

AGENDA ITEM No 12(f)

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 **18th JUNE 2019** at **6.30pm.**

PRESENT

Representing Tavistock Town Council

Councillor Mrs A Johnson (Mayor ex officio)

Councillors Mrs G Parker, B Smith, P Squire, A Venning.

Ward Members Councillors J Ellis, H Smith

Representing Members of the National Market Traders' Federation – none present

Representing Non-Members of the National Market Traders' Federation - Mrs S King (RN-MNMTF)

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 (MR), Duty Officer (DO), Office Administrator

1. ELECTION OF CHAIRMAN

Nominations were invited for the election of Chairman of the Town Hall & Markets Consultative Group for the ensuing Civic Year.

Nominations were received in respect of Councillors P Squire and B Smith.

RESOLVED THAT Councillor P Squire be elected Chairman of the Town Hall & Markets Consultative Group for the ensuing Civic Year.

2. ELECTION OF VICE-CHAIRMAN

Nominations were invited for the election of Vice-Chairman of the Town Hall & Markets Consultative Group for the ensuing Civic Year.

A nomination was received in respect of Councillor B Smith.

RESOLVED THAT Councillor B Smith be elected Vice Chairman of the Town Hall & Markets Consultative Group for the ensuing Civic Year.

3. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillor A Hutton, Ms C Planting, Mr A Facy and Mr D Palmer.

4. NOTES OF LAST MEETING

- a) The Notes of the Meeting of the Town Hall & Markets Consultative Group held on Tuesday 12th March, 2019 were received, and endorsed for their accuracy (Appendix 1).
- b) In response to a question it was the consensus that an earlier start time of 5.30pm be adopted for future meetings to facilitate trader attendance.

5. REPORTS

The Consultative Group received the following verbal reports;

a) Town Hall

It was reported that:-

- the new stair lift to the Rundle Room was now in place and repairs to the north door stair lift were in hand;
- the Rundle Room had been refurbished;
- repairs to the main door locks had been carried out.

The Mayor recorded her thanks with regard to the above, as they had proved problematic.

- Reference was made to previous and future bookings;
- New processes had been implemented with regard to bar stock audit records;
- Staff training had taken place or was planned including, Fire Safety, Manual Handling, Working at Heights and wine products.

b) Pannier Market

It was reported that:-

- Public Realm Works to the Pannier Market Surround had concluded on Monday;
- The new one-way loop for traders to load and unload was now in place;
- TTC had purchased new trollies to assist traders with the unloading/loading process and this was working well. This was to be monitored with a view to any improvements that could be made;
- Coaches - there had been a pick up in numbers of coach parties visiting the Town, especially on the Dartmoor Route;
- Instagram- a new Pannier Market page had been set up, with free advertising reaching a wider audience;
- Advertising was also to be entered into the new "Plym Links" magazine.

A suggestion was made regarding advertising in the NMTF Magazine.

In response to reports of a drop in 5-day traders discussions ensued with regard the letting of table space. It was explained that the performance of the Pannier Market was measured over the financial year against occupancy, with a key performance indicator being a target for staff of securing a minimum 95% of table space being let averaged over that period. This was also identified within the Commercial and Community Service Improvement Plan.

In response to questions and comments it was reported

- More would be done to ensure the Pannier Market website was up to date regarding events and opening times;
- A Butchers Hall web page was being developed;
- Bedford Square; The Miss Ivy "Street Food Event" had been a success with good feedback. It had a real Community feel with overspill into the market surround due to the Garden Festival Event;
- It was reported that rubbish had been left on the tables at Dukes Café as there was a lack of seating provided, and the timing of the event following on from the Farmers' Market was tight. These issues were to be addressed, moving forward.

c) **Butchers' Hall (BH)**

It was reported that;

- The Flea Market had been rebranded and was now called the Antiques & Collectables Market in the hope of attracting more traders, it had also been relocated to the Butchers Hall. New flyers had been produced with a view to attracting new and diverse traders;
- Tavistock Arts Market had been proving popular and it was explained that new advertising literature was being produced;
- Events, both previous and future, were confirmed with emphasis on the 16th July "Tavistock's Community Festival of Food & Craft" encompassing the Bedford Square, Butchers Hall and Guildhall car-park with live music, performances, food stalls, entertainers, craft demonstration stalls, food market and community stands.

In response to questions it was reported that flyers had been printed of all up and coming events and these would be handed out to the perimeter shops.

d) **General Operational Issues**

It was reported that:

- A memo had gone out to all traders with regard to compliance with Council Terms & Conditions pertaining to the market opening times of 9.00am to 4.30pm and that the market staff were tasked with ensuring these were adhered to;

- A second memo was circulated to traders, in conjunction with the NMTF Liaison Officer, addressing the recent negative letter in the Tavistock Times.

e) Update on Interim Staffing

It was reported that the interim Staffing programme was now in phase 2 with the appointment of the Town Hall & Events Manager and a Markets & Events Admin Assistant complete. A report would go to Council in July, recommending the rest of the operating structure, with a view to implementation in October.

