

**TOWN HALL AND PANNIER MARKET CONSULTATIVE GROUP**

**NOTES OF THE MEETING** of the **TOWN HALL AND PANNIER MARKET CONSULTATIVE GROUP** held at the Council Chamber, Drake Road, Tavistock on **Tuesday** the **2<sup>nd</sup> May 2017** at **5.45pm**

PRESENT                                      Councillors M Ewings Mayor, J Whitcomb (Chairman), L Roberts, H Smith, P Ward, T Gibbins

Representing Members of the National Market Traders Federation and other Traders                                      Absent

Representing Non-Members of the National Market Traders Federation                                      Mrs M Wallworth (Vice Chairman), Mrs S King

Representing shops in the Pannier Market surround-Absent

Representing Users of the Town Hall – Absent

Representing BID – Absent

Representing the Chamber of Commerce – Absent

Officers                                      Town Clerk, General Manager, Works Manager, Town Hall Manager, Market Reeve, Cemetery Administrator

1. Apologies

Apologies for absence had been received from:

Representatives: Mr S Renshaw, Mr M White, Mr P Rowland,  
Mrs L Piper

Officers: Town Hall Duty Officer, Pannier Market Duty Officer

2. Notes of last meeting

a) The Consultative Group received the notes of the meeting of the Town Hall and Pannier Market Consultative Group held on Wednesday 1<sup>st</sup> March 2017 and endorsed their accuracy.

b) Matters arising none.

3. Reports

The Consultative Group received the following verbal reports.

a) Pannier Market – Market Management Software Report

The Market Reeve provided members with a summary of the market management software detailed within the report issued to the consultative group prior to the meeting. It was noted the aim of the proposal was to develop current processes and practices in order to enhance transparency though all of the Pannier Markets internal operations as well as support Council and Legislative compliance whilst improving choice and efficiency for Market Traders.

Arising out of the report and the summary provided by the Market Reeve the following questions were put forward for discussion:

- Having examined the proposed system in some depth what benefits does an access controlled system with locational freedom bring to the payment regime within our market?
- Having seen the system in operation and having given much thought as to how it would operate in our market. In your opinion after the initial capital expenditure and once established what in your view are the principal areas of meaningful revenue advantage over the current practice?
- Electronic mapping should have been made available to the Market Reeve as its advantages have been demonstrated country wide. However, mapping apart, as our Reeve what additional modules would you want configured at installation to help you in your day to day working and bring benefit to the whole organisation?

It was reported table mapping of the Pannier Market was an integral part of the organisational structure of the market and it was agreed the development and implementation of electronic table mapping would not only enhance current practices but would also meet targets detailed within the Service Improvement Plan for 2016/2017.

It was noted further research in regards to additional modules was required in order to gain a greater understanding of their benefits to the commercial running of the market as well as the organisation as a whole.

Discussions were drawn to the report whereby it was noted our current applications service provider; Microshade VSM would not host the system but would be able to provide interfaces from their systems for the upload of documents, a key factor in enabling Officers to access specific documents such as income reports through Citrix, further supporting transparency and synergy between departments.

Concerns were raised in regards to the overall usage of the software by other Council's and it was noted Tavistock Town Council would need to utilise the software to its full potential in order to maximise the return.

It was noted whilst the initial set up of the software, which would include data entry of the Market Traders personal details would be time consuming, the benefits of maintaining a living history for each individual in a secure location would be beneficial to the organisation and would support an effective and efficient service to all stakeholders. It was agreed accurate data entry was essential to the success of the software.

After discussion regarding the implementation of the software it was suggested in light of the current circumstances regarding the pannier market roof work it would be premature to adopt the software at this time however the group agreed with the principals of introducing a market management system. Following further investigation in regards to the points raised the proposal will be referred to the Budget & Policy Sub-Committee with a view to consideration for inclusion in the 2018-19 Capital Programme.

**b) Pannier Market – Roofing Works Report**

The General Manager reported on the current situation and future plans regarding the planned enveloping works to the Pannier Market.

It was noted following the tender return analysis on 18<sup>th</sup> April and the subsequent Full Council Meeting, Tavistock Town Council (TTC) made the decision to defer proceeding with the contract at that stage. The General Manager explained whilst TTC had endeavoured to represent the traders preference to operate in-situ during the works period unfortunately the tender process exercise evidenced a disproportionate increase in capital costs coupled with practical and technical concerns regarding project risk and so it was no longer a viable option.

## Agenda Item 10 d

This was outlined in the recent trader consultation held in the Town Hall on 27<sup>th</sup> April where the alternative model for delivery was explained and included reference to retendering the work within the next two months with the aim of letting the contract by October 2017, disaggregating low level works prior to main contract as well as retrofitting 5 days traders and lock ups into Butchers Hall, relocating day traders to the Town Hall and providing trading space on Bedford Square should it be required.

The General Manager reported he and the Cemetery Administrator had conducted individual consultations with 5 day traders, lock-ups and lease holders to ascertain their intention around trading during the works period and to discuss what their required footprint would be during the relocation to Butchers Hall. The General Manager advised the Market Reeve and Town Hall Manager would hold additional consultations with day traders within the next six weeks.

It was reported internal improvements to Butchers Hall had started, and it was stressed Butchers Hall as a minimum would have the same facilities such as heating, lighting and Wi-Fi as the Pannier Market. It was anticipated the works would include a glass shopfront to support full visibility of the market on offer and attract visitors. The General Manager clarified any work to Butchers Hall would serve for future use.

It was noted a commitment to advertisement was paramount to the success of the project and re launch of the pannier market.

The General Manager explained it was anticipated traders would trade in the Pannier Market until week ending the 31<sup>st</sup> December 2017, closing for a maximum of one week for all traders to decant and re-open on Tuesday 9<sup>th</sup> January 2018 in Butchers Hall and the Town Hall. The General Manager advised he had explained to all he consulted with that as a minimum the Pannier Market would be required to be vacant for the period January, to March 2018 but that there was a high probability of project overrun into April due to the impact of any inclement weather on the works schedule and the timing of the Easter holidays.

It was noted queries regarding rent would be discussed with traders once Council had met to discuss the business model. This would coincide with the next consultation phase, whereby the Butchers Hall offer would be presented.

### 5. Any Matters raised by representatives of the Pannier Market Traders, Pannier Market Shops, BID or Town Hall Users.

None.

6. Urgent Business brought forward at the discretion of the chairman.  
None.

7. Date of Next Meeting  
Tuesday 13<sup>th</sup> June 2017.

The Meeting closed at 6.35 pm.

Signed.....

Chairman

Dated.....