GD 2018/0067

Isle of Man Government

Reiltys Ellan Vannin

Public Services Commission

Annual Report

2017-18

Foreword by the Chairman

This is the third Public Services Commission (PSC) report and my second as chair.

The Commission's functions are wide-ranging and the past year has seen good progress made in a number of areas including:

- People Information Programme (PiP) –This will introduce self-service for staff and streamline a number of processes which is to be welcomed;

- Industrial JEGS project – this project will introduce a new job evaluation and grading system for manual and craft workers, bringing them into line with the JEGS system that has been used for civil servants for several years;

- Independent review of Civil Service Pay, terms and conditions – this review was commissioned on behalf of the Council of Ministers and was completed in March/April 2018 by 2000 Weeks Ltd. The review dip sampled Civil Service posts at EO and above, and concluded that there was no inappropriate drift upwards in salaries or grade, and that evaluations had been completed in a rigorous manner; and

- Living Wage - Government is amending public service pay scales for its established employment groups so that the minimum pay point is no lower than the Living Wage.

The coming year will continue to provide challenges as we look to support the SAVE initiative, continue to review structures as happened in DHSC last year (when Mutually Agreed Resignation was used) and to prepare for legislative changes, including the General Data Protection Regulation and the Equality Act. I am confident that we can adapt to the challenges ahead.

The attached report includes data and activity for all employment groups and it is of concern that sickness levels appear to have risen in the past twelve months, although the statistics are skewed by time lags between absences ending and being closed on the current system, It is hoped that the introduction of PiP will address the statistical issues, and other initiatives will help to reduce sickness in the future.

The PSC is very aware of the pressures faced by many staff as workloads increase and uncertainty remains; and once again I would like to thank all staff, Commission colleagues and the Office of Human Resources for their hard work, commitment and support as they serve the Island's public service. I look forward to working with you to meet the challenges of the year ahead.

Chris Thomas, MHK, Chair
September 2018

Key Priorities for HR in 2017 - The Way Ahead

Introduction by the Secretary

Introduction

Isle of Man Government is a complex and diverse organisation, of which approximately 45% are employed by the Public Services Commission, occupying civil service and manual and craft roles. Beyond traditional administrative and executive work, civil servants occupy various professional and technical roles, including prison officers, social workers, environmental health and the legal profession within Isle of Man Government. Our manual and craft workers work right across Government to look after the Island's infrastructure and care services and provide other essential services to the public.

The Role of the Office of Human Resources

As Secretary to the Public Services Commission, it is my responsibility to ensure that the work undertaken on behalf of the Commission is performed efficiently and professionally. The Commission's secretariat is based within the Office of Human Resources (OHR) which works at the centre of Government, within the Cabinet Office, leading the development of people strategy; maintaining and developing the framework of corporate employment policies and procedures, thereby enabling those who work across the Public Service to improve service delivery within applicable financial and other constraints.

Wellbeing

The wellbeing of our staff is a key priority for Isle of Man Government. As in previous years the three highest reasons for absence across Government are Stress (which is made up of both work and personal stress absences), Musculoskeletal and Operations/Hospitalisation. The Office of Human Resources is actively working with managers to develop sustainable programmes to support the ongoing welfare of staff. In addition this year we have introduced the Cycle to Work Scheme, but there are other activities ongoing in Government which we intend to promote further, including a physical activity programme which has been very successful in the Department of Education, Sport and Culture. We are also going to investigate the possibility of introducing a confidential helpline for staff.

People Strategy

The People Strategy has been designed by the Chief Officer Group, further developed by OHR and was recently endorsed by the PSC. There are five main themes with measurable outcomes impacting on how we recruit and retain, develop and engage our people. Short, medium and long term action plans will be developed over the coming months to support the outcomes identified in the programme and will be sponsored by Chief Officers who will work with us and their SMT's to monitor progress against the identified outcomes.

Industrial JEGS

In 2016/17, following discussions with Prospect and Unite, it was agreed that the PSC would develop a new system of job evaluation for all staff employed under Manual and Craft worker terms and conditions, to be known as Industrial 'JEGS'. Work has been ongoing over the past 12 months to develop the evaluation system as well as a process to assimilate manual and craft workers and ensure they are graded consistently and fairly. This work is critical to ensure we meet the requirements of the Equality Act and we aim to conclude the work by the end of this financial year.

Sickness Absence Management

The management of sickness absence remains a key priority for Isle of Man Government. As in previous years, the three highest reasons for absence across Government are Stress (which is made up of both work and personal stress absences), Musculoskeletal and Operations/Hospitalisation. The Office of Human Resources is actively working with managers to identify solutions and interventions, such as the Wellbeing programme, to reduce sickness levels across Government.

Health and Safety

Health and Safety remains a key priority and it is intended that a corporate health and safety policy will be introduced shortly to support the Departmental policies in place across Government. We are also going to introduce Health and Safety as a module within all management training and education programmes.

People Information Programme

During the past twelve months, OHR has commenced a major two year project to develop a 'People Information Programme' which will provide a new HR and Payroll IT system in support of the Government's Digital Strategy. This programme is progressing well, and it is intended that this will reduce many of the manual processes associated with staff management, enable staff self-service and access their data as well as provide a wide range of management information in future. It is anticipated that the system will go live mid-2018.

Equality Act 2017

The Equality Act will be introduced on a phased basis with all of the provisions expected to come into operation by January 2020. The legislation deals with discrimination on the grounds of various protected characteristics and work will continue on ensuring that terms and conditions are reviewed across the public service to ensure they comply with the Act, as well as dealing with the issue of equal pay for work of equal value. During this period this has included the continued evaluation of Industrial JEGS and the Retirement Policy.

Looking forward

The next 12 months will continue to be challenging for the PSC and the unions it works with in the uncertain, complex environment of the Public Service. We have many initiatives ongoing, and will continue to provide day to day support to Departments, Boards and Offices.

Jon Callister
Secretary, PSC

Purpose of Report

This report to the Chief Minister of the Public Services Commission contains, inter alia, information about the work undertaken by the Commission and its officers in carrying out its statutory functions under the Public Services Commission Act 2015. It is provided in accordance with Section 11 of the Act. This document includes at **Annex 1** an overview of the human resource profile of the eight Departments and ten Boards/Offices in which public servants (including non-PSC employees) are deployed and illustrates current trends. Figures are based on actual staff in post at 31 March and the data relates to the full year ending 31 March 2018.

The Public Services Commission

The Public Services Commission Act, 2015 constitutes the Public Service Commission and assigns certain functions to it. The main responsibilities of the Commission are:

- to determine policies relating to the employment, and the terms and conditions of employment, of its employees that are consistent with the Government's human resources strategy and policies;
- to employ such persons on such terms as it considers appropriate;
- to arrange for the recruitment and training of public service employees;
- where appropriate, to negotiate or consult with its employees or their representatives, whether via those committees or otherwise, about the employees' pay and other terms and conditions of employment;
- to make arrangements for the assessment of performance and appraisal of individual employees of the Commission;
- to make such arrangements as necessary for securing the welfare of public services employees;
- where appropriate to discipline its employees and provide for the suspension or termination of their employment.

Employees of the Public Service Commission are deployed in all Departments of Government, certain Statutory Boards and other Offices (who are referred to in the Act as Stationed Employers). Each of the Departments/Boards and Offices have Chief Executive Officers/Accounting Officers and whilst the Public Services Commission is the employer of PSC employees, PSC employees working within these Departments/Boards and Offices are accountable to their Chief Executive Officer/Accounting Officer.

The Public Services Commission Joint Negotiating Committee (JNC) is responsible for negotiating terms and conditions and other employment matters such as pay for these groups of staff. Prospect and Unite the Union are recognised for the purposes of collective bargaining under the Isle of Man Public Service Joint Negotiating Committee (JNC) Constitution, whilst the Public Services Arbitration Agreement 2015 provides a framework for arbitration over pay, terms and conditions in the event of failure to agree.

The role of the Public Services Commission and its membership

Appointed directly by the Chief Minister, the Public Services Commission comprises a political Chairman and Vice-Chairman, and three non-Tynwald members. The Chief Secretary attends meetings as an adviser and Head of the Civil Service.

The Public Services Commission normally meets monthly with additional meetings being arranged to deal with urgent business or to progress personal cases in respect of PSC employees, as they arise. A total of 12 meetings of the Commission were held during the period 1 April 2016 to 31 March 2017. Members also attended meetings of the, Pay Sub-Committee and other Panels as required.

As at 31 March 2018 the Commission members were Hon Chris Thomas MHK, Chairman, Mr Kevin Cartledge, Major Charles Wilson and Mr Bill Mummery. The Vice Chairman, Mr David Ashford vacated his role in January 2018 and the Commission wishes to place on record its appreciation to Mr Ashford for his service to the Commission.

Mr Chris Thomas, MHK

Chairman

Mr David Ashford, MHK

Vice Chairman

Mr Kevin Cartledge

Major Charles Wilson

Mr Bill Mummery

Public Services Commission Negotiating Machinery

Section 5 of The Public Services Commission Act 2015 provides for the establishment of negotiating and consultation machinery to enable the Commission to negotiate or consult with employees or their representatives about pay and other terms and conditions of employment.

The JNC meets bi-monthly and considers a wide range of employment issues, including pay, harmonisation of terms and conditions and the review of local agreements.

