



LOOE TOWN COUNCIL

MINUTES OF THE TOURISM AND AMENITIES COMMITTEE

Held in the Tourist Information Centre, The Guildhall, Fore Street, East Looe
On Monday 24th October 2016 at 7.00pm

REPORT TO COUNCIL

PRESENT:

Chairman – Cllr M Gregory
Councillors D Bryan, T Crane,
P Crossley, R Hendy, C Rose,
A Toms (ex officio)

IN ATTENDANCE

Amenities Manager – Mrs Laura Kellaway

		ACTIONS
32.	<u>APOLOGIES</u> Apologies for absence were received from Cllr Mrs Hannaford and Mr Mark Camp (Tourist Information Centre Manager). <u>ABSENT</u> Cllrs Mrs E Graham-Jones and T Stacey.	
33.	<u>TO RECEIVE QUESTIONS OR STATEMENTS FROM MEMBERS OF THE PUBLIC</u> There were no members of the public present.	
34.	<u>TO RECEIVE DECLARATIONS OF INTEREST</u> Cllrs Hendy and Rose declared an interest in any matter raised concerning East Looe Town Trust. Cllr Toms declared an interest in any matter raised concerning Looe Harbour Commission, Looe Development Trust and Cornwall Council.	
35.	<u>TO RESOLVE TO APPROVE THE MINUTES OF THE TOURISM AND AMENITIES COMMITTEE MEETING OF 12th SEPTEMBER 2016</u> Cllr Gregory proposed that the Minutes of the Meeting of 12 th September 2016 be approved, seconded by Cllr Rose it was: <u>RESOLVED</u> With a vote of 4/3 abstention to approve the Minutes of the Meeting of 12 th September 2016.	

<p>36.</p>	<p><u>MATTERS ARISING FROM THE TOURISM AND AMENITIES MEETING HELD ON 12th SEPTEMBER 2016</u></p> <p><u>.1 Ref Min No: 22.1 – POS system (Mama J’s)</u> This matter was discussed under Min No: 39.</p> <p><u>.2 Ref Min No: 22.2 – Amenities Report</u> The Committee requested an update on Looe Harbour Commission permission for a new entrance on the Riverside wall of the building or reduction in height of wall outside the former Gents to allow greater access after a response had been received from the interested party if necessary.</p> <p><u>.3 Ref Min No: 22.4 – Tourism Information Centre Report</u> Mrs Kellaway advised that both Trading Standards and Citizens Advice Board had been contacted with regard to Kernow Mills signposting themselves as a Tourist Information Centre. They have confirmed they will investigate our concerns and advise when they have completed their investigation.</p> <p><u>.4 Ref Min No: 22.7 – Allotments</u> Cllr Crane updated the Committee regarding the contaminated area which has now been covered and fenced off. The Committee requested an update on the response from Diocese re removal of the asbestos as it is situated on Diocese land and therefore their responsibility to remove it.</p> <p><u>.5 Ref Min No: 23.1 Cornwall Council consultation document</u> Mrs Kellaway advised that the document regarding consultation on free distribution of printed matter (eg flyers) has been submitted to Cornwall Council with the Committee’s comments.</p> <p><u>.6 Ref Min No: 23.2 Jamie Curtis – Town Sporting Event</u> Mrs Kellaway advised that an email has been sent to Mr Curtis offering him the support and assistance of the Council with regard to establishing a triathlon event in the town.</p> <p><u>.7 Ref Min No: 25 – Tourist Information Centre “Drop in Day”</u> It has not been possible to arrange a drop in day for accommodation providers by the end of October. Mrs Kellaway advised the Committee that website training for all staff has been arranged for early November which will then facilitate future demonstrations of the website and provision of guidance.</p> <p><u>.8 Ref Min No: 26 – Devolution Proposals for Looe</u> This matter was discussed under Min No: 44.</p> <p><u>.9 Ref Min No: 27 – Service Level Agreement for Polperro Community Council ref Public Conveniences</u> This matter was discussed under Min No: 45.</p> <p><u>.10 Ref Min No: 29 – Draft Community Emergency Plan</u> This matter was discussed under Min No: 46.</p> <p><u>.11 Ref Min No: 30 – Tender document for Public Convenience Supplies</u> Mrs Kellaway advised that a comparison exercise was underway to look at potential alternative suppliers and best value and that the information would be available to the Committee for their next meeting on 29th November.</p>	<p>Clerk to liaise with LHC</p> <p>Clerk to provide update re Diocese response</p> <p>LK to provide spreadsheet of costs at next meeting</p>
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	<u>.12 Ref Min No: 31 – Free car parking for December weekends</u> This matter was discussed under Min No: 48.	
37.	<p><u>TO REVIEW TOURIST INFORMATION CENTRE PROFIT AND LOSS ACCOUNTS</u></p> <p>The Committee discussed the Profit & Loss Accounts information in some detail. The figure for Eden Tickets was queried and Mrs Kellaway advised that this was due to the Eden Project having changed their accounting processes resulting in 3 months worth of ticket sales and receipts (July/August/September) being received in September. The Committee were concerned that this did not reflect a true indication of Eden ticket sales and purchases and suggested that the Clerk undertake quarterly reconciliation of Eden ticket sales and purchases.</p> <p>Further discussions took place regarding the accuracy of the Tourist Information Centre Profit & Loss Accounts.</p>	Clerk to reconcile Eden tickets quarterly
38.	<p><u>TO SET A DATE FOR THE TOURIST INFORMATION CENTRE OPENING TO SELL DATE LIMITED STOCK</u></p> <p>Cllr Gregory suggested selling the date limited fudge as well as Emoji keyrings at the Lantern Workshop taking place on Saturday 29th October for just above cost price. The Clerk was asked to provide cost prices for these.</p> <p>It was further suggested that the Tourist Information Centre open over the weekend of the Christmas festivities (3rd and 4th December) as it is anticipated the town will be busy.</p> <p>Cllr Gregory asked that this be an agenda item for discussion at the next Committee meeting on 29th November.</p>	<p>Clerk to advise cost prices to MG</p> <p>LK/Annette Keen to sell during Lantern Workshop</p> <p>Clerk to add to agenda for next meeting</p>
39.	<p><u>TO DISCUSS A POINT OF SALE TILL SYSTEM TO INCLUDE AN UPDATE ON MAMA J'S VISIT</u></p> <p>Cllr Crossley advised that, in his experience the POS systems like Mama J's are prone to crashing and are expensive. He suggested Western Office Services to talk with the Clerk about possible alternatives.</p>	PC to provide contact details to Clerk
40.	<p><u>TO RECEIVE A REPORT FROM THE TOURIST INFORMATION CENTRE MANAGER TO INCLUDE AN UPDATE ON THE ON-LINE BOOKING SYSTEM</u></p> <p>The Committee discussed the Tourist Information Centre Manager's report (as attached) in some detail.</p> <p>The figure regarding visitor numbers through the doors was queried but the Committee agreed that it did highlight the decline in visitors to the Tourist Information Centre.</p> <p>Cllr Rose advised that he should have rail usage figures available in the next couple of weeks.</p> <p>The Tourist Information Centre stock was then discussed in some detail.</p> <p>The Committee thanked Mr Camp for his final report as Tourist</p>	

