



# Officer Satisfaction Survey

## Final Report

February 2023





## 1. Executive Summary

There is increasingly growing evidence that officers are struggling more than ever with their mental health and wellbeing, not only as a result of the dangers they face daily coupled with the scrutiny that they are under but also with the continuing cost of living crisis. It is now time to speak frankly with the Department of Home Affairs (DHA) and the Isle of Man Government about the dire situation officers are experiencing on a daily basis in order to ensure they are being supported before they become too ill to work or seek employment elsewhere. The latter of which will have significant consequences for both recruitment and retention and future sustainability of the workforce of the Isle of Man Constabulary (IoMC).

The 'thin blue line' on the Isle of Man and the safe policing of our island rests on a knife edge, time is running out for the DHA and the Isle of Man Government need to correct the current projected course.

The Police Federation of The Isle of Man (PFIoM) have undertaken this survey to gauge the perceptions and views of more than 230 officers whom we represent relating to pay, morale and wellbeing. The findings are stark and presented within this report with the intention to share its findings with the DHA and Isle of Man Government in order to relay the reality of the pressures that front line officers are experiencing.

The results have revealed everything the PFIoM have been warning of, a potential for further exodus of officers and issues with retention, significant mental health and wellbeing concerns and disillusioned, underpaid officers.

Policing will soon reach crisis point on the island without immediate intervention and action. The survey has laid bare perceived views that the DHA have indifference and apathy towards officers who serve and protect the island at the detriment to their own home life and well-being. Officers are reporting being overloaded, which puts them and the public at risk for what is perceived appalling remuneration, given the daily risks and scrutiny that they operate under. Many officers state that they would not join the service in the current climate and under the current pay structure and they would not encourage anyone else to do so.

Officers are saying that they feel abandoned by those in senior positions with the responsibility and accountability to champion improved pay and conditions with the Isle of Man Government with officers feeling that their cries for help are dismissed along with representations made on their behalf by the PFIoM. Officers perceive that there is no appetite from the DHA to introduce an Island Living Allowance and are acutely aware that the business case for this allowance was made a significant time ago and hasn't progressed with the DHA. This is all with a backdrop of seeing other public sector Departments being given similar allowances to recruit and retain key workers which is often more than what the PFIoM has strived for its members. The allowance would at the very least give a degree of respite from officer's financial concerns and would go some way towards rectifying the perceived view that the DHA have little interest in pursuing this as an option which only acts to further erode morale.

The PFIoM would welcome the Chief Minister, Minister for the DHA and Chief Executive Officer for the DHA to the table, for an honest conversation and negotiations about what is reasonable and what is affordable for our officers when it comes to pay and conditions.





It is of grave concern to the PFloM when respondents are stating:-

*'I hate to say this but I'm probably worth more to my family financially dead than I am alive, I hope it never comes to that'.*

The police service need Lord Edmund-Davies now more than ever, in 1978 in a report at the time he stated "The police cannot properly be compared to any other single group of workers". The Government at the time remained non-committal and a month later, police officers decided to initiate industrial action. The Government declared it would implement 50 per cent of the Committee's recommendations, while the opposition made a manifesto commitment to implement the full recommendations. The opposition came to power the following year and honoured its commitment. It is pertinent to recall this important milestone in policing history as today's conditions are quite similar. Was a mistake made in 1919 by giving up our right to strike against the promise of fair pay? Why are the needs of the service and its members being ignored?

**Richard Hewitt**

**Chairperson**

**Police Federation of the Isle of Man**





## 2. Introduction

The PFloM Officer Satisfaction Survey has collated officer's views on their pay and conditions, as well as their attitudes to their work, the support they receive and the police service in general. The survey will become an annual survey which will be developed and improved over time and carried out prior to the PFloM Annual General Meeting which is held within the first three months of the calendar year.

To the best of the PFloM Board's knowledge, this is the first survey of warranted police officers of its kind on the Isle of Man and comes following discussions at the Joint Consultative Committee meeting held in November 2022 with the PFloM, IoMC and DHA in attendance. This report provides a summary of key findings on respondents' morale, cost of living, and attitudes towards pay and remuneration. Findings also cover respondents' intention to stay in the police service, seek additional supplementary secondary employment, and indicators of engagement with the service; for example, whether respondents feel proud to work in the service.

The survey was launched in response to recent rises in the cost of living on island, a significant number of years of pay growth not keeping in line with rising inflation and concerns regarding recruitment and retention and officer morale and wellbeing.

This report provides a summary of the key findings from officers who responded to the survey.

## 3. Respondents and response rate

The survey opened on the 13th of January 2023 and closed on the 27th January 2023. During this time, responses were received from **144** members. The response rate for the survey was therefore approximately **62%** of all federated rank officers in the Isle of Man.

