



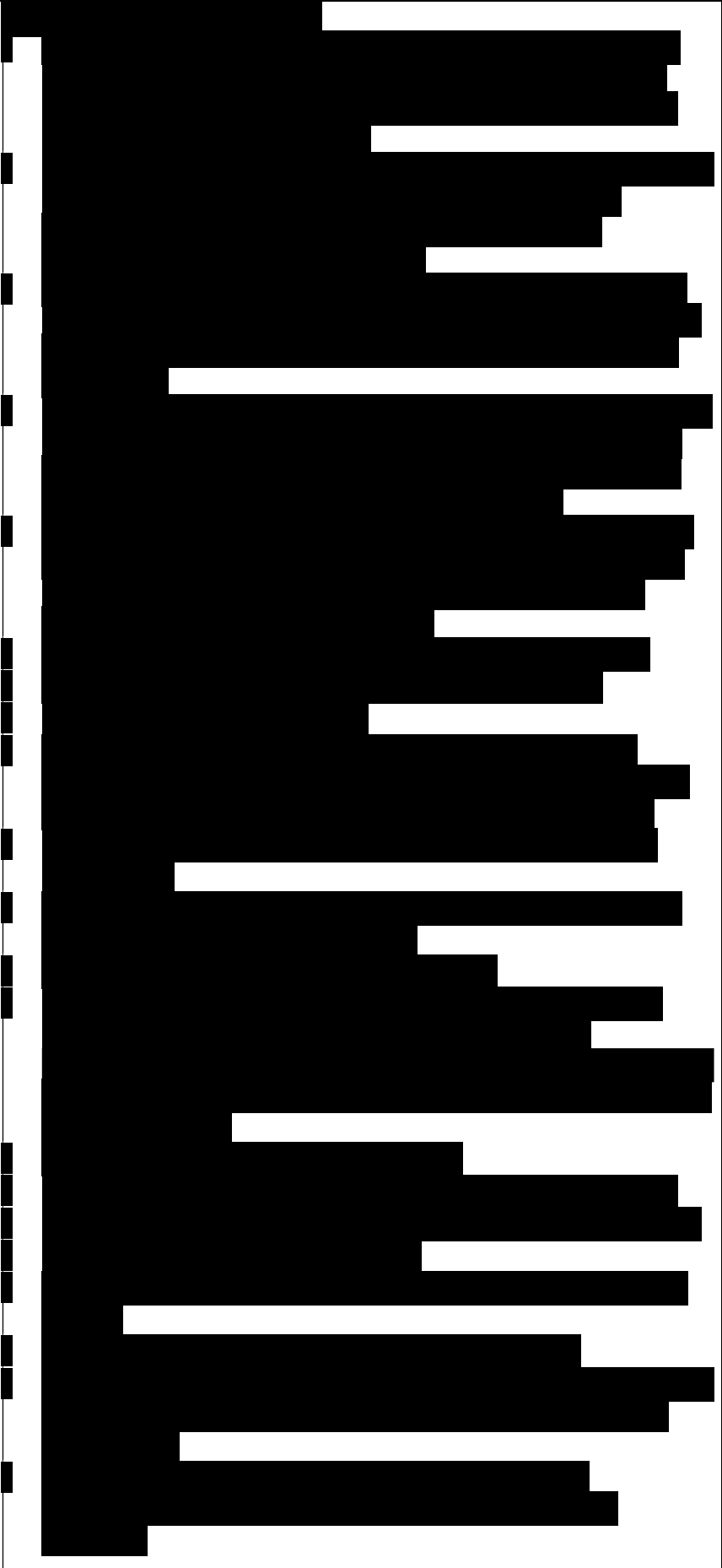
Destination First Board Minutes

Date: Thursday 4 September 2025, 2pm – 5pm
Venue: Onchan Commissioners, Main Road, Onchan
Board Chair: Ranald Caldwell, Chair (RC)
Political Members: Mrs Sarah Maltby MHK (SM) Mr Jason Moorhouse MHK (JM)
Board Members: Charles Guard (CG) Jo Davies (JD) Pauline Wall (PW) Phil Gawne (PG)
 Jason Roberts (JR) Ross Phillips (RP) Kathy Rice (KR) Jeffrey Robinson (JRo) Jamie Smith (JS)
In attendance: Andrew Lees (AL) Yvette Hollows (YH)
Apologies: Deborah Heather (DH)

