

Appendix 4 – Post-by-post Business Case

Markets

New Post	Justification	Risks
<p>Markets and Street Trading Stall Management Supervisor *1 Full Time</p>	<p>The new role, in line with the management structure across parking and markets, will report into the markets Service Operations Manager and will be accountable for the weekly market map and operational delivery of the set up and dismantling of the markets & street trading sites only.</p> <p>The Stall Management Supervisor role will be critical to the delivery of the setup and dismantling of the services markets and street trading sites every week.</p> <p>They will liaise with the lead officers and work closely with service users and markets officers in ensuring all health & Safety measures, rules and regulations are followed when using our equipment and safely setting up or taking down frames and gazebos and the appropriate action if any incidents of non compliance occur.</p> <p>This post will work every Sat and Sunday overseeing , leading and managing the stall operatives in delivering a fast and effective service with the health and safety of the operatives, traders and public at the forefront of their role.</p>	<p>The role is essential to managing the day to day set up and take down of multiple trading sites across the borough and ensuring all operatives are adhering to the correct H&S guidelines at all times.</p> <p>Without this single point of contact and leadership the operatives would have no consistent direction and the quality of service delivery would be significantly compromised.</p> <p>In addition, without this role there will be no management of the relationship with the service and trader in regards to accurately and safely setting up the stalls or gazebos and ensuring we are delivering a best in class service on time.</p> <p>Without this essential role there is a high risk of sites not completed to standard , on time or at all in readiness for trading and potential for high volumes of non-compliance to the rules. This in turn will lead to negative impacts to our reputation , loss of traders and loss of income resulting in a financial deficit and the overall continued regeneration of markets will not occur.</p> <p>In addition to the above other risk factors include;</p> <ul style="list-style-type: none"> ● Service will not have the ability to set up and dismantle markets and will see revenue and occupancy fall

		<ul style="list-style-type: none"> ● Will need to outsource and lose revenue to an outside organization. ● Risk level increase by outsourcing ● Costs from waste and other illegal activities will rise.
<p>Markets and Street Trading Stall Operative *28 Part Time</p>	<p>The requested resources will be the primary workforce for the stall management set up. The stall operatives will be responsible for the physical set up and curating of the markets and street trading sites from the market maps every week to facilitate all trading activities.</p> <p>All of the roles are part-time across Saturdays and Sundays Initially. We will seek to provide many with the opportunity to work both days and this will reduce the volume of positions but still provide the right volume of heads for the delivery of the physical setup and dismantling of the stalls and gazebos on each site.</p> <p>This will allow us to effectively resource the market set ups and adequately flex up when there is increased demand or additional sites as opposed to seeking agency or short term contracts for operatives.</p> <p>We wish to continue to regenerate our markets creating a vibrant street trading culture and we cannot do this without resources on the ground performing these activities and the cost saving that in sourcing these activities will provide , will further enable the service to reinvest in infrastructure and ongoing service improvements & developments.</p>	<ul style="list-style-type: none"> ● Service will not have the ability to set up and dismantle markets and will see revenue and occupancy fall ● Will need to outsource and lose revenue to an outside organisation ● Risk level increase by outsourcing ● Costs from waste and other illegal activities will rise. ● No front-line operatives ensuring the safe set up and dismantling of our markets and street trading sites. ● We will lose traders due to non-action of issues. Income from traders will fall, we will not be able to meet our statutory duty in line with the London Local Authorities Act 1990. (LLA; an extremely complex and bureaucratic piece of legislation) ● Decrease in Council Officer/Operative Visibility to the detriment of the overall customer journey and experience. ● Fall in income and increase in Market deficit. ● Increased complaints from associations and traders ● Reduction in site visits and on street trading ● Significant Increase in non-compliance of H7S legislation and implementation resulting in a less safe environment for the public and service users.

		<ul style="list-style-type: none">• Increased complaints from the public, Business and members.
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