## 4. Pay and conditions

This section of the report provides key findings on two topic areas which relate to officers perceptions of pay and conditions. Officers were asked the following questions:–

- *I feel suitably remunerated for the work/role I perform;*
- *I feel that the IoMC offer good pay and conditions.*

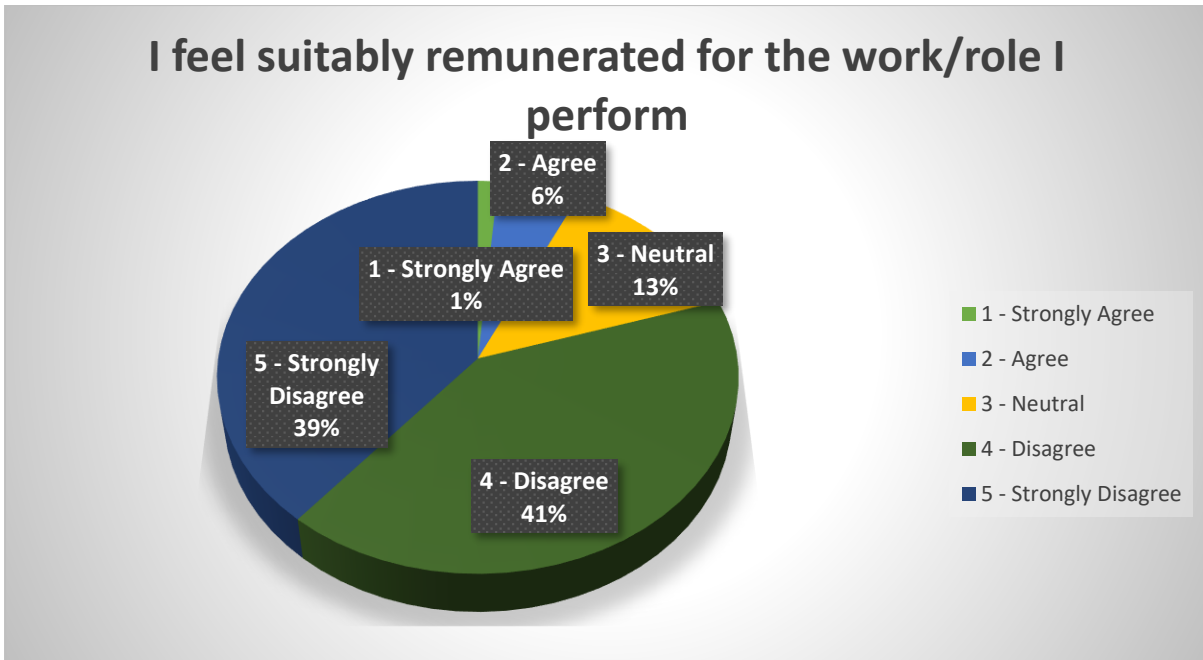
80% of respondents said that they 'disagree' or 'strongly disagree' that they are suitably remunerated for the work/role which they perform. 89% of respondents also said that they 'disagree' or 'strongly disagree' that the IoMC offers good pay and conditions.

Responses to questions posed on pay and conditions are illustrated in the charts below:



**Question 2 – I feel suitably remunerated for the work/role I perform**

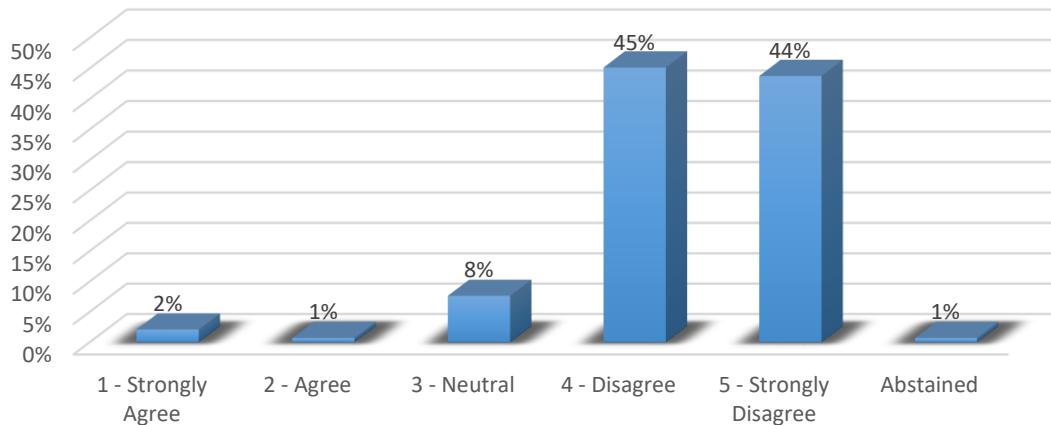
1 – Strongly Agree	2 - Agree	3 – Neutral	4 - Disagree	5 – Strongly Disagree	Abstained	Total
2	8	19	59	56	0	144
1%	6%	13%	41%	39%	0%	100%



**Question 3 – I feel that the IoMC offer good pay and conditions**

1 – Strongly Agree	2 - Agree	3 - Neutral	4 - Disagree	5 – Strongly Disagree	Abstained	Total
3	1	11	65	63	1	144
2%	1%	8%	45%	44%	1%	100%

### I feel that the IoM Constabulary offer good pay and conditions



115 officers said in the survey that they did not feel ‘*suitably remunerated for the work/role they perform*’ and 128 officers do not feel ‘*that the Isle of Man Constabulary offer good pay and conditions*’. *These results come as little surprise to the PFIoM following officers raising concerns regularly on this subject for what has been a significant period of time.*

The current Chief Constable Gary ROBERTS QPM has recently expressed concern in Tynwald and publicly that junior officers are earning little more than employees at fast food chains and wondered how they might every be able to afford a home of their own.

