



# Chief Constable John Campbell QPM

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**Slough**  
Borough Council

14<sup>th</sup> November 2019

THAMES VALLEY POLICE

# STRATEGIC PLAN

19/  
20



# **Thames Valley will deliver an excellent service and be regarded as an outstanding force**

- We will focus on crime reduction and the disruption of criminal activity, creating a hostile environment for those that would do harm
- When people call us for help we will provide a caring, effective and swift response to those in need
- Where crimes are committed, we will investigate appropriately and relentlessly seek justice for victims
- Our response to major and serious incidents and our policing operations will be first class

The public will know that when things are at their very worst for them we will be at our very best.

Through these endeavours our communities will have high levels of trust and confidence in Thames Valley Police.

# Priority Outcomes 2019/20

SP<sup>19/20</sup>

**Reduce crime and incidents** through targeted and effective problem-solving

**The Force will focus on:**

Knife crime;  
The disruption of organised crime groups, including those committing rural crime;  
County drugs lines  
Making best use of our time and resources by effectively reducing need.

**Bring more criminals to justice** by improving the quality and timeliness of investigations

**The Force will focus on:**

Residential burglary;  
Robbery;  
Violence with Injury;  
Rape and serious sexual offences;  
Increasing overall positive outcomes.

**Improve how we protect the vulnerable** by pro-actively identifying, understanding and reducing risk and harm

**The Force will focus on:**

Domestic abuse including stalking and harassment;  
Exploitation;  
Vulnerable victims of fraud.

**Increase the satisfaction of victims and other people in need** by responding appropriately and improving communication with them

**The Force will focus on:**

Improving non-emergency call answering times;  
The timeliness of our initial response;  
Understanding caller and victim expectations;  
Improving the updates provided to victims;  
Our response to major and serious incidents and policing operations.

**Sustain a valued workforce** with the capacity and capability to manage the challenges of modern policing

**The Force will focus on:**

the retention, recruitment, development and wellbeing of all officers and staff to effectively tackle the most serious, complex and challenging threats or risks facing the organisation

**Manage resources** to invest in priority areas and maintain core policing services

**The Force will:**

ensure the available resources are managed to maximise investment in priority areas; develop our understanding of current and future demand; and manage planning processes within a clear governance structure.

**Implement digital development,** integrating new technologies to advance our organisational and operational response

**The Force will deliver:**

an effective digital strategy, adopting innovative business, process and cultural change that will maximise the investment in technology and improve service to the public.

**Operational** ●

**Organisational** ●



## Call volumes



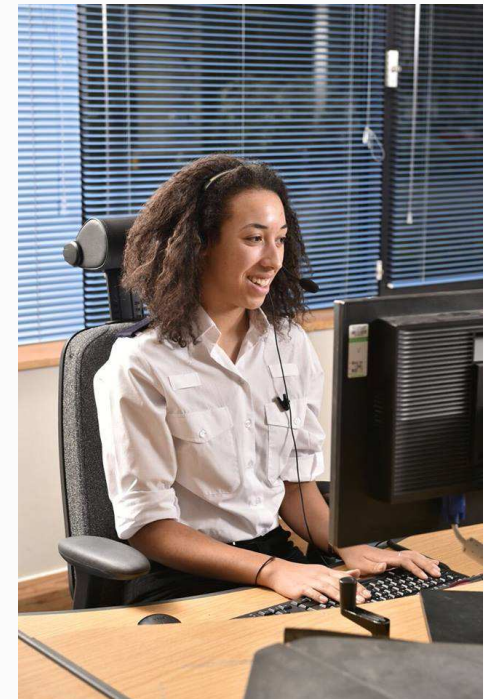
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## Average time to answer 101 calls

