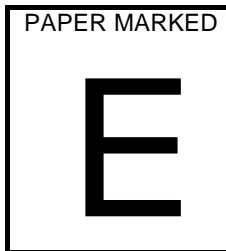


LEICESTERSHIRE POLICE AUTHORITY



Meeting **HUMAN RESOURCES COMMITTEE**

Date **THURSDAY 13 MAY 2010**

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 together with detailed information on grievances in the last rolling twelve months.

Background

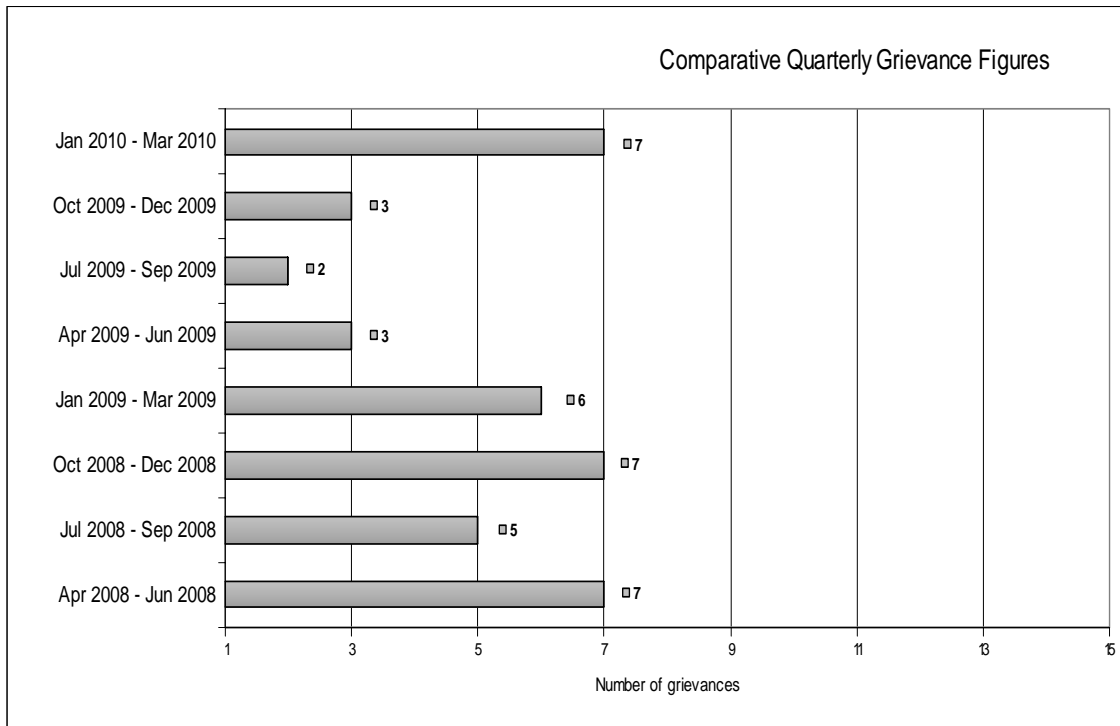
2. All police officers, police staff and special constables within the organisation can raise a grievance about issues of concern. The current exceptions to that are the following categories:
 - Determination of the rate of pay, National Insurance and Superannuation (these will be dealt with by the Human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

