

**MINUTES OF A MEETING OF THE BOARD OF THE  
ISLE OF MAN OFFICE OF FAIR TRADING HELD ON 25<sup>TH</sup> APRIL 2024 AT 9.30 AM  
IN THE 'BALLAGLASS' ROOM, THIE SLIEAU WHALLIAN, ST JOHNS**

	<b>TO PUBLISH</b>	<b>ACTION</b>
<b>PRESENT</b>	Mr T S Glover MHK, Chair Mr C Thomas, Vice Chair Mr L Wong, Member Mr B Murphy, Member	
<b>SUPPORTED BY</b>	Ms V McLauchlan, Director of OFT Mr J R Peet, Head of OFT Mr M Smith, Senior Trading Standards Officer Mr N R Taylor, Secretary to the Board Mrs E T Sweeney, Ombudsman Services Manager (from item 4)	
<b>APOLOGIES</b>	Mr M J Bathgate, Member	
<b>2024 04/01</b>	<p style="text-align: center;"><b>CONFLICTS OF INTERESTS</b></p> <p>Members and officers considered agenda items in which they had interests or may have been conflicted. None were identified.</p>	
<b>2024 04/02</b>	<p style="text-align: center;"><b>MINUTES OF PREVIOUS MEETINGS HELD ON 28<sup>TH</sup> MARCH 2024</b></p> <p>The Minutes of the meeting of 28<sup>th</sup> March 2024 were reviewed, agreed, and signed by the Chairman as a true record of proceedings.</p>	-
<b>2024 04/03</b>	<p style="text-align: center;"><b>MATTERS ARISING</b></p> <p>The Board Actions Update and Agenda Planner dated 19<sup>th</sup> April 2024 was noted.</p> <p><u>HOME IMPROVEMENT COMPLAINTS – 2024/03/04</u></p> <p>The Head of OFT was to prepare a paper for the DEFA Policy &amp; Strategy meeting to canvass support for proposals to increase the small claims limit and the powers of building control officers. Template contracts were also discussed.</p> <p><u>TELECOMS PROVIDERS – 2024/03/14</u></p> <p>An update was given.</p>	-

	<p><u>MEDICINAL CANNABIS AND VETERINARY CHARGES – 2023/11/04</u></p> <p>Papers covering these matters were to be prepared for the next meeting.</p> <p><u>POTENTIAL COMPLAINT TO ESTATED AGENTS TRIBUNAL – 2023/11/10</u></p> <p>The Senior Trading Standards Officer’s paper was being finalised for circulation.</p> <p><u>CARE/NURSING HOME FEES – 2024/03/11</u></p> <p>The ‘What will Care Cost You” Project was expected to provide an update in summer 2024. An undertaking to report back to Tynwald by the Project Team had been given, but without timescale.</p>	
<p><b>2024 04/04</b></p>	<p><b>ISLE OF MAN ENERGY</b></p> <p>Isle of Man Energy had updated its vulnerable customer policy on its website which was compliant with the Vulnerability Order.</p> <p>Billing complaints to the OFT had reduced to a minimum.</p> <p>Mr Murphy raised the issue of rollout of ‘Smart Meters’. This was to be checked with the company.</p> <p>Mr Thomas offered to circulate explanation of Manx Telecom and Isle of Man Energy return calculations.</p>	<p><b>JRP</b></p> <p><b>CT</b></p>

<b>2024 04/05</b>	<b>OFT INDEPENDENCE</b> The Director was to meet staff the following week and give a written update. It was still the aim to complete the review by the end of May 2024.	-
<b>2024 04/06</b>	<b>STAFFING AND SUCCESSION PLANNING</b> The new Ombudsman Services Manager had started work on 15 <sup>th</sup> April 2024 enabling a useful overlap with the retiring postholder.  The Assistant/Trading Standards Officer regrading was with the Office of Human Resources to progress.	
<b>2024 04/07</b>	<b>ESTATE AGENTS BILL</b> This was with the Head of OFT to progress. A response to the Legislative Sub-Committee was to be drafted to be passed to the Chairman. It was queried whether there were any other options to assist in progressing the legislation. It remained a target to revert to the Attorney General's Drafter by mid-May.	<b>JRP</b>
<b>2024 04/08</b>	<b>COMPETITION ACT SECONDARY LEGISLATION CONSULTATION</b> Members had agreed the proposals of the paper dated 5th April 2024 by email. This had followed consultation on the secondary legislation and had resulted in some minor tweaks.  There was discussion about the 3 existing Exclusion Orders retained under the Act. These were to be circulated.	<b>JRP</b>
<b>2024 04/09</b>	<b>NON-RESIDENT TRADER LICENSING</b> If a visiting promoter/trader was selling to festival participants only, then a licence was not required. If there was to be selling to the public, then there was no option but to require a licence. This had been advised to organisers, but would be reiterated in writing.	<b>JRP</b>
<b>2024 04/10</b>	<b>FSOS QUARTERLY STATISTICS</b> The paper dated 18th April 2024 was noted. It was noted that there had been an increase in complaints and an increase in complaints relating to Life Insurance companies. The team was coping with the workload, but response times had been extended to help accommodate. It was useful to highlight any changes or patterns in types of complaints.	-

<p><b>2024 04/11</b></p>	<p><b>EQUALITY QUARTERLY STATISTICS</b></p> <p>The paper dated 18th April 2024 was noted.</p>	<p>-</p>
<p><b>2024 04/12</b></p>	<p><b>FINANCIAL STATEMENT</b></p> <p>The paper dated 18th April 2024 which gave a year-end financial summary acknowledging underspend, was noted.</p>	<p>-</p>
<p><b>2024 04/13</b></p>	<p><b>ANY OTHER URGENT BUSINESS</b></p> <p><u>FUEL LEAK</u></p> <p>Monitoring was ongoing. The problem seemed to have ceased despite the recent very heavy rain.</p> <p><u>BOARD MEETING DATE FOR MAY 2024</u></p> <p>It was agreed to re-schedule the May Board meeting to 24<sup>th</sup> May 2024 at 9.30am</p> <p><u>COMPUTER SECURITY – 2024/03/04</u></p> <p>The Secretary had circulated proposals to replace iPads with laptops which would help with access issues and security concerns. This was to be progressed.</p> <p><u>VAPING PRODUCTS BILL</u></p> <p>Mr Thomas thanked the Head of OFT for the briefing on vaping products.</p> <p>Michelle Haywood MHK had asked for permission to introduce a Private Members Bill to amend the meaning of tobacco products to cover vaping products in age restriction.</p> <p><u>TT FESTIVAL 2024</u></p> <p>The Head of OFT gave a summary of preparations underway. The Pit Lane and can store were licensed and eight Non-Resident Trader Licence applications were being processed.</p>	<p><b>NRT</b></p> <p><b>NRT</b></p>
	<p>The meeting closed at 12:00.</p> <p>Signed _____ T S Glover MHK_____</p> <p>Dated _____24<sup>th</sup> May 2024_____</p> <p>Chairman</p>	