

Scarborough Borough Council



Whitby Market Traders Consultation Oct 2018

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Introduction

This report was generated on 14/12/18. Overall 10 respondents completed this questionnaire.

Methodology

The questionnaire was made available on the councils website, the questionnaire was also distributed to the following groups:

-  The councils residents panel
-  The councils business panel
-  Various stakeholders (including North Yorkshire County Council, North Yorkshire Police, local disability groups, schools, Parish Councils etc)
-  Distributed to market traders and local businesses.
-  Hard copies of the questionnaire were made available at various locations

Consultation notices were also put up in the locations effected by the consultation, where members of the public could either complete the survey via a smartphone, the councils website or request a hard copy via email or phone.

Summary

Saturdays have the highest percent of traders trading at Whitby market with 80.0%, Monday's, Wednesday's, Thursday's and Friday's all have the least percent of traders trading on those days with 40.0%.

There is no clear result for if the current market open hours are sufficient enough for trading with 60.0% of respondents for yes and no.

60.0% of respondents agree that the times for setting up and dismantling stalls are viable. Further information provided from respondents that disagreed with this comment on issues with the weather and the dangers of keeping the stalls up in poor weather and not having enough time to dismantle the stalls in poor weather.

90.0% of respondents agree that the new booking system is easy to use. Further information provided from respondents that disagreed with this comment on how the system is viable for casual traders and suggests for regular traders it is booked all the time unless otherwise advised.

50.0% of respondents disagree that the current supervision presence at Whitby market is adequate, it is felt that it worked better before, question over who sets up stall on Sunday's and what happens if an incident occurs, a permanent supervisor is required at all times.

77.8% of respondents agree that the appearance of Whitby market is clean and presentable. A summary of comments from respondents that disagree suggest that the market place needs sweeping in the mornings and that white sheets on the stall would be better they are light and clean.

Summary

All of the respondents disagree that the facilities at Whitby market for traders are adequate, a summary of comments from respondents that disagree: no access to free toilets, no electricity, no tie down points, insufficient parking, lack of lighting especially in winter months, health and safety issues.

88.9% of respondents agree that Whitby market complements existing businesses in the area.

Suggested ways in which Whitby could be improved, more stalls, tie down points, electricity, advertising, lighting, health and safety, reduce cafe seating, marking group.

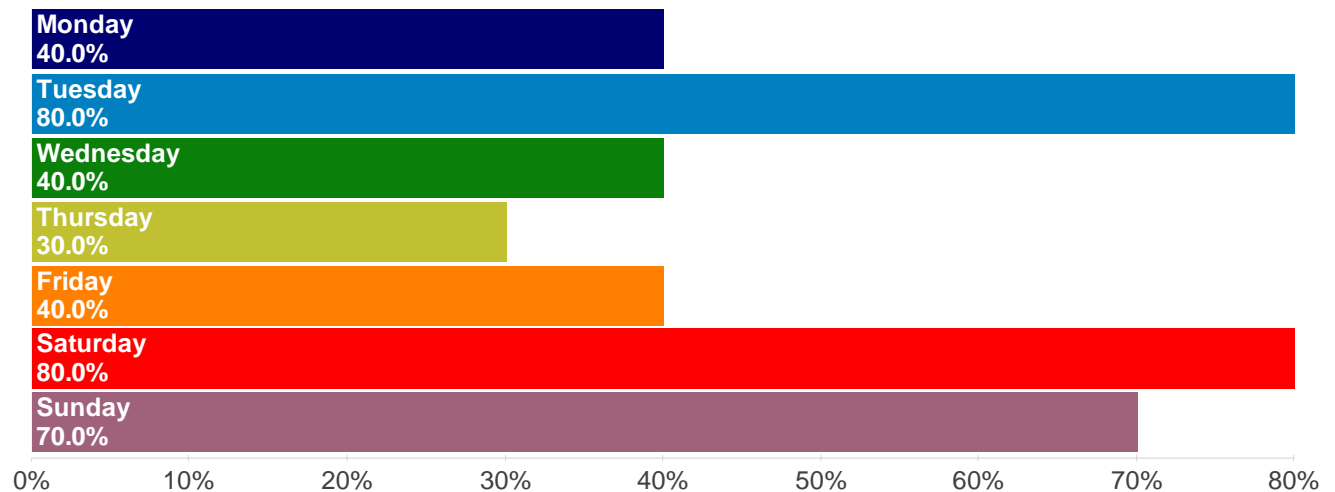
Consultation Analysis

Q1 Which days do you trade at Whitby market?

