

Minutes of a General Members Meeting held on **4th February 2020** in the Romney Snug Bar, Burnside Hotel, Kendal Road, Bowness on Windermere commencing at 7pm.

Members Present

Adrian G Faulkner (AGF Bus. Services Ltd)
Barry Butler (Michael Holden Chartered Surveyors)
Scott Keenan (Keen & Able)

Alex Kirby (Oakhill Veterinary Practice)
Bonnie McNab (ClearLakes Ltd)
Alison Tordoff (Fidget Design)

Windermere Town Council

Cllr. John Saunders (Mayor of Windermere)

Guests

Dave Almond (National Trust)
Linda Aylmore (LA Consulting Ltd)
Ffion Beavis (University of Cumbria Graduates)
Helen Belshaw (Just H Design)
Jenny Clayton (ADL Architects Ltd)
Chris Coates (Pink Square Media, Barrow)
Sharron Coates (Lake District Radio)
Naz Craig (Bownessie)
Alistair Fletcher (ADL Architects Ltd)
David Fletcher (ADL Architects Ltd)
Janice Fletcher (ADL Architects Ltd)
Olivia Hartley (Boaters Bar)
Jay Jay Hibbs

Jim Hutchinson
Joseppi (Urban Food)
Sarika Jhawar (ADL Architects Ltd)
A. Love
Louise Mercer (University of Cumbria Graduates)
Sophia Newton (FLOCK)
Jo McIntyre
Jayne Pearson (Brackens of Windermere)
Elaine Remy (Vie's Jamaican Rum Cakes)
Steven Simons (Rates Consultant)
Amanda Snowie (Backpackers Lodge)
Nicholas Ward (Urban Food)

Apologies

Stuart Bailey (HaytonWinkley – Hon Solicitor)
Tony & Liz Blaney (Fairfield Gust House)
Stephen Broughton (Mountain Goat)
Eve Blatchley (Hon Member)
David Carter (David Charter Chemists)
Clayton Butchers
Tim Farron (MP)
Kay Forsqardh (Huttons Chocolates)
Mike Graham (Hackney & Leigh)
Michelle & Chris Harcourt-Poole (All Seasons)
Michael Holden (Michael Holden Chartered Survey)
Caroline & Jonathan Kaye (Cedar Manor)

Helen Lawrie (Land & Sky)
Paul Liddell (Lakelovers)
Jonty Mayo (Musgraves)
Adrian North (Edge of the World)
John Reynolds (Booths Supermarket)
Andrew Simon (Windermere Lake Cruises)
Paula & Graham Smith (Lingmoor Guest House)
Tim Swaine (NatWest Bank)
Elisa Vidal (Hapimag)
Nigel Wilkinson (Windermere Lake Cruises)
World of Beatrix Potter Attraction

Before the business part of the meeting Cllr John Saunders (Mayor of Windermere Town Council) presented the Windermere Trophy and certificate as winner of the 2019 Winter Window competition to Jenny Clayton of ADL Architects and Scott Keenan presented to Jenny Pearson representing Brackens of Bowness a similar trophy and certificate as the Bowness winners.

Scott Keenan (Chair) opened proceedings by welcoming the Mayor, members and guests to the meeting and commented on how great it was to see so many new faces at the meeting.

Cllr John Saunders thanked the businesses for all their hard work in being the business community together and looked forward to a continuing close relationship between the Windermere Town Council and the Chamber of Trade.

Police

No report received.

Minutes

Those members present at the meeting held on Tuesday 7th January 2020 accepted and approved them as being correct.

Matters Arising

There were no matters arising from these minutes.

Correspondence

The Secretary reported on the following item of correspondence:

An email from Gill Holmes (Cumbria County Council Community Development Officer) regarding the Crag Brow mini roundabout. There had been a public meeting in May 2019 where 3 possible designs had been on display. The designs had been developed specifically with the aim of improving the safety of pedestrians, given the close proximity of several shops and tourist attractions.

The outcome following the informal consultation is that a new and simpler roundabout design featuring standard construction materials will now be progressed by the County Council. The design works for this new roundabout have taken longer than originally planned, mainly due to the need to fully understand the existing drainage in this area and confirm that the drainage outfalls are operational by way of surveys. These surveys have indicated some issues with the existing drainage runs and the new design needs to allow for this.

As a consequence, the County Council is now looking to deliver the new roundabout between Jan and March 2021, as this is the least disruptive time for all users. Further communications will be issued by the Highways department nearer the time.

Gill hopes this information is helpful and any resulting enquiries should be addressed to Chris Broadbent, CRSP Road Safety Coordinator, Chris.Broadbent@cumbria.gov.uk

Secretary's Note: The design of the proposed roundabout can be found on the Chamber's website at www.wbcoft.org.uk and scroll down the page until you see the heading 'Proposed Crag Bow Mini Roundabout Drawing.'

Report from the Windermere Town Council Representative

Cllr. John Saunders reported that the Town Council had finally got a residents Facebook page up and running in addition to their website. Apparently at the moment it's a private group, so you have to join - no politics or lobbying, but if the Chamber lets him have anything it wishes to put on as an event or information of general use to our residents - then obviously we should be very pleased to do so.

Sculpture Trail

Scott Keenan gave a quick update on the Sculpture Trail reporting that the Lake District Radio were going to "adopt" the project and give it airtime.

