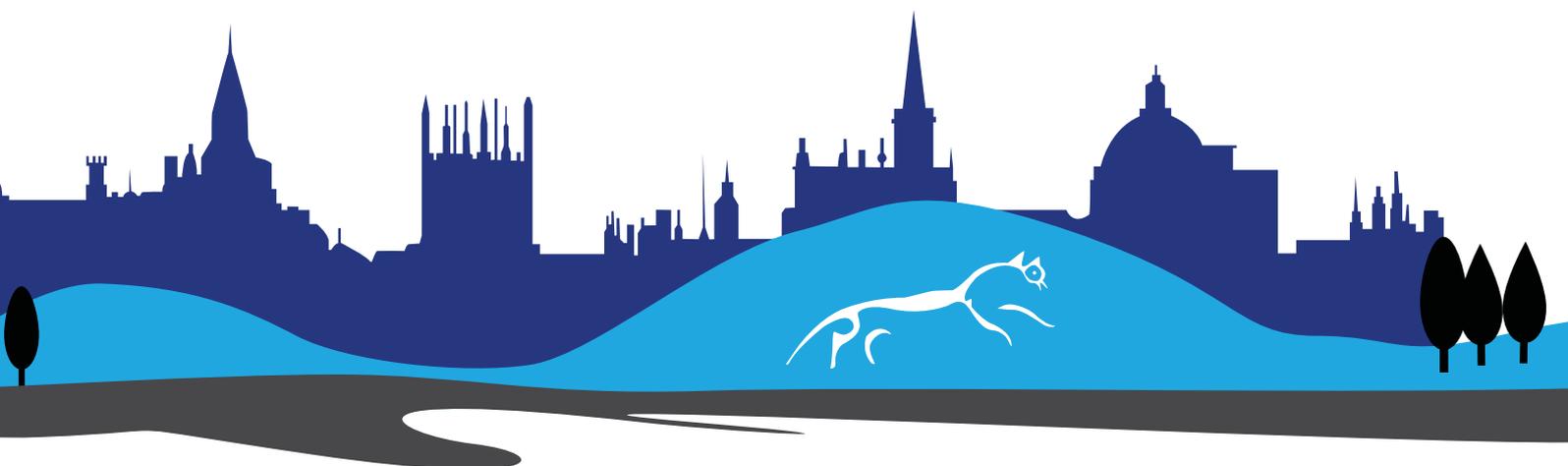
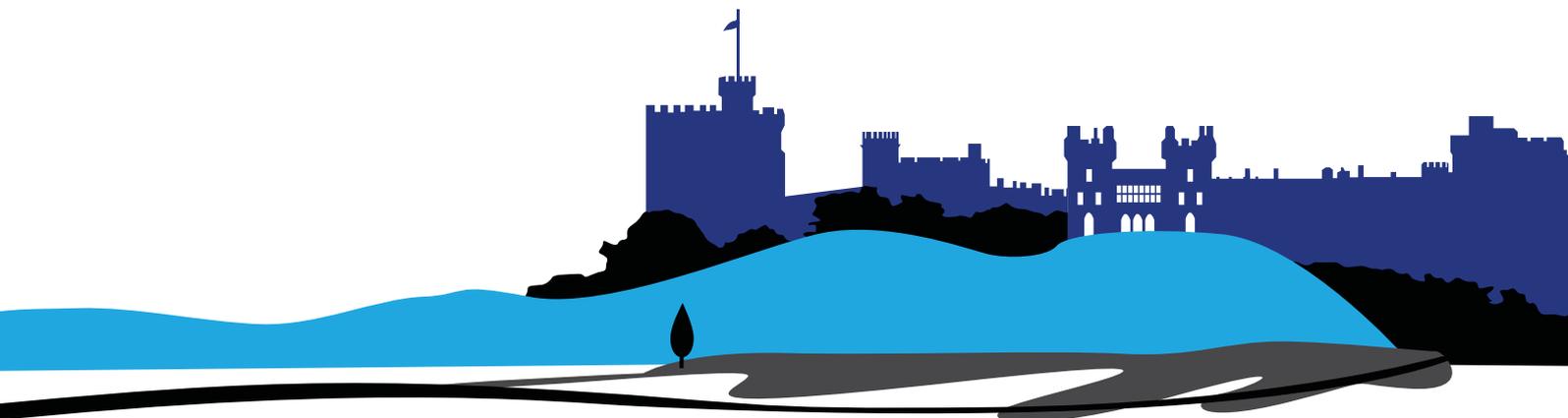


Berkshire,  
Buckinghamshire  
and Oxfordshire



# ANNUAL REPORT 2018/19

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# 1. Introduction

**Welcome to my 2018-19 Annual Report as Police and Crime Commissioner for Thames Valley (PCC). This 2018-19 report provides an update on overall progress against delivery of my four year Police and Crime Plan strategic priorities for the period 2017-2021.**

**My Plan was informed by a broad range of information that is reflected in five key priority areas:**

- Vulnerability
- Prevention and early intervention
- Reducing re-offending
- Serious organised crime and terrorism
- Police judgment and reform

While I give equal weight to all five strategic priorities, the key threads of 'Vulnerability', 'Prevention' and 'Re-offending', are particularly highlighted throughout this report.

2018/19 has been a particularly notable year for Thames Valley Police (TVP) as it represented the very best of British policing in the eyes of the world. In addition to a challenging year in terms of business as usual, TVP ran the largest operations in its history: the Royal Wedding in Windsor in May 2018 and the visit by the US President to four locations within Thames Valley in July 2018. Throughout these operations the officers and staff of TVP were exceptional ambassadors for the force and British policing.

In July 2018, TVP (along with Hampshire Constabulary) launched its new website and now share the same platform as the Metropolitan Police. This is to be the 'single on-line home' for all police forces and by July 2019 there will be an increasing number of forces sharing the platform. The ambition is to provide the communities we serve with the channels to contact the police for the service they require in the most timely and appropriate way.

In previous years I have reported back on how the Force have performed in their 'police efficiency, effectiveness and legitimacy' (PEEL) inspections. Last year Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) changed to an integrated style of assessment and while it is yet to publish its graded judgements for Thames Valley, I am confident that the Inspectorate will continue to find areas of good police performance across the Force.

I am pleased that the Government has recognised the need for additional resources to equip police in tackling serious violence and knife crime. While the Thames Valley has not seen the large spike in knife crime as witnessed in some areas of the country, we are seeing an increase in violent crime which is a concern for us and for many of our communities. We are already working proactively and in partnership to tackle the problem and this additional funding will provide a significant boost.

In 2018-19, Thames Valley saw offences involving more serious violence decrease significantly, with 35% fewer GBH (section 18) offences than the same time last year. The Force also saw positive reductions in theft from person (down 23%) and house burglaries (down 2%). I am particularly pleased that domestic burglary has reduced by 21% over the past 7 years, and that rural crime has been given much greater priority over the same period. Overall crime levels in the Thames Valley are also lower compared to ten and fifteen years ago. As one of the less well funded police forces, this is a great credit to all who work for Force. The challenge of removing at least another £15 million from the budget over the next four years (2019 – 2023) and its wider effect on police performance will need close monitoring.

My office has effectively managed our Ministry of Justice grant funding to provide a range of victim and witness support services. My office introduced 'Victims First' - a new service which offers support through a single point of contact for victims and witnesses of crime, including affected family members. I would like to congratulate Victims First on its one year anniversary. Since launching, Victims First has dealt with over 5,194 referrals and 2,000 have gone on to receive specialist support from other services that I fund.

During 2018/19 I have provided community safety grants totalling £2.7m to county and unitary councils in the Thames Valley area to help them to support me in delivering my Police and Crime Plan strategic priorities. A summary of the benefits delivered from all grants and funding - including the Home Office's Early Intervention Youth Fund - is provided later in the report.

