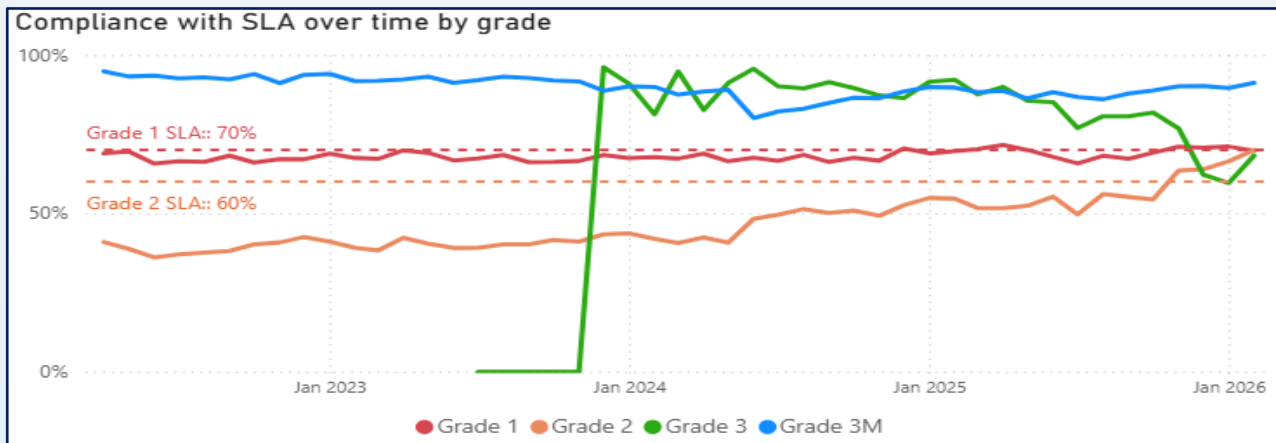
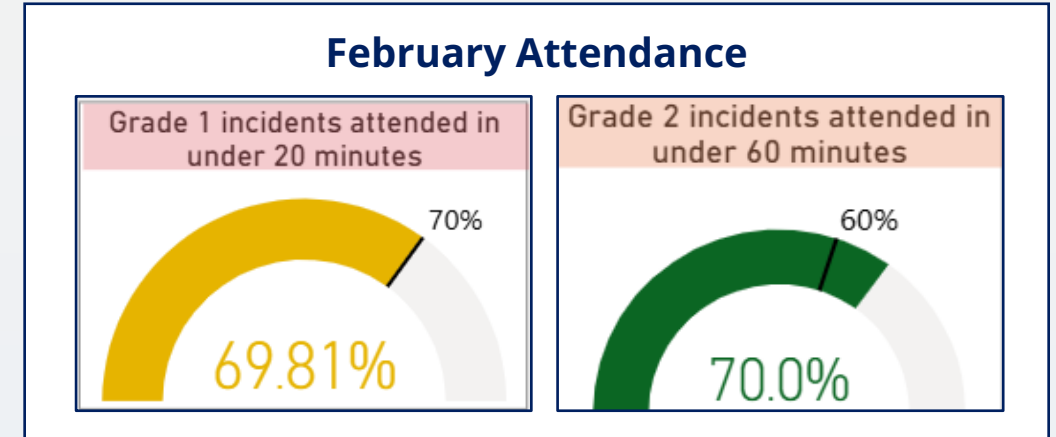
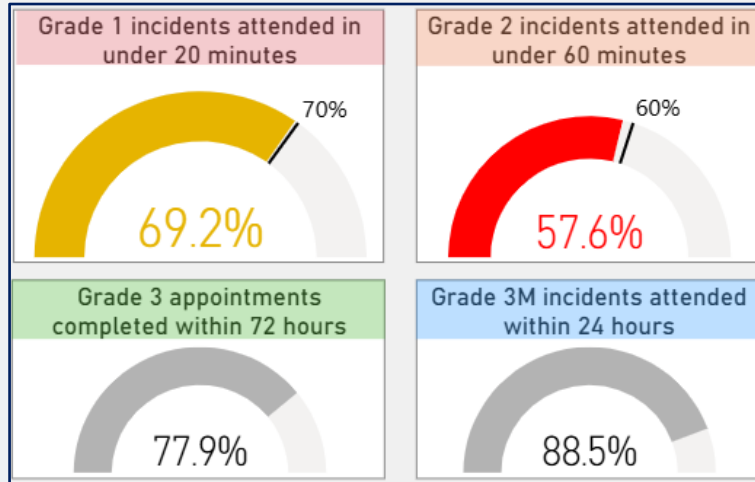


Call Handling Measures



Improve incident response times

- Increase the proportion of Grade 1 incidents attended in under 20 minutes to 70%
- Increase the proportion of Grade 2 incidents attended in under 60 minutes to 60%
- Ensure Grade 3 and 3M incidents are managed within appropriate timescales

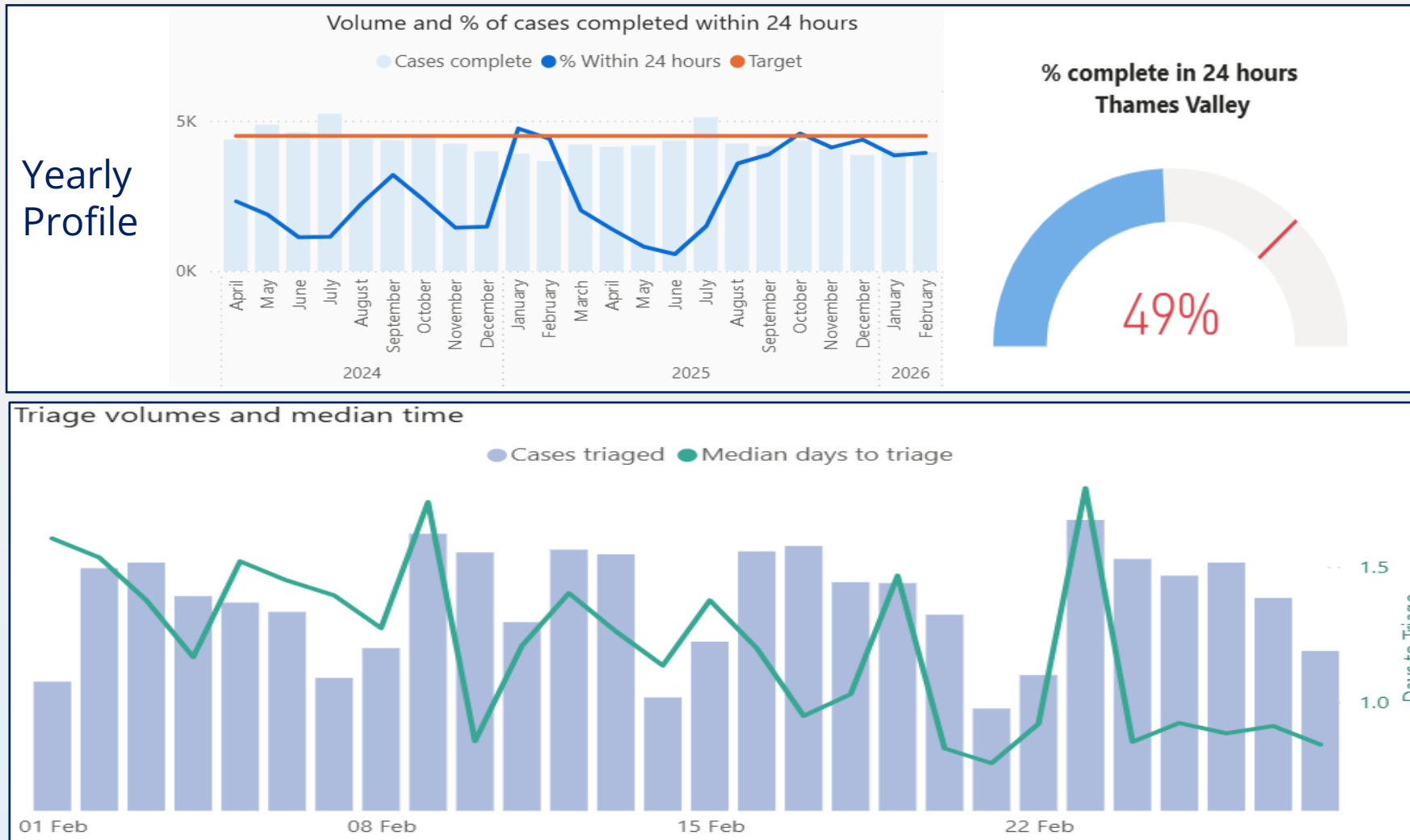


All Incidents

Incident Grade	Apr 2024 – Feb 2025	Apr 2025 – Feb 2026	Volume Change
Grade 1			
Grade 2			
Grade 3			
Grade 3M			
Grade 4			

