**Minutes of the Otley Chamber of Trade meeting held Tuesday 17th September 2019 at 6pm at Westbourne House, Otley.**

**admin@otleychamber.co.uk****.**

**Present:**

Keeley Kear (President) Doris Dent Estates

Katie Burnett (Membership Secretary) Courtyard Planters/OiB

Penny Fardell (Treasurer) Hollins Crowe Storr

Carole Drake (Secretary)

Trevor Backhouse Patisserie Viennoise

Andrew Burnley Canine Health

David Eadon BFE Brays

Tom Hatley Christopher Little & Co/Otley BID

Richard & Rhiannon Hughes The Yorkshirwordwight

Mark Jarvis Rumagin Spirits

Stephanie Lee Otley BID

Jo Mather Clarion Lodge Campsite & Wigwams

Bea Paley Arundel Travel

Sam Pinder The Real Food Shop

Simon Raybould Print Crew/Verus

Victoria Smith Otley Welcomes

Alan Sowden Sowden

David Robson Otley Courthouse

Helen & Tim Wilkinson Dowgill House

Les Winder Cranberry’s

**Apologies:**

P Heald, Kay & Tony (O’deli), V Oldham, R Smith, C. Thornton, C Winpenny

**1. Welcome New Members/Businesses**

The Chair welcomed all in attendance and introductions were done.

New businesses: Alpha Male, Groove Pad, Horse & Farrier, House of Furniture (Yorkshire Ltd), The Little Shop, Odds & Ends, O’deli, Rumagin Spirits Ltd, Wharfedale Tutors, Wild Thing, Otley Burgers & Kineholme Garage.

**2. Minutes of the last meeting**

 The minutes of the last meeting were confirmed as being a true record.

**3. Members Issues.**

3.1 The Chamber has a new website (which was discussed at the last Executive meeting). Lee has been given some photographs, but did not have chance to go through all to see if it covered all the businesses. So would Chamber businesses contribute their own phots and write a ‘precise’ about their business so this can be added to the website?

3.2 TB asked for some clarification – as discussed at the last Business Meeting, looking for volunteers and TB put his name down as spokesperson for the OCT. But when he read the Executive Meeting minutes it was not recorded as TB being the spokesperson, but, all members of the Executive Team would be spokespeople. KK said it was agreed that any one of the Exec. Team members could be the spokesperson as the Chamber got a good deal of emails/social media posts that needed answering. But it was pointed out, you do not need 2-3 Exec members responding to the same enquiry.

The Chamber Executive will nail down/discuss this particular issues and others before March 2020. **ACTION CHAMBER EXECUTIVE TEAM**

3.3 TH reported that he went to one of Cllr Ray Georgeson’s ‘2030 vision of Otley’ meeting. On the agenda was cycling and Otley a pedestrian friendly town and looking at pedestrianizing Kirkgate– so everything comes around as they tried this a few years ago! Need to find out what happened when they tried to do this before? What would the shops/businesses think about this? It was reported that last time all the businesses in Kirkgate were up in alms about having a one way system and also proposing putting market stalls down the centre of the road . This may tie in now with RG idea of pedestrianization?

3.4 Cash points. Otley used to have seven Banks now it is two Banks and four cash points.

This probably is more an Otley BID issue, but TW putting an info together for potential locations and asked if anyone else had got any ideas? The Otley BID have already approach the Skipton Building Society & Post Office about cash points - with a no/not at the moment. The location need to be opened late in the evening. One suggestion was the Otley Bus Station. The Otley BID actually looked at the old red telephone boxes to place a cash machine in there. But the Council have adopted the two in the Market Place and installed a defibrillator in one and in the other a water fountain.

It is big events and tourists visiting the town where this hits people the most. Some of the shops now give cash backs. Maybe have cash points installed in shops to be uses while they are open or ‘stand alone’ cash point outside the shop – but who will supply the cash?

Maybe worth the Chamber investigating how easy it is to set up a cash back system.

