

CITY OF LONDON POLICE

**DRAFT INTEGRITY
DASHBOARD 2020/21
Quarter 2**

Version 1.0



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.

Public Confidence Indicator

FORCE INTEGRITY INDICATORS							
Number	Indicator		2019 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 (519)	41	52	6	1	0
		Online (103)	53	38	8	2	0
			2020 Survey Results				
		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 (000)	N/A	N/A	N/A	N/A	N/A
	Online (580)	48	38	10	3	2	
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 Strategic Development: Full analysis of the survey data and comments have yet to be undertaken however the preliminary data above shows that 86% of the respondents believed that officers would act with integrity. This is compared to 93% from the street survey last year and 93% from the online responses. This shows a reduction in the perception of integrity of officers by the public. This year also saw a 2% perception that strongly disagreed that officers would act with integrity that was not shown in any responses last year.							
Respondents have the opportunity to comment on their perception of the police which is a section that includes 5 perception questions. As yet these comments have not been reviewed to identify if any integrity issues were flagged by respondents to better understand the responses given and build in a plan to act around public perception and confidence around officers and Force actions.							

FORCE INTEGRITY INDICATORS						
Number	Indicator	2020 Survey Results				
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				
		Treated you with respect				
	<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 - The following information has been supplied by Strategic Development: A new contract has been awarded by PIU to undertake the victim satisfaction survey on behalf of the force, data collection commenced on 1st November to inform this measure going forward.</p>					

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
		0	0			0	0	0			0
	Rationale: To monitor the number and themes of grievances investigated within Force to note any potential Code of Ethics issues.										
Historical Data: 2015/16: 7 Grievances 2016/17: 13 Grievances 2017/18: 8 Grievances 2018/19: 15 Grievances 2019/20: 16 Grievances											
Analysis - The following information has been supplied by the Head of HR: During the second quarter we have had no new grievance cases at all and no outstanding grievance concluded. We have noticed since COVID19 lockdown case work has reduced whilst people have been working remotely. In some cases there have been delays in concluding cases due to various participants not being available due to COVID19 and planned leave.											
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	0	0			0
	Rationale: To monitor the number and allegations of tribunals to note any potential Code of Ethics issues.										
Historical Data: 2015/16: 0 Tribunals 2016/17: 2 Tribunals 2017/18: 2 Tribunals 2018/19: 1 Tribunal 2019/20: 2 Tribunals											
Analysis - The following information has been supplied by the Head of HR: We have had no new ETs submitted or attended any planned ET during this period. We have had a Judicial Mediation at the end of the period related to Constructive Dismissal (Challenging and reporting improper conduct/Duties and responsibilities). This was not successful so we will move to an ET in the New Year.											

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
		8	20			28	0	0			0
	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
		11	11			22	0	0			0
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 - The following information has been supplied by the Head of HR Of the 20 Police Officer Leavers in Quarter 2 : 13 were for Normal retirement, 2 were transfers to other Forces and 5 were for voluntary resignations Of the 11 staff leavers in Quarter 2: 1 was for dismissal as a result of unsatisfactory Probationary period, 8 were voluntary resignations and 2 Normal retirement. In terms of Exit interviews only 4 were completed during this period (2 x Officers and 2 x Staff) One member of staff referred to discrimination/harassment by their line manager – This had already been investigated under the grievance process with decision only to partially uphold one element.											
Number	Indicator	Number of dismissals per quarter									
HR 4	Number of Dismissals as a result of Code of Ethics Issues	QTR 1		QTR 2		QTR 3		QTR 4		Total	
		0		0						0	
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.											
Analysis - The following information has been supplied by the Head of HR: In Quarter 2 there were no Dismissals of Police staff as a result of Code of ethics. The only Dismissal as recorded above was for unsatisfactory probationary period which was performance not conduct.											

