

ONCHAN DISTRICT COMMISSIONERS

*Hawthorn Villa,
79 Main Road, Onchan.*

ORDINARY MEETING

11th June 2026

Sir/Madam

You are hereby summoned to attend an **ORDINARY Meeting of the Authority** to be held in the Boardroom at **HAWTHORN VILLA, 79 MAIN ROAD, ONCHAN** to transact the undernoted business on:

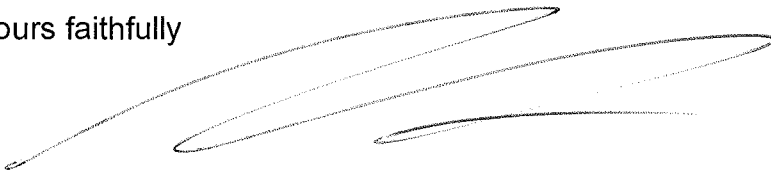
Monday 15th June 2026

7:00 pm - Board Meeting

which will be followed by a meeting of the Board sitting **IN COMMITTEE**. Items on this agenda marked **(P)** will be considered in private, and correspondence is circulated separately.

Please note that the minutes referred to in the agenda have yet to be confirmed by the Authority as a true and correct record of proceedings at the various meetings, and will be published after ratification.

Yours faithfully



**R PHILLIPS
CHIEF EXECUTIVE/CLERK**

AGENDA

The order of business at every meeting of the Authority shall be in accordance with that laid down in Standing Order No. 17 or by a resolution duly moved and seconded and passed on a motion which shall be moved and put without discussion.

Chief Executive/Clerk to provide emergency evacuation procedure for Hawthorn Villa at the commencement of the Meeting.

1. To choose a person to preside if the Chairman and Vice-Chairman be absent:

None.

2. Declarations of Interest of Members and Officers (in accordance with Standing Order 18):

3. To deal with any business required by statute to be done before any other business:

None.

4. To approve as a correct record and sign the Minutes of the:

4.1 Minutes of the Ordinary Meeting held on Monday 1st June 2026 *(Appendix 1.1)*

5. To dispose of any relevant business arising from such minutes if not referred to in the Minutes of any Special Committee:

None.

6. To dispose of any relevant business adjourned from a previous meeting:

None.

7. To deal with any business expressly required by statute to be done:

None.

8. To consider any planning decisions/communications from the Department of Infrastructure Planning Committee:

8.1 Plans for Consideration *(Appendix 8.1)*

	Planning Reference	Applicant/Address	Return Date
(a)	PA 26/00332/B	Mrs C McCormick - Thie Ain, 63 Howe Road	19 th June 2026
(b)	PA 26/00350/B	Mr R Shaw - 11 Beech Avenue	26 th June 2026

8.2 Planning Communications

25/91035/B – 15 Summerhill Road

(Appendix 8.2)

9. Finance and General Purposes:

- 9.1 (P) Rent Arrears for Garage Tenants *(Appendix 9.1)*
- 9.2 (P) Rent Arrears for Social Housing Tenants *(Appendix 9.2)*
- 9.3 (P) Commercial Rent Arrears *(Appendix 9.3)*

10. Consideration of any Reports from the Clerk or other Officer:

- 10.1 Onchan Pleasure Park – Event Ground and Vendor Hire *(Appendix 10.1)*
- 10.2 BoardEffect – Proposed Governance Improvement for Board Meetings *(Appendix 10.2)*
- 10.3 Year of the Manx Language – Manx Naming Proposal for Onchan Pleasure Park Electric Boats *(Appendix 10.3)*
- 10.4 Onchan Pleasure Park – Padel Tennis Development Update *(CEO to Report)*
- 10.5 (P) Onchan Raceway Limited – Commercial Tenancy Request *(Appendix 10.5)*

11. Consideration of any relevant correspondence (already circulated unless indicated):

- 11.1 Cabinet Office – Regional Hubs Report *(Appendix 11.1)*
- 11.2 Isle of Man Friends of the Earth *(Appendix 11.2)*

12. To answer any questions asked under Standing Order 25:

None.

13. To answer any Motions in the order in which notice has been received:

None.

14. Environmental and Technical Services:

None.

15. Housing Matters:

None.

16. Chairman’s Announcements:

Dates for Diary:

Date	Organisation	Event	Time
12 th June 2026	Onchan Methodist Church	Coffee Morning in aid of Live at Home	10:00 am to 12 noon
15 th June 2026	Onchan District Commissioners	Board Meeting	7:00 pm
29 th June 2026	Onchan District Commissioners	Board Meeting	7:00 pm

17. Any other URGENT business as authorised by the Chair for consideration

PLANS LIST**Board Meeting to be held on Monday 15th June 2026****The Lead Member of Environmental and Technical Services and the District Surveyor have viewed the applications and recommend the following:-**

	Applicant/Address	Description
PA 26/00332/B Return Date 19/06/2026	Mrs Caroline McCormick Thie Ain, 63 Howe Road Onchan IM3 2AY	Extension to existing balcony to rear elevation of dwellinghouse with external access stairs
	Recommendation – Approve	
PA 26/00350/B Return Date 26/06/2026	Mr Robert Shaw 11 Beech Avenue Onchan IM3 3HQ	Erection of single storey extension to east elevation of existing dwellinghouse
	Recommendation – Approve	



Department of Environment, Food and Agriculture

Rheynn Chymmyltaght, Bee as Eirinys

Please reply to the signatory
Our Ref: BRU/25/91035/B/RTGE

Tel: (01624) 685950
Email: planning@gov.im
Planning & Building Control

Onchan Commissioners
Clerk To The Commissioners
Hawthorn Villa
79 Main Road
Onchan
Isle Of Man
IM3 1RD

Dear Mr Forgie,

TOWN AND COUNTRY PLANNING ACT 1999

The Town and Country Planning (Development Procedure) Order 2019

PA Ref: 25/91035/B
For: Replacement of existing conservatory with single story extension to side elevation, and erection of single story extension to rear elevation of existing dwellinghouse
At: 15 Summerhill Road Onchan Isle Of Man IM3 1NE

The Department of Environment Food and Agriculture has determined to the abovementioned planning application.

Any reasons, conditions or notes which apply to the decision are set out below.

1. Whilst the proposed extension to the North West, and the proposed window alterations/solar panels are deemed acceptable, the proposed extension to the South East by reason of its size, scale and flat roofed design, is considered to have an adverse visual impact upon the main dwelling by being of a design and built form that would be incongruous to the main dwelling. Due to the location of the proposal, it will appear unduly prominent due to its design and materials, and would detract from the appearance of the dwelling, as such the proposal is contrary to General Policy 2(b) of the Isle of Man Strategic Plan 2016, and the principles of the Residential Design Guide 2021.

This decision was made by the Head of Development Management in accordance with the authority delegated to them.

A copy of the Officer's report and any correspondence which informed the assessment and decision is available to view on the Government's website (via <https://pbc.gov.im/online-applications/>)

This decision refers only to that applied for under the Town and Country Planning Act 1999 and its subordinate legislation.

This decision does not have effect ;

- a) if an appeal is submitted and until it is determined or withdrawn;
- b) where no appeal is submitted, but there are potential appellants in addition to the applicant, until the time within which an appeal may be submitted had expired.

In its assessment, the Department has determined that your authority has have been afforded rights to give evidence should an appeal be lodged. Where an appeal may be lodged you will be invited by the Cabinet Office to give evidence and contribute at the appropriate time (see **<https://www.gov.im/appealrights>**).

Yours sincerely



**Interim Director of Planning
and Building Control**



REPORT

Report to:	Board of Onchan District Commissioners
Reporting Officer:	Chief Executive/Clerk
Date of the Meeting:	15 th June 2026
Subject:	Onchan Pleasure Park – Event Ground and Vendor Hire Charges
Public or Private Document:	Public

Introduction:

At the Ordinary Board Meeting held on 30th March 2026, the Board requested that the Chief Executive/Clerk obtain information regarding event ground hire charges at comparable venues and prepare a report outlining proposed charges for consideration in relation to future events hosted at Onchan Pleasure Park.

