



Graham Wilson OBE

Deputy Chief Executive &
Legal and Policy Advisor

NABMA

The Journey So Far

- Benchmarking Club Supported By APSE
- Pilot Group Successfully Developed Metrics
- Markets Officially Added To Benchmarked APSE Services
- Disappointing Number Of Participating Members

The Importance of Performance Information

- NABMA Annual Survey shapes markets
- Markets with Government helps every market plan for future and argue for resources

The NABMA PERFORMANCE NETWORK

- It will be part of your NABMA service
- It is FREE
- All our members can take part
- There will be around 40 indicators
- It will take around 30 minutes to complete the questionnaire

The NABMA PERFORMANCE NETWORK

- Will operate via NABMA website
- Will be facilitated by EDGE
- It will be supported by APSE
- We need a minimum of 100 members to take part



Chris Edge

Chief Executive Officer
EDGE IT Systems

EDGE – NABMA Sponsor

- Specialise in administration software for local government
- 31 years' experience and 10 software modules
- Certified carbon neutral by Carbon Neutral Britain
- Cloud software designed for paperless administration
- AdvantEDGE Markets & Events module released March 2023 and powers the NABMA Performance Network



The Benchmark Process

- Register
- Benchmark
 - 1st market in 20 to 30 minutes
 - Each additional market in 5 to 10 minutes
- Pause and complete later
- Submit

Example web pages

NABMA
the voice of markets

Registration for NABMA Performance Network

Email Address

Confirm Email Address

Password

Confirm Password

I hereby agree to these [terms & conditions](#)

