



Cambridge City Council Environment Scrutiny Committee

Date: Tuesday, 16 January 2018

Time: 5.30 pm

Venue: Committee Room 1 & 2, The Guildhall, Market Square, Cambridge, CB2 3QJ

Contact: democratic.services@cambridge.gov.uk, tel:01223 457013

Agenda

- 1 Apologies
- 2 Declarations of Interest
- 3 Minutes (Pages 5 - 10)
- 4 Public Questions
Please see information at the end of the agenda.
- 5 Decision Taken by Executive Councillor
To note the urgent decision taken by the Executive Councillor for Planning Policy and Transport since the last meeting of the Environment Scrutiny Committee.
- 5a Replacement of Car Parking Control Equipment at Park Street Multi Storey Car Park (Pages 11 - 30)

Decisions for the Executive Councillor for Planning Policy and Transport

- 6 Shopmobility Services Review (Pages 31 - 44)
- 7 PP&T Portfolio Revenue and Capital Budget Proposals for 2018/19 to 2022/23 (Pages 45 - 58)

Decisions for the Executive Councillor for Environmental Services and City Centre

- 8 ES&CC Portfolio Revenue and Capital Budget Proposals for 2018/19 to 2022/23 (Pages 59 - 82)
- 9 Shared Waste Service – Post Day Change Update (Pages 83 - 96)
- 10 Proposed Revisions to Market Fees and Charges for 2018/19 Financial Year (Pages 97 - 102)

Items for Decision by the Executive Councillor, Without Debate

- | | | |
|----|---|-------------------|
| 11 | Revisions to All Saints Gardens Terms & Conditions of Trading | (Pages 103 - 142) |
| 12 | Revisions to General & Sunday Charter Market Regulations | (Pages 143 - 172) |

Environment Scrutiny Committee Members: Gawthrope (Chair), Bird (Vice-Chair), Bick, Ratcliffe, Sargeant, Sheil and Tunnacliffe

Alternates: Abbott, Adey and Sinnott

Executive Councillors: Blencowe (Executive Councillor for Planning Policy and Transport) and R. Moore (Executive Councillor for Environmental Services and City Centre)

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ENVIRONMENT SCRUTINY COMMITTEE

3 October 2017

5.30 - 7.00 pm

Present: Councillors Gawthrope (Chair), Bird (Vice-Chair), Ratcliffe, Sargeant, Sheil and Tunnacliffe

Executive Councillor for Planning Policy and Transport: Kevin Blencowe

Officers:

Strategic Director: Suzanne Hemingway

Strategic Director: Fiona Bryant

Commercial Operations Manager: Sean Cleary

Project Manager, Environment: John Richards

Cycling & Walking Officer, Environment: Clare Rankin

Senior Planning Policy Officer, Environment: Bruce Waller

Planning Consultant: Ian Poole

Committee Manager: Claire Tunnicliffe

FOR THE INFORMATION OF THE COUNCIL**17/26/Env Apologies**

Apologies were received from Councillor Bick; Councillor Adey attended as the alternative.

17/27/Env Declarations of Interest

Name	Item	Interest
Councillor Ratcliffe	17/31/Env	Personal: Council representative to the River Cam Conservators
Councillor Tunnacliffe	17/31/Env	Personal: Council representative to the River Cam Conservators

17/28/Env Minutes

Councillor Tunnacliffe referred to the minute 17/20/Env; which made reference to further analysis being presented to the Waste Board in three months' time and asked if this had been done.

The Strategic Director confirmed that the further analysis had not yet been reported but would be presented to the Waste Board in November. This would then be put forward to the Environment Scrutiny Committee in January 2018.

The minutes of the meeting held on 27 June 2017 were then approved as a correct record and signed by the Chair.

17/29/Env Public Questions

There were no public questions.

17/30/Env Procurement of a Security Contract for the Car Parks and Mill Road and Cowley Road Depot

Matter for Decision

To consider a new tender for security services for both car parks and the new Cowley Road sites.

Decision of Executive Councillor for Planning Policy & Transport

- i. Approved the recommendations as out in the Officer's report.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Commercial Operations Manager, Environment which referred to the expiration on March 31 2018, of the current contract for static and mobile guarding of City Centre car parks and Mill Road.

The Commercial Operations Manager said the following in response to Members' questions:

- i. Confirmed that TUPE would apply to the contract. There would a clear reference made in the specification of the Council's expectations that TUPPE arrangements were managed in accordance with Council policy.
- i. Would bring in additional services to other assets of the Council and would be considering the end dates of those contracts.
- ii. It was expected there would be savings to the Council due to the new corporate wide contract which would go out to tender. It was not

possible to say what that saving would be until the tender process had been completed.

The Committee **resolved (unanimously)** to endorse the recommendations.

The Executive Councillor approved the recommendation.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

17/31/Env Cycleways Capital Programme

Matter for Decision

To consider the principle achievements of the Cycleways Capital Programme since it was last considered by Environment Scrutiny Committee in October 2014; along with forward investment proposals for the 2017-18 and 2018-19 years.

Decision of Executive Councillor for Planning Policy & Transport

- i. Noted the progress and achievements of the Cycleways Capital Programme (PV007).
- ii. Supported the expenditure of capital funds up to 2019 as outlined in the Officer's report.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Project Manager, Environment, which referred to the City Council's joint working with Cambridgeshire County Council on developing and promoting cycling. The work included the introduction of new facilities and the improvement of existing facilities used by cyclists.

The Project Manager and Cycling Officer said the following in response to Members' questions:

- i. There had been an under spend in the capital cost which had been rephased in to this financial year, in addition to the budget, therefore there was additional funds to be spent.
- ii. The bulk of Cambridgeshire County Council's spending on cycling was now funded through the Greater Cambridge Partnership. This allowed projects that had previously been postponed to take place in partnership working with the City Council such as the work to Cherry Hinton high street.
- iii. The County Council had completed the first phase of the Arbury Road cycling corridor with the second phase due to start.
- iv. The County Council were also completing Hills Road and Trumpington Road.
- v. A small proportion of the annual budget was allocated for minor schemes which might include follow up work on completed projects if required following the standard review process.
- vi. Noted the comments regarding safety on the Green Dragon Bridge. The restriction of the space available had proved difficult to make further adaptations so improvements had been made to visibility. Further funding could be considered if required.
- vii. The installation of a new bridge proposed further up the river from the Green Dragon Bridge should reduce the volume of cyclists.
- viii. As schemes were developed, dedicated Officer resources were allocated to scrutinise the proposals whether they were led by City or the County Council to ensure that they met the same standards.
- ix. Noted the safety concerns to cyclists at the double roundabouts by the Royal Cambridge Hotel. There had not been a viable solution agreed over the years on the best solution to this problem. This matter would be considered by the Greater Cambridge Partnership.
- x. Two thirds of the commitment to install 1000 cycle parking spaces had been met. However no agreement had been reached with the magistrate courts to give permission for access to the proposed remaining spaces.
- xi. The proposal to install further bike parks would be investigated by the Greater Cambridge Partnership as part of the City access plan.
- xii. The installation of the solar studs on Midsummer Common had been County Council lead and could not comment on the consultation (if any) that took place.

The Committee **resolved (unanimously)** to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

17/32/Env Withdrawal of Community Infrastructure Levy Draft Charging Schedule

Matter for Decision

To consider the withdrawal of the Council's submitted Community Infrastructure Levy (CIL) draft charging schedule.

Decision of Executive Councillor for Planning Policy & Transport

- i. Resolved to approve the activation of Regulation 18 of the Community Infrastructure Levy Regulations 2010 (amended) and withdraw the Council's submitted CIL draft charging schedule.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Planning Consultant, Environment, which referred to the proposed CIL draft charging schedule that was submitted to the Planning Inspectorate (PINS) in March 2014 in accordance with Regulation 19 of the Community Infrastructure Regulations 2010 (as amended).

Since the draft charging schedule was submitted, there had been a number of factors which would have a detrimental effect on the likely success of the CIL examination and future operation of the proposed CIL.

The Planning Consultant and the Senior Planning Policy Officer said the following in response to Members' questions:

- i. Once CIL had been introduced there was an allowance for the local authority to make a year on year increase based on the rate of inflation.
- ii. S106 monies could be required from developments for matters to be put in place that would make it possible to approve a planning proposal that might not otherwise be acceptable in planning terms; collecting up to a maximum of five contributions towards a particular piece of

- infrastructure, such as funding to improve an access road to a site, to ensure that access would be safe once the development was completed.
- iii. CIL monies was a general levy (worked out per square meter of the development) held in a 'central pot' which was for the charging authority to determine what those contributions could be spent on, generally as a result of an increase in development in the area.
 - iv. It was not possible to spend contributions from CIL and S106 on the same piece of infrastructure.
 - v. The requirement for the introduction of CIL was to have an up-to-date Local Plan where the infrastructure requirements could be calculated, the cost of delivery to assess the viability of the project.

The Committee **resolved (unanimously)** to endorse the recommendation.

The Executive Councillor approved the recommendation.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

The meeting ended at 7.00 pm

CHAIR

Replacement of Car Parking Control Equipment at Park Street Multi Storey Car Park
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Decision of: **Councillor Blencowe**, Executive Councillor for Planning Policy and Transport

Reference: 17/URGENCY/ENV/09

Date of decision: 27/11/17 **Recorded on:** 07/12/17

Decision Type: Non Key Decision

Matter for Decision: Councillors are requested to approve the addition of Park St to the 'Replacement of car parking control equipment at Grafton East, West and Queen Anne Terrace Multi-Storey Car Parks project' and authorise the associated purchase and installation of new equipment into the 2017/18 capital plan.

The project will require funds of £145,000 from the current 2017/18 financial year.

Why the decision had to be made (and any alternative options):

The 'Replacement of car parking control equipment at Grafton East, West and Queen Anne Terrace Multi-Storey Car Parks project' has a capital fund of £570,000 and the approvals to purchase. This excluded Park St due to proposals for re-development.

The future of Park Street remains the subject of review and is required to be maintained for the next five year on a rolling programme of works.

This life extension drives the need for the replacement of the current parking equipment (in line with the remainder of the parking portfolio) to ensure the council is PCI P2Pe compliant.

This level of security is supported by 3C ICT who identified that it will:

- significantly reduce the risk of payment card fraud and subsequent fines if PCI P2PE compliances are not in

	<p>place</p> <ul style="list-style-type: none"> •will save significant time and money as PCI P2PE audit requirements will be greatly reduced •the payment process with P2PE is quicker than other transaction processes; thus, creating simpler and faster customer-merchant transactions <p>Parking could retain the current equipment and still take card payment solutions however the system would not deliver PCI P2PE levels of compliance. Should the council experience a data breach without these compliance levels it may result in an unlimited fine to the council and the associated loss of reputation.</p> <p>Funding the new equipment requires £145K to be added to the existing capital fund. Caroline Ryba, Head of Finance has identified available funds available in the current 17/18 financial year.</p>
The Executive Councillor's decision(s):	To approve the additional funding to purchase and install new equipment at Park Street car park at a cost of £145,000 into the 2017/18 capital plan.
Reasons for the decision:	To ensure the council can continue to take card payments and be PCI P2Pe compliant in Park St car park.
Scrutiny consideration:	Capital Programme Board will review report on 5 December 2017
Report:	The Capital Programme Board Part A & B reports are attached.
Conflicts of interest:	None declared
Comments:	No comments made.



CAPITAL PROGRAMME BOARD

CAMBRIDGE CITY COUNCIL

**Replacement of Car Parking Control Equipment at Park
Street Multi Storey Car Park**

FULL BUSINESS CASE (PART B)

Document control

Document title	Replacement of car parking control equipment at Park Street Multi Storey Car Park
Document ID/version/revision	1.0
Status	Draft
Date	27/11/17
Author	Sean Cleary
Authorised by	James Elms

Revision history

Document ID/version/revision	Status	Date	Reason for issue	Author
1.0	Draft			

FULL BUSINESS CASE

B1. DETAILS OF THE PROJECT.

Project Title	Replacement of car parking control equipment at Park Street Multi Storey Car Park (Extension to existing capital report dated 21/10/15, Replacement of Car Parking Control Equipment at Grafton East, West and Queen Anne Terrace multi-storey car parks). <i>Report attached.</i>
Estimated Start Date	January 2018
Target Completion Date	31/08/17
Project Manager	Sean Cleary
Project Sponsor	James Elms
Executive Members/Ward Councillors	Kevin Blencowe
Officer completing monthly Highlight report	Julie Jackson / Sean Cleary
I confirm I have consulted the Service Accountant with regards to the contents	YES
I confirm I have consulted VAT and Treasury officer on VAT implications of this project	YES
I confirm I have consulted Procurement Officer on procurement strategy	YES
I have spoken and agreed the Climate Change rating with the Climate Change Officer - attached	NO
I have spoken and agreed the Equality Impact Assessment with the Equality Officer - attached	NO

FINANCIAL APPRAISAL

B2. COST AND FUNDING

Total Capital Costs	£ 145,000
Total Capital Funding Requirements	£ 145,000

Provide detailed breakdown of costs and sources of funding in Appendix A.

B3. IMPACT ON REVENUE AND FUNDING (IF INCREMENTAL)

	2018/19 £s	2019/20 £s	2020/21 £s	2021/22 £	Annual ongoing
Total Annual Revenue costs					
Revenue funding requirements					

Provide detailed breakdown in Appendix B to show the incremental value.

B4. FINDINGS FROM FEASIBILITY STUDY

MAX 50 WORDS

N/A

COMMERCIAL APPRAISAL

B5. PROCUREMENT STRATEGY

Target Dates for major procurement elements of the project (where appropriate):

Start of procurement	N/A – will draw off of existing contract
Award of Contract	N/A –Will need to arrange variation of existing contract in conjunction with legal department

Start of project delivery	January 2018
Completion of project	31 August 2018
Date that project output is expected to become operational (if not same as above)	31 March 2018

B6. STAFFING AND EXTERNAL CONTRACTOR RESOURCES

Skill/level/person	Estimated no. of hours	Start date	Finish date
Project Manager	50	October 2017	August 2018
Project team expert	80	October 2017	August 2018
Contractor/consultant	100	October 2017	March 2018
Legal/HR	10	October 2017	February 2018
Finance	5	October 2017	June 2018
Procurement	5	October 2017	February 2018
Temporary			

B7. WIDER STAFF IMPLICATIONS AND COMMUNICATIONS MAX 50 WORDS

<p><u>Project Manager</u> To prepare and present reports for capital programme board. To gain all necessary authorities and funds prior to project commencement. To manage the smooth operation of the parking portfolio whilst works are being undertaken. To manage the contract, resources and overall implementation of the project when ensuring specification requirements are being met. To design and implement communication strategy</p> <p><u>Parking Services.</u> To support the project manager in preparing reports for capital programme board. To gain all necessary authorities and funds prior to project commencement. To manage the smooth operation of the parking portfolio whilst works are being undertaken. Assist in the management of the project and</p>

including approvals and sign off at each stage, implement the communication strategy and to record and assist in management of the project

Procurement – General procurement advice

Legal – Contractual and legal support

Audit – critical friend and support throughout and after the project delivery

B8. OUTLINE YOUR APPROACH TO CONSULTATION SUMMARISE STAKEHOLDER GROUPS AND APPROACH TO CONSULTATION MAX 50 WORDS

There is no formal pre consultation. The replacement parking equipment will be identical to that which is being rolled out across the remaining MSCP portfolio. Once installed then engaging with stakeholders on the advantages this equipment brings will be communicated.

B9. EQUALITIES IMPACT (EQIA)

SUMMARISE WHAT IMPACT PROJECT WILL HAVE AND IDENTIFY FURTHER WORK TO BE DONE

There are no negative impacts as a result of this project.

Replacement of the existing equipment with APT Skidata will allow a much improved system giving more flexibility to customer's payment options and accessibility to the Park Street multi-storey car park. This equipment will allow for a consistent approach in the management of Blue Badge users allowing enhancement of self service and independence throughout the transaction/payment/discount processes. The new system also protects the Blue Badge scheme from fraudulent usage and abuse.

B10. ENVIRONMENTAL IMPACT SUMMARISE IMPACT ON ENVIRONMENT

Noise – We anticipate there may be some noise as a result of removal of the old equipment. As such, these works will be conducted to cause minimum impact.

Climate change rating is Nil

B11. OTHER IMPACT(S) ANY OTHER IMPACT PROJECT WILL HAVE AND WHAT FURTHER WORK IS REQUIRED TO MITIGATE IT MAX 50 WORDS – BULLET POINTS ONLY

Risks and impacts as identified in sections A5, A9, B6 & B9. Refer to attached report dated 21/10/15: Replacement of car parking control equipment at Grafton East, West and Queen Anne Terrace multi-storey car parks

MANAGEMENT APPRAISAL

B12. RISK ASSESSMENT DESCRIBE RISK AND MITIGATION

RISK - Non-compliance with payment legislation Payment card Industry (PCI) regulations (PCI P2PE)

Compliance will give:

- P2PE significantly reduces the risk of payment card fraud
- P2PE will save significant time and money as PCI requirements will be greatly reduced
- The payment process with P2PE is quicker than other transaction processes; thus, creating simpler and faster customer-merchant transactions

Please refer to B11 on attached report

B13. ANTICIPATED APPROACH AND TIMETABLE INCLUDE DEPENDENCY ON OTHER PROJECTS AND ALSO DECISION DATES FOR COMMITTEE

The card handling equipment/pin pads that will be installed in the new pay stations will require new payment service provider and acquiring bank contracts and which will be awarded prior to the new equipment being installed.

PROVIDE TIMELINE OF KEY PROJECT DATES

Stage/Milestone	Outcome/Deliverable	Date of Completion
Complete install across parking portfolio including Park Street car park	Installed, fully operational and acceptance certificate issued	31 March 2018

B13. PROJECT APPROVAL SIGN OFF

	Date agreed
Project Manager – Sean Cleary	August 2018
Project Sponsor – James Elms	August 2018
Summarise comments from Commissioning Body to be incorporated in the project plan and implementation	

B14. POST-CPB ACTIONS TO BE COMPLETED EMAIL BACK TO: CPB@CAMBRIDGE.GOV.UK

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Capital cost and funding – Profiling

	2017/18 £	2019/20 £	2020/21 £	2021/22 £	Comments
Capital Costs	0				
Building contractor / works					
Purchase of vehicles, plant & equipment (including IT infrastructure & costs)	145000				This includes all installation, IT, software and hardware
Professional / Consultants fees					
Other capital expenditure:					
<i>insert rows as needed</i>					
Total Capital cost	145000	0	0	0	
Capital Income / Funding					
Developer Contributions					
R & R funding (if applicable)					(state cost centre/s)
Earmarked Funds					(state cost centre/s)
Existing capital programme funding					(Programme ref.)
General Fund Reserves					
Revenue contributions					(state cost centre/s)
Total Income	0	0	0	0	
Net Capital Bid	0	0	0	0	Net Capital Bid should be Nil if sources of funding identified from the list above

Project Control Document – Revenue Costs

*Update financial years
as necessary*

	Yr 1 £	Yr 2 £	Yr 3 £	Yr 4 £	Comments
Maintenance					
Insurance					
Operating costs					
Staff (savings)/costs					
Energy (savings)/costs					
Other (savings)/costs					
<i>insert rows as needed</i>					
	0	0	0	0	
Existing budget provision					
Net Revenue Implications	0	0	0	0	Must agree to B3 (see Part B)



CAPITAL PROGRAMME BOARD

CAMBRIDGE CITY COUNCIL

**Replacement of Car Parking Control Equipment at Park
Street Multi Storey Car Park**

OUTLINE BUSINESS CASE (PART A)

Document control

Document title	Replacement of car parking control equipment at Park Street Multi Storey Car Park
Document ID/version/revision	1.0
Status	Live
Date	27/11/17
Author	Sean Cleary
Authorised by	James Elms

Revision history

Document ID/version/revision	Status	Date	Reason for issue	Author
1.0	Draft	27.11.17		S Cleary

OUTLINE BUSINESS CASE

A1. DETAILS OF THE PROJECT.

Project Title (as it will appear on the Capital Plan)	Replacement of Car Parking Control Equipment at Park Street Multi Storey Car Park (extension to existing capital report dated 21/10/15 as Replacement of Car Parking Control Equipment at Grafton East, West and Queen Anne Terrace Multi-Storey Car Parks) <i>Report attached.</i>	
Estimated Start Date	January 2018	
Target Completion Date	31/08/17	
Required Capital Funding	£145,000	
Project Manager	Sean Cleary	
Project Sponsor	James Elms	
Commissioning Body	CCPB	
Executive Members/Ward Councillors	Kevin Blencowe	
I confirm I have consulted the Service Accountant with regards to the contents	YES	
I confirm I have consulted VAT and Treasury officer on VAT implications of this project	YES	

STRATEGIC APPRAISAL (THE CASE FOR CHANGE)

A2. PROJECT BRIEF – PURPOSE

max 50 words

Replacement of car parking control equipment at Park Street Multi Storey Car Park

(extension to existing capital report dated 21/10/15 as Replacement of Car Parking Control Equipment at Grafton East, West and Queen Anne Terrace Multi-Storey Car Parks)

Report attached.

A3. PROJECT BACKGROUND INCLUDE PAST WORK

max 80 words

Refer to section A2 in attached report.

As recommended by 3C additional payment card industry (PCI) P2PE compliance and standards for card transactions needs to be secured which is why Park Street MSCP is now being included within the overall rollout of new equipment across the parking portfolio.

The current equipment cannot provide this level of security. This had been programmed in to be replaced in conjunction with the re development of the car park. However, this has now been delayed resulting in the need for parking equipment to now be replaced and so as to maintain secure card payment transactions (PCI P2PE)

A4. OBJECTIVES SPECIFIC RESULTS YOU WISH TO ACHIEVE

max 80 words – bullet points only

Refer to section A3 in attached report.

ECONOMIC APPRAISAL (COSTS AND BENEFITS)

A5. BENEFITS RESULTING FROM THIS PROJECT

max 50 words – bullet points only

Refer to section A4 in attached report.

A6. RISKS INHERENT IN DELIVERY OR NON-DELIVERY

Max 50 words – bullet points only

Non-compliance with payment legislation Payment card Industry (PCI) regulations (PCI P2PE)

- P2PE significantly reduces the risk of payment card fraud
- P2PE will save significant time and money as PCI requirements will be greatly reduced
- The payment process with P2PE is quicker than other transaction processes; thus, creating simpler and faster customer-merchant transactions
- As recommended by 3C ICT

All other risks refer to Section A5 in attached report

A7. DELIVERABLES WHAT HELPS ACHIEVE OBJECTIVE max 50 words – bullet points only

- New car park management system across the whole of the multi storey car park parking portfolio
- New maintenance contract
- New pin pads across the whole of the multi storey car park parking portfolio that can
 - a) meet credit card handling standards and compliances (PCI P2PE) and
 - b) offer cashless payment solutions
- New payment service provider and contract
- New acquiring bank and contract
- New contactless payment facilities and contract
- Extend self-service of Blue Badge scheme to all participating car parks
- Centralised and seamless car parking operating system

A8. SCOPE WHAT IS INCLUDED IN THE WORK max 50 words – bullet points only

- To replace the car park management system and equipment at Park Street at the same time as the roll out of new equipment across the other multi storey car parks

Refer to section A7 in the attached report

A9. CONSTRAINTS WHAT WILL LIMIT THE OUTCOMES

max 50 words – bullet points only

- Approval of capital resources to deliver project
- 3rd party availability to work within project timetable

FINANCIAL APPRAISAL (RESOURCE REQUIREMENTS)

A10. ESTIMATED RESOURCE REQUIREMENTS

FINANCIAL RESOURCE ESTIMATE FUNDS AND IDENTIFY SOURCE OF FUNDING
max 50 words – bullet points only

Variation of contract required where it is anticipated that there will be low legal costs.

For a breakdown of capital costs - see part B

PEOPLE RESOURCES INTERNAL AND EXTERNAL

max 50 words – bullet points only

Refer to section A10.2 people resources in attached report

A11. DESCRIBE SCOPE AND PURPOSE OF ANY FEASIBILITY (PILOT) STUDY max 50 words

N/A

MANAGEMENT APPRAISAL (PROJECT MANAGEMENT)

**A12. PROPOSED PROJECT ORGANISATION SUMMARY OF PROJECT GOVERNANCE
max 80 words – bullet points only**

- James Elms– Project Sponsor
- Sean Cleary – Project Manager. Owner of specification and design, appointment of contractor, overseeing installation and sign off of works. Management of payment and Capital costs, ongoing management of contract prior, during and after project installation, coordinate review of post project evaluation
- Parking Commercial team. To support project manager in above tasks
- Parking Services Operation teams. Assist in management of installation whilst maintaining operations of car parks.
- APT Skidata – Car parking equipment manufacturer and installer
- Procurement
- Audit
- Legal
- 3C ICT

A13. COMMUNICATIONS AND STAKEHOLDER ENGAGEMENT

HOW ARE YOU GOING TO COMMUNICATE WITH STAKEHOLDERS

max 50 words

This will form part of the communications strategy across the roll out and installations project for the MSCP parking portfolio

A14. OUTLINE BUSINESS CASE (PART A) SIGN OFF	Date agreed
Project Manager - Sean Cleary	27/11/17
Project Sponsor – James Elms	27/11/17
Summarise comments from Commissioning Body to be incorporated in the Approval document and Implementation plan	
Indicate what documents you have completed and enclosed:	
Capital funding prioritisation form	27/11/17
Request for feasibility funding	
Climate Change Tool	27/11/17
Equality Impact Assessment tool	27/11/17



Item

SHOPMOBILITY SERVICES REVIEW

To:

Councillor Kevin Blencowe, Executive Councillor for Planning Policy and Transport

Environment Scrutiny Committee

16 January 2018

Report by:

Sean Cleary, Commercial Operations Manager

Tel: 01223 - 458287 Email: sean.cleary@cambridge.gov.uk

Wards affected:

Abbey, Arbury, Castle, Cherry Hinton, Coleridge, East Chesterton, King's Hedges, Market, Newnham, Petersfield, Queen Edith's, Romsey,

Key Decision

1. Executive Summary

1.1 Parking Services currently provides a Shop-mobility service free of charge from offices at the Grand Arcade and Grafton Centre.

1.2 This service comprises of:

- The hire of mobility scooters and mechanical wheelchairs
- Collections from Dial-a-Ride and local bus stops operated by Shop-mobility staff Mon-Fri 10am-5pm
- Escorted shopping service, this is a pre-booked two hour service that assists customers with their shopping trips, operated by Shop-mobility staff Mon-Fri 10am-5pm

1.3 All Shop-mobility customers receive 3 hours free parking

1.4 The full operational running costs of the service is budgeted at £165,000 for the current 2017/18 financial year.

- 1.5 In 2016 Cambridgeshire County Council withdrew their proportion of contribution funding for the Cambridge City Council Shop-mobility services. The value of this was £49,500
- 1.6 The Shop-mobility service has continued to operate using the General Fund to cover the £49,500 shortfall
- 1.7 Options considered to cover the loss of contributions from Cambridgeshire County Council are:
 1. Do nothing whilst maintaining current services and subsidising the full cost of £165,000
 2. Create income of £47,800 from the introduction of an annual membership fee and hire charge for equipment to cover shortfall in funding from County whilst maintaining shopping escorts and bus stop and Dial a Ride collection services – funding requirement from General Fund of a cost of £117,200.

2. Recommendations

The Executive Councillor is recommended to consider the following options for the Shop-mobility service:

2.1 **Option 1 Do nothing and maintain current services**

The full operational costs of the Shop-mobility Services are £165,000.

2.2 **Option 2 Introduction of annual membership fee & hire charge for equipment whilst maintaining the shopping escort and bus stop and Dial a Ride collection services**

The introduction of an annual membership fee and per-use hire charge would bring the Council into line with the vast majority of other Shop-mobility services. The hire charge would be reduced for members who are likely to use the service more regularly. The National Federation of Shop-mobility support this approach as a way of sustaining services, their view is that users would rather pay for the service than lose it.

The full range of Shopmobility services that Cambridge City Council offers includes escorted shopping trips, Dial-a-Ride bus stop pickups and use of mobility scooters and wheelchairs. There are two sites within the city centre which customers can choose from. It is rare for Shopmobility suppliers to provide such a range of services, especially across two sites as Cambridge City Council does as this directly affects the cost of running the service. Therefore the charges that should be applied in order to cover some of this cost, allowing continued support to disabled shoppers.

Income projection

Proposed Charges:

Membership charge	£40 (annual charge)
Members hire charge	£5 (all day use)
Non-members hire charge	£10 (all day use)
Predicted Income from Option	= £47,800

Due to the introduction of charges, there is a minimum forecasted reduction of 20% in usage.

The introduction of a membership fee will necessitate maintaining a membership database with the associated administrative being absorbed into the current parking services team.

An introduction of charges will enable the city council to continue to offer the full range of Shopmobility services.

The service would need to continue to be subsidised by £49,500 from the general fund to cover the contribution from Cambridgeshire County Council should charging for services not be introduced.

Regular users of the service could pay for membership, which will enable them to benefit from discounted hire charges. After 8 visits the discounted rate would enable them to then benefit from a saving.

Shopmobility service usage would be monitored, to understand any effect on numbers using the service.

The Shop-mobility service would continue to be managed at both the Grafton Centre and Grand Arcade. Shop-mobility staff would operate over Monday to Friday which is the peak operating periods of the service. At weekends car park staff would provide the service of the issuing and return of equipment.

3. Background

Parking Services currently provides a Shop-mobility service free of charge from offices at the Grand Arcade and Grafton Centre. Customers of this service also receive 3 hours free parking.

The National Federation for Shop-mobility (NFSM) confirms that only 14 of the 140 members provide the service free of charge or on a donation basis.

Both sites are open Monday to Saturday from 10am until 5pm with the Grafton Centre service open additionally on Sundays between 11am and 4pm. Shopping escorts, bus stop and Dial-a-Ride collections are not provided over weekends.

