



Markets strategy questionnaire

All Hackney markets are governed by policies and procedures set out in the Markets Strategy. A new five year strategy is being developed and we need your feedback on our seven key priorities. These include:

1. Customer care and standards – a review of consumer needs and facilities.
2. Environment and regeneration – to revive Kingsland Waste and Well Street markets with a renewed focus on developing new market sites and miscellaneous street trading areas.
3. Marketing – introduce an annual marketing strategy for all markets, embark on a shop local campaign and continue with ‘Love Your Local Market’ celebrations.
4. Equality – to create a teenage market for younger people, undertake a study to understand the equalities position of each market and develop market equality audits.
5. Enforcement – to improve the customer experience and enforce high standards across all markets, particularly on food trading, preventing the sale of counterfeit merchandise and ensuring the markets are pleasant places to shop.
6. Performance – to develop measures to monitor performance and carry out yearly reviews of markets, subject to funding.
7. Entrepreneurism – to achieve a self-sustaining market service by 2016/17.

We want to hear from you and value your input. Please have your say before Monday 1 August 2016.

For more information on each of the key priorities, please refer to the market strategy consultation booklet.

About you

Your postcode

I am a (select all which apply)

Hackney resident

Hackney market trader

Hackney business owner

Visitor / I do not live in Hackney

Other

Name (optional)

Name of organisation (if a business owner)

Email (optional)

Customer care standards and performance (traders only)

1 To what extent do you agree or disagree with the following statement: the Council should recognise the hard work completed by traders and markets by entering into industry awards.

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

2 To what extent do you agree or disagree with the Councils proposals to allow traders to operate cross-borough by streamlining the registration process and join the London Wide Traders Card Scheme?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

3 Do you see the benefits of being involved in workshops and focus groups?

Yes No Don't know

4 To what extent do you agree or disagree with the following statements, the Council should:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
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Develop a suite of key performance indicators. A report will be submitted to the Street Markets Advisory Board on a bi-annual basis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Commission a case study every five years to analyse performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Introduce online services for markets traders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Customer care standards

5 What additional facilities would you like to see introduced to the markets, subject to funding?

Café van with seating Drop and collect service Secure shopping storage

Contactless card payments Market seating areas Trolley park

Other

6 Do you think it is important market trader's sign up to the 'real deal' and display a quality rating on their stall?

Yes No Don't know

7 The Council is considering changes to the operational times of some markets to promote a more flexible approach to meet consumer needs. We would like to hear your views on the days and times the following markets should open.

Table 1:

Market	Operational hours						
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Broadway	Closed	Closed	Closed	Closed	Closed	07:30 to 19:00	Closed
Chatsworth Rd	Closed	Closed	Closed	Closed	Closed	Closed	10:00 to 16:00
Hoxton St	07:30 - 18:00	07:30 to 18:00	07:30 to 18:00	07:30 to 18:00	07:30 to 19:00	07:30 to 19:00	Closed
Kingsland Waste	Closed	Closed	Closed	Closed	Closed	07:30 to 15:00	Closed
Ridley Rd*	06:00 to 18:00	06:00 to 18:00	06:00 to 18:00	06:00 to 18:00	06:00 to 19:00	06:00 to 19:00	Closed
Well Street	07:30 to 18:00	07:30 to 18:00	07:30 to 18:00	07:30 to 18:00	07:30 to 19:00	07:30 to 19:00	Closed

*06:00 to 19:00 every day during December.

We welcome any feedback or comments regarding Market opening times in table 1, please provide your views in the box below:

Environment and regeneration

- 8** We love our markets and want develop and regenerate Well Street and Kingsland Waste Markets. Do you have any ideas on how we can improve these markets?

- 9** How important do you think it is the Council develop new miscellaneous trading sites, subject to funding?

Very important Important Neither important nor unimportant Unimportant Very unimportant

- 10** To what extent do you agree or disagree with the Council's plans to increase recycling by expanding our waste minimisation project to all markets?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Marketing

- 11** To what extent do you agree or disagree with the Council's proposals to develop a marketing strategy for each market?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

- 12** How important do you think it is the Council continues to promote markets by participating in the nationally recognised Love Your Local Market campaign?

