ISLE OF MAN GOVERNMENT

Department of Home Affairs Department Plan 2023-24

In-Year Update

Isle of Man Government
Reillys Ellan Vannin

Our Island Plan:

Building A Secure, Vibrant And Sustainable Future For Our Island

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Ministerial Foreword

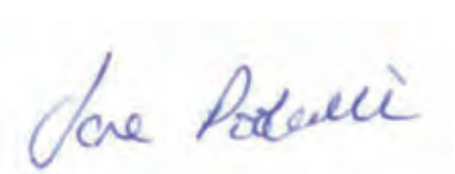
Hon. Jane Poole-Wilson, MHK
MINISTER FOR JUSTICE AND HOME AFFAIRS

The Department of Home Affairs continues to seek to ensure community safety for all our residents. Not only is this our core purpose but it is a key element of the Government's vision to build a secure, vibrant and sustainable future for our Island and is critical to maintain and improve our residents' quality of life and help drive economic growth.

During the past year, our service areas, the Police, Fire and Rescue Service, Prison and Probation Service, Communications Division, Emergency Planning and Civil Defence and the Office of Cyber Security and Information Assurance, have continued in their frontline work to help keep our community safe. They have achieved this while also working with the Department to improve our collective ability to understand activity, plan for the future and monitor performance as well as working together to achieve the strategic objectives set out in the Island Plan and others incorporated into our 2022/23 Department Plan.

We, our service areas and our colleagues across and outside of Government, have achieved a significant amount during this last period. These achievements include bringing into force significant legislation (which heralds positive change for our Island), making improvements for those involved in the criminal justice system (including new measures to protect victims of domestic abuse and partnering with DHSC and Manx Care to reintroduce Appropriate Adults to support children and vulnerable adults in police stations), establishing the Community Safety Partnership (which is key for oversight, strategic direction and prioritisation for a range of multi-agency endeavours designed to keep our Island safe) and independent reviews of most of our service areas (to assist in delivering properly planned improvements). These and other key milestones are highlighted in this document.

As we look forward to 2023/24 there is much we still want to achieve to continue progress towards our strategic aims; these objectives are also outlined in this document. We will continue to work together and with other Departments, Agencies, Boards and Third Sector partners in order to achieve our collective goals. We will continue to report on progress towards delivery of this plan, including any adjustments required when taking into account new or changing priorities given the breadth and depth of our ambitious plans for this year and beyond. We will do this alongside continuing to deliver high quality, sustainable and efficient front line services to the people of our Island.



Our Structure

John Wannenburgh, MHK

Hon. Jane Poole-Wilson, MHK
Minister

Robert Mercer, MLC

Dan Davies
Chief Officer

Russell Foster
Chief Constable

Leroy Bonnick
Head of Prison and Probation

Mark Newey
Head of Communications Division

Mark Christian
Chief Fire Officer

Mike Haywood
Interim Director of OCSIA

Jane Kelly
Emergency Planning Officer

Clair Barks
Deputy Chief Officer

Gemma Thompson-Broadbent
Senior Finance Business Partner

Our Divisions

Chief Executive's Office

Isle of Man
Fire and Rescue Service

Communications Division

Isle of Man
Prison and Probation Service

Isle of Man Constabulary

Emergency Planning Unit and Civil
Defence Corps

Office of Cyber-Security and
Information Assurance

Our People

350

(231 Police Officers, 119 support staff)

163

Fire & Rescue Service

(53 Full Time, 107 On-Call, 3 support staff)

6

OCSIA

108

Prison & Probation Service

38

Communications Division

14

CEO's Office

1*

Emergency Planning Unit & Civil Defence Corps

*1 paid post, 40 volunteers

Our Vision / Values / Goals

Our Department Vision

To be the safest and most secure small Island community.

Our Department Values

Trust	**Commitment**	**Service**	**Collaboration**

Strategic Goals: We will work with others to ensure:

We have an effective Justice system	**We support and enable community safety**	**We reduce the harms that impact our communities**

Our Priority Outcomes

Our priority outcomes are aligned with the Island Plan and the Government's Vision to build a secure, vibrant and sustainable future for our Island nation. They sit across all the areas of focus set out in the Island Plan:

Building great communities;

An Island of health of wellbeing;

A strong and diverse economy;

An environment we can be proud of;

Outstanding lifelong learning and development opportunities for all.

Our Milestones

January 2022

Review of Legal Services commissioned.

March 2022

Domestic Abuse Act 2020, Justice Reform Act 2021 and Sexual Offences and Obscene Publications Act 2021 Implementation Plans published

April 2022

Publication of the Department's Climate Action Plan 2022-23 and updated Major Incident Response Plan

Starting well/Developing well JSNA launched

May 2022

Workshop facilities installed for rehabilitation of offenders

Road Safety Annual Report published

June 2022

New provisions for pardons and disregards relating to certain historical sexual offences in force

Initial Summary Gap Analysis of Isle of Man Investigatory Powers Legal Framework

July 2022

Tromode House operating model updated and delivered by Probation Services

Cyber-Security Strategy published

DBS checks transitioned to the Office of Human Resources

Review of harms caused by illicit drugs commissioned

August 2022

Retirement of Chief Fire Officer, Kevin Groom

September 2022

Guidance issued and recruitment commenced for appropriate adults to support children and vulnerable adults in Police Stations in partnership with DHSC

Supported partners on Strategy and Action Plan for suicide prevention

Communications Staffing Review completed

Justice Reform Act Appointed Day Order made

October 2022

Chief Constable's Annual Report published

CyberIsle - Cyber Security Conference held

November 2022

Civil Defence paraded at Whitehall for Remembrance Sunday

December 2022

Liquor Licensing and Public Entertainments Regulations 2022 came into effect

January 2023

Appointment of the Police Complaints Commissioner, Michelle Norman and Appointment of the Regulation of Surveillance Commissioner, Steven Coren

Road Safety Chairman's Report published

Prison and Probation Service Strategic Plan published

Domestic Abuse Act 2020 implemented; first Domestic Abuse Protection Notices and Orders issued

Appointment of the Head of Communications Division, Mark Newey

Domestic Abuse Working Protocol came into effect.

February 2023

CoMin Youth Justice Report response published

His Majesty's Inspectorate of Prisons inspection commences

Response to Inspection of IOM Constabulary by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services

March 2023

Electronic Monitoring pilot completed

Road Safety Annual Report complete and Strategy Reviewed

Review of the role of His Majesty's Attorney General – Report received.

Solar panels fitted on Carnane reducing our energy consumption

Retirement of the Chief Constable, Gary Roberts

Inspection of Tromode House, demonstrating improvement

April 2023

Chief Constable, Russell Foster, came into post

Building Control for Sexual Assault Referral Clinic cleared

Fire & Rescue LGA Peer Review report and action plan published

Fire incident analysis commissioned as part of the Community Risk Management Plan

Chief Fire Officer, Mark Christian, appointed on a permanent basis

May 2023

Leading firefighter Amber Carridge, 1 of 20 firefighters from across the UK attended the King's Coronation in London

Community Safety Partnership inaugural meeting

Office of Cyber Security and Information Assurance (OCSIA) transitioned from the Constabulary to the Department of Home Affairs


POLICE


FIRE
VOLVO
Emergency ONE FL


A103
AMBULANCE

Chief Executive's Office

Supports the operational services, the Chief Officer, and the Minister. A small central team which aids the development of policy and strategy and is responsible for corporate governance, the Department's legislative programme, appointments and support for the Department's Committees and Independent Monitoring Bodies, multi-agency representation, and Motorsport safety.

14

Chief Executive's Office

£1.2m

Budget

Dan Davies
Chief Officer

Clair Barks
Deputy Chief Officer

Gemma Thompson-Broadbent
Senior Finance Business Partner

Milestones of the Strategic Programme

which the Department is leading in line with the Island Plan under the Island Plan timeframes and status

Complete | On track | Risk to deliver | Not on track | To be confirmed

Strategic Programme	What	Delivery Date	Status	Commentary
An Island of health & wellbeing	**An Island of Health and Wellbeing**			
Review of Harms Caused by Illicit Drugs & Develop Policy to Address Harms	Complete review to ensure there is good support to address substance misuse. Bring forward future policy to address substance misuse.	Sep-23	~~Green - On Track~~ Blue - Complete	Complete. Report received August 2023.
	Review of Illicit Substance Report debated in Tynwald.	Nov-23	~~Green - On Track~~ Blue - Complete	Complete. Report debated November 2023
	Review of Illicit Substance policy principles debated in Tynwald.	~~Q1 2024~~ Apr-24	Amber - Risk to Delivery	Delayed to April 2024 in order to take November debate into account in policy development and progress through stakeholder and governance process. At risk for new time-frame due to resource constraints.
Domestic Abuse Strategy	Develop a Domestic Abuse Plan for consultation.	Jun-23	~~Green - On Track~~ Blue - Complete	Complete. Plan prepared and consulted upon during September 2023 (initially delayed due to limited resource and competing priorities). See Other Department Objectives section regarding implementation.
Building great communities	**Building great communities**			
Road Safety Strategy	Report on and update the Island's Road Safety Strategy ensuring this aligns with the needs of the community. Deliver any updates to the strategy with clear indicators and measurements within a refreshed action plan.	~~Jun-23~~ Q4 2023	Amber - Risk to Delivery	Delayed to Q4 2023 and will be delayed further due to limited resource and competing priorities, although review has been completed and effective improvements continue. Review expected to complete mid 2024 and strategy expected to be refreshed end of 2024.
Legal & Justice Reform	Receive an independent Review into Legal Services and consider recommendations for implementations for reform.	Apr-23	Blue - Complete	Complete. Updated report received May 2023 (delayed due to absence of the third party delivering the report). Debated in October 2023 Tynwald. See Other Department Objectives section regarding implementation.

