

TOWN HALL AND MARKETS CONSULTATIVE GROUP

NOTES OF THE MEETING of the **TOWN HALL AND MARKETS CONSULTATIVE GROUP** held at the Council Chamber, Drake Road, and Tavistock on **Tuesday** the **25TH September 2018** at **6.30pm**.

PRESENT Councillor Mrs Julia Whitcomb (Chairman)

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

Representing Non-Members of the National Market Traders' Federation-
Sian King

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 – Absent

Officers - Town Clerk (TC), Market Development Officer (MDO), Town Hall Duty Officer (DO), Market Reeve (MR), Assistant to the Town Clerk (ATTC), Office Administrator

Observer only – Councillor Mrs Ursula Mann

1. Apologies

Apologies for absence had been received from:
Councillors Ms Lesley Crawford, Mrs Lynn Roberts and Paul Ward (Mayor)
Malcolm White (Representing users of the Town Hall)
Richard Sheppard (NMTF)
Ross Ayling (Town Hall Manager)
Wayne Southall (General Manager)

2. Notes of Last Meeting

- a) The Notes of the Meeting of the Town Hall and Markets Consultative Group held on Tuesday 5th June 2018 were received, and endorsed for their accuracy (Appendix 1).

3. Staffing Structure Interim Arrangements

The Group considered the proposed interim structure for the Pannier Market, Town Hall and Butchers' Hall (Appendix 2), following the recent resignations of the Town Hall Manager and Duty Officer. The interim structure would;

- be for a period of 12 months;
- have the MDO and MR providing a management tier;
- increase the number of Duty Officers from two to three, and working across all three venues;
- include the appointment of a part-time administrative assistant;
- involve renaming the two General Hands as Market & Events Assistants to reflect the duties of the role and avoid confusion with similarly titled staff in the Works Department;
- be funded from not appointing a new Town Hall Manager at this time;
- have any new appointments would be for one year, apart from those already in post;
- be reviewed within the current Civic year in view of the impending elections in May 2019

During the ensuing discussion concerns were raised;

- that the operation of the Pannier Market and Butchers' Hall may suffer during this period;
- regarding the additional workload for the MDO and MR;
- with regard how potential traders could contact the Town Hall during this period

It was confirmed that;

- that delivery of the functions and workloads would be unaffected with the support of an additional Duty Officer and administrative assistant;
- the contact arrangements for the Town Hall would remain as currently

4. Reports

The Consultative Group received the following verbal reports;

a) Town Hall

The Duty Officer (DO) reported that;

- the Town Hall had received 21 new bookings since the last meeting;
- there had been 78 functions during the year of which 40 were community based;

- the 1940's event held in the summer had been a great success;
- Butchers' Hall was now the venue for Tavi Arts Markets and this move had proved very successful with increased footfall and very positive feedback

The DO offered his and the Town Hall Manager's thanks to everyone for all their support and help over the years. The Chairman expressed her thanks on behalf of the Group, and all Councillors, for the hard work and commitment of each member of staff, and wished them well for the future.

b) Pannier Market

"I'm A Celebrity and I'm In Here" event -

The Market Reeve reported that the event, organised by traders and Market staff, had been a tremendous success with interest nationwide and over 100,000 hits on their Facebook page, with other positive feedback.

Thanks were given to traders and Market staff for their help with organising the event, which had resulted in increased footfall in the Market, surrounding shops and the town in general.

The Garden Festival 2018 -

The wash up Meeting had now taken place and it was noted that there had been very positive feedback from traders. The packs for the 2019 event were in hand and would be sent out after Goose Fair.

General -

Concerns were raised with regard;

- initial problems with toilet facilities in the Market, it was confirmed most had now been addressed;
- that the number of coaches visiting the town had decreased. It was confirmed that consultation with the facilitator of the Coach Drivers' Initiative was being undertaken, and that a joint meeting to include the BID Company was planned;

It was confirmed that articles would be placed in the local press to highlight the new businesses in the perimeter.

- i) Trader issue - this matter was still being reviewed, although initial feedback was positive for the measures already put in place

c) Butchers' Hall

The Launch event –

This had been in two parts, firstly a VIP reception for key stakeholders then the official opening in July, with a Food and Drinks Festival event. Both events had been well received with very positive feedback and some traders had booked for future events.

