

The minutes of a General Members Meeting held on the 2<sup>nd</sup> October 2007 at the Burnside Hotel, Bowness-on-Windermere, commencing at 6:30pm.

**Present:**

Eve Blatchley	Hon Member	Adrian Faulkner	AGF Business Services Ltd
Barry Butler	Butler Thomson	Bill Johnson	
Naomi Darbishire	McClures Ltd	Mike Nicholson	Seafarers Fish & Chips

Also in attendance: Tom Bell – Business Link NorthWest

**Apologies:**

Tony & Liz Blaney	Fairfield Guest House	Jo Harris	Windermere Wines
Liz Chamberlain	Things	Chris Johnson	
Simon Everett	Simon Everett Opticians	Carol Scott	Things
Tim Farron	MP	Penny Seeds	Manucha
Deborah Hampsey	Monties		

**Opening Remarks:**

Barry Butler welcomed all those present. He then went onto introduce Tom Bell, the Relationship Manager – Cumbria of Business Link NorthWest.

**Tom Bell:** Tom outlined his role within Cumbria as Relationship Manager for Business Link NorthWest which was an “off shoot” of the DTI. It was there to provide impartial expert support to businesses. This is achieved by offering a complete resource incorporating a business support and information service to help businesses find the right solutions. He pointed out that a lot of good had come from the past advisors.

As of the beginning of this year Business Link NorthWest is based in Preston. They had become leaner than in the past by stripping away ‘back office’ staff costs and giving greater ‘value added’ to the service. Within Cumbria there were more advisors than ever before together with more client facing. The telephone service was offering an additional 30 hours opening time (Monday to Friday – 8am to 8pm; Saturday & Sunday – 8am to 2pm).

Tom went onto suggest that any businesses who provide business services may wish to ‘register’ their intentions on the Business Link website at [www.businesslinknw.co.uk](http://www.businesslinknw.co.uk)

**Brokerage Service:** Tom then went onto outline this service. This is a service where the advisors work with businesses to find what their needs are and find a solution to those needs. This follows a simple format:

Problem → Engage Advisor → Broker → Diagnose → Solutions → Session Planning → Implementation

This is a **free** service.

**Skills Brokers:** This is based on the idea of “Train to Gain.” If a business has staff that need ‘up skilling’ then Business Link will fund up to 50% of the costs for the relevant NVQ, up to level 2.

At the conclusion of the presentation Tom answered a number of questions and was then thanked by the Chair for a very informative and enlightening talk.

**Minutes:**

The minutes of the meeting's held on the 2<sup>nd</sup> October 2007 were accepted as being a true record after the following amendments:

1. An amendment to the spelling of an attendee's name.

### Matters Arising not covered by the Agenda:

The Secretary informed the meeting that he had written to the LDNPA regarding the large poster on the end of the Old England Hotel and asking the LDNPA to have it removed as it was in contravention of the 'advertising' specifications within a Conservation Area.

The Secretary reported to the meeting that he had emailed and written to Cumbria Highways, LDNPA and the Chair of the CCC Local Committee regarding the "sub-standard" size and positioning of the Loading Bay at the Royal, Bowness.

### Correspondence:

The Secretary reported that other than what had been put on the website there was no further correspondence.

### Reports:

#### **South Lakes Development Trust:**

Bill Johnson (the Chambers representative) requested that the Secretary contact SLDT in order to ascertain the Chambers status as he had not received anything from them other than the Minutes of a recent Board Meeting since the AGM. This Secretary agreed to do.

#### **Membership Secretaries:**

The Membership Secretaries reported that there was nothing to report.

#### **Winter Lights:**

Penny Seeds sent in a note to say that a letter was being sent out to the 141 businesses listed in Bowness asking for a contribution to this years' Winter Lights Fund. Penny pointed out that last year only 40 businesses contributed, that's barely 30%!

A question was raised as to who was looking after the traces in St. Martins Churchyard and those in the fir trees by the Pinfold Car Park, Bowness. It was also asked that the bulbs on the traces in the eaves of the shops along Crag Brow be replaced before the November switch on. This request would go with the donation made by the Chamber of Trade. See below.

The Chamber of Trade had received a request from the Windermere & Bowness Winter Lights Group for a donation towards the lights. The Treasurer produced an Income & Expenditure Account showing the Chamber was in a healthy financial position. It was agreed by those to make a donation of £1,000 to the Winter Light Group on the understanding that this in no way created a precedent for the future and that the request above be given careful and serious consideration.

Any member who wishes to receive a copy of the financial report, please contact the Treasurer.

#### **Crescent Road Traffic Problems:**

The Secretary reported that he had received a numbers of comments from members regarding Crescent Road. The meeting also added a number of other concerns to the list. These were to be passed onto those concerned.

#### **Website Update:**

The Secretary, in his capacity as the 'webmaster' reported that there had been a number of new additions to the Chambers' website within the last month. He also reported that there had been over 2,600 'hit' on the Chambers website during the month of September. This was very encouraging for the Chambers membership. He reported that he would get more detailed information regarding these statistics.

#### Any Other Business:

M Nicholson (Seafarers) raised the question of inadequate lighting along Rayrigg Road, especially in the vicinity of the Old Laundry Theatre and Rayrigg Road Car Park. The meeting agreed that the Secretary should write to County Highways expressing the Chambers concerns and asking them to look into the situation.

Eve Blatchley brought to the attention of the meeting that 2008 would be the 10<sup>th</sup> Anniversary of the Town Twinning with Diessen am Ammersee in Germany. The proposed dates for the celebrations would be 10 May to the 14 May 2008. She asked the meeting for any ideas on how to celebrate the occasion.

**Secretary's Note:** Any ideas to the Secretary please.

The Secretary reported he had represented the Chamber of Trade at the "unveiling" of the Royal Development in Bowness.

The Chair reported he had represented the Chamber of Trade at the opening of the new restaurant at the Hideaway Hotel, Windermere.

Dates of Future Meetings:

**2007**

6<sup>th</sup> November

11<sup>th</sup> December – **AGM** and Christmas Get Together

**2008**

8<sup>th</sup> January – Dave McGowan, LDNPA (TBC)

5<sup>th</sup> February

4<sup>th</sup> March

Adrian G Faulkner - Secretary, Windermere & Bowness Chamber of Trade.  
DMS. MCMI., CLP.