



HOUSE OF KEYS OFFICIAL REPORT

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PROCEEDINGS

DAALTYN

HANSARD

Douglas, Tuesday, 7th May 2019

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Present:

The Speaker (Hon. J P Watterson) (Rushen);
The Chief Minister (Hon. R H Quayle) (Middle);
Mr J R Moorhouse and Hon. G D Cregeen (Arbory, Castletown and Malew);
Hon. A L Cannan and Mr T S Baker (Ayre and Michael);
Hon. C C Thomas and Mrs C A Corlett (Douglas Central);
Miss C L Bettison and Mr C R Robertshaw (Douglas East);
Hon. D J Ashford and Mr G R Peake (Douglas North);
Mrs K J Beecroft and Hon. W M Malarkey (Douglas South);
Mr M J Perkins and Mrs D H P Caine (Garff);
Hon. R K Harmer and Hon. G G Boot (Glenfaba and Peel);
Mr W C Shimmins (Middle);
Mr R E Callister (Onchan);
Dr A J Allinson and Mr L L Hooper (Ramsey);
Hon. L D Skelly (Rushen);
with Mr R I S Phillips, Secretary of the House.

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House of Keys

The House met at 10 a.m.

[MR SPEAKER *in the Chair*]

The Speaker: Moghrey mie, good morning, Hon. Members.

Members: Moghrey mie, good morning, Mr Speaker.

5

The Speaker: In the absence of our Chaplain this morning, I will lead us in prayer.

PRAYERS

The Speaker

Tribute to Jim Cain, former Speaker of the House of Keys

The Speaker: Hon. Members, it is my sad duty to inform the House of the passing of Jim Cain, over the weekend. James Crookall Cain, known as Jim, was born in 1927, the son of James Mylchreest Cain MHK. He was educated at King William's College and, after attaining a commission during his National Service, he practised as a chartered accountant with WH Walker & Co, now known as PKF. He was Chairman of the UK National Management Committee in 1985-86.

10 Jim was then elected to the House of Keys in 1986 and in his 10-year career he served as a Member for Treasury and very soon thereafter as Minister for Health and Social Security. Following re-election in 1991, he served the next term as Speaker of the House of Keys and also chaired the Public Accounts Committee – such is the lot of Speakers who are chartered accountants.

15 I am sure that the House would wish to extend its sympathies to Muriel and to the family at this difficult time, and I would like to ask that the House stand for a short period as a mark of respect.

20

Members stood in silence.

The President: Thank you very much, Hon. Members.

Leave of absence granted

The Speaker: I can also advise this morning that, in addition to the Chaplain, leave has also been given to Ms Edge.

1. Questions for Oral Answer

CHIEF MINISTER

1.1. Sale of Manx Telecom to Basalt Investment Partners – Statement

The Hon. Member for Onchan (Mr Callister) to ask the Chief Minister:

If he will make a statement on the sale of Manx Telecom to Basalt Investment Partners?

The Speaker: We turn then to Questions for Oral Answer and Question 1, I call on the Hon.
25 Member for Onchan, Mr Callister.

Mr Callister: Thank you, Mr Speaker.

Can I ask the Chief Minister if he will make a statement on the sale of Manx Telecom to Basalt
Investment Partners?

The Speaker: I call on the Chief Minister to reply.

The Chief Minister (Mr Quayle): Thank you, Mr Speaker.

The sale of Manx Telecom to Basalt Infrastructure Partners LLP was announced in the media
35 on Wednesday, 13th March 2019. During that day, Manx Telecom convened a number of
meetings and voice calls to update Government representatives on the sale and the process that
would follow.

Basalt Partners are a long-term infrastructure investment firm, with over \$2 billion of assets
under management and they have previously invested in the energy and shipping sectors.
40 However, this is their first investment in the telecommunications sector. Basalt also own North
Star Shipping, which provides emergency services for the North Sea oil and gas industry, as well
as a number of energy assets in the US and Europe.

From our conversations with both parties they have been very positive about the sale. Both
have issued statements that they intend to support the company through its next phases of
45 capital investment, including the rollout of Fibre to the Premises and 5G. These are vital
elements identified in my Committee's report laid before Tynwald in May 2018, and in the
National Telecommunications Strategy, and I am sure Hon. Members will join me in welcoming
these commitments.

Hon. Members, as you will be aware, the sale of Manx Telecom to Basalt Infrastructure
50 Partners will be finalised on 9th May 2019. Representatives of the Isle of Man Government will
be meeting with Basalt Infrastructure Partners after this date to discuss their plans, including
their planned capital investments, and to better understand any other long-term aspirations.

As I have said before, the importance of the telecommunications in the Isle of Man economy
is critical to its success. High quality telecommunications are a must for both our residents and
55 businesses alike. Further detail will therefore be sought on the new owner's short and
medium-term plans and how they might complement and accelerate the National
Telecommunications strategy going forward.

I would like to thank Hon. Members once again for unanimously supporting the National
Telecommunications Strategy, which is on track, and I look forward to working with all of our
60 Island's operators to realise our vision.

The Speaker: Supplementary question, Mr Callister.

Mr Callister: Thank you, Mr Speaker, and I thank the Chief Minister for his detailed response this morning.

65 But can I ask him what the Manx Government can do, if anything, in order to ensure that lessons have been learned from the sale of the Steam Packet Company in order to give Manx Telecom customers reassurance here today that vital assets and infrastructure will not be sold and that cash will not be swapped for debt in the future?

70 **The Speaker:** Chief Minister to reply.

The Chief Minister: Thank you, Mr Speaker.

Obviously we have got to monitor this, I know the profit margins of the company are monitored and going forward we will just have to keep an eye. But we have not got the power to dictate to a business what it can and cannot do from a debt leveraging position, so that is just something we will have to monitor, unless Tynwald Court was to decide otherwise.

75

ENTERPRISE

1.2. Locate Isle of Man's first graduate fair – Update

The Hon. Member for Arbory, Castletown and Malew (Mr Moorhouse) to ask the Minister for Enterprise:

If he will provide an update on Locate Isle of Man's first graduate fair?

The Speaker: Question 2, and I call on the Hon. Member for Arbory, Castletown and Malew, Mr Moorhouse.

80 **Mr Moorhouse:** Thank you, Mr Speaker.

I would like to ask the Minister for Enterprise if he will provide an update on Locate Isle of Man's first graduate fair?

The Speaker: I call on the Minister for Enterprise to reply.

85

The Minister for Enterprise (Mr Skelly): Gura mie eu, Loayreyder.

Attracting graduates to work on the Island was one of the six key themes of the Locate Isle of Man Strategy, which was approved at the February sitting of Tynwald. The organisation of an on-Island graduate fair was one of the 44 actions identified in the Strategy.

90 I am pleased to inform Hon. Members that the first dedicated graduate fair took place on 17th April. Thirty-two employers exhibited at the event, and approximately 2,000 delegates attended.

Initial feedback from both employers and those who attended has been extremely positive. The Department is aware that a number of interviews have already taken place as a result of employers linking with graduates at the event. It is also worth noting that some delegates attended from off-Island, which demonstrates the potential for employers to showcase to a wider audience the range of opportunities available.

95

Given the level of interest from local employers across a range of sectors, together with the positive response of graduates, the Department is considering the potential for offering these events on a regular basis.

100

A feedback survey has been distributed and is currently with both exhibitors and attendees for completion. The results will inform a post-event review.

Gura mie eu.

105 **The Speaker:** Supplementary question, Mr Moorhouse.

Mr Moorhouse: Thank you, Mr Speaker, and thank you, Minister, for that detailed Answer, especially the latter section where you were actually looking at the feedback.

110 In terms of feedback, could a more detailed feedback be carried out over the next 18 months/two years to see how effective the graduate fair has been in actually bringing graduates home or graduates, as you suggest, from throughout the world back to the Isle of Man?

The Speaker: Minister to reply.

115 **The Minister:** Gura mie eu, Loayreyder.

Yes, we will obviously observe the feedback, but much wider I think is the opportunity to the Manx diaspora, which the Hon. Member is alluding to there, and that is not just graduates; that is people with skills and experience that we wish to attract back to the Isle of Man.

120 This was an opportunity specifically for graduates and clearly we have seen some positive results as a result of that particular event. So that is the first event, and we do hope to be doing more events based on the feedback, but let's wait for that first before making a decision.

The Speaker: Supplementary question, Mr Moorhouse.

125 **Mr Moorhouse:** Thank you, Mr Speaker, and thank you, Minister.

In terms of the amount of money spent on advertising holding the graduate fair could the Minister inform us of that figure, now or in the future, please?

The Speaker: Minister to reply.

130

The Minister: Gura mie eu.

135 The cost in terms of the Department was £9,000 for this particular event, which we believe was very good value. And what we did have there, particularly with regard to employers, recruitment agencies etc., all committing to this particular event and the feedback, as I said previously, was very positive. But also I think the exposure by media – it was picked up by mainstream media as well as social media, and that has spread far and wide. So we are seeing an impact on that and we will need to assess that too.

1.3. Isle of Man Passenger Survey 2018 – Statement

The Hon. Member for Arbory, Castletown and Malew (Mr Moorhouse) to ask the Minister for Enterprise:

If he will make a statement on the Isle of Man Passenger Survey 2018?

The Speaker: We turn to Question 3 and a call on the Hon. Member for Arbory, Castletown and Malew, Mr Moorhouse.

140

Mr Moorhouse: Thank you, Mr Speaker.

I would like to ask the Minister for Enterprise if he will make a statement on the Isle of Man Passenger Survey 2018?

145 **The Speaker:** I call on the Minister for Enterprise to reply.

The Minister for Enterprise (Mr Skelly): Gura mie eu, Loayreyder.

150 The visitor economy is a vitally important sector of the Isle of Man and I am pleased to see that the positive figures reflect recent investment in the industry around the Island. Last year most of our indicators suggested that 2018 was a positive year of growth and it is encouraging to see this confirmed by the survey, which remains one of the key independent methods used to monitor the industry's health.

155 The survey shows that 2018 continued the trend of gradual growth over recent years, both in volume terms and importantly in spend terms with this year reporting a significant 12% increase in spend per passenger. The number of visitors staying in paid accommodation is now approaching levels last seen in 2000, prior to the foot-and-mouth outbreak and the cancellation of the TT that year. The near 20-year recovery period highlights the competitive environment in which we must operate and the work that is needed to be undertaken to grow visitor numbers.

160 I also welcome the improved model now being used with more accurate information using the Steam Packet visitor data and the consequent positive restatement of 2017 and 2016 figures. Working together with the Cabinet Office, I hope that next year's survey will be able to also include more accurate air figures as well in order to give an even better indication of the relevant split between visitor and resident departures.

165 Notwithstanding the positive figures, we can and must do more to attract visitors as numbers will stagnate or decline without concerted investment. The Visit Agency was established to lead the strategic direction of the visitor economy and it is already working on a number of initiatives to promote our offering in a more targeted way, to support the development of new hotels and improve the visitor experience once on Island.

170 We have confidence in these sectors; we have investment in these sectors, and are moving in the right direction guided by our industry.

The Speaker: Supplementary question, Mr Moorhouse.

Mr Moorhouse: Thank you, Mr Speaker, and thank you Minister.

175 Last year I raised concerns about the accuracy of the data and I am going to do the same again this year: in terms of the release there was reference made to the rebasing of the estimates for the total visitor numbers in 2016-17 being increased to 305,849. This is a dramatic change from the 8.9% drop to 266,850, which was announced last year. Does an increase of almost 40,000 seriously undermine the data that has been published?

180

The Speaker: Minister to reply.

The Minister: Gura mie eu, Loayreyder.

185 Yes, I think Hon. Members will recall that part of the Destination Management Plan was to review the data and the process of that data, and do bear in mind this is one data passenger survey. The industry itself felt that the look, the feel, the sound was different from what was actually stated at that time. So the opportunity now of having the information and the data from the Steam Packet has been extremely helpful in actually restating these figures and, as stated there in the original Answer, we hope that next year we will have the airlines participating too, which will give us even more accurate information.

190

So we are very pleased with these restated figures, but we do recognise that they do need to have more information to make it wholly accurate, and do bear in mind this is one indicator.

The Speaker: Supplementary question, Dr Allinson.

Dr Allinson: Thank you, Mr Speaker.

Would the Minister agree that this is a survey so there will be some statistical problems between comparing year by year, especially with different datasets, but also that it is incredibly important that this is an independent assessment of the number of people coming to this Island and that independence has to be nurtured to ensure trust in the figures that are given?

The Speaker: Minister to reply.

The Minister: Indeed, yes absolutely. This is an independent survey and it is important that it remains that way. But I would also highlight, once more, that this is just one particular indicator of the health of the industry. What we have had of course is the Business Confidence Survey a few months back, which actually demonstrated the confidence in this particular sector and clearly that is demonstrated with the investment that we are seeing too. So growth is happening at a gradual pace, and we believe this is a sustainable pace, but we must recognise that we must continue to invest and we must continue to target in terms of our marketing.

The Speaker: Supplementary question, Mr Moorhouse.

Mr Moorhouse: Thank you, Mr Speaker.

Last year concerns were raised about the drop off in the data given and it was actively questioned by many businesses. Ministers were keen to defend that but we only hear about the rebase in the data 12 months on. At what point did it become clear that last year's data was so inaccurate and is the Minister confident that the 0.8% increase that has been experienced last year is actually a positive gain and the positive gain that we were hoping for?

The Speaker: Minister to reply.

The Minister: Gura mie eu, Loayreyder.

What I would say is that industry is more confident with the restated figures and that marries well with what they stated last year and again industry came forward, particularly the Steam Packet that wished to highlight the potential difference there.

Going back to the point that Dr Allinson highlighted, this is a survey, it is a sampling and it is only an indication.

The Speaker: Supplementary question, Mr Robertshaw.

Mr Robertshaw: Thank you, Mr Speaker.

In asking this question I would hope that the Minister would appreciate that whereas these reports are sampling, my knowledge personally is that I know pretty exactly what the PVPA arrivals are within seven days *actually* rather than sampled.

Is he not disappointed with these numbers compared to the staycation numbers that have been enjoyed in other resort destinations around Britain and do you think it would be (a) helpful if we had that sort of comparison and that we (b) increased our focus on yield management and type of customers rather than these crude sample figures?

Thank you, Mr Speaker.

The Speaker: Minister to reply.

The Minister: Gura mie eu, Loayreyder.

245 Yes, I actually welcome the Hon. Member's input here because he highlighted yield management which is another potential indicator, as is occupancy and spend. I highlighted previously there that spend was increased by 12%, so regardless of the actual visitor numbers we are actually seeing more money spent in our local economy in terms of the visitor section. So yield management is really important in terms of return for both hoteliers and all the other industries in this particular sector.

250 What we have asked here – again, part of the Destination Management Plan – was to actually look at the review of the data and how this is measured and that is what has come back in terms of restatement. The Visit Agency will have the responsibility to seek other methods and other indicators that they feel is appropriate to measure how their industry is performing.

255

The Speaker: Supplementary question, Mr Shimmins.

Mr Shimmins: Thank you, Mr Speaker.

260 Please can the Minister explain how the survey differentiates between genuine visitors and residents who are travelling across and then returning?

The Speaker: Minister to reply.

The Minister: Gura mie eu.

