

# **BOSCASTLE CHAMBER OF TRADE & COMMERCE**

**Wednesday 13<sup>th</sup> September 2023 at The Wellington**

## **MINUTES OF MEETING**

**Present:** Ross Yates, Claire Bailey, Louise Smith, Ray Nash & Nicki Culver, Sally Searle, Dawn & Gavin Stride, Adam Benjamin, Michelle & Enzo, Nick Chater

**Apologies:** Fergus Moffatt, Rita Bailey, Alice Atlee

### **Quorum**

Chairperson Ross Yates notified the members that the meeting was quorate being that 9 members were present of which 3 are from the current executive committee, therefore, the meeting continued.

Welcome to Ray and Nicky, the new owners of the Toby Jug Café.

### **Matters Arising from previous meeting;**

#### **DARK GATHERING**

The BCTC received notification in April from the organisers of the Dark Gathering that the event has come to an end in Boscastle. Whilst the BCTC, Boscastle CIC and the Parish Council were working together to overcome obstacles, the organisers believe that the event has outgrown the infrastructure of Boscastle. Therefore, they are taking their event to Tintagel where they believe there is more room and more facilities are available to them. They convey that they are deeply grateful to all the time, effort and goodwill that has been extended towards them since their venture first started in 2014 - thanks to all involved.

#### **CAR PARK**

The BCTC created an automatic form to email objections to Cornwall Council, the Parish Council and the local member Barry Jordan. At the close of the consultation, 259 objection responses were sent from 114 visitors, 103 residents, 22 workers and 20 business owners.

Cornwall Council received the responses and consolidated number of replies as 1. The BCTC raised a complaint with Cornwall Council to complain about this approach which was dismissed. The BCTC appealed the complaint before raising the issue with the Local Government and Social Care Ombudsman which it was then upheld. A new report outlining the process and outcomes of the re-analysis of the data has been produced that shows the unconsolidated analysis and Cornwall Council officer believe the considerations have already been taken into account when the decisions were made regarding the implementation of the revised parking tariffs and so the decision stands.

Serviced and self catering accommodation providers have reported numerous complaints from visitors regarding the early charging arrangement which is impacting on tourism satisfaction.

It was proposed by Ross, seconded by Louise, that the BCTC continue to lobby the local authority to remedy the issues Boscastle faces with the car park charges and timing structure.

#### **ELECTRIC CAR CHARGING**

Boscastle CIC is still awaiting the leasehold agreement from Cornwall Council. The electrical wiring is in place and the system is ready to be connected to the grid and charging

infrastructure. The project hopes to conclude shortly with the availability of electric car charging in Boscastle for visitors and residents.

### **Commencement of the General meeting:**

#### **JUNE GENERAL MEETING CANCELLED**

The general meeting was cancelled in June due to a number of Executive officers and Members being unable to attend which would make the meeting inquorate.

**If you are able to give you apologies to the meeting beforehand, it helps to ensure that the meetings can go ahead in a quorate setting.**

#### **BCTC TRADERS WHATSAPP GROUP**

A reminder to regular and new Members of the WhatsApp group. To give timely advice over any incidents occurring in the village (e.g. suspected fraud, abusive customers etc), we have an active WhatsApp group so Members and their key staff can be alerted. If you wish to join, we can add your number to the group - speak to Louise at Bridge House for more.

#### **MEMBERSHIP**

It was with sadness that the Membership was informed of the passing of John Tillinghast, a former member who lived with his wife Denise at Valency House. Having recently moved from Boscastle to live closer to family, John played a huge part in the BCTC and Boscastle whilst residing in the village. The chair, on behalf of the BCTC, has sent it's sympathies and flowers on behalf of the Membership to Denise. It was proposed by Louise, seconded by Claire, that these expenses be reimbursed.

The Membership recognised the change of management at The Wellington Hotel and that they, on behalf of St Austell Brewery, continue to support the BCTC with the offering of meeting in the Waterloo room free of charge.

The chair noted the recent departure of Ron and Sharon Muffett from The Napoleon Inn having been landlords for over 20 years. On behalf of the Members, the chair thanked them and wished them both the very best.

#### **NEW SECRETARY WANTED**

Claire reminded the Membership that it is her intention to move on from her role as BCTC Secretary shortly. Any members who are interested in supporting the BCTC and taking on this role, please do contact her so that a smooth transition can occur.

#### **PARISH COUNCIL PEDESTRIAN SIGN PROJECT**

Over several years, the Parish Council have noticed an increase in pedestrians using unsafe routes up and down the village. Whilst they have erected signs at some locations previously, these have not had the desired impact. To facilitate the safe movement of pedestrians around the village, the Parish Council is considering a pedestrian sign system to clearly signpost safe pedestrian routes, highlight key village markers and to sign a village circular walk for visitors using existing pathways.

The erection of finger post signs at strategic locations around the village, highlight key village markers, to guide people safely whilst giving visitors a better perspective of the village and its history.

If you would like to know more or give feedback, see the Parish Council website.

#### **SOUTH WEST WATER/SOURCE FOR BUSINESS**

A number of businesses in the harbour area have received large bills from SSW. It transpires that SSW have not read water metres for a number of years. For examples Claire at Long Dog for over 2 years, Bridge House over 3 years.

Louise has called Source for Business and is awaiting a call back at the time of the meeting. Update – Louise has spoken to a manager and explained the situation; that receiving bills 4/5 times the norm even when a DD is being paid is unacceptable. They have also failed in the duty and contract to take meter readings. This was accepted and they were going to investigate why readings hadn't been taken (this is outsourced). It was made clear that we know that the water has been used and therefore needs to be paid for but the large bills going into the winter period are a cause for concern. Louise has negotiated payments which she is happy with. If you are in the same situation it is advised that you call and negotiate a payment plan with them.

## WALKING WEEK

The host of the Boscastle Walking Week decided in April that the forthcoming event would be cancelled due to a lack of attendees and a number of cancellations. Those who paid money to the event were refunded. A core group of attendees still turned up, staying and dining, to show their support separate to the event.

Selena, supported by a core group of attendees and helpers, have worked hard over the years to develop this event. It was proposed by Ross, seconded by Nick, that the Secretary email a letter of thanks to Selena and the group for their contribution.

## SOCIAL MEDIA - BEAUTIFUL BOSCASTLE

Businesses are encouraged to post on the Beautiful Boscastle page pictures from around the village using your business name to post. Note that direct advertising is not the point of the page, but by posting using your business page you are raising awareness of your business indirectly. He reports that he has had a number of bookings as a result of posts and people then searching his business.

## FIRST AID

The BCTC hosted 2 first aid events in April offering a level 3 course with an external tutor and examiner. 16 BCTC members or their staff and 4 other local organisations attended with everyone successfully achieving their certificates valid for 2 years. The trainer and examination cost £1824.00, hall hire cost £20.00 and expenses of £22.18 with income of £2036.00 resulting in a profit of £169.82.

## CHRISTMAS

The date for this years lights switch on is Friday 1<sup>st</sup> December.

Tree building will take place on Fri 24<sup>th</sup> November (time tbc but usually 10.30 to 12 ish)

**VOLUNTEERS ARE NEEDED TO BUILD THE TREE.**

Please let Claire know if you able to offer a couple of hours to help with the construction.

It was proposed a budget of £400 for all the printing and craft materials for school. Louise proposed and seconded by Sally.

## Any Other Notified Business

None

## Date of the next meeting

Wednesday 8<sup>th</sup> November 7.30pm at The Wellington Hotel.