

**MINUTES OF THE MEETING OF THE CHIEF OFFICER GROUP  
HELD ON TUESDAY 24 JANUARY 2017 AT 10.00 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 N Black, Chief Executive, Department of Infrastructure  
Mr M Lewin, Acting Chief Executive, Department of Economic Development  
Dr M Couch, Chief Executive, Department of Health and Social Care  
Mr M Kelly, Chief Executive, Department of Home Affairs  
Mrs S Lowe, Chief Financial Officer, Treasury  
Miss K Parkinson, Executive Assistant to the Chief Secretary, Cabinet Office

**Apologies:** Mr R Lole, Chief Executive, Department of Environment, Food and Agriculture

**010/17 MINUTES OF THE MEETING HELD ON 10 JANUARY 2017**

Having been previously circulated the minutes of the Chief Officer Group ("the Group") monthly meeting held on 10 January 2017, were agreed and signed by the Chief Secretary.

**011/17 MATTERS ARISING FROM THE MINUTES OF THE MEETING HELD ON 10 JANUARY 2017**

The Chief Secretary confirmed that the SLDP Group presenting to the Group at this meeting was the third and last cohort for 2015. The Chief Secretary also went onto confirm that Learning, Education and Development had received over 40 applications for people to attend the next cohort which was extremely positive.

Following a discussion with regards to the Joint Negotiating Committee, the Chief Executive, Department of Infrastructure ("Chief Executive, DOI") added that aspiring Officers such as those that attend SLDP should be invited to these particular meetings. The Group agreed.

SLDP Group 3 (Members: Martin Blackburn, Kath Brondon, and Richard Slee) and Jennie Wheeler were in attendance for the following item.

**012/17 SLDP GROUP UPDATE – HOW DO WE CREATE EXCEPTIONAL INTERNAL COMMUNICATIONS ACROSS THE ISLE OF MAN GOVERNMENT**

Kath Brondon gave an overview of the project which was tasked with proposing how exceptional internal communications could be created across the Isle of Man Government. Kath went on to say that a report with accompanying recommendations had been presented to the Group in December 2015. Kath added that the SLDP Group still felt that one of the original recommendations of having a dedicated post to work on internal communications within the Isle of Man Government was still appropriate. Kath explained that there was a HEO post within the Change and Reform Team which could be utilised for this limited term appointment of 18 – 24 months.

Richard Slee explained that some developments had taken place over the previous 12 months driven internally within the Cabinet Office, however, the project team remained committed to the original recommendation to identify an internal communications resource and strategy.

Martin Blackburn added that although there was some good internal communications across the IOMG there was a lack of consistency, which needed to be improved to enable the coordination and dissemination of best practice across the IOMG. Richard added that if a communications group were to be established, with a cross Departmental membership, this would allow for best practices to be shared and to ensure there was a consistent approach.

The Chief Executive, DoI asked if the SLDP Group thought about how they could communicate with colleagues that do not have a depot or access to technology. Martin Blackburn explained that the dedicated resource would look into this, but added that most people do have personal phones and if the message was made attractive you could utilise Facebook or similar which colleagues could choose to look at.

Following discussion the Group thanked the SLDP Group for their hard work and update and agreed to the recommendations as set out in the paper:

- That the Chief Officer Group support and work with a dedicated limited term (18 – 24 months) resource in the Cabinet Office to develop Internal Communications across the IOMG, and that support is given for this role in the first instance to sit within the Change and Reform Team.

This post would be responsible for delivering the following objectives;

- Implement the communication plan of Programme for Government
- Implement the communication plan of People Information Programme (PIP)
- Work with GTS to progress the development of the Intranet, including the platform for a suggestions scheme
- Work with Learning, Education and Development to introduce Internal Communications Guidelines and develop Internal Communications skills training
- Introduce corporate tools and templates (for example SMS system)

In addition this resource could also provide support for implementing other recommendations from our original report;

- Establish an internal communications group under the responsibility of the Cabinet Office Corporate Communications team:
- Change our 'tone of voice'
- Enhance Government's use of existing internal communications channels

At the end of the limited term appointment it was agreed that a review of the effectiveness and impact of an Internal Communications resource will take place and a further report be returned to the Group.

Dan Davies, the Director of Change and Reform and Jennie Wheeler, Change and Reform Programme Lead were in attendance for the following item.

## **013/17 UPDATE ON THE PROGRAMME FOR GOVERNMENT**

The Director of Change and Reform provided the Group with an update on measuring performance against the Programme for Government.

The Group agreed with the principle of the reporting and monitoring of the Programme for Government, but agreed that they needed to meet to discuss what those indicators were.

It was agreed that the Group would meet to discuss on the following dates below, the Executive Assistant would send out calendar appointments and agenda's for all discussions in due course:

Thursday 9 February 2017  
Tuesday 14 February 2017  
Thursday 16 February 2017  
Thursday 23 February 2017  
Thursday 16 March 2017

**014/17 FUTURE POLICY AREAS**

It was agreed that following the list being compiled, a further discussion would be held in relation to future policy areas.

**015/17 ANY OTHER BUSINESS**

The Group discussed Wellbeing within the Isle of Man Government. The Chief Executive, DEC and the Chief Executive, DOI confirmed that they already had been working on a health and wellbeing strategy, the Chief Executives confirmed that they would forward the details to the Executive Assistant for the Chief Secretary for further discussion with the Group and the Executive Director, Office of Human Resources.

Dave Kinrade, the Head of the Executive Office, Cabinet Office came into the meeting to provide an overview on collective responsibility within the Government Code. Following discussion, it was agreed that the Head of the Executive Office would send the revised collective responsibility section from the Government Code to the Group.

The meeting ended at 12.15pm.

*W. Alow*

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Chief Secretary

*28 Feb 2017*

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Date

