





	Air	Sea	Total	V-010-23 V-011-23
Jan-19	29504	6297	35801	
Jan-22	13770	6430	20200	
Jan-23	22800	7349	30149	
<p>Chair spoke to the OKRs and budget updates included in the board pack and remarked that more work was required to track actual months/ YTD performance. AB noted that the budget is very tight for this year with Treasury covering the over-allocation on payroll.</p> <p>Remainder of Chair's update will be covered through the remaining agenda.</p> <p><u>CEO Update</u> ML – Appointment of Tim Johnston as new DfE Minister. Following the publication of 2023 plans by all 4 agencies there are plans for a public facing event, tying these into the Economic Strategy, on April 5<sup>h</sup>. Updated on planned work permit changes, essentially replacing it with a registration process, with the ability to “switch them back on “for specific roles/sectors if and when required. Stressed need for positive support from businesses to counter potential public negativity. Skills remains the single biggest issue, but good progress with Locate's Talent Portal. GC confirmed that air services to London Heathrow and City would continue to operate until at least March 24 following agreement with Loganair. ML – Review of Enterprise Support schemes nearly complete. Business Agency board discussing review of LoveIOM card. Final month of Planning Infrastructure Scheme – confirmed they have received applications and does include visitor accommodation interest. Finance Agency working on a South African event on island. Digital Agency working on Data with event being held today. Business Agency also focussing on export and apprenticeship levels are back to pre-pandemic levels. They are working on a retail/hospitality strategy and ML is keen for the Visit Agency to be involved with this.</p> <p><u>Political Member Update</u> Mostly covered above by ML. TC noted success of recent Darts event, and organiser is looking at additional shoulder season events Observed that imminent rise in electric costs will be a concern for businesses and the board need to monitor.</p> <p><u>CoC Update</u> BM – bookings for first quarter are up on last year and experiencing a wider season with March/April busier.</p>				



	<p>Discussed that visiting coaches have already been seen on Island, concern raised about restrictions on coaches over 13.5m. NW clarified that the restrictions are in the legislation but that is being reviewed and permits have been issued for those coaches in the meantime.</p> <p>CL added that with recent coach visitors to MNH sites, anecdotal evidence suggests that many of the visitor bookings were last minute.</p>		
<p>VM-13-23</p>	<p><b>Product Champions</b></p> <p>NW gave introduction, explained the Champions have produced Product Development plans and will be working to agreed OKRs. They will be monitored and managed jointly by NW and YH.</p> <p><i>AN joined 10:15</i>  <u>Andy North – Active &amp; Adventure</u>  AN delivered update presentation. Discussion held around the need to ensure businesses promoted on visitisleofman.com are meeting their legal and duty or care requirements.</p> <p>JK spoke of frustrations finding available activities for staying guests. NW advised the need for activities and attractions to be visible online is recognised and being addressed.  <i>AN left 10:45</i></p> <p><u>Richard Fletcher – Cycling</u>  RF delivered presentation. Discussion was held on the topic of bicycles on public transport and on IOMSPCo.  Advised there is a paper of MTB Trail Park due to go to Economic Strategy Board  Discussion around opportunity for community eBike rental as seen in many other destinations. Action to go out for “expressions of interest” to see if a company would be interested in setting up here.</p> <p><i>KH joined 11:15</i>  <u>Ken Harding - Walking</u>  KH delivered presentation. CL asked the question of working with global market and companies such as Exodus, HF and Ramblers who mostly bring their own guides to a destination. RF noted the correlation with Cycling. Chair noted the opportunity here for the new UK based Visit Travel Trade Partner.  <i>KH left 11:40</i></p> <p>██  ██  JK added the need for the infrastructure to be right, ensuring walks and routes being promoted and sold are safe and complete. GC suggested a focus on joined up locations that can be signposted too, for example a car park with toilet facilities that provides a starting point for walking and cycle routes.</p>	<p>V-019-23</p> <p>V-020-23</p> <p>V-021-23</p>	<p>YH – While new additions to website need to self-declare that all relevant insurances etc. are in place, piece of work to be done to contact the older listings to ensure these requirements are being met.</p> <p>YH/NW -Action to go out for expressions of interest to see if an eBike rental company would be interested in setting up here</p>
<p>VM-14-23</p>	<p>██  ██  ██</p>		

