

## Market Service Operational Review Action Plan

## Appendix 1

\*Key

Completed		Duplicate		Outstanding / In Progress	
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Ref	Task	Status	Date - 2023	Comment
	<b>Employment</b>			
1	Establish the working hours and roles necessary to support operation of each market	Complete	March	Working hours have been established. This links with ref 2.
2	Produce job descriptions for all roles and undertake job evaluations.	Complete	March	The following job descriptions have been drawn up and evaluated. <ul style="list-style-type: none"> <li>• Market Supervisor - (now Market Manager)</li> <li>• Market Chargehand</li> <li>• Market Operative</li> </ul>
3	Advertise vacant Market Supervisor (now Market Manager) post	Ongoing	August / September	<ul style="list-style-type: none"> <li>• Recruitment not complete</li> <li>• 2 rounds of recruitment have failed to provide a replacement Market Supervisor</li> <li>• First round no applicants</li> <li>• Second round 2 candidates invited to interview (31/7/23 – Both withdrew)</li> <li>• Post re-advertised 28<sup>th</sup> August 2023 with changed post title - Market Manager</li> </ul>
4	Agree overall approach to operatives' employment contracts (casual/permanent)	Ongoing	September / October	Indicative timescale agreed for Market Contract Consultation
5	Review options for vacant Market Supervisor Post	As for 3	August / September	<ul style="list-style-type: none"> <li>• As for 3.</li> <li>• Change of Title</li> <li>• Review of pay scales for the post against other Market Supervisor/Manager roles carried out by HR (Market Supplement)</li> <li>• Increased salary as a result of the annual pay award</li> </ul>

6	Undertake formal consultation with impacted market operatives	As for 4	September / October	<ul style="list-style-type: none"> <li>As for 4</li> </ul>
7	Issue appropriate contracts of employment (subject to consultation)	As for 4	October	<ul style="list-style-type: none"> <li>As for 4</li> </ul>
	<b>Waste Collection and Disposal</b>			
8	Disposal of market waste to be via the in-house commercial waste arrangements	Ongoing	October / November	Change to operational practices to reflect any commercialisation of the markets and increased trader need. Head of Service (Waste & Markets) and Market Manager.
9	Review current waste collection arrangements and associated costs for each market and evaluate options for future provision	Ongoing	As for 8	<ul style="list-style-type: none"> <li>As for 8</li> </ul>
	<b>Income Collection</b>			
10	Create a master list of current market traders and review the trader waiting list.	Complete	April	<ul style="list-style-type: none"> <li>Master list created.</li> <li>New traders processed and waiting list updated on a weekly basis.</li> <li>Copy of waiting list sent to the chargehands on a regular basis.</li> </ul>
11	Review the trader fees charged against approved fees and charges	Complete	March	Carried out by AD Operations & Public Protection
12	Evaluate options for cashless trader fee collection	Complete	March	Option appraisal carried out and completed
13	Implement credit/debit card payments across all markets	In Progress	October	<p>Following the successful completion of the trial for cashless payment letters and Direct Debit forms have been sent to all traders Informing them that, as of Monday 2nd October 2023 the Council will no longer be accepting cash for the payment of stall rents. (Where email addresses are unknown for traders, chargehand will deliver on site to traders during w/c 4<sup>th</sup> September 2023)</p> <p><u>Options for Payment</u></p> <p>From that date the options for paying stall and pitch rental payments will be either direct debit or credit or direct debit card only.</p>
14	Review and issue updated Code of Practice for traders	Outstanding	November	Head of Service (Waste & Markets) Awaiting appointment of Market Manager

15	Undertake measurements of all pitch-based traders units to ensure correct fees are applied	Outstanding	October / November	Head Of Service (Waste & Markets) Awaiting appointment of Market Manager
16	Fully implement the approved fees and charges for 2023/24 (as in interim, 5% applied from 1 April 2023 to traders 22/23 fees in line with the overall increase in charges)	Outstanding	October / November	Head of Service (Waste & Markets) and AD Finance Part of the Financial Review Process
17	Review structure of fees and charges for 2024/25 to accommodate different payment arrangements e.g. direct debit incentives	Outstanding	October / November	Head of Service (Waste & Markets) and AD Finance Part of the Financial Review Process
18	Following implementation of card payments for traders, consider transitioning regular traders to a direct debit arrangement once incorporated into fees and charges and back-office support is in place to administer	In Progress	October / November	Head of Service (Waste & Markets) and AD Finance Part of the Financial Review Process
	<b>Operational</b>			
19	Pop up stalls used for markets at Bourne to be checked and repaired by the supplier	Complete	March	H&S Lead
20	Chargehands to undertake Certificate of Competence in Traffic Management for community events.	Complete	April / May	<ul style="list-style-type: none"> <li>Traffic management course undertaken by chargehands in March.</li> <li>Copies of Certificates on file and records updated.</li> <li>Tractor Driving Competency Training for four (4) staff – Stamford.</li> <li>Accreditation cards passed to Chargehands.</li> </ul>
21	Road Closure signage to be reviewed and replaced where required	Complete	May	<ul style="list-style-type: none"> <li>Signage replaced</li> </ul>
22	Re-instatement of the electricity supply at the Stamford market store	In Progress	Awaiting Western Power	<ul style="list-style-type: none"> <li>Lights and sockets repaired awaiting connection/sign off form Western Power - Property Services Manager dealing</li> </ul>
23	Produce options for future welfare facilities for Stamford Market store	In Progress	September	<ul style="list-style-type: none"> <li>A temporary solution of welfare facilities has been implemented with several permanent options being explored by the Property Services Manager.</li> </ul>
24	All operatives to receive manual handling refresher training	In Progress	September / October	Refresher programmed - H&S Lead Officer / Operations Manager
25	Stocks of scaffold pole style stalls (Stamford and Grantham stalls) to be reviewed and repaired or	In Progress	September / October	H&S Lead Officer

	disposal arrangements put in place for redundant items			
26	Work with Lincolnshire County Council to ensure effective enforcement of parking restrictions within the Stamford market road closure (new road markings and signage)	In Progress	Yellow line painting TBA by LCC	<ul style="list-style-type: none"> <li>• New signage is now in place and being used.</li> <li>• Repainting of yellow lines in Broad Street still required.</li> </ul>
	<b>Health and Safety</b>			
27	Undertake any necessary repairs to the tractor used to move Stamford Market stalls	Complete	February	<ul style="list-style-type: none"> <li>• Repairs completed and vehicle to be included in the fleet maintenance programme.</li> <li>• Drivers only check sheet introduced</li> </ul>
28	Complete a review of health and safety arrangements at each market	Complete	March	<ul style="list-style-type: none"> <li>• Review carried out service advised and changes implemented</li> </ul>
29	Review and update risk assessments and method statements	In Progress	September / October	H&S Lead Officer – to complete review
30	Carry out an inspection of the Grantham stall store building and carry out any required works	Complete	April	<ul style="list-style-type: none"> <li>• Inspection and works carried out - Property Services Manager</li> </ul>