

# CENTRAL REGISTRY ISLE OF MAN



## Business Plan 2024-2028



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# Minister's Foreword

**Hon Tim Johnston MHK**

Minister for Enterprise



As Minister for the Central Registry's sponsoring Department I welcome this Plan.

It is hard to overestimate the critical role the Central Registry plays in the functioning of our entire community. The work of the Central Registry underpins the Island's economy and its international reputation as a well-run international business centre. Without it, the Island's economy - worth more than £5bn - could not operate.

The functions it performs are fundamental to the operation of a modern economy and a transparent government. The records it creates and maintains provide the foundation for an individuals or businesses' identity; they provide confidence in landownership, and transparency of key government decisions.

In addition, it generates a gross income of close to £14 million, making a huge contribution to the provision of services by the Isle of Man Government and benefitting the entire community.

The Central Registry has already made significant progress with the records and information it maintains. Never before has the information maintained by the Central Registry been more accessible, up to date or more accurate.

This document builds on those successes, setting the Central Registry's vision and mission statements and expanding on how it will apply Our Island Plan to its areas operations, setting out in more detail the key themes and strategic goals for the Central Registry.

# Registrar General's Introduction

## Ed Clague

Registrar General  
Isle of Man Central Registry



I am pleased to present the Central Registry's Business Plan 2024-2028.

We are clear in our ambitions to ensure the registers and records under our care are accurate, timely and appropriately accessible. Data and information maintained by the Central Registry is fundamental to decision making for both government and its citizens. Further afield it demonstrates that the Island is well managed, creating an essential foundation for strong international relations.

The next four years are pivotal for the Central Registry. Its core responsibility will continue to be the delivery of its statutory obligations, however the way we do this will change significantly. We have already delivered a significant amount of technological change, but this needs to go further. How we interact with our customers will also change significantly as we increasingly seek to deliver our services digitally.

It is essential that the legislation driving the Central Registry is reviewed and updated. Some aspects of our modernisation ambitions will be reliant upon changes to primary and or secondary legislation. Nevertheless, there is still much we can progress ahead of changes to legislation.

The Central Registry has a proven record of accomplishment for delivering change. It has recently implemented and continues to develop the Database of Beneficial Ownership of Companies, implemented a new Digital Archive, and is increasingly making the data that it maintains accessible in new customer focused formats.

I am proud of the commitment and dedication of the Central Registry team that has enabled these changes to happen. It is a significant challenge balancing business-as-usual activities and engaging in improvement and modernisation projects. The Central Registry faces significant challenges in performing its wide range of statutory obligations, and at the same time reviewing and modernising the legislation and technology it relies upon. The Central Registry team is the centre of its operation and we must ensure that it has sufficient capacity and capability to deliver the changes required.

Finally, our Business Plan will be updated on an annual basis. Each annual review will also offer us an opportunity to reflect on the level of ambition within our plans, and of course correct where we see opportunities to progress transformation quicker or differently.



# About Us

## Our Mission

To support and assist Isle of Man's business and civil community to deliver a diverse economy, and support a great community by providing the best possible public service and maintaining quality registers and records which are secure, trusted, accurate, timely, and accessible in compliance with legislation.

## Our Vision

- Our information is increasingly relied upon by our customers to support their decisions and to perform their duties;
- Our customers find it easy and straightforward to interact and do business with us;
- Our services are increasingly delivered digitally;
- We lay the foundations for digital identity.

## Our Values

### Trust

Our registers, records and data inspire trust and confidence. We assist the Island to maintain its high reputational standards

### Value

Our records are national assets. We maximise the value of our registers and information to the benefit of the Isle of Man's economy and society

### Combat Economic Crime

We combat economic crime through active analysis and working with regulators and law enforcement

### Listen

We listen to our customers and are responsive to their needs

### People

We promote professional practice in everything we do. Our culture enables our people to develop and deliver

### Constant Improvement

We deliver value through efficient use of resources

### Accountable

We act within our legislation

The Registrar General is statutorily responsible for the Office of the Government known as the Central Registry. The Registrar General holds statutory obligations under several Acts of Tynwald including those relating to civil, companies, deeds and probate, and land registration as well as the Public Record Office - the National Archive of the Isle of Man Government and other public bodies.

