



Wednesday, 13 September 2023

Dear Sir/Madam

A meeting of the Overview and Scrutiny Committee will be held on Thursday, 21 September 2023 in the Council Chamber, Council Offices, Foster Avenue, Beeston, NG9 1AB, commencing at 7.00 pm.

Should you require advice on declaring an interest in any item on the agenda, please contact the Monitoring Officer at your earliest convenience.

Yours faithfully

Chief Executive

To Councillors: S Dannheimer (Chair)  
E Williamson (Vice-Chair)  
H L Crosby  
K Harlow  
S P Jeremiah  
H Land  
W Mee (Vice-Chair)

J M Owen  
A W G A Stockwell  
C M Tideswell  
S Webb  
E Winfield  
K Woodhead

## A G E N D A

### 1. APOLOGIES

To receive apologies and to be notified of the attendance of substitutes.

### 2. DECLARATIONS OF INTEREST

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda.

### 3. MINUTES

(Pages 5 - 8)

The Committee is asked to confirm as a correct record the minutes of the meeting held on 26 June 2023.

Council Offices, Foster Avenue, Beeston, Nottingham, NG9 1AB

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4. MARKETS SCRUTINY REVIEW (Pages 9 - 32)

To receive the report of the Overview and Scrutiny Committee Working Group's report into markets which is contained within the agenda.

**The Overview and Scrutiny Committee is asked to CONSIDER the recommendations contained within the report and RECOMMEND to Cabinet accordingly.**

5. UPDATE FROM THE DH LAWRENCE BIRTHPLACE MUSEUM WORKING GROUP

An update will be provided at the meeting of the scoping review of the working group DH Lawrence Birthplace Museum.

6. UPDATE ON SCRUTINISING THE BUDGET SETTING PROCESS TOPIC

A verbal update will be provided at the meeting of the budget setting process.

7. REVIEW OF THE SCRUTINY TOPIC TELEPHONE ANSWERING AND CUSTOMER SERVICES (Pages 33 - 34)

To provide Members with an update on the recommendations from the scrutiny review on telephone answering and Customer Services at Cabinet on 1 November 2022.

8. CONSIDERATION OF CALL - IN

To consider any matter referred to the Committee for a decision in relation to the call in of a decision.

9. CABINET WORK PROGRAMME (Pages 35 - 36)

To inform the Committee of items on the Cabinet's work programme, from which items for scrutiny may be identified.

10. SCRUTINY WORK PROGRAMME

(Pages 37 - 38)

Committee is asked to approve its Work Programme, including identifying topics for scrutiny, that will help to achieve the Council's key priorities and associated objectives.

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## **OVERVIEW AND SCRUTINY COMMITTEE**

**THURSDAY, 22 JUNE 2023**

Present: Councillor S Dannheimer, Chair

Councillors: E Williamson  
K Harlow  
S P Jeremiah  
H Land  
W Mee  
J M Owen  
P J Owen (Substitute for H L Crosby)  
A W G A Stockwell  
C M Tideswell  
S Webb  
E Winfield  
K Woodhead

Apologies for absence were received from Councillors H L Crosby

Officers in attendance were J Ward and L Evans

### 1 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

### 2 **MINUTES**

The minutes of the meeting held on 23 February 2023 were confirmed and signed as a correct record.

### 3 **INTRODUCTION TO SCRUTINY**

A presentation by the Head of Democratic Services and Deputy Monitoring was provided to the Committee to make them aware of the purpose of Overview and scrutiny, what effective scrutiny looked like, how to conduct scrutiny effectively and the benefits and outcomes it could bring. Effective Overview and Scrutiny should provide constructive critical friend challenge, amplify the voices and concerns of the public, be led by independent people who take responsibility for their role and drive improvements within public services.

### 4 **CONTINUING EFFECTIVE SCRUTINY**

Members noted the process and forms for identifying topics for scrutiny. The Committee had been appointed to scrutinise the actions of the Executive and to review the policies and practices of the Council. It had the power to inquire, research and report on matters within its remit and could determine which topics were selected

for scrutiny. In addition, the Committee could call-in decisions of the Executive within the set timeline.

## 5 CONSIDERATION OF CALL - IN

Members were informed that no call-ins had been received.

## 6 CABINET WORK PROGRAMME

The Committee noted the Cabinet Work Programme.

## 7 WORK PROGRAMME

The Committee noted the work programme and identified topics for review. It was decided to leave topics for consideration listed, with the exemption of Environment Strategy, as it was felt that this topic had already been scrutinised at the Policy Overview Working Group. There was some confusion with the title of the Budget Consultation and was agreed to change the wording to Budget Setting Process. Members further agreed that the person suggesting a topic to the Committee should attend the meeting to submit their request.

There were two Scrutiny suggestions put to the Committee, Voter Disenfranchisement suggested by Councillor H Land and Building Control suggested by Councillor B C Carr.

Members discussed the issues raised for voter disenfranchisement and the outcomes to understand the levels of disenfranchisement in terms of numbers and demographics, whether the ID requirements impacted on turnout, and to understand the levels of awareness regarding ID requirement amongst the general population. It was concluded that as Voter ID was a national requirement from Government and Broxtowe figures were low, who chose not to return to a polling station to vote, the topic would not be added to the work programme. The second scrutiny suggestion to look at the Shared Service provided by Erewash Borough Council Building Control and the poor level of service provided to Broxtowe residents and Councillors with a request that Managers of the service attend the Overview and Scrutiny Committee to explain the processes, service levels and explanation of the delays and poor service. An update was provided at the meeting that a report would be going to Cabinet and to request the Committee put the request on hold until further details were provided.

The D H Lawrence Museum topic was proposed by Councillor P J Owen to review the marketing of the venue and potential improvements following the visitor figures reported to the budget scrutiny meeting of January 2023. The committee agreed for the topic to be reviewed and scoped by a small working group at an informal meeting to be arranged.

