

ONCHAN DISTRICT COMMISSIONERS

*Hawthorn Villa,
79 Main Road, Onchan.*

ORDINARY MEETING

16th March 2023

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 20th March 2023

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



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**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. 24 unless varied by the Chairman at his discretion (with the exception of items 1, 2, 3 or 4 which cannot be varied) or by a resolution duly moved and seconded and passed on a motion which shall be moved and put without discussion.

1. To choose a person to preside if the Chair and Vice-Chair be absent.
2. To deal with any business required by statute to be done before any other business.

None.

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

3.1 Minutes of the Ordinary Meeting held on Monday 6th March 2023 (Appendix 3.1)

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

None.

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

None.

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

- 6.
7. To consider any planning decisions/communications from the Department of Infrastructure Planning Committee:-

7.1 Plans for Consideration

(Appendix 7.1)

	PA Reference	Applicant/Address	Return Date
(a)	PA23/00124/B	Mr & Mrs T Cox - 54 King Edward Road	24 th March 2023
(b)	PA23/00210/LAW	Mr D Scambler -37 Highfield Close	24 th March 2023
(c)	PA23/00222/B	Mr B.McManus - Field 531018, Upper Sulby Farm, Scollag Road	31 st March 2023
(d)	PA23/00229/B	Ms G Rothwell - 21 Church Road	24 th March 2023
(e)	PA22/00682/REM	Lee Raybould - Former Howstrake Holiday Camp, King Edward Road	31 st March 2023
(f)	PA23/00161/B	Manx Utilities - 82 King Edward Road	31 st March 2023
(g)	PA23/00184/B	Onchan District Commissioners - 2-84 Barrule Drive (even) 11-21A Ballachrink Drive (odds)	31 st March 2023
(h)	PA23/00272/B	Mr P Bruce - Coachmans Cottage, Strathallan Road	7 th April 2023

(i)	PA23/00294/C	Miss V M Caley - 22 Main Road	7 th April 2023
(j)	PA23/00297/B	Mr N Wu - 36 Royal Avenue	7 th April 2023

8. Finance and General Purposes:-

None.

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

9.1 Lone Working Policy & Guidance – Updated *(Appendix 9.1)*

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

None.

11. To answer any questions asked under Standing Order 34:-

To be confirmed.

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

None.

13. Environmental and Technical Services:-

None.

14. Housing Matters:-

14.1 Income Thresholds – General Housing *(Appendix 14.1)*

14.2 Pet Policy *(Appendix 14.2)*

15. Chairman's Announcements:-**Dates for Diary**

Date	Organisation	Event	Time
20 th March 2023	Onchan District Commissioners	Board Meeting	7:00 pm
24 th March 2023	Onchan Baptist Church	Link Meeting	7:00 pm
3 rd April 2023	Onchan District Commissioners	Board Meeting	7:00 pm
7 th April 2023	Onchan Baptist Church	Good Friday Communion Service	10:30 am
9 th April 2023	Onchan Baptist Church	Easter Sunday Service	10:30 am
17 th April 2023	Onchan District Commissioners	Board Meeting	7:00 pm

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

PLANS LIST

Board Meeting to be held on 20th March 2023

The Lead Member of Environmental and Technical Services and the District Surveyor have viewed the application and recommend the following:-

Planning Application	Applicant/Address	Description
PA23/00124/B Return Date 24/03/23	Mr & Mrs T. Cox 54 King Edward Road	Alterations and Extension.
<i>Recommendation - Approve</i>		
PA23/00210/LAW Return Date 24/03/23	Mr D. Scambler 37 Highfield Close	Block up and render a window and 2 doors (retrospective).
<i>Recommendation - Approve</i>		
PA23/00222/B Return Date 31/03/23	Mr B. McManus Field 531018, Upper Sulby Farm, Scollag Road	Installation of water attenuation pond for irrigation purposes and erect a pump house with associated hardstanding at Upper Sulby Farm.
<i>Recommendation – Approve</i>		
PA23/00229/B Return Date 24/03/23	Ms G. Rothwell 21 Church Road	Replace single glazed timber windows with UPVC double glazed windows and replace timber front door with UPVC door.
<i>Recommendation – Refuse</i>		
PA22/00682/REM Return Date 31/03/23	Lee Raybould Former Howstrake Holiday Camp, King Edward Road	Reserved Matters Application PA 21/01435/B for the erection of a dwelling and associated ancillary accommodation. (amended plans)
<i>Recommendation - Approve</i>		
PA23/00161/B Return Date 31/03/23	Manx Utilities 82 King Edward Road	Installation of two Air Source Heat Pumps. (amended plans)
<i>Recommendation – Approve</i>		
PA23/00184/B Return Date 31/03/23	ODC 2-84 Barrule Drive (even) 11-21A Ballachrink Drive (odds)	Refurbishment works.
<i>Recommendation – No comment as ODC is applicant</i>		
PA23/00272/B Return Date 07/04/23	Mr P. Bruce Coachmans Cottage, Strathallan Road	Internal/external alterations, extension to east and south elevations, widen vehicular access.
<i>Recommendation – Approve (subject to Highways comments)</i>		

PLANS LIST

PA23/00294/C Return Date 07/04/23	Miss V.M. Caley 22 Main Road	Change of use from retail to residential.
	<i>Recommendation – Approve</i>	
PA23/00297/B Return Date 07/04/23	Mr N. Wu 36 Royal Avenue	Replacement garage roof.
	<i>Recommendation – Approve</i>	

Onchan District
Commissioners

**LONE WORKER
Policy and Guidance**

Draft: [April 2020](#) [March 2023](#)
Review: [April 2023](#) [March 2026](#)



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Policy Review - History:

Please be aware that a hard copy of this document may not be the latest available version, which is available in the Authority's document management system, and which supersedes all previous versions.

Those to whom this policy applies are responsible for familiarising themselves periodically with the latest version and for complying with policy requirements at all times.

Effective from:	Replaces:	Originator:	Page X of Y
March 2020	New	Chief Executive	1 of 25
Management Team Approval:			
Board Ratification:			
History or Most Recent Policy Changes – MUST BE COMPLETED			
Version:	Date:	Change:	

1. Introduction

While many hazards at work are relatively straightforward to identify and control, other aspects of workplace health and safety are less easy to define. One of these aspects relates to the risks posed to 'Lone Workers'. ~~Employees such as Library staff, Property Maintenance staff, Housing Officers and Contractors do and will on many occasions, be expected to work on their own.~~

Although there is no general legal prohibition on working alone, the broad duties of Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999 still apply. In these circumstances it is imperative that managers address those particular issues via the use of suitable and sufficient risk assessments.

This policy applies to all Onchan District Commissioners' employees ~~and workplaces including Hawthorn Villa, Pennington Hall, Snugborough Depot, Heywood Court, Springfield Court and Harvey Briggs Library.~~

This policy links with and supports the Authority's ~~Corporate~~ Health and Safety Policy.

DEFINITION OF LONE WORKER

~~"Lone workers" are those who work by themselves without close or direct supervision and are found in a wide range of situations. Some examples are shown in Appendix 1."~~

2. General Policy

The Authority will, so far as ~~in-is~~ reasonably practicable ensure that:-

- Employees who are required to work alone or unsupervised for significant periods of time ~~and-are~~ protected from risks to their health and safety.
- The risks to employees' health and safety are identified by suitable and sufficient risk assessments of the work activities, and where appropriate control measures are introduced to reduce the risk to an acceptable level or within statutory requirements.

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- Employees who believe themselves to be in serious or imminent danger and who for reasons of their own or another person's safety, remove themselves to a place of safety, will be supported by the Authority.

Department Managers are responsible for the implementation of this policy within their Department as per the Corporate Health and Safety Policy.

3. General Responsibilities

Onchan District Commissioners' general responsibilities are stated in the Authority's Health and Safety Policy statement.

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All levels of management have a duty to ensure employees safety, as far as is reasonably practicable.

The Corporate Health and Safety Policy places a duty on all managers to make an assessment of the risks involved with all work activities. This includes lone working. Organisational responsibilities are as in the Corporate Health and Safety Policy as they relate to lone working.

4.3 Employee's Responsibilities

Health and Safety is the direct concern of all employees at all levels have a duty, and they are charged under the Health and Safety at Work etc Act 1974 with a duty of care for their own safety, the safety of fellow workers, and of any other person affected by the Authorities' Authority's activities.

