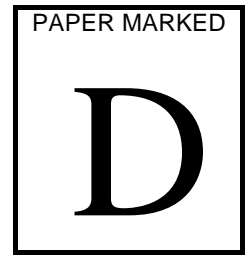


LEICESTERSHIRE POLICE AUTHORITY



Meeting **HUMAN RESOURCES COMMITTEE**

Date **3 DECEMBER 2009**

Report of **DIRECTOR OF HR**

Subject **GRIEVANCE CASES**

Purpose of Report

1. This report provides members with the developments and changes in grievance cases that have occurred in the last rolling two years and to provide detailed information on grievances in the last rolling twelve months.

Background

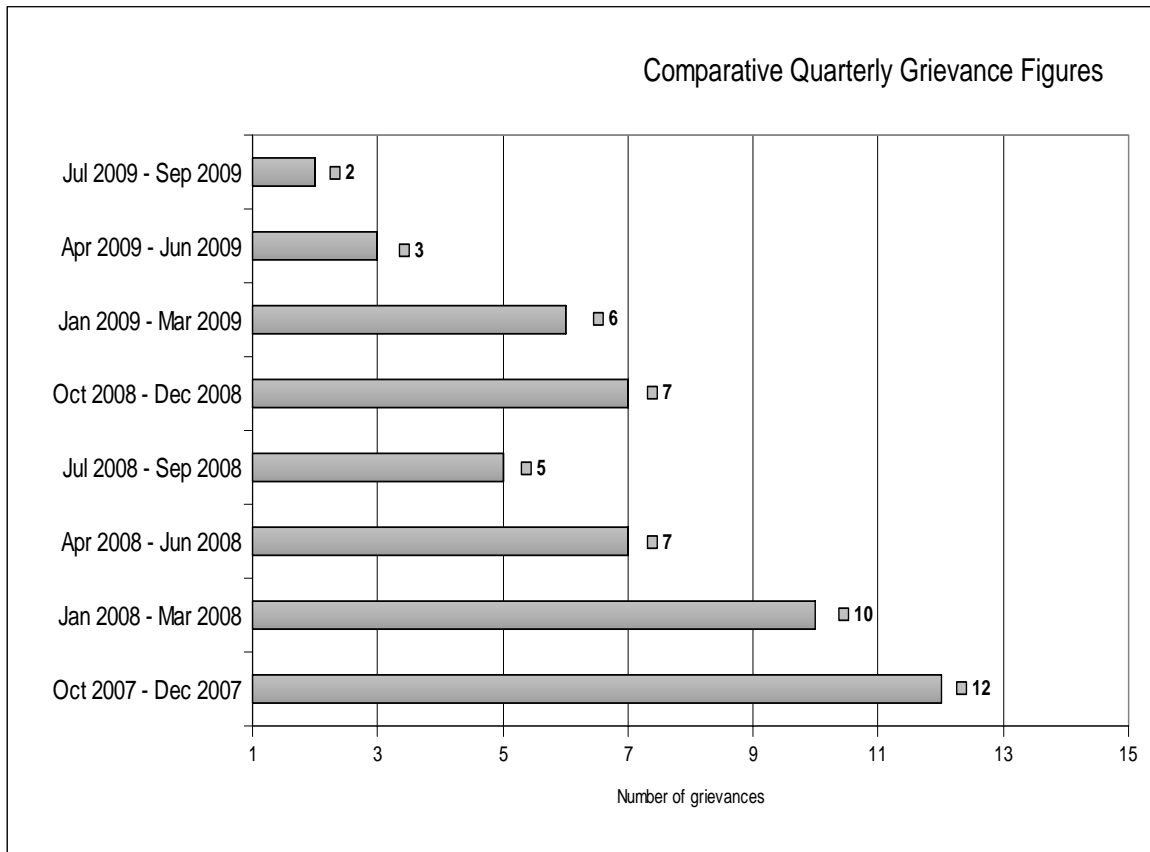
2. All police officers, police staff and special constables within the organisation can raise a grievance about issues of concern. The current exceptions to that are the following categories:-
 - Determination of the rate of pay, National Insurance and Superannuation (these will be dealt with by the Human Resource (HR) Department and Finance Department). If however, the issue raised is that of equal pay for work of equal value, then that can be raised as a grievance.
 - Application for review of grade of police staff salaries as these will be dealt with by the HR Department, which also includes an appeals process. The same applies as above in relation to equal pay for work of equal value.
 - Transfers, postings or lawful orders (in case of police officers), unless evidence is available to support that the process was unfair.