A total of 10 respondents completed this question.

The table and graph below shows that Saturday with 80.0% of responses, Tuesday with 8 percent of responses and Sunday with of responses are the most traded days, where as the remain days have the least percent of reponses with 40.0% .

Total	10	
Monday	4	40.0%
Tuesday	8	80.0%
Wednesday	4	40.0%
Thursday	3	30.0%
Friday	4	40.0%
Saturday	8	80.0%
Sunday	7	70.0%



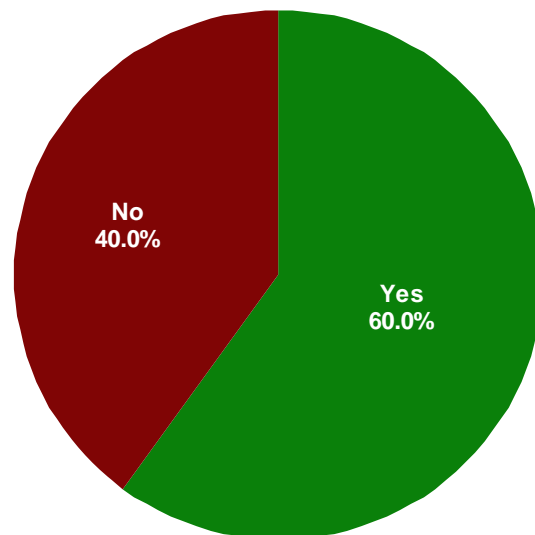
Q2 Are the current market opening hours sufficient enough for trading?

A total of 10 respondents completed this question.

The table and graph below shows that 60.0% of respondents believe the current market opening hours are sufficient enough for trading, where as 40.0% of respondents do not.

Total	10
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Yes	6	60.0%
No	4	40.0%



Please provide further information if the current market opening hours are not sufficient enough for trading

We use to open other days but the staring and whispering from certain cafe owners stopped us as the "what amounts to bullying" made my daughter inlaw cry and get very stressed with no support from the council at all.

I did used to work all days but was bullied, harrassed and intimidated while working under Town Hall so I stopped, this was my full time job with my husband. Chosen as I live in town and my very young daughter attends primary school in toen so travel to other markets was not possible. I was happy working under town hall until all the trouble started but I had to work to earn a living.

In the summer months we have to pack and go leaving the place full of potential customers

I have a license to sell alcohol etc till late I would want to continue a service after the market closes from my Bistro

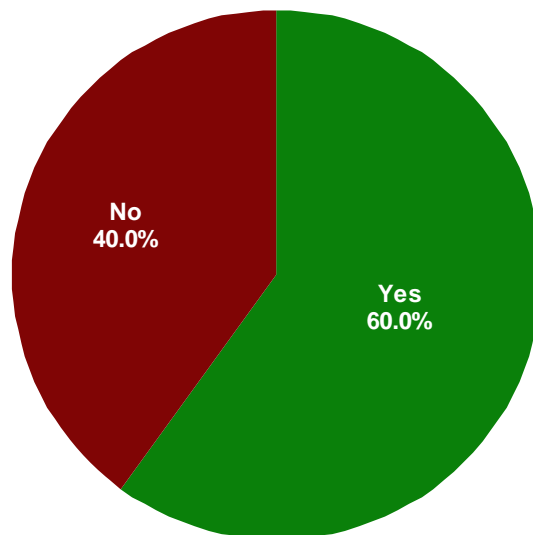
Q3 Are the times for setting up and dismantling stalls viable?

A total of 10 respondents completed this question.

The table and graph below shows that 60.0% of respondents believe the times for setting up and dismantling stalls are viable, where as 40.0% of respondents do not.