| Agenda Item | Papers | Owner | Actions |
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| <p>Standing Items:</p> <ul style="list-style-type: none"> • Apologies <ul style="list-style-type: none"> • Deborah Heather (DH) • Conflicts of Interest <ul style="list-style-type: none"> • None • Hospitality / Gifts (by exception) <ul style="list-style-type: none"> • None • Minutes of boarding dated 15 May 2025 <ul style="list-style-type: none"> • Previous board minutes approved • Outstanding Actions <ul style="list-style-type: none"> • RC mentioned the forthcoming Government conference and encouraged the board to attend the ‘Reshaping how we work to deliver simpler, faster, more cost-effective Public Services’ presentation on the 24th of September. • RC also referenced the 2025 – 2030 Government People Strategy which is a comprehensive plan to align our human resources with our overall Island and Government service goals. It does show that the service culture is being embedded in Government. YH to circulate people strategy. • Vacant shop window – JD, JR and YH had a catch up regarding the space. JR advised that they are possibly looking at some seasonal options for the space including perhaps hosting a Christmas event there. JD has arranged a visit to look at items for the ‘museum on the move’ idea. SM was involved working with the University College Isle of Man who agreed to collaborate with the Culture division of DESC to feature students’ artwork in the empty spaces in the Villa Arcade. • Quarterbridge - DOI replaced the damaged bins in the carpark which is being monitored to ensure it is kept to the service standard expected. • Reporting system – RC progressing with GTS. RAP which will be available to use in support of Community Ranger pilot so all complaints and observations can go to the right areas. • Douglas Signage – Rolling programme of replacing out signage that references ‘town’ with ‘city’. DCC has an asset register of all the signs. Road markings were recently repainted by the DOI on the way to the Sea terminal and it still says ‘Town Centre’ instead of ‘City Centre’. KR has raised this with JRo. • Laxey toilets - there is a cottage that the commissioners own that is now vacant. There could be a long-term | | | <p style="text-align: center;">YH</p> <p style="text-align: center;">JD and JR</p> |

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| | <p>plan to convert these into public toilets.</p> <ul style="list-style-type: none"> • All island public toilets will be mapped on Manngis – YH just waiting on all the commissioners to give details on the toilets they manage in their area. • Bridge control building – CG will be running a tour of the building for the heritage open day tours. CG and JRo to discuss with the minister to see if the building could be opened regularly. CG to email JRo. • Vinyls in the lifts to the Manx Museum have been replaced. | | | |
| | <p>Destination First Performance Dashboard</p> <p>Service KPIS (now known as Key Service Indicators)</p> <ul style="list-style-type: none"> • DOI have sent their KPIs to Mark separately and JRo can decide if they want to be included within our dashboard or stay with Mark. DCC and DEFA discussions have taken place and service measures. • Confirmation that the Countryside code and Litter code would be released in Q4/25 and communicated to primary & secondary schools in January after agreement with DESC. • The Select Committee of Tynwald on Public Footpaths, Bridleways and Green Lanes went to Tynwald. Tynwald supported that the footpath maintenance should be adequately funded. £1.5 million is for the backlog and how much is needed going forward. It will be discussed what budget can be assigned to the maintenance in February. <p>Signage</p> <ul style="list-style-type: none"> • Signage across the island is a general problem. • DOI require some assistance from Visit so they can include informative information about points of interest. • PROW numbers don't translate to visitors. • PG suggested colour coded walking routes at the Meayll Peninsula would be helpful. • We also need to look at signage as a project as opposed to piecemeal. Millenium way – need to walk it. • Signage on Tynwald Hill needs to be addressed, Tynwald committee YH to write to the Tynwald management committee • Tynwald hill is not on the historic monuments register, Tynwald hill bill, has less protection than the toilets in the arcade. • A Special places style guide may be helpful and could be done as part of a step student project. Cohesive across the island. • Invite Betty Laurincova to the next board meeting to discuss the work she does in public spaces and send her document to the board. <p>Government buildings</p> <ul style="list-style-type: none"> • Maintenance and cleaning should be part of the cleaning contract especially in relation to the front door and adjacent windows • YH has chased them on cleaning the front of the main government buildings. <p>JRo left the meeting at 3pm as previously advised.</p> | | | <p>YH/DH</p> <p>YH</p> |

