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Police & Crime Commissioner
for Thames Valley

Thames Valley Police and Crime Commissioner Response to HMICFRS PEEL 2025–27 Inspection of Thames Valley Police

[PEEL 2025–27: Police effectiveness, efficiency and legitimacy – An inspection of Thames Valley Police](#)

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Introduction

I welcome the publication of HMICFRS's PEEL 2025–27 inspection of Thames Valley Police and would like to thank the inspectors and staff involved in completing this comprehensive assessment of the force.

PEEL inspections provide an important independent assessment of policing effectiveness, efficiency and legitimacy. They help identify both areas of good practice and areas where further improvement is required, providing valuable insight for police forces, Police and Crime Commissioners and the public.

As Police and Crime Commissioner, I take these findings seriously and will continue to use them to inform my scrutiny and oversight of Thames Valley Police.

Overall Assessment

The report presents a mixed but generally improving picture of policing performance across Thames Valley. It recognises significant progress in several important areas, including neighbourhood policing, tackling violence against women and girls, rural crime, workforce development, emergency call handling and response performance.

The report also highlights examples of innovation and good practice, including the force's approach to tackling violence against women and girls, rural crime prevention and workforce development. These are welcome findings which demonstrate the positive impact that sustained focus, investment and leadership can achieve.

I am particularly pleased that Thames Valley Police has improved its grading in a number of areas since the previous PEEL inspection cycle, including preventing and deterring crime, responding to the public, safeguarding vulnerable people and workforce development. The force has also removed its previous Inadequate grading and increased the number of areas assessed as Good.

Overall, the position is stronger than that reported in the 2023–25 PEEL inspection. HMICFRS has recognised improvements in several areas and noted the positive impact of investment and reform activity undertaken by the force. Most notably, the force has improved from its previous Inadequate grading for protecting vulnerable



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people, improved its grading for responding to the public, and achieved Good gradings for both neighbourhood policing and workforce development.

These improvements reflect the commitment of officers, staff and volunteers who continue to serve communities across Berkshire, Buckinghamshire, Milton Keynes and Oxfordshire whilst managing increasing demand and significant financial pressures.

Areas Requiring Further Improvement

While progress is evident, the report identifies several areas where further improvement is required.

In particular, HMICFRS highlights continuing concerns regarding the quality and consistency of criminal investigations, the service provided to victims, aspects of safeguarding vulnerable people, and elements of leadership and force management.

The findings relating to investigations and safeguarding are especially important. Victims must have confidence that crimes reported to the police will be investigated thoroughly, promptly and professionally. Equally, those who are vulnerable, including victims of domestic abuse and children at risk of harm, must receive effective protection and support.

It is clear that further progress is still required. While Thames Valley Police is moving in the right direction overall, some of the most significant service-delivery challenges identified by HMICFRS continue to require sustained attention and focus.

Holding the Chief Constable to Account

My role as Police and Crime Commissioner is not to direct operational policing but to hold the Chief Constable to account on behalf of the public.

I have sought assurance from Thames Valley Police regarding the findings of this inspection and the arrangements being put in place to oversee improvement activity. I understand that strategic leads have been identified for each Area for Improvement and that governance arrangements are being established to monitor delivery and provide force-level oversight of progress.

I will continue to seek assurance through my regular meetings with the Chief Constable, formal governance arrangements and existing scrutiny processes to ensure that improvements are delivered, embedded and sustained.

In particular, I will continue to monitor progress in those areas highlighted by HMICFRS as requiring improvement and seek assurance that the force is delivering meaningful and sustainable change.



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Conclusion

Overall, this report provides evidence that Thames Valley Police is making progress in several important areas while also highlighting where further work remains necessary.

I welcome the force's commitment to addressing the findings and recognise the considerable effort that continues to be made across Thames Valley Police to serve the public in increasingly challenging circumstances.

The people of Thames Valley rightly expect an effective, efficient and legitimate police service. I will continue to hold the Chief Constable to account for delivering the improvements required and will keep progress against these findings under close review.

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