

CITY OF LONDON POLICE

**INTEGRITY
DASHBOARD 2019/20
Quarter 1
Version 1.0**



Appendix A

Rationale for Integrity Dashboard

The Integrity Dashboard will report on indicators designed to monitor how the Force is delivering the Police Code of Ethics and highlight behaviour of staff that may not meet the standards set out within the code. The code of ethics is detailed below for reference within this document.

Police Code of Ethics:

1. Honesty and integrity

I will be honest and act with integrity at all times, and will not compromise or abuse my position.

2. Authority, respect and courtesy

I will act with self-control and tolerance, treating members of the public and colleagues with respect and courtesy.

I will use my powers and authority lawfully and proportionately, and will respect the rights of all individuals.

3. Equality and diversity

I will act with fairness and impartiality. I will not discriminate unlawfully or unfairly.

4. Use of force

I will only use force as part of my role and responsibilities, and only to the extent that it is necessary, proportionate and reasonable in all the circumstances.

5. Orders and instructions

I will, as a police officer, give and carry out lawful orders only, and will abide by Police Regulations.

I will give reasonable instructions only, and will follow all reasonable instructions.

6. Duties and responsibilities

I will be diligent in the exercise of my duties and responsibilities.

7. Confidentiality

I will treat information with respect, and access or disclose it only in the proper course of my duties.

8. Fitness for work

I will ensure, when on duty or at work, that I am fit to carry out my responsibilities.

9. Conduct

I will behave in a manner, whether on or off duty, which does not bring discredit on the police service or undermine public confidence in policing.

10. Challenging and reporting improper behaviour

I will report, challenge or take action against the conduct of colleagues which has fallen below the standards of professional behaviour.

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Public Confidence Indicator

FORCE INTEGRITY INDICATORS							
Number	Indicator	2018 Survey Results					
PC 1	Community Survey Question 4: If you were to have contact with the city of London Police they would act with Integrity.	Survey Type and number of respondents	Percentage Strongly Agree	Percentage Tend to Agree	Percentage Neither Agree or Disagree	Percentage Tend to Disagree	Percentage Strongly Disagree
		Street (507)	50	40	9	1	0
		Online (439)	50	38	9	2	1
<p>Rationale: This question is asked as part of the public survey and will identify if the Force needs to take action to address how it is perceived by the public. The integrity question asked on the survey will allow the Force to review feedback and address any comments as part of its planning process.</p> <p>The measure will also look to monitor any perception that the public may have of the Force as a result of dealings with officers or through word of mouth and analysis of any comments made by the public will be provided here for additional context.</p> <p>Analysis: Respondents generally had a positive view of the Force in replies to the 2018 survey. 90% of street survey respondents were positive with the integrity questions with 88% of online respondents also providing a positive view in this area. This suggests a very good public perception of the Force.</p> <p>These questions will be replicated for the 2019 survey so there can be direct comparison.</p>							
PC 2	Victim Satisfaction Survey: Satisfaction with the way you were treated by the police officers and staff who dealt with you	Percentage of respondents that felt	Q1 Number of respondents & satisfaction %	Q2 Number of respondents & satisfaction %	Q3 Number of respondents & satisfaction %	Q4 Number of respondents & satisfaction %	
		Were fair in the way they dealt with you	No Data				
		Treated you with respect	No Data				
<p>Rationale: The victim satisfaction survey is undertaken quarterly to assess how the Force deals with victims of crime. The question on how victims were treated by our staff will allow the Force to identify if officers and staff are following the code of ethics for behaviour when dealing with victims of crime.</p> <p>Victims are likely to be upset and distraught when initial police contact occurs and their perception of their treatment will reflect how officers and staff have been trained to deal with the public in what can be difficult and upsetting circumstances.</p> <p>Analysis: Quarter 1 data is currently unavailable and will be reported on retrospectively once the survey has been completed and analysed. This is expected in time for Q2.</p>							