Following consideration of the originally proposed charges at the Ordinary Board Meeting held on 1st June 2026, the Board Members are requested to consider the updated proposed Onchan Pleasure Park Event Ground Hire Charges.

Previously Considered by the Board:

- Ordinary Board Meeting held on 30th March 2026.
Minute reference C26/03/03/10.
- Ordinary Board Meeting held on 1st June 2026.
Minute reference C26/06/01/10.

Recommendation/s or Action/s Taken:

Option 1

That the Board resolves to approve and implement, with immediate effect, the Onchan Pleasure Park Event Ground Hire Charges as detailed in the report of the Chief Executive/Clerk dated 15th June 2026. Furthermore, the Board agrees that these charges will be reviewed annually as part of its consideration of service charges and the District Rate.

Option 2

That the Board makes amendments to the proposed charges and thereafter resolves to approve and implement, with immediate effect, the Onchan Pleasure Park Event Ground Hire Charges. Furthermore, the Board agrees that these charges will be reviewed annually as part of its consideration of service charges and the District Rate.

Supporting Rationale:**Potential Positive Impacts of Introducing Event Ground and Vendor Hire Charges**

- Increased income – charges generated will provide additional revenue for the Authority that can be used to offset operational and maintenance expenditure.
- Cost recovery – those who use the facilities will contribute fairly to the costs incurred by the Authority, rather than these being absorbed entirely by ratepayers.
- Supports long term sustainability of the Park – income can be reinvested into maintaining and improving the facilities.
- Good governance – a formal charging structure encourages more responsible and planned use of the grounds, as well as transparency and equal treatment for all event organisers.

Additionally, charging for event spaces and food vendor pitches shows fairness towards local businesses who are paying rates, and rent or mortgage repayments.

Potential Negative Impacts of Introducing Event Ground and Vendor Hire Charges

- Reduction in usage – some event organisers may be discouraged by the introduction of charges, leading to fewer bookings.
- Perception of reduced community access – members of the public may feel that charging limits the accessibility of public spaces; however, the Park has in recent years been used for many events, including limitations on access to public spaces.
- Administrative burden – implementing and managing a charging system will increase workload for the Administration and Finance Departments.
- Possible need for concessions or exemptions – the Board may wish to consider discounted rates or waivers for certain groups, which can complicate the Authority's administration processes.

Other Local Authority Hire Costs

- Other local authorities and Isle of Man Government Departments are charging event organisers and food vendors ground rent when using their venues. A list of the details obtained can be viewed in the appendix labelled "Comparative Hire Fees".

Alternatives Considered but not Recommended:

That the Authority continues to allow event organisers and food vendors to use Onchan Pleasure Park as a venue with ad hoc charges for ground hire administered.

Standing Orders:
Not applicable.
Resource Impact:
There will be a resource impact on the Administration and Finance Departments, as the charges will require additional administrative time, processing, and debt recovery.
Financial Impact:
Charges set for event ground hire will generate additional income for the Authority, thereby contributing to offsetting operational expenditure.
Legal and/or Insurance Impact:
Not applicable.
Equality Impact:
Not Applicable.
Climate Change Impact:
Not Applicable.
Consultation with Others:
<ul style="list-style-type: none"> • Event Lighting Solutions Group Limited. • Department of Education, Sport and Culture. • Numerous local authorities. • Onchan District Commissioners – Lead Member for Finance and General Purposes.
General Data Protection Regulations and/or Confidentiality Impact:
Not applicable.
Appendices:
<p>See enclosed:</p> <ul style="list-style-type: none"> • Proposed Onchan District Commissioners Event Ground and Vendor Hire Charges – Proposals 1 and 2. • Comparable Event Charges.

For Members Consideration

A handwritten signature in black ink, consisting of several overlapping, sweeping strokes that form a cursive name.

ROSS PHILLIPS
CHIEF EXECUTIVE/CLERK

Proposed Onchan District Commissioners Event Ground and Vendor Charges

Proposal 1

Ground Rent Charge - hire of grassland per metre squared	
Ground rent charge per day of event	£0.45
Ground rent charge per day of setting up event	£0.23
Ground rent charge per day of dismantling event	£0.11
Ground rent charge per day of event (registered charity)	£0.23
Ground rent charge per day of setting up event (registered charity)	£0.11
Ground rent charge per day of dismantling event (registered charity)	£0.06
Deposit Fee - hire of grassland per metre squared	
Deposit is 50% of the overall event daily fees	-
The same deposit applies to registered charity events	-
Food or Drink Vendor/Catering Vehicle Charge	
Daily charge	£25.00
Daily charge (registered charity vendor)	£0.00

Note: All fees are exclusive of VAT.

Note: All fees do not included access to electrical supplies, or the provision of refuse services. If required, the fees for these services are to be agreed in advance of the event by the Chief Executive/Clerk.

Example 1: The former pitch and put green in front of the café at Onchan Pleasure Park is 1125 metres squared.

Proposed Onchan District Commissioners Event Ground and Vendor Charges**Proposal 2**

Ground Rent Charge - hire of grassland per metre squared	
Ground rent charge per day of event	£0.30
Ground rent charge per day of setting up event	£0.10
Ground rent charge per day of dismantling event	£0.05
Ground rent charge per day of event (registered charity)	£0.15
Ground rent charge per day of setting up event (registered charity)	£0.05
Ground rent charge per day of dismantling event (registered charity)	£0.03
Deposit Fee - hire of grassland per metre squared	
Deposit is 50% of the overall event daily fees	-
The same deposit applies to registered charity events	-
Food or Drink Vendor/Catering Vehicle Charge	
Daily charge	£25.00
Daily charge (registered charity vendor)	£0.00

Note: All fees are exclusive of VAT.

Note: All fees do not included access to electrical supplies, or the provision of refuse services. If required, the fees for these services are to be agreed in advance of the event by the Chief Executive/Clerk.

Example 1: The former pitch and put green in front of the café at Onchan Pleasure Park is 1125 metres squared.

APPENDIX 10.1.

Comparable Event Charges

<u>Nobles Park</u>	
Administration Fee	
Up to 500 attendees	£280.54
501 to 2,000 attendees	£329.33
2,001 to 10,000 attendees	£548.79
Ground Rent Fee - hire of grassland per 1,000 m2	
Minimum 5 day charge	£353.70
Minimum 5 day charge (registered charity)	£146.50
Daily charge thereafter	£72.10
Daily charge thereafter (registered charity)	£29.50
Deposit Fee	
Hire of grassland up to 2,000 m2	£1,219.60
Hire of grassland up to 2,000 m2 (registered charity)	£1,219.60
Hire of grassland up to 2,001 m2 up to 5,000 m2	£6,097.60
Hire of grassland up to 2,001 m2 up to 5,000 m2 (registered charity)	£6,097.60
<u>Villa Marina Gardens</u>	
Ground rent fee per day of event	£2,650
Ground rent fee per day of setting up event	£1,325.00
Ground rent fee per day of dismantling event	£663
Deposit is 50% of the overall event daily fees	-
<u>Food or Drink Vendor Pitch Fee</u>	
Ramsey Town Commissioners per pitch (sporadically)	£100 to £150
Braddan Parish Commissioners per pitch (sporadically)	£0 to £50
Douglas City Council per pitch	£0
Other local authorities had either no or limited information available, but all that do administer charges do so sporadically	-

Note: All fees are exclusive of VAT

Note: Douglas City Council used to charge food and drink vendors a pitch fee to attend their events, but experienced difficulties obtaining the services of vendors to support their events so removed the charge



REPORT

Report to:	Board of Onchan District Commissioners
Reporting Officer:	Chief Executive/Clerk
Date of the Meeting:	15 th June 2026
Subject:	BoardEffect – Proposed Governance Improvement for Board Meetings
Public or Private Document:	Public

Introduction:

The Authority currently administers Board Meetings using a range of separate processes. This approach is not an efficient use of the Authority's resources in relation to officer time and printing costs, and makes it difficult to appropriately manage confidential information.