265 Once more I would just highlight that this is a sampling, this is a passenger survey. We have all probably travelled and seen the people who do these surveys, that is with a clipboard at the Airport and at the Sea Terminal and, from what I gather, I think this is 1% to 2%, so they take a measurement based on that particular data that they collate.

270 Now of course we do have the data from the Steam Packet which is, as stated, very helpful in understanding origination and purpose of visit in a greater number.

The Speaker: Supplementary question, Mr Thomas.

Mr Thomas: Thank you, Mr Speaker.

275 Would the Minister agree that it is important to differentiate official national statistics, one of which is the passenger survey, from management information like yield, like data from hotels? Furthermore would the Minister agree that the rebasing meant that the difference between visitors and residents has now redefined as passenger origination data rather than data taken from the sample and thirdly, would the Minister agree that the survey that has been directly and indirectly criticised by various questioners is actually still used at the Airport for all the airline industry and is also used at the Sea Terminal for all of the data which shows increased spend, duration of stay, where people came from, what people did when they are here. Moreover it is exactly the same survey that is used for the TT data that is celebrated every year.

285 Finally, would the Minister agree that we need to limit this question to the success of the Visit Agency and the people in the Department for Enterprise supporting the visitor economy rather than getting into statistical methodology on the floor of this House?

The Speaker: Minister, do you agree? *(Laughter)*

290 **The Minister:** Gura mie eu, Loayreyder.

Yes, statistics ... Again, just once more to highlight it is independent, it is a passenger survey that has been conducted for many years and I think it has worked very well but there is always a margin there.

295 Mr Robertshaw highlighted the other different potential indicators that industry uses to measure the health of this industry and I would just highlight that the trend is positive, confidence is positive and the investment is positive. So we hope that we can maintain that but

we do have to recognise we are living in a very competitive environment and having targeted marketing and a very limited budget we do need to perform very well and use all this information to spend wisely.

EDUCATION, SPORT AND CULTURE

1.4. UK tuition fees for Isle of Man students – DESC input into review

The Hon. Member for Ramsey (Dr Allinson) to ask the Minister for Education, Sport and Culture:

What input his Department has had into the review of tuition fees by the UK government, and in particular the practice of the minority of institutions who classify Isle of Man students as international?

300 **The Speaker:** Question 4 and I call on the Hon. Member for Ramsey, Dr Allinson.

Dr Allinson: Thank you, Mr Speaker.

I would like to ask the Minister for Education, Sport and Culture what input his Department has had into the review of tuition fees by the UK government, and in particular the practice of
305 the minority of institutions who classify Isle of Man students as international?

The Speaker: I call on the Minister for Education, Sport and Culture to reply.

The Minister for Education, Sport and Culture (Mr Cregeen): Thank you, Mr Speaker.

310 The Department has not provided any input to the review of tuition fees by the UK government – the report which is to be published shortly. However, the Department, with other counterparts in Crown Dependencies, Jersey and Guernsey, have lobbied the Ministry of Justice to see if the Crown Dependencies could be treated in the same way as British Overseas Territories, which is as UK students, and discussions are ongoing.

315 Due to the number of students – approximately 400 each year – going to university from the Isle of Man being spread over the wide range of universities in the UK, we have very little leverage with any one university regarding the fees they charge us.

The Speaker: A supplementary question, Dr Allinson.

320

Dr Allinson: Thank you, Mr Speaker.

Would the Minister agree that the arbitrary treatment of Isle of Man students and those from the Channel Islands being classed as island students as opposed to home students leads to a form of discrimination and really should be highlighted?

325 Would you also agree that there are certain institutions such as Cambridge University and Imperial College who seem not to recognise the talent that they are wasting by not accepting these students and will his Department make sure that when students are applying for university places they are made aware of this arbitrary discrimination that is sometimes used by UK institutions?

330

The Speaker: Minister to reply.

The Minister: Thank you, Mr Speaker.

335 Yes, it is one of the things that does concern us: that every now and again we will find that a university will change its tuition rate to our students, even after they have applied; so some students are being informed that they can be accepted to that university on the understanding of what the rate is and then later it is confirmed that the fees have gone up. It is a concern for the Department that this happens.

340 The schools have advised me that students are told and we really must make it clear to those students just to be aware that the fees in some of these universities are considerably higher. It is disappointing when some of these universities charge us international rates when the additional support that they give international students is not required by our students going to their universities.

345 **The Speaker:** Supplementary question, Mr Shimmins.

Mr Shimmins: Thank you, Mr Speaker.

Can the Minister explain why a student from Gibraltar pays a lower rate at some UK universities than a student from the Isle of Man?

350

The Speaker: Minister to reply.

The Minister: It is the anomalies of what the universities are doing. They can fix their own fees. Some universities have started charging an Isle of Man and Channel Islands fee, but others do not, so they are at their own will to change fees, which they do.

355

1.5. Measles, Mumps and Rubella (MMR) – Denying access to school for unvaccinated pupils

The Hon. Member for Arbory, Castletown and Malew (Mr Moorhouse) to ask the Minister for Education, Sport and Culture:

What consideration has been given to denying access to schools for pupils who have not had the Measles, Mumps and Rubella (MMR) vaccine?

The Speaker: Question 5 and I call on the Hon. Member for Arbory, Castletown and Malew, Mr Moorhouse.

360 **Mr Moorhouse:** Thank you, Mr Speaker.

I would like to ask the Minister for Education, Sports and Culture what consideration has been given to denying access to schools for pupils who have not had the Measles, Mumps and Rubella (MMR) vaccine?

365 **The Speaker:** I call on the Minister for Education, Sport and Culture to reply.

The Minister for Education, Sport and Culture (Mr Cregeen): Thank you, Mr Speaker.

370 The Department has no policy to deny access to pupils who have not had the Measles, Mumps and Rubella (MMR) vaccine and is not considering implementing one. Further, the Department does not request and would not have this information about pupils.

As the Hon. Member asking the Question is a member of the Department of the Department of Health and Social Care, he may be aware on the basis of the Public Health (Notifiable Diseases) Order 2011, where measles, mumps and rubella are notifiable diseases and must by

law be reported to the Department of Health and Social Care in order to expedite detection. The DHSC would in turn notify my Department of any outbreaks.

The Speaker: Supplementary question, Mr Moorhouse.

Mr Moorhouse: Thank you, Mr Speaker, and thank you, Minister.

The policy has already been introduced by Education Ministers in France, Italy and some US states. The key issue is our figure for immunisation is below the 95% recommended by UNICEF and the World Health Organisation for the immunisation coverage.

Manx children also have very close links with the UK where over half a million have not been vaccinated. Would the Minister give us his reassurance they will keep a close eye on this and make changes as and when required?

The Speaker: Minister to reply.

The Minister: Thank you, Mr Speaker.

As in my original Answer, I did say that our colleagues in the Department of Health and Social Care, which the Hon. Member is a member of, will inform us of any detection.

The Speaker: Supplementary, Dr Allinson.

Dr Allinson: Thank you, Mr Speaker.

Would the Minister accept that whilst there are moves in Germany to fine parents for not immunising their children and moves in America to stop parents sending their children to school who are not immunised, the Isle of Man has a very good reputation for working with parents to explain, to use consent and evidence rather than more draconian aspects of banning children?

The Speaker: Minister to reply.

The Minister: Thank you, Mr Speaker.

Yes, and I am sure that the numbers of vaccinations on the Isle of Man have actually held up in comparison to those in the UK.

HEALTH AND SOCIAL CARE

1.6. Measles, Mumps and Rubella (MMR) – Current vaccination rate and provision

The Hon. Member for Ramsey (Dr Allinson) to ask the Minister for Health and Social Care:

What the current vaccination rate for Measles, Mumps and Rubella is; and what provision is in place for those who have missed out on previous doses?

The Speaker: Question 6, and I call the Hon. Member for Ramsey, Dr Allinson.

Dr Allinson: Thank you, Mr Speaker.

With excellent timing, I would like to ask the Minister for Health and Social Care what the current vaccination rate for Measles, Mumps and Rubella (MMR) is; and what provision is in place for those who have missed out on previous doses?

The Speaker: I call on the Minister for Health and Social Care to reply.

415 **The Minister for Health and Social Care (Mr Ashford):** Thank you, Mr Speaker.

Following on from that excellent timing, the data that is available shows a steady average uptake of Measles, Mumps and Rubella (MMR) vaccine at 94% annually over the last five years.

Routine vaccination is at 12 months of age, with the second dose at three years and four months of age. Any missed vaccination in the eligible population is followed up in general
420 practice during opportunistic consultation. Patients can request a review of their vaccination status and catch up with missing doses as and when required.

The Speaker: Supplementary question, Dr Allinson.

425 **Dr Allinson:** Thank you very much.

I would like to thank the Minister for his reply, and it is quite sensible, in that we have a higher rate than in the United Kingdom.

Would he accept that last year there were 82,500 cases of measles in Europe, which was the highest number for a decade and, particularly earlier on this year, a spike in cases in Manchester
430 which is quite concerning?

Would he also agree that those young people who maybe have not had the full vaccination schedule who are going to university or perhaps large concerts in the UK should look at making sure they get vaccinated to prevent them contracting this quite serious disease?

435 **The Speaker:** Minister to reply.

The Minister: Thank you, Mr Speaker.

Unsurprisingly, yes, I do agree with the Hon. Member for Ramsey in that regard. In fact there was a very interesting House of Commons Library briefing paper published on 27th April this
440 year in relation to the issues that the UK is facing, where particularly in London they have very low levels of MMR immunisation. In fact the five lowest are all London: Hackney, Westminster, Kensington, Chelsea, Camden and Croydon.

So I certainly would urge anyone who is out there who has not already had these vaccinations who may be travelling to the UK or wider afield, and on all types of vaccinations, to
445 ensure that their vaccinations are up to date and appropriate.

A Member: Hear, hear.

The Speaker: Supplementary question, Mr Baker.

450

Mr Baker: Thank you, Mr Speaker.

Would the Minister agree with me that it may be worth re-emphasising as part of the Public Health mandate the benefits of vaccinations as a strategy in the light of some of the publicity that has been prevalent, particularly on the internet, about the negative effects of immunisation and that there is a very good reason why immunisation and vaccinations are a part of the Health
455 Strategy?

The Speaker: Minister to reply.

460 **The Minister:** Thank you, Mr Speaker, and thank you very much to the Hon. Member for Ayre and Michael for that intervention.

Public Health does do a lot of work around vaccination and trying to get messages out there to the public about the importance of vaccination. Unfortunately, in this age of social media now I do not think we are ever going to be able to rid ourselves of some very selected video clips that

465 appear around the internet and some scare stories. But one of the things I would say is that parents and adults in the Isle of Man, I think, are very sensible and I think their own personal judgements tend to be in the right sort of area.

**1.7. Myalgic Encephalomyelitis (ME) services –
Budget, expenditure and medical professionals required**

The Hon. Member for Douglas South (Mrs Beecroft) to ask the Minister for Health and Social Care:

What sum was included in the 2018-19 Budget for Myalgic Encephalomyelitis (ME) services; how much of that sum was spent, and on what; what additional medical professionals are required; and where, when and how often these positions have been advertised?

The Speaker: We turn to Question 7 and I call on the Hon. Member for Douglas South, Mrs Beecroft.

470

Mrs Beecroft: Thank you, Mr Speaker.

I hope you do not mind that before I ask my Question, I would like to put on formal record my thanks to you for your kindness, support and consideration during my recent absences.

475 Turning to my Question, I would like to ask the Minister for Health and Social Care what sum was included in the 2018-19 Budget for ME services; how much of that sum was spent, and on what; what additional medical professionals are required; and where, when and how often these positions have been advertised?

The Speaker: I call on the Minister for Health and Social Care to reply.

480

The Minister for Health and Social Care (Mr Ashford): Thank you, Mr Speaker, and can I start by saying it is good to have the Hon. Member for Douglas South back amongst us. (**Several Members:** Hear, hear.) (**Mrs Beecroft:** Thank you.)

485 Mr Speaker, there was a sum of £90,000 allocated to the DHSC from the Treasury in the 2018-19 Budget for the provision of services to patients with chronic fatigue/ME. Further funds were identified from within the tertiary care budget if required, based on repatriation of services on Island. The funds last year were not used due to the need to develop patient pathways in partnership with tertiary providers. These pathways are absolutely vital to ensure the best evidence treatment to be delivered to this group of patients on Island, and this has been what
490 has been concentrated on to progress in the last 12 months.

The initial diagnosis of CFS/ME is very difficult and requires a highly skilled specialist consultant. This element of the pathway will be provided by an already established team at the tertiary centre. There is a requirement for uplift of hours within the therapy services to support patients with chronic fatigue and chronic pain in the community, but this may, it appears, be
495 achievable without external advertisement for staff.

The other element of the multidisciplinary team is the clinical psychology and depending upon breadth of the service required, this will require one or two whole-time equivalent staff members. The Department is currently in discussion with third sector partners to identify the best way forward in regards to providing these clinicians. No posts are currently being
500 advertised as the Department is hopeful that it will not be necessary and it may well be possible that there are third sector partners who can provide appropriate staffing and support.

The Speaker: Supplementary question, Mrs Beecroft.

Mrs Beecroft: Thank you, Mr Speaker.

505 Could I ask the Minister: obviously there was a business case that went to Treasury when the funds were approved in the 2018-19 Budget; what is the difference between what he is proposing, and what was in that business plan?

The Speaker: Minister to reply.

510

The Minister: Thank you, Mr Speaker.

One of the things that are different is that at the moment it is believed that there are approximately 350 people on the Island who have CFS/ME. Obviously what we need to provide for them is an on-Island service, but we need to make sure that this service is financially viable as well. For obvious reasons we cannot be sending people with Chronic Fatigue Syndrome off
515 Island to be treated. One of the things that we are looking to do is to develop a wider service that will also include people for instance who have Fibromyalgia, connective tissue disorders, Inflammatory Bowel Disease and autoimmune conditions as well, who can benefit from similar forms of treatment. So we are widening the service out to make sure that it is more sustainable
520 on Island in the longer term and also we have had third sector, on-Island providers who have come forward to the Department to say that they want to help and be involved in the development of the service.

The crucial thing I would say is the development of the pathways and it has been slow and frustrating to get there, I have admitted that publicly, but if we do not have the pathways right
525 to begin with, we are setting up a service that is going to fail before it even starts.

The Speaker: Supplementary question, Mrs Beecroft.

Mrs Beecroft: Thank you, Mr Speaker.

530 Could I ask the Minister, does he think it is acceptable to actually leave 350 people without a service that was budgeted for in the last financial year, because he wants to widen the service?

I am not saying that we should not widen the service, but we could have been providing something for those 350 people in the last year.

535 **The Speaker:** Minister to reply.

The Minister: Thank you, Mr Speaker.

In fact just to clarify, I have not said that we could have been providing a service last year; we could not have, because we need to develop the pathways first and that is what we have been
540 concentrating on. We have got to get the pathways right.

We can go down the route of just bunging people at it, but that is not going to work. People who are suffering from Chronic Fatigue Syndrome for far too long have not had it recognised properly, have not had the support available, and I as Minister am determined that we are going to have service that is fit for purpose, a service that is actually going to deliver what it says on
545 the tin.

Providing the odd consultant here or there, or the odd bit of service, is not going to do it, and any service we provide does have to be financially sustainable, otherwise Hon. Members quite rightly will be putting Questions down to me asking why we are providing a service for 350 people that is sucking in funds that were required elsewhere in the health service. So we have
550 got to make sure that the breadth of any service is right as well.