Very important Important Neither important nor unimportant Unimportant Very unimportant

- 13** To what exten do you agree or disagree with the following statement. In addition to the Council's website pages, all Hackney markets should set up (with the help of the council) and run their own websites and social media accounts?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Equality

14 To what extent do you agree or disagree with the Council's idea to introduce a borough wide market licence for teenagers, to encourage entrepreneurialism?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

15 To what extent do you agree or disagree with the Council's suggestions to work with the Department for Work and Pensions (DWP) to offer self-employment opportunities?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

16 To what extent do you agree or disagree with the Council's commodities policy, which includes:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
taking into account surrounding shops when allocating pitch space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
developing a fair and transparent policy, allowing for reasonable competition and new business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17 To what extent do you agree or disagree with the councils plans to review equal opportunities in each market and carry out quality audits every five years?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Enforcement

18 To what extent do you agree or disagree with the following statements:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The markets service should monitor service delivery to ensure high customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Market traders do not need to display food hygiene rating on their stall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Market traders serving food should have hand washing facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Market traders do not need to display a 'Buy with Confidence' card (or some similar) on their stall, to demonstrate their goods are genuine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Entrepreneurism

19 To what extent do you agree or disagree with the Council's plans to actively engage with traders to encourage new business and entrepreneurship in the markets?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Any other comments

20 If you have any other comments on the Markets Strategy, please write them in the box below:

Equality monitoring

Why do we monitor?

To help us continually improve our services. You can help us find out who we're reaching by providing the following details. It is your choice whether you answer these questions. Your replies will not be used in a way that identifies you however they will help us to understand how community needs may vary; and helps us make informed decisions on how we develop services and target resources.

Age: What is your age group?																	
Under 16	<input type="checkbox"/>	16-17	<input type="checkbox"/>	18-24	<input type="checkbox"/>	25-34	<input type="checkbox"/>	35-44	<input type="checkbox"/>	45-54	<input type="checkbox"/>	55-64	<input type="checkbox"/>	65-84	<input type="checkbox"/>	85+	<input type="checkbox"/>

Caring responsibilities: A carer is someone who spends a significant proportion of their time providing unpaid support to a family member, partner or friend who is ill, frail disabled or has mental health or substance misuse problems.

Do you regularly provide unpaid support caring for someone?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Disability: Do you consider yourself to be disabled?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Under the Equality Act you are disabled if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.

Ethnicity: Are you:

Asian or Asian British	<input type="checkbox"/>	White or White British	<input type="checkbox"/>
Mixed background	<input type="checkbox"/>	Other, please state if you wish	<input type="checkbox"/>
Other ethnic group	<input type="checkbox"/>		
Black or Black British	<input type="checkbox"/>		

Gender:

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
If you prefer to use your own term please provide this here			

Is your gender identity different to the sex you were assumed to be at birth?

Yes it's different	<input type="checkbox"/>	No it's the same	<input type="checkbox"/>
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Religion or belief: Are you or do you have:

Atheist/no religious belief	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>
Charedi	<input type="checkbox"/>	Christian	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
Muslim	<input type="checkbox"/>	Secular beliefs	<input type="checkbox"/>
Sikh	<input type="checkbox"/>	Other, please state if you wish	<input type="checkbox"/>

Sexual orientation: Are you:

Bisexual	<input type="checkbox"/>	Heterosexual	<input type="checkbox"/>
Lesbian or gay woman	<input type="checkbox"/>	Other, please state if you wish	<input type="checkbox"/>
Gay man	<input type="checkbox"/>		

Thank you for taking part in this survey

The Market Strategy consultation closes on Monday 1 August 2016 and the results will be featured in local media. The Market strategy will then be subject to approval by the Council's Cabinet before being published and used to guide all markets related policies.

The Market Strategy was approved for consultation at the Council's Cabinet meeting in January. Subject to consultation it will supersede the current Market Strategy 2010-15.

If you would like to view the proposed Market strategy 2015-20 report, please visit: consultation.hackney.gov.uk/public-realm/markets to download a copy.



For more information

website: consultation.hackney.gov.uk/public-realm/markets

email: consult.markets@hackney.gov.uk

telephone: 020 8356 8313

If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান। (Bengali)

如果你想知道這分文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。(Chinese)

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous. (French)

Ger hun dixwazin bizanibin ku ev dokument çî dibêje, ji kerema xwe qutika minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin. (Kurdish)

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres. (Polish)

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose. (Somali)

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección. (Spanish)

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اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیں اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھیں اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔ (Urdu)

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây. (Vietnamese)

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In large print In Braille On Disk On audio tape In another language, please state:

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If case you lose your free return envelope, please return your completed questionnaire to the following address:

Markets Service, Market Strategy Consultation, Freepost RTES-SACS-HLRA, PO Box 39055, London, E8 1WT