Details of legislation affecting the Central Registry are set out in the Appendix.

Our records include:

- Vital Life events – births, deaths, marriages, civil partnerships, adoptions, gender recognition, parental orders;
- Titles of registered land, together with original deeds and documents lodged in support of applications for registration;
- Companies and other legal entities such as foundations, limited partnerships, businesses, credit unions, foreign companies, industrial and building societies;
- The Isle of Man Database of Beneficial Ownership;
- Original Deeds and Wills, testamentary papers, and other records recorded or enrolled in accordance with the Registration of Deeds Act 1961;
- Government records of historic and cultural importance maintained by the Public Record Office;
- Registered legal practitioners;
- Trade unions and employers' associations;
- Register of political parties and details of House of Keys candidates' election donations and expenses.

We are also the responsible authority for the approval of companies and business names and the appeal body for .IM internet domain names.

## **Key Challenges**

### **Pace of change**

Internationally, business registries are moving towards being a fully verified source of corporate information, extending beyond Beneficial Ownership data. This is a significant change for business registries, having previously been registers of trust. The UK Government continues to press for greater transparency of corporate information, and the three Crown Dependencies have made commitments to this effect.

### **Staffing structure and resources**

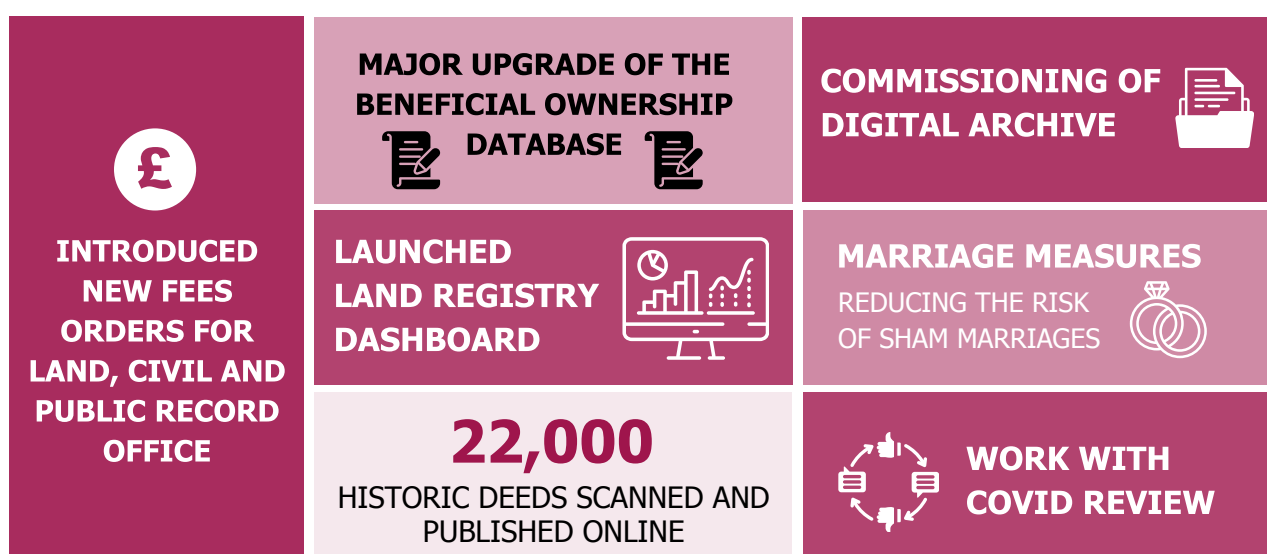
The existing staff structure, and staffing resources available, in the Central Registry presents clear issues and risks in terms of both business continuity planning and the Registry's ability to modernise and improve its services.

More resources are needed to support policy and business change across all areas of the Central Registry's operations to fully realise the benefits of better use of technology, and to bring forward new legislation that will enable the Registry, and ultimately the Isle of Man Government, to evolve and keep track with best UK and international standards.