The Markets in Broxtowe topic was proposed by Councillor P J Owen to discover the effectiveness of the team and to review whether footfall in town centres had been improved. The committee agreed for a small working group to scope and scrutinise the topic.

The review, Scrutinising the Budget Setting Process was proposed by Councillor S Dannheimer. The Committee agreed to add to the work programme and to be scoped and scrutinised by the Overview and Scrutiny Committee on 21 September. The review would consider more suitable ways of scrutinising the budget rather than just the method which had been used, which are the two January meetings.

**Resolved that:**

- 1. The scrutiny topics, for Voter Disenfranchisement not to be added to the Scrutiny Work Programme and Building control be put on hold until after the Cabinet report had been received.**
- 2. A Working Group for the DL Lawrence Museum topic appointed Councillor K Woodhead as Chair, Councillor A W G A Stockwell as Vice Chair, and Councillor W Mee be approved**
- 3. A Working Group for the Markets in Broxtowe topic appointed Councillor S P Jeremiah as Chair, Councillor J M Owen as Vice-Chair, and Councillor CM Tideswell be approved.**
- 4. The Budget Setting Process be scoped and scrutinised at the next Overview and Scrutiny Committee.**
- 5. The work programme be updated to remove the topic Environment Strategy and to update the wording Budget Consultation with Budget Setting be approved.**

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Broxtowe  
Borough  
COUNCIL



Report of the Overview and Scrutiny  
Committee

## Review of Markets

September 2023



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## Summary

1. Broxtowe Borough Council's Overview and Scrutiny Committee established a review of Markets to discover the effectiveness of the team and to review whether footfall in town centres have improved, to be carried out by the Overview and Scrutiny Working Group at its meeting on 16 December 2022. The review was requested by Councillor P J Owen.
2. The review is in accordance with the Council's values of innovation and readiness for change, valuing employees and enabling the active involvement of everyone, continuous improvement and delivering value for money and integrity and professional competency.
3. The Working Group met on 21 August 2023 after receiving information from the Head of Planning and Economic Development, Ryan Dawson, to assist the Working Group in relation to the specific points on the scoping form, see page 9.
4. The purpose of the review was to achieve the outcome outlined in the scoping report<sup>1</sup>. The review sought the following outcome:
  - To discover the effectiveness of the team and to review whether footfall in town centres have improved.
5. This report sets out the review process that was adopted and the recommendations to be made. A benchmarking exercise is attached at Appendix 2.

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<sup>1</sup> The scoping report is attached at appendix 1.

## Members of the Overview and Scrutiny Committee Working Group

1. The Working Group was chaired by Councillor S P Jeremiah, with Councillor J Owen as the vice chair.
2. Councillor C M Tideswell was also part of the Working Group.
3. The Working Group was assisted by Ryan Dawson, Head of Planning and Economic Development, Jeremy Ward, Head of Democratic Services and Lisa Evans, Democratic Services Manager.



## Recommendations

It is proposed to the Overview and Scrutiny Committee to recommend to Cabinet that:

1. To produce an annual market service business plan looking at the performance of the markets, event planning, and revenue forecasts to ensure the market is resourced and supported.
2. Explore options of evening markets to increase footfall with the night time economy and to link in with events within the Borough.
3. Research the opportunity of holding quarterly stallholder/stakeholder group meetings for feedback, improvements and sharing ideas.
4. To improve advertisements of markets across the Borough including using the Council website, social media and market trader websites. To promote days and times of the markets and list stall details.
5. To ensure communication between Stallholders and the Market Officer are improved.
6. Provide the opportunity of a stall for free to Charities, to be booked through the Markets Officer each week.
7. Explore opportunities of promoting Markets in the North of Borough as events rather than weekly markets. This could include themed markets such as vegan, locally produced food, and craft stalls.
8. Explore the opportunities presented through the redevelopment of Victoria Street Car Park, Stapleford Town Deal project, for mixed use opportunities. Ensuring links to, and opportunities for, market developments in the Town Centre and explore other opportunities of further creative spaces across the Borough.
9. Increase the market layout within Beeston Square to include other areas of land that Broxtowe own, to create visibility from Public transport and provide additional income to the Council where possible.
10. To consider whether the Council should increase the permit charge of hiring Beeston Square to the Beeston Farmers Market or to explore options of bringing the Saturday market in house and generate additional income into the Council.

## **Background**

1. The topic was suggested by Councillor P J Owen to consider Markets in the Borough.
2. The review was scoped at the meeting of Overview and Scrutiny Committee on 6 July 2023 where the Scrutiny Working Group was allocated the review, which sought to provide explanatory data on Markets. The scoping topic focussed on weekly markets, not events that have markets.

## **Considerations at the Working Group Meetings**

1. At the meeting of the Working Group on 21 August 2023, Members provided an update from their visits from the markets. Councillor S P Jeremiah visited Beeston and Stapleford and asked questions to the stallholders. Councillor J M Owen visited Kimberley and Eastwood Town Centres and reported back to the group that there were no markets in either town. The stallholders had commented that communication could be improved, car parking was an issue, and an increase in traders would help bring more people to the market. It was discussed that advertising of the markets was poor as no one in the group was aware of what days and times the markets were on and that the Saturday Beeston Farmers market which was not run by the Council. Members were provided with details of footfall from Beeston and Stapleford Town Centre that was recorded from 1 February 2023 – 29 April 2024.
2. The Democratic Services Manager provided information to the group as requested from the scoping form. The National Market Traders Federation provides help and support to traders and market stallholders. They produce a monthly magazine to traders with articles about how markets are picking up and are growing traders and increasing footfall in town centres. The pandemic had caused an impact to markets but lots of traders were reporting sales improving and a steady return of visitors back to the town centres. A benchmarking exercise of local authority markets around Nottinghamshire/Derbyshire and information of who runs the markets was provided to the group. Indications from the websites showed a lot of the markets were operated by the Local Authorities and had an appointed Markets Officer as attached at Appendix 2.
3. There were a number of lines of enquiry which included:
  - Location of current markets the Council
  - On market days, does the footfall increase?
  - What do other Towns provide? Benchmark other Local Authorities
  - What costs are associated with providing a market?
  - Variety of stalls and advertising of the markets for stallholders and the public