Strategic Programme	What	Delivery Date	Status	Commentary
Legal & Justice Reform	Commission an Independent Review into the role of the Attorney General.	May-23	Blue - Complete	Complete. Motion carried in relation to report and response at July 2023 Tynwald and implementation underway.
	Undertake a review and update of the Criminal Justice Strategy	Dec-23	~~Green - On Track~~ Amber - Risk to Delivery	Delayed into 2024 due to limited resource and competing priorities, including enacting improvements, including youth justice and Justice Reform implementation/Amendment Bill, throughout the criminal justice system. Review and updated Strategy underway but further consultation, implementation and effect of improvements and approvals will delay publication. Review and refreshed strategy expected to be complete by the end of 2024
	Effective implementation of the Justice Reform Act 2021 and;	Dec-23	~~Amber - Risk to Delivery~~ Red - Delayed	Delayed (timeframe TBC) due to amendment Bill requirements that require consideration of complex areas and stakeholder engagement. Identification of issues and appropriate legislative route to resolve and processing mapping underway. This is a priority piece of work that is being progressed as quickly as resource limitations allow.
	the Sexual Offences and Obscene Publications Act 2021.	~~Dec-23~~ Q1 2024	Green - On Track	Delayed and timeframe extended due to volume of work, with some complex elements, and resource constraints. Progress being made on all legislative instruments required to support enactment and working group agreed new timeframe and contributing towards joint plan to ensure delivery.
Blue Light Strategy	Develop the regional Blue Light Strategy.	Jun-23	~~Green - On Track~~ Blue - Complete	Complete. Agreed by all parties and published.
	Feasibility studies for Central and Western Blue Light Hub.	To be confirmed (TBC)		TBC once resources obtained to develop a scope and feasibility document and a design brief. Timeframe expected to be confirmed by February 2024.

Other Department Objectives

In the next 12 months, outside of our routine business the Department is committed to the delivery of the following objectives, These are living documents and we will produce quarterly updates on the status of these actions.

Complete | On track | Risk to deliver | Not on track | To be confirmed

We Will	Why	By when	Status	Commentary
Embed a Community Safety Partnership as a 'shadow' subcommittee of the Criminal Justice Board.	Oversee interventions and lead strategic objectives, including oversight for relevant projects including youth justice and offending, Manx Public Protection Arrangements (M-PPA) and Multi Agency Safeguarding Hub.	Partnership operational no later than April 2023.	Blue - Complete	Complete. Inaugural meeting May 2023 (non-statutory initially; next steps proposed are to this subcommittee on a statutory foot following an initial 24-month period of operation)
Further develop qualitative and quantitative measures of performance across the Department and its Service Areas.	To drive service improvements and measure progress against outcomes,helping to ensure our services are fit for purpose and sustainable.	Quarterly reporting and further development complete by March 2024.	Green - On Track	Iterative approach being implemented, including refinement of relevant data sets and KPIs, which may need to continue beyond 2023/24
Ensure statutory reporting obligations continue to be met.	To monitor and measure progression to ensure our services are fit for purpose and sustainable.	Various.	Green - On Track	On track. See detailed publication plan here.
Continue to promote action to tackle domestic abuse and support victims and survivors of abuse.	To address the issues of domestic abuse, including coercive or controlling behaviour.	Ongoing.	Amber - Risk to Delivery	Risk to delivery as some timescales not yet confirmed but action plan with owners and timescales being finalised. Related work to establish Multi-Agency Risk Assessment Conference ongoing. Domestic Abuse Implementation plan here.
Continue to monitor and, where appropriate, support ongoing delivery against independent reviews within the Service Areas.	To provide support to each Service Area, monitor progression and ensure recommendations are actioned.	Ongoing.	Green - On Track	See each respective Service Area action plan.
Implement the Cost Improvement Programme (CIP) across the Department.	To mitigate the inflationary pressures the Department is experiencing across all budget areas.	Ongoing.	~~Green - On Track~~ Amber - Risk to Delivery	Ongoing. Funding secured from Transformation Fund for two proposals with work underway to identify suitable resources to manage each project. This resource is not yet in place, presenting a risk to delivery within a limited timeframe. Additional support to be provided by Treasury contractors. Service Areas continuing to progress other projects but capacity is a risk to in-year completion.
Confirm digital principles for Digital strategies to be included in all service delivery plans.	To ensure alignment to strategic digital vision across service areas.	Sep-23	~~Green - On Track~~ Blue - Complete	Complete. Digital Principles agreed and aligned with Government wide Digital Strategy for Service Areas to use to develop delivery plans and objectives.
Work with Public Health to complete the report on Adverse Childhood Experiences (the focus of the Joint Strategic Needs Assessment chapter on Starting Well/Developing Well) and using the opportunities for action to inform future plans.	To inform plans to address Adverse Childhood Experiences that lead to poor outcome and opportunities.	Jul-23	~~Green - On Track~~ Blue - Complete	Complete. Report approved and opportunities for action being taken forward.

We Will	Why	By when	Status	Commentary
Take forward independent Review into Legal Services along with consideration of recommendations for implementation of reform.	To determine and deliver legal services reform.	Dec-23	~~Green - On Track~~ Red - Delayed	Delayed from original estimated end date due to earlier delays in receiving the final report of the independent review itself. The Law Society are underway with changes and will work in conjunction with the Department to publish an implementation plan by the end of February 2024, which will include target dates.
Manage and deliver the building of the Island's first Sexual Assault Referral Clinic (SARC).	To provide forensic examination, onward referral, signposting to other local services and address the gaps identified in the current provision through the needs assessment.	Ongoing.	Green - On Track	On track. Procurement scheduled for completion in January 2024. Building period estimated at 14–18 months therefore aiming for completion in 2025.
Establish and support a working group to strengthen the Island's entry points	To improve public safety	Ongoing.	Green - On Track	On track. Policy Principles agreed by Council of Ministers and inaugural meeting of the working group scheduled November 2023.
Review Parole Committee framework, support with first annual report and with preparation for second, update core policies and identify further policies to be updated	To support the Parole Committee in its role as part of the Criminal Justice System.	Mar-24	Green - On Track	On track. The Parole Committee are reviewing key identified policies, discussions on the framework document review has commenced and the first annual report has been drafted for review with Secretariat support from the Department.
Establish and support a working group under the Community Safety Partnership to identify and deliver improvements in relation to youth justice/offending.	To reduce the number of youth offenders and re-offenders	Ongoing.	Green - On Track	On track. Inaugural working group meeting held November 2023 and reporting directly to Community Safety Partnership.
Address police retention and retained firefighter pension matters	To support retention of front line workers	Ongoing.	Green - On Track	On track.
Plan, prepare, transfer and embed new responsibilities resulting from the Department of Infrastructure restructure	To effectively transfer colleagues and responsibilities	Ongoing.	Green - On Track	On track.
Procure Family Contact Centre	To ensure provision of Supervised and Supported contact where appropriate	Mar-24	Green - On Track	On track.

Legislative Programme

To ensure the effective progression of the pieces of primary legislation indentified within 'Our Island Plan', along with secondary legislation that supports the wider delivery of Departmental objectives. (Phases link back to Legislation Plan 2021-2026 within 'Our Island Plan'

Why	We Will	Phase	Commentary
Primary Legislation			
To ensure that we are delivering an efficient and effective programme of Legislation Reform.	Bring forward the Summary Fines and Penalties Bill - to bring summary fines in all enactments up to date to accurately reflect the maximum fine to be imposed as a result of the global amendments made by the Interpretation Act 2015.	Phase 1 – anticipated 2022/23.	On track. Entered the branches in November 2023
	Bring forward the Regulation of Surveillance (Amendment) Bill - to empower the Constabulary to gain access to electronic devices where the person under investigation has refused to co-operate.	Phase 2	Risk to delivery. This Bill is being reviewed and its drafting finalised by the Attorney General's Chambers and consultation (originally due mid 2023) is delayed pending a final draft Bill being produced.
	Bring forward the Proceeds of Crime (Amendment) Bill - to address identified areas for improvement.	Phase 2	On track.
	Bring forward the Justice Reform (Amendment) Bill – to make additional provisions and corrections to the Justice Reform Act 2021.	Phase 2	Risk to delivery. Due to the complexity of the subject matter, the need for detailed engagement and the increased scope of matters for policy consideration as part of this Bill, formal public consultation will be required and subsequent progression of the Bill delayed.
	Bring forward a Bill to replace the Interception of Communications Act (IOCA) 1988 and the Regulation of Surveillance Etc. (Act) 2006 – to modernise and reform existing legislation taking into account developments in other jurisdictions.	~~Phase 2~~ Phase 4	Risk to delivery. Scoping and policy development is yet to be concluded and other legislation taking priority.
	Bring forward the National Infrastructure Security Bill - to define and introduce measures to protect and secure the Island's critical national infrastructure.	Phase 3	On track. Draft Policy Principles due for public consultation in Q1 2024.