Officers do not feel respected as the PFIoM’s appeal to compensate officers for the risks they undertake are yet to be acted on.

Officers are struggling to afford to live and action must be taken immediately. It is not acceptable that officers who put their lives on the line to protect their communities are battling to feed themselves and their families.

#### 5. Cost of living

This section of the report provides key findings on three topic areas which relate to officers perceptions of cost of living. Officers were asked the following questions:—

- *I do not rely on overtime to make ends meet;*
- *The cost of living on the Isle of Man does not really affect me or my family;*
- *I do not worry about my financial future*

A worrying 69% of respondents said that they ‘disagree’ or ‘strongly disagree’ that they do not rely on overtime to make ends meet currently with 83% of respondents saying that they ‘disagree’ or ‘strongly disagree’ that the cost of living on the Isle of Man does not really affect them or their

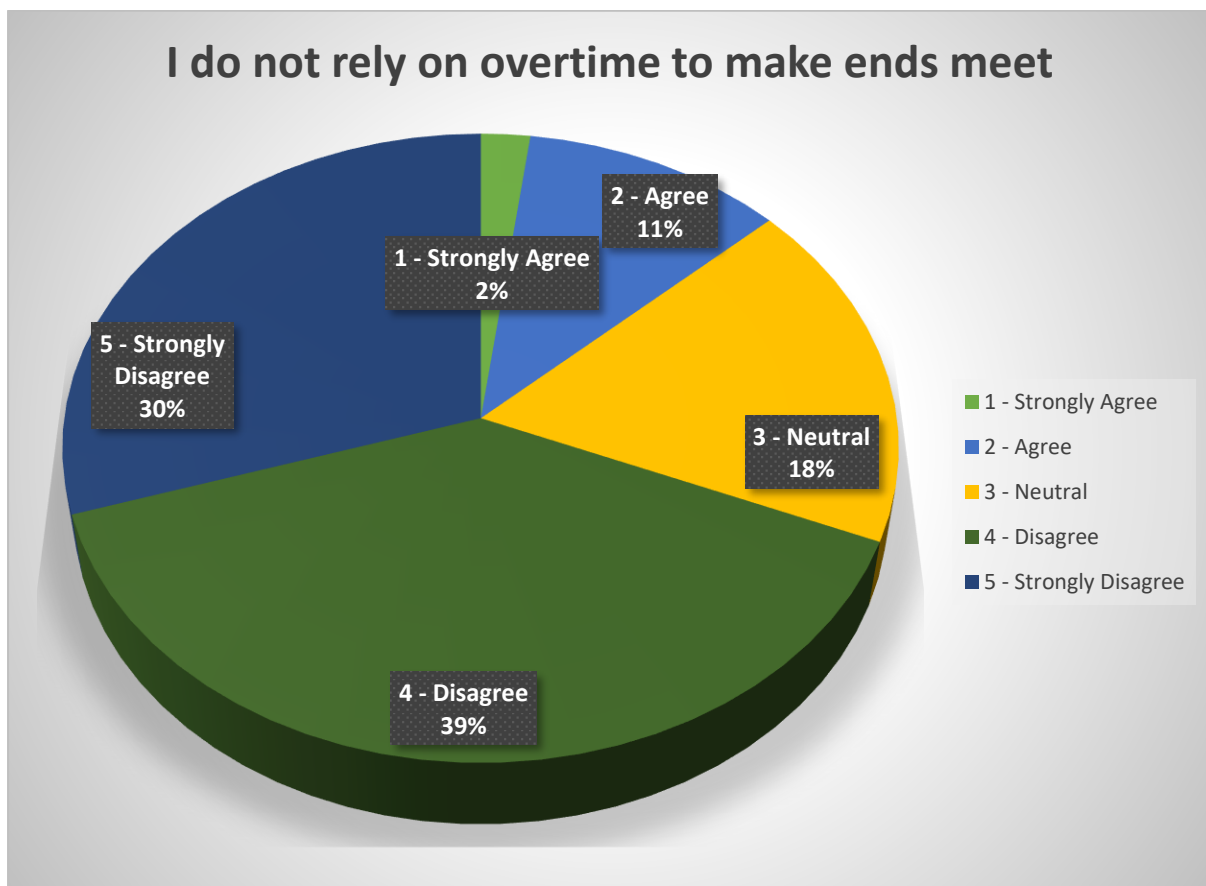


family and 84% of respondents ‘disagree’ or ‘strongly disagree’ that they do not worry about their financial future.