	<p>Information Centre Manager. They also offered their thanks to Mr Camp for all his hard work and efforts in promoting the town and best wishes for the future.</p>	
41.	<p><u>TO SET A DATE FOR A TOURIST INFORMATION CENTRE WORKING GROUP MEETING AND DETERMINE GROUP MEMBERSHIP</u></p> <p>The Committee discussed possible dates and decided on the first working group meeting to take place on Monday 21st November.</p> <p>Further discussions took place regarding the working group and what should be included in its remit.</p> <p>Cllr Rose requesting information on the sale or return items of stock on the Tourist Information Centre.</p> <p>The production of a Looe Guide for 2017 was discussed and Cllr Toms suggested speaking with Looe Development Trust with regard to future production.</p> <p>Membership of the working group was discussed in some detail and Cllr Gregory proposed that membership be restricted to all Committee Chairmen and three members of the public, these being Jon Prinn, Bob Fleming and Steve Morton. Expertise in specific areas could be co-opted in to the working group as and when required, seconded by Cllr Rose, it was:</p> <p><u>RESOLVED</u></p> <p>Unanimously to set up a Tourist Information Centre working group and membership as proposed.</p>	<p>Clerk to provide information on sale or return stock items</p> <p>Cllr Toms to liaise with Looe Development Trust</p>
42.	<p><u>CORRESPONDENCE</u></p> <p><u>.1 Dave Holford - Festive Lights</u></p> <p>The Committee discussed Mr Holford's suggestion to encourage the town to display some form of light outside their homes to add to the festive appearance. The Committee agreed to support the suggestion and to:</p> <ul style="list-style-type: none"> • Post via social media to encourage businesses and residents • Write a letter to businesses and residents (Mr Holford has volunteered to hand deliver) • Submit an article for inclusion in the December edition of Community News (deadline for copy 14 Nov) • Provide 2 small plaques as competition prizes <p><u>.2 Cllr Mrs Hannaford email</u></p> <p>Cllr Gregory read Cllr Mrs Hannaford's email regarding an update on the Traffic Regulation Order for Hannaford and that a resident, Mr Frazer had raised a petition. At the time of the meeting, this had not been received by the Committee.</p> <p>Cllr Crane asked for an update on the Traffic Regulation Order and Cllr Gregory advised that Survey Monkey had been reopened to allow some residents to complete the survey online. The Clerk was asked to provide survey results to all</p>	<p>LK to write wording for social media/letter/article</p> <p>Cllr Toms to provide plaques</p> <p>Clerk to provide Survey Monkey results to all Councillors and add to agenda for next Full Council meeting</p>