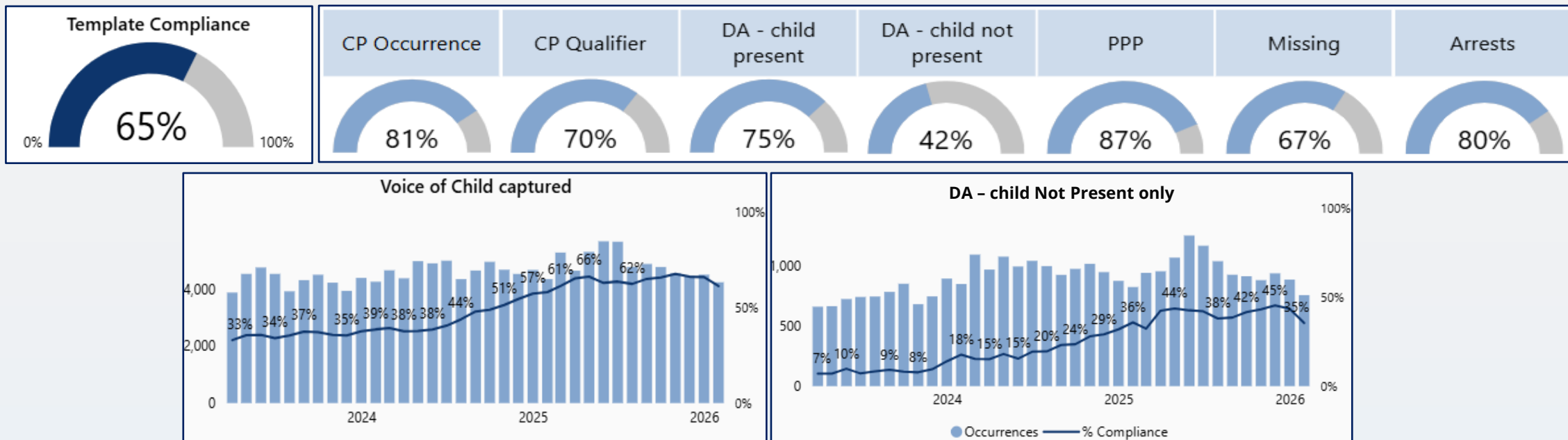
Improve incident response times

AIU to triage and make first contact attempt with the victim within 24 hours in 75% of cases

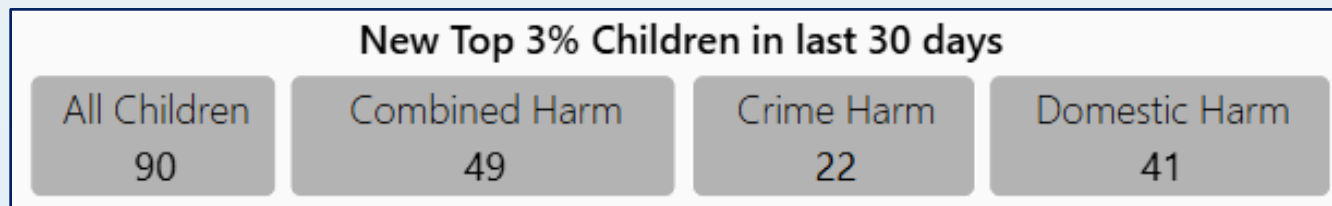
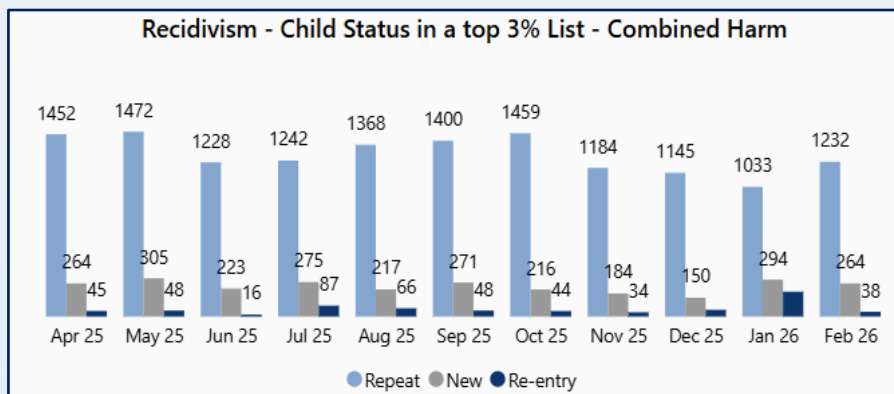


Improve TVP's management and support of vulnerable individuals

Consistently capture the voice of the child



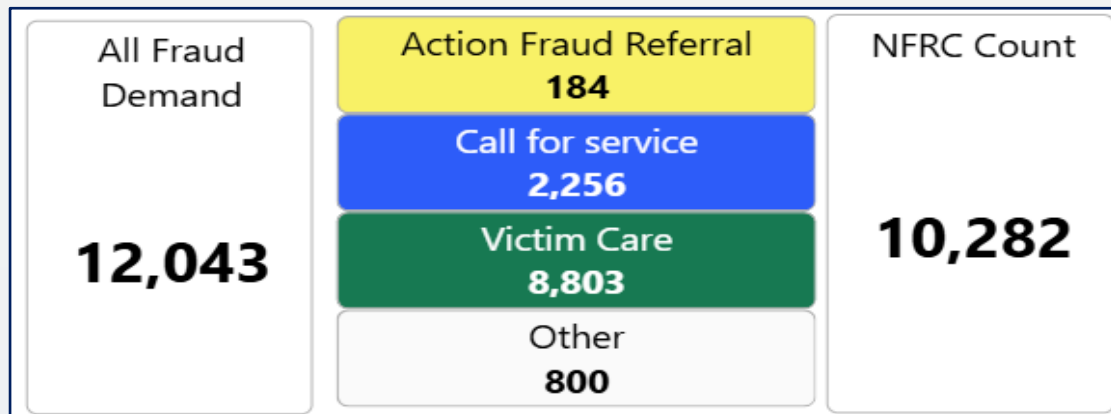
Actively manage children at risk of exploitation in order to reduce harm



Improve TVP's management and support of vulnerable individuals

Safeguard victims of fraud through Operation Signature & the Banking Protocol

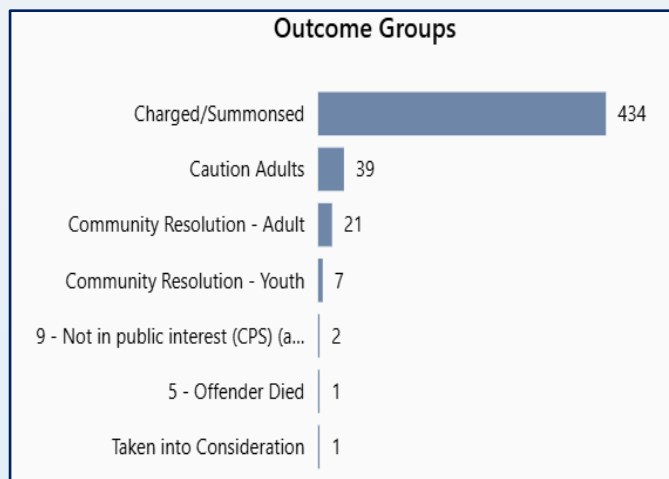
Year to Last Complete Month – April 2025 – February 2026



