PORT ST MARY COMMISSIONERS

ORDINARY BOARD MEETING

25th AUGUST 2021

AGENDA – OPEN SESSION

Item Number	Item	Action Required
1.	**OPENING OF THE MEETING**	
1.1	Welcome, Apologies & Declarations	As required by Board members
2.	**MINUTES**	
2.1	Minutes of the Ordinary Meeting held on the 14th July 2021	For Board approval
2.2	Minutes of the Annual General Meeting held on 4th August 2021	For noting
3.	**MATTERS ARISING**	
3.1	Matters arising from previous meetings	Clerk to provide necessary updates
4.	**MOTIONS – None**	
5.	**FINANCE**	
5.1	Invoices for payment in August 2021	For Board approval
5.2	Budget Committee setting for 2022/23 – verbal item	For Board decision
6.	**PROJECTS**	
6.1	Skate Park – No update	N/A

6.2	Gellings Avenue public conveniences	For noting
6.3	Happy Valley	For noting
6.4	Boat Park	For noting
6.5	Jetty – No update	N/A
6.6	Town Branding Project	For noting
6.7	Rushen Heritage Trust Street Signs	For noting
6.8	PSM Post Office	For noting
6.9	Highways	For noting
6.10	Dog Fouling	For noting
6.11	Town Hall Access	For noting
6.12	Bay Queen Parking	For Board discussion
6.13	Manx Utilities column testing	For noting
6.14	Additional Electric Vehicle Parking Station	For Board approval
6.15	Village in Bloom	For Board approval

6.16	Celebration of Christmas	For Board discussion
7.	**HOUSING**	
7.1	Housing Officers Report	For Board discussion
7.2	Tenancy Arrears Report	For Board discussion
8.	**PUBLIC CORRESPONDENCE & COMMUNICATIONS**	
8.1	Correspondence regarding registered buildings/memorials	For noting
8.2	Public Sector Rent Setting 2022/23	For Board discussion & decision
8.3	Local Authority Election correspondence	For Board discussion & decision
8.4	Letter of thanks from Isle of Man Army Cadet Force	For noting
8.5	2nd Supplemental List 2021	For noting
8.6	Town Twinning Request	For Board discussion
9.	**PLANNING MATTERS**	
9.1	Planning Applications	For Board discussion
9.2	Planning Approval	For noting
9.3	Allotment Sheds Update	For noting

10.	**POLICY & RESOURCES**	
10.1	Equality Act Training	For response
10.2	Internal Audit Report	For Board discussion
10.3	2021 Meeting Dates	For noting
11.	**PUBLIC CONSULTATIONS**	
11.1	Single Use Plastic consultation	For Board response
12.	**INVITATIONS**	
12.1	Borough of Douglas Civic Sunday Church Service – notice of date	For noting
13.	**ANY OTHER BUSINESS OF AN URGENT NATURE (BY PERMISSION OF THE CHAIR)**	

PORT ST MARY COMMISSIONERS

MATTERS ARISING & PUBLIC CORRESPONDENCE REPORT

Matters Arising

Kallow Point grass – A response is awaited from DEFA, the Manx Wildlife Trust have also been requested to assist and a meeting is due to be held with them prior to the next Board meeting.

Lamppost poppies – 50 poppies have been ordered as approved.

Public Correspondence

Coastal Defence Scheme – The Clerk is working with the Clerk of Rushen to establish further details and arrange a meeting between both Boards.

Invoices to be paid in August 2021- Rate Born Expenses

Inv#	Date	Inv ref:	Supplier	Details	Housing	Category	Net	VAT	Total Cost	NL Code
2292	22/07/2021	526711	Argon Office Systems	Printing - 17.06.21	N	Printing and Stationary	233.16	46.63	279.79	5250
2293	30/07/2021	SININV00356623	BHX	Stationary - July 21 - post it , highlighters	N	Printing and Stationary	34.55	6.91	41.46	5050
2294	30/07/2021	300721 RND 2	Calvert Newsagents Ltd	Stamps and newspapers - July 21	N	Printing and Stationary	142.65	0.00	142.65	5050
2295	16/08/2021	2	Cleaning Fairies	Holiday cover - 07.08.21 to 15/08/21	N	Town Hall - Cleaning	100.00	0.00	100	5152
2296	09/07/2021	COIOM0023680	Colas	PPE - boots	N	Stores	76.85	15.37	92.22	6020
2297	30/07/2021	COIOM0023979	Colas	Doggy bin liners	N	Refuse- misc	119.80	23.96	143.76	5270
2298	31/07/2021	1270310721	Cooil Bros Ltd	Milk - w/e 03/07/21	N	Stores	9.75	0.00	9.75	6020
2299	29/07/2021	34976	Corlett Bolton & Co	PSM Golf club - advice	N	Legal & Professional	756.00	151.20	907.2	5040
2300	16/07/2021	419697	DOI	EFW Waste - June 21	N	Refuse - general	6362.51	1272.50	7635.01	5210
2301	04/08/2021	1857	Even Management Solutions	PSMC Village event - adverts, licensing,budget	N	Civic Events	496.90	99.38	596.28	5082
2302	07/07/2021	25836	Island IT	MS online - June /Jul 21	N	Computer Expenses	87.00	17.40	104.4	5140
2303	07/07/2021	25837	Island IT	East room power lead	N	Computer Expenses	7.94	1.59	9.53	5140
2304	07/07/2021	25838	Island IT	Local admin access	N	Computer Expenses	27.50	5.50	33	5140
2305	07/07/2021	25839	Island IT	Replacement ssd	N	Computer Expenses	158.22	31.64	189.86	5140
					Subtotal		**£8,612.83**	**£1,672.08**	**£10,284.91**	

Invoices to be paid in August 2021- Rate Born Expenses

Inv#	Date	Inv ref:	Supplier	Details	Housing	Category	Total Net	VAT	Total Cost	NL Code
2306	07/07/2021	25840	Island IT	Store PC troubleshooting	N	Computer Expenses	27.50	5.50	33	5140
2307	07/07/2021	25841	Island IT	Checks - July 21	N	Computer Expenses	123.75	24.75	148.5	5140
2308	14/07/2021	25882	Island IT	HP satellite pro Laptop	N	Computer Expenses	515.31	103.06	618.37	5140
2309	14/07/2021	25883	Island IT	HP ink and ram	N	Computer Expenses	846.39	169.28	1015.67	5140
2310	23/07/2021	25984	Island IT	Loan laptop data removal and disk repair	N	Computer Expenses	110.00	22.00	132	5140
2311	08/08/2021	26043	Island IT	MS subscription - 25.07.21 to 24.08.21	N	Computer Expenses	87.00	17.40	104.4	5140
2312	12/08/2021	26146	Island IT	Troubleshooting - emails, laptops, new email account	N	Computer Expenses	225.00	45.00	270	5140
2313	16/07/2021	4131666	Isle of Man Newspapers	Uncontested election advertisement	N	Election Expenses	291.06	58.21	349.27	5090
2314	13/08/2021	4132041	Isle of Man Newspapers	Election advertisement	N	Election Expenses	176.40	35.28	211.68	5090
2315	26/07/2021	2172738	J Qualtrough & Co.	Plastic clothes line, wood sawn, shuttering	N	Stores	473.92	94.78	568.70	6020
2316	24/06/2021	22653	JRB Enterprise	Dog gloves	N	Refuse- misc	225.00	45.00	270.00	5270
2317	27/07/2021	3256	MacOwan Collett Consulting Engineers	Town Hall Internal Surveys	N	Town Hall - Expenses	728.00	145.60	873.60	5150
2318	05/07/2021	741	Manx Shirts Ltd	Flags - July 21	N	Plaques & Flags	65.25	13.05	78.30	5720
2319	01/07/2021	15087993	Manx Telecom	Telecom mobile charges - Jul 21	N	Office Telephone	87.58	17.52	105.10	5160
					Subtotal		**£3,982.16**	**£796.43**	**£4,778.59**	

Invoices to be paid in August 2021- Rate Born Expenses

Inv#	Date	Inv ref:	Supplier	Details	Housing	Category	Total Net	VAT	Total Cost	NL Code
2320	01/07/2021	15106469	Manx Telecom	Telecom mobile charges - Jul 21	N	Office Telephone	£25.50	£5.10	£30.60	5160
2321	01/08/2021	15184873	Manx Telecom	Telephone - August 21	N	Office Telephone	£75.13	£16.56	£91.69	5160
2322	07/07/2021	SPI4412696	Manx Utilities	Street light -Station Road - Axia fittings	N	Public Street Lighting	£2,009.44	£401.89	£2,411.33	5900
2323	07/07/2021	SPI4412697	Manx Utilities	Street light -PM106 Four Roads - LED fitting	N	Public Street Lighting	£536.36	£107.27	£643.63	5900
2324	05/08/2021	SPI4412988	Manx Utilities	PSM Street lights - PS 210308	N	Public Street Lighting	£5,201.88	£1,040.38	£6,242.26	5900
2325	26/07/2021	U1826543	Manx Utilities	TH - Power - 14.04.21 to 19.07.21	N	Town Hall - Heat and Light	£1,374.79	£151.51	£1,526.30	5151
2326	02/08/2021	U1831231	Manx Utilities	Christmas tree - 14.04.2 to 19.07.21	N	Christmas Trees	£33.26	£1.66	£34.92	5830
2327	28/06/2021	660/31119	MC Locksmith	Key - TH cleaning cuboard	N	Town Hall - Expenses	£140.29	£28.06	£168.35	5150
2328	31/07/2021	88417	Onchan District Commissioners	Refuse collection - 01.05.21 to 31.07.21	N	Refuse - general	£5,629.99	£1,126.00	£6,755.99	5220
2329	01/08/2021	15307	ORB Limited	Payroll admin - July 21	N	Office Expenses	£66.00	£13.20	£79.20	5170
2330	19/07/2021	10054	Reliance Security Ltd	Replace fire alarm detector	N	Stores	£170.00	£34.00	£204.00	6020
2331	31/07/2021	141916	SCS	TH - various electrical	N	Town Hall - Expenses	£575.52	£115.10	£690.62	5151
2332	31/07/2021	141921	SCS	Golf pavilion - fire alarm panels	N	Golf Pavilion	£62.50	£12.50	£75.00	5630
					Subtotal		**£15,900.66**	**£3,053.23**	**£18,953.89**	