4. Concern was raised that the Beeston Market stallholders found it difficult to get in touch with the Market Officer. Calls were not answered and messages left on the voicemail went unanswered.
5. To consider having quarterly stallholder meeting to discuss any issues that arise and to ask for feedback. This may be an opportunity to promote future market events with already established traders. The invitation to meetings could be extended to other stakeholders to promote the markets and seek new ideas.
6. Beeston Traders raised concern of the cost of parking their vehicle. The Markets Officer confirmed that the traders are currently using the Old Fire Station Car Park. However, when work commences the traders will have to find alternative parking. Traders could incur additional costs and may prevent them from trading in the Borough. Some Local Authorities provide free parking to market traders.
7. There were discussions around the lack of advertisements for the markets within the Borough. Not all shoppers were aware of the market days and which stalls would be present. The benchmarking exercise from local authority websites highlighted how they advertise market days including details of the stalls that would be present. Traders commented of the lack of stalls in Beeston. Beeston Farmers market advertise through a Facebook page and advertise stalls in attendance and send reminders of the date and time.
8. It was discussed that the north of the Borough had no weekly market. There had been a market at Kimberley but due to the location, this market was stopped due to low attendance. It felt within the group that Towns such as Eastwood and Kimberley would be better to have themed markets or events with an organised activity such as a Christmas Lights Switch on, food festivals or craft fairs.
9. Research suggested that having an annual market service business plan to look at the performance of markets and to consider its future place within the overall town centres would ensure the market is resourced and supported. A plan of market events throughout the year would be useful to advertise and in particular, event markets could, in addition be incorporated into the Cultural Strategy. Members felt an up to date forecast on revenue would in addition, be beneficial.
10. The Creative Space opportunities for Stapleford Town Centre was welcomed by the group. By providing these spaces to host indoor market events was seen as positive and enterprising for local startups. Future redevelopment plans of town centres should ensure markets are included in the plans and the group welcomed further creative spaces opportunities within the Borough.
11. Markets should be available when people want to shop but with COVID-19 impacts and shops disappearing from the high street, the tradition of markets may no longer have the sustainability of 20 years ago. An option would be to consider

having evening markets in Town Centres as an alternative to encourage footfall to the night time economy they could run in conjunction with performances such as, Friday 18 in Beeston Square and also to consider being part of the Cultural Strategy to support events such as Christmas Lights, food festivals and other organised events to generate income and to create vibrancy in town centres.

12. Many local Authorities provide a charity stall on their market day. The stall is free to registered local charities, amateur sports, and local organisations and is available to book once per calendar year on a rotation basis. Councils provide a table and gazebo. The group felt this was a good way to support local communities and provide footfall to the town centre.
13. It was considered extending Beeston market from the square location to the strips of land owned by the Authority. This would provide additional income, provide visibility from public transport and allow the market to expand in the area.
14. The Beeston Farmers Market is an organised market run separately to the Council run markets. Held on the third Saturday every month in Beeston, with approximately 16 stalls in attendance. The market organiser is charged £10 for the permit and invoiced every three months. The Markets Officer has received complaints from this market due to the stalls and spaces and Members agreed options should be explored if to increase the cost of a permit or to explore options or organizing this style of market back in house.
15. At the meeting of the Market Working Group on 21 August 2023, recommendations were discussed, with ten being made as part of this report.





## Scoping Form Information

The Head of Planning and Economic Development provided the following information to assist the Working Group in relation to the specific points on the scoping form.

### 1. Where are the markets in the Borough?

In Beeston Town Centre, Markets are held, every Monday and Wednesday (except Bank Holidays) and are located on Beeston Square. Stapleford has a market on a Thursday and located on Walter Parker VC Memorial Square. A craft fair market is held in Beeston, on the square every second Saturday and Beeston have a Farmers market on a Saturday again, on the Square. The Beeston Farmers market is not run by

the Council. Permits are assigned every three months from the Council and income is received for the permit.

## 2. What is the recorded footfall for the markets?

Figure 1 shows the recorded footfall in Beeston between the dates of 1 February 2023 and 29 April 2023. The highest recorded footfall in Beeston was 12,844 on a non-market day on Friday 17 February 2023. The lowest footfall recorded was 7,264 on Sunday 9 April 2023, again on a non-market day. The market on Wednesday 15 March 2023 had a footfall of 12,630. This was the highest footfall recorded associated with a market. Majority of the lowest recorded footfall was recorded on Sunday. The Beeston Farmer market on Saturday averaged a similar footfall trend across the two months of data. The craft fair was slightly lower but followed a similar projectile line. The Monday market on 10 April 2023 produced the lowest market footfall with 7,938. It was stated that, the weather for this day was raining and windy and the market would have been cancelled.