Total	10
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Yes	6	60.0%
No	4	40.0%



Please provide further information if the times for setting up and dismantling stalls is not viable

Time is too short to allow for changes in weather conditions ,people coming from far away and myself i carry a lot of stock . we can also be delayed by other traffic in the historic compact location of the market

On certain days the weather turns quickly. It is then very dangerous to keep the stall up on these days we should be able to take them down immediately

Could be helpfull for 1 hour set up and pull down for double stalls

Not a problem for me but others struggle sometimes, particualarly on Sundays in the past staggered arrivals seemed to casue less congestion

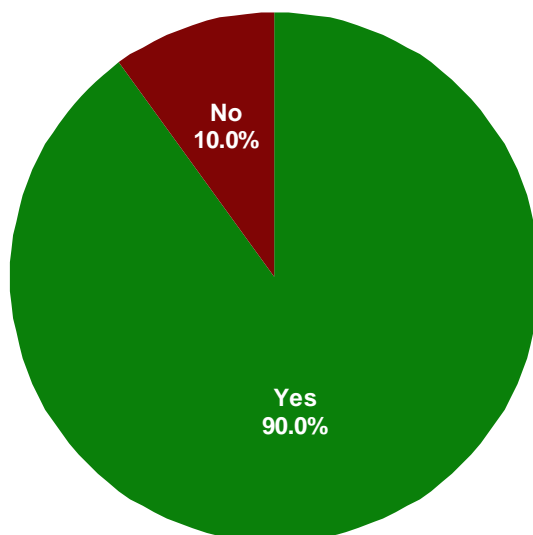
Q4 Is the new booking system easy to use?

A total of 10 respondents completed this question.

The table and graph below shows that 90.0% of respondents believe the new booking system is easy to use, where as 10.0% of respondents do not.

Total	10
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Yes	9	90.0%
No	1	10.0%



Please provide further information if the new booking system is not easy to use

the system may be viable for casual traders as for regular traders it is booked all the time unless otherwise advised is better. Most traders everywhere prefer to pay cash on the day.

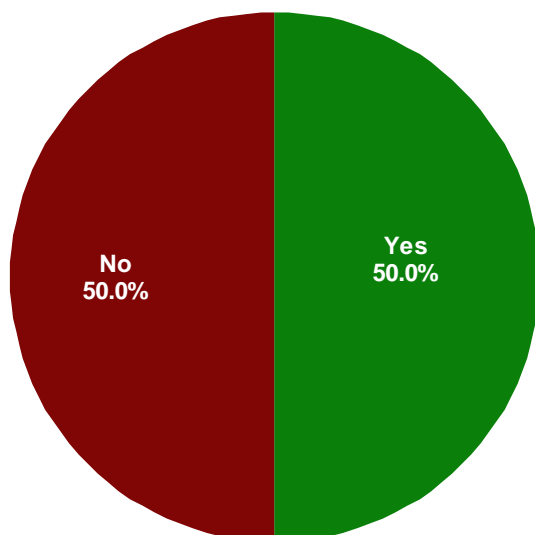
Q5 Is the current supervision presence at Whitby market adequate?

A total of 10 respondents completed this question.

The table and graph below shows that 50.0% of respondents do not believe the current supervision presence at Whitby market is adequate, where as 50.0% of respondents do.

Total	10
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Yes	5	50.0%
No	5	50.0%



Please provide further information if the current supervision presence at Whitby market is not adequate

I can say Penny is doing a good job, however , previously Mr Simon was in attendance all the time and handled any issues. Such as weather changes to adjust time for proper operation and safety,accidents ,cleaning dog business drunks being sick traffic issues , i feel and observed the market was much better as he was a trader and had a deep understanding of the traders and handled them well.

Setting up of stalls, who does this on a Sunday what happens if an incident occurs in working hours.

We need a permanent supervisor on the market at all times. We have a lot of brewery and delivery traffic so we need someone to watch our backs.

I do not feel a security guard is required makes you feel like a criminal. System worked fine before. It is a waste of funds.

