

AGENDA ITEM 9b

TOWN HALL AND MARKETS CONSULTATIVE GROUP

NOTES of the **MEETING** of the **TOWN HALL & MARKETS CONSULTATIVE GROUP** held at the Council Chamber, Drake Road, Tavistock on **TUESDAY** the **18th DECEMBER 2018** at **6.30pm.**

PRESENT Councillor Mrs J Whitcomb (Chairman)
Councillors Ms L Crawford, P Squire and P Ward (Mayor)

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

Representing Non-Members of the National Market Traders' Federation
- none present

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 – Tim Randell

Officers – General Manager (GM), Market Development Officer (MDO), Market Reeve (MR), Assistant to the Town Clerk (ATTC), Office Administrator

Observer only – Councillor Mrs U Mann

1. Apologies

Apologies for absence had been received from:
David Palmer (Representing users of the Town Hall)
Malcolm White

2. Notes of Last Meeting

- a) The Notes of the Meeting of the Town Hall & Markets Consultative Group held on Tuesday 25th September 2018 were received, and endorsed for their accuracy (Appendix 1).
- b) There were no matters arising.

3. Staffing Structure Interim Update

The Group received the following verbal report from the GM;

- Two months into new working structure with the MDO and MR providing the management tier;
- 3 Duty Officers now appointed;
- The appointment of a part-time administrative assistant, working Monday/Thursday and Friday;
- New Market & Events Assistant appointed;
- The aim was to streamline over the 3 main areas: BH/PM/TH
- Challenging time and learning curve but moving forward, now fully staffed, things should slot into place.
- MDO taking the lead on the operation of the Town Hall (admin, staffing, bookings, advertisement and promotion etc.)
- MR leading on the DPS (licensing, liaising with WDBC and Police etc.)
- Aim to give a full report to Council in April 2019;

MDO advised it had been a testing time but with staff support things were looking positive for the future. The GM, MDO and Duty Officers had attended and gained the relevant licensing qualifications.

During the ensuing discussion a Member asked if the previously discussed licencing issues had been addressed, it was confirmed that they had.

The Mayor offered his thanks to all 3 areas for all their hard work and doing such a good job especially over Dickensian Evening.

4. Reports

The Consultative Group received the following verbal reports;

a) Town Hall

The Market Development Officer (MDO) reported;

- Matters with the admin and operation within the TH, understanding the booking software etc.;
- Work reviewing the Fees & Charges (see item no:8)

- the Town Hall had received a number of new bookings, including a couple of weddings, private parties and “Into the Dark” and wrestling events with St Rumon’s Nativity being the next event;
- As “Moorforeshore” cancelled their event in the TH for Dickensian Evening, the BH event extended into this area due to the high demand for stalls:
- It proved difficult to entice traders into this area (Town Hall) but that the Christmas Markets had proved popular;
- The anticipation is, over the quieter month of January, to have a good clear out, in-house decoration of the Rundle Room and implement staff training;

In response to a question it was reported that some photographs on the TH stairway were to be replaced. Management expressed appreciation to all the staff, and especially the casual staff, for all their help during the restructure and that there had been positive feedback from customers.

b) Pannier Market

The Market Reeve (MR) reported;

- That during the Pannier Market refurbishment they had lost a number of Traders, however, they were now back up to a high capacity;
- Footfall had been good on the lead up to Christmas with the BH venue complementing the PM;
- The “Miss Ivy” Event provided a good atmosphere;
- Dickensian Evening had run smoothly, despite the footfall being down slightly due to inclement weather and there had been good feedback from the public both local and further afield. The PM had won the runners-up prize for the “Best Dressed”. Thanks were extended to Tavistock BID for all their hard work;
- Having advised the PM Christmas opening times, the feedback from the PM perimeter shops was divided on the opening of Thursday 27th, it was agreed that the gates would be opened. The MR thanked the rep for the shops in the Market Perimeter for her help and that communication had improved with the shop Traders.

c) Butchers' Hall

The MDO reported that;

- Things were going from strength to strength;
- The Artisan Market held on Goose Fair Day had been a great success;
- Despite initial concerns from Traders at moving the Tavi Arts Market into the BH they were now delighted with the venue and new dates would be set in the next year. The market had rebranded to Tavistock Arts Market.
- Dickensian Evening marked the launch of the BH Christmas Markets and had so far proved a success with high demand from Traders and good feedback from the general public;
- They had taken a slightly different approach to advertising, placing adverts on-line with the Herald, along with the usual local advertising and fliers. Flags and banners had been purchased advising the opening and that these were as generic as possible to reduce costs and enable reuse;
- Moving into next year 6 events including "Miss Ivy" events had been booked in the 1st quarter;

Further to questions it was reported:

- Water leaks in the BH; Some "in house" repairs had been made, however, there were still some issues. The General Manager (GM) advised that the leaks had been the result of a very dry, hot summer with movement of the new roof. The main areas for concern were around the window elevations and flashing. The Council was in consultation with the contractors and it was hoped a solution would be found by the end of January;
- The question of compensation was raised with regard to additional works and replacement fittings, however, the GM advised that until further consultation took place and the reason for the leaks was investigated this would not be yet progressed and that only 1 or 2 fittings would require replacement;
- Concerns raised with regard to the water leaks and Health & Safety, the GM advised that in any area with water ingress the lights/heating were isolated and did not prove a hazard;

- The GM advised the works would only be around the window areas and sills and no impact on special heritage interest was anticipated;
- Anticipated problems with the heating had proved to be merely a programming error on the thermostat.

d) General Operational Issues

The GM report was covered in the above item c) Butchers' Hall and in 5a) below - Public Realm works.