6. EVENTS

a) Garden Festival 2019

It was reported that:

- The Garden Festival had proved popular and feedback was mainly positive, with the issues regarding loading and unloading being addressed with the assistance of market staff;
- Customers liked the community feel, with the music and food and drink stalls, with the picnic tables in the market surround being utilised;
- Next year's event would be more on the lines of a Garden & Food Festival, encompassing the whole Market complex and utilising the Guildhall Car Park.

b) Tavistock Community Festival of Food & Craft 16th July 2019

This was previously addressed under the Butchers' Hall report, with further information to follow.

c) Heritage & Craft Weekend 17th & 18th August 2019

This was a family event, held in conjunction with Tavistock Heritage Trust, partly funded by Townscape Heritage Initiative Complementary Initiatives, at which various craft presentations and classes would be offered alongside heritage talks, music and a Craft & Food Market.

7. CAPITAL UPDATE

It was reported that;

Pannier Market Public Realm

- It had been a challenging contract which had now been handed back to TTC, although a couple of items were still to be completed.
- The end product had been well received.

GH Public Realm Car Park

- Le Page Architects had been awarded the contract. Design work would start shortly with works planned to start on site in Feb 20, with completion by May 20.

GH Gateway Project

- The deadline for Tenders had been extended to 24th June 2019.
- Anticipated construction start date of August 2019, completion May 2020 and launch of the Gateway Centre planned for around August 2020.

8. OTHER

It was reported that;

a) Pannier Market Summer Opening Times

Monday opening would begin on Monday 22nd July with the final Monday of trading being on 26th August 2019.

b) Pannier Market Public Realm usage

In response to a number of questions from Members, the Consultative Group were advised:

- That loading/unloading facility would be closely monitored with recommendations for improvements, including a review of the parking spaces behind Howells' Butchers;
- The resin coating was operating as expected as it was of a car park/light vehicle specification, with a 10-year warranty;
- No permanent marquees would be erected in the PM surround;
- There would be a review of the allocation of tables to the three Market Perimeter Cafés in 2019.

c) Effective Communications

Appreciation was expressed to the RN-MNMTF and RPMS for their attendance and hard work representing the traders and shop keepers.

A further meeting for traders had been organised for 11th July.

9. 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:

- She had received positive feedback following the completion of the public realm works and praised the contractor (Cormac) for listening to and solving any issues that had arisen;
- Thanks were also given to council staff for all their assistance during the works.

A Member also offered their thanks on behalf of Tavistock "Rest a While" to Cormac for looking after them during the works.

In response to a number of issues/questions raised by the Representative of the Pannier Market Perimeter Shops, the Group were advised:

- The loading facilities would remain as currently, but that Staff would ensure that any waiting time was within the agreed limits and kept to a minimum;

- Bins would be placed strategically with a view to encouraging smokers to be considerate to others and businesses;
- The tarmac area around the bin storage bay would remain, as it was used by heavy goods vehicles;
- TTC had purchased a pressure washer for cleaning purposes, especially for use in the alleyways;
- Plant pots etc. would now be replaced;
- The downpipes and drainage by Poppy's Café were deemed to be sufficient;
- New signage and lighting was being erected on the main gates, which should help improve some of the more dimly lit areas.

In response to a number of issues/questions raised by the Representative of the Non-Members of the NMTF the Group were advised as follows:

- There was no practical or cost effective solution to sunlight coming through the high roof lights and this matter would not be considered further in 2019/20;
- The PM Team were looking for a better site for a traders' notice board, which would include up to date information on available extra trading days;
- There would be no change to the distance allowed for parking during loading/unloading, as there was room for 4/5 vehicles at any one time and this was considered adequate. Traders would also be asked to keep the walkway area free.

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

The BID Manager advised:

- All the hanging baskets were now in place and thanked the Works Department staff for their help;
- Expressed BID's thanks to TTC for the joint advertising;
- Miss Ivy and BID were undertaking a survey on how the recent "Street Food event" impacted local businesses;
- The Fiver Feast event had received positive feedback and there was potential for holding this event in the future, including incorporating the Pannier Market;
- BID operate the 'Visit Tavistock' webpage/Facebook and would be look to incorporate other events within Tavistock.

11. MATTERS RAISED BY REPRESENTATIVES OF THE CHAMBER OF COMMERCE

None in attendance

12. DATE OF NEXT MEETING

Tuesday 17th September 2019 at 5.30pm.

The Meeting closed at 8.20pm.

Signed.....

Chairman

Dated.....

