

GRIEVANCE ANALYSIS

INTRODUCTION

1. This report:
 - i. examines grievance data from 1 April 2001 to 30 Sept 2006;
 - ii. compares the data with that of previous years;
 - iii. analyses relevant trends; and
 - iv. updates progress on the current review of the grievance resolution procedure.

COLLATED DATA

2. Appendix 1: sets out the number and percentage of grievances submitted since 2001 by date and issue;
Appendix 2: shows the number of grievances by issue and date in graph form;
Appendix 3: details numbers of grievances by Branch and Division;
Appendix 4: details numbers of grievances by issue and Branch / division;
Appendix 5: shows the numbers and percentages of grievances by gender and staff category;
Appendix 6: gives data relating to resolution and timescales; and
Appendix 7: shows a breakdown of grievances by disability, religion, age and ethnicity.
3. Appendix 4 analyses data in more detail than previously carried out and will raise awareness of Divisional Commanders/Branch Managers of the position within their own areas.
4. Appendix 7 (apart from ethnicity) is completely new data which is being collected.

ANALYSIS AND COMMENTARY

5. This report is the first within the financial year and therefore shows 6 months data only for 06/07, hence the lower number of grievances shown. Numbers submitted (18 within 6 months) are on a par with the previous 2 years when a total of 37 were submitted each year.
6. The salient points of the analysis are:
 - i. the highest proportion of grievances remain those regarding management decision (6), followed by selection (4) and harassment/bullying (4);

- ii. D Division show a slight rise in the first 6 months of the year with 5 grievances, previous years show an average of 6 per year;
- iii. Operations Branch, which over the period 04 to 06 had shown a significant rise in numbers of grievances has shown a substantial drop over this 6 month period with only 3 grievances. (The rise in grievances and potential reasons for this was addressed by the Divisional Commander, members of his senior management team and the Equalities and Diversity Adviser);
- iv. proportionally the highest percentage of grievances are submitted by male police staff, the smallest staff group. This has been a trend since 02/03. However numbers are still relatively small i.e. 5 in this 6 month period and show no particular pattern in relation to location or issue;
- v. female staff continue to submit proportionally less grievances than male staff;
- vi. this 6 month period has seen all completed grievances bar one (which was withdrawn) resolved. Previous full years show between 3-6 remaining unresolved; and
- vii. there has been an increase in numbers completed within the prescribed timescale i.e. 46%. 77% of grievances were completed within either the prescribed timescale or an agreed documented extension. This is a significant improvement from the previous 3 years;

7. The breakdown of the 4 grievances relating to harassment/bullying is:

female special constable x 1
male constable x 1
male police staff x 2

One grievance relates to race and one to disability. One other involved two members of staff submitting grievances about each other. Two are resolved and two remain within the process.

REVIEW OF THE GRIEVANCE RESOLUTION PROCESS

- 8. Following the audit of internal reporting mechanisms conducted by the Audit and Review Unit in April/May 06 a workshop was held on 12 July to present the findings relating to the Grievance Resolution Process. Attendees included some 40 stakeholders, 2 of whom were Police Authority Members. The workshop concluded with a commitment of further work from the Chief in order to explore and take forward the outcomes of the day.
- 9. A further development day was held in October, facilitated by the DCC. The group was smaller, with representatives from Personnel Branch, Diversity Unit, Senior Managers and all staff support groups and associations. The outcome of the morning was a skeleton framework for a Fairness at Work Procedure.
- 10. The Equalities and Diversity Adviser is further developing the framework prior to a full consultation exercise. In doing so discussions have taken place with an external consultancy service in order to explore tried and tested approaches to grievance handling which may be utilised within the proposed framework. A paper on the revised procedure will be submitted to the next Police Authority Personnel Committee on 10 April 2007.

RECOMMENDATION

11. It is recommended that Members:
- (i) examine the information and trends identified in the analysis report and receive a further update in six months time; and
 - (ii) discuss progress with development of a revised grievance resolution procedure and receive a draft revised procedure at the next Personnel Committee on 10 April 2007.