Invoices to be paid in August 2021- Rate Born Expenses

Inv#	Date	Inv ref:	Supplier	Details	Housing	Category	Total Net	VAT	Total Cost	NL Code
2334	30/06/2021	2087	SCASB	Parish contributions - Q1 - 21/22	N	Amenity Site Costs	£10,357.00	£0.00	£10,357.00	5240
2335	13/07/2021	2088	SCASB	Parish contributions - Q2 - 21/22	N	Amenity Site Costs	£10,357.00	£0.00	£10,357.00	5240
2336	14/07/2021	2120	SCASB	Green Waste - Jul /Aug 21	N	Garden & Flowerbeds	£1,111.74	£222.32	£1,334.06	5260
2337	15/07/2021	2128	SCASB	Commercial Waste : Jul/Aug 21	N	Refuse - general	£138.08	£27.62	£165.70	5260
2338	31/07/2021	202100000569	Station Garage	SSHJB Garden machinery - fuel	N	SSHJB recharge	£12.51	£2.50	£15.01	6113
2339	06/07/2021	CSD271161	T H Colebourn	Fridge freezers and installation	N	Town Hall - East Room	440.82	88.17	528.99	5157
2340	09/07/2021	63512	WDS Ltd.	Store cleaning materials - July 21	N	Stores	355.99	71.20	427.19	6020
2341	14/07/2021	63642	WDS Ltd.	Towel dispenser and hand sanitiser	N	Town Hall - Cleaning	42.44	8.49	50.93	5152
2342	20/07/2021	64082	WDS Ltd.	TH Cleaning Materials - Jul 21	N	Town Hall - Cleaning	60.71	12.14	72.85	5152
2343	28/07/2021	64567	WDS Ltd.	Purell dispensers	N	Town Hall - Cleaning	241.32	48.26	289.58	5152
2344	10/08/2021	65233	WDS Ltd.	Loo rolls and refuse bags	N	Town Hall - Cleaning	50.98	10.20	61.18	5152
					Subtotal		**£23,168.59**	**£490.90**	**£23,659.49**	

Invoices to be paid in August 2021- Housing Expenses

Inv#	Date	Inv ref:	Supplier	Details	Housing	Category	Total Net	VAT	Total Cost	NL Code
2345	16/07/2021	48494	Cleervu	13PR - Setup Sky	13PR	Housing	62.40	12.48	74.88	6100
2346	13/08/2021	34924	Corlett Bolton & Co	Housing arrears - Notice to quit advice		Housing	2040.00	408.00	2448	6100
2347	26/07/2021	1940	HeatTech	3SMA - Change bathroom , fit new wall and bath	3SMA	Housing	5531.00	276.55	5807.55	6100
2348	24/06/2021	2174520	J Qualtrough & Co. Ltd.	Handrail bracket		Housing	3.84	0.77	4.61	6100
2349	27/07/2021	2173842	J Qualtrough & Co. Ltd.	Hacksaw blades and finish		Housing	157.45	31.49	188.94	6100
2350	05/07/2021	2168989	J Qualtrough & Co. Ltd.	Plywood		Housing	49.65	9.93	59.58	6100
2351	01/07/2021	480	Ken Quine	Cylinder keys , tap connector		Housing	183.64	36.73	220.37	6100
2352	01/07/2021	U1807311	Manx Utilities	2PR - Void power - 29/05/21 to 18/06/21	2PR	Housing	5.22	0.26	5.48	6100
2353	01/08/2021	U1832153	Manx Utilities	Stores - 06/04/21 to 06/07/21	10SF	Housing	637.75	127.55	765.3	6100
2354	07/07/2021	U1832156	Manx Utilities	VOID power - 09.06.21 to 21.07.21	2PR	Housing	12.54	0.62	13.16	6100
2355	07/07/2021	U1823387	Manx Utilities	13PR - Power - 20/06/21 to 15/07/21	13PR	Housing	5.56	0.27	5.83	6100
2356	05/08/2021	33715	Manx and Glass Glazing	3PR - new hinges bedroom	3PR	Housing	174.35	34.87	209.22	6100
2357	26/07/2021	075	MC Joinery	7/8 PADD - fencing	7/8 PADD	Housing	491.26	0.00	491.26	6100
2358	02/08/2021	072	MC Joinery	3LA - fencing	10SF	Housing	837.50	0.00	837.5	6100
2359	28/06/2021	073	MC Joinery	1LA - gate repair	1LA	Housing	38.40	0.00	38.4	6100
					Subtotal		**£10,230.56**	**£939.52**	**£11,170.08**	

Invoices to be paid in August 2021- Housing Expenses

Inv#	Date	Inv ref:	Supplier	Details	Housing	Category	Total Net	VAT	Total Cost	NL Code
2360	07/07/2021	074	MC Joinery	11LA - Fencing	11LA	Housing	£1,314.73	£0.00	£1,314.73	6100
2361	18/07/2021	RJT1728	Richard Taylor Decorating	11LA - decoration all internal areas	11LA	Housing	£1,650.00	£330.00	£1,980.00	6100
2362	15/07/2021	141465	SCS	15SF- electrical fault	15SF	Housing	£106.25	£21.25	£127.50	6100
2363	29/07/2021	141784	SCS	CB - electrical	CB	Housing	£43.75	£8.75	£52.50	6100
2364	31/07/2021	141920	SCS	11LA - EICR	11LA	Housing	£165.53	£33.11	£198.64	6100
2365	31/07/2021	141918	SCS	2PR- EICR	2PR	Housing	£165.25	£33.05	£198.30	6100
2366	01/04/2021	139810	SCS	CB - Lighting	CB	Housing	£287.38	£57.48	£344.86	6100
2367	14/07/2021	N0001639	Sooty & Swept	13PR - swept chimney	13PR	Housing	£43.50	£0.00	£43.50	6100
2368	30/07/2021	2222	SCASB	Fridge freezer - Large		Housing	£22.50	£4.50	£27.00	6100
2369	06/07/2021	93165	UFP Ltd	CB - extinguisher service	CB	Housing	£42.20	£8.44	£50.64	6100
2370	09/08/2021	2917	Window Maintenance Services	3SMA - hinges, cylinders, external drip	3SMA	Housing	£915.00	£183.00	£1,098.00	6100
2371	09/08/2021	2918	Window Maintenance Services	1SFA - service and repair all windows	1SFA	Housing	£356.00	£71.20	£427.20	6100
2372	09/08/2021	2919	Window Maintenance Services	14PR - release jammed sash and replace snag	14PR	Housing	£68.00	£13.60	£81.60	6100
					Subtotal		**£5,180.09**	**£764.38**	**£5,944.47**	
					Total		**£67,074.89**	**£7,716.54**	**£74,791.43**	

Invoices to be paid in August 2021

Breakdown of expenses by category

Row Labels	Sum of Net
Amenity Site Costs	£ 20,714.00
Christmas Trees	£ 33.26
Civic Events	£ 496.90
Computer Expenses	£ 2,215.61
Election Expenses	£ 467.46
Garden & Flowerbeds	£ 1,111.74
Golf Pavilion	£ 62.50
Housing	£ 15,410.65
Legal & Professional	£ 756.00
Office Expenses	£ 66.00
Office Telephone	£ 188.21
Plaques & Flags	£ 65.25
Printing and Stationary	£ 410.36
Public Street Lighting	£ 7,747.68
Refuse - general	£ 12,130.58
Refuse- misc	£ 344.80
SSHJB recharge	£ 12.51
Stores	£ 1,086.51
Town Hall - Cleaning	£ 495.45
Town Hall - East Room	£ 440.82
Town Hall - Expenses	£ 1,443.81
Town Hall - Heat and Light	£ 1,374.79
Grand Total	**£ 67,074.89**