Why	We Will	Phase	Commentary
To ensure that we are delivering an efficient and effective programme of Legislation Reform.	Bring forward the Firearms Bill - to modernise the Island's existing Firearms legislation (Firearms Act 1947 and 1968), address operational challenges and recent issues in respect of licensing and ranges.	Phase 3/4	On track. Firearms Licencing Consultative Committee reconstituted. Policy Consultation commenced with the Committee. Public consultation delayed to Q1 2024 but overall on track.
	Bring forward the Sentencing Bill – to modernise and improve the legislation, remove disparities and ensure that other key pieces of legislation that underpin the regime are updated. Aggravating factors for hate crimes, emergency workers and prison officer assaults, may also be included.	Phase 4	On track. This is a considerable project and so the Department may look to introduce some short term measures through the Justice Reform (Amendment) Bill.
	Bring forward the Fire Services Bill - a modernising piece of legislation to clarify the services provided by the Fire and Rescue Service.	Phase 5	On track. Draft Policy Principles due for public consultation Q1 2024.
	Bring forward the Fire Safety Bill - to modernise fire protection legislation to include all places of work.	Phase 5	On track. Draft Policy Principles due for public consultation Q1 2024.
	Bring forward the Financial Intelligence Unit (Amendment) Bill - to amend existing regulatory law, ensuring it reflects current developing international standards.	Phase 5	On track.
	Bring forward the Hate Crime Bill - to meet international obligations around racial discrimination/offences motivated by racial discrimination and aggravation of such offences.	Phase 5	On track.

Why	We Will	Phase	Commentary
Secondary Leglation			
To ensure that we are delivering an efficient and effective programme of Legislation Reform	Draft and consult on any required Order under Part Two of the Justice Reform Act 2021.	Order to be laid before Tynwald by December 2023.	Delayed due to competing priorities but Order prepared and consulted upon with the Criminal Justice Board and on track for Q1 2024.
	Progress secondary legislation to support the delivery of the Sexual Offences and Obscene Publications Act 2021.	The implementation of the Sexual Offenses and Obscene Publications Act 2021 is planned by ~~the end of 2023~~. Q1 2024	Risk to delivery due to volume of work and necessary stakeholder engagement and consultation. Progress is being made, with required draft Regulations and Statutory Guidance prepared for review by stakeholders and further statutory instruments in the process of being drafted. Working group agreed new timeframe - new target date is Q1 2024.
	Progress Regulations under the Police Act 1993 - to make necessary updayes to align with the analogous English conditions and changes in respect of various matters, including complaints handling and the appointment and conduct of Special Constable	Q4 2023.	Delayed due to consideration of vires in place or required. Package of six sets of Regulations have been drafted but all are under review for necessary vires and interrelationships will mean the package will be delayed. Vires gaps to be addressed through Police (Amendment) Bill or Justice Reform (Amendment) Bill.
	Progress an Order under the Jury Act 1980 to update eligibilty criteria	Ongoing.	Risk to delivery. Remedial actions under the planned Justice Reform (Amendment) Bill and other resource requirements have implications for this Order. The Implementation plan can be found here.
	Progress Amendment Regulations under the liquor Licensing and Public Entertainments Act 2021 to address operational issues around ''general attendance'' (section 24)	Q1 2024	On track. Consultation with Licensing Forum and other stakeholders informed public consulation launched November 2023.
	Progress Amendment Regulations under the Liquor Licensing and Public Entertainments Act 2021 to address technical and miscellaneous corrections.	Q1 2025	Risk to delivery due to limited resource and other priorities.

Isle of Man Constabulary

The Isle of Man Constabulary (IOMC) provides a full range of policing services to the people of the Isle of Man, 24 hours a day, 365 days of the year. Also responsible for the Economic Crime Unit and the Proactive International Money Laundering and Investigation Team. The IOMC is not a Division of the Department and has functional and operational autonomy to ensure separation of powers but receives finance, policy and legislative support from the Department.

IOMC key aims - Policing Plan 2023/24

To ensure that the Isle of Man continues to be the safest island in the British Isles, the plan sets out the following three overall aims for the Constabulary, whilst putting the victim at the centre:

Protecting the vulnerable | Reducing harm | Tackling criminality

The plan also sets out the following priorities:

1. Tackling international money laundering and the financing of terrorism
2. Community policing based on neighbourhood policing principles;
3. Deterring, pursuing and preventing serious and organised crime in the Isle of Man;
4. Tackling exploitation of vulnerable people;
5. Reducing and preventing youth offending and reoffending, including anti-social behaviour;
6. Reducing the harm caused by violence and tackling violence against women and girls and domestic abuse;
7. Reducing the number of people killed and seriously injured on our roads; and
8. Building organisational capacity and capability.

Russell Foster
Chief Constable

350

(231 Police Officers, 119 Support Staff)

£19.9m
Budget

Objectives

We will	By When	Status	Comments/Updates
Prepare the Chief Constable's Annual Report for 2022/23.	May-23	Complete.	Received at July sitting of Tynwald and published here.
Multi-Agency Safeguarding Hub fully operational.	Sep-23	Complete.	MASH went live on 28 June 2023 for initial 6 month pilot.
Proactive International Money Laundering and Investigation Team fully operational.	Jun-23	Complete.	PIMLIT fully operational from June 2023.
Deliver outstanding actions from His Majesty's Inspectorate of Constabulary and Fire & Rescue Services inspection.	Ongoing.	On track. Inspection Report found here and response found here.	Of the 5 recommendations for the Police alone, 2 are complete. Updated response to be published.
Contribute towards developing a Blue Light Strategy.	Ongoing.	Complete. See Strategic Programme section.	Strategy developed and subsequently endorsed prior to publication. Constabulary to remain engaged in working group and feasibility studies.
Respond to the Department's 2023/24 Policing Plan through updated strategy and reporting.	Ongoing.	On Track.	Constabulary Strategic Plan 2023-28 to deliver the Policing Plan completed and shared through public roadshows. Reporting underway with framework under further development.

Key Performance Indicators (KPIs)

Number of Serious and Organised Crime disruptions

77 *This figure is the first to be recorded, this Key Performance Indicator will continue to be reported on in future.*

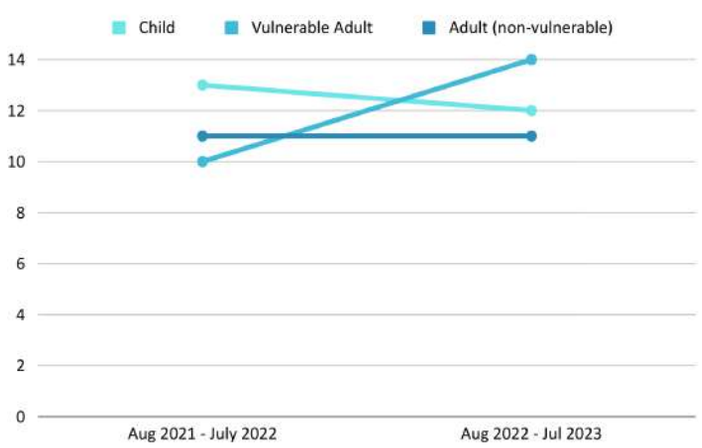
TARGET: To see an increase in this figure.

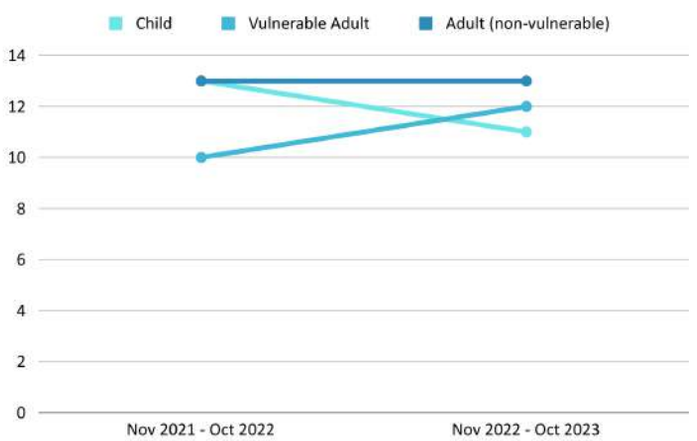
Level of harm for offences by Cambridge Harm Index

This comparison will be made and published on an annual basis.