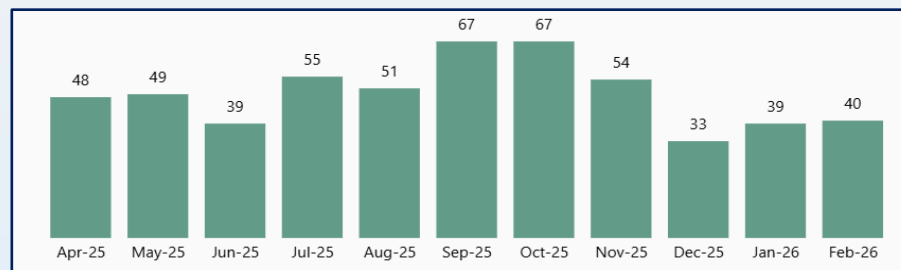
A Pronto solution to Op Signature data recording, and subsequent data capture, is being developed as the option of a Niche template is no longer viable. It is hoped Pronto solutions will also be suitable for other areas of Fraud in the future.

There have been recent artificial declines in the demand picture for Fraud due to changes in reporting to forces from Report Fraud and NFIB.

Positive Outcomes obtained in Fraud Investigations April 2025 – February 2026



Banking Protocol Occurrences

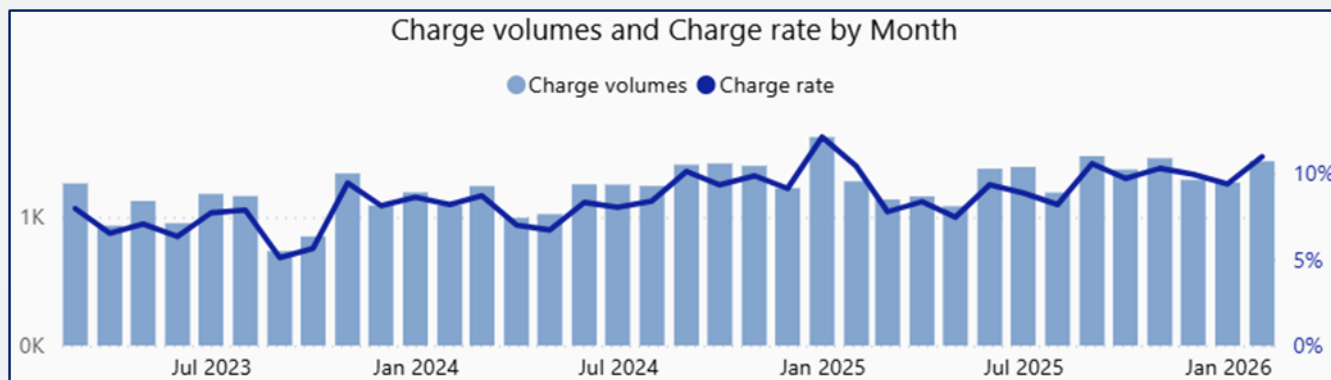
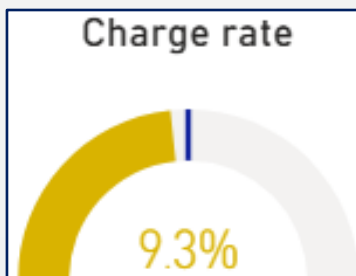


Banking Protocol Attendance Timeliness:

- 61% of banking protocol incidents have attendance recorded within 24 hours.
- 62% of Grade 1 incidents were attended within 20 minutes.
- 59% of Grade 2 incidents were attended in under 60 minutes.
- 34% have no attendance recorded.

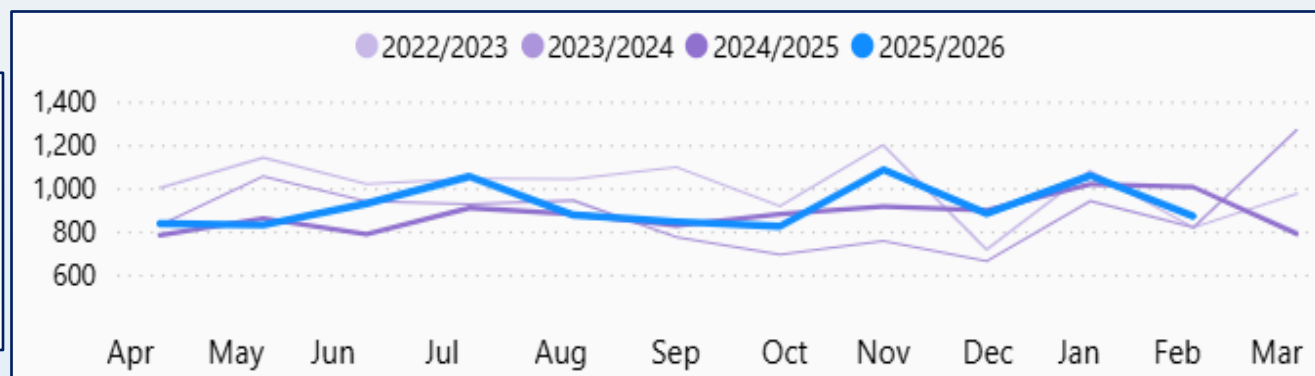
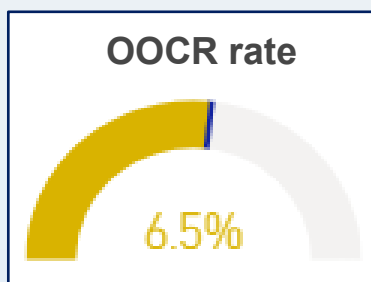
Bring more offenders to justice