Grievance Information

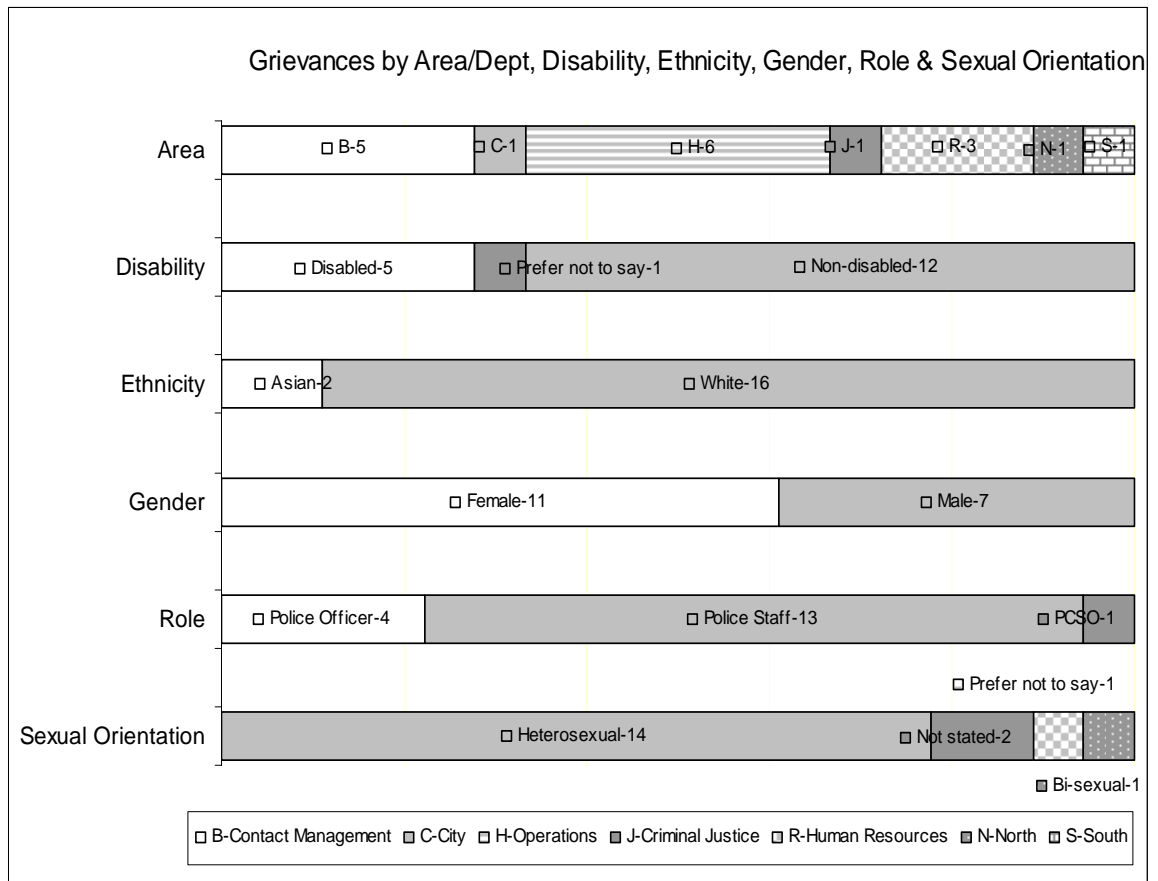
3. The chart overleaf shows the comparative figures on the number of grievances received on a quarterly basis in the last two years, analysis will be limited to the last quarter.