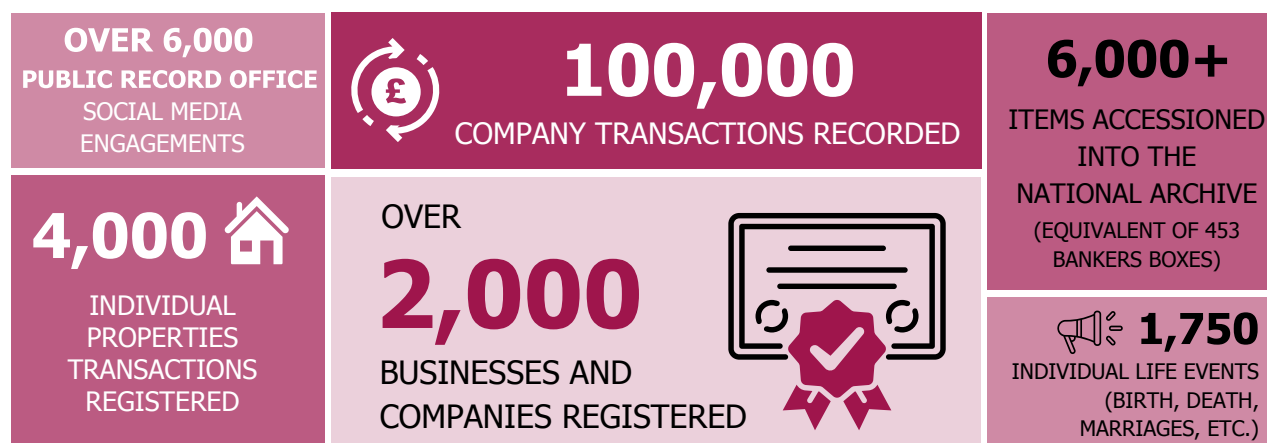
# What we do

The Central Registry is a busy operational focused area of Government. In 2024 we estimate the Central Registry will register more than 3,000 individual life events, incorporate more than 2,000 companies, process circa 100,000 other company transactions, register more than 4,000 individual properties transactions and accession more than 7,600 items into the National Archive.

## Achievements in the last 12 months



## Ongoing examples of workload





# Finance 2024-2025

Description	Income & Expenditure
<b>Income (fees and duties)</b>	£16,037,940
<b>Salaries</b>	-£1,905,415
<b>Infrastructure expenses</b>	-£146,501
<b>Suppliers and services</b>	-£295,650
<b>Total net contribution</b>	<b>£13,690,374</b>



# Summary of functions

## Civil Registration

Civil Registration is a basic and fundamental government responsibility that provides the foundation of an individual's legal identity. It is the system by which government records vital life events (births, adoptions, deaths and marriages as examples) of its citizens and residents. The primary purpose of civil registration is to create a legal document (a certificate of registration) which can be used to establish and protect the rights of individuals.

The civil registration process must also be capable of generating complete and accurate registration data to bodies charged with generating statistical data, which in turn may be used to define policy and strategy in other areas. Such bodies include Public Health, Economic Affairs and Manx Care.

In addition, we are witnessing greater interest in our records from family history researchers who demand greater access to our services and access to certificates.

The majority of civil registrations are carried out in the Douglas Civil Registry Office. Registrations are also carried out in commissioners' offices in Ramsey, Peel and Castletown, and numerous places of worship across the Island – the registrars in the respective commissioners' and clergy in turn forward details of the registrations to staff in the Central Registry in Douglas who collate the information and enter the details onto the central database.

## Companies Registration

The Companies Registry is responsible for incorporating and dissolving companies, maintaining company information and making this information available publicly. As of February 2024, we maintained details of over 33,000 live registrations, over 25,000 of which are corporate bodies and 150,000 dissolved registrations. Altogether, we process more than 100,000 company transactions per year.

New powers enable The Registry to oversee compliance with legislation and make enquiries in order to independently verify the information submitted for inclusion across the registers, including Beneficial Ownership information,

helping to support the Island's economy, assisting companies to thrive, as well as tackling economic crime.

Whilst the wider economic and political environment in which we operate continues to be challenging, at the same time it presents new and potentially exciting opportunities, such as the introduction of digital signatures, certificates and online forms. To help realise these, investment in legislative & IT system changes will be required.

## Land and Deeds Registration

The Land Registry replaces the historical system of examination of deeds to deduce ownership of land. Since the implementation of all-Island land registration in December 2009, the Land Registry has registered all transactions relating to unregistered land.

