

## Market Service Operational Review Action Plan

## Appendix 1

\*Key

Completed	Duplicate	Outstanding / In Progress	
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Ref	Task	Status	Date	Comment
	<b>Employment</b>			
1	Establish the working hours and roles necessary to support operation of each market	Complete	March 2023	<ul style="list-style-type: none"> <li>Working hours have been established. This links with ref 2.</li> </ul>
2	Produce job descriptions for all roles and undertake job evaluations.	Complete	March 2023	<p>The following job descriptions have been drawn up and evaluated.</p> <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	Complete	October 2023	<ul style="list-style-type: none"> <li>Recruitment now complete</li> <li>Market Manager has been in post since 30<sup>th</sup> October 2023</li> </ul>
4	Agree overall approach to operatives' employment contracts (casual/permanent)	Complete	January 2024	<ul style="list-style-type: none"> <li>All market staff have revised and compliant job descriptions, contracts of employment and revised pay grades</li> </ul>
5	Review options for vacant Market Supervisor Post	As for 3	October 2023	<ul style="list-style-type: none"> <li>As for 3.</li> <li>Change of Title – Market Manager</li> <li>Recruitment complete</li> </ul>
6	Undertake formal consultation with impacted market operatives	As for 4	October 2023 - January 2024	<ul style="list-style-type: none"> <li>As for 4</li> </ul>
7	Issue appropriate contracts of employment (subject to consultation)	As for 4	January 2024	<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	In Progress	April 2024	<ul style="list-style-type: none"> <li>A move towards all traders being responsible for the disposal of their own waste. Currently, there is a small surcharge to remove additional waste. Process under review by Head of Service (Waste &amp; Markets) and Market Manager.</li> </ul>

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 2023	<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 2023	<ul style="list-style-type: none"> <li>Complete</li> </ul>
12	Evaluate options for cashless trader fee collection	Complete	March 2023	<ul style="list-style-type: none"> <li>Option appraisal carried out and completed</li> </ul>
13	Implement credit/debit card payments across all markets	In Progress	April 2024	<ul style="list-style-type: none"> <li>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</li> </ul> <p><u>Options for Payment</u></p> <ul style="list-style-type: none"> <li>From that date the options for paying stall and pitch rental payments will be either direct debit or credit or direct debit card only</li> </ul> <p><u>February 2024 Update –</u></p> <ul style="list-style-type: none"> <li>Small number of stall holders still paying cash due to issues with setting up DD (linked to new finance system). Head of Service (Waste and Markets) and Markets Manager to resolve in-line with new system implementation.</li> </ul>
14	Review and issue updated Code of Practice for traders	In Progress	April 2024	<ul style="list-style-type: none"> <li>Draft completed by Market Manager awaiting review by Head of Service (Waste &amp; Markets) and wider consultation.</li> <li>To be finalised by April 2024</li> </ul>
15	Undertake measurements of all pitch-based trader's units to ensure correct fees are applied	Complete	January 2024	<ul style="list-style-type: none"> <li>Advice and guidance provided to stallholders from January 2024.</li> <li>Persistent offenders will be dealt with accordingly.</li> <li>Head of Service (Waste Management &amp; Market Services) appointed January 2024 and to oversee</li> </ul>
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)	In Progress	April 2024	<ul style="list-style-type: none"> <li>Head of Service (Waste &amp; Markets) and AD Finance</li> <li>Part of the Financial Review Process</li> </ul>

17	Review structure of fees and charges for 2024/25 to accommodate different payment arrangements e.g. direct debit incentives	In Progress	April 2024	<ul style="list-style-type: none"> <li>Head of Service (Waste &amp; Markets) and AD Finance</li> <li>Part of the Financial Review Process</li> </ul>
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	April 2024	<ul style="list-style-type: none"> <li>As for 17</li> <li>Head of Service (Waste &amp; Markets) and AD Finance</li> <li>Part of the Financial Review Process</li> </ul>
<b>Operational</b>				
19	Pop up stalls used for markets at Bourne to be checked and repaired by the supplier	Complete	March 2023	H&S Lead
20	Chargehands to undertake Certificate of Competence in Traffic Management for community events.	Complete	April / May 2023	<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 2023	<ul style="list-style-type: none"> <li>Signage replaced</li> </ul>
22	Re-instatement of the electricity supply at the Stamford market store	Complete	Awaiting Western Power	<ul style="list-style-type: none"> <li>Lights and sockets repaired awaiting connection/sign off from Western Power - Property Services Manager dealing</li> </ul>
23	Produce options for future welfare facilities for Stamford Market store	In Progress	September 2024	<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	January – April 2024	<ul style="list-style-type: none"> <li>Refresher programmed - H&amp;S Lead Officer / Market Manager</li> </ul>
25	Stocks of scaffold pole style stalls (Stamford and Grantham stalls) to be reviewed and repaired or disposal arrangements put in place for redundant items	In Progress	January 2024	<ul style="list-style-type: none"> <li>H&amp;S Lead Officer &amp; Market Manager</li> </ul>
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	In Progress	February 2024	<ul style="list-style-type: none"> <li>Repairs ongoing 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 2023	<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	February 2024	<ul style="list-style-type: none"> <li>Market Manager &amp; H&amp;S Lead Officer – to complete review</li> </ul>

30	Carry out an inspection of the Grantham stall store building and carry out any required works	In Progress	February 2024	<ul style="list-style-type: none"><li>• Inspection completed - Property Services Manager</li><li>• Traders' toilet to be renovated and hot water provided. Work to be completed in February 2024 following inspection</li></ul>
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