In April 2018 we celebrated 50 years of Thames Valley Police. There have been a number of events and key messages delivered over the past year which have celebrated some extraordinary changes and demonstrated a breadth of policing over the years, none more so than those seen at last August's Force Open Day at Sulhamstead.

The forthcoming year (2019/20) will be my final full term of office before I step down in May 2020. My achievements to date are set out in this report, but this is in no small part due to the outstanding support from Francis Habgood who recently retired as outgoing Chief Constable. Francis' leadership has steered the Force through some challenging landscape in recent years, and I am confident that his successor, John Campbell, will continue to deliver an excellent policing service across Thames Valley.

Last year saw the full time appointment of my Deputy PCC, Matthew Barber. Matthew has played an essential role in supporting me, and our office, across a number of key areas

both nationally and locally – this has enabled us to maintain a focus on delivering our strategic priorities.

Both the Deputy PCC and I are rightly proud of the hard work and dedication of police, support staff and volunteers, whose tireless commitment ensures our communities remain safe across the Thames Valley.



**Anthony Stansfeld**  
Police and Crime  
Commissioner for  
Thames Valley



# 2. Progress in meeting my Police and Crime Plan 2017-2021

STRATEGIC PRIORITIES: APRIL 2018 – MARCH 2019

THIS SECTION HIGHLIGHTS PROGRESS IN 2018-19 TOWARDS DELIVERING MY POLICE AND CRIME PLAN 2017-2021

## Summary of overall progress in 2018/19

This is year two of a four year strategic Police and Crime Plan

### • Are my strategic priorities going in the right direction?

Yes, I believe the overall direction of travel is positive and remains on course to deliver my 5 key strategic priorities.

I have highlighted evidence within this 2018/19 annual report which demonstrates what has been (or will continue to be) delivered by the Force, my own office and other key partners. To ensure transparency and good governance, my office now publishes regular public-facing performance updates on my website.

2019/20 is my final full-term in office (I step down in May 2020) and I will continue to closely scrutinise progress in delivering against my strategic priorities. While I do not anticipate refreshing my Police and Crime Plan in this period, my office will be closely monitoring the policing landscape to ensure it is well placed to provide a full and effective handover to my successor.

### • Are we where we want to be?

Having considered the delivery plans of both the Force and those of my own office, I am reassured that there continues to be an absolute focus in delivering a wide range of positive outcomes during 2019/20 and beyond.

Last year HMICFRS changed to an Integrated PEEL Assessment and Thames Valley has been subject to a staggered inspection process during 2018 and 2019 - this is scheduled to conclude by mid-July 2019. While HMICFRS has yet to publish its graded PEEL judgements for Thames Valley, I am confident that the Inspectorate will find improvements, such as the way the Force manages demand through technology, or identifies vulnerability.

I am only too aware of the current operational and financial context in which Thames Valley Police finds itself in but, despite this, the Force continues to maintain good performance levels. While we have a committed and capable police service, I am aware of the ever-more complex and high risk demand challenges it faces. PCCs and Chief Constables need a continuing dialogue with government and their own local communities on the widening gap between what the police service can do, and what the public expect of them.

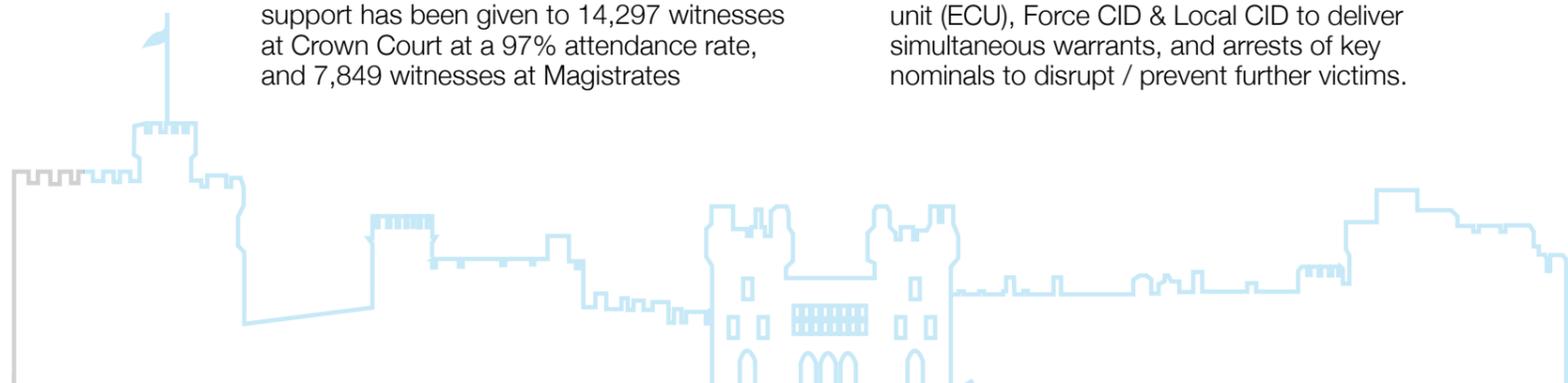
# Strategic Priority 1 -

## VULNERABILITY:

Managing demand on services through working together

### PROGRESS IN 2018/19:

- My office has worked closely with Thames Valley Police to create new guidance and put a technical solution in place which allows officers and staff in contact with victims to check on their welfare, and where support is required refer them directly to Victims First.
- Changes to detention in the Mental Health Act, which gives the police power to remove someone from a public place to a place of safety, has led to a reduction in the number of unlawful detentions in police custody. Staff have been trained to align with new mental health guidance.
- Mental health training and guidance has been delivered to Inspectors and Sergeants involved in the detention and treatment of detainees with mental health issues in custody. This includes escalation processes and guidance on procedure when requiring Mental Health Act Assessments in police custody.
- The Thames Valley Independent Sexual Violence Advisory Service is funded by the OPCC and works closely with Thames Valley Police Specially Trained Officers to provide support to victims of sexual violence throughout the criminal justice process and beyond.
- The Witness Care Unit has worked with the Crown Prosecution Service (CPS) to improve victim attendance at court for domestic abuse cases and therefore increase positive court outcomes. As at December 2018, support has been given to 14,297 witnesses at Crown Court at a 97% attendance rate, and 7,849 witnesses at Magistrates Court, with 91% attending. This work has been recognised with an award by the Local Criminal Justice Board, and TVP's Criminal Justice Department is participating in national working groups to further improve witness care provision.
- My office launched our awareness campaign 'Know This Isn't Love' in February 2019 to raise awareness of coercive and controlling behaviours and signpost victims to support through Victims First.
- Phase 3 of the TVP 'Hidden Harm' campaign raised awareness of Honour Based Abuse and Forced Marriage to communities in the Thames Valley and internally to officers and staff. The campaign had an estimated reach of over 2 million people.
- Local Police Areas (LPAs) are working with Force Intelligence Hubs to identify modern day slavery victims and those in brothels. Victims are to be treated appropriately with support, diversion from offending and protection from criminals.
- Age UK Oxfordshire were awarded £55,000 by my office for a two year project to work with organisations who engage with the elderly community and train them on elder abuse, vulnerability issues and safeguarding procedures.
- Reading and Bracknell & Wokingham LPA have delivered operations targeting courier fraud on vulnerable and elderly residents, working jointly with the Economic Crime unit (ECU), Force CID & Local CID to deliver simultaneous warrants, and arrests of key nominals to disrupt / prevent further victims.



