

Market Traders' Information Pack



Contents

Ipswich Cornhill Market Vision
Application Process
Trading Days / Hours
Stalls & Pitches
Parking
Refuse
Goods
Behaviour
Holiday and Sickness
Emergencies
Casual Traders
Health & Safety
Electrical Safety
Gas Safety
Food Safety
Contacts
Appendix 1 – Ipswich Market Food Safety Conditions

Ipswich Borough Council has a vision for the Ipswich Cornhill Market and this is:

'To create a varied and quality market, which is an asset to the town centre and to the neighbouring retailers'

Application Process

Before trading on Ipswich Market a trader must complete and return the 'Ipswich Market New Trader Application Form' to the Market Supervisor. Once the application has been approved the trader will be notified by the Market Supervisor of their pitch allocation and set-up and dismantling times. Applications will be considered by the Council and approval is at its absolute discretion.

Trading Days / Hours

- Normal Market trading days are: Tuesday, Thursday, Friday and Saturday. (the Council reserves the right to vary these days)
- In addition to the normal Trading Days, 21st, 22nd, 23rd and 24th December (if these dates do not fall on Tuesdays, Thursdays, Fridays or Saturdays) and 26th, 27th, 28th, 29th, 30th and 31st December (if these dates do not fall on Tuesdays, Thursdays, Fridays or Saturdays)
- Access hours for traders are between 6:30 and 8:30 and between 17:00 and 18:30 on market days except where the Market Day is a Thursday 'late night shopping day' where the access hours shall be extended until 22.00 hours.
- Trading hours are between the hours of 8:30 and 17:00 except on special event days such as Christmas 'late night shopping' when trading can be extended to 20.30
- No trader may begin to clear their stall before the end of trading hours.

Pitches & Stalls

- The size of the pitch is 10ft x 10ft (3m x 3m). The size of each trader's pitch will be agreed with the Market Supervisor.
- The current cost of the market pitch is can be found on our website: www.ipswich.gov.uk/ipswichmarket or alternatively by contacting the Market Supervisor on: **07736 826028**
- Market pitches will be allocated by the Market Supervisor, traders will not be permitted to set up without prior consent.
- Pitches can not be sub-let or resold
- Traders' are responsible for erecting and dismantling their own stalls with minimal noise and disruption to neighbouring properties and in particular to the visitors and occupiers of the Town Hall
- Proof of public liability cover to a minimum of £5 million must be provided, National Insurance number or proof of eligibility to work in the United Kingdom and where applicable a food hygiene certificate
- Traders must ensure that during trading hours pitches are staffed, presentable and in keeping with the market at all times.
- Stall covers must conform to the market specification as advised by the Market Supervisor. Packaging under tables must not be visible to the public.
- Traders are not permitted to encroach the highways or aisles which may impede pedestrian movement around the market, present a safety hazard or may be detrimental to the efficient operation of the market.
- All traders must display on their stall a sign showing their name or business name as stated in their application form.

Parking

- All vehicles must be unloaded, moved away from the market and parked in a designated parking area. Public car parking facilities are available at: New Portman Road Car Park, Ipswich Village Car Park
- Traders parking in public car parks must purchase a parking ticket and display it in their windscreens. Failure to do so may result in a fine.
- No vehicle movement in the market area will be allowed during trading hours.

Refuse

- It is the responsibility of the trader to ensure that all refuse is placed in bin bags or boxes, bag tied and left in the designated area or taken away with them.
- Pitches not in use must be kept clear from obstruction and not used as storage areas.

Disposal of Liquid Waste

All liquid waste must be removed from site unless otherwise agreed by the Market Supervisor.

Goods

- Only approved commodities listed below can be sold on Ipswich Cornhill Market

Bags and luggage	Garden equipment
Books	Groceries
Bread and cakes	Haberdashery
Car accessories	Herbs and spices
Carpets, fabrics and curtains	Hobby items and equipment
Chocolate and confectionery	Home furnishings
Cleaning products	Hot and cold food
Clothing including sportswear and army surplus	Household goods and sundries
Cosmetics	Jewellery
Crafts	Kitchenware
Eggs	Meat and meat products
Fish and seafood	Linens
Flowers and plants	Pet food and pet accessories
Footwear	Pottery crockery and glassware
Fruit and vegetables	Stationery and paper goods
General entertainment audio and video tapes, records and compact/DVD discs	Tools
	Toys

- The sale of the following goods are prohibited: live animals and birds, fireworks, firearms, replica and decommissioned firearms, combat knives, counterfeit goods or any other item deemed by the Market Supervisor as likely to cause offence or danger to the public.

