



Douglas

Douglas Borough Council

Your community newsletter for 2014-2015

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Douglas Community Partnership: ‘Working together to create quality spaces for a proud and positive Douglas’

The charter sets out how we intend to provide improved standards of service and shows how the DCP’s goals reflect the needs of the local community and complement central government’s future strategy.

The Council, government departments, agencies, Douglas Development Partnership and other associated bodies are keen to serve as an exemplar partnership for the rest of the island. What happens in Douglas - a forward and outward-looking local authority - is often considered as emblematic of the island as a whole.

Since the inauguration of the Douglas Community Partnership (DCP), its goal has been to improve upon and maintain higher environmental standards of cleanliness and safety as well as create a better quality of life for residents, workers and visitors in the town and Borough.

Following the broad concept of ‘Cleaner, Safer, Greener’, from which the charter was established, a more localised vision, ‘Love Where You Live’, has been created.

Although sponsored by Keep Britain Tidy, ‘Love Where You Live’ reflects what the DCP has sought to develop, i.e. Douglas Borough Council, government departments and agencies working alongside businesses, other enthusiastic groups and communities committed to maintaining a cleaner, safer, greener environment and united in their drive to advance schemes that will improve the town.

This endeavour is borne out of evidenced studies, which show that behaviour is influenced by our perceptions of the quality and safety of our public spaces; every one of us makes decisions about which areas we will use and when and how we use them. Visitors’ perceptions of our town are influenced by their view of how safe they feel and how clean and well presented the streets and buildings appear. It is in all our interests to encourage new business in Douglas and, by ensuring the capital is cleaner, safer and greener, signatories to the DCP believe the town can attract inbound investment and help secure a resilient economic future for the capital.

The charter can be viewed and downloaded at douglas.gov.im



Connecting with the Council

douglas.gov.im offers the latest news and information about all our services.

Managed in-house by a dedicated communications team the website is regularly reviewed and upgraded with more transactional services regularly being introduced.

On the website you can:

- Contact your councillor;
- Pay your Council rent;
- Pay your rates;
- Purchase season tickets for the horse tram service;
- Report a street lighting fault at reportit.im;
- Report a problem at reportit.im;
- Join the Henry Bloom Noble Library and download e-books and e-audio books (via library.douglas.gov.im);
- Download a housing application form and find out more about the Council's housing services;
- Download a building regulations approval form and find out more about building control requirements;
- View the Council's latest job vacancies.



And, coming soon:

- Subscribe to our new messaging service for kerbside recycling reminders;
- Find out more with your smart phone and our new QR codes about Council installations and services as well as places of interest;
- Log on to free wi-fi hotspots around the town;
- Keep safe and secure with our extended town centre CCTV coverage.



'Like' us

Join our 3,500 followers and follow the Council on Facebook for the very latest news, information and some great photos: fireworks, fairy doors in Summerhill Glen, gardening tips, Henry Bloom Noble Library's Pick of the Week, charity and mayoral events... and so much more at facebook.com/DouglasBoroughCouncil.

You can visit our website at www.douglas.gov.im

'An affordable, strong and sensitive budget'

The 2014-2015 rate levy for the Borough of Douglas has been set at 397p.

This new rate equates to a 0.5 per cent increase over the previous year; in real terms a rise of 4p per week for a typical three bedroom semi-detached house.

This modest rise, achieved in the face of increased costs being passed from central to local government, has been achieved thanks to the Council's long-term sound financial management, central to which has been the prudent use of reserves to reduce borrowing costs that would have imposed an added burden on the ratepayer.

Over the past five years the rate increase has been only 12p in the £ which, at 3.1 per cent, is significantly under 21.5 per cent Manx inflation over the same period.

Key points from the 2014-2015 Budget:

More than £850,000 in reserves allocated to:

- Hutchinson Square upgrade;
- Living Promenade scheme;
- Ballaughton Nursery upgrades;
- Anagh Coar upgrades, including parking facilities;
- New skate park equipment;
- Douglas Market Hall roof repairs;
- Improvements in public lighting via plant renewals fund.

Environmental Quality:

- £80,000 heating system to be installed summer 2014 at Ballaughton Nursery saving £30,000 annually in fuel bills;

- Nursery now producing 60-80 tonnes of peat-free compost annually;
- Council stepping up bye-laws enforcement;
- Council leading drafting of new legislation for stronger enforcement powers against owners of dilapidated properties.

