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1. About the publication scheme

Every public authority covered by the Freedom of Information Act has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Portfolio of the Civil Service to making information available to the public as part of its normal business activities.

The Portfolio of the Civil Service will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

2. Information that may be withheld

The Portfolio of the Civil Service will generally not publish:

- information in draft form;
- information that is not held by the Portfolio of the Civil Service, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Act, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted¹ form, where it is practical to do so, indicating which exemptions apply.
- Information which is prohibited from publishing in accordance with the Data Protection Act (2021 Revision), such as personal data

In maintaining this publication scheme, our aim is to be as open as possible.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

3. Methods of access

Information available under our publication scheme will usually be accessible through the methods described below.

Section 7: Categories of information provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

Online

Many of our documents are published electronically on our web page <https://gov.ky/web/pocs/publications> and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website’s “Search” facility at www.gov.ky. If you are still having trouble locating information listed under our scheme, please contact: (345) 244-2292.

Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at FOI.POCS@gov.ky to request information.

Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 244-2292 to request information.

Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Portfolio of the Civil Service

Government Administration Building
133 Elgin Avenue George Town
Grand Cayman KY1-9000
Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact (345) 244-2292.

The Portfolio of the Civil Service will adhere to its obligations under section 10 of the FOI Act, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Portfolio of the Civil Service is legally required to translate any information, it will do so.

4. Fees and charges

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Portfolio of the Civil Service strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

Postage costs

The Portfolio of the Civil Service will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Portfolio of the Civil Service has received your payment.

5. Requests for information outside the publication scheme

Information held by the Portfolio of the Civil Service that is not published under this scheme can be requested in writing to FOI.PoCS@gov.ky

Your request will be considered in accordance with the provisions of the FOI Act.

6. Complaints

The Portfolio of the Civil Service aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the Complaints Manager and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained in our Complaints Policy at <https://gov.ky/web/govky/publications>

You have legal rights to access information under this scheme, and a right to complain to the Ombudsman if you are dissatisfied with our response.

Office of the Ombudsman
5th Floor, Anderson Square, 64 Shedden Road
George Town, Grand Cayman

PO Box 2252
Grand Cayman KY1-1107
Cayman Islands
Email: info@ombudsman.ky
Telephone: +1 (345) 946 6283

7. Categories of information

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

About us

Name of Public Authority

Portfolio of the Civil Service

Principle Officer

Gloria McField-Nixon, Chief Officer

133 Elgin Avenue

Government Administration Building

Grand Cayman KY1-9000

Cayman Islands

Tel: (345) 244-2344

Website: <https://gov.ky/web/pocs>

Information Manager

Angela Cruickshank

FOI.PoCS@gov.ky

Tel: (345) 244-2344

Organisation and functions

The Portfolio of the Civil Service (PoCS) provides policy advice and support to Her Excellency The Governor and the Deputy Governor in overseeing the operation of the Civil Service.

The Portfolio also provides strategic HR advice and operational HR functions to Public Authorities. PoCS has a central role in the diagnosis, design, implementation and evaluation of public sector reforms both within the Cayman Islands, and, on occasion, in other overseas territories.

Our vision is to be a valued partner in achieving performance excellence across the Cayman Islands Government. Our mission is to promote and support democracy and good governance through efficient and effective Human Resource and General Management practices across the Cayman Islands Government.

As part of its responsibilities, the Portfolio monitors employee engagement to assess whether the conditions within the Civil Service are conducive to employees giving their best efforts. The Portfolio also leads a number of initiatives including leadership events and community outreach programmes.

PoCS is comprised of 12 departments, sections and units. To learn more about their functions and responsibilities, contact and hours of operation, see our Related Entities section of our webpage at <https://gov.ky/web/pocs>

HR Centre of Expertise & Management Practice

- Strategic and Corporate HR Unit
- Finance and Administration Section
- Civil Service College
- Cayman Islands National Archive

Public Sector Reform

- Management Support Unit (MSU)

Good Governance

- Elections Office
- Office of HE The Governor
- Office of the Deputy Governor
- Internal Audit Service
- Commissions Secretariat
- Office of Education Standards
- Passport and Corporate Services Office

The Portfolio also has oversight of one statutory authority: the Cayman Islands Public Service Pensions Board (PSPB). Learn more at <https://www.pspb.ky/>

Strategic Management

Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

Governance

High-level documents that inform and direct the functions and activities of the authority:

- Public Service Management Act
- Public Service Management Regulations

Available at: Cayman Islands Government Legislation website: <https://legislation.gov.ky/cms/>

Corporate Management

High-level documents that plan and evaluate the work of the authority:

Cayman Islands Government Priorities

Available at: Cayman Islands Government website: www.gov.ky

Finance & Administration

Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

To view the following reports, please visit our Publications webpage at: <https://gov.ky/web/govky/publications>

PoCS Annual Reports

HR Annual Reports

To view our FOI disclosure log and copies of disclosures made, please visit our FOI webpage at:

<https://gov.ky/web/pocs/foi-disclosure-log>

Financial Management

Documents relating to the administration of the authority's monetary resources – including projected and actual income and expenditure; tendering; procurement; and contracts.

To view monthly credit card expense reports, please visit our Publications webpage at:

<https://gov.ky/web/govky/publications>

Policies & Procedures

Current written protocols used by the authority for carrying out functions, activities and delivering services.

To view our Complaints handling Procedure, please visit our Complaints Handling webpage at:

<https://gov.ky/web/govky/publications>

Lists & Registers

Information held in registers required by law and other lists or registers relating to the functions of the authority.

To view our FOI disclosure log, please visit our FOI webpage at: <https://gov.ky/web/pocs/foi-disclosure-log>

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