In the last quarter there were 2 grievances which were categorised as follows:-

- 1 - bullying
- 1 – managerial issue



4. The following graph shows a breakdown by disability, department, ethnicity, gender, role and sexual orientation. As the graph illustrates in the last rolling twelve months, from 1st October 2008 to 30th September 2009, there were 18 grievances.



Role Breakdown

5. Of the 18 grievances, 4 were from police officers who represent 22% of the total grievances, 13 were from police staff, which represents 72% and 1 from a police community support officer which represents 6%. This continues to show a disproportionate number of grievances from police staff in relation to their representation in the Constabulary, which is approximately 40%. This trend continues to indicate that police staff are almost twice as likely to raise a grievance, than police officers. On looking more closely at the grievances and the disproportionality of grievances raised by police staff – 64% (9) of them are represented by Unison or supported by an equality supporter, compared to 50% (2) of police officers represented by the Federation. This has been a consistent pattern for several years that police staff who are represented are far more likely to raise grievances. In addition they are more likely to challenge decisions, when supported. Historically many of the grievances raised by police staff have been in connection with terms and conditions and recruitment and selection. However recently we have seen a shift to much more varied reasons for raising grievances with no category except bullying scoring more than 5. Yet even within these there are no consistent patterns.

Gender Breakdown

6. The 18 people raising grievances are also broken down to 7 males, (39%) and 11 females (61%). This continues to show a higher proportion of females still raising grievances as they represent approximately 40% of the Force total. However, as approximately two thirds of the grievances were raised by police staff and females represent just over two thirds of the police staff breakdown, then the disproportionality no longer exists.

Ethnicity Breakdown

7. Up until September 2009, 89% of grievances lodged in the last rolling twelve months were from white staff, which equates to 16 individuals and 2 were from Asian members of staff which equates to 11%. This continues to show a fall in the number of grievances raised by staff from a BME background , with 12% of grievances raised by BME staff reported in the previous rolling twelve months. Although there is still disproportionality compared to the previous year, this trend is still heading in the right direction.

Disability Breakdown

8. Of the 18 people raising grievances, 12 were from non-disabled members of staff, representing 66%, 5 (28%) were from disabled members of staff whilst 1 (6%) did not state whether or not they were disabled.

Sexual Orientation Breakdown

9. The 18 people raising grievances are also broken down to 14 heterosexual (77%), 1 bi-sexual (6%) 2 who are shown as not stated (11%), whilst 1 (6%) preferred not to say.