Responses to questions posed on cost of living are illustrated in the charts below:

**Question 4 – I do not rely on overtime to make ends meet**

1 – Strongly Agree	2 - Agree	3 - Neutral	4 - Disagree	5 – Strongly Disagree	Abstained	Total
3	16	26	56	43	0	144
2%	11%	18%	39%	30%	0%	100%

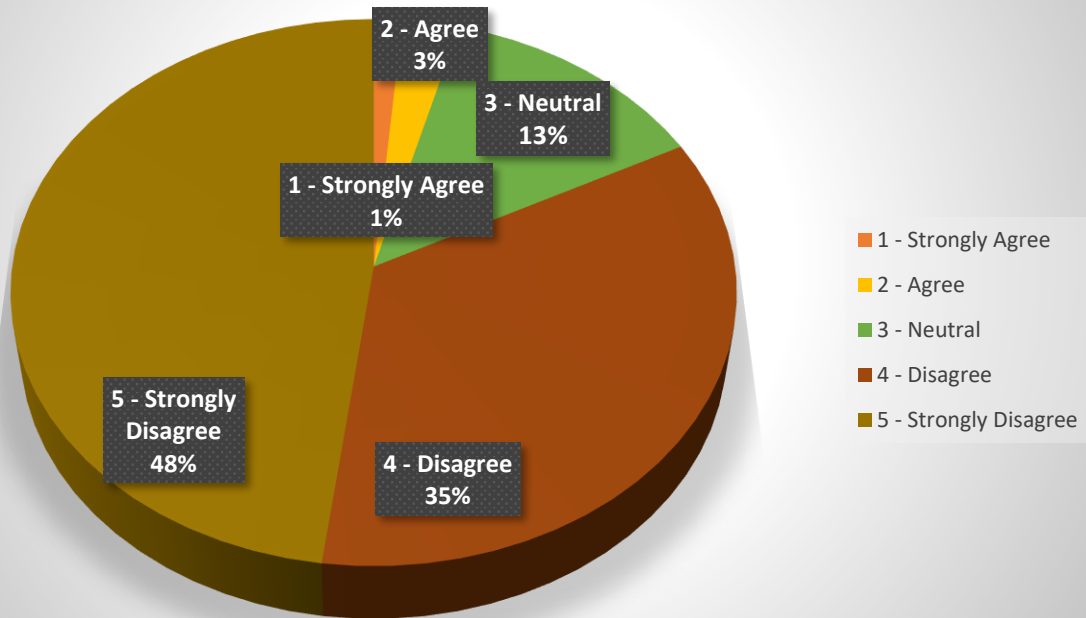


**Question 5 – The cost of living on the Isle of Man does not really affect me or my family**

1 – Strongly Agree	2 - Agree	3 - Neutral	4 - Disagree	5 – Strongly Disagree	Abstained	Total
2	4	19	50	69	0	144
1%	3%	13%	35%	48%	0%	100%



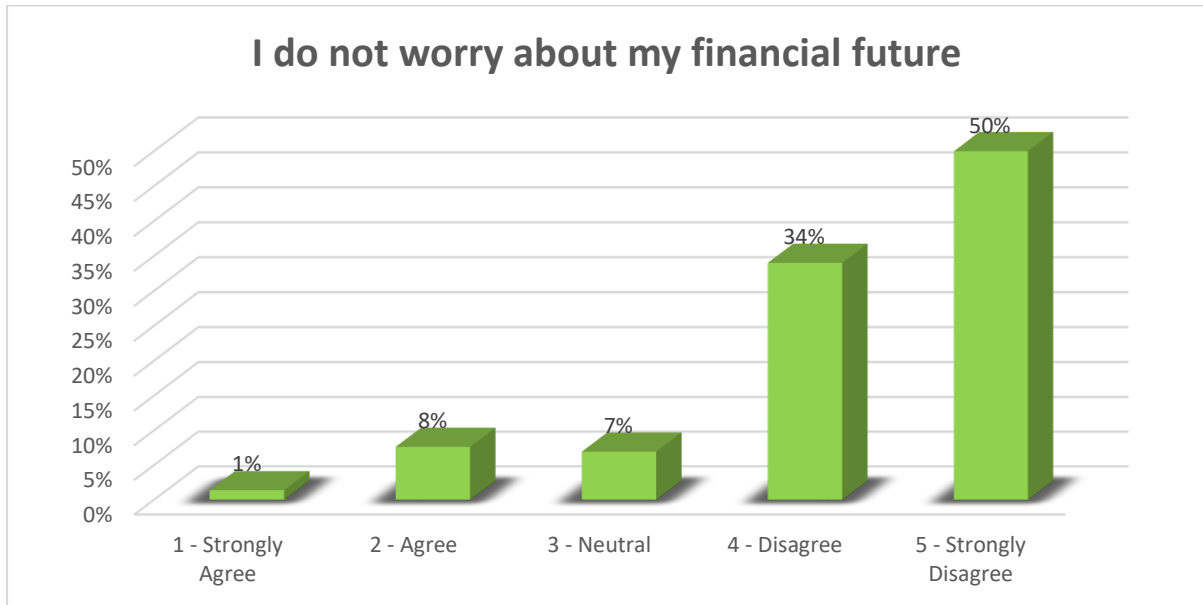
**The cost of living on the IoM does not really affect me or my family**



**Question 6 – I do not worry about my financial future**

1 – Strongly Agree	2 - Agree	3 - Neutral	4 - Disagree	5 – Strongly Disagree	Abstained	Total
2	11	10	49	72	0	144
1%	8%	7%	34%	50%	0%	100%





Stifled pay has resulted in officers worrying about their financial future (84%), and it is seriously affecting morale. Officers are now forced to access food banks and considering selling their family homes to survive and make ends meet. It is unacceptable and a detriment to their work-life balance that officers now do not see overtime as a bonus but as necessary to survive and purchase household essentials and to heat their homes.