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HR Indicators

FORCE INTEGRITY INDICATORS											
Number	Indicator	Number of Upheld Grievances Relating to Integrity					Number of Upheld Grievances Made Per Quarter				
HR 1	Number of Grievances registered with HR Relating to Code of Ethics Issues	QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total
		4				4	4				
<p>Rationale: To monitor the number and themes of grievances investigated within Force to note any potential Code of Ethics issues.</p> <p>Historical Data: 2014/15: 7 Grievances 2015/16: 7 Grievances 2016/17: 13 Grievances 2017/18: 8 Grievances 2018/19: 12 Grievances</p> <p>Analysis: 4 Grievances were submitted in the quarter, 3 of which would be related to code of ethics issues (1 x Honesty and Integrity, 1 x Equality and Diversity and 1 x Confidentiality).</p> <p>Of the 4 Grievance submitted in the period the non- integrity related Grievance has been concluded and was partially upheld. The 3 integrity related grievances have not concluded at the time of this submission.</p>											
Number	Indicator	Number of employment Tribunals Relating to Integrity					Number of Employment Tribunals held Per Quarter				
HR 2	Number of Employment Tribunals that cite Code of Ethics Issues	QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total
		0				0	2				
<p>Rationale: To monitor the number and allegations of tribunals to note any potential Code of Ethics issues.</p> <p>Historical Data: 2014/15: 2 Tribunals 2015/16: 0 Tribunals 2016/17: 2 Tribunals 2017/18: 2 Tribunals 2018/19: 1 Tribunal</p> <p>Analysis: 2 ET hearings were held, both relating to Equality and Diversity. At date of submission we are still awaiting the decision of the both ET hearings</p>											
Number	Indicator	Number of leavers per quarter					Number of leavers stating Integrity as a reason for leaving the organisation				
HR 3	Number of Police Officer Leavers stating Code of Ethics Issues as a reason for leaving the organisation	QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total
		18				18	1				
HR 3	Number of Support Staff Leavers stating Code of Ethics Issues as a reason for leaving the organisation	QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total
		12				12	1				
<p>Rationale: This will monitor the number of Force leavers (police & support staff) for each quarter and identify if there are any trends through exit interviews that are linked to Code of Ethics for why staff are leaving the organisation.</p> <p>Analysis: Of the 18 Officers left in this quarter (5 officers completed exit interviews), (Of the 18 leavers 7 x Retirement & 6 transferred Forces). 1 Officer stated a Code of Ethics issues as a reason for leaving (Equality & diversity/conduct). Of the 12 Police Staff left in this quarter, 8 staff completed Exit interviews. 1 member of Police staff stated a code of ethics as a reason for leaving (Authority, respect and courtesy). This individual is one of the applicants in one of the Employment Tribunals referred to in HR2.</p>											

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Number	Indicator	Number of dismissals per quarter				
		QTR 1	QTR 2	QTR 3	QTR 4	Total
HR 4	Number of Dismissals as a result of Code of Ethics Issues	0				0
	<i>Rationale: This will monitor the number of dismissals (police & support staff) for each quarter and identify if there are any trends that are linked to Code of Ethics for why staff are being dismissed.</i>					
	<i>Analysis: N/A</i>					

