



Thames Valley Police

Strategic Plan

2026 - 2027



Our Pillars





1 Increase victim satisfaction and ensure victims' needs are met

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

2 Maintain call answering times

- Ensure 90% of 999 calls are answered within 10 seconds
- Maintain an abandonment rate of under 10% for 101 calls
- Maintain improved 101 call answering time performance
- Monitor response to online reporting

3 Improve incident response times

- Increase the proportion of Grade 1 incidents attended in under 20 minutes to 80%, building towards meeting national attendance aims over the medium term
- Ensure Grade 2, Grade 3 and 3M incidents are attended within appropriate timescales
- Monitor crime triage demand and timeliness in line with AIU 2.0

4 Improve investigation quality and timeliness

- Improve proportion of investigations graded as 'Good' or above
- Ensure investigation plans & supervisory reviews are used consistently to drive better quality investigations
- Reduce the number of investigations exceeding prosecution time limits
- Reduce forensics timescales within investigations

5 Improve crime data accuracy

- Improve crime recording accuracy for VAWG, Domestic Abuse and RASO
- Reduce over-recording within identified crime types
- Improve recording of Protected Characteristics



6 Bring more offenders to justice

- Achieve a positive outcome rate of over 16.5% for all crime
- Achieve an overall charge rate of over 9.5%
- Achieve an overall out of court resolution rate of over 7%
- Improve victim and state based outcome rates
- Improve outcome rates for focused crime profiles identified through performance monitoring

7 Pursue and actively manage outstanding suspects and repeat offenders

- Use an offender focused approach to reduce the overall number of outstanding suspects
- Increase positive outcomes through active pursuit and management of repeat offenders, utilising new Repeat Offender process
- Monitor demand and workloads of repeat offender management processes

8 Maintain low levels of knife enabled crime

- Maintain reductions in knife enabled crimes achieved during 2023 – 2025

9 Target and disrupt serious organised crime

- Increase disruptions through effective response to regional and national taskings & alignment with TVP's control strategy
- Monitor disruptions against known threats



10 Increase public trust and confidence in our communities, in line with the Neighbourhood Guarantee

- Reduce anti-social behaviour related crime
- Improve outcome rate for retail & street crime, in line with the Safer Streets mission
- Maintain clear neighbourhood priorities and increase visibility through targeted patrols
- Utilise the public trust and confidence survey to inform improvements in our service
- Maintain Stop & Search positive outcome rate & use of powers scrutiny

11 Tackle violence against women and girls and reduce reoffending

- Increase positive outcome rate for VAWG offences to 11%
- Increase positive outcome rate for rape and other sexual offences to 12.5%
- Increase victim engagement and reduce the application of outcome Codes 14 & 16
- Actively manage identified individuals to prevent sexual offending

12 Tackle domestic abuse and increase justice for victims

- Improve attendance times to domestic abuse related incidents
- Increase positive outcome rate for Domestic Abuse offences to 11%
- Increase victim engagement and reduce the application of outcome Codes 14 & 16
- Monitor risk levels within domestic abuse
- Expand use of Rapid Video Response to respond to Domestic Abuse

13 Protect vulnerable children and adults

- Consistently capture the voice of the child
- Actively manage children at risk of exploitation in order to reduce harm
- Safeguard victims of fraud through Op Signature & the Banking Protocol



14 Prioritise the welfare and continuous professional development of TVP officers and staff

- Identify and take action to address the key factors impacting on welfare
- Monitor roll out of investigative skills training
- Ensure 1-1s are a core part of all officer and staff careers
- Continue to create clear career pathways for police staff

15 Remove barriers for officers and staff to enable effective working

- Monitor and actively manage officer and staff absences
- Monitor impact of efficiencies for frontline officers and staff
- Provide automated solution to improve accuracy of incident attendance recording

16 Improve retention of our people across TVP

- Maintain reductions in officer attrition through resignation
- Maintain robust recruitment pipeline

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

- Monitor levels of sickness incidents
- Ensure consistent management of sickness through SRPs
- Reduce queues for work-based support options

18 Increase internal trust and confidence

- Maintain transparency and timeliness of professional standards investigations
- Maximise opportunities to communicate meaningfully with the staff and officers of TVP