Over the period June 2016 to May 2017 the service was used by 1,524 people making over 7,700 visits. Only 36% of these were Cambridge City residents.

Both sites are popular with the Grand Arcade edging the higher use with the preferred piece of equipment being the electric scooter.

Shopping escorts and collections from Dial-a-Ride and local bus stops are delivered free of charge.

The escorted shopping service is a pre-booked two hour service that assists customers with their shopping trips. These services are only operated Monday-Friday 10am-5pm reflecting the current working hours of the Shop-mobility staff.

The Shop-mobility shopping escort service was used between the periods of June 2016 to June 2017 by a total of 8 customers 37 times. Using the usage data and the cost of the service this equates as an average of £919 per use or at a cost of £4,998 per customer.

The shopping escorts do have elements of social care attributed to them with many of the Shop-mobility users likely to be in receipt of either Disability Living Allowance (DLA) or Personal Independence Payments (PIP). DLA is a tax-free benefit for disabled people who need help with mobility or care. PIP is a benefit that helps with the extra costs of a long-term health condition or disability for people aged 16 to 64 and is gradually replacing DLA. Both benefits are designed to support individual's independence for both care and mobility. In the case of shopping escorts this could be for payment of carers to provide this support.

Dial-a-Ride has a £10 annual membership with each journey costing £6. These service users can use their Cambridge City and Cambridgeshire County Council taxi card vouchers against Dial-A-Ride fares. These give:

1. Cambridge City Council Taxi Card scheme - 100 vouchers per year at a value of £3.40 per voucher
2. Cambridgeshire County Council Taxi Card scheme – 40 vouchers per year at a value of £2.50 per voucher

This service as provided by the City Council is in essence subsidising those customers both in the use of the Dial-a-Ride service and by offering a free Dial-a - Ride collection

Dial-a-Ride receives core funding through fares and fees from members and through recurring grants from Cambridge City, Cambridgeshire County Councils, South Cambridgeshire and Cambridgeshire NHS Primary Care Trust. Cambridge City Councils contribution is £39,000 in the current financial year.

Currently the Shop-mobility service is provided by two permanent members of staff working 56 hours per week and one volunteer working up to 2 half days a week. Staff from Parking Services provide back-up assistance over seven days and run the service completely at weekends.

The peak operating times of the Shopmobility service are Monday to Friday which increases in use during the summer months, particularly July and August.

4. Implications

(a) Financial Implications

Cambridge City Council continues to fund the £49,530 as a result of the withdrawal of funding from Cambridgeshire County Council. Option 1 is the status quo. In order that the cost of the scheme is reduced the following alternative options are being considered

- 1. Option 2 Introduction of an annual membership fee & hire charge for equipment whilst maintaining the shopping escort and bus stop and Dial-a-Ride collection services. Saving of £47,800 with a net cost of the service of £117k**

Detail of this is included in the body of the report

(b) Staffing Implications

None

(c) Equality and Poverty Implications

Yes. See EQIA

(d) Environmental Implications

N/A

(e) Procurement Implications

N/A

(f) Community Safety Implications

N/A

5. Consultation and communication considerations

In consultation with the governing body of the service, Shop-mobility Federation, we have been have advised of the issues affecting how Shop-mobility services run across the country. They are positively encouraging the introduction of charges and a membership to ensure longevity of service. They have also advised that many disabled people work and would be happy to pay to access the service rather than lose it.

Parking services will design a leaflet laying out how they see the service operating in the future. This will encourage service users to respond and provide their feedback. Other channels will be available such as survey monkey, web and social media to include Facebook and Twitter.

Parking and Shopmobility officers will support this process by spending time with users to encourage or assist with completion of the survey.

6. Background papers

(a) Equalities Impact Assessment.

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact Sean Cleary, Commercial Operations Manager, tel: 01223 - 458287, email: sean.cleary@cambridge.gov.uk.

Cambridge City Council Equality Impact Assessment (EqIA)



Please fill this out on the computer as a Word document or complete the form on SurveyMonkey – find the link on the Intranet.

This tool helps the Council ensure that we fulfil legal obligations of the [Public Sector Equality Duty](#) to have due regard to the need to –

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Guidance on how to complete this tool can be found on the Cambridge City Council intranet. For specific questions on the tool email Helen Crowther, Equality and Anti-Poverty Officer at equalities@cambridge.gov.uk or phone 01223 457046. Once you have drafted the EqIA please send this to equalities@cambridge.gov.uk for checking. For advice on consulting on equality impacts, please contact Graham Saint, Strategy Officer, (graham.saint@cambridge.gov.uk or 01223 457044).

1. Title of strategy, policy, plan, project, contract or major change to your service:
Proposed Introduction of hire charge for Shopmobility equipment
2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)
Details will be published in papers for the Environment Scrutiny Committee on 16 th January and will be found here: https://democracy.cambridge.gov.uk/ieListDocuments.aspx?CId=177&MIId=3282&Ver=4
3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?
Introduction of an annual membership fee and hire charge for equipment. This is to cover the shortfall in funding to Shopmobility following the withdrawal of subsidence from Cambridgeshire County Council (£49,000). This will enable the council to continue to provide the full Shopmobility and management of services to customers.
4. Responsible Service
Commercial Services
5. Who will be affected by this strategy, policy, plan, project, contract or major change to your service? (Please tick those that apply)
Residents and visitors to Cambridge who use the Shopmobility service
6. What type of strategy, policy, plan, project, contract or major change to your service is this? (Please tick)
Minor policy change
7. Are other departments or partners involved in delivering this strategy, policy, plan, project, contract or major change to your service? (Please tick)
No

8. Has the report on your strategy, policy, plan, project, contract or major change to your service gone to Committee? If so, which one?

Environment Scrutiny committee January 2018 and is an item in the General Fund Budget 2018/19 bids.

9. What research methods/ evidence have you used in order to identify equality impacts of your strategy, policy, plan, project, contract or major change to your service?

The National Federation for Shop-Mobility (NFSM) has been consulted and has shown support to this approach as a way of sustaining services. Their view is that residents would rather pay for the service than lose it. The majority of Shopmobility users are in receipt of Disability Living Allowance or Personal Independence Payment, which are non-means tested benefits to help with some of the extra costs caused by long term ill-health or disability.

Research into Shopmobility service charges across the UK was carried out. This was used, along with calculations based upon usage figures and running costs to work out how much would need to be charged to cover the shortfall in funding to ensure that the service can continue to run.

Should the proposed charging be approved at Environment Scrutiny Committee in January 2018, it is likely that a public consultation will be carried out to gather the thoughts of customers, businesses and members of the public.

Information on Attendance Allowance, Disability Living Allowance, Disability Living Allowance for children and Personal Independence Payment was also from www.gov.uk website

<http://www.papworthtrust.org.uk/sites/default/files/Disability%20Facts%20and%20Figures%202016.pdf>

10. Potential impacts

For each category below, please explain if the strategy, policy, plan, project, contract or major change to your service could have a positive/ negative impact or no impact. Where an impact has been identified, please explain what it is. Consider impacts on service users, visitors and staff members separately.

(a) Age - Any group of people of a particular age (e.g. 32 year-olds) , or within a particular age range (e.g. 16-24 year-olds) – in particular, please consider any safeguarding issues for children and vulnerable adults

Positive Impact: Elderly and vulnerable adults will still be able to use the full range of Shopmobility services, despite the cessation of subsidy from the county council.

Negative Impact: Elderly and vulnerable adults with limited financial income may not be able to use the service as frequently due to the introduction of charges. Older people can claim Attendance Allowance to help with personal care if they are physically or mentally disabled and aged 65 or over. However, this is not intended to cover mobility needs so the charges are more likely to have a negative impact on them than other age groups. Additionally, the prevalence of disability rises with age: in 2012/13, 7% of children were disabled (0.9 million), compared to 16% of adults of working age (6.1 million), and 43% of adults over state pension age (5.1 million).

People aged 16 to 64 with long-term illnesses and disabilities will arguably be affected less as they can claim Personal Independence Payment (PIP) or may be on Disability Living Allowance (DLA). (PIP is replacing DLA but some people will not yet have migrated onto PIP.) PIP (and DLA) is a non-means tested benefit to help disabled people with the extra costs of a living with long-term health condition or disability, and is for people aged 16 to 64. Both benefits are designed to support individual's independence for both care and mobility. In the case of scooter hire and shopping escorts this could be for payment of services.

Parents or carers of children aged under 16, can be in receipt of Disability Living Allowance (DLA) for children in order to help with the extra costs of looking after a child who is under 16 and who has difficulties walking or needs more looking after than a child of the same age who doesn't have a disability.

(b) Disability - A person has a disability if she or he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities

Positive Impact: Disabled people will still be able to use the full range of Shopmobility services, despite the cessation of subsidy from the county council.

Negative Impact: Disabled people with limited financial income may not be able to use the service as frequently due to the introduction of charges. However, many of the Shop-mobility users are likely to be in receipt of either Disability Living Allowance (DLA) or Personal Independence Payments (PIP) – see information above in 'age' category.

(c) Sex – A man or a woman.

There are more disabled women than men in the UK. In 2012/13, there were 6.4 million disabled women (21%) and 5.5 million disabled men (18%). This has remained broadly stable over time. Therefore, women will be impacted by the changes more than men. People will be charged for the service so may use it less (that will have an especially detrimental impact on people on low incomes). However, the council could not afford to run the service if we did not charge for it, and with charges the service would run at the same capacity as is currently the case.

(d) Transgender – A person who does not identify with the gender they were assigned to at birth (includes gender reassignment that is the process of transitioning from one gender to another)

No potential impact has been identified

(e) Pregnancy and maternity

No potential impact has been identified

(f) Marriage and civil partnership

No potential impact has been identified

(g) Race - The protected characteristic 'race' refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

The prevalence and profile of disability varies by ethnicity. For instance, people from white ethnic groups are almost twice as likely as those from non-white ethnic groups to have a limiting long-standing illness or disability (20% compared with 11%). Nevertheless, impacts disability or long-term illness has on one's ability to participate in social life (including leisure activities like shopping) are different for different ethnic backgrounds: Adults with an impairment from black or black British ethnic backgrounds report the highest number of life areas (for example, leisure) in which participation is restricted, while adults from white ethnic backgrounds report the lowest.

The impact of the changes for ethnic groups are mixed, as people will be charged for the service so may use it less (that will have an especially detrimental impact on people on low incomes). With charges the service would run at the same capacity as is currently the case.

(h) Religion or belief

No potential impact has been identified

(i) Sexual orientation

No potential impact has been identified

(j) Other factors that may lead to inequality – in particular – please consider the impact of any changes on low income groups or those experiencing the impacts of poverty

Negative Impact: People with limited financial income may not be able to use the service as frequently due to the introduction of charges. However, many of the Shop-mobility users are likely to be in receipt of either Disability Living Allowance (DLA) or Personal Independence Payments (PIP). People aged 16 to 64 with long-term illnesses and disabilities will arguably be affected less as they can claim Personal Independence Payment (PIP) or may be on Disability Living Allowance (DLA). (PIP is replacing DLA but some people will not yet have migrated onto PIP.) PIP (and DLA) is a non-means tested benefit to help disabled people with the extra costs of a living with long-term health condition or disability, and is for people aged 16 to 64. Both benefits are designed to support individual's independence for both care and mobility. In the case of scooter hire and shopping escorts this could be for payment of services.

Parents or carers of children aged under 16, can be in receipt of Disability Living Allowance (DLA) for children in order to help with the extra costs of looking after a child who is under 16 and who has difficulties walking or needs more looking after than a child of the same age who doesn't have a disability.

11. Action plan – New equality impacts will be identified in different stages throughout the planning and implementation stages of changes to your strategy, policy, plan, project, contract or major change to your service. How will you monitor these going forward? Also, how will you ensure that any potential negative impacts of the changes will be mitigated? (Please include dates where possible for when you will update this EqlA accordingly.)

An introduction of charges will enable the city council to continue to offer the full range of Shopmobility services. These charges were calculated after research into Shopmobility service charges across the UK, along with the funds required to cover the shortfall based upon current usage figures.

The service would need to continue to be subsidised by the general fund to cover the contribution from Cambridgeshire County Council should charging for services not be introduced.

The National Federation for Shop-Mobility (NFSM) support this approach as a way of sustaining services, their view is that residents would rather pay for the service than lose it.

The full range of Shopmobility services that Cambridge City Council offers includes escorted shopping trips, Dial-a-Ride bus stop pickups and use of mobility scooters and wheelchairs. There are also two sites within the city centre which customers can choose from. It is rare for Shopmobility suppliers to provide such a range of services, especially across two sites due to the running costs. This directly affects the cost of running the service and therefore the charges that must be applied in order to cover the cost, so that the Council can continue to support disabled shoppers to the degree that it does, across the whole of the city centre. Due to the introduction of charges, there is a projected reduction in usage, which means that the proposed charges would need to cover this.

Regular users of the service can pay for membership, which will enable them to benefit from discounted hire charges.

Shopmobility service usage will be monitored going forward, to see how the charges affect the numbers of those using the service. We will also continue to monitor feedback from customers to ensure that we are providing the best service we can.

12. Do you have any additional comments?

13. Sign off

Name and job title of lead officer for this equality impact assessment: Jake Smith,
Commercial Projects Officer

Names and job titles of other assessment team members and people consulted: Sean
Cleary, Commercial Operations Manager, Parking Services, Julie Jackson, Commercial
Projects Officer, Parking Services Helen Crowther, Equality and Anti-Poverty Officer

Date of EqlA sign off:

Date of next review of the equalities impact assessment: January 2019

Sent to Helen Crowther, Equality and Anti-Poverty Officer?

Yes

Date to be published on Cambridge City Council website (if known):



Item

Planning Policy and Transport Portfolio

Revenue and Capital Budget Proposals for 2017/18 to 2022/23

To:

Councillor Kevin Blencowe, Executive Councillor for Planning Policy and Transport

Report by:

Chief Executive, Strategic Directors, Head of Finance

Wards affected:

(All) Abbey, Arbury, Castle, Cherry Hinton, Coleridge, East Chesterton, King's Hedges, Market, Newnham, Petersfield, Queen Edith's, Romsey, Trumpington, West Chesterton

Key Decision

1. Executive Summary

Revenue and Capital Budgets

- 1.1 The following report details the budget proposals relating to this portfolio that are included in the Budget-Setting Report (BSR) 2018/19 which will be considered at the following meetings:

Date	Committee	Comments
22 January 2018	Strategy & Resources	Consider proposals / recommendations from all Scrutiny Committees in relation to their portfolios
25 January 2018	The Executive	Budget amendment may be presented
12 February 2018	Strategy & Resources	Consider any further amendments including opposition proposals
22 February 2018	Council	Approves General Fund Budget and sets Council Tax

- 1.2 The report also includes a recommendation concerning the review of charges for this portfolio.

2. Recommendations

The Executive Councillor is recommended to:

Review of Charges:

- a) Approve the proposed charges for this portfolio's services and facilities, as shown in Appendix A to this report.

Revenue:

- b) Consider the revenue budget proposals as shown in Appendix B.

Capital:

- c) Note that there are no capital bids or savings presented for this portfolio.

3. Background

- 3.1 At its meeting on 19 October 2017, Council gave initial consideration to the budget prospects for the General Fund for 2018/19 and future years in the Medium-Term Financial Strategy (MTFS) 2017.
- 3.2 The overall BSR to Strategy & Resources Scrutiny Committee on 22 January 2018 will include a review of all the factors relating to the overall financial strategy that were included in the MTFS.
- 3.3 The report to The Executive on 25 January 2018 may include details of the Government's Final Settlement for 2018/19. The announcement is likely to be made shortly after the conclusion of the consultation period in January 2018.
- 3.4 Further work may be required on detailed budgets, so delegation to the Head of Finance will be sought from Council for authority to finalise changes relating, for example, to the reallocation of departmental administration, support service and central costs, in accordance with the CIPFA Service Reporting Code of Practice for Local Authorities (SeRCOP).

Budget 2018/19 - Overall Revenue Budget Position

- 3.5 The budget proposals for this portfolio, as summarised in table 1, will be considered by The Executive at its meeting on 25 January 2018.

Table 1: Overall Revenue Proposals (see Appendix B)

Savings and Bids	2018/19 Budget £	2019/20 Forecast £
Savings:		
Increased Income	(605,000)	(445,000)
Savings	(166,000)	(166,000)
Total	(771,000)	(611,000)
Bids:		
Unavoidable Revenue Pressures	288,000	150,000
Reduced Income		
Bids	67,500	67,500
Total	355,500	217,500
Net (savings)/bids	(415,500)	(393,500)

External Bids	-	-
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Non-Cash Limit Items	-	-
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Capital

- 3.6 The majority of capital bids address the on-going renewal, updating and major repairs of the council's buildings and operational assets. As such they support income generation (car parks, commercial property), and the delivery of services (vehicles, building repairs, etc.). There are no new capital proposals for this portfolio.

Public Consultation

- 3.7 The Council has carried out a budget consultation exercise annually since 2002.
- 3.8 This year the Council chose to focus its budget consultations on finding out what a representative sample of local people think about approaches to finding savings that the Council is either currently following or considering. As a part of this participants were also invited to offer any other additional saving ideas that the Council could investigate. This approach was followed this year because it was felt, based on previous experience, wider residents' views about services or the Council were unlikely to have changed since 2016, when a broader residents' survey was carried out.
- 3.9 The budget consultation was undertaken by an independent market research company during September 2017, with 445 randomly selected households participating. In addition two workshops were held with people from low income households to get their perspective. Local businesses were also invited to participate in the consultation and 74 returned completed questionnaires.
- 3.10 The results of the consultation can be found on the council's website at: <https://www.cambridge.gov.uk/budget-consultation>

4. Implications

All budget proposals have a number of implications. A decision not to approve a revenue bid will impact on managers' ability to deliver the service or scheme in question and could have financial, staffing, equality and poverty, environmental, procurement or community safety implications. A decision not to approve a capital or external bid will impact on managers' ability to deliver the developments desired in the service areas.

(a) Financial Implications

Financial implications of budget proposals are summarised in the General Fund BSR 2018/19.

(b) Staffing Implications

Staffing implications of budget proposals are also summarised in the General Fund BSR 2018/19.

(c) Equality and Poverty Implications

A consolidated Equality Impact Assessment for the budget proposals is included in the BSR, reporting separately to Strategy and Resources Scrutiny Committee. Individual Equality Impact Assessments have been conducted to support this and will be available on the Council's website.

A local poverty rating (using the classifications outlined in the BSR) has been included in each budget proposal to assist with assessment.

(d) Environmental Implications

Where relevant, officers have considered the environmental impact of budget proposals which are annotated as follows:

- +H / +M / +L: to indicate that the proposal has a high, medium or low positive impact.
- Nil: to indicate that the proposal has no climate change impact.
- -H / -M / -L: to indicate that the proposal has a high, medium or low negative impact.

(e) Procurement Implications

Any procurement implications will be outlined in the BSR 2018/19.

(f) Community Safety Implications

Any Community Safety Implications will be outlined in the BSR 2018/19.

5. Consultation and communication considerations

As outlined in 3 above, budget proposals are based on the requirements of statutory and discretionary service provision. Public consultations are undertaken throughout the year and can be seen at:

cambridge.gov.uk/current-consultations

6. Background papers

These background papers were used in the preparation of this report:

- Budget Setting Report 2018/19
- Medium-Term Financial Strategy October 2017
- Individual Equality Impact Assessments

7. Appendices

The following items, where applicable, are included for discussion:

Appendix	Proposal Type	Included
A	Review of Fees & Charges	✓
B	Revenue Budget Proposals for this portfolio	✓
C	Capital Budget Proposals for this portfolio	N/A

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact:

Authors' Names: Karen Whyatt, Chris Humphris, Lisa Dick
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chris.humphris@cambridge.gov.uk
Authors' Emails: lisa.dick@cambridge.gov.uk

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Off Street

MULTISTOREY CAR PARKS (Pay on foot)	2018/19			2017/18			2018/19 from 2017/18				
	Mondays to Fridays	Mondays to Fridays	Saturdays and Sundays	Mondays & Tuesdays	Wednesdays, Thursdays and Fridays	Saturdays and Sundays	Comparisons % Change				
Grand Arcade	Mon-Fri 10am to 6pm	If a vehicle parks between Mon to Fri 8am to 10am the following rates are payable for the duration of the stay	Sat 9am to 5pm Sun 10am to 5pm	Mon-Tue 7am to 5pm	Wed-Fri 7am to 5pm	Sat 9am to 5pm Sun 10am to 5pm	Mon-Tue 10am to 5pm	Mon -Tue 8am to 10am rates are payable for the duration of the stay	Wed-Fri 10am to 5pm	Wed-Fri 8am to 10am rates are payable for the duration of the stay	Sat 9am to 5pm Sun 10am to 5pm
1hr	£2.40	£2.90	£2.70	£2.00	£2.30	£2.60	20.0%	45.0%	4.3%	26.1%	3.8%
2hrs	£4.80	£5.80	£5.30	£4.00	£4.60	£5.10	20.0%	45.0%	4.3%	26.1%	3.9%
3hrs	£7.10	£8.60	£7.80	£6.00	£6.90	£7.60	18.3%	43.3%	2.9%	24.6%	2.6%
4hrs	£10.50	£12.50	£12.10	£8.70	£10.20	£11.70	20.7%	43.7%	2.9%	22.5%	3.4%
5hrs	£20.10	£22.60	£21.20	£19.50	£19.50	£20.50	3.1%	15.9%	3.1%	15.9%	3.4%
over 5 hrs	£25.80	£28.80	£26.80	£25.00	£25.00	£26.00	3.2%	15.2%	3.2%	15.2%	3.1%
evenings & overnight	£1.20	£1.20	£1.20	£1.20	£1.20	£1.20	0.0%	0.0%	0.0%	0.0%	0.0%

Queen Anne Terrace	Mon-Fri 10am to 6pm	If a vehicle parks between Mon to Fri 8am to 10am the following rates are payable for the duration of the stay	Sat 9am to 5pm Sun 10am to 5pm	Mon-Tue 7am to 5pm	Wed-Fri 7am to 5pm	Sat 9am to 5pm Sun 10am to 5pm	Mon-Tue 10am to 5pm	Mon -Tue 8am to 10am rates are payable for the duration of the stay	Wed-Fri 10am to 5pm	Wed-Fri 8am to 10am rates are payable for the duration of the stay	Sat 9am to 5pm Sun 10am to 5pm
1hr	£1.60	£2.10	£1.60	£1.20	£1.50	£1.50	33.3%	75.0%	6.7%	40.0%	6.7%
2hrs	£3.10	£4.10	£3.10	£2.40	£3.00	£3.00	29.2%	70.8%	3.3%	36.7%	3.3%
3hrs	£4.30	£5.80	£4.30	£3.60	£4.20	£4.20	19.4%	61.1%	2.4%	38.1%	2.4%
4hrs	£5.10	£7.20	£5.10	£4.80	£5.00	£5.00	6.3%	50.0%	2.0%	44.0%	2.0%
5hrs	£6.80	£9.30	£6.80	£6.60	£6.60	£6.60	3.0%	40.9%	3.0%	40.9%	3.0%
6hrs	£10.30	£13.30	£10.30	£10.00	£10.00	£10.00	3.0%	33.0%	3.0%	33.0%	3.0%
over 6 hrs	£13.70	£17.20	£13.70	£13.30	£13.30	£13.30	3.0%	29.3%	3.0%	29.3%	3.0%
evenings & overnight	£0.80	£0.80	£0.80	£0.80	£0.80	£0.80	0.0%	0.0%	0.0%	0.0%	0.0%

Park Street	Mon-Fri 10am to 6pm	If a vehicle parks between Mon to Fri 8am to 10am the following rates are payable for the duration of the stay	Sat 9am to 5pm Sun 10am to 5pm	Mon-Tue 7am to 5pm	Wed-Fri 7am to 5pm	Sat 9am to 5pm Sun 10am to 5pm	Mon-Tue 10am to 5pm	Mon -Tue 8am to 10am rates are payable for the duration of the stay	Wed-Fri 10am to 5pm	Wed-Fri 8am to 10am rates are payable for the duration of the stay	Sat 9am to 5pm Sun 10am to 5pm
1hr	£2.20	£2.70	£2.40	£2.00	£2.10	£2.30	10.0%	35.0%	4.8%	28.6%	4.3%
2hrs	£3.90	£4.90	£4.80	£3.50	£3.80	£4.60	11.4%	40.0%	2.6%	28.9%	4.3%
3hrs	£5.90	£7.40	£6.70	£5.00	£5.70	£6.50	18.0%	48.0%	3.5%	29.8%	3.1%
4hrs	£9.90	£11.90	£10.80	£8.00	£9.60	£10.50	23.8%	48.8%	3.1%	24.0%	2.9%
5hrs	£17.50	£20.00	£18.60	£17.00	£17.00	£18.00	2.9%	17.6%	2.9%	17.6%	3.3%
over 5 hrs	£24.80	£27.80	£24.80	£24.00	£24.00	£24.00	3.3%	15.8%	3.3%	15.8%	3.3%
evenings & overnight	£0.80	£0.80	£0.80	£0.80	£0.80	£0.80	0.0%	0.0%	0.0%	0.0%	0.0%

Review of Fees and Charges

Appendix A

Grafton East	Mon-Fri 10am to 6pm	If a vehicle parks between Mon to Fri 8am to 10am the following rates are payable for the duration of the stay	Sat 9am to 5pm Sun 10am to 5pm	Mon-Tue 7am to 5pm	Wed-Fri 7am to 5pm	Sat 9am to 5pm Sun 10am to 5pm	Mon-Tue 10am to 5pm	Mon -Tue 8am to 10am rates are payable for the duration of the stay	Wed-Fri 10am to 5pm	Wed-Fri 8am to 10am rates are payable for the duration of the stay	Sat 9am to 5pm Sun 10am to 5pm
1hr	£2.20	£2.70	£2.40	£2.00	£2.10	£2.30	10.0%	35.0%	4.8%	28.6%	4.3%
2hrs	£3.70	£4.70	£4.50	£3.50	£3.60	£4.40	5.7%	34.3%	2.8%	30.6%	2.3%
3hrs	£5.80	£7.30	£6.40	£5.00	£5.60	£6.20	16.0%	46.0%	3.6%	30.4%	3.2%
4hrs	£9.50	£11.50	£10.80	£8.00	£9.20	£10.50	18.8%	43.8%	3.3%	25.0%	2.9%
5hrs	£17.50	£20.00	£18.60	£17.00	£17.00	£18.00	2.9%	17.6%	2.9%	17.6%	3.3%
over 5 hrs	£24.80	£27.80	£24.80	£24.00	£24.00	£24.00	3.3%	15.8%	3.3%	15.8%	3.3%
evenings & overnight	£0.80	£0.80	£0.80	£0.80	£0.80	£0.80	0.0%	0.0%	0.0%	0.0%	0.0%

Grafton West	Mon-Fri 10am to 6pm	If a vehicle parks between Mon to Fri 8am to 10am the following rates are payable for the duration of the stay	Sat 9am to 5pm Sun 10am to 5pm	Mon-Tue 7am to 5pm	Wed-Fri 7am to 5pm	Sat 9am to 5pm Sun 10am to 5pm	Mon-Tue 10am to 5pm	Mon -Tue 8am to 10am rates are payable for the duration of the stay	Wed-Fri 10am to 5pm	Wed-Fri 8am to 10am rates are payable for the duration of the stay	Sat 9am to 5pm Sun 10am to 5pm
1hr	£2.20	£2.70	£2.40	£2.00	£2.10	£2.30	10.0%	35.0%	4.8%	28.6%	4.3%
2hrs	£3.70	£4.70	£4.50	£3.50	£3.60	£4.40	5.7%	34.3%	2.8%	30.6%	2.3%
3hrs	£5.80	£7.30	£6.40	£5.00	£5.60	£6.20	16.0%	46.0%	3.6%	30.4%	3.2%
4hrs	£9.50	£11.50	£10.80	£8.00	£9.20	£10.50	18.8%	43.8%	3.3%	25.0%	2.9%
5hrs	£17.50	£20.00	£18.60	£17.00	£17.00	£18.00	2.9%	17.6%	2.9%	17.6%	3.3%
over 5 hrs	£24.80	£27.80	£24.80	£24.00	£24.00	£24.00	3.3%	15.8%	3.3%	15.8%	3.3%
evenings & overnight	£0.80	£0.80	£0.80	£0.80	£0.80	£0.80	0.0%	0.0%	0.0%	0.0%	0.0%

Review of Fees and Charges

SURFACE CAR PARKS

ADAM AND EVE STREET		Pay and display		
Monday to Friday	8am to 7pm			
Monday to Saturday	9am to 7pm			
Sunday	10am to 5pm			
Maximum stay 2 hours	2018/19	2017/18	% change	Evenings and overnight
Charges	70p for 20 mins (£2.10/hr)	70p for 20 mins (£2.10/hr)	0.0%	Free

CASTLE HILL CAR PARK		Pay and display		
Monday to Friday	8am to 7pm			
Saturday	9am to 7pm			
Sunday	10am to 5pm			
Charges	2018/19	2017/18	% change	Evenings and overnight
Up to 2 hours	£2.50	£2.50	0.0%	Free
2-4 hours	£4.80	£4.80	0.0%	
over 4 hours	£8.00	£8.00	0.0%	
Sunday all day charge	£4.00	£4.00	0.0%	
Weekly ticket (7 days) NEW	£35.00	£35.00	0.0%	

GWYNETH STREET		Pay and display		
Maximum stay 2 hours	2018/19	2017/18	% change	Evenings, overnight and Sundays
	Monday to Friday 8am to 7pm Saturday 9am to 7pm	Monday to Friday 8am to 5pm Saturday 9am to 5pm		
Charges	90p for 30 mins (£1.80/hr)	90p for 30 mins (£1.80/hr)	0.0%	Free

RIVERSIDE CAR PARK		Pay and display		
Maximum stay 8 hours	2018/19	2017/18	% change	Evenings, overnight and Sundays
	Monday to Friday 8am to 7pm Saturday 9am to 7pm	Monday to Friday 8am to 5pm Saturday 9am to 5pm		
Charges	50p for 30 mins (£1/hr)	50p for 30 mins (£1/hr)	0.0%	Free

SEASON TICKET CHARGES - Business Permits

New rates for 2018/19

Park Street, Queen Anne and Grafton Centre car parks	Quarterly fee inclusive of VAT (18/19)	Quarterly fee inclusive of VAT (17/18)	% change	20% Discount for low emission [Group A] vehicles 18/19	Discounted fee (18/19)
'Night Owl' 7 days 5pm-9am (one car park*)	£243.75	£187.50	30.0%	£48.75	£195.00
24/7 Premium (Grafton car parks, Park St, Queen Anne)	£806.00	£620.00	30.0%	£161.20	£644.80
Monday-Friday 24/5 access (one car park*)	£650.00	£500.00	30.0%	£130.00	£520.00
Monday-Friday 8am -6pm (one car park*)	£520.00	£400.00	30.0%	£104.00	£416.00

Note *excluding Grand Arcade car park

DISABLED BADGE HOLDERS

First three hours parking free, on production of a valid Blue Badge to the City Council at the **Grand Arcade, Park Street, Grafton East, Grafton West and Queen Anne Terrace car parks.**

At multi storey car parks durations of stay in excess of three hours the normal car park charges will apply as if from the first hour, i.e. the fourth will be charged as if it were the first hour, the fifth as if it were the second hour, etc.