These procedural issues were raised as concerns by the previous Board during 2024 and 2025. To address these concerns, officers have investigated a number of digital governance applications.

The most user friendly and cost effective solution identified is BoardEffect. BoardEffect will provide the Authority with a secure, centralised application for distributing meeting papers, managing agendas and minutes, supporting Board Member inductions, communication and participation, and ensuring compliance with data protection and governance standards.

The Board is therefore requested to consider the following questions:

- 1) Does the Board wish to change the current process of Board Meeting administration.
- 2) If yes to the above question, does the Board wish to progress the implementation of BoardEffect as a solution to improve governance.
- 3) How will the purchase of the application and the required user licences, together with any electronic devices needed for use by Board Members be funded; and
- 4) When would the new initiative be implemented.

<p>Previously Considered by the Board:</p> <p>Ordinary Board Meeting held on 17th February 2025.</p> <p>Minute reference C25/02/02/04.</p>
<p>Recommendation/s or Action/s Taken:</p> <p><u>Option 1</u></p> <p>That the Board resolves to improve the governance of the Authority's Board Meeting administration by:</p> <ul style="list-style-type: none"> • Making provision within the draft 2027/28 financial year budget and Rate setting process for the purchase of BoardEffect and the required user licences, together with any electronic devices needed by Board Members; and • Implementing the initiative from the commencement of the 2027/28 Municipal Year. <p><u>Option 2</u></p> <p>That the Board does not agree to progress BoardEffect as a solution to improve the governance of the Authority's Board Meetings, and requests that information regarding other options be brought back to the Board for further consideration.</p>
<p>Supporting Rationale:</p> <p><u>The Authority's Current Working Practice</u></p> <p>Currently, the Board Meeting agenda packs are collated and manually printed for each Board Member and the relevant officers, and then hand delivered each fortnight to the Board Members' homes.</p> <p>The issues this creates are as follows:</p> <p>Inefficiencies and Errors</p> <ul style="list-style-type: none"> • Administrative burden impacting the Authority's resources. • Risk of human error, such as missing papers, outdated versions, or misprints. • Time delays for Board Members receiving information. • Unnecessary expenditure including officer time, travel, and printing. • Outdated versions of information may remain in circulation. <p>Vulnerabilities</p> <ul style="list-style-type: none"> • Security during transit if information is lost or mislaid. • No audit trail of who received what and when.

General Data Protection

Once delivered, the documents become the personal responsibility of each Board Member. This creates several governance and compliance risks, such as:

- Sensitive information stored in private homes.
- The Authority's lack of control over retention or destruction of information, meaning there is no way to enforce retention schedules or disposal policies, and confidential information may persist indefinitely.
- No assurance that documents are destroyed when a Board Member is no longer democratically elected to represent the District.

Other Local Authority Working Practices

It is noted that each local authority administers its Board Meetings differently, with only Douglas City Council and soon to be Braddan Parish Commissioners utilising a digital meeting governance platform.

Douglas City Council currently uses an application called OneAgenda; however, it is noted that the charges for using this application are higher than BoardEffect, and both applications have similar functionality.

Braddan Parish Commissioners have recently resolved to start using BoardEffect, and have agreed to share the set up costs with the Authority if the Board resolves to progress the use of the application.

The Previous Board's Concerns

Board Meeting governance was last considered by the previous Board during 2025 following a data breach that was investigated by the Information Commissioner's Office, and the introduction of Motion 70, which was a procedural change proposed to resolve concerns regarding appropriately managing confidential information that forms part of the Board Members' agenda packs.

It was requested that the Chief Executive/Clerk source information regarding options to resolve the concerns not addressed by Motion 70.

Overview of the Benefits of BoardEffect

Functionality	Current Potential Issues/ Risks	Benefits of BoardEffect
Access to information	Board Members receive agendas and reports by email or printed packs. Documents can be missed, lost, or overlooked within email inboxes.	All information stored in one secure portal, accessible anytime on any device.
Updates and late information	Last minute changes require re-sending emails or reprinting agenda packs.	Real-time updates ensure Board Members always

	Board Members may work from outdated versions.	have the latest version of information instantly.
Document management	Multiple versions circulated. Officer time spent compiling, formatting, and distributing packs.	Automated agenda and pack creation reduces officer time and eliminates confusion regarding different versions of information.
Security	Information may be emailed to personal accounts or stored on personal devices, increasing GDPR risks.	Encrypted, permission controlled access keeps all documents secure and compliant.
Board Member preparation	Board Members annotate printed papers or juggle information across devices.	Built in annotation and search tools make preparation faster and more organised.
Communication	Discussions may occur via personal email, creating security and transparency issues.	Secure messaging within the application keeps governance communication in one compliant place.
Onboarding new Board Members	Newly elected Board Members rely on emailed documents, ad hoc guidance, and scattered information.	Centralised induction information helps newly elected Board Members get up to speed quickly, as well as being an archive of information for existing Board Members.
Audit & Freedom of Information readiness	Officers must manually locate past papers, emails, and decisions.	Everything stored in one auditable system, making retrieval fast and accurate.
Environmental impact	Heavy reliance on printing large meeting packs and had delivering them.	Significant reduction in paper use and vehicle movements.

Business Case

See the enclosed BoardEffect business case provided by the application provider. This document summarises the Authority's potential option to:

- Move away from a manual, inconsistent process for collating agendas.
- Make it easier for Board Members of all technical ability to access information on their digital devices; and
- Ensure sensitive information is managed securely.

Alternatives Considered but not Recommended:**Option 3**

That the Board does not consider changing the Authority's current working practices in relation to the administration and governance of Board Meetings.

Option 4

That the Board resolves to improve the governance of the Authority's Board Meeting administration by:

- Utilising the Authority's General Reserves within the 2026/27 financial year for the purchase of BoardEffect and the required user licences, together with any electronic devices needed for use by Board Members; and
- Implementing the system from the commencement within the 2026/27 Municipal Year.

Standing Orders:

Not applicable.

Resource Impact:

The Chief Executive/Clerk will have to allow time to prepare and assess a data protection impact assessment relating to the new initiative, undertake training, and to liaise with the following parties to ensure that the application is set up and administered correctly:

- Onchan District Commissioners – Board Members, Deputy Clerk, District Surveyor, Chief Finance Officer, and Executive Officer/Assistant.
- RED5 – the Authority's information technology contractor.
- Braddan Parish Commissioners.
- Diligent Corporation.

Financial Impact:**First Year Costs**

- £2,750 system cost and set up to be shared with Braddan Parish Commissioners. The Authority's proportion is £1,375.
- £1,000 for a bundle twenty user licenses.
- **Total = £2,375 plus VAT**

Year Two and Three Costs

3% increase per annum for years two and three of the contract.

- Year two total = **£2,446.25 plus VAT.**
- Year three total = **£2,519.64 plus VAT.**

Legal and/or Insurance Impact:**Local Government Act 1985**

- Section 10 (Proceedings and Allowances).
- Schedule 1 (Meetings and Proceedings of Local Authorities).

General Data Protection Regulations

- Data Protection Act 2018.
- Data Protection (Application of General Data Protection Regulations) Order 2018.

Equality Impact:

Not Applicable.

Climate Change Impact:**Paper**

On average per fortnight, between fifty and one hundred pieces of paper are printed and collated to provide a single Board Meeting agenda. These are then circulated to the Board Members, relevant officers, and spares for any members of the public who attend the public gallery.

Carbon Dioxide Impact

- The fortnightly carbon dioxide impact of this process is between 4.25 and 11.9 kilograms.
- The annual carbon dioxide impact of this process is between 110 and 309 kilograms.

Annually, this is equivalent to:

- Driving a petrol car between 280 and 810 miles.
- The electricity used by a typical home for two to three weeks.
- Charging a smartphone 14,000–20,000 times.