The IoMC is struggling to recruit new officers and retain talent. The reality is that a university graduate who intended to enter into the teaching profession on island would have a starting salary of circa £36,000 compared to circa £24,000 to that of a police officer.

As one respondent stated, *'Police pay is a joke!!!'*

## 6. Morale and support

This section of the report provides key findings on four topic areas which relate to officers' perceptions of morale and support. Officers were asked the following questions:-

- *The IoMC provides good support to help me balance work and family commitments;*
- *I feel that the DHA / IoMC do everything they can to support officers;*
- *I feel valued by the DHA/IoMC;*
- *I feel proud to be a Police Officer with the IoMC.*

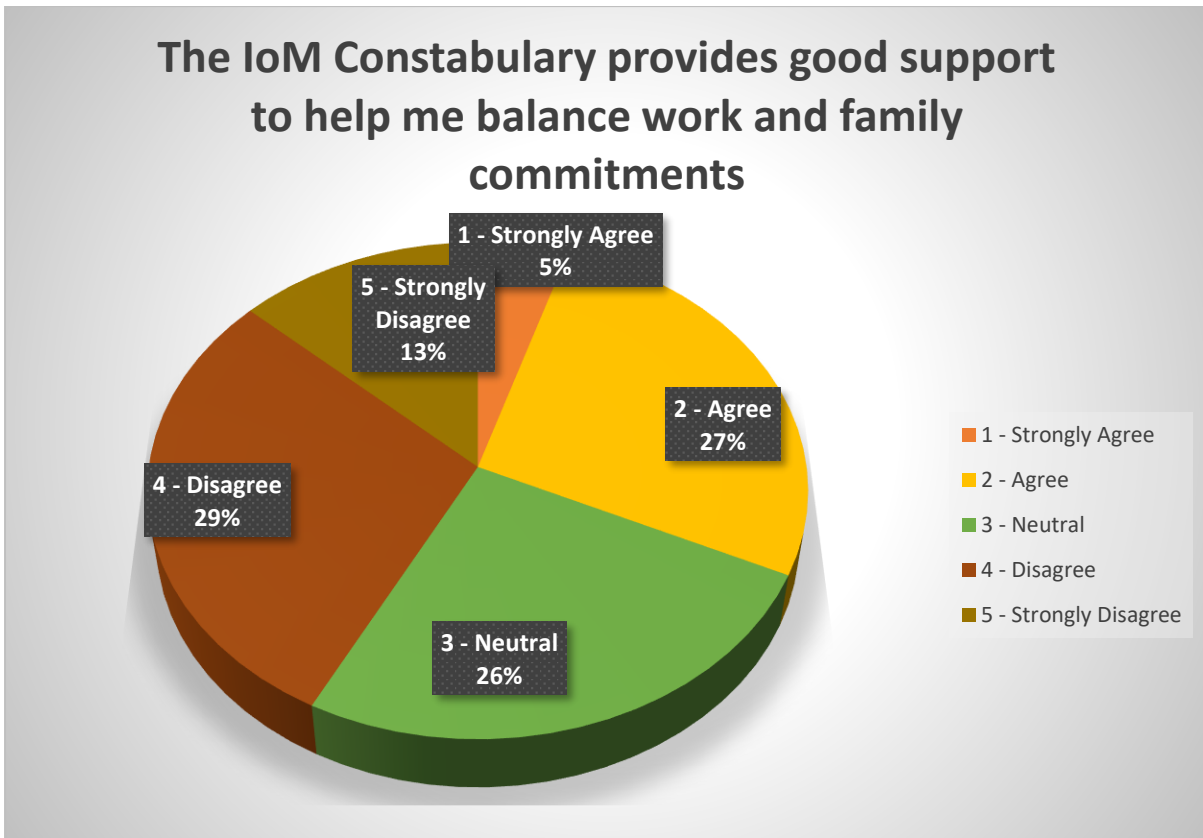
Responses were generally balanced regarding the IoMC providing good support to help officers balance work and family commitments with 27% agreeing this was the case and similarly, 29% disagreeing this was the case. 79% of respondents said that they 'disagree' or 'strongly disagree' that the DHA/IoMC do everything they can to support officers and 59% of respondents say that they 'disagree' or 'strongly disagree' that they feel valued by the DHA/IoMC. Despite this, 60% of members 'agree' or 'strongly agree' that they feel proud to be a Police Officer with the IoMC.