Breakdown of invoices to be paid by supplier

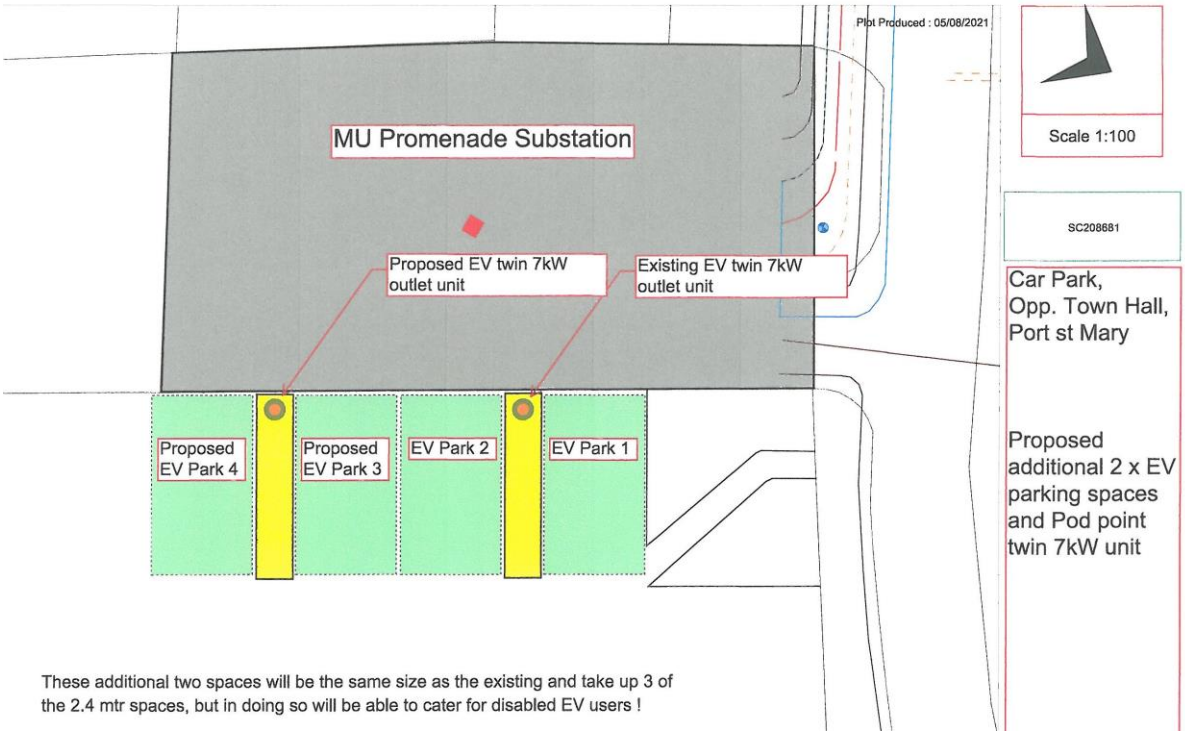
Row Labels	Sum of Total Cost
Argon Office Systems	£ 279.79
BHX	£ 41.46
Calvert Newsagents Ltd	£ 142.65
Cleaning Fairies	£ 100.00
Cleervu	£ 74.88
Colas	£ 235.98
Cooil Bros Ltd	£ 9.75
Corlett Bolton & Co	£ 3,355.20
DOI	£ 7,635.01
Even Management Solutions	£ 596.28
HeatTech	£ 5,807.55
Island IT	£ 2,658.73
Isle of Man Newspapers	£ 349.27
Isle of Man Newspapers	£ 211.68
J Qualtrough & Co.	£ 568.70
J Qualtrough & Co. Ltd.	£ 253.13
JRB Enterprise	£ 270.00
Ken Quine	£ 220.37
MacOwan Collett Consulting Engineers	£ 873.60
Manx and Glass Glazing	£ 209.22
Manx Shirts Ltd	£ 78.30
Manx Telecom	£ 227.39
Manx Utilities	£ 11,648.21
MC Joinery	£ 2,681.89
MC Locksmith	£ 168.35
Onchan District Commissioners	£ 6,755.99
ORB Limited	£ 79.20
Reliance Security Ltd	£ 204.00
Richard Taylor Decorating	£ 1,980.00
SCASB	£ 22,240.76
SCS	£ 1,687.42
Sooty & Swept	£ 43.50
Station Garage	£ 15.01
T H Colebourn	£ 528.99
UFP Ltd	£ 50.64
WDS Ltd.	£ 901.73
Window Maintenance Services	£ 1,606.80
Grand Total	**£ 74,791.43**

Item 6.1-6.16

PORT ST MARY COMMISSIONERS

PROJECTS UPDATE

6.1	**Skate Park** No update available.
6.2	**Gellings Avenue public conveniences** The sale is proceeding and permission to sell the asset has been requested from Local Government Unit and a response is awaited. It is confirmed that no condition has been added to the sale.
6.3	**Happy Valley** Work is expected to commence imminently, a verbal update may be available at the meeting. Further information is contained on the private Agenda.
6.4	**Boat Park** Expressions of Interest are being prepared for resurfacing work. The Department of Infrastructure will be carrying out repairs to the sea wall and require the boat park to be emptied for a period of 3 weeks, work is ongoing with Harbours to organise the logistics.
6.5	**Jetty Repair** No update.
6.6	**Town Branding Project** The final project document has been submitted and a decision is awaited.
6.7	**Rushen Heritage Street Signs** The signs have been ordered.
6.8	**PSM Post Office** No update available in public session.
6.9	**Highways** A further FOI was submitted and a response is awaited.

6.10	**Dog Fouling** Signs have been ordered.
6.11	**Town Hall Access** The planning application has been submitted and the funding application is being prepared for submission.
6.12	**Bay Queen Parking** The contractor developing the Bay Queen would like to request a change in parking outside the building to a limited disc zone, this is to cease the current situation of vehicles effectively being abandoned in the area.
6.13	**Manx Utilities Column Testing** The previously agreed survey on street lighting is due to begin in September.
6.14	**Additional electric vehicle parking station request from Manx Utilities** Due to high usage of the current electric vehicle charging stations in the Town Hall car park, Manx Utilities would like to install a further 2 stations. You also asked for some data regarding the demand of the existing Pod Point unit : The unit was installed March last year and since its delivered 7766kWh units of energy, been used 1099 times and saved 3,847 Kg of CO2. 

6.15	**Village in Bloom** The Village in Bloom competition was judged, there are 2 winners in total. The Board are requested to approve the issue of certificates and vouchers prior to the September Board meeting (6.30pm).
6.16	**Celebration of Christmas** The Board are requested to have a discussion regarding acts for this years celebration, due to be held on Friday 3rd December.

Housing Officer's Report to Port St Mary Commissioners
25th August 2021

June & July 2021 Summary of Housing Works & Repairs	• 2 responsive repairs was carried out by DLO in June & July 23 responsive repairs were carried out by contractors in June & July: • 10 Boiler related issues • 10 Plumbing repairs • 1 Electrical repair • 2 Window/door repairs Fencing works were also carried out at Links Avenue & The Paddocks as part of planned maintenance.
Void Properties	Four properties were handed back in June & July making it fourteen in total to date. An unusually large number compared to last two years, there were six in 2020 and ten in 2019.
Fixed Term Tenancy	• Two expiring fixed term tenancies were renewed on the same terms.
Tenancy Reviews	One tenant had their tenancy reviewed due to change in circumstances. They have been placed on a temporary six month licence and will vacate when it expires.
Southern Shared Housing Waiting List	• One application was made for general housing at this office in June & July. • Three applicants from the shared waiting list were housed in Port St Mary in June & July. • As at 19th August 2021 there are 113 applicants on the Shared Waiting List. • Applicants can select three areas where they would be willing to live. Those who select 'all island' get first priority, those who select 'all south' get second priority and then those who select 'Port St Mary' are considered when a property in PSM becomes vacant. Applicants with the most points in these categories are offered a property that suits their needs. Generally, it is the single applicants who are flexible about the areas they will live. Applicants can change their area choices at any time. • To date, there are 12 applicants who have selected 'all island', 24 have selected 'all south' and 21 have selected 'Port St Mary' in their area choices.
Transfer Waiting List	1. There is one tenant wanting to transfer to a one bed bungalow after retirement in early 2022. 2. One family is on the transfer waiting list to downsize to a two bed property. 3. One family was transferred into a three bed property.
Transfer Requests	• Two families currently in two bed houses have requested to be placed on the transfer waiting list for three bed houses. Both have rejected the offer to swap with the tenant on the transfer waiting list wishing to downsize. • One tenant currently in a three bed house has requested to transfer to a bungalow for health reasons.
Out of Hours Callouts in June & July2021	None

Summary of Housing Data 2021/22	Attached below
Director of Housing Update	The Director of Public Estates & Housing Division, DoI retires from her post on 21st August 2021.

Port St Mary Commissioners
Summary of Housing Data 2021/22

Introduction:
The following data is taken from the quarterly submissions provided to central government as a statutory requirement.