During 2017/18 the JNC has considered:

- Changes to PSCSC Regulations and PSC Manual and Craft Memorandum of Agreement in respect of Revised/Streamlined Capability and Disciplinary Panels
- Harmonised Capability and Disciplinary Procedures
- Potential employment groups transferring into the PSC
    - Including working with the Manx Utilities Authority on its future employment structures
- A number of PSC Manual and Craft temporary and permanent local agreements
- Review of current PSC recruitment and retention allowances
- Amendments to the Management of Sickness Absence Policy in light of changes to Social Security legislation
- Review of the Prevention and Management of Work Related Stress
- PSC Redeployment and Redundancy Procedures
- Various grading and pay scales issues
- A new job evaluation and grading system for Manual and Craft workers (Industrial JEGS)
- Special Guardianship provisions
- Health and safety across Isle of Man Government, setting up a Joint Working Group
- Supported the completion of an independent review of the Civil Service

Job Evaluation and Grading for Manual and Craft workers (Industrial JEGS)

Following discussions with Prospect and Unite, the PSC gave approval to commence work on a new system of job evaluation for all staff employed under Manual and Craft worker terms and conditions. Known as 'Industrial JEGS', the system is necessary to ensure that manual workers are graded consistently and fairly and that as an Employer, the PSC is compliant with the Equality Act once it is introduced.

The programme has now reached a stage where key roles have been provisionally evaluated and in January 2018 Quality Assurance panels took place to agree the grading of around 100 of the most common roles. Grade boundaries have now been drawn up and approved in conjunction with the Unions and the next stage will be to review and grade the less common and singleton roles. It is intended that the positive aspects of the programme will be publicised shortly.

HR Management Information

Attached to this report is a copy of the Office of Human Resources HR Management Information Report for 2017-18. This report provides data for the majority of public sector employment groups, including PSC employees, utilising information contained within the Oracle system.

Annex 1

Isle of Man Government
Reiltys Ellan Vannin

Office of Human Resources

HR Management Information Report

2017-18

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Office of Human Resources
Cabinet Office
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Section A: Summary Overview

This report provides Human Resources data for the period 01 April 2017 to 31 March 2018.

Management of sickness absence

The CIPD's latest annual survey report (Public Sector Summary, 2017), reports that the average level of UK public sector absence, at 8.5 days per employee, showed no change from the findings in 2016.

The Isle of Man Government figure for 2017-18 is 13.23 days lost per full time equivalent, shows an increase of 15% compared with the previous year with over 18% of all absence being due to stress (both personal and work related). The precise causes of this increase are not fully known, but increased workloads and change management may be additional factors. However, it is partially explained by the reporting system which means there is a time lag between absences ending and being closed on the system. This means that the absence rates in the last three months of 2017-18 are reported as higher than they actually were. This problem will be resolved with the introduction of a new HR & Payroll System in later in 2018. In line with other UK public sectors, Isle of Man Government is working closely with managers to identify the causes, and using a range of initiatives focussed on health promotion and wellbeing, in an attempt to reduce stress absence.

HR Benchmarking and Metrics

It had been hoped to provide more metrics for the OHR quarterly reports during 2017-18, but much of the data has proved difficult to obtain as it is generated though different I.T. systems.

In December 2016, the Office of Human Resources commenced an ambitious 'People Information Programme', which over the next two years will automate many of its current manual processes and generate more accurate management information and metrics.

It is anticipated that 'PIP' will enable OHR to more easily provide for the following in future:

- Time to hire
- Pay data
- Leavers' length of service
- Ill Health retirements
- HR costs per FTE/employee
- Additional HR Casework data
- Accident data and costs

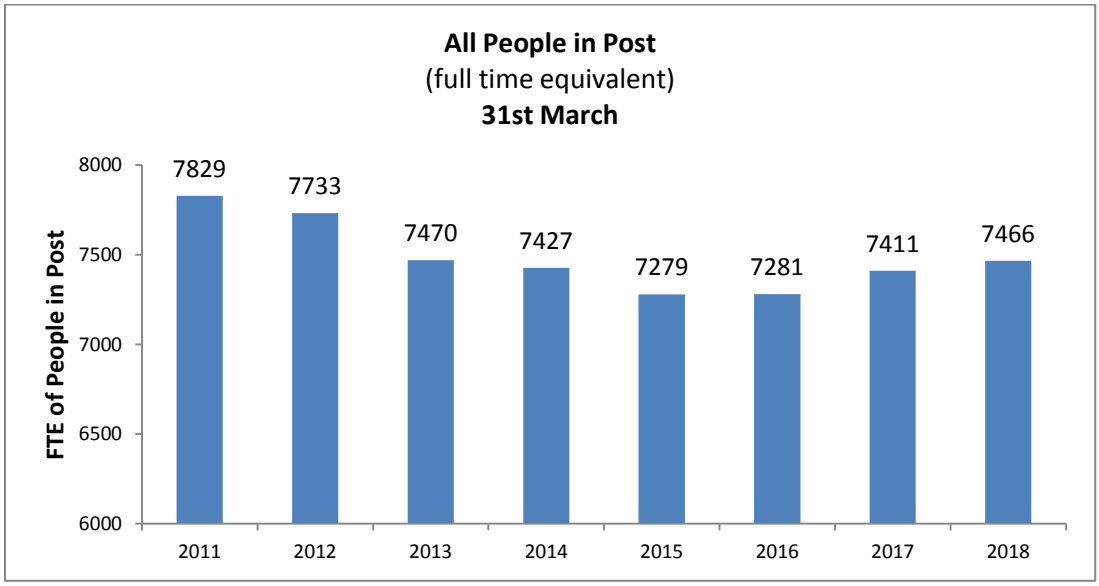
Section B: People

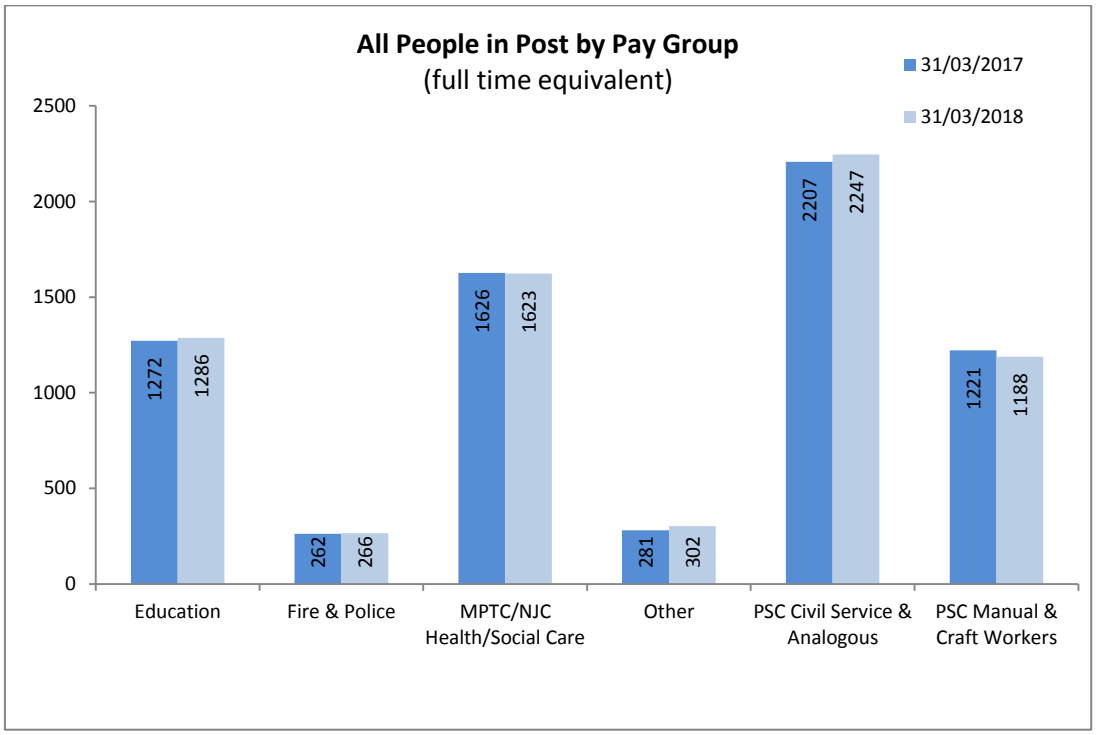
Number of Staff in Post

This section provides statistics for the total number of full time equivalent people in posts across the Isle of Man Public Service as at 31 March 2018. These figures exclude people in Bank, Supply, Relief and Casual posts.

The number of staff in post since 2011 is shown in the table below.

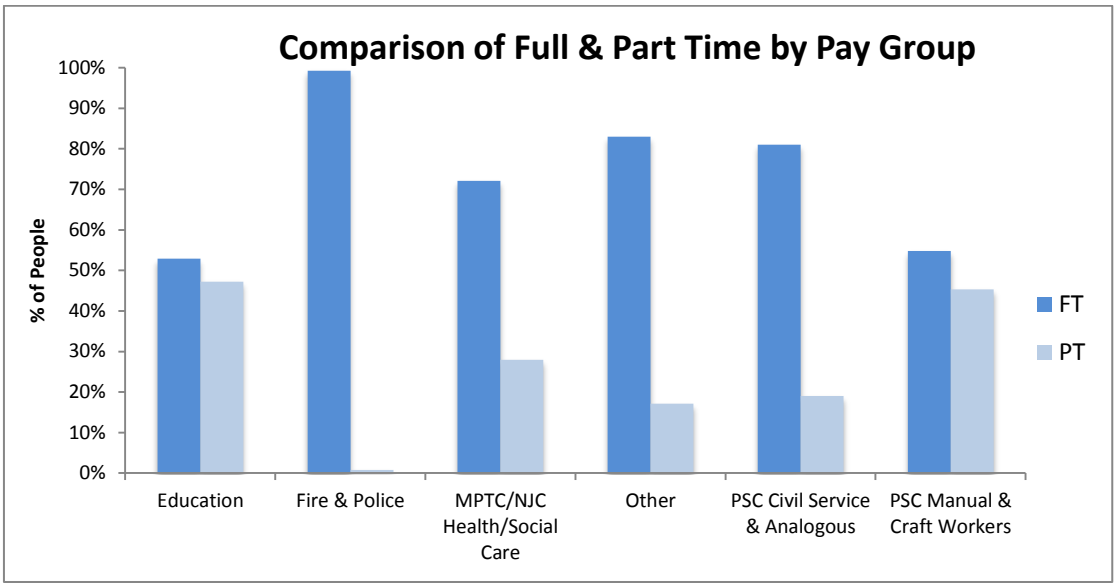
The number of full time equivalent people in post is broadly the same as 31st March 2013. A breakdown by Department is shown at **Annex A**.



