

**KESWICK TOWN COUNCIL**  
**SEVEN PRINCIPLES OF PUBLIC LIFE**  
**Selflessness – Integrity – Objectivity – Accountability – Openness – Honesty - Leadership**

**KESWICK TOWN COUNCIL**

**Council Offices**  
**50 Main Street**  
**Keswick**  
**CA12 5JS**  
**Email: [townclerk@keswicktowncouncil.gov.uk](mailto:townclerk@keswicktowncouncil.gov.uk)**

15<sup>th</sup> September 2023

A meeting of Keswick Town Council will be held at the Council Chamber, Town Hall, Keswick on Thursday 21<sup>th</sup> September 2023 at **7.00 pm**.

Yours sincerely



**Vivien Little**  
**Town Clerk**

**AGENDA**

- 1. Apologies**  
To receive apologies for absence.
- 2. Minutes**  
To authorise the Chair to sign as a correct record the minutes of the Town Council meeting held on the 17<sup>th</sup> August 2023 (pages 18-21).
- 3. Requests for Dispensations**  
The Clerk to report any requests received since the previous meeting for dispensations to speak and/or vote on any matter where a member has a disclosable pecuniary interest.
- 4. Declarations of Interests**  
To receive declarations by elected and co-opted members of interests in respect of items on this agenda.

Members are reminded that, in accordance with the Code of Conduct, they are required to declare any disclosable pecuniary interests or other registrable interests which have not already been declared in the Council's Register of Interests. (It is a criminal offence not to declare a disclosable pecuniary interest either in the Register or at the meeting). Members may, however, also decide, in the interests of clarity and transparency, to declare at this point in the meeting, any such disclosable pecuniary interests which they have already declared in the Register, as well as any other registrable or other interests.

*If a member requires advice on any item involving a possible declaration of interest which could affect his/her ability to speak and/or vote, he/she is advised to contact the Clerk at least 24 hours in advance of the meeting.*

- 5. Police Attendance**  
To receive the report of the Allerdale Rural Neighbourhood Policing Team (if available).

- 6. Matters to be received from the Public**  
Such matters may be received throughout the meeting, however items raised should not be discussed for longer than ten minutes and the Chairman reserves the right to curtail repetitious matters. Public participation shall not be longer than half an hour throughout the meeting.
- 7. Presentation by Keswick Rugby Club**  
To receive a presentation from representatives of Keswick Rugby Club regarding their plans for a new Rugby Club Building.
- 8. Matters to be raised by Councillors**  
An opportunity for Councillors to raise any **unforeseen** matters which are not on the agenda, with the consent of the Chair, and which do not require a decision – items raised should not be discussed for longer than 10 minutes.
- 9. Applications for Development**
  - i) To examine applications for development and to agree observations for submission to the Lake District National Park Authority (Planning Group report to be circulated at the meeting).
  - ii) To receive update on National Park planning decisions.
- 10. Mayor's Report**  
To receive details of the Mayor's engagements and meeting attendance for the period 11 August 2023 – 14 September 2023.
- 11. Reports from Ward Representatives**  
To receive reports from the following representatives:
  - i) Cumberland Council
  - ii) LDNPA North Distinctive Area Parishes Representative
- 12. Payment of Accounts**  
To confirm the payment of accounts for September 2023 as approved by the Inspection Committee (to be circulated at the meeting):
  - i) For the Town Council
  - ii) For the Trusts
- 13. Consultation Response**  
To consider Keswick Town Council's response to the Lake District National Park's survey of Parish Council views and experiences, as prepared by the Visitor Management Working Group.
- 14. Holiday House Nuisance Report**  
To consider a report by Councillor Dunn.
- 15. Email addresses for Councillors**  
To consider a report by the Clerk.
- 16. Clerk's Report**  
To receive the Clerk's report.
- 17. Events Committee**  
To receive for information the minutes of the Events Committee minutes dated 7 September 2023.

**Prior to the following business the Chairman will move the following resolution:**

*'That under the Public Bodies (Admission to Meetings) Act 1960, the public and representatives of the press and broadcast media be excluded from the meeting during the consideration of the following items of business as publicity would be prejudicial to the public interest because of the confidential nature of the business to be transacted'*

**18. CCTV**

To consider a report by the Responsible Financial Officer.

To: All Councillors, Police, Press, Library

**KESWICK TOWN COUNCIL**  
**SEVEN PRINCIPLES OF PUBLIC LIFE**  
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Minutes of the meeting of Keswick Town Council to be held at the Council Chamber, Town Hall, Keswick on Thursday 17<sup>th</sup> August 2023 at 7.00 pm.

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**Present:**

**Chair**  
Councillor Steve Harwood

**Councillors**

Louise Dunn  
Denstone Kemp  
Jean Murray

Chris Houghton  
Sally Lansbury  
Adam Paxon

Claire Houghton  
Benita Laphorn  
Lorraine Taylor

Also present was Vivien Little (Town Clerk), Catherine Parker (Responsible Financial Officer), one member of the press, and seven members of the public.

**77. Apologies**

Apologies for absence were received from Councillors Nelson and Parsons.

**78. Minutes**

**RESOLVED** that the Chair be authorised to sign as a correct record the minutes of the Town Council meeting held on the 20 July 2023 (pages 14-17).

**79. Requests for Dispensations**

The Clerk reported that no requests for dispensations had been received.

**80. Declarations of Interests**

Councillor Taylor made a Disclosable Pecuniary Interest with regard to planning application 7/2023/2128 as she was related to the applicants. She would leave the room for this item.