	Q1 April - June	Q2 July - Sept	Q3 Oct - Dec	Q4 Jan - Mar
Rent collected per quarter *(rent element only not rates)*	£148,006.68			
Property Voids				
No. of voids completed per quarter	6			
No. of properties empty at quarter end	3			
Total cost of completed voids	£11,156.16			
Cost per completed void	£1,859.36			
Void rent loss at quarter end	£3650.86			
Void rent loss 'standard' works	£3,026.50			
Void rent loss 'major' works	£624.36			
Void re-letting timescales Average weeks void 'standard' *(target 5 weeks)*	5			
Average weeks void 'major' *(target 12 weeks)*	8			
Responsive Repairs				
No. Of responsive repairs raised per quarter	10			
No. Of responsive repairs raised by type: Emergency *(within 24 hours)* Urgent *(within 7 days)* Routine *(within 28 days)*	 2 4 4			
No. Of responsive repairs completed on time: Emergency Urgent Routine	 2 4 3			

PORT ST MARY COMMISSIONERS

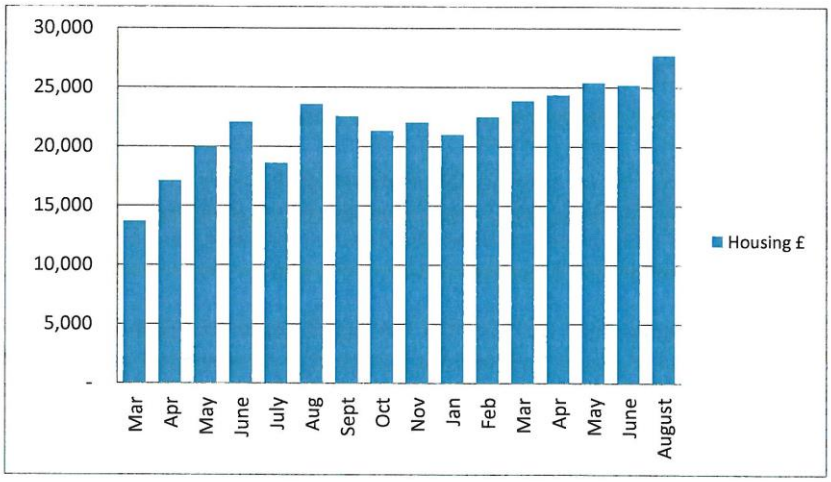
Tenancy Arrears Report for August Meeting

Week 20 2021 commencing 16 August 2021.

Management Summary

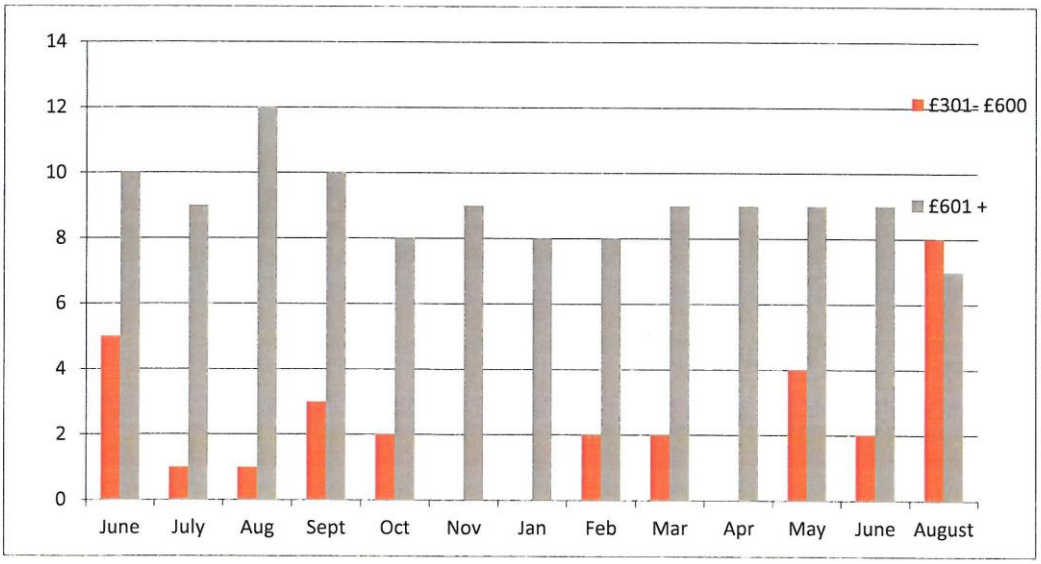
Unpaid rents currently stand at £ 27,710.81 an increase of £ 2,532.32 since the previous report— see detailed analysis on the following page.

The first graph shows the rent arrears by sector over the last 12 months. As in previous months, all arrears are housing related.



Number of Debtors and Actions Taken

The second graph shows the number of debtors categorised by how much they owe.



Tenancy Arrears Report for August Meeting

Week 20 2021 commencing 16 August 2021.

(Continued)

Below is a detailed analysis of the arrears and the separate action being taken for each tenant.

Uncontrolled debt

There are currently 2 tenants with uncontrolled debt.

Tenant 1 – Arrears £2,842.83 (decrease in £ 100 since previous report)

Request for judgment of an instalment order granted by court, payments of £ 100.00 per month to be received from 14th September 2020. Finance officer has communicated payments are to be received no later than the 23rd of each month, tenant has defaulted on court order and further small claims court proceedings have ensued.

Tenant 2 - Arrears £ 13,374.27 (increased by £ 303.46 since previous report)

Small claims court has granted attachment of earnings on 10 August 2020, to commence and be received by Coroner of Rushen from tenant's employer on monthly basis as of 26 August 2020. Attachment of earnings only in respect of arrears, tenant still obligated to pay monthly rent, for which are still awaiting payment.

Further discussion through email took place at the end of September with elected advocates to ensure attachment of earnings in respect of arrears has been communicated with the tenant's employer. Payment of the attachment of earnings order has continued to be received in the amount of £ 241.61. Tennant has commenced paying rent , having being served notice to quit in the event of further defaults on payment.

Controlled Debt

The following tenants have controlled debt but due to the amounts, are being brought to the Boards attention:

Tenant 3 – Arrears £ 2,129.30 (decreased by £ 28.94 since previous report)

Tenant is now employed, and housing officer has agreed a payment plan of £130 per week with tenant to reduce arrears, tenant has been keeping up payments apart from one week where half of the instalment was paid instead.

Tenant 4 – Arrears £ 2073.80 (increased by £ 205.55 since previous report)

Housing officer to communicate with tenant and agree payment plan, last payment received was £500.00 on the 30 July 2021.

Tenant 5 – Arrears £ 427.56 (decreased by £ 274.60 since previous report)

Tenant 6 – Arrears £ 832.59 (decreased by £ 439.58 since previous report)

Tenant 7– Arrears £ 530.75 (decreased by £ 125.46 since previous report)

Has recommenced rent payments by direct debit and has continued to pay an additional £ 10.00 per week by direct debit, remitting more when circumstances allow tenant to do so.

Tenant 8– Arrears £ 581.77

Tenancy expired in March 2021, however outstanding arrears. Housing officer has advised £ 50,00 per month payment plan to commence in a few months – September 2021.

Tenant 9 – Arrears £ 586.26 (increased by £ 165.16 since previous report).

Tenant has been paying rent, however erratically and addressing only current rent instead of including additional amounts to address the arrears. Housing officer has written to tenant.

Tenant 10 – Arrears £ 683.19 (decreased by £ 37.45 since previous report)

Housing officer has drafted a payment plan for the tenant to sign, to pay an additional £10.00 per week.

Tenant 11 – Arrears £ 636 (new addition to report)

Housing officer has written to tenant. Housing officer to advise.

Tenant 12 – Arrears £ 579.00 (new addition to report)

Housing officer to advise

Tenant 13 – Arrears £ 576.79 (new addition to report)

Housing officer has written to tenant. Housing officer to advise.

Tenant 14 – Arrears £ 570.63 (new addition to report)

Housing officer has written to tenant. Housing officer to advise.

Tenant 15 – Arrears £ 422.73 (new addition to report)

Housing officer to advise.

PORT ST MARY COMMISSIONERS

PUBLIC CORRESPONDENCE

Subject: Additions to the Protected Buildings Register – Commissioners Notification

Dear all

For information, the following buildings have been entered on to the Department's Protected Buildings Register:-

297 Point of Ayre Foghorn
298 Point of Ayre Winkie Lighthouse
299 Nautical Museum, Castletown
300 Maughold Lighthouse Tower
301 Corrins Tower, Patrick
302 Custom House, Peel
304 Lifeboat House, Port St Mary
305 Range Front (Leading Light) Lighthouse, Port Erin
306 Former Lifeboat House, Port Erin
307 Harbourmaster's Office and Coal Shed, Port Erin
308 Calf of Man Upper Lighthouse
309 Calf of Man Lower Lighthouse
310 Chicken Rock Lighthouse

In addition, the following War Memorials have also been entered on to the Department's Protected Buildings Register:-

311 Ballaugh Parish War Memorial
312 Inkerman Memorial, The Nunnery
313 Castletown War Memorial
314 King Williams College War Memorial
315 Douglas Borough War Memorial
316 Goldie-Taubman Memorial, Douglas Head
317 Douglas Cemetery War Memorial
318 National War Memorial, St John's
319 Lezayre Parish War Memorial
320 Onchan Parish War Memorial
321 Ramsey War Memorial
322 Mona's Queen Memorial, Port St Mary
323 Santon Parish War Memorial

Best regards

Assistant Registered Buildings Officer

PORT ST MARY COMMISSIONERS

PUBLIC CORRESPONDENCE

Isle of Man Government
Reiltys Ellan Vannin

infrastructure
public estates and housing division
fo-rheynn steatyn as thieys theayagh

Switchboard: (01624) 686600
Telephone: (01624) 687541
Email: Deborah.Reeve@gov.im
Our Ref: DJR/RS
Your ref:
Date: 20/07/2021

To Local Housing Authority Clerks
(via email)

Dear All

Rent Setting 2022/23

Over the past year we have seen unprecedented changes in Housing due to the ongoing impact of the Covid 19 pandemic. A large proportion of Housing providers are reporting increased rent arrears as their tenants are being challenged by loss of employment and fluctuating income.

