



Douglas
CITY COUNCIL

Corporate Plan 2026 - 2030

Photograph by Peter Killey - Manx Scenes Photography

Introduction

The Corporate Plan 2026–2030 sets out Douglas City Council's mission, priorities and long-term goals. It provides a clear framework to guide our work, support effective planning and ensure we continue to deliver high-quality services for the City.

The plan was developed collaboratively, with input from Council Members and staff across all departments.

It is built around six strategic aims:

1. Building Social Infrastructure
2. Clean, Safe & Sustainable
3. Tackling Housing Need
4. Value for Money
5. Building a Skilled, Engaged and Resilient Workforce
6. A Democracy Fit for the Future

Each aim is supported by clear objectives that address current needs while planning ahead. Together, they give staff a shared direction and a consistent approach to designing, delivering and improving services.

This is a living document, intended to be used actively. Staff are encouraged to use it to inform service planning, guide decisions, prioritise resources and clarify expectations. By aligning our day-to-day work with these priorities, we can make a real difference for the City.

Together, we can build a thriving City by delivering services of which we can all be proud.



Foreword by the Leader of the Council

Our corporate plan aims to build a city that works for everyone who lives here. It is driven by our core principles: transparency, integrity, accountability, and leadership. We are pushing to not only build a city, but also a community that is resilient and prosperous.

We are extremely proud of that fact that Douglas is one of the safest and cleanest capital cities in the world, and we want to keep it that way by investing further in improved shared spaces, environmental protection and our partnerships with the constabulary.

We are on the front lines of tackling housing need, by building best-in-class social housing and by advocating for a housing that works for all. We will continue our work to ensure that safe, affordable and well-maintained housing as a human right is guaranteed for those who need it.

Douglas City Council is investing heavily into the social infrastructure of libraries, parks and events that make our city a place that anyone would be proud to call home.

We ultimately serve the public, which is why we aim to provide all of this with maximum efficiency and value for money.

Every member of staff will use this Corporate Plan as a compass, helping us prioritise, align our services, innovate with purpose, and work collaboratively towards shared building our shared community. Together, we will ensure Douglas continues to thrive.



Councillor Devon Watson
Leader of the Council



Principles

Transparency

The Council will act openly and transparently throughout the conduct of its business.

Integrity

The Council will conduct its business fairly and impartially.

Accountability

The Council will be accountable to Douglas ratepayers for actions taken by it or on its behalf.

Leadership

The Council will lead by example.



1. Building Social Infrastructure

Build and strengthen an engaged, connected and supportive community by investing in facilities, services and events.

1.1

Invest in parks and open spaces, recreation and community facilities.

1.2

Deliver a quality library service which promotes literacy and reading at its core whilst making best use of the resources available.

1.3

Support the City's economy by delivering a vibrant and attractive city centre for everyone.

1.4

Provide opportunities for residents and visitors to engage in sport, leisure, culture and social networks through active participation with local businesses, community groups, civic and religious organisations and charities.

1.5

Create modern and sustainable neighbourhoods that meet the wider needs of the people who live in them and use them.

1.6

Explore mechanisms whereby the Council can expand its commercial portfolio with a view to improving social infrastructure.



Art sketch of proposed Loch Promenade Garden no. 5



Noble's Park Fun Day Event



Douglas City Library



2. Clean, Safe & Sustainable

Keep Douglas one of the safest, cleanest and most sustainable capital cities in the world.

2.1
Meet all requirements of the Climate Change Act 2021 and deliver on the Council's Net Zero Action Plan.

2.2
Support and protect the biodiversity of all Council-owned land.

2.3
Ensure Douglas byelaws are modernized to protect residents from nuisances and detriment, and the Council uses primary and secondary legislation effectively and with empathy.

2.4
Make environmental protection and preservation a primary consideration in all projects and purchases.

2.5
Maintain community facilities and all Council assets so they are clean, safe and accessible for people to use.

2.6
Foster partnerships with the Isle of Man Constabulary, Central Government, local businesses and residents to keep everyone in Douglas safe, and safe from crime.

2.7
Encourage and support Douglas residents to rethink, refuse, reduce, reuse, repair, repurpose and recycle.

2.8
Ensure high standards of cleanliness by investing in equipment and training to keep Douglas clean and healthy for everyone's benefit.

2.9
Build relationships with the community and stakeholders through education, partnerships and public engagement.

2.10
Lobby the Government to introduce measures to reduce the number of long term vacant or zero-rated properties in the City.



Wildflowers at Spring Valley



3. Tackling the Housing Need

Provide quality, affordable and efficient homes for people in housing need.

3.1
Deliver new homes and ensure the effective maintenance, management and improvement of existing housing stock.

3.2
Provide best-in-class service to our tenants, and maintain open, two-way communication by actively listening to and keeping them informed.

3.3
Build strong communities by creating well-designed, safe, thriving neighbourhoods with good access to local amenities that support wellbeing and quality of life.

3.4
Accelerate the delivery of affordable housing and improve tenant services through innovative partnerships with the private sector, third sector and Government.

3.5
Represent our ratepayers by having an active voice in the development of planning and housing policy to help the Island to tackle the national housing crisis.



James Brown Apartments,
Willaston



4. Value for Money

Ensure the Council protects and uses its assets and resources, alongside income generated from the rates and other sources, as effectively as possible.

4.1
Explore the potential for additional revenue streams and explore cost saving measures by improving effectiveness and in-sourcing where feasible.

4.2
Deliver a modern, effective, and affordable portfolio of Council assets through improved asset management systems and processes.

4.3
Produce strategies, masterplans and/or management plans for all major Council assets and services.

4.4
Ensure the Council's resources are deployed as efficiently as possible.



5. Building a Skilled, Engaged and Resilient Workforce

For the Council to be an employer of choice, empowering employees to perform to the highest standards.

5.1
Develop an effective recruitment, retention, staff development and succession strategy to ensure the Council has the right people in the right roles.

5.2
Strengthen employee resilience through a structured policy framework and targeted wellbeing initiatives.

5.3
Maximise employee effectiveness through training, career and professional development.

5.4
Create and maintain a healthy workplace culture that fosters engagement and motivation.

5.5
Administration of the Isle of Man Local Government Superannuation scheme for the benefit of all Isle of Man local authority employees.



6. A democracy fit for the Future

A modern City council.

6.1

Modernise internal democratic procedures and practices to support effective decision-making, transparency and public engagement.

6.2

Ensure Councillors are supported to be as effective as possible.

6.3

Actively engage with the public and the media to promote Council goals and achievements and present the Council positively and constructively.

6.4

Support long term growth of the economy and the community.

6.5

Play an active role in the alleviation of poverty in Douglas.

6.6

Ensure Douglas is inclusive and welcoming to all visitors, workers and residents.

6.7

Ensure the Council, its assets, its heritage and its resources, are protected and managed in the best interests of Douglas ratepayers.



Douglas City Hall