You could equally put the question, Mr Speaker, of why are we not providing these services to people with Fibromyalgia, Inflammatory Bowel Disease, autoimmune conditions. We are going to develop a service that provides for the widest possible base for the people of the Isle of Man.

555

The Speaker: Supplementary question, Mrs Beecroft.

Mrs Beecroft: Thank you, Mr Speaker.

560 Could I ask the Minister to clarify about the positions that are required for this? He recently stated that recruitment for the positions was difficult, which was part of the hold-up for implementing the service, but now he is saying it may be possible without external advertising.

If recruitment is difficult, why is there no external advertising? I was just wondering if he could clarify a bit more on the positions required and the methods he has used, and particularly the lack of advertising, it would appear, that is being used to fill those positions.

565

The Speaker: Minister to reply.

The Minister: Thank you, Mr Speaker.

570 It was in my original Answer, which is that there are third sector providers that have come forward to say that they want to work with the Department on delivery of those pathways.

NHS recruitment across the board, as we have had many discussions in this Hon. House and in the Hon. Court as well, across the board in the UK and here is difficult particularly in some of these areas. But third sector providers are out there, there are some based on Island who have come forward to the Department and said that they want to work with us on the development of this service, and I think quite rightly the Department is engaged with them. So there is no point going out and trying to build our own model and trying to recruit in-house which, as we know, across the whole NHS can be difficult, if there are third party providers that are suitable to help us provide the service who are out there and set up ready to do so.

580 **The Speaker:** Supplementary question, Mr Hooper.

Mr Hooper: Thank you very much, Mr Speaker.

I must confess I am slightly confused. A lot of the language the Minister is using, 'we are hoping to do something', 'we may do something', 'we may not', 'needs to be financially sustainable', I would have thought that all of these questions would have been answered as part of the business case that was presented to Treasury. The Minister has just stated as well that there was no way they could have provided this service in the past 12 months. Is it common for the Health Department to go to Treasury with the with a business case for a service that they are not able to provide? That seems very strange.

590 I wonder if the Minister can maybe outline or perhaps share a copy of what was in that original business case. What did they ask Treasury for the money for? What were they going to provide compared to what they are looking to provide now?

The Speaker: Minister to reply.

595

The Minister: Thank you, Mr Speaker.

To clarify, the business case to Treasury was for money to develop the service. So it was not for money to run the service day to day. As I have stated in media interviews, the expected running costs for the service annually are potentially about £120,000, the £90,000 was if it was going out and recruiting people if required. As I say, there are third party providers that have come forward, but I think the key point that is being missed is that the first thing we have to do is set the pathways in place. We need to design the pathways and that is what has been going on over the last year.

605 As I have stated in the interviews I have done since the petition went up about ME, the next stage now is that once the pathways are in place, the development of the service to deliver those pathways. That is why the service will be delivered within this financial year and there is money within this year's budget to be able to do that.

The Speaker: Supplementary question, Dr Allinson.

610 **Dr Allinson:** Thank you, Mr Speaker.

Would the Minister agree that in devising these pathways, particularly in terms of diagnosis, that education for medical and nursing professionals on the Island is key?

And would he also agree that the work that has already been done by the local ME society in terms of educating general practitioners has been very useful in raising the profile of this condition?

615

The Speaker: Minister to reply.

The Minister: It has indeed, Mr Speaker, I fully agree with the Hon. Member for Ramsey, Dr Allinson, in relation to that. Education is absolutely essential to these pathways because we are reliant at the first stage on general practitioners, and others out in the community, on being able to understand the signs and recognise that it could well be Chronic Fatigue Syndrome/ME.

620

So for instance one of the interesting statistics is, as I have mentioned, there are approximately 350 people on the Island that we are aware of who have a diagnosis of this, and 50% of those were ultimately diagnosed by a GP and not a consultant. So it is absolutely important that this is a community based service as well and that we engage with the community to develop it.

625

The Speaker: Final supplementary question, Mrs Caine.

630

Mrs Caine: Thank you, Mr Speaker.

I note the Minister said that the service would be delivered within this financial year, but there are 10 months to run of this financial year. So could he indicate whether any elements of the service and these pathways will be phased in? What comfort can he give to the large number of people with this very debilitating condition, that they will see some treatment sooner than 10 months' time?

635

Thank you.

The Speaker: Minister to reply.

640

The Minister: Thank you, Mr Speaker.

As with any pathway when it comes in it is always phased; it is never a big bang. I think one of the key ones that will be an early phase-in is what the Hon. Member for Ramsey, Dr Allinson referred to in relation to education. That is the first thing to have particularly in place, particularly at a community level so that the diagnosis can be early but then also ensuring that all the services that we are providing are joined up, because again, Chronic Fatigue Syndrome does not just lead to one or two conditions; there is normally a multitude of things that the individual person suffers from. So it is important that all the links are there to ensure that people receive joined-up treatment.

645

But as I have said, it will be delivered in this financial year. It has been a long road to get there, and a very frustrating road, but we will be delivering the pathways in this financial year.

650

**1.8. EarlySense system for Ramsey Hospital –
Decision to purchase**

The Hon. Member for Douglas South (Mrs Beecroft) to ask the Minister for Health and Social Care:

How the decision to purchase the EarlySense system for Ramsey Hospital was arrived at; and if he will make a statement?

The Speaker: Question 8 and I call on the Hon. Member for Douglas South, Mrs Beecroft.

Mrs Beecroft: Thank you, Mr Speaker.

655 I would like to ask the Minister for Health and Social Care how the decision to purchase the EarlySense system for Ramsey Hospital was arrived at; and if he will make a statement?

The Speaker: I call on the Minister for Health and Social Care to reply.

660 **The Minister for Health and Social Care (Mr Ashford):** Thank you, Mr Speaker.

The decision on EarlySense was taken earlier this year, after examining the potential pros and cons of the system, and also with clinical input.

665 The EarlySense system, recently installed at Ramsey Cottage Hospital, was a generous gift from the Ramsey Cottage Hospital League of Friends charity and it yet again, in my view, shows how lucky we are on our Island to have dedicated organisations and individuals willing to donate time and money to ensure patients have access to the latest technological developments and patient care.

A Member: Hear, hear.

670

The Speaker: Supplementary question, Mrs Beecroft.

Mrs Beecroft: Thank you, Mr Speaker.

675 The Minister just said the decision was taken earlier this year, after examining the pros and cons of the system. I wonder, could he confirm and give some more detail on whether any clinicians were involved in any evaluation of this system and if so how many; and also whether other systems were actually looked at and compared and evaluated at the same time?

The Speaker: Minister to reply.

680

The Minister: Thank you, Mr Speaker.

685 There were several clinicians involved. There was a demonstration up at Ramsey Cottage Hospital of the system. The system was looked at and the then clinical lead up at Ramsey actually wrote a briefing paper in relation to EarlySense, strongly supportive of it – if I can find the appropriate place in the briefing note – actually stating that ‘at the moment in relation to Ramsey Cottage Hospital’ – he was talking at that time – ‘there is limited medical cover out of hours. During this period nurses must make decisions about whether potentially decompensating patients require urgent transfer back to the Accident and Emergency Department at Noble’s Hospital and many patients have a high falls risk. Early motion detection will be a useful tool in falls prevention’. He went on to say, ‘EarlySense would be a valuable tool to help Martin Ward to deliver world class care to a vulnerable group of patients from across the Island.’

690

The Speaker: Supplementary question, Mrs Beecroft.

695 **Mrs Beecroft:** Thank you, Mr Speaker.

I am just wondering if they actually read the NICE review before deciding on this particular system and if so, if he could comment on the statements made in that – the report I circulated earlier for Members, so they have it available. One of them is ‘Strengths and limitations of the evidence’ about this system, and it says:

The currently available evidence for the clinical effectiveness of the EarlySense system was limited in both quantity and quality, and comprised 3 peer-reviewed journal articles, 3 conference poster abstracts and 1 technical report. These studies were situated either in the USA or Israel, and no large UK-based comparative studies were identified.

700 There are quite a few other specialist commentators saying very similar things and one saying that the EarlySense system needed patients to be in their bed for monitoring and they pointed out that many patients are not nursed in bed continuously. I would have thought that this was particularly relevant to the situation in the Ramsey Hospital.

Another specialist said that they:

...supported the use of a deterioration-monitoring device in the NHS, but would like to see more robust data and a comparative study of the current devices and systems available.

705 I wonder if the Minister could comment on the comments made by NICE in their review and what comfort he took and from where to show that this actually was the best system to go for in this case?

The Speaker: Minister to reply.

710

The Minister: Thank you, Mr Speaker, and can I thank the Hon. Member for Douglas South for highlighting some of the NICE report, because some of the bits she has highlighted show quite clearly that the NICE report is out of date and based on old technology.

715 The reports that the Hon. Member for Douglas South referred to that are in the NICE report, which I had looked at previously: the Frenzl report, for instance, was 2013, the Zimlichman report was 2009 and the Brown study was 2014 – the technology has moved on since then, Mr Speaker. For instance, EarlySense does not need the individual patients to be nursed in their beds. There are chair sensors as well so they can actually be out of the bed, they can be in the chair and monitored. Also, one of the things that NICE seems not to have recognised – because it
720 mentions around the number of false alarms – the system now under the current technology is designed so that sensitivity can be set so that the nurses can actually adapt the system to the individual patient, so if you have got someone who has got a respiratory problem anyway and you only want to monitor serious respiratory decline you can set the sensor so it is not as
725 sensitive as someone who you might want to monitor if they have any form of respiratory problem.

I am happy to arrange for the Hon. Member for Douglas South to go up and have a look at the system, (**Mrs Beecroft:** Thank you.) if she would like to do so. Speaking to the nurses up at Martin Ward, one of them raised a very interesting point, which again appears to be missed over on the NICE report, they said as a nurse on the ground they found the respiratory side of it to be
730 very useful because what they have to do otherwise is a manual respiratory count. And what happens is they walk up to the patient and say, ‘Right, we are going to count your respiratory rate,’ and immediately, because the patient knows they are doing it, their breathing changes, whereas with this system it is happening without the patient even knowing that it is happening.

Also, the Hon. Member for Ramsey, Mr Hooper, when I was answering my previous Question
735 on CFS/ME, said I mentioned a few times ‘might’ and ‘may’, well, if you read the NICE report continuously throughout it is ‘might’ and ‘may’. And in relation to studies within the UK, there is not one in the UK, we are ground-breaking in that regard, there is huge use of it though in

Europe, particularly the Netherlands, where they have seen some very good reductions in falls. So there is evidence out there to show that EarlySense works.

740

The Speaker: Thank you.
Supplementary question, Dr Allinson.

Dr Allinson: Thank you, Mr Speaker.

745

I would like to ask the Minister whether he would agree that the use of EarlySense in Ramsey Cottage Hospital is quite novel in that the entire hospital is using this device, as opposed to some of the other trials that use only small parts of the hospital. But would he also recognise that the identification of acutely ill patients has moved on; that the Acute Illness Recognition and Resuscitation Committee at Noble's Hospital is monitoring this and are due to roll out NEWS2, which is the National Early Warning Score, at Noble's, which looks at six different parameters of patient health and is far more accurate in actually assessing whether people are deteriorating.

750

The Speaker: Minister to reply.

755

The Minister: Thank you, Mr Speaker.

Again, there is nothing I can argue with in there from the Hon. Member for Ramsey, Dr Allinson. He is quite right in relation to EarlySense, it is a supplement to NEWS2, it is not a replacement for it, and I think the two work very well hand in hand.

760

In relation as well to the technology point of view, we should be proud in the Isle of Man that we have got the opportunity to not just get technology from the UK and be bound by what the UK do, that we actually have the chance to look further afield, to look at what works in other areas and other jurisdictions and be able to take that technology on board.

Certainly the feedback I have had from staff on the ground who are using the system is they actually think that it is wonderful.

765

The Speaker: Supplementary question, Mrs Beecroft.

Mrs Beecroft: Thank you, Mr Speaker.

770

The Minister referred to some reports that were mentioned in the NICE review of the system, but their review is dated 22nd January 2016, so I wonder if he could circulate the evidence that has been published since that date that supports the EarlySense system?

Obviously the costings in the NICE review are from 2016, so they will have moved since then, but based on their figures in this review paper, it would look like there is roughly about £100,000 difference between what is being paid for the system and what is stated in the NICE review as being the cost. I am wondering if the Minister could clarify that because, even allowing for inflation, that seems to be a huge amount of difference.

775

The Speaker: Minister to reply.

780

The Minister: Thank you, Mr Speaker.

I certainly can clarify: for a start, as is stated in the summary of the NICE report, their costings are based on a 10-bed unit; Martin Ward is a 31-bed unit. Equally, they only include the bed sensors, it does not actually include any chair sensors and also the thing that has been gifted by the League of Friends includes maintenance and replacement for two years.

785

The Speaker: Supplementary question, Mr Hooper.

Mr Hooper: Thank you very much, Mr Speaker.

790 I hope the Minister would acknowledge that it has been somewhat of a difficult ride getting this system installed in the Ramsey Cottage Hospital.

795 The question I have got for him is: seeing as the Minister is so convinced that obviously the clinicians were supporting this, it is the right thing to do, what support was given by his Department to help ensure the charity did get proper value for money, get the best price available, when they are purchasing equipment like this that is new, that is not really tested but actually could provide a great benefit to the Island?

The Speaker: Minister to reply.

800 **The Minister:** Thank you, Mr Speaker.

The Hospital Directorate was engaged with the League of Friends to ensure and help. Ultimately the decision, obviously, of how they wanted to do the gift was down to the League of Friends Trustees themselves. I met with the League of Friends Trustee Board, prior to the decision being signed off, to ensure that they were content with the direction of travel. We also, 805 as I say, had the clinical input, including the clinical lead at the time up at Ramsey, who was very supportive. Miss Bettison, the Hon. Member for Douglas, who at the time held the delegation for hospitals, had also been involved in viewing the system and I had spoken to the Hon. Member as well about what she felt after seeing the initial review. So basically across the whole Hospital Directorate there was support offered.

810 The Hon. Member for Ramsey is right, they say the ship of state is never smooth sailing and it certainly took a lot longer than I would have hoped to have got the system agreed and put in place. But one of the reasons that it took so long is, quite rightly, we were rigorously examining whether or not it was the right system for Ramsey, and the conclusion drawn was that it was.

815 **The Speaker:** Supplementary question, Mr Baker.

Mr Baker: Thank you very much, Mr Speaker.

820 Could the Minister confirm whether this is in fact a pilot project and that, if successful, this technology could be used in other contexts in the Isle of Man and that this gives us an opportunity to see whether it does work and whether it does provide value for money.

825 And secondly, does the Minister share my encouragement that this gift from the League of Friends Ramsey Cottage Hospital represents further tangible support from that organisation and actually provides the encouragement that the damage that was done to the relationship with the League of Friends by previous decisions made around Ramsey Cottage Hospital earlier in this administration has now been well and truly repaired?

The Speaker: Minister to reply.

The Minister: Thank you, Mr Speaker.

830 I would like to think I have a good relationship with the League of Friends, and I hope I have a good relationship with the whole third sector, but that relationship is based on being brutally honest with one another. I am sure, maybe further down the line, there will be frictions and arguments, but I think I do have a good working relationship with them.