Two hours free parking during charging hours when a valid Blue Badge and time clock is displayed at **Adam and Eve and Gwydir Street car parks.**

Three hours free parking when a valid Blue Badge and time clock is displayed at **Castle Hill and Riverside car parks.**

2018/19 Budget - Revenue Proposals

Page 1 of 4

Reference	Item Description	2017/18 Budget £	2018/19 Budget £	2019/20 Budget £	2020/21 Budget £	2021/22 Budget £	Contact	Climate Effect & Poverty Ratings
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Bids

Planning Policy & Transport

B4088	3C's Out Of Hours Computer (ICT) Support Services	0	27,500	27,500	27,500	27,500	Sean Cleary	Nil
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The original corporate ICT support contract for the City Council was set up to cover mainly office hours, Mon to Fri. The Council's multi-storey car parks peak operational periods is inclusive of weekends. The service has previously experienced loss of service which could have been mitigated if IT services were available at weekends. Having the Out of hours (OOH) support will allow continuity of services, protection of revenue streams and protection of the council's overall reputation

B4133	Additional planning enforcement officer	0	40,000	40,000	40,000	40,000	Sarah Dyer	Nil
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Additional post to increase planning enforcement capability during the current period of major growth pressure in the city, and the need both to ensure effective enforcement action on occasions of development occurring without proper applications, and also where conditions are breached. This resource will be allocated to additional enforcement in Cambridge, and paid for by the City Council as part of the new Planning Shared Service.

Total Bids in Planning Policy & Transport

0	67,500	67,500	67,500	67,500
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Total Bids

0	67,500	67,500	67,500	67,500
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2018/19 Budget - Revenue Proposals

Page 2 of 4

Reference	Item Description	2017/18 Budget £	2018/19 Budget £	2019/20 Budget £	2020/21 Budget £	2021/22 Budget £	Contact	Climate Effect & Poverty Ratings
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Increased Income

Planning Policy & Transport

II4122	Introduction of hire charge for Shopmobility equipment	0	(45,000)	(45,000)	(45,000)	(45,000)	Sean Cleary	Nil
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The County Council no longer provide a grant which was £50,770 per year to support this service. It is proposed to introduce charges based around a membership scheme with discounts for Cambridge residents. Most shopmobility schemes around the country already are subject to charges. The system of allowing up to 3 hours free parking to users of the service would remain unchanged.

II4129	Park Street Original Assumptions for redevelopment of site added back to the budget	0	(560,000)	(400,000)	(30,000)	0	Sean Cleary	Nil
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Given there is now clarity on the short term future of Park St car park, this bid is for the increased income year None on year for the next three years or until any development begins

Total Increased Income in Planning Policy & Transport	0	(605,000)	(445,000)	(75,000)	(45,000)			
Total Increased Income	0	(605,000)	(445,000)	(75,000)	(45,000)			

2018/19 Budget - Revenue Proposals

Page 3 of 4

Reference	Item Description	2017/18 Budget £	2018/19 Budget £	2019/20 Budget £	2020/21 Budget £	2021/22 Budget £	Contact	Climate Effect & Poverty Ratings
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Savings

Planning Policy & Transport

S4124	Greater Cambridge Planning Partnership - reduction in shared service cost	0	(166,000)	(166,000)	(166,000)	(166,000)	Stephen Kelly	Nil
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Draft regulations have been published to allow fees to be increased on the basis that the additional income None must be spent on the Planning Service. The anticipated 20% increase in Planning Application Fees will result in a reduction in shared service cost estimated to be in the range from £150k - £200k

Total Savings in Planning Policy & Transport

0	(166,000)	(166,000)	(166,000)	(166,000)
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Total Savings

0	(166,000)	(166,000)	(166,000)	(166,000)
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2018/19 Budget - Revenue Proposals

Page 4 of 4

Reference	Item Description	2017/18 Budget £	2018/19 Budget £	2019/20 Budget £	2020/21 Budget £	2021/22 Budget £	Contact	Climate Effect & Poverty Ratings
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Unavoidable Revenue Pressure

Planning Policy & Transport

URP4072	Set up costs (revenue) Greater Cambridge Planning Partnership	0	138,000	0	0	0	Stephen Kelly	Nil
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Project management and associated costs for new Greater Cambridge Planning Partnership None

URP4073	Contribution to cost of discrete city planning strategies and the joint Local Plan	0	150,000	150,000	150,000	150,000	Stephen Kelly	Nil
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Cambridge City Council's proportionate share of joint Local Plan costs as part of our joint venture with South Cambridgeshire District Council in the Greater Cambridge Planning Partnership. The Local Plan is a statutory responsibility and sets out local planning policies and identifies how land is used, determining what will be built where. Adopted local plans provide the framework for development across England. This bid will also fund strategies for stand alone City policies such as the implementation of Community Infrastructure Levy (CIL) and Neighbourhood Plans. None

Total Unavoidable Revenue Pressure in
Planning Policy & Transport

0	288,000	150,000	150,000	150,000
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Total Unavoidable Revenue Pressure

0	288,000	150,000	150,000	150,000
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Report Total

0	(415,500)	(393,500)	(23,500)	6,500
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Item



Environmental Services and City Centre Portfolio Revenue and Capital Budget Proposals for 2017/18 to 2022/23

To:

Councillor Rosy Moore, Executive Councillor for Environmental Services and City Centre

Report by:

Chief Executive, Strategic Directors, Head of Finance

Wards affected:

(All) Abbey, Arbury, Castle, Cherry Hinton, Coleridge, East Chesterton, King's Hedges, Market, Newnham, Petersfield, Queen Edith's, Romsey, Trumpington, West Chesterton

Key Decision

1. Executive Summary

Revenue and Capital Budgets

- 1.1 The following report details the budget proposals relating to this portfolio that are included in the Budget-Setting Report (BSR) 2018/19 which will be considered at the following meetings:

Date	Committee	Comments
22 January 2018	Strategy & Resources	Consider proposals / recommendations from all Scrutiny Committees in relation to their portfolios
25 January 2018	The Executive	Budget amendment may be presented
12 February 2018	Strategy & Resources	Consider any further amendments including opposition proposals
22 February 2018	Council	Approves General Fund Budget and sets Council Tax

- 1.2 The report also includes a recommendation concerning the review of charges for this portfolio.

2. Recommendations

The Executive Councillor is recommended to:

Review of Charges:

- a) Approve the proposed charges for this portfolio's services and facilities, as shown in Appendix A to this report.

Revenue:

- b) Consider the revenue budget proposals as shown in Appendix B.

Capital:

- c) To approve the vehicle and equipment fleet replacements for 18/19, as included in Appendix D, the financial implications of which are included in Appendix C.
- d) Consider the capital budget proposals as shown in Appendix C.
- e) Adjust capital funding for item 2 (d).

3. Background

- 3.1 At its meeting on 19 October 2017, Council gave initial consideration to the budget prospects for the General Fund for 2018/19 and future years in the Medium-Term Financial Strategy (MTFS) 2017.
- 3.2 The overall BSR to Strategy & Resources Scrutiny Committee on 22 January 2018 will include a review of all the factors relating to the overall financial strategy that were included in the MTFS.
- 3.3 The report to The Executive on 25 January 2018 may include details of the Government's Final Settlement for 2018/19. The announcement is likely to be made shortly after the conclusion of the consultation period in January 2018.
- 3.4 Further work may be required on detailed budgets, so delegation to the Head of Finance will be sought from Council for authority to finalise changes relating, for example, to the reallocation of departmental administration, support service and central costs, in accordance with the CIPFA Service Reporting Code of Practice for Local Authorities (SeRCOP).

Budget 2018/19 - Overall Revenue Budget Position

- 3.5 The budget proposals for this portfolio, as summarised in table 1, will be considered by The Executive at its meeting on 25 January 2018.

Table 1: Overall Revenue Proposals (see Appendix B)

Savings and Bids	2018/19 Budget £	2019/20 Forecast £
Savings:		
Increased Income	(76,500)	(76,500)
Savings	(55,000)	(55,000)
Total	(131,500)	(131,500)
Bids:		
Unavoidable Revenue Pressures	62,000	72,000
Reduced Income		
Bids	220,800	103,800
Total	282,800	175,800
Net (savings)/bids	151,300	44,300

External Bids	-	-
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Non-Cash Limit Items	-	-
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Review of Charges

- 3.6 Proposals for the review of charges for this portfolio that require approval are presented in Appendix A.
- 3.7 As some charges are regulatory functions the review of charges for those services will be reported to Licensing Committee for approval on 29 January 2018.
- 3.8 The statutory Licensing Act 2003 fees plus the Gambling Act 2005 fees which are set within parameters fixed by the department of Culture, Media and Sport are not shown in the appendix. These can be viewed on the City Council website.
<https://www.cambridge.gov.uk/licences-and-permits>

Capital

- 3.9 The majority of capital bids address the on-going renewal, updating and major repairs of the council's buildings and operational assets. As such they support income generation (car parks, commercial property), and the delivery of services (vehicles, building repairs, etc.). New capital proposals for this portfolio are shown in Appendix C and summarised in table 2.

Table 2: Overall Capital Proposals (see Appendix C)

	2017/18 £	2018/19 £	2019/20 £	2020/21 £	2021/22 £	2022/23 £
New Capital Bids	26,000	1,091,000	-	-	-	-

Vehicle and Equipment Replacements 2018/19

- 3.10 Capital projects with a value of greater than £1million require Executive Councillor approval before further consideration for funding as part of the BSR.
- 3.11 Replacements of existing vehicle and equipment is costed at £1.091million and the Full Business Case, containing the financial and all other implications, including EQIA and Climate Change ratings are set out in the attached appendix D.
- 3.12 The Capital Programme Board have reviewed this project, as detailed in the attached appendix and consider it is properly planned and ready for implementation, subject to Executive Councillor and funding approval.

Public Consultation

- 3.13 The Council has carried out a budget consultation exercise annually since 2002.
- 3.14 This year the Council chose to focus its budget consultations on finding out what a representative sample of local people think about approaches to finding savings that the Council is either currently following or considering. As a part of this participants were also invited to offer any other additional saving ideas that the Council could investigate. This approach was followed this year because it was felt, based on previous experience, wider residents' views about services or the Council were unlikely to have changed since 2016, when a broader residents' survey was carried out.
- 3.15 The budget consultation was undertaken by an independent market research company during September 2017, with 445 randomly selected households participating. In addition two workshops were held with people from low income households to get their perspective. Local businesses were also invited to participate in the consultation and 74 returned completed questionnaires.
- 3.16 The results of the consultation can be found on the council's website at: <https://www.cambridge.gov.uk/budget-consultation>

4. Implications

All budget proposals have a number of implications. A decision not to approve a revenue bid will impact on managers' ability to deliver the service or scheme in question and could have financial, staffing, equality and poverty, environmental, procurement or community safety implications. A decision not to approve a capital or external bid will impact on managers' ability to deliver the developments desired in the service areas.

(a) Financial Implications

Financial implications of budget proposals are summarised in the General Fund BSR 2018/19.

(b) Staffing Implications

Staffing implications of budget proposals are also summarised in the General Fund BSR 2018/19.

(c) Equality and Poverty Implications

A consolidated Equality Impact Assessment for the budget proposals is included in the BSR, reporting separately to Strategy and Resources Scrutiny Committee. Individual Equality Impact Assessments have been conducted to support this and will be available on the Council's website.

A local poverty rating (using the classifications outlined in the BSR) has been included in each budget proposal to assist with assessment.

(d) Environmental Implications

Where relevant, officers have considered the environmental impact of budget proposals which are annotated as follows:

- +H / +M / +L: to indicate that the proposal has a high, medium or low positive impact.
- Nil: to indicate that the proposal has no climate change impact.
- -H / -M / -L: to indicate that the proposal has a high, medium or low negative impact.

(e) Procurement Implications

Any procurement implications will be outlined in the BSR 2018/19.

(f) Community Safety Implications

Any Community Safety Implications will be outlined in the BSR 2018/19.

5. Consultation and communication considerations

As outlined in 3 above, budget proposals are based on the requirements of statutory and discretionary service provision. Public consultations are undertaken throughout the year and can be seen at:

cambridge.gov.uk/current-consultations

6. Background papers

These background papers were used in the preparation of this report:

- Budget Setting Report 2018/19
- Medium-Term Financial Strategy October 2017
- Individual Equality Impact Assessments

7. Appendices

The following items, where applicable, are included for discussion:

Appendix	Proposal Type	Included
A	Review of Fees & Charges	✓
B	Revenue Budget Proposals for this portfolio	✓
C	Capital Budget Proposals for this portfolio	✓
D	Vehicle and Equipment fleet replacements 2018/19	✓

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact:

Authors' Names: Karen Whyatt, Lisa Dick
Authors' Phone Numbers: 01954 - 458145, 01223 – 458142
karen.whyatt@cambridge.gov.uk
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O:\accounts\Committee Reports & Papers\Environment Scrutiny\2018 January\Env Services & City Centre\Final\2018-19 Budget Report - Env Services and City Centre.docx

**Environmental Services and City Centre Portfolio / Environment Scrutiny Committee
Review of Fees and Charges**

Charge Type and Description	Charges 2017/18	Charges 2018/19	% Increase
Environmental Services			
Pest Control Treatments for Businesses / Commercial per hour (minimum half hour)	£95.00	£97.00	2.1%
House / Car Alarms (fee includes administration costs)	Actual Costs	Actual Costs	0.0%
Lecture Fees - per hour	£72.00	£74.00	2.8%
Food Surrender and Disposal	Actual Costs	Actual Costs	0.0%
Food Register - entire register printed	£855.00	£875.00	2.3%
Taught CIEH courses	£65.00	£70.00	7.7%
Online CIEH Courses	£26.00	£26.50	1.9%
Examination following on-line courses	£21.00	£21.50	2.4%
Tailored Training	Actual Costs	Actual Costs	0.0%
Mentoring Training	Actual Costs	Actual Costs	0.0%
Primary Authority Partnership Scheme at £45 hour	Actual Costs	Actual Costs	0.0%
Contaminated Land (per Enquiry/Polygon)	£205.00	£210.00	2.4%
Food Hygiene Ratings (FHRS) Rescore	N/A	£150.00	N/A
Scrap Metal Dealers			
Site Licence	£430.00	£440.00	2.3%
Conversion to collector's licence	£52.00	£54.00	3.8%
Change of licensee name	£52.00	£54.00	3.8%
Addition of site	£430.00	£440.00	2.3%
Removal of site	£52.00	£54.00	3.8%
Change of Site Manager	£126.00	£130.00	3.2%
Replacement of lost or damaged licence	£47.00	£48.00	2.1%
Collector's licence	£183.00	£188.00	2.7%
Conversion to site licence	£370.00	£380.00	2.7%
Change of name (e.g. status)	£52.00	£54.00	3.8%
Replacement of lost or damaged licence	£47.00	£48.00	2.1%
Taxi Vehicle Testing by the Garage			
Mechanical Fitness Test (Twice Yearly)	£56.00	£58.20	3.9%
Re-test if works carried out at a separate garage and returned within 10 days	£28.00	£29.00	3.6%
Re-test if works carried out at a separate garage and returned after 10 days	£56.00	£58.20	3.9%
Shared Waste Service			
Bulky domestic collections			
13 cubic metres domestic waste skip	£170.00	N/A	0.0%
One to three items (excluding hazardous items)	£30.00	£30.00	0.0%
More than three items (per item and maximum 9 items)	£5.00	£5.00	0.0%
Hazardous domestic collections			
One to three items (Not including big American type fridges or car batteries)	£30.00	N/A	N/A
Per Item (Fridge/Freezer/TV/Microwave etc)	NEW	£25.00	N/A
More than three items (per item)	£5.00	N/A	N/A
Other Domestic Collection Charges			
Delivery of a new 240 litre to new housing developments	£75.00	£75.00	0.0%
Delivery of a replacement black bin 240 litre - new	£50.00	£50.00	0.0%
Delivery of a replacement black bin 240 litre - reconditioned	£25.00	N/A	0.0%
Delivery of a replacement black bin 140 litre - new	£25.00	N/A	0.0%
Additional approved black bin - for large families etc.	NEW	£50.00	N/A
Delivery of a replacement green/blue bin when damaged or stolen	FREE	FREE	0.0%
Delivery of an additional blue bin	FREE	FREE	0.0%
Annual 2nd green bin charge - per additional 240 litre	£30.00	£35.00	16.7%
Annual 2nd green bin charge - per additional 140 litre	£25.00	£30.00	20.0%
Delivery of a replacement 660/1100 litre container	By quote	N/A	0.0%
Delivery of a replacement 940 litre container	By quote	N/A	0.0%
Clearance of rubbish from bin stores	By quote	By quote	0.0%
Boxes of clear recycling sacks (200 sacks) *	£16.00	N/A	0.0%
Recycling Kitchen Caddy Sacks (in packs of 50). Includes VAT.	£2.80	£3.00	7.1%
Recycling Kitchen Caddy Sacks (in packs of 10). Includes VAT and delivery.	NEW	£4.49	N/A

**Environmental Services and City Centre Portfolio / Environment Scrutiny Committee
Review of Fees and Charges**

Charge Type and Description	Charges 2017/18	Charges 2018/19	% Increase
Dogs			
Statutory Fee for all stray dogs**	£25.00	£25.00	0.0%
Transportation cost of stray dog to kennel	£65.85	£65.85	0.0%
Kennels registration and vet checking fee	£51.70	£51.70	0.0%
Daily kennel charges	£12.61	£16.20	28.5%
Collection fee for stray dogs out of normal office hours	£75.40	N/A	N/A
Collection fees			
*Standard Collection Fee Mon-Fri (8am to 4pm)	N/A	£43.00	N/A
Mon-Fri (4pm to 8am) plus standard collection fee*	N/A	£53.75	N/A
Weekend (Fri 4pm to Mon 8am) plus standard collection fee *	N/A	£64.50	N/A
Bank Holiday plus standard collection fee *	N/A	£107.50	N/A
Markets			
Cambridge Retail Market			
Monday - Friday rents			
General Market Weekday Premium	£19.73	£20.22	2.5%
General Market Weekday Standard	£16.32	£10.00	(38.7%)
Wednesday - Friday rents			
General Market Weekday Premium	£19.73	£20.22	2.5%
General Market Weekday Standard	£16.32	£16.73	2.5%
General Market Weekend Premium	£37.88	£38.83	2.5%
General Market Weekend Standard	£31.12	£31.90	2.5%
General Market Bank Holidays	£20.00	£0.00	(100.0%)
Hot Food Premium	£7.00	£7.18	2.6%
Casual Trading Premium	£5.00	£5.00	0.0%
*Storage Units	£17.59	£18.03	2.5%
All Saints Craft Fair			
Monday - Friday rents	£15.16	£15.54	2.5%
Saturday rent	£32.09	£32.89	2.5%
All Markets - Administration Fees			
Variations Fee - applicable for any changes that result in the production of a new licence.	£30.00	£30.00	0.0%
Direct Debit rebate	4%	4%	0.0%
* These charges are shown net of VAT			
** Externally set fees and charges			
Please note that animal businesses, skin piercing, sex establishment and taxi licences will be approved at Licensing Committee on 29th January 2018			

2018/19 Budget - Revenue Proposals

Page 1 of 5

Reference	Item Description	2017/18 Budget £	2018/19 Budget £	2019/20 Budget £	2020/21 Budget £	2021/22 Budget £	Contact	Climate Effect & Poverty Ratings
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Bids

Environmental Services & City Centre

B4043	Visit Cambridge & Beyond (VCB) unbudgeted provision for pension increase	0	17,000	0	0	0	Joel Carre	Nil
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Visit Cambridge & Beyond (VCB) is seeking interim financial support to cover an unavoidable increase in its annual employer pension contributions from 18.5% to 23.7% in 2018/19. This significant increase was not budgeted for in the Council's approved business case to establish VCB as a long term sustainable tourism service delivery model. VCB is seeking one year's interim financial support to cover this unavoidable and unforeseen budget pressure, as, by 2019/20, it will have been able to adapt its business model to accommodate it.

None

B4045	Market Square Project	0	100,000	0	0	0	Joel Carre	Nil
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A strategic development project to enhance the economic, social and environmental value of the Market Square public realm as a key community asset to support the city's growth. The project will be undertaken in two stages: stage 1 (feasibility assessment and preliminary costings) in 2018/19, to determine whether or not the project is financially viable, before proceeding to stage 2 (detailed design and associated capital investment plan) in 2019/20. The results from stages 1 and 2 will be used to support a planning application for the proposed project and to secure any additional capital and revenue resources required to support its ongoing development and delivery.

None

B4093	Additional staff requirements for Shared Waste Service to support household growth	0	40,000	40,000	40,000	40,000	Suzanne Hemingway	Nil
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The service is currently experiencing an annual property growth in the region of 2,700 properties per year. This growth puts additional pressure on the service to ensure that collections are not missed. Currently this has been absorbed by the service by utilising Team Managers as relief collection staff, however this cannot continue as it is having a negative impact on the duties they should be undertaking including training and safety inspections. The collection service has been modelled and it has been determined that an additional three collection staff will be needed to support collection across the three collection streams. £40k represents half of the cost, the other half is in South Cambridgeshire District Council (SCDC) budgets for 2018/19.

None

B4095	Waterbeach Facilities additional depot costs	0	4,800	4,800	4,800	4,800	Suzanne Hemingway	Nil
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The Waterbeach depot landlord has implemented charges for maintenance and service as per the lease agreement for the site which they had previously chosen not to pass on. The charges relate to use of fuelling station and vehicle wash off area both of which are required to fulfil the service operation. The £4,800 represents half of the cost to be paid by the City Council with the remaining £4,800 to be paid by South Cambridgeshire (SCDC).

None

B4115	Additional Administrative and Skilled Vehicle Fitter at the Waterbeach garage	0	59,000	59,000	59,000	59,000	David Cox	Nil
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2018/19 Budget - Revenue Proposals

Page 2 of 5

Reference	Item Description	2017/18 Budget £	2018/19 Budget £	2019/20 Budget £	2020/21 Budget £	2021/22 Budget £	Contact	Climate Effect & Poverty Ratings
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Bids

With the growth of business and the reduction in hours of the administration support staff an additional None member of staff is needed to keep pace with the workload. Also due to new contracts being signed an additional Fitter post is needed. [Linked to 114114]

Total Bids in Environmental Services & City Centre

0	220,800	103,800	103,800	103,800
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Total Bids

0	220,800	103,800	103,800	103,800
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2018/19 Budget - Revenue Proposals

Page 3 of 5

Reference	Item Description	2017/18 Budget £	2018/19 Budget £	2019/20 Budget £	2020/21 Budget £	2021/22 Budget £	Contact	Climate Effect & Poverty Ratings
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Increased Income

Environmental Services & City Centre

114099	Commercial Waste Service Growth	0	(17,500)	(17,500)	(17,500)	(17,500)	Suzanne Hemingway	Nil
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The shared commercial waste service is expected to achieve a £150,000 growth in income in addition to growth already achieved in the business area. This should provide an additional surplus for the service in the region of £35,000 after the cost of delivery such as collection, disposal, cost of sales including an active marketing programme. This will be a result of sales expansion including widening existing business portfolio with a focus on increasing recycling across the district as well as introducing further service efficiencies. The additional £17.5k income is shown within SCDC budgets. All additional income will be subject to the MoU agreement.

114114	Garage at Waterbeach - additional income from new contracts	0	(59,000)	(59,000)	(59,000)	(59,000)	David Cox	Nil
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The Commercial Services manager at the garage has secured additional contracts resulting in £79k of income. [Linked to B4115]

Total Increased Income in Environmental Services & City Centre

0	(76,500)	(76,500)	(76,500)	(76,500)
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Total Increased Income

0	(76,500)	(76,500)	(76,500)	(76,500)
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2018/19 Budget - Revenue Proposals

Page 4 of 5

Reference	Item Description	2017/18 Budget £	2018/19 Budget £	2019/20 Budget £	2020/21 Budget £	2021/22 Budget £	Contact	Climate Effect & Poverty Ratings
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Savings

Environmental Services & City Centre

S4052	Deletion of Team Manager post within Environmental Health	0	(55,000)	(55,000)	(55,000)	(55,000)	Yvonne O'Donnell	Nil
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2 Team Manager vacancies arose over the last year which gave an opportunity to streamline some of the services within Environmental Health. This has led to the amalgamation of 2 teams into 1 and hence the appointment into 1 Team Manager post. This has led to a further review of Environmental Health to allow resilience within the teams to ensure service delivery continues. None

Total Savings in Environmental Services & City Centre

0	(55,000)	(55,000)	(55,000)	(55,000)
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Total Savings

0	(55,000)	(55,000)	(55,000)	(55,000)
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2018/19 Budget - Revenue Proposals

Page 5 of 5

Reference	Item Description	2017/18 Budget £	2018/19 Budget £	2019/20 Budget £	2020/21 Budget £	2021/22 Budget £	Contact	Climate Effect & Poverty Ratings
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Unavoidable Revenue Pressure

Environmental Services & City Centre

URP4056	Environmental Health Officer (EHO) post to undertake technical input to Planning	0	52,000	52,000	52,000	52,000	Yvonne O'Donnell	Nil
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Cambridge University has funded an EHO post to provide technical input on all the University growth sites development plans, as part of a wider development service support agreement secured through Planning. The University has recently conducted a review of this agreement and decided to terminate it. This bid is proposed in order to sustain the post, as there remains a significant ongoing need for EHO technical input to planning, given the scale of development being experienced in the city, including the University's own plans. The aim would be to offset the cost of the post through recharging developers' for planning application and post-condition discharge EHO technical input. None

URP4057	Revenue support to offset the reduction in income associated with the waiving of license fees for low emission taxis	0	10,000	20,000	27,000	40,000	Yvonne O'Donnell	Nil
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The Council is committed to improve air quality in the City. One proposal through the Air Quality Annual Status report to DEFRA is that the Council would tackle air quality by increasing low emission taxis coming into the City. In June 2016 a report went to Licensing Committee agreeing in principle a number of taxi policy changes in relation to environmental considerations to be implemented in April 2018. One of which was to waive the license fees for low emission taxis. As licensing has to be self-funding this waiver would have to be offset. In June 2016 a report went to Environment Scrutiny Committee which agreed in principle for revenue support to offset the reduction in income. It is likely the new policy changes will start in April 2018 with a five year lead in period. None

Total Unavoidable Revenue Pressure in Environmental Services & City Centre	0	62,000	72,000	79,000	92,000		
Total Unavoidable Revenue Pressure	0	62,000	72,000	79,000	92,000		
Report Total	0	151,300	44,300	51,300	64,300		

2018/19 Budget - Capital Proposals

Page 1 of 1

Reference	Item Description	2017/18 Budget £	2018/19 Budget £	2019/20 Budget £	2020/21 Budget £	2021/22 Budget £	Contact	Climate Effect & Poverty Ratings
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Capital Bids

Environmental Services & City Centre

C4083	Vehicle and equipment fleet replacements 2018/19	0	1,091,000	0	0	0	David Cox	+L
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This is for vehicles due for replacement in April 2018. We have reviewed the number of vehicles required and None are delaying replacements where vehicles remain in good condition, as well as reducing the size of the estates fleet by 7 vehicles. Most vehicle purchases for larger vehicles such as waste trucks are diesel as no suitable electric alternatives are currently available on the market. We will continue to investigate and price check suitable electric alternatives. [Funded from R&R]

C4143	The purchase of brake rollers for the garage at Waterbeach	26,000	0	0	0	0	David Cox	Nil
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The testing of brakes on HGV vehicles is a legal requirement at every PMI (preventative maintenance None inspection). This is usually and ideally carried out using a roller brake tester. The garage have an old one but due to its age it cannot be connected to a printer. A print out is required to attach to the paperwork following the PMI and is part of the legal requirement. We need to replace it in the current year to meet these requirements and to retain and increase our customer base thereby increasing income to the garage.

Total Capital Bids in Environmental Services & City Centre

26,000	1,091,000	0	0	0
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Total Capital Bids

26,000	1,091,000	0	0	0
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Report Total

26,000	1,091,000	0	0	0
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Replacement of Vehicles and Equipment 2018/19

A1. Project Brief - Purpose

The replacement of out of life vehicles, plant and equipment and those with unsustainable maintenance costs.

A2. Project Background

The Project is the purchase of the Council's fleet vehicles, plant and equipment scheduled for replacement in the financial year 2018/19, as part of a rolling programme necessary to replace out of life vehicles and those with unsustainable maintenance costs.