Housing:

- Willaston damp eradication: successful pilot scheme leads to 60 worst-affected properties refurbished by latter half of 2014, extending life of properties by 25-30 years;
- Pulrose: £12 million investment sees completion of 84 new homes and £750,000 refurbishment of 45 existing properties. Overall redevelopment investment £45 million;
- Sheltered housing: 28 units in Pulrose scheduled for completion November 2014; construction of 40 units in Willaston commencing 2015.

Borough Crematorium and Cemetery improvement scheme:

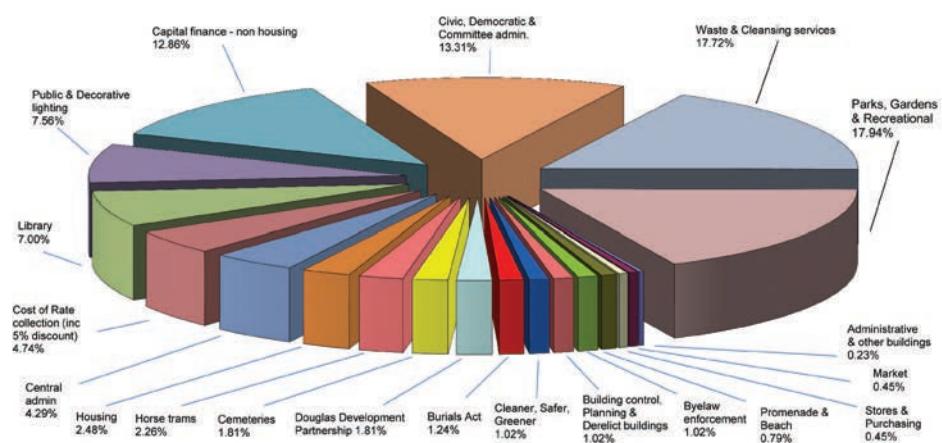
- £2.5 million non-rateborne scheme to upgrade crematorium to increase capacity and provide new entry and exit to chapel;
- £1 million refurbishment of cemetery's driveways, paths and walls.

Total to be raised by rates : £10.5 million.

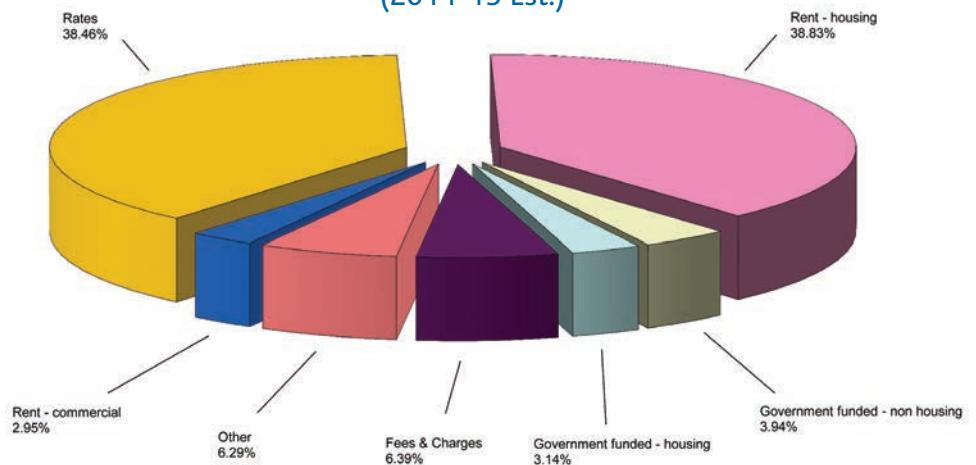
(Visit douglas.gov.im for the full annual review and presentation of the Budget).

And, despite pressures on its budgets, the Council remains committed to its £1.9 million investment in town centre regeneration.

Where the money raised from rates is spent (2014-15 Est.)



Where the money comes from (2014-15 Est.)



Parks and gardens: 'Creating quality spaces'



The Council continues to invest in its parks and gardens across the Borough to create an environment that encourages civic pride and ensures Douglas is an attractive place for residents, workers, and visitors.

Noble's Park and Douglas promenade demonstrate the Council's level of investment and the hard work of the parks team. These efforts were recognised in 2013 when, at its first attempt, Douglas Borough Council was awarded two Green Flags, one for Noble's Park, the other for the Marine Gardens on the promenade.

The Green Flag award scheme is the benchmark standard for parks and green spaces across the British Isles, Europe, Australia and New Zealand, awarded by environmental charity Keep Britain Tidy.

At a time when many local authorities are cutting back on what they see as aspirational but non-essential amenities Douglas recognises the importance of quality parks and gardens in its overall town centre regeneration strategy. Well maintained parks and gardens not only benefit the local community and have a positive impact on people's quality of life but they also have the power to contribute to a town's economy.