Achieve an overall charge rate of 10%



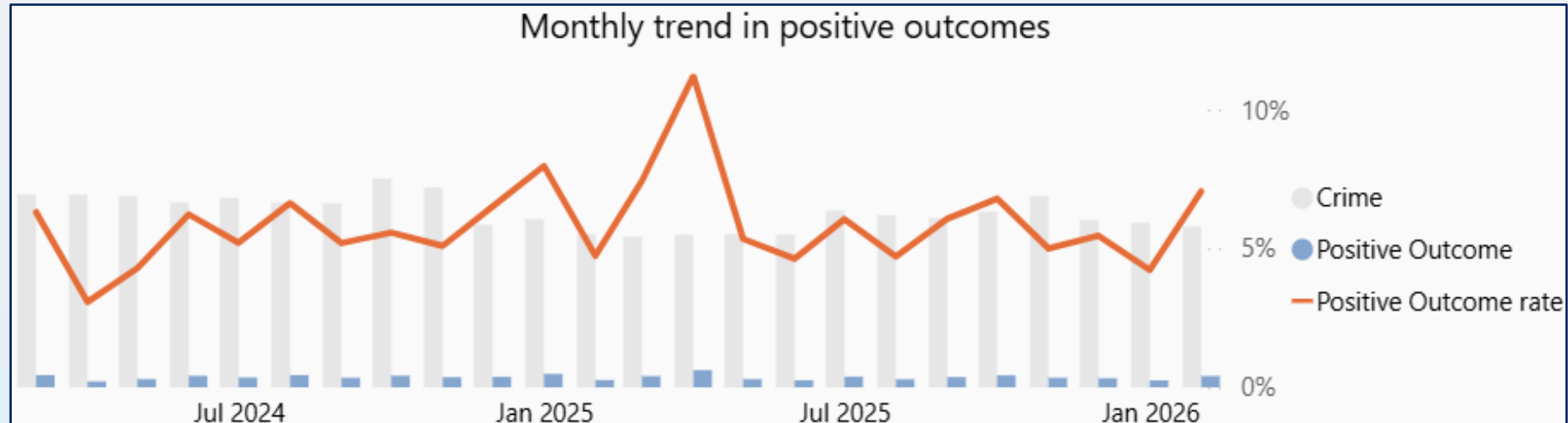
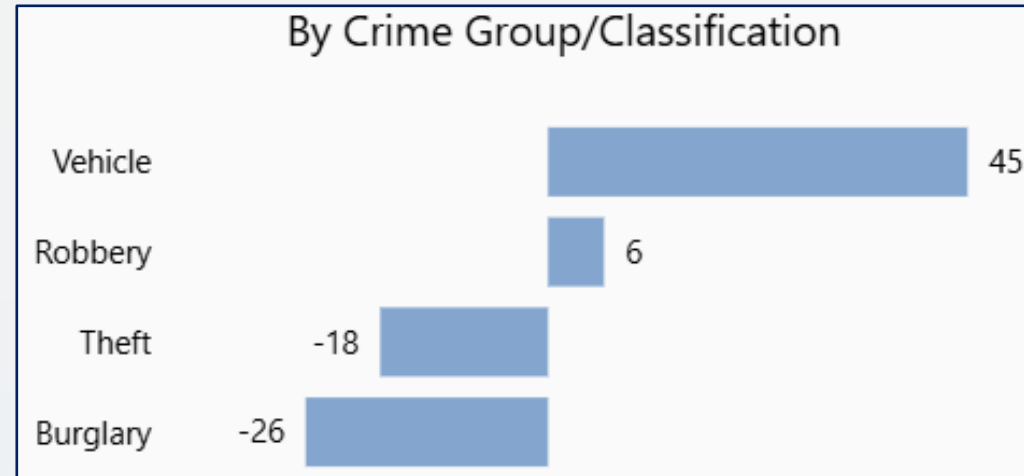
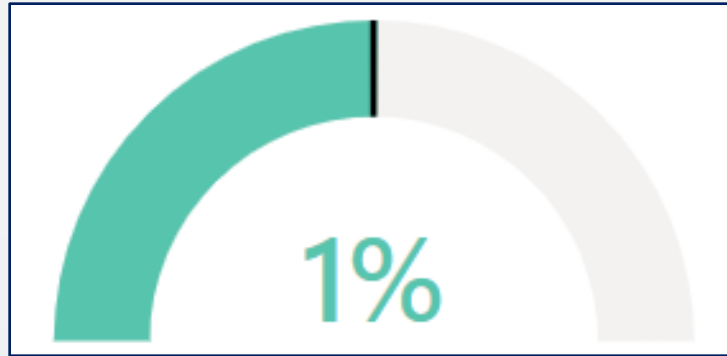
National comparison - Charges	National Rank	National Rate	MSG Rank	MSG Rate
December 2025	35	10.2%	6	9.6%

Achieve an overall out of court resolution rate of over 7%



National comparison - OOCR	National Rank	National rate	MSG Rank	MSG Rate
December 2025	9	4.5%	2	5.0%

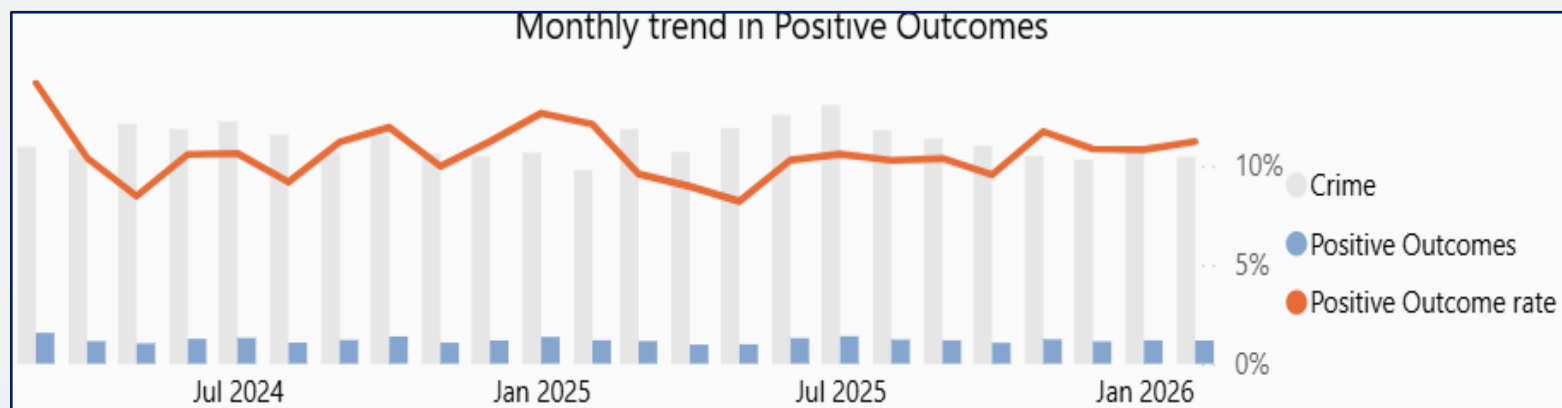
Increase positive outcomes achieved in Neighbourhood Crime



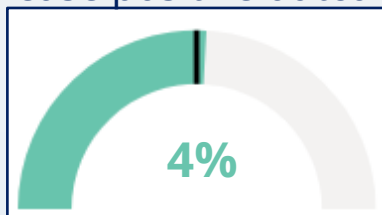
Improve outcomes for domestic abuse and violence against women and girls offences

Increase positive outcomes for VAWG offences supported by victim centred, suspect focused, context led investigations

Crime Type	Year-to-date 2024/25		Year-to-date 2025/26		Rate Change
	Volume	Rate	Volume	Rate	
All VAWG	3,691	10.7%	3,590	10.2%	-0.5
DA related	1,827	10.9%	1,825	10.9%	0.0
Rape	130	6.8%	147	7.5%	+0.7
Other Sexual	283	10.5%	364	12.4%	+1.9
Stalking	321	11.1%	311	9.8%	-1.3
Harassment	696	8.7%	620	7.6%	-1.1

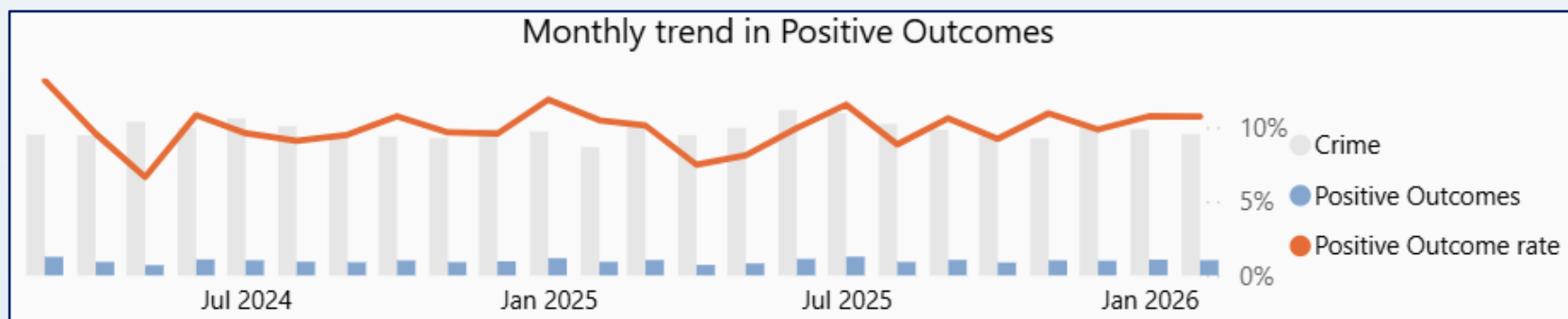


Increase positive outcomes for Domestic Abuse offences



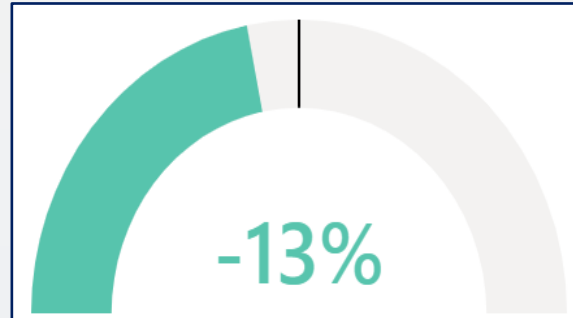
By outcome group/type

Out of Court - Formal	108
Out of Court - Informal	95
Offender Died	8
Not in public interest - CPS dec...	5
Court Resolution	-129

