



## Minutes of Committee Meeting

Wednesday 7<sup>th</sup> September at 5.45pm in Quay House, Kingsbridge

Chairman: James Spencer  
Treasurer: Peter Richardson  
Secretary: Nicola Coulson  
Marketing Manager: Kim Willis

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### 1. Welcome & Apologies

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**PRESENT:** James Spencer (Chair), Peter Richardson (PR), Nicola Coulson (NC), Sarah Burnett (SB), Alison Theaker (AT), Scot Baston (SBa), Georgie Leonard (GL), Cllr Rufus Gilbert (RG), Cllr Mark Long (ML), Kim Willis (KW), Jason Parry (JP)

**APOLOGIES:** Cllr Nikki Turton, Cllr Philip Cole, Sonia Powell, Catherine Gillen, Alex Thompson

JS welcomed committee and introduced guest, Jane Tyler (JT), owner of The Winking Prawn Group with an interest in committee for Salcombe-

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### Minutes of Committee Meeting on Wednesday 6<sup>th</sup> July 2022

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JS asked Committee if it would agree to meet on the first Wednesday of every month, rather than bi-monthly, excluding August. No objections.

SB asked if minutes could be presented no more than 2 weeks after the meeting. Committee agreed.

ML followed up about the reference in July minutes to people working from their cars due to lack of commercial space. He confirmed that there will be 3 new commercial units at Brewery Quay on Island Street - timings to be confirmed.

The ongoing issue of K5 was raised; District and County Councils support the Chamber in seeking confirmation that Baker Estates will follow through on approved plans for commercial units, not replace them with housing.

ML clarified that Salcombe parking remains an issue. The creation of the harbour workshop will take away two parking spaces once the development has been completed. There may be further future adjustments.

Committee reviewed the actions from the previous minutes.

Following up on RG's July offer to send an officer from DCC to talk to Committee about future grant funding, RG has now sent a comprehensive list of the business support, grants and training assistance available to businesses in Devon. SB and JS thanked him for the information.

To be followed up at next meeting.

RG excused himself and left the meeting.

Previous minutes ratified.

**Action:** Additional committee meetings to be minuted & diarised. NC

**Action:** DCC's funding spreadsheet to be distributed committee ASAP, then possibly set up a group Zoom call with Jasmine Jones, DCC's Economic Development Officer, to discuss further. NC

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### 3. Member Forums

#### Online Members' Only platform - *The Green Room* - update from KW

KW updated committee on progress. Content has been identified and the forum will give members an opportunity to network outside of meetings. Test links have been sent. The goal is to have 25% of members signed up by end of September, rising to 40% by end of November.

SBa requested that joining links are sent to all committee members.

SB asked for clarity on content and structure.

Kim explained that there would be a **content** structure - for example, Alison's Flaunt it Friday idea to share member offers - providing regular scheduled prompts to keep members engaged.

In response to **AT** query about whether the site will have a moderator, **KW** confirmed that it would not.

**Action:** Content criteria and joining links to be shared with committee.

**KW**

#### **September Business Club, update - AT**

**JS** thanked **AT** for taking the lead and confirmed the theme around mental and physical health. James expressed his hope that attendees will have something to take away to add to their business 'toolkit'.

**AT** updated committee on the content for September's event. She confirmed it will be a panel discussion and suggested that if there are 4 panellist, we have two questions only, plus audience questions. A discussion ensued about the make up of the panel **AT** asked committee if they'd like to see a personal trainer on the panel - **SB** said yes and committee concurred.

#### **November Business Club - NC**

No update.

**Action:** To create and upload Save the Date for September and November event

**SBa**

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#### **4. Data Foundation project update - NC & SBa**

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**NC** confirmed that all data is now in CRM.

A discussion ensued about the database, how the data can be sorted and filtered, whether the CRM and Chamber website are integrated - they are not - and recognised the value in the data foundation that had been created.

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#### **5 Matters newly arising for Committee members**

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##### **Organisation goals for next 12 months**

A discussion ensued about agreeing potential strategic aims.

**GL**'s biggest concern was rising energy costs.

**SBa** added food and supply prices and questioned what these price rises will do for general demand? Jason concurred that he is concerned about rising utilities, supply and food costs.

**JT** from the Winking Prawn explained that staffing is a major issue, although expressed real concern that they won't need staff if they can't afford to open.

**SB** raised the idea of attracting more mature workers back into workplace.

**JS** asked **JT** if her staff are from the local area. **JT** confirmed that many of her student staff tend to be second homeowners, although she also employs students from **KCC** who, once they finish school, often come back to work during University holidays, so may be with them for 3 or 4 summers. She also confirmed that they have 3 staff houses.

**AT** suggested we canvas members to find out if finding out about **funding** should be a strategic goal.

**JS** raised the issue of **transport**. If local businesses are having to bring in people from other areas, is transport a key concern for businesses? It was noted that **Kingsbridge** is a 'cold spot in terms of public transport'.

**JT** raised the issue of **parking** pressure points in **Salcombe**.

A discussion ensued about **Broadband** and whether it is an issue? **SBa** said not for **Kingsbridge**, but possibly for rural areas.

