

## AGENDA ITEM 9b

### 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 **5<sup>TH</sup> JUNE 2018** at **6.30pm.**

**PRESENT** Councillors Julia Whitcomb (Chairman), Lyn Roberts, Mandy Ewings, Anne Johnson and Paul Ward (Mayor)

**Representing Members of the National Market Traders Federation and other Traders** - Christine Rickard

**Representing Non-Members of the National Market Traders Federation**  
Sian King

**Representing shops in the Pannier Market surround** - Representation Pending

**Representing Users of the Town Hall** – Malcolm White

**Representing BID** - Robin Rich (Chairman)

**Representing the Chamber of Commerce** – Absent

**Officers** - Town Clerk, General Manager, Market Development Officer, Town Hall Manager, Market Reeve

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#### 1. **Election of Chairman**

Nominations were invited for the election of Chairman of the Town Hall and Markets Consultative Group.

Councillor J Whitcomb was re-elected as Chairman.

#### 2. **Election of Vice-Chairman**

Nominations were invited for the election of Vice Chairman of the Town Hall and Markets Consultative Group.

Mr R Ayling was re-elected as Vice Chairman.

#### 3. **Apologies**

Apologies for absence had been received from:

- Tim Randell (The Chamber of Commerce)
- James Bell (Pannier Market Duty Officer)

- James David (Town Hall Duty Officer)

#### 4. **Notes of Last Meeting**

- a) The Consultative Group received the notes of the meeting of the Town Hall and Markets Consultative Group held on Tuesday 13<sup>th</sup> March 2018 and endorsed their accuracy.
- b) Matters arising – none.

#### 5. **Reports**

The Consultative Group received the following verbal reports

##### a) **Town Hall Verbal Report**

The Town Hall Manager reported the Town Hall in conjunction with Tavi Jive Club was hosting a 1940's themed evening event on Saturday 30<sup>th</sup> June. The event would include live music from "The Sultans" and a themed two course meal, provided by Dot-Teas. It was noted ticket sales were slightly down on the expected sales but management were hopeful it would start to pick up.

It was reported the Tavistock and District Chamber of Commerce Business Show which was hosted in the Town Hall, Butchers' Hall and on Bedford Square had been deemed a success and that the Chamber of Commerce had already expressed an interest in booking for next year. The management team advised the event provided an excellent opportunity to build key relationships with local organisations as well as promote their respective offers to the visiting public.

It was noted the Town Hall was approaching their busiest period of the year, with a wide variety of events booked such as a number of art exhibitions, conferences and weddings all whilst continuing to host the weekly community groups.

The Town Hall Manager expressed his thanks to the market traders and Dot Teas for their support during their temporary relocation to the Town Hall.

##### b) **Pannier Market Verbal Report**

The Market Reeve reported representatives of the NMTF were in a period of transition with a new Chairman formally being elected in due course. It was noted one of the current NMTF Representatives (NMTF Treasurer) were in talks with TTC to take on a perimeter shop lease and relinquish their market trader pitch and position as a NMTF Representative. An expression of interest was made by the respective Representative to become the Market Perimeter Representative which the

Consultative Group fully endorsed due to the lack of interest from the other shops.

The Market Reeve expressed his thanks to all Market Traders for their support during the works period, with particular gratitude to the NMTF Treasurer who had been incredibly supportive and positive.

It was reported the annual Garden Festival was relatively successful with a positive footfall in the Pannier Market throughout the two days. It was noted the Wash Up meeting was yet to be scheduled however in the interim a few points were to be taken from this year's event which included managing facilities with an increased footfall and layout of the event. The Market Reeve thanked the Town Mayor Councillor Ward for his time and support during the event which he officially opened.

It was noted the Pannier Market had been open for a period of two weeks following the planned improvement works and the majority of feedback received was positive with the main issues being around the toilets and glass doors. The Market Reeve explained there had been a technical fault with the sensor on some of the doors which the contractor had been appointed to fix. Discussions were held in regards to an article in the local press reference about the recently refurbished toilets and it was explained there had been challenges in relation to that period of opening, however improved systems had been implemented around cleaning schedules/processes and remedial works had been actioned and or completed regarding design/product concerns.

The Market Reeve advised that a new trader magazine had been launched which was a welcome addition to the interaction with traders and it was suggested the magazine be included in the coach drive incentive packs.

