



**BRITISH
TRANSPORT
POLICE**

NOT PROTECTIVELY MARKED

Agenda Item 7

Overview of Grievances 01 March 10 – 31 August 10

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1.0 Aim

- To present data for the past 6 months (1st March 2010 to 31st August 2010) and compare this to the same period in 2009.
- To present data and commentary on: the number of grievances submitted per month; grievances by gender and Area; grievances by ethnicity and Area; grievances by employee type, Area, gender and ethnicity; grievances by category and Area; and grievances by end result and Area.
- Note: All of this data has been sourced from Centurion unless stated otherwise.



2.0 Number of Grievances

	Grievances Raised	
	01.03.09 to 31.08.09	01.03.10 to 31.08.10
March	9	4
April	8	7
May	7	5
June	7	8
July	8	3
August	3	8
Total	42	35

Looking at the figures above it can be seen the overall trend is the total number of grievances has decreased from 2009 to 2010 (from 42 to 35), by 16.7%.

Comparing the same months above from 2009 to 2010, only June and August experienced an increase from 2009 to 2010.



3.0 Grievances by Gender

	Male 2009	Male 2010	Female 2009	Female 2010	Total 2009	Total 2010
FHQ	1	7	5	5	6	12
LN	2	4	5	0	7	4
LS	6	4	4	1	10	5
LU	8	7	2	1	10	8
NE	1	0	0	1	1	1
NW	1	1	1	0	2	1
SC	0	0	2	0	2	0
WS	3	3	1	1	4	4
TOTAL	22	26	20	9	42	35

The number of grievances submitted by males in the specified time period has increased by 18%. Note: the overall number of males in BTP has decreased by 0.8%¹.

Number of grievances submitted by females in the specified time period has decreased by 55%. Note: the overall number of females in BTP has increased by 3.3%².

FHQ and LN Areas are the only ones to experience an increase in grievances from males, at FHQ from 1 to 7 and LN from 2 to 4. Note: at FHQ the grievances from males have increased by 600%. At LN the grievances from males have increased by 100%.

NE Area is the only Area to experience an increase in grievances from females, from 0 to 1.

FHQ is the only Area to experience an increase in grievances overall, from 6 to 12, by 100%.

¹ Number of males in August 2009 was 3499 and in July 2010 was 3472, this data is from the Performance Information Document August 2009 and Management Information Report July 2010.

² Number of females in August 2009 was 1328 and in July 2010 was 1284, this data is from the Performance Information Document August 2009 and Management Information Report July 2010.



4.0 Grievances by Ethnicity

	White 2009	White 2010	BME 2009	BME 2010	NS ³ 2009	NS 2010	TOTAL 2009	TOTAL 2010
FHQ	4	7	1	4	1	1	6	12
LN	5	1	2	3	0	0	7	4
LS	9	5	1	1	0	0	10	5
LU	9	5	1	2	0	1	10	8
NE	0	1	0	0	1	0	1	1
NW	1	1	1	0	0	0	2	1
SC	1	0	0	0	1	0	2	0
WS	2	3	1	1	1	0	4	4
TOTAL	31	23	7	11	4	2	42	35

The number of grievances from white employees has decreased from 2009 to 2010 by 26%. Note: the number of white employees within BTP has also decreased, by 1.6%⁴.

However the number of grievances has increased from BME individuals by 57%. This is where the number of BME individuals at BTP has also decreased by 0.7%⁵.

³ NS is Not Stated, where the individual has not stated their ethnicity.

⁴ Number of white individuals in August 2009 was 4284 and in July 2010 was 4217, this data is from the Performance Information Document August 2009 and Management Information Report July 2010.

⁵ Number of BME individuals in August 2009 was 543 and in July 2010 was 539, this data is from the Performance Information Document August 2009 and Management Information Report July 2010.



5.0 Grievances by Employee Type

	Officers					
	No. of Grievances 2009	No. of Grievances 2010	BME 2009	BME 2010	Female 2009	Female 2010
FHQ	2	6	1	1	1	1
LN	3	2	0	1	2	0
LS	7	3	1	0	1	0
LU	6	8	0	2	0	1
NE	1	1	0	0	0	1
NW	0	1	0	0	0	0
SC	2	0	0	0	2	0
WS	2	3	0	0	0	1
TOTAL	23	24	2	4	6	4

The number of grievances from Police Officers has increased on FHQ, LU, NW and WS Areas. Note: for FHQ this is from 2 to 6, an increase of 200%; on LU this is from 6 to 8, an increase of 33%; on NW this is from 0 to 1; and, for WS this is from 2 to 3, an increase of 50%.

The number of grievances from BME Police Officers has increased on LN and LU Areas. Note: for LN this is from 0 to 1; and, for LU this is from 0 to 2.

The number of grievances from female Police Officers has increased on LU, NE and WS Areas. Note: for LU, NE and WS this is an increase from 0 to 1.



	Staff (not include PCSOs)					
	No. of Grievances 2009	No. of Grievances 2010	BME 2009	BME 2010	Female 2009	Female 2010
FHQ	4	6	0	3	4	4
LN	3	0	1	0	3	0
LS	3	2	0	0	3	1
LU	4	0	1	0	2	0
NE	0	0	0	0	0	0
NW	2	0	1	0	1	0
SC	0	0	0	0	0	0
WS	2	0	1	0	1	0
TOTAL	18	8	4	3	14	5

The number of grievances from Police Staff has increased at FHQ, from 4 to 6, by 50%. All other Areas have experienced a decrease.

The number of grievances from BME Police Staff has increased at FHQ, from 0 to 3. All other Areas have either remained at or decreased to zero.