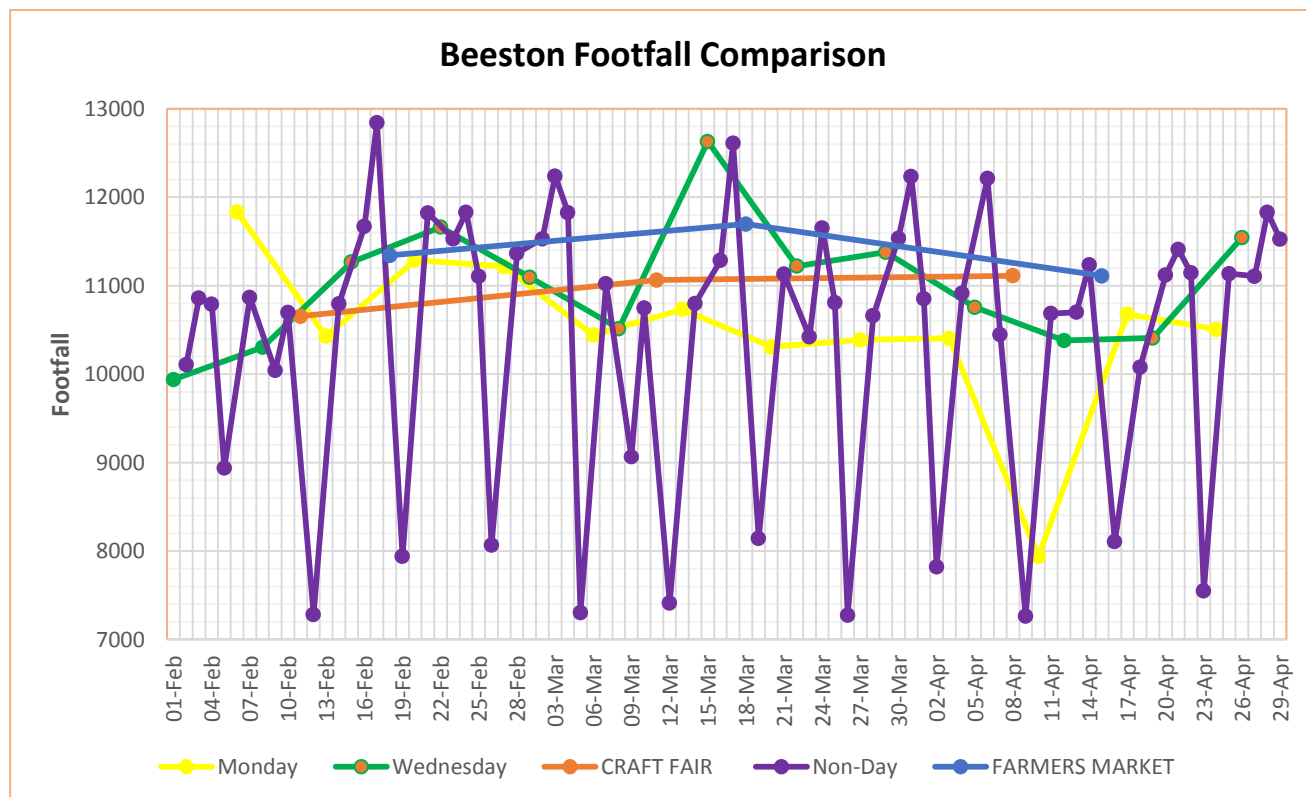


Figure 1- Shows the recorded footfall in Beeston

Figure 2 shows the recorded footfall in Stapleford between the dates of 1 February 2023 and 29 April 2023. The highest footfall recorded of 3,395 on Friday 31 March 2023 was a non-working day. The highest footfall for a market day was 3,122. The footfall on market days have been increasing since the beginning of April. The lowest non market days were on a Sunday. The market day was providing a steady footfall in each week. 29 April 2023 reported the highest footfall on a market day.

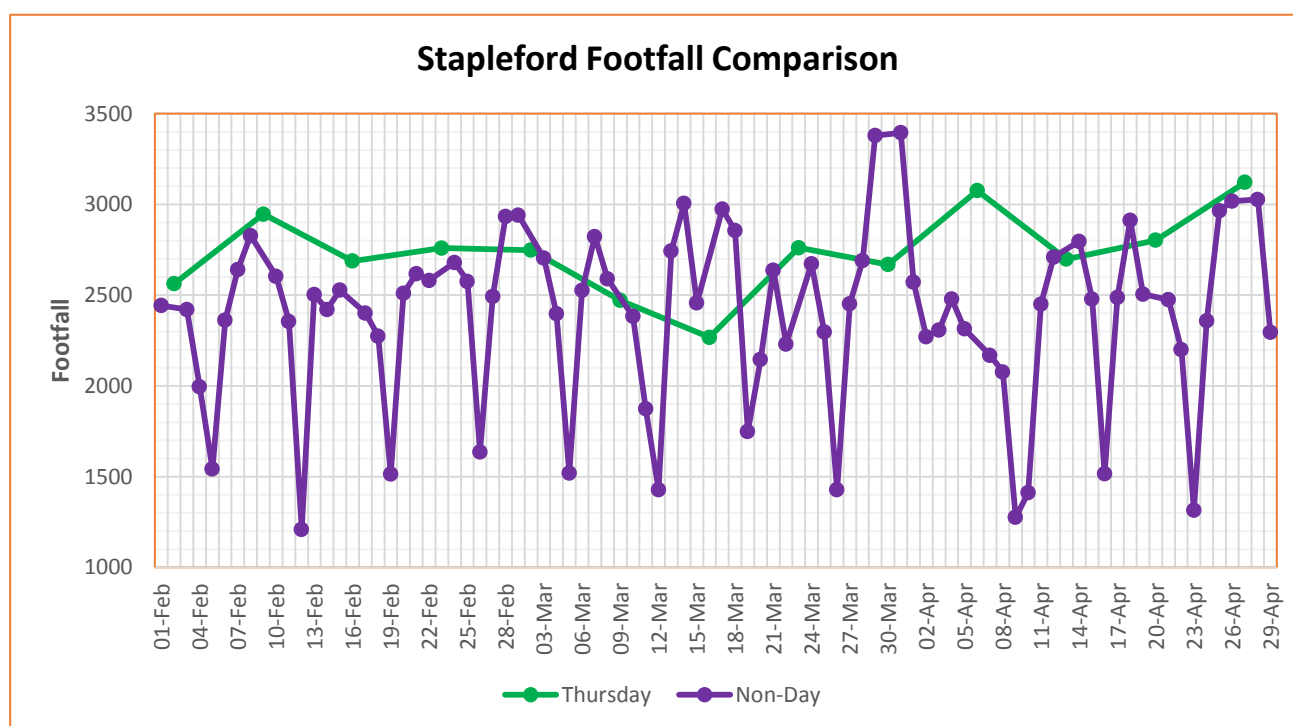


Figure 2-Shows the recorded footfall in Stapleford.