Quality green spaces are one indicator of how well a town is doing, so can help attract new business and investment and generate increased visitor numbers. Additionally, for businesses in Douglas, especially those allied to the hospitality industry, the town's Green Flag status can serve as a unique selling point for their promotional and marketing activities.

Douglas Golf Course

Owned and operated by Douglas Borough Council Douglas golf course is one of only a select number of golf courses in the world designed by Dr Alexander MacKenzie, architect of some of the world's most challenging courses, among which are the Augusta National in Atlanta, Georgia and Australia's Royal Melbourne.

This 18-hole municipal golf course, maintained by specialist Council ground staff, offers some of the finest golf in the Island, together with extensive clubhouse and community facilities in the Meadows Pavilion which features a function suite together with a licensed bar and restaurant.

Find out more at douglas.gov.im

Town centre regeneration: 'Open for business'

The Council is investing £1.9 million in town centre regeneration to create a Douglas that projects a vibrant, open-for-business image to encourage visitors and shoppers and new business.

The Council knows that consumers today have more choice of how, when and where they buy, so it is working to revive Douglas town centre and transform it into an attractive, safe place where people will want to shop and spend their leisure time during the day through to the evening.

The next stage will see work to replace paving from outside TK Maxx at the junction with Howard Street north to Castle Street and south to Regent Street. Additionally, new directional signage in the form of finger posts has been installed, the first phase of the lighting scheme is complete and tourist information 'monoliths' are set to be installed over the coming months.



Regent Street, now transformed into a prime outdoor performance and social gathering space, also features 'The A to Y of Manx', unique artwork in the granite paving funded by the town and village centre regeneration scheme and driven by the Douglas regeneration committee. The artwork illustrates 24 subjects related to the Isle of Man, some of which are well-known and obvious such as 'Manx Cats', 'TT' and 'Kippers', others a little more obscure, such as the 'Giant Elk' and 'Ogham'.

Why is it A-Y and not A-Z and why are there only 24 letters?

Because Manx Gaelic doesn't feature X or Z.

Town centre regeneration - re-energising our town to create a capital of which we can all be proud.



Carnival's coming to town!

After a break of many years Douglas Carnival is back and will take place on Saturday July 19th 2014.

Plans are under way to make this the biggest event of the year staged by the Council, in collaboration with Douglas Development Partnership and with the support of local businesses, community and volunteer groups, schools and private individuals.

During the day from around 2pm, the carnival will take place along the entire length of Douglas promenade – a true family fun day with parades, floats, cavalcades, live bands, and street entertainment.

There are also all kinds of prizes – cash and goods – to be won, in categories including:

- **Best Float;**
- **Best Walking Entry;**
- **Best Band Entry;**
- **Fancy Dress**
- **Carnival King and Queen.**

...and a whole lot more.

Come the evening the action shifts to the North Quay where the whole harbourside area will be closed to traffic and turned into 'Party Central' with local businesses entering into the carnival atmosphere, providing a whole host of food and drink experiences and live performances taking place throughout the evening - an 'after party' to beat all after parties.

In this Island of Culture year, it's time to 'think carnival'. Taking part in the carnival is free but there's an application process – check out douglascarnival.im for entry forms.

For regular carnival updates follow Douglas Borough Council on Facebook or e mail carnival@douglas.gov.im





Douglas Borough Council: Committed to the community

Community events are at the very heart of the Council's commitment to creating a vibrant atmosphere in the town that will appeal to the broadest cross section of people. Despite mounting pressures on its finances the Council, through prudent budgeting, has continued to stage a number of large-scale community events. These include the fireworks display on Douglas beach, the switching on of the Christmas lights, family fun days in Noble's Park, the Santa tram service, children's activities and talks for adults at the Henry Bloom Noble Library and, of course, this year's Douglas Carnival.

Some of these events might never be on quite such an ambitious scale were it not for private sector sponsorship; the Council is therefore grateful to those local businesses, many of which are having to trim their budgets and reassess their community engagement priorities, for their continued support.

The Council has also been pleased to support Manx National Heritage's open day programme, opening the town hall doors to members of the public so they can find out more about the building's history and displays of artwork, artefacts and memorabilia. (In addition, Douglas Town Hall now holds official Approved Place status to serve as a licensed venue for the solemnisation of civil marriages and formation of civil partnerships).