Responses to questions posed on morale and support are illustrated in the charts below:

**Question 1 – The IoMC provides good support to help me balance work and family commitments**

1 – Strongly Agree	2 - Agree	3 - Neutral	4 - Disagree	5 – Strongly Disagree	Abstained	Total
7	39	37	42	19	0	144
5%	27%	26%	29%	13%	0%	100%

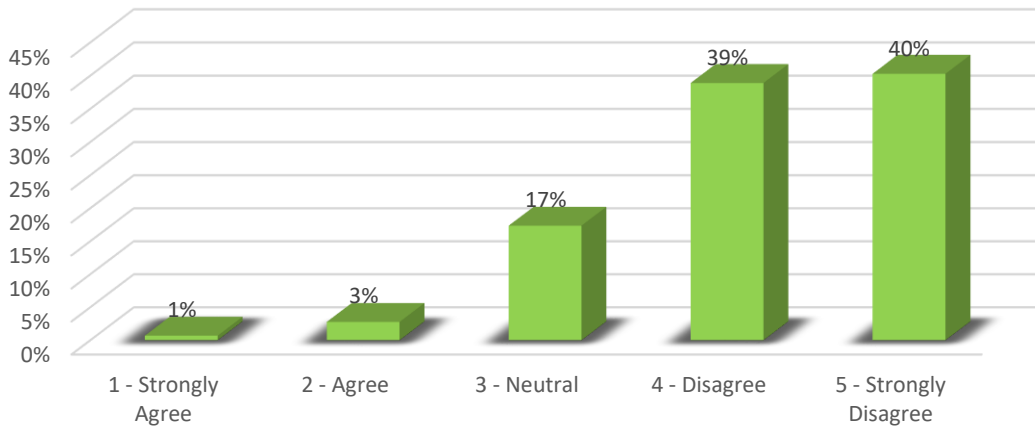


**Question 9 – I feel that the DHA / IoMC do everything they can to support officers;**

1 – Strongly Agree	2 - Agree	3 - Neutral	4 - Disagree	5 – Strongly Disagree	Abstained	Total
1	4	25	56	58	0	144
1%	3%	17%	39%	40%	0%	100%



**I feel that the DHA/IoM Constabulary do everything they can to support officers**

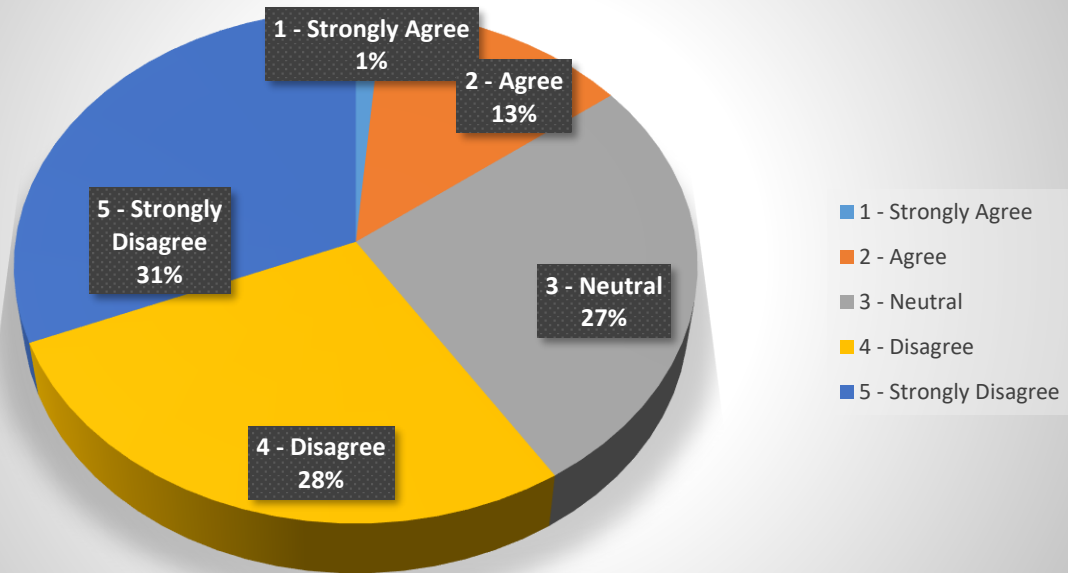


**Question 10 – I feel valued by the DHA/IoMC**

1 – Strongly Agree	2 - Agree	3 - Neutral	4 - Disagree	5 – Strongly Disagree	Abstained	Total
2	19	38	40	45	0	144
1%	13%	26%	28%	31%	0%	100%