Employees also have the duty to co-operate with the Authority to enable it to carry out its responsibilities. Therefore, the Authority looks to every employee to maintain continuous safety awareness, be alert to existing and potential hazards and the need to minimise and report them.

5. Departmental Safety Codes of Practice and Manuals

Within ninety days of the implementation date of this Policy departments will be expected to produce their own Department guidance and safe systems of work in relation to Lone working to supplement this policy.

This guidance must be based on risk assessment.

6.4 Equalities

In line with ~~Onchan District Commissioners' integrated equalities policy and the Equality Act 2017, a race and other impact assessments can be found at Appendix 4.~~ Consideration must be given to any specific identified needs of disabled employees.

~~Age (young or old), gender and sexual persuasion of employees must also be considered where appropriate. This should be done via risk assessment.~~

75. Risk Assessment

Managers are to ensure that suitable and sufficient risk assessments are carried out prior to lone working activities commencing. This process should identify the hazards associated with ~~specific~~ lone working activities and will determine appropriate control measures which must be implemented.

Employees and Health and Safety Representatives should be involved in the risk assessment process as, in most cases, they will be aware of the hazards arising from work activities.

~~When carrying out the risk assessment particular consideration should be given to:-~~

- ~~• The remoteness or isolation of workplaces~~
- ~~• Any problems of communication~~
- ~~• The possibility of interference, such as violence~~
- ~~• Criminal activity from other persons~~
- ~~• The nature of potential injury or damage to health~~
- ~~• Previous incidents/accidents in relation to lone workers and their work activities~~
- ~~• The level of experience and knowledge of individuals~~
- ~~• Existing risk assessments and safe systems of work~~
- ~~• Anticipated 'Worst Case' scenario~~
- ~~• The nature of the activity i.e. enforcement action or client request?~~
- ~~• The availability of first aid facilities~~
- ~~• Hazards that may affect certain groups of employees due to race, gender, age, disability, sexual persuasion~~

~~Appendix 2 provides advice to employees and guidance for managers and supervisors who are responsible for employees who are required to work alone. The guidance covers such areas as:-~~

- ~~• Personal Assessment Advice~~
- ~~• Guidance for the Management of Lone Working~~
- ~~• Task Analysis~~
- ~~• Task Analysis – Aide Memoir~~

86. Information and Training

Employees and others are to be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone. Employees are required to follow any safe working practices procedures or emergency measures put in place by the line manager. Where there are new or altered hazards ~~are encountered the employee should make their own personal assessment of the risk. Should management before continuing. The line manager must update risk assessments/procedures in light of the new information.~~

All training and briefing records must be logged.

97. Violence, Aggressive and Threatening Behaviour

Where line managers are responsible for employees who are identified during the risk assessment process as being exposed to the risk of violence, aggressive or threatening behaviour, reference should be made to the policy on dealing with violence and aggression and departmental codes or practice/safe system of work.

108. Medical Fitness

Consideration must be given to ensure that lone workers are medically fit to carry out the work. ~~Should the risk assessment identify hazards where a standard of medical fitness may be required, e.g. wearing breathing apparatus, working at heights, confined spaces, etc. management should consult the Department of Health and Social Care Occupational Health Team.~~

11. Permits to Work

~~In certain circumstances, particularly when the risks are considered high (e.g. confirmed spaces) or where specific legal requirements exist, a written 'Permit to Work' may be required, without which the activity may not take place. Copies of permits should normally be issued to everyone directly involved with the activity, e.g. the 'Lone Worker', the line manager/supervisor. Where time limits are a consideration, e.g. to control exposure to heat, fatigue or to ensure essential supplies such as breathing gases are not exhausted, the permit should state the required starting and finishing times or maximum duration of tasks.~~

12. Flagging Systems and Information Sharing

~~The available DPN flagging systems should be used to check and identify addresses before lone working activities commence. Consideration should be given to the potential limitation of information.~~

~~Line Managers must, where appropriate, advise the District Surveyor of potential problem sites/locations so the flagging system can be kept up to date.~~

Departments/sections within the Authority should endeavour to share information about problem locations and communicate with, and seek advice/assistance from the Police where necessary.

13. Advice and Guidance for 'Lone Workers'

Employees should carry out their own 'Personal Assessment of Risk', before undertaking any activity which involves working alone (see Appendix 2). They should make themselves aware of any risk assessments/safe systems of work (procedures) carried out for that particular activity, and any other control measures introduced such as permit to work system, Personal Protective Equipment (PPE) required or information regarding the service user/client/site they are visiting.

Before starting work employees should be advised, if you have a feeling that something is wrong, rely on your senses/professional judgement. Do not commence the task, but report back to your manager/supervisor to seek clarification or advice.

Appendix 3 provides detailed advice, guidance and suggested best practice for those employees required to work alone. Specific advice is provided on:-

- Safety in the workplace
- Safety in a client's home in the community
- Safety in the car/vehicle
- Safety in the street
- Safety in reception/interview areas
- Reducing the risk of provocation
- Dealing with violent and aggressive service users/clients
- Use of force as a means of self-defence.

Employees should also refer to the Authority's Policy on dealing with violence at work and the department codes of practice. This provides more detailed advice on how to recognise, avoid and deal with potentially violent, aggressive or threatening behaviour. Any employee who is physically assaulted, threatened or verbally abused in the course of their work should report this to their line manager and have the incident reported on the appropriate record form.

14. Serious and Imminent Danger

Employees who believe themselves to be in serious and imminent danger such as working at height with no edge protection or safety harness, using machinery that is unsafe or inadequately guarded or in danger of being physically assaulted, should, where possible, remove themselves to a place of safety. They should inform their line manager/supervisor of this and the reasons for taking such steps.

There may be circumstances such as care assistants in residential homes, who may be reluctant to remove themselves for fear of leaving a service user in danger of

injury/physical assault. It is impossible to give precise advice for every situation, however a decision taken at the time in the interest of their own or another person's safety, will be supported by the Authority.

Employees in these circumstances should ask themselves the following, "**Should I be here, is it safe to remain, should I seek assistance?**" — if in doubt, leave and inform your manager/supervisor.

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15.9 Monitoring

Line managers are to monitor the effectiveness of the control measures implemented as a result of the risk assessment process to find out how successful they have been. This will allow managers to identify those control measures and strategies that are not working, or which have unforeseen consequences, and modify or replace them here appropriate. ~~There are two types of monitoring, which managers should carry out:~~

a) Active monitoring

~~Line managers should ensure that systems and procedures are working without waiting until something goes wrong. It will confirm whether agreed procedures are actually being complied with by employees and whether they are workable in the individual circumstances and have the desired effect of preventing accidents or incidents.~~

b) Reactive Monitoring

~~Line managers should investigate all accidents, incidents and near misses so that everyone involved can learn from the experience. Line managers must ensure that employees understand the incident reporting and recording system and that all such incidents are reported to the Central Safety Section.~~

16. Monitoring

Departments should develop and introduce their own safe systems/procedures for lone workers.

Chief Executive/Clerk should ensure that risk assessments have been undertaken, recorded and where necessary remedial action implemented for all employees who are required to work alone. Records of the risk assessment identifying the significant hazards and control measures introduced may have to be kept for prescribed minimum period under specific Regulations. The control measures put in place will depend on the results of the risk assessment and information gained from monitoring, and should be commensurate with the identified risks.

This policy is effective from 17th April 2020

APPENDIX 1

EMPLOYEES WHO MAY BE CLASSIFIED AS LONE WORKERS

A wide range of employees may be classified as being lone workers.

All managers must complete an assessment of all work activities undertaken by their workgroup(s) to identify as lone workers.

Listed below are the main groups but not the only groups of employees who may be identified as lone workers:-

- Cleaners
- Housing Officers
- Reception Staff
- Safety Advisers
- Property Maintenance Manager
- Property Maintenance Officer
- Surveyors
- Library Staff
- House Managers
- Trades persons

In addition, it should be remembered what the definition of a Lone Worker is:-

"Those who work by themselves without close or direct supervision and are found in a wide range of situations"

It is appreciated that many employees may occasionally work alone, although this would not normally be their role. The policy still applies in this case.