REGISTER

Powered by EDGE Client Portal

NABMA
the voice of markets

Registration for NABMA Performance Network

Business/ Trading Name/ Organisation

First name

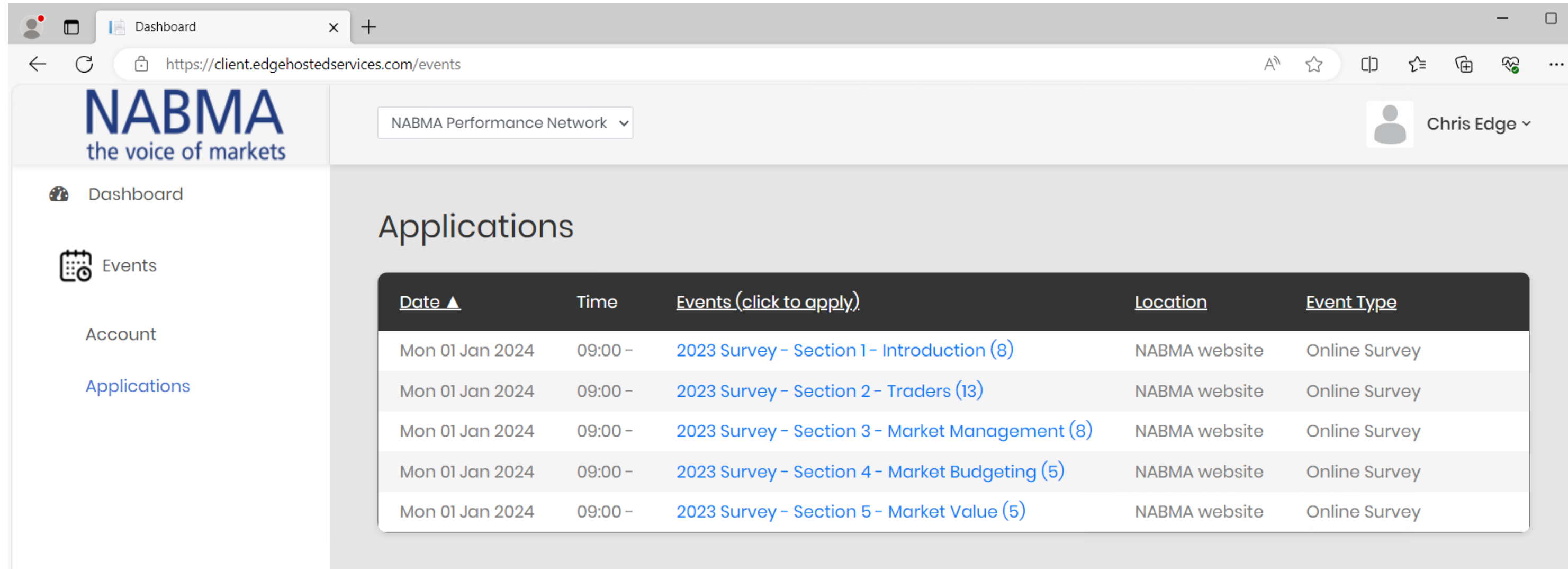
Surname

Mobile Tel No

Website

SUBMIT

Powered by EDGE Client Portal



The screenshot shows a web browser window with the URL <https://client.edgehostedservices.com/events>. The page header includes the NABMA logo and the text "the voice of markets". A dropdown menu shows "NABMA Performance Network" and a user profile for "Chris Edge". The main content area is titled "Applications" and contains a table with the following data:

Date ▲	Time	Events (click to apply)	Location	Event Type
Mon 01 Jan 2024	09:00 -	2023 Survey - Section 1 - Introduction (8)	NABMA website	Online Survey
Mon 01 Jan 2024	09:00 -	2023 Survey - Section 2 - Traders (13)	NABMA website	Online Survey
Mon 01 Jan 2024	09:00 -	2023 Survey - Section 3 - Market Management (8)	NABMA website	Online Survey
Mon 01 Jan 2024	09:00 -	2023 Survey - Section 4 - Market Budgeting (5)	NABMA website	Online Survey
Mon 01 Jan 2024	09:00 -	2023 Survey - Section 5 - Market Value (5)	NABMA website	Online Survey

2023 Survey - Section 1 - Introduction ✕

Market Name

Type of operator? ▼

Type of Market? ▼

Do you operate the Market yourself?

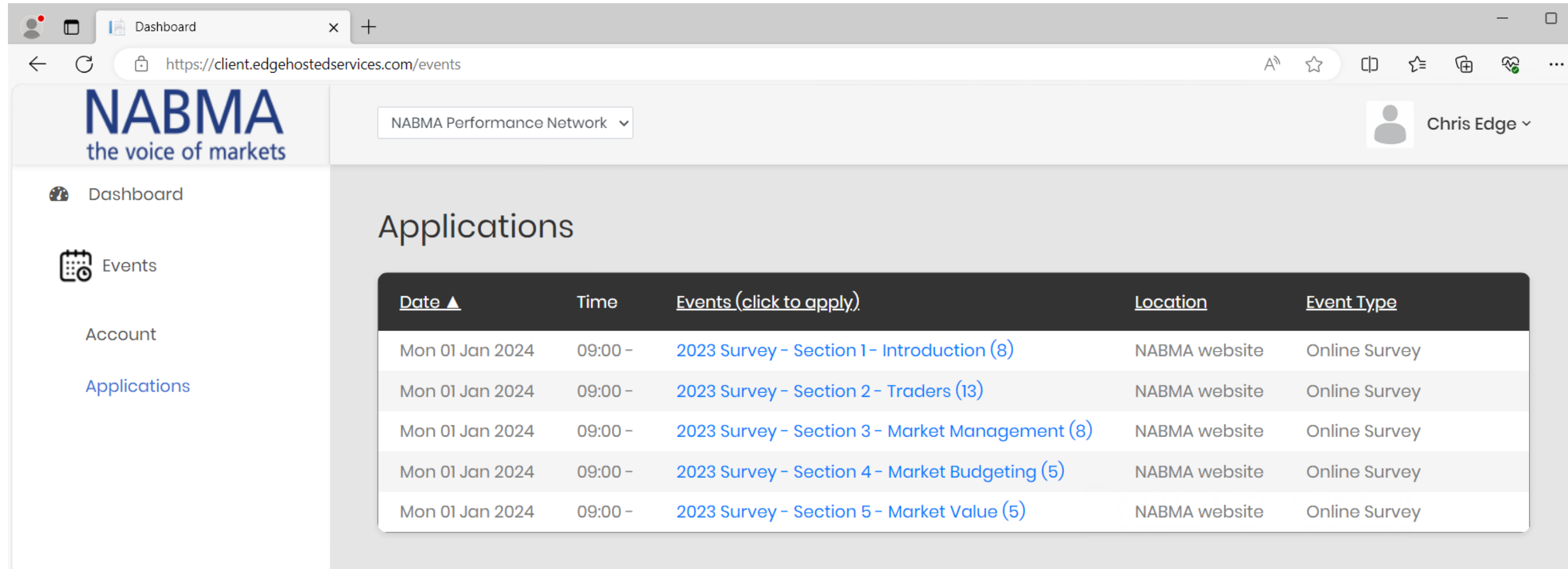
How many stalls, trading pitches or units do you typically have available?