### 3. What are the benefits of the markets to bring footfall into town centres?

The intention of having a market in a Town Centre is to provide an additional income to the Council and bring additional footfall into the Town Centre. Public markets offer a low risk opportunity for traders that feed back into the rural economy, especially with local food markets. Shopping locally will help sustain lively Town Centres. They can also be seen as a job creation, small business incubator, tourist attraction, access to fresh, healthy foods, increase surrounding property values and maintain historic preservation. When successful markets are well used by their local community it instils a strong sense of civic pride and underpins a sense of place within a local area.

#### **4. How to increase the footfall and visits to the markets?**

By increasing advertising of the markets and introducing a wider network of stalls with more choice. Having a variety of stalls would be good. The problem currently is traders are not around as they used to be due to retirement, no longer trading or have started to trade from a shop. It is known that a lot of traders have stopped attending markets due to the decreased footfall since COVID-19. The Markets Officer spends a lot of time contacting traders but there is not much appetite as they usually trade at other markets across the whole of Nottinghamshire. The Council has gazebos available for stalls and would like some support advertising the markets.

#### **5. What are the costs associated with markets?**

##### Costs – per stall Market Beeston

For a 3m x 3m gazebo space the cost is £15 for a casual. Permanent traders, pay £10 a day, but this is paid monthly in advance, if the trader stands on both market days 10% discount is applied. Bad weather may attract a carry forward of payment.

##### Commercial bookings

Pay £50 a day + VAT for bookings in Beeston. Stapleford, Kimberley and Eastwood pay £25 a day + VAT (not that there is anywhere to stand in Eastwood)

Craft Fairs charge £25 for a 3m x 3m gazebo. Extra charge for bigger plot.

To hire a Gazebo, the charge is £10 plus the stall fee. Tables are charged at £5 each, plus the stall fee.

##### Stapleford Market Costs

Stapleford is currently trialling a market on a Thursday with support from the Shared Prosperity Fund. There is currently no charge to the trader as it is seen as an incentive to increase awareness and footfall. The cost would be £10 per week for a 3m x 3m gazebo space. A separate market event was organised in June, Stapleford Food Fair and this was paid by from the Shared Prosperity Fund. Further funds are being sought for future events.

##### Beeston Farmers Market

Beeston Farmers Market is an independently owned market and operated by Meraki Markets and Events. The market is held on the third Saturday of every month, 9am-2pm. The market advertises on their Facebook page the upcoming stalls that will be at the next market; including cooked pies, meats, jams, beer, charcuterie, and brownies to name a few. The Council charge a permit cost of £10 per month to the organiser on a 3-month basis.

**6. Is there competition with other privately run groups of markets including other Local Authority areas?**

There is competition with all of the markets and the craft fair. This is one of the reasons the date of the craft fairs changed for this year. In other areas surrounding Broxtowe, there are a variety of markets in their areas, for instance, on a Wednesday Bulwell, Hyson Green and Long Eaton hold their markets. Thursday Ilkeston is on, in competition with Stapleford. Appendix 2 includes a benchmarking exercise on markets in other local authorities.

**7. Is there a directory of markets, including variety of stalls, venues not just including Broxtowe?**

This was suggested to have little value advertising in a directory as a lot of traders are casual and a trader may decide to not stand if the weather is poor.

**8. What are the cost of produce at markets v cost in supermarkets/shops What is the variety of the stallholders?**

Different market days have different stalls and varied choices. Fruit can be brought from the fruit and vegetable stall cheaper than shops in Beeston, for instance. Some independent traders sell produce that are more expensive but their overheads will be higher. By buying from a local supplier, you know the source of product When a customer buys from a market, they are supporting small independent traders.

**9. What other statistics are being collected to understand who is visiting markets? What is the age range appeal?**

No other statistics are being collected other than the footfall.

**10. What is the cost to host the markets?**

The Market Officer post provides a wider expertise to the Economic team to bid for and secure external funding and supports wider town centre events and promotional activities such as Beeston Light Nights, Christmas Lights Switch, and Food markets. Trading has been slow, partly due to the impacts and recovery of COVID-19. Early indications suggest that markets within town centres are slowly bouncing back. The costs to hire the stalls has been included within the report. Income could be generated

further with exploring opportunities to advertise space to hire, hold events with markets including in the evening and build on existing market days.

**11. Have any traders stopped attending the markets? If yes, do you know the reason?**

The pandemic of COVID-19 has ultimately caused traders to stop attending markets. The majority of traders who stop trading have retired. Some traders have gone to other markets trading in other local authority areas. A couple have since returned. Stapleford the demographic is different, so footfall is not as good as Beeston. But the locals still come and support, hence the traders staying.

Market publications report that recovery of markets is slow and out of town shopping have not helped that also provide free car parking. Online shopping has also changed the high street and the way how shopping is done.

**12. What are the seasonal effects on market trading? Is there identified peaks and troughs?**

The first few weeks of January are always quiet. Children's school holidays tend to be quiet too.

## Scoping Report

### Scoping Report Markets

This topic was suggested by Councillor P J Owen to discover the effectiveness of the team and to review whether footfall in town centres have improved.