Departmental Breakdown

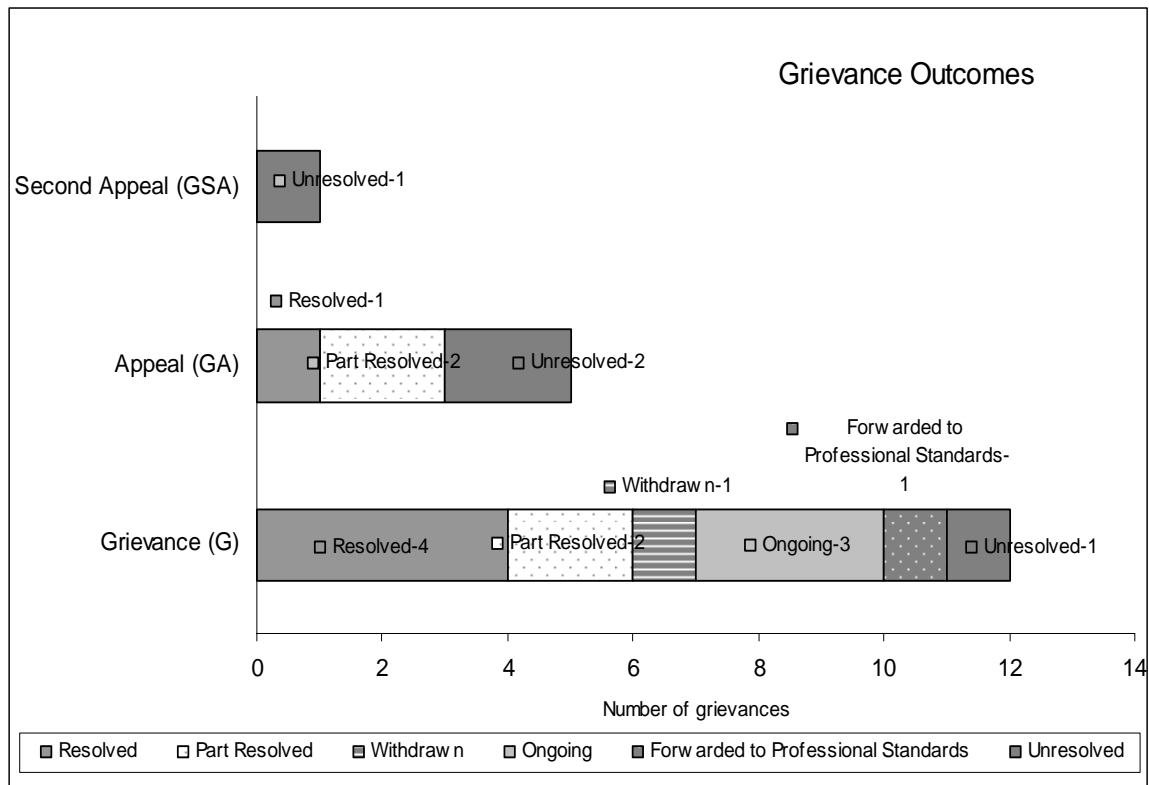
10. There is a spread of grievances across 7 departments with the largest number of grievances being within the Operations Department showing a total number of 6 grievances and Contact Management Department who have a total of 5 grievances. This is a fairly persistent trend in terms of overall numbers of grievances raised in these two departments. This is followed by the Human Resources Department showing a total of 3 grievances. This collectively represents 78% of the total number of grievances. Operations Department include 3 cases of bullying, 1 disability discrimination, 1 racial

discrimination and 1 managerial issue. Contact Management include 1 disability discrimination, 1 managerial issue, 1 terms and conditions of service/police regulations and 2 cases classed as other. The Human Resources Department include 1 disability discrimination, 1 bullying and 1 transfer. None of these grievances are related and no further trends can be identified.

11. In the next table on the following page, a further breakdown is illustrated of categories where there have been in excess of 5 grievances. During the last quarter the only category which this relates to is bullying. As stated earlier, 3 of these cases can be found in the Operations Department, however, none of these have any relationship with each other, they involve differing people, different levels of bullying and in different parts of the department.

Grievance Information from 1st October 2008 - 30th September 2009			
Category	Breakdown		Bullying (5)
Age	16 -24		
	25 - 34		
	35 - 44		3
	45 - 54		1
	55 - 64		1
	65 and over		
Religion	Christian		1
	Hindu		1
	Roman Catholic		1
	Prefer not to say		2
Gender	Female		4
	Male		1
	Prefer not to say		
Sexual Orientation	Gay / Lesbian		
	Heterosexual		4
	Not stated		1
	Prefer not to say		
Ethnicity	Asian	British	
		Indian	1
	Mixed	White and black African	
	White	British	3
		A/O white background	1
Not stated			
Disability	Disabled		2
	Non-Disabled		3
	Not stated		
	Prefer not to say		
Role	Police Officer		
	Police Staff		5
	PCSO		
Length of Service	0 - 5 years		2
	6 - 10 years		
	11 - 15 years		
	16+ years		3

12. The next chart graphically represents the outcomes of the 18 grievances lodged in the last 12 months. This graph represents the stages that are being monitored, which are grievance, grievance appeal and second appeal. There are no grievances which are over a year old.



13. Under the grievance procedure, the following represents the grievance outcomes:-

- At the initial grievance stage, 4 grievances were resolved, 2 part resolved, 1 was unresolved, 1 withdrawn and 1 was forwarded to the Professional Standards Department. Of the 18 grievances in this year, 3 remain ongoing at this stage. This stage is dealt with by the line manager. This is the lowest number of ongoing grievances ever recorded.
- At the grievance appeal stage, 1 grievance was resolved, 2 were part resolved and 2 were concluded as unresolved. This stage is dealt with by the line manager's supervisor.
- At the grievance second appeal, 1 grievance is concluded as unresolved. This is the only time since the grievance procedure was changed that a grievance has been lodged at second appeal. This stage is dealt with by a Chief Officer.