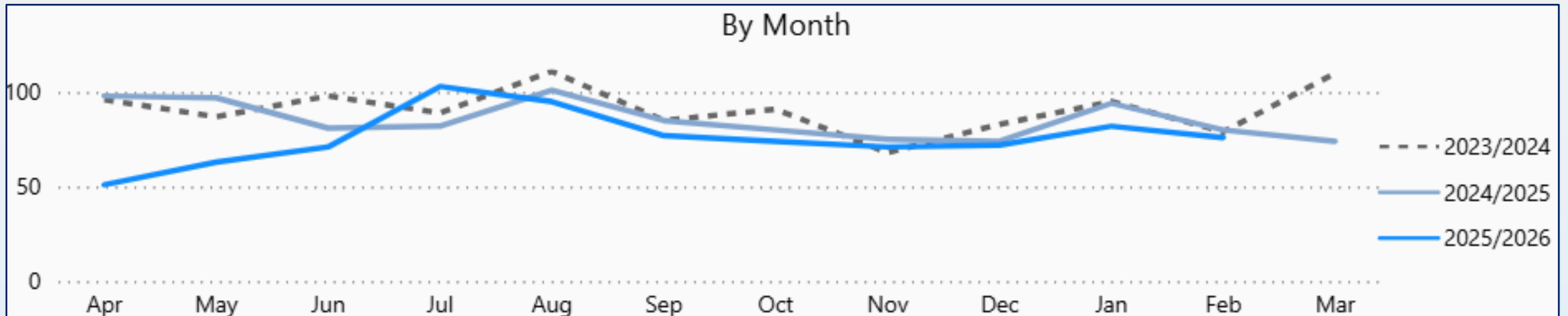


Maintain low levels of knife enabled crime

Maintain 2023 – 2025 reductions in knife enabled crimes

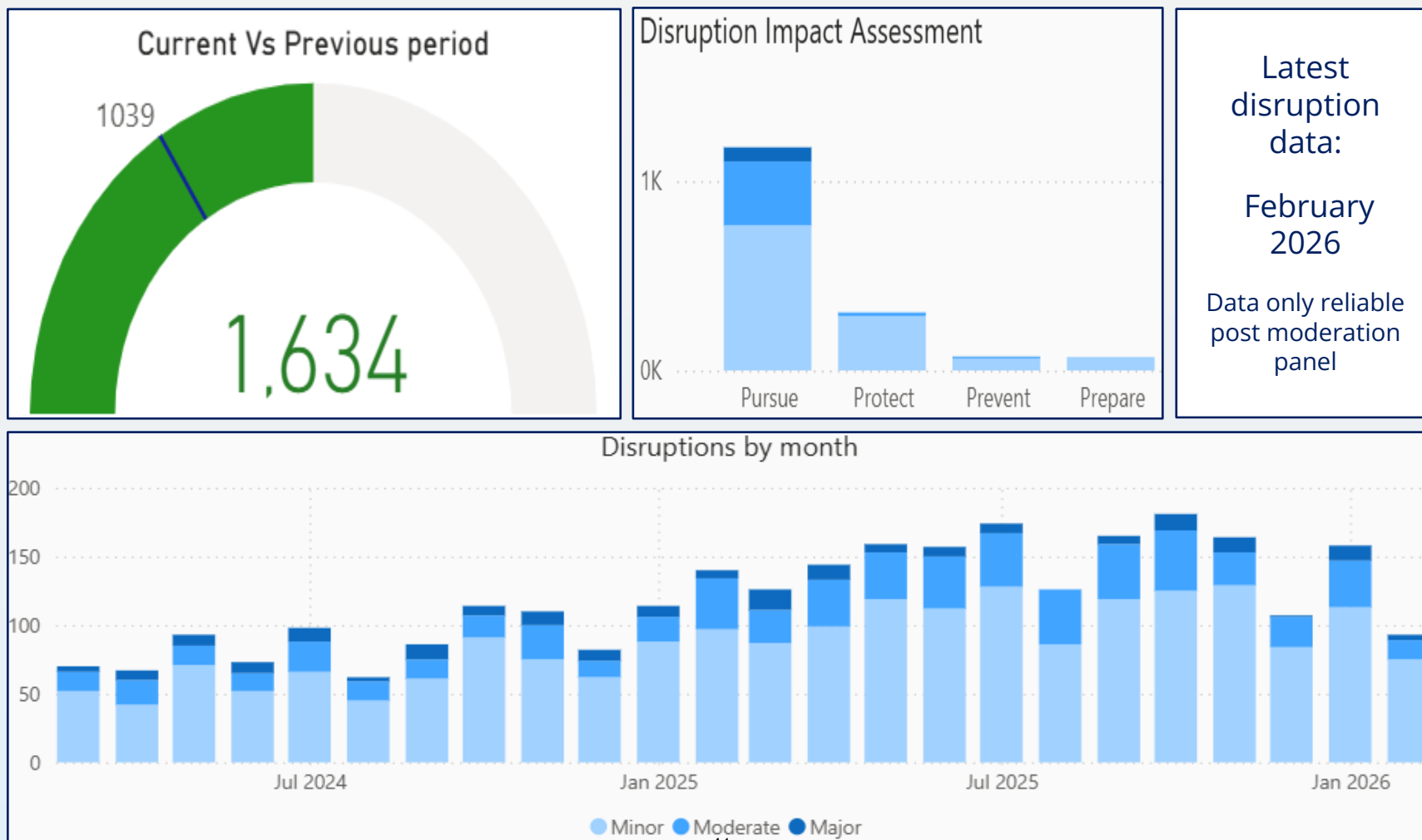


By Month



Target and disrupt serious organised crime

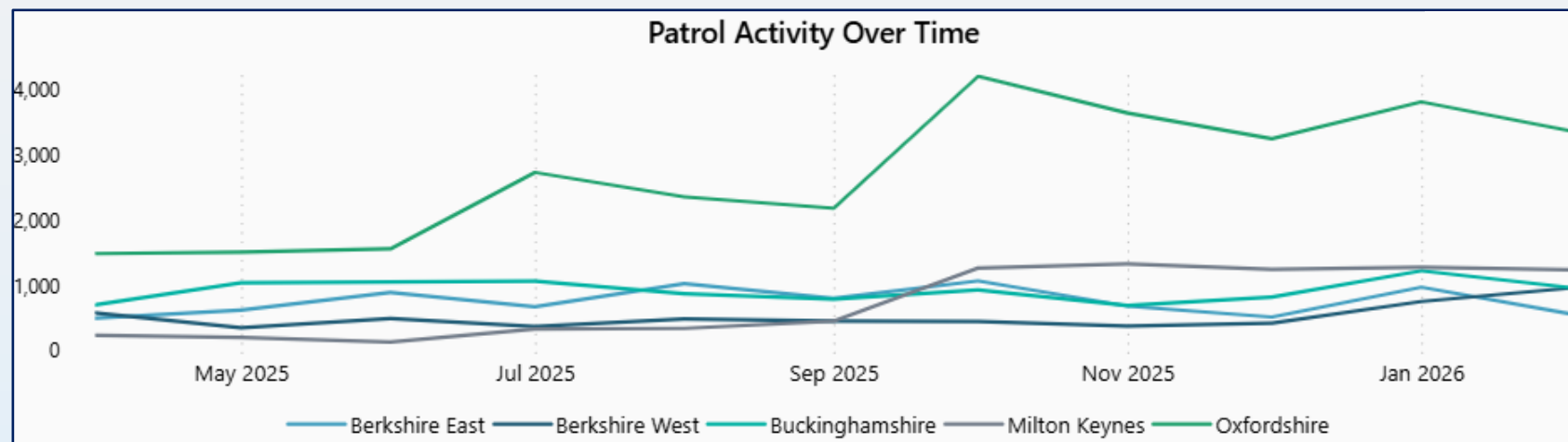
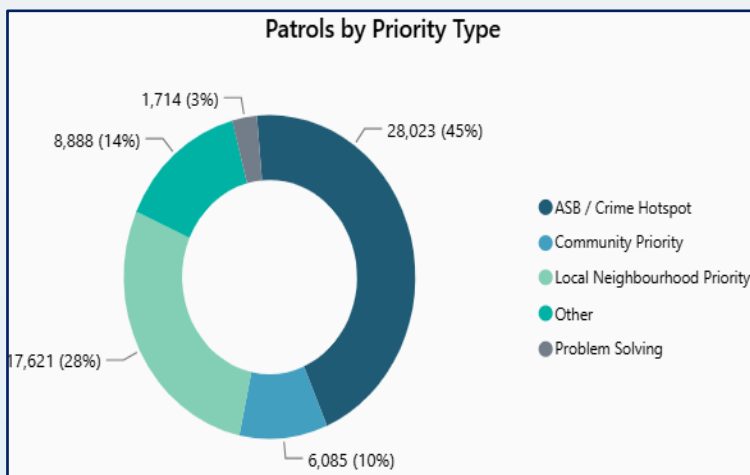