APPENDIX 2

GUIDANCE FOR MANAGERS, SUPERVISORS AND EMPLOYEES

Working Alone—Safe System of Work

Generic Approach

Personal Assessment Advice

Employees should carry out their own personal assessment of risk before undertaking any work activity. This should include as a basic minimum a consideration of the following:

1. Do you know where your work location is?
2. Is there a generic assessment for the task?
3. Do you have the protective equipment you may need?
4. Do you require specialist equipment?
5. Are there any specific controls for the task?
6. Does someone know the location you are going to?
7. Do you have a means of communicating with that person or others?
8. Have you booked out and informed your control of any time restrictions?
9. Have you informed your control of when you are expected back?
10. Do you know what to do should if an accident/incident occurs?
11. Have you vetted the person you are going to meet?
12. Has the situation changed from previous occasions?

On arrive at your place of work

1. Can you park safely—is signing in required?
2. Are there any mandatory requirements for the site?
3. Is the access to and from the site safe?
4. Are there suspicious persons in the near vicinity?

Guidance for the Management of Lone Working (Risk Assessment)

Task Analysis

1. Are there any hazards which you could reasonably expect to result in significant harm due to conditions of the work area? Is there a history of incidents/accidents involving lone workers? Additionally, have you considered the compound effect from a combination of hazards? Record each hazard and state how the particular risk associated with the hazards?

Task Analysis—Aide-memoire

2. This list is not exhaustive, and should be used only as a Memory Jogger, by employees and managers to determine the maximum information about the task and working environment, and as an aid to producing the risk assessment.

- | | |
|----------------------------|----------------------------|
| 1. Ability (personal) | 26. Nightwork |
| 2. Access and egress | 27. Noise |
| 3. Accidents | 28. Parking |
| 4. After hours | 29. Permits to work |
| 5. Aggression and violence | 30. Protective clothing |
| 6. Animals | 31. Recording in and out |
| 7. Cash | 32. Remoteness |
| 8. Chemicals | 33. Restrictions |
| 9. Communications | 34. Road signs |
| 10. Competency | 35. Scaffolding |
| 11. Complaints (Previous) | 36. Specialist equipment |
| 12. Electrics | 37. Signing |
| 13. Environment | 38. Test equipment |
| 14. Equipment—vehicles | 39. Time Constraints |
| 15. Experience | 40. Toilets |
| 16. Fire | 41. Tools |
| 17. First Aid | 42. Training |
| 18. Ground conditions | 43. Traffic |
| 19. Heights | 44. Trenches |
| 20. Illness | 45. Travellers |
| 21. Instructions | 46. Trip/slip/fall hazards |
| 22. Ladders | 47. Warning devices |
| 23. Lighting | 48. Water |
| 24. Machinery | 49. Weather |
| 25. Manual Handling | 50. Written instructions |

Where employees are visiting/meeting service users, clients or members of the public, managers must take into account any past incidents of violence, their attitude or known behavioural problems of the individuals.

Working alone can be additional risks to a work activity. Managers must establish clear procedures on what can and what cannot be done when carrying out a work task.

Managers must ensure that the lone worker has full knowledge of all known and considered hazards and the risk associated with a specific task. They must know the lone worker's whereabouts and have a means of communicating with them where appropriate. They should have contingency plans for any breakdown in communications or any other emergency which could develop. Consideration should be given to:

a) ~~The Lone Worker~~

~~Have they had sufficient professional training and/or experience for the task? Have they the ability and qualifications to carry out the task? And they are medically fit, have suitable personality and attitude? Are there personal factors that may pose additional hazards? (race, gender, disability, age)~~

b) ~~The Task~~

~~Are there any statutory requirements associated with it? i.e. confined spaces. Does the employee understand all hazards and risks associated with the task and the steps taken to reduce risks to the lowest extend reasonably practicable? Have modifications occurred in the task since it was last assessed or use a short cut? Are time scales realistic for completion of the task? Is the client a known alcoholic, drug addict, or has a medical condition or criminal behaviour, recognised by one of the authorities.~~

c) ~~Working Environment~~

~~Is the environment/location or terrain of high risk or a known trouble spot? Could there be any rapid changes in climatic conditions or association with a severe weather climate? Does the nature of the environment place any limitations on the task or wonder, or does the remoteness or isolation require an experienced worker? Is criminal activity a consideration or interference or wilful damage a possibility particularly from children.~~

~~Does the lone worker's activities impact on those of the premises being visited, i.e. for accidents or communications?~~

d) ~~Supervision~~

~~How is this achieved, with what frequency, can contact be initiated by the worker or can it be initiated by the Supervisor. Levels of Supervision should complement information, instruction and training and provide guidance in situations of uncertainty. Supervision will depend on the risks involved and the proficiency and experience of the employee. It is important that the supervisor stresses that where the lone worker finds themselves in a situation which is hazardous, to withdraw without fear or prejudice.~~

e) ~~Training, Instruction & Information~~

~~Has the employee been informed and given all necessary and relevant information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved whilst lone working? Is it recorded?~~

f) Communication

Should be commensurate with the risks involved. Should be easily and readily utilised. May include mobile phone, pager, personal alarm, hand held or vehicle two-way radio. Is coverage complete i.e. is the phone/radio signal strength adequate? Decide on the frequency of communication? This may range from monitoring checks, regular pattern of calls or an automatic device if period signals aren't received.

Are records kept of where staff are, how long away, when returning, and the contact name and numbers of staff working away from base? What contingency plans for breakdown of communications are required?

Remember — communication can give false sense of security and may increase risk rather than reducing it in some circumstances.

g) First Aid

What is the location of the nearest first aid kit and availability of a competent first aider, for treatment of injuries.

h) Suitability of equipment

The selection and use must be in line with the requirements of Provision and Use of Work Equipment Regulations. It is imperative that only the tools supplied by the employer are used and as instructed. Tools must have a planned system of maintenance. Standby equipment should be earmarked for emergencies in the event of equipment failure. Can the equipment be safely handled by one person?

i) Accident and Emergency Procedures

Are the physical and mental abilities of the individual capable of responding to the incident correctly and in the specific manner? What procedures are in place for reporting accidents/incidents. What action should be taken if an employee fails to call in or report back, who is to be notified? Who is the contact during out of hours work? Consider equipment failure, uncontrolled exposure to harm agents, illness, physical assault or vehicle breakdown.

j) Personal Protective Equipment (PPE)

Determined by the risk assessment, and in line with the requirements of Personal Protective Equipment Regulations. Records should be kept of all issued PPE and high level of supervision and control is

	necessary to ensure the constant use and good condition of this equipment. This includes the provision of personal attack alarms.
k) Personal Preparedness	Achieved through work planning and validation of procedures used.
l) Double staffing	Should a particular risk be incapable of being eliminated or reduced so far as is reasonably practicable, double staffing may have to be considered as part of a safe system of work. Additional advice should be obtained prior to work commencing.
m) Transportation	Can premises be reached by ordinary vehicles and will weather further affect this. Maintenance and Servicing of Vehicles: Are courses of defensive driving necessary?
n) Contact with the Public or animals	92% of violent crime is related to direct contact with the public. Is cash to be handled? Is it feasible that an animal will be used to provoke an attack?
o) Permits to work	Particularly where risk is considered high and where specific legal requirements exist, some or all of the above procedures may be contained in a written permit to work and without which the activity may not take place. Where time limits are a consideration from exposure or fatigue the permit to work should state the start/stop time or maximum duration of the task.