**81. Police Report**

**RECEIVED** the report of the Allerdale Rural Neighbourhood Policing Team. PCSO Liam Forrester was in attendance at the meeting, and answered questions from Councillors relating to graffiti, vehicles in the Market Square, and the one way system on St Johns Street, engagement with holiday let agencies over anti-social behaviour, Street display licenses for displays at ground level and raising general visibility in Keswick.

**82. Matters to be received from the Public**

A number of members of the public spoke with regard to busking in the Market Square. One member of the public brought up that not all buskers followed the Code of Conduct, and some were allegedly malicious and violently aggressive, though that was the view of the speaker. The member of the public wished that Keswick Town Council would do more to enforce the 'no amplification' rule.

The Clerk pointed out that while Keswick Town Council had drawn up the Code of Conduct, it was a voluntary Code of Conduct, and that the Town Council had no powers to enforce the no amplification rule. She then stated she had been working with officers at Cumberland Council to try and move things forward, and if any busker felt threatened they should contact the police.

Two other members of the public had the opposing view, and found that buskers were a nuisance in the town, and wished they could be limited. The previous members of the Town Council couldn't do anything, and Keswick Town Council should have some responsibility for the town.

Councillor Lansbury responded that a lot of work had gone on in the background on a co-ordinated approach, but the situation had become worse following lockdown, and that there was a number of nuisances in Keswick, not only buskers, but also unauthorised street traders.

Another member of the public felt that they were receiving no benefit from Keswick Town Council as they meant well, but there was no progress being made.

Councillor Campbell-Savours (Cumberland Council) requested to speak, and stated that he was working with senior legal people both during his time at Allerdale Borough Council, and at Cumberland Council, and that the process had got stuck; he was hoping to follow this through.

It was noted that both the Market Square and area of land at Lower Lake Road fell under the jurisdiction of Cumberland Council, not Keswick Town Council.

***Councillor Kemp arrived at 7.09pm***

**83. Matters to be raised by Councillors**

Councillor Lansbury introduced the Project Manager at Keswick Community Emergency Response Partnership (who was in attendance), and requested that Councillors consider becoming volunteers for events such as flooding. There would also be a tour of the Mountain Rescue Multi Agency response room arranged for all Councillors in mid September.

**84. Applications for Development**

- i) **RESOLVED** that the following observations to be submitted to the Lake District National Park Authority (Action - RFO)

<b>Plan Ref.</b>	<b>Description of Development Location</b>
7/2023/2075	Internal change of use of garage to habitable room. Extension into rear garden. New pitched roof in place of flat roof over previous extension. New weatherboard cladding to existing extension Beechings Folly, Brundholme Road, Keswick, CA12 4NL <i>No comments made</i> <b>SUPPORT</b>
7/2023/2126	Single storey rear extension and two storey side extension to dwelling following approval of application 7/2022/2198 The Rowans, Ambleside Road, Keswick, CA12 4DN <i>No comments made</i> <b>SUPPORT</b>
7/2023/2128	Change of use to a dwelling house 15, Ambleside Road, Keswick, CA12 4DL <i>The statement accompanying this application – item 5 is incorrect. This property is currently advertised for holiday letting on Sykes Cottages, My Cottage holidays, Lakes Cottage holidays and Booking.com web sites and has been used in this way for some time. Consequently, this should be a 'Change of Use' application and not a Certificate of Lawfulness</i>

- 7/2023/2129 First floor balcony to side extension  
St John's House, St John's Street, Keswick, CA12 5AP  
*No comments made*  
**SUPPORT**
- 7/2023/2134 Change of use to one flat  
6a St. Johns Street, Keswick, CA12 5AX  
*No comments required*
- 7/2023/2142 Change of use from guesthouse/holiday let to C3 residential dwelling (family home).  
14, Ambleside Road, Keswick, Cumbria, CA12 4DL  
*No comments made*  
**SUPPORT**

- ii) **RECEIVED** update on National Park planning decisions.

***Councillor Taylor left the meeting at 7.40pm, and returned at 7.42pm***

**85. Mayor's Report**

**RECEIVED** details of the Mayor's engagements and meeting attendance for the period 14 July 2023 – 10 August 2023.

**86. Correspondence from Above Derwent Parish Council**

Consideration was given to the correspondence from Above Derwent Parish Council.

**RESOLVED** that Keswick Town Council support this approach from Above Derwent Parish Council, and that the Clerk respond to the letter received (Action – Clerk)

**87. Reports from Ward Representatives**

**RECEIVED** reports from the following representatives:

- i) Cumberland Council – Councillor Campbell-Savours informed Councillors about the Community Panels which had been set up by Cumberland Council, and encouraged Councillors to respond to the survey which would be sent out to find out what the priorities of the panel should be. He encouraged respondents to be as ambitious as possible.

He also gave an update on the Thirlmere Road (the U7003). There was an informal consultation taking place with a view to drawing up a TRO to close it, however given the number of signatories in support of it remaining open, it could be possible to get the road reopened.

With regard to traffic travelling the wrong way on St John's Street, with people ignoring the one way signage, Councillor Campbell-Savours intended to arrange a meeting with the Leader of the Council on site. While altering the pavements etc was part of what the Keswick Transport Study had concluded, there was currently no funding in place, however there could be a time when government funding could be applied for, so it was important to have a plan in place.

The damaged benches in Market Square would all be repaired on Monday by Cumberland Council.

- ii) LDNPA North Distinctive Area Parishes Representative – **RECEIVED** the report of the North Distinctive Area Parishes Representative.