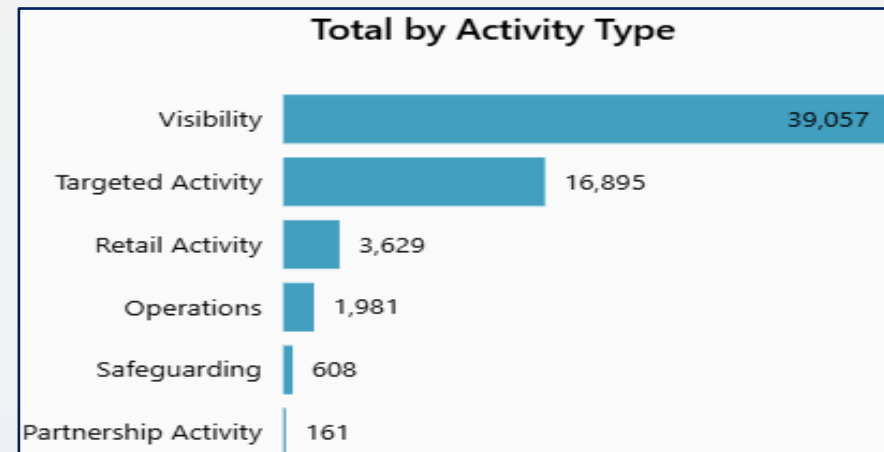
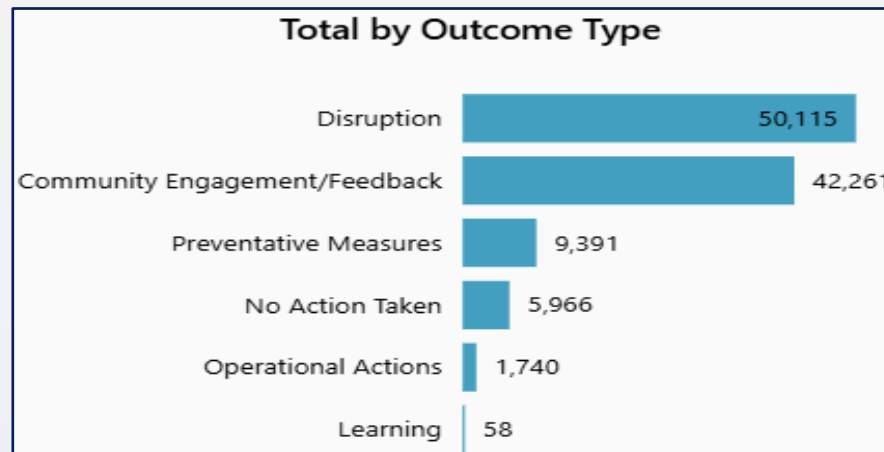
Undertake meaningful disruptions through effective response to regional and national taskings



Prioritise local engagement through excellent neighbourhood policing

Maintain clear neighbourhood priorities and increase visibility through intelligence-led patrols

