

**TAVISTOCK TOWN COUNCIL
BUDGET AND POLICY COMMITTEE
TUESDAY 14TH JULY, 2026**

**BRIEFING NOTE
OFFICE ACCOMODATION – MARKET COMPLEX**

1. INTRODUCTION

- 1.1 Some Members may recall that leading up to the recent refurbishment works within the Pannier Market as part of the Townscape Heritage Initiative, options were considered and conceptual designs produced regarding building infrastructure at the rear of the Pannier Market internally. This concept was two-fold, one to provide a self-contained unit for Bobs Café, affording the opportunity to trade outside of Pannier Market operating times and secondly to consider the case for provision of a further independent office space for aspects of the market operations. Following preliminary discussions with the existing tenant, this proposal did not progress and was excluded from the external and internal improvements works.
- 1.2 The rationale in part for the above proposal (office space) was premised on an acknowledgement that the existing office space, due to the size of the space (housing two works stations, with minimal storage space), acoustic challenges, proximity to a primary entrance and welfare facilities was deemed as deficient for aspects of the management teams needs. To mitigate this to a degree, arrangements have been implemented to utilise peripatetic working space within the Guildhall, this arrangement affording the opportunity to fulfil core tasks both privately and uninterrupted, but not ideal due to the remoteness from the site of responsibility, impacting on occasions ad hoc accessibility for stakeholders.
- 1.3 The General Manager has been considering options regarding alternative solutions to assist with improving matters. Previously options have been considered regarding when vacancies occur with lock-up units, but again there would be challenges around privacy etc and allocating the use of space within Butchers Hall has been excluded for similar reasons as well as acknowledging that this would reduce the agreed commercial footprint apportioned to grant allocated schemes (THI and LEAF).

- 1.4 Furthermore to assess the impact of continual interruptions within the existing office space, the General Manager has spent time within the market recently to review the impact, and from a representative sample, the working environment and amount of interruptions does not lend itself to productive space for aspects of the role requiring concentration and/or privacy/confidentiality. Speaking to the market and events team and key stakeholders (market reps), it is deemed impractical to limit accessibility to the office space by restricting times, therefore an alternative solution is being proposed.

2. CURRENT POSITION

- 2.1 The tenancy to Unit 5 East End stores, which is currently occupied by Redeemer Church as office space, is no longer required for that purpose and their lease expires in August 2026. The space currently is being used for the same purpose as proposed, is discreet from the direct market environment and disruptions but is within the curtilage of the market complex operations, so not adversely remote to the day to day activities. The space would require de minimis work as ICT infrastructure is already installed, therefore only requiring external signage and the purchase of furniture/cabinets, work station and associated office ancillary items.
- 2.2 As Council were minded to support the construction of additional office space within the Pannier Market historically, with associated capital expenditure and ongoing floor space income forgone, this is a proposal of a similar nature, excluding the capital expenditure. The anticipated rental income lost to the Council if this unit is repurposed would be estimated at £2,750 pa plus VAT. If this proposal is agreed, Officers would look at alternative options to seek to increase market income to counteract the rental income lost.
- 2.3 It is worth noting that the General Managers view is that this is not a replacement for the existing office space, but a separate location for carrying out work which requires privacy e.g. meeting and tasks that require concentration where interruptions are kept to a minimum. There would be an expectation that the office space within the Pannier Market has a regular presence, primarily with work undertaken by the Duty Officer for day to day 'business as usual' tasks to ensure that accessibility/comms with stakeholders is not adversely impacted.
- 2.4 The benefits/potential shortfalls of this suggestion, if approved needs to be reviewed over a representative period of time and therefore a trial period of no longer than 12 months is suggested,

with a review between 6-9 months (including consulting with trader reps), findings brought back to Council to agree next steps.

3. RECOMMENDATION

- 3.1 That Council agree to the use of Unit 5 East End stores as Council office space in lieu of commercial letting for a period of 12 months starting in August 26 with a review of arrangements being brought back to Council within a 6-9 month period.
- 3.2 The instructions of the Committee and Council are sought.

**WAYNE SOUTHALL
GENERAL MANAGER
TAVISTOCK TOWN COUNCIL
JULY 2026**