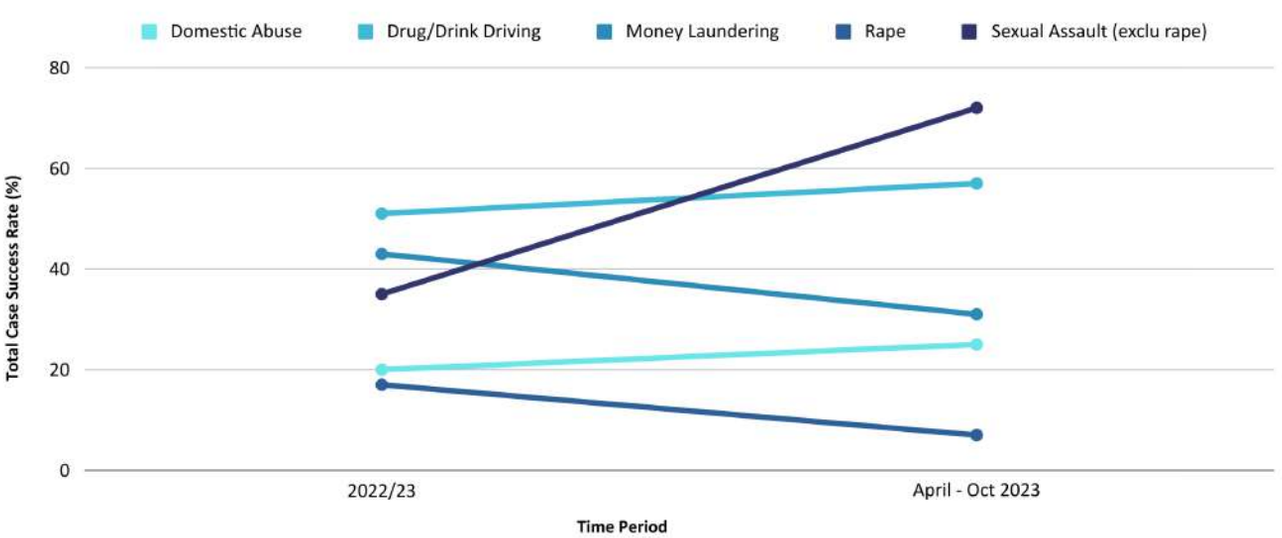
TARGET: To see a reduction in harm and maintain a lower rate compared to England and Wales

Reduction in repeat victims of crime by : (%)





Case Success Rates for: (%)



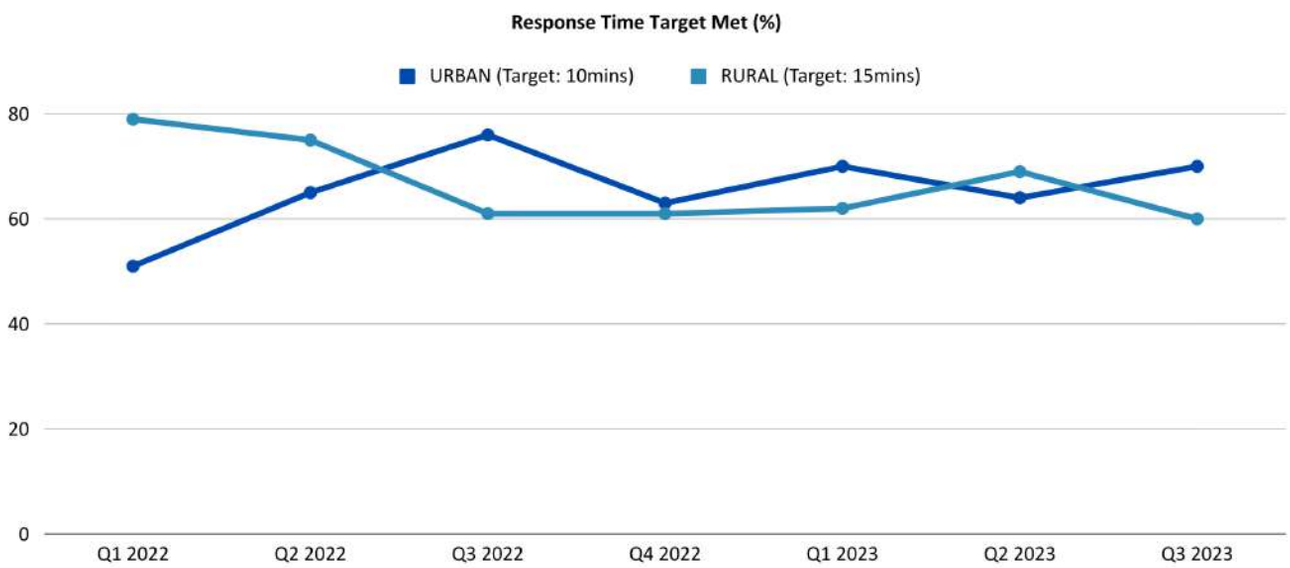
Case Success Rate target: To increase all Case Success Rates

Key Performance Indicators (Continued)

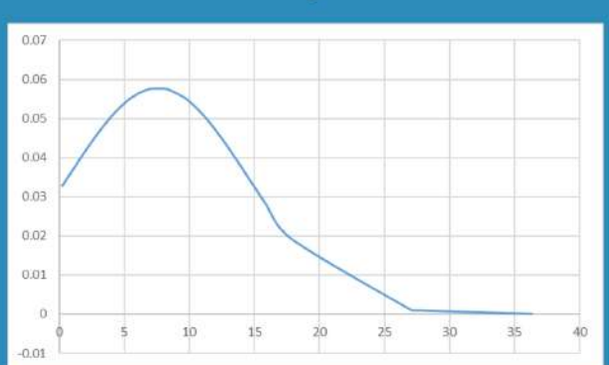
Top Priority incident response times

Target being to meet these response times 80% of the time:
URBAN (Douglas) - 10 minutes
RURAL (Elsewhere) - 15 minutes

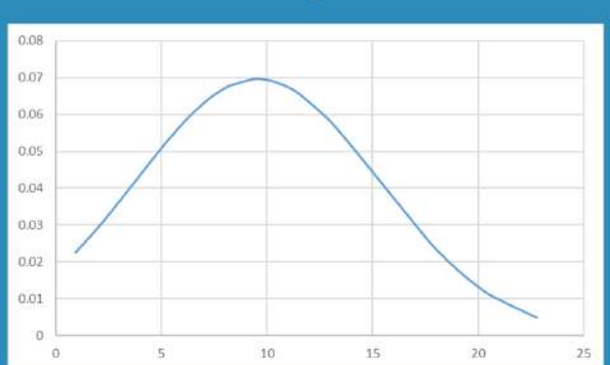
The graph below shows the % that these response targets to top priority incidents were met from Quarter 1 2022 - Quarter 3 2023



