

**MINUTES OF THE MEETING OF THE CHIEF OFFICER GROUP,
HELD ON TUESDAY 13 JANUARY 2015 AT 10.00 AM
IN THE KING ORRY ROOM, CABINET OFFICE, GOVERNMENT OFFICE**

Present: Mr W Greenhow, Chief Secretary, Cabinet Office
Mr G Moorcroft, Director of Education, Department of Education and Children
Mr R Lole, Chief Executive, Department of Environment, Food and Agriculture
Mr M Charters, Chief Executive, Department of Health and Social Care
Mr M Kelly, Chief Executive, Department of Home Affairs
Mr N Black, Chief Executive, Department of Infrastructure
Dr M Couch, Chief Financial Officer, Treasury
Mr D Davies, Director of Change and Reform, CO
Mrs A Martin, Chief Operating Officer, Attorney General's Chambers
Mr J Callister, Executive Director, Office of Human Resources, CO
Ms C Hunter, Head of Communications, CO
Ms J D Hetherington, Executive Assistant to the Chief Secretary, CO

Apologies: Prof R Barr, Chief Executive, Department of Education and Children
Mr C Corlett, Chief Executive, Department of Economic Development

001/15 MINUTES OF THE MEETING HELD ON 9 DECEMBER 2014

Having been previously circulated, the minutes of the meeting of 9 December 2014 were agreed and signed by the Chief Secretary.

002/15 MATTERS ARISING FROM THE MINUTES HELD ON 9 DECEMBER 2014

a) HR Management Information Report

Minute 120/14a

The Chief Officer Group ("the Group") noted that the Executive Director, OHR would provide data on long-term sickness absence by Department in due course.

Clare Porter, Director of Learning Education and Development ("LEaD") & Ruth Hannah, Organisational Development Manager, LEaD in attendance for the next item.

003/15 LEARNING EDUCATION AND DEVELOPMENT UPDATE

The Director of Learning Education and Development, LEaD and the Organisational Development Manager, LEaD gave a presentation to the Group which provided an update on the purpose and work of LEaD to date.

The Group noted that the purpose of LEaD was to provide sustainable learning in support of Government's priorities. It was further noted that LEaD's work was split into the following three areas:

- i. Learning (e.g. revised IoM Government Induction Programme; supervisory training for DoI gang leaders in operational teams);
- ii. Development (e.g. leadership and succession management); and
- iii. Education (e.g. proactive review of nursing education courses; evaluation of learning and return on investment)

The Group noted that as a result of the "Have Your Say" employee engagement

survey, a number of staff members had asked what had changed or was due to change within IoM Government. During discussion, the Group acknowledged that staff members were often so focussed on the tasks associated with their roles that it could be difficult for them to become fully engaged in the change process. The Group agreed that a cohesive narrative from Chief Officers was required to motivate staff and facilitate change; otherwise there was a risk that good quality staff could begin to leave Government.

A number of Chief Officers expressed concern regarding issues of practical limitation within their Departments (e.g. time-consuming management of training requirements and records).

The Director of LEaD offered support from OHR in terms of managing staff training records and also made reference to the e-Learn Vannin resource. The Director was keen to support Chief Officers and reiterated that LEaD was customer-driven and could offer support to Departments in which mandatory training was a priority (e.g. Department of Infrastructure). The Group also noted that access to computers and training could potentially be made available outwith central Douglas (e.g. Ellerslie).

The Chief Secretary encouraged Chief Officers to feedback further views to the LEaD team.

Ms Porter and Ms Hannah left the meeting.

Dr Stuart Quayle, Senior External Relations Manager and Lynn MacLeod, Project Manager, Freedom of Information in attendance for the next item

004/15 ESTABLISHMENT OF A FREEDOM OF INFORMATION WORKING GROUP

COG Paper 002/15

The Senior External Relations Manager and the Project Manager, Freedom of Information presented a paper to the Group which sought agreement to the establishment of a Freedom of Information ("FoI") Working Group and, subsequently, for nomination of Departmental representatives to serve on it.

