

**M**inutes of a General Members Meeting held on **3<sup>rd</sup> March 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)  
Alison Tordoff (Fidget Design)  
Nicholas Ward (Urban Food House)

### Windermere Town Council

Cllr. Sandra Lilley (Deputy Mayor of Windermere TC)

Cllr. Ian Telford (Windermere Town Council)

### Guests

Jennifer Cormack (Chair, Lake District China Forum)  
Hayley Dent – (Progression Solicitors)  
Miles Fricker – (Windermere Motor Boat Racing Club)  
Kirsten Hulme – (Windermere Motor Boat Racing Club)  
Joanne Ireland (The Hen House)

John Jones – (Mountain Goat Apps)  
Phil Newton – (Skills Shop)  
Richard Townley – (SIPS Innovations)  
Phil White – (SIPS Innovations)  
Laura Rixton (National Trust)

### Apologies

Stuart Bailey (HaytonWinkley – Hon Solicitor)  
Tony & Liz Blaney (Fairfield Gust House)  
Stephen Broughton (Mountain Goat)  
Eve Blatchley (Hon Member)  
Amanda Buitelaar (Tree Tops)  
David Carter (David Charter Chemists)  
Clayton Butchers  
Tim Farron (MP)  
David Ferguson (The Old Pump house)  
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)  
Bonnie McNab (Mio Mondo)  
Jonty Mayo (Musgraves)  
Adrian North (Edge of the World)  
Elaine Remy (Vie's Jamaican Rum Cake)  
John Reynolds (Booths Supermarket)  
Steven Simon (Reduce Your Rates)  
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 Phil Newton of the Skills Shop gave a presentation on the use of apps and words in the business world. He suggested that you should register your mobile phone with the emergency services by texting “register to 999.” He also suggested that the word ‘please’ should be replaced by the word ‘thanks’. Finally, he suggested that staff should be educated in the use of consequences.

**Secretary's Note:** Phil will record the presentation with a VoiceOver and forward it to the Chamber as the slides on their own won't make sense. This will then be put onto the Chamber's website.

Scott Keenan (Chair) opened the business proceedings by welcoming members and guests to the meeting and commented on how great it was to see so many new faces and that some of the agenda items were to be moved around to accommodate those speakers who wanted to leave early.

### Declarations of Interest.

None were received.

### Coronavirus

Jennifer Cormack, Chair of the Lake District China Forum and Sales and Marketing Director – Windermere Lake Cruises) stated that she was in constant contact with the government over the ongoing crisis and was being updated on a regular daily basis. The Government says “it will only get worse before it gets better and that hand washing is more effective than using a sanitiser. Jennifer went on to point out that not all travel insurance may

cover a pandemic! The traveller would need to check. Also, in some cases, current bookings may not be refunded until rebooked,

### **National Trust – Potential Development**

Laura Rixton gave an update on the Trust's potential development at Orrest Head Farm which would consist of new housing, new offices for the NT and a transport hub. Plans could include a hotel which in turn could be used to finance local housing. The plan fits within the Lake District National Park's Local Plan.

Phase 1 would be to move the offices of the Trust from Grasmere to the new site, Phase 2 would probably be the building of local housing. Laura also reported that the project could take up to 10 years to come into fruition. There then followed a Q&A session with questions regarding local occupancy and the possibility of units for micro businesses.

### **Police**

No report received.

### **Minutes**

Those members present at the meeting held on Tuesday 4<sup>th</sup> February 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 Cumbria County Council concerning a public drop-in session on the 11<sup>th</sup> March 2020 in the Troutbeck Village Hall (3pm – 7pm) regarding the Safety Improvement Scheme for the A592.
- A notification regarding the first Millerground community Fun Day which is being held on Saturday, 29<sup>th</sup> March, 11am – 3pm.
- The notification also invited local organisations to take part promoting/ showcasing their activities. Booking form can be obtained at [windermere.outdoor@gll.org](mailto:windermere.outdoor@gll.org)
- An email from TransPennine Express promoting their £1 sale for adults and 50p children. This promotion runs until the 16<sup>th</sup> May 2020. Detail can be found at [www.tpexpress.co.uk/sale](http://www.tpexpress.co.uk/sale)
- An email regarding the Friends of the Lake District's "Great Cumbrian Litter Pick" which will take place over the week-end of the 20<sup>th</sup> and 21<sup>st</sup> March 2020. This is an opportunity for people of all ages to make their area a cleaner place. Details at [www.thegreatcumbrianlitterpick.org.uk](http://www.thegreatcumbrianlitterpick.org.uk)

### **Report from the Windermere Town Council Representative**

Cllr. Sandra Lille. Standing in for the Mayor Cllr John Saunders reported on the usage of the Town Council's Facebook page. She also reported that the Council had been tasked in providing a list of priorities for the Parish. Access to Millerground has been made easy for the members of the public.

### **Sculpture Trail**

Scott Keenan gave a quick update on the Sculpture Trail and introduced John Jones who had developed an interactive app that could be used for the Trail. The concept was 'Geofencing' on mobile phones with a set of questions to be answered regarding the sculptures. These questions could be set in various languages and various age groups. At the moment, as far as the Sculpture Trail is concerned it is at the 'talking' stage.

Scott reported that he had been in touch with Stagecoach regarding a possible use of their service at a concessionary rate on the production of the trail booklet. This again is in the 'talking' stage.

### Reports from Chamber Representatives on other Organisations

**a. Windermere-Diessen Twinning Association**

The Secretary reported that the association's AGM is to be held in the Marchesi Centre on the 12<sup>th</sup> March 2020 commencing at 7pm.

**b. Lakes Line Community Rail Partnership**

The secretary reported that the next meeting of the group is on the 5<sup>th</sup> March and that he would be attending on behalf of the Chamber.

**c. Membership Secretary**

In the absence of Bonnie McNab, the Secretary reported that she had recruited a number of new members to the Chamber of Trade and that one new member had joined this evening.

### Public Toilets

The membership present accepted the document entitled "Report on the Future of the Public Toilets in Windermere and Bowness." A copy of this report will be put on the Chamber's website before the weekend.

[www.wbcoft.org.uk](http://www.wbcoft.org.uk)

Scott gave a quick update on this subject/

### Bowness and Windermere Forward (BWF)

Adrian Faulkner, as the Chamber's representative informed the meeting of a BWF Board meeting that he would be attending on the 11<sup>th</sup> March.

### Branding of Windermere & Bowness

Scott Keenan put forward the idea of a 'brand' design for both communities. The Secretary reported that he would be talking this subject to the Bowness & Windermere forward meeting on the 11<sup>th</sup>.

### Financial Statements

The membership accepted the Income and Expenditure Account for the year ended 30<sup>th</sup> September as presented by the Treasurer.

### Items for Inclusion on Future Agendas

- Enhancement of the area at Christmas

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