

## HMI Zoë Billingham's assessment of Thames Valley Police – Transcript

Hello. I'm Zoe Billingham and I'm Her Majesty's Inspector of Constabulary for Thames Valley Police.

I am one of five inspectors of constabulary, and our role is to inspect police forces on behalf of the public. Each year we produce an annual assessment of how each force is performing.

I am very pleased with the performance of Thames Valley Police in keeping people safe and reducing crime.

The force is good at tackling crime and anti-social behaviour, and I am encouraged by how neighbourhood officers work well in communities and with partners to prevent crime and anti-social behaviour. The force investigates crime well and takes consistent action against organised crime groups.

I welcome the commitment of the force to protecting vulnerable people, which is understood by officers and staff at all levels.

This commitment is demonstrated through the force's investment in training and resources to help the workforce protect the most vulnerable. I am reassured that the force is taking steps to invest more resource into child abuse investigations.

The force is well placed to achieve its future savings requirements. It is going through the next stage of its change programme, which includes a detailed examination of how it matches resources to the highest priorities. I am impressed by the robust processes followed by the force and its outstanding approach in ensuring that it has the resources to continue to provide an effective service to the public, while dealing with future financial constraints.

I am particularly impressed by the way the force engages with communities across the Thames Valley area. Neighbourhood officers and PCSOs understand local communities; communicate with them well through a range of different means, including social media; and, importantly, act promptly to address community concerns.

The force is well led with a track record of successfully implementing change. The chief officer team has set out a clear vision for the organisation; it strongly promotes an ethical culture and an inclusive workforce.

In the year ahead, I will be interested to see how the force responds to this assessment, and to the areas for improvement that HMIC has identified.