

**Town Hall and Butchers' Hall  
Manager's Report**  
February 2019

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**General Update:**

Work will start on the Butchers' Hall roof in March to rectify the water leaks.

The Town Hall's Rundle Room in-house redecoration is near completion and includes the area at the bottom of the stairs outside the main bar.

The Market Reeve and Market Development Officer continue to work closely together on a focused combined advertisement campaign for the Town Hall, Butchers' Hall and Pannier Market. Having identified last year the Links Magazine (Oke Links, Tavy Links and Moorland Links) were a beneficial publication to be part of, further advertisements has been placed with them.

The Market Development Officer will review all of the Town Hall's pre arranged wedding advertisement to form an effective strategy going forward.

**Licensing/training:**

The MDO, Market Reeve, Duty Officers and Markets & Events Administration Assistant successfully passed their three day First Aid course.

Now that capacity allows, we are arranging in house training on our RBS booking system and processes as well as further training on the Town Hall Bar and Till for identified members of staff as well as management, key to deliver now that the establishment is operating on a full interim staffing quota.

In addition to this we are reviewing our fire safety training for which there is a requirement for new and existing members of staff in particular in terms of the arrangements for the Town Hall.

Over the coming weeks the Markets & Events Administration Assistant will spend time in the Pannier Market learning their practices & processes as part of our overall strategy for all of the Markets and Events team to have an understanding of all areas covered.

The Market Development Officer is currently liaising with the Licensing Authority to streamline the Council's licences by having one for Bedford Square, the Town Hall, and Butchers' Hall whilst adding the Guildhall Car Park, Pannier Market and Pannier Market Perimeter, with the Meadows license operating under its own license.

Part of this process will include extending the Butchers' Hall license in order to meet with the demand we are currently experiencing for evening functions.

The Town Hall's Civil Ceremony Licence expires in July and will be renewed in due course. We are looking at the benefits of including Butchers Hall when renewing.

No licensing issues have arisen in the last month.

The Town Hall End of Year Bar Audit is scheduled for March.

**Processes:**

The MDO continues to lead on the delivery of the operation and running of the Town Hall and the review of processes/administration in liaison with the General Manager and Market Reeve.

**Town Hall Events:**

Bookings for 2019 and 2020 continue to be made on the new pricing structure, and include wedding ceremonies and receptions, as well as the return of our existing clients such as Miss Ivy Events, Western Union Jive Night and Tavistock Musical Theatre Company.

The Flea Market continues to grow in popularity in terms of trader interest, however there are concerns over the number of visitors it attracts and there is no longer a provider wishing to run a café from the Town Hall kitchen. We are currently reviewing the branding and how the monthly market can be improved.

**Butchers Hall Themed Markets & Events:**

The Tavistock Arts Market will commence Saturday 2<sup>nd</sup> March and run on the first Saturday of each month for the rest of the year in Butchers' Hall with the exception of August due to an alternative booking commitment. The Duty Officer who organises the Tavistock Arts Market will liaise with the Market Reeve as to availability on Bedford Square as an alternative location.

Interest and demand for Butchers' Hall continues to grow, with a healthy number of diverse enquiries being received on a regular basis. By having overall sight of the Town Hall as well as the Butchers' Hall, we are able to offer potential hirers a choice between the two venues which so far has worked well and has increased our overall offer to hirers, with one hirer in particular choosing to hire both venues for the one event.

This year the Market Development Officer has planned 7 in house themed markets (in addition to the Tavistock Arts Market) which include a Spring Fair (14<sup>th</sup> – 16<sup>th</sup> March), a Summer Festival over the August Bank Holiday with the Pannier Market to celebrate the completion of the public realm works as well as the return of the Goose Fair Artisan Market and Christmas Markets in December.

As part of the THI complimentary initiatives programme Butchers Hall was used on 18<sup>th</sup> Jan and 15<sup>th</sup> Feb with another session planned for 8<sup>th</sup> March, for heritage training for A level students, learning skills pertaining to stone masons, blacksmiths and with hand-hewn timber construction. This scheme will be expanded in

April/May, to include sessions for local contractors. Butchers Hall will also host the THI Heritage Skills Craft Fair on 17<sup>th</sup> and 18<sup>th</sup> August.

In addition to the in house events, there are a further 20 bookings in Butchers' Hall scheduled from March to the end of the year.

**Goose Fair**

The General Manager and Market Development Officer held the first operational meeting with stakeholders for 2019's event in February. Prior to the meeting the GM & MDO visited a potential new site for the park and ride service in the Gulworthy area and are hopeful they will be able to secure this land for at least this year's event.

**REBECCA HADFIELD  
MARKET DEVELOPMENT OFFICER  
FEBRUARY 2019**