# Strategic Priority 2

## - PREVENTION AND EARLY INTERVENTION:

### Improving safeguarding in physical and virtual space

#### PROGRESS IN 2018/19:

- My office provided over £213,000 of funding to organisations across the Thames Valley to raise awareness and provide training on cybercrime. This included £50,000 to develop a play to be delivered to primary school students. The cybercrime play has been shown to 3,000 students aged 9 - 11 years old across 60 schools.
- A national initiative, Operation Signature, was launched in November 2018 within the Force to safeguard victims of financial abuse. This includes preventing people becoming victims of fraud and helping to stop victims being repeatedly targeted.
- The South East Regional Organised Crime Unit has engaged with more than 6,500 people from over 2,000 organisations, providing Cyber Protect & Prevent advice. A national social media campaign reached more than 2 million people with cyber protect and prevent messages.
- My office commissioned SAFE! to provide our Young Victims Service across Thames Valley which includes supporting victims of 'peer on peer' abuse.
- My office provided nearly £120,000 funding to seven organisations across the Thames Valley to deliver this key aim. Oxford Against Cutting received funding to deliver a two year programme. It has prioritised its training to schools based on the highest number of girls who speak languages from communities which may be affected by female genital mutilation (FGM).
- An Advice Hub is being developed, as part of the Rose Centre in Reading, where professionals can access FGM advice online or by phone.
- A campaign to raise awareness of hate crime and encourage those who are a victim or a witness to report it has been developed and continues to be promoted by my office.
- Phase 4 of the TVP 'Hidden Harm' campaign is now complete. Phase 4 reached more than 835,000 people on social media, and was supported by campaigners such as the National Black Police Association and the disability charity United Response. 44 community events were held by neighbourhood teams, and activities were further supported by schools, local authorities and other emergency service partners.
- TVP's Protecting Vulnerable People department has updated the Force's crime recording system with registered sex offender details so they are visible to neighbourhood police teams. Tasked visits are being undertaken by neighbourhood teams to specific offenders who are displaying chaotic behaviours, using local knowledge to monitor potential offenders and maximise local intelligence.
- The #SlowDown social media campaign which aimed to highlight the risk of driving at illegal/ inappropriate speeds was delivered and gained over 28,000 views.
- Inspector Simon Hills, of TVP's Roads Policing department, won the Police Federation's 2019 Outstanding Contribution to Roads Policing Award for his work on a ground-breaking approach to dramatically reduce uninsured driving. The approach has now been adopted nationally, resulting in an 80 per cent drop in uninsured drivers.

# Strategic Priority 3

## - REDUCING RE-OFFENDING:

### Targeting and managing harm and risk

#### PROGRESS IN 2018/19:

- Over £46,000 was provided by my office to develop a conditional caution scheme for alcohol related violence which will result in access to a substance misuse scheme.
- Key Criminal Justice partners are being engaged in order to establish complementary approaches to diversion and offender aftercare referrals, for example probation services and custody partnerships including Liaison and Diversion. The timing of the rollout is linked to the delivery of effective rehabilitative treatments including Victim Awareness Course and drug and alcohol treatment.
- The out of court disposals framework is being rolled out across the force area. This provides a two tier disposal strategy of conditional cautions or community resolutions. Currently being trialled in Reading under Operation Pathway, this streamlined process is quicker and ensures appropriate disposals are made.
- The Home Office has awarded me £822,000 from its Early Intervention Youth Fund to help tackle youth violence, vulnerability and exploitation. My office has allocated the funding to 14 organisations across the Thames Valley to deliver a programme of activities.
- Thames Valley Police supported the Home Office week of action against knife crime (September 2018) and delivered a range of activities across the force including knife surrender bins in 16 front counters and test purchases by Police Cadets.
- Oxford LPA and TVP's Serious Organised Crime Unit (SOCU) worked on drug dealing investigations, greatly assisted by intelligence and community engagement. Warrants were successfully executed and children at risk safeguarded. Local Neighbourhood Officers used the opportunity to engage with the community and provide reassurance, building long term relations and better reporting.
- My office has awarded over £72,000 to Aspire Oxford to deliver a project which aims to work with offenders 'through the gates' to help get them into employment. Similarly, over £52,000 was provided to Circles South East to work towards rehabilitation of high risk sexual offenders.
- Around 40% of Integrated Offender Management (IOM) nominals are National Probation Service cases. Previously this was circa 10% (these cases are of higher threat, harm and risk than Community Rehabilitation Company cases), demonstrating that the IOM programme has successfully evolved into priority areas.
- LPAs are actively engaged in Operation Vocal (with a focus on the high risk offenders being managed within the Domestic Abuse Investigation Unit (DAIU) with emphasis on arrest and prevention.
- The use of the Multi-Agency Tasking and Co-ordination (MATAC) forum has helped reduce demand linked to domestic abuse as the risk score has decreased in the majority of perpetrators.

# Strategic Priority 4

## - SERIOUS ORGANISED CRIME AND TERRORISM

### Improving the local response

#### PROGRESS IN 2018/19:

- Serious Organised Crime Drug Exploitation meetings are now linked up with Protecting Vulnerable People teams, sharing the common theme of exploitation. LPA representatives in attendance feedback outcomes from this to local multi-agency panels, allowing for a well-informed, localised approach.
- During the national County Drugs Lines week in January 2019, Thames Valley Police arrested 106 people connected to County Lines drugs gangs, 27 warrants were executed, 156 stop and searches were carried out, and officers took over 2,800 wraps of cocaine, heroin and cannabis off the streets of the Thames Valley. £133,000 was seized from criminals along with 147 phones and a number of weapons including machetes and flick knives. As a result of our activity 43 children and 69 vulnerable adults were safeguarded.
- The Protecting Vulnerable People Unit are leading on a pilot scheme in Aylesbury to develop links between LPA teams and Public Protection Teams. This will utilise local knowledge on Registered Sex Offenders to help prevent offending behaviour and appropriately increase local officer knowledge on dangerous offenders living in their area.
- At South Oxfordshire & Vale of White Horse LPA, strong cooperation with the Willow Project, supporting victims of modern slavery, has led to involvement of the project on recent investigations, providing TVP with a better understanding of the issues.
- Bracknell Forest & Wokingham LPA has been effective in using closure orders to tackle County Drugs Line (CDL) organised crime gangs. This has allowed a number of successful National Referral Mechanism referrals preventing vulnerable people from being exploited.
- A member of my staff delivers Prevent training to relevant organisations and also produces a Prevent newsletter to share latest information and news.
- In collaboration with the Slough Prevent Advisory Group, Q&A sessions with members of the public on prevention and radicalisation were held. A similar session was undertaken with the Slough Faith Partnership.
- In LPAs such as Bracknell & Wokingham and Wycombe, enhanced problem-solving and re-structuring of neighbourhood policing is ensuring effective intelligence-gathering to protect communities from organised crime activity and recognise risks of radicalisation.
- Elpis, a database to share details about missing persons with partner agencies, with an aim to reduce harm and frequency of episodes, continues to be developed with Milton Keynes and Oxford LPAs. In Berkshire, a Missing Persons & Exploitation Hub is being developed by police and partners.
- A safety hub has been set up in Windsor town centre to support the night time economy and reduce demand on police, and a case worker has been funded to focus on the homeless community, working with local agencies and charities.