Know Your Councillor

ST GEORGE'S WARD

Clr Mrs S. D. A. Hackman
Grange Bank, 17 Belmont Terrace,
Douglas, Isle of Man, IM1 4NH
Tel: 01624 677197
Clr.SHackman@douglas.gov.im

Clr Mrs C. A. Corlett
30 Cronkbourne Road, Douglas
Isle of Man, IM2 3LB
Tel: 01624 675554
Clr.ACorlett@douglas.gov.im

Mr Cllr S. R. Pitts
35 Princes Street, Douglas
Isle of Man, IM1 1BB
Tel: 01624 624096
Cllr.SPitts@douglas.gov.im

VICTORIA WARD

Mr Cllr D. J. Ashford, JP
19 Berrywoods Avenue, Governors Hill
Douglas, Isle of Man, IM2 7DA
Tel: 01624 679510
Clr.DAshford@douglas.gov.im

Clr Mrs R. Chatel
'The Blossoms', 4 The Esplanade
Douglas, Isle of Man, IM2 4LR
Tel: 01624 673360
Clr.RChatel@douglas.gov.im

Mr Cllr J. Joughin
60 Victoria Road, Douglas
Isle of Man, IM2 4HQ
Tel: 01624 626090
Cllr.JJoughin@douglas.gov.im

HILLS WARD

Mr Cllr D. W. Christian, MBE, JP
3 Slieau Ree, Union Mills
Braddan, Isle of Man, IM4 4ND
Tel: 01624 852466
Clr.DChristian@douglas.gov.im

Mr Cllr E. A. Joyce
75 Cronk Grianagh, Braddan
Isle of Man, IM4 4RN
Tel: 01624 853888
Clr.EJoyce@douglas.gov.im

Mr Cllr Mrs C. E. Malarkey, JP
3 Richmond Court, Farmhill,
Douglas, Isle of Man, IM2 2NU
Tel: 07624 494133
Cllr.CMalarkey@douglas.gov.im

DERBY WARD

Mr Cllr C. L. H. Cain
'Cavas House', Westmoreland Road
Douglas, Isle of Man, IM1 4AW
Tel: 07624 492949
Clr.CCain@douglas.gov.im

Mr Cllr G. J. Faragher
c/o Town Hall, Ridgeway Street,
Douglas, Isle of Man, IM99 1AD
Tel: 07624 417119
Clr.GFaragher@douglas.gov.im

Mr Cllr Miss D. A. M. Pitts
12 Westmoreland Court
Westmoreland Road, Douglas
Isle of Man, IM1 4AL
Tel: 01624 676098
Cllr.DPitts@douglas.gov.im

MURRAY'S WARD

Mr Cllr W. M. Malarkey
Keyden House, 19 Farmhill Park
Douglas, Isle of Man, IM2 2EE
Tel: 01624 624634
Clr.BMalarkey@douglas.gov.im

Mr Cllr R. H. McNicholl
1 Westminster Drive,
Douglas, Isle of Man, IM1 4EG
Tel: 01624 620965
Clr.RMcNicholl@douglas.gov.im

Mr Cllr J. E. Skinner
6 Berkeley Street
Douglas, Isle of Man, IM2 3QA
Tel: 01624 626543
Cllr.JSkinner@douglas.gov.im

ATHOL WARD

Clr Ms K. Angela
Balladane, 7 Castlemona Avenue
Douglas, Isle of Man, IM2 4EA
Tel: 07624 377424
Clr.KAngela@douglas.gov.im

Mr Cllr S. C. Cain
12 Homefield Close, Willaston
Douglas, Isle of Man, IM2 6EG
Tel: 01624 670805
Clr.SCain@douglas.gov.im

Mr Cllr Mrs E. C. Quirk
Eary Vane, Alexander Drive
Douglas, Isle of Man, IM2 3QX
Tel: 01624 674892
Cllr.EQuirk@douglas.gov.im

Let us know about a problem you've encountered around Douglas



Call us...
696300



Report it...
www.reportit.im

Useful Numbers

General Enquiries	696300
Out of Hours emergencies	
(all services)	671100
Borough Cemetery	696329
Building Control	696375
Douglas Golf Course	661558
Eastern Civic Amenity Site	678217
Street and decorative lighting	696385
Enforcement (Byelaws)	696326

Henry Bloom Noble Library	696461
Housing enquiries	696435
Human Resources	696455
Waste/Street Cleaning	696445
Parks	696330
Rates enquiries	696355
Tramways	696420
Douglas Development Partnership..	696308

Douglas Borough Council, Town Hall, Ridgeway Street, Douglas, Isle of Man, IM99 1AD