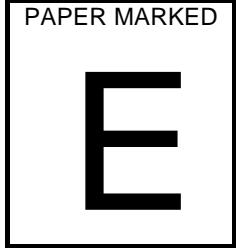


LEICESTERSHIRE POLICE AUTHORITY



Meeting **HUMAN RESOURCES COMMITTEE**

Date **27 AUGUST 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

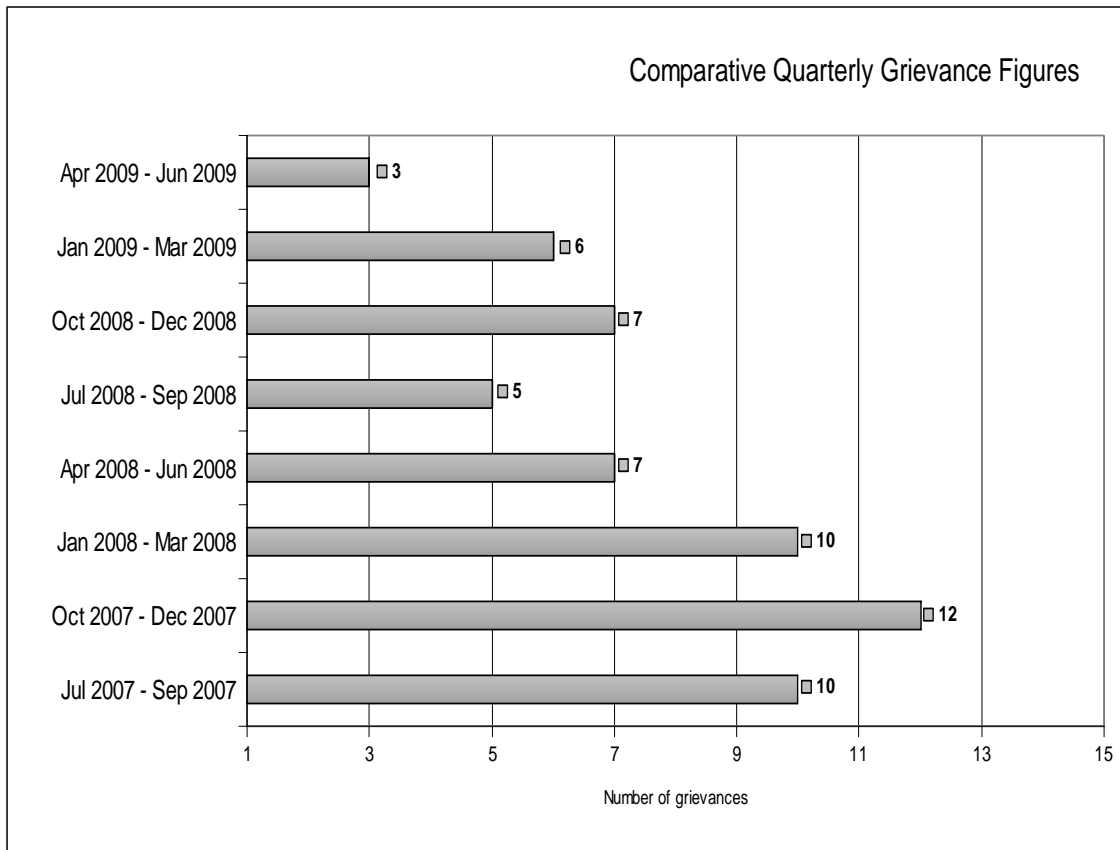
2. All police officers, police staff and special constables within the organisation can raise a grievance about issues of concern. The current exceptions to that are the following categories:-
 - Determination of the rate of pay, National Insurance and Superannuation (these will be dealt with by the 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

