

**NOTES**

Notes of the Meeting of the **TOWN HALL & MARKETS**

**CONSULTATIVE GROUP** held on Monday the 13<sup>th</sup> July 2020 at 5pm conducted remotely via Zoom and YouTube

**PRESENT**

Councillor Mrs A Johnson (Mayor ex officio)

Councillors' Mrs G Parker, B Smith, P Squire, A Venning

**REPRESENTING:**

Market Traders – R Jones

Pannier Market Surround Shops – none present

Users of the Town Hall – none present

Tavistock BID - none present

Chamber of Commerce - none present

COVID-19 - Mr K Bruce, Mrs D King, Mr B Vella, Ms K Milton

**IN ATTENDANCE OFFICERS**

General Manager (GM), Town Hall & Events Manager (TH & EM),

Market Reeve & Designated Premises Supervisor (MRDPS)

**1. APOLOGIES FOR ABSENCE**

Apologies had been received from Mrs C Saul.

**2. NOTES OF THE LAST MEETING**

- a) The Consultative Group received the Notes of the Meeting of the Town Hall & Markets Consultative Group held on Tuesday 10<sup>th</sup> December 2020 (Appendix 1) and endorsed their accuracy.
- b) There were no Matters arising.

**3. REPORTS**

The Consultative Group considered the following reports from: -

**a) Town Hall & Events Management/Works**

Matters discussed included:

- The rationale was explained regarding the decision to close the Town Hall until the end of September 2020. It was explained that all hirers had the ability of a refund, the reschedule or to potentially relocate to other venues, e.g. Butchers' Hall. It was explained that the Town Hall as a minimum would most likely remain closed until the end of 2020, if not the end of the financial year (March 2021). The venue did not lend itself to delivery of safe socially distanced

activities and due to the significant strain on the Council's finances, estimated £500,000 losses on income streams within the first 6 months, the opening of this venue was neither financially viable or safe or compliant from a public health perspective with the activities that usually occur.

- Participant were advised of the disappointment of cancelling the Tavistock Community Garden Show but hoped that 2021 would be viable to deliver on a comparable footprint with what had been planned for 2020.
- The Town Hall and Events Manager explained that there was going to be a significant push around reopening Butchers Hall from August 2020. The first event would be the in-house Arts Market but it was explained that a busy calendar of events had already been compiled for the next quarter, on a reduced footprint, to assist with such matters as social distancing.
- Due to the reduced footprint within the Pannier Market and the reduction with operating days, arrangements had been implemented to accommodate the Tuesday Pannier Market antique traders within Butchers Hall, from August 2020, with 15 traders indicating their expressions of interest.
- The Town Hall and Events Manager explained that new booking arrangements had been implemented on Bedford Square and it was explained what the future short term reduced layouts would be, due to social distancing and reopening of ancillary areas, e.g. VIC.

## **b) Pannier Market**

Matters discussed included:

- There was a general consensus that the short term temporary reopening arrangements specific to the Pannier Market, Thursday, Friday and Saturday operation, was working and that the reduced footprint allowing wider walkways, the one entrance and exit, was providing reassurance to both traders and general public. It was agreed that this should continue for at least 4 weeks and then be reviewed. It was noted that at least two five day traders wished to return to 5 trading days.
- The only amendment to the above was that the closing time of the Pannier Market would change from 3pm to 4pm as of the following week.
- The Market Reeve explained that all risk assessments had been assessed that had been submitted from traders and that compliance was being monitored. It was explained that it was the responsibility of individual traders to assess what measures needed to be implemented for Covid-19. A

discussion was held regarding face masks and it was explained that the wearing of mask was not mandatory for either staff or traders and that it was again a matter to be assessed through individual assessments. It was mentioned that there had been a visit from WDBC Environmental Health specific to public health arrangements.

- A request was made regarding having access to re-stock on one of the closed days. It was agreed that Wednesday afternoons would be made available for this activity.

#### **c) General Manager**

Matters discussed included:

- That the Council had been working effectively with the BID Company regarding the re-opening of the town centre, where the Council had provided both guidance around best practise and manpower, relating to public health signage and temporary arrangements for footway widening/and removal of street clutter to aid with 2m social distancing requirements.
- An update was provided specific to the progress of the Guildhall Gateway Project and the Guildhall car-park public realm improvements. It was explained that due to Covid-19 there had been a significant impact on both projects regarding finance and programme and that there was a funding deficit that needed to be addressed. It was explained, that subject to the Covid-19 restrictions staying the same, that it was anticipated that the public realm would be completed by late September and the Guildhall Gateway Project would be finished early November.

