



## **Pannier market Report July 2020**

As we come to the end of our third week of re-opening, there continues to be positive comments in relation to the Covid-19 measures that have been implemented, and in particular customers have spoken extremely positively about the current layout. There are also no issues to report with the systems in place for the Pannier market toilets, the general public at times can get frustrated at having to queue, however they appreciate that safety and cleanliness are fundamental in their operation.

Trip Advisor

### **Genuine local market**

*Nice to see the market re-opened with good social distancing measures. Number of stalls seems reduced giving wider aisles. Just the one entrance which is regulated, but no queues when we arrived on Friday Morning.*

*There is a cafe in the market and another, together with gourmet food shops just outside.*

*Toilet facilities were clean and well organised.*

*Plenty of hand sanitiser available.*

### **Date of experience: July 2020**

- Footfall has been pleasing since the re-opening with a steady flow of locals and a noticeable amount of visitors, we have not yet had to put the entry queuing system into operation even when fairly busy, this backs up the current layout of creating space for customers to shop comfortably without the use of one-way systems, we feel this has been far more beneficial for traders and their customers as it does not detract from the nature of the market shopping experience.
- Discussions were held at the Town Hall & Pannier Market Consultative Group Meeting around some minor operational changes that could be considered, it was reported that a high majority of traders felt that a slightly later opening time could be beneficial.
- It was also reported by one of the trader representatives that a number of Antique Tuesday traders were now ready to return in some capacity, they reported that there would be strong interest in running a reduced offer in Butchers' Hall on any available Saturdays, this has been taken forward by the Town hall & Events Manager, Market Reeve and trader representative.
- As previously reported, we will start to undertake a review of the current operations going into week four, with a full review after six weeks, we have now starting charging at the half rate of £4.50 per table.
- As momentum builds, Bedford Square has begun to see an increase in activity, with an array of regular occupants and a mixture of Pannier market and Butchers' Hall traders, we will look to increase occupancy levels and in turn increase revenue as guidelines and safety systems allow.
- It has been agreed with Tavistock Farmers Market that they will utilise TTC marquees, with our staff erecting and dismantling them for an agreed sum per

event with a maximum of ten stalls, this will be operation as of 22<sup>nd</sup> August, previous arrangements will remain in place until then, this will be operational throughout September and future arrangements will be reviewed by Council on September 26<sup>th</sup>.

- There was a minor issue that when you Google Tavistock Pannier Market, the first thing you see is Google's own listing, this featured our usual opening hours rather than the current operational hours, this has now been rectified to show the current operation days and hours. Opening times feature on the website, social media posts and posters in and around the actual Pannier Market, also our regular Tavy Links advert has been modified to feature editorial on current Tavistock Town Council operations and a market advert that directs customers to the aforementioned platforms, this is distributed to around 25,000 homes in surrounding areas.
- I am pleased to report that several market traders have indicated that they were successful in receiving the Discretionary Grands Fund from West Devon Borough Council.
- There has been one day/casual trader that has handed in their notice, and one five-day trader that has asked to take their allocated 4-week holiday due to issues of stock being quarantined abroad, both stalls have been immediately allocated to other traders wishing to return at this stage.

Duane Carruthers  
Market Reeve & Designated Premises Supervisor  
Tavistock Town Council  
01822 611003  
[duane.carruthers@tavistock.gov.uk](mailto:duane.carruthers@tavistock.gov.uk)