<p>VM-15-23</p>	<p><b>The potential implications of the Living wage on the Visitor &amp; hospitality sectors</b>          BM spoke to his presentation detailing his concerns of the challenge to industry the change to living wage could cause. GC observing that businesses are already finding they need to pay at this rate to look after and keep their staff. There is also a consideration of ethics.          BM suggested there needs to be an Economic impact assessment undertaken. ML advised the decision is a political one based on discussions and external input. AB suggested CoC undertake this assessment. ML will speak to Treasury in line with the economic strategy, but requires CoC to the provide terms of reference.</p>	<p>V-022-23</p>	<p>BM to contact [REDACTED] at CoC regarding terms of reference for a potential impact assessment on change to living wage, ML to take this to Treasury.</p>
<p>VM-16-23</p>	<p><b>Strategy Update</b></p> <ul style="list-style-type: none"> <li>• 2023 Visit Programme &amp; Budget &amp; decimation to individual OKRs – <i>covered in standing items</i></li> <li>• Government’s Performance management work stream and Visit leading and Business development skills training prioritised by OHR – <i>not covered due to time restraints</i></li> <li>• Appointment of Visit CEO – <i>discussed above</i></li> <li>• Appointment UK Business Development – Individual identified and role offered &amp; accepted</li> </ul>		
<p>VM-17-23</p>	<p><b>Air and Sea Access Improvement</b></p> <ul style="list-style-type: none"> <li>• Liverpool Sea terminal &amp; Manxman updates - <i>not covered due to time restraints</i></li> <li>• IOM Air &amp; sea terminal upgrade updates            Request for Funding CX Improvements V2 – <b>for decision</b></li> </ul> <p>GC spoke to paper describing issues with limited budget at Airport which has to be dedicated to safety and compliance, [REDACTED]. Board agreed to support request with proposed customer feedback system. Discussion was held around the need for improvements to the airport in terms of the visitor experience, but also Visit not paying for work that should be covered by other budgets. AB also reminded the board of the tight budget for the coming year.          Solutions for the need for more and better trollies were considered, with funding secured after meeting from DfE for 50 new trollies.</p> <ul style="list-style-type: none"> <li>• Air routes existing &amp; development update - <i>not covered due to time restraints</i></li> </ul>	<p>V-012-23</p>	
<p>VM-18-23</p>	<p><b>Quality Improvement (inc Visitor First)</b></p> <ul style="list-style-type: none"> <li>• Board Action VM-06-23 - Welcome Centre Opening Times 2023 – <i>taken as read</i></li> <li>• Parking Permit update for self-catering accommodation – <i>covered in standing items</i></li> </ul>	<p>V-013-23</p>	
<p>VM-19-23</p>	<p><b>Visitor Accommodation Transformation</b></p> <ul style="list-style-type: none"> <li>• Accommodation Pipeline Report – included in board pack and taken as read</li> <li>• Occupancy survey- <i>not covered due to time restraints</i></li> </ul>	<p>V-014-23 V-015-23</p>	
<p>VM-20-23</p>	<p><b>Visitor Product Development</b></p> <ul style="list-style-type: none"> <li>• MNH Peggy update</li> </ul>		



	CL gave update on planned improvements for the Nautical Museum, ensuring the end result is a stand out attraction with a broad appeal. New TT Gallery due to open shortly.		
VM-21-23	<b>Events Development</b> <ul style="list-style-type: none"> <li>• 2024 Year of Sport update – <i>covered in standing items</i></li> <li>• MTB cycle route development update – <i>Covered in Cycling Product Champion update</i></li> <li>• Cycle park update - <i>Covered in Cycling Product Champion update</i></li> </ul>		
VM-22-23	<b>Market Development</b> <ul style="list-style-type: none"> <li>• Marketing update - <i>not covered due to time restraints</i></li> <li>• Cruise ship update – <i>taken as read</i></li> <li>• Extended Openings Paper – <b>for decision</b>. Paper held for further review</li> <li>• Love IOM Card - <i>covered in standing items</i></li> <li>• Meeting with Scottish Tourism Alliance and Hospitality in Tourism – Chair attending 22<sup>nd</sup> – 24<sup>th</sup> March.</li> <li>• Northern Power House Meeting – Press release due to be issued today.</li> </ul>	V-016-23 V-018-23	
VM-23-23	<b>Talent Development</b> <ul style="list-style-type: none"> <li>• Update on Workforce Bank as discussed with Department &amp; Chamber of Commerce - <i>not covered due to time restraints</i></li> <li>• Update on UCM - <i>not covered due to time restraints</i></li> </ul>		Chair/AB to progress Workforce bank with CoC
VM-24-23	<b>AOB – none discussed</b>		
	<b>Next Meeting Date: Thursday 18<sup>th</sup> May 2023 9:30-12:30</b> <b>Venue TBC.</b>		
	<b>Close</b>		