



Ramsey Town Commissioners

Strategic Plan Aims and Objectives

Introduction

Ramsey Town Commissioners are committed to providing quality services to meet the needs of the population of and visitors to Ramsey.

In order to focus resource use and investment decisions the Commission has produced this Strategic Plan which is intended to serve as a high level planning document for the Commission to establish clear policy direction over all operational aspects of its vision. The Plan is the result of a disciplined effort to facilitate decisions that will shape what the Town plans to accomplish and serves as a framework for decision making over a five-year period.

This document is an overview of the Commissions aims and will be subject to regular review and used for the pursuit of its long term aims.

The strategic planning effort has focused on the following task areas:

- A clear commitment to financial health.
- A continued enhancement of community communications.
- Issues that stem from the mix of business and resident interests.
- Emerging infrastructure needs including those stemming from the transfer of responsibilities from central government to local authorities.
- Specific areas of Town operations that will need attention and upgrades.

To produce this document the Commissioners have attempted to devise aims that are simple, consistent and long term.

Constitution

The Islands local government structure comprises Town, District, Village and Parish Authorities, together with a number of combination authorities established for specific purposes, such as the swimming pool authorities and sheltered housing authorities.

Ramsey Town Commissioners were constituted under the Ramsey Town Act 1865 and exist as a body corporate within the context of the law, as such Commissioners, who are popularly elected to act in the best interest of the authority and of the Town which they are elected to represent.

At common law a local authority, being a statutory body, has power to do only those things which it is specifically empowered to do by statute, or are reasonably incidental to doing those things (e.g. providing buildings, employing staff etc.). The main powers applicable to local authorities on the Isle of Man come from the Local Government Acts 1916-2006, the Housing Act 1955 and the Public Health Act 1991.

Membership

The Commission has 12 elected representatives, six representing each of the Towns two electoral wards. Commissioners are elected to serve for a term of 4 years as part of the Islands national local authority election.

The Commissions functions are split into a number of prime areas, each of which is led by a Commissioner appointed at the Annual General Meeting. These areas are:-

- Finance General Purposes and Establishment
- Housing and Property
- Works and Development
- Parks and Leisure

The Commission also has four standing Committees:-

- Housing Allocation Committee chaired by the Lead Member for Housing and Property
- Establishment Committee chaired by the Lead Member for Finance and General Purposes.
- Policy Committee comprising the four Lead Members
- The Northern Civic Amenity Site Management Committee within which the Commission appoints one representative, the other members of the Committee being a representative appointed by each of the parishes of Andreas, Ballaugh, Bride, Jurby, Lezayre and Garff (Maughold Ward).

The Commission nominates elected Commissioners to serve on the Ramsey and Northern Districts Housing Committee, and on the Northern Swimming Pool Board, those persons holding office for a term of three years.

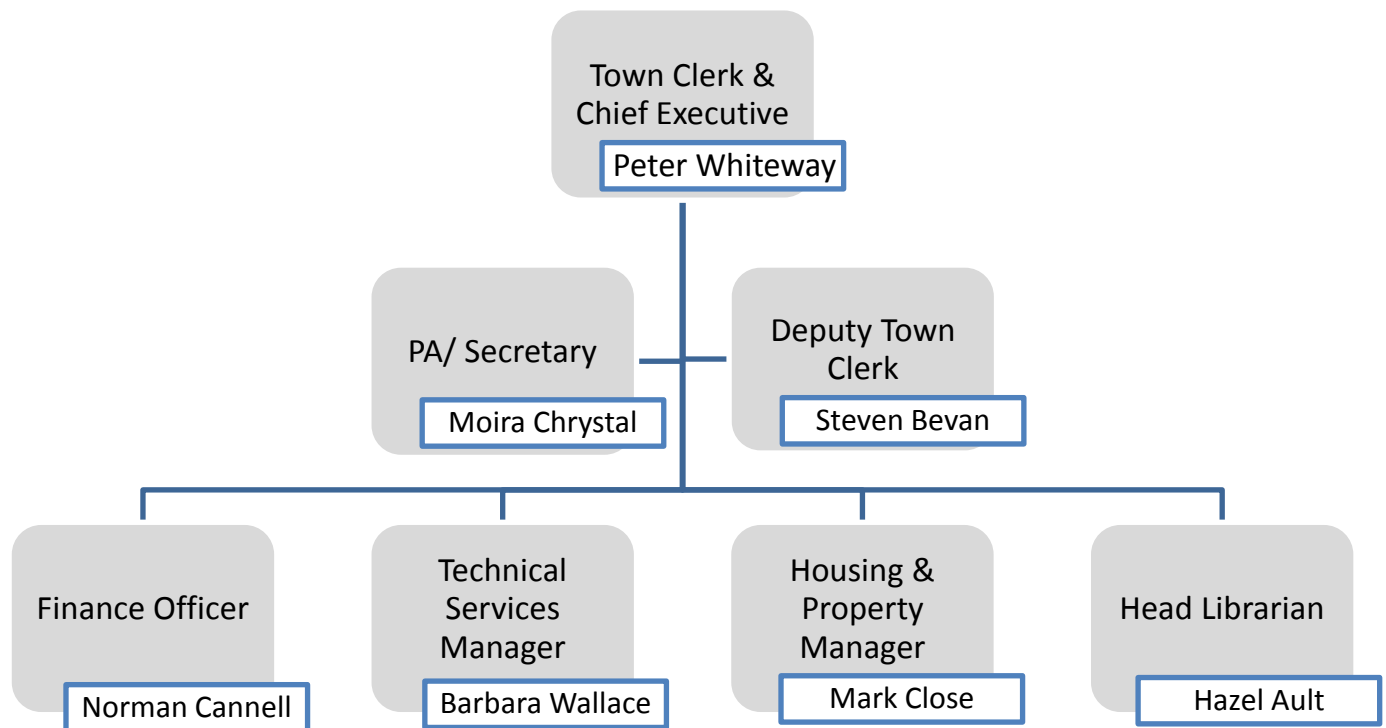
The Commissioners annually elect representatives to serve on the following bodies :-

