

TAVISTOCK TOWN COUNCIL

NOTES of the meeting of the **TOWN HALL & MARKETS CONSULTATIVE GROUP** held at the Council Chamber, Council Offices, Drake Road, Tavistock on Tuesday 6th September, 2022 at 5.00pm.

PRESENT

Representing Tavistock Town Council - Councillors Ms T Eperon, P Squire **(Chairman)**, P Ward

Representing Market Traders – Mrs S King, R Jones **(Vice-Chairman)**

Representing shops in the Pannier Market – Ms C Rickard

12. APOLOGIES

Apologies for absence had been received from J Sanders and Councillor B Smith.

13. CONFIRMATION OF MINUTES

The Notes of the Meeting of the Town Hall & Markets Consultative Group held on Wednesday 22nd June, 2022 were received and confirmed as correct record.

14. UPDATES

The Consultative Group received the following oral updates: -

a) **Pannier Market & Bedford Square**

Reference was made, in particular, to: -

- i. Trading over the summer period which had been broadly positive;
- ii. A review of the Coach Drivers Incentive Scheme and other promotional activity;
- iii. The success of a recently undertaken 'Dinosaur Trail' for children within the Market, associated positive feedback and plans to extend the base model on a periodic/seasonal basis;
- iv. A review of table layout configuration post-Covid;
- v. Positive performance in Bedford Square trading as compared to the last full trading year (2019-2020);
- vi. Communications in hand with Market traders regarding matters such as energy usage, dogs in the Market, pests and other matters.
- vii. The success of Miss Ivy street food events.

b) **Town Hall & Butchers' Hall**

Reference was made, in particular, to: -

- i. Arrangements for the honouring of extant bookings (in-year), and plans to provide a broader service in the next financial

- year subject to suitable staffing arrangements being in place (the recruitment market being challenging);
- ii. Amendments to bar pricing arrangements;
- iii. A review of primary bar supplier to enhance efficiency and flexibility of operations;
- iv. Arrangements or parking whilst unloading;
- v. Gradual growing of the casual staff base;
- vi. Positive feedback regarding footfall in and around Butchers' Hall (notwithstanding average lower spend);
- vii. A review of options to diversify the Butchers' Hall offer.

c) Capital Updates

Reference was made, in particular, to: -

- i. The priority attached by the Council to Market Road retaining wall stabilisation works. A contract for professional services had been let and, subject to the outcome of discussions with the Environment Agency regarding the possibility of funding/support, a provisional timeline for tender was outlined. In particular it was noted that any/all other capital works (including resurfacing of Market Road) were contingent upon the availability of funds following the retaining wall project which was itself significantly weather dependent.
- ii. Subject to the availability of funds the scope of potential works to the Town Hall were outlined alongside priority safety works in connection with lightening conductors in and around Duke Street;
- iii. Remedial works to be undertaken by the contractor as a goodwill gesture (it being out of time) in connection with the Pannier Market toilets which were outlined in detail;
- iv. It was reported that remedial works to the Town Hall door would be subject to the availability of funding within the property maintenance budget.

Noted that in response to a question the Group was advised the Community service Plan review for 2023-24 would review opportunities/options for renewable energy.

15. OPERATIONAL MATTERS

- a) **Utility Usage** – the Group noted extreme pressure on Council budgets (having re-tendered energy anticipated costs had gone from in the order of £45,000 per annum to £190,000 per annum based upon a mild winter) and the consequential impacts on all Council activities and services. Guidance was to be issued to all traders regarding energy efficiency measures and the Market Reeve was undertaking a review of energy usage to identify both savings and efficiencies alongside all other managers. It was noted that the Council had fixed its electric prices for 2-years and gas for 3-years in order to achieve best current price on the market, accordingly

savings and efficiencies would be a feature for some time to come. All areas of Council spend on energy were being reviewed.

- b) **Waste Management** – the use (and abuse) of the current recycling area was noted and the Group was advised that arrangements would be put in place to reduce abuse and regularise usage – likely immediately after Christmas.
- c) Arrangements for collection of **fees and charges** – with the closure of Barclays Bank (also the Council’s bank) later in September the impact upon traders was noted together with the importance attached to as many payments for licence fees, etc, to the Council being electronic given the impact of the proposal upon cash-handling facilities within the Town. It was anticipated that a temporary bank service (but excluding cash handling and similar) from the bank would be located within the Pannier Market operating on a minimum of Wednesdays and Fridays each week.
- d) **Staffing** – the Group welcomed the newly appointed Town Hall & Events Manager. However, recruitment into other posts remained challenging, often with posts advertised on multiple occasions with little or no take up.
- e) **Marketing & Advertising** – discussions were ongoing between the Market Reeve and Town Hall & Events Manager regarding coordination of activities and how best to maximise the marketing £.

16. EVENTS

- a) **Pannier Markets Christmas 2022 Opening Hours** – the Market Reeve confirmed the Pannier Market would be open on Mondays 12th and 19th December, closed Christmas Day, Boxing Day and December 27th – 28th, reopening 29th – 31st December, being closed on New Years Day and Monday 2nd January, with normal service resuming from 3rd January, 2023. It would be open on all Sundays in December (note in relation to Sunday 18th the Market Reeve was reviewing the position and would provide further update).
- b) **Goose Fair 2022** – the challenges associated with laying on Goose Fair post-Covid were outlined, in particular the loss of some larger stall holders and potential reconfiguration of the underlying footprint to accommodate change. The Alexander Centre would be a focussed food and drink area and wherever possible sustainable/environmentally friendly measures were being introduced and promoted.

17. ANY MATTERS RAISED BY REPRESENTATIVES

The Group noted, in particular: -

- a) A request that signage for customers with dogs be introduced given the number of accidents/incidents associated with dogs in the Market;
- b) An outline of pest control measures was provided with particular reference to the importance of discouraging the feeding of pigeons within the vicinity of the Town Hall and Market;
- c) The Market Reeve undertook to look at the use of an area to the rear of Needlecraft;
- d) Reference was made to the temperature within the Pannier Market on hot days, the measures/availability of options to diminish it, and the technical unsuitability of the heat distribution fans in the Market to serve as cooling agents.

18. TAVISTOCK BID UPDATE

The General Manager provided a precis of the views of the Bid Manager (who had tendered her apologies) in connection with various events and activities being undertaken and planned to support the business community. For more information Members were referred to the BID Co website.

Noted That:- there was no update from the Tavistock Chamber of Commerce who were not in attendance.

19. DATE OF NEXT MEETING

It was agreed that the next meeting of the Town Hall & Markets Consultative Group be held on Tuesday 6th December, 2022 at 5.00pm.

The Meeting closed at 6.42pm.

Signed:

Dated:
CHAIRMAN