

TOWN HALL AND MARKETS CONSULTATIVE GROUP

NOTES OF THE MEETING of the **TOWN HALL AND MARKETS CONSULTATIVE GROUP** held at the Council Chamber, Drake Road, and Tavistock on **Tuesday** the **12th March 2019** at **6.30pm.**

PRESENT Councillor Mrs Julia Whitcomb (Chairman)
Councillors Ms Lesley Crawford and Paul Ward (Mayor)

Representing Members of the National Market Traders' Federation
– none present

Representing Non-Members of the National Market Traders' Federation
- Mrs S King

Representing shops in the Pannier Market surround - Christine Rickard

Representing Users of the Town Hall – none present

Representing BID – Janna Sanders (Manager)

Representing the Chamber of Commerce – none present

Officers – General Manager (GM), Market Development Officer (MDO), Market Reeve (MR), Duty Officer (DO), Office Administrator

Observer only – Councillors Mrs Ursula Mann and Pete Squire, two members of the public

1. Apologies for absence

No apologies for absence had been received.

2. Notes of Last Meeting

- a) The Notes of the Meeting of the Town Hall and Markets Consultative Group held on Tuesday 18th December 2018 were received, and endorsed for their accuracy (Appendix 1).
- b) There were no matters arising.

3. Reports

The Consultative Group received the following verbal reports;

a) Town Hall

The Market Development Officer (MDO) reported that;

- Refurbishment of the Rundle Room is nearing completion and is looking much brighter. Renovations had also been extended to the stairway and entrance and new Altro flooring is to be laid. New furniture will also be purchased;
- The new Pricing Structure, which had been agreed by Full Council, was now being rolled out, with the increases coming into effect from April. This had been relatively well accepted by regular users of the facilities. Although the Jive Club and monthly meetings of the Lions Club had been lost, where previous booking arrangements were implemented.
- Bookings are now picking up after the low season.
- A review of the Flea Market will take place as participation is down regarding public attendance, even though there is a greater offer re: traders.
- The Civil Ceremony Licence is due to be renewed in July 2019. The premises licence for Town Hall and Butchers' Hall is also being reviewed with the potential option incorporating a combined license covering the Town Hall, Butchers' Hall, Bedford Square, Pannier Market perimeter and Guildhall car park.

The Market Reeve (MR) reported with regard to the functions:

- That the new Staffing Structure is running relatively smoothly, and that takings on the bar were up.

The Mayor raised concerns over a lack of staffing in the bar area at a function he had attended. The MR and MDO agreed they had identified this concern and actions were being taken so this did not happen again, including the use of the portable bar and pre ordering of wines for large events. A second till was also being purchased to alleviate delays.

The Mayor also mentioned issues with the audio system for the U3A events and the MDO confirmed that a specialist contractor had been commissioned to investigate and rectify.

Members also asked if the bar area would be improved and the MDO confirmed that this too would be redecorated in-house, although it was not feasible to reconfigure the bar as costs were excessive, as previously tendered.

b) Pannier Market

The Market Reeve (MR) reported that;

- Two lockup units within the Pannier Market had now been split and new tenants would be moving in shortly;
- With regard to the Coach Drivers' Incentive, the MR and BID Manager had a meeting with regard to the fall off. It was established that the "Dartmoor Route" had been stopped and following feedback from coach companies a problem had been highlighted with access, turning and parking in the Bedford Car Park. The BID Manager is in contact with WDBC with action points to try and address the issues.
- With regard to the Public Realm works, the operation of the Pannier Market had not been affected too badly. The revised process of loading and unloading for traders at both ends of the day seemed to be going well. They extended the opening time to 6.30am, allowing the traders a 2½ hour slot thus staggering usage.

A member raised a concern with regard to the gents' toilets and it was confirmed this was no longer an issue.

c) Butchers' Hall

The MDO reported that;

- Works to repair the leaking roof were due to start next week;
- Tavistock Arts Market began again in March and will continue in the Butchers' Hall on the 2nd Saturday of each month, with the exception of August due to a pre-existing event. As it has proved so popular it may extend into Bedford Square;
- Demand for usage of the Butchers' Hall had been steadily increasing with approximately 4 bookings a month and to date there were 7 in-house events planned with food festivals; Goose Fair Artisans Market, Garden Festival, Heritage Market in August and Christmas Fairs. This week a Spring Market event was running from 14th to 16th;
- Workshops operated in conjunction with THI Initiative for A-Level Students had gone well and this was being rolled out to local Contractors.
- No negative feedback had been received regarding the moderate increases in the pricing schedule.
- A joint advertising policy had been implemented covering Butchers' Hall, Pannier Market and Town Hall with adverts in the Links Magazines as these had proved the most productive.

A Member commented that he had received many compliments with regard to the Butchers' Hall and that the service from staff was excellent.

d) General Operational Issues

The GM report that:

- AD Williams would be in the Butchers' Hall from next week, 18th March, to address the localised water leak issues at no cost to TTC;
- With regard to the heating issues within the PM, the team had been working hard to address the various issues. Traders had been offered alternative sites and contractors had been consulted and "Diffusers" would be added to the heaters, spreading the heat more evenly and the relocation of thermostatic controls had been actioned;

The Representative for the Non-Members of the National Market Traders Federation confirmed that a small minority had raised concerns with regard to the heating and the direct heat and understood the "Diffusers" should alleviate this.

- After consultation with the NMTF with regard to the glass panels/skylights and the impact on stock for a few traders, it was agreed that a UV film would be fitted to the lower panels on the north and west sides at an additional cost to the TTC;

e) Update on interim Staffing

- The Staffing Structure now consisted of:
MDO, MR, 3 Duty Officers, 3 general hands and an Admin Assistant
The recruitment was completed in December; however, due to sickness etc. it was not fully operational until end of January. This will now be assessed over March/April to enable a report to go before Full Council, including an on-going review of processes and procedures.