Water Impact

Paper production uses approximately ten litres of water per sheet.

- The fortnightly water usage impact of this process is between 8,500 and 17,000 litres.
- The annual water usage impact of this process is between 221,000 and 442,000 litres.

Fuel

Officers hand deliver the agenda packs to the Board Members' homes each fortnight. This process requires a vehicle travelling approximately 2.5 miles around the District.

- The fortnightly carbon dioxide impact of this task is 0.5 to 0.6 kilograms.
- The annual carbon dioxide impact of this task is 13 to 14 kilograms.

Consultation with Others:

- Diligent Corporation.
- Braddan Parish Commissioners.
- Ramsey Town Commissioners.
- Peel Town Commissioners.
- Port St. Mary Commissioners.
- Douglas City Council.
- Impact Professional Services – the Authority's Data Protection Officer.

General Data Protection Regulations and/or Confidentiality Impact:

BoardEffect will provide the Authority with:

- A controlled method of access to information for those who have a responsibility to access it.
- Audit trails of those who have accessed information; and
- Secure document distribution and retention.

A data protection impact assessment will be required for this new initiative if it is to be implemented.

Appendices:

See the enclosed business case from Diligent that provides a detailed overview of the BoardEffect application.

For Members Consideration

A handwritten signature in black ink, consisting of several fluid, overlapping strokes that form a cursive-style name.

**ROSS PHILLIPS
CHIEF EXECUTIVE/CLERK**



Business Case

Board & Governance Management Platform





Contents Table

Contents Table	1
1. Executive Summary	2
2. Improving Efficiency	3
3. Enhancing Security	4
4. Increasing Board Member Engagement.....	5
5. Benefits for Board Members	6
6. Benefits for Executive Leaders	7
7. Benefits for Board Administrators	8
8. Benefits for IT.....	9
9. About BoardEffect	10
10. Implementation Timeline & Logistics	10



1. Executive Summary

Organisations today face increasing expectations around governance, transparency and accountability. At the same time, the administrative demands of preparing for board and committee meetings continue to grow, placing pressure on staff time, budgets and resources.

BoardEffect is a specialist board management platform, purpose-built for volunteer boards serving mission-driven organisations. It provides a single, secure environment for managing board meetings, committee activities and governance records, replacing the fragmented mix of emails, shared drives, printed packs and manual processes that many organisations still rely on.

This document sets out the case for investing in BoardEffect. It outlines the key challenges that organisations commonly face in managing board operations, and explains how BoardEffect addresses each of them – from improving day-to-day efficiency and strengthening information security, to increasing board member engagement and reducing the administrative burden on staff.

BoardEffect is part of the Diligent suite, backed by the global leader in governance, risk and compliance technology, supporting more than 25,000 organisations and 700,000 board members worldwide.

2. Improving Efficiency

Preparing for board and committee meetings is one of the most time-intensive tasks in any governance function. In many organisations, the process involves manually collating reports from multiple departments, formatting agendas, assembling board packs, distributing materials by email or post, and then managing last-minute changes and version control – often across several rounds of communication. Post-meeting follow-up, including distributing minutes, tracking actions and filing records, adds further to this workload.

For organisations relying on general-purpose tools such as email, shared folders and word processors, these tasks are largely manual and repetitive. Staff time that could be directed towards strategic priorities is instead consumed by administrative coordination. The risk of errors, missed deadlines and inconsistent documentation increases with each meeting cycle. BoardEffect is designed to streamline this entire process, reducing the time and effort required at every stage of the meeting cycle.

Template-Based Agenda and Pack Creation

BoardEffect provides structured templates for building agendas and assembling board packs. Administrators can create consistent, professional meeting materials without starting from scratch each time, and updates are reflected immediately across the platform.

Contributor Workflow

Staff members across departments can upload their reports and papers directly into the relevant agenda items, without needing full access to the wider platform. This removes the need for email-based collation and reduces the back-and-forth typically involved in assembling a complete board pack.

Streamlined Approvals

Built-in approval workflows allow agendas and materials to be reviewed and signed off within the platform, eliminating the delays associated with email chains and manual sign-off processes.

Centralised Action and Minute Tracking

Meeting minutes, actions and decisions are captured and tracked within BoardEffect, making post-meeting follow-up faster and ensuring nothing falls through the cracks between meetings.

Calendar Integration

Built-in calendar with automated notifications keeps board members informed of upcoming meetings, deadlines and key dates, reducing the need for manual reminders.

3. Enhancing Security

Board-level information is among the most sensitive material in any organisation. Agendas, financial reports, strategic plans, personnel matters and legal documents all pass through the governance process, and the consequences of this information being mishandled, intercepted or accessed by unauthorised individuals can be significant – both operationally and reputationally.

Despite this, many organisations continue to distribute board materials by email, store sensitive documents on general-purpose file-sharing platforms, or rely on printed packs that can be lost, copied or left unattended. Board members' email inboxes become repositories of confidential information with no central control over access or retention. Phishing and cyber threats targeting senior leaders and board members are also on the rise, and general-purpose tools offer limited protection in this context. BoardEffect provides a purpose-built, secure environment for all board and committee information, with multiple layers of protection designed specifically for governance use.

Secure, Centralised Storage

All board materials are stored in a single, secure platform rather than being scattered across email inboxes, shared drives and personal devices. This ensures that sensitive information remains under organisational control at all times.

Encryption and Permission-Based Access

Data is encrypted both in transit and at rest. Role-based permissions ensure that users only see the boards, committees and documents that are relevant to them, with the ability to restrict access down to the individual document level.

Multi-Factor Authentication and Single Sign-On

BoardEffect supports MFA and SSO, adding an additional layer of security beyond standard username and password access. Secure password reset functionality is also included.

Secure Communication Features

Built-in secure messaging allows board members and administrators to communicate within the platform, avoiding the risks associated with email-based discussions of sensitive topics.

Industry-Leading Certifications

BoardEffect is ISO 27001, 27017 and 27018 certified, and undergoes annual SOC 1 and SOC 2 Type II audits. The platform also supports HIPAA and HITECH compliance where required. Diligent's security programme is based on the NIST Cybersecurity Framework.

4. Increasing Board Member Engagement

Effective governance depends on board members being well-prepared, actively engaged and able to contribute meaningfully to discussions and decisions. In practice, however, many organisations find that engagement levels fall short of expectations – not because board members lack commitment, but because the tools and processes in place make it difficult for them to participate effectively.

When board materials are distributed late, difficult to locate, or spread across multiple emails and attachments, board members may arrive at meetings underprepared. If the process for submitting information, responding to requests or reviewing documents between meetings is cumbersome, participation tends to decline. Over time, this can diminish the quality of discussion, slow decision-making and reduce the overall effectiveness of the board.

BoardEffect is designed to remove these barriers and make it as easy as possible for board members to engage with governance activities.

Easy Access to Materials

All meeting materials, supporting documents and governance resources are available in one place, accessible from any device at any time. Board members no longer need to search through emails or shared folders to find what they need.

Mobile-Friendly Platform with Dedicated App

BoardEffect's mobile app allows board members to review materials, annotate documents and prepare for meetings on the go, whether they are using a phone, tablet or laptop.

Digital Annotation and Private Notes

Board members can highlight, annotate and make private notes directly on documents within the platform, supporting thorough preparation without the need for printed materials.

Surveys and Feedback Tools

Built-in survey and polling functionality makes it straightforward to gather input from board members between meetings, supporting ongoing engagement and ensuring that all voices are heard.

Engagement Reporting

BoardEffect provides reporting tools that allow administrators to track board member activity, including document access, attendance and participation, helping to identify and address engagement gaps proactively.

5. Benefits for Board Members

Board members are typically volunteers who give their time alongside other professional and personal commitments. The tools and processes used to support them should make governance as straightforward and accessible as possible, rather than adding complexity or frustration. BoardEffect is designed with this principle at its core, providing an intuitive, purpose-built experience for board and committee members.