The number of grievances from female Police Staff has decreased or remained the same on all Areas.



	PCSOs					
	No. of Grievances 2009	No. of Grievances 2010	BME 2009	BME 2010	Female 2009	Female 2010
FHQ	0	0	0	0	0	0
LN	1	2	1	2	0	0
LS	0	0	0	0	0	0
LU	0	0	0	0	0	0
NE	0	0	0	0	0	0
NW	0	0	0	0	0	0
SC	0	0	0	0	0	0
WS	0	1	0	1	0	0
TOTAL	1	3	1	3	0	0

Note: Scotland and FHQ do not have PCSO's.

The number of grievances from PSCO's has remained at zero on 4 Areas, and increased on LN and WS Areas. Note: at LN this is an increase, from 1 to 2, of 100%; at WS this is an increase, from 0 to 1.

The number of grievances from BME PCSO's has increased on LN and WS Areas. Note: at LN this is an increase, from 1 to 2, of 100%; at WS this is an increase, from 0 to 1.

There have been no grievances from white PCSO's.

There have been no grievances from female PCSO's.



	Special Constables					
	No. of Grievances 2009	No. of Grievances 2010	BME 2009	BME 2010	Female 2009	Female 2010
FHQ	0	0	0	0	0	0
LN	0	0	0	0	0	0
LS	0	0	0	0	0	0
LU	0	0	0	0	0	0
NE	0	0	0	0	0	0
NW	0	0	0	0	0	0
SC	0	0	0	0	0	0
WS	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0

There have been no grievances raised by Special Constables in the time periods specified.



6.0 Grievances by Category

The table overleaf shows the categories of grievances that the aggrieved employees have chosen to represent their grievances. The employee can choose as many categories as they wish for their grievance to be recorded under.

If the aggrieved chooses the category 'Other', they are asked to provide further information. Some examples of the grievances under 'Other' are if the employee is unhappy with the way they have spoken to, non payment of CRTP, payments outstanding, decision made by Area Commander, unfair treatment, unable to plan rest days, being treated in contempt, and lack of duty of care.

The Grievance SOP is currently being redrafted, and the categories will be redefined, with the view of covering all possible eventualities thus removing 'Other' as this does not assist in monitoring grievance trends.



	Discrimination 2009	Discrimination 2010	Bullying 2009	Bullying 2010	Harassment 2009	Harassment 2010	Victimisation 2009	Victimisation 2010	Overbearing Management 2009	Overbearing Management 2010	Career Development 2009	Career Development 2010	Other 2009	Other 2010
FHQ	2	1	3	1	4	1	4	1	0	0	0	1	2	7
LN	2	1	0	2	2	1	3	2	0	0	0	0	5	1
LS	2	0	4	0	2	0	0	0	0	0	1	0	6	5
LU	1	3	1	0	0	0	0	0	1	0	2	1	7	4
NE	0	0	0	0	0	0	0	0	0	0	0	0	1	1
NW	0	0	0	0	0	1	0	1	0	0	0	0	2	0
SC	2	0	1	0	1	0	0	0	0	0	0	0	1	0
WS	0	0	1	1	1	0	1	0	0	0	0	0	4	3
TOTAL	9	5	10	4	10	3	8	4	1	0	3	2	28	21

N.B Please note aggrieved individuals can choose as many categories as they wish for their grievance, therefore the number of categories chosen will be more than the number of grievances raised.



7.0 Grievances by End Result

	Resolved at stage 1 2009	Resolved at stage 1 2010	Resolved at stage 2 2009	Resolved at stage 2 2010	Unresolved at stage 2 2009 and not pursued further	Unresolved at stage 2 2010 and not pursued further	Resolved at stage 3 2009	Resolved at stage 3 2010	Unresolved at stage 3 2009	Unresolved at stage 3 2010	Withdrawn 2009	Withdrawn 2010	Ongoing 2009	Ongoing 2010
FHQ	1	1	1	4	3	0	1	0	0	0	0	1	0	6
LN	1	0	5	2	0	0	0	1	1	0	0	0	0	1
LS	1	0	4	1	0	0	3	1	0	0	2	0	0	3
LU	0	0	8	0	0	0	1	1	1	0	0	2	0	5
NE	0	0	0	0	0	0	0	0	0	0	1	1	0	0
NW	0	0	0	1	2	0	0	0	0	0	0	0	0	0
SC	0	0	0	0	1	0	1	0	0	0	0	0	0	0
WS	0	0	0	1	0	0	2	0	1	0	1	1	0	2
TOTAL	3	1	18	9	6	0	8	3	3	0	4	5	0	17



In 2009, 42% were resolved at stage 2, and 62% were resolved at stage 2 or 3.

In 2010, out of the grievances submitted in the set time period to date, 26% were resolved at stage 2, and 34% were resolved at stage 2 or 3. However there are 17 grievances that are still ongoing, and upon completion these figures will change.

It can be seen there are many ongoing grievances at present for 2010. This is due to the timescale for this report being the previous 6 months and many grievances submitted during this time are still underway.

8.0 Grievances by Timescale

The HRBC have a KPI to reduce the average time from recording of grievance to resolving grievance in less than 7 weeks. Currently this stands at 12.2 weeks⁶ and is at red status.

The other grievance related KPI is to reduce the number of grievances raised by employees from 09/10 levels. The target for this as at 31 March 2010 is to be less than 102. At present this stands at 31 and is of green status⁷.

⁶ Data from Management Information report 31 July 2010.

⁷ Data from Management Information report 31 July 2010.