# Strategic Priority 5

## - POLICE ETHICS AND REFORM:

### Increasing the pace of change

#### PROGRESS IN 2018/19:

- Key criminal justice partners are being engaged in order to establish complementary approaches to diversion and offender aftercare referrals, for example probation services and custody partnerships including Liaison and Diversion. The timing of the rollout is linked to the delivery of effective rehabilitative treatments, including Victim Awareness Course and drug and alcohol treatment.
- In the Slough PA, work has taken place to raise the profile of the Youth Liaison & Diversion (L&D) team, expanding their reach from the custody environment only into the community. L&D workers attend multi-agency meetings such as the Serious Youth Violence and Child Drug Exploitation meetings to help tackle child exploitation issues and assess vulnerable children in home visits with officers.
- The TVP Local Policing department are working with the Force's Corporate Communications department to promote the benefits of Independent Advisory Groups (IAG) as a way of improving engagement with under 18 year olds.
- A schools' engagement officer has been re-introduced in most LPAs. This will support early intervention and building resilience amongst young people.
- A number of LPAs have provided targeted police activity to engage and build relationships and positive activities for the local young persons, such as the Cadets, Community Court and Mini police.
- Evidence is now being shared with the Crown Prosecution Service using its evidence exchange system, Egress, reducing the amount of paper and the number of disks being posted.
- Thames Valley Police launched its new website in 2018, and has seen a significant take-up rate in the number of people choosing to report crime on-line, with 29,000 reports submitted since July 2018. This equates to 13.3% of all crime being reported to TVP. Over 600 feedback reports state that they would not have contacted the Police if they could not have done so online.
- My office launched the Victims First service in April 2018 which allows for a centralised referral pathway for any victim, witness or family member of victim who requires additional support.
- Victims First has also been promoted to the public and other partners to ensure that people that need support, regardless of whether they have reported the crime to the police, are aware of Victims First and know how to access it. This includes the creation of Victims First Connect, which involves the provision of access points in local communities that people can use to obtain information about support and be referred to Victims First.
- There has been continued Force-wide internal communications to promote the national Victims Code to staff and officers.

# TVP Performance headlines for 2018/19

**Overall crime levels reported to TVP increased by 10.3% in 2018/19 compared to the previous year (2017/18). There were 164,153 crimes reported across the Thames Valley during the period April 2018 to March 2019. Based on the latest available published figures, this compares to a national increase of 7%.**

The Thames Valley increase is reflected by trends seen at a wider national level. While the latest published figures from the Office for National Statistics (ONS) show that there has been no significant change over the last year, certain crime types present a mixed picture. Robbery and vehicle offences have increased whereas burglary has decreased. Lower-volume 'high-harm' violence involving knives has risen, whereas offences involving firearms have decreased.

Overall crime levels in the Thames Valley remain low compared with ten and fifteen years ago. There were 31,509 fewer crimes recorded in this timeframe compared with ten years ago (195,662), and 45,762 fewer recorded offences compared with fifteen years ago (209,915).

## **Force Priority Outcome 1: A reduction in residential burglary through effective investigation, offender management and prevention activity.**

Across the Thames Valley volumes of residential burglary (excluding garages and sheds) have reduced compared with the 2017/18 level by 2%. This represents 95 fewer offences and halts the recent trend of rising yearly burglary volumes.

The Force continues to compare favourably in terms of burglary rates with other forces in its Most Similar Group (2nd position out of 8 Forces) and nationally the position of Thames Valley has improved to 13th (out of 43) for residential burglary (including sheds and garages).

There has been a small increase in the number of positive outcomes achieved by the Force (positive outcome rate is currently 10.9%). This outcome rate compares healthily with national figures where Thames Valley lies 9th out of the 43 Forces and achieved the highest rate in its most similar group.

An in depth analysis of burglary performance was carried out early in 2018/19 and has led to the creation of a Service Improvement plan focussing on investigations, contact management, data quality, pro-activity, repeat offenders, roll of the neighbourhood and crime-series management.

## **Force Priority Outcome 2: A reduction in serious violence through a pro-active and partnership approach and an effective and proportionate investigation of all violent crimes.**

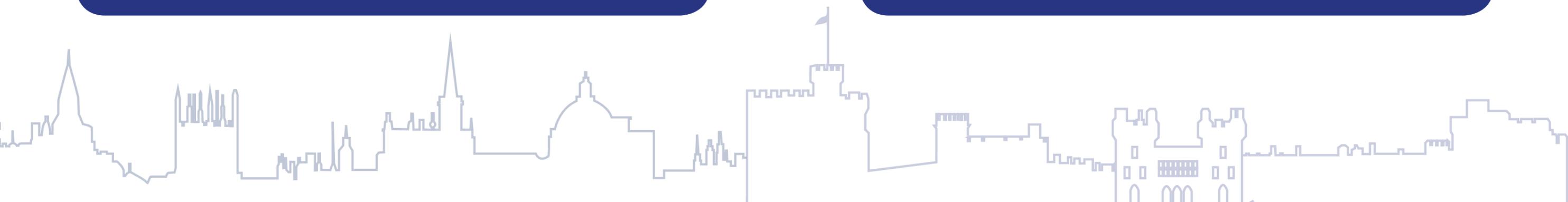
At the end of the year, the Thames Valley area has seen an increase in violence against the person (excluding domestic offences) of 33%. However this increase is likely to be linked with campaigns carried out by the Force, such as the Hidden Harm campaign, the purpose of which is to encourage more people to report crimes.

The most significant increases are in offences where there was no injury. This is a wide-ranging category of offences including Harassment, Threats to kill, and Dangerous Dog offences. An increase in harassment offences can be attributed in part to a change in the crime counting rules in April 2018. Offences involving more serious violence

have decreased significantly with 35% fewer GBH (section 18) offences than the same time last year. Offences which are classified as knife crimes (this includes robbery, violence and sexual offences) increased by 12.1%; however, this may be partly attributed to better flagging of offences on the Force's crime recording system.

For violence against the person offences, Thames Valley compared favourably to its Most Similar Group (2nd out of 8). In the sub-category of violence without injury, the Force has the lowest rate of crimes per 1,000 residents compared with other Forces in its most similar group.

# HIDDEN HARM



### **Force Priority Outcome 3: An improvement in victim satisfaction through application of the Victims Code and timely investigations that maximise the chances of achieving a successful prosecution.**

The Force undertakes a small telephone survey of victims of domestic burglary, violent crime and hate crime to measure satisfaction levels. Victim Satisfaction data from the survey conducted in November 2018 shows that the overall victim satisfaction rate for last 12 rolling months remains at 79%. This is one percentage point higher than the level recorded a year ago.

The Force has noted a slight increase in the satisfaction rate in hate crime and burglary but a reduction in satisfaction

levels from victims of violence. Victims' perception of feedback continues to be the area of concern.

The Force has focussed on improving the completion by officers of Victim Contact Contracts with the aim of better managing the expectations of victims on how much feedback that they will receive. Over 80% of crimes have a victim contact contract in place (it won't always be appropriate to have a contract); however, the benefits of this are yet to feed into the satisfaction levels.



### **Force Priority Outcome 4: A continued improvement in our response to domestic abuse victimisation through effective safeguarding and problem solving activity aimed at reducing repeat victimisation.**

Domestic abuse related crime has risen substantially this year, observing a 53% increase against 2017/18. This was an area of concern in the HMICFRS Inspection of Crime Data Integrity, so the increase was anticipated and reflects an improvement in crime recording. Internal audits show that compliance with the National Crime Recording Standard have improved; however, there remains potential for further improvement.

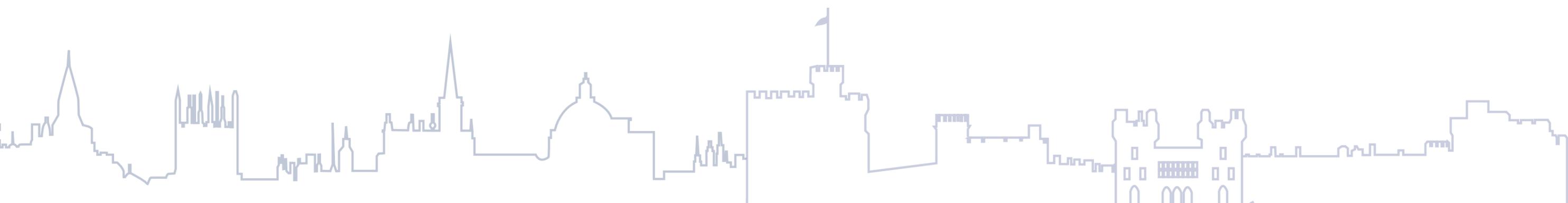
Since January 2018, the Force has introduced a daily check of domestic incident occurrences on its crime recording system to ensure crimes have been correctly recorded.