Prepared and Informed for Every Meeting

Board packs, agendas, supporting documents and previous minutes are all available in one central location, well in advance of each meeting. Board members can review materials at their own pace and arrive fully prepared for productive discussions.

Everything in One Secure Location

Rather than managing multiple emails, attachments and file links, board members have a single platform where all governance-related information is organised and easy to find. Historical documents and archives are also readily accessible.

Access on Any Device

BoardEffect is a mobile-friendly platform with a dedicated app for iOS and Android. Board members can access materials from their phone, tablet or laptop, and where appropriate, download content for offline access so they can prepare even without an internet connection.

Digital Annotation and Private Notes

Board members can highlight key sections, add annotations and make private notes directly within documents on the platform. These notes are personal and visible only to the individual, supporting thorough and confidential preparation.

Powerful Search and Resource Library

A comprehensive search function and structured resource library make it easy for board members to locate supporting documents, policies, bylaws and other reference materials quickly, without needing to contact administrators.

6. Benefits for Executive Leaders

Executive leaders rely on effective board governance to support strategic decision-making, maintain oversight and drive organisational performance. When board processes are inefficient or fragmented, it can be difficult to ensure that the right information reaches the right people at the right time, and that strategic priorities receive the attention they deserve. BoardEffect helps executive leaders to focus on what matters most by streamlining the operational side of governance.

Strategic Planning and Monitoring

BoardEffect provides tools to create, share and monitor strategic plans within the platform, ensuring that board discussions remain aligned with organisational priorities and that progress is visible to all relevant stakeholders.

Collaborative Working

Executive leaders and board members can collaborate on plans, proposals and next steps within a secure environment, reducing reliance on email chains and ensuring that discussions are captured and accessible.

Board Preparedness and Engagement

With all materials centralised and easily accessible, executive leaders can be confident that board members have what they need to engage meaningfully with the agenda. Engagement reporting provides visibility into how actively members are preparing and participating.

Freeing Up Administrative Time By automating and streamlining board preparation, BoardEffect reduces the administrative burden on staff who support executive leaders. This frees up time and resources to focus on strategic initiatives rather than logistical coordination.

Streamlined Approval Processes

Built-in approval workflows allow executive leaders to review and approve agendas, minutes and other documents efficiently, without the delays associated with manual processes.

Succession Planning and Resource Management

BoardEffect supports effective succession planning by maintaining comprehensive records of board member terms, skills and contributions, and by providing structured onboarding for new members.

7. Benefits for Board Administrators

Board administrators are at the heart of the governance process, responsible for coordinating meetings, preparing materials, managing communications and maintaining records. In many organisations, these tasks are handled using a combination of email, word processors, spreadsheets and shared folders – an approach that is time-consuming, error-prone and difficult to scale. BoardEffect is designed to make board administration significantly more efficient and less stressful.

Agenda Creation and Approval

BoardEffect's drag-and-drop agenda builder allows administrators to create professional, structured agendas quickly. Built-in approval workflows mean that agendas can be reviewed and signed off within the platform, without the need for email-based back-and-forth.

Efficient Board Pack Preparation

Administrators can assemble and update board packs within the platform, with the ability to add, remove or reorder documents at any point. Changes are reflected immediately, eliminating version control issues and last-minute reprinting.

Secure Distribution of Materials

Board materials are published and distributed securely through the platform, with automatic notifications sent to board members. There is no need to email large attachments or manage postal distribution.

Granular Permissions and User Management

Administrators can set permissions for different users and committees, ensuring that each individual only has access to the materials relevant to them. This is particularly important for sensitive sub-committees such as remuneration or audit.

Document Libraries and Archives

BoardEffect provides structured libraries and archives for storing key documents such as policies, bylaws, financial statements and historical meeting records. These are searchable and accessible to authorised users at any time.

Onboarding New Board Members

New board members can be set up on the platform quickly, with immediate access to relevant materials, historical records and orientation resources. This supports a smooth transition and helps new members get up to speed faster.

8. Benefits for IT

IT teams are often called upon to support board operations, whether that involves managing access to shared folders, troubleshooting login issues for external board members, or addressing security concerns around the distribution of sensitive materials. BoardEffect is designed to minimise the demands placed on IT while providing a level of security and compliance that meets the highest standards.

Secure, Purpose-Built Platform

BoardEffect provides a dedicated, secure environment for board materials, removing the need for IT to configure and maintain general-purpose tools for governance use. All sensitive materials are stored in one location with robust access controls.

Multi-Factor Authentication and Single Sign-On

MFA and SSO are supported out of the box, along with secure password reset functionality. This reduces the volume of access-related support requests and strengthens the overall security posture.

Encryption and Permission-Based Access

Data is encrypted in transit and at rest, and role-based permissions ensure that access is tightly controlled. IT teams can be confident that board information is protected to the highest standard.

Maintenance, Upgrades and 24/7 Support

All platform maintenance, upgrades and technical support are provided by BoardEffect's dedicated team, available 24/7. There is no requirement for internal IT resources to manage the platform or handle routine support queries.

Self-Serve Training Resources

Comprehensive training materials are available for both staff and board members, reducing the need for IT involvement in onboarding and user support.

Commitment to Security Best Practices and Innovation

BoardEffect continuously invests in security innovation and maintains certifications including ISO 27001, 27017, 27018, SOC 1 and SOC 2 Type II, and supports HIPAA and HITECH compliance. Diligent's security programme is based on the NIST Cybersecurity Framework.

9. About BoardEffect

BoardEffect is a comprehensive board management platform that empowers volunteer boards to make informed decisions with confidence. Purpose-built with the unique needs of nonprofit, membership and mission-driven organisations in mind, BoardEffect streamlines board processes, enhances communication and promotes accountability – making it easier for organisations to focus on their mission.

As part of the Diligent One Platform, BoardEffect is backed by the global leader in governance, risk and compliance technology. Diligent supports more than 25,000 organisations and over 700,000 board members and leaders worldwide, with more than \$700 million in annual revenue invested in solutions that meet the evolving needs of boards and governance professionals.

Thousands of organisations across the nonprofit, healthcare, education, association and public-interest sectors trust BoardEffect to simplify their board management and strengthen their governance practices.

BoardEffect provides a complete suite of tools covering every stage of the board management cycle, including agenda building, digital board books, meeting minutes, document management, calendar integration, attendance tracking, digital signatures, polls and voting, approvals and workflows, secure workrooms, surveys, reporting and a dedicated mobile app – all supported by unlimited training and 24/7 live support.

10. Implementation Timeline & Logistics

Getting started with BoardEffect is straightforward. The BoardEffect team works with each organisation to create a tailored implementation plan, recognising that every board operates differently and that the transition to a new platform should be as smooth and low-effort as possible.

The typical implementation timeline is approximately four to six weeks from project kickoff to go-live, following a structured process:

- **Week 1** – Kickoff call to understand your organisation's structure, goals and requirements
- **Week 2** – Administrator training to ensure your team is confident using the platform
- **Week 3** – Configuration and set-up, tailored to your boards, committees and workflows
- **Week 4** – Coordination of the board member onboarding plan
- **Week 5** – Pilot group training to test and refine the set-up
- **Week 6** – Preparation call ahead of the full board launch
- **Week 7** – Board member orientation session, delivered live or recorded for future use

Implementation is included as part of the subscription – there is no separate implementation fee. Following go-live, a dedicated Customer Support Manager provides ongoing engagement and assistance to ensure adoption and long-term success.



Please note: this is an average timeline. Your actual timeline may vary based on the package you choose and your team's availability.



REPORT

Report to:	Board of Onchan District Commissioners
Reporting Officer:	Chief Executive/Clerk
Date of the Meeting:	1 st June 2026
Subject:	Year of the Manx Language – Manx Naming Proposal for Onchan Pleasure Park Electric Boats
Public or Private Document:	Public

Introduction:

The Board has recently met with representatives from Culture Vannin regarding ways to celebrate the Year of the Manx Language for 2026, in addition to the Board previously considering the matter in late 2025.