Tim S Hollis
CHIEF CONSTABLE

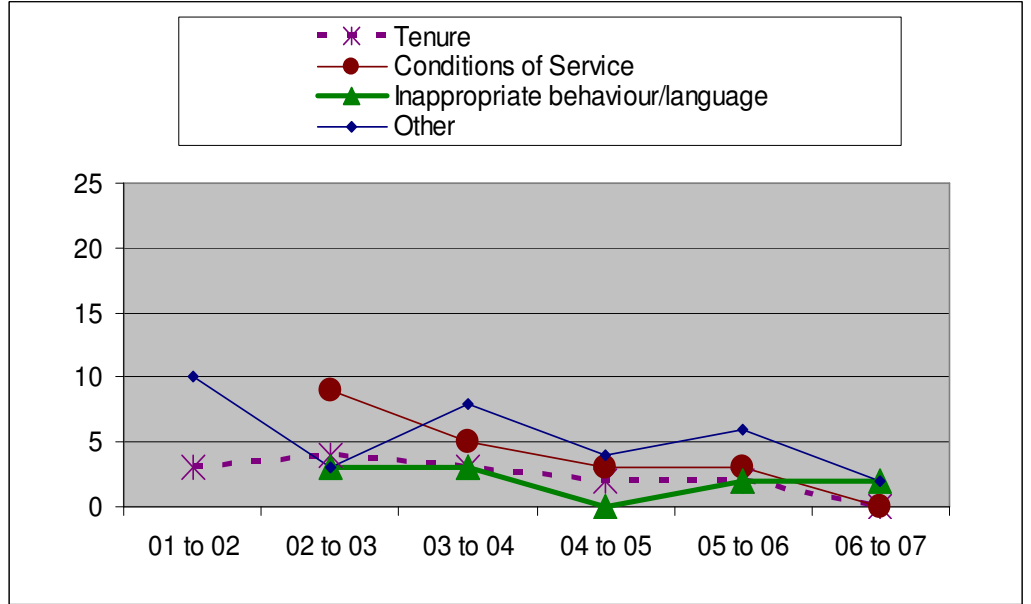
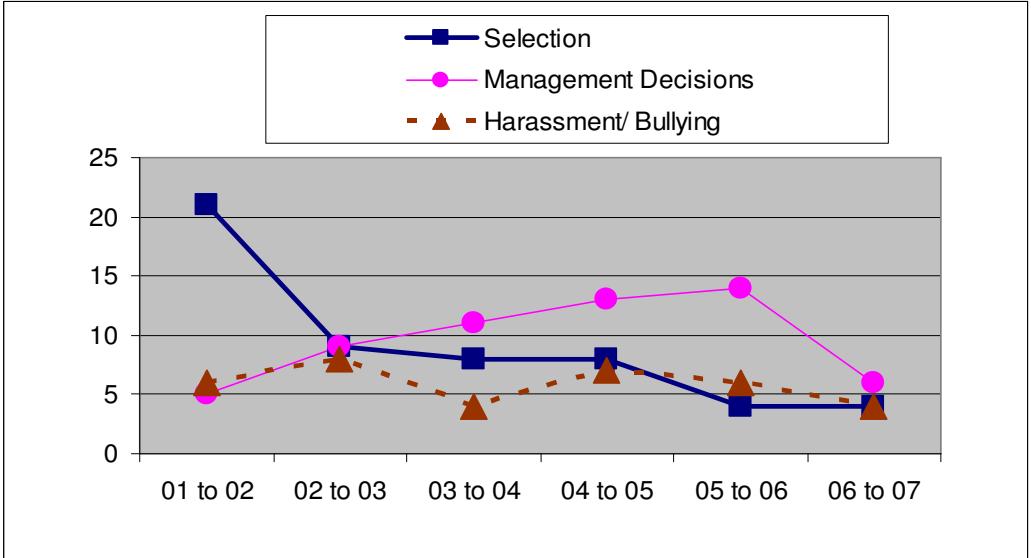
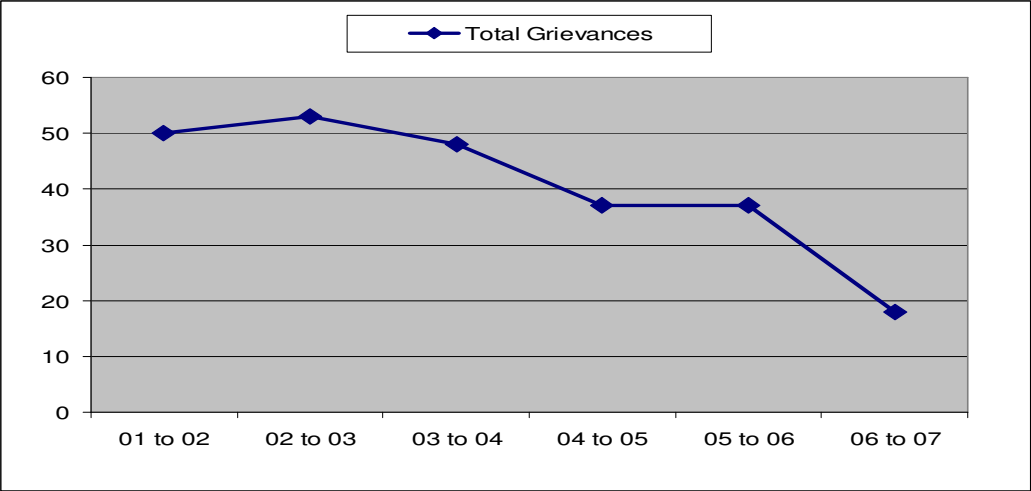
Police Headquarters, Priory Road, Hull
Ref: PERS/MSU/SM/WS/MD
Background papers: none