More than 50% of property transactions recorded in the Central Registry now relate to properties which have already been registered in the Land Registry at least once. Nevertheless there remains a significant amount of government land, farm land, and properties which have not changed ownership since 2009 and it will be many decades before all Island registration is achieved.

The Deeds Registry is still operative for the registration of deeds in relation to unregistered land or other matters such as deed poll change of name. Wills and other testamentary documents are also deposited in the Probate Registry, following the issue of a Grant of Probate from the High Court. Both the Deeds Registry and the Probate Registry hold original paper documents, the Central Registry being responsible for their safekeeping but also providing public access to the records. Details of all deeds, and grants of probate issued since 1940, can be searched online.

## Public Record Office

The Isle of Man Public Record Office preserves our national archives collections. Archives play an important role in a modern and democratic society. They preserve evidence of our Government's decisions and actions, enhancing transparency and accountability in public services. They protect the rights of citizens and Island residents, through the preservation of vital records relating to property and life events. They promote education and life-long learning, allowing historians, researchers and the general public to engage with documentary evidence of their Island's history and culture.

The Record Office team work actively across Isle of Man Government public bodies to ensure records of long term historic value are identified and transferred to become part of the national archives. The Record Office reading room and enquiry services provide public access to these historic collections. The Island's heritage stories are brought to life through exhibitions, tours and social media. Cataloguing, conservation and preservation activities behind the scenes ensure our national archive collections are well cared for and survive for current and future generations to enjoy.



## Political Parties and House of Keys Candidates' Elections Expenses and Donations

Under the Elections (Keys and Local Authorities) Act 2020 the Electoral Registration Officer must file applications to register as a political party with the Central Registry. Thereafter every political party must, within six months of the end of each accounting year, file their accounts for that year in the Central Registry together with the report of the auditor or examiner.

Following a General Election the Electoral Registration Officer must also file with the Central Registry all candidates' written declaration of donations and expenses. Information filed with the Central Registry under this act is available for public inspection.

## Other Registers & Internet Domain Names

The Registrar General also maintains registers of:

- Trade unions and of employers' associations
- Legal Practitioners

The Central Registry is the designated body for adjudicating in internet name disputes.

Since taking on this role in 2017, the Registry has dealt with over 500 referrals under the .IM Rules, ranging from requests for approval to remove .im domains identified as phishing sites, approval requests for .im domains containing referred or restricted words and complaints raised under the Dispute Resolution Process.









# Change

The next section sets out our operational refinements, digital and legislative ambitions.

Legislative reform and significant IT investment will be required to deliver many of the goals and objectives laid out in our plan. Without these, we will be unable to ensure that the change required covers the breadth of Central Registry activity.

## Operational refinements and ongoing additional activities

### Staff Structure

The Central Registry is sufficiently resourced for the delivery of its day-to-day operations, but historically lacked resources, both staff and financial, to drive and implement change - in relation to both IT systems and policy & legislation. Currently only the Digital Archive project has a specific Business Change budget allocated.

The Central Registry is working with the Office of Human Resources to review and identify improvement to the working structure of the Central Registry.

A high number of the business processes and procedures followed in the Registry need to be reviewed simply to ensure they are still fit for purpose and comply with legislation. Rather than carrying out an exercise to simply review though, the Registry will instead seek to modernise and improve the processes and procedures and in doing so will put the customer needs at the centre of any new practices.





## Data Quality

The information we hold and maintain is a national asset. We will continue our efforts to ensure it is accurate and up-to-date.