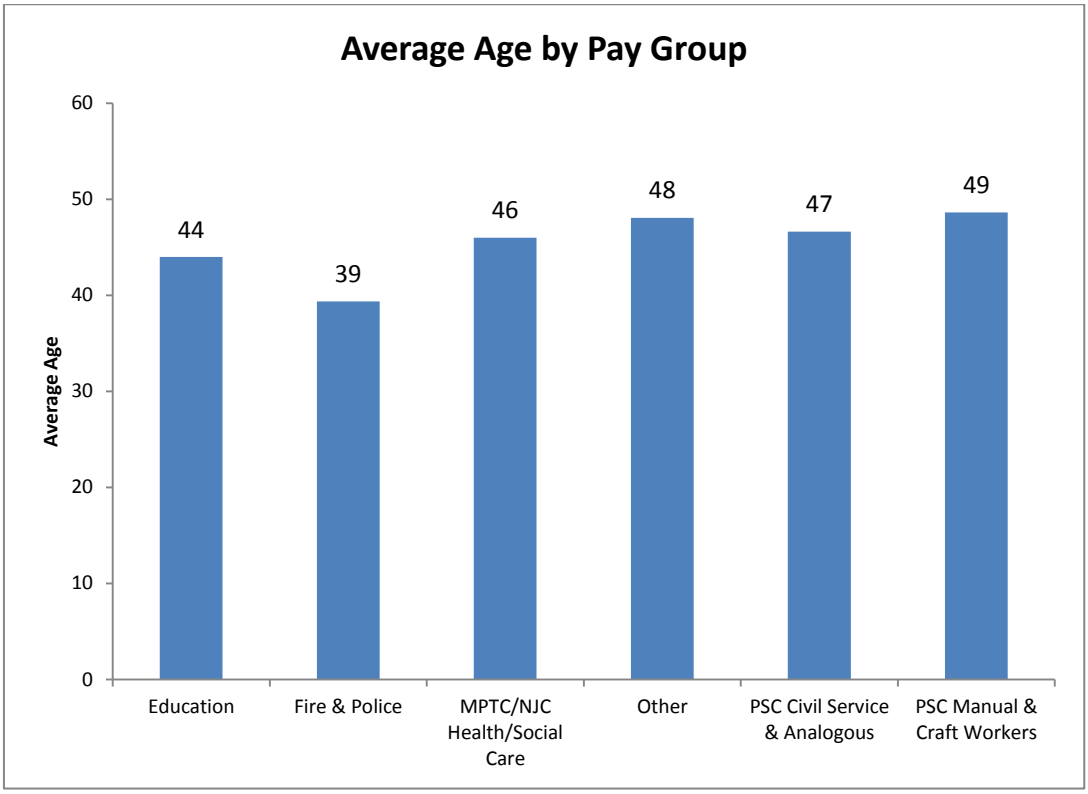


Breakdown of staff by Pay Group (excluding IOM Post Office & Electrical side of MUA)

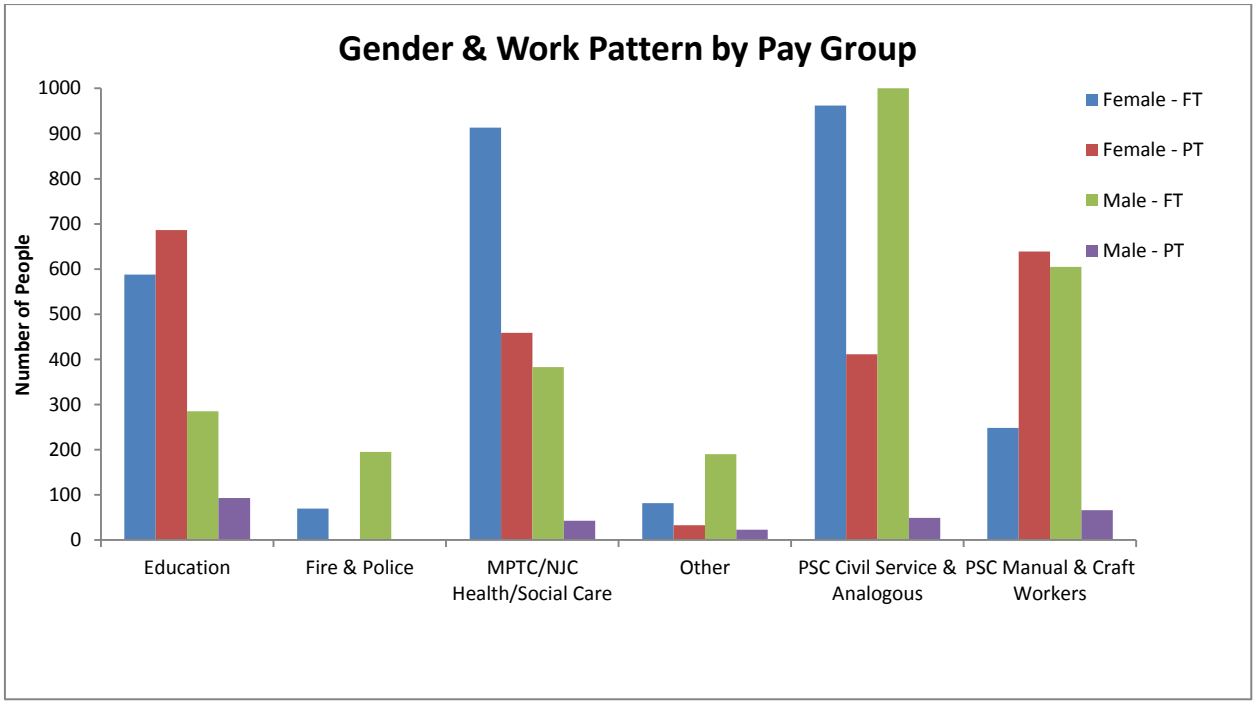
Number of FTE of people in post by pay group