#### **d) COVID-19 Arrangements**

- The Council short term operating arrangements and strategy were explained for the next three months specific to the market and events activities relating to the use of Pannier Market, perimeter, Butchers Hall, Town Hall, Bedford Square and the Meadows.

### **4. EVENTS**

#### **i. Goose Fair**

- Participants were advised that based on current government guidance specific to Covid-19, relating to mass gatherings/social distancing, that a decision had been made to cancel the 2020 Goose Fair. It was explained that all traders and key stakeholders had been advised about the decision and that the event would be reviewed for 2021, specific to such aspects as layout, further encouragement of

local traders and to further improve on environmental sustainability measures specific to large events, where practicable and achievable, re: cost, capacity, and implementation.

**ii. Dickensian**

- Attendees were advised that discussions had been held with the BID Company and there was an expectation that Dickensian 2020 would be cancelled due to Covid-19. This decision would be taken at the next BID Board Meeting, but it was explained that if the event was cancelled the BID Company were keen to have some smaller activities happen around the town centre leading up to Christmas. Specific to BID activities, the Council were continuing to work in partnership for 2020 regarding the installation and watering of hanging baskets and plans were being discussed around the practicalities of programming the installation of Christmas lights specific to public health considerations.

Points discussed included:

- It had been discussed that there has been a deep clean undertaken by an external specialist for the Pannier Market and food handler toilets prior to reopening. It was explained that hourly two stage toilet cleans were being undertaken during opening hours and that numbers of public were being managed by staff stewarding at the external entrance to the toilet block, with the internal entrance being closed. Traders indicated that there was an issue with queuing specific to the food handler's toilet that was now being utilised by all traders, as this was close to the one designated exit to the market. There was a request whether alternative toilets could be made available either in the Town Hall or Butchers Hall. It was explained that this was impracticable due to the Covid-19 arrangements that had been implemented specific for staff in the Town Hall and for traders/hirers re: the imminent reopening of Butchers Hall and that the status-quo would need to remain at present, with a review in a fortnight.
- A discussion was held around the impact of reduced days of opening within the Pannier Market and how that was affecting the trade of lease holders (primarily Bobs Café). It was reiterated to all participants that the option was available for Bobs Café to trade, Tuesday to Saturday, irrespective of whether the remainder of the market was open, especially due to the temporary Covid-19 arrangements, regarding segregation of the demise, to allow for discreet access to the

rear. It was made clear by the tenant that the option to trade on days when the remainder of the market was closed would not be financially viable due to the reduced footfall.

**5. MATTERS RAISED BY TAVISTOCK BID**

No one in attendance.

**6. MATTERS RAISED BY THE CHAMBER OF COMMERCE**

No one in attendance.

**7. URGENT BUSINESS**

Urgent business brought forward at the discretion of the Chairman. The Mayor requested that an item be put on the next agenda relating to advertising, more specifically regarding the poster boards on the Town Hall, arising from a question from a member of public at the Annual Town Meeting

**8. DATE OF THE NEXT MEETING**

To be agreed.

The Meeting closed at 6.05pm

Signed:

Dated:  
CHAIRMAN



## TOWN HALL & MARKETS CONSULTATIVE GROUP

**NOTES OF THE ZOOM MEETING** of the **TOWN HALL & MARKETS CONSULTATIVE GROUP** held on **TUESDAY** the **29<sup>TH</sup> SEPTEMBER 2020** at **5.00pm**.

### **PRESENT**

#### **Representing Tavistock Town Council**

Councillor Mrs A Johnson (Mayor ex officio)

Councillors P Squire, B Smith, Mrs G Parker

#### **Representing Market Traders** – R Jones

**Representatives of COVID-19** - Mr K Bruce, Mrs D King, Mr B Vella,

**Representing shops in the Pannier Market surround** – none present

**Representing Users of the Town Hall** – none present

**Representing BID** – Janna Sanders, Chris Palmer

**Representing the Chamber of Commerce** – none present

**Officers** – Town Clerk (TC), General Manager (GM), Town Hall & Events Manager (TH & EM), Market Reeve & Designated Premises Supervisor (MRDPS)

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### 1.ELECTION OF CHAIRMAN

Nominations were invited for the election of Chairman, Councillor Pete Squire was appointed.