- **Civil registrations** - As well as recording life events in his own capacity, the Registrar General is responsible for collating and maintaining registrations performed by three local authorities (Ramsey, Peel and Castletown commissioners) and almost 100 places of worship in the Island. Action is required to ensure that there is an adequate level of oversight of these bodies to ensure that registrations are performed consistently and accurately, in compliance with legislation, and an adequate level of support and training is available to those performing such registrations.
- **Corporate information** – Recent legislative changes have provided the Central Registry with greater powers to challenge corporate information presented to it. Companies Registry appointed a Data Assurance Officer in November 2021, following the introduction of the Beneficial Ownership (Amendment) Act 2021, and we are establishing closer links with regulators and law enforcement agencies to drive compliance and improve data quality. There remains firm and consistent pressure to move toward independently verified registers. Where companies remain in default with statutory filings the Registry will actively seek to remove such companies from the Register, or seek other legal remedies.
- **Public Record Office** - We will continue to improve collections management and care through the use of benchmarking frameworks, such as Archives Accreditation Standard (UK National Archives) and benchmarks in collections care (National Conservation Service).
- **Covid Review** – The Public Record Office worked closely with the Tynwald appointed Independent Review Team to ensure it was able to perform its function and ensure records of national importance are identified and transferred to the PRO for permanent preservation.
- **Transparency of data** - The Registry has made significant progress in exposing land registration data via the Power-BI application. We will continue to build upon this platform to expose further land registration and corporate registration data.
- **Provisional Mapping Update Exercise** - The Land Registry is reviewing and updating land titles where the holding in each case has been identified by reference to a development or building plan, the mapping being referred to as 'provisional'. The exercise will cover approximately 3,000 titles, all of which will need amending so that the holding is identified by reference to an official map prepared pursuant to the Isle of Man Survey Act 1991.



## Digital Priorities

Information sits at the core of the Central Registry's business. Running across almost everything we seek to achieve will be the greater and better use of digital services.

Reliable technology that enables information to be gathered and accessed in an efficient, accurate and timely manner is fundamental to its operation. The following are key areas the Registry will focus on.

## Digital Archive

Traditionally, records have been in hard-copy formats, predominantly paper. These have been preserved physically at the Record Office and made available for the public to view in a reading room.

Changes in technology mean that the majority of business is now conducted digitally. The majority of public records created now and in the future are in digital formats. The digital archive project is in the process of establishing the strategy, systems, processes and capacity within the PRO that will allow selection, preservation and access to digital public records in accordance with the Public Records Act. The project has been given increased significance because of the Independent Covid Review and the urgent requirement to have a suitable archive solution in place to store and preserve this data.

The PRO has selected Preservica for its digital archive solution. We will complete this project by May 2024.

The Public Record Office cataloguing and archive management software, Axiell CALM, is based on dated technology and is nearing end of life. We expect that this system will require replacement within the next five years as the manufacturer ceases support for the product. At present, no suitable alternative has been identified; however, this software is widely used across the UK archive sector and we anticipate that the market will improve as many archive services seek an alternative product.





### **Civil Registrations**

Funding is required to replace dated and entirely inadequate processes for civil registration. The civil registration process is currently very heavily paper-based with only a rudimentary IT database in place. Funding has been awarded from the Treasury's Project Development Fund to explore initial feasibility and development work associated with a capital bid. The absence of a credible IT solution creates a number of risks for civil registrations.

### **Probate Registry**

The Central Registry is currently working with the Courts to improve the process and transparency in relation to non-contentious probate business. This will require some IT system changes however the longer-term financial benefits and improvements to the customer experience will outweigh the short-term costs.





## Companies Registration & Beneficial Ownership Database

The Companies Registry Database (COREGSIS) is a bespoke system commissioned in 2015. Further investment was made in the system in 2016/17 following the introduction of the Beneficial Ownership Act 2017, and again in 2022 following a political commitment to deliver an independently verified public register of beneficial ownership of companies.

The system would benefit from a number of high priority business improvements, in particular online functionality which would allow companies to submit information electronically rather than via manual forms. These changes would improve customer service, the accuracy of the register, and reduce operational costs. The delivery of a Public Register of Beneficial Ownership relies on the Companies Registry system, upon which it is built, being as effective and efficient as possible. In the medium to long term, costs associated with business improvements would be balanced against efficiencies which will occur with a significant reduction of manual filings. The changes will also benefit the business community by reducing the administrative burden associated with company filings.

Improvements identified include (but are not restricted to):

- Digital ID, the ability for the Registry to authenticate users of the system;
- Independent verification of existing data and the creation of a unique person record;
- Online incorporations;
- Online submission of annual returns;
- Ability for users to create and maintain other company records online;
- Track company activity;
- Options to receive correspondence electronically/via text;
- Digital Certificates;
- Collection of fees for online services;
- Introduction of an API for public access to company data; and
- Improved Management information (automated reports and query tools).

