

AGENDA ITEM No 9c

NOTES OF THE MEETING of the TOWN HALL & MARKETS CONSULTATIVE GROUP held on TUESDAY 3rd March at 5.00PM.

PRESENT

Representing Tavistock Town Council

Councillors Mr T Munro and Mr B Smith

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

Representing shops in the Pannier Market surround – Mr D Fisher

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

Representing BID – Mr R Clark (BID Chair)

Representing the Chamber of Commerce – Mr A. Main

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

1. APOLOGIES

Apologies were received from Mrs J Sanders, Cllr J. Hughes, Cllr B. Moody, Cllr J. Moody, and Cllr A. Johnson, Cllr S. Hipsey, Mr T Randall

2. CONFIRMATION OF NOTES FROM 9th DECEMBER

a) The Notes of the Meeting of the Town Hall & Markets Consultative Group held on 9th December 2025 were confirmed as an accurate record of the meeting.

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.

The Representatives of Pannier Market Traders, Pannier Market shops, and the Town Hall/Butchers Hall updated attendees on the following items:

- Market Representative explained that trading was challenging in the first quarter but that they were pleased to see that occupancy levels with regard to letting of space were nearing optimum quota.

- A discussion was had relating to recent thefts that had occurred within the Pannier Market and whether CCTV could be an option. It was explained that it was important to formally report all incidents to the Police and that the operational arrangements, endorsed by both traders and Council meant that at various periods there would be a vulnerability to such issues and that it was the collective responsibility of the Council and traders to be vigilant.
- The discoloration of the perimeter resin was mentioned and the Council advised that they were looking at the most suitable and cost effective methodology to address this matter.
- It was reported that the Arts Market held in Butchers' Hall during February had positive attendance levels, with good footfall throughout the event. Some concerns were raised regarding a small number of traders packing down and leaving before the agreed trading times. It was reiterated that correspondence would be issued to traders reminding them of the relevant rules & regulations specific to trading hours and that the Council would administer the same approach now implemented within the Pannier Market to ensure consistency.

4. ANY MATTERS RAISED BY TAVISTOCK BID

The BID Representative updated members on the following items;

- That they were pleased with the ongoing partnership working with the Council specific to Dickensian Evening and Christmas lights.
- The BID renewal process for this year was explained specific to the BID levy, identifying targeted projects and how the consultation process with business owners would be implemented. Supporting town CCTV was mentioned as a possible inclusion within the renewal.
- The DISC reporting system continues to be used as a platform for reporting incidents and sharing information relating to town centre safety. However it was stated following discussions with local police that a new reporting scheme would be facilitated pending the BID renewal outcome.

5. ANY MATTERS RAISED BY TAVISTOCK CHAMBER OF COMMERCE

The Chamber of Commerce representative updated members on the following items;

- Attendees were advised that the next Business Networking Breakfast would be discussing changes to self-employment tax and associated implications.

- An overview of various high street grant schemes was provided.
- It was requested that the Pannier Market perimeter be left open on Sundays. The rationale around its closure was provided but it was agreed that on occasions where there was a wider community benefit, the surround could be opened on request.

6. UPDATES

a) Pannier Market & Bedford Square

The Market Reeve & Designated Premises Supervisor updated attendees on the following items;

- Members were informed that ITV News recently attended the Pannier Market as part of a feature on historic markets with footage expected to appear as a short feature on ITV News and a longer piece available via ITVX.
- It was reported that promotional material for the market is currently being reviewed which will include the revised closing times for 2026, following consultation with traders in late 2025.
- It was explained that KPI targets for trader space occupancy levels were at a positive threshold and trader representatives commented on this, considering the first quarter is acknowledged as a challenging period for trader retention/recruitment.
- An overview of use of Bedford Square by hirers/traders was provided, with occupancy levels maintained as per previous years and it was explained that a further three marquees had been purchased to assist with letting requirements. Attendees were advised around the rationale of how Bedford Square is utilised to assist with improving footfall for the market complex.

b) Town Hall and Butchers' Hall

The Town Hall & Events Manager updated the group on the following items:

- It was reported that the venue had seen a nice mix of events for the start of the year, and currently had four regular daytime hirers and three regular evening bookings. In addition, a number of returning hires had been confirmed, including theatre groups and the Tavistock Amateur Boxing Club.