Title of review	
<b>Expected outcomes</b>	To discover the effectiveness of the team and to review whether footfall in town centres have improved.
<b>Terms of reference/Key lines of enquiry</b>	<p>What is the footfall viability of Markets, Should the Council be hosting them and cost to the Borough?</p> <p>Where are the markets in the Borough?</p> <p>Are they run on a weekly basis?</p> <p>What is the recorded Footfall for the markets (Is there an increase on footfall when they are on in the town centres)?</p> <p>What is the cost of markets to host?</p> <p>How to increase the footfall (Marketing), Is there a Post COVID-19 plan?</p> <p>Cost of produce at markets v cost in supermarkets/shops</p> <p>Competition with other privately run groups</p> <p>Viability, what is the intention of the markets to bring footfall into town centres,</p> <p>Social interaction within a market, (benefits) brings shoppers to town centres a sense of viability</p> <p>Marketing (directory of market vendors also could contain wider markets geographically) age range appeal (What stalls are appealing demographics)</p> <p>What stats are being collected are costs being met. Costs for vibrancy.</p> <p>What are the total costs of the markets v revenue made? If any traders have stopped attending the markets why?</p> <p>Weather impacts should sites be made permanent.</p> <p>What other towns do how other Local Authorities compare?</p> <p>Location of Markets</p> <p>People awareness of markets</p> <p>Seasonal affects (Holiday)</p> <p>How can Members add to the benefits of the markets if they are</p>

	to be beneficial?		
<b>Possible sources of information</b>	Personnel report on Markets Officer Markets Officer Traders Other Local Authorities List of Markets when they are, times etc...		
<b>How review could be publicised</b>	Comms Team ask Public if they wish to Comment-Social media / Notice boards where Markets are held. Business Newsletter. Email to trader's comments etc... Members Matters for comments.		
<b>Specify site visits</b>	J M Owen visit Kimberley and Eastwood S Jeremiah Beeston Stapleford		
<b>Possible witnesses</b>	Markets Officer – Invite Ryan Dawson/Jonathon Little/Clare Low Meeting (Stats/attendance/location/ Evaluations) Group to speak to traders for information		
<b>Resource requirements</b>	Member/Officer time		
<b>Projected start date</b>	06 July 2023 Next meeting 21 August 10.30am Council Offices	<b>Draft report deadline</b>	TBC
<b>Projected completion date</b>	September O&S Meeting		



**Benchmark of other Local Authority Markets**

<b>Local Authority</b>	<b>Location of the Market</b>	<b>Who runs the Market</b>	<b>Days and times the market are run weekly market</b>	<b>Cost to the stallholder</b>	<b>Other Comments eg other ideas to work with town Centres.</b>
Rushcliffe Borough Council	Bingham Market  Buttercross Market Square	Organised by and managed by East Midlands Markets and Events Ltd on behalf of the Council	Every Thursday Stalls set up between 7.30am to 9am and close between 2pm-4pm	9ft by 9ft £20.00 12ft by 12ft £27.00 18ft by 18ft £35.00 27ft by 27ft £50.00 Electricity (per day £2.00)	Published on the Rushcliffe BC website (All markets run within Rushcliffe are provided by private businesses) Bingham has a farmers market in Bingham in addition to the weekly market on the third Saturday every month the market square organized by <a href="mailto:opheliasvillagemarket@gmail.com">opheliasvillagemarket@gmail.com</a>
Rushcliffe Borough Council	Ruddington Village Market Village Green Ruddington	Ruddington Village Centre Partnership	Takes place first Saturday of the month 9-12.30pm		
Rushcliffe Borough Council	Sutton Bonnington Farmers	Sutton Bonnington Campus and	Takes place first Wednesday		

Local Authority	Location of the Market	Who runs the Market	Days and times the market are run weekly market	Cost to the stallholder	Other Comments eg other ideas to work with town Centres.
	Market	Staff with local community and farmers.	of the month during term time		
Rushcliffe Borough Council	West Bridgford Farmers market Held in Central West Bridgford, usually on the croquet lawn along Central Avenue.		Second and third Saturday of each month		(All markets run within Rushcliffe are provided by private businesses)
Newark and Sherwood District Council	Newark Town Centre	Newark Town Council	Mondays (except Bank Holidays) Collectors/a ntique market Wednesdays-General retail market Thursdays-Collectors/a ntique market		Also hold a Farmers Market first Saturday of each month in the avenues outside the Town Hall between 9.30am and 3.30pm

Local Authority	Location of the Market	Who runs the Market	Days and times the market are run weekly market	Cost to the stallholder	Other Comments eg other ideas to work with town Centres.
			Fridays General retail market Saturdays General retail market.		
Newark and Sherwood District Council	Southwell Market Square	Southwell Town Council	Every Saturday from 8.00am all year round Then during the week Wednesdays Fresh fish stall Thursdays Fruit and vegetables Friday Fish stall	£20.00 with a special offer for 4 weeks and get 2 weeks free. Also have a designated charity stall that can be hired for one week free of charge.	16 stalls selling a variety of produce including, fish, meat, deli foods, bread, biscuits, fruit, veg, flowers and a cycle store.  Also occasional specialist market stalls August Ceramics craft fair November Christmas market  There is also a Southwell Country market that takes place every Saturday 9am to 11am in the WI hall Indoor market selling seasonal produce.
Erewash Borough	Long Eaton Town Centre	Erewash Borough	9-3pm Wednesday,	Prices vary depending on stall	Regular stallholders selling a variety of fresh produce,

Local Authority	Location of the Market	Who runs the Market	Days and times the market are run weekly market	Cost to the stallholder	Other Comments eg other ideas to work with town Centres.
Council	In and around the Town Centre including the High Street and Market Place	Council Markets Supervisor	Friday and Saturdays	size and being a regular trader.  One single charity stall at each market each weekend free only available to registered charities.	make up, pet stalls, caterers, flowers and plants.
Erewash Borough Council	Ilkeston Town Centre Historic Market Place	Erewash Borough Council Markets Supervisor	9-3pm Thursdays and Saturdays	Prices vary depending on stall size and being a regular trader.  One single charity stall at each market each weekend free only available to registered charities.	Regular stallholders selling a variety of fresh produce, make up, pet stalls, caterers, flowers and plants.
Gedling Borough Council	Arnold Market recently moved to Eagle Square	Gedling Borough Council	Tuesday, Friday and Saturday 8.30am – 3.30pm	Introduction rate of £10.00 per stall for the first five times	
Mansfield	Mansfield	Mansfield	Five days a	Not available	Advertised as being