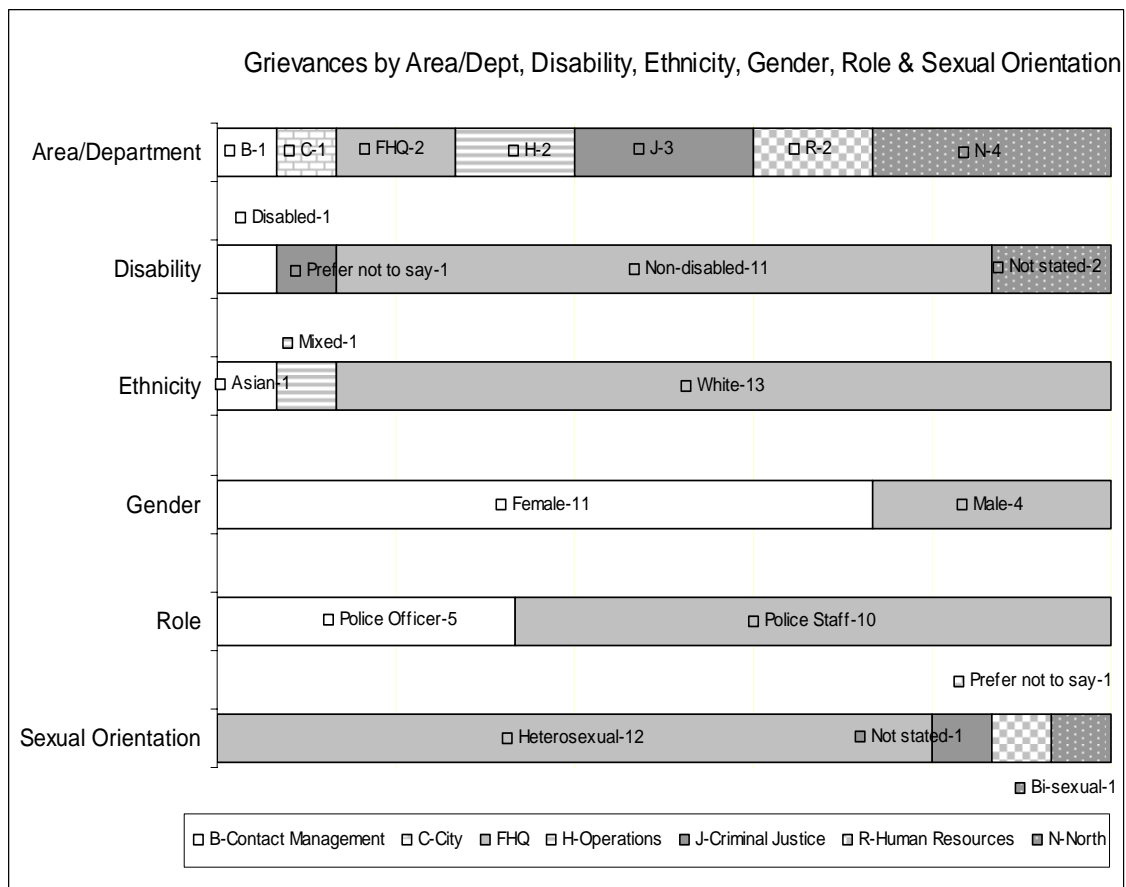
3. The chart overleaf shows the comparative figures on the number of grievances received on a quarterly basis in the last two years, analysis will be limited to the last quarter.

In the last quarter there were 7 grievances which were categorised as follows:-

- 5 - bullying & harassment
- 1 – inappropriate behaviour
- 1 - other



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 April 2009 to 31st March 2010, there were 15 grievances.



Role Breakdown

5. Of the 15 grievances 5 were from police officers, who represent 33% of the total grievances, and 10 were from police staff, which represents 67%. This continues to show a disproportionate number of grievances from police staff in relation to their representation in the Constabulary, which is approximately 39%. This trend continues to indicate that police staff are more than twice as likely to raise a grievance than police officers. On looking closely at the grievances in this period, of those raised by police staff, 33% (5) of them are represented by Unison or supported by an equality supporter, compared to 27% (4) of police officers who are represented by the Federation.

Gender Breakdown

6. The 15 people raising grievances are also broken down to 4 males, (27%) and 11 females (73%). These figures continue to show a higher proportion of females raising grievances, as they represent approximately 39% of the Force total. As 67% of the grievances were raised by police staff and females represent just over two thirds of the police staff breakdown, then the disproportionality whilst still existing is reduced.

Ethnicity Breakdown

7. Up until the end of March 2010, 86% of grievances lodged in the last rolling twelve months were from white staff, which equates to 13 individuals, 1 was from an Asian member of staff which equates to 7% and 1 from a member of staff from a mixed background equating to 7%. These figures remain static from the last quarter.

Disability Breakdown

8. Of the 15 people raising grievances, 11 were from non-disabled members of staff, representing 73%, 1 (7%) was from a disabled member of staff, 1 (7%) indicated that they preferred not to say whilst 2 (14%) did not answer the question. This continues to show a large disproportionality as the number of people declaring a disability within the Force is currently 1.9%.