APPENDIX 3

PERSONAL SAFETY ADVICE

SAFETY WHEN APPROACHING OR OPENING THE WORKPLACE

- ~~When approaching the workplace, be alert. If you see a broken window, signs of forced entry, or insecure door, assume that someone is on the premises. Go to a safe place and telephone the Police immediately. Inform your line manager if necessary.~~
- ~~Do not go into the workplace to use the telephone~~

SAFETY WHEN LEAVING OR CLOSING THE WORKPLACE

- ~~Look outside to check that no-one is hanging around. If you see someone prowling or lurking outside, do not go out alone to check, stay inside and telephone the Police.~~
- ~~If you are usually collected by car, wait until it arrives before going out. Similarly, if you are travelling by public transport, do not leave the workplace so early that you have to wait a long time for the bus or train.~~
- ~~Check the premises are secure before you leave.~~

PRACTICAL POINTS IN DEALING WITH POSSIBLE CONFLICT SITUATIONS DURING A VISIT TO A SERVICE USER'S/CLIENT'S HOME

- ~~Park your car so that it can be driven away easily.~~
- ~~Park in a well-lit area near other vehicles if possible.~~
- ~~Stay alert when approaching the property, look around the garden for obvious dangers such as dogs/prowlers etc.~~
- ~~After knocking/ringing, stand back and to the side of the door.~~
- ~~If you have to look through a letter box, do not look directly in, try to observe from the side or use a small mirror.~~
- ~~Do not stand on the edge of the steps.~~
- ~~Be careful of milk bottles/dustbins/lids or other potential weapons.~~
- ~~Ask for any dogs or other pets to be secured where appropriate.~~
- ~~Note the way in and out, type of catch/lock on the door and how to operate it.~~

- Assess situation and mood of Service User/Client.
- If in any doubt or you feel threatened do not enter, make an excuse and leave.
- Note any other people in the property and their mood.
- Only sit down when the Service User/Client does.
- Sit in an upright chair (easier to stand up and/or use as a defensive barrier). If you have to sit in an armchair or settee, sit on the edge near the arm, this will allow you to stand up more easily.
- Keep the exit door on your side of the room.
- Note any objects/items that could be used as a weapon.
- If the situation changes and you feel threatened, make an excuse and leave.
- Back out rather than turning your back on the Service User/Client.
- Try to leave the dignity — it may help any future dealings with the Service User/Client.
- If you are unable to leave, and the situation warrants, it may be necessary to take further action such as:-
 - Set off your personal attack alarm or scream/shout to attract the attention of others — this may distract the Service User/Client long enough to allow you to escape.
 - If physically threatened, try to use a barrier such as a table/chair (not as a weapon, but as a defensive measure).

SAFETY IN THE CAR OR OTHER VEHICLE

- Always lock your vehicle when entering and leaving it.
- Plan your route.
- Check you have not left your lights on when leaving your vehicle.
- Do not leave valuables, briefcase/paperwork etc on display in vehicle.
- Have your van/car keys in your hand so you can get straight into the vehicle.
- Look around your vehicle as you approach in case someone is crouching down.

- Look inside before entering your vehicle to ensure no one is hiding there — even if the doors were locked — use a torch if necessary.
- When driving, consider locking all doors except for the driver's door (where possible). In this way, if an accident occurs, you can be rescued, but if you feel threatened by a situation you can quickly lock your door.
- If you are followed in your vehicle do not get out, ensure that it is locked, flash lights and sound the horn to attract attention.
- Try not to park in dark, deserted streets or car parks. Whenever possible, make your car/van a social creature (safety in numbers).
- **NEVER** drive nose first into a parking space, reverse in so you can be ready to leave quickly if necessary.
- If you must use a multi-storey car park, try to park on the ground floor as stairs and lifts can be dangerous places. Have the correct change ready for the machine. Remember you can always drive your car right up to the ticket machine to get your exit ticket.
- Don't linger longer than necessary and keep alert at all times.
- Always carry a torch with you.
- If in difficulty and a stranger offers to help, do not get out of your vehicle — ask the person to phone for help. **(The safest way to help a stranded motorist is to stop at the next telephone and call for assistance).**
- If possible always travel on busy roads, avoid isolated areas.
- Be careful if someone flags you down on a quiet road. Make sure it is a genuine emergency before you wind down the window or unlock your door. If you are in any doubt, drive on and call the police.
- If you have been requested to stop by someone pretending to be a police officer and you have any doubts about them, i.e. they are in plain clothes, ask to see their warrant card before you open the window or door.
- Ensure your vehicle has sufficient fuel for the journey.
- Join a motoring/breakdown organisation such as the AA or RAC.

SAFETY IN THE STREET

- Do not wear identification badge when walking in the street.
- Be alert, walk with purpose and confidence: don't skulk in the shadows with hunched shoulders.

- ~~Avoid short cuts through unlit or deserted areas such as alleys or waste ground.~~
- ~~Do not overload yourself with packages or bags.~~
- ~~Walk near to the kerb edge and away from buildings and alleys so that someone lurking in an alley has further to come to reach you.~~
- ~~Whenever possible, do not walk alone.~~
- ~~Walk facing the traffic so that a car cannot pull up behind you unnoticed.~~
- ~~When walking along a street you may feel that someone is pursuing you on foot. Try crossing the road to confirm your suspicions. If you are still being followed then make your way to the closest place where people are likely to be, e.g. a pub, launderette or house with lights on. As soon as you can telephone the Police from a safe place.~~
- ~~Kerb crawlers: don't take notice — ignore them, continue walking briskly. If persistent, make a mental note of the car registration number, turn and walk briskly in the opposite direction. (It is more difficult for the kerb crawler to reverse). If someone approaches for directions, don't let them get too close. **Keep your distance!**~~
- ~~Do keep your handbag/briefcase close to your body. If someone makes a grab for your bag, it is better to let it go rather than risk injury. Your personal safety is more important than your handbag or other belongings.~~
- ~~If you must carry a large sum of money, divide it up and put some in your pocket or other parts of your clothing and some in your bag.~~
- ~~Check books and cards should be kept separate.~~
- ~~Do not carry your keys in your handbag — put them in your pocket.~~
- ~~Avoid wearing jewellery.~~
- ~~If you carry a mobile telephone, ensure that it is easily accessible and consider pre-setting your emergency call number. **Do not use your mobile phone on the street except in an emergency!**~~
- ~~Carry a personal attack alarm — **regularly check the alarm function and condition of the batteries.**~~

SAFETY IN RECEPTION/INTERVIEW AREAS

- When dealing with a Service User/Client, remember, what may appear to be a trivial matter to you may be perceived by them as a real crisis.
- They will be looking for you to help, assistance advice etc, therefore try to be sympathetic, respect their feelings and show concern, it may help prevent a potentially violent situation from developing.
- Try not to keep people waiting for lengthy periods of time — if this is unavoidable, keep them informed of what is happening — ignore them (**even by accident**), could lead to an escalation of the situation.
- Interview room doors should be fitted with an appropriate window, so other employees can observe in cases of emergency.
- An “**Alarm System**” should be provided, with agreed procedures in place, and all employees should know what to do when the alarm sounds.
- The use of a “**Code Word**”, which can be used to warn managers and colleagues that a situation is escalating, should be the signal for support to be provided without alerting the Service User/Client.
- Seating arrangements should be such that employees are positioned near a door — this would allow quick escape route in an emergency.
- The provision of suitable toys for children to play with will help relieve their boredom and hopefully reduce tension while Service User/Clients are waiting to be seen.
- Careful selection of furniture and fittings is essential, consideration should be given as to their potential to be used as a weapon against employees or other people.

TO REDUCE THE RISK OF PROVOCATION

- Introduce yourself politely.
- Express clearly and concisely your reasons for being there and any actions you are taking.
- Avoid criticism of the person you're talking to.
- Avoid unfriendly gestures.
- Leave yourself an alternative course of action.
- Show no fear/apprehension.

- Stay calm.
- Show sympathy (even if false).
- Keep talking (active listening — don't look bored or look away):
 - Remain engaged in conversation with the person.
 - Use the 'broken record' technique i.e. repetition of key statements

WHAT TO DO IF A DIFFICULT SITUATION OCCURS

Try to defuse the situation

- Listen and acknowledge that the person is distressed.
- Perhaps something can be done to help?

Help the person to feel in control of themselves

- Remain calm and don't take the aggression/abuse personally.

If you feel at risk from violence

- Leave the situation **IMMEDIATELY** and report the occurrence.

If unable to leave protect yourself

- Place barriers between yourself and the assailant — continue talking and tell the Service User/Client you mean them no harm
- Use reasonable force to protect yourself if absolutely necessary and only as a means of last resort.

Observe people's behaviour closely and be aware of nonverbal communication ('body language')

- ❖ Facial expression
- ❖ Eye contact
- ❖ Tone of voice
- ❖ Physical touch
- ❖ Appearance
- ❖ Posture
- ❖ Proximity
- ❖ Hand and foot movement

USE OF SELF-DEFENCE

The law in relation to the use of Self Defence was clearly described in the Appeal Judgement given in Palmer v Regina 1971 and still applies today. The judge stated:

- **“It is both good law and common sense that a man who is attacked may defend himself. It is both good law and common sense that he may do, but may only do, what is reasonably necessary. But everything will depend on the particular circumstances”.**

The following points should give some guidance on the legal use of force as a means of self-defence:

- Self-defence is permitted in law.
- Self-defence is permitted in law to the extent of what is **‘Reasonably necessary’ to stop the attack.**
- Self-defence is not permitted in law beyond what is **‘Reasonably necessary’** in time and degree to stop the attack.

