

GRIEVANCE ANALYSIS

INTRODUCTION

- 1 This report:
 - i. examines grievance data from 1st April 2005 to 30th March 2006;
 - ii. compares the data related to grievances since April 2001 to March 2006;
 - iii. analyses relevant trends; and
 - iv. outlines progress on the current audit of internal reporting mechanisms.

COLLATED DATA

- 2 Appendix 1 shows the downward trend of grievances by graph and the percentage of grievances by category over the 5 year period;
Appendix 2 sets out the number and percentage of grievances submitted since 2001 by date and issues e.g. selection, harassment;
Appendix 3 details numbers of grievances by Branch and Division;
Appendix 4 shows grievances by staff category; and
Appendix 5 gives data relating to resolution and timescales.

ANALYSIS AND COMMENTARY

- 3 Numbers of grievances have shown a downward trend since 2001, whilst staff numbers have shown a 22% increase. This year 34 grievances were submitted between April 2005 -March 2006. (see appendix 1).
- 4 It can be seen that (Appendix 2) since 2003 the greater percentage of grievances each year have been by far in relation to management decisions which span a broad spectrum of issues from non-approval as refusal of annual leave/family leave and changes to duties to more complex issues such as attendance criteria, succession planning and postings. It can also be said that there has been a considerable decrease in selection issues which can be attributed to simplifying/rationalizing and publishing selection processes.
- 5 The category 'other' captures all grievances that do not readily fall into one of the six identified categories. Examples of such grievances are illustrated at Appendix 2.
- 6 There have been six grievances in 2005 /2006 concerning bullying/ harassment, four from female and two from male police officers. Four were resolved and two are not yet completed.

- 7 Appendix 3 shows the breakdown of grievances by Branch and Division. As highlighted in the last report the most noticeable trend over the last two years is the increase in grievances within the Operations Branch. Analysis shows the majority being from Command Centre staff, relating to basic issues such as refusal of annual/family leave and cancellation of rest days due to operational need.
- 8 The Equalities and Diversity Adviser has met with the Operations Branch Manager and other senior officers to explore ways of reversing this trend. The conclusion being that the changes currently being introduced in the Command Centre's would result in better working conditions which would have a knock on effect of reducing grievances. This will be monitored over the next reporting periods.
- 9 October 2005 to March 2006 showed a decrease of two grievances from nine to seven. Three of these grievances were related to issues outside of the Branch rather than working conditions within the Branch.
- 10 The trend of the highest percentage of grievances being from male support staff continues although overall numbers have decreased during 2005/2006(see appendix 4).
- 11 The majority of grievances continue to be successfully resolved , i.e. of those currently completed 79% are resolved, only 8.59% unresolved and 12.5% are withdrawn (see Appendix 5). However it remains that of all those resolved three quarters are completed outside the recommended timeframes. Pending a detailed review of the Grievance Resolution Procedure to be conducted by the Equalities and Diversity Adviser during 2006, an interim review was conducted to explore the issue of timescales. By dip sampling grievance files a number of reasons for the process taking longer were identified e.g. annual leave and shift patterns, the need to explore issues with other staff, waiting for mediation, workload of those involved, sickness absence, complexity of issue and a desire to reach resolution. It was not however always possible to identify the full reasons. It had been the intention to increase the timeframes to allow for these issues, however this has been put on hold pending the outcome of the recent audit of Internal Complaints Mechanisms (see paras 13/14 below).
- 12 Following training of Police Authority Members in November 2005 the first scrutiny exercise of completed grievances was carried out in May 2006. A process of dip sampling was used and 10.8% of completed files were scrutinised. The results are included in a separate report to this Committee.

AUDIT OF INTERNAL REPORTING MECHANISMS

- 13 Following the feedback from the Gender Agenda Conference (November 2005) the Deputy Chief Constable, sponsored an audit of all internal reporting mechanisms which included the Grievance Resolution Procedure. The terms of reference covered frequency of reporting, user satisfaction and whether current mechanisms were fit for purpose.

14 A workshop is to be held on 12 July 2006 to present the findings of the audit to all stakeholders and to identify what needs to be done to progress recommendations. Two Police Authority Members are attending.