Over adequate

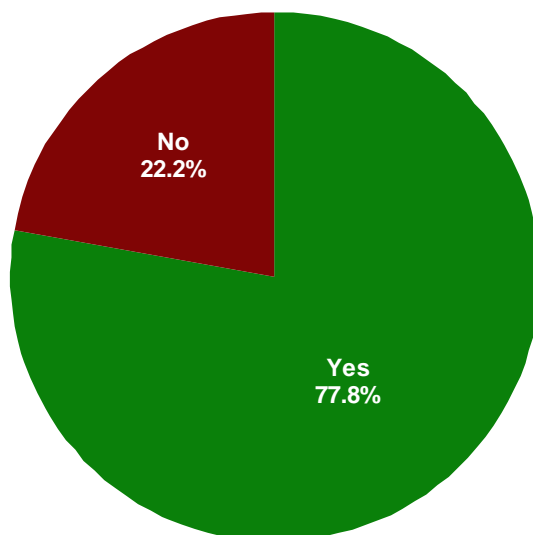
Q6 Is the appearance of Whitby market clean and presentable?

A total of 9 respondents completed this question.

The table and graph below shows that 77.8% of respondents believe the appearance of Whitby market is clean and presentable, where as 22.2% of respondents do not.

Total	9
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Yes	7	77.8%
No	2	22.2%



Please provide further information if the appearance of Whitby market is not clean and presentable

The market place needs sweeping in the mornings as there are cigarette ends everywhere. The market stalls need white sheets, so they are light and clean.

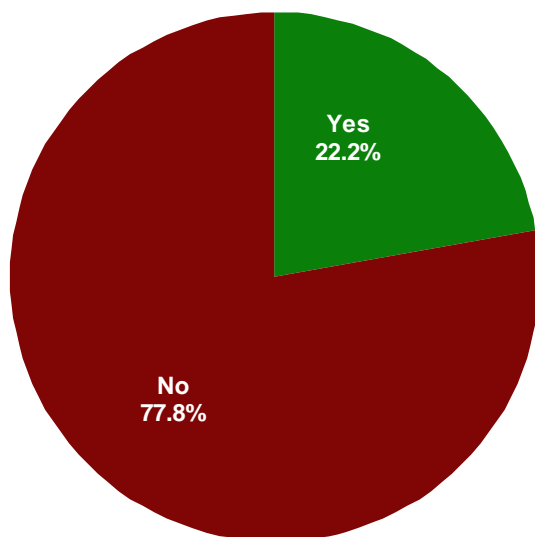
Q7 Are there adequate facilities at Whitby market for traders?

A total of 9 respondents completed this question.

The table and graph below shows that 77.8% of respondents do not believe there are adequate facilities at Whitby market for traders, where as no respondents ticked yes.

Total	9
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Yes	2	22.2%
No	7	77.8%



Please provide further information if the facilities at Whitby market for trades are not adequate

no accident report book no first aid facility no one to talk to if any problems , i found a phone a customer had dropped who do i give it to without leaving my business to go to police.

Toilet and access to hand washing is now pay as you use, make a season ticket for all traders should be through of no good will work without facilities, parking and access is a joke.

There are no facilities at all for us for, e.g. electricity, tie down points, parking, rubbish facilities or toilets without payment

We have no tie down anchor points this is a major concern on very windy days I cannot work. No electricity, winter gets dark early

No free toilets, no parking rights, no tie down points

Lighting req under the market hall also as the market place is on a slop anchor points would be a asset also health and safety needs attention

It is very dark under the market hall, not just in winter, but also on overcast days, winter trading hours could be extended if there was lighting. Also trader I would be happy to pay a couple of £'s more if I could plug into a power source.

