



OPERATIONAL METHODS STATEMENT HIGH STREET MARKETS

COLCHESTER

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This Operations Manual should be read in conjunction with the Management Regulations for Markets in Colchester.

OPEN MARKET - HIGH STREET, COLCHESTER OPERATIONAL METHODS STATEMENT

A. Introduction

- a.1 This document has been prepared as a briefing document for Market Traders, Shopkeepers and local residents to illustrate the design and operational methods of the open Market staged on Colchester High Street.
- a.2 It has been prepared by Quarterbridge Project Management Ltd - an independent, professional consultancy providing business and management advice to the owners and operators of Retail Markets. Most of the Company's Clients are local Councils, i.e. Market Authorities such as Colchester Borough Council, seeking to improve their Market offer and the efficiency of their service delivery. This often forms part of wider Town Centre regeneration and improvement plans.
- a.3 As well as providing business advice Quarterbridge supplies the design, costing and management advice necessary to implement improvements. Because the Company specialises solely in Retail Markets it has become the leading advisor to the UK Markets industry and is a retained consultant to many Market Authorities. It is currently leading several Market development projects across the UK.
- a.4 In May 2014 Quarterbridge was appointed by Colchester Borough Council to prepare proposals to improve the 'open' i.e. Street Market operation staged by the Council across the Town Centre. These proposals were approved by the Council's Cabinet in June 2014.
- a.5 Those recommendations consolidated the existing 'pitches' (spaces for Market Stalls) into a single, easily-managed Market within the parking bays to the South Side of Colchester High Street. This has enabled the Market to be expanded to a maximum of c.55 stalls and create a unique retail attraction for the town.
- a.6 The Market trades on Fridays and Saturdays and on non-trading days the site is used for parking for people with disabilities and goods loading and deliveries. Both the parking bays that provide the location for the market and the pavement separating it from adjacent shops form part of the Public Highway owned by Essex County Council. Some highways-associated infrastructure is positioned in the so-called 'public realm' e.g. lamp standards and crossing control boxes so the layout of stalls has been adapted to suit.

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B. Compliance with Statutory Legislation

- b.1 The Market must be operated in compliance with statutory legislation and approvals including:
- Market Trader's contract: (Granting permission to sell goods on the Market)
 - Market Management Regulations: (Requirements for Trader ID and maintain insurances etc.)
 - Shoppers' Charter: (Sets the service quality standards which Traders must offer to Shoppers)
 - Trading Standards and local byelaws:
 - Equality / DDA legislation: (Statutory legislation to assist shoppers with disabilities and Traders)
 - EU Food Hygiene Regulations: (Statutory legislation to ensure safe storage and handling of foodstuffs)
 - Health & Safety Regulations: (Statutory legislation to ensure H&S in the workplace)
 - Colchester Borough Council Health & Safety policy: (As required by H&S legislation)
 - Colchester Borough Council Risk Assessment: (As required by H&S legislation)
 - Management Standard Operating Procedures: (Developed to ensure H&S compliance)
 - Building regulations approval: (To ensure compliance with DDA, Fire and electrical safety)
 - Town Planning approval: (Any conditions imposed under Town Planning approvals)
 - Traffic Regulation Order(s): (To enable parking bays to be used for Market purposes on trading days)
- b.2 The stalls are a demountable 'pop-up' design, each 2.5m depth x 2.5m or 2.4m x 2.4m frontage. They have a hinged aluminium frame and can be easily handled and erected by two people. They are covered in a waterproof PVC material and supplied with fabric rear and side walls, printed with a decorated pattern to present an interesting street scene. They are self-supporting and have a clear span internally and are suitable for both 'walk-in' and 'serve-over' sales.
- b.3 Traders are expected to provide their own counters, tables and display racks and encouraged to use internal lighting in the winter months / evenings. Any lighting must be in accordance with the supply arranged by the Council supplied from the Landlord's electrical outlet boxes. The use of generators is not permitted. The cost of electrics is included in the stall rent payable for the first year.
- b.4 The stalls are stored on a trailer off site and the Market & Street Trading Manager arranges delivery for the appropriate number by 6am on market days. They will be secured against wind-lift by using 'ground anchors' – recessed metal sockets set into the paving surface.
- b.5 The cost of waste removal (and any cleaning) will be absorbed by the Landlords for the first year. Subsequently charges for waste removal will be included in the daily rental paid for the stalls. When necessary a supplement is applied to high-volume users, e.g. Greengrocers, the management regulations are applied to ensure Traders comply with the waste handling regime and trading contracts are withheld from any who consistently ignore the regulations.