835 In relation to it being a trial, obviously it is a contractual based position at the moment. Also, as NICE quite clearly point out in their report, this system is more around for those who are at risk of falls, those who are at risk of rapid deterioration which might not be normally spotted in other medical settings, so in that sense Ramsey makes it ideal.

840 What I made clear in the interviews I did around when the system came in is once we have got the data from Ramsey, we can take a look and see if there is anywhere else that it would be beneficial. It may turn out we do not want to roll it out elsewhere because we do not see a particular beneficial use of it at Noble's, where there is medical support on hand really 24/7, of a

higher capacity than there is at Ramsey Cottage Hospital, but then equally once we have got the data together we may decide that we do want to roll it out elsewhere. So it will be analysed and it will be supported in that way.

845

The Speaker: Final supplementary on this Question, Mrs Beecroft.

Mrs Beecroft: Thank you, Mr Speaker.

850 Could I confirm to the Minister, first of all, that regarding the figures I was using, I had extrapolated them and increased them obviously to cover 31 beds and also increased it to cover the sensors that needed replacing every year for those 31 beds. I arrived at a total of £152,675, which again, when he has reported in the media that it is over £250,000 that is being paid for the system then there is still about £100,000 missing. Obviously the chair sensors were not included in that, so I wonder if he could confirm what the cost of those chair sensors were?

855 Also not included in my calculation of figures was the VAT because that was not included in the NICE figures in their summary report either, and I am wondering whether the equipment was purchased through the Department so the VAT need not be calculated because they can claim it back or by what mechanism did the League of Friends actually have to pay the VAT? Is this why there is such a discrepancy in the figures? I am wondering if he could just clarify the financial process that went through for purchasing this equipment.

860

The Speaker: Minister to reply.

The Minister: Thank you, Mr Speaker.

865 In relation to the figures that are in front of me, the chair sensors are £47.90 each. In relation to the VAT, the price is excluding VAT. In relation to the difference, what I would say is the difference that the Hon. Member for Douglas South has calculated from the NICE report is in relation to the Vitals package; the Isle of Man has the all-in-one package.

HOME AFFAIRS

1.9. Dangers of using mobile devices while driving – Police plans to introduce warning technology

The Hon. Member for Arbory, Castletown and Malew (Mr Moorhouse) to ask the Minister for Home Affairs:

What plans are in place for the Police to introduce technology which would warn road users about the dangers of using mobile devices in all modes of transport?

870 **The Speaker:** We turn to Question 9 and I call on the Hon. Member for Arbory, Castletown and Malew, Mr Moorhouse.

Mr Moorhouse: Thank you, Mr Speaker.

875 I would like to ask the Minister for Home Affairs what plans are in place for the Police to introduce technology which would warn road users about the dangers of using mobile devices in all modes of transport?

The Speaker: I call on the Minister for Home Affairs to reply.

The Minister for Home Affairs (Mr Malarkey): Thank you, Mr Speaker.

880 Before I answer the Question, I too would like to welcome back my colleague for South
Douglas today and, having had some time off recently through ill health, I totally understand
how she feels at times, listening to these debates on the radio and in the Question Time I have
been quite frustrated, shouting at the radio without making any effect whatsoever with what is
going on in the House. So I do welcome her back. I am sure my constituents will as well because
885 that is less workload for me!

Mr Speaker, with regard to the Question from Mr Moorhouse, I too am aware of last week's
United Kingdom press report about a trial. In this connection, my understanding is that two
police forces have unveiled a new device which can detect when motorists are using their
mobile phones when driving. Hampshire and Thames Valley Police Forces are the first to use the
890 new technology which can determine how many cars on a stretch of road have phones being
used without hands-free kits. When the device spots a phone being used it will flash a mobile
phone symbol at the car to advise the driver to stop using their mobile phone. It can also enable
Police to identify hotspots where mobile phones are frequently being used. The technology can
detect when Bluetooth is being used but cannot detect if the passenger is using the phone, but
895 the sign will still activate reminding motorists of the distraction of using a mobile phone while
driving.

Mr Speaker, this is an early trial of the equipment and at this juncture the Isle of Man
Constabulary has not requested or enquired to me about this type of technology indeed being
used. I also understand that other countries are using and trialling different types of technology
900 which could also be cheaper to use in the future. So although this technology is available, it is at
a very early stage, Mr Speaker.

The Speaker: Supplementary question, Mr Moorhouse.

905 **Mr Moorhouse:** Thank you, Mr Speaker, and thank you, Minister, for that sales pitch. I really
want one now myself!

In terms of the low cost, they are around £3,000. Given the low cost and the possible
benefits, does the Minister see a time when there may be a positive review on this technology?

910 **The Speaker:** Minister to reply.

The Minister: Mr Speaker, I would like to think that we review technology all the time – not
just in my Department, but across the United Kingdom. We have found two police forces that
are trialling it at the moment. We have no idea what the outcome of that trial will be. From the
915 press releases that I have learned from – and I thank the Hon. Member for putting his Question
down, because prior to this Question I knew nothing about this ... As I have explained to the
Hon. Member, other countries are using different types of equipment. I certainly would not be
advising my Department to spend money on equipment that we are not actually sure is going to
work in the future, so we will keep monitoring it at the moment. I think at this stage I am
920 happier that detecting people using mobile phones is the best way forward and more
prosecutions will send the right message out as to how dangerous it is to use a mobile phone
whilst driving a vehicle.

The Speaker: Supplementary question, Dr Allinson.

925

Dr Allinson: Thank you, Mr Speaker.

Would the Minister agree with me that a lot of mobile phone manufacturers themselves are
now putting in parts to make sure that if you are driving it is detected by the phone and you
have the option of switching that phone off?

930 But also this has to come down to education of the drivers. As the Minister has said, this is about safety, this is about increasing accidents that we know happen with people who are using mobile phones and so really they should stop it or face prosecution.

The Speaker: Minister to reply.

935

The Minister: Yes, Mr Speaker, I totally agree with the Hon. Member. Even my mobile phone tells me, 'This mobile phone will not work while you are driving,' once you get into a car. I still have not worked out how it knows I am in a car and not walking down the road or on a bus, but it does tell me that my mobile phone will not work whilst driving a car. So modern technology of mobile phones and in vehicles themselves are stopping people from using their mobile phones, which is again a way forward for technology for the future.

940 So that is certainly not something that I would recommend my Department rushes out and spends money on until we know we have got the right technology doing the right job for what we want it to do.

INFRASTRUCTURE

1.10. Douglas Promenade redevelopment – Update

The Hon. Member for Onchan (Mr Callister) to ask the Minister for Infrastructure:

If he will provide an update on the redevelopment of Douglas Promenade?

945

The Speaker: Question 10, I call on the Hon. Member for Onchan, Mr Callister.

Mr Callister: Thank you, Mr Speaker.

Can I ask the Minister for Infrastructure if he will provide an update on the redevelopment of Douglas Promenade?

950

The Speaker: The Minister for Infrastructure to reply.

The Minister for Infrastructure (Mr Harmer): Thank you, Mr Speaker.

955 Work at the northern end, Queens Promenade, continues with the laying of the tram tracks from Strathallan towards Broadway and the concrete base slabs now being laid as far as Castle Drive. The tram tracks are being installed and will be in use for TT to Switzerland Road.

Excavation in Harris Promenade has continued for utility installations, including the new water and gas mains.

960 Work at the southern end of the Promenade is progressing to reconstruct the landside footway from Victoria Street to Regent Street and the installation of various utility services. This phase of the work is to be temporarily completed by the beginning of TT fortnight.

The project has encountered a number of uncharted services and below ground obstructions which have impeded progress and require regular changes to the services and the scope of works.

965 The contractor and the project team are working collaboratively together to minimise any impacts as a result of these issues. These early delays have been swiftly addressed through temporary traffic lights and evening working, both of which allow further progress to be made. Whilst the disruption is not welcome, I would rather address small delays promptly than see the whole scheme run behind.

970 Presently the contract is anticipated to be delivered within the budget approved by Tynwald.
The project team continues to work actively in liaising with local businesses and residents to
keep them informed of progress. In addition, the Department is working closely with the
Department for Enterprise to assist local businesses with ongoing issues and proactively
providing assistance where possible.

975

The Speaker: Supplementary question, Mr Callister.

Mr Callister: Thank you, Mr Speaker, and I thank the Minister for his detailed response this morning.

980

In respect of local businesses, can I ask the Minister when the particular site at Summerland will be available to be used for businesses and residents?

The Speaker: Minister to reply.

985

The Minister: Thank you.

I am hoping the Summerland parking will be available, if not this weekend then sometime early next week.

The Speaker: Supplementary question, Mr Callister.

990

Mr Callister: Thank you, Mr Speaker, and I thank the Minister for an update on the Summerland site.

Can I ask the Minister to confirm that obviously with TT just around the corner, all bikers visiting the Isle of Man during the TT Festival will be able to park outside hotels on the Promenade as in previous years?

995

Can I ask the Minister also if his Department has undertaken an impact study on parking on the Promenade before this year's TT Festival?

The Speaker: Minister to reply.

1000

The Minister: Thank you.

I am delighted to say that during TT it will be absolutely business as normal. The Prom will be open. I can absolutely say the fun fair will be on the walkway during TT and provision has been made for that in the contract.

1005

The Loch Promenade will be clear, with the exception of some minor barriers to highlight new build-out areas of the TT Café, Harris Promenade. The central island outside The Sefton where the garden was will remain zoned off. It will be modified ... We are looking to see if it can be modified for motorbike parking within it and have access to a crossing point.

1010

All other areas will be clear and on Central Promenade 400 metres of central track will remain fenced between Castle Drive and Switzerland Road. There will be no heavy movements on the road, there will be no work on the road and depending on progress, that length may be shorter.

Queens Promenade will be clear. Promenade side roads and footpaths will be open, although some temporary surfacing may be used.

1015

So I am delighted to say that for the TT the Prom is open.

Suspension of Standing Order 3.5.1(2) to take the remaining Questions

The Speaker: Hon. Members, the hour allotted for Questions is up.
Mr Callister.

1020 **Mr Callister:** Mr Speaker, can I propose that we continue until we finish the Order Paper or the Question Paper?

Mr Robertshaw: I beg to second.

1025 **The Speaker:** Seconding, Mr Robertshaw.
The question is that we complete the Order Paper, which is in effect the Question Paper. Those in favour, please say aye; against, no. The ayes have it. The ayes have it.

**Douglas Promenade redevelopment –
Question continued**

The Speaker: The next supplementary question is in the hands of Mr Hooper.

1030 **Mr Hooper:** Thank you very much, Mr Speaker.
I am glad the Minister acknowledges the difficulties that are being faced by some local businesses, especially those at the northern end of the Promenade. I would be grateful if he could outline what support the Department has already had in place to date for those businesses and what additional support it may be putting in place going forwards?

1035 **The Speaker:** Minister to reply.

The Minister: Thank you, Mr Speaker.
There are only certain things that we have the gift to do and that is in terms of being flexible in terms of parking, in terms of how we use the walkway – we are using an additional walkway, 1040 we are using some of our parking in terms of where the horse trams ... and dedicating those for businesses.

But we are working with the Department for Enterprise and other Departments to look at certainly much better marketing schemes and also other assistances. So we will put everything we have in the weight from our Department to do that, but obviously a lot of these things are 1045 not in the Department's gift alone.

The Speaker: Supplementary question, Mr Callister.

1050 **Mr Callister:** Thank you, Mr Speaker.
I have to ask this question carefully with my tourist hat on, but it is one that I think needs to be asked. Can I ask the Minister if his Department will consider suspending the horse trams when other key roads across the Island are closed due to serious incidents during the TT, in order to ensure the traffic flow on the Promenade is taken into consideration?

1055 **The Speaker:** Minister to reply.

The Minister: Thank you, Mr Speaker.

1060 We will always keep a flexible approach, but I would say that the horse tram service will be relatively short this year, basically from Strathallan to Switzerland Road. It is basically a very short service, so I would not anticipate that to have a particular impact on traffic.

The Speaker: In slight danger of straying beyond the redevelopment question, but Mr Callister, supplementary question.

1065 **Mr Callister:** Thank you, Mr Speaker.

Apologies if I went off track there! *(Laughter and interjections)*

In respect of the sort of areas that have been cordoned off, can the Minister just reassure there is no loss of parking on the Promenade for this year's TT Festival?

1070 **The Speaker:** Minister to reply.

The Minister: Thank you.

1075 If anything, we may be able to provide a little bit extra because of Summerland and the 24 on King Edward Bay, plus the temporary ... and we are looking to do the parking around, obviously, the Harris Promenade, in that area. So I would imagine there to be maybe slightly more parking rather than less.

1.11. Public Sector Housing (Older Persons) (Allocation) Policy 2019 – Question not asked

The Hon. Member for Ramsey (Mr Hooper) to ask the Minister for Infrastructure:

Further to his Answer in Tynwald on 9th April 2019, which section of the Public Sector Housing (Older Persons) (Allocation) Policy 2019 enables a person with an emergency housing need to be placed on the housing waiting list; and what emergency housing provision his Department provides or supports?

The Speaker: Question 11 is not to be asked.

1.12. New housing allocation criteria for general needs housing – Waiver of three years' residential condition

The Hon. Member for Ramsey (Mr Hooper) to ask the Minister for Infrastructure:

Further to his Answer in Tynwald on 9th April 2019, whether the new housing allocation criteria for general needs housing allow the waiver of the three years local housing area residential condition; if so, on what grounds; and which section of the regulations allows this?

The Speaker: We move then to Question 12 and I call on the Hon. Member for Ramsey, Mr Hooper.

1080

Mr Hooper: Thank you, Mr Speaker.

I would like to ask the Minister for Infrastructure: further to his Answer in Tynwald on 9th April 2019, whether the new housing allocation criteria for general needs housing allow the

1085 waiver of the three years local housing area residential condition; if so, on what grounds; and which section of the regulations allows this?

The Speaker: I call on the Minister for Infrastructure to reply.

The Minister for Infrastructure (Mr Harmer): Thank you, Mr Speaker.

1090 The conditions for inclusion on the housing waiting list include a requirement for an applicant to be ordinarily resident in the relevant housing authority area for at least three years. This requirement is set clearly in the schedule to the policy. It is therefore the policy of the Tynwald Court that an applicant must have been ordinarily resident for three years. The policy itself prevents housing authorities from accepting onto a waiting list applicants who do not meet the
1095 criteria in the schedule. Therefore no waiver can be granted.

The Speaker: Supplementary question, Mr Hooper.

Mr Hooper: Thank you very much, Mr Speaker.

1100 In a Written Answer in Tynwald the Department confirmed that in terms of the Department's own housing stock the old criteria which had been waived on occasion is the local residency criteria. The Department confirmed this has occurred in cases where there have been significant health or welfare needs. So, as his Department has in the past waived this criteria for people with significant health or welfare needs, does the Minister agree that there is a genuine reason
1105 why this flexibility was and is required, or is he of the view that those waivers used in the past by his own Department were inappropriate?

The Speaker: Minister to reply.

1110 **The Minister:** Thank you.

I cannot really go into the detail of historic cases. Generally speaking, the criteria ... before, it was actually five years ordinary resident. Obviously that was guidance. This is a strategy document within Tynwald.