Finance Indicators

Number	Indicator	Number of Procurement cards that are compliant					Number of referrals to PSD/HR for Honesty & Integrity investigation issues as a result of procurement card use				
FIN 1	Procurement card misuse that relates to Code of Ethics Issues	YEAR	QTR 1	QTR 2	QTR 3	QTR 4	QTR 1	QTR 2	QTR 3	QTR 4	Total
		2019	2775	3021	3681	3249	0	0	0	0	0
		YEAR	QTR 1	QTR 2	QTR 3	QTR 4	QTR 1	QTR 2	QTR 3	QTR 4	Total
		2020	1077	1979			0	0			0
Rationale: Force staff following a standard process for the use of their procurement cards which requires sign off of transactions by line managers as well as receipt of goods to track use within agreed parameters. The number referrals per quarter will be reported against the number of staff who are compliant in their use.											
Analysis - The following information has been supplied by the Finance Business Transformation & Performance Manage):											
Reports from quarter 1 and 2, show a compliance of 88% and 91% respectively.											
No referrals have been made to PSD or HR for honesty and integrity issues.											

Learning & Development Indicators

FORCE INTEGRITY INDICATORS											
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 1	Mandatory Code of Ethics Training Given as part of existing Courses	0	0			0	0	22			22
		# 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
		0	0			0	0				0
		# 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
		0	0			0	0				0
<p>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.</p> <p>Analysis - The following information has been supplied by L&D: All non-essential training (everything but IPLDP) was cancelled after 23 March 2020. All non-essential training (everything but IPLDP) was cancelled after 23 March 2020. The majority of the force have been captured in the previous 2 years for Disclosure, Stop & Search and Vulnerability training. Disclosure training is to be reviewed and renewed in 2021.</p>											
Number	Indicator										
L&D 2	Other Code of Ethics Issues Training Input										
<p>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.</p> <p>Analysis - The following information has been supplied by L&D</p> <p>As part of Sergeants Core Leadership course we talk about the Code of Ethics as part of a number of the lessons.</p> <p>2 x Silver Command courses are to be run in December 2020 aimed at C/Insp and Supt. There is an emphasis on the NDM including an in-depth look at the Code of Ethics and their impact of decision making.</p> <p>PSD completed a 'focus on' in September to inform regarding the new PRI system and ethical use of this. This was well received and is due to be delivered to the FRC this month 16 officers received Tutor Constable training over 5 sessions.</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
		39	24			63	58	47			105
		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				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		0
<p>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.</p> <p>Historical Data: 2015/16: 105 Complaints 2016/17: 102 Complaints 2017/18: 90 Complaints 2018/19: 54 Complaints 2019/20: 78 Complaints</p> <p>Analysis - The following information has been supplied by PSD:</p> <p>There has been an increase in the number of complaints and allegations made in comparison to previous years. This is consistent with the natural picture and although we may have expected a reduction due to the drop in footfall across the City, the year-on-year trend has continued to increase. There are a number of explanations for this including an increased accessibility through single online reporting. As the Force continues to grow its workforce it is also expected that there will be a correlation in increased allegations made.</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
		7	2			9	0	0			0
<p>Rationale: Civil cases include Civil Claims, Judicial Reviews, Employee Liability, Liable and Slander, and Professional Indemnity. Claims are generally covered by insurance and do not represent a financial loss to the force, although outcomes are considered for reputational risk and learning for any impact of operational strategy and effectiveness.</p> <p>Historical Data: 2015/16: 23 Cases 2016/17: 17 Cases 2017/18: 18 Cases 2018/19: 23 Cases 2019/20: 15 Cases</p> <p>Analysis - The following information has been supplied by PSD:</p> <p>There were 2 Civil Claims registered, neither relate to integrity matters. One was for a dog bite which had been dealt with through the complaints process and not upheld, the other was a claim for loss of property.</p>											

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
	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.										
	Historical Data: 2019/20: 0										
	Analysis - The following information has been supplied by Corporate Communications: No referrals were made by Corporate Communication for this period.										

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
FIN 1	Procurement card misuse that relates to Code of Ethics Issues	FIN	FIN
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