The Board Members are requested to consider an idea to incorporate the Manx Language within the workings of the Authority.

Previously Considered by the Board:

Ordinary Board Meeting held on 3rd November 2025.

Minute reference C25/09/02/11.

Recommendation/s or Action/s Taken:

Option 1

That the Board resolves to support the implementation of the Manx naming of the Onchan Pleasure Park electric boats.

Option 2

That the Board does not support the implementation of the Manx naming of the Onchan Pleasure Park electric boats, and that the Board Members provide their own ideas for consideration regarding incorporating the Manx language within the workings of the Authority.

Supporting Rationale:

Naming the Authority's electric leisure boats with Manx names is a cheap and meaningful way to celebrate the Year of the Manx Language. It increases the visibility of Manx in

public spaces, encourages learning, strengthens cultural identity, and demonstrates the Authority's commitment to supporting the island's linguistic heritage.
Alternatives Considered but not Recommended:
That the Board does not consider ideas to incorporate the Manx Language within the workings of the Authority.
Standing Orders:
Not applicable.
Resource Impact:
An officer will need to design and order the name stickers/graphics. The Open Spaces and Parks Mechanic will install the name stickers/graphics.
Financial Impact:
The quotations obtained from online sticker/graphic providers are between £10 and £20 per boat name, depending on the length of the wording within the name. A total budget of £200 is proposed, and to be funded from the Authority's existing budget.
Legal and/or Insurance Impact:
Not applicable.
Equality Impact:
Not Applicable.
Climate Change Impact:
Not Applicable.
Consultation with Others:
Culture Vannin.
General Data Protection Regulations and/or Confidentiality Impact:
Not Applicable.
Appendices:
See the enclosed list of proposed Onchan Pleasure Park electric boat names and images of the proposed name stickers/graphics.

For Members Consideration

A handwritten signature in black ink, consisting of three distinct, sweeping horizontal strokes that overlap slightly.

**ROSS PHILLIPS
CHIEF EXECUTIVE/CLERK**

APPENDIX 10.3

Onchan Pleasure Park – Manx Boat Name Ideas

- 1) Manannan Mac Lir (MAN-uh-nawn mak LEER) – Celtic sea god.
- 2) Cabbyl ushtey (kah-vul USH-tcha) – Water horse.
- 3) Tarroo ushtey (ta-roo USH-tcha) – Water bull.
- 4) Grian (GREE-an) – Sun.
- 5) Eayst (Ayst) – Moon.
- 6) Rollage (ro-LAIRG) – Star.
- 7) Mooir (Murr) – Sea.
- 8) Ben Varrey (Ben VARR-uh) – Mermaid.
- 9) Tonn (Ton) – Wave.
- 10) Teeval (TEE-val) – Princess of the Ocean.



Mooir
Mooir
Mooir

Ross Phillips

From: Ross Phillips
Sent: 09 June 2026 12:02
To: Ross Phillips
Subject: FW: Regional Hubs Report for June Tynwald – Request for Feedback
Attachments: Council of Ministers' Report to Tynwald - June 2026.pdf

From: [Redacted] On Behalf Of CO, Minister
Sent: 22 May 2026 11:04
To: Ross Phillips <rossphillips@onchan.org.im>; Admin <admin@onchan.org.im>
Cc: [Redacted]
Subject: Regional Hubs Report for June Tynwald – Request for Feedback

Some people who received this message don't often get email from [Redacted]. Learn why this is important

Dear Mr Phillips,

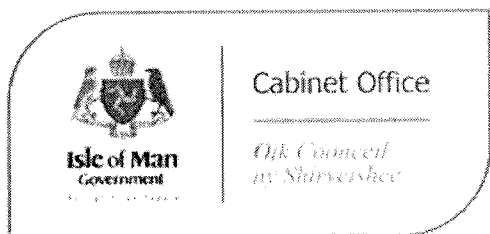
I am writing to share the attached Report from Council of Minister’s to the Tynwald Resolution on Regional Hubs which has been tabled for debate at the June sitting of Tynwald.

Increasing the availability and use of Government digital services offers huge benefits for many in our communities, but Council of Ministers have been clear on the continued importance of face-to-face engagement in our communities to ensure that nobody is left behind. The report sets out our intention, alongside continued delivery in Douglas, to embed a regional presence in Ramsey, Peel and Port Erin, led by the Welcome Centre.

I am grateful to those who have supported our engagement to date and have been so open to collaboration moving forward. This has enabled us to outline a delivery model for initial services which seeks to build on existing community hubs and the fantastic support available in our communities.

However, I am conscious that in the timescales we have not been able to undertake direct engagement with all Local Authorities. This is a starting point, and as the report sets out, we are continuing to engage and work through details to enable the stand up of initial services for September. You will have valuable input into the development of the proposals, and some have already raised relevant considerations regarding digital access. I would welcome any feedback you may have, and I have asked Officers to reach out directly to enable that feedback to be brought into the ongoing work.

Best wishes,



Hon. David Ashford MBE
MHK

Minister for the Cabinet
Office

3rd Floor Government Offices
Bucks Road, Douglas, IM1 3PN

[Redacted contact information including phone and email icons]

GD 2026/0052



Isle of Man
Government

Reiltys Ellan Vannin

COUNCIL OF MINISTERS' REPORT TO TYNWALD

Response to Tynwald Resolution on Regional Hubs

June 2026

To the President of Tynwald, and the Hon Council and Keys in Tynwald assembled

I am grateful to the Honourable Member for Ramsey, Mr Hooper MHK, for the work he previously undertook as Chair of the Chief Minister's Community and Public Engagement Committee and for bringing the Motion before this Honourable Court last year.

Public services are, in most cases, not a choice: people cannot go elsewhere to get the service they need. This means these services must work for everybody. Increasing the availability and use of Government digital services offers huge benefits for many in our communities, but we do not want anyone to be left behind, and Tynwald has rightly been clear on the continued importance of face-to-face engagement.

I would like to thank stakeholders and partners across the Third Sector and Local Authorities who have supported our engagement to date and have been so open to collaboration moving forward. This has enabled us to outline a delivery model for initial services which seeks to build on existing hubs and the fantastic support available in our communities.

There is still more work to do, but I hope that this report, and the steps Government will be taking to embed initial services within the regions by September 2026, demonstrates a clear commitment to addressing these challenges, understanding the need within our communities, and refining a model for delivery that meets those needs now and into the future.

Hon D Ashford MHK
Minister for Cabinet Office

1. PURPOSE

This report will:

- Outline work to date including engagement with key stakeholders and links with ongoing work within Government and communities;
- Set out strategic principles to drive the planning and delivery of essential community services at a regional level;
- Provide details of the proposed delivery model and initial services to be delivered;
- Identify timescales and next steps.

2. BACKGROUND

i. Tynwald Resolution

At the November 2025 sitting of Tynwald, the Honourable Member for Ramsey Mr Hooper MHK, tabled a Motion that was successfully amended by the Treasury Minister.

Following a combined vote at the December 2025 sitting Tynwald resolved:

"That Tynwald is of the opinion that face to face engagement with Government services will remain important for communities even where digital delivery as the default becomes more prevalent and that Government should continue to investigate the best delivery model for providing essential community services at a regional level and should report back to Tynwald by June 2026 with proposals on how this will be achieved and with initial services to be delivered."

ii. Community Hubs Pilot

In bringing the Motion before Tynwald the Honourable Member for Ramsey referenced the Community Hubs pilot which was developed through the Chief Minister's Community and Public Engagement Committee (CMCPE), during the previous administration.

Community hubs were piloted in Ramsey, Peel and Castletown in 2021, with the aim of bringing government services traditionally delivered through the Welcome Centre in Douglas closer to residents, whilst gathering feedback on what services were required to meet local needs.

This report has considered the findings of the Community Hub report produced by that Committee for Tynwald¹ and the public feedback and evaluation of the pilots from 2022.