WHAT IS REASONABLE FORCE?

- Each situation is different, and what may be deemed as reasonable force used to defend oneself when a drunken thug attacks you with a broken bottle in the street, may not be deemed as reasonable in a Social Services Day Centre when dealing with a Service User with learning difficulties.
- Extreme care must be taken in force as a means of self-defence, and if the only consideration is your own safety, then escape should be your first option.
- The use of restraint techniques (Control & Restraint) should only be used by those employees appropriately trained.

FURTHER INFORMATION AND ADVICE

- Corporate Health and Safety Policy and associated policies.

MEMORANDUM

To:	ONCHAN DISTRICT COMMISSIONERS
From:	CHIEF EXECUTIVE/CLERK
Ref:	INCOME THRESHOLD – GENERAL HOUSING
Date:	3 rd October 2022

Dear Commissioners

Background

This memorandum updates the report submitted to the Board on 3rd October 2022 regarding review of the income thresholds set by the Public Sector (General Housing) (Allocation) Policy 2019 approved by Tynwald.

This policy is used to assess the income thresholds for housing applicants and tenants when reviewing their tenancy.

Current Stance

Email correspondence issued by the Department of Infrastructure (appendix 1) informs that a consultation has been released from the Department whom would like to formally seek the elected Members' views on the drafted amendments to the Public Sector Housing (General Needs) (Allocations) Policy 2019, copy of the which have been drafted by the Department of Infrastructure and the Attorney General's Office. Copy attached of the proposed Public Sector Housing (General Needs) (Allocation) (Amendment) Policy 2023 is shown at Appendix 2.

Impact

Subject to Tynwald approval, the policy is planned to come in to operation on 1st July 2023 and will have an impact on the income thresholds for acceptance to the waiting lists and to any tenancy reviews which are assessed using the above criteria and that detailed within the Implementation and Management of Fixed Term Tenancies in Public Sector General Housing as approved by the Board on 11th July 2022.

Review

The policy amends the Public Sector Housing (General Needs) (Allocation) Policy 2019 to increase the maximum gross income thresholds and the gross annual income pointing scale thresholds by between 14-15% to ensure that more people are able to access public sector housing in response to the current cost of living crisis.

Consultation

The Department of Infrastructure request Members to complete the formal consultation available at <https://consult.gov.im/infrastructure/9b7cda65/> submissions to be completed by 17th April 2023. Copy of the questionnaire available at Appendix 3.

Observation

To request within your submissions the suggestion of including linking the thresholds with median income, as they are within the policy guidelines for sheltered housing which states *"Income Limits will be reviewed annually to reflect the prevailing median income as published annually by the Economic Affairs Division."* This will ensure that the income thresholds are kept current.



A.S. Gale CIH(4), CIHM, CMgr MCMI
Housing Manager

Andrea Gale

Subject:

FW: Formal consultation- Public Sector Housing Access & Eligibility thresholds
Copy of Access & Eligibility consultation.pdf

Attachments:

From: \.....

Sent: 06 March 2023 09:16

Subject: Formal consultation- Public Sector Housing Access & Eligibility thresholds

Good Morning

The Department would like to formally seek your elected Members' views on the drafted amendments to the Public Sector Housing (General Needs) (Allocations) Policy 2019, which have been drafted by the Department of Infrastructure and the Attorney General's Office.

The proposed amendments, Public Sector Housing (General Needs) (Allocation) (Amendment) 2023, propose to increase the income threshold for access to public sector housing. The consultation on these proposed amendment is a private consultation available to Local Authorities only and will be active from Monday 6th March to Monday 17th April 2023.

The consultation must be completed on the consultation hub here: <https://consult.gov.im/infrastructure/9b7cda65/>
If you need to print the consultation it can be printed from the hub directly by right clicking and printing within the questionnaire page.

Thank you in advance for your contribution and if you have any questions please do let me know.

Best wishes

Public Estates and Housing Division | Department of Infrastructure | Isle of Man Government | Sea
Terminal Building | Douglas | Isle of Man | IM1 2RF
Business Support Section

Web: www.gov.im/infrastructure

Social: [www.twitter.com/iominfra](https://twitter.com/iominfra) and www.facebook.com/iominfrastructure



P please consider the environment - do you really need to print this email?

Isle of Man. Giving you freedom to flourish

Statutory Document No. 2023/0109

*Housing (Miscellaneous Provisions) Act 1976*

PUBLIC SECTOR HOUSING (GENERAL NEEDS) (ALLOCATION) (AMENDMENT) POLICY 2023

*Approved by Tynwald:**Coming into Operation:**1 July 2023*

The Department of Infrastructure, having consulted all the local authorities that would be affected by it,¹ adopts the following Policy under paragraph 1A(1)² of Schedule 3 of the Housing (Miscellaneous Provisions) Act 1976.

1 Title

This Policy is the Public Sector Housing (General Needs) (Allocation) (Amendment) Policy 2023.

2 Commencement

If approved by Tynwald, this Policy comes into operation on 1 July 2023.³

3 Amendment to the Public Sector Housing (General Needs) (Allocation) Policy 2019

- (1) The Public Sector Housing (General Needs) (Allocation) Policy 2019⁴ is amended as follows.
- (2) For paragraph 5 (review of, and appeal against, decisions made by the Department) substitute —

5 Review of decisions made by the Department

- (1) This paragraph applies to any decision (“**the relevant decision**”) made by the Department as to —
 - (a) whether or not an applicant is to be accepted for inclusion on the Department’s housing waiting list;

¹ As required by paragraph 1A(2) of Schedule 3 to the Act.

² Paragraph 1A was inserted by Schedule 3 to the Housing (Miscellaneous Provisions) Act 2011.

³ Under paragraph 1A(3) of Schedule 3 to the Act, this Policy shall not come into operation until it is approved by Tynwald.

⁴ SD 2019/0075.

- (b) the number of points which an applicant has in accordance with Part 2 of the Schedule; or
 - (c) whether or not an applicant is selected for allocation of a property.
 - (2) If the applicant is dissatisfied with the relevant decision, the applicant may request that the Department review its decision.
 - (3) A request for a review must —
 - (a) state the grounds on which the review is requested; and
 - (b) be made in writing within one month of the date of notification of the relevant decision.
 - (4) The Department must —
 - (a) review the relevant decision in a timely manner; and
 - (b) notify the applicant of the outcome of that review.
 - (5) Any decision made by the Department following the review is final. **22**.
- (3) In the Schedule (allocation of general needs public sector housing) —
- (a) for the table in paragraph 3 of Part 1, substitute —

23

Number of dependent children	Maximum gross annual income	
	Single applicant	Joint applicant
None	£34,500	£38,000
1 child	£40,000	£43,500
2 children	£43,500	£47,000
3 or more children	£47,000	£50,500

22;

- (b) for row 5 of the table in paragraph 2 of Part 2, substitute —

23

5. Gross annual income			
(a) including, where applicable, combined income and taxable benefits of joint applicants;			
(b) for the purposes of assessing income in the table below, child benefit is to be disregarded;			
	Single applicant	Joint applicant	Points
No dependent children	£20,500 and under	£24,000 and under	10 points
	£20,501 to £24,000	£24,001 to £27,500	8 points
	£24,001 to £27,500	£27,501 to £31,000	5 points
	£27,501 to £30,000	£31,001 to £33,501	2 points
	£30,001 and over	£33,501 and over	0 points
	Single applicant	Joint applicant	Points
With dependent children	£23,500 and under	£27,000 and under	10 points
	£23,501 to £28,500	£24,001 to £32,000	8 points
	£28,501 to £33,500	£32,001 to £37,000	5 points

£33,501 to £38,500	£37,001 to £42,000	2 points
£38,501 and over	£42,001 and over	0 points
(c) in this criterion, “child benefit” means a benefit under Part 9 of the Social Security Contributions and Benefits Act 1992 ⁵ (of Parliament), as it has effect in the Island. ⁶		

99.

MADE

C C THOMAS
Minister for Infrastructure

⁵ 1992 c.4

⁶ See SD 505/94.