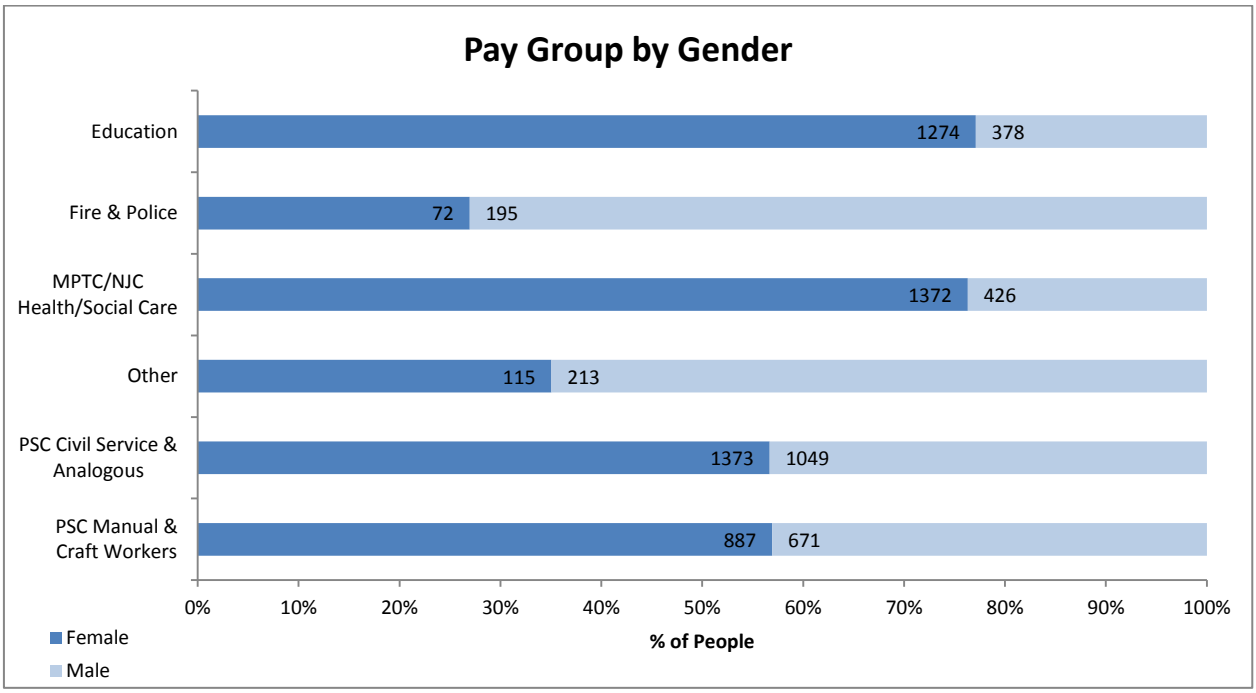
Average Age by pay group

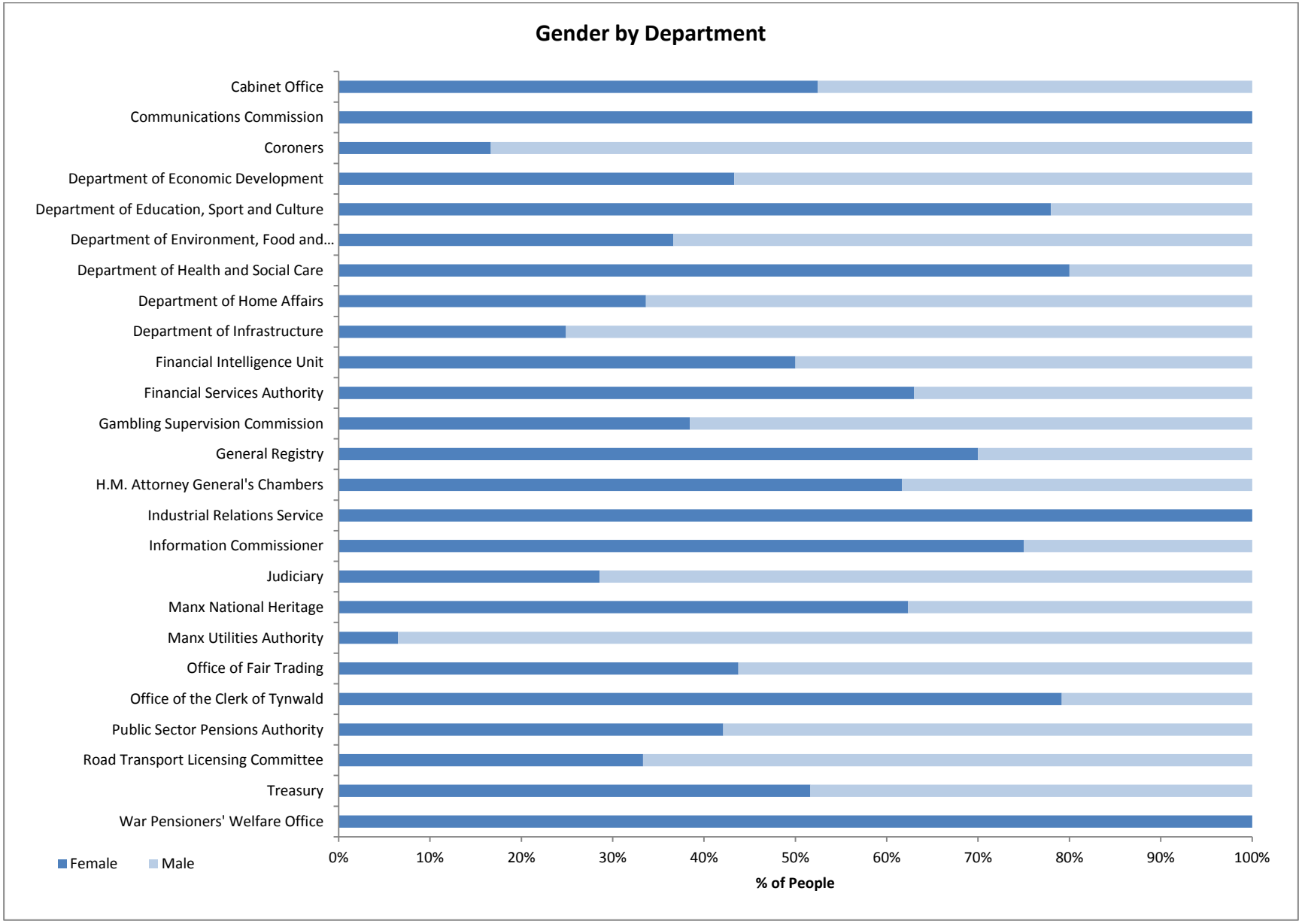


Gender and Work Pattern by Pay Group



Gender by Pay Group



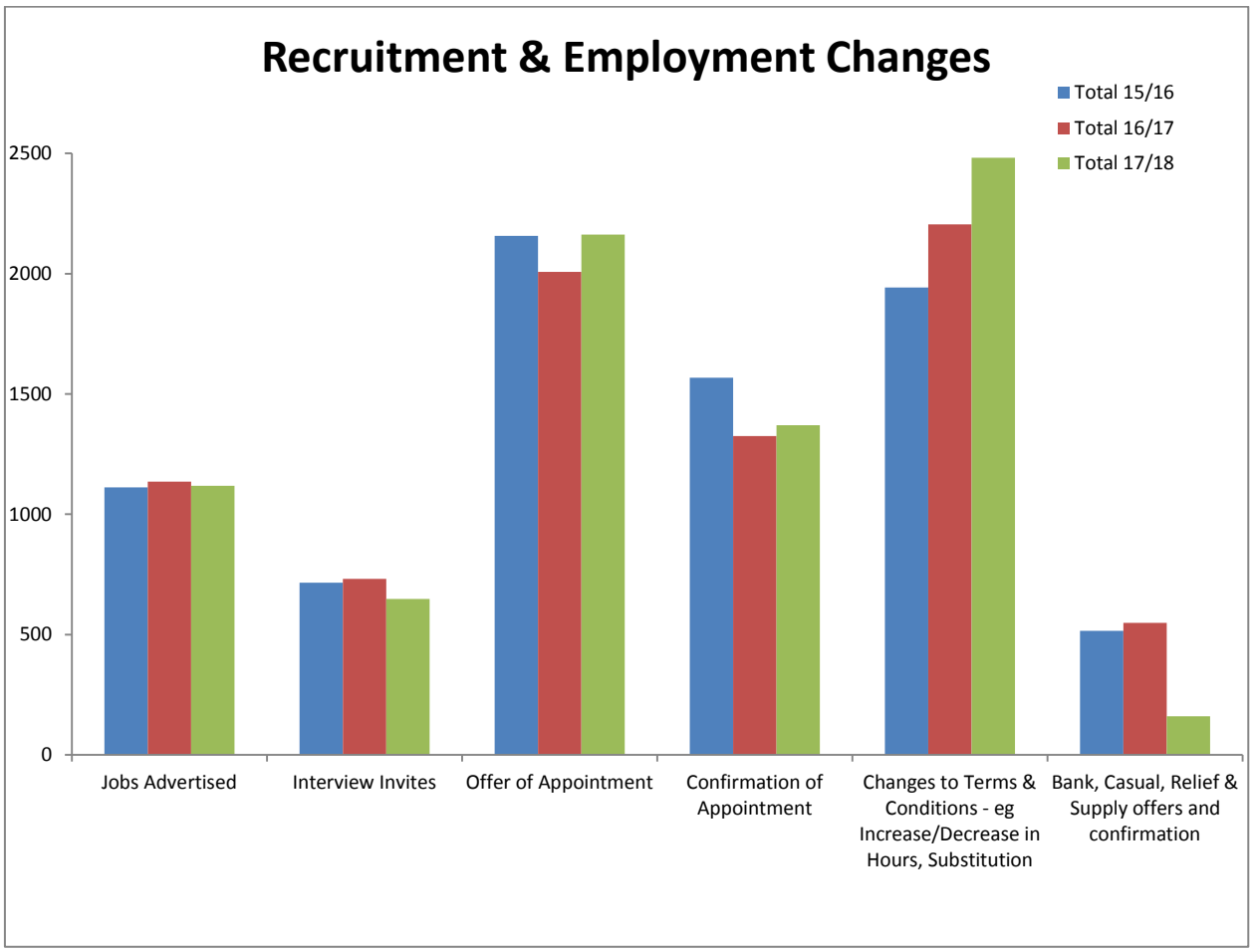

Gender by Department
Cabinet Office
Communications Commission
Coroners
Department of Economic Development
Department of Education, Sport and Culture
Department of Environment, Food and...
Department of Health and Social Care
Department of Home Affairs
Department of Infrastructure
Financial Intelligence Unit
Financial Services Authority
Gambling Supervision Commission
General Registry
H.M. Attorney General's Chambers
Industrial Relations Service
Information Commissioner
Judiciary
Manx National Heritage
Manx Utilities Authority
Office of Fair Trading
Office of the Clerk of Tynwald
Public Sector Pensions Authority
Road Transport Licensing Committee
Treasury
War Pensioners' Welfare Office
Female
Male
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
% of People

Section C: Recruitment, Employment Changes and Turnover

This section contains statistics for the Isle of Man Public Service relating to recruitment, employment changes and leavers activity covering the period **1 April 2017 to 31 March 2018.**

This report excludes:

- recruitment activity for IOM Constabulary, Financial Services Authority, Crown and Tynwald appointments and Members of Statutory Boards, Commissions and Tribunals;



1. Recruitment and employment changes

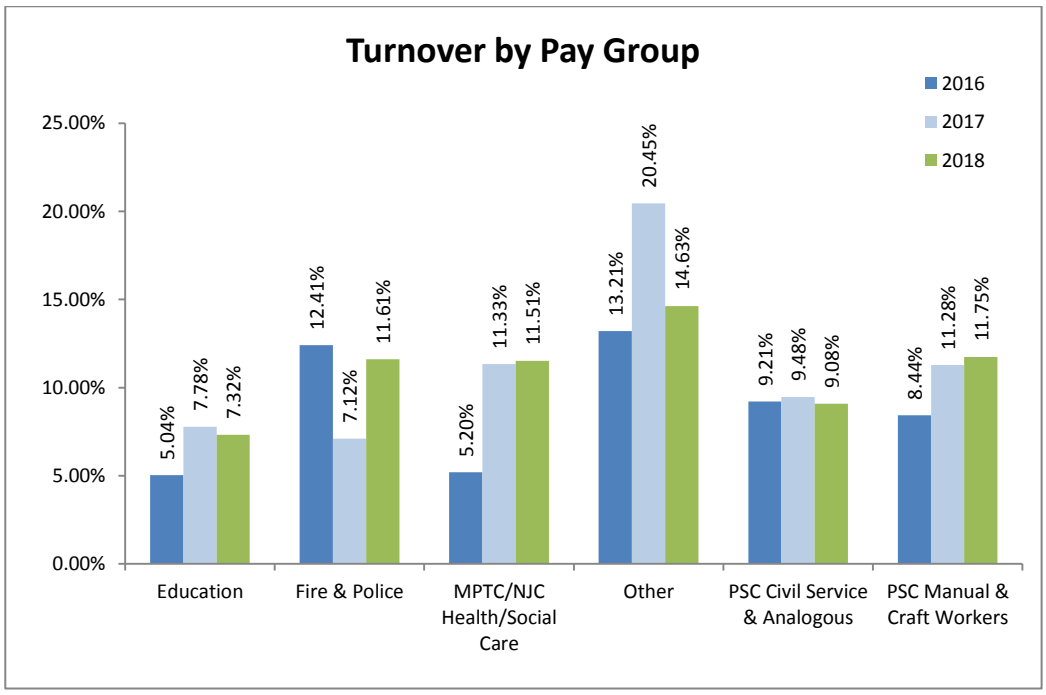
Data for the period has been drawn from Jobtrain, the IOM Government's online recruitment management system, as well as internal records.