14. The table on the following page illustrates the type of grievance outcome at the particular stages. In addition the category of grievances, department, ethnicity and gender of the aggrieved are also illustrated in a table format.

Grievance Statistics from 1st October 2008 - 30th September 2009

Grievance conclusions by area/department: -

Stages	Conclusion/outcome	Area/Department								Total
		Contact Management	City Area	Criminal Justice	FHQ Departments	Human Resources	North Area	Operations	South Area	
Grievance Meeting (G)	Resolved	2		1					1	4
	Part Resolved		1			1				2
	Ongoing							3		3
	Unresolved							1		1
	Withdrawn					1				1
	Forwarded to Prof Standards							1		1
Appeal (GA)	Resolved	1								1
	Part Resolved					1	1			2
	Ongoing									0
	Unresolved	2								2
2nd Appeal (GSA)	Resolved									0
	Unresolved							1		1
Total		5	1	1	0	3	1	6	1	18

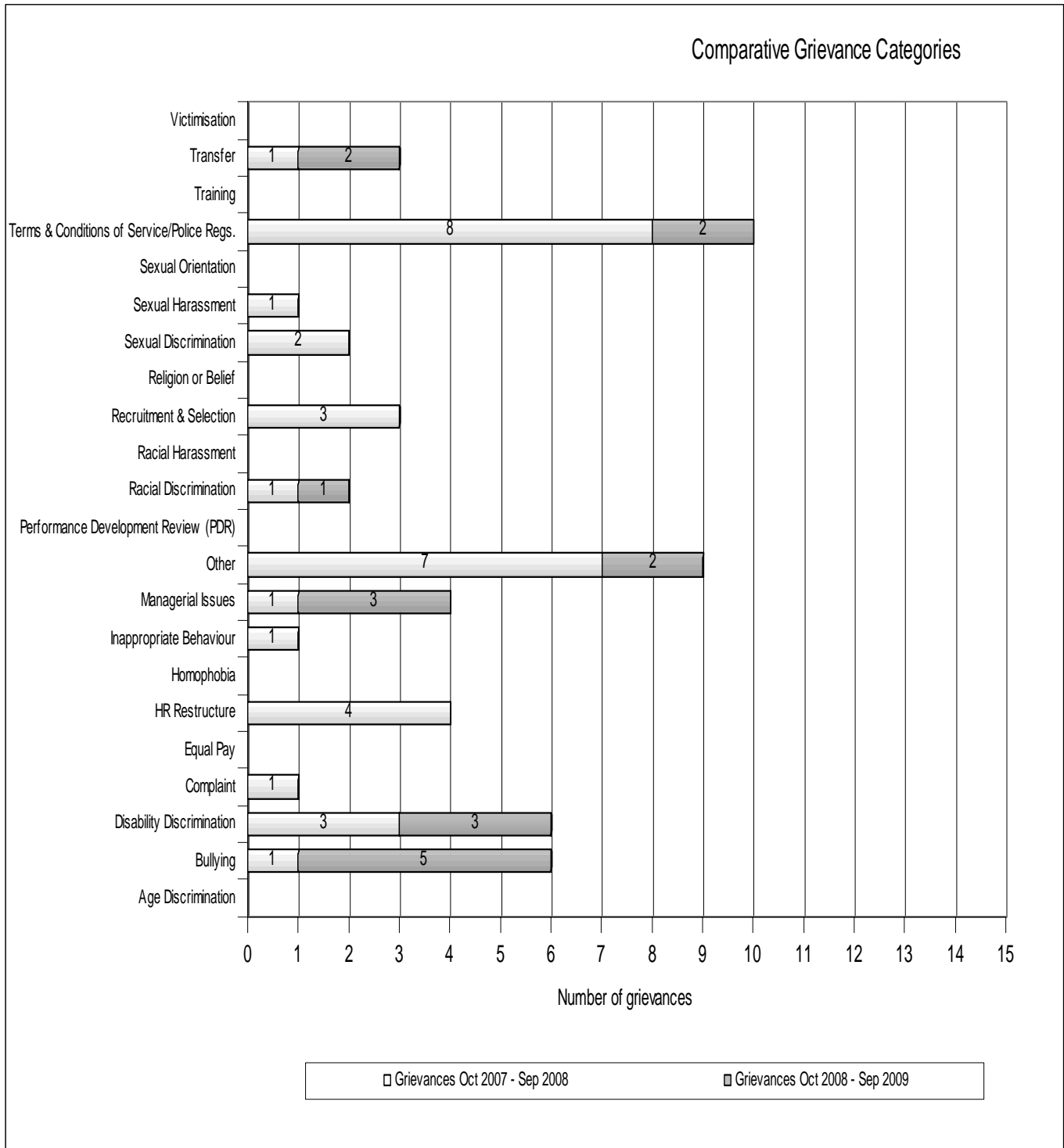
Grievance categories by area/department: -

