

### 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 &amp; 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.</p> <p>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.</p> <p>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.</p> <p>Traders can write in requesting a pitch by conventional mail if preferred as stated in the proposals.</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>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 &amp; 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 &amp; 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 off 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 what 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.

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<p>Co-ordinator are.</p>	
<p>- 6.1 (Trading Arrangements) -  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.  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) -  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 &amp; 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>