

AGENDA ITEM 11c

TOWN HALL AND MARKETS CONSULTATIVE GROUP

NOTES OF THE MEETING of the **TOWN HALL AND MARKETS CONSULTATIVE GROUP** held at the Council Chamber, Drake Road, Tavistock on **Wednesday** the **7th February 2018** at **6.30pm**

PRESENT Councillors Julia Whitcomb (Chairman), Harry Smith and Andy Hutton

Representing Members of the National Market Traders Federation and other Traders Paul Rowland and Christine Rickard

Representing Non-Members of the National Market Traders Federation
Sian King

Representing shops in the Pannier Market surround - Representation Pending

Representing Users of the Town Hall – Absent

Representing BID - Robin Rich (Chairman)

Representing the Chamber of Commerce – Tim Randell (Chairman)

Officers Town Clerk, General Manager, Town Hall Manager, Market Reeve, and Market Development Officer

1. Apologies

Apologies for absence had been received from:

Councillors Paul Ward and Lynn Roberts, David Palmer, Sharon Weicha, Andrew Facy and Malcolm White.

The Chairmen of the Tavistock BID Co and Chamber of Commerce were welcomed to the Meeting.

2. Notes of Last Meeting

- a) The Consultative Group received the notes of the meeting of the Town Hall and Pannier Market Consultative Group held on Tuesday 5th December 2017 and endorsed their accuracy.

- b) Reference was made to a recent approach from a television company regarding a prospective news item. In the ensuing discussion there was consensus that all stakeholders would wish to present a positive and united approach to the media stressing that the 'Pannier Market offer' continued to be 'open for business as usual' throughout the duration of the works and beyond for the benefit of both traders and the wider community. The importance of communication and co-working between stakeholders was also emphasised, both now and in the future and it was agreed that regular meetings would be held between Market management and Trader representatives to address operational issues, including any raised at the meeting.

3. NABMA Health Check

The Market Reeve explained the National Association of British Market Authorities (NABMA) had been commissioned in December to undertake a review of Pannier Market operations. It was reported the NABMA consultant had reviewed the Pannier Market offer and had praised the work of the Council for sustaining such a successful Pannier Market. Areas identified that would enable the Council, as operator, to improve and enhance operating arrangements for Traders and customers included:

- Consideration of installing the KPR MACCS 2 System
- Reviewing the recycling area and smoking shelter which is in too close proximity to each other and could be a hazard
- Low energy over the door heaters
- A larger office space
- Officers ensuring all incidents should be recorded electronically

It was noted there would then be a further 'health-check' in 2018 after the works to the Pannier Market were complete to review progress, help mitigate any impacts arising from the planned improvement work and would include Butchers Hall.

4. Draft Butchers' Hall Market Strategy

The Market Development Officer (MDO) circulated the first draft of the Butchers Hall Market Strategy to the Town Hall and Markets Consultative Group and the THI Monitor prior to the meeting.

It was reported the market strategy aimed to chart the way forward for Tavistock Town Council (TTC) to successfully deliver the thematic market and events offer with particular focus on maximising the economic benefit to Tavistock in terms of business trading, employment, entrepreneurship and tourism. The MDO

advised the report demonstrated the vision for Butchers Hall whilst exploring the opportunities available and detailing the recommendations put forward in regards to future usage.

The Consultative Group welcomed the Market Strategy and recommended the document be endorsed at Full Council.

The Market Development Officer explained work would now begin on setting the Butchers Hall fee structure, policies and procedures as well as finalising the branding, designing the relevant webpages and social media platforms and taking bookings with the aim of combining a soft launch with the Garden Festival in May followed by the hard launch of the Butchers Hall thematic market and events offer during the summer.

It was noted positive feedback had been received from both the general public and market trader's reference filling in of the drainage channel and the Butchers Hall signage would be installed week commencing 12th February. Concerns had been previously raised by traders in Butchers Hall reference the glass automatic doors and the general public not understanding how they operated internally. It was reported the company who had installed the doors initially were scheduled to return in order to fit a sensor which should resolve the concerns raised.

5. Pannier Market Planned Improvement Works

The General Manager explained the Pannier Market contract had been let to AD Williams for the sum of approximately £551,000. Works started on site on 2nd January 2018 which primarily involved internal temporary conversion works to Bobs Café which allowed the tenant to re commence trading on 16th January as agreed.

It was noted the programme was a few days behind schedule due to the inclement weather however the General Manager advised he was confident AD Williams would be able to catch up over the coming week in order to get the programme back on schedule for completion for the end of April. The General Manager explained internal works may include improvements to the lighting and heating system as well as re designing the location of office as well as refurbishing the toilets however this would need to be addressed by Council and was shortly to be considered.

The General Manager reported a measured survey had been completed for the Pannier Market perimeter and Guildhall Car Park,

it was noted Le Page Architects had been commissioned to undertake the design work for the public realm of which the first design had been completed. The General Manager explained the design proposals would be complete by the end of February for review by Council, the THI Project Management Board, HLF Monitor and the Consultative Group.

6. Any Matters Raised by Representatives of the Pannier Market Traders, Pannier Market Shops, BID or Town Hall Users

In response to a question raised it was confirmed the Council had had no discussions regarding changes to the charging structures and that arrangements were in hand, should there be a turnover of traders in the Butchers Hall.

7. Urgent Business Brought Forward at the Discretion of the Chairman

8. Date of Next Meeting

Tuesday 13th March 2018 at 5.30pm (please note change in start time)

The Meeting closed at 7.36pm.

Signed.....

Chairman

Dated.....