- b.6 The existing public litterbins on the High Street (which must not be used by Traders for market waste) remain and are emptied by the Council's cleansing team. On trading days the market management provides additional litter-picking, waste disposal and cleansing, co-ordinated with the Council's cleansing team.
- b.7 **DDA / Equality Act considerations**
The stalls are set on a (nominally) level surface suitable for mobility-impaired Shoppers and Traders. The stall layout has enables adequate turning space for wheelchair-users in accordance with best practice for DDA / Equality Act provision. As part of the length of granite kerbing (adjacent the disabled parking bays) is 'dropped' to pavement level the Market & Street Trading Manager allocates stalls in that area for 'walk-in' sales. Where the kerb is not dropped Traders must offer mobility impaired customers an assisted shopping service.
- b.8 **Paving**
The existing paving and kerbs remain unaltered except for the addition of 'ground anchors' (see elsewhere). These are used to position the stalls and ensure against wind-lift during poor weather.
- b.9 **Electricity and lighting**
Electrical supply boxes are provided, each containing multiple RCD-protected 230 volt socket outlets. There is a maximum provision of 16 amps. The outlet boxes are positioned to integrate into the highways infrastructure. The existing highways lamp standards and crossing controls remain fully-operational and supplied from a separate circuit to the stalls, as are the existing socket outlets used to supply the town's Christmas lighting.
- b.10 **Provision and erection / dismantling of stalls**
The Market stalls and their side and rear walls are supplied and erected by the market management staff. Self-supply / self-erect stalls are not permitted in order to maintain the visual appearance of the street scene and avoid Health & Safety risks. Stalls are brought onto and removed from the Market by a low loader from remote storage. Manual-handling is subject to an approved working methods and a risk assessment prepared by the Council's Town Centre Zone Manager to addresses potential hazards such as vehicle movements. The management also anchors-down the stalls to the ground sockets as necessary, unlocks the electrical outlet bollards, supplies step-down transformers and ensures the cabling to Traders' stalls and appliances do not present a trip hazard.
- b.11 **Traders' welfare facilities**
The dedicated WC facilities in Lion Walk remain available to Traders. These comply with DDA access arrangements to suit disabled Traders and include hand-washing facilities for compliance with food handling requirements.
- b.12 **Customer Help Point**
The Market & Street Trading Managers 'phone number is widely-known to the Traders. The Market & Street Trading Manager and all management staff will make themselves known to the public.

- b.13 **No Smoking Policy**
No smoking or consumption of alcoholic beverages is permitted by Traders on or near the Market stalls in accordance with the 2007 legislation which banned smoking in enclosed/substantially enclosed workplaces and public spaces. This is to protect traders, their employees, suppliers, neighbouring traders and their stock as well as customers.
- b.14 **Catering operations**
The stalls designated for catering use may purchase additional stalls to set out their own tables and chairs, litterbins and waste disposal facilities (see elsewhere). Catering Traders are also responsible for 'bussing' i.e. clearing the tables in their area. The number, variety and the menu of all Catering operations is at the discretion of the Market & Street Trading Manager to avoid potential conflicts with similar shops nearby and/or smells affecting other premises.