RECOMMENDATION

15 It is recommended that Members examine the information and trends identified in the report .

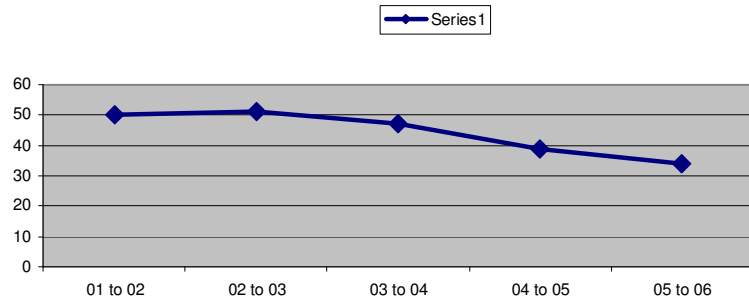
Tim Hollis
Chief Constable

Police Headquarters, Priory Road, Hull

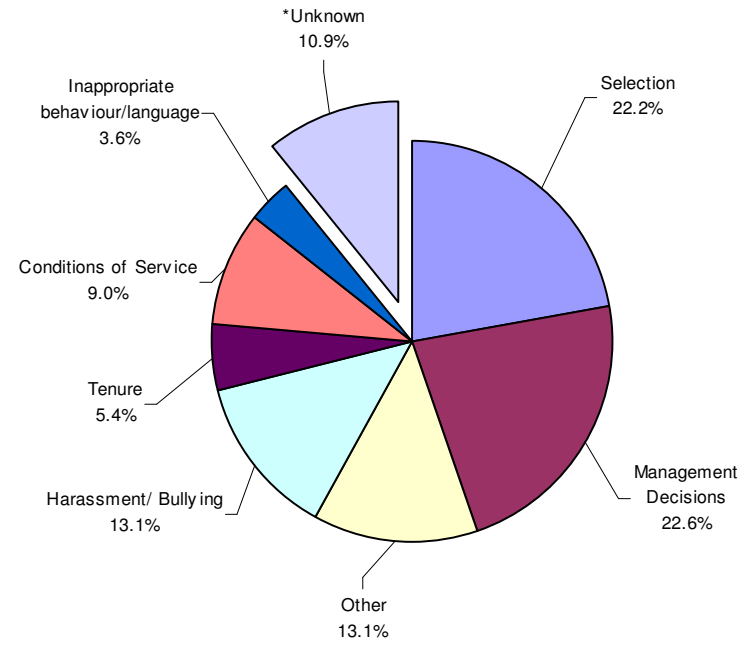
Ref: PERS/MSU/SM/MD/WS

Background Papers: none

NO. GRIEVANCES 2001 - 2006



GRIEVANCES 2001 TO 2006



*category not know at time of analysis

GRIEVANCE DATA APRIL 2001 TO MARCH 2006

| | 01 to 02 | 02 to 03 | % | 03 to 04 | % | 04 to 05 | % | 05 to 06 | % |
|---|-----------|-----------|-----|-----------|-----|-----------|-----|-----------|-----|
| Selection | 21 | 10 | 20% | 8 | 17% | 8 | 21% | 2 | 6% |
| Management Decisions | 5 | 7 | 14% | 11 | 23% | 14 | 36% | 13 | 38% |
| Other | 10 | 3 | 6% | 6 | 13% | 4 | 10% | 6 | 18% |
| Harassment/ Bullying | 6 | 6 | 12% | 4 | 9% | 7 | 18% | 6 | 18% |
| Tenure | 3 | 2 | 4% | 3 | 6% | 2 | 5% | 2 | 6% |
| Conditions of Service | | 8 | 16% | 5 | 11% | 4 | 10% | 3 | 9% |
| Inappropriate behaviour/language | | 3 | 6% | 3 | 6% | 0 | 0% | 2 | 6% |
| *Unknown | 5 | 12 | 24% | 7 | 15% | 0 | 0% | 0 | 0% |
| Total | 50 | 51 | | 47 | | 39 | | 34 | |

*category not known at time of analysis

| Examples of "OTHER" |
|--|
| 1st April 2004 to 31st March 2006 |
| Application of interview process |
| Temporary postponement of promotion |
| Maternity Issue |
| Disproportionate allocation of workload |
| DDA (Reasonable Adjustment) issue |