A3. Objectives

To replace vehicles and items of plant and equipment that is currently proving expensive to maintain and/or is beyond its useful life.

A4. Benefits

- Vehicles will be replaced with electric powered equivalents where possible
- Diesel vehicles (where electric is not possible) will all be Euro 6 emissions compliant.
- Ongoing maintenance costs will reduce greatly as new vehicles require little maintenance and, in most cases, are covered by a three-year 100,000 mile warranty.

B1. Capital Costs and Funding

- Funding will be from the Repairs and Renewals fund for vehicle replacements.
- Discussions with service accountant confirms that there are sufficient funds available to cover all fleet replacements planned for 2018/19

Vehicles due for replacement are listed below in service and fleet number order:

Fleet No	Type	Approximate replacement cost	Last 3 years Maintenance 1/1/2015 to 31/12/17
Bereavement			
146	Dumper	18,000	1,372.60
Grounds Maintenance			
123	Mower towed	30,000	2,408.50
145	Mower ride-on	18,000	2,810.42
200	Trailer	5,000	164.12
Shared Waste			
17	RCV Trade	175,000	72,152.92
32	RCV Trade	175,000	79,727.62
38	RCV Domestic	175,000	95,830.27
62	RCV Trade	175,000	46,360.35
257	RCV Trade	175,000	62,913.28
Street Cleaning			
88	Sweeper-large	145,000	47,931.33
		1,091,000	411,671.41

B1a. VAT implications

There are no adverse VAT implications for undertaking these purchases.

Total Capital Costs	£1,091,000.00
Total Capital Funding Requirements	£1,091,000.00

B2. Revenue Costs and Funding

Vehicle maintenance costs increase with the age of the vehicle. These figures are the cumulative maintenance costs of all vehicles on replacement list except for the waste vehicles.

Maintenance costs are covered in existing revenue accounts and no further revenue is required.

Figures below are based on those vehicles and items of plant and equipment purchased for Cambridge City Council only. Those vehicles that will be procured for the Shared Waste Service are not included as the revenue cost of maintenance is their responsibility.

	2017/18 £s	2018/19 £s	2019/20 £s	2020/21 £	Annual ongoing £
Total Annual Revenue costs		2,500	5,000	7,500	10,000
Revenue funding requirements		0	0	0	0

B4. Procurement Strategy

All replacement vehicles and items of plant or equipment will be procured using OJEU compliant procurement groups:

- The Procurement Partnership Ltd (TPPL)
- The Crown Commercial Service (CCS)
- ESPO (Eastern Shires Purchasing Organisation)

All the vehicles and items of plant and equipment are available on framework agreements held by the three procurement bodies listed above all of which are OJEU compliant.

Refuse collection vehicles are procured through a joint procurement framework with neighbouring authorities: East Cambridgeshire District Council; Fenland District Council; Huntingdon District Council and South Cambridgeshire District Council.

Target Dates for major procurement elements of the project (where appropriate):

Start of procurement	April 1st 2018
Award of Contract	August 2018 to March 2019
Start of project delivery	April 1st 2018
Completion of project	March 31st 2019
Date that project output is expected to become operational (if not same as above)	

B5. Staffing and external contractor resources

Commercial Manager for Fleet Services approximately 75 to 100 hours.

No other people resources or external contractors will be required as all vehicles and plant/equipment are available from buying consortiums such as ESPO, YPO and TPPL.

Skill/level/person	Estimated number of hours	Estimated Duration	
		Start date	Finish date
Project Manager	75-100 hrs	April 1 st 2018	March 31 st 2019
Project team expert			
Contractor/Consultant			
Legal			
Human Resources			
Finance			
Procurement			
etc. backfill/temporary staff resource			

B6. Wider staff implications

There are no wider staff implications as per B5 above. All vehicles and items of plant and equipment are available on purchase frameworks. Specifications for replacements will be written by Commercial Manager and forwarded to buying consortiums.

B7. Outline your approach to consultation

Consultation has taken place between Commercial Manager and all services that have vehicles or items of plant and equipment due for replacement in 2018/19. Ongoing dialogue will continue so all interested parties are aware of delivery schedules for their vehicles/plant.

B8. Equalities Impact (EQIA)

An EQIA has not been carried out as there are no affected parties with regards the results from this project

B9. Environmental Impact

+L
The fleet replacement details have been discussed with Strategy and Partnerships/Sustainability and the Climate Change impact is rated as positive low.

B11. Risk assessment

Without replacement vehicles maintenance costs will increase further and have an adverse effect on revenue accounts. The vehicles being replaced already have high maintenance costs and this will only increase further with age.

B12. Anticipated approach and timetable

Stage/Milestone	Outcome/Deliverable	Date of Completion
Stakeholder meetings	Agree replacement type and make/model	End of April 2018
Specifications		May 2018
Quotations received		June to August 2018
Replacements ordered		August to October 2018
Replacements delivered		October 2018 to March 2019

Capital cost and funding – Profiling

	2016/17 £	2017/18 £	2018/19 £	2019/20 £	Comments
Capital Costs					
Building contractor / works					
Purchase of vehicles, plant & equipment (including IT infrastructure & costs)			1,091,000		
Professional / Consultants fees					
Other capital expenditure:					
Total Capital cost	0	0	1,091,000	0	
Capital Income / Funding					
Developer Contributions					
R & R funding (if applicable)			1,091,000		Vehicle R & R fund
Earmarked Funds					
Existing capital programme funding					
Revenue contributions					
Total Income	0	0	1,091,000	0	
Net Capital Bid	0	0	0	0	

Project Control Document – Revenue Costs

	Yr 1 £	Yr 2 £	Yr 3 £	Yr 4 £	Comments
Maintenance	2,500	5,000	7,500	10,000	Vehicle maintenance costs increase with the age of the vehicle. These figures are the cumulative maintenance costs of all vehicles on replacement list with the exception of vehicles for the Shared Waste Service.
Insurance					
Operating costs					
Staff (savings)/costs					
Energy (savings)/costs					
Other (savings)/costs					
Existing budget provision	2,500	5,000	7,500	10,000	
Net Revenue Implications	0	0	0	0	

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Shared Waste Service ABCD (Alternative Bin Collection Day) initial project review – planning and design to month 9 of operations.

Environment Scrutiny Committee

16 January 2018

1.0 Background to project

The Shared Waste Service for Cambridge City and South Cambridgeshire District Councils has been operating since 2015. A major step in the original business case to create a truly shared service was the harmonisation of domestic bin rounds across boundaries. The new bin collection rounds were devised to ensure they are efficient (helping to achieve savings target of £700k over 3 years), resilient, and improve our ability to deal with growth. The new rounds make the boundary invisible to our refuse vehicles, and will save an estimated 20,000 refuse vehicle miles per year. These changes meant that 82% of residents had a change in day and / or sequence of bin collections, starting on 27th February 2017. While the vast majority of residents have had a continued good service through this period, there are some who have not received the service we aim for and have been frustrated by this process. We are sorry for any resident who is inconvenienced – every one of their bins is important to us and we will continue to work hard to achieve the normal standard of service and learn from this change.

2.0 Planning the day changes

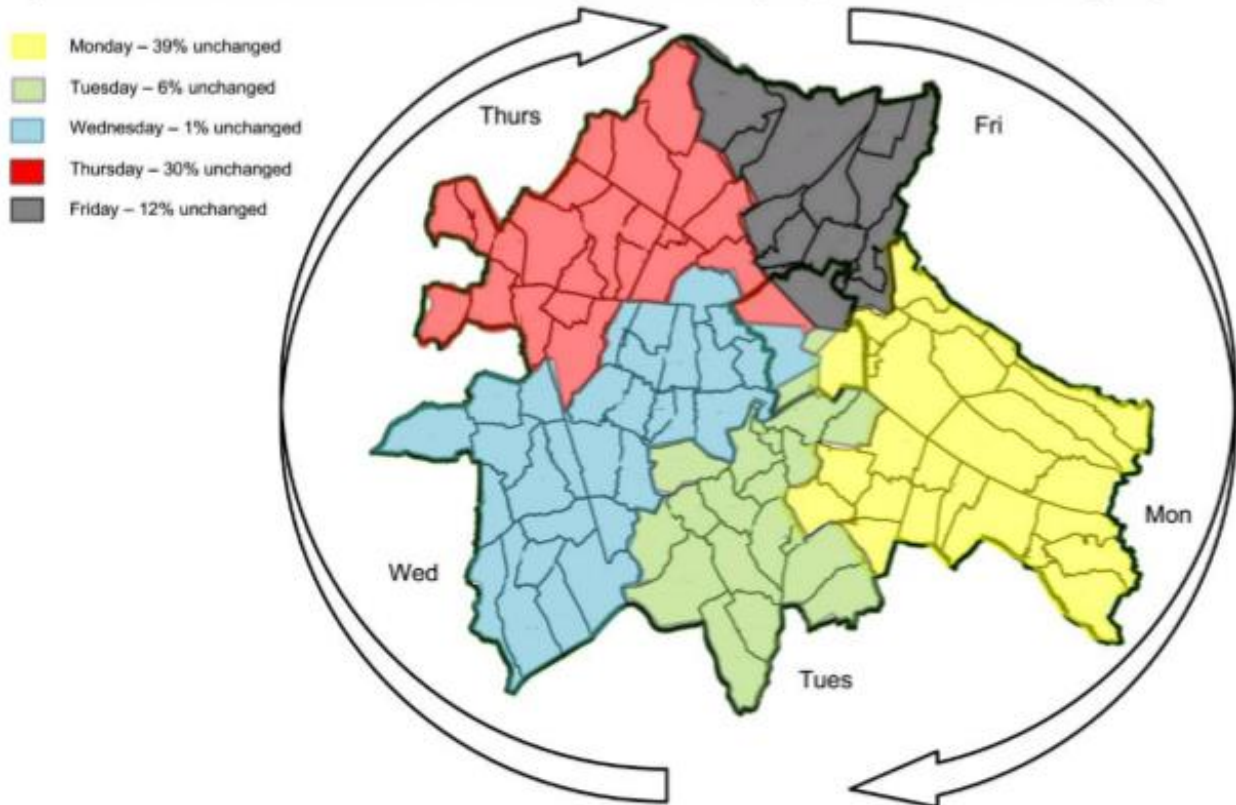
Design and planning work on the bin round changes started in early 2016. The combined domestic operations represent an extremely large and diverse service, with over 100 operatives typically operating 40 vehicles each day, collecting up to 30,000 domestic bins. The services offered in each Authority are different, and the patch covered includes dense urban areas of Cambridge with narrow streets and many flats, through to isolated individual rural properties, with travel across a range of roads from fen tracks to the M11. This presents a challenge for planning changes and for achieving rounds on a daily basis; our collection rates are traditionally extremely good and crews have vast experience. The design and planning process included:

- Ensuring the quality of various datasets across 2 authorities in 2 data management systems (address data; waste quantities; vehicle capacity and journey data; crew pick rates and so on)

- Using bespoke modelling software to design rounds to optimize collections
- Consulting with crews and supervisors to check the 'draft' rounds for achievability and logic (for example to spot access details, to challenge geographical splits, to check total property numbers), and making subsequent changes.
- Resource planning for the lead-up and immediate delivery of day changes, including extra vehicles, drivers and loaders, and options to borrow supervisors from Streets and Open Spaces.
- Planning communications for residents using multiple media, including bespoke approaches to the different geographies and therefore different sets of issues. For example, use of village signs and leaflets in SCDC, use of individual letters to residents of houses in City, use of corporate magazines in both.
- Briefing crew members on the lead-up to day changes and working with them on ensuring bin codes and keys for bin stores were transferred to new rounds.

The final 320 rounds are arranged in collection zones which have clearer round boundaries between collection days, and collection areas more logically grouped together. This means that crews are closer to each other and can work across rounds when necessary, and as new developments come on-line we can include these in existing or new rounds more easily. They are also optimised for driving time, so for example on a Friday more bins are collected in the north of the City, which reduces driving time as crews are working closer to the depot and tipping site at Waterbeach. A prerequisite was that residents had one bin day, which did not change whether we operate week 1 or week 2 of the cycle.

New Combined Collection Days and % properties unchanged



3.0 Go-live phase

From February 23rd a daily 'situation reporting' phone conference was held between the Shared Waste Service, Business Support, Customer Services and Communications teams, and senior staff. This ensured at one point in the day all teams shared their updates which enabled swift communication to residents of any problems in service, identified any ways of working across the teams which could be improved, and highlighted what was going well and could be fed back to teams.

From 27th February (when new rounds went live) feedback from crews (from in-cab devices and round sheets) was collated to get quick indications of numbers of houses presenting bins of the right colours on the right days. This quickly showed that residents had responded well to the communications campaign and knew which colours to present when.

Because some sequences were changed, and some crews had entirely new rounds to learn, it meant that the first 4 weeks of weight and round duration data could not be relied on or used as the basis for any significant round changes. For example as part of the planned changes, some residents would not be asked to present a bin for 3 weeks, and others presented the same colour on two consecutive weeks, as sequences changed. This affects weights of refuse and recycling collected for that round, and so the time it takes to complete. However during these first weeks we could learn from crews what they felt would and would not work, and spotted some

smaller anomalies in rounds which could easily be corrected with no impact for residents.

Call volumes – customer service centres at SCDC and City handled their largest call volumes during week 2. Measured as a % increase on the baseline week (2 weeks before the changes), City took 300% more calls (1168 calls) and SCDC 200% (815 calls). These calls also included routine calls (such as extra bin requests, and calls for Streets and Open Spaces), an external overflow call centre was used to support this increase in calls, reducing the impact on residents.

Problems identified in the first few weeks included:

- Some missing ‘collect and return’ or ‘assisted collection’ addresses. The majority of these addresses were up to date in the in-cab displays used in most vehicles. However, those added since May 2016 (the date of the modelling data cut) were on manual lists and could be more easily missed. Also the hired extra vehicles which helped crews out where necessary do not have the in-cab technology, and crews did not always exchange this information. Where these were missed, their re-collection was prioritised as these residents can be the most vulnerable. Crews were reminded of those which had been missed. We created an A-Z of these addresses.
- Differences in crew approach. Some residents fed back that bins were not left in the same places; that some organic bins were being rejected for contamination through use of liners which had previously been accepted; that recycling contamination was now being reported, and so on. The differences in crew members spotting and refusing bins (as we request) has been highlighted. We have explained to residents affected that we have not changed policy but we are now working to it. We are also revisiting to collect contaminated bins on the first occasion whenever possible. We have clarified some of the web content on caddy liners. We raise issues with crews when necessary.

This is a major operational change project which has had both predictable and unexpected outcomes, many positive and some negative. Key criteria for the changes were to:

- Minimise the impact for residents
- Ensure residents who present their own bins or who have an assisted collection have one bin day (eg Tuesday week 1 and Tuesday week 2)
- Minimise any subsequent day changes
- Rectify any problems within normal service periods
- Deliver the project to time and budget

During the first fortnight, there were 2 key priorities – to ensure residents knew which bins to present on which days and to collect the bins as planned. The communications were very successful - only a few hundred addresses presented the wrong bins and the various media used reached a wide and diverse target audience.

4.0 Review of Collections

As a service, we record both operational missed collections (delayed collections self-reported by collection teams), and reported missed collections (reported by residents). The reported misses are held at property level on the two separate ICT systems that the service is currently using, one hosting Cambridge City data and one hosting South Cambs data. Operations missed collections are held at street level in an Excel spreadsheet as it is not currently possible to enter this information into either of the ICT systems.

Operational and Reported Missed Collections

From the table below it is clear that residents in Cambridge City experienced a higher rate of missed collections, which continued for a longer period. There are many reasons why this occurred including: -

- Initial issues with modelling to balance work between the new collection rounds.
- Traffic issues in to Cambridge, this is added to by later start times of city collections.
- Street access issues due to parking and not being able to use all the vehicles on the fleet due to their size.
- The number of major new developments being occupied.
- More non-standard collection locations.
- Access to bin stores – via keys/code allocation.

The table below demonstrates that the collection service has been able to manage down the number missed collections, and has achieved a collection target of 99.5% from July. The exception to this was August when a success rate of 99.08% was achieved, this dip was related to the Bank Holiday Monday collection issues and October when a success rate of 99.45% was achieved, this dip was due to major traffic issues on A10, A14 and M11.

Month	% complete	Number of Collections	Actual Collections	Operational Missed City	Missed Bins Reported City	Operational Missed South	Missed Bins Reported South
March	96.7%	708,967	685,629	17,486	1,324	3,193	1,335
April	98.2%	616,946	605,850	6,472	796	2,892	1,131
May	99.2%	678,305	672,803	4,034	629	44	795
June	98.7%	708,758	699,501	7,061	587	834	775
July	99.6%	646,394	644,115	1,078	396	249	556
August	99.1%	706,460	699,936	3,113	500	2,234	677
September	99.5%	651,155	647,843	1,123	498	1,006	685
October	99.4%	680,227	676,474	2,446	382	302	623
November	99.6%	676,666	673,931	1,393	302	523	517

Collection Rates per Wards

The table below presents the percentage of successful collections broken down via Wards. These figures are based on reported missed household collections only, due to the way that operational missed collections are recorded.

During March to May 2017, several Wards did not achieve the required successful collection rate, however the Wards effected were spread across both Cambridge City and South Cambs. During second and third quarters, the number of Wards achieving an acceptable level of successful collections increased considerably. This was down to collection staff understanding the new collection rounds, re-allocation of properties between different collection rounds and increased monitoring from Team Managers

Ward	Region	% Successful			Collections (per qtr)	Actual Reported Missed		
		Mar - May	Jun - Aug	Sep - Nov		Mar - May	Jun - Aug	Sep - Nov
ABBEY	City	99.5	99.8	99.8	56,570	284	125	96
ARBURY	City	99.6	99.8	99.8	45,650	162	94	88
CASTLE	City	99.8	99.9	99.8	49,803	102	67	120
CHERRY HINTON	City	99.6	99.8	99.8	60,138	215	117	111
COLERIDGE	City	99.7	99.8	99.9	55,166	143	113	63
EAST CHESTERTON	City	99.5	99.8	99.8	53,177	240	130	84
KINGS HEDGES	City	99.9	99.9	99.9	137,943	137	71	100
MARKET	City	99.6	99.8	99.8	29,874	123	65	54
NEWNHAM	City	99.8	99.9	99.8	28,275	62	30	47
PETERSFIELD	City	99.7	99.8	99.9	71,721	197	112	90
QUEEN EDITHS	City	99.6	99.8	99.9	67,529	280	150	52
ROMSEY	City	99.7	99.9	99.9	75,251	203	99	106
TRUMPINGTON	City	99.7	99.8	99.8	87,594	278	209	187
WEST CHESTERTON	City	99.7	99.9	99.9	84,650	237	126	120
BALSHAM	SCDC	99.7	99.7	99.8	36,863	107	95	64
BAR HILL	SCDC	99.7	99.9	99.9	41,588	128	31	49
BARTON	SCDC	99.7	99.8	99.9	46,969	152	77	67
BASSINGBOURN	SCDC	99.8	99.8	99.9	10,856	18	23	13
BOURN	SCDC	99.7	99.8	99.8	88,313	258	186	144
CALDECOTE	SCDC	99.8	99.9	99.8	18,694	31	12	32
COMBERTON	SCDC	99.7	99.8	99.9	18,431	63	43	14
COTTENHAM	SCDC	99.8	99.8	99.8	64,388	135	127	102
DUXFORD	SCDC	99.9	99.9	99.9	20,775	31	18	12
FOWLMERE & FOXTON	SCDC	99.8	99.8	99.9	19,800	41	48	23
FULBOURN	SCDC	99.8	99.8	99.7	39,694	90	63	128
GAMLINGAY	SCDC	99.8	99.9	99.9	40,969	73	52	44
GIRTON	SCDC	99.8	99.9	99.9	30,881	65	25	31
HARDWICK	SCDC	99.9	99.9	99.9	19,875	17	14	22
HARSTON & HAUXTON	SCDC	99.8	99.8	99.8	21,769	46	45	41

Ward	Region	% Successful			Collections (per qtr)	Actual Reported Missed		
		Mar - May	Jun - Aug	Sep - Nov		Mar - May	Jun - Aug	Sep - Nov
HASLINGFIELD & EVERS.	SCDC	99.9	99.9	99.8	21,694	28	24	34
HISTON & IMPINGTON	SCDC	99.6	99.7	99.8	79,706	352	231	155
LINTON	SCDC	99.7	99.8	99.9	38,063	121	64	51
LONGSTANTON	SCDC	99.8	99.9	99.9	26,700	64	33	37
MELBOURN	SCDC	99.7	99.8	99.9	39,413	120	66	57
MELDRETH	SCDC	99.7	99.8	99.9	21,319	55	47	31
MILTON	SCDC	99.8	99.9	99.8	35,700	74	33	70
ORWELL & BARRINGTON	SCDC	99.8	99.9	99.9	19,481	31	28	27
PAPWORTH & ELSWORTH	SCDC	99.8	99.9	99.9	42,956	93	48	64
SAWSTON	SCDC	99.7	99.8	99.8	55,763	177	128	101
SWAVESEY	SCDC	99.7	99.9	99.9	20,194	57	29	28
TEVERSHAM	SCDC	99.8	99.9	99.9	18,994	36	25	27
THE ABINGTONS	SCDC	99.6	99.8	99.8	24,188	86	40	51
THE MORDENS	SCDC	99.7	99.9	99.8	23,925	60	33	54
THE SHELFORDS & STAPLE.	SCDC	99.6	99.8	99.9	62,813	259	145	94
THE WILBRAHAMS	SCDC	99.4	99.8	99.7	17,906	102	36	62
WATERBEACH	SCDC	99.8	99.9	99.8	47,813	118	63	101
WHITTLESFORD	SCDC	99.8	99.9	99.9	23,606	52	23	32
WILLINGHAM & OVER	SCDC	99.8	99.9	99.9	54,619	96	50	56

Collection Rates for Flats / Bin Stores

The table below presents the number of reported missed collections per individual flat/bin store who have experienced 6 or more reported missed collections during this 9-month period. During this period, locations were scheduled to have 39 individual collections across the two material streams (recycling and waste). These figures are based on reported missed collections only, due to the way that operation missed collections are recorded.

The majority of issues around missed collections from flats and bins stores occurred in the months directly after service change. There are a range of reasons for these misses including: -

- New developments being occupied without the knowledge of the service. This demonstrates that additional work is required to foster improved relations with site developers.
- Non-standard collection locations, staff on new collection rounds not aware of all bin store locations.

- Access issues to bin stores – not allocating keys or access code to rounds correctly.

Address	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total
BIN STORE, NEWMARKET ROAD	2	2	1	2	1	4	2			14
BIN SHARE, MILL ROAD	4		1	2		1	2	2	1	13
BIN STORE, SHERBOURNE CLOSE	5		5	1		1		1		13
BIN STORE, WHITTLE AVENUE	4	3		1		1	1		3	13
BIN SHARE, HILLS ROAD	4		3	2	2	1				12
BIN STORE, LICHFIELD ROAD	3		5	1				1	1	11
BIN STORE, SHERLOCK CLOSE	10									10
BIN SHARE, DENHAM PLACE, COLERIDGE ROAD	2	2	2	2	1					9
BIN STORE, NEW STREET	6	1	2							9
BIN STORE, THE WICKETS, HIGH STREET TRUMP						3	3	2	1	9
BIN STORE, BAILEY MEWS	2			4		1		1		8
BIN STORE, COLVILLE ROAD		2	1	2	1		2			8
BIN STORE, NEATH FARM COURT	1	1			1	1	2	1	1	8
BIN STORE, WESSEX COURT, QUEEN EDITHS W	2	4	2							8
BIN STORE, WINDSLOW HOUSE, GREEN LANE	2	1	2	3						8
BIN SHARE, THE MALLARDS, RIVER LANE	1				2	1	2	1		7
BIN STORE 1, FREEMAN HOUSE, ELMFIELD RD	1	2	2			1	1			7
BIN STORE, WARREN CLOSE				7						7
1 1-4, BIN STORE, KITE HOUSE, ADAM & EVE			1	1		2		1	1	6
BIN SHARE, CARL HUNTER HOUSE, ADAM & EVE	1			1					4	6
BIN SHARE, CHESTERTON ROAD	4	1							1	6
BIN SHARE, EKIN ROAD	5				1					6
BIN SHARE, HOMERTON COURT, HILLS ROAD	3	2	1							6
BIN STORE 1, BRADMORE COURT, BRADMORE	1	1	1			3				6
BIN STORE 2, FREEMAN HOUSE, ELMFIELD RD	2	1	2			1				6
BIN STORE 9, ST MATTHEWS GARDENS	4							1	1	6
BIN STORE P, FITZGERALD PLACE	2	1		1	1				1	6
BIN STORE, BENIANS COURT					2			4		6
BIN STORE, BRIDGE VIEW, VICTORIA AVENUE	1				4			1		6
BIN STORE, CROFTGATE, FULBROOKE ROAD	4	2								6
BIN STORE, FALLOWFIELD		2	2			1			1	6
BIN STORE, FREEMAN HOUSE, INVERNESS CL	1	3		1				1		6
BIN STORE, KNIGHTLY AVENUE			3	3						6
BIN STORE, LILAC COURT	3						3			6
BIN STORE, MEADOWCROFT HOUSE, TRUMP	2	1				3				6
BIN STORE, PEARL CLOSE		2	2	2						6
BIN STORE, ROBERT JENNINGS CLOSE		1	1					4		6

Collection Rates for Households

The table below presents the summary of the reported missed collection per individual household during this 9-month period. These figures are based on reported missed household collections only, due to the way that operation missed collections are recorded.

During this period, each of the 108,000 standard households in the collection area were scheduled to have 59 individual collections across the three material streams (recycling, organic and waste). 7,318 individual households reported a missed collection, however from the table below it is clear that only a relatively small number of these experience multiply missed collection

Number of repeated reported missed collections	19	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
Number of households	1	0	1	1	2	3	3	4	11	11	23	34	50	75	111	193	367	1134	5294

The table below shows individual missed collection per household (property numbers/names have been removed) who have experienced 9 or more missed collections during this 9-period. In reviewing this data, several trends appeared including: -

- The majority of issues occurred in the first quarter after service change as staff become familiar with new collection rounds. This increase in missed collection has added an additional budget pressure as the service, as additional resources was required to ensure that collections were made once reported.
- Many of the multiply missed collections location are for properties with assisted collections, we believe this is due to issues with the assisted collection data within the in-cab systems and staff not using the system correctly.
- Properties have non-standard collection location, ie collection point, collect and return points or remote locations.

Address	A/C	Authority	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total
Denson Close, Waterbeach	Y	SCDC		1				4	8	6		19
Chaston Road, Great Shelford	N	SCDC	3	3	6	3	1	1				17
Nuns Orchard, Histon	Y	SCDC	1	1	2	3	3	2	2	2		16
Mill Lane, Shingay Cum Wendy	N	SCDC	2	4	2	6	1					15
High Street, Linton	N	SCDC	1	3	2	1		1	2	3	2	15
North End, Meldreth	Y	SCDC	3	3	2	2	2	1	1			14

Address	A/C	Authority	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total
Tempest Road, Cambourne	N	SCDC		6	2	2	1		1	1	1	14
Saffron Road, Sawston	Y	SCDC	2	6	3	2			1			14
Cheyney Street, Steeple Morden	N	SCDC		1		1	1	1	2	4	3	13
Uffen Way, Sawston	Y	SCDC	4	2	2	1				3	1	13
Royston Road, Caxton	N	SCDC		2	2	3	1	1	1	2	1	13
Station Road, Great Shelford	N	SCDC	2		4	6						12
Church End, Coton	N	SCDC	3	2	4	2		1				12
DERWENT CLOSE	Y	CITY				2	3	3	2	1	1	12
BUCKINGHAM ROAD	N	CITY	3	1	2		1	2	1	2		12
Albcore Road, Cambourne	Y	SCDC	3	1	2	1	1		2		1	11
Cottenham Court, Cottenham	N	SCDC		3	4	3		1				11
Saddleback Lane, Bassingbourn	Y	SCDC	3	3	2	2				1		11
High Street, Fen Ditton	N	SCDC	2		6	1			2			11
Macaulay Avenue, Great Shelford	Y	SCDC	1	1	3	1	2	2	1			11
Cambridge Road, Waterbeach	N	SCDC	4	2	2			1	2			11
Potton Road Mill Hill, Gamlingay	N	SCDC	3	4	4							11
DITTON FIELDS	Y	CITY	3	2		3	1	1			1	11
VICTORIA AVENUE	N	CITY	1				4		2	2	2	11
EDEN STREET	Y	CITY		1	4	1	1	2		1	1	11
HILLS ROAD	Y	CITY	6	3	1				1			11
Kingsway, Histon	N	SCDC		1	2			2	1	2	2	10
Old School Court, Great Shelford	Y	SCDC		2	1	1	2	3	1			10
High Street, Sawston	Y	SCDC	2	4		2			2			10
Harvey Way, Waterbeach	N	SCDC						6	2	2		10
Hereward Close, Impington	Y	SCDC	1	3	1	3		1	1			10
High Street, Histon	N	SCDC	2		3	3	2					10
Russet Way, Melbourn	N	SCDC	5	4	1							10
Glebe Road, Barrington	Y	SCDC	5	1	2	2						10
Hinton Way, Great Shelford	N	SCDC	2	3	3	1	1					10
SPRINGFIELD ROAD	N	CITY	2	1					2	2	3	10
NEWTON ROAD	Y	CITY		1	1	3	3	1	1			10
Comberton Road, Little Eversden	N	SCDC	1	1	1	1	1	1	1	1	1	9
Elm Gardens, Fowlmere	N	SCDC	1			1	2	2	2		1	9
High Street, Linton	N	SCDC		2	1	1		1	2	1	1	9
Jubilee Close, Waterbeach	Y	SCDC	1	2	3	1			1	1		9
The Spinney, Bar Hill	Y	SCDC	3	4		1			1			9
Cambridge Road, Foxton	N	SCDC	1		2	2		3			1	9
Cambridge Road, Hauxton	N	SCDC			1	3	2		1	2		9
Wren Park, Whittlesford	Y	SCDC								6	3	9
King Street, Rampton	Y	SCDC	1	2	1		1			1	3	9
Harding Way, Histon	Y	SCDC	4	3	2							9
Franklin Gardens, Cottenham	N	SCDC	3	1	1		1		1	2		9
Cottenham Road, Histon	Y	SCDC		1	1	2	1	2		1	1	9

Address	A/C	Authority	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total
Chapelfield Way, Sawston	Y	SCDC						2	4		3	9
Cambridge Road, Great Shelford	Y	SCDC	3	2	1	1		2				9
Dale Way, Sawston	Y	SCDC	2	1	1	2			1	1	1	9
The Grip, Linton	N	SCDC	2	2	2	1	1	1				9
Chalky Lane, Babraham	N	SCDC		4	3	1					1	9
Dernford Farm Road, Sawston	N	SCDC	1	2	2	2		1	1			9
Catleys Walk, Sawston	N	SCDC	2	1	1	1	2	2				9
ELIZABETH WAY	N	CITY	4	2	3							9
EAST ROAD	N	CITY	2	2	2	1			1	1		9
CHERRY HINTON ROAD	N	CITY	2	3	1	1					2	9
CHESTERTON ROAD	N	CITY	5	4								9

5.0 Recycling Tonnage and Rates

The recycling rate for the service has been reasonably consistent but slightly lower than hoped over this 9-month period once season variations, such as holiday periods and growing seasons are taken into account. Currently it is estimated the service is on track to achieve an annual recycling rate in the region of 50% for 2017/18.