In addition to rent arrears many of our colleagues across the sector and within the wider Department are reporting significant increases of the costs of maintenance resources, and in some cases complete unavailability of certain essential materials. You will also be aware of the increasing gap between public and private rental levies making this perhaps the most challenging rental setting decision in recent times.

In line with our usual procedures, and with these extreme circumstances in mind, the Division is seeking your formal views on any change to the rental levy and allowances for the next financial year.

Please be aware that any proposal will have a direct influence on affordability, but also the income received from tenants and the contribution that makes will support the cost of administering and maintaining properties day to day and any capital investment needs.

For ease of reference we provide the following historical information:

Rent increases over previous 5 years:

April 2017	2.0%
April 2018	3.1% (with 1.1%, ring-fenced to assist with maintenance)
April 2019	2.1%
April 2020	1.9%
April 2021	1.0% (no uplift to allowances, instead, the total sum of the increased rent must be spent on maintenance activities only)

Allowances 2021/22:

Administration	5.5%
Maintenance	25.1%
Community	8.4% (Sheltered providers only)

For your further information, the inflationary index applied by the Government is CPI.

CPI over last 12 months:

2020						2021					
July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
-0.2%	-0.3%	-1.7%	0.7%	-0.3%	-0.2%	-0.9%	-1.0%	-0.2%	0.8%	3.5%	3.7%

Due to COVID restrictions on travel, the reported inflation rate for November 2020 until April 2021 excluded air and sea travel. However as the restrictions have now eased, from May 2021, the inflation rate includes air and sea travel.

(Source: IOM Inflation Report May 2021, Economic Affairs, Cabinet Office, June 2021)

Please progress this matter at your next Board or Committee meeting and provide your formal feedback to [redacted] no later than Friday 10th September 2021 for collation, when, as in previous years, your views and supporting evidence will be considered by the Minister when making his decision.

Yours sincerely

[redacted]

Director
Public Estates and Housing Division

PORT ST MARY COMMISSIONERS

PUBLIC CORRESPONDENCE

Isle of Man Government
Reiltys Ellan Vannin

infrastructure
strategy, policy & performance
bun-troggalys ~ strateysh, polasee as cooilleeney

Local Authority Clerks
Via Email

Contact [redacted]
Local Government Team
Telephone (01624) 686246
Email: Stephen.Willoughby@gov.im
Date: 17 August 2021

Dear Clerks,

Filling of Vacant Seats following Local Authority General Elections

Following the Local Authority General Elections that took place on the 22nd July 2021, there are a number of local authorities who have vacant seats which require filling by way of a by-election and clarity has been sought by some local authorities on the vires to go ahead.

The Department sought advice regarding the vires for holding a by-election to fill the remaining vacancies from the local election. I can advise that section 32(2) of the Elections (Keys and Local Authorities) Act 2020 provides the necessary vires for local authorities to hold an election to fill those vacancies, as soon as practicable after the date of the local election.

Whilst considering the above information, we would like to suggest local authorities consider the circumstances in the lead up to the July 2021 elections in which voters who were self-isolating, and not registered to vote through the absent voting provisions, were unable to vote under the current legislative framework. In considering this, you may decide that it is not practicable to hold elections within the provisions of the extant legislation, being that no postal voting or proxy voting can occur and affected persons would need to register as an absent voter in the lead up to the by-election. There is no provision in place to alter the timeframe in terms of the dates for registering.

The Department has given consideration to what legislative changes can be enacted to provide for greater flexibility for those unable or unwilling to vote in person. It is likely that the most suitable solution will be to utilise the provisions of the Elections (Keys and Local Authorities) Act 2020. The existing appointed day order provides for the commencement of the provisions from 1st January 2022. For this to be fully enacted there will need to be regulations in place and approved by Tynwald. Work will commence now on these regulations and we will be in contact with you when we are able to with draft regulations.

Ultimately the decision is with each local authority and their returning officer, to consider the above details before deciding to declare the vacancy and to start the process for a by-election.

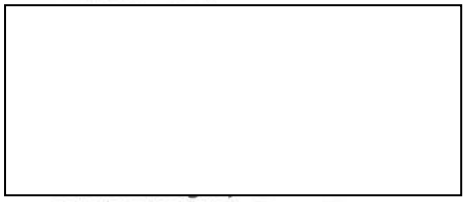
Can we strongly suggest, when it has been decided to hold a by-election, that you consider the provisions available to visually impaired voters. The Crown and Elections Team at the Cabinet Office can provide Tactile Voting Aids which allows a visually impaired voter, to mark a ballot paper in private. The Crown and Elections Team are happy to discuss loaning the devices to any local authority who contacts them on tel 685201.

Department of Infrastructure
Sea Terminal Building, Douglas, Isle of Man, IM1 2RF

Debbie Thomson who works with The Manx Blind Welfare Society will be pleased to provide training to all returning officers should this be required, her contact email address is dthomson@mbws.org.im.

I trust that this clarifies the situation, however, if you have any further queries on this please contact the Local Government Team in the first instance.

Yours sincerely



Local Government Team Manager

PORT ST MARY COMMISSIONERS

PUBLIC CORRESPONDENCE

RECEIVED
15 JUL 2021

Isle of Man Army Cadet Force
Headquarters, Tromode Road, Douglas, Isle of Man, IM2 5PA
Tel: 01624 617417
Fax: 01624 617417
Email: nw-iom-ceo@rfca.org.uk or nw-iom-ceo@rfca.mod.uk
Web: https://www.army.mod.uk/who-we-are/the-armys-cadets

Hayley Fargher
Port St Mary Commissioners
Town Hall
Port St Mary
Isle of Man. IM9 5DA

13 July 2021

Dear Hayley,

On behalf of the Isle of Man Army Cadet Force I would like to thank the Port St Mary Commissioner's for their generous donation of fifty pounds, which I received today.

The Cadets are shortly to embark on their annual summer camp, and this donation will go towards the cost of their adventure training activities at the Venture Centre in Maughold. This year the cadets will be undertaking the 'High Ropes' course and 'Coasteering' and your very kind donation will help towards these costs.

Our Adult Volunteers are the stalwarts of the organisation, and Karena is an unfailing, hardworking and conscientious volunteer who looks after Castletown and Port St Mary ACF Detachment. Making a positive difference to the cadets in the south of the Island.

Again many thanks for the very kind consideration and donation that has been made towards the Isle of Man Army Cadets.

Yours sincerely

Valuation List for the VILLAGE OF PORT ST MARY under the Rating and Valuation Acts, 1953 to 1991
2nd SUPPLEMENTAL LIST 2021

Property	Property Reference			Address	Description	Proprietor	Occupier	Remarks	Valuations Cancelled		Proposed New Valuation		Final Valuation	
Code	Town	Area	Prop						GV	RV	GV	RV	GV	RV
176423	59	0170	0040	Gellings Avenue	Garage			Cancel - demolished	16	13	0	0	0	0
690376	59	0170	0063	Thie Lheeah, Gellings Avenue	House & garage			New	0	0	240	192	240	192
690570	59	0290	0081	Plot 1 Adj Maycroft, Park Road	House & car port			New	0	0	140	112	140	112
690562	59	0290	0082	Plot 2 Adj Maycroft, Park Road	House & car port			New	0	0	140	112	140	112
								Total	**16**	**13**	**520**	**416**	**520**	**416**

PORT ST MARY COMMISSIONERS

PUBLIC CORRESPONDENCE

[redacted]

[redacted]

davewilliamsstingray@hotmail.com
www.seafishingtrips.co.uk

RECEIVED
21 MAY 2021

IGLING CHARTER
CEMAES BAY, ANGLESEY. LL67 OES

19th May 2001.

P.A.O. of Darleen
Commissioners' office,
Port St. Mary,
Isle of Man. IM9 5DA.

Dear Darleen,

"Re telephone conversation this morning"

"Affiliation of Cemaes Bay with Port St Mary.

As the circumstances have now changed for the better, and a more positive reaction likely, I would certainly like to progress this thought, and establish it in reality.

I enclose a copy of the original communication as I stated, when Donald Gelling was Chief Minister and my friend Eamon O'Donell was the Veterinary Surgeon! Time flies!

I leave any progress necessary in your very capable hands, [redacted]

[redacted]

'E' MAIL ... [redacted]

Harbour Master.

Items 9.1 – 9.3

PORT ST MARY COMMISSIONERS

PLANNING

Item 9.1 Planning Applications

21/00938/B Town Hall, The Promenade, Port St Mary. Reopening of rear pedestrian access

21/00812/B 12 High Street, Port St Mary. Installation of replacement windows to front elevation.

Item 9.3 Planning Approvals

21/00697 Exchange House, 5 Athol Street, Port St Mary. Widening of existing second floor doorway to balcony and replacement of existing steel balustrading with toughened glass. Approved.

21/00595/B The Courtyard, Queens Road, Port St Mary. Installation of a first floor balcony. Approved.