- The Housing Advisory Committee. (1 year)
- The Ramsey Regeneration Committee
- The Manx Wildlife Trust
- The Ramsey Chamber of Commerce
- The Northern Neighbourhood Policing Team
- The Northern Traffic Management Liaison Group
- The Isle of Man Municipal Association. [Two members]

A summary of Members and appointments is published on our Website www.ramsey.gov.im.

Staffing

The Commission has a staff of 53 full and part-time employees (including one seasonal workers) headed by the Town Clerk & Chief Executive, who is supported by a Senior Management Team comprising:



Staff are employed across a variety of roles in the following operational areas:-

ESTABLISHMENT SUMMARY	Posts	Full Time Equivalent
Civic Amenity Site	5	3.10
Finance & Administration	5	4.22
Housing & Property	14	14.00
Housing Admin	4	4.00
Library	4	2.28
Parks & Gardens	5	5.00
Refuse	4	4.00
Technical Services	2	2.00
Town Clerks Office	3	3.00
Works	7	6.00
	53	47.60

Functions

The functions performed by local authorities fall into two distinct categories

- **prescriptive powers**- those things which the law requires an authority to do; and
- **permissive powers**- those things which the law provides that an authority may do should it choose to do so

The primary functions that Ramsey Town Commissioners presently perform are :-.

Finance & General Purposes	Housing and Properties	Parks and Leisure	Works & Development
<ul style="list-style-type: none"> • Byelaw enforcement • Budgets and Estimates • Control of dogs • Office facilities incidental to the Town Hall • Staff and Establishment 	<ul style="list-style-type: none"> • Administrative support to Ramsey and Northern Districts Housing Committee • Housing administration • Housing maintenance • Public building maintenance 	<ul style="list-style-type: none"> • Community facilities for use by the public, groups and organisations • Events support • Maintenance of public open space and landscaped areas • Parks, play areas, play equipment and other sport and leisure facilities • Public information and advice • Public Library Service • Tourist information 	<ul style="list-style-type: none"> • Abandoned vehicles • Beach Cleaning • Civic Amenity Site • Dangerous buildings • Environmental health • Fly-tipping – removal of material • Housing Flats Registration • Litter bins – provision and emptying of • Off-street car parking • Planning (as interested party status on all applications within the Town) • Public Toilets • Roadside hedges • Refuse collection • Street Cleaning • Street-lighting • Street-names • Trees and High Hedges • Unsightly Land and Buildings

VISION STATEMENT

A Vision Statement outlines what the organisation wants to be, or how it wants the world in which it operates to be. It is a long-term view and concentrates on the future. It can be emotive and is a source of inspiration and all our actions should be assessed against it.

Ramsey Town Commissioners vision is:-

“Making Ramsey a better place to be”

MISSION STATEMENT

A Mission defines our fundamental purpose, describing why it exists and what it does to achieve its vision.

Ramsey Town Commissioners mission is to:-

- Provide excellent levels of service to residents, businesses and visitors
- Be financially responsible
- Inspire community spirit
- Maintain and improve our environment in a sustainable manner
- Communicate clearly and regularly with our community
- Work with government and other agencies for the benefit of our town

VALUES

Values are at the heart of everything we do; they guide our decisions and behaviours.

Ramsey Town Commissioners Values are

- We will work as a team
- We will be honest
- We will have respect for others
- We will be approachable and will listen and consider
- We will be excellent
- We will work really hard to provide the best value for money in everything we do
- We employ motivated professional and well-trained personnel who offer excellent customer service with PRIDE – Professionalism, Respect, Integrity with accountability, Diversity and Excellent Customer Service
- We will be polite and courteous

CORPORATE AIMS AND OBJECTIVES

The aims and objectives contained in this Plan are not exhaustive. They represent the high priority strategic policies of Ramsey Town Commissioners and could be described as what we aim to do.

- **General**
 - Work closely with the MHK's for Ramsey, and other members of Tynwald.
 - Work with Central Government to ensure a seamless delivery of services from local to national issues.
 - Work with other Local Authorities and establish working arrangements, buying in or selling out of services. Consider collaborative strategies with other Local Authorities.