It has been modelled that with the changes in South Cambs to a fully commingled dry recycling service this may help to increase the recycling rates in the future. The collection service is also planning a material focused communication programme across the complete collection area to encourage residents to recycle more high value metal items such as tins and cans. Any increase in dry recycling across the collection area will support the service budget due to increased recycling credits and increased income from the collected material.

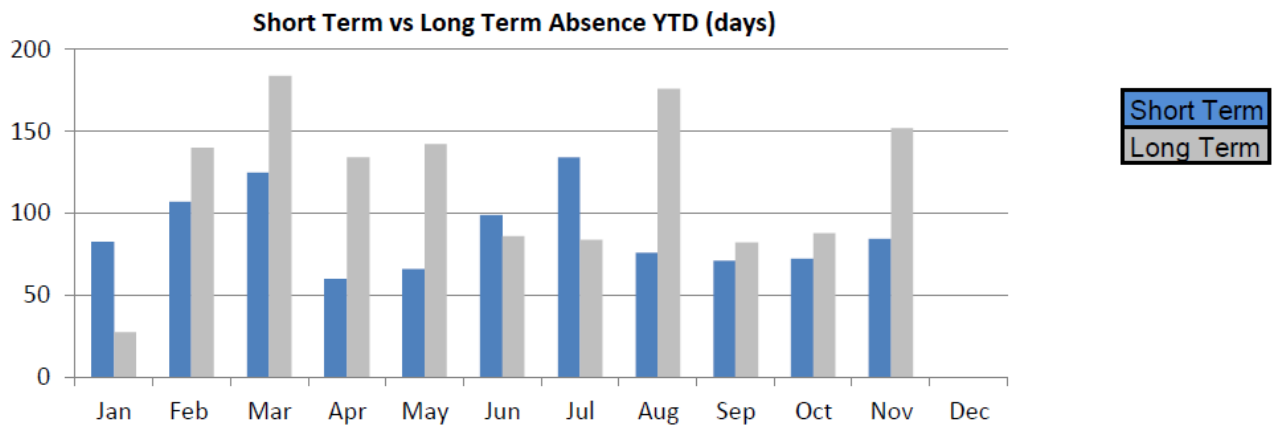
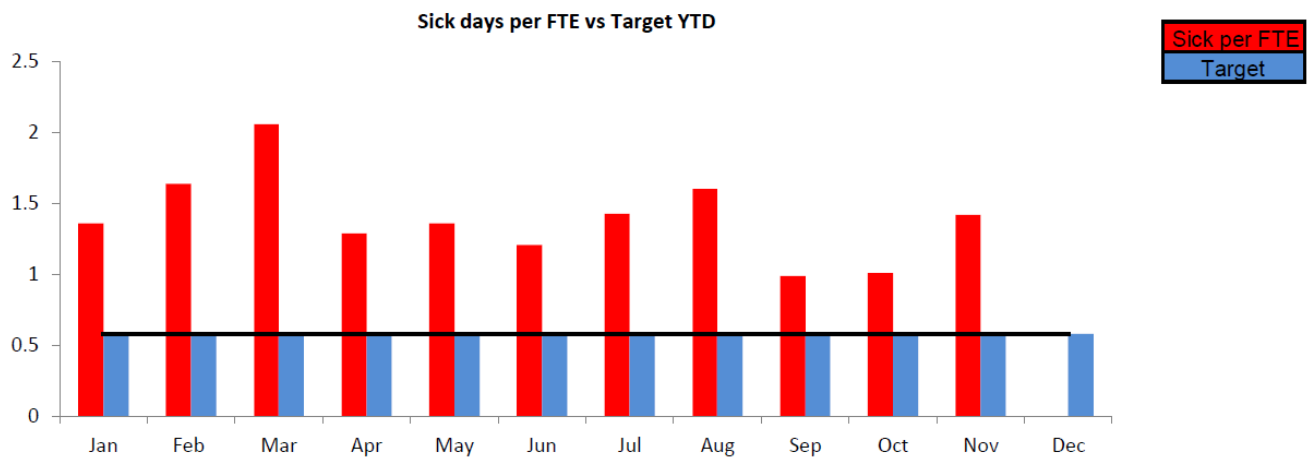
	Residual		Organics		Dry Recycling		Total Recycling	
	Tonnage	%	Tonnage	%	Tonnage	%	Tonnage	%
March	4385.39	48.5%	2805.78	31.0%	1852.62	20.5%	4658.40	51.5%
April	4454.43	48.0%	2944.88	31.7%	1890.32	20.3%	4835.20	52.0%
May	4932.41	47.1%	3474.26	33.1%	2076.63	19.8%	5550.89	52.9%
June	4508.25	48.5%	2758.78	29.7%	2018.90	21.7%	4777.68	51.5%
July	4447.82	46.0%	3390.58	35.1%	1821.95	18.9%	5212.53	54.0%
August	4839.58	48.1%	3208.82	31.9%	2006.37	20.0%	5215.19	51.9%
September	4426.68	52.7%	3175.14	34.0%	1750.52	18.7%	4925.66	52.7%

October	4385.39	48.5%	2805.78	31.0%	1852.62	20.5%	4658.40	51.5%
November*								

*Waiting for audited collection figures from Cambridgeshire County Council.

6.0 Staff Sickness

During this period, the service has experienced an elevated level of sickness, both short and long term. This sickness has caused additional pressure on the service, due to having to rely on agency staff to backfill posts and has had an adverse effect on the service staffing budget. The worst of the sickness spike coincided with the start of the new service. Service managers are working closely with South Cambs Human Resources team to support staff to return to work as soon as possible and where this was not possible, to investigate other options for the employee.



7.0 Post Service Change Activities

Immediately following the service change, several activities were undertaken to improve the collection service, some of which are now embedded into the service as 'business as usual'.

- Team managers track the progress of rounds and send early completing crews to assist where possible.
- All collection teams are required to contact the office once they have completed their round prior to returning to Waterbeach Depot.
- We issue drivers with detailed maps and reminders of individual repeat missed bins and keep this under review; supervision of crews on the collection rounds has also increased.
- We have changed out drivers on some rounds to see if different experience and approaches will make a difference. We will continue to swap drivers to test achievability of rounds.
- We continue ask staff for feedback and make small changes to make collection rounds and timings easier.
- We are analysing the results of the 'meaningful' round data (durations, number of tips and weights collected).
- Continue to make small changes to rounds (within day) based on how they are operating.
- We are currently reviewing all policies and procedures to ensure that the are joined up and fit for purpose, whilst procuring a new service wide ICT solution to provide resident to vehicle data management.
- Using missed collection data focus of repeat missed collections location both household and flat, looking to put in long term solutions.

7.0 Lessons Learnt

The following learning points below represent a selection of those logged to date, and should be adopted in future change projects.

- Utilise varied and bespoke approaches to resident communications – this worked very well.
- Follow standardised project management approaches from the start.
- Consider a range of alternative approaches to staff consultation – maps were not suitable for all. Take more staff members off collections to support the round development work.
- Undertake desktop 'Walk throughs' for week 1 / month 1 to pre-empt some of the logistical issues that could have been foreseen.
- Engage a wider stakeholder group eg housing colleagues, which may have picked up flats issues and challenged our assumptions.
- Involve all support services from the start of the project.

- Investing in change, with extra vehicles and staffing at the change point – not to cut resources too early.
- Ensure that policies and procedure are clear, correct and understood, with cross authority service consider harmonising them if possible prior to changing services.
- Ensure that software can communicate and is integrated, if software is to be replaced this should be done prior to implementing changes.
- Ensure that staffing issues such as sickness, recruitment and conduct are being robustly managed prior to change.
- Avoid major changes whilst undertaking staff restructuring or during a period of reduced management.



Item

PROPOSED MARKETS PRICE CHANGES FOR 2018/19 FINANCIAL YEAR

To:

Councillor Rosy Moore, Executive Councillor for Environmental Services and City Centre

Environment Scrutiny Committee

16 January 2018

Report by:

Daniel Ritchie, City Centre Management, Markets and Street Trading Development Manager

Tel: 01223 - 457466 Email: daniel.ritchie@cambridge.gov.uk

Wards affected:

Market

Not a Key Decision

1. Executive Summary

- 1.1 Each year the fees and charges of the daily rents and other tariffs incurred by market traders is reviewed. This is done in conjunction with a corporate recommendation regarding any associated annual inflationary adjustment. For 2018/19, the corporate recommended inflationary adjustment factor for fees and charges is a 2% increase.

2. Recommendations

The Executive Councillor is recommended to:

- 2.1 Adopt the price changes for market fees and charges as set out in the table below:

Market/Day/Category	2017/18 Current fees and charges	2018/19 Proposed fees and charges	% increase /decrease
General and Sunday Market			
<i>Monday and Tuesday</i>			
Premium	£19.73	£20.22	+ 2.5%
Standard	£16.32	£10	- 38.7%
<i>Wednesdays, Thursdays and Fridays</i>			
Premium	£19.73	£20.22	+ 2.5%
Standard	£16.32	£16.73	+ 2.5%
<i>Saturdays and Sundays</i>			
Premium	£37.88	£38.83	+ 2.5%
Standard	£31.12	£31.90	+ 2.5%
Hot Food Premium	£7	£7.18	+ 2.5%
Casual Premium	£5	£5	No change
Licence Amendment Fee	£30	£30	No change
Storage	£17.59	£18.03	+ 2.5%
All Saints Gardens Market			
Weekday	£15.16	£15.54	+ 2.5%
Saturday	£32.09	£32.89	+ 2.5%
Direct Debit rebate	4%	4%	No change

3. Background

3.1. In the winter of 2015/16, we undertook a Lean based business review of our Markets service systems and processes. This included a benchmarking of our fees and charges against nine other comparable

regional and national market services. The outcome of the review resulted in minor revisions and a small number of significant changes to the service's annual fees and charges. Given that the annual fees and charges have recently been subjected to rigorous comparative examination and, in view of the 2016/17 paid for pitch performance data (see Appendix A), we see no need to conduct a similar exercise now.

- 3.2 Appendix A demonstrates that on the General & Sunday Market, our Premium pitches continue to perform very well for all days of trading; and our Standard pitches well, between Wednesday and Sunday. Despite having had no price increase since 1 April, 2015, the challenging pitches to fill remain our General & Sunday Market Standard pitches on Mondays and Tuesdays.
- 3.3 To increase the attractiveness of our Standard pitches on Mondays and Tuesdays on the General & Sunday Market, the proposal is to drop the charge to £10 (from £16.32). Our standard pitches on Mondays and Tuesdays account for 104 of the 694 (15%) pitches available on the market each week. To compensate for the associated reduction in income arising from the proposed reduction in charge, we propose applying a marginally higher than corporate recommended inflationary adjustment to the fees for our daily Premium pitches and for our Standard pitches, between Wednesday and Sunday.
- 3.4 The proportion of traders paying by direct debit has increased to 60% since the offer of a rebate at the end of the last financial year was introduced. There is no recommendation to impact further on this. The Licence Amendment Fee was increased by 20% last year and there is no recommendation to increase this further. 'Casual' trading is not as robust as it could be, evidenced by a number of vacancies particularly earlier in the week. There is no recommendation to impact further upon this.

4. Implications

(a) Financial Implications

There are no significant financial implications.

(b) Staffing Implications

There are no staffing implications.

(c) Equality and Poverty Implications

There are no equality or poverty implications

(d) Environmental Implications

There environmental impact rating is 'Nil'

(e) Procurement Implications

There are no procurement implications.

(f) Community Safety Implications

There are no community safety implications.

5. Consultation and communication considerations

Given the proposed marginal above inflation increase and freezing or reduction in fees and charges, no consultation was undertaken traders.

6. Background papers

No background papers were used in the preparation of this report.

7. Appendices

(a) Appendix A – 2016/17 Paid for Pitches Data

8. Inspection of papers

If you have a query on the report, please contact Daniel Ritchie, City Centre Management, Markets & Street Trading Development Manager, tel: 01223 - 457466, email: daniel.ritchie@cambridge.gov.uk.

12 month paid for pitches data October 16 – September 17

	Paid for pitches									Monthly Overall
	Mondays & Tuesdays			Mondays to Fridays			Saturdays & Sundays			
	Premium ¹	Standard ²	Overall	Premium ³	Standard ⁴	Overall	Premium ⁵	Standard ⁶	Overall	
Oct 2016	97.16	70.09	82.94	96.86	79.67	87.83	99.79	99.42	99.6	91.64
Nov 2016	95.51	65.17	79.69	96.13	77.62	86.46	99.47	98.8	99.12	89.85
Dec 2016	89.97	65.66	77.2	96.25	84.5	89.71	99.21	98.56	98.87	92.24
Jan 2017	86.81	53.08	69.09	91.3	66.52	78.82	98.68	88.94	93.59	82.38
Feb 2017	95.48	56.01	74.75	95.21	70.48	82.22	100	95.43	97.49	86.6
Mar 2017	98.48	52.16	72.73	96.21	73.49	84.28	100	99.76	99.87	88.32
April 2017	94.68	52.64	72.6	97.23	72.79	84.39	100	99.62	99.8	89.55
May 2017	91.68	57.34	73.65	95.37	72.16	83.18	100	97.44	98.66	87.47
June 2017	96.81	57.45	76.14	97.87	75.96	86.36	100	99.52	99.75	89.95
July 2017	94.33	67.74	80.13	96.96	80.49	88.22	100	100	100	92.03
Aug 2017	90.31	62.61	75.76	95	78.51	86.25	100	100	100	89.91
Sept 2017	93.35	66.83	79.42	95.95	81.5	88.36	100	100	100	91.86
Average	93.71	60.57	76.18	95.86	76.14	85.51	99.76	98.12	98.9	89.32

¹ Since April 1st 2016 17 pitches have had a 2% price increase, 32 pitches have had a 12.3% price increase.

² Since April 1st 2016 these 50 pitches have had no price increase.

³ Since April 1st 2016 17 pitches have had a 2% price increase, 32 pitches have had a 12.3% price increase.

⁴ Since April 1st 2016 these 50 pitches have had no price increase.

⁵ Since April 1st 2016 17 Saturday pitches have had a price increase of 4%, 32 Saturday pitches have had a price increase of 18.7% and 50 Sunday pitches have had a price increase of 35.5%

⁶ Since April 1st 2016 50 Saturday pitches have had a price increase of 2% and 50 Sunday pitches have had a price increase of 11.3%

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Item

PROPOSED REVISIONS TO THE ALL SAINTS GARDENS MARKET TERMS AND CONDITIONS

To:

Councillor Rosy Moore, Executive Councillor for Environmental Services and City Centre

Environment Scrutiny Committee

16 January 2018

Report by:

Daniel Ritchie, City Centre Management, Markets and Street Trading Development Manager

Tel: 01223 - 457466 Email: daniel.ritchie@cambridge.gov.uk

Wards affected:

Market

Not a Key Decision

1. Executive Summary

The All Saints Gardens (ASG) Market Terms & Conditions (T&C) have not been reviewed for at least four years. A number of the proposed revisions remove terminology that is no longer relevant whilst other proposals are aimed at improving the performance of the market. The proposed revisions have been informed by trader focus groups, a trader survey and advice from the National Market Traders Federation and National Association of British Market Authorities regarding best practice, and from 3C Legal.

2. Recommendations

The Executive Councillor is recommended to:

- 2.1 Adopt the proposed changes to the All Saints Gardens (ASG) Market Terms & Conditions (T&C) as set out in Appendix A.

In summary, the main proposed changes to the T&C are as follows:

- 2.2.1 Employing a new process for the allocation of stalls on the Saturday market.
- 2.2.2 Ensuring traders that are licenced to operate on All Saints Gardens market attend regularly.
- 2.2.3 Standardising the various procedures and expectations of all traders that are licenced to operate on Cambridge's markets.

3. Background *Page: 2*

- 3.1. The feedback from the trader's survey (Appendix C) demonstrates that the number of traders attending the market is a substantial concern. There is a great deal of anecdotal evidence that indicates that, when inclement weather is forecast, trader numbers drop significantly. Traders currently indicate that they would like to trade, but if they choose not to, the numbers on the market suffer.
- 3.2 The current system means that once a trader is permitted to operate on the market they do so as and when they choose. The majority trade regularly, though a sizeable minority operates only in the peak of the summer and in the run up to Christmas. The proposed T&C change means that, in future, when a trader requests to trade on the market they are charged at point of confirmation by the 'Markets' team and not on the basis of whether they actually traded or not. Whilst it is acknowledged that the stock of artists and craftspeople is more susceptible to a run on reserves in peak periods, the proposed change also includes the requirement for all traders to operate at least one week in four, so that numbers on the market are maintained and when consideration is given to new applicants selling similar commodities, the 'Markets' team are confident that the commodity will be regularly represented on ASG.
- 3.3 The T&C have also been updated to ensure that all requirements made of our General & Sunday Market traders, that are pertinent to ASG traders, are included in the document.

4. Implications

(a) Financial Implications

There are no significant financial implications.

(b) Staffing Implications

There are no staffing implications.

(c) Equality and Poverty Implications

There are no equality or poverty implications

(d) Environmental Implications

There environmental impact rating is 'Nil'

(e) Procurement Implications

There are no procurement implications.

(f) Community Safety Implications

There are no community safety implications.

5. Consultation and communication considerations

A series of Trader Focus Groups were held in the summer on ASG during the market hours of operation to gather feedback from those that trade. The opportunity to meet at another time, if this was inconvenient, was also provided. An electronic survey was sent to all 46 traders with e-addresses and a hard copy of the same survey sent to the postal addresses of the 1 trader without them. Furthermore, traders received a copy of the proposals on 18th October 2017 for a 33 day consultation period. Of the 47 contacted there were 10 respondents (21.3%). Their comments are included in Appendix D.

6. Background papers

No background papers were used in the preparation of this report.

7. Appendices

(a) Appendix A – Proposed ASG T&C

(b) Appendix B – Current ASG T&C

(c) Appendix C(i) & Appendix C(ii) – Trader Survey Returns

(d) Appendix D – Trader Consultation Returns

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact Daniel Ritchie, City Centre Management, Markets & Street Trading Development Manager, tel: 01223 - 457466, email: daniel.ritchie@cambridge.gov.uk.



CAMBRIDGE CITY COUNCIL

ALL SAINTS GARDENS ART & CRAFT MARKET

TERMS AND CONDITIONS OF TRADING



ALL SAINTS GARDENS ART AND CRAFT MARKET

The All Saints Gardens Art and Craft Market is run by Cambridge City Council and has been part of their market portfolio for over forty years. It provides the opportunity for local Artists and crafts people to exhibit in a delightful open-air setting just opposite Trinity College.

The ethos of the market is “We Make What We Sell” and provides a very special opportunity for customers to meet the Artists and Makers, discuss their work, and to buy unique products from the Maker. To ensure that the character of this market is maintained only genuine Artists and Makers are permitted to trade. The market has 34 Stalls and all goods are original and not mass produced.

These terms and conditions of trading govern the use of stalls in the market by Traders. Any Trader who fails to abide by these terms and conditions may have their licence terminated by the Council or otherwise be refused a Stall on the market.

Cambridge City Council may change these terms and conditions at any time in the future upon giving four weeks written notice to Traders. Prior to changing these terms and conditions the Council will consult with Traders and consider any representations made.

All Traders will be given a copy of these terms and conditions. Any Trader who commences trading agrees to abide by these terms and conditions which will also be available on Cambridge City Council’s website.

1. DEFINITIONS

“All Saints Gardens Co-ordinator”	means the person appointed by the Council to carry out various functions in connection with the Market.
“Market”	refers to the All Saints Gardens Art & Craft Market that takes place on All Saints Gardens.
“Trader”	means the individual artist or maker who has signed a licence to operate on the Market and who offers goods or services for sale from a Stall on the Market.
“Licence”	means the permission granted to a Trader so that they are able to trade on the Market granted in accordance with, and subject to, these terms and conditions
“Market Management Team”	refers to the person or team advised to Traders from time to time by Cambridge City Council.

- “Trading Day” means a day on which the market is open for trading.
- “Market Hours of Operation” means the hours of operation set out in clause 2.1
- “Severe Weather” means a severe weather warning for Cambridge on the Met Office website www.metoffice.gov.uk - telephone number 0370 900 0100.

2. GENERAL

- 2.1. The Market’s Hours of Operation will be between 10am and 5pm on each Trading Day unless otherwise advised by the Market Management Team.
- 2.2. In order to be able to trade on the market, a Trader must hold a valid Licence detailing the goods permitted to be sold.
- 2.3. The Licence is personal to the Trader and is not capable of transfer.

3. PRODUCT LINES AND PRODUCT LINE EXTENSIONS

- 3.1. Traders may only sell the product line set out in their Licence.
- 3.2. The Market Management Team will allocate product lines to vacant Stalls as it considers best for the Market.
- 3.3. The Market Management Team may accept product lines that compete with existing Traders.
- 3.4. The Market Management Team reserves the right to decline any application for licence to sell a particular product; for example, if it considers that any particular craft or line will be over-represented on the Market.
- 3.5. Traders may only extend or change product lines by requesting that their Licence be amended to accommodate that change.
- 3.6. If a request to change is granted, the old Licence will be cancelled and a new one issued subject to payment of the appropriate amendment fee.
- 3.7. The Trader can only make changes to their Product Lines when the new Licence becomes effective.

4. STALL APPLICATIONS AND NEW STALL ALLOCATIONS

- 4.1. The Market Management Team will consider the applications for vacant Stalls using the following criteria:
 - 4.1.1. the need for the particular craft stated on the application and for preserving a proper balance of crafts on the market.
 - 4.1.2. the conduct of the Trader, including any failure to comply with these terms and conditions or any legislation or byelaws relating to the market.
- 4.2. Applications for new or additional Stalls or changes or extensions to Product Lines will not be considered whilst the applicant is:
 - 4.2.1. in arrears with any payments connected with their licence or fees; or,
 - 4.2.2. otherwise in breach of these terms and conditions.
- 4.3. No new Licences will become effective until the Licence Agreement has been signed and returned to the Market Management Team.
- 4.4. Licence Agreements not signed within 7 days of issue will be withdrawn and the Stall made available for re-allocation.
- 4.5. All unsuccessful applicants for Licences or product line extensions will be advised in writing with reasons.

5. PAYMENT OF STALL FEES

- 5.1. Stall fees and other charges are determined by the Council, and will be notified to Traders in writing once approved by the Council.
- 5.2. The Council will usually review all Stall fees and other charges annually but may do so at different intervals.
- 5.3. The Council will notify Traders of any review and will consider representations made by Traders.
- 5.4. When the Council has decided to change fees and/or charges it will give Traders a minimum of 4 weeks written notice prior to the date when the charges come into effect.
- 5.5. Traders will be charged monthly in arrears. All charges must be paid within the terms indicated on the invoice sent.

- 5.6. New Traders licenced to operate after 1st April 2018 may only pay their Market invoices by direct debit. Failure to do so will be subject to disciplinary procedures detailed in clause 20. At their entire discretion, in exceptional circumstances, the Market Management Team may allow an alternative method of payment.
- 5.7. Any Trader in arrears with their fee will be subject to the disciplinary procedures detailed in clause 19.
- 5.8. The Market Management Team may suspend any Trader who is in arrears of more than 4 weeks Stall fee.
- 5.9. Except where the Market Management Team has waived the Stall fee under 7.4 or 12.1 below, all Traders must pay their Stall fee irrespective of whether they attend the Market.
- 5.10. In Severe Weather, Traders who do not attend the Market will not be charged for that day or day(s) provided that they are not in arrears with their Stall fee.

6. TRADING ARRANGEMENTS

- 6.1. Traders wishing to operate on the market on a Saturday must request a Stall by contacting the Market Management Team on:

market.management@cambridge.gov.uk

or in writing to:

Market Management Team, PO Box 700, Cambridge. CB1 0JH

which must be received by 5pm of the preceding Tuesday (four days before the trading date).

- 6.2. Traders requesting a space to trade on Saturdays after the time laid out in 6.1 will not be accommodated.
- 6.3. Traders will be charged on receipt of their request to trade on Saturdays.
- 6.4. The Market Management Team will provide the All Saints Gardens Co-ordinator with a list of Traders eligible to operate on Saturday by 5pm on the preceding Wednesday (three days before the trading date).

- 6.5. The All Saints Gardens Co-ordinator will allocate positions on the market to eligible Traders as appropriate. In the absence of the All Saints Gardens Co-ordinator, the Market Management Team will fulfil this role.
- 6.6. Traders are not entitled to operate on the market on Saturdays without the written authority of the Market Management Team. Requests will be dealt with on a first come, first served basis.
- 6.7. When all Traders have arrived, the All Saints Gardens Co-ordinator will allocate as appropriate any space that is not in use, providing no obstruction is caused to any other trader.

7. ABSENCE FROM THE MARKET

- 7.1. If a Trader is absent the Council may re-allocate their Stall(s) to another Trader.
- 7.2. Traders who have requested a position to trade, which has been confirmed in writing or by e-mail by the Market Management Team, will be charged the full fee, whether or not they trade.
- 7.3. Unless agreed in writing by the Market Management Team, a continued absence from the market of four consecutive weeks, not including the period 25th December to 31st January, will result in a Trader's licence being automatically withdrawn. Affected Traders would have to reapply to operate in the market.
- 7.4. Any Trader unable to attend the market due to unforeseen circumstances must notify the Market Management Team in writing as soon as possible. The Market Management Team may in their absolute discretion waive the Stall fee.

8. CONDUCT

- 8.1. Traders are responsible for their own conduct and that of anyone working on or in connection with their Stall at all times while they are on the market.
- 8.2. A breach of these terms and conditions by anyone working on or in connection with a Trader's Stall will be deemed to be a breach by the Trader.
- 8.3. Traders are responsible for complying with all legislation and regulations that apply to the individuals they employ or engage.
- 8.4. Traders and those working with them must not:

- 8.4.1. Use abusive or bad language, shouting or intimidating behaviour.
 - 8.4.2. Discriminate against anyone on the grounds of age, gender, race, sexual orientation, disability, gender reassignment, religion or belief.
 - 8.4.3. Use or permit the use of illegal substances on the market.
 - 8.4.4. Smoke within the confines of any Stall canopy on the market.
 - 8.4.5. Hawk or carry goods about for sale.
 - 8.4.6. Use Stalls for any purpose other than trading.
 - 8.4.7. Pitch or call out goods for sale.
 - 8.4.8. Sell animals on the market.
 - 8.4.9. Cause or encourage any nuisance or annoyance to the public or other Traders or occupiers of property in the vicinity of the market.
 - 8.4.10. Make any noise or play music that is considered by the Market Management Team to be a nuisance or inconvenience to other Traders, customers or local residents.
- 8.5. Animals (other than Assistance Dogs) are not permitted on the Stall without the written agreement of the Market Management Team.
 - 8.6. Traders must comply with every reasonable instruction asked of them from time to time by any member of the Market Management Team either in person or in writing.

9. INSURANCE

- 9.1. Traders must have current third party public liability insurance with a minimum coverage of £5,000,000 (FIVE MILLION POUNDS) and must:
 - 9.1.1. display their policy of insurance on their Stall; and,
 - 9.1.2. provide evidence to the Council of the insurance on request.
- 9.2. Traders who are responsible for employees must also hold Employers Liability Insurance with a minimum level of cover of £5 million.

- 9.3. Traders not displaying evidence of insurance or providing evidence of their insurance as required by clauses 9.1 & 9.2 will not be permitted to trade until this has been rectified; when a Trader does not provide evidence of valid insurance within fourteen days will have their licence automatically withdrawn.
- 9.4. Traders must notify the Market Management Team of any changes or renewal in insurance and provide copies on request.

10. INDEMNITY AND COST OF DAMAGE

- 10.1. Traders will indemnify the Council against all costs, claims and damages arising from their use of the Stall, or any other facility provided by the Council in respect of the Market operation.
- 10.2. The Council reserves the right to charge any market Trader the full cost of repair or renewal to any council property related to the Market where in the reasonable opinion of the Council the Trader or anyone working with the Trader has caused the damage.