21/00545/B Fairways, Clifton Road, Port St Mary. Alterations and erection of proposed single storey extension to rear of dwelling. Approved.

Item 9.3 Allotment shed update

From: L
Sent: 10 August 2021 15:36
To: Hayley Fargher <h.fargher@portstmary.gov.im>

Subject: RE: Planning Breach – PSMC

Good afternoon Hayley

Just going back through some emails, thank you for the signed copy document. I sought further advice from a Principal Planner on this matter and it was concluded that regardless of the signing off of the 'site rules', there is nothing including within it or within the Allotments Act 1928 which precludes the need for planning approval.

Therefore any structures would require planning approval before their development here.

Kind regards

[redacted]

Miss Lucy Kinrade

Planning Officer

Planning & Building Control Directorate (DEFA)

Item 10.1

PORT ST MARY COMMISSIONERS

EQUALITY ACT TRAINING

Members wishing to undertake Equality Act training are requested to advise the Clerk. The training is done online, and it is recommended for all Members.

Item 10.2

PORT ST MARY COMMISSIONERS

INTERNAL AUDIT REPORT

Alexander Elliott

June 2021

Internal Audit Review of Port St Mary Commissioners 2020/21

This report has been prepared at the request of the Clerk and is limited to the areas and the processes and procedures connected with the Commissioners' Offices and Board functions.

Traditionally, internal audit functions have mostly focused on topics related to compliance and internal control systems. Adding value and providing insights on the key risks of an organisation has typically not been a key priority of internal audit. A modern internal audit function needs to understand the organisation's key risks and proactively identify emerging risks in order to add value.

It is important to recognise that internal audit is a much broader discipline than just finance risk management, covering such areas as logistics, IT, change management, project management, regulation and strategic planning. We need to identify the top risks we feel will apply to you as a Local Government Board in the Isle of Man.

Looking at risks helps us to establish those that are known and those that are emerging and are not yet fully visible regarding magnitude. These can then be divided into non-standard/exceptional risks that should be considered for a one-time audit and those risks that should be considered on an ongoing basis and form a recurring part of the strategic audit plan. This information can be used to highlight the recommended level of monitoring of key risks. e.g., procedures, regulatory, legislative changes, IT governance, data analytics and mass data usage are risks that should be continuously considered on a rolling basis, throughout all governance activities. Non-standard/exceptional risks should be considered based on a triggering event e.g., large projects or major local government restructures.

We at Alexander Elliott believe that, whilst always exploring those matters already identified as being moderate or high, carrying a more detailed assessment of subjects that are identified by yourselves as causing concern or where you need to have more information to assess your risk fully, produces a more personalised report which you can utilise to mitigate those risks.

In accordance with the policy stated above, all items reported in the previous report as representing a risk level of moderate and above, have been reviewed and included in this document.

Alexander Elliott is a trading name of Dugas Limited registered in the Isle of Man No. 108702C

When performing an internal audit there are three main areas to be considered. These are:

Organisational Control:	*Financial* The preparation of reliable published financial statements. *Operational* The effectiveness and efficiency of the operations. The safeguarding of resources against loss. *Compliance* Adherence to laws and regulations.
Governance:	The process conducted by the Board to authorise, direct and oversee management towards the achievement of the Board's objectives.
Risk Management:	The process conducted by management in order to understand and deal with uncertainties.

In order to cover this spectrum of risk we have divided the report into two sections:

1. Section 1 reports on areas the Clerk has raised or we have noted as requiring comment. It also reports on areas of last year's report where remedial work is still in progress.

    a. Column 1 contains the topic name.
    b. Column 2 is a brief overview of the function and existing controls.
    c. Column 3 lists our views on the risk and any recommendations.
    d. Column 4 gives a risk grade from "catastrophic" to "low" for each area where:
        i. **Catastrophic** – Unacceptable risk activity should be ceased immediately
        ii. **High** – Unacceptable threat
        iii. **Moderate** – Hazard requires attention or consideration*
        iv. **Acceptable** – Normal controlled risk level
        v. **Low** – Little or no danger

2. In a continuing endeavour to match the commitment shown by the Board, Section 2 consists of a short report. Given the events of 2020, this year's paper looks at what we have learned and what we need to consider post-COVID. Not surprisingly, it has therefore been given the title "Manx Local Government Post COVID-19". We trust you will find it useful but if you have any points you require any assistance with, or wish to discuss, please do not hesitate to contact us.

** There are some areas where a risk grade will remain as "moderate" despite you having, in our opinion, taken those actions which in normal circumstances reduce that risk to "acceptable" or "low". In these cases, where it is only the nature of the activity that leads us include it at that level, we have added the word "mitigated" alongside the grading.*

Alexander Elliott

Section 1
Internal Audit Findings Report

Media problems	The amount of time spent monitoring and responding to media comment, be it in the press or online has reduced dramatically since Manxonia House was sold and the relationship with the media returned to normal.	It is unfortunate that what is, at best, poorly informed comment and, at worst, bullying, can affect the operation of a properly constituted Board. This is no longer a hot news story; the traditional media have lost interest. As previously commented, there is little that can be done in respect of social media, where no doubt individuals will continue to look for someone to blame. It is not easy to even put a definitive rating on this type of obtuse risk or to make effective recommendations as to how to mitigate it. However, the sale has reduced the activity in this area also. It is good for the Board and the staff that this type of abuse has now reduced to, if there is such a thing, an acceptable level. Unless there is a significant change in circumstances, this item will be removed from future reports.	Acceptable
Freedom of Information (FOI)	The Clerk has written and introduced procedures for the handling of requests. This includes the publishing on the website of all requests and replies. The Clerk has attended further courses on this subject.	We highly commend the work the Board has undertaken in this area. Alexander Elliott, as Data Protection Officer, will continue to be available for advice in this overlapping area.	Moderate (Mitigated)
Cash receipts	Whilst the cash handling procedures are acceptable and the risk of significant financial loss due to theft does not exist, cash still presents a substantial risk. Cash counting, and banking preparation are carried out in an office behind a screen. Banking is performed weekly. CCTV signage is now in place. In a small community, it will be known that people use cash to pay rent and there is therefore a chance of robbery, be it opportunistic or brought on by desperation. Such an incident could prove dangerous to members of staff both physically and mentally.	It is pleasing that attempts are continuing to be made to extend the direct debit scheme by requesting that new tenants pay by direct debit. Debit cards are now accepted as well as online payments. Cash continues to be minimised by the wider use of the direct debit scheme and over the phone card transactions, although rental for sheltered accommodation continues to increase cash transactions. As has been mentioned in previous years, the very nature of cash means it always carries a risk and therefore will always be part of our report. Whilst this risk may be reduced by the introduction of good procedures and a decrease in the amount of cash processed, the only way to eliminate the risk is to not handle it. It is appreciated that, at this time, this is not an option.	Moderate (Mitigated)

Personal Risk	Members of the Board and staff are subject to risk in respect of being made personally responsible for loss, damage or injury caused to others (be they members of the public or staff) due to negligence. The financial risk is covered by insurance but the social threat or even the prospect of imprisonment is still a possibility. The Clerk is attempting to set up a pack and training to assist new members, following the elections.	Attendance of courses relating to this, or any other aspect of their role, by Board members or senior staff should be encouraged to reduce this threat. In order to mitigate this risk, it is advisable to be able to demonstrate that the actions taken by the individual were not negligent in so much as there is a precedent, they are acceptable practice, or they are perfectly reasonable. The importance of this should be stressed to all new members and to existing Board members. The adoption and implementation of the Isle of Man Corporate Governance Principles and Code of Conduct goes a long way to reducing this risk The Clerk is always actively investigating the possible availability of suitable courses with DOI. Following the election, the Clerk will encourage new members to join the Municipal Association. It is critical to understand that the role of the Commissioner is the highly important one of setting the strategic direction of the Village. It is all too easy for Board members to become involved in the minutiae and accidently end up micro-managing and miss the opportunity to carry out their true essential role. There is always a need to be aware of the extra restrictions that will come with Office. Care must be taken, even when expressing a personal opinion, due to the risk of, as a public figure, being misquoted or abused, particularly in the media. In the previous report, a paper entitled "The Role and Risks of the Elected Board Member", prepared by Alexander Elliott, was included and covered this area in much greater detail. We hope it will prove a useful addition to the pack, and if we can help in any other way with the training program please do not hesitate to contact us. As has been mentioned in previous years, it is, in our opinion, important that members, in particular new members, understand the risks to them in their personal capacity, and more importantly, how to avoid them. therefore this item will always be part of our report.	Moderate (mitigated)