- iii) It was requested that the Clerk ask the representative to attend the next Town Council meeting (Action – Clerk)

**88. Payment of Accounts**

**RESOLVED** that the accounts for August 2023 as approved by the Inspection Committee be authorised for payments (Action – RFO)

- i) For the Town Council, vouchers 95 - 105 amounting to £38,268.27 (thirty eight thousand two hundred and sixty eight pounds and twenty seven pence)
- ii) For the Trusts, vouchers HP65 – FP82 amounting to £47,093.19 (forty seven thousand and ninety three pounds and nineteen pence)

**89. Visitor Management Working Group**

Consideration was given to a report from the Clerk.

**RESOLVED** that:

- i) The Terms of Reference for the Visitor Management Working Group be accepted; and
- ii) That the temporary toilets be removed from the start of the Keswick to Threlkeld trail at the end of September, to allow for publicity to take place, and that this information be communicated to Park Run (Action – Clerk).

**90. Clerk's Report**

Consideration was given to a report from the Clerk.

**RECEIVED** the report of the Clerk.

**91. Consultation**

Consideration was given to notification of a telecoms installation.

**RESOLVED** that the Planning Group prepare a response to the notification (Action – Clerk).

The meeting closed at 8.27 p.m.

\_\_\_\_\_  
Chairman

\_\_\_\_\_  
Date

## Planning Applications received between 11/08/2023 - 14/09/2023

Plan ref	Location	Description of Proposed Development
T/2023/0108	The Coach House, Chestnut Hill, Keswick, CA12 4LS	T1 - Scots Pine - Fell due to lean and how close to the building. Top of tree has snapped out. Tree is suppressed with all limbs over towards house. T2 - Cherry (small) - Fell - Allow more light in to house.
7/2023/2131	Land adjacent to 1 Briar Rigg, Keswick, CA12 4NW	Erection of storey and a half, 3 bedroom, low energy dwelling with associated external works, and upgrade of existing septic tank at neighbouring property
7/2023/2133	Rowanlea, Eleventrees, Keswick, CA12 4LW	Front Conservatory
7/2023/2145	53, Blencathra Street, Keswick, CA12 4HX	Construction of single storey rear extension
7/2023/2148	25, St Johns Street, Keswick, CA12 5AE	Internal and elevational alterations to existing house and outbuildings, new infill extension to connect existing house and outbuildings - <i>Listed building consent</i>
7/2023/2149	25, St Johns Street, Keswick, CA12 5AE	Internal and elevational alterations to existing house and outbuildings, new infill extension to connect existing house and outbuildings - <i>Full planning application</i>
7/2023/2150	2, Grange Park, Keswick, CA12 4AY	Extension to the rear of the house off the upper ground floor level
7/2023/2152	Keswick Rugby Club Ltd, Davidson Park, Keswick, CA12 5EG	Demolition of existing club house and squash courts. Erection of new clubhouse and creation of additional car parking facilities
7/2023/2159	Birdsong, Borrowdale Road, Keswick, CA12 5UP	Proposed alterations to dwelling, ground & first floor extensions, roof alterations including part increase in roof height
7/2023/2161	11, Fenton, Keswick, CA12 4AZ	Addition of dormer & porch plus alteration of windows on rear. Removal of rear chimney
7/2023/2166	12, The Plosh, Borrowdale Road, Keswick, CA12 5DE	To replace 3 windows at the rear of the property
7/2023/2167	Rear of former Service Station, Crosthwaite Road, Keswick, CA12 5PR	Change of use from redundant garage to holiday cottage housekeeping and maintenance hub and operational development
<b>NOTICE TO THE PUBLIC:</b> Interested parties are invited to let the Town Clerk have their comments, in writing or via email to: townclerk@keswicktowncouncil.gov.uk , prior to the meeting regarding any of the planning applications on this sheet.		



## Decisions Received from LDNPA

### Planning Decisions Received between 11/08/2023 & 14/09/2023

#### AGENDA ITEM 9.ii)

Plan Ref	Date of Application	Location	Postcode	Description	KTC Observations	LDNPA Decision	Appeal	Appeal Decision
E/2020/0184	August-22	Land at Fell View, Ashtree Avenue, Keswick CA12 5PF		The erection of a fence and the erection of a timber building -appeal against an enforcement notice issued by the Lake District National Park	<b>OBJECT</b>	<b>Enforcement notice</b>	<b>Appeals</b>	<b>Appeals dismissed</b>
7/2023/2062	April-23	13 Lakeland View, High Hill, Keswick	CA12 5NY	Change of use of guest house to self catering holiday letting accommodation	<b>OBJECT</b>	<b>WITHDRAWN</b>		
7/2023/2064	April-23	34, Lakeland Park, Keswick, Cumbria,	CA12 4AT	Proposed loft conversion with raised roof height and rear dormer to provide bedroom and bathroom complete with internal alterations.	<b>OBJECT - Dormer design</b>	<b>GRANTED - Amended Velux design</b>		
7/2023/2075	July-23	Beechings Folly, Bruntholme Road, Keswick,	CA12 4NL	Internal change of use of garage to habitable room. Extension into rear garden. New pitched roof in place of flat roof over previous extension. New weatherboard cladding to existing extension.	<b>SUPPORT</b>	<b>GRANTED</b>		
7/2023/2087	July-23	54 Blencathra Street, Keswick,	CA12 4HT	Partial demolition of existing outbuilding with re-building on similar footprint	<b>SUPPORT</b>	<b>GRANTED</b>		
7/2023/2103	July-23	Oak Cottage, Ambleside Road, Keswick	CA12 4DL	Repairs to roof and associated works	<b>SUPPORT</b>	<b>GRANTED</b>		
7/2023/2106	June-23	Uplands, Lonsties, Keswick	CA12 4TD	Proposed extensions including raising of the roof, placement of photovoltaics, reconfiguration of driveway and turning to allow side and rear extension.	<b>SUPPORT</b>	<b>APPROVED WITH CONDITIONS</b>		
7/2023/2115	June-23	Cragwood Guest House, 44, Blencathra Street, KESWICK,	CA12 4HT	Change of use from guest house to flexible use as guest house and holiday let	<b>OBJECT</b>	<b>GRANTED</b>		
7/2023/2124	June-23	St. John Ambulance, Main Street, Keswick	CA12 5NH	Conversion to use as short term holiday lets	<b>NOT RECEIVED FOR COMMENTS</b>	<b>REFUSED</b>		
7/2023/2126	July-23	The Rowans, Ambleside Road, Keswick,	CA12 4DN	Single storey rear extension and two storey side extension to dwelling following approval of application 7/2022/2198	<b>SUPPORT</b>	<b>GRANTED</b>		
7/2023/2134	July-23	6a St. Johns Street, Keswick	CA12 5AX	Change of use to one flat	<b>NOT RECEIVED FOR COMMENTS</b>	<b>GRANTED</b>		
7/2023/2145	August-23	53, Blencathra Street, Keswick	CA12 4HX	Construction of single storey rear extension	<b>To be commented</b>	<b>GRANTED</b>		