The number of posts advertised over the last three years has broadly remained constant. This biggest area of activity relates to changes to terms and conditions of service such as increases or reductions in hours, substitution etc.

2. Turnover

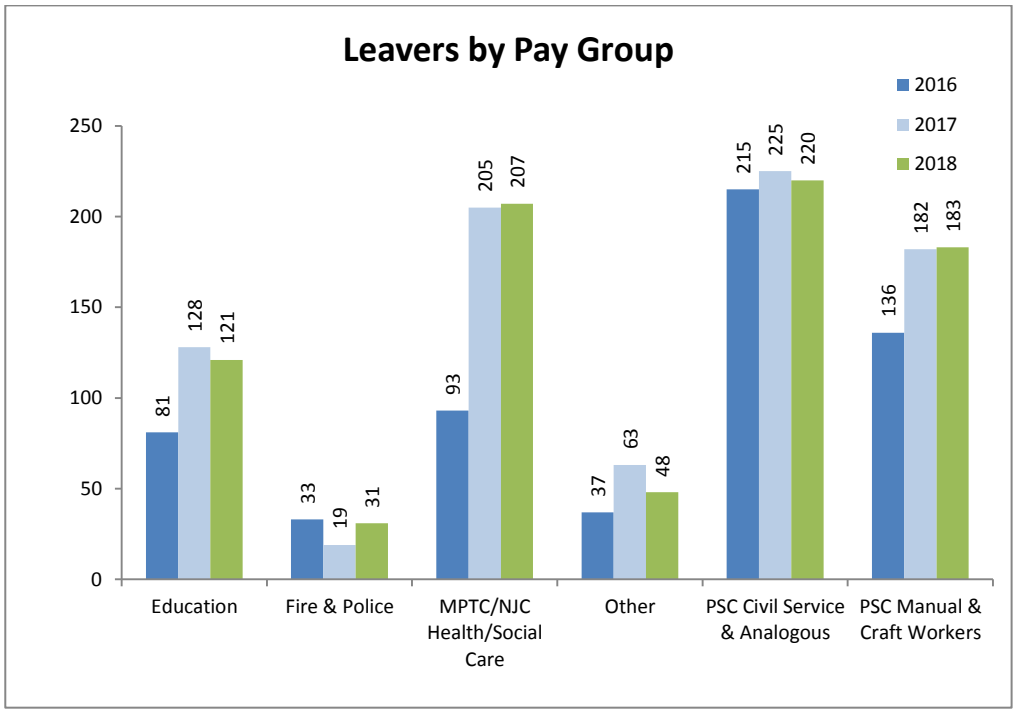
Data for the period has been drawn from the Oracle HR database and includes 'Leavers' who have remained in a Bank, Casual or Relief position whereas the data from 2015-16 onwards excludes those who remained in a Bank, Casual or Relief position.

Turnover for the 12 months to 31 March 2018 across the Organisation was 10.09% and the graph below provides turnover by pay group.



During 2017-18, (1 April 2017 to 31 March 2018), 8109 individuals left the organisation of which 27% were PSC Civil Service & Analogous and 25% were Health & Social Care workers.

A breakdown of Leavers by Reason is shown at **Annex B**.


Leavers by Pay Group
2016
2017
2018
250
200
150
100
50
0
81
128
121
33
19
31
93
205
207
37
63
48
215
225
220
136
182
183
Education
Fire & Police
MPTC/NJC Health/Social Care
Other
PSC Civil Service & Analogous
PSC Manual & Craft Workers

Section D: Managing Sickness Absence

1. Sickness Absence Statistics

The corporate sickness absence statistics for the period ending 31 March 2018 are attached at **Annex C**. Data has been drawn from the Oracle database. The estimated costs within the report have been calculated using the actual salary costs.

1.1 Corporate Absence Statistics

The main points contained within the corporate statistics show:
In the 12 months to 31 March 2018 compared to the same period in the previous 12 months:-

- The number of days lost per employee is 13.23 compared to 11.48, an increase of 15%;
- The number of days lost per employee per month averaged 1.1 days compared to 0.96 days per month;
- 61% of the workforce had no sickness absence during the 12 months to 31 March 2018;
- 96.4% of the time lost can be attributed to 26% of the workforce;
- 32.8% of time lost can be attributed to 1.4% of the workforce;

1.2 Analysis of Statistics

The report shows that the top three absence reasons for absence within the 12 month period April 2017 to March 2018 are Stress (which is made up of both work and personal stress absences) at 18.7%, Musculoskeletal at 15.4%, and Operations/Hospitalisation at 12.2%. OHR continues to deliver targeted intervention within Departments such as Wellbeing initiatives

Section E: Additional HR Data

1. Casework

Case work outlined here represents the various issues handled by the Business Partners and HR Advisers. These are not broken down by area for Data Protection reasons.

As at 31 March 2018, there were 203 ongoing cases due to **Attendance** and **Wellbeing** issues. There were 22 **Capability** cases open due to **Performance** and 43 ongoing **Disciplinary** cases. There were 10 ongoing **Fairness at Work** cases and 9 ongoing **Grievances.**

In addition to the management of active 'open' cases, the HR Advisers continue to provide ongoing advice and support, which has a de-escalating effect by 'nipping problems in the bud'. As indicated previously, it is not currently possible to determine precisely how much time this takes or how many cases this may avert, but it is nevertheless an important function of OHR.

2. Learning and Development Activity

Standard Courses Delivered 2017/18

Training Days provided: 3,191
Training Places provided: 4,030
No. of Courses: 328

Bespoke Events Delivered 2017/18

Training Days provided: 510
Training Places provided: 510
No. of Courses: 58

Continued Professional Development Delivered 2017/18

CPD Days provided: 544
CPD Places provided: 502
No. of Events: 8

Programmes Delivered 2017/18

Training Days provided: 3,665
No. Programmes commenced: 18
No. of employees attending programmes: 586

For a detailed breakdown of Learning and Development Activity see **Annex D**

Annex A

Summary of People in Post (FTE[1])		
Department/Board/Office	**31 Mar 2017**	**31 Mar 2018**
Department for Enterprise	190.88	154.29
Department of Education	1483.42	1573.85
Department of Environment Food & Agriculture	149.71	153.91
Department of Health & Social Care	2555.33	2494.33
Department of Home Affairs	489.96	503.26
Department of Infrastructure	936.81	932.40
The Treasury	287.06	289.52
Cabinet Office	335.86	349.40
Departments	**6429.02**	**6450.96**
Industrial Relations Service	2.54	2.00
War Pensions Welfare Office	2.00	2.00
Information Commissioner	3.75	3.75
General Registry	51.5	52.93
Attorney Generals Chambers	48.28	56.65
Manx National Heritage	58.52	69.90
Road Transport Licensing Committee	2.13	2.13
Executive Government & Others	**168.72**	**189.36**
	6597.74	**6640.32**
Office of the Clerk of Tynwald	22.87	20.94
Manx Utilities Authority	346	346.81
Post Office	318.98	329.48
Communications Commission	4.00	3.00
Gambling Supervision Commission	12.49	12.49
Financial Services Authority	70.89	70.71
Financial Intelligence Unit		10.00
Office of Fair Trading	15.14	14.30
Public Sector Pensions Authority	18.00	18.00
Statutory Boards and the Legislature	**813.37**	**825.73**
	7411.1	**7466.1**

[1] Full Time Equivalent (fte) is defined as: 'The total number of full time posts adjusted to allow for the fraction of the standard hours worked by part time posts.' This term allows for the fact that the actual hours worked may vary according to the total hours specified in the terms and conditions of each role. For example, 0.5 fte could be a civil servant working 18.5 hours of the standard 37 hours or a public servant working 20 hours of the standard 40 hours.