1115 What we need to remember is this is allocation onto a waiting list – a waiting list previously much more based on just being on the list for a very long time. It was not really relevant for emergency need, it was much more a case of people waiting and gaining points.

Now it is much more based on real need. In the past you could only get 20 points for need; now you can get as much as 50 points and I think we need to be clear what happens in an emergency situation. If in an emergency situation where somebody is immediately unable to
1120 continue to reside in their current accommodation, for instance, if they are a victim of a fire which causes significant damage to their property and they have no alternative place to live. In that case housing providers would work together, including the Department, if required, to identify any potential suitable accommodation, subject to availability and need, regardless of the residency requirement for three years in that area. This is legitimate as it falls outside the access
1125 and eligibility criteria which relates to housing waiting list applicants coming into the public sector for the first time, not existing public sector tenants.

The Speaker: Supplementary, Mr Hooper.

1130 **Mr Hooper:** Thank you, Mr Speaker.

I have no idea what the Minister was going on about there because that had nothing whatsoever to do with my Question, which was about the criteria involving significant health or welfare needs.

So seeing as the Minister has now confirmed that he has completely removed any element of
1135 flexibility in respect of local residency criteria from the housing allocations process, can he

please advise how people with significant health and welfare needs can get onto the housing waiting list? Previously this was allowed. Previously they were allowed to move areas. So if someone living in Ramsey had a significant health or welfare need they would be able to get a public sector house, for example, in Castletown, perhaps near their support network.

1140 How would that individual now, with those significant health and welfare needs, be able to move to a housing authority area they do not currently live in?

The Speaker: Minister to reply.

1145 **The Minister:** I am very happy to work in specific cases, but we need to look at actually what the eligibility criteria are – one eligibility criterion where the Member was very happy and said he supported the principle of in another place.

But what I need to be absolutely clear on is there are a number of different elements to the allocation. This is about allocation of points or the list, and getting to the top of the list requires certain things such as eligibility regarding gross annual income, regarding the size of family, regarding years in residence and also much more based on housing need, based on Manx Housing Trust, based on financial and property assets.

1150 This is the right way to allocate property. It is based on need, it is based on a schedule, it is based on fact. So I think we have moved a long way from a set of guidance notes that have no authority in Government to a Tynwald resolution that has been approved.

The Speaker: Supplementary question, Mr Hooper.

Mr Hooper: I am going to try again, Mr Speaker.

1160 The Minister seems to be completely unaware that there are two separate aspects to his own housing regulations. There is getting onto the waiting list and then there is being allocated a house when you are already on that waiting list.

1165 The issue is you cannot get onto a waiting list for an area that you do not live in. In the past if you have had significant health or welfare needs the Department has been able to waive that criterion and say, 'Yes, it makes sense for you to live near your support network in a different part of the Isle of Man.' This is no longer possible. This is not about points; this is about need, this is about people being able to live near their support network.

1170 So can the Minister please advise why he removed the flexibility from the regulations and how are people with significant health and welfare needs now supported when they need to move out of a local authority housing area that they currently live in to a different local authority housing area? How do they get onto that waiting list? The answer, Minister, is they cannot.

How do those people get appropriate support from the Department?

The Speaker: Minister to reply.

1175

The Minister: Thank you.

I think we are in danger of splitting hairs.

1180 Firstly, I must say that if there are any cases (**A Member:** Yes.) that you are referring to then obviously I can work with you on those and talk about that. The housing allocation list is about providing points to get onto a housing list. There are a number of different elements to do with financial criteria, to do with housing needs.

1185 I am not aware of the cases that he is talking about, where even if academically they were allowed to go onto a list, they would not actually have the number of points to be allocated a property. It is about people entering into the housing list. The criteria approved in another place allows us to effectively allocate property much more on housing need.

The Speaker: Supplementary question, Miss Bettison.

Miss Bettison: Thank you, Mr Speaker.

1190 I think we would all agree that in principle we absolutely should be awarding this based on points. In 99% of cases that works absolutely perfectly. What we are talking about are those very rare cases when someone cannot fall into the criteria simply by virtue of needing to move based on that welfare need, based on that housing need, the support network need, as outlined by Mr Hooper.

1195 I think that the current regulations do not give that discretion to the Department any more. As we have recognised, they have needed to use that discretion in the past. So what mechanism will the Department use to support those people? I feel that just bringing separate cases is probably not productive in the bigger system.

1200 If we recognise there is a need – there has been in the past, there will be in the future – for a very small number of cases, how are we going to manage those without having to come via MHKs and petitioning the Minister on every separate occasion?

The Speaker: Minister to reply.

The Minister: Thank you.

1205 It is very difficult to talk about hypotheticals. If there is an element where there has been discretion, obviously there is still an element that we can find ... discretion in terms of emergency housing.

1210 I will very much look into this and come back to the Member. But I think what we need to be clear about is that actually allocation of properties is based on number of points, it is based on the number that can be attributed; and now they are based much more on housing need, whereas before the only people that ever got to the top of the list were really by being on the list for a long time.

1215 It is about allocation of property. Really it was not around emergency needs, but if there are ... and I absolutely will take this away and look for any cases and any modifications that do need to be made or any discretion that I am not seeing here. Absolutely, I will do that. But I think we are missing the point. The housing criteria are about allocation based on a set of criteria based much more now on need, whereas in the past it was based on people just being attributed points because they were there for a very long time.

1220 **The Speaker:** Supplementary question, Mr Robertshaw.

Mr Robertshaw: Thank you, Mr Speaker.

1225 In light of all the Minister's waffle over the last few answers, it is clear to me that he is actually agreeing with the original questioner's point, which is not specific; it was a general point.

In now admitting that he needs to go back and look at this again, would he be kind enough to circulate the accurate Answer to Mr Hooper's Question – to all the Members because this is of interest to us all, I am sure.

1230 **A Member:** Hear, hear.

The Minister: Absolutely, I will distribute that.

1235 **The Speaker:** Supplementary question, Mrs Beecroft.

Mrs Beecroft: Thank you, Mr Speaker.

The previous questioner actually took a lot of my questions but I still have one left.

Would the Minister agree that actually asking a Department to comply with the law and to give an answer based on the current law is not splitting hairs?

1240 **The Speaker:** Minister to reply.

The Minister: Thank you.

It may be because I am not fully understanding where the situation actually arose.

1245 We need to make two points clear. Firstly, it was based on guidance. This is actually a statutory document. The second point is that where I am not really gaining clarity is that, for anybody to get to the top of an allocation list they need a number of points. In the past that was very much based on just being on the list. Now there are many more points that are based on need.

1250 So where I am talking about how much actual practical element there is to this, it is about whether in fact it actually will make a significant difference. So I need to actually really fully understand those examples that have been given, because in my mind, for emergency needs, for example, there were only previously 20 points whereas now there are up to 50; and remember there are financial criteria and those people that do not meet the financial criteria probably have other alternatives.

1255 **The Speaker:** The final supplementary on this Question, Mr Hooper.

Mr Hooper: Thank you, Mr Speaker.

1260 The Minister really does not seem to understand that you cannot start getting points for the housing list if you cannot get onto the right housing list in the first place. That is the exact point I am trying to make here, Minister.

1265 The question I have got for the Minister is: he seems to be, himself, splitting hairs over the difference between a previously approved all-Island policy and now a statutory document; I would just like him to absolutely confirm that he is aware that the statutory document that has been passed by Tynwald is law and unless the discretion exists within that statutory document itself, the Department does not have any discretion outside what is specified in the law. I am just wanting to be absolutely clear that his housing officers in his Department are not going to go and try now applying the discretion which they have taken away from themselves by passing a law.

1270 **The Speaker:** Minister to reply.

The Minister: I have no intention of passing a law. I really need to dig into the detail of practically where we are talking about and deal with the practical solutions.

1275 In terms of criteria, for example, you always needed a qualifying period of five years. That has changed now and it is in terms of the number of points that gets you effectively a property. So I will take this away and I will reply to Hon. Members.

POLICY AND REFORM

1.13. New Human Resources and Payroll system – Implementation and impact

The Hon. Member for Ayre and Michael (Mr Baker) to ask the Minister for Policy and Reform:

Whether he is satisfied with the implementation of the new Human Resources and Payroll system; and what assessment he has made of its impact to date?

The Speaker: We move on. Question 13, I call on the Hon. Member for Ayre and Michael, Mr Baker.

Mr Baker: Thank you very much, Mr Speaker.

I would just like to ask the Minister for Policy and Reform whether he is satisfied with the implementation of the new PiP Human Resources and Payroll system; and what assessment he has made of its impact to date?

The Speaker: I call on the Minister for Policy and Reform to reply.

The Minister for Policy and Reform (Mr Thomas): Thank you, Mr Speaker.

The new Human Resources and Payroll system referred to in the Question is the People Information Programme (PiP). This is an Office of Human Resources transformation programme which impacts most public service employees and pensioners, and is a key programme being delivered as part of Isle of Man Government's Digital Strategy.

In summary, Mr Speaker, I am satisfied that when fully implemented PiP will be of enormous benefit to everyone and at the end of the project a full host implementation impact assessment will be undertaken and circulated to Hon. Members.

But PiP is a complex programme with various strands and, regrettably, it has been subject to some delay to date due to: the vast complexity of the range of terms and conditions that exist within Government and the Public Service; some system performance issues; and the need to ensure full compliance with GDPR and Data Protection Act 2018 before going live with self-service functionality.

However, the programme is progressing and PiP has been live for monthly pay since September 2018 and weekly pay since April 2019. The rollout of the self-service element to the system has now commenced and the first stage of this delivery is due to be completed across all Departments, Boards and Offices by mid-July 2019. This will deliver access for all employees to view and amend their personal data, review and amend bank details, view their payslips and ensure organisational structures are correct.

The impact of this part of the rollout will be: greater efficiency within OHR; an improved and more convenient service for our employees who work 24/7 and will have 24/7 access to their employment information; improved accuracy of the personal data held by OHR; and financial savings as payslips will no longer need to be sent to each employee.

A significant amount of change being delivered through this programme has caused some concerns including: pay slips and the delivery of accurate year-to-date balances for Income Tax purposes; calculating pay award arrears across both the old and new systems for 2018-19; and the concerns raised in Departments regarding cost codes and an increase in pay errors.

All of these issues have or are being actively addressed and I am satisfied that the programme we have and the computer system we have procured will deliver significant improvements on our previous system which was no longer fit for purpose.

In conclusion, Mr Speaker, I am confident that given time it will deliver the benefits outlined in the business case, which include: efficiency savings; the removal of paper-based OHR processes; an integrated system that provides a whole picture view of our people information; and improved management information.

Thank you, Mr Speaker.

The Speaker: Supplementary question, Mr Baker.

Mr Baker: Thank you, Mr Speaker.

I thank the Minister for his Answer and for his confidence in the long-term efficacy of the system when it is fully implemented, that it will deliver significant improvements; although it

would be good to know when that will be fully implemented and when these benefits will start to occur.

Is the Minister aware that as a result of the challenges around implementing the system, Government Departments do not have timely and accurate sickness and absence data and that, frankly, as the biggest employer on the Island, the Government has no idea about its current sickness and absence across its workforce?

Would the Minister further agree with me that with the size of the Government workforce, if a five percentage point improvement in sickness and absence could be achieved that would have the financial equivalent benefit of the size of the challenge that the SAVE project is tasked with achieving and that we have effectively shot ourselves in the foot with this implementation?

The Speaker: Minister to reply.

The Minister: Thank you, Mr Speaker.

There are, I think, a couple of questions. So the project implementation is now focusing on phase 1, as detailed in my Answer, and then phase 2 is full delivery; and as soon as possible I will make sure that dates and timelines for that are given and provided.

The second point is about sickness absence. I have to disagree that the Government does not have any idea about sickness absence. In fact that is a major part of the Public Services Commission annual report each year. Zac Hall in 2011-12, perhaps at the beginning of it, asked a very important question of the then Chief Minister Allan Bell about sickness absence data. It was shocking, the answer that was given to that question, and ever since then it has been a focus of HR and Government to try and find out ways of reducing sickness information.

The hon. questioner is correct that at the moment we do not have PiP generated sickness absence data. Until September 2018, managers were provided with data extracted from Oracle giving monthly statistics on sickness absence within their areas of responsibility. But since PiP payroll went live and because of the GDPR issues primarily, sickness data has to be manually uploaded into PiP.

Whilst the system has a suite of management reports available, there have been teething problems with reporting the data. This is GDPR and also this is primarily due to the vast variety of terms and conditions in operation and because different terms and conditions report on sickness differently. I can give some examples of that. Midland HR, the contractor, has undertaken work recently to correct the problems and OHR is about to undertake final checks on the accuracy of the newly created reports which will be forwarded to managers as soon as possible. So the good news is the timeliness of the data is about to improve again. The bad news is that it is a shame that between September and June or so we have not had that data as we move towards an overall better system.

The Speaker: Supplementary question, Miss Bettison.

Miss Bettison: Thank you, Mr Speaker.

Bearing in mind the recent need to reissue corrective payslips to staff across Government, what actions will be taken if people's end of year tax return calculations turn out to be incorrect resulting in under or overpayment of tax?

The Speaker: Minister to reply.

The Minister: Thank you, Mr Speaker.

The Public Service Commission, the Cabinet Office, Treasury, all the other people involved in the PiP project are very mindful of these issues, and the Treasury has engaged completely and thoroughly with Cabinet Office about these issues and I think now the situation has been corrected and I am sure accommodations will be made as appropriate.

The Speaker: Supplementary question, Mr Moorhouse.

Mr Moorhouse: Thank you, Mr Speaker.

1385 My concern relates to the impact on the individual Government employees. Some of them have been through a quite hideous ordeal with this change and the Minister referred to those problems in his Answer. Does the Minister have any indication about how many people have been overpaid and underpaid as a consequence of this change?

1390 **The Speaker:** Minister to reply.

The Minister: Thank you, Mr Speaker.

1395 It was a particularly tricky situation because the Public Service should be congratulated this year on having agreed a three-year pay deal with 55 pence per hour, which profoundly benefits those at the lower end of the Public Service pay scale.

1400 So we were in a situation where we actually had to do something which was not just a straight percentage, whilst we were changing from the Oracle to the PiP system. So from this place today, I categorically apologise to public servants for any issues in monthly payslips and weekly payslips. Things are being sorted and the data is being corrected, if it is not already corrected.

1405 I went on the PiP Sandpit as part of the training two or three years ago and I myself was shocked at the vast amount of differences between terms and conditions that have built up over 30 years, and if we are going to move to an efficient public service, to one public service, we actually need to have the management information and we need to have the consistency to actually help us make efficiency savings and actually improve management of that public service for efficiency and efficacy.

Mr Robertshaw: Hear, hear.

1410 **The Speaker:** Supplementary question, Mr Baker.

Mr Baker: Thank you very much, Mr Speaker.

1415 So can I just clarify my understanding that the Minister has basically confirmed that operationally Departments have not had any sickness and absence information from September 2018 until, hopefully, next month? Does the Minister appreciate the significant impact that has on Government Departments, particularly the larger Departments with the most employee numbers – the challenges that brings for efficient delivery and cost effective management of the Department?

1420 **The Speaker:** Minister to reply.

The Minister: Thank you, Mr Speaker.

1425 I do not think I did quite confirm that. What I said was that sickness data has to be manually uploaded into PiP. I would hope that in the DOI, DHSC and all the other large Departments, and the small Departments, managers and staff have been accommodating and have worked with this, because it is important to have a healthy Public Service for the delivery of public servants and it is important to have this information for management.