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| | <p>Manx language – Year of the Language</p> <ul style="list-style-type: none"> • Tynwald has already said we should be adopting the recommendations • Street name signs should include Manx where appropriate • Ellan Vannin has been taken off the old driving license – Action - PG /RC to pull together proposal paper within 8 weeks | | | <p>PG/RC</p> |
| | <p>IOM Community Rangers/Prison workforce update</p> <ul style="list-style-type: none"> • RC was invited to a meeting to see how we can push forward on the use of a prison workforce. There are plans to roll out a Northern and Southern pilot - hopefully to go live by the end of the year. There are a few areas that need to be considered including training, tools, kits and vehicles. We will need to bring into view the prisoner profile to show the public who will be doing the work. Victoria Naylor from DHA is assisting. We need to identify what skills they already have. Currently the rehabilitation programme is rolling out City and guilds courses to upskill prisoners. JD identified that we should be shouting about good work and the rehabilitation programme, so we don't appear to be exploiting the workers. JR discussed that the area at the rear of the Rushen heritage Trust could do with some attention to make the recycling area more appealing. If any of the joinery work from the prisoners could be bin stores and/or planters, that would enhance the area. JR to forward RC proposals | <p>Paper</p> | <p>Chair</p> | <p>JR</p> |
| | <p>Other Destination First activity Summerland</p> <ul style="list-style-type: none"> • A range of options were discussed with Brett at a recent meeting with DCC. • Update is that they are going to apply for planning to make it a car park and tidy it up. • [REDACTED] • Orsted wind turbines are not going to be stored on the site. • Residents concern around limited parking in the area. • Pedestrian Crossing from the tram to the seafront pavement to be installed • [REDACTED] • Bus Vannin Route 8S & Meayll Peninsula Development is now in place <ul style="list-style-type: none"> • To drive increased visitor traffic the idea of improving Cregneash and the Sound into an area of outstanding natural beauty. Arbory & Rushen taking the lead on preparing case for approval with the support of MNH, Port Erin & Port St Mary Commissioners. • Park and ride into the Sound should be considered to reduce the overflow into the road from the car park. • Interpretation boards should be installed about the peninsula. • Feedback from DOI suggests that Route 8S is busy and popular. • Coach management system should be considered for the excess of coaches around the island. RC to do a paper of suggestions. | <p>Infographic</p> | <p>Chair</p> | <p>JRo</p> <p>JRo</p> <p>RC/PG</p> <p>RC</p> |

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| |  | Paper | YH | <p style="text-align: center;">DH</p> <p style="text-align: center;">DH/YH</p> |
| | <p>Updates</p> <ul style="list-style-type: none"> • DEFA <ul style="list-style-type: none"> • The department are continuing to clear up after the | | | |

storm and there are significant landscapes changes. South Barrule is just about finished, they just need to transport the timber. Conrhenny work is ongoing now.

- MNH
 - Heritage open days in the final stage of development– there are 48 individual events.
 - Bay room in the Manx Museum should be open for the end of the month, leases signing for the site is imminent.
 - Market Square Castletown is progressing with plans to rejuvenate the space. The idea is to have a community space downstairs and offices upstairs. The MNH team are excited about it. Funding is secured from reserves. It is a registered building so planning permission is needed. JM advised he isn't happy with the plans and PW suggested he speak to CL directly.
 - Trip Advisor - five Manx National Heritage Sites have won Tripadvisor Travellers' Choice Awards.
 - Clock tower roof at Castle Rushen will be completed shortly.
 - Peel Castle scaffolding will be up for a further 12 weeks and there are plans to move it around. The lighting upgrades are included in that work.
 - RC suggested that a ticket machine could be installed in Rushen Heritage Centre to sell Cregneash tickets and bus tickets. PW to discuss with Transport.

Local Authorities

Onchan

- have had some commissioner changes.
- They have had some issues with weed management over the summers, which has received complaints. Staff issues contributed to this, but this has now been resolved.
- Chilli festival will be on Saturday 13th September.
- An Indoor Padel tennis facility is being proposed for the top of the golf course
- They have been approached about upgrading sports facilities in Onchan stadium

Port Erin

- Padel tennis facility has also been proposed for the South
- The painting in the car park got put on hold by the new board
- Plans to redesign the drop-off coach area. The garage has been given notice, the back car wash section will be demolished and garage redeveloped. This will enable visitors to be steered toward the platform easier.
- The town has been busy over the summer.
- A resident brought up accessibility and signage with RC who sent the comments to JR for consideration.
- Campsite is in liquidation phase
- Bowling club to sign a long-term lease with a lottery fund request to improve facilities around Breagle Glen.



Douglas City Council

- Full council is in place.
- The council have had some issues with recruitment but they've restructured their pay scales to be more desirable.

PW

- Painters for lampposts and finding arborists are an issue.
- Some work is needed in Summerhill Glen.
- They ran a campaign over the MGP about cigarette butt litter which has been successful.
- Jubilee clock is being repainted.
- Recent vandalism in toilets – baby changing damaged
- Interpretation board is due to be installed in the Summerland memorial garden. CG has helped with the information.