Local Authority	Location of the Market	Who runs the Market	Days and times the market are run weekly market	Cost to the stallholder	Other Comments eg other ideas to work with town Centres.
District Council	open Market Market Square	District Council Town Centre management	week from Tuesday to Saturday 9-4pm Tuesday and Wednesday are mixed goods. Thursday, Friday and Saturday are new goods. The third Tuesday of each month is the Farmers Market.		Members of the National Markets Traders Federation. Has a food court. Had a market for over 700 years. Also hosts events within the market days including Cleaner Greener Festival, Vegan Market, Jubilee celebrations and a Flower Show. Has a dedicated facebook page advertising all the traders, welcoming new traders
Ashfield District Council	2 Indoor Markets 3 Outdoor Markets  Idlewells Shopping Centre Sutton-	Idlewells Indoor Market	9-5pm Monday, Tuesday, Wednesday and Thursday 8.30am to 5pm Friday	£5,466 per annum	34 stalls market has had a £1.8 million refurbishment to bring it into the 21 <sup>st</sup> Century.

Local Authority	Location of the Market	Who runs the Market	Days and times the market are run weekly market	Cost to the stallholder	Other Comments eg other ideas to work with town Centres.
	in Ashfield		and Saturday.		
Ashfield District Council	Indoor Moor Market Kirkby In Ashfield	Ashfield BC	Monday to Saturday between 9am and 5pm.	Price not available website suggests you could be trading for as little as £8 per day.	Offers applications from businesses and individuals who would bring a diverse and unique offer to Kirkby. Units will hold one barista coffee shop, and seven unique traders offering artisan produce, crafts or food.
Ashfield District Council	Hucknall Market Pedestrianised area Outdoor	<a href="mailto:markets@ashfield.gov.uk">markets@ashfield.gov.uk</a>	Every Friday and Saturday 9am to 4pm	Stalls are £12.60 per day for the first stall, with a reduction for 2 or more	Regular traders selling fish, fruit, vegetables, eggs, sweets, pastries and cakes, clothes, housewares
Ashfield District Council	Kirkby Market Outdoor	Ashfield Borough Council	Every Tuesday, Friday and Saturday	No costs advertised	Assortment of stalls selling many products and services.
Ashfield District Council	Sutton market Portland Square	Ashfield Borough Council	Every Monday	No costs advertised.	Gazebo stalls selling a variety of products.
Broxtowe Borough Council	Beeston Square	Broxtowe Borough Council	Every Monday and Wednesday weekly 9am-3pm	£15.00 per day. Regular stallholder £10.00 single market day.	Checked if Member of National Markets Traders Federation Yes <a href="https://www.nmtf.co.uk/market-near-me/beeston-">https://www.nmtf.co.uk/market-near-me/beeston-</a>

Local Authority	Location of the Market	Who runs the Market	Days and times the market are run weekly market	Cost to the stallholder	Other Comments eg other ideas to work with town Centres.
					<a href="#">outdoor-market/</a> No information what stalls are selling. There is a separate external link to a facebook page of the Beeston farmers market
Broxtowe Borough Council	Beeston Square	Beeston Farmers Market <a href="mailto:Merakimarkets@outlook.com">Merakimarkets@outlook.com</a>	Every Third Saturday in each month 9am -2pm		No information what stalls are selling
Broxtowe Borough Council	Stapleford General Markets, Walter Parker VC Memorial Square	Broxtowe Borough Council	Every Thursday weekly 8am-2pm	Varied rates depending if new stallholder and regular.	No information what stalls are selling
Broxtowe Borough Council	Kimberley	Broxtowe Borough Council			Advertised on the website stallholders may express an interest in standing at the Kimberley market to contact the Markets Officer.





**Report of the Deputy Chief Executive**

<b>UPDATE ON THE SCRUTINY REVIEW-TELEPHONE ANSWERING AND CUSTOMER SERVICES</b>
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1. Purpose of Report

To provide Members with an update on the recommendations from the scrutiny review on telephone answering and Customer Services at Cabinet on 1 November 2022.

2. Recommendation

**The Committee is asked to NOTE the update provided on Telephone Answering and Customer Services.**

3. Detail

At the meeting of Cabinet on 1 November 2022, The Portfolio Holder for Resources and Personnel Policy received the review from the Overview and Scrutiny Committee on Telephone Answering and Customer Services. The Overview and Scrutiny Committee Working Group reviewed the topic with the purpose to ensure the following outcomes were reached that the calls were answered within an agreed amount of time and the functionality of online Customer skills were agreed. The recommendations were as follows:

- 1. Staffing contingency arrangements be considered for the Contact Centre during peak times in order for residents' calls to be answered, in addition to the use of market supplements to address staffing issues.**
- 2. Key Performance Indicators be introduced in relation to departmental call answering data to monitor performance and provide feedback.**
- 3. The answerphone greeting should be standardised across the Authority and be conducted by the Individual Officer. For all Officers to follow a set process of answering calls across the Authority. Officers should only use answerphone messages if they are away for no more than 24 hours and messages should be replied to the following working day. If Officers are to be away for longer the call would enter a hunt group to be answered by a colleague. This should be included in the Customer Services' Strategy.**
- 4. The phone message that reminds customers of the possibility of resolving issues by visiting the Council's website to be reviewed, the length of the message reduced and repetition of the message reduced.**

4. Financial Implications

The comments from the Head of Finance Services were as follows:

Not applicable.

5. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

Not applicable.