GRIEVANCES FROM APRIL 2002 TO MARCH 2006

| DIVISION | APRIL 2002- MARCH 2003 | | APRIL 2003- MARCH 2004 | | APRIL 2004- MARCH 2005 | | APRIL 2005- MARCH 2006 | |
|--------------------|---------------------------|-------------|---------------------------|-------------|---------------------------|-------------|---------------------------|-------------|
| | NO | % | NO | % | NO | % | NO | % |
| A Division | 13 | 25% | 5 | 11% | 8 | 22% | 5 | 15% |
| B division | 7 | 14% | 9 | 19% | 3 | 8% | 3 | 9% |
| C Division | 8 | 16% | 12 | 26% | 5 | 14% | 1 | 3% |
| D Division | 15 | 29% | 7 | 15% | 6 | 16% | 6 | 18% |
| Corp Dev | 0 | 0% | 0 | 0% | 2 | 5% | 0 | 0% |
| Crn Mgt | 1 | 2% | 1 | 2% | 1 | 3% | 2 | 6% |
| Ops | 3 | 6% | 4 | 9% | 12 | 32% | 16 | 47% |
| IS | 1 | 2% | 3 | 6% | 0 | 0% | 0 | 0% |
| Personnel | 1 | 2% | 1 | 2% | 0 | 0% | 1 | 3% |
| Support Ser | 1 | 2% | 5 | 11% | 0 | 0% | 0 | 0% |
| Prof Stand | 1 | 2% | 0 | 0% | 0 | 0% | 0 | 0% |
| | 51 | 100% | 47 | 100% | 37 | 100% | 34 | 100% |

APRIL 02 to MARCH 03

APRIL 03 TO MARCH 04

APRIL 04 TO MARCH 05

APRIL 05 TO MARCH 06

PERCENTAGES

| | male | % | female | % | |
|--------------|-----------|--------------|-----------|--------------|-----------|
| Police | 26 | 1.53% | 7 | 1.59% | 33 |
| Support | 10 | 2.51% | 10 | 1.60% | 20 |
| Total | 36 | 4.04% | 17 | 3.20% | 53 |

| | male | % | female | % | |
|--------------|-----------|--------------|-----------|--------------|-----------|
| Police | 20 | 1.13% | 8 | 1.71% | 28 |
| Support | 12 | 2.73% | 8 | 1.13% | 20 |
| Total | 32 | 3.86% | 16 | 2.85% | 48 |

| | male | % | female | % | |
|--------------|-----------|--------------|-----------|--------------|-----------|
| Police | 16 | 0.90% | 4 | 0.79% | 20 |
| Support | 10 | 2.03% | 7 | 0.89% | 17 |
| Total | 26 | 2.93% | 11 | 1.68% | 37 |

| | male | % | female | % | |
|--------------|-----------|--------------|-----------|--------------|-----------|
| Police | 14 | 0.80% | 6 | 1.14% | 20 |
| Support | 7 | 1.32% | 7 | 0.80% | 14 |
| Total | 21 | 2.12% | 13 | 1.93% | 34 |

- i. Percentages reflect the percentage of Police/Support staff submitting grievances within each category (male/female)
- ii. No electronic data prior to April 2002

Resolution Stage and Timescales 2003 to 2006

| APRIL 03 TO MARCH 04 | | | APRIL 04 TO MARCH 05 | | | APRIL 05 TO MARCH 06 | | |
|----------------------|-----------|------------------------|----------------------|-----------|------------------------|----------------------|-----------|------------------------|
| Resolution | Number | Percentage of total | Timescale | Number | Percentage of total | Timescale | Number | Percentage of total |
| Stage 1 | 11 | 23% | Stage 1 | 12 | 29% | Stage1 | 16 | 47% |
| Stage 2 | 18 | 38% | Appeal | 7 | 17% | Appeal | 3 | 9% |
| Stage 3 | 9 | 19% | | | | | | |
| Police Authority | 0 | 0% | | | | | | |
| Unresolved | 6 | 13% | Unresolved | 4 | 10% | Unresolved | 2 | 6% |
| Withdrawn | 0 | 0% | Withdrawn | 5 | 12% | Withdrawn | 3 | 9% |
| Live | 3 | 6% | Live | 13 | 32% | Live | 10 | 29% |
| Unsigned | 1 | 2% | | | | | | |
| TOTAL | 48 | | | 41 | | | 34 | |

| APRIL 03 TO MARCH 04 | | | APRIL 04 TO MARCH 05 | | | APRIL 05 TO MARCH 06 | | |
|----------------------|-----------|------------------------|----------------------|-----------|------------------------|----------------------|-----------|------------------------|
| Timescale | Number | Percentage of total | Timescale | Number | Percentage of total | Timescale | Number | Percentage of total |
| Within | 12 | 27% | | 4 | 17% | | 4 | 19% |
| Outside | 32 | 73% | | 20 | 83% | | 17 | 81% |
| ext agreed | 3 | | | 6 | | | 4 | |
| | 44 | | | 24 | | | 21 | |