- **Community** – *to promote a sense of community and encourage and support community partnerships*
 - Inform and engage employees, citizens, elected and appointed officials through effective and efficient communications.
 - Promote community events.
 - Support the needs of local business.
 - Involve the community wherever possible in the work of the Commission.
 - Improving community safety and reducing crime by participating with and being an active Member of the Northern Neighbourhood Policing Team.

- **Corporate Governance – to maintain the highest standards of Corporate Governance.**
 - Ensure that the business of the Commission is undertaken in accordance with Statute and Standing Orders
 - Conduct as much of our business as possible in public.
 - Employ and develop motivated, professional and well-trained personnel who offer excellent customer service with PRIDE – Professionalism, Respect, Integrity with accountability, Diversity and Excellent Customer Service.

FINANCE GENERAL PURPOSES AND ESTABLISHMENT

Accountability and Financial Reporting – ensure that appropriate financial information is available and accessible to ratepayers and other stakeholders

- Provide and publish monthly financial reports to the Commission
- Provide and publish quarterly reports as required by Government
- Publish the availability of the annual audited financial reports and ensure that copies are accessible at the Town Hall, in the Public Library and on the Commissions Website.
- Complete the preparation of annual accounts, and submission to the Public Auditors in accordance with the Statement of Recommended Practice and within the timescale dictated by the Accounts and Audit Regulations.

Financial Management – to manage the towns finances responsibly and fairly

- To obtain Value for Money in all we do
- Robust and fair management of debt collection processes
- Maintain effective internal controls

Business Continuity – to avoid crises and disasters and to be able to quickly return to 'business as usual' should they occur.

- Prepare and maintain a Business Continuity Plan towards the continued provision of essential services in the event of disruption caused by external factors
- To undertake an annual review of the Business Continuity Plan to ensure its currency and test effectiveness

Byelaws & Regulation – to provide appropriate Byelaws for the good governance of the town

- Undertake regular reviews to ensure the relevance of Byelaws.
- Fairly and proportionately enforce Byelaws through the contracted out Town Warden services.

Communication – communicate with and listen to residents and businesses

- Maintain excellent public counter services
- Continually review website content to ensure that it is current and meets the needs of residents, businesses and visitors.
- Maintain an active social media presence promoting the town, local events and activities, and general information about the Commission.
- Actively engage with media organisations to raise awareness of the Commission's work and activities
- Actively participate at meetings of the Ramsey Chamber of Commerce.

HOUSING & PROPERTY

Housing & Properties – the overall aim of the Commission is to provide a high quality service that is responsive to the needs of service users.

- To provide a safe, secure and healthy living environment for tenants;
- To meet future housing need by providing easily maintained and energy efficient property.
- To meet the standards set out in the all-Island Uniform Criteria for allocation and administration of Local Authority Housing;
- To deliver a service to each tenant in accordance with their Tenancy Agreement; within the confines of our budget, and in a way which is sensitive to individual tenant's circumstances;
- To minimise rental losses and other losses associated with tenancy changes.
- To manage our assets in the most effective manner.
- Work closely with other agencies to assist in providing support for tenants to remain independent and to maintain a good quality of life
- Provide modern and clean public toilet facilities to meet the needs of residents and visitors

PARKS & LEISURE

Library - The overall aim of the Commission is to provide good quality, relevant, accessible and modern library and information services.

- To provide a safe and welcoming environment that attracts and engages the local community and supports active citizenship
- To provide equal access to all services and maintaining an 'Open to All' policy
- To provide opportunities and resources for lifelong learning, training and educational achievement
- To contribute towards the raising of standards in the essential basic skills of literacy and numeracy
- To provide, and encourage the use of, information communications technology to enable access to digital skills and services
- To promote and develop reading as a pleasurable activity to stimulate the imagination and encourage creativity

Parks & Gardens – to provide a welcoming, safe, and attractive environment for recreation.

- Encourage health and well-being through the provision of safe and accessible outdoor spaces and facilities
- Enhance the visual amenity of the town
- Provide support to local sporting and community groups.

WORKS AND DEVELOPMENT

Planning – to promote a responsible approach to development within the town.

- Actively participate in the Town and Country Planning process.

Refuse – to provide appropriate refuse collection services to meet the needs of all household and business premises

- Provide a weekly refuse collection service to all domestic properties
- Provide refuse collection services appropriate to the requirements of local businesses
- Maintain and manage the operation of the Norther Civic Amenity Site overseen by a joint local authority committee.

Amenity of the Town – to ensure a safe and attractive environment

- Provide sufficient litter and dog bins in the Town located in appropriate places maintained to a high standard and emptied on a regular basis.
- Undertake regular cleaning of all streets and pavements.
- Undertake regular treatment of weeds in footpaths, roads and gutters.
- Ensure all road gulleys are clear
- Provide maintain and improve street lighting to meet the needs of residents
- Monitor and review the condition of property within the town and work with property owners taking appropriate action when property is ruinous or detrimental to the amenity of the area.
- Monitor hedgerows, trees and shrubs overhanging the public highway