Sexual Orientation Breakdown

9. The 15 people raising grievances are also broken down to 12 heterosexual (80%), 1 bisexual (7%), 1 preferred not to say whilst 1 did not answer the question.

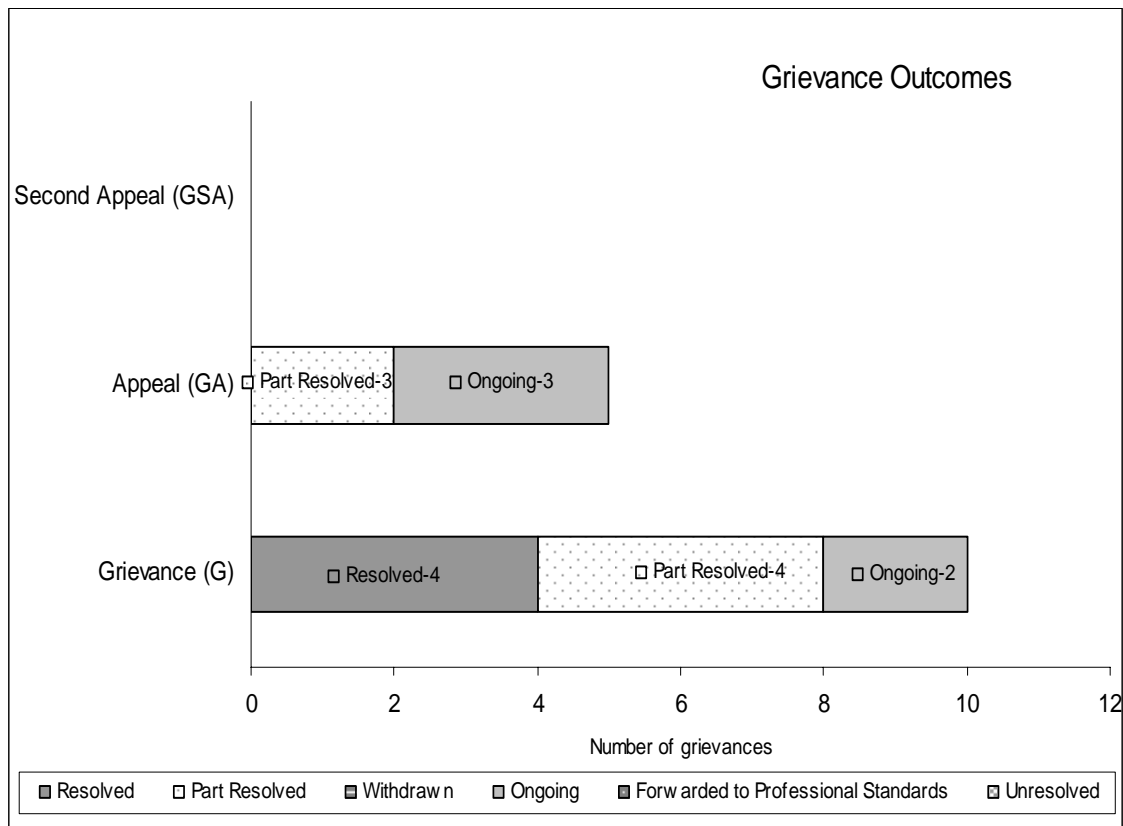
Departmental Breakdown

10. A more even spread of grievances is shown across 7 departments for the first time in a number of years. Historically, the largest number of grievances lodged has been within the Operations Department, Human Resources Department and Contact Management Department. Grievances in these three departments have now fallen significantly showing one grievance in each of these departments. The highest number of grievances fall within the North Area totalling 4 grievances, followed by FHQ Departments totalling 3 grievances and Criminal Justice Department also totalling 3 grievances. No grievances have been lodged on the South Area during this period.
11. On the following page the table shows a further breakdown of categories where there have been in excess of 5 grievances. The only category which this relates to is bullying. This category has seen a rise in the number of grievances from 2 in the last 12 rolling months to 10 cases of bullying. Although they are generally spread across 7 areas/departments, the highest number of grievances is shown within the North Area totalling 3 cases of bullying, followed by FHQ Departments which have 2 cases of bullying. On closer analysis, none of these has any relationship with each other and

they involve differing people, different levels of bullying and in different parts of an area/department. It is also important to highlight that one of the bullying cases has been forwarded to a first stage appeal. The grievance has subsequently been amended to include victimisation. Another interesting point to note is that another grievance relating to bullying also specifies discrimination on the grounds of sex and disability, managerial issues and other category. This has been lodged under the bullying category as the main context of the grievance is around bullying.

