

## **AGENDA ITEM 9a**

NOTES OF THE MEETING of the TOWN HALL & MARKETS CONSULTATIVE GROUP held on WEDNESDAY the 22nd JUNE 2022 at 5.00pm.

### **PRESENT**

Representing Tavistock Town Council

Councillor Paul Ward

Councillor B Smith

Councillor P Squire

Councillor Ms T Eperon

Representing Market Traders' – Mr R Jones

Representing shops in the Pannier Market surround – Ms. C Rickard

Representing Users of the Town Hall – Vacancy

Representing BID – None Present

Representing the Chamber of Commerce – None Present

Officers – General Manager (GM), Market Reeve & Designated Premises Supervisor (MRDPS)

### **1. APPOINTMENT OF CHAIRMAN FOR 2022-23 CIVIC YEAR.**

Nominations were received for the Chairman position.

Cllr P Squire was duly elected to serve as Chairman for the remainder of the 2022-23 civic year.

### **2. APPOINTMENT OF VICE CHAIRMAN FOR 2022-23 CIVIC YEAR.**

Nominations were received for the Vice Chairman position.

R Jones was duly elected to serve as Vice Chairman for the remainder of the 2022-23 civic year.

### **3. APOLOGIES**

Apologies were received from Mrs S King and Mrs J Sanders.

### **4. CONFIRMATION OF NOTES**

a) The Notes of the Meeting of the Town Hall & Markets Consultative Group held on Tuesday 8<sup>th</sup> March 2022 were received.

b) There were no matters arising.

### **5. UPDATES**

The Consultative Group received the following verbal reports;

a) Pannier Market & Bedford Square  
Matters discussed included;

- It was explained by the MRDPS that the Jubilee weekend was felt to have been a huge success around the market complex, with a great atmosphere thanks to the efforts made by traders, shopkeepers, and event organisers, especially with the BID led partnership activities. The music was felt to have been a significant draw, encouraging longer dwell time. The MRDPS explained that this has led to further discussions around possible additional summer activities to encourage visitors to spend longer around the market complex and surrounding business community.
- It was reported that all Pannier Market lockups had now been let, with Dot-Teas relocating to the wholefood's premises in the Pannier Market perimeter.
- A discussion was held around pest control challenges specific to pigeons entering the Pannier Market and what measures were being considered/implemented to combat this issue.
- Revisions to the Coach Drivers Incentive Scheme were explained, which has included adding Guildhall Gateway Centre.
- It was reported that overall, footfall has been sporadic over the recent months, with visitor spending also becoming more unpredictable.
- It was noted that Bedford Square has continued to be developed, with a number of new traders starting in recent months. Attendees were advised that Tavistock Town Council were still delivering all day to day elements of Bedford Square in-house, including the setup of the regular Farmers Markets.

b) Town Hall & Butchers Hall  
Matters discussed included;

- It was reported that Butchers' Hall was continuing to deliver its busy calendar of regular bookings, both TTC organised for in-house themed markets and externally hired events/activities.
- It was noted that during the last three months Butchers Hall has welcomed it's first wedding to the venue which seemed to be successful, even though there were some logistical/operational challenges regarding utilising the Town Hall commercial kitchen and welfare facilities.
- The group were informed that the vacant post of Town Hall & Events Manager was currently being covered by the GM and the MRDPS now that the previous post holder had fully completed their transition to Works Manager.
- The MRDPS advised that whilst no additional bookings were being taken for 2022, the Markets and Events team were continuing to deliver all events which had already been booked for 2022, as well as the regular community class groups.
- The GM advised that regardless of whether a new Town Hall & Events Manager was appointed to the post in the coming months, TTC will not be considering taking new bookings for any dates prior to 1<sup>st</sup> January 2023.

c) Guildhall  
Matters discussed included;

- The GM reported to members that the Guildhall Gateway Centre was currently running on a weekly opening schedule of Tuesday – Saturday 10am – 4pm.
  - It was noted that the calendar of events is gradually increasing to include a growing number of evening functions such as comedy evenings.
  - The GM informed members that the majority of capital works outstanding were nearing completion and sign off.
- d) Operational Matters including Staffing  
Matters discussed included;
- An update was given on the ongoing recruitment process for the vacant Town Hall & Events Manager position, for which the application period had just closed following the third round of advertising. It was noted that shortlisting was taking place with interviews expected to follow shortly.
  - The GM advised that the Support Officer (General Manager) was retiring and wished to pass on his thanks for their hard work over a number of years and advised that the recruitment for the post would begin shortly.
  - Attendees were informed that the casual pool for the Market & Events team had increased significantly in recent months.
  - It was noted that an agency worker who had been covering in the Market and Events Team had recently moved into a part time fixed term contract for the remainder of the 2022-23 Civic Year, to cover primarily cleaning duties for the Guildhall Gateway Centre.
- e) Capital Update  
Matters discussed included;
- The GM advised that the recent repair works to the new Butchers Hall roof had seemed to have resolved the water ingress issues and that the scaffolding had now been fully removed.
  - The MRDPS discussed ongoing issues relating to the glass doors in the Pannier Market and gave an update on the measures being undertaken to remedy the faults.
  - The GM discussed that a proposed budget had been put forward for capital works enveloping repairs for the Town Hall, and informed the group of the proposed commencement period for these works, as well as the order of priority for the areas identified as needing repair. The areas included the Mayors Parlour roof, the Main Hall central bay window, and the North door stairwell lead detailing.
  - The MRDPS gave an update on the ongoing issues with elements of the Pannier Market toilets and discussed measures being taken to remedy these.