Other events which had taken place;

- The Mayor had hosted a luncheon for the Twinning Society;
- A "Gin & Ale" event had proved very popular with many traders promising to book again next year;
- The September Food & Drink Festival had lower footfall than hoped, possibly due to bad weather. However many traders had re-booked, including for the Christmas Markets

Future planned events;

- Tavi Arts Market - will operate from Butchers' Hall on a trial basis. Markets will be the 1st Saturday in October, November and December;
- Liaison with Tavistock College, WDBC and the National "Teenage Market" Organisation had been undertaken re the "Teenage Market" scheduled for 20th October which would be a focus for local teenagers, especially in view of negative events this year. This is a fast-growing national initiative;
- Goose Fair Day Artisan Market - 10th October;
- A Collectors' Fair (run by Tavistock Museum) - 10th November;
- Christmas Markets on:
7th December (Dickensian Evening)
8th December
17th to 22nd December

General -

- The MDO advised that she and the TH Manager had attended the Okehampton Show to promote the Butchers' Hall/Pannier Market/ Town Hall and had given the opportunity to meet prospective traders from the local area and beyond;
- The MDO had attended the National Association of British Market Authorities (NABMA) Conference. This had offered networking opportunities, sharing of 'Best Practice' and shared initiatives;
- An advertising strategy to include all three venues, in conjunction with the BID Company, was planned;

- A joint Events Diary between the Town Council, BID, Chamber of Commerce and Lions Club has been discussed, this would publicise all events planned in the town;
- The BID Manager referred to the 'Visit Tavistock' website, which whilst not currently fully functional, would also carry details of events in the town

d) **General Operational Issues**

It was noted that the NABMA Health Check, planned for December 2018 had been deferred until the New Year, once the Public Realm works were completed.

There were no specific maintenance issues raised.

5. Capital Projects

a) Public Realm

- Traders were thanked for their support with the change in scheduling of the Public Realm works which, following consultation, would now take place in the New Year.
- A query was raised regarding the possible pedestrianisation of the Guildhall car park. It was confirmed that this was unlikely, although the scheme had yet to be finalised. There was however the potential for fewer parking spaces.

b) Effective Communication/Consultation Process

- A concern was expressed that traders were not feeding back their issues or ideas via their reps, especially regarding capital projects. This forum provided the opportunity for these matters to be considered.

6. Pannier Market Christmas Opening Times

The Group considered Market Christmas Opening times, as listed, to which no objections were received;

The proposed opening/closing hours this year are as follows;

Open - Monday 17th December to Saturday 22nd December 2018 (inclusive)

Open - Monday 24th December 2018 (Christmas Eve)

Closed - Christmas Day, Boxing Day and Thursday 27th December 2018

Open - Friday 28th December and Saturday 29th December 2018

Closed Monday 31st December 2018 and Tuesday 1st January 2019 (New Year's Day)

Re-open and return to usual operating hours from Wednesday 2nd January 2019

It was confirmed that there were no late night opening planned, with the exception of Dickensian Evening, however if Butchers' Hall had a late opening event this could be reviewed.

7. Improving Participation

Concerns at the lack of feedback from traders was again expressed, if there are things that they felt could be done better or differently, perhaps the reps would consider this for the next meeting.

Concerns were raised regarding;

- the number of reps who had been appointed to the Group over recent years but didn't now attend;

It was suggested a meeting for traders be held in the Town Hall to;

- discuss the upcoming Public Realm works, how it would be managed, how would loading/unloading be organised, as well as the future plans for the area;

Also, that;

- an 'exit' survey be drafted for traders who leave the Market, to ascertain if there are trends or themes behind their decisions

Noted that a trader meeting as mentioned above would be arranged

8. Events

a) Goose Fair

- arrangements were well advanced and permission to use Lumburn Rise Park & Ride site had been agreed, however a new site would be required in future;
- Stagecoach would be providing the Park & Ride buses with included a late service;
- The BID Company and Chamber of Commerce were planning a joint stand. BID advised that a booklet of offers from independent traders would be distributed at the Fair;
- The Control Centre would be in Russell Street, will stewards being placed at all entrance points

b) Dickensian Evening

A BID operational meeting had taken place to finalise the Emergency Plan. There had been discussions with AA Signage, with additional lighting at crossing points. The staging would also have improved safety features.

It was also confirmed that the Christmas Lights switch-on would be on Dickensian Evening, and not at a separate earlier event, as suggested.

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

A rep stated that the original scheduling of the Public Realm works had caused concern, so expressed thanks to the Council for re-scheduling to a more appropriate, quieter trading time.

The few minor issues were raised, which will be forwarded to the General Manager for action.

The rep was thanked for her very comprehensive feedback.

Suggestions were made regarding possible new events, and improvements to existing ones.

10. Any matters raised by representatives of Tavistock BID

- The BID Manager confirmed that the Company was keen to work with the Pannier Market to organise a joint event, possibly next Easter, following on from this year's Celebrity Trail. This would help avoid duplication of effort and events;
- Discussions with regard to joint advertising, and the use of a branding jingle on Plymouth Sound and other media, to take place.

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

No representative present.

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

None.

13. Date of Next Meeting

Tuesday 18th December 2018

The Market Reeve thanked both the Town Hall Manager and the Duty Officer for their support, he was sad to see them leave but wished them well for the future.

Rising at 8.15pm.

Signed.....

Chairman

Dated.....