There is also a requirement to keep pace with UK and international developments to ensure the Registry's services remain competitive and that the Isle of Man is compliant with international best practice. The Registrar General will make an application to the Project Development Fund to explore initial feasibility and development work associated with a capital project to replace the system.



### **Land & Deeds System**

Land & Deeds – The system is now 5 years old. We are reviewing requirements in light of operations and developing a route map with the suppliers (MBS & Esri) for its future development. Further investigation and work on being able to accept electronic and/or digital information is required which, providing it can work for our customers, will remove or significantly reduce the amount of paper documents being physically accepted and stored in the Deeds and Land Registries.

# Legislative Priorities

Legislation sits at the core of all the Central Registry's operations. We must ensure legislation remains up-to-date and reflects social and economic needs, both locally and internationally.

## **Implement recommendations of Constitutional and Legal Affairs and Justice Committee report on adverse possession including Standing Committee on Adverse possession.**

The Registry has recently concluded a public consultation to cover a number of recommendations made by this standing committee. These encompass changes to the law relating to adverse possession, increasing the triggers for registration of land on the Island and potential changes to how land disputes are handled.

## **Companies Legislation**

The Isle of Man, like the other Crown Dependencies, continues to receive a high degree of scrutiny from the UK government and further afield.

The Registry will consider measures to promote even greater trust in the information it maintains and improve its accuracy and timeliness.

There is a global trend for corporate registers to be more transparent and for information contained within the registers to be verified. The recent Diagnostic Report of December 2022 performed by Financial Transparency Advisors' made several recommendations in relation to the routine verification of information, greater data sharing, and the potential for new, or expansion of the current, registers.

Any substantial changes to companies legislation will require significant engagement with policy makers, regulators and the industry to establish a common vision for the future. This will be a substantial but necessary undertaking if the Registry is to remain fit for purpose in the future and continue to make a valuable contribution to the Island's business environment and the fight against economic crime.



## **Review - Civil Legislation and Regulations**

Civil Registration is heavily governed by legislation – 6 Acts and over 15 pieces of secondary legislation apply. Modernisation of civil registration legislation is imperative to moving this part of the Central Registry forward.

Isle of Man legislation dates from as far back as the 1980s. Whereas some legislation has been updated - notably for same-sex marriages and opposite sex civil partnerships – updates have been reactive and uncoordinated. Civil registration legislation has not kept pace with the 21st Century and it is increasingly showing its age and limitations. New legislation should not be controversial, but it will be substantial and complex.

The Attorney General's Chambers has undertaken a thematic review of the current legislation. Based on this review, the Registry intends to have instructions prepared in 2024, with the target of having instructions for the drafters early in 2025.

## **Public Records Act 1999**

Tynwald has approved a motion in July 2023 concerning changes to the closure periods for public records and for Council of Ministers proceedings to maximise transparency and accessibility. Amendments to the Public Records Act 1999 are required to implement this motion.

The Public Record Act 1999 also requires a number of clarifications to ensure it is consistent with modern information legislation such as the Freedom of Information Act 2015 and the Data Protection Act 2018 (including EU GDPR legislation).

When reviewing the legislation, the opportunity should also be taken to consider, in the light of operation, if the obligations of government bodies should be clarified and/or if the powers of the Registrar General and Public Record Officers are appropriate.

## **Legal Practitioners Registration Act 1986**

Amendments will be made to the Legal Practitioners Registration Act 1986, to make clear the legislative policy in relation to public access to the Register.



### **Adoption Act**

Changes to the Adoption Act will require the Registrar General to establish and maintain a contacts register which is intended to enable parents and adopted children to make contact, should both parties desire it.

Robust controls will be required to maintain the confidentiality of individuals identified on the registers. Various pieces of Secondary legislation will also be required to be brought forward.

### **Same Sex Parentage Bill/ Human Fertilisation & Embryology Bill**

A Private Members Bill promoted by Mrs August-Hanson MLC is intended to recognise same-sex parents as parents. This is not a simply civil registration issue. It goes to the whole issue of what parentage is, legally and medically. Parents named on the birth certificate have parental responsibility of the child. The concepts/ definitions of a parent are defined in the Children and Young Persons Act 2001.