Garff

- Wind farm discussion is still ongoing.
- Pete Burguss personal wise has retired
- JS mentioned although whilst Lezayre had declined to the meet with DF they had got it as a standing item on their agenda to look around their area for service improvements.

Arbory and Rushen

- Local authority meetings have been going well. Clear understanding that they don't have the resource they need.
- PG did a critical tour of his area. Walked through Colby and found a few things that they could improve and what could be done better.
- Trying to get into the mindset of changing how they do things

Ministers

Jason Moorhouse

- Castletown has been busy over the summer
- There isn't enough signage
- Coach issues - not sufficient crossing points

Sarah Maltby

- The MGP and Classic TT festival went well
- Good communication through the WhatsApp channel created

Private sector representatives

Jo Davies

- Culture Vannin quiet (not much to report back)

Charles Guard

- Horse tram sign up
- Newson's – hopefully some movement on the site.
- Regarding the St Johns statue, CG was asked to speak at the planning committee. He had 3 minute to speak, the system is flawed.
- After making some comment about reforming the planning, CG was overwhelmed with the response of planning issues.

Yvette Hollows. Yvette is sadly leaving us to take on a managerial role with the Steam Packet. The board wish her every success & happiness and thank her for her professionalism and dedication to the cause of service improvement. As a small token of our appreciation a bouquet of flowers was presented to her by the Chair.

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| | Next Meeting Date: W/C 10 th November 2025 14:00 to 17:00 Venue DEFA invited DF to Knockaloe, Patrick (to be confirmed) | | | |
| | AOB/Close | | | |

Actions

| Description | Owner | Review Date | Status |
|--|-----------------|-------------|-------------|
| Empty Shop Windows - KR to get CP to contact us with how it worked in the past. | KR | 15/06/2025 | Completed |
| Circulate Visitor number report, open spaces report and original notes from initial workshop. | YH | 30/05/2025 | Completed |
| Douglas Promenade walkway patching – update provided | KR | 15/05/2025 | Completed |
| Bus stop at the Grandstand which requires new vinyls. | YH | 30/05/2025 | Completed |
| RC meeting with Mr Crookall | RC | 23/05/2025 | Completed |
| Resident sentiment – full results with report | YH | 30/05/2025 | Ongoing |
| RC is meeting with Margaret Hudson the new OHR Director of Workforce Development and Culture. | RC | 04/06/2025 | Ongoing |
| Summerland Site – YH to arrange a meeting with all parties | YH | 30/06/2025 | Ongoing |
| Brown Sign at Niarbyl | PW | 30/06/2025 | Ongoing |
| Countryside code and Litter campaign - YH to circulate draft litter campaign ideas for comment | YH | 30/06/2025 | Ongoing |
| Volunteer group -YH to arrange meeting with the 17 volunteers that were trained | YH | 30/06/2025 | Ongoing |
| Meeting with DOI/Steam Packet & Visit to make service enhancements before the end of June. | YH/RC | 30/06/2025 | Ongoing |
| Vacant Retail Shop Window to be piloted in Port Erin. Possibility to have a Mobile Museum presentation to be circulated around various vacant sites. Meeting to be held to progress. | DH/PW/ JD/JR | 31/07/2025 | Ongoing |
| Quarterbridge Car Park – new signage will be installed as part of the Cavendish project | YH | 31/07/2025 | Ongoing |
| Front of House System - JR exploring what a system would entail which would get the enquiry to the right person and capture data. Meeting with Digital IOM. | JS, JR, YH | 31/07/2025 | Ongoing |
| Signage in the City Centre – looking at the ones we mentioned and doing an audit on signage, some are damaged and need replacing. | KR | 31/07/2025 | Ongoing |
| Laxey accessible toilet issues | JS | 31/07/2025 | Ongoing |
| Lift to Manx Museum requires new vinyls | PW | 30/07/2025 | Ongoing |
| Toilets mapped on Manngis – explore possibility | YH | 31/07/2025 | Ongoing |
| Bridge control building. CG to outline opportunity – JR to arrange access for CG | JR/CG | 31/03/2025 | Outstanding |
| Review name of the Community Ranger volunteer group – YH and RC to meet with MWT. | RC/YH | 15/05/2025 | Paused |
| Explore running an architects competition to create an arch and fence at the entrance to Snaefell. | RC | 15/05/2025 | Paused |
| Parking Permits – long term plan for permits is still to be decided. | RC | 31/07/2025 | Paused |