Constabulary response times
April - September 2023
Urban - Target 10mins



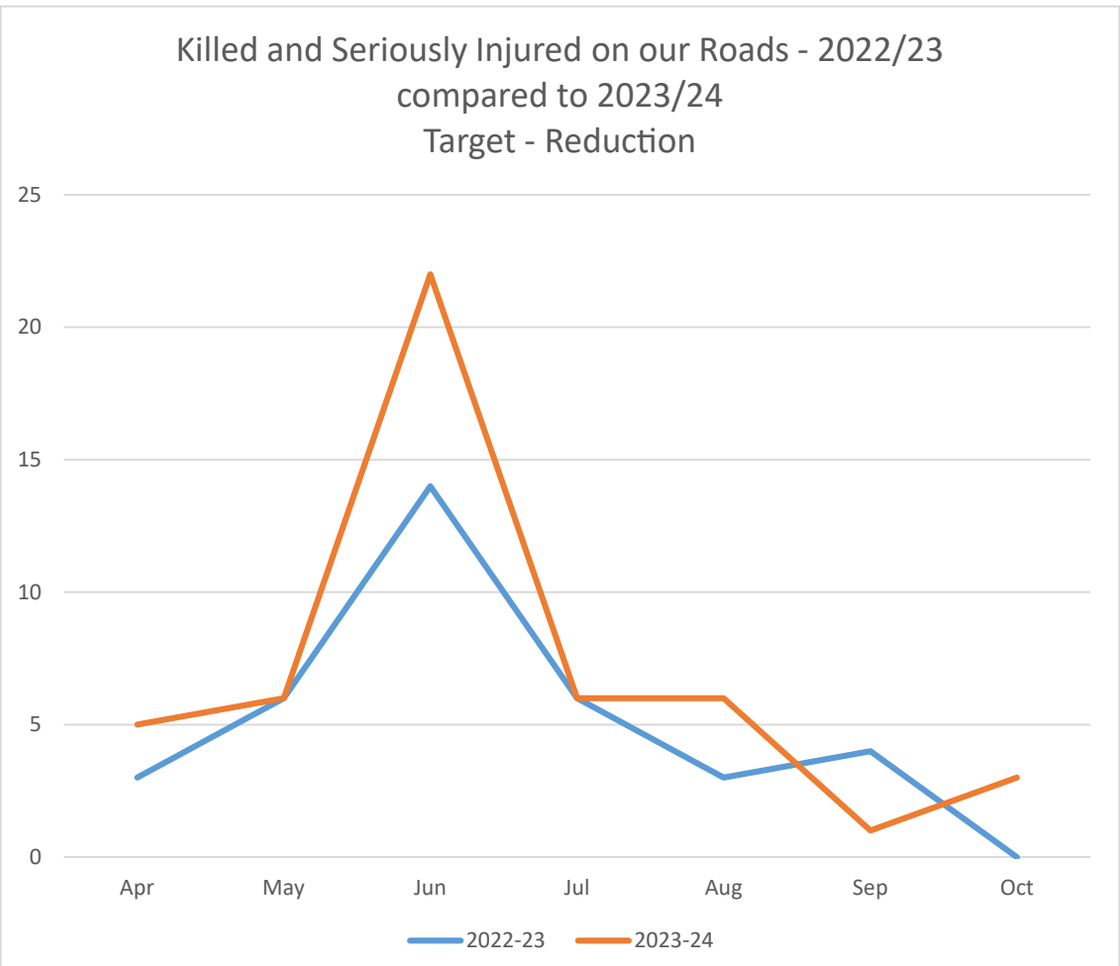
Constabulary response times
April - September 2023
Rural - Target 15mins



The Constabulary is currently working with the Communications Division to ensure that the incidents recorded as top priority are appropriate and consistent with an agreed standard, thereby ensuring accurate reporting going forward and prioritised response to emergencies.

The response time reflects the period between an event being accepted by the Constabulary, following allocation and verification by the Emergency Service Joint Control Room, and arrival at the scene.

Key Performance Indicators (Continued)



Isle of Man Fire and Rescue Service

Responds to emergency events such as fires, flooding and road traffic collisions, and provides specialist services such as Incident Command, hazmat and technical rescue responses and emergency medical interventions.

It is also responsible for enforcing fire safety legislation through education, advice and inspections and providing community safety initiatives to reduce the risk to the Island's most vulnerable.

Mark Christian
Chief Fire Officer

163

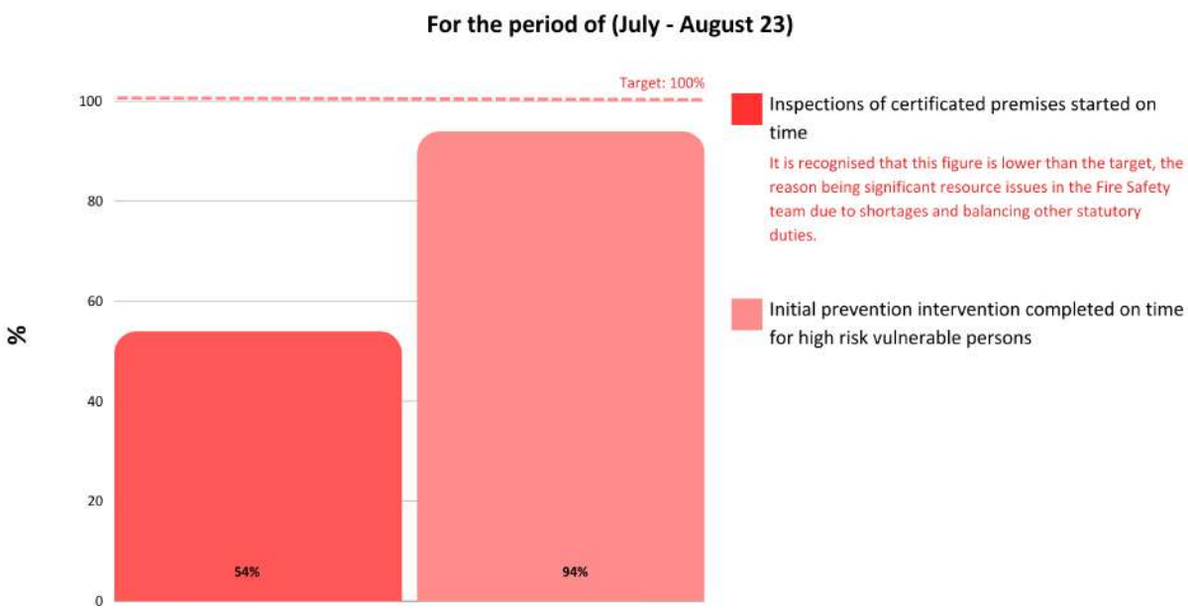
(53 F/T, 107 On-call, 3 Support Staff)

£5.9m
Budget

Objectives

We will	By When	Status	Comments/Updates
Commission a Fire & Rescue Service Peer Review.	May-23	Complete. Report published May 2023	Report published here.
Undertake an Island strategic assessment of foreseeable risk and expected demand to develop a Community Risk Management Plan.	Ongoing.	On track. Incident analysis commissioned in April 2023 in relation to foreseeable risk and expected demand. To be concluded by November 2023.	Two intermediate reports have been received, on-Island visit completed in September and the final report is expected to be published by November.
Deliver the actions from Fire & Rescue Service Peer Review.	Ongoing.	On Track. Action plan published here.	Ongoing (see updated action plan)
Contribute towards developing a Blue Light Strategy.	Ongoing.	Complete. See strategic Programme section.	Strategy developed and subsequently endorsed prior to publication. Fire and Rescue Service to remain engaged in working group and feasibility studies.

Key Performance Indicators (KPIs)



Whole-time appliance

10 mins

On-call appliance

13 mins

Average emergency response times

TARGET: To meet these response times 80% of the time.

***To be reported on from September 2023 onwards. The response time reflects the period between an event being accepted by the Fire and Rescue Service, following allocation and verification by the Emergency Service Joint Control Room, and arrival at the scene.**

Number of Automatic Fire Alarm false alarms

Target: Year-on-year reduction

3% Increase

(Sept 21 – Aug 22 compared to Sept 22 – Aug 23)

Customer Satisfaction rate

Target: 100%

100%

(July - August 23)

Isle of Man Prison & Probation Service

Responsible for the management of community sentences and the detention of offenders. Also responsible for the management of their release from custody, including community rehabilitation to enable offenders to change and reform their lives and reduce the risk of re-offending.

As part of the Prison and Probation Service, the Family Court Welfare Service safeguards and promotes the welfare of children involved in family court proceedings by serving the needs of children whose parents are involved in separation or divorce or whose families are involved in disputes in family law.

