

	<p>Extraordinary Isle campaign.</p> <ul style="list-style-type: none"> Comms needs to improve, and media outlets need to also report on the positive improvements. <ul style="list-style-type: none"> ❖ Media outlets need to be challenged as there can be negative clickbait headlines resulting in negative comments on social media. ❖ PG and CG have suggested the DF Board interface with Manx Radio to discuss how we can highlight positive improvements happening across the island. PG also invited DF Board representative onto his Agenda Radio show to talk about DF. DH, RC and SM are on the Mannin Line next week. 			DH
	<p>DOI</p> <ul style="list-style-type: none"> Staffing issues at Ellerslie Depot Difficult to meet expectations with limited budget. Team are currently focusing on safety issues first. More resource required to help. EC advised that line painting will focus on critical junctions first. Bus review – will help identify core needs and nice to haves – it does come down to funding and what can be delivered. Service Level agreement was discussed, PG advised no one disagrees with clarifying who is responsible for what – that would be easier, document needs to be fine tuned RP mentioned bus stops particularly in Onchan which need some maintenance work. Footpath paper not going to COMIN until November. Bus Service 28 was discussed <ul style="list-style-type: none"> ❖ DH advised there is a meeting with DfE and Transport on the 24/09/24 to discuss. ❖ JD mentioned communication is needed to try to avoid negative comments from the public. 			DH
	<p>DEFA</p> <ul style="list-style-type: none"> Biosphere – have a new governance structure which will engage with all communities. Chair has been appointed for the Biosphere Board and expressions of interest for inaugural board will be going out soon. They will focus on strengthening the biosphere connection for all the islanders. 2026 – periodic review from UNESCO so a lot of work is ongoing in that area. Next steps are to the gather engagement from across the island – to understand where we are now in comparison with 10 years ago. Food and Drink producers on island are also an important focus. Looking at long term solutions to help support and do justice to all providers –print, local media, buying local, promotional features on local producers. Working with Business IOM, DfE on funding and partnering. They have also assisted local producers to get the correct accreditation to be able to supply their produce to a wider market (Tesco being one). This has been a learning experience for all parties in the process. Stepped back from the food and drink – had to for a number of reasons. Steering committee set up to see what our year looks like – visibility on all the events, 			

Onchan Commissioners

- RP advised they use a system called Laserfiche that automates their report a problem system. They can make processes on this software and can also chase for an update until the enquiry has been completed. Onchan Commissioners can report on the number of reports received and what type.
- AI has also been introduced into the system.

Rushen and Arbory Commissioners

- Public Rights of Way (PROW) trimming has been completed, commissioners are happy to do it, and it works well.
- Port St Mary (PSM) also maintain some of their public rights of way.
- Fly tipping issues below the Cronk Ny Arrey Laa were discussed with the group.
- Rushen and Arbory Commissioners have opened up the heritage trail along the Colby river - Film been produced and can be view on the 4th November at the Erin Arts Centre. New bridge out of Colby has been replaced by the DOI.

Ministers

- SM advised the Isle of Man Government Conference went well. Good to hear from Officers and it was well attended.
- Ministers have been in recess for the summer but the Select Committee for the footpath motion is due to be presented to Tynwald in November.

Private sector representatives

Jo Davies

- We should be finding better ways to communicate with each other and residents.
- Sentiment questions – suggest people feed into the questions. Should be opened up to try different ways to engage residents.
- Bus Vannin feedback – can't buy a return ticket.

Charles Guard

- Feedback on Horse Trams - no signage for the horse tram, timetable isn't clear.
- Douglas Bay Tramway Heritage Trust has received donated funds that they are going to put towards an interpretation board.
- Airport – can there be more leaflet holders put in the area to promote businesses across the Island? QR codes for literature that's missing from the literature stands in departures would be useful.

Other

Rushen Heritage Trust

- Route 28, 89 complaints in 2023, 97 complaints in 2024
- Short route running around Bradda East would be very helpful to residents who live in that area and have no car/do not drive. RHT would point out that the DOI's

