

<p>Destination First Performance Dashboard RC discussed delivery against our key DF work streams and had the following observations & comments:</p> <p>1. Service KPIs (now known as Key Service Indicators)</p> <p>We have failed as a board to collectively articulate service delivery performance across departments/local authorities into one dashboard. What we are delivering well or need to improve which is really an extract of the discussions you are probably already review at operational level. By doing so we can provide a holistic overview of service levels across the island and can recognise success or provide support. The action for all areas is to list areas of service delivery that are being delivered to standard and areas where attention is needed.</p> <p>This will form part of a reporting pack to the Chief Officer Group and will be included in our Destination First Annual Report for 2025 as requested by Mark Lewin</p> <p>2. Social Codes</p> <ul style="list-style-type: none"> • It is pleasing to note that DoI are taking forward the launch of the Countryside Code by the year end. IOM Community Rangers are supporting with sign installation as required. • IOM Litter Code requires attention if it is to be launched in Q1 next year. • It is hoped that both codes will form part of the Citizenship syllabus within schools • It is pleasing to note that MWT have launched the Sea Code in September <p>3. Social & media profile</p> <p>As referenced in September's board meeting, the Resident Sentiment Survey findings showed that communication about what we are delivering by way of service improvements/enhancements is considered poor.</p> <p>JD suggested that we create a social site/PR plan for the collective posting & local PR to celebrate service delivery improvements across the island</p> <p>4. Footpath & general maintenance</p> <ul style="list-style-type: none"> • Good progress made between DoI and Treasury following agreement of £1.5M available for 2026 footpath maintenance • Community Ranger update provided below ref 112504 		<p>ALL</p> <p>RC</p> <p>JRo/RC</p> <p>DH</p> <p>RC</p> <p>DH</p> <p>DH</p> <p>JRo</p>	<p>Year end</p> <p>Jan/26</p> <p>Q1/26</p> <p>Q4/25</p> <p>Q1/26</p> <p>Jan 26</p> <p>Jan 26</p> <p>Q2/26</p>
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	<p>5. Bus service/Transport</p> <ul style="list-style-type: none"> • Bus Strategy in place and will be rolled out in due course • Bus Vannin route 8s has performed well and the route from Peel via Castletown to the Sound has been very well received. Key message to the Board from JRo was to encourage increased usage. This is being factored into the development of the Meayll Peninsula initiative noted in reference 112503 • MNH & DF have been liaising with Ian Bates to consider tickets terminals in Port Erin to sell Day tripper tickets <p>6. Local Authority Review</p> <p>This review was being conducted by PG/YH and is nearing completion with summary paper and recommendation. PG was going to provide a verbal update to the board but unfortunately was taken ill on the morning of the Board Chair. Meeting with PG next week</p>		PW/RC	Jan 26
112501	<p>7. Front end portal for Report a Problem</p> <ul style="list-style-type: none"> • Great work from Ffinlo Williams (DoI) and Jason Poyzer in getting phase 1 in place capturing & reporting on the job tasks for the Community Rangers. A few amendments have been suggested, and we will go live within 3 weeks. • Phase 2 being is the consideration of a frontend portal for all local & central government Report A Problem issues will follow in the new year. 		RC/JRo	Dec 25
	<p>8. Signage Review</p> <p>This project has been discussed for over 3 years with little momentum. The Manx Gaelg project for urban and rural signage along with the design code for the Meayll Peninsula will hopefully be the kick start to bring this work stream to life.</p>		RC/DH	Q1/26
	<p>9. Accessibility</p> <p>As previously discussed, the delivery of this workstream has been largely moved into 2026 due to limited resource but continues to be driven forward by Mrs Kinnish MLC .</p> <p>We are however still championing through Mrs Maltby MHK Changing Places and are loading all public toilets on to the Mangs mapping system as provided by Local authorities</p>		SM	Ongoing
	<p>10. Resident Sentiment Survey</p> <p>The survey results were finally summarised in September with findings to be released publicly in November/December</p> <p>Biggest challenge is the low 'pride of our island' score at 54% - please see workstream 3 which hopefully will help to address negativity</p>		DH	12/25
			DH	Q4/25