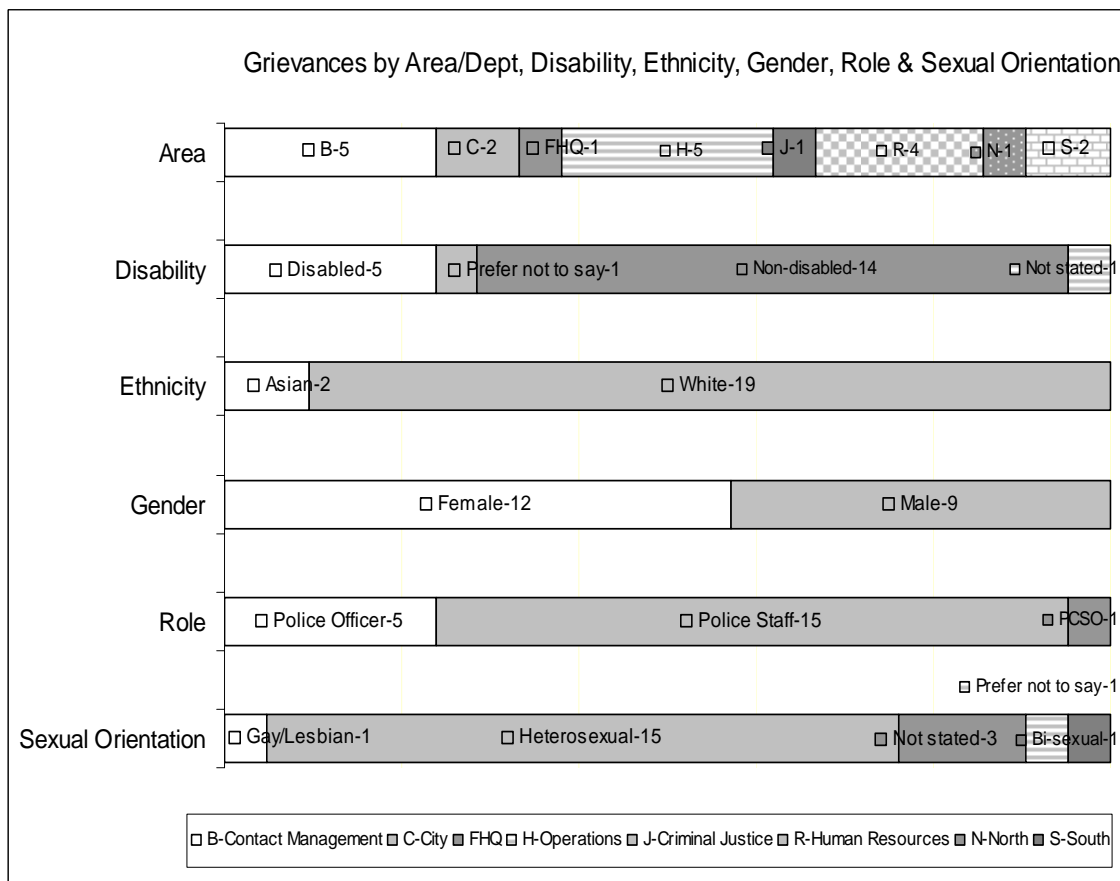
3. The chart overleaf shows the comparative figures on the number of grievances received on a quarterly basis in the last two years, analysis will be limited to the last quarter.

In the last quarter there were 3 grievances which were categorised as follows:-

- 2 - bullying
- 1 - transfer



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 July 2008 to 30th June 2009, there were 21 grievances.



Role Breakdown

5. Of the 21 grievances, 5 were from police officers who represent 24% of the total grievances, 15 were from police staff, which represents 71% and 1 from a police community safety officer which represents 5%. 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.

Gender Breakdown

6. The 21 people raising grievances are also broken down to 9 males, (43%) and 12 females (57%). 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 June 2009, 90% of grievances lodged in the last rolling twelve months were from white staff, which equates to 19 individuals and 2 were from Asian members of staff which equates to 10%. This continues to show a significant fall in the number of grievances raised by staff from a BME background compared to 21% of grievances raised by BME staff reported in the previous rolling twelve months. Although there is still disproportionality compared to the previous year the trend is heading in the right direction.

Disability Breakdown

8. Of the 21 people raising grievances, 14 were from non-disabled members of staff, representing 67%, 5 (24%) were from disabled members of staff whilst 2 (9%) did not state whether or not they were disabled.