1430 As I have said, this is a major issue that was identified back in 2011. The People Strategy in general and this Digital Strategy PiP programme has been designed in part to contribute to reducing sickness issues, absence issues, wellbeing issues more generally; and we will be in a better place in a few years' time because of the trauma that we are all going through. I thank the Public Service for their understanding of that.

The Speaker: Supplementary question, Dr Allinson.

1435

Dr Allinson: Thank you, Mr Speaker.

Would the Minister agree that one of the delays in the full implementation of PiP has been due to the necessity to get the data accurate? Moving from Oracle, which was an out-of-date product, to a new, far more modern and with a lot more functionality ... has been a change and because of that, because it is very important that people get the right wages, parallel runs have been needed to be carried on for far longer than was envisaged and actually the licence for Oracle has been extended by another 12 months.

1440

So would the Minister agree that the Office of Human Resources have, on a personal basis, dealt with all of the problems that various public servants have encountered in this transition, but obviously I accept his apology of those accidents that happened?

1445

The Speaker: Minister to reply.

The Minister: Thank you, Mr Speaker.

1450

The point is well made. So Oracle is an early 1990s system; parallel runs were necessary, it was necessary to extend the licence, just as the Hon. Member outlined, and we will be in a better place as a consequence of this move and this change.

The Speaker: Supplementary question, Mr Baker.

1455

Mr Baker: Thank you very much, Mr Speaker. Final supplementary from me.

The Minister indicates that he hopes there has not been this absence of operational data. Will he undertake to actually clarify with each of the Government Departments what impact this issue has had and circulate a summary to Hon. Members?

1460

The Speaker: Minister to reply.

The Minister: Thank you, Mr Speaker.

I am pleased to do that. That is possible.

1465

The Speaker: Final supplementary, Mr Moorhouse.

Mr Moorhouse: Thank you, Mr Speaker.

Will the Minister be able to provide us with the numbers of overpayments and underpayments since the system was introduced?

1470

The Speaker: Minister to reply.

The Minister: I believe that information is all inside the report that is being prepared for the project managers and I will circulate that to Members.

1475

Other issues with this system: what we have got is we have got Compendia for pensions, we had Oracle for payroll, we had lots of systems all over the place and genuinely we needed to do this. In 2011 a number of issues were identified and we will be in a better place as a consequence of the change that we are undergoing.

**1.14. Rates modernisation consultation –
Methods of measuring property**

The Hon. Member for Ramsey (Mr Hooper) to ask the Minister for Policy and Reform:

Which methods of measuring property were included in the rates modernisation consultation?

1480 **The Speaker:** Question 14, I call on the Hon. Member for Ramsey, Mr Hooper.

Mr Hooper: Thank you, Mr Speaker.

I would like to ask the Minister for Policy and Reform which methods of measuring property were included in the rates modernisation consultation?

1485

The Speaker: I call on the Minister for Policy and Reform to reply.

The Minister for Policy and Reform (Mr Thomas): Thank you, Mr Speaker.

1490 The area approach to measurement with reference to such things as aerial photography, lasers and an IT programme were included in the rates modernisation consultation. Specifically, it is stated that:

All properties will be measured on the same basis, the majority by plan view resulting from aerial photographs ... An image of the property will then be generated detailing the individual elements of each property ... And a square metre area value will be calculated and attributed to the property. The area is not just the ground of the building covered, but includes the area of all floors etc.

The decision to take this approach to measurement was taken by the Council of Ministers.

1495 As I stated in my foreword to the recent consultation, Guernsey, ‘... handled rates modernisation without many appeals and for about a quarter of the price of what was originally estimated as the budget for the Isle of Man rates revaluation project,’ and so this experience has informed the consultation.

1500 Findings of the 2015 consultation are also mentioned in the consultation document, and questions are asked about banding and location. If the plan for rates modernisation is approved in June then there will be a full consultation on the new draft Bill that would be required, and this will need to detail the approach to rating, including measurements.

The Speaker: Supplementary question, Mr Hooper.

Mr Hooper: Thank you, Mr Speaker.

1505 The Minister has just confirmed then there is only one method being consulted on. He has made previous public statements along the lines that Guernsey has one method. There are many other methods other than the one in Guernsey that all should be included in the consultation.

1510 Can I just ask the Minister to confirm which of his two statements is therefore accurate? Is it the statement he has made previously in public on social media, that there are multiple methods being consulted on, or is it the statement he has just made to this Hon. House where there is only one method in the consultation?

The Speaker: Minister to reply.

1515 **The Minister:** Thank you very much, Mr Speaker.

I am confused. I think the Member, the questioner, might be confused as well. As a system of measurement you can measure things by doing aerial photographs on IT systems, you can get a ruler, you can use one of those rods – surveyors, I am sure, can have all sorts of measurement

1520 approaches; and then there is the system of using those measurements to value rates and that is a separate issue.

The Speaker: Supplementary question, Mr Hooper.

Mr Hooper: Thank you, Mr Speaker.

1525 I note the Minister did not answer the question, so let's try it slightly differently. Can the Minister please confirm which specific parts of his consultation document, which specific questions, are asking for people's views on the method of measurement?

In the domestic rates section I cannot see a single question asking about the method of measurement – and I am talking about the measurement, Minister, not the calculation of rates
1530 following on from the measurement. In the domestic rates section there are three questions on discounts: one on invoicing; one on banding; and one on a flat rate versus local adjustment.

Can the Minister please confirm how he can claim to be consulting on the method of measurement when he is not asking any questions about the method of measurement?

1535 **The Speaker:** Minister to reply.

The Minister: Thanks very much, Mr Speaker.

Would it not be rather a pointless question to ask somebody how to measure something? There are all sorts of ways to measure something and I do not think it is the sort of thing you
1540 need to consult the public on.

The Speaker: Supplementary question, Mr Hooper.

Mr Hooper: Thank you, Mr Speaker.

1545 So given that the Minister has established there are two stages to any kind of rates consultation – the first is how you establish what it is you are valuing or measuring, and then how you use that value or measurement to determine the charge – the Minister has just confirmed he does not feel it is appropriate to consult with the public on the first half of our new proposed rating system, the method by which you establish a basis of calculation.

1550 So given the Minister is not consulting on any method of measurement because he does not feel it is appropriate to ask the public for their views, will he be taking into account the results of the 2015 consultation which did ask people for their views on the method of assessment?

The Speaker: Minister to reply.

1555

The Minister: Thank you, Mr Speaker.

I think we just jumped between two universes there. One was about measurement and I think the Hon. Member believes it is necessary to consult people on measuring and how to go about measuring; and secondly, then we jumped into using those measurements for an
1560 evaluation system.

The 2015 consultation in April 2015 was an incredibly biased consultation. So, for instance, I can give lots of examples of how it was biased – and perhaps I will if questioning is pursued further along these lines. But I stand by my case: the Council of Ministers – as I said in the original Answer – decided to give information about the way that property can be measured.
1565 There are other ways that property can be measured. This will not be done by a consultation to determine which method is used; it will be done by procurement because I am absolutely sure that we would need to have procurement for such a large project under the procurement rules, and then we will find out ways that we can actually measure things.

1570 **The Speaker:** Supplementary question, Mr Hooper.

Mr Hooper: Thank you very much, Mr Speaker.

1575 The Minister has also confirmed it was the decision made by the Council of Ministers to take the approach to this consultation – the measurement method. Can I ask the Minister to please confirm what alternatives to measurements were considered before they went out to consultation?

The Speaker: Minister to reply.

1580 **The Minister:** Mr Speaker, I think the question has been asked over and over again. There are only so many different ways that you can answer it.

Measurement is not a subject, for me, that is worthy of a consultation. We had consultation on consultation, non-consultation on consultation. I have engaged with surveyors and surveyors seem very happy with this approach. People in Guernsey seem very happy with this measurement approach. It seems to be a very effective and efficient way of measuring things.

1585 But when we come to a procurement when we go through the consideration, I note the Hon. Member has put down four questions about the costs of these things – they are a bit premature because we have not got to that stage as yet. But I thought it was helpful in the consultation information, as did the Council of Ministers, to include details of this system which was not actually included in the consultation in 2015.

1590

The Speaker: Final supplementary, Mr Hooper.

Mr Hooper: I will try one last time.

1595 The Minister seems fit to consult with surveyors and with the people of Guernsey, but not with the people of the Isle of Man. Can I ask the Minister what alternatives to measurement were considered, not measurement as it is in his consultation document; what alternatives did the Council of Ministers consider to measurement before they went out to consult on how our new rates system should look?

1600 **The Speaker:** Minister to reply.

The Minister: Thank you, Mr Speaker.

1605 I am not sure how familiar the hon. questioner is with the way that surveyors value properties for things like building insurance or for the market value, but I think he will find that the measurement, the number of square feet or square meters, is actually fundamental to every approach for valuing.

1610 So I think basically this Question has wasted 10 minutes of my life that I will never get back, but I appreciate it and it is very important to put down on the record of the House of Keys that there are two separate things: there is the measurement and then there is the valuation. The valuation is just to come and I, for one, look forward to a decent, well-founded report which would be coming before the other place in June for full debate and decision, I hope.

HEALTH AND SOCIAL CARE

**1.15. Travel insurance for travel to the UK –
DHSC advice**

The Hon. Member for Ramsey (Mr Hooper) to ask the Minister for Health and Social Care:

What advice is provided by his Department in respect of travel insurance for people travelling to the UK?

The Speaker: Question 15, I call on the Hon. Member for Ramsey, Mr Hooper.

Mr Hooper: Thank you, Mr Speaker.

1615 I would like to ask the Minister for Health and Social Care: what advice is provided by his Department in respect of travel insurance for people travelling to the UK?

The Speaker: I call the Minister for Health and Social Care to reply.

1620 **The Minister for Health and Social Care (Mr Ashford):** Mr Speaker, although the Isle of Man has a Reciprocal Healthcare Agreement with the UK, this covers only urgent treatment and excludes, for example, medical repatriation, the costs of which can be extremely high. Any costs arising from the need for medical treatment by an Isle of Man resident falling ill whilst visiting the UK for business or leisure purposes and not covered by the Reciprocal Agreement will be payable by the individual or their insurer. Therefore we would advise that any member of the public booking travel to the UK to obtain appropriate travel insurance, including appropriate medical cover for the trip.

1625
Isle of Man residents referred to the UK by the Department of Health and Social Care for a healthcare appointment, together with any companions authorised by the Department to accompany them, may have their travel booked and funded by the Department. In addition the Department will be responsible for any medical treatment needed by these Manx residents while in the UK for these purposes, including medical repatriation if that was necessary. Consequently these persons would not necessarily require separate insurance for the journey.

1635 **The Speaker:** Supplementary question, Mr Hooper.

Mr Hooper: Thank you, Mr Speaker. I would like to thank the Minister for a straight answer – makes a change in this place. *(Laughter)*

1640 I would like to ask the Minister if he is aware that, in a number of cases, insurance policies require that the traveller stay in paid accommodation for a minimum number of days, which can be two or three days usually, before they are covered by their insurance policy? This can mean that in a number of cases, Manx residents travelling to or even through the United Kingdom will not be covered by their insurance for the cost of repatriation. So the advice that is on the Department's website is quite silent on this.

1645 I am just wondering if the Minister can confirm what advice his Department provides in this respect.

The Speaker: Minister to reply.

1650 **The Minister:** Thank you, Mr Speaker, and hopefully I can keep it a straight answer again for the Hon. Member for Ramsey. I am aware of those sorts of cases; in fact I have come across two quite recently myself.

1655 The Department periodically from time to time does go out with publicity. I know we work closely with the Department for Enterprise, of which he is as a Member as well, to get the message out there. In the next round of publicity, I do want to focus on that because as boring as the small print of travel insurance policies may be, it is important people do read them and it is not just sometimes paid accommodation, you can sometimes get cheaper premiums, but even if you are in paid accommodation it does not cover you for the first two days.

1660 So I would thank the Hon. Member for the Question and use it as an opportunity to stress again that it is not just important that people have travel insurance, but they ensure that the travel insurance itself is appropriate for whatever they are undertaking.

Mr Callister: Hear, Hear.

1665 **The Speaker:** Supplementary question, Mrs Beecroft.

Mrs Beecroft: Thank you, Mr Speaker.

1670 Just going back to the patients travelling to the UK for treatment – and I may not have picked up the Minister correctly, so forgive me if I have not – but if he could just confirm, I think he said that they may be covered if they were going through the Department; I am just wondering if there are any circumstances in which they would not be covered, and if they are made aware of this at the time?

The Speaker: Minister to reply.

1675 **The Minister:** Thank you, Mr Speaker.

1680 I must have waffled that bit, I am happy to clarify for the Member for Douglas South. If there is someone travelling at the cost of the Department, be it a patient or someone accompanying them, then the Department is responsible. If anything happens they will pick up the medical treatment and that includes repatriation.

1.16. Private Patients Unit, Noble's Hospital – Progress with refurbishment and medical services delivery

The Hon. Member for Ayre and Michael (Mr Baker) to ask the Minister for Health and Social Care:

What progress has been made on refurbishing the Private Patients Unit at Noble's Hospital and what his plans are for the future delivery of medical services to private patients?

The Speaker: Question 16 and I call on the Hon. Member for Ayre and Michael, Mr Baker.

Mr Baker: Thank you, Mr Speaker.

1685 I would like to ask the Minister for Health and Social Care what progress has been made on refurbishing the Private Patients Unit at Noble's Hospital and what his plans are for the future delivery of medical services to private patients?

The Speaker: I call on the Minister for Health and Social Care to reply.

1690 **The Minister for Health and Social Care (Mr Ashford):** Thank you, Mr Speaker.

The Private Patients Unit at Noble's Hospital was temporarily closed on 7th January 2019 and ward staff have been moved to other areas of the Hospital on a temporary basis. Outpatient,

pre-assessment and diagnostic private work has been temporarily relocated in other areas of the Hospital in anticipation of the refurbishment of the ward and the relaunch of private patients on the Island.

A Prior Information Notice (PIN) was published on the Government Procurement Portal, in conjunction with the Procurement Services at the Attorney-General's Chambers, in November 2018, to explore how partnership arrangements could be developed in order to deliver improvements and growth in private healthcare. An encouraging number of responses were received from interested parties in the UK and Ireland, and further discussions took place on-Island with providers in January 2019 to explore potential delivery models to achieve the aims and objectives of the Department for the future delivery of private healthcare.

A service specification is now being finalised, in conjunction with the Procurement Services, and a tender exercise is than planned to commence. As part of building that service specification, a public consultation on the future private health care in the Isle of Man commenced on the 29th April. The consultation will run for seven weeks, and the outcome of that consultation will help guide important decisions that we make in relation to that service specification of what we want the future shape of our private offering to be.

The Speaker: Supplementary question, Mr Baker.

Mr Baker: Thank you very much and thank you to the Minister for clarifying that issue which is of quite significant importance for many people on the Island.

I take from the Minister's Answer that this is likely to be delivered by a third party going forward, assuming that the tender process concludes positively.

