

AGENDA ITEM No 10(iii)
Pannier Market Managers Report June 2020

Pannier Market Re-Opening

- After much planning and deliberation, we have decided to re-open the Pannier Market on Thursday 2nd July. This will involve a reduced offer in the central area of the market and some reconfiguration to the five day pitches, we have opted to try and create space rather than one way systems as one key factor through trader consultation was gaining consumer confidence, we have agreed initial opening times of Thursday, Friday and Saturday 9am-3pm in this first phased return, this will be monitored and reviewed continually.
- Correspondence has been sent out to all traders to ascertain appetite for an initial return to trading under the fore mentioned model. We will be looking for day traders to commit to having a fixed stall for the three days of opening, this will avoid unnecessary further complications around social distancing with the upheaval of daily loading and unloading.
- The plan is to have one clearly market entrance at the west end of the market and one clearly marked exit on the north elevation of the building, these will both be automatic doors to avoid contamination of multi-person touch points, sanitising units will be placed on the entry and exit as well as numerous additional units within the Pannier Market itself. There will be instructional signage throughout the building and the market perimeter informing customers of social distancing, hand washing and sanitising measures in operation.
- During this initial first phase, the intention is to allow free rent for a period of two weeks for those supporting the re-opening and starting on July 2nd, then half rate thereafter, this will be monitored and reviewed fortnightly. This charge rate will also be applied to the lock-up units and invoiced accordingly.
- We have sought sector guidance and best practice from NABMA throughout the planning process to deliver an effective phased return to trading, nominated trader reps have also been consulted with to gain crucial trader appetite and expectation. This group will continue to facilitate in the initial phased return on Thursday 2nd July.
- Three members of the Markets & Events staff have returned off Furlough and have been doing a staggered three-day week, they

will be going to four days a week for week commencing 15th June and then five days for week commencing 22nd June.

Advertising

- We will take a tentative approach to advertisement initially as guidance and operating schedules can rapidly change, we will channel opening days and times through our social media and via the Town council website.
- Numerous signage has been produced or ordered in order to facilitate re-opening plans, this will include clear directional signage to entry and exit points, social distancing awareness and handwashing/sanitising requirements.
- We will place some more generic signage in and around the market complex informing customers of queuing systems and general operating times, also Bedford Square signage stating "Pannier Market Open Today".

Next Steps

- Initial trader correspondence has indicated that most traders do wish to make a full return when things return to some form of normality, we will closely monitor environmental change during this first phased return in alignment with sector and governmental guidance.
- Once all trader responses have been collated, we will then have format for this first initial phase, this will also give an indication of how to approach Bedford Square trading and whether we utilise other ancillary buildings such as Butchers' hall.
- Any increase in rentable space from our initial plans will be determined by social distancing restrictions through government advice. In the next round of reports, we will have more clarity around potential income from trading during this Covid-19 restricted return.

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