

**Town Hall and Butchers' Hall
Manager's Report
July 2019**

General Update:

Advanced Lifting have been scheduled to inspect the Town Hall lift pulley as well as the chandeliers.

The Main Hall has received its fixed installation inspection (statutory requirement every five years).

Licensing/training:

The Market Reeve and Designated Premises Supervisor (MRDPS) is currently arranging Town Hall Bar and Till training for identified members of staff.

The Markets and Events staff have successfully completed training in respect of fire safety, manual handling and working at heights. One day First Aid training is pending for those identified members of staff who are yet to undertake the course.

The June stock audit and analysis of the Town Hall bar went well with the auditor commenting overall variances were excellent and that the new measures we have implemented enabled far better control.

One issue regarding a guest bringing in their own alcohol was reported at a recent evening function which staff dealt with straight away. The MRDPS is to review current procedures reference this licencing issue.

Processes:

The Town Hall & Events Manager continues to lead on the delivery of the operation and running of the Town Hall and the review of processes/administration in liaison with the General Manager.

Town Hall Events:

Since the end of June the Town Hall has taken eight confirmed bookings, including a wedding fair in October which is utilising the Town Hall, Butchers' Hall and Bedford Square as well as a preview performance in August of Estah's Story from the Cornish Mining World Heritage which involves a group of actor's abseiling down the front of the Town Hall.

The Town Hall has received two cancellations; a Southern Links booking in November which is being held elsewhere as part of a "super links" meeting and a wedding reception in 2020 due to unforeseen circumstances.

Looking ahead to August, the Town Hall is relatively quiet which is a knock on effect from previous management. Work is currently underway to review 2020 bookings and attract an increase in weddings and private functions.

Butchers Hall Themed Markets & Events:

New branding and promotional material for the Tavistock Arts Market has been designed and is now in place, with traders receiving a set allocation of flyers to use at other events they attend for promotion of this TTC in house themed market.

Work to improve the Antiques & Collectables Fair in terms of trader participation and visitor numbers is still on going, with a Saturday date being held in August to test the market and gain a comparison to the Sunday trading.

Since the end of June Butchers' Hall has taken a further four bookings scheduled for this year.

Looking ahead, Butchers' hall is hosting the Drawn to the Valley art exhibition at the end of July following its move from the Town Hall, and is booked every weekend in August.

Arrangements for Goose Fair are in hand with all trader invoices having now been issued and core services being booked, with the likes of Stagecoach and SWAST holding their 2018 price.

Tavistock's Community Festival of Food & Craft was deemed a huge success for the town by residents and visitors with local and national press coverage putting Tavistock once again on the map.

The event which was built around a visit from The Prince of Wales and The Duchess of Cornwall as part of their annual stay in the South West included a bespoke themed market on Bedford Square as well as community and charity engagement in Butchers' Hall and the Guildhall Car Park.

The Royal Couple were greeted by Stannary Brass Band and a welcome announcement from Simon Dell who was acting Town Crier; while children from Tavistock College performed extracts from "Matilda".

Feedback received from Clarence House has been extremely positive with HRH expressing gratitude for such a warm welcome. Devon & Cornwall Police have also

Agenda Item:

expressed their thanks to TTC staff for enabling such a smooth visit from a security point of view and would like to use the event as a best practice template to other event organisers.

On behalf of the delivery team I would like to thank all those partners, colleagues, agencies, traders, community groups and councillors who contributed to the success of the event.

**REBECCA HADFIELD
TOWN HALL AND EVENTS MANAGER
JULY 2019**

