

	<ul style="list-style-type: none"> • KR has shared information on behalf of Douglas City Council to demonstrate how they measure service levels. • DOI information has been requested, and Executives are considering its release. • Visit are planning to measure the Customer service complaints and take some KPI measures from the resident sentiment survey. • RC plans to meet with the rest of the board to discuss what measures they would like to put in place. <ul style="list-style-type: none"> • Codes <ul style="list-style-type: none"> • DH has agreed to following a request form DOI to undertake the Countryside code communication & branding with costs shared with DOI & DEFA. The litter campaign will be progressed alongside the code. • SM to help set up with DESC • The Quarterbridge car park litter issues were discussed. DOI have taken away the damaged bin and looking to replace it. Long term solution needed for the site. Action: YH arranging a meeting with the team to discuss options. • Action: YH to circulate draft litter campaign ideas for comment <ul style="list-style-type: none"> • Social and Media profile of IOM <ul style="list-style-type: none"> • DH working on media programme with the Cabinet Office to get good news stories into the press. <ul style="list-style-type: none"> • Footpath and general maintenance <ul style="list-style-type: none"> • It has taken 3 years to get recommendations in place following a Tynwald petition – this is going before Tynwald in June. • DOI are reconsidering if they will use available Prisoner work force despite having agreed to it previously. If the decision is no, then they will be allocated to Community Based Projects. • Consequently, Resident Volunteers have been paused in the short term • DEFA are preparing a bid for treasury funds to repair the glens and plantations. <ul style="list-style-type: none"> • Bus service/Transport Strategy <ul style="list-style-type: none"> • IOM Transport strategy report is still in draft. Report due to be available in April. Dr Haywood has requested an update on route 28. Visit Isle of Man are still planning a tourism coach for a trip to the Sound and wider island locations. RC suggested providing an update to stakeholders in the South and to give them advance warning if route 28 is not restored. <ul style="list-style-type: none"> • Local Authority review <ul style="list-style-type: none"> • Local authorities update – paused whilst we wait for the new boards of commissioners to be in place. They will all start on the 1st May. <ul style="list-style-type: none"> • Front end portal systems <ul style="list-style-type: none"> • Our Resident sentiment survey is likely to confirm that Residents don't know where to report issues. • Generally, half of the commissioner's enquiries end up going back to the DOI. • There is a simple workflow tech that could be built to be to provide a frontend to then direct enquiries to the relevant area hence delivering costs saving and speed 			YH	YH
--	---	--	--	----	----

	<p>of response. Action: JR has kindly agreed to explore what a system is best suited to address the opportunity to deliver service interface & resolution. JS offered his assistance to JR. Communication is also required to let the person enquiring that the issue has been resolved.</p> <ul style="list-style-type: none"> KPIs could be built from the systems reporting suite. Demonstrate that there are areas that are under resourced and need assistance to bring areas up to scratch. <ul style="list-style-type: none"> Signage <ul style="list-style-type: none"> YH and CG progressing with interpretation boards. YH reviewing the brown signage and requesting signage to be taken down. Sea Terminal improvements are also progressing including new signage. Accessibility <ul style="list-style-type: none"> YH is exploring the possibility of including the toilet locations on Manngis. SM advised she is trying to get our changing places on a UK register (Changing Place UK) Action: JS looking into the issue with the Laxey toilets as the door doesn't close on the Accessible toilet. Garff Commissioners have also obtained a property on Laxey Promenade. They are discussing how to develop the property. DH advised that a Biopshere Levy is being developed which would free up funding to invest back in the Island and which could be used to allocate them to projects that will be relevant to Destination First. 			JR and JS
	<p>Updates</p> <ul style="list-style-type: none"> Charles Guard <ul style="list-style-type: none"> CG has produced a paper to demonstrate why the Derby Castle area needs appearance upgrade. The whole site has been neglected and is in a dreadful state. He is very keen on making things good for the public. It is one of the big interchanges for the Island that thousands go through each year. RC, YH and CG are due to meet with Andy Cowie to progress. There is potential to make more of the tram sheds to display historical memorabilia. KR advised that the lighting is being replaced imminently and that she would address the bins that are being left out on the walkway. KR has also advised she has got painters for the decoration collar on the lighting across the prom. CG also shared pictures of the Douglas Promenade walkway which is in bad condition and is also being patched where the wires for the lighting columns are going. Principle of patching looks very unsightly, and the standard is very poor. The standards are not up to scratch. Action: KR to discuss this with the DOI. Summerland Site – [REDACTED] <p>DOI and DCC have met at the site to discuss how they can improve the area with planting. SM thought that the Manx Development Cooperation had undertaken the site review. Action: RC to investigate this.</p> <ul style="list-style-type: none"> JD asked if there was tick list of actions for each town. Business IOM did an audit of each town for the Local Economy strategy. CG has also submitted a proposal to the Culture 		All	<p>AC/CG YH/RC</p> <p>KR</p> <p>RC</p>