108

Prison & Probation Service

£9.5m

Budget

Leroy Bonnick,
Head of Prison and Probation Service

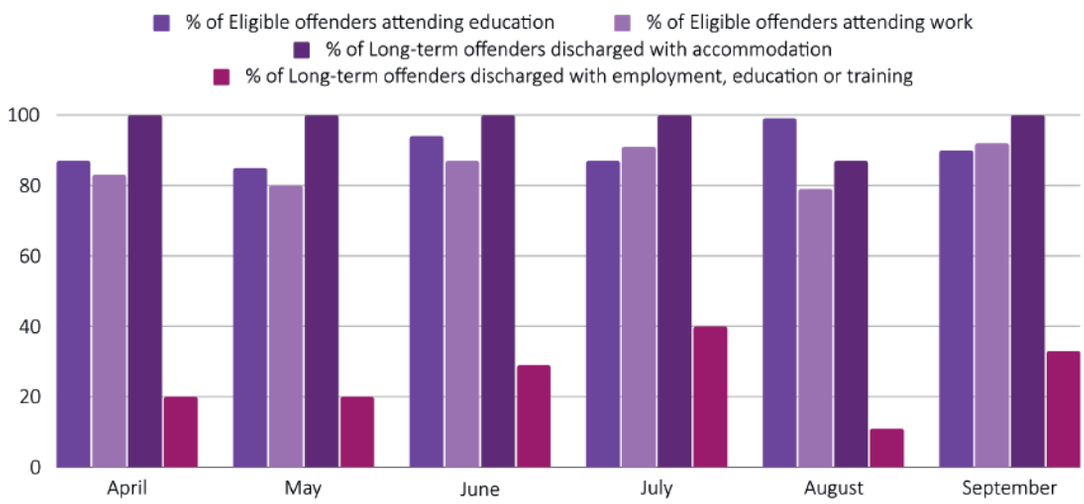
Martin Phillips
Deputy Prison Governor

Declan Crawley,
Head of Community Rehabilitation & Family Court Welfare

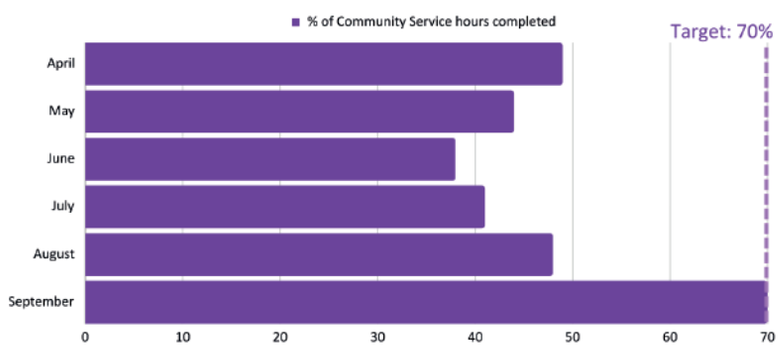
Objectives

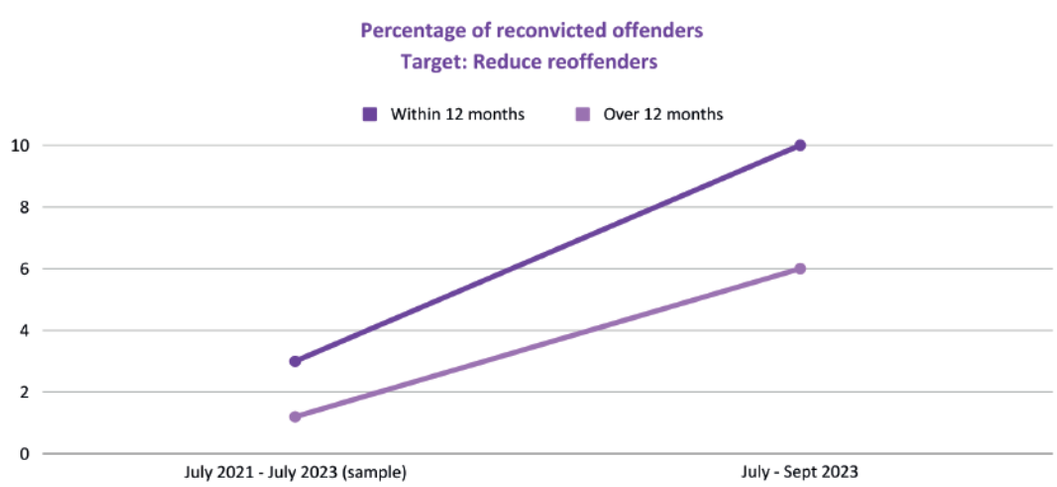
We will	By When	Status	Comments
Publish a formal response and action plan to His Majesty's Inspectorate of Prisons (HMIP) Report.	Jun-23	Complete.	HMIP Report and Response published June 2023.
Complete revised Adjudications Guidelines and Procedures following review.	~~Jul-23~~ Dec-23	On track (for new timeframe).	Delayed due to availability of all to finalise guidelines and procedures prior to Departmental approval.
Ensure effective provision of Electronic Monitoring to manage offenders in the community.	~~Sep-23~~ Dec-23	On track (for new timeframe).	Delivery in relation to those released on Parole delayed due to extensive data mapping work that is needed, as well as multi-agency collaboration, alongside resource constraints within the Probation Service. Further roll out of electronic monitoring will follow completion of this initial phase.
Establish comprehensive Public Protection Arrangements across relevant agencies, including comprehensive training and agreed governance arrangements, incorporating multi-agency risk assessment conferences.	~~Sep-23~~ Dec-23	On track (for new timeframe).	Delayed due to hold up with third-party contractor and further training is requirements.
Deliver improvements through action plan following HMIP Report.	Jun-24	On Track. Action plan found here.	Majority of improvements on track with 12 complete as at October 2023.
Continue to deliver against Strategic Plan 2022-26.	Ongoing.	On Track. Strategic Plan found here.	Actions on track to be delivered within the timeframes

Key Performance Indicators (KPIs)



*Targets detailed within the key





*Over a two-year period spanning from July 2021 to July 2023, the Isle of Man Prison and Probation Service undertook a study on a sample of offenders. The results revealed that 3% of individuals experienced reconviction within 12 months of their prior conviction, while 1.2% faced reconviction after a period exceeding 12 months. Ongoing reporting will continue, aiming to achieve a reduction in these reconviction rates over time.

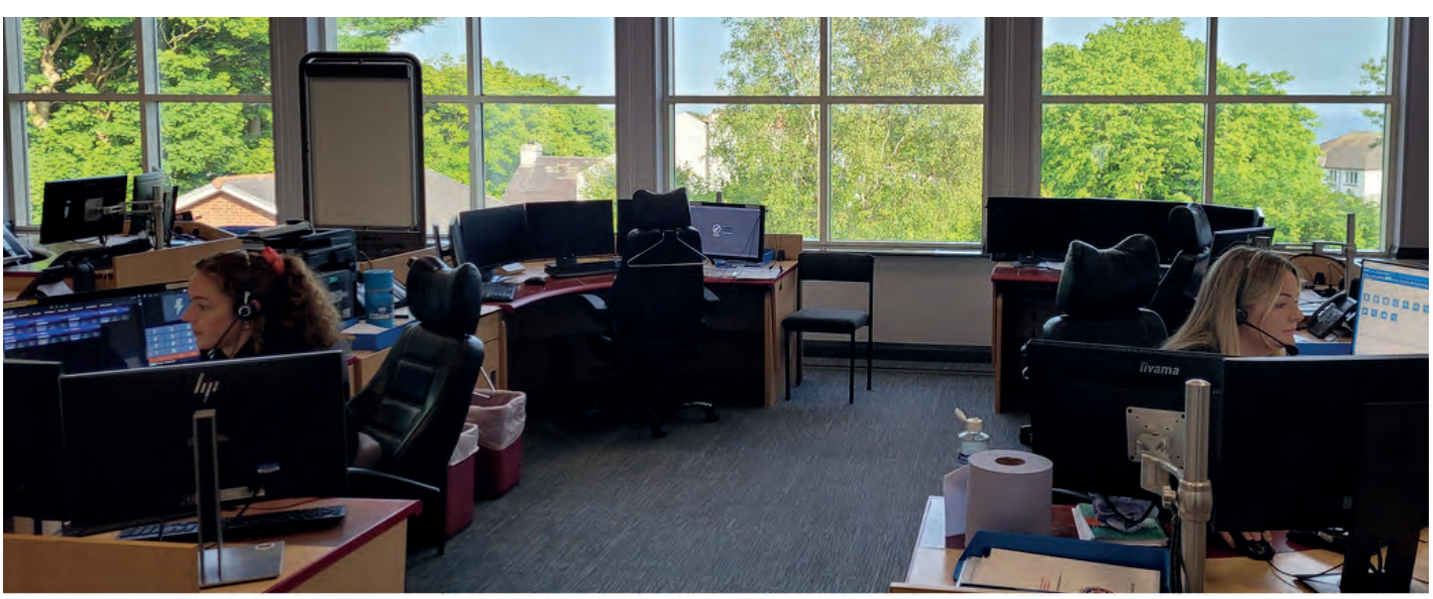
Communications Division

Responsible for the management, operation and maintenance of the Emergency Services Joint Control Room by supporting an effective response to 999 calls. Also responsible for the management, operation and maintenance of the Government's radio communications network and the provision of Site Sharing facilities for both the public and private sector at the Government owned radio sites which forms the Communications Infrastructure.

Mark Newey
Head of Communications Division

38
Communications Division

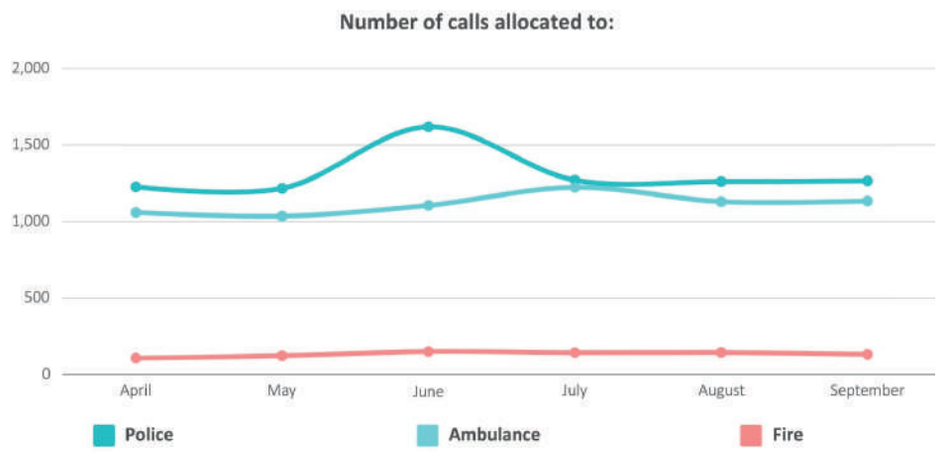
£1.9m
Budget



Objectives

We will	By When	Status	Comments/Updates
Establish and have in place new trained staffing levels following review.	~~Sep-23~~ Nov-23	On Track (for new timeframe)	Full-establishment achieved. Due to delays in the recruitment process, training for all new starters is expected to be concluded by the end of November 2023.
Replace Computer Aided Dispatch software.	Apr-24	On Track.	Ongoing Procurement underway
Agree future plan for TETRA system.	Sep-24	On Track.	Ongoing Market engagement underway
Complete remaining recommendations following serious incident review.	Ongoing.	On Track.	Ongoing
Contribute towards developing a Blue Light Stategy.	Ongoing.	Complete. See strategic Programme section.	Strategy developed and subsequently endorsed prior to publication. Communications Division remain engaged in working group and feasibility studies.

