



**COUNCIL CABINET**  
**8 November 2005**

Report of the Culture and Prosperity Commission

## **Best Value Review of Markets Update**

### **RECOMMENDATION**

1. To consider the recommendations of the Culture and Prosperity Commission.

### **SUPPORTING INFORMATION**

#### **Background**

- 2.1 At its meeting on 26 September 2005 the Culture and Prosperity Commission received an update report on progress against the recommendations in the 2001 Best Value Review of Markets. A copy is attached at Appendix 2.

#### **Issue(s)**

During the course of its meeting the Commission expressed the following concerns about some aspects of the information presented in the Best Value Review of Markets update. Members were disappointed that both internal and external signage to and around the markets had not been fully resolved since the Best Value Review. Richard Williams, Head of City Development and Tourism who was also present at the meeting reported that the provision of external signage in the City was being investigated. The Commission noted that a working group had been set up to carry out a gap analysis of signage provision in the City, which would include appropriate signage to the Markets.

The Commission noted that collection of compostable waste from the markets is only collected for part of the year after which time all waste is disposed of in skips. Members also considered that a wider variety of materials could be collected and separated for recycling.

Dennis Wardle, Markets Officer, reported that his staff ask traders whose goods encroach too far into the aisles to move them. If this is not done within a requested timescale the goods can be removed in order to permit better access for market users. He said that this is particularly important for wheelchair users. He added that there was a balance to be struck between

identifying dangerous levels of encroachment and making the markets appear too regimented.

A member of the Commission added that the issue of encroachment had also been raised as a concern by members of the Disabled People's Advisory Committee at a recent meeting.

The Commission asked about the markets maintenance programme. Dennis responded that smaller maintenance jobs tend to be reported and carried out in one go, when a few have accumulated. This is done in order to minimise the cost of the call out charge on the markets service. With regard to larger maintenance projects, he told the Commission that the Cattle and Wholesale Markets require resurfacing. In addition the Wholesale Market requires rewiring and a Capital Bid has been submitted for inclusion in the Corporate Asset Management Plan.

### **Conclusions of the Commission**

- 2.2 The Commission welcomed the report, which they considered showed that considerable progress had been made with regard to the recommendations in the review. Members did however consider that there were a number of issues that still needed to be addressed. These are itemised in 2.3 below.

### **Recommendations of the Commission**

- 2.3 The Commission recommended that Council Cabinet give consideration to the following issues arising from the 2001 Best Value Review of the Markets Service:
- a. That ways are found in which to either reduce or recycle other waste materials produced by the markets, including plastics, glass and polystyrene.
  - b. That all year round provision is made to collect compostable waste, which would allow the markets to compost all its vegetable, flower and straw waste.
  - c. That external signage to Derby's markets is improved and that this is included in the city centre signage strategy.
  - d. That stall holders are discouraged from allowing goods to encroach into the aisles as this has a detrimental effect on the access to the market by disabled users.
  - e. That a rolling programme is developed to ensure minor maintenance to Markets buildings is carried out more frequently. In the longer term it is recommended that consideration should be given to resurfacing work at the Cattle Market and the Wholesale Market and to re-wiring the Wholesale Market.

### IMPLICATIONS

#### Financial

1. None arising from this report.

#### Legal

2. None arising from this report.

#### Personnel

3. None arising from this report.

#### Equalities impact

4. Ensuring that aisles are kept clear will improve access to the markets for disabled users.

#### Corporate objectives and priorities for change

5. This report links to the following of the Councils corporate objectives and priorities for change:

Corporate Objectives: A prosperous, vibrant and successful economy

Priorities for Change: more sustainable Derby through increased recycling  
Improving customer service, in the city centre and locally

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<b>Background papers:</b>	Best Value Review of Markets 2001
<b>List of appendices:</b>	Appendix 1 – Implications Appendix 2 – Update Report on 2001 Best Value Review



**CULTURE AND PROSPERITY COMMISSION**  
**26 September 2005**

Report of the Director of Corporate Services

## **Best Value Review of Markets 2001 - Update**

### **RECOMMENDATION**

1. The Commission is asked to consider if it would wish to carry out a review on a specific aspect of Derby's Markets or pursue another topic as part of its 2005/06 work plan.

### **SUPPORTING INFORMATION**

- 2.1 At its meeting on 28 June 2005 the Commission resolved to consider how a review of Markets might be incorporated into its 2005/06 work plan. A Best Value Review of Markets was published in 2001 and a copy of the Executive Summary is attached at Appendix 2. This report has been written to provide the Commission with an update on progress made against the 11 recommendations set out in the 2001 Best Value Review.

#### **2.2 Waste Management**

Trials in the Eagle Centre Market have been extended to the Market Hall and the Wholesale Market. At present some 85% of all cardboard waste from the three markets is sent for recycling.

Other materials which are being separated are those that are compostable - for example, flower waste, fruit and vegetables. These are collected separately at the Wholesale Market and then sent for composting at Raynesway.

This work is being carried out as part of the new Markets Cleaning/Refuse Removal Contract negotiated with Commercial Services in 2003.

All fish, meat and bone waste is being sent to a destructor as per waste regulations and a close watch is being kept on developments with the waste to energy plant under discussion at present.

### **2.3 Markets Cleaning**

This was looked at following the report when the contract was reviewed in 2003. It was decided that the contract stayed with Commercial Services, but gave the Markets Section more flexibility with regards to supervision of labour and the rescheduling of work.