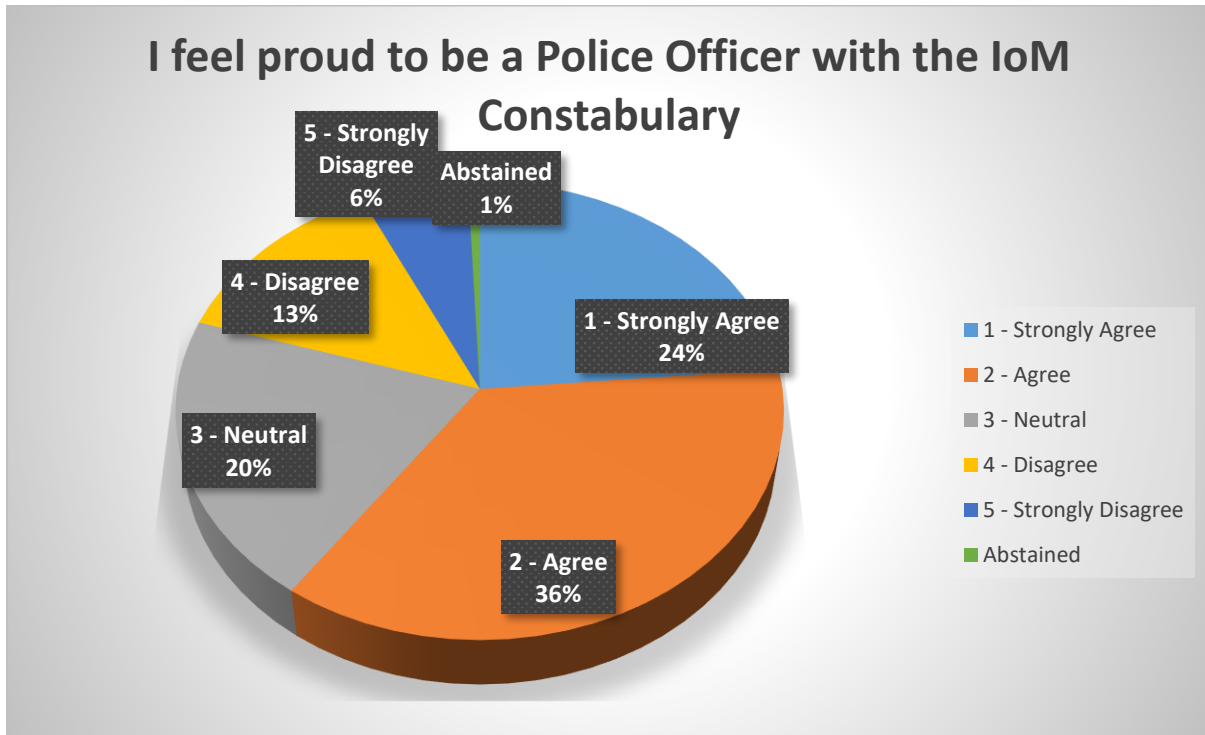
### I feel valued by the DHA/IoM Constabulary



### Question 11 – I feel proud to be a Police Officer with the IoMC

1 – Strongly Agree	2 - Agree	3 - Neutral	4 - Disagree	5 – Strongly Disagree	Abstained	Total
34	52	29	19	9	1	144
24%	36%	20%	13%	6%	1%	100%





Only 14% of officers feel valued and only 4% feel that the DHA/ IoMC do everything they can to support officers.

#### 7. Alternative and secondary employment

This section of the report provides key findings on two topic areas which relate to officers perceptions of alternative and secondary employment. Officers were asked the following questions:–

- *I am not considering leaving the service and seeking employment elsewhere;*
- *I am considering taking a second job.*

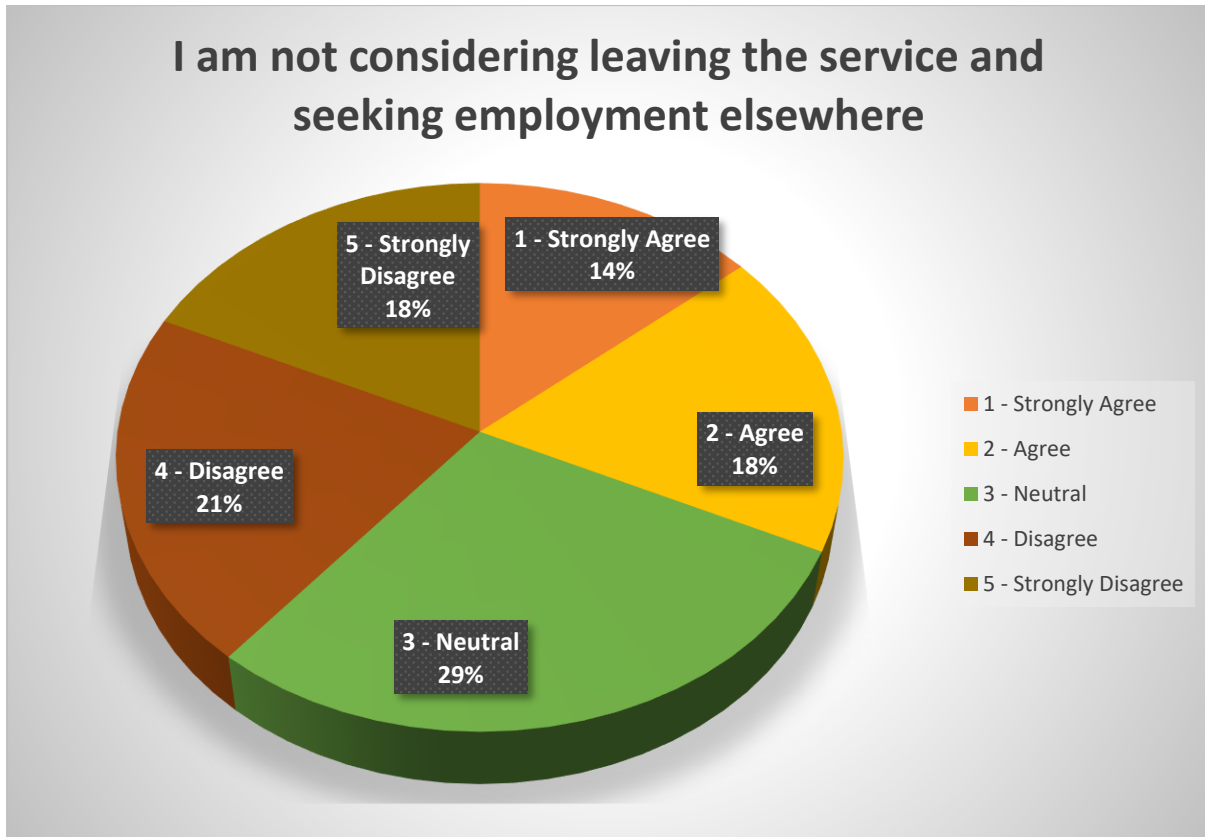
39% of respondents said that they ‘disagree’ or ‘strongly disagree’ that they are not considering leaving the service and seeking employment elsewhere with 29% of respondents answering ‘neutral’ to this question. 37% of respondents say that they ‘disagree’ or ‘strongly disagree’ that they are considering taking a second job, however, 24% of respondents answered ‘neutral’ to this question and 20% ‘abstained’ from answering the question.