**KESWICK TOWN COUNCIL****TOWN COUNCIL MEETING 21ST SEPTEMBER 2023****MAYOR'S ENGAGEMENTS & MEETING ATTENDANCE**

For period 11th August 2023 – 14th September 2023

Thursday 10 August	Attended Planning Group Meeting to consider current planning applications
Tuesday 15 August	Attended meeting with Police in Council Chamber with Vivien and Louise to discuss options for reporting incidents of anti social behaviour relating to holiday let accommodation.
Thursday 17 August	Attended Town Council meeting.
Saturday 26 August	Attended Proclamation of Great Carlisle Fair at invitation of the Mayor of Carlisle
Tuesday 29 August	Attended Microsoft Teams Meeting with Vivien and Catherine re Fund Raising / Grant opportunities for Upper Fitz Park Plans.
Thursday 31 August	Attended meeting with Vivien and Catherine re Funding for Upper Fitz Park
Thursday 31 August	Attended Kevin Gibbon's last day leaving party at Hope Park
Sunday 3 September	Attended Civic Service at St. Kentigern's Church, Aspatria at the invitation of the Mayor of Aspatria.
Monday 4 September	Attended meeting with Matt Jones of Care of Trees and Richard Mace, Structural Engineer at Upper Fitz Park to discuss implications of existing trees on the Kiosk and Staff / Equipment Store plans
Wednesday 6 September	Attended meeting at Keswick Bowling Club with Vivien to discuss implication of Fitz Park plans on current car parking arrangements and their equipment store.
Thursday 7 September	Attended meeting of Events Committee in Council Chamber
Saturday 9 September	Attended CALC Councillor Training sessions AM / PM in Council Chamber with Sally, Lorraine, Chris, Benita and Louise.
Sunday 10 September	Attended Civic Service at Wigton Methodist Church at the invitation of the Mayor of Wigton.
Monday 11 September	Attended Microsoft Teams meeting re Deed of Easement issue at Fitz Park
Wednesday 13 September	Attended opening night of 'Every Brilliant Thing' at invitation of Theatre by the Lake.
Thursday 14 September	Attended Keswick School Prizegiving.

**LDNPA Report for the North Lakes**

**Issue 3 Sept-23**

[peter.walter@lakedistrict.gov.uk](mailto:peter.walter@lakedistrict.gov.uk)

**UU planning update**

At my request, Andrew Smith has asked UU to provide a list of all outstanding pipeline remediation works that were yet to be completed. He has chased them several times but we have not heard back yet. We will both keep chasing.

**Eyes on the Bog**

The LDNPA is involved in a number of peatland restoration projects but understanding the current and changing state of peatland is crucial. *Eyes on the Bog* is a UK wide Citizen Science project helping volunteers collect basic information that will help manage peatland restoration projects across the country. The data collected will help scientists model climate predictions and understand the condition and function of UK peatlands. I joined an Eyes on the Bog data collection training session on Barf (above Whinlatter). Every few months Volunteers will be visiting a number of 'secret' locations to measure the water table and peat levels. This data will be compared to future readings taken after bog restoration has taken place.



**A busy summer for the Safer Lakes team**

Park staff continue to be busy dealing with fly camping. Over the Bank Holiday they moved on hundreds of campers, including 44 from the shores of Derwent Water alone. That's a great result as staff have no legal powers and have to rely on their skills of persuasion alone. In current law, the only way of enforcing trespass would be for the landowner to take out a court injunction against the fly camper.

That process takes many days and is obviously impractical. Where persuasion fails, staff continue to clear up - moving skip loads of fly camp waste each month. 'No Camping' signs are available to anyone who wants them.

### **Your feedback needed**

All Parish Councils have been asked to give their feedback to the Strategic Visitor Management Group: what do you think should be a priority? Councils are asked to complete the survey as a group. In case you missed it, the survey can be found here.

<https://forms.office.com/e/AJR3KggRas>

If you would like to talk to me about your feedback or have me attend your meeting please drop me a line.

### **Volunteer get-together**

The North Lakes Ranger team hosted a get-together for nearly 40 people who volunteer in the North Lakes. Staff presented plans to make it easier for people to volunteer for a wider range of activities and to sign up for ad-hoc working parties; and Area Ranger Carl Bradford served up a tasty burger or two!