3. Definitions

For the purpose of this report the following definitions have been applied.

i. Community Hubs

Taken from mycommunity.org.uk²:

“A community hub is a multipurpose centre, such as a community centre, medical centre or school that provides a range of high quality and cost-effective services to the local community, with the potential to develop new services in response to changing community needs. Community hubs can provide a means for alternative approaches to service delivery – underpinned by the principles of community involvement and partnership.”

Council of Minister’s remains of the view that a Community Hub concept is not about the physical location but a collection of services that can be offered to residents in their community.

ii. Essential Community Services

“Services which are crucial for the overall health and welfare of the community.”

All public services may be considered essential to individuals, but some are crucial to supporting people’s health and welfare. Other services may be considered essential but are not delivered directly by Government.

iii. Regional level

“A specific geographic region or area”

Local and Regional are both terms used to describe geographical areas, but they differ in terms of size and scope. This report has focused on the four regions - North, South, East and West of the Island – in line with the existing Wellbeing Partnership model.

¹ GD 2021/0046 [Community Hubs Report](#)

² [Community Hubs definition](#)

4. Current Context

In developing proposals for initial services, and next steps for the best delivery model to be taken forward to deliver essential community services at a regional level, developments since 2021 have been considered. The below provides an overview of these developments.

4.1 Existing Community Hubs

The 2021 Report to Tynwald outlined various models of Community Hubs already operating across the Island. This report has sought to build on developments that have taken place since then to bring forward a proposal that builds on what is working and addresses current challenges.

Public Libraries

The term "Community Hub" is often used when referencing Public Libraries.

Public Libraries continue to be vibrant community spaces with librarians who are trusted sources of information within their local communities. All continue to offer public counters providing face-to-face support with general queries, signpost to other services and provide increasing support for a range of queries but increasingly assistance with digital technology.

All, except for Castletown, are able to provide PCs for public use and support with printing (at a small charge). All offer free Wi-Fi and many are also able to provide spaces for people to bring their own devices. Not all libraries are able to offer full-time opening hours but do operate on weekdays and Saturdays.

A Local Authority Library Forum has been established which meets monthly and has created a means for closer engagement and sharing of information.

Third Sector

The Island has a diverse Third Sector providing crucial support and services to communities and individuals outside of those provided by Government, and some are also delivering Government contracts. Staff and volunteers provide vital help to worthwhile causes, people in need, and their wider community.

Third Sector organisations have a physical presence across the Island, and these locations also operate as community spaces where people may be coming to receive one service but are supported with other queries and referred to other services. This support plays a crucial role in ensuring people who may not seek government assistance are aware of services available to them in their local area and across the Island.

In 2022 Government, Local Authorities and Charities worked together to provide spaces for the community to access warmth, social activities and interaction over

the autumn and winter months across the Island. Grants were made available by Government overseen by the Manx Lottery Trust. When the Government funded Warm Spaces Scheme ended, many Third Sector organisations have carried on offering warm spaces within communities.

The Council of Voluntary Organisations had previously operated as an umbrella membership group for charities and community groups offering a collective voice for the Third Sector. Third Sector organisations have more recently come together to form forums which provide a mechanism for closer engagement and sharing of information.

Post Offices

The Isle of Man Post Office has recently put into place changes which re-shape its Island-wide retail counter network to reflect changing customer demand, the growing availability of Online Government Services, and new regulatory requirements. These changes are designed to protect Island-wide postal services for the long term.

Regional Post Offices are an established, recognisable and trusted location within local communities. However, with growing demand and increasingly complex queries the spaces offered are limited for enabling a full range of face-to-face support for essential services to be offered, particularly through a retail led model.

The Welcome Centre

The Welcome Centre remains a multi-functional visitor and resident information centre. It offers support and guidance on the islands attractions as well as a number of Government services. The Centre does this through face-to-face contact, by telephone and online.

Post-Covid the Welcome Centres call volumes have remained high and queries regarding various Government Services for residents currently form approximately a quarter of those calls.

Through the maintenance of a physical presence in Douglas the team provide key face-to-face support Monday to Saturday and have established relationships with the local community alongside visitors.

In 2022 the "Winter Help Advice Line" was established and manned by the Welcome Centre staff; this help line provided signposting and advice regarding cost-of-living matters. This line is now closed due to low demand.

In 2023, the "Get Online Centre" was launched adjacent to the Welcome Centre to develop digital skills and awareness. Following initial demand there has been

low uptake of the digital assistance offered and, following review, options have been identified to shift to providing digital inclusion services through a community-based outreach model, in partnership with other Government Departments and Third Sector organisations.

Wellbeing Partnerships

Wellbeing Partnerships are now in operation in the north, south, east and west of the Island. They are providing face-to-face support and referrals for health and care services as well as other key services such as debt advice, housing support, and social security. They also provide space for appointments between individuals and Government services (for example Probation) in the regions seeking to increase opportunities for signposting and support.

Each have one single-point of contact (a Referral co-ordinator) and have developed relationships with community groups and key Third Sector Partners in their respective areas. Some have co-located services for example the South has Southern Befrienders and Citizen's advice, others are in-reach dependent on needs and demand. They have a permanent presence in Ramsey, Port Erin, Peel and Douglas but are also developing outreach in other localities on set days i.e. Kirk Michael and Ballasalla.

The development of Health and Care Communities – bringing together the Wellbeing Partnerships and community health and care teams to provide coordinated, locality-based support such as Community Nursing, Therapies, Social Work and Mental Health is underway. Key to this is ensuring services are tailored to the need of the local community as appropriate.

Family Hubs

The development of a family hub model – a network to provide community-based services across the Island to support families – is underway.

The network will involve both a local offer of community-based services (not all in the same building necessarily) supported by health visitors and midwives, children and families social care workers and third sector organisations with the ability for inwards and outwards signposting and referral. There will also be an online offer to support this.

An initial pilot is planned for 0–5-year-olds to support parents and improve school readiness.

4.2 Data

Since the 2021 pilot there have been developments in data, both qualitative and quantitative, across Government.

Public Health has commenced work in several areas that will enable a more granular understanding of communities, inequalities in health and the social determinants of health at a regional level. This includes working closely with the Institute for Health Equity to develop a whole system approach (Marmott approach), a Social Prescribing Return on Investment proof of concept through the Northern Wellbeing Partnership, and work on Community Resilience and asset-based community development.

As part of this work, Public Health are developing a broad collection of indicators, as well as quantitative and qualitative data as part of planned research and evaluation work. This data collection will enable better mapping and tracking of health, wellbeing and inequalities within our communities.

4.3 Isle of Man Government

Isle of Man Government has maintained a high level of direct access to individual public services through phone and counter support and has delivered change projects that have modernised the delivery of different public services. These changes have sought to digitalise services to meet both user demand and to drive efficiencies in delivery. These have included Land Registration, Electoral Registration, Drivers and Vehicles services and the recent Census.

Government continues to look at service improvements to make the online services available more user friendly and accessible.

The Strategic Change and Efficiencies Programme is seeking to deliver both tangible savings and service improvements for users. This includes digitalising services to continue to meet changing user demand, harnessing new technology and implementing modern working practices which reduce the administration of services and enables resources to be focused on support functions.

5. Strategic Principles

To enable an integrated and sustainable approach, it is important that the development of any "Regional Hub model" aligns with existing policy, strategy and legal requirements.

This report recognises that under the:

- Island Plan – this is not just about individual services. As a small Island nation our public services play an important role and are part of Building Great Communities and delivering an Island of Health and Wellbeing.

- Climate Change Act – delivering services closer to people supports the action to reduce emissions in a way which promotes a thriving economy, supports the most vulnerable and does not contribute to inequality.
- Economic Strategy – delivering services in local communities supports those centres to be more economically vibrant enabling prosperity for people, communities and businesses.
- Strategic Efficiencies and Change Programme – Government is seeking to embrace current and future developments to meet demand from our residents and where prudent drive efficiencies.
- Public Health Strategy – building resilient communities by fostering social connections and connectivity helps to improve quality of life and reduce pressures on health services.