Barclays Bank. Letter gone out to customers saying they are going to start charging for depositing money through the Post Office.

3.5 KB reported that Otley got Silver Guilt in the Yorkshire in Bloom Awards.

There are letters & emails going around if you want to order Xmas Trees for the front of your business premises. The cost of the trees are subsidised by Otley BID and organised by the Chamber. Trees need to be ordered by the 31st October 2019. The next Chamber meeting will be a week earlier than the normal schedule. Tuesday 12th November at the Parish Church. Rhona and Rachelle will highjack the start of it by launching the Business Awards.

**4. Suggestion for change to the Chamber meeting agenda/structure.**

The Otley Economic Bulletin (October 2019 edition) issued under Presidents note, background information covering the Past and Present/Future way forward. Asking members to respond to the Presidents Note through the Otley Chamber’s email link: **admin@otleychamber.co.uk****.**

Members & executive members present at the meeting gave their thoughts:

* The Chamber recognises that people in businesses are busy and evening meetings are not always convenient, but the Chamber encourages every new member to come to one/some/all of the Business Meetings, in order to meet other businesses, network and to pass on comments/concern and most importantly tell the Chamber what they would like to see on the agenda as the agendas of the past have not always been inviting.
* Do we need meetings like this or should we share functionally by email (as everyone is busy) and a couple of time a year have a get-together? Make the meetings more informal more networking group as most people get the impression the Chamber is and old folk’s thing and a closed shop.
* Most business cannot make the evening meeting as they have been working all day, and some do not live in the area and have quite a way to travel, others may have commitments that take president.
* The general consensus seems that the meetings should be more social BUT if businesses think they know of something/someone of interest, that could be added to the agenda of speaker to come along to the meeting.
* Have more meeting, as businesses cannot always come along to one every other month. If there is more meetings they have a better option to choose from.
* Have a business forums and quiz night.
* Tag on to an existing quiz night that a pub is running in Otley and let the Chamber members know that we would be meeting in the pub (which would enable discussion and swapping feedback as well as participating in the quiz).
* Put on social events with speaker and formal meetings just now and again.
* Over the 3 years The Chamber have posed questions to approx. 160 members through the OEB asking from their opinions on certain matters and asking them to send a response – this unfortunately has not worked. The only time we had a good response was the change to the time one could park in one of the car parks.
* One member said that when he distributes the OEB he got some fantastic comments.
* This is a genetic problem, people do not respond, they will not tell you something unless they don’t like it! If you cannot get a response CHANGE IT, as see what happens.
* Another member said, ‘I don’t think the Chamber should get too disheartened as being a Chamber member for 30 years, I am surprised recently that you seem to think that the current structure is not doing well – it is going well compared to some years ago. He said he realised It is difficult putting an agenda together if people don’t tell you what they want.’

**5. Speakers/Presentations:**

5.1 Victoria Smith, Otley Welcomes You

Otley Welcomes, is a local community group set up in 2016 after a spike in racism following the Brexit referendum. One particular woman, who was of Eastern European decent, had gone into work after the referendum, and one of her work colleagues has said, ‘well, you’ll have to go home then.’ There were also a number of other racism comments issued to other local residents/workers. From this the group then ran a ‘hands-up’ campaign in response: inviting kids and adults to draw round their hands and decorate them as a visual representative of welcome to people of all backgrounds. These paper hands were hung around the town, and was run again in March 2019 in the Market Place.

Otley Welcomes has no political affiliation, but benefits from cross-party support. It promotes tolerance, diversity and respect in Otley. The group organises events and campaigns to show welcome to all Otley residents – whether they’ve been born and bred in the town, or are non-British nationals. We have put on Asylum monologues at the Courthouse, hosted a get-together over the last three years, been involved in an anti-racism rally and worked in the primary schools in Otley where we have had a ‘living books’ event where people from different backgrounds talk to students.

At the end of the rally that was held, we had a lot of local businesses/organisations/groups who came to ask what can they do to help?