- Members were informed that parts of the Town Hall had recently been redecorated, with new carpets fitted and the Council Works Department repainting several parts of the building.
- An update was provided on Butchers' Hall occupancy, which was reported to be more positive than last year with the Arts Market performing particularly well and the silent disco receiving good attendance with only two Saturdays left available to hire for 2026.
- It was noted that more branded signage for both the front and rear entrances to the Town Hall was being looked into, with a view for it to be interchangeable.
- The idea of expanding the Pannier Market Tuesday Antiques Market into Butchers Hall as a concept was proving difficult regarding securing traders and it was explained that if this was a viable initiative that it would more than likely be launched in the summer months rather than the proposed April date.

7. OPERATIONAL MATTERS

a) Pannier Market Rules & Regulations review and adherence to

- It was explained that over the next quarter the annual leave and sickness policy arrangements for the Pannier market would be reviewed in consultation with the Market Representatives, with the aim to implement a fair and transparent approach for all.
- This led to a wider discussion relating to the expectations/intentions around approach to administering the Market Rules and Regulations in the round.

b) Use of Bedford Square and Pannier Market Perimeter

- An overview of the approach to managing Bedford Square was provided, with a specific focus on public gatherings. It was explained that the Council allowed small gatherings as long as they were not impacting business continuity re: hirers and the respective roles of the Council and Police were explained. Attendees were advised that events which were deemed to have the potential to be larger, e.g. promoted through social media would follow the same due diligence of an external hirer requirements with respect to providing risk assessments, event management information, key contact details and proof of insurance for the event/activity to be considered for approval.

c) Market Tolls

- Attendees were advised that a memo would be circulated shortly confirming the increases to market tolls, previously discussed and agreed with market representatives, to take effect from 1st April 26.

8. EVENTS

a) Update following the Youth Market; Wedding Fair

- Members were provided with an update regarding the upcoming Youth Market, scheduled to take place on 14th March with currently 18 traders secured and it was reported that a further two Youth Markets were scheduled for later in the year. Members noted that the Youth Market operates as a trader certified scheme, and it is hoped that hosting the Regional Final of the Young Market Trader Awards will encourage increased participation and attract additional traders to future events.
- Regarding the recent inhouse Wedding Fair it was explained that 40 traders participated. Feedback from traders was largely positive, with footfall steady and the attendee audience engaged specific to the offer/purpose of the event.

b) Update on plans for Easter 2026

- It was noted that the Easter Bonnet Competition will once again be held for traders within the Pannier Market as an inhouse activity with the market being open on Good Friday.
- Members were advised that the Dartmoor Marathon will return this year, with the event scheduled to take place on April 12th, with the start on Plymouth Road and the run concluding in Guildhall car-park.

c) Update on plans for The Country Garden Festival;

- It was reported that the expectation was that all lettable space would be allocated for this year's event with the entertainment area within Guildhall car-park currently requiring further development. It was noted that the intention was to expand the overall offer from previous years, with increased emphasis on a broader range of food and drink traders. Work was currently being undertaken on advertising and promotional material for the event, which are expected to be released shortly.

d) Update on plans for Summer 2026;

- It was explained that it would be 'business as usual' for Monday opening with the Pannier Market and that during this period throughout the week the market would be open until 4.30pm.

- Members were advised that the children’s trail would return this year and will be football themed due to the scheduled World Cup.
- It was also noted that a summer list of events and markets would be produced and circulated to highlight activities taking place throughout the season, including events such as the Eat Festival and the Cream Tea Festival.

11. URGENT BUSINESS BROUGHT FORWARD BY THE CHAIRMAN

There was no urgent business brought forward by the chairman.

12. NEXT MEETING

The next meeting of the Town Hall & Markets Consultative Group is scheduled to take place on Tuesday 16th June 2026 at 5.00pm.

The meeting closed at 6.17pm.

Signed

Date