Public services are, in most cases, not a choice: users cannot go elsewhere in the market to get the outcome they need. This means these services must work for everybody.

Designing public services that respond to the evolving needs of society is complex, with a significant proportion of users seeking digital access for high-volume, low-complexity services, alongside lower-volume but higher-complexity services require a different approach. The Organisation for Economic Co-operation and Development (OECD) has developed a set of good practice principles for service design and delivery in the digital age³. These have been used to inform the principles below to drive proposals for planning and delivery of essential community services at a regional level.

- i. **“People and Place first”** = considering user and locality needs, co-locating and clustering of community resources with transport links, and supporting local communities to be economically vibrant.
- ii. **“Digital first not digital only”** = ensuring an inclusive approach to the delivery of public services, pairing digital with assisted and face-to-face access to support people to use technology but ensure they are not disadvantaged if they can’t.
- iii. **“Accountable and transparent”** = work closely in partnership with communities - co-creating and co-designing service delivery from inception to implementation and evaluation.
- iv. **“Whole Government approach”** = seeking integrated delivery of face-to-face services, alongside phone and digital support, aligned with Strategic Change and Efficiencies work.

- v. **“Test and Refine”** = progress initial services/proof of concepts and then refine, use service standards to drive improvements and define expected outcomes to allocate resources most effectively and efficiently.
- vi. **“Future focused”** = use opportunities to gather data on need and identify requirements for future provision of services and associated infrastructure.

6. Proposed delivery model and initial services to be delivered

6.1 How we are starting

In line with the strategic principles above, by September 2026 we will:

1. Alongside continued delivery in Douglas, embed a regional presence in Ramsey, Peel and Port Erin, led by the Welcome Centre, to provide:
 - All services currently offered at the Sea Terminal in Douglas (excluding merchandise);
 - Face-to-face support, including answering general queries, signposting/referring to community services, and booking slots for “in-reach” Government services;
 - Access to free Wi-Fi, devices, printing and phones—supporting users to access online services or contact the relevant Government Department; and
 - A digital assistance lead who will work across the regions in collaboration with Local Authorities, libraries and identified charities to increase existing capacity, monitor demand and identify the level of digital assistance needed.
2. Provide “in-reach” Government services through bookable face-to-face appointments in each region, delivered at a frequency appropriate to community need and demand. This will initially include:
 - Social security and employment support—expanding the model currently operating in Ramsey to the West and South of the Island (frequency and locations to be confirmed following further engagement); and
 - A rolling programme of appointments for other key Government services (to be determined).
3. Deliver the above in collaboration with Local Authorities, the Wellbeing Partnerships and the Third Sector to:

- Use existing hub locations for delivery of the initial services, with Government funding for overheads and any additional infrastructure required to ensure there is no impact on ratepayers;
- Provide a clear timetable of key Government events and changes to services, to manage any increased demand and identify specific in-reach Government services required; and
- Deliver train-the-trainer initiatives, using Welcome Centre and Government staff to provide training and support on Government digital platforms and other key services to support partners who receive public queries.

The anticipated annual cost is approximately £200,000 per annum and increases Government headcount by three full time equivalent. This is based on the Welcome Centre successfully recruiting and training additional staff, supported by existing staff. The Welcome Centre will initially operate at a regular day/s each week in each region to be determined through further engagement and will be refined based on need and demand in the first six months of delivery.

6.2 What comes next

The timescales to deliver this report to Tynwald for debate in June have been constrained and we know there is more work to undertake. We are currently working to:

1. Continue our engagement:
 - Ensuring we have reflected feedback provided to date;
 - Testing and refining the above proposals and ensuring the initial services to be delivered meet local needs; and
 - Confirming locations in the regions and specific infrastructure needs.
2. Deliver a communications campaign to:
 - Ensure that local communities know about where they can go, at what times to receive services and information.
3. Propose a detailed delivery model for providing essential community services at regional level by Summer 2027:
 - Use the engagement, data gathering, emerging public health data and analysis of service delivery in the first 9 months to:
 - Report back to Tynwald;
 - Enable the Change and Efficiencies programme to identify future service demands and undertake comprehensive service design for a Regional Public Services Model that incorporates face-to-face, phone, digital assistance, and online service delivery.
4. Consider further access to cash/banking

- Whilst not part of the remit of the original motion and not a government service, access to cash and banking facilities were raised during the debate in November 2025 and access was identified during engagement with stakeholders.
- The Department for Enterprise (DfE) has now completed the majority of recommendations set out in the original Access to Cash report. Remaining activity is focused on ongoing and longer-term areas of work, including:
 - Continued monitoring of the ATM network;
 - Ongoing delivery of digital education initiatives; and
 - Further progress on digital payments, which requires continued engagement with global platforms
- Notably, the action relating to banking hubs has now been progressed as far as possible within the scope of the original report. At this stage, there are no plans for further central work in this area, although engagement with representatives of the Isle of Man Bankers Association will continue. Additionally, Local Authorities have been encouraged to consider opportunities through the Department's Local Economy Fund to support provision of facilities such as banking hubs or cashpoints, where there is local demand.
- Access to cash considerations will continue to be incorporated within the wider regional hubs' activity, with further options to be considered by the DfE as part of this work.

7. Conclusion

This model, and the initial services identified, seek to:

- Build on the existing capabilities and offering of the Welcome Centre to deploy into regions, ensuring efficient use of resource by enabling continued phone/processing support for a wide range of Government services alongside face-to-face support.
- Deliver in collaboration with partners and uses existing "Community Hubs" infrastructure to deliver face-to-face services within local communities.
- Create a flexible approach that can be scaled to support both planned and future digitalisation of services and that reflects the importance of face-to-face engagement.

Council of Ministers invites Tynwald to receive this report and note the initial services for delivery by September 2026 and the intention to provide a further report to Tynwald by July 2027.

Alyson Crellin

From: Admin
Subject: FW: Contact received from website

From: [REDACTED]
Sent: 09 June 2026 22:17
To: [REDACTED]
Subject: Contact received from website

Contact Received from website

From: [REDACTED] <[REDACTED]>

Message: I will be most grateful if you kindly forward this invitation from Isle of Man Friends of the Earth to the commissioners, to come and watch a free screening of the new film People's Emergency Briefing at 6:30pm (refreshments) for 7pm start on Tuesday 23rd June in St Thomas' Church, Douglas. For details of the film see nebriefing.org, while UK focused it nevertheless applies to us on the island.

WARNING: This email message and any files transmitted with it are confidential and may be subject to legal privilege. You must not copy or deliver it to any other person or use the contents in any unauthorised manner without the express permission of the sender. If you are not the intended addressee of this e-mail, please delete it and notify the sender as soon as possible.

No employee or agent is authorised to conclude any binding agreement on behalf of any of the Departments or Statutory Boards of the Isle of Man Government with any party by e-mail without express written confirmation by a Manager of the relevant Department or Statutory Board.

RAAUE: S'preevaadjagh yn chaghteraght post-l shoh chammah's coadanyr erbee currit marish as ta shoh coadit ec y leigh. Cha nhegin diu coipal ny cur eh da peiagh erbee elley ny ymmydey yn chooid t'ayn er aght erbee dyn kied leayr veih'n choyrtagh. Mannagh nee shiu yn enmyssagh kiarit jeh'n phost-l shoh, doll-shiu magh eh, my sailliu, as cur-shiu fys da'n choyrtagh cha leah as oddys shiu.

Cha nel kied currit da failleydagh ny jantagh erbee conaant y yannoo rish peiagh ny possan erbee lesh post-l er son Rheyynn ny Boayrd Slattyssagh erbee jeh Reiltys Ellan Vannin dyn co-niartaghey scruit leayr veih Reireyder y Rheyynn ny Boayrd Slattyssagh t'eh bentyn rish.