

Note to the SMT: Departmental prioritisation

You have responded brilliantly to the fast evolving situation in which we find ourselves. Thank you. We are changing at pace both how we work and what we are doing. And, more so than ever after the PM's statement last night, each of us is also adjusting to the new reality of how we must live our lives - in order to save the lives of others.

I discussed our departmental priorities for the period ahead with the SoSNI yesterday. He agrees with me that while we fight COVID 19, ***our objective is to do all we can to support the cross-government response, with a focus on assisting NICS colleagues and facilitating strong coordination and collaboration between UKG, IG and NIE. We will do this while maintaining essential business and pausing activity that, while important, is not urgent.***

We have already started to move colleagues onto different tasks. Thank you for the collaborative and flexible way that you have approached this and for supporting staff through the rapid changes, We now have a significant number working full time on our COVID response, with another tranche ready to move into these roles when necessary to provide us with a resilient shift pattern covering 7 days when necessary, and to allow everyone to get some rest.

Over the coming days and weeks, as part of our response, we must also be ready to provide staff to other departments who are maintaining front line essential services to keep the country running, most critically NICS and the DWP. Their ask is still emerging, but I am clear that we will do everything necessary to support this. In NIO we will:

- INCREASE resource over coming weeks to respond to the COVID 19 situation
- PRIORITISE other NIO critical tasks, ensuring these are sufficiently resourced
- SUSTAIN WHERE POSSIBLE some work, accepting that resources for this may drop
- PAUSE a range of tasks to enable us to move staff to higher priority tasks.

Thank you for your work on the prioritisation grid. That, together with the table at the end of this note which SoSNI has agreed, provides a clear high level steer on what falls into each of the four categories listed above. It is not exhaustive, but it should capture the main categories of work and enable you, in consultation with Directors, to:

- 1) identify which work of your team falls into each category and to communicate that to colleagues
- 2) assess the implications for your staffing: what you need to protect, what you can release

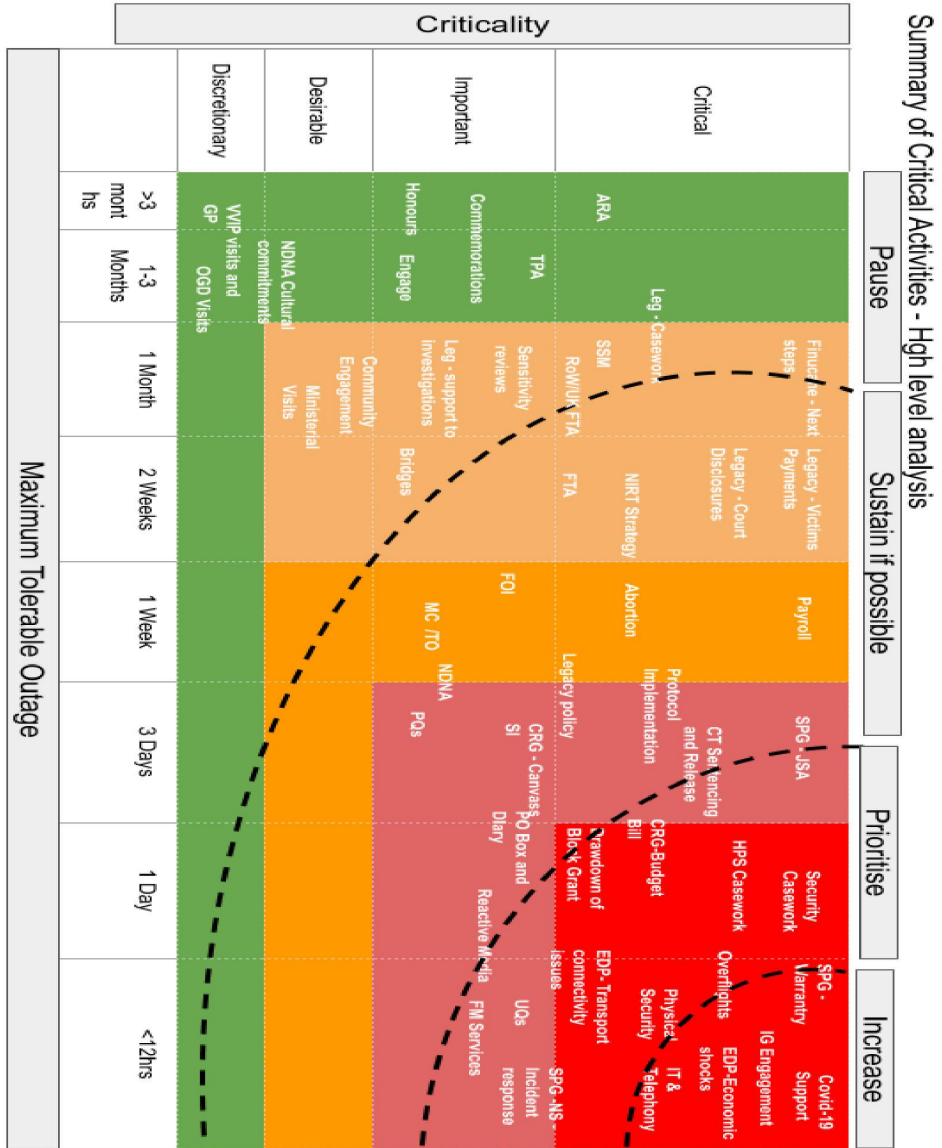
Please continue to work with Mark Byers to enable us to maintain a full picture of our activity.

