



Report to:	Development Committee
Subject:	Markets staffing review - update
Date:	16 December 2014
Reporting Officer:	John McGrillen, Director of Development, ext 3470
Contact Officers:	Clodagh Cassin, Markets Development Manager, ext 5455

1	Relevant Background Information
1.1	<p>Members will be aware that, in 2013, Deloitte was appointed to carry out a strategic review of St George's Market. The findings of this report were presented to the Development Committee in February 2014 focussing on a number of key areas including:</p> <ul style="list-style-type: none"> – Marketing and branding of the market – Market facilities – Achieving the right balance of categories of stalls/products. – The effect of the layout of stalls within the market and how the layout could be improved – Associated operational issues and impacts.
1.2	<p>The report highlighted that the staffing structure within the Markets Unit had not changed to reflect the additional trading hours, particularly the Sunday market, and consequently recommended that a review of the staffing at St George's and the wider Markets Unit should take place.</p>

2	Key Issues
2.1	<p>Following a competitive procurement exercise, an independent company was appointed to carry out the staffing review at St George's Market. All staff from the Markets Unit, the BCC TU coordinators and St George's Market traders were involved in this review (through meetings and a focus group).</p>
2.2	<p>The review identified a number of issues for further consideration including:</p> <ul style="list-style-type: none"> – There are currently more members of staff available to open the building on non-trading days than there are on the three trading days – None of the markets staff are scheduled to work on Sunday. This means covering Sundays by overtime working or by agency staff. – Shift patterns should be changed to ensure greater resources are available on trading days.

	<ul style="list-style-type: none"> – There is a need for a duty manager type role on a full-time basis for the weekend market days. – The potential to focus the role of Markets Assistant on the set-up and operational running of the market, and give consideration to another role to address trader concerns regarding a lack of customer-focusing staff on market days – Better clarity of roles is required between Supervisor/Senior Supervisor and other management. – Consideration to be given to the use of contract cleaner to carry out the deep-clean work, particularly before and after market days. This work is primarily carried out by agency staff and if the Market Assistants' shift patterns were changed as suggested these staff would be available in greater numbers during market opening hours, while the cleaning work could be carried out by a professional cleaning company. This would have the added advantage of being able to “sell” the market for other events and activities from Monday to Wednesday, thereby securing additional income – Develop a more consistent stall layout. Currently, Markets Assistants spend a considerable amount of time on the break down and set-up between market days as the layouts are different on each day. It is recommended that work is undertaken with traders to gain some consistency around the internal layout of the building on the three market days.
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3	Resource Implications
3.1	The HR implications of this review will need to be given detailed consideration in accordance with BCC HR policies and procedures including consultation and engagement with staff and trade unions.

4	Equality and Good Relations Considerations
4.1	Equality and good relations considerations will be addressed through the review process.

5	Recommendations
5.1	<p>It is recommended that Members:</p> <ul style="list-style-type: none"> – Note the ongoing staffing review at the Markets Unit, focusing on St. George's – Give approval to examine the recommendations further with staff and the Trade Unions in line with Council policy and procedures and taking into account the Council-wide Organisational Design process which is taking place as part of Local Government Reform Agree to consider a further report to be brought back to the relevant council committee in due course, outlining the proposed staffing review.

6	Decision Tracking
Timeline: February 2015	
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