

**MINUTES OF THE MEETING OF THE CHIEF OFFICER GROUP,  
HELD ON TUESDAY 14 APRIL 2015 AT 10.00 AM  
IN THE KING ORRY ROOM, CABINET OFFICE, GOVERNMENT OFFICE**

**Present:** Mr W Greenhow, Chief Secretary, Cabinet Office  
Prof R Barr, Chief Executive, Department of Education and Children  
Mr C Corlett, Chief Executive, Department of Economic Development  
Mr R Lole, Chief Executive, Department of Environment, Food and Agriculture  
Mr N Black, Chief Executive, Department of Infrastructure  
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:** Mr M Charters, Chief Executive, Department of Health and Social Care  
Mr M Kelly, Chief Executive, Department of Home Affairs  
Dr M Couch, Chief Financial Officer, Treasury  
Mrs A Martin, Chief Operating Officer, Attorney General's Chambers

**036/15 MINUTES OF THE CHIEF OFFICER GROUP QUARTERLY PERFORMANCE MEETING HELD ON 10 MARCH 2015**

Having been previously circulated, the minutes of the Chief Officer Group Quarterly Performance meeting of 10 March 2015 were agreed and signed by the Chief Secretary.

**037/15 MATTERS ARISING FROM THE MINUTES OF 10 MARCH 2015**

**a) OHR Performance**

Minute 029/15

The Chief Executive, Department of Infrastructure confirmed that in accordance with the New Starters Scheme, the limitations on sick pay would not allow for new bus drivers to be paid for their first three days' of sickness absence.

**Mr M Lewin, Director of Government Technology Services ("GTS"); Mr A Williams, GTS & Mr P Watson, GTS were in attendance for the following item:**

**038/15 DIGITAL STRATEGY**

The GTS Director gave a comprehensive presentation to the Group on the IoM Government's Digital Strategy and sought Chief Officers' feedback on its content.

The Group noted that their feedback was being sought in advance of the GTS Director presenting the Digital Strategy to the Council of Ministers later in the month (April 2015). The Group welcomed the opportunity to discuss the digital vision, its principles and the associated action plan in more detail at this stage.

The Group noted that the Digital Strategy aimed to ensure that the Island's future digital services will benefit our citizens; our businesses; our society and our Government.

During the presentation, the Group noted that a full public consultation on the development of the Digital Strategy had been undertaken (23 January 2015 - 10

March 2015) and completed. The GTS Director advised that 1229 responses had been received and although an encouraging 93% of respondents were confident about using the internet, only 49% were confident that they could find information on Gov.im.

The GTS Director also advised that as part of GTS's continuing research and evaluation of Gov.im, Isle of Man Government had been reviewed by one of Europe's leading technology consultancies, CapGemini. The Group noted that the study compared Gov.im against the Government websites of 33 other European nations, including all 28 EU member states.

During discussions, the Group made a number of constructive suggestions in regard to the presentation, which the GTS Director welcomed. It was agreed that this feedback would form the basis of further refinements to the presentation for Council, which would be circulated to the Group in due course.

**Action GTS Director**

**Mr Lewin, Mr Williams & Mr Watson left the meeting.**

### **039/15 TRANSPARENT PHONE CALLS - ENABLING CALLER LINE IDENTIFICATION FOR OUTBOUND CALLS**

COG Paper 010/15

The Group considered a paper submitted by Government Technology Services ("GTS"). The Group noted that the paper had been drafted following a suggestion from the Department of Infrastructure for Government to turn on outbound "caller line identification" to enable the public to see who in Government had called them. The Group noted that this would both be for validation purposes in addition to enabling the public to return Government calls where appropriate.

Following consideration, the Group agreed the recommendations that:

- i) GTS proceeds to assume that from 1 August 2015 all Government extensions will be displayed on outbound calls, unless that extension has been registered to be withheld, or to be presented as a different number; and
- ii) GTS proceeds to implement the necessary changes, collect user preferences and implement them accordingly.

**Action GTS Director**

### **040/15 WHISTLEBLOWING (CONFIDENTIAL REPORTING) POLICY AND GUIDANCE**

COG Paper 011/15

The Group considered a paper submitted by the Office of Human Resources, Cabinet Office. The Group noted that the current Whistleblowing Policy had been reviewed and updated and been the subject of an informal initial consultation with selected interested parties.

Following consideration, and subject to a definition of "vexatious" being included in the Draft Whistleblowing (Confidential Reporting) Policy and Guidance, the Group agreed the paper's recommendations to:

- i. endorse the Draft Whistleblowing (Confidential Reporting) Policy and Guidance for submission to the Council of Ministers to seek approval to go out to wider and subsequent consultation; and

- ii. confirm Chief Officers' commitment to supporting the implementation of the Draft Whistleblowing (Confidential Reporting) Policy and Guidance within Government on an ongoing basis.

**Action – Executive Director, OHR**

**041/15 ANTI-BRIBERY POLICY AND PROCEDURES**

COG Paper 012/15

The Group considered a paper submitted by the Office of Human Resources, Cabinet Office. The Group noted that in December 2013 the Bribery Act was introduced and a new Government policy was drafted, entitled 'Anti-Bribery Policy and Procedures.'

The Group noted that this draft Policy had been the subject of an informal initial consultation with selected interested parties.

Following consideration, the Group agreed the paper's recommendations to: :

- i) endorse the Draft Anti-Bribery Policy and Procedures for submission to the Council of Ministers to seek approval to go out to wider and subsequent consultation; and
- ii) confirm Chief Officers' commitment to supporting the implementation of the Draft Anti-Bribery Policy and Procedures within Government on an ongoing basis.

**Action – Executive Director, OHR**

**044/15 SHARED SERVICES UPDATE**

The Director of Change and Reform, Cabinet Office advised that the Public Accounts Committee was giving its consideration to Shared Services.

The Group also noted that work was underway within the Assurance Advisory Division to draft Terms of Reference ("ToR") for a Shared Services Review. Following discussion, it was agreed that the Shared Services Review and associated ToR should be added to the next COG agenda (12 May 2015).

**Action – Executive Assistant to the Chief Secretary  
& Assurance Advisory Division**

*W. Alow*

.....  
Chief Secretary

14/7/15  
.....