*EXPLANATORY NOTE**(This note is not part of the Policy)*

This Policy amends the Public Sector Housing (General Needs) (Allocation) Policy 2019 [SD 2019/0075] to increase the maximum gross income thresholds and the gross annual income pointing scale thresholds by between 14-15%, to ensure that more people are able to access public sector housing in response to the current cost of living crisis.

This Policy also amends paragraph 5 to remove the option to appeal against decisions made by the Department and establish that any decision made by the Department following a review is final.

Amendments to public sector general needs housing income thresholds

Overview

The current income thresholds for an applicant to be eligible for access onto a general needs public sector housing waiting list have not been increased since the Public Sector Housing (General Needs) (Allocation) Policy 2019 was approved by Tynwald during that same year and are based on economical data from 2017. As such, these thresholds are not reflective of any current measure of average annual earnings or of income levels measured against what is needed to meet living costs.

General housing providers have reported instances whereby individuals and families are being prevented from accessing a housing waiting list as they exceed current income thresholds, yet these households are increasingly finding it less affordable to live in private rental accommodation.

The Department of Infrastructure ('the Department') acknowledges that a wider review of the Allocations Policy is overdue, however, there is an urgent need to update the income criteria.

Why your views matter

It is the Department's intention to amend Parts 1 and 2 of the Schedule of the Public Sector Housing (General Needs) (Allocation) Policy 2019 by

- a) increasing the income thresholds to reflect the changes to household income levels and current living costs (Part 1 of the Schedule), and
- b) uplifting the points awarded for each income category (Part 2 of the Schedule).

The Department also wishes to amend Section 5 of the current policy by clarifying the appeal process for an applicant to its own housing waiting list on a decision made by the Department in respect of:

- acceptance or not for inclusion on the waiting list,
- the number of points which the applicant has, or
- whether or not an applicant is selected for allocation of a property.

The option to appeal against a decision made by the Department following a review has been removed as it has been identified that the current procedure is outside of the scope of the powers afforded by the Housing (Miscellaneous Provisions) Act 1976. Following a review by the Department of an appeal, the Department's decision is final. This is subject to the appellant's right of recourse to the Courts for a petition of doléance.

It is important to note that this particular amendment only applies to applicants to the Department of Infrastructure's housing waiting list and the appeal process remains unchanged for applicants to all other housing providers.

Under Schedule 3 Paragraph 1A (2) of the Housing (Miscellaneous Provisions) Act 1976, the Department of Infrastructure must consult with relevant local authorities before adopting an all-island policy for the allocation of housing by the Department and Local Authorities. Your views will assist the Department in finalising the draft amendments to the existing Allocations Policy ahead of being taken to Tynwald for formal approval.

Your details

Please complete all the questions.

1 What is your name?

Name (Required)

2 What is your email address?

Email

3 Which Local Authority do you represent?*Please select only one item*

- ☐ Braddan Parish Commissioners
- ☐ Castletown Commissioners
- ☐ Douglas City Council
- ☐ Onchan District Commissioners
- ☐ Peel Town Commissioners
- ☐ Port Erin Commissioners
- ☐ Port St Mary Commissioners
- ☐ Ramsey Town Commissioners
- ☐ Rushen Commissioners

4 The Department will share the consultation response report with Local Authorities and with Tynwald representatives. How would you like your organisation's response to be published?*(Required)**Please select only one item*

- ☐ Publish our response using our organisation's name
- ☐ Publish our response anonymously

Access & Eligibility thresholds

Questions relating to the proposed amendments to the income thresholds for access to public sector housing

5 Do you agree that the income thresholds for access to Public Sector Housing need to be increased?*(Required)**Please select all that apply*

- ☐ Agree
- ☐ Disagree

Any further comments

6 Do you agree with the proposed amendment to the income thresholds in Section 3a of the draft policy?*Please select only one item*

- ☐ Yes
- ☐ No

Any further comments

7 Do you agree with the proposed amendments to the pointing schedule in Section 3b of the draft policy?

Please select only one item

- ☐ Yes
- ☐ No

Any further comments

Changes to Department appeals

This section relates to the final amendment which is an update to the way an applicant to the Department's own housing waiting list can appeal against a decision in respect of:

- i) acceptance or not for inclusion on the waiting list,
- ii) the number of points which the applicant has, or
- iii) whether or not an applicant is selected for allocation of a property.

The option to appeal against a decision made by the Department following a review has been removed as it has been identified that the current procedure is outside of the scope of the powers afforded by the Housing (Miscellaneous Provisions) Act 1976. Following a review by the Department of an appeal, the Department's decision is final. This is subject to the appellant's right of recourse to the Courts for a petition of doloance.

It is important to note that this amendment only applies to applicants to the Department of Infrastructure's housing waiting list and the appeal process remains unchanged for applicants to all other housing providers.

Please provide any comments you may have about this amendment in the box below.

8 Do you have any comments about the changes to Department appeals?

MEMORANDUM

To:	ONCHAN DISTRICT COMMISSIONERS
From:	HOUSING MANAGER
Ref:	PET POLICY
Date:	15 th March 2023

Dear Commissioners

Although the Pet Policy is not due for review until October 2026, it has been necessary to add some specific wording within the document.

It is respectfully requested that the wording within the Pet Policy be amended to include reference to removal of animal mess and faeces, and to amend the year for the Data Protection Act.

Amendments are highlighted on the attached documents, and submitted for Members' consideration.



A.S. Gale (Mrs)
Housing Manager

Attach



ONCHAN DISTRICT COMMISSIONERS

Pet Policy and Guidance Notes

You are allowed to keep pets with the permission of Onchan District Commissioners.

Our definition of pets is dogs, cats, small caged birds (not pigeons), rodents, rabbits, non-poisonous insects and small non-poisonous reptiles or fish.

The tenant shall not keep any dog, cat or noisy or dangerous animal or bird in, or about, the Property without the written consent of the Commission and in no case shall fowls or poultry be kept on the Property. Written permission must be sought **BEFORE** obtaining such pets and such permission will be restricted to **one cat or one dog per household depending on the size of the garden and the property.**

If you are living in a scheme with more than four flats in the block, tenants can only keep small caged pets.

The following conditions apply to ALL tenants who are granted permission to keep a pet:

- Pets must be kept under control at all times.
- Pets must not cause any reasonable nuisance to neighbours, i.e. straying on to neighbouring gardens, letting your dog bark for a long period of time;
- Pets must not foul on shared areas or estate roads, footpaths and green areas;
- Pets must not be allowed to foul inside the property, except for caged pets and pets trained to use a litter tray. Any pet faeces must be removed immediately from the property, garden or outside areas and disposed of safely and hygienically;
- Pets must be kept under control when Onchan District Commissioners' staff or contractors visit the home;
- Tenants must not leave their pets in the property when they are away unless clear arrangements have been made for their care;
- Tenants must ensure that their animal will not cause damage to the property if they are left unsupervised;
- All pets kept at the property must be vaccinated and regularly treated for fleas and worms (if appropriate);
- Tenants are responsible for keeping all areas of the property clean and free from animal mess, faeces and also to be free from parasites, such as fleas;
- Tenants may not breed animals or offer for sale any animal in the property;
- Any animal listed in the schedule of the Dangerous Wild Animals Act 1976 may not be kept at the property;
- It is a legal requirement for all Dogs to be microchipped;
- Any dog listed under the Dangerous Dogs Act 1991 may not be kept at the property with the exception of dogs registered on the Index of Exempted Dogs;
- Tenants are responsible for their pets in accordance with the Animal Welfare Act. If the Onchan District Commissioners believes that a pet kept in the property has

been neglected or abandoned, they will report it to an appropriate animal welfare organisation.

Tenants are required to pay for any damage their animal has caused to the property and garden including fixed contents within the property and it is recommended they take out adequate insurance to cover this eventuality. For the avoidance of doubt any such damage shall not be deemed to be fair wear and tear.

Tenants must professionally clean the property when they move out, ensuring that all floors are thoroughly cleaned for removal of animal mess and faeces, and also treated for fleas and mites and any possible infested/damaged floor coverings are removed and disposed of in a courteous manner.

Onchan District Commissioners will make all reasonable support available to tenants to ensure they understand the policy and their responsibilities to comply with this policy. If tenants require any assistance in understanding the policy or completing a Pet Application Form, the Housing Officer will assist them in doing so.