Does the Minister have a target date for implementation of the new service, in due course? And can he also just clarify, given that clearly a lot of thinking had gone into the original decision to close the facility, and in fact the PIN had predated that decision being implemented, the role of the current consultation in refining what we actually want? Because clearly we have put a PIN out, we have already announced finalising the service specification going to tender. Going out to consultation suggests that we perhaps do not know what we want, but I would like the Minister's clarification on that point because I believe that actually we have probably got a pretty good idea of what we are trying to achieve here. I think it would be useful for the public of the Isle of Man, particularly those who use private health care, to be able to see where we are and where we are going, with as much clarity as the Minister is able to share at this point.

The Speaker: Minister to reply.

The Minister: Thank you, Mr Speaker.

We certainly do know the direction travel where we want to go. Private healthcare is a very important aspect of the healthcare system and it is important that we have one fit for purpose.

I was brutally honest when I became Minister and when we decided to go down this route, towards the end of last year, that I did not believe the offering that was there now was a 21st century offering. I think we have a unique opportunity.

In relation to the PIN notice, we needed to go out and find out what was there in the marketplace, because if there was nothing that suited us then there was the option to do it all, obviously, in-house. So it was very important that we went out and tested the waters to see what providers were willing to offer, if indeed they were interested in operating on the Isle of Man at all, and I have got to say, it was a very good response. We have had subsequent conversations around what could be available, but what is equally important is that we listen to the people of the Island, who those medical services are going to be provided to, as to what they want out of private medical services.

So, while the Department does have a vision of where we want to go, we want to ensure that vision is in-line with what the users of those services want. That is why there is a public

1745 consultation underway at the moment, so that that can help guide us. But it is certainly not a case of we are looking for ideas elsewhere, we have our own, we know what to get.

As for timescales, Mr Speaker, when the closure was announced I stated quite clearly it would be for a maximum of 18 months. So the deadline to have everything back in place and private medical services up and running comes out as June 2020, and I hope that we will be able
1750 to do it before then.

The Speaker: That concludes Questions for Oral Answer.

Item 2 is Questions for Written Answer; and those will be circulated in the usual manner.

2. Questions for Written Answer

TREASURY

2.1. Rates reform consultation 2015 – Cost of measuring properties using self-assessment method

The Hon. Member for Ramsey (Mr Hooper) to ask the Minister for the Treasury:

What the estimated cost was for measuring every property in the Island using the self-assessment capital banding system proposed in the 2015 rates consultation?

1755 **The Minister for the Treasury (Mr Cannan):** £2 million was identified as a broad brush assessment of the potential costs of rates reform including legislative drafting but clearly different options would result in differing costs.

Documentation from 2015 appears to suggest that the professional assessment of capital values for domestic properties was expected to cost in the region of £1 million.

1760 Based upon self-assessment the costs could be significantly lower by using some additional support staff for a restricted period to verify self-assessments and to support those who struggle to self-assess. Whilst the figure does not appear to have been calculated at the time it is anticipated that it could be approximately £500,000.

2.2. Rates reform consultation 2015 – Cost of ongoing administration using self-assessment method

The Hon. Member for Ramsey (Mr Hooper) to ask the Minister for the Treasury:

What the estimated ongoing administration cost was of the rating system using the self-assessment capital banding system proposed in the 2015 rates consultation?

1765 **The Minister for the Treasury (Mr Cannan):** The Rating and Valuation Act 1953 section 65 states that the Treasury shall deduct from all rates collected by them the cost of collection thereof before paying the same to the Authority entitled thereto.

It is not anticipated that the move from an assessment based upon rental value to capital values would significantly affect the staffing requirements of the valuation and collection teams.

1770 The total cost of collection and distribution of rates in the last three full rating years was as an average of £230,000 per annum. This takes into account three full time salaries, an occasional temporary officer, printing, postage, and the annual maintenance contract with software suppliers.

In addition to this there is the normal cost of the Valuation Referencing team. This is approximately £110,000 per annum in salary terms.

1775 An estimated overall cost for either the previously proposed capital value assessment or the current rental based assessment is in the region of £330,000 per annum excluding office accommodation, etc.

POLICY AND REFORM

**2.3. PSPA pension scheme –
Bulk transfer of funds from new sectors; budget allocation**

The Hon. Member for Onchan (Ms Edge) to ask the Minister for Policy and Reform:

How funds were received into the PSPA pension scheme when bulk transfer from new sectors joining the scheme took place; and how they were allocated to the budget line?

The Minister for Policy and Reform (Mr Thomas): I responded to a similar Question from the Hon. Member in the 2nd April sitting of the Keys via a Written Answer. This response therefore repeats much of what was in that Written Answer.

The Public Sector Pension Schemes managed and administered by the PSPA are unfunded statutory schemes.

Therefore there are no assets or funds attributable to each scheme. The schemes are maintained by incoming member and employer contributions and also currently, from a top up via the Public Sector Employees Pension Reserve Fund.

The numerous public sector schemes that did amalgamate to become the Isle of Man Government Unified Scheme in 2011, 2012 and 2016 were also unfunded and as such, there were no funds or 'bulk transfers' made from existing schemes or for new groups of employees who joined the Government Unified Scheme.

Pension arrangements for the Teachers, Police and Judiciary are also unfunded schemes which remain separate from the Isle of Man Government Unified Scheme 2011 and therefore none of these schemes have any assets nor have they received any funds via previous bulk transfers of members.

Individual members of schemes do have an option to transfer funds from previous occupational pension schemes or personal pensions into a public sector pension scheme of which they are a member, for which they will receive a pensionable service credit. Such transfers values are paid into the Government's General Charges Account and are then allocated notionally to the particular pension scheme that the employee has joined. The PSPA is audited externally on such transfers received to ensure they are allocated correctly to a scheme and member. Although not specifically ring-fenced, the actual money received is utilised by the Treasury towards pension payments as part of Government's General Revenue.

**2.4. Local authority pensions –
Contributions by ratepayers**

The Hon. Member for Onchan (Ms Edge) to ask the Minister for Policy and Reform:

If he will provide a breakdown of pension contribution by ratepayers in each local authority area showing for each area (a) the rate; and (b) the contribution of rate to pension fund from overall funds?

The Minister for Policy and Reform (Mr Thomas): This Question appears to be referring to the Isle of Man Local Government Superannuation Scheme for local authority employees, which is not administered by the Public Sector Pensions Authority.

May I therefore refer the questioner to the Local Government Superannuation Scheme Annual Report for further information at: <http://iomlgps.im/wp-content/uploads/2017/08/2018-Annual-Fund-Report-1.pdf>

Details of the contributions for each local authority which is a member of the Scheme are on page 27 of the report.

**2.5. Rates modernisation consultation 2019 –
Cost of measuring properties using area based method**

The Hon. Member for Ramsey (Mr Hooper) to ask the Minister for Policy and Reform:

What the estimated cost is for establishing the area based method included in the 2019 rates modernisation consultation and for measuring every property in the Island using that system?

1810 **The Minister for Policy and Reform (Mr Thomas):** This Question is premature pending the forthcoming debate and decision regarding the full plan for rates modernisation and any subsequent and specific costing, budgeting and procurement exercises.

1815 However aerial photography to measure every property in the Isle of Man might cost up to £200,000. A new IT programme would then be needed, which may be produced in-house or procured.

A useful comparator might be the project which used aerial photography and measurement to develop the Guernsey Tax on Real Property (TRP) – which came into effect on 1st January 2008, replacing the Tax on Rateable Value – which cost around £500,000 to introduce all elements I understand.

**2.6. Rates modernisation consultation 2019 –
Cost of ongoing administration using area based method**

The Hon. Member for Ramsey (Mr Hooper) to ask the Minister for Policy and Reform:

What the estimated ongoing administration cost is of the rating system using the area based method included in the 2019 rates modernisation consultation?

1820 **The Minister for Policy and Reform (Mr Thomas):** This Question is premature pending the forthcoming debate and decision regarding the full plan for rates modernisation and any subsequent and specific costing, budgeting and procurement exercises.

1825 The ongoing administrative cost of any rating system, using any area method or any other method, is dependent on the approach taken to rating valuation and decisions about the nature and timing of updating valuations *inter alia*.

Some updating alternatives include undertaking aerial photography from time to time, or at a set interval, or through using administrative data such as planning applications.

ENTERPRISE

**2.7 Manx National Heritage Director –
Overseas trips: number, costs and purpose**

The Hon. Member for Douglas East (Miss Bettison) to ask the Minister for Enterprise:

How many overseas trips have been undertaken by the Director of Manx National Heritage in the course of performing his role in the past five years, broken down by total number of working and non-working days, cost, location and purpose?

The Minister for Enterprise (Mr Skelly): Manx National Heritage (MNH) is the statutory body which protects and promotes the Island's rich heritage. One of MNH's agreed critical success factors, by which the success of the organisation will be judged, is *that MNH is internationally respected as a National Heritage organisation*.

The Director of MNH therefore represents the Island at events relating to inbound tourism, gives lectures to academic bodies, and attends professional conferences relevant to the wide range of functions MNH has. The Island has an important Viking heritage and MNH is a long-standing member of the Destination Viking Association (DVA), which manages the Viking Route of European Cultural Heritage on behalf of the Council of Europe. The Cultural Routes programme has just been awarded the Carlos V Prize for European achievement – and the Viking Route (including the Isle of Man) has just been re-accredited for a further three years. The Director was elected Chair of the Destination Viking Association last year.

MNH does not record all the information requested in an easily accessible format. The table below is ordered by financial years. In many cases the travel is requested by a third party and a contribution is made to the travel and expenses by that party. A number of the Viking-related activities have been partially or totally funded by a €2 million grant to DVA as part of a four-year Creative Europe programme – which has enabled a number of MNH staff to benefit from professional development opportunities. The programme concludes this year.

Year	Destination	Cost to MNH (discounted by contribution from others)	Days (including travel)	Purpose
2014-15	Nottingham, UK	£199.59	4	Lecturing at Academic Conference
	Cardiff, UK	£330.00	3	Museums Association Conference
	Edinburgh, UK	£467.08	2	Archaeology Conference
	London, UK	£366.78	3	World Travel Market
	UK	0	1	Speaking at North West Council for British Archaeology Seminar on Castles
	Bournemouth, UK	£301.76	2	Association of Cultural Enterprises Convention
	Arran, UK	£250	4	Presenting paper at Cold water Islands Tourism Conference
2015-16	Manchester, UK	£127.98	2	Association of Independent Museums event
	UK	£342.54	1	Viewing of potential bequest
	York, UK	£430.66	1	Jorvik Viking Festival
	Sweden	£454.66	5	Presenting paper at Destination Viking Seminar
	London, UK	£269.47	2	World Travel Market
	Cambridge, UK	£1,335.73	5	International Conference of National Trusts Organisations and study visits
	York, UK	£175.68	3 + 2 non working	Attending Viking Symposium
	Shetland, UK	£983.31	2	Destination Viking Association seminar
2016-17	London, UK	£197.87	1	Deliver keynote speech to London Manx Society Annual event

	Belfast, Northern Ireland	£100	1	Fact finding day visit trip with David Cretney MLC and Head of PSD
	Dublin, Ireland	£100	1	Signing reciprocal arrangements with Office of Public Works
	London, UK	£503.71	3	World Travel Market
	Glasgow, UK	£433.22	1	Museums Association Conference
	Shetland, UK	£749.15	4	Destination Viking Conference
	Chester, UK	£105.58	2	Lecture to Chester University
2017-18	London, UK	£727.45	3	National Association of Independent Museums Conference
	Copenhagen, Denmark	£798.44	2	Follow the Vikings Roadshow and meetings
	Reykjavik, Iceland	£1,390.83	5	Follow the Vikings Seminar and meetings
2018-19	Lofoten, Norway	£500	5	Presenting paper at Follow the Vikings Seminar and meetings
	Stockholm, Sweden	£700	2	Destination Viking AGM
	Worcester, UK	£850.03	3	Network of Open Air Museums meeting and Association of Independent Museums Conference
	Oslo, Norway	£939.97	3	Destination Viking and Council of Europe meeting
	London, UK	£656.71	4	World Travel Market
	York, UK	0	3	Presentation at Seminar
	Lancaster, UK	0	1	Giving lecture at Lancaster University

EDUCATION, SPORT AND CULTURE

2.8. DESC catering establishment employees – Hygiene certificates and Hazard Analysis Critical Control Point management

The Hon. Member for Onchan (Ms Edge) to ask the Minister for Education, Sport and Culture:

How many employees there are in each catering establishment; and of these, how many (a) hold hygiene certificates and (b) have been trained in Hazard Analysis Critical Control Point management?

The Minister for Education, Sport and Culture (Mr Cregeen):

Primary Schools

75 permanent staff, 10 relief for primary school meals.

1850 All staff have a valid hygiene certificate and if it is due to expire we are doing a training day in September 2020 as part of an ongoing training plan so all staff have all levels of training required. Relief staff are required to take an online hygiene course before employment begins and will be included in the training alongside the permanent staff next year.

The cook supervisors (10) will be taking a Level 3 hygiene course over the next six weeks to help assist new employees to understand and learn procedures around food hygiene.

1855 HACCAP training is also up to date with all staff and the same programme is in place to keep up to date with new employees. All kitchens have a HACCAP file with all documents required to be filled in every day to include delivery temperatures, quantities, storage and fridge/freezer temperatures along with correction procedures if things go wrong. (See linked document:

<http://www.tynwald.org.im/business/hansard/20002020/k190507%20WA2.8a%20Link.pdf>)

1860 The Primary School Catering Manager will be adding to these files over the next six months regarding reporting and allergen procedures etc.

Castle Rushen High School

CRHS have nine catering employees, including a catering manager.

1865 All kitchen staff have completed a Level 2 Food Safety in Catering certificate, now called Food Hygiene, which includes Hygiene.

HACCP is also part of the Level 2 Food Safety award.

St Ninian's High School

1870 SNHS Catering Manager is responsible for the training of all their catering staff and keeping suitable records to demonstrate that they have attained the relevant standards.

All food safety courses include HACCP information, as does their programme of in-house training which is used as a regular refresher for staff.

Currently the staff in post hold the following qualifications which relate to Food Hygiene and HACCP (Food Safety Management);

Level	No. Staff	Food Hygiene	Other
General Kitchen Assistants	12	Level 2	
Assistant Cook	1	Level 2	C&G 7061
Cook Supervisor	2	Level 3	C&G 7061 & 7062
Catering Manager	1	Level 3	C&G 7061 & 7062 HND Hotel & Catering Management

1875 *Ballakermeen High School*

BHS currently have 12 team members in their canteen.

All of the team hold a Hygiene certificate which is renewed every three years.

1880 With the exception of two new staff, all of the team have been in their respective posts for 10+ years. During this time no staff have been on a specific HACCP training course, although elements are covered on other courses and the processes involved.

Due diligence is carried out daily which involves checking the temperature of frozen/chilled products at the point of delivery, checking fridge and freezer temps daily and monitoring cooking temps. Due to the nature of the operation, hot food does not exceed an hour on the hot plates.

1885 *Queen Elizabeth II High School*

QEII employs 10 catering staff.

All catering staff hold at least a Level 1 Food Safety qualification as recommended by Environmental Health.

1890 Three members of catering staff are currently updating a Level 3 qualification which includes HACCP.

Ramsey Grammar School

RGS have nine catering staff plus one cashier who also attends to orders and associated paperwork so kitchen specific but non-catering.

1895 Their manageress has the HACCP qualification and the remainder have the Food Hygiene certification.

They renew this regularly but is dependent upon the availability of training courses as they like the training to be hands on rather than the simple online multiple choice version.