Responses to questions posed on alternative and secondary employment are illustrated in the charts below:



**Question 7 – I am not considering leaving the service and seeking employment elsewhere**

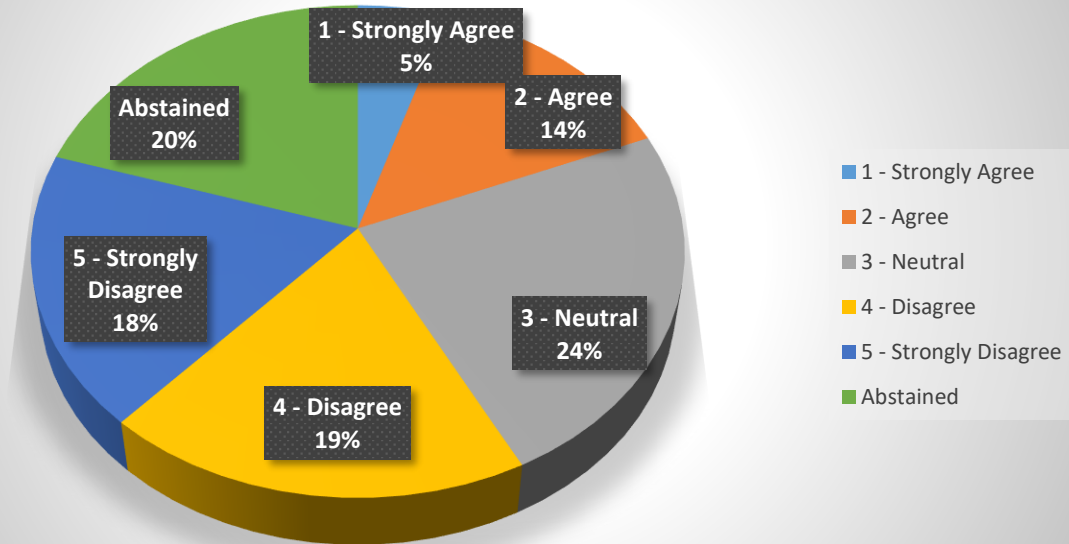
1 – Strongly Agree	2 - Agree	3 - Neutral	4 - Disagree	5 – Strongly Disagree	Abstained	Total
20	26	42	30	26	0	144
14%	18%	29%	21%	18%	0%	100%



**Question 8 – I am considering taking a second job**

1 – Strongly Agree	2 - Agree	3 - Neutral	4 - Disagree	5 – Strongly Disagree	Abstained	Total
7	20	34	28	26	29	144
5%	14%	24%	19%	18%	20%	100%

## I am not considering taking a second job



More than 11% of the current establishment of officers currently have permission to undertake secondary employment to supplement their income, 37% of officers are currently considering this as an option and 24% neutral. Soon the number of officers with secondary employment could rise to as much as 25%.

We asked our officers what their current perceptions and views are, and the results of our survey clearly illustrate the frustration and disillusionment of officers on the Isle of Man. Many feel they have no reward or recognition for their unique responsibilities and the restrictions imposed on their industrial rights and their private lives. In order to take a first step to rebuild the 'thin blue line' the DHA and Isle of Man Government are urged to introduce the Island Living Allowance proposed by the PFIoM some time ago which might aid the cost of living crisis for officers, and recognise the unique responsibilities and the restrictions placed on their industrial lives. Otherwise the PFIoM fear that officer disillusionment will deepen and have a serious impact on the ability to recruit and retain officers which will threaten the safety of the island.