Data Protection	Legislation introducing "GDPR" was introduced in May 2018. A data matrix has been prepared and a copy of the privacy notice is available via the website. The Public Records Office have been assisting in the perusal of old records and the transfer those items of genuine historic interest have now been completed. The Clerk continues to work through records such as those relating to staff, and former tenants, and the archiving/destruction will be completed in course although this process has been delayed due to lockdowns. The Private Meeting is now kept very short and the use of personal names in the minutes has been minimised. It was intended to publish the Private Meeting minutes on the website but due, to the COVID related disruptions year, it is intended that this will take effect take effect shortly.	The implications of this legislation on Local Authority Boards in the Isle of Man are considerable, both in short-term preparation and long-term compliance. There is still work to be completed before all records are fully compliant. The Clerk's efforts to date have been considerable. We will continue to monitor progress during our visits in our role as Data Protection Officer. This is considered to be a commendable aspiration. This could be an aid in containing the number of Freedom of Information Requests. Alexander Elliott, as Data Protection Officer, will continue to oversee this part of the operation and be available for help and advice, as required.	Moderate
Health and Safety	A consultancy firm have been appointed to advise, when required. The Clerk has assumed responsibility for much of this area during the year as the Foreman has needed to shelter, due to the pandemic. Accordingly, there has been little in the way of change since our last report.	This is considered good practice. This provides a backup for the internal staff, as their own knowledge is developed. A detailed review of this function will be carried out when preparing next year's report.	Moderate (Mitigated)
Interruption to Services / Contingency Planning	There is no process in place for disaster recovery: 1. There is a verbal agreement with Castletown Commissioners to use each other's offices as a place of operation for a skeleton clerical staff in the case of an emergency. It is intended that this be formalised. 2. Data is stored on an external server. There is no succession planning.	The Clerk is keen to produce a plan which we would recommend. However, with data, risk assessments etc., being available from the external server, then provided software is easily available, through remote access on purchased laptops, key members of Staff could perform basic functions within a very short period of time. This was proven to be the case during the recent lockdowns. Due to the size and staffing it is not considered practical to have any form of succession planning. There will, of course, continue to be a risk associated with the inability to achieve this so it will remain a constant item.	Moderate

Social Media	There is currently a website, a Twitter account and a Facebook page maintained by the Commissioners. The Clerk has removed the ability of the public to comment on the Commissioners Facebook page. The Twitter page is not used by the Commissioners. It is monitored by the Clerk, who is seeking to close it, having sent several requests. A social media policy for Board Members or staff has been introduced.	 As there is a danger that items posted can be missed or that the Commissioners unused Twitter account could be used as a forum then these actions seem sensible. This gives clear guidelines to Members and staff, so they can avoid misunderstandings when they are expressing personal opinions on social media sites.	Moderate
Equality Act 2017	The final two characteristics protected under the Act became effective from 1 January 2020: • Age • Disability The Clerk met with Age Concern to seek ideas on best practice. The Clerk tries to consider aspects of the Act in all of the Commissioner's business, particular when organising events in the Town Hall. Equality Act online training, provided by IOM Government, has been undertaken by all staff.	The Clerk's highly proactive approach in this area should help to reduce the risk of noncompliance with the Act. With regard to housing stock, residential rental properties do not fall within the scope of the Act, except where auxiliary aids are requested by, or on behalf of a disabled tenant. However, they can, in certain circumstances, be deemed to be the responsibility of the landlord so some consideration is required in this area. This is commendable. It is recommended that Members consider what additional knowledge they might require in this area.	Moderate
Ombudsman	This item was included in last year's report in order to advise of the need to make amendments to the complaint's procedure. The Board approved updating the complaint procedure to contain this information on 24th June 2020, this was actioned on 13th July 2020 with a revised version being uploaded to the website and available at the public counter.	The complaints procedure has been updated and this item will be removed from future reports.	Low

Alexander Elliott

Section 2

Manx Local Government Post Pandemic

Contents

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The way forward 8

Financial Management 9

Remote Working 9

Benefits 9

Suitability of home working for your workforce 10

Keeping in touch 10

Introducing home working on a permanent basis 11

Adopting and promoting a positive work/life balance 11

Security Issues 12

Further reading on this subject can be found at the following sites: 13

Appendix 1 14

Working from Home Policy 14

Background

Public sector organisations have been at the forefront of the response to the Covid-19 pandemic and the resultant lockdowns. The Covid-19 pandemic is likely to have a long-lasting impact on governance and financial management in public bodies.

It is only time that will tell us if there ever will be such a thing as "Post Pandemic".

Throughout the ongoing coronavirus pandemic, public sector workers across the Island have stepped up to take on additional tasks and work beyond their remit in a bid to help ensure frontline services remain available for communities.

In order this to happen, many public sector organisations have had to adapt extensively – amending and sometimes discarding processes, systems, and methods of working that have existed for decades.

The way forward

With a number of effective vaccines being distributed, the beginning of the end of this pandemic may well be in sight. However, it is important that the Island's Local Authorities learn lessons from the past year and explore what needs to happen going forward.

There is an opportunity to exploit the challenges and to make governance and financial management even more effective when the pandemic is over.

Both the public and private sectors will likely not return to "business as usual" after the pandemic passes. In the case of any coronavirus resurges in the future, employees may again shift to remote work. Also, many agencies have found that they can provide a more efficient, cost-effective experience to their constituents using digital services.

Local Authorities now need to consider what the new normal for governance and financial management will look like.

Public service organisations will need to understand the forces of the constantly changing new normal.

- Given the huge spend on employment related support, during the pandemic, will there be future constraints on central government support for the Island's local government network?
- Will workers crave the ability to work from home, at least partially?
- What new controls are needed to combat the risk of opportunistic frauds?

Financial Management

The financial statements are a vital part of the accountability framework, providing an opportunity for ratepayers and other stakeholders to understand how public money is used. The accounts also provide assurance to organisations and their leadership, enabling them to understand how effectively resources have been utilised during the pandemic and provide an effective starting point for future plans. It is more important than ever for these to be produced in an accurate, comprehensible and timely manner.

Agile and responsive financial management, particularly in those areas facing new downturns as a result of further lockdowns, tougher restrictions and reduced financial support, will be hugely important in the continued success of local authority boards.

Managers/Clerks will need to appraise new expenditure patterns, including effective scenario planning for any new shocks. They will need to evaluate changes to the workforce as government funding changes, allow for changes in work patterns and new spending pressures, and finance demand for further procurement of essential supplies.

Remote Working

One of the most significant aspects of the pandemic for a Board's finance and administration teams was the shift to mass remote working, almost overnight. Although homeworking is nothing new, the Covid-19 pandemic and resulting lockdowns, has forced public sector organisations to adopt homeworking on a scale never seen before. Remote working has influenced governance processes and procedures, for example, allowing some decision making in a virtual rather than a face-to-face environment. For numerous other functions, authorisation procedures have had to move to a remote basis. This has seemed to work well, as Local Authority Boards have been able to operate. In fact, the relative ease with which the shift has happened has led to a swathe of predictions that the world of work is set to change for good.

Benefits

The incentive to continue homeworking post-pandemic is likely to be heightened by the financial benefits it offers, but is it a realistic long-term prospect for the public sector? Can it be part of the new normal?

In 2013, Stanford University conducted an experiment in homeworking. Academics from the US university worked with Chinese travel website Ctrip, which gave its call-centre workers the choice of working from home for nine months. The study found that staff who gave up their daily commute completed 13.5% more calls than those remaining in the office, while the firm saved $1,900 per employee in furniture and office costs.

Cutting back on office accommodation by permanently increasing homeworking is an obvious way for public sector bodies to save money and there are clear environmental benefits a reduction in journeys to and from work. Organisations can also save on operational costs such as facilities and energy, while employees save on commuting costs, although these are heavily offset by home heating and other stay at home costs.

There are also claims made within various studies that flexible working can lead to improved loyalty to organisations, reducing absenteeism and turnover costs.

In addition, many feel there is positive benefit of using technology to connect from home, as it makes the workplace more inclusive. No travel for some staff means they can have more control over how they structure their working day, and it creates a level playing field for those living near or far from the office.

Suitability of home working for your workforce

Working from home is simplest for jobs where it is the output that is measured. For those where it is input; (the hours actually worked) that is measured, appraising performance and contribution has always been more difficult. Carrying this out on a remote basis is even more so.

This presents a challenge to the Isle of Man Local Authority sector, where many roles have less well-defined outputs than in the private sector. One can evaluate the output of the likes of a salesperson, a doctor, or a dentist, reasonably easily but for the public sector there is often no straightforward equivalent. How do you evaluate advice given on the operation of a local refuse collection round or explaining how the rental charge for a local government property is arrived at?

The jobs of many frontline keyworkers in the Island's Local Government sector will not easily lend themselves to remote working, although employers could consider accommodating some greater flexibility by offering different shift patterns or staggered start and finish times. It is likely that remote working for local authority will be more suitable for those in the likes of finance roles.

Keeping in touch

Home working can cause work-related stress and affect people's mental health. Being away from managers and colleagues could make it difficult to get proper support. The benefits of homeworking may be less obvious to anyone finding themselves huddled over a laptop on their kitchen table in a cramped flat while looking after two children and a partner ill in bed.

Some staff, particularly those living alone, can feel really isolated. For a lot of them, work is an important source of social contact. Any long-term move to homeworking must be accompanied by careful consideration of the implications for mental wellbeing. Some people will find it really hard to make the transition.

Put procedures in place so you can keep in direct contact with home workers so you can recognise signs of stress as early as possible. It is also important to have an emergency point of contact and to share this so people know how to get help if they need it.

For this reason alone, the importance of technology in carrying on 'business as usual' cannot be over emphasised. Public sector employees around the Island have rapidly become expert in a range of video-conferencing tools, such as Zoom and Microsoft Teams.

That ability to look someone in the eye and carry out a bit of social interaction, and to discuss golf or Marks and Spencer's latest range, is important. Remember that you have the same health and safety responsibilities for home workers as for any other workers.

