

**TO ALL TRADERS/TRADER EMPLOYEES
OF TAVISTOCK PANNIER MARKET**Tuesday 23rd July 2024

Following on from my last correspondence circulated, dated 14th May 2024, outlining arrangements for the Consultation Meeting that was recently held in the Town Hall on 18th June, I would like to personally thank you on behalf of the Council, regarding the level of engagement and the approach and attitude from all those that were able to attend. I would also like to pass on my gratitude to the Market Representatives that assisted in making the meeting meaningful, positive and productive.

Summarising the core discussion points/actions arising from the meeting are as follows:

1. As previously reported, the Council are in the process of reviewing the Market Rules and Regulations, acknowledging there is a general consensus that arrangements pertaining to sickness and holiday entitlement are ambiguous. With that in mind, it was agreed that the sickness and holiday policies would be looked at in detail, recognising that one model may not fit all, e.g. day trader compared to 5-day trader, and that prior to any revision of these procedures, Market Representatives would be consulted fully to discuss potential issues/implications prior to implementation.
2. A commitment to reviewing the trader application process within the next quarter.
3. A recognition that there was a need to improve communications. Such aspects being considered include: a) the Market Reeve twice weekly when practicable collecting rent, as a face to face opportunity for traders to engage on market related matters b) circulation of the BID Digest and feeding back information pertaining to Tavistock BID partnership activities c) potentially creating a trader newsletter d) creating a bulk mailing facility (paper and virtual options discussed) e) to implement a formal process relating to appointments/requests with Market Management, ensuring there is an audit trail. f) Issue bullet point memo of key points arising from Consultative Group Meetings.
4. That the approach pertaining to operating the heating system would be reviewed for the winter of 24/25, but with traders acknowledging the challenges the Council face relating to management of budgets with demonstrable increased operating costs.
5. In consultation with market representatives, that the opening times be reviewed, e.g. opening until 4:30pm in the summer, closing earlier in the winter. The importance of ensuring that all traders remained in-situ and did not pack down prior to the official closing time was reinforced at the meeting.
6. To carry out a review of all the market complex signage to ensure it is fit for purpose and reflects the operating arrangements.
7. That the Market Management regularly monitor vaping/smoking around the Market Perimeter.
8. The Council will commit to repeating the June 24 Consultation Process, with the next scheduled meeting planned for June 2025.

I hope the above makes sense and is acknowledged as a true reflection of discussions/actions and if you have any questions please do not hesitate to speak to the Council Management Team.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Wayne Southall', is positioned above the typed name.

WAYNE SOUTHALL MBA (Open) BEng (Hons) DipNEBOSH

GENERAL MANAGER