

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 **6th December 2016** at **6.00pm**

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

Representing Members of the National Market Traders' Federation and
other Traders Mr P Rowland

Representing Non-Members of the National Market Traders' Federation
Mrs M Wallworth

Representing shops in the Pannier Market surround-Absent

Representing Users of the Town Hall – Absent

Representing Tavistock BID Company – Absent

Representing the Chamber of Commerce – Absent

Officers General Manager, Town Hall Manager, Market
Reeve, Pannier Market Duty Officer, Cemetery
Administrator

1. Apologies

Apologies for absence had been received from;

Representatives - Mr R and Mrs S Hall, Mr S Renshaw, Mrs S King

Officers - Town Hall Duty Officer

2. Notes of last Meeting

- a) The Notes of the Meeting of the Town Hall and Pannier Market Consultative Group held on Tuesday 13th September, 2016 were confirmed

- b) Nominations were invited for the election of Vice Chairman of the Town Hall and Pannier Market Consultative Group following the resignation of Ms A Banfield.

Mrs M Wallworth was nominated and subsequently elected as Vice Chairman.

3. Reports

The Consultative Group received the following verbal reports;

a) Town Hall Report

The Town Hall Manager reported on the success of the in house Christmas Pop Up Party held Friday 2nd December 2016, and advised whilst ticket sales were not as high as anticipated, feedback from those who did attend was positive with many requesting the event to be held again next December. It was suggested a DJ for entertainment as opposed to a live band for the next event. Thanks were expressed to the Town Mayor for hosting the event and contributing to the success.

It was noted that Mr and Mrs Hall would resign from their position within the Consultative Group from January 2017, and would no longer be available to organise the Craft Fairs in the Town Hall due to personal commitments. The Town Hall Manager expressed his thanks to Mr and Mrs Hall for their hard work and support to date, and explained a new organiser for the Craft Fair would be needed.

The Christmas Tree Festival in St Eustachius' Church was deemed a success and a unique way to market the Town Hall on the run up to the festive period. It was noted footfall was good this year, in particular on Dickensian Evening. The Town Hall has booked to participate again in 2017.

b) Pannier Market Report

The Market Reeve reported the recently installed Superfast Broadband in the Pannier Market was now working satisfactorily.

It was noted the new Christmas Lights had been fitted in time for Dickensian Evening and overall positive comments had been received.

The Market Reeve explained there had been a reorganisation of representatives for the National Market Traders' Federation (NMTF) and welcomed the new representatives to their respective positions. It was noted the Events Co-Ordinator for NMTF had proposed the Pannier Market should support a nominated charity each year, with St Luke's Hospice nominated as the charity for 2017. It was explained that St Luke's Hospice would run a nationwide campaign throughout 2017 to celebrate their 30th birthday, which the Pannier Market could support through various fundraising events.

c) General Operational issues

The General Manager reported a budget estimate for the replacement heating system for the Town Hall had now been received and a report from the Engineers detailing their recommendations would follow shortly. It was agreed by Council once all of the information was received a decision would need to be made which ensured the heating in the Town Hall was fit for purpose. It was noted that it was anticipated that works would be subject to Listed Building Consent.

It was noted the costs involved for a replacement lift had been discussed at a previous Budget & Policy Sub-Committee.

The General Manager confirmed internal fit-out works on East End Stores Units 1 and 2 were complete. External works in regards to improved drainage for the units were on-going. The Town Mayor declared an interest in Unit 4.

After receipt of a recent internal customer communication the General Manager explained he would presenting at the next Consultative Group Meeting a proposal to establish a co-ordinated and structured plan relating to establishing processes regarding internal and external customer satisfaction, engagement and communication, to be aligned with the newly appointed Market Development Officer role.

4. Townscape Heritage Initiative

The General Manager reported works on Butchers' Hall in regards to practical completion had been signed off. The re-pointing work on Market Road was on-going and the shop front improvements were outstanding.

It was explained Tavistock Town Council was currently preparing a job profile for the position of Market Development Officer. The role would include reviewing the demand study for Butchers' Hall and establishing an effective themed market offer in the short term, as well as implementing processes around stakeholder satisfaction/engagement for external and internal customers. The position would most likely be advertised in January 2017 for an expected start date of March, to tie in with the anticipated opening of Butchers' Hall as a themed market in October 2017.

The General Manager clarified that the idea of a covered walkway linking Butchers' Hall to the Pannier Market was discussed in the initial stages, but that it was just a concept at this stage. It was explained that the Council would engage a consultant to work alongside the Market Development Officer to look at aspects of the Public Realm design and customer flow as a whole.

It was noted that following a tender exercise a design consultant had been appointed in respect of works to the Pannier Market, and a measured/topographical survey had already been completed. The General Manager explained the programme of works was tight however it was hoped RIBA Stage 3 would be complete by the end of January 2017, and Listed Building Consent would then be applied for. Works are scheduled to commence from mid April 2017. Completion of the Pannier Market was expected to be end October 2017 which would tie in with the opening of Butchers' Hall.

The General Manager recognised that with traders remaining in situ during works to the Pannier Market it was critical to ensure the scaffolding design met its purpose with the aim to minimise adverse impact on traders and perimeter shops, and that it was critical that effective and frequent communications between stakeholders was established. The Town Council will implement a communication plan for the project.

It was noted there would be no heating in the Pannier Market for the period of works. The General Manager clarified the areas which would fall under the works schedule.

The Public Realm would be included towards the end of the works schedule and would include a heritage sensitive surfacing, as well as lighting and seating enhancements.

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

The Vice Chairman congratulated the Market on the new Christmas Lighting in the Pannier Market and expressed thanks to the Council for their support in regards to the relocation of TASS and the Old Folks' Restroom.

6. Urgent Business brought forward at the discretion of the Chairman

None

7. Date of Next Meeting

The date of the next Meeting is scheduled for Wednesday 1st March 2017 at 6.30pm.

The Meeting closed at 6.30 pm.

Signed.....

Chairman

Dated.....