GRIEVANCES FROM APRIL 01 TO SEPTEMBER 06

	02 to 03	%	03 to 04	%	04 to 05	%	05 to 06	%	06 to 07	%
Selection	9	17%	8	17%	8	22%	4	11%	4	22%
Management Decisions	9	17%	11	23%	13	35%	14	38%	6	33%
Other	3	6%	8	17%	4	11%	6	16%	2	11%
Harassment/ Bullying	8	15%	4	8%	7	19%	6	16%	4	22%
Tenure	4	8%	3	6%	2	5%	2	5%	0	0%
Conditions of Service	9	17%	5	10%	3	8%	3	8%	0	0%
Inappropriate behaviour/language	3	6%	3	6%	0	0%	2	5%	2	11%
*Unknown	8	15%	6	13%	0	0%		0%		0%
Total	53		48		37		37		18	

OTHER
1st April 2006 to 30th September 2006
G&I Entry
Equality of Opportunity – Police Staff

GRIEVANCES FROM APRIL 01 TO SEPTEMBER 06



GRIEVANCES BY BRANCH AND DIVISION
APRIL 03 TO SEPTEMBER 06

	APRIL 03-MARCH 04		APRIL 04-MARCH 05		APRIL 05-MARCH 06		APRIL 06-SEPTEMBER 06	
DIVISION	NO	%	NO	%	NO	%	NO	%
A Division	5	10%	8	22%	7	19%	3	17%
B Division	10	21%	3	8%	3	8%	2	11%
C Division	12	25%	5	14%	2	5%	2	11%
D Division	7	15%	6	16%	6	16%	5	28%
Corp Dev	0	0%	2	5%	0	0%	1	6%
Crn Mgt	1	2%	1	3%	2	5%	1	6%
Ops	4	8%	12	32%	16	43%	3	17%
IS	3	6%	0	0%	0	0%	0	0%
Personnel	1	2%	0	0%	1	3%	0	0%
Support Ser	5	10%	0	0%	0	0%	1	6%
Prof Stand	0	0%	0	0%	0	0%	0	0%
TOTAL	48	100.00%	37	100.00%	37	100.00%	18	100.00%