6. Human Resources Implications

The comments from the Human Resources Manager were as follows:

Not applicable.

7. Union Comments

The Union comments were as follows:

Not applicable.

8. Climate Change Implications

The comments were as follows:

Not applicable

9. Data Protection Compliance Implications

This report does not contain any [OFFICIAL (SENSITIVE)] information and there are no Data Protection issues in relation to this report.

10. Equality Impact Assessment

Not required.

11. Background Papers

Nil.

## Report of the Leader of the Council

### CABINET WORK PROGRAMME

#### 1. Purpose of Report

Cabinet is asked to approve its Work Programme, including potential key decisions that will help to achieve the Council's key priorities and associated objectives.

#### 2. Recommendation

**Cabinet is asked, that the Work Programme, including key decisions, be approved.**

#### 3. Detail

The Work Programme for future meetings is set out below.

3 October 2023	<ul style="list-style-type: none"> <li>• Budget Consultation 2024/25</li> <li>• Irrecoverable Arrears *Exempt</li> <li>• Vulnerable People's Policy Review*</li> <li>• Corporate Plan Consultation Responses*</li> <li>• Annual Monitoring Report Planning</li> <li>• Modern Slavery Statement *</li> <li>• Hate Crime Policy Review*</li> <li>• Broxtowe Crime Reduction Action Plan 23-26</li> <li>• House Building Delivery Plan Update</li> <li>• Grants to Voluntary and Community Organisations</li> <li>• Transition to HVO*</li> <li>• Car Parking Charges*</li> <li>• Lifeline Service*</li> <li>• Furnished Tenancies*</li> <li>• ICT Contracts *Exempt</li> <li>• Acquisition of Properties*</li> <li>• Right to Buy Repayment of Discount *exempt</li> <li>• EG Section 106 Funds*</li> </ul>
7 November 2023	<ul style="list-style-type: none"> <li>• Grants to Voluntary and Community Organisations</li> <li>• Medium Term Financial Strategy and Business Strategy*</li> <li>• Regulation of Investigatory Powers Act Annual Report</li> <li>• Waste Strategy (update on food waste implementation by 2027)</li> <li>• Tree Strategy*</li> <li>• Review of Policy on Provision of Sanitary Accommodation in Food Premises*</li> </ul>

	<ul style="list-style-type: none"> <li>• Smoke Control Area Replacement and Smoke Control Penalty Policy*</li> <li>• Attendance Management Policy Review</li> <li>• HRA 30-year Business Plan *</li> <li>• People Strategy 2023-26*</li> <li>• Environmental Health Restructure *Exempt</li> <li>• External Review of Pay Policy Differentials *</li> <li>• Exempt</li> <li>• Room Hire Policy</li> </ul>
5 December 2023	<ul style="list-style-type: none"> <li>• Garden Waste Subscription Fee*</li> <li>• Environment Fees and Charges*</li> <li>• Pride in Parks: Survey and Proposals (progress update) *</li> <li>• Green and Blue Infrastructure Strategy Review (update on progress) *</li> <li>• Review of Enforcement Policy*</li> <li>• Asset Management Plan*</li> <li>• Toilet Strategy*</li> <li>• Health Action Plan*</li> <li>• ASB Policy*</li> <li>• New Corporate Plan 2024-2028*</li> </ul>

Key decisions and Exempt Items are marked with \*

4. Legal Implications

The terms of reference are set out in the Council's constitution. It is good practice to include a work programme to help the Council manage the portfolios.

5. Background Papers

Nil.

### Report of the Monitoring Officer

### SCRUTINY WORK PROGRAMME

#### 1. Purpose of report

The purpose of this report is to request that Members aware of matters proposed for and undergoing scrutiny. This is in accordance with all of the Council's priorities.

#### 2. Recommendation

**The Committee is asked to CONSIDER the report and RESOLVE to agree subjects to be considered for review including those submitted as suggestions for Scrutiny.**

#### 3. Detail

Details of the reviews currently suggested on the work programme are within the appendix.

Members may wish to consider new topics using the criteria below for their current programme:

- Issues identified by Members as a key issue for the public
- Issue has a significant local impact
- Significant public dissatisfaction (e.g. through complaints)
- Issue raised by auditors
- New government guidance/legislation
- New evidence provided by external organisation
- Poor performance (e.g. evidence from performance indicators)
- High level budgetary commitment
- Pattern of budgetary overspending.

#### 4. The work programme for the next four meetings is as follows:

23 November 2023	<ul style="list-style-type: none"> <li>• Budget Proposals-Fees and Charges</li> <li>• Scrutiny Review DH Lawrence Museum</li> </ul>
29 January 2024 (Budget) 6pm	<ul style="list-style-type: none"> <li>• Budget Proposals and Associated Strategies (O&amp;S)</li> </ul>
30 January 2024 (Budget) 6pm	<ul style="list-style-type: none"> <li>• Budget Proposals and Associated Strategies (O&amp;S)</li> </ul>

#### 5. Legal Implications

The terms of reference are set out in the Council's constitution. It is good practice to include a work programme to help the Council manage the portfolios.

#### 6. Background Papers

Nil

## APPENDIX

## 1. Topics Agreed by the Overview and Scrutiny Committee

	Topic	Topic suggested by	Link to corporate priorities/values
1.	Disabled Facilities Grants	Councillor B C Carr	The Housing aim of a good quality home for everyone
3.	Child Poverty	Overview and Scrutiny Committee	A strong caring focus on the needs of all communities
4.	Budget Consultation	Overview and Scrutiny Committee	Continuous improvement and delivering value for money
5.	Homes for Life	Councillor S J Carr agreed by Overview and Scrutiny Committee	The Housing aim of a good quality home for everyone
6.	Building Control	Councillor B C Carr agreed by the Overview and Scrutiny Committee to put on hold. Awaiting the outcome of a report to Cabinet.	Continuous improvement and delivering value for money