- Traders will only be allowed to sell those goods as stipulated on their application. Any change or additions must be approved by the Market Supervisor

Behaviour

- Stall holders and any persons working for them are expected to conduct themselves in a manner that does not bring any adverse publicity to the market, fellow traders or to Ipswich Borough Council.
- The following behaviour will not be tolerated:
 - swearing or arguing
 - fighting
 - drugs or alcohol (promotion or consumption)
- Traders are expected to present a positive image at the market and to treat customers, fellow traders and others with courtesy at all times.

Failure to comply will result in the immediate termination, without notice or compensation, of the contract to occupy the market area.

Holiday and sickness

- Stall holders are allowed 4 weeks holiday/absence per year without the requirement to pay the market fee.
- Stall holders wishing to take in excess to 4 weeks absence and continue to retain a preferred pitch will be required to pay, in advance, full market fees for the total of the time away from the market.
- Stallholders are required to give 10 working days notice in writing of any intended absence from the market.
- On production of a valid certificate, stallholders will not be charged rent for any market day that they spend in hospital or have a valid certificate from a doctor signing them off work.
- If a stall holder is away from the market due to holiday or sickness, the Market Supervisor reserves the right to offer his/her pitch to a casual trader. If the stall holder has more than four weeks sick leave, the Market Supervisor reserves the right to reallocate his/her pitch to another permanent or casual trader.

Emergencies

- If, due to breakdown, illness or weather you are unable to trade, please phone the Market Supervisor on the following number **07736 826028**
- Due to inclement weather the Market Supervisor may decide to cancel the market. If cancellation takes place before trading commences or is cancelled before 10.30am no charge will apply.

Casual Traders

- Casual traders are those who choose to trade infrequently, or periodically throughout the year and therefore are not entitled to a permanent pitch.
- Casual traders will be allocated a pitch on the morning of the market (unless otherwise instructed by the Market Supervisor) and must not move onto a vacant pitch until after 8.00am (or earlier upon instruction from the Market Supervisor)

Health & Safety

Stall holders are reminded of their legal duties to ensure that work activities are carried out in such a way that other people at work and members of the public are not exposed to risks to their health and safety. Advice on managing health and safety at work is available on the HSE website at www.hse.gov.uk/toolbox .

Electrical Safety

- All electrical equipment, used on the stall, including light fittings, extensions and working tools should be PA Tested (Portable Appliance) for electrical safety and a certificate of compliance supplied. It is the traders responsible to ensure that all electrical equipment is PA tested annually.
- Electricity can not be used for any other purpose unless agreed by the Market Supervisor
- Traders are not permitted to use generators on Ipswich Market
- Traders are not permitted to use electrical heaters on Ipswich Market
- The use of any public address systems (PA system) on the Market area is prohibited.

Gas Safety

- All stall holders must ensure that any gas/LPG appliance, installation pipework or flue in use at Ipswich Market is maintained in a safe condition so as to prevent risk of injury to any person. For this purpose gas appliances must be serviced annually by a Gas Safe registered engineer in order to ensure that appliances continue to operate safely. The engineer's report must be retained and produced upon request by the market manager or an authorised inspector of the Council.

Food Safety

- All traders selling food products must be registered with a Local Authority.
- They must comply with the provisions of The Food Hygiene (England) Regulations 2006, Regulation (EC) No 852/2004 and the Food Safety Act 1990.
- All traders must ensure that their stall and all food handlers fully comply with the 'Ipswich Market Food Safety Conditions' Appendix 1 and with any requirements of the local authority's Environmental Health Officer
- Food hygiene training Certificates of Food Handlers must be supplied to the Market Supervisor

Contacts:

In the case of reporting illness or breakdown prior to the market being held please call or text Market Supervisor on: **07736 826028**

In case of other query (during office hours) call 01473 432215 or email:
cari.hodkinson@ipswich.gov.uk

These conditions are subject to variation at anytime within reasonable notification

Ipswich Market Food Safety Conditions

Food businesses have a responsibility to ensure that food is kept safe and free from contamination.

Registration

All market traders selling food must be registered as a food business. Registration must be made with the local authority where the food or vehicle is stored. Food business operators must ensure that the appropriate authority always has up-to-date information on their food business and must notify the registering authority of any significant changes.