	<p>Vannin to look at replacing an Ellan Vannin sign on Ramsey Harbour.</p> <ul style="list-style-type: none"> Douglas City Council <ul style="list-style-type: none"> After the Royal visit the 20th March will now be known as City day. They marked the occasion this year with the Drone show which was very well received. Currently conducting Environmental quality surveys which are done on 2 yearly basis. This will highlight any improvements that need to be made. A team from Keep Britain Tidy used to come but now the staff are trained to do them. Areas can deteriorate more depending on the time of year. Plans for an inspection of city centre a month before TT to check if anything needs replacing, repaired. Memorials and places of interest are checked to make sure they are ok. Freedom of the City award was given to Douglas RNLI last week – lots of coverage on the BBC. Lifeboat station is going, and they are taking the Sir William Hillary plaque to keep it safe. Hilary street signs being replaced as they were spelt incorrectly many years ago. Jo Davies <ul style="list-style-type: none"> The Arts Council are supporting events for their 60th year anniversary. The events are bringing things to do to every single area which is widening participation in the arts. Year of the Manx language is in 2026 which we should consider incorporating Manx when looking at signage. Culture Vannin get a lot of requests for translation. CG mentioned Ellan Vannin is being taken off the driver's license. Met with the Bluetits – under optimised. Bathing places around the Island. DH advised Visit is looking at this area. Jane Hall who created the art directory on island is working with the Department for Enterprise on art project improvements. She did go quite far in proposing ideas to improve the look of the Douglas steps. Looking at places that could be turned around to a focal point. Promenade wall art update – work is progressing on the panels. Discussions taking place with the DOI on when funding may be available to install. Garff Commissioners <ul style="list-style-type: none"> Garff commissioners met with MNH about the Laxey Wheel and decided to object the plans to the front entrance of the site. Need the funding to make it look good. Campsite tenants are doing a great job improving the area and all the showers have been replaced. Municipal association will be restructuring meetings. Jamie has been nominated for Vice Chairman. There has been an increase in members and attendance which is good news. Transport in and around Laxey still an issue. Port Erin Commissioners <ul style="list-style-type: none"> PE are replacing out street lights which are Dark Sky complimentary. The lights are being well received. New lifeboat will be launched on the 12th July for Port Erin which is the same day as the beach festival. 			
--	--	--	--	--

	<ul style="list-style-type: none"> Currently approved an application for a Paint Erin application at the Kerrow brewing company location. Looking to paint the tarmac and an artist has been appointed to reinvigorate the area. <div></div> <ul style="list-style-type: none"> Marine Biological station has met all the planning conditions for development of the aparthotel, apartments and 3 commercial spaces. Glamping site – launched their new booking site, doesn't look as finished now but that is being worked on. Pods from Glen Helen have come down. Also redoing street signs in Port Erin and incorporating Manx. <ul style="list-style-type: none"> Sarah Maltby MHK <ul style="list-style-type: none"> TT is coming up and the team are busy preparing from it. Scoreboard has been designed with lots of stakeholders involved. They have some sponsors interested in the space. The aim is to enhance the area and showcase historical parts of the TT bringing the heart back into it. More disabled parking will be available this year. YH mentioned she was looking at the Bus stop at the Grandstand which requires new vinyls. Onchan Commissioners <ul style="list-style-type: none"> Carrying on with replacing out all the street lighting project in Onchan. 20mph limit coming into the village One off meeting about the members bill and every commissioner had a representative. 80th Anniversary VE day – Onchan are putting on an event. 			YH
	<p>What service issues have been raised or become visible</p> <ul style="list-style-type: none"> Marina berths <ul style="list-style-type: none"> 30 boats have been removed. One of the big issues is contamination in the bay. Assessing how many need to be removed this year. Berth fees have gone up which will be spent to improve the facilities at the ports. Harbour facilities to be improved by 2027 <div></div> <ul style="list-style-type: none"> Fly tipping <ul style="list-style-type: none"> The commissioners haven't seen a major change since the new pricing structure has been implemented. There are the usual hotspots including Marine Drive. 			
	<p>AOB</p> <ul style="list-style-type: none"> Milestone markers – possible a project that the prisoners could take on to repair. Action: DH to distribute journalist lists. 5 local authorities going to elections – start in on the 1st 			

	May. <ul style="list-style-type: none"> Albany Tours are donating their photography from the pod to Ramsey Train Station. Considerations of what area should present to the board on service development initiatives such as the Railways etc. 			DH
	Next Meeting Date: 15 th May 2025			
	Close			

Description	Owner	Due Date	Status
Circulate a PR schedule for 2025	DH	30/06/2025	Ongoing
Circulate visiting journalists list	DH	30/04/2025	Ongoing
Parking Permits - RC to speak with Minister Haywood to get an update as to why they have decided to change the system currently in place.	RC	15/06/2025	Ongoing
Empty Shop Windows - KR to get CP to contact us with how it worked in the past.	KR	15/06/2025	Ongoing
Countryside code and Litter campaign - YH to circulate draft litter campaign ideas for comment	YH	15/05/2025	Ongoing
Quarterbridge Car Park - YH arranging a meeting with the team to discuss options	YH	15/06/2025	Ongoing
Front of House System - JR exploring what a system would entail which would get the enquiry to the right person and capture data. JS offered his assistance to JR.	JS and JR	15/06/2025	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	31/06/2025	Ongoing
Laxey accessible toilet issues	JS	15/05/2025	Ongoing
Douglas Promenade walkway patching	KR	15/05/2025	Ongoing
Summerland Site – is this on the Manx Development Cooperation list to address. RC to investigate this.	RC	15/05/2025	Ongoing
Resident sentiment to commence with findings by next board meeting	YH	15/05/2025	Ongoing
Bus stop at the Grandstand which requires new vinyls.	YH	30/05/2025	Ongoing
MNH and Visit events committee discussion	DH/PW	15/05/2025	Ongoing
Toilets mapped on Manngis – explore possibility	YH	15/05/2025	Ongoing
Bridge control building. CG to outline opportunity – JR to arrange access for CG	JR/CG	31/03/2025	Outstanding
Vacant Retail Shop Window to be piloted in Port Erin. Possibility to have a Mobile Museum presentation to be circulated around various vacant sites.	DH/PW/ JD/JR	15/05/2025	Ongoing
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