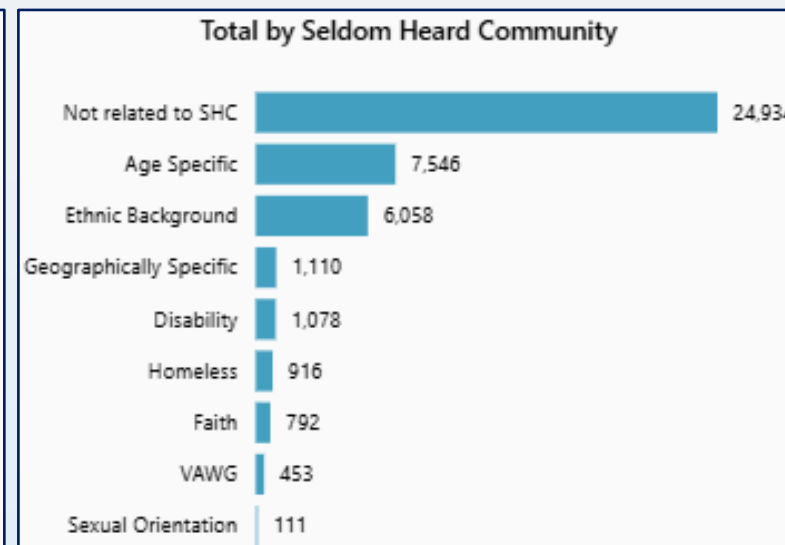
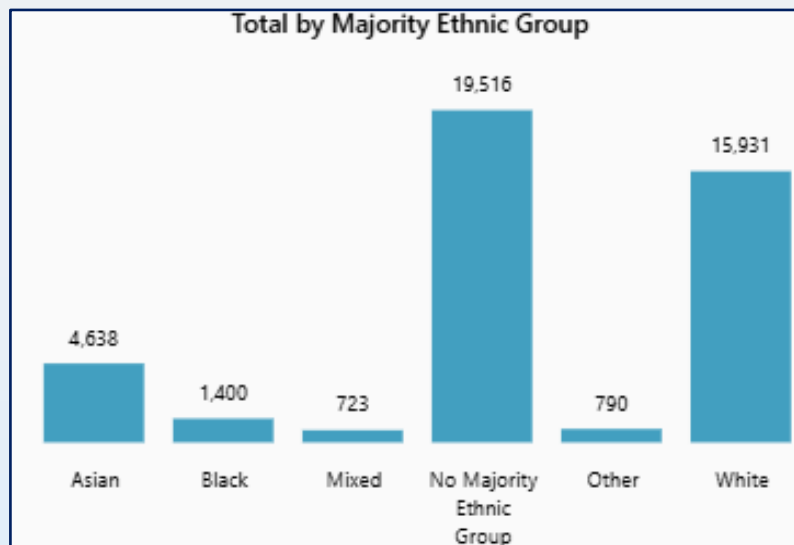
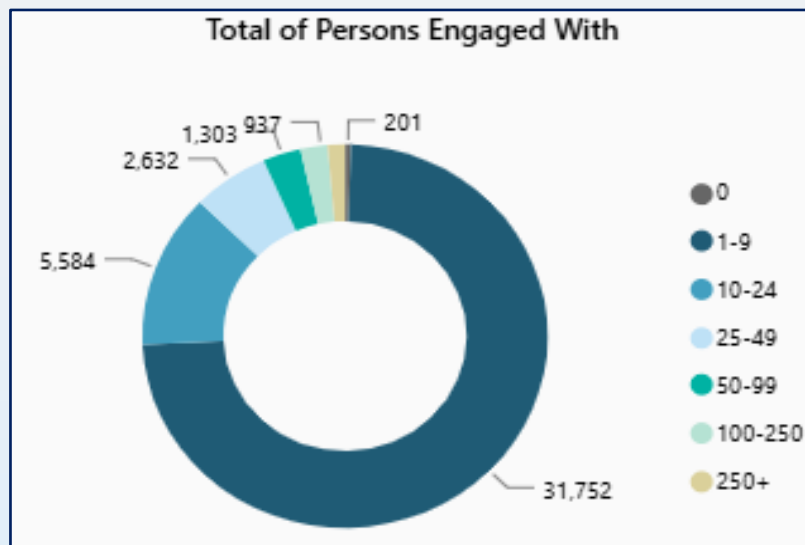
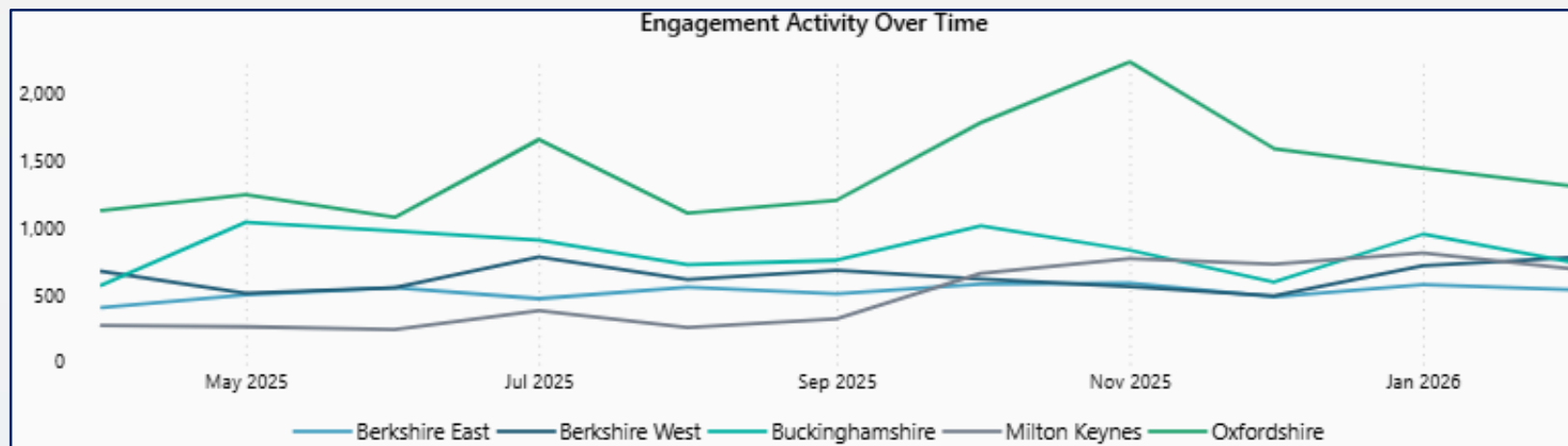
LCU	Total Patrols
Berkshire East	8,339
Berkshire West	5,721
Buckinghamshire	10,169
Milton Keynes	8,086
Oxfordshire	30,061
Total	62,376



Prioritise local engagement through excellent neighbourhood policing

Increase engagement with seldom heard from communities through named, contactable officers for every neighbourhood

LCU	Engagements Total
Berkshire East	5,773
Berkshire West	6,992
Buckinghamshire	9,114
Milton Keynes	5,398
Oxfordshire	15,767
Total	43,044



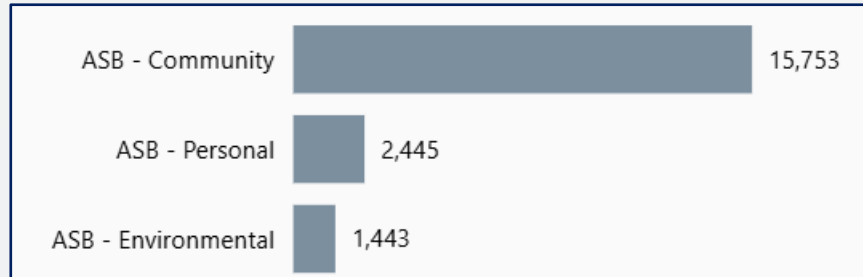
Prioritise local engagement through excellent neighbourhood policing

Increase engagement with seldom heard from communities through named, contactable officers for every neighbourhood

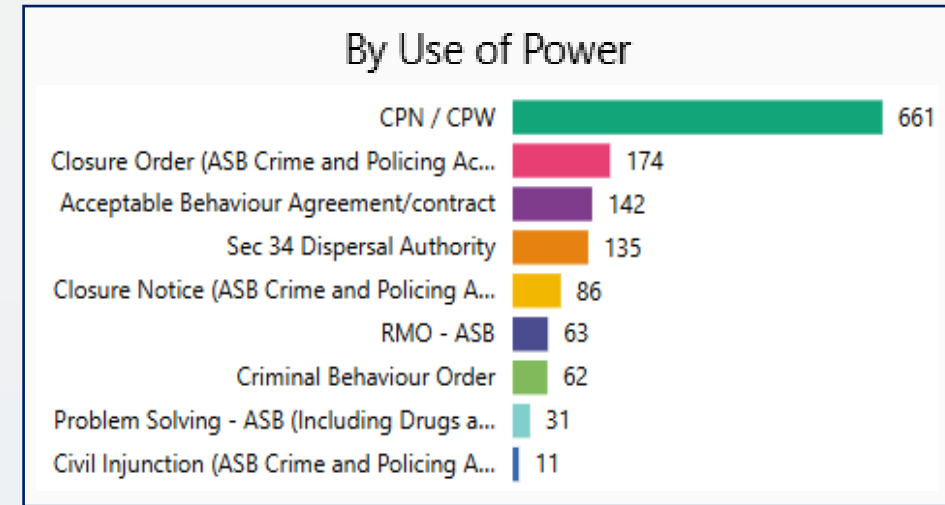
LCU	% of Neighbourhoods with a Published Neighbourhood Officer	% of Neighbourhoods with an Issued Priority in the Last Three Months	% of Neighbourhoods with a meeting scheduled in the next three months	% Contacts responded to within 72 hours
Berkshire East	100%	100%	100%	100%
Berkshire West	100%	100%	100%	99%
Buckinghamshire	100%	100%	100%	99%
Milton Keynes	100%	100%	100%	100%
Oxfordshire	100%	100%	96%	99%
Thames Valley	100%	100%	99%	99%
Team Members Priorities Meetings 72hr contact				
The number of neighbourhoods which in the next 14 days will have priorities that are more than 3 months old: 14 The number of neighbourhoods which in the next 14 days will fail to have a meeting advertised for the following 3 months: 8				

Prevent crime and anti-social behaviour in our communities in line with the neighbourhood guarantee

