**AGENDA ITEM 9d)**

**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 **Tuesday** the **5th December 2017** at **6.30pm**

PRESENT Councillors Mrs Julia Whitcomb (Chairman),

 Mrs Lynn Roberts, Harry Smith and Paul Ward

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

Representing Non-Members of the National Market Traders Federation

 Mrs Sian King

Representing shops in the Pannier Market surround - Representation Pending

Representing Users of the Town Hall – Absent

Representing BID - Absent

Representing the Chamber of Commerce - Absent

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

Representing Tavistock Lions - Paul Blowey, Richard Jones and Richard Marlow

1. **Apologies**

Apologies for absence had been received from:

Town Hall Duty Officer, C Rickard, D Palmer and M White.

1. **Notes of Last Meeting**
2. The Consultative Group received the Notes of the Meeting of the Town Hall and Pannier Market Consultative Group held on Tuesday 5th September 2017 and endorsed their accuracy.
3. In respect of the vacant position for the Non – National Market Traders Federation Representative, a member indicated there may be a Trader who was interested in joining the Group.
4. The Town Hall Manager was elected as the Vice Chairman following the resignation of Mrs M Wallworth.
5. **Santa’s Grotto Proposal**

Tavistock Lions were invited to the meeting and given the opportunity to present their proposal reference a Santa’s Grotto for the benefit of the town for Christmas 2018.

It was proposed Tavistock Lions in conjunction with Tavistock Rotary, Tavistock Town Council and BID would create a Santa’s Grotto, opening on Dickensian Evening 2018 and running at optimum times up until Christmas in the newly refurbished Butchers’ Hall.

It was noted TTC had previously agreed to a designated area in the Molly Owen Centre being used to fabricate and store the Grotto from April onwards. The Market Development Officer commented the Grotto would enhance the proposed Christmas Markets planned for Butchers’ Hall next year.

The Group agreed the Grotto would be a benefit to the local community and enhance the town’s Christmas offer. It was suggested the gifts for the children from Santa be purchased from local businesses.

Tavistock Lions thanked the General Manager and the Group for the opportunity to present their proposal.

1. **Reports**

The Consultative Group received the following verbal reports.

1. **Town Hall Report**

The Town Hall Manager reported 45 new bookings had been taken since the last meeting, which were a combination of new bookings and returning customers/bookings.

It was noted the Town Hall had introduced a new sign which had replaced the mirror in the main entrance as an initiative to encourage guests and the public to the Hall. The sign highlights the location of the lift facility.

The Town Hall Manager reported once again the Town Hall had participated in the Christmas tree festival in St Eustachius Church.

It was noted the Town Hall had reached the final in the Wedding Awards following a nomination as one of the best venues in the South West. The final to potentially win the “Best Town Wedding Venue” is scheduled for Friday 19th January 2018.

1. **Pannier Market Report**

The Market Reeve reported the Pannier Market was running close to full capacity with the allowance of sickness and unforeseen circumstances.

It was noted Dickensian Evening had been a success and the addition of Visage and The Hair Lounge trading around the perimeter had created a new and exciting offer. The Market Reeve thanked all Traders and staff for their efforts in costume design, advising a new Trader had won “Best Dressed Stall”.

It was reported there had been a positive uptake/response from day Traders reference the imminent relocation into the Town Hall. The final consultation reference five day traders and lock ups confirming the Butchers Hall offer was currently being undertaken with the General Manager and so far was well received.

It was noted during the works to the Pannier Market, the Market office would be located on the ground floor of the Guildhall as you enter the building.

The Market Reeve promoted a Christmas related trail around the Pannier Market which would be running throughout December, with a variety of prizes and offers to be won. It was noted the Town Crier would once again be Santa for the Christmas Grotto on Saturday 16 December.

Gratitude to Tavy Railings reference the generous donation of the Christmas tree stand was given, as well as a special mention to the Works Department who installed the Christmas lights.

**C) Butchers’ Hall Report**

The Market Development Officer introduced herself to the Group in her new role and explained the appointment of the MDO was to develop, deliver and manage the Butchers’ Hall thematic market offer, with particular focus on maximising the economic benefit to Tavistock in terms of business trading, employment, entrepreneurship and tourism.

It was noted the MDO was currently developing a Market Strategy for the thematic market use of Butchers’ Hall in accordance with the funding requirements for the repair and restoration of the premises, with the key objective of providing a complementary offer to, but distinct from, the Pannier Market. It is anticipated the Market Strategy will provide a clear vision to guide the work of the Market Development Officer and Council.

The MDO reported in the New Year work would be undertaken to expand on the expressions of interest previously received and a coordinated approach would be taken in respect of hosting niche markets and events.

A member queried whether the Pannier Market would continue to rent out space for events in light of the Butchers’ Hall offer, as it does cause disruption to those who wish to continue trading. The General Manager explained this was an operational decision and would be reviewed.

1. **General Operational Issues**

The General Manager reported the planned refurbishment work to the Rundle Room in the Town Hall was on hold for the foreseeable future.

1. **Capital Projects**
2. **Pannier Market Tender Update**

The General Manager reported a pre start meeting had taken place four weeks ago, followed by a detailed meeting held recently with the lead architect and principal contractor. It was noted the contract was on target and at this time there was no further updates.