	Council members and to be put on the agenda of the next Full Council as a special item for discussion.	
43.	<p><u>TO REVIEW THE REPORT FROM THE AMENITIES MANAGER</u></p> <p>The Amenities Manager gave her report (as attached). Cllr Toms reported that there was still some graffiti on the garages by Sunrising and for this to be reported to PCSO Dave Billings.</p> <p>Cllr Hendy queried the delay in the 2nd weed spray and suggested that it be stopped completely as would not be effective this late in the year.</p> <p>The Committee discussed arrangements for the Lantern Procession of 2nd December and the requirement for volunteers from Traffic Management trained Councillors and it was suggested that an email request be sent to all Councillors.</p> <p>The Committee also discussed the dog poo bag dispensers which Luxstowe Vets had kindly agreed to purchase and sponsor. Concerns were raised over the Council committing to daily/weekly replenishment of bags, their cost, the likelihood of misuse and additional litter caused. Cllr Hendry proposed that the dog poo bag dispensers installation be dropped due to the concerns of the Committee, seconded by Cllr Rose, it was:</p> <p><u>RESOLVED</u> Unanimously to drop plans for dog poo bag dispensers.</p>	<p>LK to report to PCSO Billings</p> <p>LK to liaise with contractor</p> <p>LK to send email to all Councillors</p>
44.	<p><u>TO UPDATE ON DEVOLUTION PROPOSALS FOR LOOE TOWN COUNCIL</u></p> <p>Cllr Toms reported that RIO have been engaged to undertake a feasibility study of the devolution proposals for the library/One Stop Shop and to obtain true costs, looking at both with and without the Council moving into the premises. Their report is anticipated to cost approx £5000.</p>	
45.	<p><u>TO DISCUSS DRAFT SERVICE LEVEL AGREEMENT FOR POLPERRO COMMUNITY COUNCIL REF PUBLIC CONVENIENCES</u></p> <p>Cllr Gregory advised that the draft Service Level Agreement had been sent to the Clerk of Polperro Community Council and their response is awaited.</p>	
46.	<p><u>TO REVIEW THE DRAFT COMMUNITY EMERGENCY PLAN AND MAKE RECOMMENDATION TO FULL COUNCIL FOR ADOPTION</u></p> <p>Cllr Gregory proposed that the Draft Community Emergency Plan be recommended to Full Council for adoption, seconded by Cllr Crane, it was:</p> <p><u>RESOLVED</u> Unanimously to recommend the Draft Community Emergency Plan to Full Council for adoption.</p>	

47.	<p><u>TO DISCUSS PROVISION OF A COUNCIL VAN AND MAKE RECOMMENDATION TO FULL COUNCIL</u></p> <p>Cllr Gregory advised that the van offered by Cornwall Council needed to be reviewed with regard to its road worthiness. He had been in contact with the Clerk, whose husband is a qualified motor vehicle technician to provide his opinion on the vehicle. Cllr Crossley advised that Dom at The Sail Loft was selling his old van and volunteered to make enquiries if this was still for sale</p>	<p>Clerk to advise opinion of husband regarding road worthiness of Suzuki van Cllr Crossley to contact Dom at the Sail Loft</p>
48.	<p><u>TO DISCUSS THE COST OF PROVIDING FREE PARKING FOR DECEMBER WEEKENDS AND MAKE A RESOLUTION</u></p> <p>The Committee discussed the quoted cost received from Cornwall Council for 1 day's free parking in the Millpool car park in December. Cllr Toms queried the figure stating that he believed that it was based on Cornwall Council car park revenue achieved over the period of the Coca Cola Truck visit in December 2014 and not a true reflection of normal December weekend revenue.</p> <p>Cllr Bryan proposed that the Council do not provide free parking as winter car park charges in the Millpool car park are reduced from 1st November to 31st March and are only £1.20 for up to 2 hours and £2.30 for 24 hours parking, seconded by Cllr Crane, it was:</p> <p><u>RESOLVED</u></p> <p>Unanimously not to provide free car parking for December weekends.</p>	
49.	<p><u>MATTERS REFERRED FROM OTHER COMMITTEES</u></p> <p>No matters had been referred.</p>	
50.	<p><u>MATTERS FOR FURTHER DISCUSSION AS DETERMINED URGENT BY THE CHAIRMAN</u></p> <p>There were no matters for further discussion. The Meeting closed at 8.30pm.</p>	

Signed

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