### 2.ELECTION OF VICE CHAIRMAN

Nominations were invited for the election of a Vice Chairman, Market Trader Mrs D King was appointed as Vice Chairman.

### 3.APOLOGIES

Apologies for absence had been received from Mrs C Saul, Ms K Milton, Councillors A Venning and A Hutton

### 4.CONFIRMATION OF NOTES

- a) The Consultative Group received the Notes of the Meeting of the Consultative Group held on 13<sup>th</sup> July 2020 and endorsed their accuracy.
- b) There were no matters arising.

5. REPORTS - the Consultative Group received the following written reports;

i. Town Hall & Event Management/Works

Matters discussed included:

- The Town Hall & Events Manager explained that the Town Hall was to remain closed at least until the New Year, and also explained that this could continue through to the end of March 2021, due to the challenges arising from Covid-19, specific to public health and financial/capacity constraints. It was explained that this would be discussed and a decision made by Full Council in November 2020 and all relevant stakeholders would be notified promptly of any Council decisions pertaining to this matter.
- Members were informed that there had been several Town Hall booking cancellations due to event hirers acknowledging that they were unable to practically implement their events due to the restrictions arising from current government guidance specific to the pandemic. Hirers had been provided the opportunity, if practicable to relocate to Butchers Hall or the Meadows. Further cancellations/postponements had been received for the first quarter of 2021.
- The Town Hall & Events Manager informed that the pop up Christmas Card stall had once again booked Butchers' Hall for various slots during November and December.
- It was explained that Pretty & Punk Wedding fair organisers had cancelled their event, they felt it was not feasible with the most recent guidance that had come into fruition, they would be looking to hold the same event in spring 2021.
- The Town Hall & Events Manager explained that a busy schedule of events/activities had been implemented in Butchers Hall for the period of October to December 2020, while ensuring that all the necessary measure specific to the venues safe use were considered and actioned either in-house or by external hirers.

ii. Pannier Market

Matters discussed included:

- It was explained that Tavistock Music & DVD's had now left the Market after 25 years, and that this spot had been reallocated, and the meeting noted its thanks to this long standing trader. It was also reported that Ron's Pets had now returned to the market.
- The Market Reeve informed members that the latest guidance from NABMA (National Association of British Markets



Authorities) after seeking advice from Government officials outlined that the new NHS Covid QR Code was not mandatory requirement for markets, but irrespective of this advice, both the Pannier market and Butchers Hall had been registered and displayed the appropriate posters.

iii. General Manager

Matters discussed included:

- The General Manager explained that the Public Realm works for the Guildhall car park were on schedule to be completed in-line with the revised programme with an expected completion time by end November, acknowledging the challenges arising from Historic England conditions and pandemic delays.
- Members were reminded of the fragile financial position of the Council, the General Manager explained that the Council estimated they were currently in the region of 500k down on where the Council would normally be with projected income, and that recent in year budget cuts totalling approximately 200k had been made, 130k of which were reduction in staffing resource, which inevitably would have an impact on capacity and service delivery/requiring re-prioritising of core functions.

## 6. CORONAVIRUS

- The General Manager reiterated that the Town Hall would be closed for the rest of the year, and possibly until the end of the financial year, for the reasons outlined previously.
- It was explained that the Pannier Market would remain with the current layout recognising this impacted on available letting space, with widened walkways and multiple entry points, however it was explained that if Government guidelines became more stringent then we had the option to return quickly to the previous system of one in one out entrance points should this be required.
- Market Perimeter measures would remain in place regarding ensuring minimisation of obstructions to assist with social distancing and safer free flow of users.
- It was explained that the Market Reeve had taken back the day to day running of Bedford Square arrangements that the Town Hall & Events Manager had been leading on during the pandemic as the manager was now leading on the day to day management of the Works Department due to the staffing challenges.
- The General Manager reported that we would still be consulting with the Traders Covid Group on any relevant matters.

- The BID Manager reported on the current measures of street furniture in the Town Centre, and that the temporary restrictions had been removed and would be reviewed fortnightly.