112502	<p>Other Destination First activity</p> <ul style="list-style-type: none"> • [REDACTED] <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>		<p>JRo</p> <p>KR/JRo Chair</p>	<p>Q1/26</p> <p>Dec 25</p>
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112504	<p>Destination First Place Management</p> <p>In the absence of DH, RC gave an overview of the initiative.</p> <p>Place Management effectively describes the purpose of Destination First(DF) . The Chair read from the DF paper which was approved by CoMin in December 24- 'DF is effectively called Place Management and can be described as a process by which local authorities, government & it agencies, NGOs and the tourism industry take a multi stakeholder approach to maintaining the cultural, environmental, economic and aesthetic integrity of their country'.</p> <p>RC presented an overview of our proposed Place Management proposal with the following being scoped:</p> <ul style="list-style-type: none"> • Creation of Style guide for the Meayll Peninsula by Betty Laurincova, Policy Planning Officer , Cabinet Office • The special places in the IOM from the recent Resident Sentiment Survey • The formation of the IOM Community Rangers volunteer force and estimated value being created • The formulation of a Code of Practice for Manx Gaelg appearing on urban & rural signage • Introduction of various social codes <p>This will be formulated into a strategy document and be brought back to the DF Board for approval.</p> <p>The Chair also presented the personal findings of a site review of the Meayll Peninsula with a consensus that improvement to the peninsula were required to enhance it as a special place which will be maintained to specific standards.</p>		<p>All</p> <p>DH/JD/PW PG/Chair</p> <p>DH/RC</p>	<p>Ongoing</p> <p>Q1/26</p> <p>Q1/26</p>
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112503	<p>IOM Community Range Update</p> <ul style="list-style-type: none"> • IOM Community Ranger recruitment of 10 handpicked Rangers has commenced to support with two PRow in the south of the island as requested by DoI. Mark Gilson(MG) has been enlisted to be the lead ranger for the Southern Cohort. Working gear has been ordered with equipment & training being agreed with DoI. • Work ongoing with MNH to agree an MoU confirm maintenance tasks, thereby recruiting additional Community Rangers to support on various Heritage sites. All Community Rangers working in Heritage sites will be DBS checked as requested by MNH • The Prison Cohort Pilot is with Vicky Naylor of DHA in partnership with Ramsey Town Council – projected commencement in Q1/26 • Risk management Processes well advanced with MNH /DoI 		<p>Chair/JRo</p> <p>PW/RC</p> <p>DHA/VN</p> <p>PW/MG</p>	<p>30/11/25</p> <p>January 26</p> <p>Q1/26</p> <p>12/25</p>
	<p>Proposed Nomination of new Board Member</p> <p>The Chair circulated a paper regarding the request from Ballaugh Commissioners that Steven Curphey their Chair be elected to the Destination First Board. The decision to accept Steve was unanimous and the Chair will advise accordingly</p> <p>CG commented that Ramsey is the largest of the local authorities outside of Douglas, but they did not have representation. There was a unanimous decision by the Board that the Chair should meet with Derek Flint to discuss the opportunity.</p>		<p>RC</p> <p>RC</p>	<p>16/11/25</p> <p>12/25</p>
	<p>Updates</p> <p>DEFA</p> <ul style="list-style-type: none"> • Unfortunately, AL was called away 15 mins after arriving and no update was therefore provided. Meeting to be arranged between AL & RC <p>MNH</p> <ul style="list-style-type: none"> • PW was not in attendance but did send update for noting. Key points included: <ul style="list-style-type: none"> ○ All sites closed for the winter except for the House of Mananan & Manx Museum remaining open 930 to 1630 ○ National Treasure exhibition open ○ Heritage Days 2025 festival a huge success [REDACTED] ○ Repairs on key Heritage sites ongoing ○ Hop Tuu Naa well received with Christmas events now being marketed <p>Local Authorities</p> <p>Onchan (RP)</p> <ul style="list-style-type: none"> • Local Authority Library developments • Pride 2026 potentially in Onchan during 2026 • Night of Lights 26 November • Manx Rally discussions as to potential site for Rally 		<p>RC/AL</p>	<p>11/ 25</p>

