

South Holland District Council

Markets in South Holland Public Consultation

Spalding
Long Sutton
Crowland
Holbeach



June 2021



@SHollandDC



SouthHollandDCofficial



www.sholland.gov.uk

A new Markets Handbook and new proposed fees and charges are being developed and we need your feedback on our key priorities. These include:

- Customer care and standards;
- Environment and regeneration – with renewed focus on supporting and reviving the markets in the district and considering the environmental impact for the future;
- Equality – to ensure we meet our public equality duty and ensure the markets are accessible to everyone;
- Enforcement – to improve the customer experience and enforce high standards for traders and public across all markets, particularly on food trading, preventing counterfeit sales and ensuring the markets are a pleasant and safe place to shop;
- Performance – to develop measures to monitor performance and carry out yearly reviews

We want to hear from you and value your input. Please have your say before 5pm on 30th July 2021.

For more information on the key priorities, please refer to the consultation documents including the Markets Handbook and the proposed fees and charges.

About you:

I wish to respond and I am (select all which apply)

SHDC resident		SHDC business owner	
SHDC market trader		Visitor but do not live in the District	
Work in District but do not live in the District			
Other, please say (optional)			

Name (optional)

Name of organisation (optional) (if business owner).....

Email (optional)

Visiting and Travelling

1. How often do you visit the markets in South Holland

At least once a week		At least once a month	
Seasonally		Several times a year	
Once a year or less		It varies	

2. What time of day do you generally visit the market

Mornings		Afternoons	
Lunchtime		varies	

3. Please indicate which locations you visit on market day and why (select all which apply):

Market name: Spalding (Tuesdays)			
Shopping in the outdoor market		Socialising	
Other shopping		As a thoroughfare	
For work or study		I do not visit	

Market name: Spalding (Saturdays)			
Shopping in the outdoor market		Socialising	
Other shopping		As a thoroughfare	
For work or study		I do not visit	

Market name: Long Sutton			
Shopping in the outdoor market		Socialising	
Other shopping		As a thoroughfare	
For work or study		I do not visit	

Market name: Crowland			
Shopping in the outdoor market		Socialising	
Other shopping		As a thoroughfare	
For work or study		I do not visit	

Market name: Holbeach			
Shopping in the outdoor market		Socialising	
Other shopping		As a thoroughfare	
For work or study		I do not visit	

4. What do you like about the market? (select all which apply)

It represents good quality		Variety of stalls	
Supporting local traders		It's a good meeting place	
Increases footfall to the town			
Other:			

5. What do you dislike about the market? (select all which apply)

Location		Uneven surfaces to walk on	
Lack of variety		Lack of seating	
Nothing			
Other:			

6. If you could change **one single thing** to improve our markets what would it be?

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Customer care standards

7. To what extent do you agree or disagree with the following statement: the Council should engage regularly with traders through their appointed market representatives. If you Disagree/ Strongly disagree please use the box to describe why you disagree / strongly disagree

Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree

8. Do you see the benefits of being involved in workshops and focus groups?

Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree

9. To what extent do you agree or disagree with the following statements, the Council should:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strong disagree
Develop key performance targets for the markets to be reported against annually					
Introduce online services for market traders					
Promote the market and traders					

If you Disagree/ Strongly disagree with any of the above statements, please explain why.

10. What facilities would you like to see introduced to the markets, subject to funding? (select all which apply)

OPTION	Y/N	Comment
Contactless card payments		
Drop and collect service		
Click and collect service		
Secure shopping storage		
Market seating areas		
Pop up stalls for perspective new traders and micro-businesses		

Other (please specify)

11. If you have any further comments about the above options, please share them here.

12. Do you think it is important market traders sign up to and display quality rating such as Food Standards Hygiene ratings?

Yes / No / Don't know

13. We would welcome any feedback regarding customer care, please provide your views in the box below.

Specific issues in the Handbook about which your opinions are sought

14. **Proposal:** The draft handbook proposes, where appropriate, market traders achieve a minimum of 3 star rating Food Standards Hygiene (hygiene standards area generally satisfactory) and display such rating.

Reference: page 9

Reason: to help consumers choose where to eat out or shop for food giving clear information about the businesses hygiene standards.

Please share your thoughts on this proposal in the box below.