C. Duties of the Market & Street Trading Manager

- c.1 It is the responsibility of the Market & Street Trading Manager to ensure continuing compliance with statutory regulations and the safe operation of the Market. As such either they or their deputy must be available on site at all times during setting-up, trading and dismantling hours. It is their duty to ensure all necessary operational equipment as per the Appendix is available and in good working condition.
- c.2 The Market & Street Trading Manager is the designated Health & Safety Manager for the Market operation and must undertake the Risk Assessments as per the H&S Appendix and keep a daily log of activities, booking and any accidents as per the appendix. They are responsible for recording and reporting any notifiable incidents to the Council's H&S Manager.
- c.3 The Manager must be available at all times on a mobile phone or in person as they are responsible for taking all bookings and issuing casual permits, checking Traders insurances, enforcing the management regulations, administering pitch bookings and rents, issuing receipts as per the staff roster and duties in the appendix.
- c.4 The Market & Street Trading Manager takes all Trader bookings. They must ensure their contact details are readily-available at the Council enquiries helpdesk and from the Council website and on the NMTF 'Find a Market' website. Details of stall charges, sizes, trading days and a copy of the management regulations must be available on the Council website together with an application form, return details and contact telephone number.
- c.5 The Market & Street Trading Manager must work with the Town Centre Zone Manager to arrange staff attendance as per the staffing duties and roster attached. They must arrange sufficient staff and holiday cover to enable the stalls to be erected to meet daily requirements. The staff duties for Friday/Saturday are shown on the roster
- c.6 The Market & Street Trading Manager and/or their deputy must supervise traders' deliveries as per the appendix and ensure safe working methods are used.

- c.7 The Market & Street Trading Manager and/or their deputy must supervise the erection and dismantling and storage and removal of stalls as per the staffing roster/duties appendix and ensure only safe working methods are used. The Market manager must check all stalls for stability as they are erected.
- c.8 The Market & Street Trading Manager must enforce the Management Regulations as per the appendix to ensure Traders hold all unsold products within their stalls and do not deposit trade waste and used pallets etc on the pavement.
- c.9 The Market & Street Trading Manager must co-ordinate waste removal facilities and cleansing with the Council waste removal contractor after trading hours. They must agree detailed working methods for the collection, storage, removal and disposal of waste are agreed with the cleansing team of the Council and the Council's waste handling contractor arranges disposal. Most Market waste is generated at 'setting-up' and 'clearing-away' times so the Market & Street Trading Manager must make specific arrangements to ensure rubbish is removed before trading commences and for sweeping-up after trading has finished. These duties form a central part of the Market & Street Trading Manager's role as it is clearly important the public realm must be left clean and tidy for the following day.
- c.10 The waste disposal methods are specified in the Management Regulations with Traders being required to place their waste in the receptacles provided.
- c.11 They must arrange for all bins are checked throughout the day and replaced when necessary. All waste containers must be removed from the Market by the cleansing team after trading hours. Traders who generate food waste e.g. catering operators and butchers must store their waste upon their stall and remove it themselves at close of business for proper disposal. They are not permitted to discharge any liquid waste into road gulleys.
- c.12 The Market & Street Trading Manager must co-ordinate litter-picking during the days (by Management staff) and the cleansing of the street by the cleansing team after close of business
- c.13 The Market & Street Trading Manager should participate and lead in the marketing and promotion of the market. Actively seeking opportunities to promote the market or have the market participate in local events. A more direct route should also be considered, with the Market & Street Trading Manager using online social media networks to promote the market both on market and non-market days.

D. Maintenance of the Public Realm

The Market & Street Trading Manager is responsible for maintenance of the public realm on trading days and in particular:

- d.1 **Public Highway**
The stalls must be positioned within the existing parking/loading bays to the south side of the designated public highway and not infringe on it. The side and rear walls

of the stalls must be close-sheeted. The sheets to do so are decorated with a printed pattern to enhance the street scene.

d.2 Orientation of Stalls

The stall layout must respect the existing pedestrian crossing points and be arranged to maintain visibility splays in both directions. Stalls must all face southwards onto the pedestrian pavement but not impinge upon it or restrict its width. As the pavement varies in width between 3m and 6m this is more than enough to accommodate shoppers browsing the displays plus passing footfall in both directions. Before the Market opens for the first time the layout must be 'tested' to identify any potential problems such as trip hazards from raised kerbs.

d.3 Allocation of Stalls

Allocation of stalls at the beginning of each trading day to ensure there are no conflicts between a stall and nearby shop selling the same product e.g. a market caterer should not be positioned outside a Cafe. The number of stalls erected must be matched to Trader bookings to ensure the Market always looks full. The Market & Street Trading Manager has the discretion to restrict the number of similar uses and can reject bookings if they consider there is a conflict.

d.4 'Standing-out' of displays

Traders are not permitted to display products on the pavement/ 'standing-out' zone in front of their stalls to ensure that this space is kept safe for pedestrians and customers.