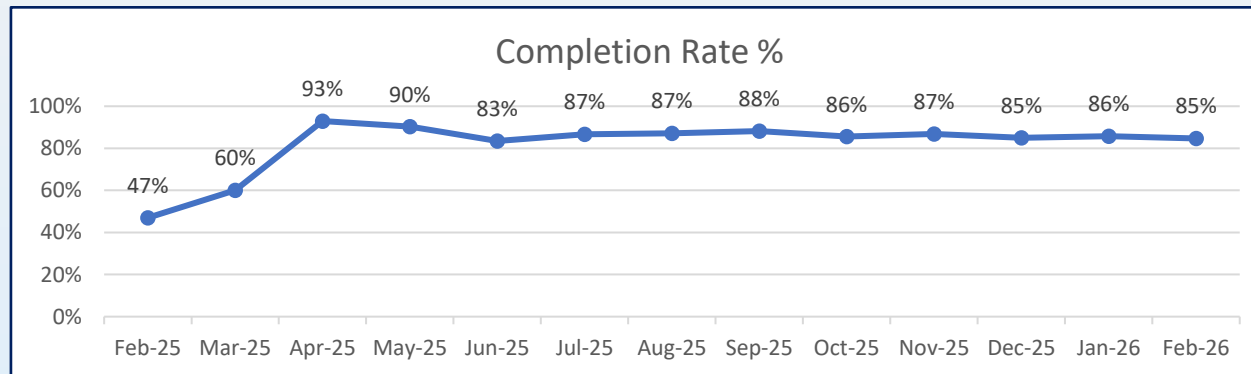
Tackle persistent anti-social behaviour



	Count Previous	Count Current	Count Change	% Change	Current Per 1000 Pop
Crime	6,507	8,719	2,212	34%	3.47
Incident	17,817	19,641	1,824	10%	7.81
Use of Power	1,005	1,365	360	36%	0.54
Breach of Power	205	315	110	54%	0.13



Improve consistency of anti-social behaviour risk assessment compliance

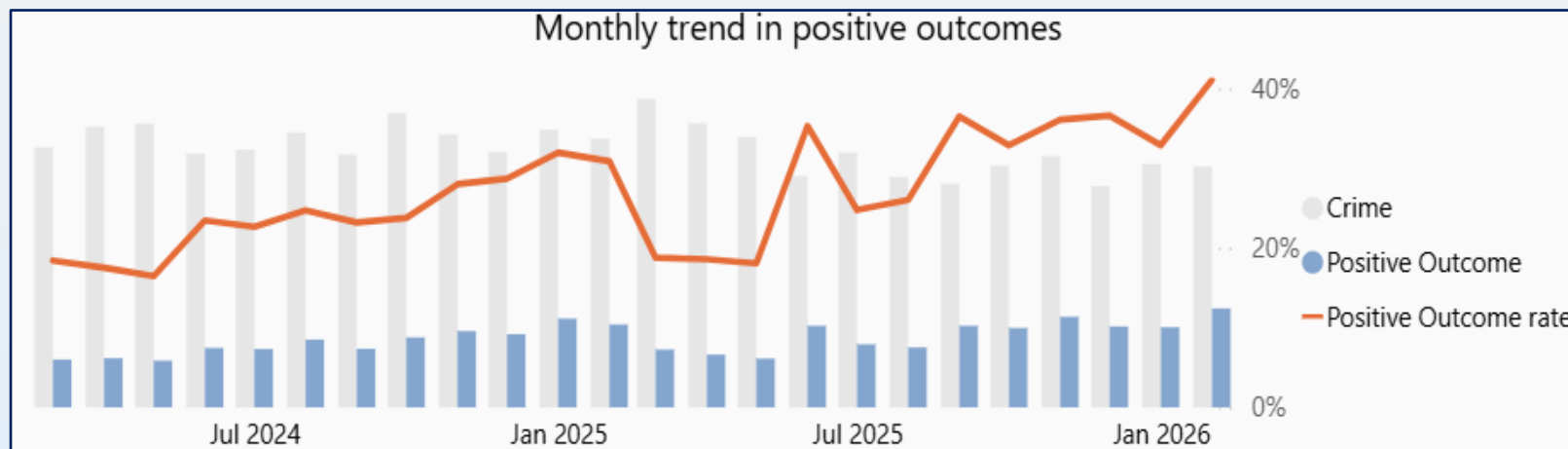


Work to prevent retail crime & deliver more positive outcomes

Retail Crime
Positive Outcome
Rate YTD
30%

Positive Outcome
Volume change
vs last year
+528

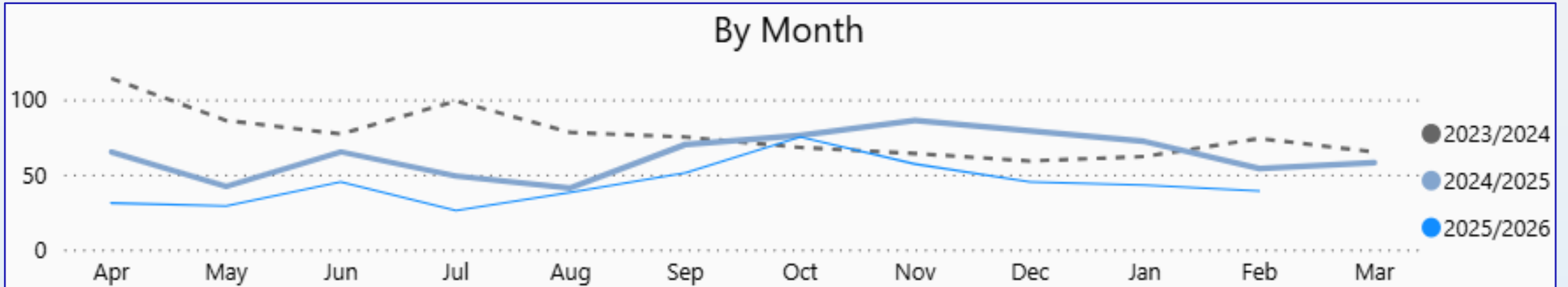
National comparison - Outcomes	National Rank	National Rate	MSG Rank	MSG Rate
December 2025	33	27.7%	5	27.6%



Reduce rural crime

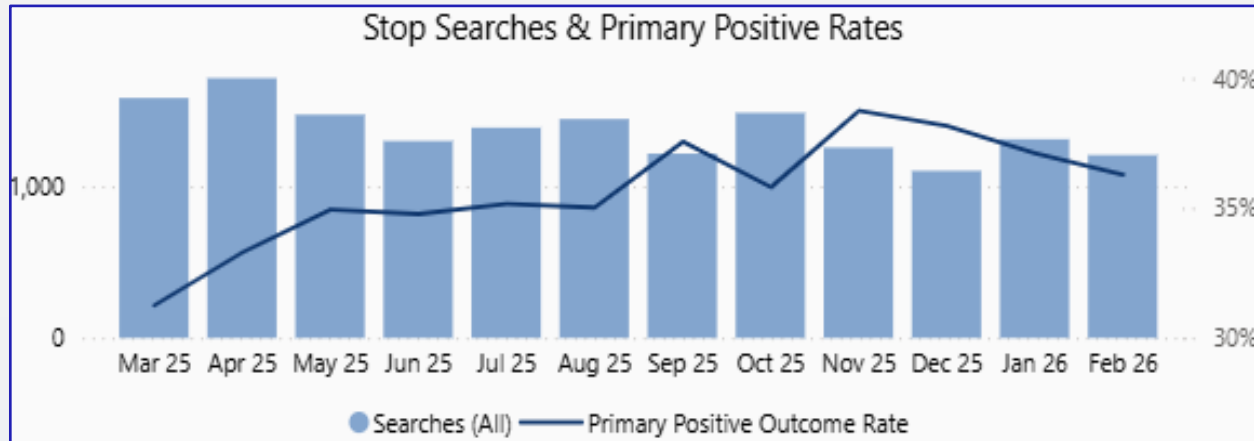


By Month



Ensure transparent use of powers

Maintain high Stop & Search outcome rates & embed supervisory oversight



Increase the completion of use of force forms to an average of 1.2 forms per arrest