Scott reiterated that there is a Facebook page at [@sculpturetrail](https://www.facebook.com/sculpturetrail)

The secretary added that a JustGiving page had been set up at www.justgiving.com/crowdfunding/bowness-sculpture-trail

Reports from Chamber Representatives on other Organisations

a. Winter Lights

It was suggested that in order to give Bowness a more festive feel during the lead up to Christmas that businesses would be encouraged to put up small trees above the shop fronts and lit accordingly. It was

pointed out that 'strings' of lights could not be put up across the main road leading from Biskey Howe Road to the top of Crag Brow due to the lack of anchoring points. The suggestion seemed an ideal solution! Bonnie McNab volunteered to canvas those businesses in the vicinity.

It was suggested that an approach be made to the landlords of Quarry Rigg to see if they would be prepared to illuminate the garden area.

b. Lakes Line Community Rail Partnership

The secretary reported that the next meeting of the group is in March and he is waiting for the agenda.

c. Membership Secretary

Bonnie McNab reported that she had recruited a number of new members to the Chamber of Trade and that she had 2 more in the 'pipeline.' She also encouraged those assembled to join if not already done so.

Bowness and Windermere Forward (BWF)

Adrian Faulkner, as the Chamber's representative informed the meeting of a BWF Board meeting he had attended with regards to a commercial project being proposed namely an ice rink. It is proposed that it should be situated on the tennis courts, Glebe Road from 1st November to the 3rd January. Details are yet to be finalised. The secretary did voice concerns over the commercial nature on the site and the effect it would have on existing businesses. He was informed that the organisers would be working closely with said businesses.

Adrian also reported that a new BWF Action Plan had been made public at the recent 'Shake Up 2' meeting and that a link to the document was going to be put on the Chamber's website at www.wbcoft.org.uk and scroll down to the page until you see the heading 'Bowness & Windermere Forward – Economic Action Plan.'

Sophia Newton (FLOCK) updated the meeting on the meeting on the recent Shake Up 2 event and commented that businesses had come forward to be board members.

Invoice email Scam – IMPORTANT!

Scott Keenan informed the meeting of an invoice email scam he and another member had experienced recently. The scam is a fictitious invoice but for all intent and purposes looks like a genuine article, is emailed to the recipient asking for payment by online banking. Also be aware that HMRC do not phone or email you over an alleged debt!

Adrian Faulkner added that a new telephone scam had recently been put into practice. This is where you receive a phone call from an unknown person purporting to be from a company you have signed up with asking for payment of their invoice/fees. The first question they ask is "Is that XYX?" your instinct is to say 'Yes'. **Please don't!** They have some very sophisticated software that takes your answer and puts into a contract which is their proof you agreed to it. It is recommended that you initially answer "I hear you" or "Whose calling" etc. They usually hang up after this.

Public Toilets

Adrian Faulkner reported that the survey sent to the membership had resulted in better than expected responses. As responses were still coming in, he hoped the report would be available for the March meeting.

'Spend a Penny' Initiative

Helen Belshaw introduced this subject and passed around 'mock-up' showing which businesses were prepared to allow the public to use their toilets. A discussion took place with mixed feelings as its viability. It was **agreed** to place this on a future agenda once the public toilets report had been presented.

Branding of Windermere & Bowness

Scott Keenan put forward the idea of a 'brand' design for both communities. This was born out of his experiences whilst skiing in Mirabel!

Adrian Faulkner read out an email he had received from Helen Moriarty (Project Manager for BWF) explain that she had been tasked with presenting an overview of the benefits of a united brand to the board meeting in March. The idea would be to create a similar Welcome to Bowness and Windermere brand (logo, copy and pictures) that would feature on a potential app, website, socials etc and be available to local businesses to utilise in promoting their business and encourage reciprocal links etc. He commented that it would be good if both organisations could work together to bring this about and that he would be attending the March board meeting in his capacity as Chamber of Trade representative and vice-chair of BWF.

Waste Bins at Cockshot Point, Bowness

Naz Craig made the point that there were no waste bins at Cockshot Point and that the public were leaving their rubbish at this beauty spot. Could the National Trust (NT) who own the land do anything to alleviate the problem? David Almond (Countryside Manager Outdoors) of NT read out the letter Naz had sent to him and others encouraging the use of more bins. He went on to say that the NT do not encourage bins on their properties because they lack the resources to manage them. They adopt the approach that the public will take home their litter. However, because of Naz's letter the NT have been prompted to reassess the situation. He would report back to the chamber when he has an answer.

Volunteer Army

Scott Keenan briefly outlined his thoughts on this. He was informed that a similar group of people had been set up by BWF under the name of "Welcome to Windermere." It was suggested that there should be a combined group.

YIBE (Youth Independent Business Enterprise)

Bonnie McNab gave a short presentation on her initiative of building confidence in the young people by making them much less reliant on their parents for financial support. Encourage teenagers to get involved with businesses to work with!

AOB

Scott reminded the meeting of the date for the Sculpture Trail funding raising ball. This is the 6th June 2020 at the Windermere Motorboat Club, Broadleys.

Chris Coates (Pink Square Media, Barrow) gave a short presentation on an offer to the membership to produce a 5/6 page website for nothing and a monthly fee of £25 + VAT per month to include the hosting and domain name.

Scott Keenan closed the meeting at 8:46pm.

Post minutes, the Lake Ball cannot be held on 6th June 2020. A future date is to be confirmed.

Adrian G Faulkner – Secretary, Windermere & Bowness Chamber of Trade
DMS., FCMI., CLP