E. Compliance with Health & Safety

e.1 The Market & Street Trading Manager will enforce compliance with these arrangements:

Traders are required to deliver goods and remove unsold produce from their stalls only during the hours specified in the management regulations and Traffic Regulation Order - 06:00 - 08:30am on the day of the market. Traders must comply with the direction of the Market & Street Trading Manager and the set up plan. Traders' vans will only be allowed on the High Street for a time period deemed necessary to unload and not for general parking.

Traders are welcome to use any of the town's car parks. Napier Road and Butt Road already have a £2.50 per day offer and would be able to accommodate Traders' vehicles. However, special rates have been negotiated for the use of Napier Road South and, if Traders pay by Mi-Permit via mobile phone, the Council will reduce that to £2.00 for the day which would be a special offer rate only available to Traders. It is not possible technically to offer this through pay & display machines unfortunately. These rates are subject to occasional change in line with other parking fees in the town centre.

There are specified 'Vans-on' and 'Vans-off' times in the morning and evening whilst at other times the public highway adjacent remains a primary vehicle circulation route so Traders are not permitted to re-stock from a vehicle. The parking of Traders' vehicles on the Market is not permitted – vans must park elsewhere. When delivering

or collecting goods the Traders are subject to the normal rules for any commercial delivery off the public highway and are under the direction of the Market & Street Trading Manager in addition. They are required to wear high-viz jackets or tabards when doing so.

- e.2 Responsibility for the Health & Safety of Shoppers, Traders, Suppliers and Staff rests with the Markets & Street Trading Manager. This is a primary concern in view of the large numbers of shoppers attending the Market. H & S considerations affect many aspects of the Market operation, including:
- Manual handling when setting-up and removing stalls
 - Supervising vehicle movements when delivering and removing stock
 - Provision of Customer assistance and reporting of any accidents
 - Devising emergency procedures and instructing Traders
 - Ensuring Traders follow safe working practices
- e.3 There is a staff presence on site at all times during trading hours, contactable via 'phone if necessary. The Manager is required to follow a set of Standard Operational Procedures which are co-ordinated with the Council Health & Safety Policy and a Risk Assessment for the Market operation as a whole. These documents are updated from time to time and copies are available from the management. In addition, Traders are required to undertake their own Risk Assessments of working methods as required by legislation and to encourage them practical guidance is given in the Management Regulations.
- e.4 The Market & Street Trading Manager's Standard Operating Procedures shall include:
- Checks to ensure stall frames and covers are anchored down against the wind
 - Ensuring all electric cables are secured and do not represent trip hazards
 - Training Staff and Traders in the use of PPE and equipment
 - Testing of all landlord-provided electrical outlets and operational equipment
 - Supervising vehicle movements
 - Supervising the collection, separation and recycling of waste
 - Ensuring the public highway is kept free of obstructions
 - Ensuring all paved surfaces are cleansed during and at close of business
 - Maintenance of an accidents book and fire register
 - Regular walk-round inspections

The Market & Street Trading Manager also:

- Checks that Stallholders hold Public Liability and Employers' Liability insurance cover
- Ensures that first aid fire-fighting equipment is available
- Prepares a quarterly risk assessment and report on operational methods

F. Open Market: Equipment inventory provided by CBC Town Centre Zone Team

<p>Loose equipment: PPE for manager and staff Emergency torch Fire extinguisher Camera (mobile phone will suffice)</p>	<p>Stallage equipment: Stalls Sidewalls Gutters Litterbins Sack barrows Roll cages</p>
<p>Log books maintained: Activity log: /bookings Record log: Accident/COSHH/Fire register/Electrical safety testing Issue log: Keys/equipment/PPE Access to Council Health & Safety policy statement Access to Council insurance policies Access to Stall contracts Access to Management Regulations Access to Shoppers' Charter</p>	<p>Health & Safety equipment: Manual handling PPE: Gloves / Boots / Eye protection / Helmet Stepladder Tabards Hazard cones Hazard tape</p>
<p>Consumables: Disposable gloves Liquid soap Paper towels Cleaning fluids Refuse bags Litterbin liners</p>	<p>Cleaning equipment: Yard brush Shovel Wheelbarrow Bucket Watering can Litterpicker Hosepipe Portable reel: Hosepipe Mop & bucket</p>
<p>Electrical equipment: Cables and cable protectors</p>	

Signed

Title

Date