1. **Advertising – Next Steps**

The General Manager explained the Town Hall Manager, Market Reeve, MDO and himself had designed a marketing campaign which included leaflets, posters, vinyls on all the Pannier Market doors, banners as well as newspaper advertisement, social media and website promotion. It was noted the Market Reeve had a meeting scheduled for the middle of December with a radio broadcaster to discuss possible advertisement, and Stagecoach had committed to displaying promotional material on all their services covering the local area.

It was reported West Devon Borough Council had given permission for posters to be displayed in the Bedford Car Park and the Brook Street Multi Storey. The Town Crier would promote the relocation during the works period.

It was noted it was equally as important for Market Traders to promote the temporary relocation of the market.

1. **Butchers Hall Internal Fit Out Update**

The General Manager advised the internal fit out for Butchers’ Hall was complete, with the fit out for the Pannier Market Traders scheduled for week commencing 11th December 2017. It was noted the new glass doors were scheduled to be installed week commencing 18th December 2017, as was the fibre broadband. The signage as per the design previously submitted would be in place prior to the opening in January 2018.

1. **Consultation Next Steps (update regarding Pannier Market Traders)**

The General Manager explained as part of the consultation process he and the Market Reeve had met with some of the five day and lock up Traders that day, to discuss their position within Butchers’ Hall and their individual requirements, during which approximately 70 members of the public had ventured into Butchers’ Hall for a look, and had responded positively.

The General Manager advised the majority of the Traders he had spoken with were positive reference the temporary relocation to Butchers’ Hall and were complementary regarding the internal fit out. It was noted the opening times for the temporary market in Butchers’ Hall would be 9am – 4.30pm, with traders accessing the building from 8.15am with a view to close at 5pm each evening, Tuesday to Saturday.

The Market Reeve explained the temporary market in the Town Hall was at full capacity on Tuesdays, with a few remaining spaces to fill Wednesday to Friday. It was noted Bedford Square will be organised to be inclusive of all Traders.

1. **Duke Street Re-Pointing**

The General Manager reported the re-pointing to Duke Street was now complete and positive reports had been received reference the end result.

1. **Public Realm**

The General Manager reported there was approximately £120,000 of public realm work to be undertaken towards the end of the re roofing project, and before the launch of Butchers’ Hall.

It was noted the re surfacing of the perimeter was part of the THI scheme and would include sympathetic street furniture and landscaping. It was noted an architect had been appointed under single tender action, with a first design draft scheduled for the end of January 2018.

Members raised concerns reference the insufficient lighting around the Pannier Market and asked when considering the surface to account for the unloading and loading of goods into vehicles.

The General Manager explained the end use of the perimeter would be reviewed and a policy decision made by Council via consultation would be taken.

1. **Pannier Market Christmas Openings**

The Market Reeve explained after undertaking trader consultation the Christmas Opening times would be as follows;

* Christmas Eve – Closed
* Christmas Day – Closed
* Boxing Day – Closed
* Wednesday 27th December – Closed
* Thursday 28th December – Open
* Friday 29th December – Open
* Saturday 30th December – Open

It was noted in addition to these dates the Pannier Market would also be open on Monday 11th and Monday 18th December 2017.

1. **Renaming Consultative Group**

The title of the Consultative Group was discussed in order to include reference to the new market offer, Butchers’ Hall. It was agreed the Consultative Group would be re named as Town Hall and Markets Consultative Group, going forward.

1. **Charging of VAT**

The Town Clerk reported the table charge for Butchers’ Hall would be set at the winter rate of £8 per table space, inclusive of VAT. It was noted Traders would continue to pay the same rate as they would have in the Pannier Market for January and February for the duration of the time they are in Butchers’ Hall. Traders will receive the lower rate for longer in recognition of their support during the period of the works.

It was explained that as Butchers’ Hall is VAT registered, (the Pannier Market is not), the Council will incur a reduction in income as a result of paying VAT. This will equate to a reduction of £1.33 (representing the VAT payable) per table space for the period January –February, and a reduction of £2.33 per table space thereafter reflecting that normally table rates would revert to £9.00.

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

It was noted Dickensian Evening had been a success for Market Traders although there had been some difficulty in respect of parking.

A member queried whether Traders in the Town Hall would need to pack down each evening during the relocation period. It was explained packing down would depend on the Hall’s other commitments, however there was a possibility goods could be stored in the bar area overnight should Traders have to pack down to ease the inconvenience.

**10. Urgent Business Brought Forward at the Discretion of the Chairman**

The Town Clerk advised the National Association of British Market Authorities (NABMA) had been commissioned to undertake a review of Pannier Market operations in December. The review would provide a baseline to identify areas to support the Pannier Market offer and would enable the Council, as operator, to improve and enhance operating arrangements for Traders and customers. 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 and help mitigate any impacts arising from the works.

**11.Date of Next Meeting**

Tuesday 13th March 2018.

It was agreed it would be beneficial to hold an additional meeting for stakeholders in February, to discuss the progress of the works and the relocated market offer.

The Meeting closed at 7.55pm.

Signed......................................................................................

Chairman

Dated......................................................................................