From this we have come up with the Otley Welcomes Charter which revolves around seven key principles: respect, challenging stereotypes, equality, actively creating a better society, good relationships between all people, valuing the world diversity and making the world a fairer place. We would like all local businesses, organisations, groups, schools to sign up to Otley Welcomes aims and objectives.

One of the reasons for this presentation is not only to inform, but would also like to speak to local businesses, members from organisations & groups etc., to talk to them to make sure the Charter really reflects what we ‘Otley Welcomes’ can do for you. We would then be able to produce a 2 page A4 aspirational statement and a ‘How To’ guide – with Welcome Charter & an Otley Welcomes sticker to put in your window so people who came into your business/organisation etc., know they would be welcomed and feel safe - but we need information from businesses first! The Otley Welcome Charter will sit long side/encompass the Otley Families Welcome schools Charter (how they want their schools to operate). In 2017 OTC also signed up to this Charter.

* This presentation was followed by questions. One significant question, was regarding Otley Welcome Stickers to go in Business windows. A lot of shops and businesses do not like stickers or posters up in their shops/premises - for what ever reason. The question posed was; if they did not have a sticker on their window/ premises, would the public surmise that the shop/premises was not a welcoming place for all?

5.2 Otley Coffee Festival 2020 – Richard Hughes

 Most members are aware that April 25th 2020 there will the first ever Otley Coffee Festival.

There are coffee festivals most years in Manchester, London, Bristol & Glasgow but there (as far as we know) has been nothing in this area and this is a great opportunity to showcase the area and of course, coffee. Our coffee festival is slightly different as we are bringing people into the hub (Otley Parish Church) and also encouraging people to get out and about around the town. To explain this more we have a launch event at Sift in Manor Square at 6pm on the 8th October 2019. Sift is not a large venue, and we are not expecting a large number of people to come to the launch - only the people who want to help or involved in the coffee festival so any members who fits into one of those two categories are welcome to come along. RSVP info@otleycoffeeculture.com

If you would like to take a stand on the day. The event will be in the Parish Church and it is only £35 for the day and we are expecting around a 1000 tickets to be sold.

Sponsorship: we have got only one £250 sponsorship package left if anyone would like to sponsor? All the sponsors will be on a roller banner and on all the advertising. If any business would like to take up this sponsorship package go to info@otleycoffeeculture.com. We also hope to engage a Media sponsor Stray FM and hoping their news team will go the hub and then walk round the cafe’s on October 8th and April 25 when at the actual event.

**6. A.O.B.**

6.1 Otley Show Marquee (Shop Local) May 2020 – SR

Launching the event this evening and forms were handed out for any businesses who would like to take a slot in the marquee. On the day it is £20 and that money will fund some hampers & competition to make people linger longer in the marquee and get more publicity out of it. Need the money in for the stands before the show - as 10 businesses dropped out at the last minute last year.

There followed some questions by the members:

Q The position of the ‘shop local marquee’ not good, it should be nearer the front not tucked away as the footfall poor.

A This is because the Chamber get the pitch at cost, for just over 1k. Have to decide do we want to pay a lot more for the change of pitch? Maybe do away with the competition ‘prise money’ and pay for a better pitch location?

Q Need to ask the question re location with the members & the show’s organiser as Otley businesses should be nearer the front as they are shutting their businesses on the day to come to the event and they need to make some money.

Q Need to know who has taken over from Janet Raw (Show Organiser).

Otley Chamber contact:

Andy Burnley : 0772 333 5966 – any@revamptotal.co.uk

Simon Raybould : 0777 588 4233 – simon@printcrew.co.uk

6.2 Otley BID update - TH

Success & disappointment on our offer of free training courses to businesses:

* First Aid – sold out
* Recruitment & Contract of Employment workshops, only 3 businesses were interested, so both workshops had to be cancelled.

6.3 **Date and time of net meeting: Tuesday 12th November 2019 at Otley Parish Church**