

NOTES OF THE MEETING of the TOWN HALL & MARKETS CONSULTATIVE GROUP held on **TUESDAY 9th SEPTEMBER 2025** at 5.00pm.

PRESENT

Representing Tavistock Town Council

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

Representing Market Traders' – Mr R Jones **(Chairman)** and Mrs S Curtin

Representing shops in the Pannier Market surround – Mr D Fisher

Representing users of the Town Hall & Butchers' Hall – Ms B Ball

Representing BID – Mrs J Sanders

Representing the Chamber of Commerce – None Present

Officers – General Manager (GM), Market Reeve & Designated Premises Supervisor (MRDPS), Duty Officers

1. APOLOGIES

Apologies had been received from Trader Representative Ms Sian King, and Councillors Mrs B Moody and Mr J Moody.

2. CONFIRMATION OF NOTES FROM 17th JUNE

a) The Notes of the Meeting of the Town Hall & Markets Consultative Group held on Tuesday 17th June 2025 were confirmed as a true record.

b) There were no matters arising.

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

Representatives of the Market complex raised the following items;

- The Perimeter Shop representative outlined concerns relating to smoking around the perimeter and it was explained that the Council were currently drafting a policy document to relating to smoking and vaping which would include arrangements around the market complex. Also a request was made regarding providing a regular memo covering Summer/Christmas hrs, Sunday openings and planned events and it was agreed that this would be actioned.

- The Butchers' Hall representative asked if dates for the 2026 in-house markets could be issued shortly, so that traders could start to plan their calendar year and it was agreed that the list of dates would be issued week commencing 15th September. A discussion was held regarding the toilet facilities within Butchers' Hall re: use by traders/public and Officers explained that arrangements would be reviewed;
- The matter of Pannier Market opening times was discussed. The point was made that whatever the future closing times were, that a memo would be issued to traders and a section incorporated within the Rules and Regulations, explicitly stating that traders would trade from their stalls up to the closing time, unless permission had been granted to break down early, and that any intentional breach could lead to loss of their trading position. Following a suggestion by stakeholder representatives, it was agreed that there should be a continuation of 4:30pm closing on Saturdays during the winter period. The point was strongly made that a cycle of one term reverting back to 4:30pm closing, which was the previous opening time prior to COVID, would not be a representative sample period, especially with a public perception between 4pm-430pm of a market closing due to some traders breaking down/covering up. It was explained that this topic would be discussed further in the October consultation meeting.

4. ANY MATTERS RAISED BY TAVISTOCK BID

The BID Manager updated members on the following items;

- The new Visit Tavistock website is due to launch soon, including a page focussed on experiences that visitors can take part in within the town;
- A new event "Restaurant Week" is to be held in October, during which establishments from the Tavistock hospitality community will be offering specific promotional offers for the week to attract trade.
- Following a successful first event in 2024, the "Zombie Walk" will be held again on Wednesday 29th October;
- Cream Tea Week has received very good feedback following the 2025 event. In particular it was noted that the expansion into the Town Hall for the event received significant praise, as it allowed all featured Cream Teas to be available in one location for visitors to sample. The MRDPS suggested that a meeting be arranged ahead of the 2026 event to discuss the Pannier Market opening on the Sunday to feature as part of the event.

5. ANY MATTERS RAISED BY TAVISTOCK CHAMBER OF COMMERCE

The Mayor provided an overview around the initiative to attempt to secure brown signage for Tavistock.

An overview was provided relating to a previous/planned meetings with stakeholders and the area MP regarding the local economy.

6. UPDATES

a) Pannier Market & Bedford Square;

The Market Reeve updated attendees on the following items;

- That there was an ongoing process to source new quality traders for the Pannier Market with some that had joined for the summer period now becoming regular traders;
- The process was outlined regarding the advertising and letting of the pet stall vacancy within the Pannier Market with the new business planned to be opened for 12th September;
- It was explained that the Council had been invited to present at the NABMA Conference following its recent award;
- That the Council and Tavistock BID were in discussions to improve further the Friday Charter Market.

b) Town Hall and Butchers' Hall;

A general overview was provided around activities scheduled for the next quarter in both venues, explaining that preparations for the in-house markets were significantly advanced, including the next scheduled Youth Market and that new signage and promotional material has been ordered to assist with visual presentation when Butchers Hall venue was opened.

c) Capital Update for works impacting on the Market complex

- The General Manager advised that there had been communication from a perimeter shop about blocked drains and that they were smelling but it was explained that they had been checked on several occasions and were free flowing.
- The Perimeter Shop Representative thanked the Council for the work that had been undertaken to refurbish the bin store area.

7. OPERATIONAL MATTERS

a) Trader Consultation Process

The date and time for the next consultation to be held in the Town Hall was confirmed as 5pm on Wednesday 22nd October 2025. It was explained that that this meeting could cover most topics relating to the market complex activities but would not address operational matters relating to individuals. It was also explained that any suggestion to reduce Monday openings during the summer and Christmas would not be a discussion point for debate as this was established 'business as usual'.

b) Temporary Operating Arrangements

The General Manager explained that there had been, and would continue to be, short term staffing challenges following the resignation of the Town Hall and Events Manager, but advised that a recruitment process was being undertaken in September and that interim arrangements had been implemented to maintain 'business as usual'.

8. EVENTS

a) Feedback on Summer Events and Monday Opening 2025

The Market Reeve explained that trader take up had been reasonably positive for the summer Monday opening period and that the usual two scheduled Monday openings were planned for December.

b) Update on plans for Dickensian Evening 2025

The BID Manager explained that arrangements were the same as 2024 when the event was cancelled due to anticipated adverse weather, scheduled for 5th December, with the town lights being turned on a few weeks earlier.

c) Update on plans for Christmas 2025

The Market Reeve discussed the events due to take place in December 2025, including Miss Ivy's Christmas Market on Sunday 7th December, Tavistock Pannier Market Christmas Festival including Santa's Grotto, and the Butchers' Hall Christmas Markets which would run from the 11th – 23rd December. It was agreed that Tavistock BID would liaise with the Council around partnership opportunities for the Christmas Festival.

d) Opening hours for Christmas 2025

The Market Reeve provided an overview of the proposed opening hours for the Christmas period 2025. A discussion was had regarding opening on Saturday 27th, as it was felt that whilst this would mean only being closed for two consecutive days rather than the usual four, it would be a missed opportunity not to open for what could be a very busy trading day.

The General Manager proposed to members that the Pannier Market close at 2pm on Christmas Eve to allow traders more time off on that date to balance out the earlier than usual return to trading post Christmas. It was felt by the trader representatives that this proposal was a good compromise and would work well from a trader perspective.

The proposed opening hours were as follows;

Christmas Eve – Open until 2pm;
Christmas Day – Closed;
Boxing Day – Closed;
Saturday 27th December – Open;
Sunday 28th December – Closed;
Monday 29th December – Closed;
Tuesday 30th December – Open;
New Year’s Eve – Open;
New Year’s Day – Closed
regular trading to resume from Friday 2nd January 2026.

11. URGENT BUSINESS BROUGHT FORWARD BY THE CHAIRMAN

The BID Manager raised one point of note which was to clarify that the seasonal trail events during the Easter and October school holidays usually didn’t include the Pannier Market as they included Mondays when the venue was closed.

12. NEXT MEETING

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

The meeting closed at 6.27pm.

Signed

Date