UCM

1900 Employees, 5FTE in Annie Gill and Cristories (fine dining) restaurants, 4.91 FTE in Refectory across six staff.

Hygiene certificates, all four in Annie Gill (overseeing manager doesn't); five staff in Refectory (4.64 FTE); one member of staff (0.27FTE) doesn't.

HACCP management, all staff who hold the Hygiene Certificate also hold the HACCP, (nine staff).

1905 *NSC Café*

There are 12 employees that work at the NSC Café, all of who hold the health and hygiene certificate. Whilst none of the staff have specifically received training in hazard analysis critical control point management, they all follow good working practices as there are procedures in place for every task that they would undertake as part of their employment.

HEALTH AND SOCIAL CARE

2.9. Oncologists on-Island – Number, appointments and waiting list times

The Hon. Member for Onchan (Ms Edge) to ask the Minister for Health and Social Care:

How many (a) full-time and (b) part-time oncologists are available on-Island; how many appointments with them are available each week; and how long the average waiting list time is?

1910 **The Minister for Health and Social Care (Mr Ashford):** The Noble's Hospital Haematology & Oncology Team is comprised of one whole time Consultant and one whole time Staff Grade. They are supported by four Trainee Doctors and two Locum Staff Doctors.

Oncologists are provided by the Clatterbridge Cancer Centre NHS Foundation Trust, who deliver the following clinics on Island:

1915

Every Monday

- 1 Consultant + 1 Specialist Registrar
- 30 patients
 - o 6 new
 - o 24 follow up.

1920

Every other Thursday

- 1 Consultant
- 20 Patients
 - o 4 new
 - o 16 Follow up.

1925

Every other Tuesday

- 1 x Consultant
- 17 Patients
- 5 new
- 12 follow up.

1930

1935 Additionally patients may use telephone follow-up clinics and attend Clatterbridge when required.

The current waiting time in the Isle of Man is two weeks. If there is not sufficient capacity on the Island, patients are seen at Clatterbridge.

INFRASTRUCTURE

**2.10. Bus Vannin associated costs –
Increase since 2015-16**

The Hon. Member for Onchan (Mr Callister) to ask the Minister for Infrastructure:

Following on from the Answer given on 16th April 2019, why the associated costs for Bus Vannin have increased from £7.3 million in 2015-16 to £9.4 million in 2018-19; and if he will make a statement?

The Minister for Infrastructure (Mr Harmer): The increase in expenditure between 2015-16 and 2018-19 of £2,127,022 can be attributed to the following:

- 1940
- Payroll – increased by £1.7 million of which £774,000 relates to operations which were not transferred to the Department of Infrastructure (along with budget) until 2017 and £310,000 relates to increase to pension costs which is primarily a result of the transfer of the costs from Treasury to Departments which occurred in 2016-17. Of the remaining £660,000, approximately £445,000 can be attributed to the impact of pay award
- 1945
- increases during the period in question. The balance can be attributed to changes to service delivery which has helped to achieve an additional £867,000 revenue over the same period.
- With regards to the non-pay expenditure, the primary source of the increase is fuel costs which have accounted for an additional £287,000 over the period. The other key
- 1950
- element of the increase in expenditure relates to the addition of minibuss services to the Bus Vannin portfolio accounting for an additional £111,000 of non-pay expenditure in 2018-19 compared to zero in 2015-16.

Over this same period Bus Vannin has also seen an increase in revenue which, as reported in the assessment of the service undertaken as part of the Securing Added Value and Efficiency (SAVE) initiative, has been significant, with an increase of 52% since 2009-10.

1955

Therefore, whilst expenditure has increased by £2.1 million from 2015-16 to 2018-19, when comparing the services provided in 2015-16 to the same services in 2018-19 and when allowance is made for the change in treatment of pension costs, the net cost of running Bus Vannin has only increased by £130,000, less than 2.5% increase since 2015-16. Income in this period grew from £2,910,373 to £3,777,560, a 30% increase, without the implementation of a general fare increase.

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**2.11. Bus Vannin and heritage railways –
Loan charges**

The Hon. Member for Onchan (Mr Callister) to ask the Minister for Infrastructure:

Following on from the Answer given on 16th April 2019, if he will provide details of any loan charges associated with (a) bus; (b) rail; and (c) horse trams?

The Minister for Infrastructure (Mr Harmer):

(a) Bus	2018-19	
Section	Scheme Name	Loan charge
BUS	Bus maintenance facility	152,500
BUS	Minor Capital schemes – Public Transport	45,825
BUS	Bus – Vehicle replacement programme	670,300
BUS	Bus/rail ticketing system	22,700
BUS	Banks Circus bus depot road surface renewal	18,400
		909,725

(b) Rail	2018-19	
Section	Scheme Name	Loan charge
RAIL	Rail infrastructure renewal	378,300
RAIL	Bungalow substation/toilets/booking office	8,400
RAIL	Laxey car shed	15,500
RAIL	Minor capital schemes	870,675
RAIL	Rail infrastructure renewal	225,800
RAIL	Laxey MER Station re-lay	56,600
RAIL	Snaefell Mountain railway track P2	270,200
RAIL	All railway structural surveys	12,000
RAIL	Steam Railway diesel loco	19,800
RAIL	Ballure Bridge	73,000
RAIL	Bus/rail ticketing system	22,700
RAIL	MER track work	166,300
RAIL	Douglas Steam Railway Station structure	62,200
RAIL	New Sub-stations – Ballagorry/Groudle	18,400
RAIL	Steam Railway track	90,300
RAIL	Nunnery Bridge	22,600
RAIL	Snaefell Mountain Railway storm recovery (G18-092)	160,400
RAIL	Replacement railway shed Santon	6,400
RAIL	Derby Castle sheds (MER) cladding replacement	13,600
		2,493,175

(c) Horse Trams

	2018-19	
Section	Scheme Name	Loan charge
HORSE		
TRAMS	Douglas Bay Horse Tramway depot reconstruction	40,000
		40,000

**2.12. Horse trams –
Increase in associated costs since 2016-17**

The Hon. Member for Onchan (Mr Callister) to ask the Minister for Infrastructure:

Following on from the Answer given on 16th April 2019, why the associated costs for the horse trams have increased from £231,174 in 2016-17 to £411,532 in 2018-19; and if he will make a statement?

The Minister for Infrastructure (Mr Harmer): The increase in expenditure between 2016-17 and 2018-19 of £180,358 relates to two main areas – payroll, which has increased by £122,000 and animal welfare costs which include animal feed, which have increased by £66,000.

During the period in question there was an increase to timetabled services of 44% which contributed to increased payroll costs.

Horse Trams	2016-17	2017-18	2018-19 (Actual figures)**
Income	95,419	142,703*	152,224
Expenditure	231,174	349,689	412,527
Net Costs	(135,755)	(206,986)	(260,303)

The Douglas Bay Horse Trams are part of the Department's overall Heritage Railway portfolio. The overall service has recently been assessed as part of the Securing Added Value and Efficiency (SAVE) initiative. Alongside the overall revenue generated by these railways, the assessment has also estimated that there is a wider economic impact of the rail network representing between £4.5 million and £22 million of tourism spend. Within this network the Horse Trams represent a very useful means of linking the Manx Electric Railway with Central Douglas and the wider tourism offering.

*The 2017-18 Horse Tram revenue figure provided in the answer given on 16th April omitted the year end adjustment to apportion the Horse Tram element of explorer ticket sales to Horse Tram revenue, hence the increase from £94,601 to £142,703 above. Consequently, the Rail – Off train revenue figure has reduced from £827,130 to £779,028.

** The 2018-19 figures provided in the answer given on 16th April were draft figures as the year-end figures were still being finalised. The 2018-19 figures above are the final income and expenditure figures with the increase to revenue resulting primarily from the year end adjustment to apportion the Horse Tram element of explorer ticket sales to Horse Tram revenue which had not been processed at the time the previous answer was prepared.

The Department apologises for any lack of clarity in the Answer given on 16th April 2019.

**2.13. Public sector housing –
Construction plans for next 10 years**

The Hon. Member for Ramsey (Mr Hooper) to ask the Minister for Infrastructure:

Excluding refurbishments and replacements of old stock, how many additional units of (a) public sector housing for general needs; and (b) older persons' public sector housing are planned to be constructed in each of the next 10 years in each housing authority area?

The Minister for Infrastructure (Mr Harmer): The public sector housing development programme is a rolling programme over five years, which is reviewed and revised annually to incorporate new development or acquisition proposals brought forward by the sector. This

allows housing providers to come forward with proposed schemes to reflect changes in demand and property types to meet their need.

The information that has been received by the Department from the Local Authority housing providers is set out in Table 2.13A below (Housing Authority Capital Programme as at April 2019)

The figures provided in the table are for the five-year current programme as it stands today, which is reviewed and refreshed every year with each housing provider; hence this is a snapshot at this point in time.

In addition to these units, there are likely to be properties brought forward via Section13 agreements, where planning agreements bring forward opportunities to acquire up to 25% new build affordable properties from private developer-led housing schemes of eight or more units.

Examples in the last three years alone have included:

- six units at Traie Twoie at Shipyard Road in Ramsey for Ramsey Town Commissioners;
- twenty three units at Ballawattleworth Peel for Peel Town Commissioners;
- twenty four units at Ballakilly in Port Erin, for Port Erin Commissioners.

None of these were identified within the previous five year rolling programme.

Housing Authority Capital Programme as at April 2019

OLDER PERSONS HOUSING

AUTHORITY	PERIOD									
	2019	2020	2021	2022	2023	2024	2025	2026	2027	TOTAL
CASTLETOWN & MALEW EPHC										
COOIL ROI EPHC										
DOUGLAS										
MARASHEN CRESCENT EPHC										
ONCHAN										
PEEL & WESTERN EPHC		21								
RAMSEY & NORTHERN EPHC			12							
Additional Units		21	12							33

Housing Authority Capital Programme as at April 2019

GENERAL HOUSING

AUTHORITY	PERIOD									
	2019	2020	2021	2022	2023	2024	2025	2026	2027	TOTAL
BRADDAN										
CASTLETOWN								23	20	
DOI	17	6								
DOUGLAS			20	21						
MALEW										
ONCHAN										
PEEL										
PORT ERIN										
PORT ST MARY										
RAMSEY		8	7							
RUSHEN										
Additional Units	17	14	27	21				23	20	122

The Castletown project included above is an exception to the five-year norm. This is because it is a project of such magnitude that the Treasury approved Business Case includes for the entire eight-year development programme.

**2.14. Public sector general needs housing –
Allocation process other than waiting lists**

The Hon. Member for Ramsey (Mr Hooper) to ask the Minister for Infrastructure:

By what means, other than selection from the housing waiting list, a person can be selected for a tenancy in public sector general needs housing?

The Minister for Infrastructure (Mr Harmer): For initial allocation of a tenancy, i.e. a new applicant, there is no other means of allocation.

2000 This is in accordance with paragraph 4 (1) (a) of the Public Sector Housing (General Needs) (Allocation) Policy 2019.

**2.15 Housing (Miscellaneous Provisions) Act 1976 –
Definitions of selection and allocation**

15. The Hon. Member for Ramsey (Mr Hooper) to ask the Minister for Infrastructure:

How his Department defines the following terms in the Housing (Miscellaneous Provisions) Act 1976: (a) selected by the Department or a local authority for housing; (b) allocation?

The Minister for Infrastructure (Mr Harmer): The Housing (Miscellaneous Provisions) Act 1976 ('1976 Act') does not provide a definition for those terms defined in paragraphs (a) and (b) of the question. Therefore, in accordance with the Interpretation Act 2015, the Department uses their ordinary English meaning.

2005 Therefore 'by selection', the Department means to select an applicant in accordance with section 3 of the 1976 Act and paragraph 4(1) of either the Public Sector Housing (General Needs) (Allocation) Policy 2019, or the Public Sector Housing (Older Persons) (Allocation) Policy 2019 (as applicable).

2010 The Department interprets 'allocation' with reference to section 3 of the 1976 Act. The Department and every local authority shall in selecting tenants for housing provided by it, comply with the provisions set out in Schedule 3 to this Act; in essence, Schedule 3 of the 1976 Act sets out how properties are allocated to tenants in accordance with any all-Island policy made under that Schedule.

PLANNING COMMITTEE

**2.16. Short-stay cycle parking –
Number of planning applications since October 2018**

The Hon. Member for Middle (Mr Shimmins) to ask the Chairman of the Planning Committee:

How many planning applications for retail, employment, leisure and institutions have been approved since October 2018; and how many of these applications meet the short stay cycle parking standards as outlined in the manual for Manx roads?

2015 **The Chairman of the Planning Committee (Mr Baker):** Unfortunately information in respect of the number of applications where cycle parking is provided or requested is not recorded in a retrievable manner.

I can confirm however that where it is possible to do so, officers do seek cycle parking provision for new developments or where a change of use is involved. Many applications are in town centres where no external space is available for either cycle or car parking.

2020 There is no cycle parking standard set in the Isle of Man Strategic Plan against which officers primarily judge applications. Officers rely on consultation responses from DOI Highway Services in respect of whether a development is in accordance with the Manual for Manx Roads.

2025 I would accept that historically more emphasis has been placed on seeking car parking, standards for which are set out in the Strategic Plan. Officers are now mindful of the Active Travel Strategy as well as a number of other Government initiatives to reduce energy consumption and CO₂ emissions.

Notably those applications recently considered in Lord Street, Duke Street, Market Street (Premier Inn), Athol Street and North Quay all provide for cycle parking.

2030 DEFA is currently exploring a number of options into how it can secure more energy efficient proposals as part of the planning application process which will include, amongst other things, secure cycle provision, Section 13 Agreements to provide cycle parking in public areas, electric vehicle charging points and so on. The Department would be happy to update the House on this within the next few months.

POST OFFICE

2.17. Postage price increase – Statement

The Hon. Member for Onchan (Mr Callister) to ask the Chairman of the Post Office:

If she will make a statement on the price increase of a standard local and UK letter with effect from 8th April?

2035 **The Chairman of the Post Office (Ms Edge):** In making this statement, I refer to the press release that has been issued by Isle of Man Post Office on 8th March 2019.

The 5p increase still represents excellent value for money and the Isle of Man will continue to be the cheapest 'First Class' UK letter rate in the United Kingdom and Channel Islands.

2040 The price updates are in-line with IOMPO's five-year strategy and will help the business to improve its financial position, offsetting increased operational costs, many of which are outside its control and declining postage volumes, which for 2019-20, is forecast at 8.8%.

**2.18. Cancellation of Post Office contract with Santander –
Anticipated additional costs in respect of cash**

The Hon. Member for Onchan (Mr Callister) to ask the Chairman of the Post Office:

What the anticipated additional costs to the Post Office are in respect of cash that will now be required as a result of the cancellation of the Santander contract?

The Chairman of the Post Office (Ms Edge): IOMPO is pleased with the take-up of its new Cash Transmission service, creating a profitable income stream for IOMPO and the network of sub-postmasters, while sustaining a valued service for local businesses. As such, it does not anticipate additional costs as a result of Santander discontinuing its cash deposit service.

2045

Procedural

The Speaker: There being no legislation before the House, that concludes our business, and we stand adjourned until 10 o'clock on 14th May, in our own Chamber.

The House adjourned at 11.49 a.m.