Annex B

	Leaver Activity						
Reason	**Education**	**Fire & Police**	**MPTC/NJC Health/Social Care**	**Other**	**PSC Civil Service & Analogous**	**PSC Manual & Craft Workers**	**Total**
Death in Service	1		3		4	2	**10**
Dismissal	2		3	2	3	17	**27**
End of an LTA	8		6	15	32	11	**72**
Other - End of Apprenticeship/Training				2	1		**3**
Other Reasons or Unknown	58	1	61	12	8	45	**185**
Resignation	39	11	74	10	90	73	**297**
Resignation - Mutually Agreed	1		5	2	17	3	**28**
Resignation - Settlement Agreement			3	2	9		**14**
Retirement - Age	10	10	44	3	50	24	**141**
Retirement - Ill Health	2	7	6		5	6	**26**
Transfer to Other Government Body		2	2		1	2	**7**
Total	**121**	**31**	**207**	**48**	**220**	**183**	**810**

Note: Leavers prior to contractual retirement age (e.g. 65 years) area classed as resignations

The following bodies are not included in this report: Manx Utilities (Electric), Post Office Auth, Financial Services Authority, Industrial Relations and Veterans Welfare Service

Annex C

Absence Statistics - Corporate Report 2017-18

March 2018

Report Date Report Date 09/04/2018

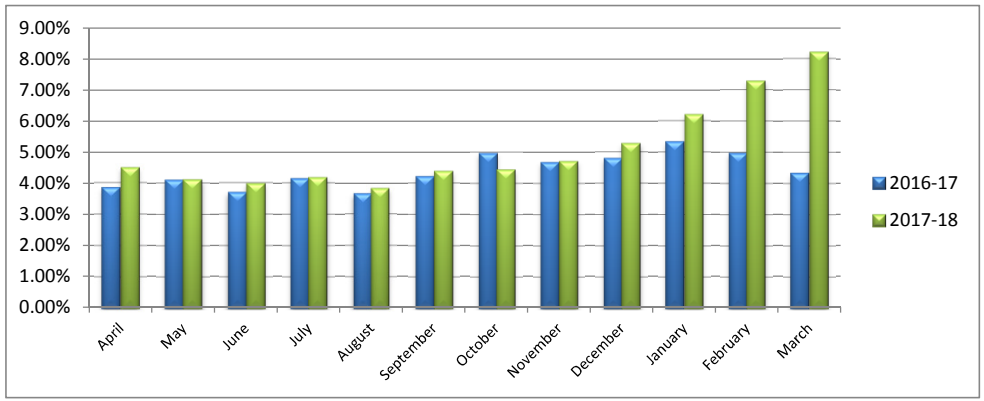
Absence by number of Employees

	2016-17			2017-18		
	Total Days Lost	Days lost per FTE	% of Worktime Lost	Total Days Lost	Days lost per FTE	% of Worktime Lost
April	5,467	0.81	3.86%	6,173	0.90	4.49%
May	6,094	0.90	4.10%	6,524	0.95	4.12%
June	5,522	0.82	3.71%	6,021	0.88	3.98%
July	5,885	0.87	4.15%	6,031	0.88	4.18%
August	5,691	0.84	3.66%	6,027	0.88	3.82%
September	6,312	0.93	4.22%	6,344	0.92	4.38%
October	7,120	1.04	4.97%	6,756	0.98	4.45%
November	7,060	1.03	4.69%	7,199	1.04	4.72%
December	7,239	1.06	4.80%	7,685	1.11	5.28%
January	8,116	1.18	5.35%	9,933	1.43	6.21%
February	6,877	1.00	4.98%	10,181	1.46	7.30%
March	6,905	1.00	4.34%	12,610	1.81	8.22%
Annual Total	**78,287**	**11.48**	**4.40%**	**91,484**	**13.23**	**5.09%**

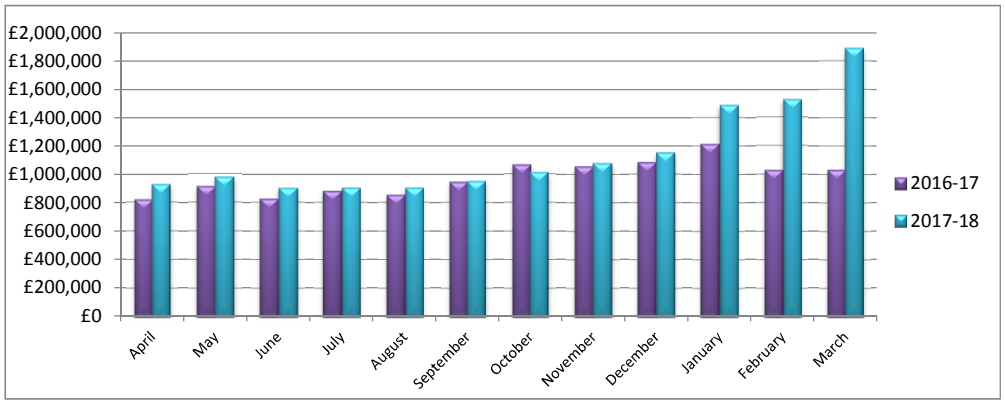
Absence by FTE and cost

	2016-17			2017-18		
	Total Cost	FTE	Cost per FTE	Total Cost	FTE	Cost per FTE
April	£819,975	6,741	£122	£925,965	6,881	£135
May	£914,085	6,750	£135	£978,618	6,892	£142
June	£828,336	6,768	£122	£903,116	6,875	£131
July	£882,779	6,758	£131	£904,596	6,866	£132
August	£853,629	6,764	£126	£904,047	6,868	£132
September	£946,815	6,801	£139	£951,663	6,891	£138
October	£1,067,984	6,822	£157	£1,013,356	6,907	£147
November	£1,059,035	6,846	£155	£1,079,787	6,935	£156
December	£1,085,811	6,848	£159	£1,152,818	6,933	£166
January	£1,217,369	6,900	£176	£1,489,994	6,958	£214
February	£1,031,490	6,903	£149	£1,527,098	6,975	£219
March	£1,035,753	6,914	£150	£1,891,490	6,971	£271
	£11,743,059	6,818	£1,722	£13,722,547	6,913	£1,985

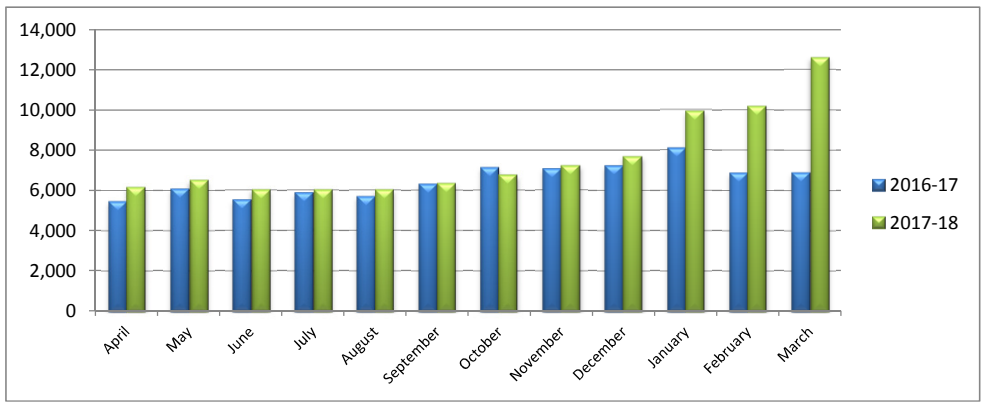
% of Worktime Lost (based on a 5 day working week less bank holidays)



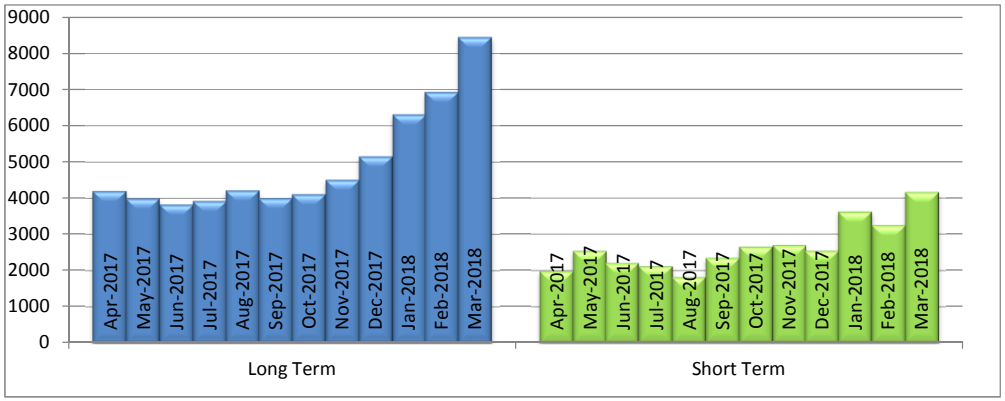
Total Estimated Cost per month



Total Days Lost by Month

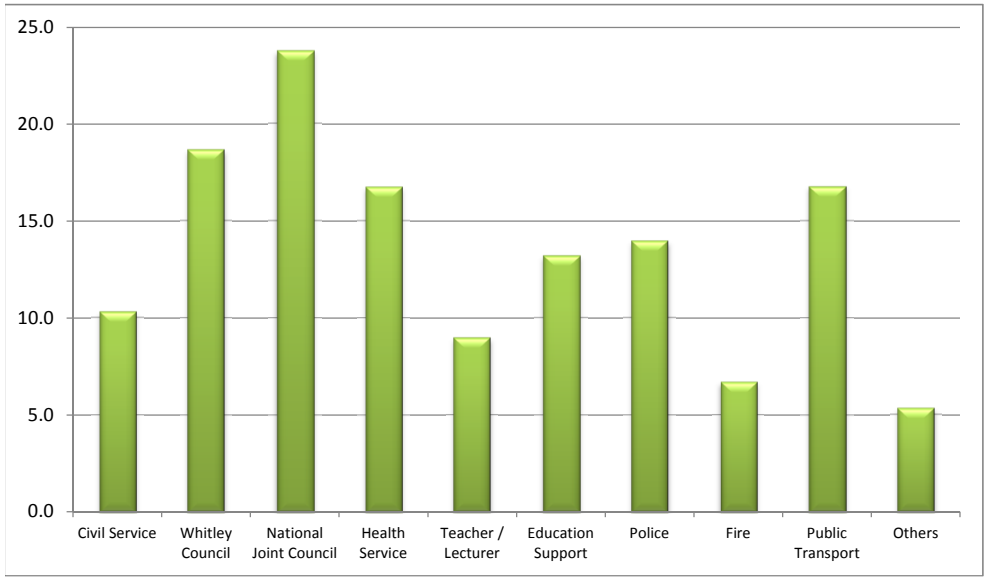


Days Lost by Month - Short / Long Term Split (long term greater than 20 days)