	<p>Transport Strategy aims to reduce short car journeys so this would fit with the criteria, and the route could possibly be combined with Service 28.</p> <ul style="list-style-type: none"> • From Port Erin, the most obvious route is a direct service to Peel or at least a service from Peel to Castletown. • The Bus Vannin timetable is overwhelming. • RHT believe a lot could be done to improve Cregneash. The village needs investment - at present it is not good value for the £10 charged. • MNH - several local people who pay for Friends' Membership have expressed dissatisfaction that they cannot visit some sites because there is no suitable public bus transportation. 			
DF 04-24	<p>Destination First Performance (Measurement required)</p> <p>Discussed in our update.</p> <p>KPIs</p> <ul style="list-style-type: none"> • KPIs will be evaluated at the end of the discovery phase and agreed by the Board for ongoing attainment. <p>Action Log</p> <ul style="list-style-type: none"> • To be reported from now on a table highlighting the changes that have been implemented since 1/7/24. <p>Engagement so far</p> <ul style="list-style-type: none"> • 8 DOI meetings • 4 Sea terminal signage meetings • 3 DEFA meeting • Commissioners – 6 meetings so far, 3 arranged • 2 MNH meetings • 4 Prison Executives meetings • 7 interested parties meetings <p>Local Authority Self Assessments</p> <ul style="list-style-type: none"> • Received 1 self-assessment back • 21 Clerks contacted • Top service issues <ul style="list-style-type: none"> ❖ Cleanliness, debris ❖ High hedges/overgrown vegetation ❖ Byelaws including dilapidated properties ❖ Flytipping, Streetlights, Open spaces ❖ Waste 		Chair/YH	
DF 05-24	<p>For support - Enhancement of the Sea Terminal Paper</p> <ul style="list-style-type: none"> • YH gave an overview of background of what has happened around signage in the past. • All in agreement in support of Visit requesting the £100K funding • JD suggested including a feedback wall in the Sea Terminal • EC mentioned that Manx wording should be used. We have a directive to use Manx in any signage we produce. 		YH	
DF 06-24	<p>For discussion - Volunteer (Biosphere) ranger workforce</p> <ul style="list-style-type: none"> • YH gave an overview of the proposal and invited comments from the board. • EC felt that the paper did not include sufficient costings. Paper needs to be formulated to build on the case – in principle is this worth looking at. Budgets and additional 		YH	YH

	<p>resource would need to be looked at if supervisors are required.</p> <ul style="list-style-type: none"> RC advised there are 2 new supervisors appointed in the community service team. 			
	<p>Further points of discussion and consideration</p> <p>Implementing an application/front end system to enable residents and visitors to report issues and improvements to the relevant departments and areas</p> <ul style="list-style-type: none"> Procurement of a new system – need to seek input/support on best solution. When RC spoke to Digital Isle of Man they suggested Dynamics/Copilot/GBT chat with no need for AI to start with. The new system could look to combine all web enquiries and provide a central database of the main issues local authorities are encountering. Commissioners advised this would be useful. RC to pull together a schematic on how this could work. <p>Consumer sentiment research</p> <ul style="list-style-type: none"> Board in unanimous agreement that Resident and Visitor sentiment should be captured at the start of the DF programme. YH to outline of a set of questions and what we could do in this area to be produced. In addition, it will need to be added onto survey monkey. EC mentioned we should try to get a diversity of input, different demographics, consider how we can reach the full breadth of the Island. JD suggested looking at other ways to engage residents that isn't just on survey monkey. The DF Board should also be tapping into different groups for sentiments including accessibility groups. <p>Keep Mann Tidy campaign</p> <ul style="list-style-type: none"> DF Board is in agreement to explore the Keep Mann Tidy initiative again. The key will be communication with education within the school environment. DF Board needs to take into account the Waste Management Strategy particularly with regards to recycling as that could be part of the messaging. YH to produce a paper to see how it could look. <p>Frequency of meetings</p> <ul style="list-style-type: none"> RC would like the next DF Board meeting early in November 2024. <p>Minutes</p> <ul style="list-style-type: none"> Should be published and any sensitive sections redacted. 		All	<p>RC</p> <p>YH</p> <p>YH</p>
	<p>Any other business</p> <p>Parking permits</p> <ul style="list-style-type: none"> JR mentioned parking permits for self-catering properties. Action for YH to check where this got to and progress. <p>Working with local authorities</p> <ul style="list-style-type: none"> DF Board members should reach out and have 			<p>YH</p>

	<p>conversation face to face with Local Commissions to get an overview of feeling and any recommendations they have.</p> <ul style="list-style-type: none"> Consider whether combined authority meetings would be useful to get discussions started. RC to arrange a meeting with PG to consider next steps 			RC/PG
	Next Meeting Date: W/C Monday 4 th November			
	Close			

Action Summary

Ref	Description	Owner	Due Date	Status
	Publish terms of reference, board members and minutes on the trade site	YH	28/10/2024	Ongoing
	Comms needs to improve and media outlets need to also report on the positive improvements.	DH		Ongoing
	DH advised there is a meeting with DfE and Transport on the 24/09/24 to discuss Bus 28.	DH	24/09/2024	Ongoing
	Conversation between MNH and DEFA on if there are any opportunities to work together on future food and drink events.	PW/SG	28/10/2024	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		Ongoing
	Volunteer Biosphere ranger workforce – expand the paper to included costings	YH	28/10/2024	Ongoing
	Pull together a schematic on how a new front-end system for report a problem could work.	RC	28/10/2024	Ongoing
	Resident sentiment questions	YH	28/10/2024	Ongoing
	Keep Mann Tidy Campaign paper	YH	28/10/2024	Ongoing
	Parking Permits – to find out where this got up to and how we can progress	YH	28/10/2024	Ongoing
	Working with local authorities progress	RC/PG	28/10/2024	Ongoing