

ITAC Community Update

October 2026

The Independent Trust, Assurance and Confidence Board (ITAC) has completed its first cycle of scrutiny under a new pillar-based approach. Members reviewed evidence provided by Thames Valley Police across the five trust and confidence pillars and identified areas where further assurance, evidence and improvement are required.

Use of Powers

Members reviewed stop and search data, body-worn video compliance and disproportionality information.

What gave assurance

- High levels of body-worn video compliance.
- Improved 'find rates' demonstrating positive outcomes from encounters.
- Access to a broad range of data and performance information.

Questions and challenges raised

- Continuing racial disproportionality affecting Black communities.
- Limited contextual information explaining trends and performance.
- A need to better understand how learning from scrutiny influences operational practice.

Next steps Members requested further discussion with subject matter experts to provide additional context and evidence around disproportionality and organisational learning.

Internal Workforce Trust & Confidence

Members reviewed workforce survey information, staff confidence measures and evidence relating to organisational culture.

What gave assurance

- A clear People Strategy and framework for improvement.
- Evidence that workforce feedback is being considered within organisational planning.
- Recognition of activity to improve workforce experience.

Questions and challenges raised

- Confidence in promotion processes.
- Perceptions of fairness and equality within the organisation.
- Whether improvements are resulting in measurable changes for staff.

Next steps Members requested stronger evidence demonstrating the impact of organisational initiatives and how staff feedback is directly influencing change.

Victimisation

Members reviewed information relating to victim support, satisfaction and service delivery.

What gave assurance

- Significant work undertaken to support victims.
- Strong governance and monitoring arrangements.
- Evidence of commitment to improving victim experiences.

Questions and challenges raised

- How victim satisfaction information is used to drive improvement.
- Whether feedback from victims results in organisational learning.
- How the impact of improvement work is measured.

Next steps Members requested additional evidence demonstrating outcomes for victims and examples of learning being translated into service improvements.

Engagement & Reconciliation

Members reviewed information relating to community engagement activity and public consultation.

What gave assurance

- Extensive engagement activity across Thames Valley.
- A structured approach to engagement and community contact.
- Examples of work taking place with a range of communities.

Questions and challenges raised

- How engagement activity translates into increased trust and confidence.

- Whether community feedback influences decision-making.
- How outcomes and impact are evaluated.

Next steps Members requested clearer evidence showing how engagement activity has influenced policing decisions and improved outcomes for communities.

Community Cohesion

Members reviewed the information provided and discussed whether it adequately demonstrated progress against the Community Cohesion pillar.

What gave assurance

- The Force recognised the importance of community cohesion and provided some examples of relevant activity.

Questions and challenges raised

- Members did not feel sufficient evidence had been provided to demonstrate performance, impact or outcomes.
- It was unclear how community cohesion is being measured.
- Members identified a lack of information showing whether activities were improving trust, confidence or community relationships.

Next steps Further work is required to develop a more comprehensive evidence base and provide clearer measures of performance and impact within this pillar.

Themes Emerging Across Scrutiny

Across all five pillars, members consistently welcomed the openness of information provided and the willingness of Thames Valley Police to engage with independent scrutiny.

However, a common theme emerged across scrutiny activity. Members were generally seeking stronger evidence of **impact and outcomes**, rather than descriptions of activity. In particular, members wanted greater assurance that:

- Community and workforce feedback influences decision-making.
- Learning is translated into organisational change.
- Success is measured through outcomes rather than activity levels alone.

Members will continue their scrutiny activity throughout the next quarter, with further evidence and responses to be reviewed at future ITAC meetings.