Following consideration, the Group agreed to the following recommendations as set out in the paper:

- i. the establishment of a FoI Working Group;
- ii. the purpose of the FoI Working Group is to:-
 - assist with the delivery of the Act's implementation plan;
 - take a leading role in the Government's preparedness for compliance; and
 - identify and share existing expertise and knowledge of information access regimes.
- iii. the Cabinet Office will approach Chief Officers for nomination of a representative from their respective Departments to serve on the FoI Working Group.

Dr Quayle and Mrs MacLeod left the meeting.

Andrew Wallis, Head of Valuation and Asset Management, Treasury in attendance for the next item.

005/15 VALUATION AND ASSET MANAGEMENT UPDATE

The Head of Valuation and Asset Management provided an update to the Group on a number of issues including:

- property rental savings (i.e. half way through target of £1.5m rental savings – Chief Officers thanked for helpful input in achieving these savings);
- car parking availability (e.g. implications of losing spaces when buildings with allocated parking are vacated);
- property disposals and market values (e.g. consider future prospects with planning consent); and
- reallocation of properties within Government (e.g. necessity for transactions to be transparent and consider all competing uses).

The Group discussed the importance of rationalising the need for office space against flexible working options.

Following discussion, the Group decided that it would be helpful to be provided with a brief summary of the asset management position at each COG quarterly performance meeting in future. The Head of Valuation and Asset Management agreed to provide these updates as requested in future.

It was also agreed that Chief Officers would provide the Valuation Office with regular, relevant feedback regarding the potential growth (or reduction) of Departments, Offices and/or Statutory Boards, in order to support strategic decision-making within asset management.

Mr Wallis left the meeting.

006/15 DOI CUSTOMER FEEDBACK AUDIT INTERIM REPORT

COG Paper 001/15

The Group considered a paper submitted by the Department of Infrastructure (“DoI”) which provided an update on the viability of a framework to audit customer feedback channels; to outline initial findings in DoI and to seek approval to identify volunteers to assist with understanding a customer perspective of DoI feedback channels.

During discussion, the Group acknowledged the importance of ensuring the collection of objective, statistically valid evidence. The Chief Executive of DoI advised the Group that at this stage, the Department sought only to conduct a pilot; the results of which would be reported back to the Group for consideration and comment, before a full scale customer survey was carried out.

007/15 OHR UPDATE

The Executive Director, OHR advised that further briefings on the subject of “New Terms for New Starters and Promotions” would be held throughout January 2015 with a view to a union ballot being carried out in February 2015.

The Group noted that the Public Services Commission Bill 2014 had been through all stages within the Branches and had been forwarded to the Ministry of Justice for Royal Assent. The Group noted that the IoM Government’s aim was to have a Public Services Commission in place from 1 April 2015.

008/15 PENSIONS UPDATE

The Group noted that the Public Sector Pensions Authority was due to contact unions later in the week, to invite nominations to join the PSPA Board.

009/15 SHARED SERVICES UPDATE

The Director of Change and Reform advised the Group that a review of the overall cost-effectiveness and efficacy of the shared services model (i.e. OHR; Estates; Finance) was to be carried out over the next six months. The Group welcomed this development, and discussed the importance of full participation in the review.

There was a detailed discussion regarding a number of issues including an objective framework for service level agreements; potential prioritisation of shared services; establishment of agreed principles; the importance of effective change management and the collection of meaningful feedback from those who receive shared services.

Following discussion, it was agreed that the Director of Change and Reform would prepare draft Terms of Reference for the shared services review which would be circulated to the Group as soon as possible.

010/15 ANY OTHER BUSINESS

a) Chief Officer Group "Away Day"

It was agreed that a Chief Officer Group "Away Day" to consider the effective delivery of corporate priorities would be arranged in due course.

The meeting closed at 12.45pm

W. Alow
Chief Secretary
10/3/15
Date