Learning & Development Indicators

FORCE INTEGRITY INDICATORS												
Number	Indicator	Number of Random Tests Per Quarter					Number of Positive Tests Per Quarter					
		QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total	
L&D 1	Quarterly Random Drug Testing	0				0	0				0	
	<i>Rationale: To ensure Police Officers are tested as part of the Force random drug testing policy so that there are no issues with the misuse of drugs within the workforce.</i>											
	<i>Historical Data: 2016/17: 0 Positive Tests 2017/18: 0 Positive Tests 2018/19: 0 Positive Tests</i>											
	<i>Analysis: No drug testing undertaken in the 1st quarter due to inappropriate facilities following accommodation move. Additionally, L & D have reported that the process is currently under review with a decision expected in September. It is understood that the accommodation issues have been resolved, and the Assistant Commissioner has directed that going forward, these tests should be administered and overseen by Professional Standards.</i>											
Number	Indicator	# Disclosure Courses Undertaken within Quarter					Total Number of Officers Trained in Disclosure					
		QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total	
L&D 2	Code of Ethics Training Given as part of existing Mandatory Training Courses	3				3	36				36	
		# Stop & Search Courses Undertaken within Quarter					Total Number of Officers Trained in Stop & Search					
		1				1	10				10	
		# Vulnerability Courses Undertaken within Quarter					Total Number of Officers Trained in Vulnerability					
		9				9	84				84	
		<i>Rationale: To show how many officers are receiving training on Code of Ethics as part of their courses. The information will be taken from the L&D Dashboard showing the number of courses within the quarter and the overall number of staff trained.</i>										
		<i>Analysis: Training for disclosure, stop/search and vulnerability is up to date and on target, the numbers shown were “mop up” session for those who had previously missed training.</i>										
There was no specific feedback from Students. Induction training timetable is under review and this may impact on the CoE training delivered. Delivery of further Vulnerability training is due in Q3/4.												

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Number	Indicator
L&D 3	Other Code of Ethics Issues Training Input
	<i>Rationale: L&D provides input on an ad-hoc basis to supplement training courses to implement national guidance or learning best practice from within Force. Where additional input has been made on Code of Ethics with courses within a quarter a text response will provide oversight into what has occurred and why so that ISB received an update on the wider Code of Ethics training and input made by Learning and Development within quarter.</i>
	<p>Analysis: 13 Student Officers received ½ day input on Code of Ethics.</p> <p>10 Inductees received a one hour Code of Ethics Input.</p>

PSD Indicators

FORCE INTEGRITY INDICATORS												
Number	Indicator	Number of Complaints Made Per Quarter					Number of Allegations Made per Quarter					
PSD 1	Number of registered complaints against Force excluding Action Fraud that relate to Police Code of Ethics	QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total	
		12				12	13					13
		Number of Complaints Upheld Per Quarter					Number of Allegations Upheld Per Quarter					
		QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total	
		1				1	1					1
		Number of Upheld Complaints Relating to Integrity					Number of Upheld Allegations Relating to Integrity					
		QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total	
0				0	0					0		
<p><i>Rationale:</i> Monitoring the number of complaints and allegations will allow the Force to identify if there are specific trends that may require management action to address, this could identify the need to amend processes or Force culture depending on the nature of the complaints received. Each complaint made may have a number of associated allegations so monitoring this will allow the overall volume of work undertaken by PSD to be revealed.</p> <p>Historical Data: 2014/15: 117 Complaints 2015/16: 105 Complaints 2016/17: 102 Complaints 2017/18: 90 Complaints 2018/19: 53 Complaints</p> <p>Analysis: Complaints made are considered in relation to the standards of professional behaviour of which there is only one that relates to integrity. In this case the complaint that was upheld was not an integrity matter nor did it breach the standards of professional behaviour.</p>												
Number	Indicator	Number of Cases Per Quarter					Number of Cases Relating to Integrity					
PSD 2	Number of Civil cases which cite the Force (including Judicial Reviews) relating to Code of Ethics Issues	QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total	
		5				5	0				0	
<p><i>Rationale:</i> Civil cases include Civil Claims, Judicial Reviews, Employee Liability, Liable and Slander, and Professional Indemnity. Claims represent a potential financial (even where there is insurance cover); and reputational risk, and outcomes can effect operational strategy and effectiveness.</p>												