Generally, savings have been made on parts of the contract and standards have improved where fulltime cleaning staff are on site. Areas for concern are still the number of temporary staff being employed by Commercial Services. This is currently being discussed and the situation being rectified by the employment of fulltime staff.

### **2.4 Maintenance**

Since the Best Value report, Property Services have been brought under one umbrella. This has resulted in regular meetings taking place to look at capital and revenue spending on buildings which are managed and maintained by the Council.

The maintenance of markets needs to fit into the Council's approved strategy and therefore, whilst there are some areas of maintenance giving cause for concern, general day to day repairs are being carried out in a much more proficient manner.

Members should be aware that the general market premises, with the exception of the Eagle Centre Market, are over 40 years old. This has put a strain on maintenance financing resources resulting in large jobs, such as painting, re-wiring and roadway repairs, having to join a long list of other works until finances has been made available.

More recently, however, there have been some major works carried out, such as those to the Market Hall roof and replacement lifts are proposed for the Eagle Centre Market.

### **2.5 Staffing**

Markets Section staffing levels have been reviewed and are currently six including manager and assistant. This has given more flexibility and holiday/sickness cover to ensure the retail markets are staffed all the time.

There are now the following members of staff in the Markets Section...

Markets Officer, Assistant Markets Officer, Senior Retail Markets Supervisor and three Market Supervisors.

## **2.6 Toilets Provision**

Following the Best Value report a sum of money was released to refurbish the toilets in the Eagle Centre Market. This has been met favourably with the market tenants and generally in the past few years there has been only minor repairs required.

Allenton Market toilets were and are still prone to vandalism, and in an effort to ensure they were available for use on market days they are now closed when the market is closed. Whilst not fully resolving the problem of vandalism, it has at least ensured the facilities are clean and available at the start of the day the market is held and discussions are continuing regarding alternative facilities in the area of Allenton.

The Market Hall toilets are limited to users of the balcony cafeteria, with disabled toilet facilities available the whole of the time the market is open.

Signs have been erected at all entrances to the Market Hall to indicate to members of the public where the nearest facilities are.

## **2.7 Rent and Service Charge Levels**

Since the Best Value report, stall rentals have been increased following negotiation with representatives of both sets of traders in 2004. Service charges have, for the last three years, been kept to inflation levels, with the renegotiation of the cleaning contract and utilities contracts.

Stall lettings have been consistent - around 94% for the Eagle Centre Market and 97% in the Market Hall. This contrasts favourably with a national survey carried out on markets which recognises that generally lettings are around 75-80%.

Regular meetings are held between Markets, Estates, Legal and Finance to ensure that arrears are controlled, with a resulting 15% reduction in short term debt over the last 18 months. It should be noted that the major works being carried out in the city centre may place this figure under threat.

The direct involvement of Markets staff and increased advertising has lifted the lettings to the current levels, from around 90% in both markets at the time of the review.

## **2.8 Cattle Market**

Since the time of the review, the Cattle Market has re-opened and animals are being sold again. Due to the sheer scale of the Foot and Mouth epidemic, the usage is only slowly increasing.

General usage of the site has ensured a steady income stream for the Council through parking, car boot sales and short term licences.

## **2.9 Enforcement of Lease Terms**

Enforcement of Lease terms has been a difficult issue given the staffing resources of the section. However, with the assistance of Finance and Legal we have been successful in taking action for breach of Lease.

Continued monitoring of opening/closing hours, encroachment and non-Lease sales is taking place and in most cases the threat of action or the removal of goods has ensured Lease compliance.

## **2.10 Opening Hours**

The question of opening hours has been addressed and the Wednesday opening has been widely accepted now by traders as being essential for their survival under a difficult trading period.

## **2.11 Signage**

Generally, internal signage is accepted as being appropriate. However, external signage is proving more difficult to achieve as the placing of signs is a corporate issue not in direct control of the Markets Section.

## **2.12 Public Parking**

The provision of public parking for the markets in the city, until the works for new Westfield development, was considered to be adequate. Restraints on access to and from the car parks on the western side of the city has seen the public parking provision fall. It is felt that this is only a temporary fall and the completion of the scheme will increase the number of parking spaces available.

At Allenton Market the fall in numbers of traders at the market has increased parking availability and the Council's regeneration of the shopping area has improved the situation.

### 2.13 Age Profile of Users

To encourage younger users of the markets, cash machines have been introduced and more traders have now started taking credit cards.

Both the Eagle Centre Market and Market Hall have had road shows, with the University showing the type of goods available and offer discounts on goods.

The Students Union has been encouraged through minor sponsorship to promote the markets.

New stalls have been attracted to the markets, in particular the Market Hall. Individual signage in the Eagle Centre Market has been encouraged when new traders take leases. This has helped to lift the image and has kept trade steady.

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<b>Background papers:</b>	Best Value Review of Markets February 2001
<b>List of appendices:</b>	Appendix 1 – Implications



<b>IMPLICATIONS</b>
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**Financial**

1. None arising from this report.

**Legal**

2. None arising from this report.

**Personnel**

3. None arising from this report.

**Equalities impact**

4. Effective scrutiny is of benefit to all Derby people.

**Corporate Objectives, Values and Priorities**

5. **Objectives**

A prosperous, vibrant and successful economy.

A diverse, attractive and healthy environment.

A shared commitment to regenerating our communities.

**Priorities for 2005-06**

Improving customer service, in the city centre and locally.

