



Isle of Man Destination First Board Terms of Reference

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1. Purpose:

- 1.1. The Isle of Man Destination First Board ("the Board" "DFB") will provide a centralised and coordinated approach to deliver an enhanced experience that reflect the insights of our visitors. Isle of Man residents will equally benefit from improved facilities, enhancements to public realm and outstanding customer service.
- 1.2. The Board will develop, foster and promote closer working relationships across Government Departments, Local Authorities, Statutory Boards and the private sector with the primary aims of:
 - 1.2.1. Developing an exceptional visitor experience in line with Visit Isle of Man's 2022/32 Strategy; and
 - 1.2.2. Supporting the relevant ambitions and outcomes of the Island Plan and Economic Strategy;

2. Objectives:

The primary objectives during the Boards first 12 months will be to:

- 2.1. Facilitate and strengthen collaboration and partnerships regarding service standards & delivery.
- 2.2. Understand the consistent areas of service deficiency and consider solutions for each where there is minimal cost or can be covered by existing department budgets.
- 2.3. Agree & introduce service level processes and measurement systems.
- 2.4. Acting as a collective Board & individual champion to lead the culture shift where service delivery is a central aspect in our daily decision making & activities.

3. Roles and Responsibilities:

- 3.1. The Board will be established as a sub-Board of Visit Isle of Man ("VIOM"), an Executive Agency of the Department for Enterprise ("the Department").
- 3.2. The Board will lead a programme to provide assurance to VIOM and respective departments that there is a continuous and measurable service excellence process through a review of governance, performance and internal control systems supporting the delivery of safe, high-quality services & experiences.
- 3.3. Ensuring initial self-assessment service audits are conducted with ongoing reviews & board updates provided by identified stakeholders.
- 3.4. Reviewing proposed quality improvement priorities and monitoring performance & improvement and the delivery of new initiatives.
- 3.5. Where budget is required to deliver a service enhancement outside of existing department budgets then to support the relevant business cases for additional appropriate funding.
- 3.6. To consider the creation of a new digital service front end to house the current service management processes already in existence, create new portals as appropriate to ensure our residents and visitors can feed into. Where a budget is required then to prepare the appropriate business case.
- 3.7. To ensure that the monthly output of the service front end is circulated to key partners to enable management of their service excellence process/programmes.

4. Membership, Quorum and Conduct of Meetings:

4.1. The Board shall comprise:

Chairman

Members: Executive representatives will be nominated from:

- Department of Infrastructure
- Department of Environment, Food & Agriculture
- Department for Enterprise (Visit Agency) & to be appointed DF Manager
- Manx National Heritage
- Local Government Representatives
 - Port Erin Commissioners
 - Onchan Commissioners
 - Garff Commissioners
 - Douglas City Council
 - Arbory and Rushen Commissioners
- Plus
 - Mrs Sarah Maltby MHK (Visit Isle of Man & Motorsport Political Member)
 - Mr Jason Moorhouse MHK
 - Mr Charles Guard
 - Mrs Jo Davies

- 4.2. In the absence of the Chair, a member of the Board may be nominated to act as Chair for the purposes of conducting a Board meeting, providing that the meeting satisfies the quorum requirements.
- 4.3. Secretariat support will be provided by VIOM/DF Director.

- 4.4. In order for there to be a quorum at a meeting, a minimum of five members must be in attendance. Should a meeting not be quorate, the meeting may still proceed at the discretion of the Chair, however, no decisions taken at the meeting should be considered binding until ratified subsequently by a majority vote either electronically or taken at a subsequent meeting.
- 4.5. Meetings of the Board will be scheduled and agreed with the Chair but shall take place at least quarterly.
- 4.6. Minutes will be prepared in accordance with Minute Taking Guidance prepared by the Chief Executive Officer (Isle of Man Government) Office and will be issued to the Board no later than ten working days following each meeting.
- 4.7. Agendas are compiled with the approval of the Chair. A request for an item to be included on the agenda should always be accompanied by supporting documentation and submitted at least one week in advance of the meeting.
- 4.8. The agenda and papers will, wherever possible, be distributed to members at least five working days before each meeting by the Secretariat. In normal circumstances late papers will not be accepted, however, in exceptional circumstances approval for late papers to be circulated must be obtained from the Chair otherwise papers should be brought to the meeting under AOB and considered at the discretion of the Chair.
- 4.9. Where a Board decision is required, a majority vote will be required, with the Chair holding a casting vote should it be necessary.
- 4.10. Where a member cannot attend, it will be acceptable to send a deputy to represent their area.

5. Reporting:

- 5.1. The Board will provide quarterly updates to the Department, VIOM and to the Chief Officers of Departments represented on the Board.
- 5.2. A summary report of Board proceedings will also be made available to share with industry via the Chamber of Commerce and Department for Enterprise Executive Agencies.
- 5.3. The Board will also agree a public reporting framework to give visibility to the agreed strategy, progress against such and the delivery of actions and associated outcomes.

6. Pre-meetings / Working Groups:

- 6.1. At the discretion of the Chair, pre-meetings may be arranged in order to prepare effectively for meetings of the Board, or to monitor progress on specific actions / objectives.
- 6.2. With the agreement of the Board, working groups comprising limited members of the Board may be set up on an ad hoc basis to drive forward specific actions outside of the formal Board meeting schedule.

7. Finance and Resources:

- 7.1. The Board has no budget allocation and no authority to commit expenditure. However, the Board will be able to make recommendations to VIOM as to the allocation of existing resource for areas which fall under the remit of the Department.

- 7.2. The Board may make recommendations or provide endorsement to proposals and business cases submitted by Board members, however, formal approval for expenditure must be given by the Visit Agency which has the vires and holds appropriate funds relevant to the proposal(s).
- 7.3. Where bids are to be made to an external fund (i.e. Economic Strategy Fund), these will be made by the most relevant Department, with the endorsement of the Board, with final approval only being given subject to the process set out in the relevant Fund terms of reference.