Key Performance Indicators (KPIs)



Total Number of calls

Total number of 999 calls (April - Sept 2023)

16,237

Total number of non-emergency calls (April - Sept 2023)

123,355

*The total number of 999 calls exceed the total assigned to the Police, Ambulance and the Fire and Rescue Service.

This is because more than 1 call may be recorded per event or a call may not require an emergency response.

Emergency Planning & Civil Defence Corps

The Emergency Planning Officer is responsible for meeting the Department's statutory obligation to prepare, test and exercise the Government's emergency plans.

Our plans show how local services and organisations will work together to respond to different types of disasters. Civil Defence support the emergency services and provide public resilience through a committed team of volunteers.

Key Responsibilites

- Working with Government Departments, prepare strategic response plans for risks identified on the Emergency Planning Risk Register.
- Prepare, train for and exercise multi-agency plans.
- Provide Business Continuity advice to Government Departments.
- Provide resilience to the emergency services and the public.

Jane Kelly
Emergency Planning Officer

1*

1 paid post, 40 volunteers

£0.2m
Budget

Objectives

We will	By When	Status	Comments
Update the Island's major incident response plan.	~~Jul-23~~ Nov-23	On track (for new timeframe).	Delayed due to competing priorities for all stakeholders and ensuring updated structure and responsibilities in line with UK Civil Contingencies Act.
Complete the updating of the Island's national Risk Register.	Jan-24	Risk to delivery.	Risk of delay due to postponed training, limited resources, competing priorities and significant incidents during summer period.
Contribute towards developing a Blue Light Strategy.	Ongoing.	Complete. See strategic Programme section.	Strategy developed and subsequently endorsed prior to publication. Emergency Planning/Civil Defence remain engaged in working group and feasibility studies.

Key Performance Indicators (KPIs)

Maintain response capability in support of the emergency services and the public

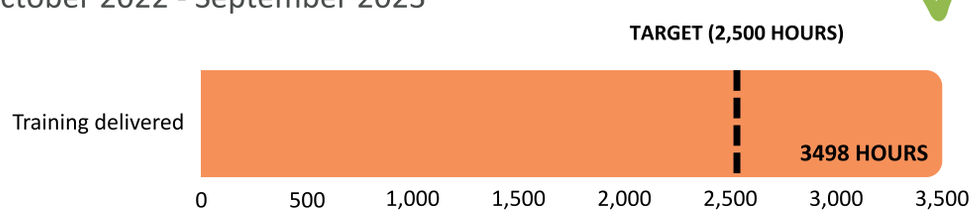
24HOURS, 365 DAYS PER YEAR

Facilitate, arrange and oversee 1 live multi-agency exercise each year

Delivered on 4th October 2023

Facilitate Civil Defence training and development

October 2022 - September 2023



Office of Cyber-Security
& Information Assurance
Oik son Shickyrys Lectraneagh as Sauçhys Fysseree

Office of Cyber-Security and Information Assurance

OCSIA focuses on information assurance within the Isle of Man Government and acts as the focal point in developing the Island's cyber resilience, working in partnership with private and third sector organisations across the Island alongside the wider population.

As a part of OCSIA, the Cyber Security Centre (CSC) works in the public sphere, providing advice, guidance and practical support to Island residents and businesses.

OCSIA supports Island-residents and businesses by providing practical and targeted advice and guidance. It actively contributes to cyber resilience and information security for the benefit of citizens, consumers, enterprises and public sector organisations established on the Island through the provision of advice, guidance and awareness raising by:

- Maximising the Island's cyber resilience, through maintaining and sharing information; and
- Providing assurance that all Government entities are operating at an appropriate level of cyber security and are ensuring the safe use of all the information they hold.

In accordance with the National Cyber Security Strategy 2022-27, OCSIA's five strategic objectives are :

- Safer & secure citizens in cyber space
- Resilient and Responsive digital Island
- Education and skills for a safe, secure & resilient digital economy.
- Detect, deter, disrupt & respond to cyber-crime
- Internationally responsible.

Mike Haywood
Interim Director of OCSIA

6
OCSIA

£0.6m
Budget

Objectives

We will	By When	Status	Comments
Effectively plan and deliver CyberIsle 2023.	Oct-23	Complete.	Cybersle 2023 pre-event dinner held on 3 October followed by the conference on 4 October.
Consider and consult on policy for the National Infrastructure Security Bill (see Legislative Programme section).	Mar-24	On Track.	Draft Policy Principles developed and approved for public consultation.
Refresh Isle of Man Government information governance and cyber awareness training package.	Mar-24	On Track.	Work continues to develop the storyboard for presentation to the Office of Human Resources and production as an eLearn package.
Support the Department to improve and maintain information governance network with trained key staff.	Mar-24	On Track.	Data Protection Officer and Freedom of Information functions fulfilled and information goverance framework in development.
Conduct a comprehensive mapping exercise to identify stakeholder 'information flows' to better understand the existing multi agency approaches in place that support homeless individuals or those of no fixed abode.	Mar-24	On Track.	Planning underway with Homelessness Coordinator to deliver as part of Homelessness Strategy and Action Plan.

Key Performance Indicators (KPIs)

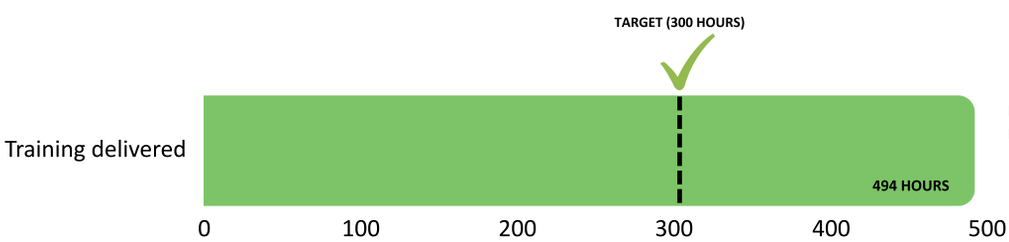
Review and update of all policies, procedures, standards, guidance and training materials