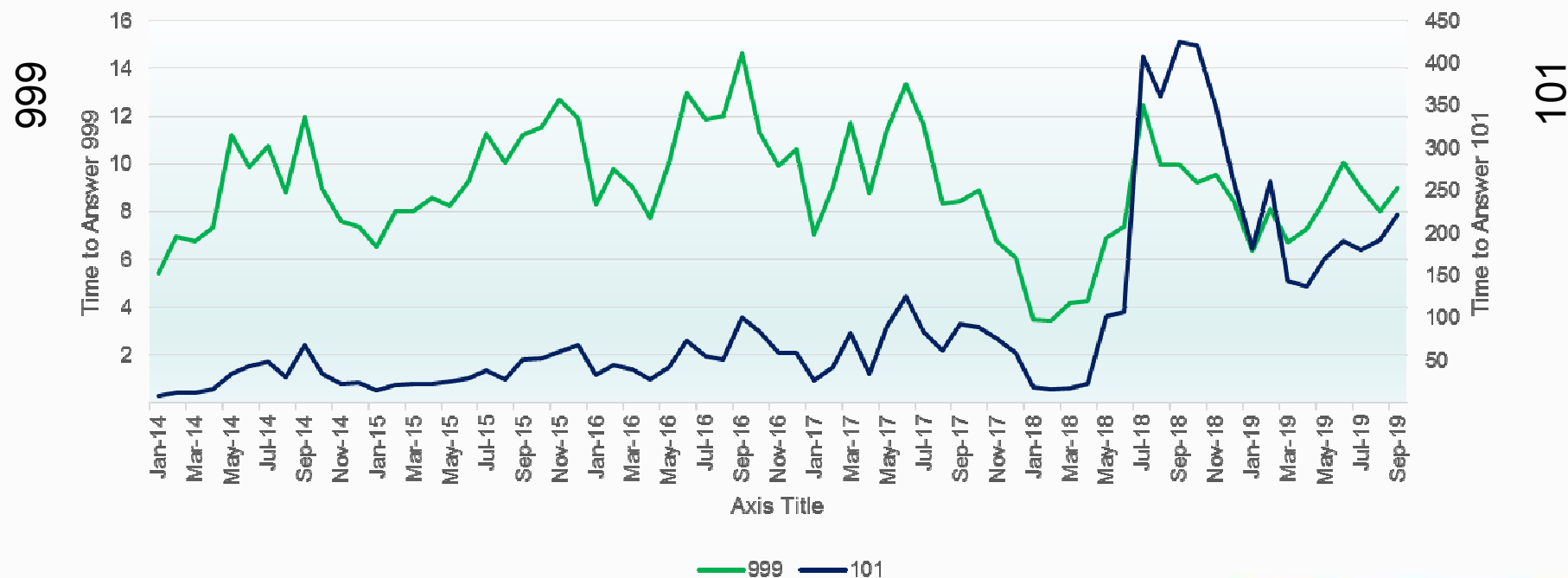
As of Sept 2019 the average time to answer 101 calls was 3 minutes.

In April to Sept 2018, 101 calls were taking 8 minutes to be answered.



# Time to Answer (seconds)

101 Call Volumes – Rolling 12 months ending September



## Officers Assaulted – 2019

- 589 officers assaulted during use of force incident Force wide-  
61 in Slough
- 216 officers have been spat at Force wide –  
33 in Slough
- 23 officers exposed to Blood Borne Virus risk Force wide –  
1 in Slough



## Some Key Crime Areas

Offences - Slough

|                          | Previous | Current | % Change |
|--------------------------|----------|---------|----------|
| Assault (GBH)            | 39       | 20      | -49%     |
| Rape (Domestic)          | 58       | 52      | -10%     |
| Burglary (Dwelling)      | 367      | 290     | -21%     |
| Burglary (sheds/garages) | 124      | 75      | -40%     |
| Theft of Vehicle         | 275      | 273     | -1%      |

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Data year to date: 1<sup>st</sup> Apr 19 – 7<sup>th</sup> Nov 19

# Crime Prevention

- Combatting Serious Violence  
(LPA top priority)
- Knife Crime — Section 60 Order



# Community

- Re-structure of LPA NHPT
- Problem Solving in Partnership

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# Local Issues

- Car Cruise
- Bike Thefts

# Force Challenges

Capacity v Demand

Maintaining establishment levels across TVP

Managing budget shortfalls

Quality of investigations

- Op Endeavour
- Investigation restructure
- Crime Data Integrity

Improving Call Handling performance

20,000 Officers - Uplift