5. Capital Projects

a) Public Realm

The GM reported that;

- Two Consultation Meetings (Minutes of which were circulated and also delivered to Traders) had taken place in the Town Hall to address views of the Traders with regard to these works. Contractors, Architects, Councillors and Council Officers had presented on the programme of works and were available to answer questions, unfortunately stakeholder turnout had been modest;
- TTC would work closely with BID, the Chamber of Commerce and both the PM and Perimeter Traders to get the word out that it was 'business as usual' during works, with a more formal meeting with regard to this and advertising;
- Works were anticipated to take approximately 12 weeks, starting the 2nd week in February with a potential completion date of 26th April 2019. Dependant on conditions and available materials an earlier start date would be considered.
- In response to a question the GM advised Sunday work would be kept to a minimum;
- 3 East End Stores would be used by Cormac (the Contractor) as a compound as well as a drop-in centre, which would be available to all a few hours a day, 2 days a week, to address any concerns, programme timetable and weekly updates.

6. Improving Participation/Attendance

The representative for the shops of the Market Perimeter advised that many Traders were not aware of this Meeting of the Town Hall & Markets Consultative Group;

It was noted;

- That there was no representation from the NMTF, Non-Members of NMTF or TH users despite notification;
- A suggestion was made to hold the Meeting in the PM at the end of the day; however, this had been tried in the past and was not deemed a success.

7. Events

a) Goose Fair

- Despite a reduced average spend and footfall the event had gone well. It was the general consensus that going forward it would be necessary to rethink the event to attract more Traders and move with the times. Also to engage more with the Cattle Market and their facilities;
- Lumburn Rise Park & Ride site would not be available next year and an alternative would be sought;

b) Dickensian Evening

Concerns were raised with regard to the lack of late night bus services and that no 9pm service was available. BID would speak to Stagecoach with regard to next year.

c) Christmas Markets

The above was covered in note 4c) Butchers' Hall

8. Fees and Charges Update (Town Hall)

A review had taken place of the Fees & Charges for the TH as historically not all areas of bookings had fully covered costs. It was felt that this was partially due to the extensive application of a 25% discount to local community groups aligned to charges well below the local market place.

A new schedule of Fees & Charges had been presented to and agreed by the Budget & Policy Committee and Full Council. In summary the following had been addressed;

- Removal of 25% discount except for bona fide Charities;

- Ensure that existing corkage charges were applied for all alcohol brought onto the premises, this would reflect the cost of implementation and address the licensing regulations and control;
- Notification of the increases had gone out to regular users and any confirmed bookings (with signed Terms & Conditions) made prior to the agreed increases would be honoured.

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

The PM Perimeter rep stated that some shop Traders had expressed concerns with having to close during the Public Realm Works and wanted to know if any sort of compensation/rent reduction would be available.

The GM advised that there would be no enforced closures, that would be the decision of shop Traders and TTC policy was that no compensation would be offered. Every effort was being made to programme works to accommodate the needs of stakeholders.

- The Rep thanked TTC and MR for the improvements to both the drain cover and bin area;
- Traders were experiencing people parking outside of their shops when loading/unloading. The MR would address this issue;
- The issue of the side gate (adjacent to the Museum side) not opening, the GM advised they would try to ensure it is repaired;
- The Rep asked if the recycling area was still due for refurbishment;
- The GM advised that after the works, budget permitting some in-house works would take place;
- The Rep asked that extra notice be given of the tunnel gates closing times.

10. Any matters raised by representatives of Tavistock BID

- The BID Manager thanked TTC, especially the Works Department and PM Team for all its help with Dickensian

Evening, also to the Mayor for all his help with the judging.

- Traders had advised it was a very successful event despite the weather;
- Concerns were raised over the date for next year and the light switch on. The BID Manager advised that this had been agreed by the majority of the BID Levy payers and would be reviewed by the BID Company;
- The BID Manager asked the MR if there was any system in place for monitoring actual footfall. The MR advised not at present but they could look into the possibility.

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

The representative advised;

- that the Chamber of Commerce would be running a new event, Tavistock Cream Tea;
- thanked the MDO and MR for agreeing to attend their next meeting and for working closely together;
- they would be holding a Business Show in May next year.

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

None.

Date of Next Meeting

Tuesday 12th March 2019

Rising at 8.00pm.

Signed.....

Chairman

Dated.....