Whilst the positive outcome rate has fallen to 12% from 21% last year, this is partly as a result of the improved recording of offences. The satisfaction level for victims of domestic abuse remains high at over 80%.

### **Force Priority Outcome 5: An increase in the confidence of victims of hidden harm to report incidents and crimes.**

Hate Crime occurrences overall have gone up slightly by 4% year-on-year (from 4,176 to 4,353). The impact of the process change of recording crimes at the time of the initial call is evident with recorded hate crimes increasing by 49% and incidents conversely decreasing. The positive outcome rate has fallen from 19% to 14% although the actual volume of outcomes has increased from 459 to 507.

Recorded levels of Honour Based Abuse offences remain low and have decreased slightly, year on year, from 121 last year to 105 in the period between April and March. In contrast, recorded levels of modern slavery offences have increased from 156 to 219 in that time period



## **Force Priority Outcome 6: A continued improvement in the identification and safeguarding of children.**

The number of Missing Person occurrences continues to decrease (down 10% from the previous year) and has been driven by the number of Missing Person occurrences involving children decreasing by 12% year-on-year.

This decrease in missing children has led to a slight shift in the proportion of adults and children that make up those going missing in Thames Valley. Children now account for 56% of missing occurrences, down from 59% the previous year.

Children that have gone missing 3 times within 90 days has also seen a decrease, by 5% year-on-year.

There has been a decrease in the volume of Child Sexual Exploitation (CSE) non-crime incidents of 28%. This has been offset by an increase in recorded CSE crime, which has risen by 13% year-on-year. Some of this change may be attributable to the change in guidance to contact management staff, encouraging recording of crime at the point of call.

## **Force Priority Outcome 7: A continued increase in the confidence of rural communities to report crime through an effective response to reported offences.**

The number of rural flagged crimes has fallen in the first 9 months of 2017/18 by 2.2% from the previous year. However, this decrease can be mainly attributed to large reductions in 3 key rural police areas LPAs (Bracknell Forest & Wokingham, West Berkshire

and Cherwell & West Oxfordshire).

The decline in rural crime is linked to reductions in criminal damage and burglary (both residential and business & community burglary) offences.



## **Force Priority Outcome 8: A continued improvement in our response to fraud (including cyber-fraud) through effective investigations, activity to protect vulnerable victims and intelligence led action against offenders.**

Reports to Action Fraud from victims residing within the Thames Valley have increased year on year; additionally, the volume of occurrences disseminated to the Force from the National Fraud Intelligence Bureau for investigation has increased. Of those reports disseminated to the Force, the highest proportion are banking or corporate fraud cases. Calls for service (those reports that the Force is required to attend rather than

refer to Action Fraud) have increased 69% this year.

As part of the Force's ongoing Service Improvement framework, an end to end review of Fraud and Cyber-fraud was recently conducted. Key findings highlighted areas for development across the Force including officer awareness, training and investigation quality.



## Force Priority Outcome 9: An increase in the volume of rape and other sexual offences that lead to a charge.

The Force has recorded a 2% increase in the volume of rape offences recorded in 2018/19, which is believed to reflect continuing improved confidence to report.

The volume of positive outcomes obtained for rape offences was consistent with the level seen last year. Thames Valley has obtained 83 charges this year compared with 85 during the same period last year. Nationally, there has been a significant fall in the proportion of recorded rape offences resulting in a positive outcome. Despite slightly fewer charges this year the Force

compares favourably in its most similar group, in the second highest position. The volume of other sexual offences recorded has increased by 23% for the Force in this year. Conversely there has been a reduction year on year in the volume of positive outcomes obtained for other sexual offences, from 401 to 326.

Identifying opportunities to improve the volumes of rape offences resulting in a positive outcome have been focused through a variety of forums, such as an end to end review of rape offences completed this year.

## Force Priority Outcome 10: A reduction in avoidable demand on our service through the prevention of crime (including a reduction in re-offending), problem-solving, and signposting the public to the right service.

There has been a 13% increase in the volume of 999 calls received by Thames Valley Police in 2018/19 against the previous year. In contrast, Thames Valley Police has seen a 16% decrease in the number of 101 calls received over the same period. The significant increase in 999 demand over this period and the prioritisation of these calls has affected the capacity to answer 101 calls.

This has resulted in a significant number

of 101 calls being abandoned and increased waiting times for callers. However, there are signs of improvement in this area with the percentage of 101 calls answered improving in the last few months of 2018/19.

The availability of the on-line reporting functionality continues to be publicised and submissions from members of the public via this method continue to increase.

## Other TVP policing highlights over 2018/19 include:

- Answered 554,316 '101' calls and 341,233 '999' calls
- Arrested 31,691 people and charged 11,492 people
- Policed 128 major operations including 2 Royal Weddings and a presidential visit
- During County Lines Intensification week, we investigated 115 suspected 'cuckooing' addresses
- Serious Organised Crime Teams conducted 226 warrants and seized 60kg of drugs - this year offenders have been sentenced to 725 years, including eight life sentences
- Of the 11 murders in Thames Valley this year, eight people have been found guilty and jailed for a total of 122 years. The remaining cases are going through the courts.
- The Imaging Unit has provided specialised digital support to major investigations, including the UK's first manslaughter conviction directly linked to an acid attack
- Operation Silk resulted in the conviction of 11 men for a total of 137 years, including four life sentences for Child Sexual Exploitation in Oxford
- During the Force's Hidden Harm campaign, we worked with partners and local communities to raise awareness of abuse happening in Thames Valley - Hidden Harm reached 2 million people on social media
- Investigated 7,283 missing people and worked closely with our communities to find them
- This year the Force dealt with 103,326 road-related incidents, including stopping a drink-driver going the wrong way on the M4, and 20,407 driving offences.

## HMICFRS Inspection Reports

Last year Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) changed to an Integrated PEEL Assessment ('policing efficiency, effectiveness and legitimacy') and TVP has been subject to a staggered inspection process during 2018 and 2019. HMICFRS have yet to issue its graded PEEL judgements for Thames Valley, although further details of these will be published on its [website](#) later this year.

I have considered and/or responded to a number of thematic HMI reports presented by the Force to my Level 1 public meetings during the course of the year – these include:

- Unannounced Inspection of TVP Custody Suites
- Growing up neglected: a multi-agency response to older children
- Understanding the difference – the initial response to hate crime
- Joint Inspection of the Handling of Cases involving Disability Hate Crime
- Policing and Mental Health – Picking up the Pieces
- The police response to domestic abuse; an update report

Further details these reports can be found on my [website](#).

# PCC Commissioned services – grants and funding 2018/19

## COMMUNITY SAFETY

**I managed a community safety budget of £3.0 million in 2018/19, of which £2.7 million was given in grants to county and unitary councils in the Thames Valley area, and I retained £0.3 million to fund Thames Valley-wide and other priority service initiatives.**

The local authorities have used their grant allocations to invest in the following services and initiatives:

- Youth offending including youth restorative justice, intervention work with young offenders and participation in youth crime prevention projects: £922,222
- Substance misuse including Drug Alcohol Action Team services, treatment for offenders (including rehab), staff training in early intervention, prison link workers: £608,562
- Domestic abuse (DA) including outreach support, Independent Domestic Violence Advocates, DA champions, school productions to inform them about DA at home: £427,394
- Young people, including crime prevention, safeguarding and diversionary activities: £222,300
- Anti-social behaviour, including ASB officers, dealing with complaints and an ASB diversionary programme in schools and community groups: £175,644

- Hidden harm activities including modern slavery, human exploitation and safeguarding intervention: £106,498
- Integrated offender management: £68,670
- Miscellaneous activities covering a raft of different initiatives and activities: £200,821

The £0.3 million fund which I retained has been used to fund:

- Domestic violence (DV) perpetrator programmes: £112,318
- Reducing re-offending projects: £75,584
- Youth, gangs and exploitation projects: £34,437
- An elders abuse project: £25,212
- A contribution to GPS tagging project: £25,000
- Night vision equipment and 'Automatic Number Plate Recognition' (ANPR) cameras for Thames Valley Police: £33,269
- Other miscellaneous initiatives, including contributions to Crimestoppers, evaluation of Judge Sheridan's proposal for DA courts and Modus software (£44,552).