## **Visitor Management in the Lake District National Park**

### **Survey of Parish Council views and experiences**



**Lake District  
National Park**

You will be aware that since the pandemic we and multi-agency partners have had to step up our work to manage increased visitor pressures in many ways and in many parts of the national park. Although the pandemic is now officially over many issues remain, yet unfortunately the Government/external funding dedicated to this work is no longer available. Therefore, we are undertaking a review of Lake District National Park priorities to ensure the resources we have are used to maximum benefit to communities, the environment and local businesses, whilst still enabling visitors to enjoy visiting the Lake District responsibly.

As part of this we are seeking views from all 82 Parish/Town Councils and meetings in (or partly in) the Lake District to help inform our future direction. We would be very grateful if you could take the time to answer the questions below based on the experience of your community. Please reply by 30<sup>th</sup> September 2023 by emailing [One collective response from each parish/town council please.](mailto:One collective response from each parish/town council please.)

Parish Council name.....Keswick Town Council.....

Parish Clerk's (or preferred contact's) [email.townclerk@keswicktowncouncil.gov.uk](mailto:email.townclerk@keswicktowncouncil.gov.uk)....

**BROAD COMMENT:** This survey does not truly capture all the issues around visitor management and is reductive in its approach. We also believe that the LDNPA should lobby for funding to continue addressing these issues , rather than asking us to fill in a survey, the responses to which would be used to suggest that Parish Councils support cuts in current areas of LDNPA activity.

1. What are the biggest visitor management challenges in your community? Please rank below 1 most important to you, 2 second most important etc.

It is not possible to answer this question appropriately, it is too simplistic. All of the issues below are important in our Town and it's just not possible to rank them in this way because it depends who and where you are. E.g. If you live next door to a 16 bed party holiday house then anti-social behaviour is a big issue. If you are a landowner, flycamping, fires and human faeces is a problem. We suggest that some other way of consulting with parish councils is used – such as the meetings suggested.

- ☐ Litter -general
- ☐ Litter - dog poo/poo bags
- ☐ Human toilet waste
- ☐ Fly camping
- ☐ Motorhome parking/staying away from camp sites
- ☐ Motorhomes causing traffic issues
- ☐ Campfires/barbequesUncontrolled
- ☐ Dogs out of control
- ☐ Inconsiderate parking (in gateways, on roads etc,)
- ☐ Traffic volumes



- ☐ Other.....  
anti social behaviour
- ☐ lack of public transport
- ☐ lack of public toilets at major destinations e.g. K2T trail
- ☐ Proportion of second homes and holiday lets in communities
- ☐ lack of affordable accommodation for locals.
- ☐ **The lack of closely coordinated strategy development and co-working between Cumberland Council and LDNPA.** Clarify who is responsible for what. For example, why would LDNPA have dog poo or parking enforcement within their strategy when that is a Cumberland or a police role? There is a lack of clarity of roles which leads to uncertain accountability and the possibility of each party reneging responsibility. Where there is an established partnership approach, this needs to be clear in the consultation. If this survey is about PR and communication with visitors then it should be clear that this consultation is about the messages and not the responsibilities.

2. Which of these visitor management tactical actions do you think would be most effective for LDNPA to undertake in your parish?

As above. These are all important and extremely helpful interventions.

- Ranger patrols
- ☐ Litter picking
- ☐ Engaging with fly campers
- ☐ Engaging with motorhome users
- ☐ Maintaining footpaths and bridleways
- ☐ Working with volunteer groups to tackle issues
- ☐ Engagement and education events
- ☐ Organising and promoting sustainable transport services
- ☐ Managing car parks
- ☐ Signage around visitor behaviour
- ☐ Communications to encourage better visitor behaviour
- ☐ Maintaining the [help@lakedistrict.gov.uk](mailto:help@lakedistrict.gov.uk) service for out of hours complaints
- ☐ Other...**New solutions are needed and some enforcement to address the most egregious behaviour (e.g. towing vehicles blocking rural roads and bus routes)**

3. Which of these visitor management strategic developments do you think we should prioritise in partnership with other key stakeholders? (please choose one- [see comments above](#))

- ☐ Develop a strategy for motorhome management
- ☐ Develop integrated sustainable transport and parking improvements on a valley scale (e.g. Ullswater Valley **and Borrowdale**)
- ☐ Develop plans for improvement and maintenance of walking and cycling infrastructure
- ☐ Develop communication plans (digital and on the ground) around visitor management (such as "leave no trace/Lake District Kind")
- ☐ Other.....**Start consultation on the implementation of a tourist tax to fund visitor management initiatives – potentially this could ease issues faced by locals and also improve visitor experience.**

- Allocation of some of the car park revenues in Keswick and other tourist hot spots to visitor management initiatives (such as: toilet provision, litter collection, parking enforcement, shuttle buses and public transport at peak times etc.).

4. What have been the greatest benefits, if any, of the multi-agency visitor management over the past three years in your parish?

The tactical measures above in response to nuisances have been helpful. Proactive solutions such as the £2 bus fares have been great, the boat shuttle around Derwentwater.

However intractable issues are not being solved and now Cumberland Council is up and running it would be good to find more solutions. The expansion of holiday accommodation at the expense of local housing is putting our community in jeopardy. The Keswick pool was closed – a major amenity for visitors and locals. Also, the K2T path (which we are often told is generating huge amounts of revenue for the local economy) has no public toilets.

5. We appreciate that many communities are already working on visitor management actions. Can you let us know what your parish/town council/meeting are already doing?

