

AGENDA ITEM 9b

NOTES OF THE MEETING of the TOWN HALL & MARKETS CONSULTATIVE GROUP held on TUESDAY 6th JUNE 2023 at 5.00pm.

PRESENT

Representing Tavistock Town Council- Councillor Mr A Hutton (Mayor ex officio) and Councillors P Squire, S Hipsey, N Martin, T Munro

Representing Market Traders' – Mr R Jones

Representing shops in the Pannier Market surround – Mr S Bowyer

Representing Users of the Town Hall – Vacancy

Representing BID – Janna Sanders

Representing the Chamber of Commerce – Mr T Randell

In attendance –

Councillor A Lewis (Observer – Ward Member)

Officers – Town Clerk (TC), General Manager (GM), Market Reeve & Designated Premises Supervisor (MRDPS), Town Hall & Events Manager (TH&EM)

1. ELECTION OF CHAIRMAN

Nominations were invited for Chairman of the Town Hall & Markets Consultative Group for the 2023 -2024 Civic Year.

A nomination was received and duly seconded in respect of Councillor P Squire.

Councillor P Squire was duly elected Chairman for the 2023-2024 Civic Year.

2. ELECTION OF VICE CHAIRMAN

Nominations were invited for Vice-Chairman of the Town Hall & Markets Consultative Group for the 2023 -2024 Civic Year.

A nomination was received and duly seconded in respect of Mr R Jones.

Mr R Jones was duly elected Vice Chairman for the 2023-2024 Civic Year.

3. APOLOGIES

Apologies were received from Mrs S King

4. CONFIRMATION OF NOTES

- a) The Notes of the Meeting of the Town Hall & Markets Consultative Group held on 15th March, 2023 were confirmed.
- b) In response to a question regarding the proposed Town WIFI project would also cover the Pannier Market area. The BID Manager advised that stage one would cover Duke Street to Brook Street, including the Pannier

Market perimeter, but that further discussions with the supplier were required to see if the project was viable.

5. UPDATES - the Consultative Group received the following verbal updates;

- a) Pannier Market and Bedford Square, reference was made, in particular, to:-
- i) The conduct of the King's Coronation celebration which it was considered went smoothly, with the morning being fairly quiet as expected, but the afternoon being very well attended.
 - ii) It was explained that Wednesdays in the Pannier Market were in a transitional period, with current focus being on attracting new traders for regular weekday pitches on this day in particular.
 - iii) The Pannier Market Summer Children's event was announced as being a Superhero theme, with a two-week trail around the market complex in the lead up to a "Superhero Fun Day" on August 12th.
 - iv) The Summer Monday Opening dates for 2023 were noted as being the 6 Mondays commencing on 17th July and ending on 21st August. A question was asked regarding the potential to extend the Monday openings to the beginning of July. A Trader Rep advised that due to most of the Market traders lone working with no staff to assist, that there would not be much of an appetite from the majority for adding any more Mondays currently. It was also explained that this approach could also have a potential detrimental effect on trader occupancy on some of the more challenging days, e.g. Wednesday.
 - v) It was explained that Bedford Square trading had improved following the more favourable weather, with TTC also continuing with the partnership arrangements specific to the Farmers' Market.
 - vi) It was noted that the effect of the scaffolding on Bedford Square trading had so far been minimal due to modifications to previous layouts being implemented, and the reduction in street furniture increasing the usable footprint.
 - vii) Attendees were advised that the Street Food Festivals had started again for the 2023 Spring/Summer season, with the first taking place on Saturday 27th May. It was noted that the 24th June Street Food Festival was to be trialled in Tavistock Meadows.

- b) Town Hall and Butchers' Hall, reference was made, in particular, to:-

Town Hall

- i) The Town Hall calendar for 2023 was discussed, with booking levels remaining positive for the rest of the year.

- ii) It was explained that one of the vacant Duty Officer positions had now been filled, and the pool of casuals to cover events was at a satisfactory level.
- iii) The Town Hall & Events Manager explained that scaffolding erection had begun on the Town Hall and that all upcoming hirers during this period had been informed of the implications of the works, and if there were any significant issues that each representation would be addressed on a case by case basis.
- iv) It was stated that overall feedback from recent hirers of the Town Hall has remained positive.

Butchers' Hall

- i) The Nature Inspired Market which took place as part of Tavistock Country Garden Show had received good feedback, with traders generally positive with the event and footfall.
 - ii) Attendees were advised that the monthly Arts Market held on the first Saturday of the month had expanded to the Fridays, beginning with June, and would continue through the peak months of the year as a trial.
 - iii) It was reported that two internal lights which had been out of order had now been repaired with new units.
 - iv) A question was asked regarding health and safety procedures for the Markets and Events complex, as well as first aid provisions. The General Manager gave a run through of existing measures and procedures.
- c) Capital update for works impacting on the market complex, reference was made, in particular, to: -
- i) The General Manager gave a detailed overview to members on the cost, programme timelines and scope of the current projects being undertaken which included the emergency works to Market Road retaining wall, and the enveloping repairs to the Town Hall. An in-depth discussion was held in respect of the communications process for both projects, the rationale around the sequencing of the works, and the decision making with regard to modifications to street furniture on Bedford Square and the utilisation of assets on Market Road, e.g. parking/welfare arrangements.
 - ii) An update was also provided on completed works to upgrade the lightning conductor system of Duke Street/Town Hall and the challenging repairs to the Town Hall fire escape to prevent water ingress to Neal's Yard.