Onchan District Commissioners will use the information provided in accordance with the Data Protection Act 2018 for the purpose of housing management. On occasions the information may also be shared between different Departments of the Commissioners and with third parties such as contractors working on the Commission's behalf and the Department of Infrastructure. In such instances the Commissioners will ensure that your personal data is processed in accordance with the Data Protection Act 2002.

Prohibited Activities

- We will not allow the sale of pets within Onchan District Commissioners' properties.
- Residents must seek permission from Onchan District Commissioners if they wish to pet sit or have a pet reside in their property for longer than one day within seven days.
- Residents are responsible for ensuring any dogs visiting their property are accompanied by their owners and they do not cause a nuisance.
- Onchan District Commissioners will not give permission for residents to install cat or dog flaps if the fitting affects the integrity of the door.

This policy will be reviewed periodically.



ONCHAN DISTRICT COMMISSIONERS

Aim:

- To provide a foundation for a consistent and enforceable approach to pet ownership.
- To provide a balance that ensures pet ownership does not infringe on the right of others to the peaceful enjoyment of their home.

Pet Policy

Date: March 2023
Review: March 2027

ONCHAN DISTRICT COMMISSIONERS

PET POLICY



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Please be aware that a hard copy of this document may not be the latest available version, which is available in the Authority's document management system, and which supersedes all previous versions.

Those to whom this policy applies are responsible for familiarising themselves periodically with the latest version and for complying with policy requirements at all times.

Effective from:	Replaces:	Originator:	Page X of Y
October 2018	2017 Policy	Chief Executive/Clerk	1 of 14
Board Ratification:		16 th October 2018	

History or Most Recent Policy Changes – MUST BE COMPLETED		
Version:	Date:	Change:
	18/08/2017	Original Document
1	23/04/2020	Reviewed – review date information added
2	05/09/2022	Reviewed – updated
3	15/03/2023	Reviewed – addition of wording

Onchan District Commissioners

Pet Policy

PURPOSE

The purpose of this policy is to provide guidance to all tenants residing in Onchan District Commissioners' properties.

It is widely accepted that pets provide people with companionship, comfort and love and offer them a way of making contact with others. As such, pets are not something we as a housing provider should ignore. Many people see their pets as a natural extension of, or a replacement for, a family. However, controls must be put in place to prevent irresponsible pet ownership which can cause suffering to animals and nuisance to neighbours.

SCOPE

This policy outlines Onchan District Commissioners' approach to pet ownership.

Onchan District Commissioners recognises that keeping pets can offer significant benefits to their owners. However, irresponsible pet ownership can cause nuisance and affect the quality of life for other residents in an area and will not be tolerated.

Tenants must apply for permission to keep any pet and Onchan District Commissioners will not unreasonably withhold consent.

Tenants wishing to own a pet must apply to Onchan District Commissioners for permission as part of the conditions of their tenancy.

POLICY

Aims:

- To provide a foundation for a consistent and enforceable approach to pet ownership.
- To provide a balance that ensures pet ownership does not infringe on the right of others to the peaceful enjoyment of their home.

Objectives:

- To provide residents with clear guidance on pet ownership, how to apply for permission and how permission may be revoked.
- To provide residents with information on what type of animals are acceptable as pets and in what type of property.
- To provide residents with information relating to acceptable and non-acceptable behaviour.

ONCHAN DISTRICT COMMISSIONERS REFERENCES

Cruelty to Animals Act 1997
Data Protection Act 2002
Dogs Act 1990
Dogs Amendment Act 2018
Housing Act 1955 to 2011
Human Rights Act 2001
Onchan District Commissioners' Tenancy Agreement
Onchan District Commissioners' Tenant's Handbook
Manx Society for Prevention of Cruelty to Animals
Royal Society for Prevention of Cruelty to Animals – Housing Best Practice
One Housing Group

DEFINITIONS

For the purpose of this policy, a Pet is any domesticated or tamed animal that is kept as a companion and cared for responsibly.

Onchan District Commissioners' definition of pets is dogs, cats, small caged birds (not pigeons), rodents, rabbits, non-poisonous insects and small non-poisonous reptiles or fish.

ROLES

All

AUTHORITY TO VARY THE PROCEDURE

Chief Executive

PROCEDURE

1. Introduction

This policy outlines Onchan District Commissioners' approach to pet ownership. As a landlord, Onchan District Commissioners recognises the importance of meeting residents' expectations of a high standard of service delivery.

The tenant shall not keep any dog, cat or noisy or dangerous animal or bird in, or about, the Property without the written consent of the Commission and in no case shall fowls or poultry be kept on the Property.

2. Application and Permission

Written permission must be sought **BEFORE** obtaining such pets and such permission will be restricted to **one cat or one dog per household depending on the size of the garden and the property.**

Such permission being specific to the animal in question. Any additional pets will require special consideration and approval by the Board of Onchan District Commissioners.

Permission will only be considered where a Pet Application form has been completed. (*Appendix 1*) An application form must be completed for each new pet.

Onchan District Commissioners will deal with requests to keep pets as fairly as possible bearing in mind any problems or restrictions which may exist on any estate or in any block.

Onchan District Commissioners have the right to make changes to this Policy and a Tenant's Pet Agreement at any time by giving the Tenant at least 30 days' notice.

Tenants must request permission to replace a pet. This will be subject to the same conditions; however history of previous pet ownership will be taken into consideration.

Permission may be granted based on the following circumstances:

2.1 Small animals:

Tenants may be given permission to keep small animals which are housed in cages, bowls or tanks inside the home and do not need to be allowed outside of the property, for example small birds, fish, hamsters or gerbils etc.

If the tenant has their own private garden, permission may be given for them to keep small pets in hutches such as rabbits or guinea pigs.

2.2 Cats:

Permission to keep a cat may only be granted to tenants housed in ground floor properties so that the cat may be let outside on a regular basis.

2.3 Exotic Pets:

An application for exotic pets such as snakes or spiders will be refused if:

- The pet requires a licence and the tenant does not hold one.
- The pet will pose a safety risk to the household or neighbours should it escape.

2.4 Dogs:

Permission will only be granted to allow dogs to be kept in accommodation where residents have a sole entrance door, with direct access to an outside space or exclusive use of a garden.

The only exception to the above is where the tenant has a disability and requires the use of a guide or support dog. In these cases the tenant's property does not need to have a private garden or a sole entrance door.

Permission will not be given in any circumstances to keep any dog which is prohibited from importation, e.g. Pit Bull Terrier types, Japanese Tosa, Dogo Argentino and Fila Brasileiro.

The tenant must not allow the dog to breed.

The animal must be microchipped.

In most cases we will allow replacement of the dog as long as the home is suitable.

Anyone mistreating or neglecting their dog will be refused permission to keep ANY pet and will be reported to the Manx Society for the Prevention of Cruelty to Animals (MSPCA).

2.5 Service or Assistant Animals:

Assistance dogs – such as guide dogs for blind people, hearing dogs for deaf people or dogs for disabled people – must always be permitted.

Emotional Support Animals - such animals, which offer emotional support, comfort and a sense of security to individuals through companionship alone, and do not carry out any trained tasks. These animals vary by species, size and breed. Permission will be considered on a case by case basis.

However tenants are still responsible for their animal's behaviour and its welfare.

2.6 Property Type and Space:

Onchan District Commissioners will not grant permission when a tenant does not have adequate space in their home or garden for the type of pet they are applying to keep. This is particularly important when considering an application to keep a dog.

2.7 Number of Pets:

If a tenant requests permission to keep more than one dog or cat (or one of each) judgement would be made on each request on its own merits. This means Onchan District Commissioners will consider such things as the type of home the tenant resides, the size of the garden, as well as the breed, size and number of pets they want to keep.

If a number of other pets already exist in the property, permission will not be given where a new pet will affect their welfare. Health, safety and hygiene will all be considered. Too many pets in a property will also cause a nuisance to neighbours or damage to the property.

2.8 New Tenants:

Onchan District Commissioners' new tenants who already have a pet may be granted permission at the discretion of the Chief Executive.

3. Identification

All dogs and cats must be permanently identified by microchipping and the identification details must be registered. This identification number will be required as part of the Pet Application with Onchan District Commissioners.

To comply with current legislation, a microchip must be implanted in dogs that are 8 weeks old or older. You can arrange this through your local Vet.