Committee briefly summed up the concerns as follows:

1. Accommodation crisis
2. Energy crisis
3. Raw material costs
4. Staffing (young and mature)
5. Salcombe parking
6. Transport
7. Broadband
8. Environment

**SBa** asked if we could circulate this list to members beforehand to give them due consideration.

Action: Above list to be circulated

NC

**Should a charity representative be invited to join committee as an associate member during the upcoming period of hardship?**

Whilst there is a business interest in businesses supporting the community:

- SBa noted that we shouldn't appear "favouritist" towards one charity.
- ML suggested Council for Voluntary Services (CVS) have representation - they have a wide reach and there is a local representative.
- PR concurred that as we have several diverse charities, he supports Mark's idea of having a broader representation.

JS asked how much relationship the business community should have with the charity sector? He suggested that if, for example, the Kingsbridge Foodbank needs staffing, the Chamber could reach out to members?

Action: ML to provide details of CVS representative. Decision to be carried over to next meeting

ML

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**6. Treasurer's update - PR**

PR gave his Treasurer's update. He has donated £300 for Salcombe Live Festival and asked for reassurance from KW/NC that the programme insert is in hand.

Action: Programme insert to be submitted.

KW

The organiser of **Kingsbridge Classic Car Rallies**, held on Tuesday evenings between May - September in Market Square, has asked if the Chamber can assist with funding. It was agreed that the Chamber would not fund retrospectively but did not discount assistance with funding in 2023. Committee agreed to look at the 2023 budget in December and discuss.

Action: Funding to be discussed in December.

Cash balance £4k (exact amount tbc). This is distinct from nominee accounts.

Nominee accounts have been ringfenced for Jack Tanner Award, Modbury funds, Kingsbridge Traders (to do something at the top of town at entrance to car park).

Subscription income is £6k plus 8 twelfths through the year.

Peter reminded Committee that, after 15 years, he intends to stand down as Treasurer as soon as possible so a replacement needs to be found as a matter of urgency. JS and PR noted that PR had an interview scheduled with a candidate referred by JS.

Action: PR & JS committed to finding replacement treasurer.

PR / JS

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**7. Grant funding for members, news - CG**

CG not in attendance, so committee moved on to next agenda item

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**8. Council reports**

**District & County: South Hams District Council and Devon County Council**

ML reported that SHDC is looking to government for directives on business support, but otherwise, a relatively quiet August.

Salcombe Town Council | Kingsbridge | Modbury

No council representation in attendance.

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**9. AOB**

▪ **Salcombe TIC threat**

Update: Town Council want to move back into the Market Street building, which will impact naturally waning business community facility Salcombe Tourist Information Centre (TIC) and Salcombe Maritime Museum.

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There was a recent open meeting to discuss the future of TIC with interested parties. The Chamber was absent an invitation.

JT confirmed that the TIC had to close mid-Aug because they had no staff, so in summary, TIC has no staff and no premises.

JT would like to have an open conversation to understand what's going on and a discussion ensued about the TIC being displaced and where they would end up.

PR wondered about providing online services instead, although JT felt that a premises and a personal presence is needed as well as an online service.

Committee asked why the Town Council are moving out of Cliff House? ML said they wanted to move.

Committee queried whether TIC is a charity or LTD company?

Question about the guide - could it still be produced in some format?

AT asked for clarification about why this is on the agenda?

JS responded by saying that the potential displacement of TIC is of interest to the Chamber in terms of how best to support Salcombe business. If there is a void for business leadership in Salcombe and surrounding area, this is a potential issue for Chamber.

JT expressed concern about how fast this has happened for STIC. Salcombe members will be potentially impacted but they won't know until the next meeting takes place. Can the Chamber publicise this issue to members - that they need premises, staff etc

JS pointed out that we're at the beginning of the new chapter for STIC - the turning of the page. It would be useful for the Chamber to have a representative to update us - JP agreed to do this.

PR reminded committee that information centres have been closing all over the country. Typically a local retailer volunteers to display a few leaflets in lieu of a tourist centre.

ML expressed a hope that TIC could be revitalised and brought back in a workable format.

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**Action: JP to feed back to Chamber**

**JP**

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### **Road closures**

Concern was expressed about road closures happening with little or no notice to Chamber. JS asked if committee agrees that we ask Town Councils (Nikki Turton and Philip Cole) to consult the Chamber on any notifications of road closures. Committee concurred

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**Action: To invite TIC rep to join the next meeting**

Potentially to add hotspot to business club for appeal to members

**JS/NC**

To be discussed at next meeting

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**Action: Road closures - request to Nikki and Philip to alert Chamber to impending road closures.**

**JS**

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### **Steve Mammatt**

How do we celebrate his nearly two decades of Chamber service? PR has previously bought wine for two outgoing Chairs, and a pendant for Sam.

Steve is an exceptional case as he's done so much for the town, so at very least he needs a vote of thanks. He is setting up hot-desking/co-working space so PR suggested we offer to publicise his office spaces. Could we also get a spot in the Gazette?

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**Action: KW to put together a press release for local press to salute his achievement and publicise his new space**

**KW**

To be presented with wine and acknowledged at next business club.

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**Date of next meeting: Wednesday 5<sup>th</sup> October 2022.**

Then monthly, on the first Wednesday of the month.

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**Action: NC to confirm room availability with Town Hall, then dates to be circulated.**

**NC**

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