6. OPERATIONAL MATTERS

- a) Waste Management
 - i) The Market Reeve updated the Group with plans to revamp the existing recycling area, which will be made possible by the repossession of a store room adjacent to the current recycling space. This extension of the existing area will provide secure access for bin storage in a more discreet location. It was explained that this change should also help to reduce the volume of fly tipping.

- b) Rules and Regulations
 - i) An update was given on the proposed changes to the Market Rules and Regulations. It was noted that the required changes would likely be more in depth than initially assumed, and that they may need to be reviewed by a Solicitor before being implemented.
 - ii) It was then explained that all Rules and Regulations for the Market and Events venues would be reviewed as well, to ensure there was a co-ordinated and consistent approach.

- c) Marketing and Advertising including Coach Drivers' Incentive
 - i) An update was given on the Coach Drivers Incentive Scheme. The BID Manager discussed with attendees that they had been working with a tourism consultant with a view to increasing the attractiveness of the scheme promoting the town to Tour Operators. It was also mentioned that there is work being done to attract excursion groups from cruise ships docking at Plymouth to the town.
 - ii) The Market Reeve and Town Hall & Events Manager gave updates on current advertising and marketing strategies to attract visitors to the town centre, as a whole.
 - iii) A question was asked relating to the reach of the current Town Council's social media pages. The Market Reeve and Town Hall & Events Manager gave insight into current social media arrangements and engagement data.

7. EVENTS

- a) Tavistock Country Garden Show feedback
 - i) It was explained that the event was well received as a whole, with good footfall across both days, and positive feedback received from traders.
 - ii) One area that was identified for improvement for 2024 was the show gardens.
 - iii) The representative of the perimeter shops noted that the footfall for the shops was very good and commented on how efficiently the event was run from an operational perspective.

- iv) Attendees were advised that due to a late cancellation there were slightly fewer plants than there would normally have been. It was explained that there were plans for 2024 to increase the reach to more local nurseries, with the aim to attract new exhibitors.
- b) Goose Fair
- i) An update was given on the progress for the arrangements of Goose Fair 2023. It was explained that Market Road would be reimplemented for trade stalls as part of the 2023 event strategy, subject to exhibitor availability.
 - ii) The Park and Ride arrangements were discussed for 2023, where it was explained that the third site would again be at Whitchurch Down.
 - iii) Representatives were advised that the Pannier Market and Butchers' Hall would again open later for the Wednesday of Goose Fair, time to be agreed, but mostly likely operating until 6:30pm.

8. ANY MATTERS RAISED BY REPRESENTATIVES

- i) The representative of the perimeter shops updated members on plans to increase the promotion of the shops within the market complex on social media, implementing a more coordinated and collective approach.
- ii) In response to a question raised, the Council's policy in relation to street furniture and similar within the Market Surround was outlined. More specifically, that apart from seats and tables provided by the Council, or by one of three establishments with longstanding approvals under licence, no new consents for such (or other) furniture would be issued. This reflected both the goals of the Townscape Heritage Initiative Scheme - to declutter and open up the public realm to free flow/passage, and also good estate management practice.

9. ANY MATTERS RAISED BY REPRESENTATIVES OF THE TAVISTOCK BID

- i) The BID Manager gave an update on the Visit Tavistock web page and discussed improvement plans for the site.
- ii) It was explained that no further news has been received from DCC on the proposed parking meters in the town. BID was continuing with its campaign against the introduction of meters, and was currently gathering data to support its position in relation to objecting to the initiative.
- iii) Tavistock BID advised of the positive news in relation to it organising town hanging baskets, and thanked the Town Council for the ongoing partnership working specific to erection and watering.

10. ANY MATTERS RAISED BY REPRESENTATIVES OF THE CHAMBER OF COMMERCE

- i) Members were advised of an up and coming Networking Breakfast, being held by the Chamber of Commerce, with the important topic of Cyber Security being scheduled, with representatives invited to attend.
- ii) It was noted that BID and the Chamber of Commerce were working on a proposed "Cream Tea Festival" event.

11. URGENT BUSINESS BROUGHT FORWARD AT THE DISCRETION OF THE CHAIRMAN

- i) It was requested that the Town Hall & Events Manager source a suitable candidate to attend the next meeting of the Consultative Group for the vacant position of 'Representative of Town Hall users'.

12. DATE OF NEXT MEETING

The next Town Hall & Markets Consultative Group Meeting is scheduled for Wednesday 20th September 2023 at 5.00pm. (Please note change of day).

The Meeting closed at 6.20pm.

Signed.....

Chairman

Dated.....