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Launceston Town Council  
The Town Hall  
Launceston  
Cornwall PL157AR

### **Minutes of The Tourism and Information Services Committee held on Tuesday 10<sup>th</sup> January 2017 at 10.00 a.m. at the Town Hall**

- Present:** Cllrs: Bugden-Cawsey, Conway, Gordon, Nancarrow and Young (Chairman)  
In attendance: Christopher Drake (Town Clerk), Alison Jeffery (TIC Manager)
- 1701/01** **Apologies for absence** were received from Cllrs Hogan and Sandercock, John Marshall (TAVATA), Sue Issleib (Launceston Chamber of Commerce), Diane Richards (English Heritage)
- 1701/02** **Public Representation Session**  
No members of the public were present at the meeting.
- 1701/03** **No Declarations of Interest were received**
- 1701/04** **Minutes of the last meeting**  
The minutes of the meeting held on 1<sup>st</sup> November 2017 were signed as a correct record.
- 1701/05** **Financial Report-**  
It was AGREED to circulate financial reports relating to the TIC one week prior to each TIC committee meeting
- 1701/06** **Manager's Report – previously circulated**  
The report was discussed; footfall and sales have increased during 2016.  
It was AGREED refurbishment and replacement of market equipment will be undertaken as necessary at a specified location. The cost has been included in the 2017/18 TIC budget  
It was suggested a local WI serve festive refreshments outside of the TIC during the 2017 Late Night shopping, further discussion about this will take place nearer the date of the event.  
Customers using the photo printing machine will be encouraged to use the facility unaided using printed instructions.  
Visit Cornwall had previously discussed erecting a new "Welcome to Cornwall" on the A30 Cornwall Devon boundary. TIC Manager will contact Visit Cornwall to check on progress.

1701/07

**Town Guide**

Following discussion around the format of the guide and its target audience it was AGREED to present to the committee draft formats of a town guide at a meeting to be held on Tuesday 7<sup>th</sup> February 2017 at 10.00am at the Town Hall

1701/08

**Coach Park Signage**

David James, Properties Manager at the Town Hall joined the meeting and stated a company has been sourced to can provide interpretation boards for the coach parking area. It was AGREED to research the cost of boards; these should include information about Launceston, relevant historical facts and images, a greeting in the Cornish language and the town council crest. A report will be presented to the TIC committee on 7<sup>th</sup> February 2017

1701/09

**Saturday Opening Hours**

TIC Saturday opening hours were discussed, it was AGREED to recommend to Full Council the TIC opens from 9.00am – 1.00pm on Saturdays up to and including Saturday 1<sup>st</sup> April, 2017, reverting to opening 10.00am – 4.00pm commencing Saturday 8<sup>th</sup> April until end of December 2017. The TIC will close earlier from 2<sup>nd</sup> January to the Saturday before Good Friday in following years

The next meeting is scheduled for 7<sup>th</sup> February 2017 at 10.00am.

The meeting finished at 11.15

Signed.....

Date.....