Grievance Information from 1st April 2009 - 31st March 2010			
Category	Breakdown		Bullying (10)
Age	16 -24		
	25 - 34		
	35 - 44		4
	45 - 54		4
	55 - 64		2
	65 and over		
Religion	Christian		4
	Not stated		4
	Roman Catholic		2
Gender	Female		7
	Male		3
Sexual Orientation	Gay / Lesbian		
	Heterosexual		9
	Not stated		1
Ethnicity	Asian or Asian British	Indian	
	White	British	9
		A/O white background	1
Disability	Disabled		1
	Non-Disabled		6
	Not stated		2
	Prefer not to say		1
Role	Police Officer		3
	Police Staff		7
	PCSO		
Length of Service	0 - 5 years		3
	6 - 10 years		1
	11 - 15 years		1
	16+ years		5

12. The next chart graphically represents the outcomes of the 15 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 that are over a year old. Also there are currently no grievances at second appeal stage.



13. Under the grievance procedure, the following represents the grievance outcomes:-
- At the initial grievance stage, 4 grievances were resolved and 4 were part resolved. Of the 15 grievances this year, 2 remain ongoing at this stage. This stage is dealt with by the line manager. The number of ongoing grievances at this stage shows the lowest number of ongoing grievances ever recorded.
 - At the grievance appeal stage, 3 grievances were part resolved and 3 remain ongoing. This stage is dealt with by the line manager's supervisor.
 - There are no grievances currently being dealt with at second appeal stage. 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 April 2009 - 31st March 2010

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		4
	Part Resolved		1	1		1	1			4
	Ongoing			1			1			2
	Unresolved									0
	Withdrawn									0
	Forwarded to Prof Standards									0
Appeal (GA)	Resolved									0
	Part Resolved					1	1			2
	Ongoing				2			1		3
	Unresolved									0
2nd Appeal (GSA)	Resolved									0
	Unresolved									0
Total		1	1	3	2	2	4	2	0	15

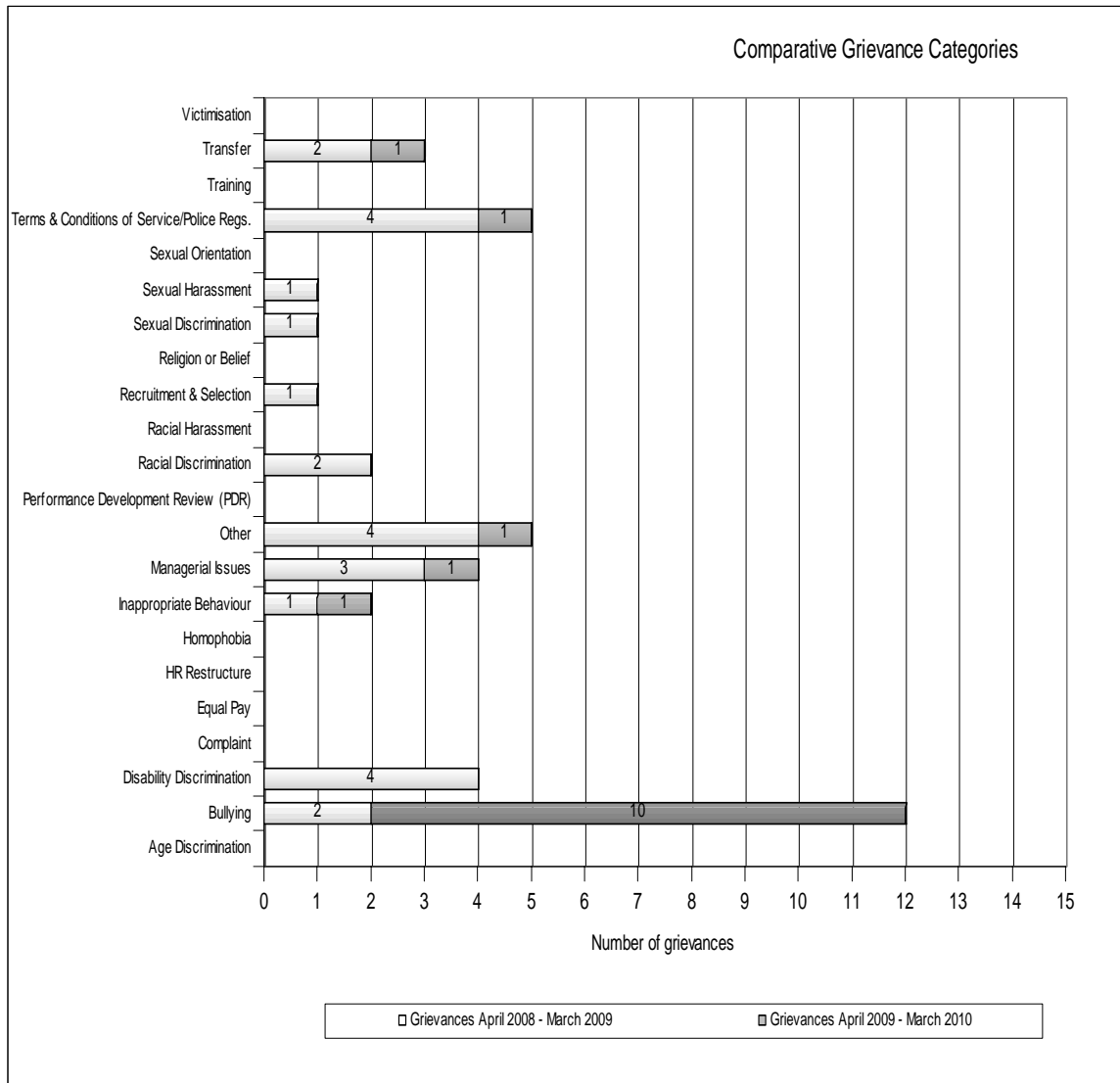
Grievance categories by area/department: -

