

AGENDA ITEM 9b

TOWN HALL & MARKETS CONSULTATIVE GROUP

NOTES OF THE MEETING of the **TOWN HALL & MARKETS CONSULTATIVE GROUP** held at the Council Chamber, Drake Road Tavistock on **TUESDAY** the **17th SEPTEMBER 2019** at **5.30pm.**

PRESENT

Representing Tavistock Town Council

Councillor Mrs A Johnson (Mayor ex officio)

Councillors P Squire, A Venning.

Ward Member(s) Councillor H Smith

Representing Market Traders' – R Jones, Mrs S King, Ms C Planting

Representing shops in the Pannier Market surround – Ms C Rickard (RPMS)

Representing Users of the Town Hall – none present

Representing BID – Ms J Sanders (BID Manager)

Representing the Chamber of Commerce – none present

Officers – General Manager (GM), Town Hall & Events Manager (TH & EM), Market Reeve & Designated Premises Supervisor (MRDPS), 3 x Duty Officer (DO), Office Administrator

A. APOLOGIES - had been received from Councillor P Ward.

B. NOTES

- i. The Notes of the Meeting of the Town Hall & Markets Consultative Group held on Tuesday 18th June, 2019 were received (Appendix 1).
- ii. There were no matters arising.

C. REPORTS the Consultative Group received the following verbal reports;

- i. Town Hall Regarding
 - Repairs to the north door stair lift and lock fitting;
 - Previous and future bookings;
 - Reception for the "Estah's Story" – Cornish Mining World Heritage event;
 - Ten new bookings had been confirmed since July covering a wide range of events.
 - A TTC led Tavistock Food Festival would take place on Bedford Square.
- ii. Pannier Market It was reported that:-
 - Three new 5 day Traders had begun trading;
 - Footfall over the summer months had been good;

- Feed back received from customers had been very positive with regard to the works to both the Pannier Market and Surround including social media;
- The Street Food Festivals continued with success, with the refuse now picked up by WDBC;
- In conjunction with the Coach Drivers Incentive Scheme, a new leaflet had been produced "Turkey & Tinsel" encouraging coaches to visit Tavistock especially on the Dartmoor Route which covers Bovey Tracey, Princetown and Tavistock;
- The Garden Festival was discussed with regard to the revamp for 2020 with the new name "Tavistock Country Garden Show". Interest had been received from exhibitors and a potential 6 show gardens.
- Traders advised they were proposing to produce a Pannier Market Magazine, as they had done so previously and feed into the Advertising Group

iii. Butchers' Hall (BH) It was reported that;

- Additional improvements to the floor surface had now been completed and the localised leak was in hand;
- The new advertising structure encompassing all 3 Venues, Butchers' Hall, Pannier Market and Town Hall had been implemented and information disseminated to stakeholders regarding what advertising mediums TTC were utilising;
- Events, both previous and future, were confirmed, with the first evening party held in the Butchers' Hall;
- The rebranding of the Antiques & Collectables Market had taken place and been well received;
- The Royal visit had gone extremely well with praise from the Police and the Town Mayor as regard organisation of the event;
- The Management Team had attended the NABMA Conference which had proved interesting from both the networking and ideas point of view and environment/sustainability initiatives;
- The Heritage Open Day took place on Sunday 22nd September, with a buffet in the Butchers' Hall and a tour of the Pannier Market;
- The Butchers' Hall also is to host the Goose Fair Artisans Market. It was also noted that one of the Park and Ride scheme sites for Goose Fair was no longer located at Lumburn but at Gulworthy due to the housing development.

iv. General Operational Issues Concerns were raised as to the effect on local businesses due to certain events having similar offerings. The General Manager explained that Tavistock Town Council would encourage these businesses to engage with the events as it drew people to the Town Centre and that all details around up and coming events and processes for applying for trading spaces had been passed to the BID.

- v. Update on Interim Staffing It was reported that the interim Staffing programme were now complete. With the resignation of the Pannier Market Cleaner recruitment had commenced to fill the succeeding position of Markets & Events Assistant. The Mayor and the Committee offered their thanks to the outgoing post holder after her 14 years of service with Tavistock Town Council.

D. EVENTS Items covered elsewhere in this Report.

E. CAPITAL UPDATE It was reported that;

GH Gateway Centre & Public Realm Car Park Projects

- The Tender for the Guildhall Gateway Project had been awarded to a local firm, RM Builders with possession of the site on the 22nd of September 2019;
- The project ran over 38 weeks with a completion date of 31st May 2020;
- There was a soft opening of the Visitor Information Centre (VIC), which is at present located at Court Gate, and the Guildhall Gateway Centre, operated Tavistock Heritage Trust (THT) the main Partner, planned for early August 2020;
- The Guildhall Car Park had restricted spaces through till January 2020 and would be closed from February until completion at the end of May 2020 for the THI public realm improvements, comparable to works around the Pannier Market perimeter.
- It was agreed that the Christmas lights usually located on the GH were to be mounted on the scaffold or Town Hall if viable;
- The GH Gateway Centre would host information and panels showing the history of Tavistock, Mining Heritage and police interpretation to both visitors and locals as some of the themes;
- It was agreed that information with regard to the GHGC be available on all inclusive social media sites.