Port Erin (JR)

- Discussions regarding October 26 Rally in Port Erin
- Dealing with a fly tipping incident with potential charges being brought. Tipping occurred at the entrance of the Southern Amenity site which was closed, and the incident was caught on CCTV
- Port Erin Xmas planning in full flow with event scheduled for 6 December
- Future of Reayrt Vradra Glamping site being considered following its closure.

Douglas City Council

- KR was not in attendance but did send an update for noting. Key points included:
 - Recent months have been consumed with Local Government (Amendment) Bill. Clause 5 being the major concern
 - [REDACTED]

Garff (JS)

- Local Government Amendment Bill being the main focus recently
- Sewage planning Application to be submitted
- Windfarm discussions have been a key topic of debate
- Year of the Manx Language Quiz being organised
- Business Agency have been working with Lezayre

Arbory and Rushen

- PG not in attendance due to late illness but finalising his Local Authority review findings and recommendations

Private sector representatives

Jo Davies (JD)

- Attention is on the Year of the Manx language for the Arts Council
- JD personally assisting with the Meayll Peninsula Design code for special places
- JD stressed the need to promote the work of the DF Board and looked forward to Plan at next board meeting

Charles Guard

- Douglas Head Conservation area plan being submitted to Government for consideration (attached for information)
- Bridge Control Building underutilised and it is of historical interest.
- Various travel publications have been distributed on the IOM which are clearly AI scams. CG has reported the issue to DHA and made a formal complaint to Amazon

KR/JRo

KR

	<p>Politicians</p> <p>Mrs Maltby MHK</p> <ul style="list-style-type: none"> • 'Eelips' Sculpture by Bryan Kneale in place within St Johns Arboretum • Communication of Destination First activities to be factored into various Department updates <p>Mr Moorhouse MHK</p> <ul style="list-style-type: none"> • Engaging with MNH re Castletown 			
	<p>Next Meeting Date: to be advised</p>			
	<p>AOB/Close</p>			

Actions

Description	Owner	Delivery/ response Date	Status
Recruitment of DF Board Secretary & DF support	DH	Jan 26	advertised
DoI Summerland Paper sited by DCC and agreement where funding is not granted as to fate of site	JRo/KR	Jan 26	Meeting 11/25
Resident sentiment Survey Findings Internal & external PR	DH	Dec 25	
Douglas Sea Wall Art update – JRo to provide costings to complete installation	RC/JRo	Nov 25	Increased grant request
IOM Man public toilets onto Government Manngis Mapping system	DF support	Jan 26	Outstanding
Key Service Indicators in view from all	All	Dec 25	Input awaited
DF Draft Annual Report circulated for input and input received by all	All	Dec 25	Input awaited
DF Annual Report set into publication format and re circulated for approval at January Board	RC/DH		To be issued in Jan/Feb 26
Brown Sign at Niarbyl	PW	Jan 26	ongoing
Countryside code and Litter campaign -	FW	Dec 25	Phase 1
Lift to Manx Museum requires new vinyl's	PW	Dec 5	awaited
Meeting with DOI/Steam Packet & Visit to make service enhancements	DH	Ongoing	Update required
Littercode to be circulated	DH	Q1/26	outstanding
DF Communication and PR plan	DH	Q1/26	outstanding
Place Management Plan for the Meayll Peninsula	DH/RC/JD/ PG/BL/PW	Q1/26	progressing
Community Ranger update	RC/PW	Q1/26	underway
Meeting with DF of RamseyTC regarding joining the DF Board	RC	December	To be arranged