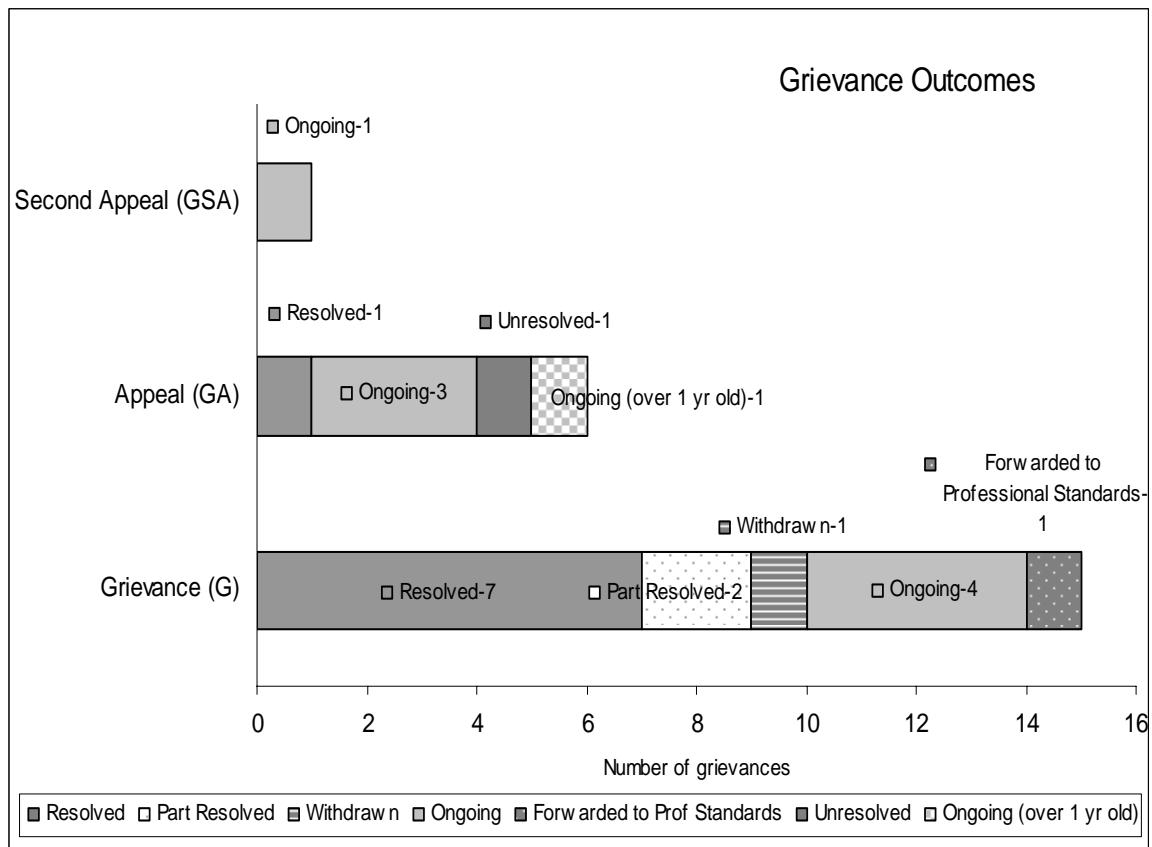
Sexual Orientation Breakdown

9. The 21 people raising grievances are also broken down to 15 heterosexual (71%), 1 gay/lesbian (5%), 1 bi-sexual (5%) 3 who are shown as not stated (14%), whilst 1 (5%) preferred not to say.

Departmental Breakdown

10. There is a spread of grievances across 8 departments with the largest number of grievances being within the Contact Management and Operations Departments showing a total number of 5 grievances within each department. This is followed by the Human Resources Department showing a total of 4 grievances. This collectively represents 67% of the total number of grievances. Contact Management include 1 disability discrimination, 1 managerial issue, 1 terms and conditions of service/police regulations and 2 cases classed as other. Operations Department include 2 cases of bullying, 1 disability discrimination, 1 racial discrimination and 1 terms and conditions of service/police regulations. Human Resources Department include 1 disability discrimination, 1 bullying discrimination, 1 transfer and 1 which is classed as other. None of these grievances are related.
11. There have been no categories in the last six months where there have been in excess of 5 grievances.

12. The chart on the following page graphically represents the outcomes of the 21 grievances lodged in the last 12 months. This graph represents the stages that are being monitored, which are grievance, grievance appeal and second appeal.



13. Under the grievance procedure, the following represents the grievance outcomes:-
- At the initial grievance stage, 7 grievances were resolved, 2 part resolved, 1 was withdrawn and 1 was forwarded to the Professional Standards Department. Of the 21 grievances in this year, 4 remain ongoing at this stage. This stage is dealt with by the line manager.
 - At the grievance appeal stage, 1 grievance was resolved and 1 grievance was unresolved, 3 of the grievances remain ongoing and 1 grievance is shown as ongoing from a previous year. This stage is dealt with by the line manager's supervisor.
 - At the grievance second appeal, 1 grievance is shown as ongoing. This is the first 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 July 2008 - 30th June 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	1	1	1	1			1	2	7
	Part Resolved		1			1				2
	Ongoing	1					1	2		4
	Withdrawn					1				1
	Forwarded to Prof Standards							1		1
Appeal (GA)	Resolved					1				1
	Ongoing	2				1				3
	Unresolved							1		1
2 nd Appeal (GSA)	Resolved									0
	Ongoing	1								1
Total		5	2	1	1	4	1	5	2	21