71%

71% OF PUBLISHED DOCUMENTS REVIEWED

TARGET: 100% BY YEAR END

Training hours delivered to Isle of Man Government



DATA PROTECTION: 368 HOURS
FREEDOM OF INFORMATION: 126 HOURS

Publication of informed threat updates and revised guidance and advice

UPDATES ISSUED BI-MONTHLY

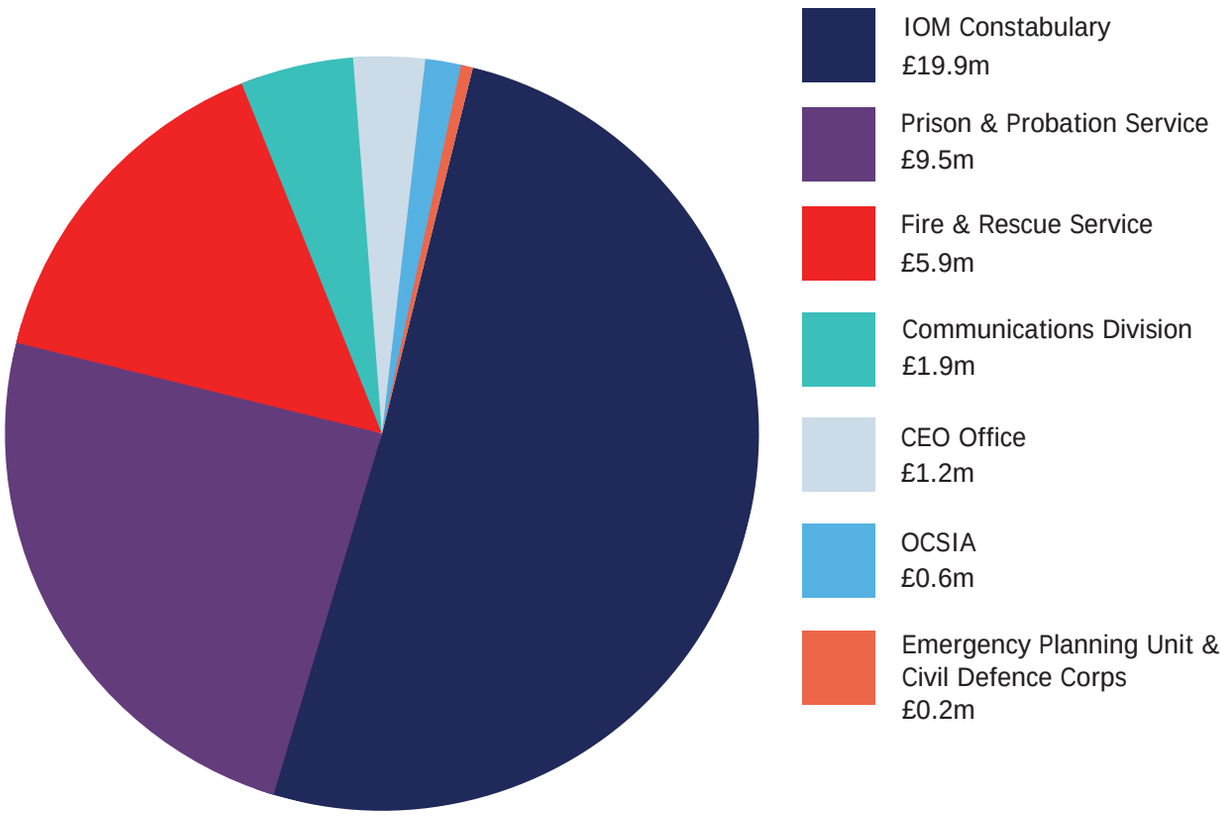
PUBLISHED HERE

Planned Island Plan Actions where the Department is playing a supporting role

Strategic Programme	Aim	Accountable Department
Building great communities		
Housing First	Commission Emergency Night Shelter and stepped approach to social housing, and homelessness law.	Cabinet Office.
An Island of health & wellbeing		
Starting Well and Developing Well in Childhood	Define and deliver early intervention strategies. Consider and where appropriate adopt approach taken in other jurisdictions.	Cabinet Office (Public Health).
A strong & diverse economy		
Financial Crime Strategy	Plan for successful Moneyval inspection in 2025.	Cabinet Office.

In addition to the above Island Plan objectives, the Department will continue to work with all partner Departments, agencies etc. to progress other areas of joint working.

Revenue Budget 2023/24



The Department has a Cost Improvement Programme which is reviewed regularly and has supported the implementation of zero-based budgets in each of our divisions. A detailed spending review is also planned for the 2023/24 budget year in the Fire and Rescue Service, which will help ensure resources are aligned to demand wherever possible.

As inflation remains high, the Department will be under significant pressure to remain within their overall target, and the successful implementation of the Cost Improvement Plan will be imperative.

Under the new budget process, the Department was awarded an additional £0.6m and this has been invested into:

- Increased staffing levels in the Emergency Services Joint Control Room
- A permanent budget for the Emergency Notification system
- Reviewing and adjusting income targets to reflect changes in service operating models
- Meeting the increased forensic costs of drug driving offences introduced under the Road Traffic Act
- Addressing the Fire and Rescue Service's long-standing operating deficit

Our Strategic Risks

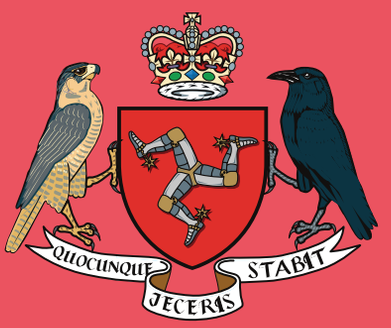
Risk	Mitigation Measures
Technology, security and information management - ensuring that we continue to reduce our technical deficiencies, reduce the likelihood of cyber security attack, keep our information secure and enable compliance with General Data Protection Regulations (GDPR) and other legislation.	1. Digital strategies within Service Area Delivery Plans, Government Technology Services liaison, Senior Information Risk Owner. 2. Continued development, and review, of corporate and Service Area policies and procedures and Record of Processing Activities. 3. Mandatory staff training and audit of compliance with relevant legislation.
Financial - Continuing to deliver required operational and change/improvement with a constrained budget and cost pressures such as high inflation.	1. Cost Improvement Programmes across whole Department. 2. Prioritise and plan change/improvement projects. 3. Managing of recruitment.
People and capability - ensuring the wellbeing of our people, leading the way in developing innovative future ways of working, developing the right capacity, capability and culture to deal with future challenges.	1. Succession Planning. 2. Recruitment campaigns and benefits to address hard to recruit roles. 3. Activ8 Scheme and wider occupational and mental health support. 4. Improving clarity on standards and expectations. 5. Collaboration with the Office of Human Resources to improve strategic planning and activity.
Change - ambitious portfolio of projects with a range of risks which require management to ensure delivery.	1. Develop framework for implementation of legislation. 2. Develop and co-ordinate Governance Boards for Project Delivery. 3. Business Cases to relevant funds to support discreet projects.
COVID-19 - while regular impact on operations has reduced, potential disruption and impact means risks remain to the delivery of our projects.	1. Business Continuity Plans 2. Continued move to facilitate agile working where possible. 3. Build resilience through continued information sharing and upskilling.

Glossary

Activ8 Scheme	The scheme for participating Government Departments focuses on breaking down barriers to exercise by making activities as accessible, fun and motivating as possible to improve staff wellbeing.
Adjudications Guidelines	Rules followed by the Prison and Independent Adjudicators regarding the award of punishment for prisoners committing disciplinary offences.
Appointed Day Order	The way the Government brings into force part, or the whole, of an Act on a particular day bringing legal provisions into operation.
Bill	Draft legislation under consideration by Tynwald.
Blue Light	A term to describe all emergency services – Police, Fire and Rescue and Ambulance.
Business Continuity Plans	The process involved in creating a system of prevention, and recovery, from potential threats to a business.
Cambridge Harm Index	The Cambridge Harm Index is an indicator for the level of harm for offences. Crimes are weighted based on minimum sentencing guidelines (in days) should a person be found guilty of the offence
Community Risk Management Plan	Document that identifies local risks in conjunction with likelihood and potential impact and sets out how the Fire and Rescue Service will allocate resources across prevention, protection and response to mitigate against identified risks.
Cyber Security	How individuals and organisations reduce the risk of cyber-attack.
Disregards	Changes to the law mean that anyone who was convicted of, or cautioned for, certain offences, which have since been abolished, can have their convictions disregarded.
Electronic Monitoring	A form of surveillance that uses an electronic device affixed to a person.
Government entities	Any bodies or organisations closely affiliated, generally by government ownership or control.
HM Inspectorate	His Majesty's Inspectorate are independent bodies in the UK that undertake inspections of different services provided by government and other organisations.

Housing First	The development and delivery of an option for supported short term housing, to enable those with no fixed abode, or with substandard accommodation to obtain sustainable and suitable housing.
Independent Review	An independent review is one that involves people who are not connected with a particular situation or body, and should therefore be fair and impartial in recommendations.
Infrastructure	The basic physical and organisational structures and facilities (e.g. building, roads and power supplies) needed for the operation of a society or enterprise.
Interventions	Services offered by the Probation Service to address offending behaviour and support effective resettlement after a prisoner is released.
Joint Strategic Needs Assessment	Looks at the current and future health and care needs to inform and guide the planning and buying of health, well-being and social care services.
Laid before	When a document is formally recognised as having been made available for Members of Tynwald to read.
Legislative Programme	A list of bills which the Isle of Man Government intends to introduce to Tynwald during a parliamentary session.
MoneyVal	A body of the Council of Europe that assesses compliance with international standards to counter money laundering and the financing of terrorism and the effectiveness of their implementation.
Proactive International Money Laundering and Investgation Team (PIMLIT)	PIMLIT has been established in the Constabulary to primarily focus on the development of financial intelligence, money laundering investigations, prosecutions and confiscations, enabling the Isle of Man to demonstrate effective systems to counter money laundering and terrorist financing and proliferation.
Qualitative measure	Focuses on collecting information that is not numerical to measure something.
Quantative measure	Measurement of data that can be put into numbers.

Quarterly	Three months of one year.
Resettlement	Work to ensure prisoners are prepared for their release back into the community and effectively helped to reduce their likelihood of reoffending.
Scoping	Assessing or investigating something.
Strategic risk	Refers to the internal and external events that may make it difficult, or even impossible, for an organisation to achieve their objectives and strategic goals.
Succession planning	The means by which an organisation prepares for and replaces managers, executives and other key employees who leave their positions, and is critically important to the organisation's continued and future success.
The Sexual Assault Referral Centre (SARC)	A new facility on the IOM for the care, treatment and support to adults and children who have experienced a sexual assault or rape.
Zero-based budget	A method that allocates funding based on efficiency and necessity.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