



**HERTFORD & WARE MARKET TRADERS QUESTIONNAIRE 2018**

**East Herts Council has been reviewing the way it delivers markets, so as to**

**maintain support while helping reduce costs.** The Council wants to support the market service, but the current arrangements cost the Council around £50,000 per year and the Council needs to make savings of around £500,000 in the coming year.

No decision has yet been made but we are investigating alternative ways of managing the market and maintaining stalls. We are therefore seeking your views on moving from a formal market service, to stall holders delivering their service via a street trading consent arrangement, which is a consent provided by the Council. For further details on how this operates please see <https://www.eastherts.gov.uk/streettrading>

The Council wants to continue to support market stalls in the towns and your views are important. Please could you complete this survey by **9am, 6<sup>th</sup> August 2018** and either:

- Scan and email it to [markets@eastherts.gov.uk](mailto:markets@eastherts.gov.uk)
- Return in the prepaid envelope
- Or hand it to Steve Knights, the market coordinator.

If you have any concerns or additional thoughts please speak to Steve Knights, the market coordinator in the first instance or if you prefer email [markets@eastherts.gov.uk](mailto:markets@eastherts.gov.uk) and we can arrange a time to discuss this with you.

**1. Trader Information**

**Q1. Trader Name** \_\_\_\_\_

**Contact details** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Q2. Which market do you attend?**

Hertford Retail

Hertford Farmers

Ware Retail

**Q3. How often do you trade?**

Generally weekly

Generally fortnightly

Generally monthly

Less than monthly

## 2. Fees

Fees are reviewed annually, the current market pitch fees are:

- Regular Trader per day: £22.90 for Hertford and £14.70 for Ware
- Casual Trader per day: £27.30 for Hertford and £16.40 for Ware
- Hertford Farmers' Market cost per stall per day £29.40.

The street trading annual consent fee for 2018/19 for a static trader at a single location is £359.50.

The fee for an occasional trader for up to a month at one location is £122.75.

- The annual fee of £359.50 works out at around **£6.91 a day** for a static trader that trades once a week.
- The annual fee of £359.50 works out at around **£29.95 per day** for a Hertford Farmers Market trader that attends 12 times a year.
- Fees are paid annually and there is no refund if traders do not trade.
- Fees do not include waste removal, electricity or any stall provision.
- Although this is paid in one go, it could reduce the overall running costs for a regular market trader.

### Comparison of charges

	Regular Trader		Casual Trader		Farmers Market
	Hertford	Ware	Hertford	Ware	Hertford
Market Trading current costs	£22.90 per week	£14.70 per week	£27.30 per week	£16.40 per week	£29.40 per month
Street trader consent	£6.91 per week	£6.91 per week	£6.91 per week	£6.91 per week	£29.95 per month
<b>Street trader consent savings/</b>	<b>£15.99 saving</b>	<b>£7.79 saving</b>	<b>£20.39 saving</b>	<b>£9.49 saving</b>	<b>£0.55 extra</b>

### Q4. How satisfied would you be with the street trading fee system?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied

Comments:

### 3. Application Process

Currently market traders submit the application form along with proof of identification and insurance.

Once accepted they can trade on market day only, in the location agreed by the market coordinator.

Currently the process takes 3 working days.

The street trading consent process is different in that:

- Applications can take up to 42 calendar days to process due to the need to engage with outside bodies and inspecting the site.
- This means that there will be no process for casual on the day traders.
- Applications are also assessed by the Highways team at Hertfordshire County Council and the Police.
- Traders have to specify the location, size of pitch and when they wish to trade.
- It is envisaged that traders would be restricted to trading on current market days.
- Traders cannot deviate from their application without reapplying.

If a street trading consent arrangement is implemented, the Council market coordinator will assist and advise traders with their applications in order to ensure traders are ready for the change.

### Q5. How satisfied would you be with the application process for street trading consents?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
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Comments:

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### 4. Pitch allocation and regulation

Market pitches are currently allocated by the market coordinator.

At present you are provided with a 3x2.10m pitch or a 3x2m gazebo to trade.

Under street trading it is proposed that traders that regularly use the same pitch would continue in the same location (subject to the consent being agreed).

The street trading consents are different in that:

- A Council employee will not be on site to collect fees (as these are paid annually) or deal with any issues.
- A Council employee will carry out random checks only and investigate reports of unauthorised traders.
- Traders can only trade from their allocated pitch.
- If a regular trader doesn't turn up a casual trader cannot occupy the space.
- There are no minimum required trading days, but traders cannot block a potential site by obtaining a consent and then never using it or using it for a fraction of the time stated in their application.

**Q6. How satisfied would you be with pitch allocation, monitoring and regulation under street trading consents?**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
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Comments:

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**5. Rubbish Disposal**

Currently the cost of waste disposal and street cleansing is included in the price of the pitch, regardless of how much waste is produced.

Under street trading these services are not included in the cost of the consent. You will need to make alternative arrangements for separate disposal of your waste. Traders must ensure that their trade waste is disposed of legally and not in their household waste.

**Q7. How satisfied would you be with the rubbish disposal under street trading consents?**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
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Comments:

## 6. Farmers markets gazebos

Currently the Council supplies, stores, assembles / disassembles standard 3 x 2m gazebos for Hertford Farmers Market.

The street trading consents are different in that:

- The Council would no longer set up farmers' market gazebos.
- It is proposed that existing gazebos would be either sold or given to the regular traders on the farmers markets.
- Traders would then be responsible for storing, transporting and assembling these.
- Traders would be responsible for any repairs or replacement gazebos.
- It is proposed that new traders would need to supply their own gazebo that meets our size, colour and type to continue uniformity of the farmers market.

### Q8. How satisfied would you be with the proposals for gazebos for farmers markets under the street trading consents?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied

Or not applicable

Comments:

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## 7. Timescales

If the alternative arrangements are implemented, it is proposed that they would commence from 31<sup>st</sup> Jan 2019, as this is a quieter time of year to help the change settle in.

### Q9. How satisfied are you with the proposed timescales?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied

Comments:

If not satisfied please say why:

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## 8. Overall

**Q10. If the Council were to move from formal market service, to stall holders delivering their service via a street trading consent arrangement, do you think you would apply for a consent to keep trading?**

Yes

No

Don't Know

Do you have any other comments or suggestions?

## Next steps

A decision will be made by the Council after the engagement, in September 2018.

Thank you for completing this questionnaire.

Please either:

- Scan and email it to [markets@eastherts.gov.uk](mailto:markets@eastherts.gov.uk)
- Return in the prepaid envelope to East Herts Council
- Or hand it to Steve Knights, the market coordinator

**All responses must be received by East Herts Council by  
9am, Monday 6<sup>th</sup> August 2018.**