4. Welfare

Where permission is granted, tenants are responsible for the health and welfare of their pets. The tenant has a duty of care under the Cruelty to Animals Act 1997 and Animal Welfare Act 1996. This requires proper day-to-day management and care of the pet. If tenants have any questions about the care of their pets they should contact their vet or the MSPCA.

No pet should be left in the property when the tenant is away unless clear arrangements have been made to provide adequate care. In general, this will require the pet to be boarded elsewhere but close supervision by a neighbour may be adequate for some animals.

Routine healthcare must include regular control of parasites (fleas and worms), vaccinations and neutering where appropriate. When applying to keep a pet, tenants may be asked to provide the name of their vet and evidence from them that their pet is regularly or appropriately treated.

5. Breeding

The breeding and sale of animals is prohibited on premises that Onchan District Commissioners manage, including the dwelling and other areas such as garages. This helps encourage responsible pet ownership and reduce the number of 'accidental owners', i.e. those who acquire pets from friends and neighbours without being aware of the animal's basic welfare needs. It will also help avoid environmental nuisance and health and safety problems for neighbours.

Breeding prevention:

Whilst pets are permitted, we encourage the owner to have the pet neutered or spayed, or males and females are housed apart, to prevent them from breeding, as appropriate to the species.

6. Flea and vermin infestation

All tenants must keep their home clean and tidy so as not to cause a nuisance or endanger health. If the tenant fails to keep their home clean, tidy and free from animal mess, fleas or vermin, they must put things right immediately and seek any help they may need.

However, if the problem persists, we will take action for breach of the tenancy agreement and they may have to re-home their pet or face possession proceedings to end their tenancy.

7. Care of the Property

Tenants are required to pay for any damage their animal has caused to the property and garden including fixed contents within the property and it is recommended they take out adequate insurance to cover this eventuality. For the avoidance of doubt any such damage shall not be deemed to be fair wear and tear.

Tenants must professionally clean the property when they move out, ensuring that all floors are thoroughly cleaned for removal of animal mess and faeces, and treated for fleas and mites and any possible infested/damaged floor coverings are removed and disposed of in a courteous manner.

8. Prohibited Activity/Anti-Social Behaviour

Under no circumstances will permission be given to breed or offer any animal for sale from an Onchan District Commissioners' property.

Tenants must not allow any animals to foul any shared areas of their property or on roads, footpaths or play areas including grassed areas of an estate. If an animal does defecate in such areas, faeces must always be removed immediately and disposed of hygienically.

Dogs must always be kept on a lead when in public or communal areas. They must never be let out on their own. If cats are allowed free access outside, then steps must be taken to ensure they do not cause nuisance to neighbours.

Tenants have a duty to look after their pets responsibly and must not allow them to cause a nuisance to their neighbours, any member of their own household or any other member of the public. Tenants will also be held responsible for the behaviour of any pets bought into their homes or neighbourhoods by their visitors.

9. Pets that are or could be aggressive

If we think your pet may threaten, frighten or harm other people and stop them going about their business or enjoying their home, you must put things right at once. You should seek advice from a vet, dog warden or other expert. If you cannot keep the animal under control, or where we think a particular type or breed of animal is inappropriate to where you live, we will tell you to re-home the pet or face action for breach of tenancy, which may lead to possession proceedings to end your tenancy

10. Security

There is an obligation on the pet-owner to house the animals securely to avoid any escapes, where appropriate to the species.

11. Complaints

Where we receive complaints about pet nuisance and the resident has not in line with their tenancy/lease agreement had permission for the pet, we will require the resident to request permission retrospectively. For those residents who insist they have been previously given permission to keep a pet we will require written evidence to substantiate this. Where previous permission can be evidenced we will uphold the permission, however all permissions are subject to withdrawal if the conditions are not being adhered to.

Any resident that has concerns related to the Pets Policy, including refused consent, must be given the opportunity to make a formal or informal complaint as per Onchan District Commissioners Complaints Procedure.

The following are examples of nuisance and annoyance incidents that will be recorded and managed as antisocial behaviour:

- Excessive barking or any other loud noise causing a disturbance.
- Dogs or any other animals being used to intimidate people.
- Pets causing damage to Onchan District Commissioners' property beyond reasonable wear and tear.
- Any other behaviour considered to be causing a reasonable nuisance or annoyance.

Onchan District Commissioners will consider taking the following action against tenants allowing their pets to cause a nuisance:

- Issuing the tenant with a verbal and written warning.
- Requesting that the tenant has the pet re-housed within 14 days of notification.
- Reporting an incident to the Police.
- Taking legal action to obtain an injunction order.
- Taking legal action to obtain a possession order as a last resort.

If a tenant or resident is concerned about a dog(s) which may or may not belong to an Onchan District Commissioners tenant they may contact their Housing Officer for advice.

12. Conditions

The following conditions apply to ALL tenants who are granted permission to keep a pet:

- Pets must be kept under control at all times.
- Pets must not cause any nuisance to neighbours, i.e. straying on to neighbouring gardens, letting your dog bark for a long period of time;
- Pets must not foul on shared areas or estate roads, footpaths and green areas;
- Pets must not be allowed to foul inside the property, except for caged pets and pets trained to use a litter tray. Any pet faeces must be removed immediately from the property, the garden or outside areas and disposed of safely and hygienically;
- Pets must be kept under control when Onchan District Commissioners' staff or contractors visit the home;
- Tenants must not leave their pets in the property when they are away unless clear arrangements have been made for their care;
- Tenants must ensure that their animal will not cause damage to the property if they are left unsupervised;
- All pets kept at the property must be vaccinated and regularly treated for fleas and worms (if appropriate);
- Tenants are responsible for keeping all areas of the property clean and free from animal mess and faeces, also to be free from parasites, such as fleas;
- Tenants may not breed animals or offer for sale any animal in the property;
- Any animal listed in the schedule of the Dangerous Wild Animals Act 1976 may not be kept at the property;
- Any dog listed under the Dangerous Dogs Act 1991 may not be kept at the property with the exception of dogs registered on the Index of Exempted Dogs.
- Tenants are responsible for their pets in accordance with the Animal Welfare Act. If the Onchan District Commissioners believes that a pet kept in the property has been neglected or abandoned, they will report it to an appropriate animal welfare organisation.

13. Prohibited Activities

- We will not allow the sale of pets within Onchan District Commissioners' properties.
- Residents must seek permission from Onchan District Commissioners if they wish to pet sit or have a pet reside in their property for longer than one day in seven days.
- Residents are responsible for ensuring any dogs visiting their property are accompanied by their owners and they do not cause a nuisance.
- Onchan District Commissioners will not give permission for residents to install cat or dog flaps if the fitting affects the integrity of the door.

14. Consequent action if a pet is kept without permission

If a tenant is found to be keeping an uncaged pet or pets without the Authority's permission, then they must apply for permission within two weeks.

Normally permission will be granted, unless one of the categories listed applies.

Where permission is granted, the tenant must agree to abide by the conditions.

Where permission is refused, the tenant must make arrangements for the permanent removal of the pet within two weeks.

If the tenant fails to comply, then legal action may be considered.

15. Resident Support

Onchan District Commissioners will make all reasonable support available to tenants to ensure they understand the policy and their responsibilities to comply with this policy. If tenants require any assistance in understanding the policy or completing a Pet Application Form, the Housing Officer will assist them in doing so.

16. Special circumstances

If unique or exceptional circumstances suggest we should depart from our normal rules, we will consider the application on its merits.

17. Staffing

Onchan District Commissioners employs a Housing Officer who will administer and oversee applications for pet ownership. Any anti-social behaviour issues arising from the ownership of pets will be investigated.

18. Confidentiality

Under the Data Protection Act 2018 and the Human Rights Act 2001, all personal and sensitive organisational information, however received, is treated as confidential. This includes:

- anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or committee member
- sensitive organisational information. Officers will ensure that they only involve other agencies and share information with the consent of the resident concerned, unless:
 - the information is necessary for the protection of children or vulnerable adults.
 - Onchan District Commissioners is required to by law. For example, Onchan District Commissioners cannot withhold information if being questioned by the Police during a criminal investigation.

On occasions the information may also be shared between different Departments of the Commissioners and with third parties such as contractors working on the Commission's behalf and the Department of Infrastructure. In such instances the Commissioners will ensure that your personal data is processed in accordance with the Data Protection Act 2018.

19. Health and Safety

All Officers will follow Onchan District Commissioners' Health and Safety Policy, at all times when dealing with residents and executing this policy.