The Mayor thanked all staff for their hard work during this restructure.

4. Capital Projects

Public Realm

The GM reported that;

- Following Consultations with traders, it had been agreed to delay these works until after the busy Christmas/New Year period and CORMAC had, fortunately, agreed to hold the contract price;
- Two trader consultative meetings had been held in the Town Hall, with the Contractor and Architects on hand to answer questions. This was the ideal platform for traders/tenants to raise concerns and shape the programme of works. CORMAC had also offered two drop in sessions a week (Tuesdays and Thursdays 10am to 12 noon). There had been very poor take-up or participation from stakeholders;
- The Contractor was on site from 11th February (as previously advised) and works started on 18th February. The Contractual completion date is 26th April. It had been hoped that an earlier start date might be achieved, however, with inclement weather and obtaining materials this was not possible;
- Works were held up due to the discovery of granite sets. Following this discovery, 11 trial pits were uncovered and after consultation with the Conservation Officer, it has been agreed these sets could be removed and possibly relocated to the rear of the PM as a feature;
- CORMAC agreed due to the delays, that 2 gangs would now be on site with the priority areas being the crossing areas outside, Dukes, Poppy's and Bob's Café, in a staggered system. They had also agreed, outside of the Contract, to work on Sundays but mindful of the residents in the Perimeter and Duke Street.

The Representative for the shops in the Pannier Market Surround confirmed that they had been informed of the Sunday working hours, but that concerns had been raised with the impact over Easter, also the flow of traffic around the area of Dukes and tables blocking access. The GM advised that they were trying to work with all traders to minimise the effects on their businesses and had, on request, removed some of the acoustic barriers to improve the visual aspect. The Representative also asked if a rent reduction/compensation would be considered. The GM advised that the TTC would not be considering this and that all works would be completed in as timely a manner as possible.

The Representative for the Non-Members of the NMTF asked if CORMAC would be parking in Market Road throughout the works. The GM confirmed this would be the case as there was no feasible alternative. The Representative also asked if the date of the 26th April was the confirmed end date for the works. The GM advised this was the Contractual date for finishing, obviously weather dependent

but that as yet he had not received a Contractual variation with regard to the completion date.

5. Events

Garden Festival

The MR advised that;

- This year the Tavistock Garden Festival would not utilise the Guildhall car park and be located in the Bedford Square, Pannier Market, PM surround and the Butchers' Hall;
- Following feedback it had been decided to add a food area in Bedford Square, with a coffee van and food stalls with a seating area and utilising some of the barrows to enhance this area;
- The DO advised that bookings had been good so far, but there were still 2 show gardens to fill, due to retirement. This weekend the PM was hosting the "Spring Plant Fair" and he would talk to the exhibitors at the event to try and generate more interest;
- Music and entertainment, along with Alpacas have been organised making it a truly family event;

6. Any matters raised by representatives of the Pannier Market Traders, Pannier Market Perimeter Shops, and / or Town Hall Users

The PM Perimeter representative raised the following:

- What had happened to the banners and barrows? The MR advised they had been stored away for safe keeping;
- There appears to be an issue with a blocked gutter between Rabbit Rabbit and Dukes Café. The GM agreed the Works Team would have another look at this area;
- Concerns were also raised about the cleanliness behind Needlecraft, the MR advised they would ensure this area was kept clean;
- The seating areas both within the PM and surround had been reduced and enquired if additional seating could be added. The GM advised that he was happy to look at this with the Works Team possibly creating new benches, especially under the colonnade area, in the short term, but advised that no further funds were available to implement any new street furniture scheme. The picnic tables outside the Cafes in the surround will also remain short term, until the TTC make a considered approach to the long term, desired effect as a "destination" not a traffic network.

The Non-Members of the NMTF representative raised the following:

- The possibility of installing "Spotify" instead of the recurrent CDs in the PM;
- Whether the "presence" on social media and the website was considered effective;

The GM advised they would look at the possibility of installing "Spotify" and that the various departments shared any events that might be happening

The BID Manager advised that BID would be happy to link with TTC under "The Visit Tavistock site".

7. Any matters raised by representatives of Tavistock BID

The BID Manager advised:

- That feedback from the Sunday opening before Christmas was a non event, partly due to the fact that the PM was not open. The MR advised that the Christmas Opening hours for the PM had already been agreed prior to the announcement of the Sunday Opening. Also that the core operating days were Thursday, Friday and Saturday and it was often difficult to fill the spaces for a Sunday.

It was also felt that the traders had been working incredibly hard in the lead up to Christmas and needed a break.

The GM also advised that previous attempts at late night shopping had not worked, despite the PM traders agreeing to remain open.

- BID advised that there would be a separate event for the Christmas Light Switch on as opposed to linking in with Dickensian Evening, and this would be on 16th November. Local businesses requested the lights to remain on for a longer period.
- This Saturday 16th March is the "Paint the Town" event, BID in conjunction with local Traders and Schools taking part, creating garlands to be displayed in shop windows. These will then be judged by the Tavistock Mayor.
- An Easter trail, which has proved very popular in the past, would again take place with colourful painted eggs for children to find;
- A half-term event linked to the Lions Carnival Theme of Children's books would also be held;

8. Any Matters Raised by Representatives of The Chamber of Commerce

No one in attendance

9. Urgent Business Brought Forward at the Discretion of the Chairman

The Chairman advised she would not be standing for this Consultative Group next year and thanked everyone for their support.
The Mayor extended his and the Group's gratitude for all she had done.

Date of Next Meeting

Tuesday 18th June 2019

Rising at 8.20pm.

Signed.....

Chairman

Dated.....