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	Historical Data: 2014/15: 24 Cases 2015/16: 23 Cases 2016/17: 17 Cases 2017/18: 18 Cases 2018/19: 23 Cases										
	Analysis: The standout theme of civil claims being made are around unlawful arrest, detention, and use of force (handcuffing). There are no outcomes on the claims reported as they can take several years to resolve. In the past learning has been identified for public order events which has been applied to Operation Benbow since and Extinction Rebellion recently, and is noted for potential public order events around Brexit.										
Number	Indicator					Number of Cases Per quarter					
PSD 3	Cases of Abuse of Authority for Sexual Gain					QTR 1	QTR 2	QTR 3	QTR 4	Total	
						0				0	
	Rationale: This is a serious integrity matter that is of concern at a national policing level. The reporting of this will provide perspective on whether or not the Force is being transparent with reporting and monitoring this issue and breach of public trust.										
Analysis: No cases have been reported.											
Number	Indicator	Number of Misconduct Proceedings Per Quarter				Number of Misconduct Proceedings that relate to Honesty & Integrity					
PSD 4	Misconduct Proceedings that relate to Code of Ethics Issues	QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total
		1				1	0				0
	Rationale: Misconduct proceedings are a result of proven allegations or investigations by PSD into other areas of officer behaviour such as Gifts & Hospitality, Business Interests or Procurement. The number of misconduct hearings per quarter will be reported against the number relating to Police Code of Ethics.										
Analysis: The above was the result of an IOPC independent investigation and related to duties and responsibilities. It was found that there was no case to answer.											
Number	Indicator	Number of Reports Per Quarter				Number of Reports that Result in a PSD Investigation					
PSD 5	Number of internal referrals to PSD (i.e. BadApple)	QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total
		5				5	4				4
	Rationale: To capture the use of the Force internal systems and identify if staff feel confident in using the processes or if there are issues with their use and adoption in Force.										
Analysis: Detail about confidential reporting is not available although it has led to a number ongoing investigations being considered under conduct regulations.											

Corporate Communications Indicators

FORCE INTEGRITY INDICATORS											
Number	Indicator	Number of Media Contact Recorded within Quarter				Number Referred to PSD for notice					
		QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total
CC 1	Number of unauthorised media contacts referred to PSD	0				0	0				0
		Rationale: Corporate Communications are in a position to identify any unusual contact with the media by police officers and staff which could lead to compromise or corruption, or be unethical or unprofessional and may be reported to PSD for investigation or intelligence.									
	Analysis: No media contract recorded and no referrals made to PSD in Q1.										

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Data Owners and Sources

No. 1	Indicator	Owner	Data Source
PC 1	Community Survey Question 4: If you were to have contact with the city of London Police they would act with Integrity.	Strategic Development	Strategic Development
PC 2	Victim Satisfaction Survey: Satisfaction with the way you were treated by the police officers and staff who dealt with you	PIU	PIU
HR 1	Number of Grievances registered with HR Relating to Code of Ethics Issues	HR	HR
HR 2	Number of Employment Tribunals that cite Code of Ethics Issues	HR	HR
HR 3	Number of Police Officer Leavers stating Code of Ethics Issues as a reason for leaving the organisation	HR	HR
	Number of Support Staff Leavers stating Integrity as a reason for leaving the organisation	HR	HR
HR 4	Number of Dismissals as a result of Code of Ethics Issues	HR	HR
L&D 1	Quarterly Random Drug Testing	L&D	L&D Monthly Dashboard
L&D 2	Code of Ethics Training Given as part of existing Courses	L&D	L&D Monthly Dashboard
L&D 3	Other Code of Ethics Issues Training Input	L&D	L&D Monthly Dashboard
PSD 1	Number of registered complaints against Force excluding Action Fraud that relate to Police Code of Ethics	PSD	PSD
PSD 2	Number of Civil cases which cite the Force (including Judicial Reviews) relating to Code of Ethics Issues	PSD	PSD
PSD 3	Cases of Abuse of Authority for Sexual Gain	PSD	PSD
PSD 4	Misconduct Proceedings that relate to Code of Ethics Issues	PSD	PSD
PSD 5	Number of BadApple Reports	PSD	PSD
CC1	Number of unauthorised media contacts referred to PSD	Corporate Communications	Corporate Communications