### **Fees**

Company fees have not been updated since 2014. These require updating to at least reflect increases in inflation.

We will also undertake a review of the new fees introduced to the Land and Deeds Registries during 2024.

# Other Initiatives

## National Archive Site

The Public Record Office and Manx National Heritage have signed a Memorandum of Understanding to jointly explore options for a new and combined National Archive Building. The Public Record Office has statutory obligations for preserving Public and National Records. The current facilities are increasingly inadequate and expensive to operate. A new facility is urgently required. To source land, commission and build such a facility will have a minimum five years lead in time. Preliminary scoping work has been undertaken and a business case is expected to come forward later this year.

## Urgent Maintenance at the Public Records Office Unit 40/40A

Preservation of our national archive collections requires carefully controlled temperature, humidity and protection from hazards such as pests and water. The Public Record Office's air conditioning system in its archive store at Unit 40/40A Spring Valley store is 20 years old, and despite substantial attempts to repair it, is now considered end-of-life. This is resulting in high humidity in the archive store and the archive collections are at high risk of an extensive mould outbreak. Air tightness issues and structural defects in the building are increasing the humidity issues, and also allowing pests and water ingress to the store.

£150,000 was awarded to the PRO in the 2023/24 budget to replace its air conditioning unit and undertake air tightness work at Unit 40/40A Spring Valley. We will work with our partners at the Department of Infrastructure to undertake the necessary works.

## Better Use of Registries Buildings

The provision of more digital services has significantly reduced the amount of physical footfall in the Registries Building and visitors to our counters. We will review the layout of the Registries Building to ensure the best customer service to those remaining customers in person as well as optimising office space and working conditions.

## Working Across Government

### Financial Crime Effectiveness Group (FCER)

The Registrar General is a member of the FCEG and is responsible for implementing the 11 recommendations set out in the Financial Transparency Advisors' Diagnostic Report of December 2022, which set out measures to be addressed in advance of any future MoneyVal assessment.

### Working Across Borders

- Europeans Business Registers Association and Beneficial Ownership working group
- Five Land Registries group
- Five Land Registries Fraud Group
- Common law jurisdictions companies registries group
- Land Registry User Group
- Local Authority Registration and Coroner Services Association

# Appendix

## Primary legislation setting out statutory functions of the Registrar General and Central Registry

Central Registry Act 2018

### **Companies and other legal entities**

Beneficial Ownership Act 2017

Collective Investment Schemes Act 2008

Companies (Transfer of Domicile) Act 1998

Companies Act 1931

Companies Act 1961

Companies Act 1968

Companies Act 1974

Companies Act 1982

Companies Act 1982

Companies Act 1986

Companies Act 1992

Companies Act 2006

Company and Business Names etc Act 2012

Company Officers Disqualification Act 2009

Credit Union Act 1993

Foreign Companies Act 2014

Foundations Act 2011

Incorporated Cell Companies Act 2010

Industrial & Building Societies Act 1892

Industrial & Building Societies Act 1979

Industrial & Building Societies Amendment Act 1928

Industrial & Building Societies (amendment) Act 1955

Industrial & Building Societies Act 1953

Limited Liability Companies Act 1996

Partnership Act 1909

Protected Cell Companies Act 2004

Registration of Business Names (Amendment) Act 2020

Registration of Business Names Act 1918

Registration of Business Names Act 1918 and 1954

Single Member companies Act 1993

The Companies (winding-Up) rules 1934

### **Political Parties and elections**

Elections (Keys & Local Authorities) Act 2020

### **Land and Deeds Registries**

Land Registration Act 1982

Registration of Deeds Act 1961

Administration of Estates 1990

Partition Act 1931

Customary Laws Act 1577

### **Public Record Office**

Public Records Act 1999

### **Civil registration**

Civil Registration Act 1984

Civil Partnership Act 2011

Marriage Act 1984

Legitimacy Act 1985

Adoption Act 1984

Gender Recognition Act 2009

Legal Practitioners Registration Act 1986

Trade Unions Act 1991



# CENTRAL REGISTRY ISLE OF MAN



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**Isle of Man  
Government**

*Reiltys Ellan Vannin*