## VICTIMS AND WITNESSES SUPPORT SERVICES

I receive an annual grant from the Ministry of Justice (MoJ) to commission services for victims and witnesses of crime. During 2018/19 I spent my full grant allocation of £2.765m to deliver the following services and benefits:

- Our new Victims First hub opened on 1st April 2018 to act as a single point of contact for triage and referral to appropriate services for all victims across Thames Valley. This service cost £200,063 and received 5,194 valid referrals where successful contact was made with victims.



Care | Empower | Recover

- Thames Valley Partnership received £275,000 to provide an emotional support and advocacy service to 493 victims of crime.
- Thames Valley Partnership received £199,508 to provide an exploitation and complex needs service to 232 vulnerable and exploited people.
- Thames Valley Partnership received £145,280 for Restorative Justice, which has led to 111 potential case conferences between victims and perpetrators.
- Refuge received £334,818 to provide an Independent Sexual Violence Advisory (ISVA) service and have received 496 referrals between 1 April 2018 and 31 Mar 2019.

- SAFE received £436,384 to provide a service to support young victims of crime. During the last year they have received 565 referrals into the service and supported 758 young victims.

- Our new network of specialist counsellors cost £180,859 and resulted in 570 adults and young people receiving counselling.

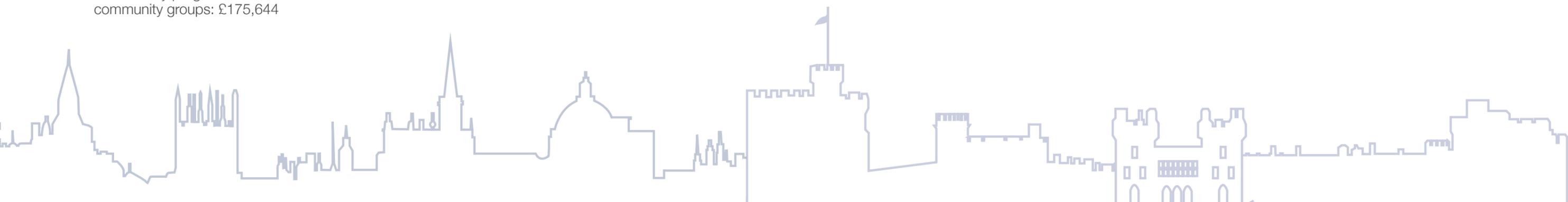
- Our domestic violence medium risk safety planning service was commissioned through local authorities. Oxfordshire county Council received £13,000 and managed 346 referrals, Buckinghamshire received £11,700 and managed 1,756 occurrences, MK Act received £13,700 and managed 1,638, Slough Borough Council received £15,600 and managed 1,363 occurrences and West Berkshire Council received £1,300 and managed 91 occurrences.

- We commissioned a Domestic Violence complex need service from a range of providers across the Thames Valley. Berkshire Womens Aid received £16,271 and received 99 referrals, Reducing the Risk received £16,325 and received 49 referrals, Oxfordshire County Council received £73,828 and received 38 referrals, SMART received £44,655 and received 37 referrals, Slough Council received £36,382 and received 42 referrals and West Berkshire Council received £48,799 and received 13 referrals.

- £392,000 of local authority community safety spend was funded by the MoJ grant. This provided additional domestic violence services across the Thames Valley area.

- We funded a modern slavery co-ordinator which cost £42,165.

The balance of my MoJ grant fund (£0.268 million) has been spent on supporting other services for victims, including commissioning costs.



## POLICE PROPERTY ACT FUND

The Chief Constable and I ran two public bidding rounds for grants from the Police Property Act Fund. In October 2018, £97,950 was awarded to 20 charities and community groups across the Thames Valley who each made a significant contribution to support my strategic priorities to 'reduce reoffending' and/or 'improve the local response to serious organised crime and terrorism'. In February 2019 a further £100,700 was awarded to 32 separate charities and/or community groups regarding their work on supporting my strategic priorities concerning 'vulnerability' and 'prevention and early intervention'.

In addition, the three county High Sheriffs identified a further 9 organisations who have received £75,000, in total, from the Police Property Act Fund.

In April 2017 the Chief Constable and I gave the four Community Foundations £105,000 and tasked them with obtaining additional matched funding in order to increase the total grant pot to at least £150,000. Not all this money was spent during 2017/18. During the last 12 months (2018/19) the Chief Constable and I have approved 12 individual grant awards using £38,462 of PPAF money. The Community Foundations have added £34,120 of partnership funding supporting total project costs of £169,906.

## STATUTORY RESPONSIBILITIES AND CORPORATE GOVERNANCE

During 2018/19 I continued to successfully meet my statutory duties and commitments as set out in the Police and Crime Plan 2017-2021. In discharging my personal duties, responsibilities and functions, I was supported by a relatively small team of staff within the Office of the PCC (OPCC). An overview of the roles, responsibilities and functions of the OPCC is presented at Appendix A, and the OPCC organisational staffing structure is presented at Appendix B. My performance, decisions and actions during the year were regularly scrutinised by the independent Thames Valley Police and Crime Panel.

Through a mix of regular public and private meetings, I held the Chief Constable to account for his leadership of TVP and the delivery of an efficient and effective police service. This involved close scrutiny of Force performance and progress against the Force's Annual Delivery Plan 2018/19, and was achieved through regular updates from TVP as well as engagement of my staff in key force performance meetings and delivery groups.

A joint PCC and Chief Constable Corporate Governance Framework is in place to ensure intended outcomes for stakeholders are achieved whilst acting in the public interest at all times. The governance framework comprises the culture, value, systems and processes by which the PCC and Chief Constable discharge their responsibilities and through which the police service is accountable to, and engages with, the communities they serve.

The Joint Independent Audit Committee provides independent assurance to the Chief Constable and myself regarding the adequacy of the risk management framework and the associated control environment within TVP and the OPCC.

It considers the internal and external audit reports concerning the business of both the PCC and Chief Constable and advise both parties according to good governance principles. It has oversight of general governance matters and provides comment on any new or amended PCC and Force policies and strategies with regard to financial risk and probity.



**Thames Valley PCC Anthony Stansfeld talking with Police Cadets at the Thames Valley Police Open Day in August 2018.**



# 3. Summary financial performance: 2018/19 financial year

## A) PCC CONTROLLED EXPENDITURE 2018/19

A high level analysis of my directly controlled budget and expenditure is provided below.

	Annual Budget £000	Annual Outturn £000	Variance £000
Office of the PCC	1,021	1,065	44
Democratic Representation	226	233	7
Other Costs	194	127	- 67
Commissioning Services			
- Community safety fund	3,150	2,694	- 456
- Victims & witnesses	2,769	2,794	25
<b>PCC Controlled Budgets</b>	<b>7,360</b>	<b>6,913</b>	<b>- 447</b>

## B) GROUP LEVEL EXPENDITURE (PCC AND TVP) 2018/19

The following table provides a high level comparison between the approved budget for 2018/19 and actual expenditure at the Group level (i.e. PCC and Chief Constable). The annual revenue 'Cost of Services' variance, or deficit, of £0.307 million has been appropriated (or transferred) from general balances. This level of deficit represents less than 0.1% of the Net Cost of Services annual budget which demonstrates strong and effective financial management.