11. HOURS OF OPERATION

- 11.1. All Traders must ensure that their Stall is suitably manned throughout the market Hours of Operation and is open for trade.
- 11.2. Traders who fail to take their allocated position by 9.30am may not be permitted to trade on that Trading Day unless prior arrangement is made with the Market Management Team; no refund of Stall fees will be paid in these circumstances.
- 11.3. The Council may re-allocate the Stall for any absence to another Trader.
- 11.4. The parking bays directly outside the market are for loading/unloading only. Once Traders have unloaded, vehicles will need to be moved elsewhere as parking is not allowed outside the market.
- 11.5. No vehicles are to be driven in or left directly outside the market without the prior written permission of the Market Management Team.
- 11.6. All Traders must vacate the market by no later than 6pm.

12. CLOSURE OF THE MARKET

- 12.1. The Market Management Team shall have the right to close the market at their absolute discretion if they consider this to be necessary on the grounds of public safety. If a Trader is unsure whether the market is open it is their responsibility to contact the Market Management Team before starting his or her journey.

13. WORKS AFFECTING THE MARKET

- 13.1. Whenever possible, Traders will be given prior notice of maintenance and other work on and around the market which could affect their trading activities.

14. OBSTRUCTION

- 14.1. When loading/unloading their vehicles, all Traders shall cause as little obstruction and inconvenience to the general public, other Traders or the Council's employees and contractors as possible. In particular Traders must comply with such requirements as the Market Management Team deems necessary.

15. STALLS

- 15.1. All Saints Garden is a unique location and as such it is not possible for all stalls to be of a uniform size or shape.
- 15.2. Traders will be allocated a three metre frontage for their Stall.
- 15.3. Frames over 3m wide will not be permitted onto the market without prior written permission of the Market Management Team.
- 15.4. Traders must not place or cause any goods to be placed on any Stall or space such that they encroach or extend beyond the boundaries of the Stall unless they have the written permission of the Market Management Team.
- 15.5. Consideration must be given at all times to ease of access for all users of the market.
- 15.6. Traders may only use 'A' boards if the boards are wholly contained within the boundary of the Stall and subject to any requirements of the Market Management Team.
- 15.7. It is strictly prohibited to extend stalls onto the public highway. Wilful obstruction of the public highway is a criminal offence under S.137 of Highways Act 1980.

- 15.8. Traders must ensure that any back or side sheets they supply shall be kept in good and clean condition at all times.
- 15.9. Traders must not leave any goods, articles or equipment other than boards on the market after Market Hours of Operation without the prior written consent of the Market Management Team, this includes any lights and shelving.
- 15.10. Any Trader's property left on the market after the market has closed is at the individual Trader's own risk.
- 15.11. The Council will provide and maintain tables.
- 15.12. The market tables are the property of Cambridge City Council and must not be removed from the market at any time.
- 15.13. Traders may use a maximum of 2 tables per Stall subject to there being sufficient supply available, these must be used for display purposes only and not, for example, as windbreaks or flooring.
- 15.14. Traders must return all market tables to the table store at the end of each trading day

16. IDENTITY

- 16.1. Traders must provide and display in a prominent and visible location on their Stall, a legible, well presented sign of a minimum A4 size showing their trading name. This sign must remain in position throughout the trading day.
- 16.2. Traders must register their permanent addresses, date of birth, National Insurance number, e-mail address and contact telephone number with the Market Management Team who must be notified of any changes.
- 16.3. It is the Trader's responsibility to ensure that their details are accurate and up to date.
- 16.4. A Trader not providing evidence, upon request by the Market Management Team, of evidence of the above will not be permitted to trade. If this evidence has still not been provided after fourteen days, the Trader will have their licence automatically withdrawn.

17. GAS CYLINDERS

- 17.1. The use of LPG/pressurised cylinder(s) will not be permitted without the prior written consent of the Market Management Team and permission will be subject to such conditions as the Market Management Team may require.
- 17.2. All Traders using bottled gas must provide a controllable discharge type, dry powder fire extinguisher situated near the appliance, displaying a current test approval. Paraffin appliances will not be permitted.
- 17.3. All LPG/pressurised cylinders shall be stored outside any Stall, vehicle or building connected to the appliance via securely fixed metal piping or armoured flexible piping. Only cylinders using pressure relief valves will be allowed which must be positively secured in the upright position.
- 17.4. All LPG/pressurised cylinders not in use must be stored upright in the open air away from any fixed or temporary source of ignition, with suitable hazard warning signage provided, complying with the Health and Safety (Safety Signs and Signals) Regulations 1996.

18. HEALTH AND SAFETY

- 18.1. Traders must comply with directions issued from time to time by the Council with a view to maintaining or improving the health and safety environment on the Market. Traders must, in particular, have regard to the approved risk assessment, a copy of which can be obtained from the Market Management Team.

19. DISCIPLINARY CODE

- 19.1. The following procedures relate to any breaches of these terms and conditions of trading on the General & Sunday Market which will be dealt with in accordance with the procedures laid out in Clauses 19. and 20.
- 19.2. The procedure will normally be:
 - 19.2.1. For a first breach, a verbal warning will be given, a note of which will be placed on the Council's file.
 - 19.2.2. For a second breach, a written warning will be given and will be recorded on the Council's file.

- 19.2.3. For subsequent breaches a Trader's licence may be suspended or terminated.
- 19.3. In cases of alleged serious misconduct, a Trader's licence may be suspended pending the hearing and the determination of any appeal.
- 19.4. If a Trader does not comply with a suspension then this will be taken into account as part of any disciplinary proceedings.
- 19.5. Disciplinary action beyond a verbal or written warning will not be taken without a hearing apart from a precautionary suspension.
- 19.6. Hearings will be held by the Head of Environment Services or any other officer authorised to do so and will be held on at least three working days' notice.
- 19.7. At the hearing oral and written evidence can be presented and cross-examination may take place in accordance with the principles of natural justice.
- 19.8. The Council may, in appropriate circumstances, proceed by way of a written warning, suspension or termination even for the first breach.
- 19.9. All breaches will remain on the Trader's record (as held by the Council) for a minimum period of twelve months.
- 19.10. In the event of continued breaches or serious misconduct a Trader's licence may be terminated.
- 19.11. A termination or suspension will not normally take effect until after any appeals procedure has been completed. However, the Council has discretion to proceed as it thinks fit having regard to all the circumstances of the case and the nature of the breach.
- 19.12. Examples of conduct which may, following a hearing in accordance with Clause 19.6, justify termination of a licence are:
- 19.12.1. Serious misconduct or dishonesty;
- 19.12.2. Assaulting a member of the public, a Council Officer or another Trader;
- 19.12.3. Verbal abuse, harassment, intimidation, discrimination or bullying towards the public, Council Officers or other Trader(s);

- 19.12.4. In the reasonable opinion of the Head of Environment Services, the Trader brings the Market into disrepute;
 - 19.12.5. The Trader has been convicted of selling counterfeit products or has received a formal caution, formal warning or such other similar measure from the Trading Standards Service or any other Enforcement Agency;
 - 19.12.6. The Trader has persistently failed to make payment of the licence fee within any specified time limits; or,
 - 19.12.7. The Trader has failed to comply with the health and safety legislation affecting the Market site or any health and safety requirements notified to the Trader by the Council.
- 19.13. Notwithstanding the above any Trader who does not pay the Stall fee, when present on the Market, in the matter described in Clause 7 will not be permitted to attend the Market until the fee has been paid.

20. APPEALS PROCEDURE

- 20.1. A Trader who is issued with a warning, suspended or whose licence to trade has been terminated may appeal in writing to the Council's Strategic Director (or such other officer as the Council appoints) within 5 working days from, but not including, the day the trader is notified of the decision against which they wish to appeal.
- 20.2. The decision of the Strategic Director or other appointed officer shall be final in all respects.
- 20.3. In considering any appeal the Strategic Director or other appointed officer will have regard to any relevant documentation and may interview such persons, including the Trader in question, as he/she considers appropriate.
- 20.4. The result of the appeal and the reasons for the decision reached will be conveyed in writing to the registered address of the Trader.

21. Information and Complaints

- 21.1. The Market Management Team is part of the Council's City Centre Management Service, within the Environment Directorate. The Market Management Team reports to the Head of Environment Services.

- 21.2. City Centre Management is part of the portfolio of the Executive Councillor for Environmental Services and City Centre. The City Centre Management Service reports to the Council's Environment Committee.
- 21.3. If you have a problem or complaint with regard to management of the market that the Market Management Team cannot help with, you should first contact the Council: complaints@cambridge.gov.uk
- 21.4. Cambridge City Council does not accept any liability for injury or accident caused by a Trader's product or exhibit, loss of profits, or for damage or theft of a Trader's stock.

DRAFT

CAMBRIDGE CITY COUNCIL - TERMS AND CONDITIONS

ALL SAINTS GARDEN ART AND CRAFT MARKET

The All Saints Garden Art and Craft Market ("ASG") is run by Cambridge City Council and has been part of the Cambridge scene for over thirty years. It provides the opportunity for local artists and crafts people to exhibit in a delightful open-air setting just opposite Trinity College.

This friendly market, with the motto "We Make What We Sell" provides a very special opportunity to meet the artists and makers, discuss their work, and to buy unique products from the maker. To ensure that the character of this market is maintained only genuine Artists and Makers are permitted to trade. The market has 33 pitches and all goods are original and not mass produced.

TRADING

The market trades on Saturdays from 10am to 5pm and is located opposite Trinity College in Trinity Street, Cambridge. Additional seasonal days may be available.

Traders must only sell the product line as stated on their booking form.

To confirm attendance on any trading day please contact the ASG Co-ordinator, Sarah Jane Marsden on mobile 07769 628788 or by email: strawberrysarah@tesco.net

The Market Management Team will allocate pitches in the best interest of the market as a whole.

Applications may be declined where the Market Management Team considers the goods are not Individually made by the trader, or where there may be over representation of a particular craft.

Duplication on specific crafts will be very limited.

Traders must arrive no later than 9.30am and be ready to trade at 10.00am. Any trader arriving after 9.30am will be refused permission to trade on that day.

The parking bays directly outside the market are for loading/unloading only. Once you have unloaded, your vehicle will need to be moved elsewhere as parking is not allowed outside the market. No vehicles are to be driven in or left directly outside the market without the prior permission of the Market Management Team or ASG Co-ordinator unless the trader has dismantled their stall and is ready to load.

CONDUCT

Traders are responsible for their own conduct and that of anyone working on or in connection with their stall whilst on the market. Any use of abusive or bad language, shouting or intimidating behaviour will be considered a breach of these terms and conditions and may ultimately result in suspension from the market.

CANCELLATION

Non-attendance must be notified to the ASG co-ordinator by 8pm on the evening before trading. Failure to notify the ASG co-ordinator or persistent cancellations may result in our cancelling future bookings.

PAYMENT OF STALL FEES

There is a standard fee for all stalls.

Stall fees are determined by the Council, and will be notified to traders in writing once approved by the Council. The Council will usually review all stall fees annually but may do so at different intervals. The Council will notify traders of any review and will consider representations made by traders. Any change in fees and/or charges will be notified to traders by 4 weeks written notice.

Payment of fees will be made by invoice to the trader and must be paid fortnightly.

The Market Management Team may suspend any trader who is in arrears of his fees of more than 4 weeks.

STALLS

All Saints Garden is a unique location and as such it is not possible for all stalls to be of a uniform size or shape.

Traders will be allocated a 6ft frontage for their stall. Therefore frames over 6ft wide will not be permitted onto the market without prior permission. When all traders have arrived, the ASG Co-ordinator will allocate as appropriate any space that is not in use, providing no obstruction is caused to any other trader.

The Council will provide a maximum of 2 wooden trestle tables if required. If when the market is set up there are any spare table's available, traders may be permitted to use them at the ASG co-ordinator's discretion.

No new stall frames will be permitted onto the market without the consent of the market ASG co-ordinator.

The Council will provide each trader with a stall card identifying the stall reference and the name of the trader. The card must be displayed on the stall at all times during trading.

Cambridge City Council cannot be held responsible for injury or accident caused by a stallholder's product or exhibit, loss of profits, or for damage or theft of stallholders' stock.

INSURANCE

All traders must hold third party public liability insurance to the Council's minimum requirement (currently £5 million) and be able to provide evidence of this if requested.

PACKING DOWN OF THE MARKET

Traders are required to return any tables/stall frames/stall boards used in the appropriate stack at the end of the trading day.

The stack is for tables/boards and stall frames only. Tarpaulins and clips are not to be left and will be removed.

Traders who are late in packing up and still in attendance after 6pm will be required to close the stacks before leaving.

The ASG Co-ordinator will be on duty from 7am – 6pm.

CLOSURE OF THE MARKET

The Market Management Team have the right to close the market at their discretion if they consider this necessary on the ground of public safety. If you are unsure whether the market will be open due to adverse weather conditions, it is the trader's responsibility to contact the ASG Co-ordinator before starting his or her journey.

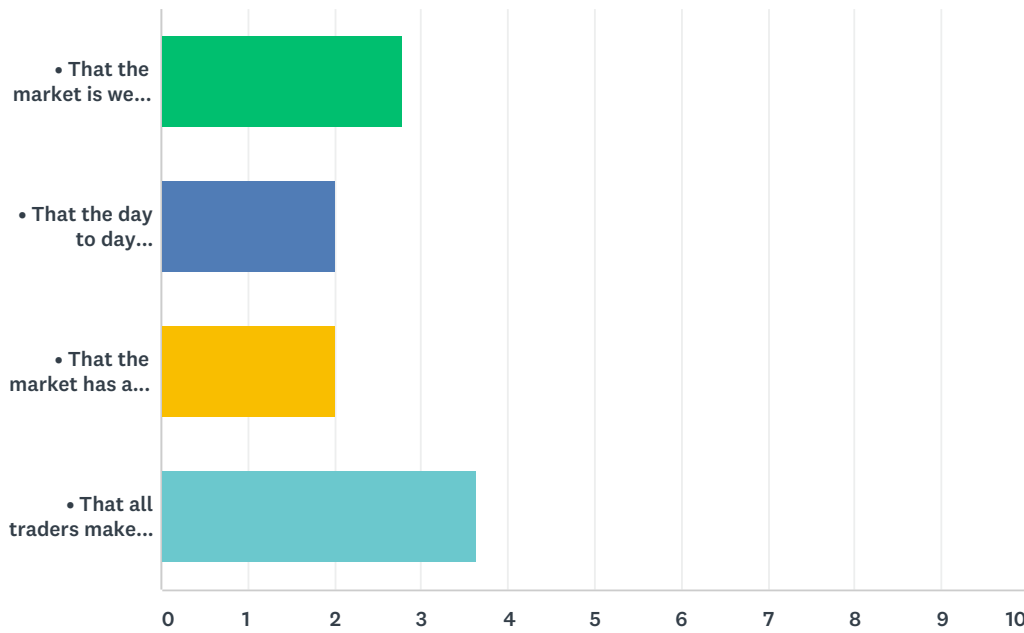
For any queries regarding these Terms and Conditions, contact the Market Management Team at market.management@cambridge.gov.uk or www.cambridge.gov.uk/markets or telephone 01223 457000.

Market Management Team

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Q1 Rank the following in order, with 1 being the most important and 4 being the least important to you as a trader;

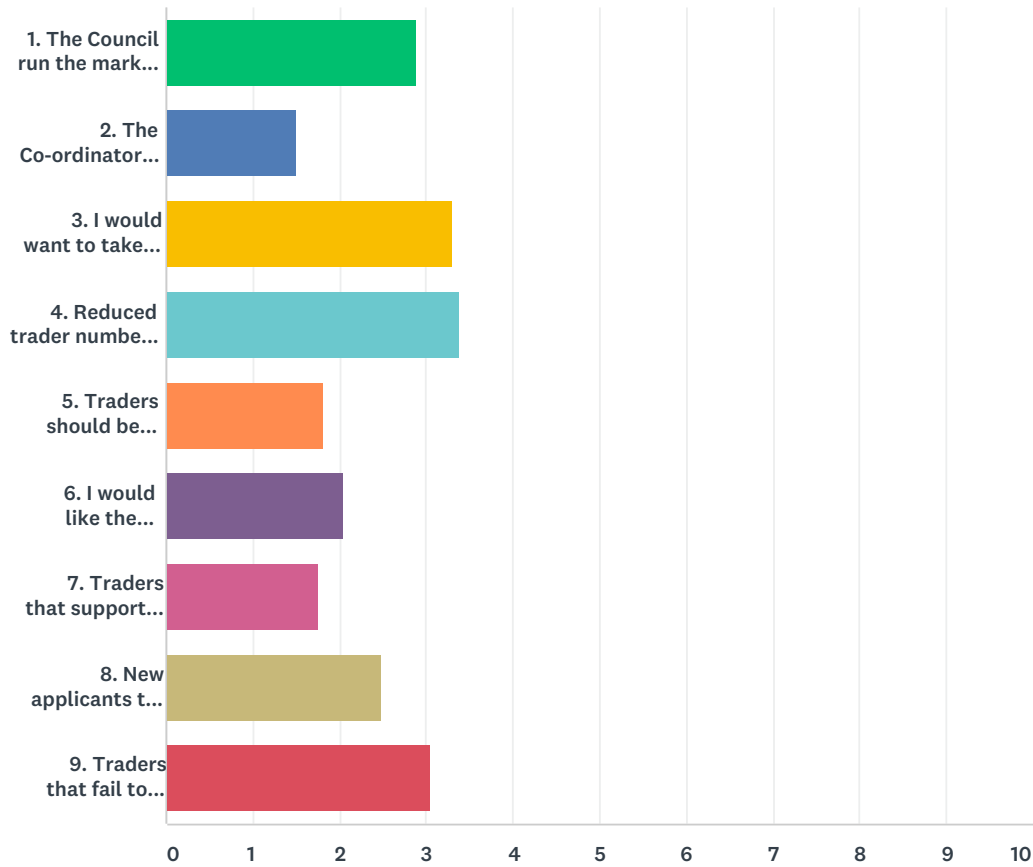
Answered: 16 Skipped: 0



	1	2	3	4	TOTAL	SCORE
• That the market is well attended by traders when I operate.	11.11% 1	66.67% 6	11.11% 1	11.11% 1	9	2.78
• That the day to day management of the market is the role of the Co-ordinator.	11.11% 1	22.22% 2	22.22% 2	44.44% 4	9	2.00
• That the market has a mixed offer that reflects retail trends.	0.00% 0	30.77% 4	38.46% 5	30.77% 4	13	2.00
• That all traders make what they sell.	85.71% 12	0.00% 0	7.14% 1	7.14% 1	14	3.64

Q2 Rate the following questions between 1-9

Answered: 16 Skipped: 0



	STRONGLY AGREE	AGREE	UNSURE OR NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
1. The Council run the market effectively	12.50% 2	37.50% 6	12.50% 2	25.00% 4	12.50% 2	16	2.88
2. The Co-ordinator role is necessary for the effective operation of the market	62.50% 10	25.00% 4	12.50% 2	0.00% 0	0.00% 0	16	1.50
3. I would want to take part in an alternative model of trader-led management of the market	0.00% 0	12.50% 2	56.25% 9	18.75% 3	12.50% 2	16	3.31
4. Reduced trader numbers on market days positively affects my business	12.50% 2	6.25% 1	31.25% 5	31.25% 5	18.75% 3	16	3.38
5. Traders should be financially incentivised by the Council for regular attendance	50.00% 8	31.25% 5	6.25% 1	12.50% 2	0.00% 0	16	1.81
6. I would like the Council to do more to prevent non-attendance by traders	37.50% 6	31.25% 5	25.00% 4	0.00% 0	6.25% 1	16	2.06

7. Traders that support the market regularly should have preference over the pitch they operate from.	43.75% 7	43.75% 7	6.25% 1	6.25% 1	0.00% 0	16	1.75
8. New applicants that make what they sell should not be prevented from trading	12.50% 2	37.50% 6	37.50% 6	12.50% 2	0.00% 0	16	2.50
9. Traders that fail to attend regularly should be prevented from trading	6.25% 1	25.00% 4	43.75% 7	6.25% 1	18.75% 3	16	3.06

Q3 Finally; the Terms & Conditions concern the relationship between the City Council and the traders they licence to operate on the All Saints Gardens market. What one issue would you like to see addressed in this review?

Answered: 12 Skipped: 4

Q3 Finally; the Terms & Conditions concern the relationship between the City Council and the traders they licence to operate on the All Saints Gardens market. What one issue would you like to see addressed in this review?

Answered: 12 Skipped: 4

#	RESPONSES	DATE
1	Main point of concern for me has been low attendance traders appearing just prior to Christmas. Maybe these traders could be charged higher rate? Also, chaos of parking bays. Can people park up, then go for vehicle rather than hogging lay-by for sometimes nearly an hour.	10/4/2017 11:15 AM
2	Firstly, I would like the City Council to make the (financial) welfare of the traders a major priority, rather than merely focusing on increasing trader numbers (and hence Council income), which is untenable in any case unless the traders are actually making some money. The key issue is, how can we attract the right kind of customers to the market. A higher profile in the Tourist Information office (posters/leaflets on display) would be a good start.	9/15/2017 5:26 PM
3	I would like traders who cancel at short notice or last minute to still pay their rent.	9/7/2017 2:37 PM
4	This review focused heavily on trader numbers. I think that's not the best way to look at the market. Trader attendance is decreasing because takings are decreasing. If takings were better, trader attendance would be better. So we need to look at footfall and the demographics of visitors to the market. Foreign language students and the many Asian visitors don't spend at the market, so increasing their footfall would probably be negative. I'd like to see the Council trying to promote the market much more.	9/6/2017 9:34 PM
5	Very poor footfall and greater promotion by the council of ASG. Often when reading the bulletin ASG doesn't even get mentioned let alone provided with the services the main market gets for much the same pitch fee!	9/6/2017 6:01 PM
6	Public attendance	9/6/2017 3:04 PM
7	A one day permit issued so that traders can park in Shire Hall for free.	9/6/2017 2:20 PM
8	effective management for the good of the traders and All Saints', working relationship between traders and Markets team is very poor.	9/6/2017 1:10 PM
9	Make what we sell	9/6/2017 1:03 PM
10	Traders must prove to management that they make a what they sell. This could be in the form of purchase receipts for raw materials, and should be reviewed regularly	9/6/2017 12:56 PM
11	Attendance	9/5/2017 3:38 PM
12	Non Attendance	9/5/2017 3:08 PM

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Appendix D: All Saints Gardens Terms & Conditions Trader Comments

Trader Comment	Management Response
<p>The Tuesday confirmation of trading. There's been a mixed response on this, from approval through "yes but give us something in return for loyalty/regular attendance" to total opposition, and some feel strongly. I'd be happy for the system to assume I'm coming each week unless I let you know otherwise - that way would remove a whole lot of admin, surely. But I can see how that wouldn't suit some, who don't come so regularly. So perhaps we could have some negotiating on this before it's signed off? And furthermore on attendance... What About an incentive to trade regularly? Could there be some kind of reward for turning out every week? For example, an equation that runs "attend 12 consecutive markets and get one rent-free" or something like that. I'd agree that ASG is good value for a shop-front in the best shopping city around, but, the incentive is for a different issue; it's about the market continuing, improving, and looking to the future. Without that, and with only punitive conditions, the market is in danger of decline. And, leading on from that (this probably is another conversation we could have, but I'll say it anyway)... Something to expand our Arts and Crafts credentials. I'm still a relatively new trader at ASG but I chose this market above all others as it focused on hand-crafted original work, by skilled artisans. Now, there's an element of it being a tourist market sometimes and I guess that's natural - after all, we are all there to sell stuff. But, what about developing the crafting aspect somehow, to perhaps encourage more and divergent artists to come in? I could even imagine an opportunity here to expand our remit towards workshops, training or some kind of education for the next generation of</p>	<p>Under the proposals no trader is obligated to turn up every week, so a mechanism that assumes attendance is not practical. It will be very straightforward to introduce a prompt sent out by the Market Management Team each week that reminds traders to request a stall.</p> <p>The proposals do not penalise occasional or even regular non-attendance, nor do they reward full attendance. Traders on the General & Sunday market <u>are</u> penalised for non-attendance and not rewarded for full attendance.</p> <p>The proposals are aimed at benefitting the market before any individual trader. If the market flourishes, it follows that it becomes a more inviting place to trade and shop.</p>

<p>craftists. Far fetched? Maybe. But I'm only saying. And...what a good fillip something like that would be - for ASG, and the CCC? And lastly...Verifying that 'We make what we sell' Where Traders show some evidence that our products are just that. My way would be to make a series of videos showing us doing what we do. Okay, that wouldn't suit everyone but hey, folks love seeing how stuff's made and it would be a nice plug for the market too. I'd just like to comment, in general about the proposed Terms... There just doesn't seem to be anything new in there that's aimed at being beneficial to the traders.</p>	
<p>I must disagree to the fact that we have to commit as early as Tuesday some of us travel a long way have other jobs and family ties ,a lot can happen between Tuesday and Saturday also it would be much easier to advise if you weren't coming</p>	<p>Having to provide confirmation four days before attending the market is proposed as achieving the right balance between ensuring numbers on the market and giving traders flexibility.</p>
<p>registering my concerns about the new t and c's, mainly the emailing by Tuesday or not being allowed to trade. As you know I am a regular trader and have been for almost 10 years, I attend every week and if I cannot attend I let Julian know as soon as possible. Under the new proposals I will have to remember to email and as someone who is notoriously forgetful and quite technophobic I have no doubt that I will on occasion forget to email. This will result in lost revenue for you and because this is my job, I will miss out on a days money which feeds the children pays the bills and mortgage e.t.c. I am 100% behind getting people to commit and once they have made a commitment they should be charged unless circumstances beyond their control mean they cannot attend. What you are proposing will make it more difficult for all regular traders, I know of at least 2 that do not have access to a</p>	<p>It will be very straightforward to introduce a prompt sent out by the Market Management Team each week that reminds traders to request a stall. Traders can write in requesting a pitch by conventional mail if preferred as stated in the proposals. Having to provide confirmation four days before attending the market is proposed as achieving the right balance between ensuring numbers on the market and giving traders flexibility.</p>

<p>computer which will make it impossible for them to trade, if a casual trader decides on a Wednesday Thursday or Friday that they would like to attend, and even if there is space they will not be able to, this seems counter productive to me.</p> <p>I do hope that "proposed" changes are just that, and that you will listen to the traders that are keeping this market alive and not make our lives any more difficult than they are already!</p>	
<p>6.1 In my opinion, informing you on a Tuesday whether we want to trade on the Saturday is too early in the week. Nobody knows what life has in store, but guessing 5 days ahead of time is too long. Currently, we respond to Julian (or Susan's) text on a Thursday by 9pm. We know at that point if we (or our children) are well enough for us to trade on Saturday. On a Tuesday we (or our children) can be healthy, but could find a cold or sickness has kicked in by Thursday. If we had said we'd trade on the Tuesday, we'd be scuppered. At least on a Thursday, we'd know to say no. On a Tuesday, the weather forecast for a Saturday is not so certain as it is on a Thursday. Some traders like to know whether it is going to be heavy rain or wind (ceramics and glass don't enjoy the windy days) and we can make a weather related decision with more certainty on a Thursday. Those are just two scenarios, but with normal family life there could be many more issues that happen during the week, which may not be in the mix on a Tuesday.</p> <p>Thursdays work. There is no reason to change to Tuesday. Emails to yourself or your team could get lost in the vast number of other emails you receive. I understand that you are probably looking for an audit trail, but you could still do this on a Thursday rather than a Tuesday. It seems that you have</p>	<p>The proposals are aimed at benefitting the market before any individual trader. If the market flourishes, it follows that it becomes a more inviting place to trade and shop. Feedback from the focus groups and our survey indicated that traders are frustrated at attending a market that has fluctuating attendance. The proposals aim to address that by ensuring that traders commit earlier in the week than they currently do.</p> <p>The proposals do not penalise occasional or even regular non-attendance, nor do they reward full attendance. Traders on the General & Sunday market <u>are</u> penalised for non-attendance and not rewarded for full attendance.</p> <p>Having to provide confirmation four days before attending the market is proposed as achieving the right balance between ensuring numbers on the market and giving traders flexibility.</p> <p>The proposals encourage traders to prepare for the possibility of inclement weather; this is entirely consistent with our approach to traders on the General & Sunday market. Section 7 affords the Market Management Team discretion to waive fees in the event of exceptional circumstances.</p>

<p>picked on Tuesday because it fits with your office logistics. Perhaps you should think of the traders instead? It is not necessarily easy to get to a computer or have working internet so an email isn't always the best method of communication. We all have phones and can send a text. Not everyone has email on their phone. You could end up with traders deciding to give up completely on All Saints because they can't guarantee attendance on a Tuesday. Perhaps that's your intention?</p> <p>5.6 I'm also interested to know how you expect new traders to pay by direct debit only? The benefit of All Saints is that we can choose how regularly we attend and therefore setting up a direct debit wouldn't work.</p> <p>Is there any financial incentive to those of us who attend week in week out, regardless of weather and time of year? You know who we are. I fully agree that we should pay our rent if we say we're coming and then don't turn up. However, see my first point about the Tuesday email.</p> <p>Please don't kill the soul of this lovely little market. It is special. Making what we sell is vitally important and is the heart of the market. We are a different type of trader to those on your general market - please allow All Saints to thrive and reconsider the Tuesday email.</p>	<p>The introduction of Direct debits has had a positive impact on trader debt and payment by direct debit is financial incentivised.</p>
<p>I agree with all the revisions apart from the proposed change to how stalls are allocated on Saturdays. Tuesday seems too early in the week to ask for a stall, circumstances can change, and the current system allocates stalls on a Thursday which suits us traders.</p>	<p>Under the proposals no trader is obligated to turn up every week, so a mechanism that assumes attendance is not practical. It will be very straightforward to introduce a prompt sent out by the Market Management Team each week that reminds traders to request a stall.</p>

<p>Also, I would prefer to use a system whereby I notify the team if I am not going to attend. If the team assumes all traders are coming and those who are not notify the team, this should result in less admin.</p>	<p>Having to provide confirmation four days before attending the market is proposed as achieving the right balance between ensuring numbers on the market and giving traders flexibility.</p>
<p>I have read the conditions and agree with them all except one. Section 6. I feel that Tuesday is too early in the week to e-mail / write to announce my intention of trading on the following Sat. I understand why you are asking for this but feel that I am being penalised in an attempt to what I don't know, are you trying to empty or fill the market up ? Have people tied into trading on the Sat. I attend regulary, every week in fact, rain, shine, windy or just very cold. I am not a fair weather trader. Only once have I had to contact Julian on a Sat morning to say I couldn't attend, I was actually in hospital by 8am and spent the rest of the weekend there. So with the new conditions I would be charged for something that was beyond my control. I mentioned this to Luiz who said under these circumstances a letter from your Doctor may help the council refund the charge, a letter that cost's £25, so this is pointless. I realise we need to have a penalty for people who wake up, look outside and just don't fancy it, I totally agree. It effects us all when there are empty spaces dotted about. If someone forgets to e-mail/ write, are you saying they cannot attend ? Remembering to e-mail by 5pm will be difficult for most, responding to a text is not. I use the current system the way it is supposed to be used I respond to Julian's texts immediately, always. I always let Julian know at least a week in advance if I can't attend. I don't mind being charged then or by 5pm on the Thursday if this is what's required as a compromise. I will be there every Saturday and If I'm not, I will inform Julian verbally and by responding to his texts.</p>	<p>Having to provide confirmation four days before attending the market is proposed as achieving the right balance between ensuring numbers on the market and giving traders flexibility.</p> <p>Section 7 affords the Market Management Team discretion to waive fees in the event of exceptional circumstances.</p> <p>It will be very straightforward to introduce a prompt sent out by the Market Management Team each week that reminds traders to request a stall.</p>

General Thoughts:

All through the consultation process the Council's concern seems to have been increasing stall holder numbers. I did talk to Jake about why I thought attendance has been falling. My comment that takings were falling, and that's why traders were coming left often failed to make it into his report. I think that trader takings is key to improving attendance. I am concerned that the draft conditions will actually drive more traders away by banning casual traders. Both Derek and I are now casuals and our attendance has been very poor this year - Derek because of his takings and I've had lots of health issues - an injured shoulder after falling of my bike, suspected pneumonia and now a broken toe, which means that I can't walk on the gravel. I make bags out of denim and if they get damp or wet, I have to spend all week drying them out to avoid them going mouldy. Therefore I don't come when the forecast is wet. So the new rules will definitely mean that Derek will not be coming anymore and I'll probably not start up next year, as I've been hoping to do. I was quite happy to not expect a stall space as a casual - essentially been at the end of the queue, but I'm not prepared to live with these new conditions. I think that others will be in the same boat as us, and I'm worried that the market might well die under the proposed conditions.