Outside these categories, it should go without saying that we must all **prioritise staff wellbeing** over the coming weeks and months. Every single one of us is impacted by this unprecedented global crisis. We must all be able to take time out to focus on our own wellbeing and that of our loved ones. Working from home also gives people the opportunity to work differently, both in terms of when and

how they work. We should maintain our approach of maximum communication and maximum flexibility to help people understand what we expect of them in the coming weeks. I also want us to avoid slipping into 'crisis only' mode. Some essential and vital activity must continue: for example, I wrote encouraging you all to complete your 360s yesterday; we are going to have an important Leadership Forum on Thursday to discuss our values; and we have an opportunity now to **encourage our staff to really think about their own learning and development**, accessing online training, participating in webinars and making space to develop. We will then emerge at the other end of this all the stronger.

Madeleine

Annex A - Criticality / MTO assessment



Annex B - High level assessment of delivery options

INCREASE

- Support to Covid19 Policy support - NICS and Whitehall engagement
- C3 resources in NI Hub and with CCS
- Resilience of IT and telephony systems
- IG engagement
- Economic shocks resulting from Covid19
- Staff Wellbeing

PRIORITISE

- SPG Warrantry - including proactive increase in available resource for enhanced cover
- Home Protection and Security Casework
- SPG Incident response
- Legacy policy
- Internal finance - Payroll and drawdown of Block Grant to NICS
- Physical Security and FM services
- Departmental security, including cyber threat
- UQs
- Support over other covid19 associated impacts (transport connectivity etc.)
- PO Briefings and Boxes
- Internal Learning and Development

SUSTAIN WHERE POSSIBLE - accepting that there may be significant delay or reduction in service

- PQs, TOs, MCs and FOIs
- NDNA implementation
- Strategy development
- SR20 (dependent on Treasury)
- Protocol Implementation
- Abortion
- NIRT Strategy
- Victims Payments
- ALB sponsorship
- Corporate governance - the schedule of governance will continue
- FTA

PAUSE

- Legacy casework
- Community Engagement
- Engage programme
- Ministerial Visits OGD
- VVIP visits & Garden Party
- Commemorations
- NDNA cultural commitments
- Honours
- Historic file sensitivity reviews, other than work that can be carried out by the review team remotely.
- Annual Report and Accounts (subject to discussion with NAO/EY)
- Estates planned preventative maintenance, except as it relates to H&S activities
- Long term IT and Estates strategies except where capacity on scoping phases allow