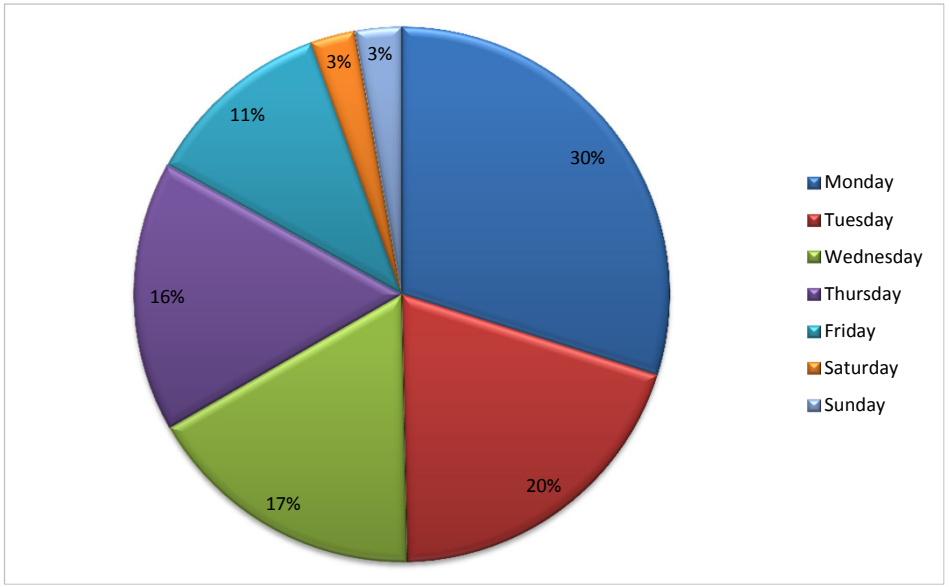


The following bodies are not included in this report: Manx Utilities (Electric), Post Office Auth, Financial Services Authority, Industrial Relations and Veterans Welfare Service

Average Days Lost per FTE by Pay Agreement (last 12 months)



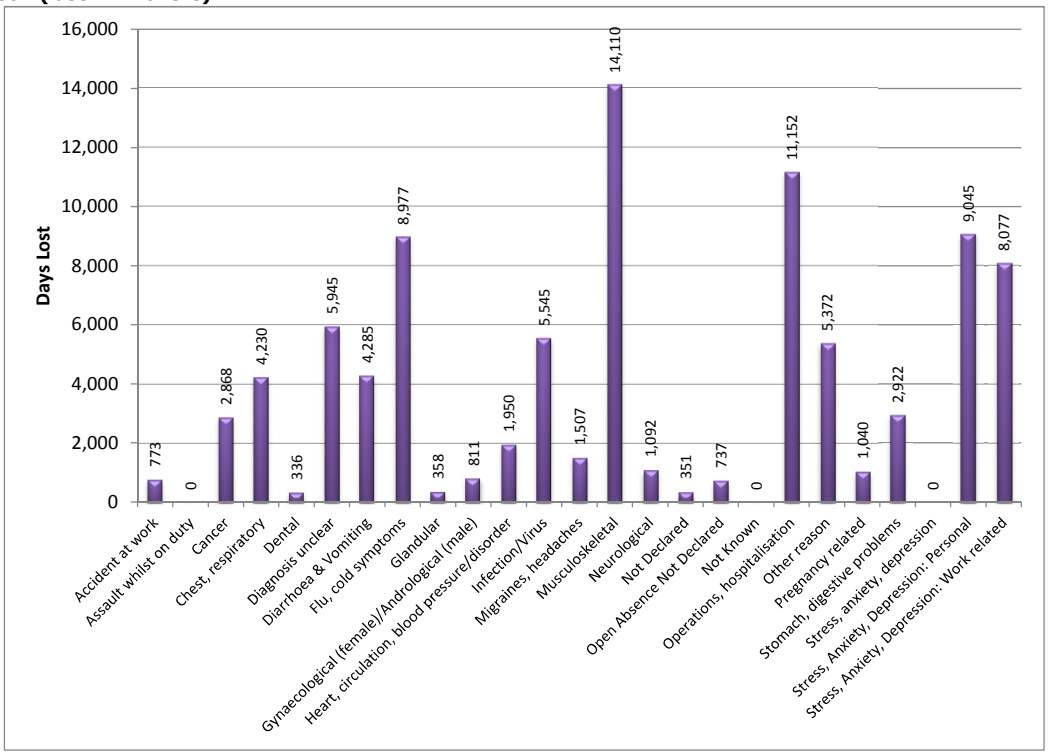
First Day of Absence



Absences By Reason (last 12 months)

Reason	Number of Days Lost	Cost of Days Lost	Number of Absences	% of Days Lost	Average Days Lost per Absence
Accident at work	773	£115,973	47	0.8%	16.5
Assault whilst on duty	0	£0	0	0.0%	0.0
Cancer	2,868	£430,220	55	3.1%	52.1
Chest, respiratory	4,230	£634,463	620	4.6%	6.8
Dental	336	£50,399	137	0.4%	2.5
Diagnosis unclear	5,945	£891,720	250	6.5%	23.8
Diarrhoea & Vomiting	4,285	£642,786	1,327	4.7%	3.2
Flu, cold symptoms	8,977	£1,346,481	2,358	9.8%	3.8
Glandular	358	£53,742	47	0.4%	7.6
Gynaecological (female)/Andro	811	£121,577	137	0.9%	5.9
Heart, circulation, blood pressu	1,950	£292,475	101	2.1%	19.3
Infection/Virus	5,545	£831,771	1,246	6.1%	4.5
Migraines, headaches	1,507	£226,014	751	1.6%	2.0
Musculoskeletal	14,110	£2,116,543	1,049	15.4%	13.5
Neurological	1,092	£163,850	86	1.2%	12.7
Not Declared	351	£52,698	38	0.4%	9.2
Open Absence Not Declared	737	£110,550	5	0.8%	147.4
Not Known	0	£0	0	0.0%	0.0
Operations, hospitalisation	11,152	£1,672,829	589	12.2%	18.9
Other reason	5,372	£805,860	442	5.9%	12.2
Pregnancy related	1,040	£156,050	136	1.1%	7.6
Stomach, digestive problems	2,922	£438,288	654	3.2%	4.5
Stress, anxiety, depression	0	£0	0	0.0%	0.0
Stress, Anxiety, Depression: Pe	9,045	£1,356,741	485	9.9%	18.6
Stress, Anxiety, Depression: W	8,077	£1,211,522	230	8.8%	35.1
	91,484	**£13,722,547**	**10,790**		

Days Lost by Reason (last 12 months)



The following bodies are not included in this report: Manx Utilities (Electric), Post Office Auth, Financial Services Authority, Industrial Relations and Veterans Welfare Service

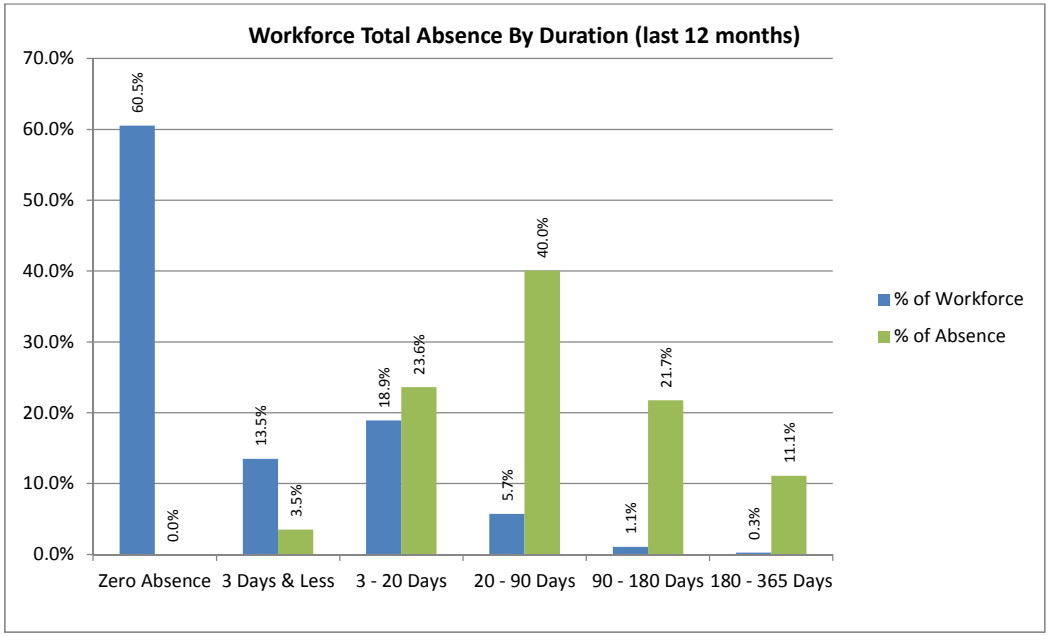
	Length of time since current absence commenced				
	More than 12 months	6 - 12 months	3 - 6 months	1 - 3 months	Less than 1 month
Number of Open Absences	25	28	83	137	356