The draft conditions are couched in very legalistic, formal terms and there is nothing about we can expect from you. This does not foster good relationships with the Council. A lot of the points seem dependent on the Council Market Management team being efficient, which has not always been the case.

Specific Comments from your numbered sections:

The proposals are aimed at benefitting the market before any individual trader. If the market flourishes, it follows that it becomes a more inviting place to trade and shop. Feedback from the focus groups and our survey indicated that traders are frustrated at attending a market that has fluctuating attendance.

Having to provide confirmation four days before attending the market is proposed as achieving the right balance between ensuring numbers on the market and giving traders flexibility.

The first 34 traders e-mails received will receive a return e-mail acknowledging their request and confirming whether they have a position or not.

All traders must ensure that they have Public Liability Insurance with minimum coverage of £5m. This is not a new proposal.

Our arrangement with the church that owns the site is that all traders will be off by 6pm. It may not be preferable to be off site by 6pm, but it is perfectly possible. This is not a new proposal.

Traders are required to provide evidence of who they are, their address and that they have the right to work in the country. This is not optional. Traders who do not comply will not be able to operate.

1 Definitions - "All Saints Garden Co-ordinator" Sounds like you are getting rid of Julian/stall holder in this role. Are you still going to give the Co-ordinator a free stall. If you are, that should be in the conditions.

6.1 We used to be able to sign up on the Friday, presently its the Thursday and the draft is Tuesday. As I've said above; I can't come in wet weather as my stock gets ruined in wet weather. Tuesday is too far ahead for me.

7.2 You don't say when we will know if we have a space or not, surely that ought to be stated.

7.3 As I've already said this condition bans casual traders, and I think that's a bad idea and means that we won't be coming next year.

10. I am not prepared to indemnify the Council if you are negligent - eg if you don't maintain the tables properly and that injures me or a customer - that's your fault, not mine.

11.6 Leaving by 6pm is not possible. The market can be very busy in the summer and it tends to close a bit later than 5pm then. People packing away and carrying tables back to the stack when there are lots of people around is dangerous. I take 1 hour to pack up and then get my car (about 20 minutes), so even if I stop trading at 5pm, I can't leave by 6pm.

15.2 I'm not sure that you can get in 34 stalls if everyone has a 3m frontage. Tables are 6ft long, trees get in the way etc. Presently 1 table frontage

<p>is guaranteed and long standing stall holders can get 2 tables. This needs a rethink. There is nothing about long term stall holders having their assigned spaces.</p> <p>15.4 There should be mention of any stalls in the stack not been secured with bungees. These are banned from the stack on health and safety grounds - someone nearly lost an eye from a bungee tying up someone else's stall flinging off, when they were removing their's from the stack.</p> <p>16.2 I can understand having to give you our name and contact details. But we are not employees, so why do you want our date of birth and NI number? These have never been required before and are important personal information to protect. As someone who has had personal information hacked from Equifax in the US in May this year, the less places sensitive personal information is held the better. We will be dependent on your security systems. When Jake emailed the stall holders about the consultation, he cc (not bcc) the email, so we all had access to everyone's email address. Many of us were not happy about this and therefore I am not prepared to give you my NI and DOB.</p> <p>19 OK, there needs to be something about this - but again nothing about how you are expected to behave towards us, which would be nice and equitable.</p>	
<p>There seems to be an ominous absence of the requirement that traders who apply provide evidence that they do indeed make</p>	<p>The Market Management Team employ various checks to ensure that the traders who apply to All Saints Market do indeed</p>

what they sell. From what I can gather, at the minute this simply involves ticking a box and we know we have present traders who buy in their goods which is putting our unique selling point at risk and is also unfair on genuine artists and craftspeople.

I am in agreement that 'fair weather traders' failing to attend should be charged and can see that this would be a deterrent. However you often spoke of the 'carrot and stick' and nowhere in the proposals can I find a 'carrot' for regular committed traders. Is it unreasonable to ask that traders who attend a number of consecutive weeks then receive a free week or, at the very least, a discount on their rent, particularly as the new proposals will undoubtedly increase revenue for the council.

Tuesday does seem somewhat early in the week for some traders and I believe this should be stated on, at the earliest, Wednesdays. Also, why should the onus be on traders who attend every week to state that they will be attending. If the register was kept up to date, which it hasn't been for some years despite repeated requests, then it would surely be less labour intensive for the council to assume that traders on the register will be present unless they hear otherwise.

Finally, I have concerns about how the new terms and conditions would be enforced. I say this because, at present, many of the existing rules of market are clearly flaunted, often by the same 'rogue' traders and not only do they continue to ignore the rules but, whenever challenged, become downright difficult and confrontational which inevitably leads to the market coordinator turning a blind eye. Again, not fair on the majority of reasonable and compliant traders. The proposals also seem to be somewhat vague on what the responsibilities of the market

make what they sell. There is no proposal to amend this at all.

Under the proposals no trader is obligated to turn up every week, so a mechanism that assumes attendance is not practical. It will be very straightforward to introduce a prompt sent out by the Market Management Team each week that reminds traders to request a stall.

Having to provide confirmation four days before attending the market is proposed as achieving the right balance between ensuring numbers on the market and giving traders flexibility.

Section 7 affords the Market Management Team discretion to waive fees in the event of exceptional circumstances.

Co-ordinator are.	
<p>- 6.1 (Trading Arrangements) -</p> <p>a) I was pleased when starting on the All Saint's market that the current set up works so well. My concern about this particular change is that instead of streamlining the process for regular attendees, it adds a minor but noticeable inconvenience which I believe will increase the chances of missed deadlines and possibly result in a lower attendance. Without prompting, I expect a number of regular traders will simply forget to confirm every single week.</p> <p>b) While I don't have a huge issue with confirming on a Tuesday instead of a Thursday, I can see this being problematic for certain reasons for non-attendance (such as unforeseeable but non-emergency issues with creative processes or transport). Like a weather forecast, the closer the confirmation is to the trading day the more likely it is to be accurate!</p> <p>- 11.6 (Hours of Operation) -</p> <p>I just wanted to note that the requirement to leave before 6pm might necessitate early pack-down times for traders without staff/family to help. This isn't in itself a problem, but could affect the trade of other stallholders, particularly in the summer, since it might discourage customers from coming into a market that seems to be closing. In my experience, the need to leave early is largely due to the time it takes to collect and return with a vehicle.</p> <p>Additionally, I wonder if there is the possibility of further clarification regarding the ethos 'we make what we sell' as there are some grey areas which it would be nice to have covered. For example, I feel that artists and photographers should be able to</p>	<p>Under the proposals no trader is obligated to turn up every week, so a mechanism that assumes attendance is not practical. It will be very straightforward to introduce a prompt sent out by the Market Management Team each week that reminds traders to request a stall.</p> <p>Having to provide confirmation four days before attending the market is proposed as achieving the right balance between ensuring numbers on the market and giving traders flexibility.</p> <p>Our arrangement with the church that owns the site is that all traders will be off by 6pm. It may not be preferable to be off site by 6pm, but it is perfectly possible. This is not a new proposal.</p>

<p>sell high quality, professional prints of their own work either as home decor or in another format such as greetings cards or postcards. Do batches of prints from local or online print shops count as mass production? It seems unusual if that is the case, as selling professional prints is a fairly standard practise for many artists and is practically unavoidable for photographers.</p>	
<p>I'm currently a casual trader on All Saints but I do trade fairly regularly throughout the year. I understood that these new terms and conditions were about increasing the busyness and vibrancy of the market. I think the proposed idea of committing on a Tuesday will be very detrimental to the market and rather than increasing traders it will actually deter them..I certainly won't want to commit that far ahead due to completely unpredictable weather. It has been suggested that an incentive for regular traders be offered which would be far more encouraging.I started trading at the market 6 years ago when it was so vibrant and busy and i would love to see the market get back to that so I really hope that this particular new proposal is not put in place.</p>	<p>Having to provide confirmation four days before attending the market is proposed as achieving the right balance between ensuring numbers on the market and giving traders flexibility.</p> <p>The proposals do not penalise occasional or even regular non-attendance, nor do they reward full attendance. Traders on the General & Sunday market <u>are</u> penalised for non-attendance and not rewarded for full attendance.</p>
<p>Would you please consider some terms again ? The Tuesday confirmation of trading. We are having a Thursday confirmation and I think it works well for me and many stall holders at All Saints Art and Craft Market. Because of my personal life I can not confirm on Tuesday whether I can attend the market on Saturday. I reckon we should think of stall holders coming out of Cambridge too. They sometime can not make it because of the weather conditions.</p>	<p>Having to provide confirmation four days before attending the market is proposed as achieving the right balance between ensuring numbers on the market and giving traders flexibility.</p>

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Item

PROPOSED CHANGES TO CHARTER MARKET REGULATIONS ON GENERAL & SUNDAY MARKET

To:

Councillor Rosy Moore, Executive Councillor for Environmental Services and City Centre

Environment Scrutiny Committee

16 January 2018

Report by:

Daniel Ritchie, City Centre Management, Markets and Street Trading Development Manager

Tel: 01223 - 457466 Email: daniel.ritchie@cambridge.gov.uk

Wards affected:

Market

Not a Key Decision

1. Executive Summary

The Charter Market Regulations (CMR) have not been reviewed for seven years. A number of the proposed revisions remove terminology that is no longer relevant whilst other changes are aimed at improving the performance of the market. The proposed revisions have been informed by trader focus groups, a trader survey and advice from the National Market Traders Federation and National Association of British Market Authorities regarding best practice, and from 3C Legal.

2. Recommendations

The Executive Councillor is recommended to:

2.1 Adopt the proposed changes to the CMR as set out in Appendix A.

The main proposed changes to the CMR are as follows:

- 2.2.1 No longer having separate trading arrangements for Bank Holiday Mondays. Licence agreements will be in effect on any day the market is open.
- 2.2.2 No longer supplying wooden boards. (The use of wooden boards will still be permitted, but traders will need to return them to the store at the end of trading).
- 2.2.3 Ensuring that hot food traders use flame retardant sheeting around any part of a pitch that adjoins another.
- 2.2.4 Charging casual traders on the day an agreement is made for them to operate.
- 2.2.5 Ensuring that hot food and drink traders do not use single use plastics to dispense the food and drink that they sell.

3. Background

- 3.1 For the past twenty years the General & Sunday Markets have only been closed on Christmas Day, Boxing Day and New Years Day. Historically, Good Fridays have been treated as any other Friday, whilst Bank Holiday Mondays have been subject to a higher, flat rate, casual charge. The proposal to no longer having separate trading arrangements for Bank Holiday Mondays brings Bank Holiday Mondays into line with every other day.
- 3.2 The feedback from the trader's survey (Appendix C) demonstrates that cleanliness of the market is a substantial concern. The biggest impediment to the cleanliness of the trading area are the wooden boards left strewn across the market at the end of each market day. These boards inhibit the effective wash down of the market trading area. Traders have previously been written to and encouraged to return the boards to the storage area and there have been a number of evenings that the 'Markets' team has sought to demonstrate to the traders good housekeeping of the market by clearing market boards and returning to the storage area. These have had little impact. By not replacing the Council's stock of wooden boards, traders will have to make their own arrangements to maintain existing stock and/ or provide their own. In either case, traders will be required to return all wooden boards to the store at the end of the trading day. This will allow the market wash down to be conducted effectively.
- 3.3 Hot food traders generally have a greater impact on their neighbours than those selling other commodities, in terms of smell and fumes.

Furthermore, hot food traders present a greater fire hazard risk than those selling other commodities. Requiring hot food traders to reasonably insulate their stalls will effectively manage their impact on others, and minimize the fire risk to the market.

- 3.4 The current arrangement allows traders to request a pitch, the 'Markets' team to then arrange this, which involves a small administrative burden and prevents others from being allocated the requested pitch. Unfortunately, there is a continuing practice of traders securing a requested pitch and then not turning up to trade from it on the day. This currently has no financial impact on the trader. The proposal is that if a trader requests a pitch which is confirmed, the trader is charged irrespective of whether or not they then turn up. It is hoped that this will deter 'no shows' and support the honouring of pitch commitments.
- 3.5 There is currently no obligation on hot food and drink traders to use recyclable receptacles to dispense their commodities, though, in practice, many do. The proposals aim to ensure that all traders operate under the same conditions which would improve the environmental performance of the market offer.

4. Implications

(a) Financial Implications

There are no significant financial implications.

(b) Staffing Implications

There are no staffing implications.

(c) Equality and Poverty Implications

There are no equality or poverty implications

(d) Environmental Implications

There environmental impact rating is 'Nil'

(e) Procurement Implications

There are no procurement implications.

(f) Community Safety Implications

There are no community safety implications.

5. Consultation and communication considerations

A series of Trader Focus Groups were held in the summer on Market Square during the market hours of operation to gather feedback from those that trade. The opportunity to meet at another time if this was inconvenient was also provided. An electronic survey was sent to all 152 traders with e-addresses and a hard copy of the same survey sent to the postal addresses of the 7 traders without them. Furthermore, traders received a copy of the proposals on 18th October 2017 for a 33 day consultation period. Of the 159 contacted there were 4 respondents (2.5%). Their comments are included in Appendix D.

6. Background papers

No background papers were used in the preparation of this report.

7. Appendices

- (a) Appendix A – Proposed Charter Market Regulations
- (b) Appendix B – Current Charter Market Regulations
- (c) Appendix C(i) & Appendix C(ii) – Trader Survey Returns
- (d) Appendix D – Trader Consultation Returns

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact Daniel Ritchie, City Centre Management, Markets & Street Trading Development Manager, tel: 01223 - 457466, email: daniel.ritchie@cambridge.gov.uk.

CAMBRIDGE CITY COUNCIL
CHARTER MARKET REGULATIONS

Cambridge Markets are an important aspect of the city centre retail offer and provide both an invaluable service to residents and all users of Cambridge city centre and affordable business opportunities for local people. They are a key part of the city's heritage and ensuring that they continue to develop and thrive is a key priority for Cambridge City Council.

These Market Regulations govern the use of stalls in the market by traders. Any trader who contravenes any of these Regulations or any of the Bye-Laws relating to the Market may have their stall licence terminated by the Council or otherwise be refused permission to use a stall in the market. A trader may appeal against a decision to terminate or suspend their licence to the Director of Environment or such other officer the Council appoints.

Cambridge City Council may change these regulations at any time in the future upon giving 4 weeks written notice to traders. Prior to changing these Regulations the Council will consult with traders and consider any representations made.

All traders will be given a copy of these Regulations and the Bye-Laws.

Any trader who commences trading agrees to abide by these Regulations.

1. DEFINITIONS:

- 1.1 " the Market" means the charter market held on the Market Square, Cambridge
- 1.2 "Trader" means a person offering goods or services for sale from a stall on the Market
- 1.3 "Market Management Team" means the person/team advised to traders from time to time by the Council.
- 1.4 "Trading Day" means a day on which the Market is open for trading
- 1.5 "Market Hours of Operation" means the hours of operation set out in clause 2.1
- 1.6 "Severe Weather" means a severe weather warning for Cambridge on the Met office website at www.metoffice.gov.uk , telephone number 0870 900 0100

2. GENERAL

2.1 The Market will operate as follows:

2.1.1 General Market - Mondays to Saturdays, between 10am-4pm

2.1.2 Arts and Crafts Market - Sundays between 10am-4pm.

2.1.3 Local Produce Market -Sundays from 8am- 4pm.

2.2 All traders must sign a Licence Agreement,

2.3 Traders wishing to leave the Market or give up one or more of their stalls must give four weeks written notice of their intention to the Markets Management Team. At the Council's discretion this requirement may be waived in exceptional circumstances.

2.4 The Council will provide and maintain adequate and hygienic toilets and washroom facilities for all licensed traders.

3 PERSONAL NATURE OF LICENCES

3.1 The Licence is personal to the trader and is not capable of transfer. However a trader may nominate another person to take a licence of the stall from which the trader has been operating.

3.2 The Markets Management Team may at its entire discretion allow the nominee to enter into a new licence of the stall if the following conditions have first been met:

3.1.1 A formal written request from the exiting trader giving details of the new trader is submitted to the Markets Management Team.

3.1.2 Prior completion of a new standard licence agreement by the new trader.

3.1.3 The new trader has not previously had a licence terminated or suspended by the Council on any Market within the City.

3.1.4 Receipt by the Markets Management Team of a satisfactory reference for the proposed stallholder from a previous market where they have acted as a trader, or from a previous employer or equivalent.

3.1.5 Written proof of public liability cover as required by paragraph 9 is provided.

3.4 Alternatively and also at its entire discretion the Markets Management Team may allow the nominee to enter into a licence of an alternative stall on the market.

4. PRODUCT LINES AND PRODUCT LINE EXTENSIONS

4.1 Traders may only sell the product line set out in their Licence Agreement.

4.2 The Council will allocate product lines to vacant stalls as it considers best for the Market. The Council may accept product lines that compete with existing traders. The Council does, however, reserve the right to decline any application if it considers that any particular trade or line will be over- represented on the Market.

- 4.3 Traders may only extend or change product lines with the written agreement of the Council (which shall not be unreasonably withheld). If a request is granted, the old licence will be cancelled and a new one issued.
- 4.4. No new product line extensions will become effective until a new licence has been signed and returned to the Council. Licences not signed within 7 days of issue will be withdrawn.

5. APPLICATIONS FOR STALLS AND NEW STALL ALLOCATIONS

- 5.1 The following stalls, when vacant, will be advertised on the Market Traders Notice Board for 14 days:
- 5.1.1 All Saturday stalls
- 5.1.2 Monday-Sunday- all outside stalls and end of inner rows (A1-A18, B1,B7 B8 B18, C1, C7, C8,C16, D1,D7,D8,D15,E1,E7,E8,E14,F1,F7,F8,G1-G12).
- 5.1.3 The Markets Management Team may advertise adjacent stalls to any of the these stalls as a double stall from time to time if they consider this to be in the best interest of the market.
- 5.2 All applications for stalls, including those from existing stall holders who want an extra or alternative stall, must be made in writing to the Markets Management Team at market.management@cambridge.gov.uk
- 5.3 The Markets Management Team will consider the applications for vacant stalls against the following criteria:
- 5.3.1 the need for the particular trade stated on the application and for preserving a proper balance of trades on the market.
- 5.3.2 the desirability of allowing the continuity of a family business following retirement or bereavement.
- 5.3.3 the conduct of the trader, including any failure to comply with these regulations or any legislation or byelaws relating to the market.
- 5.4 Applications for new or additional stalls or product changes or extensions will not be considered whilst the applicant is in breach of these regulations, including being in arrears with payment of the fee.
- 5.5 Saturday stall licences are only allocated to existing traders who have been trading on a weekday i.e Monday to Friday on at least one day a week and are issued on condition that the trader will continue to trade on a weekday for at least one day a week.
- 5.5.1 From 1st April 2011 any new Traders applying for stalls or existing traders applying

for additional stalls will only be allowed to use a maximum of 3 stalls per day.

- 5.5.2 No new stall allocations will become effective until the licence has been signed and returned to the Council. Licences not signed within 7 days of issue will be withdrawn and the stall made available for re-allocation.

6. UNSUCCESSFUL APPLICATIONS

- 6.1 All unsuccessful applicants for stalls or product line extensions will be advised in writing with reasons.

7. PAYMENT OF STALL FEES

- 7.1. Stall fees and other charges are determined by the Council, and will be notified to traders in writing once approved by the Council. The Council will usually review all stall fees and other charges annually but may do so at different intervals. The Council will notify traders of any review and will consider representations made by traders. When the Council has decided to change fees and/or charges it will give traders 4 weeks written notice prior to the date when the charges come into effect.
- 7.1.1 All charges must be paid at the Payments Office in the Customer Services Centre at Mandela House by 6pm on the day that they are due.
- 7.2 Stall fees must be paid by one of the following methods only:
- 7.2.1 By monthly direct debit.
- 7.2.3 By payment to the Council using cash, cheque (with guarantee card), or debit/credit card on a weekly or monthly basis in advance as agreed in writing by the Council.
- 7.2.4 Any trader in arrears with their fee will be subject to the disciplinary procedures detailed in clause 25.
- 7.2.5 The Market Management team may suspend any trader who is in arrears of more than 4 weeks stall fee.

Information

The Customer Service Centre is open between 8.00am to 6.00pm Monday-Friday. It is closed on public holidays. In the event that the Customer Service Centre is closed on a market day due to a bank holiday, alternative arrangements will be advised to traders for payment that day. Debit/credit card payments may also be made by telephone on (01223) 457700.

- 7.3 Except where the Markets Management Team has waived the stall fee under 7.3.1 and 8.6 below all traders must pay their stall fee irrespective of whether they attend the Market.

7.3.1 In Severe Weather, traders who do not attend the Market will not be charged for that day or day(s) provided that they are not in arrears with their stall fee.

8 ABSENCE FROM THE MARKET

- 8.1 During a trader's absence the Council may re-allocate their stall(s) to another trader.
- 8.2 For all absences traders must advise the Markets Management Team as soon as it is reasonably possible in advance of or, if this cannot be done, as early as possible on the trading day in question. Should this occur the Council reserves the right to re-allocate the stall for that day to another trader.
- 8.3 In the interests of the market it is important that traders attend the market and that as many stalls as possible are occupied. Continued absence from the market may result in the suspension or termination of a trader's licence.
- 8.4 Any trader unable to attend the market due to unforeseen circumstances must notify the Markets Management Team in writing as soon as possible. The Markets Management Team may in their absolute discretion waive the stall fee.

9. INSURANCE

- 9.1 Traders MUST provide evidence of third party public liability insurance to the Council's minimum requirement as notified to traders in writing from time to time, currently £5,000,000 (FIVE MILLION POUNDS) and a trader shall display their policy of insurance on their stall or provide evidence of their insurance upon request.
- 9.2 Traders who are responsible for employees must hold Employers Liability Insurance. Under the Employers Liability (Compulsory Insurance) Act 1969 all employers* are required to have a minimum level of cover of £5 million.
- 9.3 Traders not displaying evidence of insurance or providing evidence of their insurance as required by clause 9.1 may not be permitted to trade until this has been rectified. No rebate of the stall fee will be given in these circumstances.

** If your business is not a limited company, and you are the only employee or you only employ close family members, you do not need compulsory Employers Liability (EL). Limited companies with only one employee, where that employee also owns 50% or more of the issued share capital in the company, are also exempt from compulsory EL insurance. However, there is nothing to prevent an exempt employer from choosing to buy EL insurance.*

- 9.3 Traders must notify the Markets Management Team of any changes in insurance and provide copies on request and on renewal.

10. **INDEMNITY AND COST OF DAMAGE**

- 10.1 Traders will indemnify the Council against all costs, claims and damages arising from their use of the stall, or any other facility provided by the Council in respect of the Market operation.
- 10.2 The Council reserves the right to charge any market trader the full cost of repair or renewal to any council property related to the Market where in the reasonable opinion of the Council that trader or anyone working with the trader has caused the damage.

11. **CONDUCT**

- 11.1 Traders are responsible for their own conduct and that of anyone working on or in connection with their stall at all times while they are on the Market.
 - 11.1.2 A breach of these Regulations by anyone working on or in connection with a trader's stall will be deemed to be a breach by the trader.
 - 11.1.3 Traders are responsible for complying with all legislation and regulations that apply to the individuals they employ or engage.
- 11.2 Traders and those working with them **must not:**
 - 11.2.1 Use abusive or bad language, shouting or intimidating behaviour
 - 11.2.2 Discriminate against anyone on the grounds of age, gender, race, sexual orientation, disability, gender reassignment, religion or belief.
 - 11.2.3 Use or permit the use of illegal substances on the Market
 - 11.2.4 Smoke in the toilets or the storage areas or within the confines of any stall canopy on the Market
 - 11.2.5 Hawk or carry goods about for sale
 - 11.2.6 Use stalls for any purpose other than trading
 - 11.2.7 Pitch or call out goods for sale
 - 11.2.8 Sell animals on the Market
 - 11.2.9 Cause or encourage any nuisance or annoyance to the public or other traders or occupiers of property in the vicinity of the market
 - 11.2.10 Make any noise or play music that is considered by the Markets Management Team to be a nuisance or inconvenience to other stallholders, customers or local residents.
 - 11.2.11 Cook on their stall except where this is part of the product line set out in their licence
- 11.3 Traders' pets (other than Assistance Dogs) are not permitted on the stall without the written agreement of the Markets Management Team.

12 HOURS OF OPERATION

- 12.1 All Traders must ensure that their stall is suitably manned throughout the Market Hours of Operation and is open for trade.
- 12.2 Traders who fail to take their stall by 9.30am may not be permitted to trade on that Trading Day unless prior arrangement is made with the Markets Management Team. No refund of stall fees will be paid in these circumstances. The Council may re-allocate the stall for any absence to another trader.
- 12.3 Traders **must not** come onto the market before 6.30am. or before the washdown process has been completed whichever is the later. Washdown days usually take place on a Sunday or Wednesday. However if circumstances require (for example in severe freezing temperatures) these days may vary.
- 12.4 All vehicles must be removed from the market by 9.30am and traders must not bring their vehicles back to the market until after 4pm.
- 12.5 All traders must vacate the market by no later than 6pm.

13 CLOSURE OF THE MARKET

- 13.1 The Markets Management Team shall have the right to close the Market at their absolute discretion if they consider this to be necessary on the grounds of public safety.

14 WORKS AFFECTING THE MARKET

- 14.1 Whenever possible, traders will be given prior notice of maintenance and other work on and around the Market which could affect their trading activities.

15. VEHICLE MANOEUVRES

- 15.1 Traders must ensure that they observe a maximum vehicle speed of 5 miles per hour when on or in the vicinity of the Market Square and that vehicles display hazard warning lights.
- 15.2 The Council will not be responsible for vehicles brought onto the Market Square.

16. OBSTRUCTION

- 16.1 When loading/unloading their vehicles, all traders shall cause as little obstruction and inconvenience to the general public, other traders or the Council's employees and contractors as possible. In particular traders must comply with such requirements to ensure emergency access as the Markets Management Team deems necessary,

including a standing requirement to park vehicles parallel to the emergency access so as not to compromise access.

17. **STALLS**

- 17.1 Traders must not place or cause any goods to be placed on any stall or space such that they encroach or extend beyond the boundaries of the stall unless they have the permission of the Markets Management Team. Consideration must be given at all times to ease of access for all users of the market.
- 17.2 Traders may only use A boards if the boards are wholly contained within the boundary of the stall and subject to any requirements of the Markets Management Team.
- 17.3 It is strictly prohibited to extend stalls onto the public highway. Willful obstruction of the public highway is a criminal offence under S. 137 of Highways Act 1980
- 17.4 Traders must not move, alter or add to the fittings or structure of their stall without the prior written consent of the Markets Management Team
- 17.5 Traders must ensure that any back or side -sheets (which will be supplied by traders) shall be kept in good and clean condition at all times and traders are advised to take down and remove them from the site at the end of each trading day.
- 17.6 Traders must not leave any goods, articles or equipment other than boards on the market after Market Hours of Operation without the prior written consent of the Markets Management Team. This includes any lights and shelving. Any trader's property left on the Market after the Market has closed is at the individual trader's own risk
- 17.7 The markets boards are the property of Cambridge City Council and must not be removed from the market at any time.
- 17.8 Traders may use a maximum of 3 boards per stall subject to there being sufficient supply available. These must be used for tabletop purposes only and not, for example, as windbreaks or flooring. In the event of a surplus of boards the trader may use more than 3 with the prior permission of the Markets Management Team.