	Annual Budget £000	Annual Outturn £000	Variance £000
PCC controlled budgets	7,360	6,913	- 447
TVP Operational budgets – direction and control of the Chief Constable			
<b>PAY AND EMPLOYMENT COSTS</b>			
Police officer pay and allowances	251,722	250,085	- 1,638
Police officer overtime	8,820	10,307	1,487
PCSO pay and allowances	13,020	12,385	- 635
Police staff pay and allowances	97,447	97,015	- 433
Temporary or agency staff	6,676	6,676	0
Police officer injury / ill health / death benefits	4,058	4,122	65
Other employee expenses	3,237	3,358	121
Restructure, training & conference costs	1,353	1,665	312
	<b>386,334</b>	<b>385,612</b>	<b>- 721</b>

## B) GROUP LEVEL EXPENDITURE (PCC AND TVP) (CONTINUED)

	Annual Budget £000	Annual Outturn £000	Variance £000
<b>OVERHEADS</b>			
Premises	16,136	15,376	- 759
Transport	8,513	10,388	1,875
Supplies & services	54,789	54,303	- 486
Third party payments	12,534	12,446	- 88
Specific grants	- 72,978	- 72,435	543
Force income	- 32,916	- 32,850	66
	<b>- 13,922</b>	<b>- 12,771</b>	<b>1,152</b>
<b>OTHER</b>			
Capital financing	13,887	13,747	- 140
Interest on balances	- 950	- 1,031	- 81
Statutory accounting adjustments	0	136	136
Appropriation from balances	- 1,237	- 829	408
	<b>11,700</b>	<b>12,023</b>	<b>323</b>
<b>REGIONAL COLLABORATION SERVICES</b>			
South East Regional Organised Crime Unit	16,712	16,712	0
Counter Terrorist Police South East	21,833	21,833	0
Chiltern Transport Consortium	17,702	17,702	0
Regional CT firearms specialist officers	4,625	4,625	0
Government grants and partnership income	- 60,872	- 60,872	0
	0	0	0
<b>Cost of Services</b>	<b>391,471</b>	<b>391,777</b>	<b>307</b>
<b>Funded by:</b>			
General grant income	- 227,382	- 227,382	0
Council tax	- 164,089	- 164,089	0
<b>Net Revenue position</b>	<b>0</b>	<b>307</b>	<b>307</b>

# Value for money

**Over £100 million has been cut from Thames Valley Police's annual budget over the last 8 years, since 2010/11. Plans are in place to remove at least another £15 million over the next four years (2019/20 to 2022/23), including £4.8 million in 2019/20, with demand on services expected to continue to increase through increased reporting of complex crime and the growing challenge from serious organised crime networks.**

The financial and operational demands facing the Force mean that it is more important than ever that we continue to review, challenge and improve our services to ensure we focus our resources on priority areas.

Looking to 2019/20, identified savings include:

- Rationalisation of the Joint Operations Unit with Hampshire Constabulary
- Review of the Force Intelligence and Specialist Operations Unit

- Review of the Joint ICT Unit with Hampshire

Whilst the Force continues to prioritise its work and make efficiency savings, there was significant concern that any further budget pressures would lead to unacceptable reductions in resources which would impact on frontline policing and result in a service less able to respond to increases in demand.

However, Thames Valley Police has a long history of delivering productivity savings and using these to balance annual budgets or reinvesting them in frontline policing, a strategy that has been widely scrutinised and praised by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) during various inspections and reports. I am therefore confident that my 2019/20 budget protects our communities today and plans for the future.

Further details of all productivity savings can be found in the Budget Book for 2019/20 which is posted on the [website](#).



**Thames Valley PCC Anthony Stansfeld welcomes new Chief Constable John Campbell**

# 4. Looking ahead to 2019/20

**I am delighted that the Police and Crime Panel supported my choice of John Campbell to be the next Chief Constable of Thames Valley Police following the retirement of Francis Habgood. He has done an excellent job as Deputy Chief Constable and I believe is the right person to lead Thames Valley Police through what is a turbulent period for policing.**

John shaped the Force's Strategic Plan for delivering policing services in 2018/19, and is committed to ensure that Thames Valley Police will deliver an excellent service and be regarded as an outstanding force in the future.

The Chief Constable and I share the same desire to maintain neighbourhood policing and ensure we have as many officers on patrol as we can. Our priorities are around reducing crime and disorder, and when crime and disorder does happen, to get justice for the victims. Protecting vulnerable people will be at the heart of policing, but to do this we need to continue working with partners to reduce reoffending. Thames Valley has not seen the steep rise in violent crime as elsewhere, but any knife offence is one too many. Recent Home Office funding of £1.94 million will ensure the Force continues to work with partners across Thames Valley, to disrupt knife crime and reduce its impact on our communities.

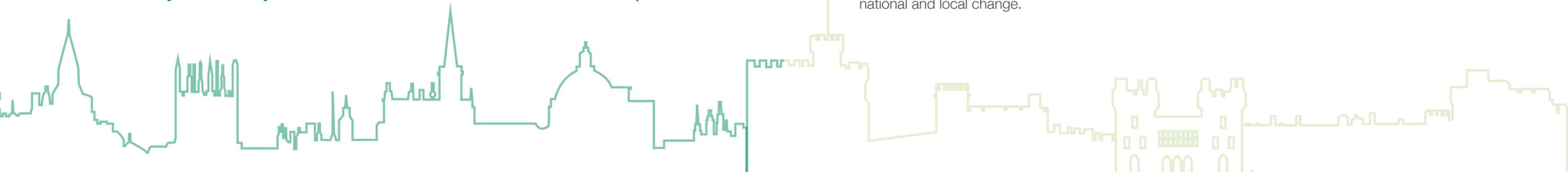
The Force's new 'Contact Management Platform' will be launched in the summer of 2019 and I am confident that if people call the police at their time of greatest need, their call be handled effectively, and where crimes have occurred offenders will be brought to justice swiftly.

I am pleased with the decision to bring all of TVP's custodial services back in-house from April 2019. Doing so will ensure that the Force standardises its systems and procedures across its custody suites to enable it to respond to national and local change.

Over £100 million has been cut from Thames Valley Police's annual budget over the last 8 years, since 2010/11. Last December I received the Government's funding settlement for 2019/20 which increased funding and recognised the demand placed on policing nationally. However, more than half of the additional funding available nationally to Police and Crime Commissioners in the Government's settlement was subject to agreement from local taxpayers to increase the police portion of the Council Tax. Following a survey of Thames Valley residents, 69.7% (8,031) agreed to an increase in their local council tax to fund policing. This public support has enabled me to agree a budget which avoids damaging cuts and allows investment in operational policing to help protect our communities.

