

<b>Committee(s):</b> Strategic Planning and Performance Committee	<b>Dated:</b> 13 November 2023
<b>Subject:</b> City of London Police Staff Survey- Question 4.1 update	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	1- People are safe and feel safe
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N/A</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	<b>N/A</b>
<b>Report of:</b> Commissioner of Police Pol 130-23	<b>For Information</b>
<b>Report author:</b> Superintendent Patrick Holdaway, HQ Dept.	

### Summary

At the September Strategic Planning and Performance Committee under a discussion item around Performance against the organisational policing plan measures, Members requested for CoLP to provide a more detailed update on the survey question around whether **City of London Police is a psychologically and emotionally healthy place to work.**

The staff survey, which launched on 10 October 2022 and closed on the 27 October 2022, was followed a Pulse Survey, that ran from 28 June to 12 July 2023.

The question around whether CoLP is a psychologically and emotionally healthy place to work (Q4.1), was featured in both surveys providing an opportunity to track progress. The Pulse survey saw this area increase by 5% from 42% to 47%. This report sets out the context of this question and seeks to identify areas for improvement.

### Recommendation(s)

Members are asked to note the report.

### Main Report

#### Background

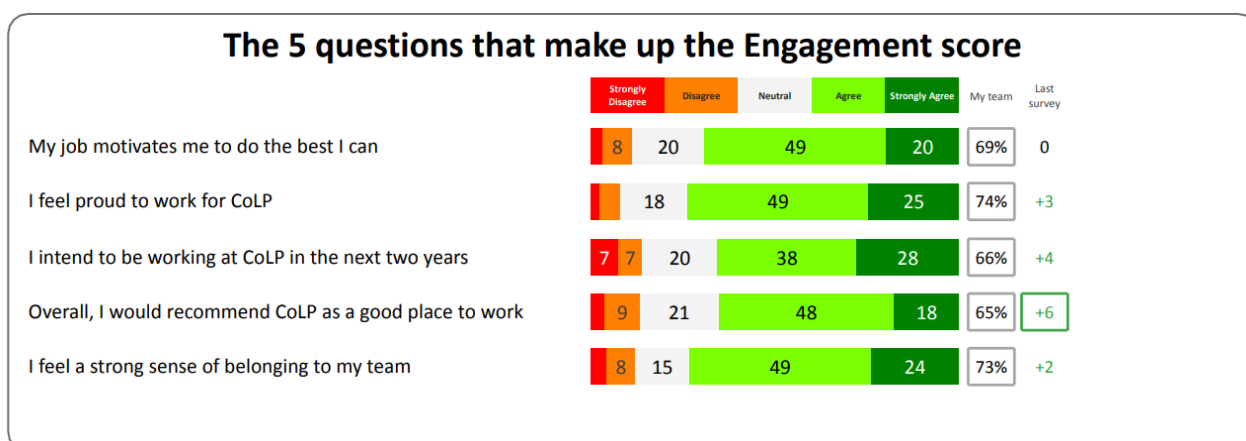
1. The survey by the supplier was launched on 10 October 2022 and closed on the 27 October 2022. A shorter 'Pulse' Survey was launched on the 28 June to 12 July and included 12 questions for review.

1.	My job motivates me to do the best I can
2.	I feel proud to work for CoLP
3.	I intend to be working for CoLP in the next two years
4.	Overall, I would recommend CoLP as a good place to work
5.	I feel a strong sense of belonging to my team
6.	Leaders communicate openly and honestly (Comms & Collaboration)
7.	Capable people succeed in CoLP regardless of their background (Diversity & Inclusion)
8.	There are good opportunities for me to develop my career in CoLP (Professionalism)
9.	I am provided with the equipment and knowledge to do my role effectively (Professionalism)
10.	I have confidence in the decisions made by senior leaders (Integrity & Trust)
11.	CoLP is a psychologically and emotionally healthy place to work (Wellbeing & Compassion)
12.	Any other comments?

- The response rate for the Pulse survey was 58%, this was down on the full survey at 64%, however, the full survey was open for longer and the Pulse survey covered part of the summer leave period, therefore the drop was not unexpected.

### Current Position

- The engagement score is made up of the following five questions and four of the five areas showed improvement compared the full survey in October 2022. Of note the 'I would recommend CoLP as a good place to work' increased by 6%.
- The engagement score increased from 66% in the full survey to 69% in the Pulse survey (3%).



5. With reference to the below question, whilst this figure increased by 5% from the full survey, it was still a relatively low figure.

CoLP is a psychologically & emotionally healthy place to work	7	17	29	39	7	47%	+5%
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6. When looking at the comparison between October 2022 and June 2023 for the above question there were some changes.
- There were clear improvements in a number of areas including Intelligence, and NLF.
  - Contact management and response also improved moving from red to green.
  - Areas where there were particular negative changes included Corporate Services (CS), perhaps reflecting the concerns around the Corporate Services review and the uncertainty caused by this change project.
  - Other areas which also scored low were Investigations (including Public Protection Unit (29%)), City Police Taskforce Firearms (CPTF) (29%), Criminal Justice Service (27%) and Human Resources (20%).
  - A review of the comments has identified no single issue although the term well-being was mentioned in 7% of answers in October but increased to 10% in June.
7. When designing improvement plans the following actions were suggested to target the question:
- Adopt an authentic leadership style, be confident, take steps to build more trust
  - Encourage your team to speak openly if anything is bothering them
  - If someone does good work – praise them!
  - Make sure you and your teams have regular feedback sessions
  - Remain positive around your team

### Next Steps

8. The staff survey focus group will specially look at this question and will be prioritised in readiness for the next survey planned for January 2024. The results of the focus group will be reflected in department improvement plans.
9. Unlike the other questions this question captures a number of areas and allows the respondent to draw upon a wide range of issues to formulate their answer. To provide better clarity and allow more detailed analysis, supplementary questions will be added to the next survey.

10. The above actions will report to People Board, ensuring the activity is reviewed and linked to other workstreams.

## **Conclusion**

11. There is clear correlation between implementation of improvement plans and improved survey results. Processes are in place to monitor this.
12. Well-being was an area that influenced scoring, with the term featuring in 10% of comments during the pulse survey.

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