17.9 Traders must return all market boards to the board store at the end of each trading day

17.10 The Council will provide and maintain stall canopies, trestles and boards.

18. IDENTITY

18.1 Traders must provide and display in a prominent and visible location on their stall, a legible, well presented sign of a minimum size of 300 mm x 300 mm showing their trading name. This sign must remain in position throughout the trading day.

18.2 Traders must register their permanent addresses, dates of birth, National Insurance numbers and contact telephone number with the Markets Management Team who must be notified of any changes. Two forms of documentary proof of identity and address must be supplied. Traders who fail to provide this information will not be permitted to attend the Market until this is rectified.

19. GAS CYLINDERS

19.1 The use of LPG/pressurised cylinder(s) will not be permitted without the prior written consent of the Markets Management Team and permission will be subject to such conditions as the Markets Management Team may require.

19.2 All traders using bottled gas must provide a controllable discharge type, dry powder fire extinguisher situated near the appliance, displaying a current test approval. Paraffin appliances will not be permitted.

19.3 All LPG/pressurised cylinders shall be stored outside any stall, vehicle or building connected to the appliance via securely fixed metal piping or armoured flexible piping. Only cylinders using pressure relief valves will be allowed which must be positively secured in the upright position.

19.4 All LPG/pressurised cylinders not in use must be stored upright in the open air away from any fixed or temporary source of ignition, with suitable hazard warning signage provided, complying with the Health and Safety (Safety Signs and Signals) Regulations 1996.

20. GENERATORS

20.1 Generators are not permitted on the market without the prior written agreement of the Markets Management Team and subject to such conditions as the Market

Manager may require. If allowed, only silent running diesel generators are permitted on the market. No re-fuelling or storage of fuel is allowed on site. Generators must be located so as not to be accessible to members of the public or other unauthorised persons. All cables must be routed away from pedestrian traffic routes in order to avoid tripping hazards and must be protected from mechanical damage.

20.2 Where the Markets Management Team considers that a generator is too noisy, the Markets Management Team may require that the generator be switched off immediately.

21. **ELECTRICITY**

21.1 A 240v electricity supply is currently available on the Market Square. The Council reserves the right to convert this to 110v if it considers this appropriate or to require compliance with the Electricity at Work Regulations 1989 (as may be amended from time to time).

21.2 Traders may only use electrical equipment that it is in good condition, weatherproof and suitable for outside use. All electrical equipment must have a valid up to date PAT test certificate which must be available for the Markets Management Team to view upon request.

21.3 Connections to the electricity supply must be made by a suitably competent person (using robust, moisture and tamper proof connections which are suitable for outside use). Suitable and sufficient earth-leakage protection must be installed and maintained as part of the fixed wiring installation.

21.4 Traders must ensure that trailing cables do not present trip hazards or any other hazard and are suitably protected and at a safe height.

21.5 Traders must not make any alterations or additions to the electrical wiring and fittings of the stall.

21.6 Traders are only permitted to use the electricity supply for appropriate lighting, scales and tills and for other uses which are, in the reasonable opinion of the Markets Management Team, essential for the operation of their business as specified on the Trader's Licence Agreement.

21.7 Electricity must not be used for heating in any circumstances.

22. **LITTER AND TRADE WASTE**

- 22 The Council will carry out the regular cleaning of the market area, and the drains and gullies on the Market as necessary to maintain their effective operation.
- 22.1 Traders must ensure that their stall and any adjoining passages, whether used by them alone or in conjunction with other traders, are properly swept from time to time and shall ensure that litter is not allowed to accumulate.
- 22.2 Throughout the day traders must ensure the area surrounding their stall is cleaned and clear of all refuse and to ensure that all stalls and immediate areas are cleared of all refuse generated by their business at the close of business each day.
- 22.3 Traders must remove trade waste from their stall. The Council will provide and maintain adequate, hygienic and efficient refuse disposal facilities on the market at all times subject to breakdowns and other matters beyond its immediate control.
Traders must only use these facilities for waste generated on the market.
- 22.4 Traders who produce food waste must dispose of it in the correct food waste receptacle.
- 22.5 Traders who produce cardboard waste must dispose of it in the correct recycling cardboard receptacle.
- 22.6 Traders must comply with notices displayed on the compactor with regard to the type of waste that can be put in the compactor.
- 22.7 Traders must not put their trade waste in public litterbins
- 22.8 Traders providing containers for food or drink consumption on the market place shall make such additional arrangements for litter as the Markets Management Team shall deem necessary.
- 22.9 Traders must comply with any new initiatives introduced to improve the re-cycling of trade waste on the markets as advised in writing by the Markets Management Team from time to time.
- 22.10 Traders must only use the waste receptacles on the market for disposal of waste produced whilst attending the market and not for the disposal of any other waste.
- 22.11 If a trader does not dispose of and/or remove trade waste in accordance with this clause (22) the Council may remove the waste and charge the trader the reasonable cost of removal and disposal.

23. **FOOD STALLS**

All traders operating food stalls shall comply with any legislation for the time being in force relating to their business including (but not limited to) the provisions of the Food Hygiene (England) Regulations 2006

In particular, traders must comply with the following:

- 23.1 A first aid box shall be provided and any cuts and abrasions shall be covered by a blue, waterproof dressing.
- 23.2 All food must be kept eighteen inches above the ground and protected at all times from the risk of contamination.
- 23.3 Open or unwrapped food, other than fruit and vegetables, must only be sold from stalls or vehicles which are approved by the Council for this purpose.
- 23.4 Traders selling cooked or raw meat, poultry, fish or dairy products must provide adequate refrigeration and this produce must only be sold from stalls or vehicles which are approved by the Council for this purpose.
- 23.5 Waste water from sinks, wash hand basins etc must be discharged to the discharge points located near the standings in accordance with the requirements of the Markets Management Team.
- 23.6 Food handlers must not smoke behind or in the vicinity of the sales counters.
- 23.7 Food handlers must wear suitable, clean and where appropriate protective clothing and shall maintain a high degree of personal cleanliness.
- 23.8 No un-bagged refuse, waste or unfit food is to be allowed to accumulate on or about the stall. It must be bagged securely on a regular basis throughout the day.
- 23.9 Traders must have hand washing facilities with hot and cold water available on the stall if they are handling high risk foods*.
- 23.10 Traders running a high risk* food business must have available for inspection at the stall the appropriate Safer Food Better Business Pack.

□ **Information** – High Risk Foods are foods, which will support the growth of food poisoning bacteria and are ready to eat. (such as sandwiches, pizzas, hot meals, cooked products containing meat, fish and cheese; cooked products for re-heating such as pies, ready meals, smoked or cured meat, fish; dairy products such as cheese)

24 HEALTH AND SAFETY

- 24.1 Traders must comply with directions issued from time to time by the Council with a view to maintaining or improving the health and safety environment on the Market.

Traders must, in particular, have regard to the approved risk assessment, a copy of which can be obtained from the Markets Management Team.

25. DISCIPLINARY CODE

The following procedures relate to breaches of market regulations.

25.1 Disciplinary action beyond a verbal or written warning (apart from a precautionary suspension) will not be taken without a hearing being held by the Head of Tourism and City Centre Management (or other Officer for the time being authorised) on at least three working days notice or such shorter period as the parties shall agree

25.2 At the hearing oral and written evidence can be presented and cross-examination can take place in accordance with the principles of natural justice.

25.3 In cases of alleged serious misconduct, a trader's licence may be suspended pending the hearing and the determination of any appeal.

25.4 The procedure will normally be:

- For the first breach a verbal warning will be given, a note of which will be placed on the Council's file.
- For the second breach a written warning will be given and will be recorded on the Council's file.
- For subsequent breaches a trader's licence may be suspended.
- In the event of continued breaches or serious misconduct a traders licence may be terminated.

The Council may, in appropriate circumstances, proceed by way of a written warning, suspension or termination even for the first breach.

All breaches will remain on the trader's record (as held by the Council) for a minimum period of twelve months.

25.5 If a trader does not comply with a suspension then this will be taken into account as part of any disciplinary proceedings.

25.6 The termination or suspension will not normally take effect until after any appeals procedure has been completed. However, the Council has a discretion to proceed as it thinks fit having regard to the circumstances of the case and the nature of the breach.

25.6.1 Examples of conduct which may, following a hearing in accordance with Clause 25.1, normally justify termination of a licence are outlined below. The circumstances of each case will be considered by the Head of Tourism and City Centre Management (or other officer for the time being authorised).

25.6.2 Serious misconduct or dishonesty

25.6.3 Assaulting a member of the public, a Council Officer or another trader

25.6.4 Verbal abuse, harassment, intimidation, discrimination or bullying towards a member of the public, Council Officers or other trader(s);

25.6.5 In the reasonable opinion of the Head of Tourism and City Centre Management, the trader brings the market into disrepute; (See Clause 25.1)

25.6.6 The trader has been convicted of selling counterfeit products or has received a formal caution, formal warning or such other similar measure from the Trading Standards Service or any other Enforcement Agency.

25.6.7 The trader has persistently failed to make payment of the licence fee, outlined in clause 7 within the time limit set out in clause 7.

25.6.8 The trader has failed to comply with the health and safety legislation affecting the Market sites or any Health and Safety requirements notified to the trader by the Council.

Notwithstanding the above any trader who does not pay the stall fee, when present on the Market, in the matter described in Clause 7 will not be permitted to attend the Market until the fee has been paid.

26. **APPEALS PROCEDURE**

A trader who is issued with a warning, suspended or whose licence to trade has been terminated may appeal in writing to the Council's Director of the Environment (or such other officer as the Council appoints) within 5 working days from, but not

including, the day the trader is notified of the decision against which they wish to appeal

The decision of the Director of the Environment or other appointed officer shall be final in all respects.

In considering any appeal the Director of the Environment or other appointed officer will have regard to any relevant documentation and may interview such persons, including the trader in question, as he/she considers appropriate.

The result of the appeal and the reasons for the decision reached will be conveyed in writing to the registered address of the trader.

Information

The Markets Management Team are part of the Council's Tourism and City Centre Management service, within the Environment Directorate. City Centre Management is part of the portfolio of the Executive Councillor for Customer Services and Resources. The Markets Management Team reports to the Head of Tourism and City Centre Management. The Tourism and City Centre Management Service reports to the Council's Strategy and Resources Committee.

Complaints

If you have a problem or complaint with regard to management of the market you should first contact the Council. If you are still not satisfied the Local Government Ombudsman (LGO), may be able to help.

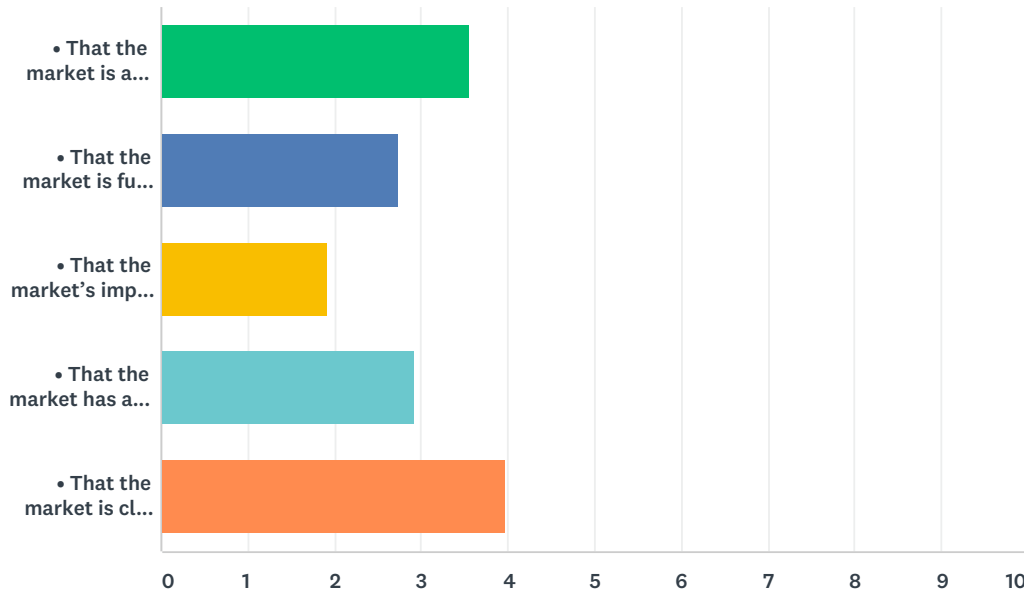
The LGO can be contacted at:

Local Government Ombudsman
The Oaks
No 2 Westwood Way
Westwood Business Park
Coventry
CV4 8JB
Phone: 024 7682 0000
Web: www.lgo.org.uk

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Q1 Rank the following in order, with 1 being the most important and 5 being the least important to you as a trader;

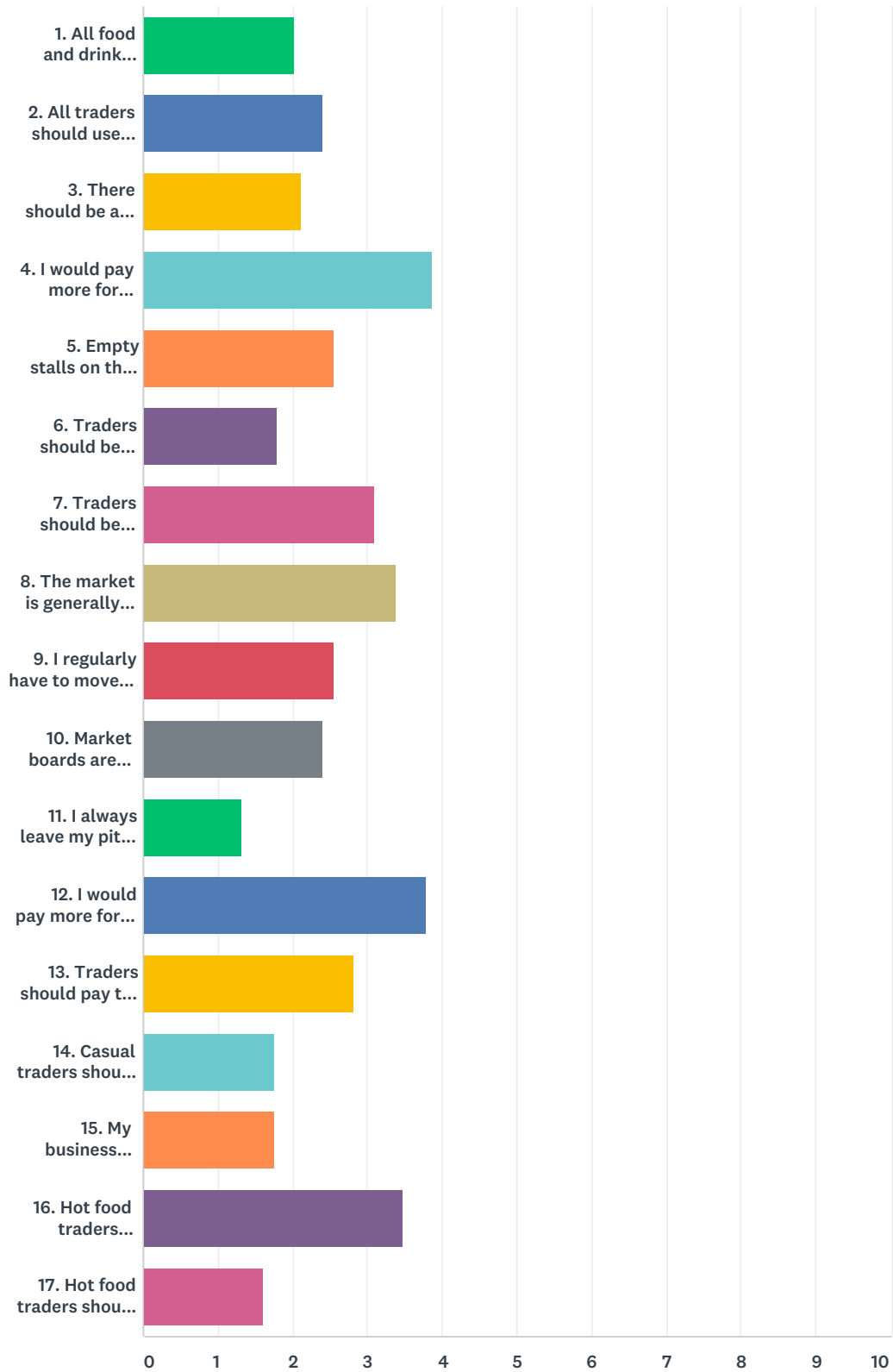
Answered: 34 Skipped: 0



	1	2	3	4	5	TOTAL	SCORE
• That the market is a safe environment in which to trade and shop.	22.22% 6	37.04% 10	22.22% 6	11.11% 3	7.41% 2	27	3.56
• That the market is fully occupied when I trade.	7.41% 2	18.52% 5	37.04% 10	14.81% 4	22.22% 6	27	2.74
• That the market's impact on the local environment is minimised.	3.57% 1	7.14% 2	3.57% 1	50.00% 14	35.71% 10	28	1.93
• That the market has a mixed offer that reflects retail trends.	17.86% 5	25.00% 7	17.86% 5	10.71% 3	28.57% 8	28	2.93
• That the market is clean and tidy when I trade.	50.00% 17	17.65% 6	17.65% 6	8.82% 3	5.88% 2	34	3.97

Q2 Rate the following questions between 1-17

Answered: 34 Skipped: 0



	STRONGLY AGREE	AGREE	UNSURE OR NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
1. All food and drink traders should use sustainable packaging	44.12% 15	29.41% 10	11.76% 4	8.82% 3	5.88% 2	34	2.03
2. All traders should use sustainable packaging	23.53% 8	38.24% 13	17.65% 6	14.71% 5	5.88% 2	34	2.41
3. There should be a greater range of recycling options provided by the Council	35.29% 12	35.29% 12	17.65% 6	5.88% 2	5.88% 2	34	2.12
4. I would pay more for additional recycling options provided by the Council	5.88% 2	2.94% 1	20.59% 7	38.24% 13	32.35% 11	34	3.88
5. Empty stalls on the market affects my business	23.53% 8	29.41% 10	23.53% 8	14.71% 5	8.82% 3	34	2.56
6. Traders should be financially incentivised by the Council for full attendance of their licenced pitches	55.88% 19	29.41% 10	2.94% 1	2.94% 1	8.82% 3	34	1.79
7. Traders should be financially penalised for non-attendance of their licenced pitches	32.35% 11	5.88% 2	8.82% 3	26.47% 9	26.47% 9	34	3.09
8. The market is generally a clean and tidy place to work	17.65% 6	20.59% 7	2.94% 1	23.53% 8	35.29% 12	34	3.38
9. I regularly have to move market boards from my pitch before I begin trading	26.47% 9	26.47% 9	17.65% 6	23.53% 8	5.88% 2	34	2.56
10. Market boards are regularly left on pitches in my aisle	35.29% 12	20.59% 7	17.65% 6	20.59% 7	5.88% 2	34	2.41
11. I always leave my pitch as I would want to find it	70.59% 24	26.47% 9	2.94% 1	0.00% 0	0.00% 0	34	1.32
12. I would pay more for additional cleansing	11.76% 4	5.88% 2	17.65% 6	20.59% 7	44.12% 15	34	3.79
13. Traders should pay the same on bank holidays as they do on weekdays	20.59% 7	20.59% 7	29.41% 10	14.71% 5	14.71% 5	34	2.82
14. Casual traders should pay for a pitch if their request is confirmed	55.88% 19	23.53% 8	11.76% 4	5.88% 2	2.94% 1	34	1.76
15. My business positively impacts other traders	52.94% 18	23.53% 8	20.59% 7	0.00% 0	2.94% 1	34	1.76
16. Hot food traders positively impact my business	8.82% 3	14.71% 5	26.47% 9	20.59% 7	29.41% 10	34	3.47
17. Hot food traders should use flame retardant sheeting around their pitches	64.71% 22	17.65% 6	11.76% 4	2.94% 1	2.94% 1	34	1.62

Q3 Finally; the Charter Market Regulations concern the relationship between the City Council and the traders they licence to operate on the market. What one issue would you like to see addressed in this review?

Answered: 28 Skipped: 6

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Answered: 28 Skipped: 6

#	RESPONSES	DATE
1	Incentivise traders to inform the Council when they are not going to attend the market so that it can be allocated to a casual trader. Make sure a Council representative is present early in the day to sort out problems.	10/4/2017 11:10 AM
2	We want the market to be cleaned on daily basis and market managers to do floor walk during the day	9/13/2017 9:46 AM
3	Attendance. Too many traders do not turn up when they are supposed and too many traders take on a weekday pitch in order to secure a Sat/Sun pitch but consistently do not turn up in the week. It is unfair on traders that always turn up as the market looks empty and in appealing. Traders should also be made to inform of their absence and a procedure put in place so that other traders can use that stall.	9/12/2017 7:41 AM
4	Greater promotion of the market not only through media but also making the market place an attractive and inviting space for the many visitors who pass through. This requires a commitment by the council to invest in the market and re-design the pitches attractively as well as make the fountain a central attraction rather than an abandoned relic from the past.	9/11/2017 5:21 PM
5	To stop the constant influx of food traders and concentrate on sustaining a general market feel, before we end up with a food trader kamikaze, as seen before in several London markets. We need clothes, shoes, fabrics, hardware extra.to represent the concept a real British market!	9/11/2017 12:39 AM
6	Environmental health inspection of hot food traders.	9/8/2017 7:06 PM
7	Try to find a solution for the raining days, what means to find a kind of cover to protect the costumers! Make a nice and common sitting area for the costumers would be really appreciate	9/8/2017 7:03 PM
8	Incentives for more non hot food traders!	9/8/2017 3:55 PM
9	Réduction of the rent No more extra £ 7 for the hot food A real deep cleaning monthly stall by stall An obligation to say if you are coming or not daily	9/8/2017 1:39 PM
10	A walk round early on every trading day to show an interest in current concerns and to improve personal contact.	9/8/2017 9:26 AM
11	Clean, well-lit, attractive environment	9/7/2017 3:48 PM
12	Traders should be given back their holiday allowance, to encourage them to advise the team when they won't be trading so the pitch can be given to a casual trader.	9/7/2017 2:44 PM
13	A better consideration of where hot food traders stall out in relation to non-food traders	9/7/2017 11:30 AM
14	Traders penalised for not informing management of non attendance. There is presently no incentive for this, as traders have to pay the full amount for their pitch in any event. This would insure a fuller market, higher revenue & prevent traders 'swapping' pitches, turning up on the off chance & having private arrangements with fellow traders.	9/7/2017 6:55 AM
15	The stalls are old and falling apart, no repairs are done, food traders are placed with non food, the market isn't cleaned enough, management are trying to bring more food on, unfair competition happening due to putting too many stalls of the same kind on. Rents are being taken but no investment is made into the market.	9/6/2017 10:57 PM
16	Refuse to allow traders to stand if they owe more than a months rent until debt is cleared	9/6/2017 8:45 PM

17	I would like the system of making traders rent a weekday pitch if they wish to trade at the weekend stopped. The market is full on paper, but in reality, has lots of empty stalls. Why not if they are only trading at the weekend, charge weekend rent + a bit less than the weekday rent? The bit less is to encourage them to vacate the weekday pitches they are renting but are not using. Also, if you stopped charging £25 of each change, the traders would be on the pitches they are actually renting.	9/6/2017 7:49 PM
18	The extra charge that is levied on the Hot food traders, Presentation of the market, and finally but not the least inconsistent scattering of food stalls around the market.	9/6/2017 6:50 PM
19	I would like food stalls to have a dedicated section of the market.	9/6/2017 6:25 PM
20	Cambridge market is what it is-a city centre area with high foot fall and affluent customers. It is dirty, that's the nature of the area. The stalls are full of boards, that's the nature of the market and always has been- if you're unable or unwilling to move them ,go and trade somewhere else. Traders are already penalised for non attendance in that they are charged whether they attend or not, so that's a very silly suggestion.Yes, there are too many food stalls ,that's because no one else wants to trade. Who cares, if you have a product that sells, it will sell- if you don't perhaps you should have done a little more research? We don't live in a perfect world, but those of us that are actual market traders would be a lot happier if we weren't continually surrounded by whinging hobbyists. Man up guys or go and work in a shop!	9/6/2017 5:24 PM
21	Boards to be kept inside perimeters	9/6/2017 3:12 PM
22	Cleanliness	9/6/2017 2:52 PM
23	Upgrading market square	9/6/2017 2:04 PM
24	Bi-Monthly meetings with Management and Traders so all issues and suggestions can be discussed fully as a group. Actions could be agreed and updates given at each meeting. Newsletters are good, but they don't arrive every Friday and it's difficult to hear management/traders opinions of any issues raised.	9/6/2017 1:59 PM
25	The hygiene and general cleanliness of the market place. (initially through enforcement of traders cleaning up after themselves and returning boards)	9/6/2017 1:36 PM
26	attendance	9/6/2017 1:19 PM
27	Filling the pitches on all market days	9/6/2017 1:01 PM
28	Cleaning	9/5/2017 2:05 PM

Appendix D: General & Sunday Charter Market Regulations Trader Comments

Trader Comment	Management Response
<p>we would like to express our concerns regarding the proposal to remove wooden boards from the market. As you may be aware, I personally have been trading on the market for 27 years, the provision of boards has always been an inclusive part of the many "contracts" which I have signed, and also part of the calculation of market rents. We currently trade from 4 pitches, which is entirely our choice, however, it is and has been for many years ,a choice based on the provisions made by the council for traders, a large part of this- the agreement to provide boards. To put this basically, if we need to provide enough tables to fill our pitches,we will have no space to transport our stock, this will of course mean that we have to seriously consider whether we are any longer able to trade on the market .As I have mentioned, having trading for over quarter of a century, when the majority of other traders seem to be rather "transient" to say the least ,this would seem a very sad state of affairs. Obviously, this is our main concern re: the proposed new regulations, but I would also like to query, whether there will be a rent reduction with the removal of this provision ,as I mentioned, this has always been a provision put into the calculation of market rents. Also, will the market management team ensure the ALL stalls with any form of fitted table etc are totally stripped of all their fittings in order that all traders are treated /charged in a fair/transparent /equal manner ?</p>	<p>The proposals are to no longer supply the wooden boards on the market. The only boards that will be removed are those left discarded or not returned to the board store on the market.</p> <p>The provision of market boards currently costs a few pence per day per stall and no rent reduction is proposed. The proposals are not concerned with saving money but tackling the issues that prevent the market being cleaned effectively, consistently cited by traders as their biggest concern with the market.</p> <p>The proposals include a new regulation that requires any trader to remove any fixture/fitting and so within seven days if required to do so by the Market Management Team.</p>
<p>I couldn't see the regulation saying wooden boards would be no longer supplied, as in your covering email. Does that mean the existing very useful boards, suitable for my own stock, will not be available in the board store? In the past 9 years my husband and I have benefited greatly from not having to squeeze tables</p>	<p>Wooden boards stored in the board store will be available for traders. Only wooden boards left discarded on the market will be removed.</p> <p>The proposals aim to ensure that hot food traders must have</p>

<p>into our small car!!! I personally note with approval several of the proposed regulations relating to food traders in particular, although I myself am not such. But clearly, on Tuesdays, at E1 I am surrounded by them. I welcome the proposal for flame retardant sheeting all round (21.5), since I am next to a naked BarB Q with real smoke and flames; and my fragile stock is weekly covered in greasy smelly smoke, which I have to clean. (A BarBQ in a tent is not really a good idea, is it, since the smoke has nowhere to go except over the sides to the next stalls!!!) 11.4. states that 'all vehicles must be removed from the market by 9-30'. I am sure this is the regulation now- but hardly any of the food traders in rows D and E on Tuesdays take any notice, blithely driving their vehicles even on to the market cobbles at 5 to 10. Does the regulation simply mean 'from the roadway beside the market stalls', or 'from the whole market area'? And if vehicles continue to ignore the rule, what will the come-back be, or penalty? 20.9. Puts the onus on food traders to provide recyclable cartons; great! Let's see the end of those horrible yellow polystyrene ones! But where will visitors put them? The existing bins are full to overflowing by 1-00 at the middle of the market, where most people sit to eat; and currently do not distinguish between recyclable and non-recyclable. I hope new bins for recyclable will be provided!!!!</p>	<p>flame retardant sheeting around all sides of their pitch adjoining others to minimise their impact on others.</p> <p>If a trader is parked on the market cobbles in contravention of the regulations then they will be subject to the disciplinary process. If a trader is parked on the public highway they are subject to traffic regulations.</p> <p>There are more recycling bins for cardboard, food and plastics than there have ever been before on the market square.</p>
<p>I object to the proposal to stop supplying wooden boards. A handful of traders, myself included, travel to the market by bike or bus. We can not bring our own boards or folding tables with us. You encourage traders to use biodegradable packaging and recyclable food packaging yet us cyclists are doing our bit to help the environment and we are now being discriminated against. If the boards will go missing I will be unable to set up my stall.</p>	<p>The only boards that will be removed are those left discarded or not returned to the board store on the market. Traders can leave their boards at the board store.</p>

The principle of 'established practices' is relevant to paragraph [15.5] of the draft CMR. I object to this amendment because it is an 'established practice' for me to leave the backing sheets on my stall, since the 1990's. Other traders have been doing this even longer.

Paragraph [15.5] is unnecessary because the Council has already given numerous permissions to traders to erect solid wooden partitions to their stalls in lieu of backing sheets so it is unfair to treat traders with sheets differently to traders with fixed partitions who would not be expected to remove their fixtures which were erected with the Council's consent.

Paragraph [15.5] places an onerous burden on traders with more than one pitch. I estimate that it would take me an additional 20 minutes to enclose my 3 pitches. This amounts to 40 minutes a day and 4 hours a week.

Paragraph 15.5 should be consistent with 15.7 which states that equipment can only be left with the written permission of the Market Management Team and therefore I would agree to this rewording.

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