- We have a visitor management group (TOR on our web site).
- Liaising with mass event organisers to aid planning and anticipate/ reduce impact of mass events on the town's infrastructure (The Keswick Convention, Lakesman, Mountain Festival etc). Cumberland regulate these events but often there is no liaison with the local community and our town is seen as a picturesque 'venue' to be hired. We welcome these events but also feel strongly that the host communities should see some additional benefit from them, any inconvenience minimised or well-publicised in advance (road closures), damage repaired and litter/ signage be removed.
- Liaising with the Kennel Club who have declared Keswick the dog friendliest town in the UK for several years running, which has had some unintended negative effects.
- Liaising with the police and council over anti-social behaviour from large holiday cottages
- Objecting to planning applications for the conversion of former B&Bs to large holiday lets with no on site management. This reduces the number of family homes in our community. Also large holiday houses can cause issues of noise/ anti-social behaviour.
- Addressing noise issues caused by amplified music and aggressive buskers/ speakers in the town square (partnership with Police and Cumberland).
- Lobbying LDNPA for better information/ action/ enforcement on holiday lets in homes with a local occupancy clause.
- Addressing unlicensed traders in market square (with Cumberland)
- Reporting incidents of illegal camping to the LDNPA or landowners.
- Lobbying to re-open the Keswick Pool or replace it (Cumberland)

6. Are there actions you would like to work with us to deliver?

Finding new funding streams to enable the various agencies to more effectively and sustainably manage the visitor volumes – improving visitor experience.

7. Are there any other points you would like to raise?

See above.

You mention in the introductory paragraph, having meetings to drive the process of further developing the LDNPA visitor management strategy. Members of KTC would like to attend a meeting held locally in addition to responding to this questionnaire as we feel many of the issues need further analysis.

**Thank you very much for your time in completing this and for all you do for the community.**



## KESWICK TOWN COUNCIL HOLIDAY HOUSE NUISANCE MANAGEMENT PROPOSAL

### Situation:

The number of holiday properties in Keswick has grown considerably in the last 3 years. In addition there is a trend for B&Bs are changing use to large holiday lets, with owners that delegate all management to agencies. The council has received complaints from local residents about issues with holiday lets, including but not limited to: noise nuisance and anti-social behaviour, 'party houses', poor maintenance and issues with litter. There is generally no one to contact out of hours when many issues occur.

The council believes that the town must set an expectation that owners and lettings agencies are fully accountable for the proactive management of nuisance to the local community. These issues can be eliminated with careful management.

In 2022, Keswick Town Council made a resolution that: *The Town Council will seek practical steps to address noise and anti-social behaviour due to large holiday lets with no on-site owner.* In 2022, a voluntary code and a 'good neighbours scheme was proposed that would be co-ordinated and funded by the letting agencies. There was no meaningful interest among the agencies to participate.

One of the issues facing the town council is that there is a lack of data being collected to quantify the size, scale and seriousness of the problem. In addition many locals do not bother to report issues as they have not made any difference in the past. Gathering this data will help inform the agencies that could help (MP, Cumberland, LDNPA, Police) and also justify the release of resources to address the issue.

### Target:

- Hold owners and lettings agencies accountable for the proactive management of nuisance to the local community.
- Encourage neighbours and local community to log problems by providing a central reporting system which would help them seek swift resolution of incidents
- Gather and share the data to quantify the problem, spot trends and identify what works.

### Proposal:

The Town Council has proposed a simple reporting mechanism.

- A form (appendix 1) will be placed on the Town Council web site that residents can fill in detailing the problem.
- Complainants will need to provide their name and contact number to check the claims and also eliminate non-specific or vexatious complaints. The complainants details will not be shared except to address the problem (i.e. will not be published or made public). A example is provided in appendix 2.
- The resident then sends their report to the Town Clerk, the managing agent, the owner (if known) and (if appropriate) the police anti-social behaviour web site (<https://www.cumbria.police.uk/ro/report/asb/asb-v3/report-antisocial-behaviour/>).

- Residents are encouraged to pursue their complaint with the letting agency or owner to seek resolution in the first instance.
- The Town Clerk (and a subset of councillors) will follow up with residents on how their concerns are being dealt with and review the forms with the appropriate agencies (Cumberland, LDNPA, Police) to address issues. This may involve the establishment of a multi-agency working group depending on what gets reported and how often.
- The clerk will publish a list of issues encountered with holiday letting properties via council meetings and the Keswick Reminder. Positive actions taken by letting agencies and owners will be included, as will lack of action or resolution.

**Proposed: Cllr Louise Dunn, September 2023**

**Seconded: Mayor Steve Harwood**

APPENDIX 1:

## KESWICK TOWN COUNCIL HOLIDAY HOUSE NUISANCE REPORT

**YOUR DETAILS\*** Anonymous reports cannot be followed up.

Name of person making the report	
Contact details	
Location in relation to holiday house	
I agree to Keswick Town Council sharing this information with other parties to address the problem	

**HOLIDAY HOUSE DETAILS**

Address of holiday property where there is a nuisance	
Agency managing cottage (if known)	
Owner (if known)	

**WHAT'S THE PROBLEM?** Please be specific and include as much detail as possible

Date or dates and times of problem	
Nature of problem (e.g. noise, litter, maintenance)	
Was it resolved and how?	
Did you contact the occupants, agency or owner?	
What impact did the incident or ongoing problem have upon you or others?	

**RESOLVED?** To be completed by the Town Council

Action taken	
Follow up required	

PLEASE SEND THIS FORM TO:

[townclerk@keswicktowncouncil.gov.uk](mailto:townclerk@keswicktowncouncil.gov.uk)

APPENDIX 2: Sample form completed (anonymised)

## KESWICK TOWN COUNCIL HOLIDAY HOUSE NUISANCE REPORT

**YOUR DETAILS** Anonymous reports cannot be followed up.

Name of person making the report	Keswick Resident
Contact details	iamtired@gmail.com
Location in relation to holiday house	Neighbouring – Sleepy House, CA12 1ZZZ
I agree to Keswick Town Council sharing this information with other parties to address the problem	YES

**HOLIDAY HOUSE DETAILS**

Address of holiday property	Noisy Cottage
Agency managing cottage (if known)	Cottages-R-US Inc.
Owner (if known)	Cottage Owner
Have there been prior issues? Please add information.	Numerous previous noise nuisance incidents in the last 18 months. The house attracts party groups. Measures taken to address or mitigate the issue to date are not effective.