Documented Systems

Caterers must have a documented food safety management system such as Safer Food Better Business (Catering) * or other HACCP system.

Retailers of raw meat; high-risk food (ready-to-eat food that supports the growth of bacteria); raw meat and wrapped high-risk food, must have a documented food safety management system such as Safer Food Better Business (Retail)* or other HACCP system.

Retailers of raw meat and open high-risk food must have a detailed documented HACCP system.

*To order a copy of Safer Food, Better Business call Food Standards Agency Publications on 0845 606 0667 or email foodstandards@ecgroup.co.uk

Training

It is the responsibility of the operator of a food business to ensure that food handlers are supervised and instructed and/or trained in food hygiene matters appropriate to their work activities.

Facilities/Stall

The stall must be designed in such a way to protect food from adverse environmental conditions, for example, rain, dust, direct sunlight etc. and avoid risk of contamination, in particular from passers-by, animals and pests. Guards or screens must be used to protect exposed foods from contact or contamination by customers. Work surfaces and equipment must be smooth, impervious and capable of being cleaned. Food must not be stored on the ground.

If unwrapped high-risk food is sold, a supply of 'potable' (safe to drink) water must be provided at the stall for hand washing and washing of equipment. It is important to ensure that there is adequate cleaning and disinfection of any water storage containers. Facilities for hand washing must include water, soap and disposable towels. Suitable arrangements must be in place for the disposal of waste water.

Food transported to the market must be wrapped, covered or placed in suitable containers to prevent contamination. Vehicles and containers must be kept clean and in good repair.

Personal Hygiene

Food business operators must ensure that food handlers understand the need for good personal hygiene.

Hands must be washed before starting work, after breaks, after using the toilet, after handling waste, after handling raw food and before handling ready-to-eat foods. Food handlers must not eat, drink or smoke where open food is handled.

Where open high-risk food is handled protective clothing must be worn. Where gloves are used to handle food they must be changed after any task that would require the food handler to wash their hands if gloves were not in use.

Food handlers who have diarrhoea and /or vomiting must not work with food until they have had no symptoms for 48 hours. Food handlers must ensure that cuts or grazes are fully covered with a waterproof dressing.

Temperature Control

Adequate facilities must be provided to maintain high-risk food at a suitable temperature.

Where refrigeration temperatures are needed, insulated containers with ice packs can be used but in warm weather proper refrigeration equipment should be considered. Food requiring refrigeration must be stored and transported at 8°C or below. When food is being stored hot, suitable equipment must be provided to ensure it is held at 63°C or above. A suitable thermometer must be provided to monitor food temperatures.

Cleaning

Effective cleaning is essential to get rid of harmful bacteria and stop them spreading to food.

Work surfaces and equipment must be washed regularly and disinfected between tasks. This requires thorough cleaning first to remove the dirt and grease, then application of disinfectant in accordance with the manufacturers' instructions. Single-use, disposable cloths must be used for each task. Any disinfectant or sanitiser used must at least meet the official standards of BS EN 1276:1997 and BS EN 13697:2001

Cross-Contamination Control

Cross-contamination occurs when bacteria are passed from raw foods (e.g. raw meat, unwashed vegetables) to ready to eat food (e.g. cooked meats, cheeses, ready-to-eat salads). In order to prevent cross-contamination work areas, utensils, storage, packaging and display facilities provided for raw foods must be separate from facilities provided for ready-to-eat foods.

Allergens

Some people have a sensitivity to certain foods such as nuts, seeds, gluten, milk, eggs, fish and shellfish. All food handlers must understand how serious this sensitivity can be and should ensure any information they provide to customers is accurate.

Care must be taken to keep foods which can cause allergic reactions separate from other foods and ensure staff wash their hands and any equipment used after handling these foods.

Samples

It is recognised that samples can provide a useful means to advertise products to customers. The same controls and food safety legislation apply to samples as to food for sale. Samples must be protected from contamination and stored out of the reach of animals and young children. To prevent customers contaminating samples, disposable spoons, cocktail sticks etc. must be used. Suitable storage temperatures must be maintained and monitored.

Contacts and Further Information

For further information on food safety at Ipswich Market contact Food Safety Team, Ipswich Borough Council on 01473 433019 or foodsafety@ipswich.gov.uk

General food safety information contact Food Standards Agency on www.food.gov.uk