- f) Marketing & Advertising  
Matters discussed included;
- The GM advised that the previous holder of the Town Hall & Events Manager post had pre-planned all promotion and marketing for Butchers Hall 2022 prior to transferring.
  - It was advised that advertising and promotion of the Town Hall was primarily focussed on avenues to attract hirers for 2023 bookings onwards, due to the Town Hall being closed to new bookings for 2022.
  - The advertising strategy for the Pannier Market was discussed with the MRDPS noting that there would be a sensible approach to promotion with a significant push in particular to promote the summer Monday openings. It was noted that advertising had also been secured in the Links magazines, as well as the Dartmoor Tourist Boards.

## **6. EVENTS**

- a) Summer 2022 Opening Hours  
Matters discussed included;
- The proposed dates for 2022 Summer Monday openings were noted as being due to begin on 18<sup>th</sup> July and running up to and including the 22<sup>nd</sup> August. The MRDPS advised that following feedback from traders, the decision had been made to move the start date forward by one week, whilst also moving the final Monday opening date forward a week as well. This was due to the consensus being that the late August Monday suffered from low footfall due to it being the last weekend of the school holidays.
- b) Goose Fair 2022  
Matters discussed included;
- It was discussed that there would be significant changes to two key areas of the event in 2022, the first being the Alexandra Centre and the second being the Guildhall Car Park.
  - It was explained that the Alexandra Centre would be moving towards becoming an alcohol and street food "lounge area" and that the Guildhall Car Park would become a more "Fete" like attraction. The Guildhall Car park area would be reducing the size of the rides from previous events, and adding in additional seating for visitors.
  - The MRDPS advised that the Pannier Market would be trialling an extension to the opening hours, moving from the previous 6pm to the later 8pm close.
  - The GM advised that there were also efforts being made to revamp Market Road and make that area feel more connected to the Butchers Hall and Pannier Market.
  - There was an update provided on the current situation with the Park and Ride sites for the 2022 event.

c) Tavistock Country Garden Show Wash-up

Matters discussed included;

- The MRDPS noted that this was the first Garden Festival event since 2019 due to COVID, and that it was the first under the new name "Tavistock Country Garden Show".
- It was discussed that the overall atmosphere of this event was very good, despite the weather being unfavourable on the Sunday.
- It was noted that the time period for organising this event had been shortened due to uncertainty around COVID, however the event came together very well with a good range of show gardens as well as the vintage cream tea tent. The MRDPS confirmed that the date of the 2023 show would remain as the Early May Bank Holiday, following the move from the late May Bank Holiday in 2022 due to the Jubilee.
- It was agreed that a memo would be passed to all perimeter shops to advise of proposed future events.
- The MRDPS also noted that the Nature Inspired Market in Butchers Hall had been a big success, and added to the overall attraction of the event.

d) Others

Matters discussed included;

- The group were informed that the Beacon lighting on Thursday 2<sup>nd</sup> June for the Jubilee was a big success and was very well attended by the local community.
- The GM advised that the first Tavi Pride event was due to take place on 25<sup>th</sup> of June from 1pm – 7pm, including a procession from the Meadows to Bedford Square and back between 4pm and 5:30pm.
- It was noted that a number of other events would be taking place in the town over the next month, including Tavistock Fringe Festival, ECO Fest and Tavistock Carnival.

## **7. ANY MATTERS RAISED BY REPRESENTATIVES**

- A market representative raised concerns around an increase in dog fouling within the Pannier Market, and requested additional measures be considered to reduce impact on traders. The MRDPS and GM agreed to consider the addition of positive signage within the Pannier Market to encourage dog owners to remain considerate.
- A market representative reported an issue around the storage of refuse bins at the recycling area, noting that there were issues with smells, as well as rodents/birds in the area. The GM discussed these points and outlined a plan for a revamp of the recycling and refuse area hopefully due to be undertaken in the final quarter of the Civic Year. The MRDPS reinforced that a regular programme of pest control was in place and would be continually reviewed to ensure it is sufficient.

- A market representative raised a query regarding line marking on Market Road to make short stay parking more widely available for customers of perimeter shops and the Pannier Market. The GM gave an update on future plans, but noted that there were a number of key re-stabilisation works which were required to be completed before any resurfacing could be considered.

**8. ANY MATTERS RAISED BY REPRESENTATIVES OF THE TAVISTOCK BID**

- The BID representative could not be present, but had provided a briefing note which was delivered by the GM.
- It was noted that the Jubilee event went very well and that that the turnout for the flag parade was particularly good which was appreciated.
- It was noted that new town merchandise had been sourced which would be made available to Pannier Market traders at cost price if they wish to stock it.
- It was explained that the hanging baskets offer had been extended onto Plymouth Road.
- The group were informed that a visitor report for the town had been undertaken and that the results were being analysed in order to increase effectiveness of future town promotions.
- It was noted that new welcome signage had been arranged for key locations within the town.
- There was a discussion regarding the implementation of further small events through the summer in the Town Centre following the success of the Jubilee weekend. It was noted that ongoing discussions would be taking place between the BID representative and the MRDPS regarding this, with a view to implementing live music sessions to encourage visitors to spend more time in the Town Centre.

**9. ANY MATTERS RAISED BY REPRESENTATIVES OF THE CHAMBER OF COMMERCE**

No members present from the Chamber of Commerce

**10. URGENT BUSINESS BROUGHT FORWARD AT THE DISCRETION OF THE CHAIRMAN**

No urgent business brought forward by the Chairman

**11. DATE OF NEXT MEETING**

Tuesday 6<sup>th</sup> September at 17:00pm.

The Meeting closed at 18:27pm

Chairman Signed.....

Dated.....