Category	Area/Department								Total
	Contact Management	City Area	Criminal Justice	FHQ Departments	Human Resources	North Area	Operations	South Area	
Bullying					1	1	3		5
Disability Discrimination	1				1		1		3
Inappropriate Behaviour									0
Managerial	1		1				1		3
Other	2								2
Race Discrimination							1		1
Recruitment & Selection									0
Terms & Conditions of Service/Police Regs.	1							1	2
Transfer		1			1				2
Total	5	1	1	0	3	1	6	1	18

Details of aggrieved: -

Role	Ethnicity & Gender										Total	
	Asian		Black		Mixed		White		Not stated			
	M	F	M	F	M	F	M	F	M	F		
Police Community Support Officer								1				1
Police Officer	1							2	1			4
Police Staff		1						3	9			13
Total	1	1	0	0	0	0	6	10	0	0		18

15. The next chart illustrates in a graph format the categories of grievance in the previous 2 rolling years.



16. The table below illustrates the length of time taken to deal with grievances at each stage of the process. This has been broken down into the number of grievances dealt both within and outside the time scales at each stage.

17. There are still a disproportionate number of grievances dealt with outside the time scales. The Diversity Unit continue to actively chase the grievance handler with the result that for the first time we have only 3 current ongoing grievances.

Grievance Time Scales from 1st October 2008 - 30th September 2009						
Grievance conclusions	Stage 2		Stage 3		Stage 4	
	Grievance Meeting (G)		Appeal (GA)		2nd Appeal (GSA)	
	Within time scale	Outside time scale	Within time scale	Outside time scale	Within time scale	Outside time scale
Resolved	1	3		1		
Part Resolved		2		2		
Unresolved		1		2		1
Forwarded to next stage	1	5		1		
Ongoing		3				
Withdrawn		1				
Forwarded to Prof. Standards		1				
Total	2	16	0	6	0	1
Percentage	11%	89%	0%	100%	0%	100%

18. Statistics for the last 12 months from 1st October 2008 to 30th September 2009 show:-
- At the grievance meeting stage, 11% (2) of the grievances have been dealt with within the time scales, whilst 89% (16) of the grievances have been dealt with outside the time scales.
 - At the grievance appeal stage, 100% (6) of grievances have been dealt with outside of the time scales.
 - At the second appeal stage, 100% (1) grievance has been dealt with outside of the time scales.
19. Active chasing of grievances is still ongoing within the Diversity Unit who independently monitor the procedure. The difficulty of resolving the grievances within the time scales remains a continuing cause for concern. It remains the case that many grievances are complex in their nature, and delays have often been agreed with the member of staff raising the grievance.

Financial Implications

20. There have been no financial implications in resolving any of the grievances in the last quarter.

Recommendation

Members are invited to note the contents of the report.

Background Papers

No background papers.

Contact Officer

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