**WHAT HAPPENED?** Please be specific and include as much detail as possible

Date or dates	Weekend of 8-10 Sept 23
Nature of problem	Shouting and screaming from people using garden during the night. From midnight until 4am on Saturday morning. The following evening neighbour said noise until 11.30pm but I did not hear it as I had ear plugs in, a fan and a white noise machine on.
Was it resolved and how?	It was too noisy and intimidating to go round at 2am. I went and spoke to the occupants next day to explain the impact they were having. The single sex group said they had booked it specifically as it was a 'party house'. They advised that I should complain to the owner (!).
Did you contact the occupants, agency or owner?	Spoke direct to occupants. Contacting the agency out of hours is not possible. Police and letting agency being informed via this e mail.
What impact did the incident or ongoing problem have upon you or others?	No sleep until 4am on Saturday. These incidents cause significant stress, as does anticipation of them. Neighbours also impacted following night until 11.30pm.
What would like to happen to resolve this issue?	An more effective bar to party groups in this property. Installation of noise measuring machine and monitoring/ intervention.

**RESOLVED?** To be completed by the Town Council

Action taken	Holiday cottage company contacted occupants and owner to seek further information.
Follow up required	Update to be provided by letting agency by X Sept 23 Clerk to add incident to monthly report for Town Council/ other agencies.

KESWICK TOWN COUNCIL

21 SEPTEMBER 2023

Email addresses for Councillors

With increasing awareness of cyber security and GDPR, there have been previous discussions over whether Councillors should have specific keswicktowncouncil.gov.uk email addresses.

A document that is produced every year, the Joint Panel on Accountability and Governance Practitioners Guide is used by officers and internal auditors across the country to ensure that the annual audit is completed correctly. In the latest edition, published in March 2023, the following is an extract:

The importance of secure email systems and GOV.UK

5.205. All authorities except parish meetings must now have an official website. To comply with GDPR, councils should provide official email accounts for their councillors as well as for their clerk and other officers.

5.206. When choosing a domain name for the council's website and emails, many local council websites are appropriately making use of the official GOV.UK domain (for example, ourparishcouncil.gov.uk), with email addresses being linked to that domain.

5.207. Using a GOV.UK domain for your council website and email accounts demonstrates the council's official local government status. Members of the public are increasingly cyber security awareness, so a GOV.UK domain can also help to build trust, and credibility and visibly demonstrates authenticity. Many people will now reasonably expect a local council to have a GOV.UK domain name.

5.208. For the purposes of user management, councils should ensure that the proper officer can add and remove member and staff email accounts. Commercial 'dashboard' email and web systems offer centralised searching of all data contained within the system for effective compliance with GDPR Subject Access Requests and Freedom of Information Requests.

While our Internal Auditor has not mentioned this as we do have official email addresses for all staff, I feel that it is something worth considering moving forward. This would make it easier for us to separate 'Council work' and 'private' emails, and there are other benefits in being able to share agenda items/minutes, and other important documents to all Councillors at once. It would also make any potential Freedom of Information Requests easier to deal with, and if a Councillor leaves, it also makes it easier to reallocate the email address.

We initially contacted our IT provider, KCS, last November to request a quote for prices regarding this – but at the time, it was rejected by the then Keswick Town Council at initial budget discussions as it felt it was unnecessary. However, I feel that it is worth bringing back for Councillors to decide. KCS have supplied a quote to provide Councillors with email addresses, and a Sharepoint site accessible by Councillors and staff only. This will be primarily web based, so there is no need to install Outlook.

The cost for the business basic licences is £4.90 per month (£58.80 for 12 licences), which would come to a total of £705.60 per year (all excluding VAT).

There are reserves set aside for computer equipment/software, which we can use for this, or we can wait until April next year, and include it within our budgets for next year.

Vivien Little  
15 September 2023

KESWICK TOWN COUNCIL

21 SEPTEMBER 2023

Clerk's Report

Allotments

We rent land at the Hawthorns on Penrith Road, which we sub let out as allotments to residents of Keswick and neighbouring parishes. We have 10 allotments there, covered by a management scheme (which is attached for information).

Recently, Catherine and I have agreed that it would be a smart idea to offer ½ size plots, allowing any of the current tenants to reduce down if they wish, and potentially helping to manage out waiting list. This would require no alteration to the Management scheme.

Previously, a Councillor has acted as an informal volunteer, keeping an eye on the site, and if there appear to be any issues with any of the plots, bringing it to our attention. I am seeking if any councillor would be willing to take this one. It would not be too onerous, and any problems would be dealt with from the office.

Car parks and Commerical Events

We have received communication from the Tourism Manager at Keswick Tourism Association, as the KTA board discussed the fact that commercial events are being given use of the Lakeside Car Park (in part or as a whole) for free during events.

The Board felt that it was appalling that a commercial business (not from Cumberland, let alone Keswick) was being given use of the car park for free. The Board also felt that if this business was being given the car park space for free, then this should also apply when local requests for car park usage are made e.g. free parking for Lights Switch On, or putting a fair on the car park as per recent Events Committee discussions.

I was intending to write to Cumberland Council to ask for free use of at least one car park for the Christmas Lights Switch On night, as well as the Victorian Fayre, as that was successful last year, but I am asking Councillors if there is anything else that they wish to add to the discussion which I can pass onto Cumberland?