GRIEVANCE BY BRANCH/DIVISION AND TYPE
APRIL 2006 TO SEPTEMBER 2006

DIVISION	Harassment/Bullying/ Victimisation	Management Decision	Inappropriate behaviour or language	Selection	Other	Grand Total
A Division	1	1	1			3
B Division	1				1	2
C Division	1	1				2
D Division	1	2	1	1		5
Corp Dev					1	1
Crn Mgt				1		1
Ops		1		2		3
Support Ser		1				1
TOTAL	4	6	2	4	2	18

BREAKDOWN OF GRIEVANCES BY GENDER AND STAFF GROUP

APRIL 03 TO MARCH 04	APRIL 04 TO MARCH 05	APRIL 05 TO MARCH 06	APRIL 06 TO SEPT 06
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PERCENTAGES

	APRIL 03 TO MARCH 04					APRIL 04 TO MARCH 05					APRIL 05 TO MARCH 06					APRIL 06 TO SEPT 06				
	male	%	female	%		male	%	female	%		male	%	female	%		male	%	female	%	
Police	20	1.13%	8	1.71%	28	16	0.90%	4	0.79%	20	17	0.98%	6	1.14%	23	8	0.46%	2	0.37%	10
Police Staff	12	2.73%	8	1.13%	20	10	2.03%	7	0.89%	17	7	1.32%	7	0.80%	14	5	0.86%	2	0.21%	7
Special																0		1	0.71%	1
Total	32	3.86%	16	2.85%	48	26	2.93%	11	1.68%	37	24	2.30%	13	1.93%	37	13	1.32%	5	1.29%	18

Percentages reflect the numbers of police, police staff, and special constables submitting grievances as a percentage of the total number of staff within each category e.g. 8 male police officers equates to 0.46% of all male officers.

RESOLUTION STAGE AND TIMESCALES 2003 TO 2006

APRIL 03 TO MARCH 04			APRIL 04 TO MARCH 05			APRIL 05 TO MARCH 06			APRIL 06 TO SEPTEMBER 06		
Timescale	No	%	Timescale	No	%	Timescale	No	%	Timescale	No	%
Stage 1 (resolved)	11	23%	Stage 1 (resolved)	12	32%	Stage1 (resolved)	18	49%	Stage1 (resolved)	11	61%
Stage 2 (resolved)	18	38%	Appeal (resolved)	7	19%	Appeal (resolved)	4	11%	Appeal (resolved)	2	11%
Stage 3 (resolved)	9	19%									
Unresolved	6	13%	Unresolved	5	14%	Unresolved	3	8%	Unresolved	0	0%
Withdrawn	0	0%	Withdrawn	4	11%	Withdrawn	4	11%	Withdrawn	1	6%
Live	3	6%	Live	3	8%	Live	8	22%	Live	4	22%
Unsigned	1	2%	Not returned	6	16%						
TOTAL	48			37			37			18	
Referred to Police Authority	0			0			2	5%		0	
Within	12	27%	Within	4	17%	Within	5	20%	Within	6	46%
Outside	32	73%	Outside	20	83%	Outside	20	80%	Outside	7	54%
		100%			100%			100%			100%
ext agreed	3	9.38%	ext agreed	6	30.00%	ext agreed	4	20.00%	ext agreed	4	57.14%
	44			24			25			13	

GRIEVANCE BY DISABILITY, RELIGION, AGE AND ETHNICITY
APRIL 2006 TO SEPTEMBER 2006

	Disabled	Non Disabled	Total		Christian	None	Other	Prefer not to say	Undeclared	Total		<25	26-40	41-55	Total		White	VME	Total
Police Officer	1	9	10		3	3		2	2	10		1	5	4	10		9	1	10
Police Staff	2	5	7		2		2	2	1	7			1	6	7		7		7
Special	0	1	1						1	1			1		1		1		1
Total	3	15	18		5	3	2	4	4	18		1	7	10	18		17	1	18