% of Workforce with No Sickness Absence in Period (last 12 months)
61%

No of Workforce with Bradford Factor Over 128
1019

Workforce Total Absence By Duration (last 12 months)

Duration	% of Workforce	% of Absence
Zero Absence	60.5%	0.0%
3 Days & Less	13.5%	3.5%
3 - 20 Days	18.9%	23.6%
20 - 90 Days	5.7%	40.0%
90 - 180 Days	1.1%	21.7%
180 - 365 Days	0.3%	11.1%



Departmental Absence By Reason - 01 April 17 - 31 March 2018 (Manx Utilities includes Water & Sewerage Only)

	Accident at work	Assault whilst on duty	Cancer	Chest, respiratory	Dental	Diagnosis unclear	Diarrhoea & Vomiting	Flu, cold symptoms	Glandular	Gynaecological (female)/Andrological (male)	Heart, circulation, blood pressure/disorder	Infection/Virus	Migraines, headaches	Musculoskeletal	Neurological	Not Declared	Open Absence Not Declared	Not Known	Operations, hospitalisation	Other reason	Pregnancy related	Stomach, digestive problems	Stress, anxiety, depression	TOTAL
Department for Enterprise				2%	0%	2%	3%	24%		2%	1%	6%	3%	4%					16%	2%		5%	30%	100%
Department of Education, Sport and Culture	2%		7%	5%	0%	10%	8%	13%	1%	1%	0%	7%	2%	10%	1%	0%	1%		12%	5%	1%	2%	11%	100%
Department of Environment, Food and Agriculture	0%			3%		3%	5%	20%		0%	2%	8%	3%	16%	1%				18%	6%	3%	1%	12%	100%
Department of Home Affairs	1%		7%	3%	0%	11%	6%	6%	0%	0%	0%	4%	0%	9%	2%	1%			17%	5%	0%	3%	23%	100%
Department of Infrastructure	2%		3%	5%	0%	9%	3%	8%	0%	0%	4%	8%	1%	20%	1%	0%	2%		12%	4%	0%	3%	14%	100%
General Registry			23%	3%		1%	8%	21%		1%		4%	1%	14%					6%	13%	4%	2%		100%
Gambling Supervision Commission																								0%
Industrial Relations Service																								0%
Manx Heritage Foundation																								0%
Manx National Heritage				4%		8%	4%	11%		0%	1%	8%	0%	34%		0%			13%	2%	2%	4%	9%	100%
Office of the Clerk of Tynwald																								0%
Attorney General's Chambers				1%	0%	1%	4%	12%		1%		7%	2%	27%	1%				13%	2%	7%	22%	1%	100%
Cabinet Office	0%		1%	4%	0%	7%	3%	22%	0%	0%	1%	6%	2%	5%	0%				17%	1%	5%	2%	22%	100%
Department of Health & Social Care	0%		1%	5%	0%	4%	4%	8%	0%	1%	2%	5%	2%	18%	1%	0%	1%		11%	7%	1%	3%	22%	100%
Road Transport Licensing Committee							7%	79%				3%											10%	100%
War Pensioners' Welfare Office																								0%
Public Sector Pensions Authority				10%	3%		3%	22%				7%	3%	9%								17%	24%	100%
Manx Utilities	1%			4%	0%	1%	3%	6%	0%		5%	20%	2%	24%	1%				7%	2%		8%	16%	100%
Treasury			10%	8%	1%	1%	4%	14%	0%	4%	1%	6%	4%	3%	2%				8%	7%	2%	3%	22%	100%
Communications Commission						90%	1%	1%				1%		6%					2%					100%
Coroners																								0%
Financial Services Authority																								0%
Information Commissioner																								0%
Financial Intelligence Unit													64%	36%										100%
% of Total Absence	**1%**		**3%**	**5%**	**0%**	**7%**	**5%**	**10%**	**0%**	**1%**	**2%**	**6%**	**2%**	**15%**	**1%**	**0%**	**1%**		**12%**	**6%**	**1%**	**3%**	**19%**	**100%**

Annex D – LEaD Training Statistics

The tables below show the 2017/18 number of training days (with a 2016/17 comparison) by type of course:

Standard Courses Delivered 2016/17 & 2017/18

Standard Course Categories	Training Days Provided		Training Days Attended		Training Places Provided		Training Places Attended		No of Courses	
	2017	**2018**	2017	**2018**	2017	**2018**	2017	**2018**	2017	**2018**
Core Skills courses*	2400	**2796.5**	2208	**2658**	3326	**3502**	3262	**3471**	340	**278**
Health & Safety	1660.5	**116.5**	1655.5	**102**	1640	**228**	1622	**158**	135	**25**
Management Skills Development – other than full leadership programmes (Incl	558	**278**	506	**268**	602	**300**	592	**290**	50	**25**
Course Total	4643	**3191**	4393	**3028**	5617	**4030**	5523	**3919**	528	**328**

*Core Skills = Headings of Communication & Interpersonal, Practice & Procedures, Personal Effectiveness, Corporate & Organisational, Safeguarding Children Training

Bespoke Events Delivered 2016/17 & 2017/18

Type of Event	Training Days Provided		Training Days Attended		Training Places Provided		Training Places Attended		No of Courses	
	2017	**2018**	2017	**2018**	2017	**2018**	2017	**2018**	2017	**2018**
Tailored development for a specific Department/ Board/Office & across Department	663	**420**	581	**398**	663	**420**	581	**398**	68	**42**
Development & Assessment Centres	92	**90**	92	**90**	92	**90**	92	**90**	19	**16**
Totals	755	**510**	673	**488**	755	**510**	673	**488**	87	**58**

* Dedicated resource and activity for DHSC development not included.

CPD Delivered 2017/18

Continued Professional Development days	CPD Days Provided	CPD Days Attended	CPD Places Provided	CPD Places Attended	No of Events
Senior Leadership Master class	80	80	80	80	2
Breaking the Silence x 6	464	464	422	422	6
CPD Totals	**544**	**544**	**502**	**502**	**8**

Programmes Delivered 2016/17 & 2017/18

Programmes: Institute of Leadership & Management, and Higher Education	Training Days Provided		Training Days Attended		People attending programmes		No. of Programmes which commenced during the year		No. of Modules/ALS delivered in total during the year *	
	2017	**2018**	2017	**2018**	2017	**2018**	2017	**2018**	2017	**2018**
Senior Management Development Programme*	162	**192**	160	**188**	33	**32**	1	**1**	5	**7**
Leadership Development Programme*	406	**292**	388	**285.5**	54	**32**	2	**1**	33	**26**
First Line Management Development*	372	**196**	364	**189.5**	67	**35**	5	**2**	59	**23**
Coaching Programmes	24	**43.5**	24	**40**	6	**12**	1	**2**	2	**6**
Essential Training Techniques	30	**30**	30	**30**	15	**15**	2	**2**	6	**6**
Pre-registration Mental Health Degree***	403.7	**405**	403.7	**405**	55	**56**	2	**2**	10	**12**
Pre-registration Adult Degree***	1085.3	**1152.3**	1085.3	**1152.3**	155	**156**	3	**3**	15	**15**
BSc Health and Social Care***	451.6	**451.6**	451.6	**451.6**	74	**74**	1	**1**	10	**10**
MSc Professional Practice***	259	**259**	259	**259**	124	**124**	1	**1**	8	**8**
Other Higher Education Programmes*** (including Return to Practice)	660	**644**	660	**644**	56	**50**	3	**3**	3	**3**
Programme Total	3874.6	**3665.4**	3846.6	**3644.9**	645	**586**	22	**18**	152	**116**

* This will include modules of programmes which commenced in the previous year

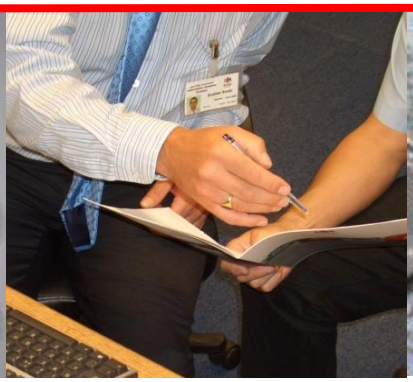
*** Higher Education training day = 6hrs

KEYLL DARREE LIBRARY TRAINING 2017/18					
Session	**Training Days Provided**	**Session**	**Training Days Provided**	**Session**	**Training Days Provided**
Group Training Sessions = 176 participants,	58.6	Library Induction Sessions = 179 participants	10.7	One – two – One Sessions = 56 participants	18.7
Online Training Sessions	771 views	Mediated Searchers	1.3	Literature Searching Introduction	16.8
Information Retrieval	0.6	Ethics, Equality and Diversity	1.2	Research Awareness (I.T and round table)	2.4
Mastering Mentorship	1			Critical Appraisal	0.6
				Total Training Days	**111.9**

2016/17 and 2017/18 Totals										
All Courses and Programmes	**Total Days Provided**		**Total Days Attended**		**Total Places Provided**		**Total Places Attended**		**Total Events Run**	
	2017	**2018**	2017	**2018**	2017	**2018**	2017	**2018**	2017	**2018**
Total	9544.8	**8022.3**	9178.3	**7816.8**	7334	**7189**	6598	**6608**	728	**580**

Annex E – Accident Statistics

DEPARTMENT	FTE	RIDDOR	NON-RIDDOR	TOTAL NUMBER OF ACCIDENTS
DOI	932.4	23	66	89
DEFA	168.2	4	31	35
DHA	503.3	1	40	41
Cabinet Office	349.4	1	3	4
Treasury	289.5	0	0	0
DESC	1573.8	7	46	53
DHSC	2494.3	34	107	141
DfE	154.3	0	0	0



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