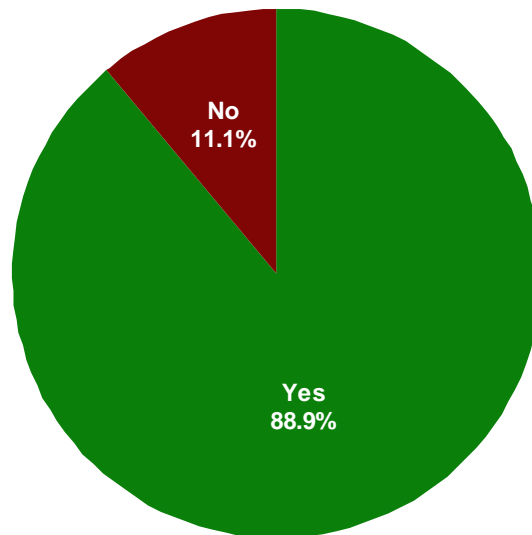
Q8 In your view, does Whitby market complement existing businesses in the area?

A total of 9 respondents completed this question.

The table and graph below shows that 88.9% of respondents believe that Whitby market complements existing businesses in the areas, where as 11.1% of respondents do not.

Total	9
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Yes	8	88.9%
No	1	11.1%



Please provide further information if the Whitby market does not compliment existing businesses in the area

Same stalls selling low value products year in year out and under cutting surrounding shop who cannot match on price because they have some of the dearest rates in England to pay

Q9 Suggested ways in which Whitby market could be improved?

1.	2.	3.	4.	5.
The first point is put Simon back in his old job and this time give him some power. He will make it better (contact Redcar Market it is organised by a trader) it a very good Market.	Sunday is a fantastic day for Whitby Market do not ever close that.	Cut down the seating area used by non market traders, as the current arrangement is choking the market and it does not let proper layout of traders .	The current changes made by whoever , have increased costs to council and traders, reduced proper effective management by way of NO MANEGAER ON SITE!	The local businesses should be made to understand that the market is good for everyone and have a proper respect for traders and management
Make a phased so that not all traders are on the market at once	Access electricity for higher chip and pin	Tie down points stalls are unstable and wonky		
Get more stalls on				
Tie down points , electricy	Uniform stalls	A market group, regular meetings	A monthly produce market	Everyday trading
Advertising	Tie down points			
More stalls like the silver lady stall	Differnt markets	Lighting	Health and safety	
Electricity points under market hall	Tie down points in Market square			
More stalls would make it a market	Less cafe tables and chairs which have nothing to do with the market	Optional trade January & February to be free rent	More advertising	Everyone to obey by Scarborough Borough Council rules
security of tenure for traders enabling us to plan ahead	Adequate notice of changes	Electricity to those who need it		

Q10 Any further comments?

The biggest problem is that the market was running fine and certain businesses around the square have made false allegations to remove Simon all that has happened is the council has spent money to solve a problem that did not exist as well as increased operating costs and REDUCED net funds into the council bank. Return the market to its historic management and enjoy the income. The biggest problem is that the Council was manipulated by organised lies through contacts of the said businesses, you the council are victims Please understand this.

The market was running well for many years. It was making money and traders were happy. The problems arose not from market traders, but from cafe owners who wanted everything and turned against the market superintendent because he wouldn't give in to them. He also had no support at all.

They are adequate now that we have been given longer than 30 minutes on a Sunday. yet same traders who use market place seem to be able to stay open much longer. The new booking system is ok, always room for some improvement. As a group we slow people down when people see a market they try to look. Suggested improvements: Less jobs for the boys actually listen to traders and not a couple of businesses on outside hear our concerns. I feel up to now that we have been treated unfairly. I have always paid my rent, tried to be happy and pleasant and kind and on days when I have been treated unhearably badly. There has been no care or concern. Yet I hear so many rumours about us being this that or the other, yet no councillors or SBC market rep actually been to discuss anything.

I am proud of the way we leave the market place no one has to clean up after us. The market is a very friendly happy place and has been the time I've worked there. Something went wrong this season, I don't know what it was, but hope it has now sorted.

Pack up time 6pm and apply to cafe tables and chairs as at the moment its pack up for stalls and not for tables and chairs which is wrong as its one law of one and not the other which has always caused a problem between traders and cafe owners

The majority of visitors to Whitby market are tourists who come across the market by chance and if looking for anything it is something "different" because of the geographical location of the area and limited parking people do not particularly come for food shopping and traders who have tried this tend to find they do better at other markets. Those of us who are long-standing traders at Whitby have found ways to tailor what we do to suit the visitors who come.
