

## AGENDA ITEM 9b

### **NOTES OF THE MEETING of the TOWN HALL & MARKETS CONSULTATIVE GROUP held on WEDNESDAY the 15<sup>TH</sup> MARCH 2023 at 5.00pm.**

#### **PRESENT**

Representing Tavistock Town Council  
Councillor Mr Paul Ward (Mayor ex officio)  
Councillors P Squire (Chairman), B Smith,  
Representing Market Traders' – Mrs S King  
Representing shops in the Pannier Market surround – Vacancy  
Representing Users of the Town Hall – Vacancy  
Representing BID – Janna Sanders  
Representing the Chamber of Commerce – none present  
Officers – Town Clerk (TC), General Manager (GM), Market Reeve & Designated Premises Supervisor (MRDPS)

#### **1. APOLOGIES**

Apologies for absence had been received from Mr R Jones and Mr M Furse

#### **2. CONFIRMATION OF NOTES**

- a) The Notes of the Meeting of the Town Hall & Markets Consultative Group held on Tuesday 6<sup>th</sup> December 2022 were confirmed.
- b) There were no matters arising.

#### **3. UPDATES** - the Consultative Group received the following verbal updates;

##### **a) Pannier Market and Bedford Square**, reference was made, in particular, to:-

- i) Occupancy levels (positive) and footfall steady through the first quarter of 2023.
- ii) New Trader Applications
- iii) Plans moving forward for the relocation of Barclays Bank to a larger pitch with the addition of a dedicated micro-pod
- iv) Pannier Market Rules and Regulations are to be reviewed and updated for 2023.

v) Social media continuing to grow and online reviews remaining broadly positive.

vi) Bedford Square continues to work well as a market and events space with the year ending March 2023 being the best trading year to date.

vii) TTC are continuing to provide marquees for the twice monthly Farmers Market

**b) Town Hall and Butchers' Hall**, reference was made, in particular, to:-

### **Town Hall**

- i) Town Hall calendar is well populated with bookings for 2023 with regular hirers and private functions.
- ii) New pricing structure has been confirmed and will begin from 1<sup>st</sup> April 2023. Hirers have been made aware of increases to their bookings.
- iii) Town Hall is now fully open for bookings from 1<sup>st</sup> April 2023 onwards.
- iv) Rundle Room remains out of action but works planned to be carried out in April 2023 to rectify and return to use.
- v) New promotional booklet has been designed, and promotion continues to be pushed through physical and digital avenues.
- vi) Use of utilities continues to be monitored to ensure a balance between hirer comfort and managing budgets in light of increasing costs.

### **Butchers' Hall**

- i) Christmas Markets in December 2022 were well attended and feedback was broadly positive.
- ii) Schedule of events sent to traders in January to invite applications for 2023 markets. Positive response from new and existing traders.
- iii) Trader capacity for In House markets is good and customer interest is broadly positive.
- iv) New Butchers' Hall banner created for 2023 and advertising continuing to be pushed via social media and printed adverts to continue to promote the venue.
- v) Tavistock Arts Market continues to be popular in 2023 with a waiting list for most dates. Friday markets have been added in

- June, July, September and November to offer opportunities to new traders and increase variety.
- vi) Interest in Butchers Hall hire and in-house trading pitches remains broadly positive with many traders expressing a desire to return for future markets and continued interest from new traders.
  - vii) New high-speed broadband to be installed in 2023 to improve connectivity and speed of payment processing for traders.

**c) Capital update for works impacting on the market complex,** reference was made, in particular, to:-

- i) Phase 1 currently underway to replace lightning conductors in Pannier Market Perimeter to rear of Town Hall and Duke Street.
- ii) Phase 2 to involve replacing lighting conductors to front of Town Hall and front of Duke Street shops.
- iii) Town Hall fire escape repairs currently out to tender with work intended to take place over two weeks in April.
- iv) Tender process underway for works required to Town Hall roof and Mayor's Parlour
- v) Tenders returned for works required on Market Road and work likely to take place from June – September 2023.

#### **4. OPERATIONAL MATTERS**

**a) Appointment of representative;**

i) Thanks were given by the Consultative Group members to Mrs C Rickard who has stood down from her position, for the hard work and constructive professional manner within the role of Perimeter Shop Representative over a number of years.

ii) Steve Bowyer of Heather Jane & Co was nominated to become the new representative of the Perimeter Shops and was duly appointed by agreement of the Consultative Group members.

**b) Waste Management;**

i) MRDPS updated the Group with plans to revamp the existing recycling area which will be made possible by the repossession of a store room adjacent to the current recycling area from April 2023. This extension of the existing area will provide secure access for bin storage in a more discreet location.

**c) Fees and Charges;**

- i) It was confirmed that the new Fees and Charges agreed by Council would come into effect as of 1<sup>st</sup> April 2023 and that traders and hirers have been notified.

**d) Marketing and Advertising including Coach Drivers' Incentive;**

- i) An update was given on rebranding of the Pannier Market artwork and promotional material which had been positively received
- ii) Dartmoor Advertising boards would be used again for promotion in 2023, including a free ad in the Dartmoor Magazine
- iii) The Market Reeve and BID are working together to look at improving the reach of Coach Drivers Incentive scheme, with future planning to ensure the town remains a coach friendly destination. This included discussion around the addition of charging points for electric coaches in the existing coach parking area as a potential requirement in order for the town to remain a suitable destination for coach drivers to visit.

**5. EVENTS**

**a) Tavistock Country Garden Show arrangements;**

- i) An update was given on the progress of bookings for TCGS, including discussion around bookings for each area of the event.
- ii) The revamping of the advertising was discussed, including the commission of new posters, flyers and banners for the event.
- iii) An update was given on the progress of booking show gardens for the 2023 event.

**b) Easter & Summer Mondays;**

- i) It was confirmed that the Pannier Market would be open on Good Friday and the following Saturday, but would be closed on the Sunday and Easter Monday.
- ii) It was confirmed that the Summer Monday Openings would begin on 17<sup>th</sup> July 2023 and run for 6 weeks so as to avoid the late August bank holiday.

- iii) Footfall to be reviewed for 2023 as well as a review of the direct promotion for the Summer Monday Openings.

**c) King's Coronation arrangements;**

- i) BID Representative confirmed that the primary focus would be on the Saturday 6<sup>th</sup> May 2023 date for activities and celebrations.
- ii) Guildhall Car Park and Bedford Square to feature entertainment and street food.
- iii) Trader Rep noted that a number of five-day traders wished to close on the 6<sup>th</sup> May in order to watch the Coronation. Discussions to be had between Trader Reps and MRDPS/GM to come to a decision on arrangements for traders, but it was confirmed that the Pannier market would be open on this date.

**7. ANY MATTERS RAISED BY REPRESENTATIVES**

- i) The use of Pannier Market heating was discussed by the trader representative.
- ii) The General Manager gave an overview of the Council's position with regard to utilities.
- iii) As a regular hirer of the Town Hall discussed an issue with the Town Hall PA system and asked if this could be investigated.

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

- i) The BID Manager gave an update on the "Stop the Meters" campaign.

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

No one was in attendance.

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

- i) The chairman introduced the Project Manager from the Neighbourhood Development Plan who gave a brief

introduction into the work that the NDP were doing in the community.

**11. DATE OF NEXT MEETING**

Tuesday 6<sup>th</sup> June 2023 5:00pm (tbc)

The Meeting closed at 6.25pm.

Signed.....

Chairman

Dated.....