Introducing home working on a permanent basis

Before introducing home working on a permanent basis, you will need a "working from home policy" document.

As an organisation, you will also need to address the following questions:

- Is more flexible working a realistic long-term prospect for the Isle of Man's public sector?
- What are the anticipated cost savings and are they realistic?
- Do we have the technology to offer safe and reliable remote access?
- Do our staff want it?
- Will they benefit from reduced commuting etc.?
- How will you keep in touch with them?
- What work activity will they be doing?
- Can it be done safely?
- Do you need to put control measures in place to protect them?

Adopting and promoting a positive work/life balance

Managers should try to maintain a positive work/life balance and encourage their teams to do the same. It's important for managers to look after their own wellbeing so they can also be there to support their team.

When working from home, it is easy to work longer hours and take fewer breaks while trying to react to the new lifestyle.

There are a number of simple things you can do, and encourage your staff to do, to manage the situation:

- create a dedicated work space
- dress for work
- set start times
- make sure you take a lunch break
- go "home" on time
- exercise
- where possible, try to get some fresh air and go for a short walk
- take holidays

This list is far from exclusive and managers will want to create their own, whilst helping staff to draw up something suitable.

In particular, remember to take holidays and encourage the team to do likewise, where possible. Due to the current situation, holiday plans will have undoubtedly changed but taking some time away from work, whilst working from home on a permanent or temporary basis (even during periods when people are still confined to their homes), is essential, to charge those batteries.

Security Issues

The pandemic has meant that decisions on service provision, procurement of resources and payments were sometimes made extremely quickly. Many organisations may have found it necessary to increase their risk appetite and relax some control systems. It is now important to examine any such processes and ensure that the ongoing level of risk, and that which will be experienced during any future lockdown, is of a level acceptable to their Board.

A substantial increase in both attempted and successful fraud has been experienced by many of the UK Local Authorities. This may have already been reciprocated in the Isle of Man, if not, there is every reason to be believe that there is a high probability it will be.

Security is more difficult to achieve with remote operations, whether your transition is short-term to long-term, but it's not impossible.

Below a list of points for consideration when enhancing security:

1. **Honestly evaluate security capabilities**.
   Can the current system securely support remote work as it stands? What are the biggest risks? Are there any staffing gaps? Do need to bring in an experienced partner to assess the current system. Knowing what is working and what is not is the first step in making a solid security plan for the future.

2. **Write a remote work policy.**
   Many organisations, in the rush to meet Government guidelines to close physical offices, by necessity, have implemented remote work solutions first and are only now considering the policies to fit the solutions. This does compromise security risk. A sample policy is attached as an Appendix , which may assist you in this task.

3. **Ransomware attacks are likely to happen.**
   It is dangerous to think that because we are in the Isle of Man, "it will never happen to us." It leads to a lack of preparedness. UK studies have shown that ransomware attacks are increasing by more than 300% per annum. It is highly likely to happen to a Manx Local Authority at some point.

4. **Everyone should know about security risks.**
   Educating employees is one of the most important steps in securing systems. Providing regular employee security awareness training can teach employees to recognize signs of a phishing attack, examine links and attachments before opening and adopt a password management strategy.

5. **Train for remote work.**
   Share remote work guidelines, such as best security practices and what communication platforms will be used. Use one single source to communicate critical information to employees and let them know what that will be -- a secure website, an email from a known email address, a messaging platform, or a videoconferencing platform. This will lessen the likelihood of an employee unknowingly clicking on a false email or link. When the new systems have been implemented, consider holding a "trial" remote workday so any kinks can be worked out.

6. **Have a digital backup of all data.**
   Creating digital copies of both physical records and backups of digital records is critical for ensuring continuity of service and will be essential in restoring systems in the event of a security breach.

7. **Have the right digital tools.**
   Scale the organisation's ability to provide services to constituents requesting services from home. This could include making payments through a website and having a phone payment system as a backup if the online system is down.

When and if delivery of local government services shifts from physical to virtual, we must thoughtfully balance the practical realities of working from home with the security of systems and data.

Local authorities have an obligation to protecting valuable data and should prioritise remote-work security strategies. This will ease burdens on staff and enhance constituent trust.

Should you require any further assistance with this report please do not hesitate to contact us.

Further reading on this subject can be found at the following sites:

https://www.publicfinance.co.uk/topics/local-government?page=10

https://gcn.com/articles/2020/05/18/secure-remote-citizen-services.aspx

https://www.themj.co.uk/Local-government-was-poorly-prepared-for-pandemic-report-finds/218331

https://www.localgovernmentlawyer.co.uk/information-law/344-information-law-features/44996-data-protection-challenges-of-remote-working

https://local.gov.uk/our-support/workforce-and-hr-support/wellbeing/remote-working-top-tips

https://www.nottinghamshire.gov.uk/media/130675/working-from-home-policy.pdf

Prepared by:

Alexander Elliott **January 2021**

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Appendix 1

Working from Home Policy

1. Aims and objectives

1.1 This policy is intended to provide guidance and good practice to enable employees to work from home effectively and safely.

1.2 To assist both managers and employees in implementing working from home by highlighting areas for consideration and providing practical advice and information.

1.3 The policy recognises that for the majority of employees, working from home will be on an occasional basis and with prior agreement from the manager.

1.4 It should be considered alongside the Board 's other corporate strategies and policies.

2. Background

2.1 The Board aims to create and provide modern and efficient ways of working for employees. This includes reducing accommodation and travel costs and tailoring working hours to better support the needs of the service, its employees and customers.

2.2 The Board has developed a range of flexible working practices to enable more effective working in a variety of ways from a variety of work settings.

2.3 Provided that it fits in with the needs of the service, flexible working at the Board is intended to provide flexibility about:

2.3.1 hours and working patterns

2.3.2 working from the office or at home

2.3.3 using a range of fixed and flexible desks, work settings and buildings.

3. General

3.1 This policy provides a framework for working from home where this is both feasible and desirable. Any arrangement for working from home should be voluntary on the part of the employee and at the discretion of the manager. It is critical that any arrangement does not impact detrimentally on the quality and continuity of service provision in all of the functions and activities of the Board.

3.2 In the vast majority of cases, employees will work from home on an occasional basis only and with prior agreement from the manager. Consequently, their working arrangements in the main, will remain unchanged.

3.3 It is acknowledged that not all jobs are suitable for working from home, and for those which are suitable, employees may not want to work at home.

4. Procedure

4.1 The prospect of working from home may be raised by managers or employees, either individuals or groups. Employees who consider that working from home is an option should discuss this with their line manager.

4.2 Working from home, by its very nature, is often individual to the job and the employee concerned. Accordingly, appropriate arrangements should be decided between the employee and manager and a timescale for implementation agreed.

4.3 Consideration should be given to the guidance within this policy to ensure that everything is in place. Particular attention is drawn to matters relating to health and safety, IT, confidentiality, contact, training and support and the contract of employment.

4.4 Consideration should be given to different approaches to managing employees who are working from home, such as managing outputs and deliverables.

5. Trial period/review

5.1 It is sensible for a trial period to take place before any permanent arrangement is confirmed, particularly where the employee's work base is at home. This can help to smooth any difficulties experienced by employees, managers, or colleagues. The length of the trial period should be mutually agreed at the outset and will depend on the job and the needs of the individuals concerned. Three months should be appropriate in most cases.

6. Confidentiality

6.1 It is the responsibility of the employee and manager to ensure the confidentiality of all Board information whilst the employee is working from home. Consideration should be given to the availability of lockable storage cabinets, or other suitable equipment due to the risk of other members of the household/visitors gaining unauthorised access to confidential information. Reference should be made to the IT Security Policy and Data Protection Policy.

6.2 In order to maintain confidentiality and data security, Board documents and equipment must be stored securely at home, not be left in employees' unattended vehicles.

7. Financial considerations

7.1 It is considered that working from home is mutually beneficial and that the costs and benefits of working from home will cancel each other, out. Consequently, a working from home allowance will not be paid.

8. Equipment

8.1 Guidance on which equipment and technology is most suitable for each work style profile, including working from home is available.

8.2 All equipment provided must be used in accordance with instructions, safe methods and systems of working and must be returned at the end of employment, or at the end of the working from home arrangements. Electrical equipment used when working from home will need portable appliance testing. The employee and the line manager will need to make appropriate arrangements for this testing to take place, prior to any working from home arrangements being agreed.

9. Health and Safety and Risk Management

9.1 Employees and managers need to understand and comply with the Board 's policy regarding health and safety requirements for working from home and complete a 'Self-Assessment Checklist' prior to commencing any working from home arrangements. The line manager and employee should review this form at least once a year. The checklist should also be reviewed by the line manager for new and expectant mothers. Any accident or ill health directly related to the working from home arrangements, should also prompt a review and be reported.

Item 10.3

PORT ST MARY COMMISSIONERS

MEETING DATES FOR 2021

2021 Meeting Dates	
25th August 2021	
8th September 2021	Notice to be issued by 3rd September if meeting required
22nd September 2021	7pm pre meeting with Superintendent Maddocks
13th October 2021	Notice to be issued by 8th October if meeting required
27th October 2021	
10th November 2021	Notice to be issued by 5th October if meeting required
24th November 2021	
8th December 2021	Only 1 meeting in December.