F. OTHER It was reported that;

i. Pannier Market Christmas Opening Times

The proposed Pannier Market Christmas Opening Times were circulated for information to the Council at the September Meeting as follows:

- Christmas Eve – **Open**
- Christmas Day – **Closed**
- Boxing Day – **Closed**
- Friday 27th December – **Open (Charter Market)**
- Saturday 28th December – **Open**
- Sunday 29th December – **Closed**
- Monday 30th December - **Closed**
- Tuesday 31st December – **Open**
- Wednesday 1st January - **Closed**
- Thursday 2nd January – **Normal trading to commence**

In addition to these opening times, it was advised that the two Monday's on the lead up to Christmas, 16th & 23rd December the Market would be open and Sunday 22nd.

It was agreed these opening times would be circulated to all the Pannier Market Surround Businesses' asap.

ii. Summer Monday Openings

It was reported that;

- Foot fall had been down over the six weeks of the summer opening, and it had proved difficult to fill the available spaces;
- With the opening of the GHGC it was felt that it would be a missed opportunity not to continue with the summer opening and discussions would be held shortly with representatives around what activities/events should be delivered during this period to support the Monday trading period
- It was felt an all-inclusive advertising campaign by both TTC and Traders drawing people's attention to the fact be included in the "Traders magazine".

iii. Town Hall & Market – Fees and Charges

A new set of Fees and Charges would be put forward to the Budget & Policy Committee in October/November for consideration. It was acknowledged that fees relating to space in the Pannier Market would be discussed as there had been no increase for 4 to 5 years.

iv. Effective Communication, next step and changes to representation arising from the Meeting on 11th July

It was reported that;

- The Meeting held had been beneficial and highlighted the importance of all Parties working together.
- The next Meeting to be held towards the end of October, covering such items as:
 - Monday Opening
 - Improved partnership advertising
 - Information available to all Stake Holders

G. ANY MATTERS RAISED BY REPRESENTATIVES OF THE PANNIER MARKET TRADERS, PANNIER MARKET PERIMETER SHOPS &/OR TOWN HALL USERS

The Representative of the Pannier Market Perimeter Shops advised:

- An issue had developed with the drains outside the Cheese Shop and Poppy's Café since the refurbishments had taken place. A smell was emitting, especially in the hot weather. The Market Reeve undertook that the Pannier Market Team would jet wash this area weekly;

- The overflowing gutters outside Dukes continued to be a problem. The Works Department were investigating as it was not a simple issue of clearing the guttering;
- The food bins at various locations were overflowing. The Pannier Market Team was aware of missed collections by BIFFA and would liaise with the various businesses to ensure it was cleared;
- The siting of "A" boards within the Town came under the jurisdiction of WDBC, and those sited within the PM surround were within the Conservation area and DCC wished to minimise their impact; Consequently discretionary licences were issued from TTC to Tenants specifying what they can display; these can be withdrawn at any time;
- When organising events the PM Team would ensure they included interest to draw footfall to the East End of the Market. It was also felt the orange control barriers used at the East End for parking control, make it look as though that area is closed. Signage or a barrow would be used in the future to ensure the public know it is "Business as usual".

H. MATTERS RAISED BY REPRESENTATIVES OF THE TAVISTOCK BID CO LTD

The BID Manager advised:

- BID to run another "Fiver Fest" between 5th and 12th October with local businesses participating and the Market Traders were encouraged to take part;
- The Christmas Light switch-on to take place on 16th November with the format of stage, choirs, food stalls etc. The Butchers' Hall was open until 7pm and a light projection displayed on the Town Hall;
- The number of "Pudsey" Morris Dancers teams was reduced as these had blocked access to businesses previously;
- On Dickensian Evening, 6th December 2019 there was a Lantern Parade planned;
- The Customer Excellence award was held during October;
- BID had produced a "Top 10 in Tavistock" leaflet;
- The new "Visit Tavistock" website is up and running.

I. MATTERS RAISED BY REPRESENTATIVES OF THE CHAMBER OF COMMERCE

No one was in attendance.

J. URGENT BUSINESS BROUGHT FORWARD AT THE DISCRETION OF THE CHAIRMAN

There were no matters arising.

DATE OF NEXT MEETING

Tuesday 10th December 2019 at 5.30pm.

The Meeting closed at 7.23pm.

Signed.....

Chairman

Dated.....