15. **Proposal:** The draft handbook proposes that all traders provide and set-up their own "fit for purpose" stall.

Reference: page 9

Reason: to ensure that the market provisions are equitable throughout the district and provide welcoming and safe environments for traders and market visitors.

Please share your thoughts on this proposal in the box below.

16. **Proposal:** The draft handbook proposes to amend the core trading hours for standing on the market from 09:00hrs – 15:30hrs to 09:00hr to 14:00hrs.

Reference: page 9

Reason: To better align the traders to the footfall of the area in which they trade.

Please share your thoughts on this proposal in the box below.

17. **Proposal:** The draft handbook proposes to introduce a book and pay online platform

Reference: page 6

Reason: To meet the ambitions of the Council's digital transformation project.

Please share your thoughts on this proposal in the box below.

Environment and Regeneration

18. Do you have any ideas you would like to share on how the markets can improve in respect of environmentally friendly initiatives?

Marketing

19. How important do you think it is the Council promotes the market by participating in nationally recognised activities, such as *love your market*.

Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree

Equality

20. To what extent do you agree or disagree with the Council's idea to introduce a district wide market licence for all traders registered and vetted by SHDC?

Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree

21. To what extent do you agree or disagree with the Council's suggestions to offer pop-up stalls to encourage entrepreneurship in our district.

Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree

22. To what extent do you agree or disagree with the Council developing a fair and transparent handbook allowing for reasonable competition and new business?

Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree

Enforcement

23. To what extent do you agree or disagree with the following statements:

The markets team should monitor service delivery to ensure high customer service

Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree

Market traders should not need to display food hygiene rating on their stall

Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree

Market traders should have hand sanitising facilities.

Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree

Market traders do not need to display a 'Buy with Confidence' card (or similar) on their stall, to demonstrate their goods are genuine

Strongly agree / Agree / Neither agree nor disagree / Disagree / Strongly disagree

Equality Monitoring

We monitor to help us continually improve our services. You can help us find out who we're reaching by providing the following details. It is your choice whether you answer these questions. Your replies will not be used in a way that identifies you however they will help us to understand how our community needs may vary; and helps us make informed decisions on how we develop services and target resources.

Information provided in this form is considered to be sensitive personal data under the General Data Protection Regulation. We need to have your permission to store this data for the purposes of monitoring and advancing quality and diversity in South Holland District Council. Please tick to indicate if you give us permission to store this information and use it in this way.

Yes		No	
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What was your age last birthday?									
Under 16		Under 18		18-24		25-34		35-44	
45-54		55-64		65-74		Over 75			

Would you consider yourself having a long-term illness or impairment that affects your mobility?				
Yes		No		Prefer not to say

Gender: Which of the following best describes how you think of yourself?				
Male		Female		
Other				
Prefer not to say				

Does your gender identity match your sex as registered at birth?			
Yes		No	
Prefer not to say			

How would you describe your ethnic origin (please tick one response from the following)			
White – English, Welsh, Scottish, Northern Irish or British		Black or Black British	
Asian or Asian British		Mixed	
Other, please state if you wish		Prefer not to say	

Religion or belief			
Atheist/no religious belief		Buddhist	
Christian		Jewish	
Muslim		Hindu	
Sikh		Catholic	
Other, please state if you wish			
Prefer not to say			

Which of the following best describes your sexual orientation			
Bisexual		Heterosexual / straight	
Lesbian or gay woman		Gay man	
Prefer not to say		Other, please state if you wish	

Are you married or in a civil partnership			
Married		Civil Partnership	
Single (never married)		Divorced	
Dissolved		Separated	
Widowed or surviving partner from civil partnership		Prefer not to say	

Thank you

Thank you for taking part in this survey.

The markets consultation closes at 5pm on 30th July 2021. The Markets handbook and proposed fees and charges will then be subject to approval by the Council's cabinet before being published and used to guide all further market related policies.

For more information

Website: www.sholland.gov.uk/marketsconsultation

Email: <mailto:markets@sholland.gov.uk>

Telephone 01775 761161

If you lose your free return envelope, please return your completed questionnaire to the following address:

Market Regulations Handbook Consultation, Environmental Services, South Holland District Council,
Priory Road, Spalding, PE11 2XE