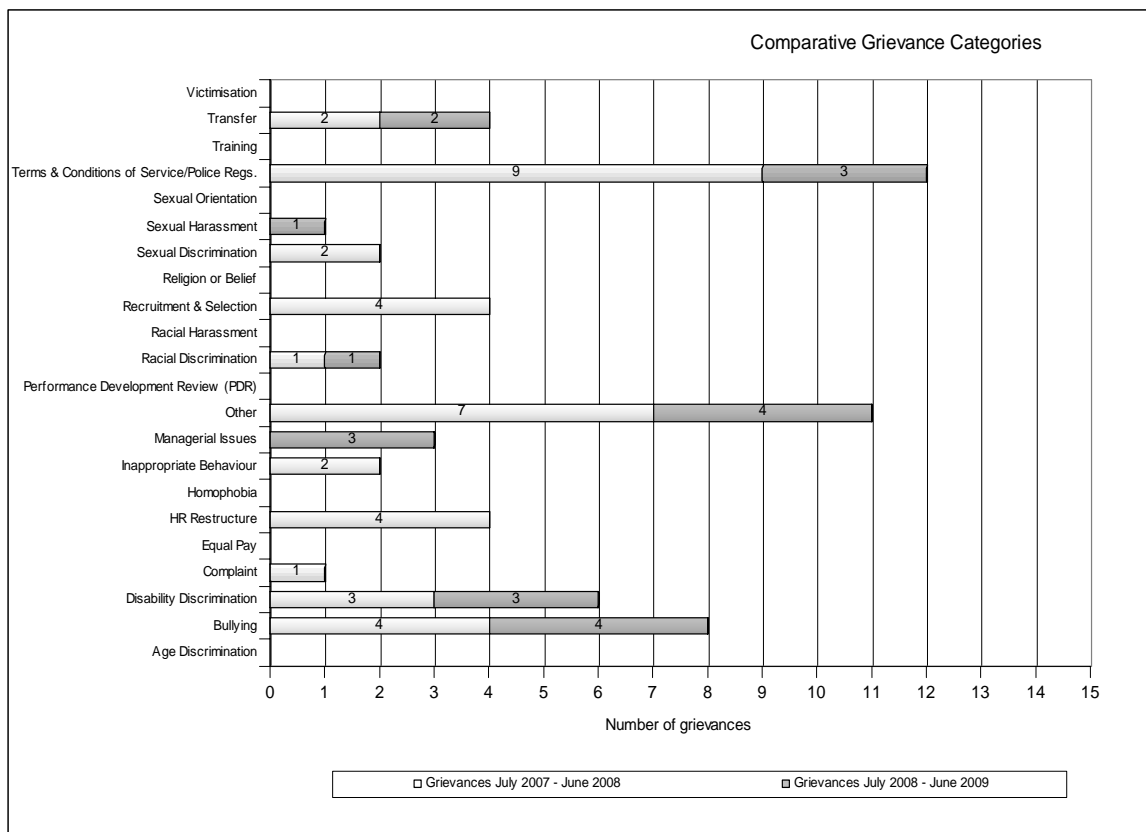
Grievance categories by area/department: -

Category	Area/Department								Total
	Contact Management	City Area	Criminal Justice	FHQ Departments	Human Resources	North Area	Operations	South Area	
Bullying					1	1	2		4
Disability Discrimination	1				1		1		3
Inappropriate Behaviour									0
Managerial	1		1	1					3
Other	2	1			1				4
Race Discrimination							1		1
Recruitment & Selection									0
Sex Discrimination									0
Sex Harassment								1	1
Terms & Conditions of Service/Police Regs.	1						1	1	3
Transfer		1			1				2
Total	5	2	1	1	4	1	5	2	21

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 Safety Officer								1				1
Police Officer	1							2	2			5
Police Staff		1						5	9			15
Total	1	1	0	0	0	0	8	11	0	0		21

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



16. The following table 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. In these cases, the Diversity Unit continue to actively chase the grievance handler.

Grievance Time Scales from 1st July 2008 - 30th June 2009						
Grievance conclusions	Stage 2 Grievance Meeting (G)		Stage 3 Appeal (GA)		Stage 4 2 nd Appeal (GSA)	
	Within time scale	Outside time scale	Within time scale	Outside time scale	Within time scale	Outside time scale
Resolved	2	6		1		
Part Resolved		2				
Unresolved				1		
Forwarded to next stage	1	5		1		
Ongoing		4		3		1
Withdrawn		1				
Forwarded to Prof Standards						
Total	3	18	0	6	0	1
Percentage	14%	86%	0%	100%	0%	100%

18. Statistics for the last 12 months from 1st July 2008 to 30th June 2009 show:-
- At the grievance meeting stage, 14% (3) of the grievances have been dealt with within the time scales, whilst 86% (18) 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

Ms. Lynne Woodward, Diversity Manager, Telephone: (0116) 248 2113.