

AGENDA ITEM 11b

NOTES OF THE MEETING of the **TOWN HALL & MARKETS CONSULTATIVE GROUP** held on **TUESDAY 17th JUNE 2025** at 5.00pm.

PRESENT

Representing Tavistock Town Council

Councillors Mrs B Moody, Mr J Moody, Mr T Munro, Mrs J Hughes, Mrs A Johnson (**Deputy Mayor**), Mr S Hipsey (**Mayor**)

Representing Market Traders – Mr R Jones, Mrs S King, and Mrs S Curtin

Representing shops in the Pannier Market surround – None Present

Representing users of the Town Hall & Butchers' Hall – None Present

Representing BID – Ms J Sanders

Representing the Chamber of Commerce – None Present

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

1. ELECTION OF A CHAIRMAN

A nomination was received and seconded and Mr R Jones was duly elected as Chairman for the 2025-2026 Civic Year.

2. ELECTION OF VICE CHAIRMAN

A nomination was received and seconded and Councillor T Munro was duly elected as Vice Chairman for the 2025-2026 Civic Year.

3. APOLOGIES

Apologies had been received from Mrs B Ball (representative of Town Hall and Butchers' Hall) and Mr D Fisher (representative of shops in Pannier Market surround).

4. CONFIRMATION OF NOTES FROM 26TH JUNE

a) The Notes of the Meeting of the Town Hall & Markets Consultative Group held on Tuesday 25th March 2025 were confirmed as a true record (Appendix 1).

b) The BID Manager asked that wording be changed on the Note No. 4 to reflect that the Robey Trust had been asked by Tavistock BID if they were available to provide steam engine rides on Mondays in the summer,

whereas the Notes stated that the Robey Trust had offered to do rides in the summer.

5. ANY MATTERS RAISED BY REPRESENTATIVES OF THE PANNIER MARKET TRADERS, PANNIER MARKET SHOPS, AND/OR TOWN HALL/BUTCHERS' HALL USERS.

Representatives of the Pannier Market raised the following items;

- It was explained that there was regular feedback being received regarding dissatisfaction with the revised operating arrangements of closing at 4.30pm for a 6-month period during the summer, rather than 4.00pm. In addition, representatives discussed the implications of Monday openings and trading on Sundays and later on some evenings to support town events.
- The General Manager outlined in detail the rationale and approach following consultation of reverting back to 'business as usual' pre COVID of 4.30pm closing, explaining that a compromise had been reached regarding a seasonal approach following trader feedback. It was explained that the business community preference would be to align with the town centre i.e. 5.00pm closing, but that they were appreciative of this intervention. The reasons for this change were again reiterated with the Council needing to find the right balance with regards to the wishes of the traders, whilst acknowledging the necessity of taking a strategic approach to decision making with a view of how best to support the wider business community in the medium to long term. The General Manager referenced his dissatisfaction with the conduct of a handful of traders on implementation of the revised operating arrangements and the general consensus of the meeting supported this view, acknowledging that the revised summer opening should be supported for its duration and then be reviewed.
- The rationale around Monday opening during summer holidays and in December was explained, including the various stages of consultations and iterations of approach, e.g. preference of business community for Monday openings throughout the year for reasons outlined above, to implementing a trial of 6 months, reducing to 6 weeks in the summer following trader feedback and reducing now to 5 weeks after considering further feedback. It was explained that the Council had opened other facilities to assist with the visitor experience with Monday openings, e.g. Tavistock Guildhall, and that Tavistock BID were looking at arranging complimentary entertainment and that Monday openings during this period should be treated as 'business as

usual'. The conversation then followed on with a discussion around the Market being required to supporting town events, EAT Festival as an example used. Again it was explained that this aligned with the strategy to support the wider business community and was not driven by an income generation strategy, with each event/activity being looked at on a case by case basis. Specific to feedback that the general consensus of traders was that this year's EAT Festival trading benefits were negligible, a reference was made back to feedback from 2024 where it had been well received and therefore that it was important to make decisions based on balanced evidence, acknowledging that some decisions to open will be successful and others not. Acknowledging the points being presented by representatives, on the matter of Sunday trading the General Manager agreed as a goodwill gesture to trial a 30% concession on rent for the handful of potential events that fall within the next 12 months, on Sundays.

- The Town Hall and Events Manager on behalf of the representative of Town Hall and Butchers' Hall provided feedback relating to a request to provide more effective signage to the Market Road entrance for Butchers' Hall, and how important it was for traders to not pack down until the official closing times of in-house markets. It was agreed that these matters would be addressed.
- The Market Reeve, on behalf of the representative of shops in Pannier Market surround, relayed a request to consider redecoration of the colonnade and explained that some of the perimeter drains were again smelling. The General Manager confirmed that the drains would be investigated and remedied and that the colonnade redecoration would be scheduled accordingly, aligned with other works within the Market complex and considered in conjunction with the wider estate management portfolio of planned works.

6. ANY MATTERS RAISED BY TAVISTOCK BID

The BID Manager did not have any specific matters to raise, however she thanked the General Manager for the explanations provided on the above and the Council regarding its ongoing support and partnership working with the business community.

7. ANY MATTERS RAISED BY TAVISTOCK CHAMBER OF COMMERCE

There were no matters raised.

8. UPDATES

a) Pannier Market & Bedford Square;

The Market Reeve updated attendees on the following items;

- The occupancy of two Lock-Up units were being reviewed with potential new tenants being considered;
- Arrangements had been implemented to promote the summer opening times and activities for the Market complex;
- That the two display barrows were due to be refurbished shortly;
- That trader occupancy levels were consistent to previous years, but that the management team were experiencing a greater turnover of traders. A reference was made to the importance of retaining the identity of the themed Tuesday Market.

b) Town Hall and Butchers' Hall;

The Town Hall & Events Manager updated attendees on the following items;

- It was explained that preparations were underway with regards to expanding the footprint and delivering another Wedding Fayre in the first quarter of 2026;
- Following the success of the Youth Market, it was explained that a further two were scheduled for August 2025 and March 2026;
- The importance of securing new traders and retaining existing in relation the Butchers' Hall inhouse events was explained, and that further work was required in this area;
- A question was asked regarding how we promote our venues, and whether we should be attending other regional events, and it was agreed that this would be reviewed and included within the departmental marketing strategy documents.

c) Capital Update for works impacting on the Market complex

There were no matters of significance to report.

9. OPERATIONAL MATTERS

a) Trader Consultation

After listening to feedback from representatives in attendance, it was agreed that another consultation meeting would be held in Town Hall at 5pm on Wednesday 22nd October 2025.

b) Rules and Regulations

The General Manager informed attendees that a review of the Pannier Market Rules and Regulations would be undertaken over the next quarter, with a particular focus on policies pertaining to sickness and annual leave

and it was explained that traders would be consulted accordingly during this review.

10. EVENTS

a) Feedback from Tavistock Country Garden Show 2025

It was explained that the general consensus was that this year's event had been well attended and positive feedback had been received from traders and exhibitors, and that the majority of exhibitors were intending to rebook for the 2026 event.

b) Updates on Summer 2025

The Market Reeve provided an update on summer opening arrangements which would include an activity trail promotion. Attendees were also advised of the Multi-Agency Community Event being held on Saturday 21st June 2025.

11. URGENT BUSINESS BROUGHT FORWARD BY THE CHAIRMAN

There was no urgent business brought forward.

12. NEXT MEETING

The next Meeting of the Town Hall & Markets Consultative Group was scheduled to take place on Tuesday 9th September 2025 at 5.00pm

The meeting closed at 6.34pm.

Signed

Date