## 7. PANNIER MARKET OPENING

- Trader reps reported that trading four days currently was challenging for some traders, with a preference not to trade on Tuesdays, and that three days was a more favourable option, they also asked about any possible discounts on the current prices and reported that some 5 day traders were keen on returning to 5 days trading, but that most were against the idea. It was reported that the option to open for the Wednesday that was traditionally Goose Fair was an overwhelming no from traders.
- The General Manager then reported that we would not be reducing on days, but we would look to open on a Wednesday for the 4 weeks leading up until Christmas, he then reported that we would remain with the closing time of 4pm for the time being and that possible concessions could be discussed for trading in the quieter months in the New Year. It was then explained the need to return to a more regular turnover of traders within the market and that if traders did not wish to trade on a Tuesday then we would look to bring back Antique traders on this day, as it was indicated that these traders were keen to return to the market.
- Trader Representatives agreed they have had the same feedback and that the 4 weeks of Wednesday opening was very achievable, it was also stated the importance of trading into the new year and this must be discussed at the next meeting, with a suggestion that the next meeting date be brought forward to discuss this matter.
- The Town Hall & Events Manager explained some dates of interest for addition trading, these included Sunday 6<sup>th</sup> & 13<sup>th</sup> December and late night opening until 7pm on Friday 4<sup>th</sup> December.
- Arising from discussions above, it was unanimously agreed that the antiques traders in Butchers Hall would return to the Pannier Market by the end of October, to re-introduce the themed element of the Pannier Market, regarding changeover of traders and variety of goods. It was acknowledged by all that to achieve this, not all traders either in Butchers Hall or Pannier market currently trading on a Tuesday would be able to have their preferred trading wishes accommodated.
- Bobs Cafe stated that he would struggle to continue with just 4 days trading and wanted a return to 5-day opening. It was explained again that he was able to trade on a Wednesday if he wished to, but it was explained that without the normal Pannier market footfall, this option was not financially viable

## 8.ADVERTISING

- Councillor Johnson asked if members were happy with the type of posters that were being placed in the external poster boards on the front of the Town Hall. The General Manager stated that in the interest of fairness, that all hirers were treated equally in relation to the hiring of poster space on the Town Hall to create a consistent approach for all. All attendees agreed with this approach and endorsed the current practise of letting.
- Attendees were advised that there was a significant reduction in the advertising budget due to cut backs arising from the pandemic and that we would continue to utilise free advertising such as social media.
- The BID Manager asked that we consider joint advertising where possible, this would advertise the Town as a whole with a consistent approach.

## 9.EVENTS

- a) The General Manager explained that it was highly unlikely that the 2021 Garden Festival would take place.
- b) The Town Hall & Events Manager gave a brief rundown of events leading into Christmas, this including the additional Sunday's, 6<sup>th</sup> & 13<sup>th</sup> December and the late night opening on the 4<sup>th</sup> December.

The suggested Pannier Market opening times for this year were as follows;

Christmas Eve – Open  
Christmas Day – Closed  
Boxing Day – Closed  
Sunday December 27<sup>th</sup> – Closed  
Monday December 28<sup>th</sup> – Closed  
Tuesday December 29<sup>th</sup> – Open  
Wednesday December 30<sup>th</sup> – Open  
Thursday December 31<sup>st</sup> – Open  
New Year's Day – Closed  
New year Opening times TBC

## 10.ANY MATTERS RAISED BY REPRESENTATIVES OF THE PANNIER MARKET TRADERS, COVID-19 REPRESENTATIVES/PANNIER MARKET PERIMETER SHOPS, AND / OR TOWN HALL USERS

Points discussed included:

The perimeter shop representative raised the following points for consideration;

- Look into the smell coming from the drain outside De La Torre's, it was agreed we would flush out with clean water more frequently.

- The guttering on the colonnade close to Dukes still had a leaking issue, it was suggested to contact the General Manager directly.
- Could the PM Toilets be opened on a Wednesday; it was noted that TTC do not have the capacity to achieve this at present.
- The use of the recycling area was discussed and it was explained that it should not be used for tipping of large items.

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

The BID Manager thanked Tavistock Town Council for their support and they look forward to continue to work together. It was the reported that what the BID have been doing in general.

- Social Media Videos to promote the Town centre.
- Launch of the Tavistock Gift Card.
- Looking at December extended shopping hours.
- The Great Goosey Gander.
- Fiver Fest.
- Looking at funding for Christmas lights on West Street.

**12.MATTERS RAISED BY REPRESENTATIVES OF THE CHAMBER OF COMMERCE**  
No one was in attendance.

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

It was decided it would be a good idea to bring the next meeting forward a few weeks as it was felt the next meeting is too close to Christmas.

**14. DATE OF NEXT MEETING**

To be agreed

The Meeting closed at 6.46pm.

Signed.....

Chairman

Dated.....