Category	Area/Department								Total
	Contact Management	City Area	Criminal Justice	FHQ Departments	Human Resources	North Area	Operations	South Area	
Bullying	1	1	1	2	1	3	1		10
Disability Discrimination									0
Inappropriate Behaviour						1			1
Managerial							1		1
Other			1						1
Race Discrimination									0
Recruitment & Selection									0
Terms & Conditions of Service/Police Regs.			1						1
Transfer					1				1
Total	1	1	3	2	2	4	2	0	15

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												0
Police Officer							2	3				5
Police Staff		1			1		1	7				10
Total	0	1	0	0	1	0	3	10	0	0	0	15

15. The next chart illustrates in a graph format the categories of grievance in the previous 2 rolling years. The most significant difference is the number of bullying cases that have been lodged in the last rolling 12 months, equating to 10 in total compared to 2 in the previous year. This equates to 67% of all grievances received within the last rolling 12 months, which is a continuing cause of concern and needs close monitoring. It is worth noting that none of these has any relationship with each other and they involve differing people, different levels of bullying and within different areas and departments.



16. The table on the next page 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. It is interesting to note that for the first time all the grievances have exceeded the time scales at every stage. In most cases, this has been with the agreement of the grievance handler and the aggrieved. The Diversity Unit continues to actively chase the grievance handler.

Grievance Time Scales from 1st April 2009 - 31st March 2010						
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		4				
Part Resolved		4				2
Unresolved						
Forwarded to next stage		5				
Ongoing		2				3
Withdrawn						
Forwarded to Prof. Standards						
Total	0	15	0	0	0	5
Percentage	0%	100%	0%	0%	0%	100%

18. Statistics for the last 12 months from 1st April 2009 to 31st March 2010 show:-

- At the grievance meeting stage, 100% (15) of the grievances have been dealt with outside of the timescales.
- At the grievance appeal stage, 100% (5) of grievances have been dealt with outside of the time scales.

19. Active chasing of grievances is still ongoing within the Diversity Unit, which independently monitors the procedure. The difficulty of resolving the grievances within the timescales 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.

Recommendation

20. The Authority is to note the contents of the report.

Implications

Financial: None
 Legal: None
 Diversity: Areas of disproportional outcome in different areas of diversity have been highlighted in the report
 Risk Management: None

Background Papers

No background papers

Officer to Contact

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