

APPENDIX A

CITY OF LONDON POLICE

INTEGRITY DASHBOARD 2019/20 Quarter 2

Version 1.0



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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
	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.						
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.							
Analysis - The following information has been supplied by Paul Adams (Strategic Development):							
The Street Survey for 2019 has been finalised and will be undertaken by the survey company during November 2019 for an interim report to be produced in December 2019. ISB will receive the update on the survey results as part of the report into Quarter 3 dashboard performance. The 2019 results will be compared to the 2018 data presented above to identify if there has been any significant shift in public opinion about the Force. This will first be presented to PMG to inform on Measure 11 within the Force Plan, ISB will not receive an assessment until PMG have been given the opportunity to evaluate and discuss results as this may inform the information presented within this dashboard. This will be compared against the results of the previous years survey.							
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				
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.							
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.							
Analysis:							
At time of report writing PIU have not analysed the victim data collated so far within 2019 due to resourcing issues. This data informs the Force report against Policing Plan priorities and will be provided for oversight into the ISB dashboard once analysis has been completed within Force.							

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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	8			12	1	2			2
	Rationale: To monitor the number and themes of grievances investigated within Force to note any potential Code of Ethics issues.										
	Historical Data: 2014/15: 7 Grievances 2015/16: 7 Grievances 2016/17: 13 Grievances 2017/18: 8 Grievances 2018/19: 12 Grievances Analysis - The following information has been supplied by Robert Dimmick (Head of HR): 8 new Grievances were submitted in Q2 Five of which would be related to the Code of Ethics (1 x Confidentiality; 2 x Honesty & Integrity, 1 x Equality and Diversity and 1 x Authority, respect and courtesy/conduct). At this stage two of the grievances was partially upheld.										
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			0	2	0			2
	Rationale: To monitor the number and allegations of tribunals to note any potential Code of Ethics issues.										
	Historical Data: 2014/15: 2 Tribunals 2015/16: 0 Tribunals 2016/17: 2 Tribunals 2017/18: 2 Tribunals 2018/19: 1 Tribunal Analysis: Update from the ETs reported in Q1. Both ETs related to Sex discrimination therefore came under Equality and diversity code of conduct. One of the cases was an ET appeal. In the ET case the Force was successful in defending one element but lost the second element however, the tribunal did not award the claimant any compensatory payment. In the ET Appeal Case The Force lost its Appeal however, we are appealing the judgement to the Court of Appeals.										
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	16			34	1	1			2
	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	20			32	1	1			2
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.											
Analysis : 8 police officers completed exit interviews. 1 officer stated breach of Equality & Diversity / Conduct as the reason for leaving. 9 police staff completed exit interviews. 1 member of Police Staff stated breach of Equality & Diversity provisions.											
Number	Indicator	Number of dismissals per quarter									

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HR 4	Number of Dismissals as a result of Code of Ethics Issues	QTR 1	QTR 2	QTR 3	QTR 4	Total
		0	1			1
	<p>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.</p> <p>Analysis: The dismissal reported in Q2 will be discussed in more detail in the closed segment of the meeting.</p>					

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Learning & Development Indicators

FORCE INTEGRITY INDICATORS											
Number	Indicator	# Disclosure Courses Undertaken within Quarter					Total Number of Officers Trained in Disclosure				
L&D 1	Mandatory Code of Ethics Training Given as part of existing Courses	QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total
		3	0			3	36	0			36
		# Stop & Search Courses Undertaken within Quarter					Total Number of Officers Trained in Stop & Search				
		QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total
		1	1			2	10	5			15
		# Vulnerability Courses Undertaken within Quarter					Total Number of Officers Trained in Vulnerability				
		QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total
		9	25			34	84	144			228
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.											
Analysis: No disclosure courses were due in Q2. Those delegates requiring face to face training have received the required training. Further training is being given in Q3 as Continuing Professional Development to the Scientific Support Unit and Roads Policing Unit. 619 Officers have completed the NCALT package “Disclosure and relevancy – Conducting fair investigations.” “Priority 1” officers have received Stop Search training. The list of Priority 2 & 3 delegates is being reviewed/updated and further training will commence once candidates are identified. A new package is being rolled out to first responders.											
Number	Indicator										
L&D 2	Other Code of Ethics Issues Training Input										
	Rationale: L&D provides input on an ad-hoc bass 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.										
	Analysis: 20 City of London Police inductees have received induction training which includes a 1 hour input from PSD focusing on Code of Ethics										

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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	18			30	13	18			31
		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	0			1	1	0			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	0			0
Rationale: 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.											
Historical Data: 2014/15: 117 Complaints 2015/16: 105 Complaints 2016/17:102 Complaints 2017/18: 90 Complaints 2018/19: 53 Complaints											
Analysis: It should be noted that PSD uses IOPC categories for recording allegations which do not necessarily relate to the Code of Ethics. These figure represent the total number of complaint and allegation made in a quarter. The top three category of allegations are Incivility, impoliteness and intolerance; other irregularity in procedure; and other neglect or failure in duty.											
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	3			8	0	0			0
Rationale: 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.											
Historical Data: 2014/15: 24 Cases 2015/16: 23 Cases 2016/17: 17 Cases 2017/18: 18 Cases 2018/19: 23 Cases											
Analysis: The claims do no necessary relate to Code of Conduct issues but represent the total number of new claims recorded in the quarter (excluding employment claims). Claims vary from claim for damage to property to unlawful arrest and detention. Most claims new claims will be pre-action rather than issued proceedings.											
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			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.											

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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	0			1	0	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 have been no misconduct proceedings during quarter 2.										
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	6			11	5	6			11
	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 : For reasons of confidentiality PSD is unable to comment of the nature of the referrals other than to say they have led to CCU investigations.										
Number	Indicator	Number of Random Tests Per Quarter					Number of Positive Tests Per Quarter				
PSD 6	Quarterly Random Drug Testing	QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total
		0	0			0	0	0			0
	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.										
	Historical Data: 2016/17: 0 Positive Tests 2017/18: 0 Positive Tests 2018/19: 0 Positive Tests										
Analysis -: No random drug testing took place during quarter 2.											

Corporate Communications Indicators

FORCE INTEGRITY INDICATORS											
Number	Indicator	Number of Media Contact Recorded within Quarter					Number Referred to PSD for notice				
CC 1	Number of unauthorised media contacts referred to PSD	QTR 1	QTR 2	QTR 3	QTR 4	Total	QTR 1	QTR 2	QTR 3	QTR 4	Total
		0	0			0	0	0			0
	<i>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.</i>										
	Analysis - No referrals have been made for quarter 2.										

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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	Code of Ethics Training Given as part of existing Courses	L&D	L&D Monthly Dashboard
L&D 2	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
PSD 6	Quarterly Random Drug Testing	PSD	PSD
CC1	Number of unauthorised media contacts referred to PSD	Corporate Communications	Corporate Communications