The Mayor Councillor Ward expressed his thanks to the management team for all of their hard work to date.

c) **Butchers' Hall Verbal Report**

The Market Development Officer explained contractors had been appointed following a tender exercise to install a toilet and to improve the existing welfare facilities in Butchers' Hall prior to the end of June. The General Manager advised additional works would also include rectifying a water leak from the louvres and installing a sound system and loop impedance and it was noted the inclusion of the aforementioned facilities would enhance the offer of Butchers' Hall to traders and hirers.

It was reported the Market Development Officer was receiving regular expressions of interest regarding the use and hire of Butchers' Hall which was extremely positive considering the venture was still in the early stages of development. Discussion ensued reference future bookings, which the Market Development Officer explained in addition to the Tavistock and District Chamber of Commerce Business Show and Garden Festival Artisan Market, a Food & Drink Festival was scheduled for July to officially launch the venue, a Bites, Beats and Bar Festival was booked for August and Christmas Markets were being organised for December.

Queries were raised in regards to the serving of alcohol under the premises licence which the Market Development Officer clarified.

The General Manager thanked the management team for all of their hard work, noting the Garden Festival and opening celebration of Pannier Market was a combined effort which made the events achievable.

d) Incorporated under item 6 Capital Projects.

## 6. **CAPITAL PROJECTS**

### a) **Pannier Market Improvement Works**

The General Manager reported work to the Pannier Market had completed on time and within in budget, and proceeded to thank AD Williams, the appointed principal contractor.

It was noted the Pannier Market improvements included new lighting and glass doors as well as improvements to the heating system and refurbishment of the toilets. In addition to the internal improvements, the General Manager explained the layout of the market had changed to improve the flow of footfall around the market, aiming to encourage visitor dwell time.

Discussions reference traders increasing their footprint by creping out of their designated pitches ensued to which the General Manager stated it was the Market Reeve's responsibility to ensure this did not happen.

### B) **Public Realm**

The General Manager explained there was a revised programme to the Public Realm Works. Due to a tight tender period and mobilisation of trying to accommodate the works in between the Pannier Marker re opening and the launch of Butchers' Hall, only two tenders had been

received, both of which were significantly over budget. The design had subsequently been reviewed and the specification now included a reduction in the amount of granite areas as well as the resin bonded finish which would no longer extend to the parking area outside the recycling area. It was reported the recycling area would receive improvement works in order to create more space and improve efficiencies.

It was noted the tender return date for the revised specification was 2nd July with a 6-8 week works period anticipated to start towards the end of September with clear sensitivity around Goose Fair and noting work would have to be complete prior to Dickensian Evening.

The General Manager explained due to budget restraints, the new proposed seating was not included under the new specification but would hopefully be implemented at a later date under phase 2 & 3 of the project when funding was available. It was noted the existing seating would remain in situ and the plans for the Public Realm were available on the TTC website for the viewing public.

Meetings had been held with Heritage Consultants/stakeholders reference the following phases of work and it was noted discussions had taken place reference a focus on interpretation ideas for adults and young people around the perimeter.

Concerns were raised by trader's reference the current unloading and loading arrangements to which the General Manager advised the Market Reeve would be monitoring the situation over the next couple of months and feeding back his ideas for future operations post public realm enhancements. It was noted TTC would continue to support traders; new sack trucks had been purchased and Officers were available to help.

The General Manager clarified trading in the perimeter was no longer a permanent option and would only occur on an infrequent basis. Comments from traders and the general public in regards to the future usage of the market perimeter should be fed back to the Market Reeve who will keep a running log and report back to Council.

It was noted the seats outside the Town Hall on Bedford Square were in desperate need of refurbishment and there were lengthy discussions about additional seating within the perimeter.

### C) **Effective Communication**

The General Manager advised the Council had vastly improved communications over the last year and work would continue to carry this on in respect of social media and written communications.

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

The Non Member of the NMTF Representative expressed thanks to all Town Hall users during the works period, and advised how impressive and positive the changes were.

It was noted the last Arts Market footfall was down and more thought was need by TTC to aid its promotion and success.

7. **Any matters raised by representatives of Tavistock BID**

None.

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

None.

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

None.

10. **Date of Next Meeting**

Tuesday 25<sup>th</sup> September

The Meeting closed at 7.15pm.

Signed.....

Chairman

Dated.....