Vivien Little

15 September 2023



## KESWICK TOWN COUNCIL

## EVENTS COMMITTEE

Minutes of the meeting of Keswick Town Council Events Committee held in the Council Chamber, Keswick Town Hall, Keswick, CA12 5JS on Thursday 7 September 2023 at 1.00 p.m.

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**Present:** Councillor Rob Nelson (Chair) (RN)  
 Councillor Steve Harwood (SH)  
 Councillor Claire Houghton (CHo)  
 Catherine Parker (RFO) (CP)  
 Vanessa Metcalfe (KTA) (VM)  
 Claudia Walker (Keswick Scouts) (CW)  
 Phil Byers (Cumberland Council – Market Manager) (PB)  
 Tony Hirst (Keswick Lions) (TH)  
 Carole Hirst (Keswick Lions) (CHi)

**11. Apologies**

Apologies for absence were received from Councillor Lansbury, Chris Harper (Podgy Paws), David Quainton (Keswick Rotary Club), Vivien Little (Town Clerk) and Ania Mlynczak (AFA).

**12. Minutes**

**RESOLVED** that the minutes of the Events Committee Meeting held on the 15 June 2023 (pages 3-5) be approved.

**13. Midsummer Events 2023**

**RECEIVED** the following feedback from the Pop and Prom and Scruffs in June 2023:-

- TH & CH – Keswick Lions were a bit short on numbers but were happy with the duties allocated to them.
- All felt that the quality of the straw bales were not as good as previous years, as they were too loose. VL had already made the supplier aware of this. It was felt that we need to keep the straw bales as they help with the atmosphere of events.
- All agreed that the scaffold fence worked as it should. Although it was questioned if it was actually necessary.
- PB – The feedback from the Market stall holders and attendees had been positive, until the rain came!
- CW – Obviously Keswick Scouts did not do as much as planned due to Bee Unique attending.
- CP suggested that, as Keswick Scouts leaders are DBS checked, would they be interested in helping Bee Unique at future events. CW said they would be more than happy to do this and take instructions from Bee Unique staff – **Action VL to propose this to Bee Unique and report back to the next meeting.**
- CH (via PB) – Chris was delighted with Scruffs 2023, it had been a great event as always.

**14. Christmas Lights Switch On**

**RECEIVED** the following updates on progress for the Lights Switch On to be held on Friday 17 November 2023:-

- VL (via CP) – The TTRO had been applied for and the EAG form had been sent in.
- VL (via CP) – An invitation had been sent and accepted by 3 Dads Walking.
- VL (Via CP) – Fluid Productions had been booked to provide the stage and associated equipment.

- CP – Lite Ltd have completed all work on electricity provider points. All refurb work has been completed. The CAT wires have been measured. All raw materials will be with Lite by the end of the month, frames are due then too. Moot Hall is now on one connection as opposed to two. Long power leads will be used by Lite on Switch On night from the external power sources, therefore no entry to premises will be required.
- CP – The Street Works Permit will be applied for tomorrow.
- DQ (via CP) – Contact will be made with St Herbert's School and Keswick Brass Band to confirm their attendance to perform at the Switch On Event in Packhorse Court.

Further discussions then took place about how this already successful event could be improved on; it was felt that some ideas were too late for this year, although we could build on them for future years and allocate appropriate budgets.

**RESOLVED that:-**

- Taylors Funfair be asked to provide two small rides at the Christmas Lights Event this year to be placed at the bottom of Lower Market Square – **Action PB to contact Taylor's and feed back to the next meeting.**
- Contact be made with Cumberland Council to ask for FREE car parking on the day of the event and also if it would be possible to close all or a section of an adjacent car park in future to extend the area of the event e.g. for a funfair, Bee Unique or similar – **Action VL**
- Rob Nelson to attend Keswick Lions Business meeting to discuss the Santa Sleigh proposal and report back to the next meeting – **Action RN**
- Local Vocals be asked if they would be able to perform on stage at the 2023 Christmas Lights Events – **Action VL**
- A Market licence application be made to Cumberland Council as advised by PB – **Action CP**

**15. Events 2024**

Events to be held in 2024:-

- D-Day celebrations Thursday 6<sup>th</sup> June 2024 – VL suggested, via CP, that a 40's themed day could be held in Fitz Park on Saturday 8<sup>th</sup> June 2024 in place of the Pop and Prom at the end of the month. It was **RESOLVED** another Events meeting for Councillors only be held as soon as possible to discuss alternatives for the D-Day Celebrations, as the Beer Festival would be taking place on the weekend of the 8<sup>th</sup> June 2024 and it would be unwise for the events to clash – **Action VL**  
It was further **RESOLVED** that Lakeland Mountain Guides be contacted to see if it would be possible for them to move the date of the Festival of Light to coincide with the D-Day Celebrations on 6<sup>th</sup> June 2024 – **Action CP**
- Scruffs 2024 – It was **RESOLVED** the date be set as Sunday 23<sup>rd</sup> June 2024.
- Pop & Prom – To be confirmed at the next meeting pending D-Day discussions, although it was felt that the Fish and Chip van be asked to attend as they were missed this year (especially by Café West) – **Action VL next meeting**
- Christmas Lights switch on – It was **RESOLVED** that the date be set as Friday 15<sup>th</sup> November 2024.

**16. Other Events in Keswick**

No updates were given.

**17. Date of next meeting**

**RESOLVED** that the date of the next meeting be **Thursday 12<sup>th</sup> October 2023 at 1pm.**

The meeting closed at 2.30pm

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**Chair**

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**Date**