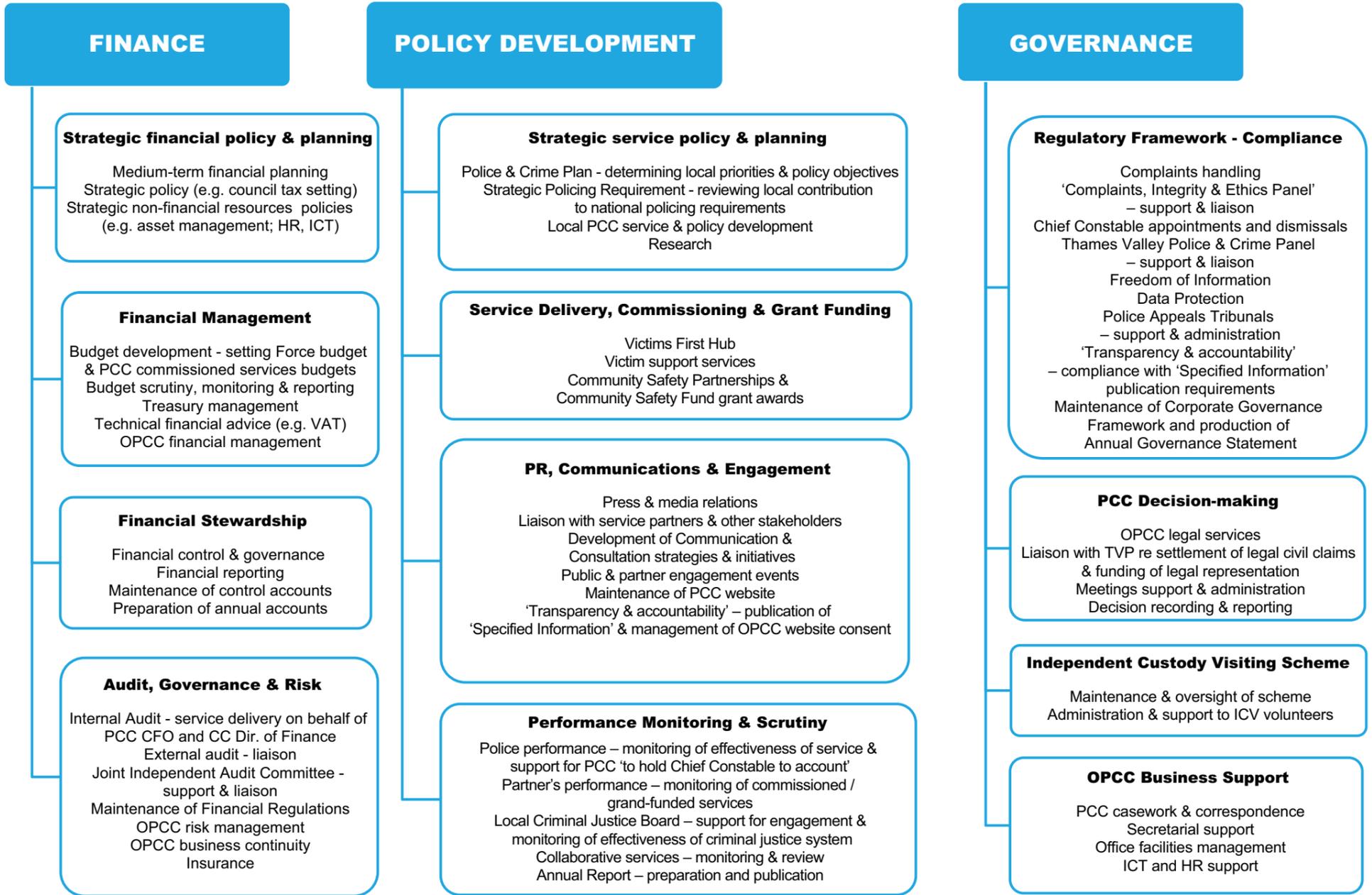
Nevertheless, plans are in place to remove at least another £15 million over the next four years (2019/20 to 2022/23), including £4.8 million in 2019/20, with demand on services expected to continue to increase through increased reporting of complex crime and the growing challenge from serious organised crime networks. However, Thames Valley Police has a long history of delivering productivity savings and using these to balance annual budgets or reinvesting them in frontline policing. I am therefore confident that my 2019/20 budget protects our communities today and plans for the future,

Both my Deputy PCC and I look forward to working with the Chief Constable and other officers and staff of TVP, as well as with my other service partners, over the next 12 months. 2019/20 is my final full-term year in office, and my office will be closely monitoring the policing landscape to ensure it is well placed to provide a full and effective handover to my successor in May 2020.

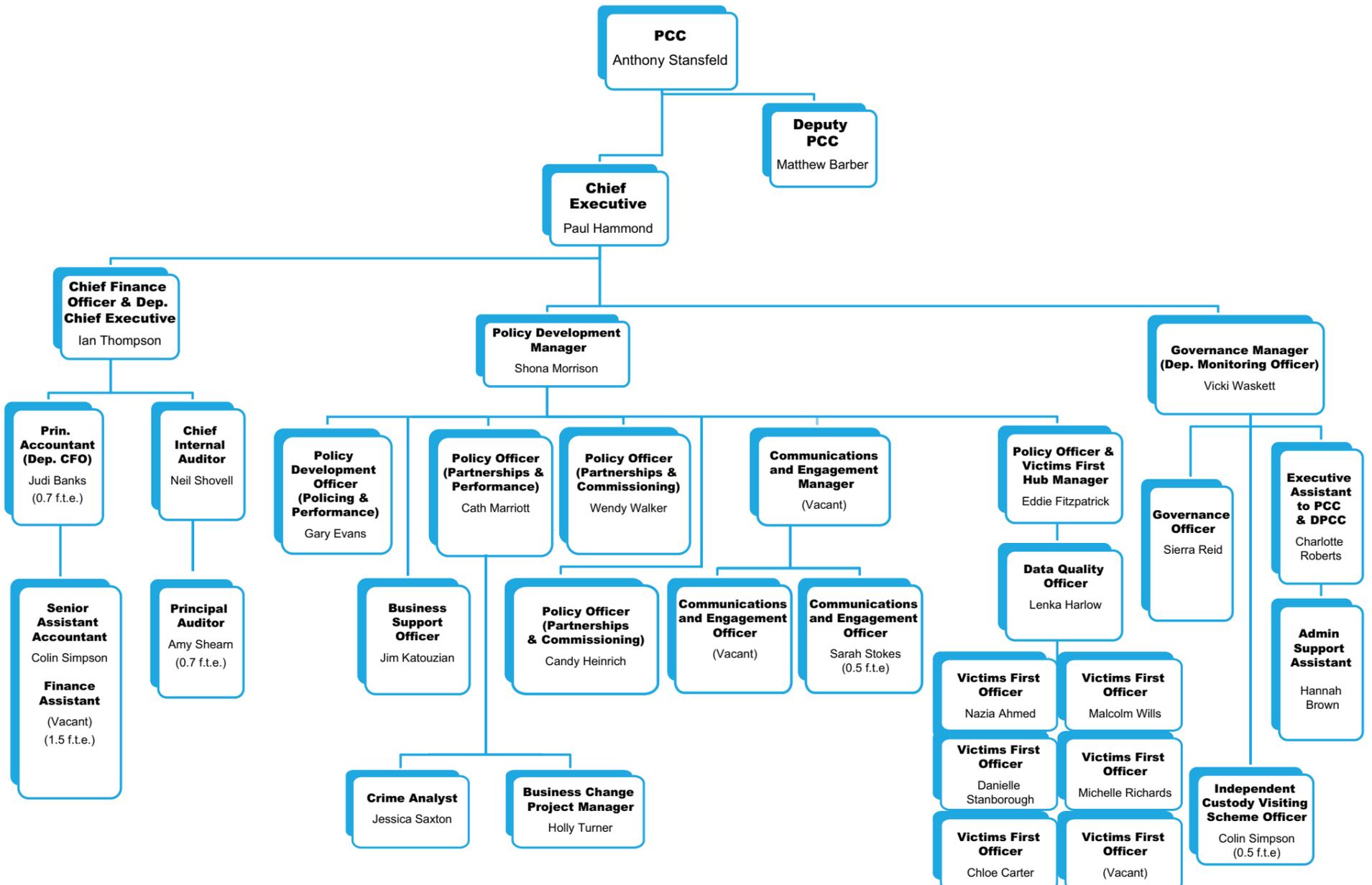


# 6. Appendices

## ROLES AND RESPONSIBILITIES OF THE OFFICE OF THE POLICE AND CRIME COMMISSIONER (OPCC) FOR THAMES VALLEY



### OFFICE OF THE POLICE & CRIME COMMISSIONER FOR THAMES VALLEY – STAFFING STRUCTURE (May 2019)





For further information about the PCC, his plan, the budget or how you can get involved, get in touch with us using the contact details provided below or visit [www.thamesvalley-pcc.gov.uk](http://www.thamesvalley-pcc.gov.uk)

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