Has the number of stall reduced compared to five years ago, i.e. pre COVID

Have you introduced any new markets, events or services in the last five years?

Have any of your markets, events or services closed in the last five years?

Do you have a written markets licensing policy?



The screenshot shows a web browser window with the URL <https://client.edgehostedservices.com/events>. The page header includes the NABMA logo and the text "the voice of markets". A dropdown menu shows "NABMA Performance Network" and a user profile for "Chris Edge". The main content area is titled "Applications" and contains a table with the following data:

Date ▲	Time	Events (click to apply)	Location	Event Type
Mon 01 Jan 2024	09:00 -	2023 Survey - Section 1 - Introduction (8)	NABMA website	Online Survey
Mon 01 Jan 2024	09:00 -	2023 Survey - Section 2 - Traders (13)	NABMA website	Online Survey
Mon 01 Jan 2024	09:00 -	2023 Survey - Section 3 - Market Management (8)	NABMA website	Online Survey
Mon 01 Jan 2024	09:00 -	2023 Survey - Section 4 - Market Budgeting (5)	NABMA website	Online Survey
Mon 01 Jan 2024	09:00 -	2023 Survey - Section 5 - Market Value (5)	NABMA website	Online Survey



Debbie Johns

Head of Performance
Networks

APSE

APSE performance networks

- Largest local government benchmarking service in UK
- 25 years' experience
- 19 service areas
- Validated against Audit Commission standards
- Recognised by national governing and audit bodies
- Well established and trusted to deliver information

APSE's new role

- Receive the data from EDGE
- Validate and verify the data
- Produce a summary of analysis for NAMBA
- State of the Nation Report for NABMA members
- Option still for individual benchmarks for APSE members

Whole service comparison

Market Operations performance indicator standings

Name of authority PIN	Sample Council							
	99999 Sample Market							
Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved
Key performance indicators								
PI 02b - Occupancy levels (percentage of units let / units available) as at 31st March	24	100.00%	63.55%	13.64%	75.42%	13	86.08%	3
PI 06b - Percentage of businesses new to the market as at 31st March	21	45.45%	14.80%	0.00%	7.58%	7	7.04%	2
PI 07b - Percentage of businesses leaving the market as at 31st March	21	20.00%	6.06%	0.00%	9.09%	15	0.00%	3
PI 13a - Quality assurance and consultation processes	28	124	45	2	52	9	97	2
PI 14a - Human resources and people management processes	27	75	51	17	44	16	62	3
Financial performance indicators								
PI 01b - Financial performance (percentage over/under financial target) - excluding CECs	7	448.09%	-42.64%	-551.18%	270.48%	6	-	-
PI 11a - Staff costs as a percentage of total cost	18	74.93%	44.85%	20.79%	20.79%	-	-	-
PI 19a - Advertising and marketing cost as a percentage of total cost	10	4.23%	2.29%	0.28%	1.04%	-	-	-
Indoor market only performance indicators								
PI 03b - Void levels (indoor) as at 31st March	4	26.74%	10.17%	0.00%	0.85%	2	-	-
PI 15a - Number of indoor market visits per operating day	2	6,991	6,496	6,000	6,991	1	-	-
PI 15e - Number of indoor market visits per head of population	3	8.47	6.81	3.78	8.47	1	-	-
PI 15f - Number of indoor market visits per head of population within catchment area (default 20 min drive time)	3	5.81	3.61	1.57	3.46	2	-	-
PI 15g - Number of indoor market visits per trader as at 31st March	3	42,763	29,925	15,338	31,673	2	-	-
PI 15h - Number of indoor market visits per lettable unit as at 31st March	3	27,426	21,647	17,716	17,716	3	-	-
Staffing Performance Indicators								
PI 10a - FTE staff per 1,000 square metre of trading area	23	13.88	3.29	0.18	7.38	-	-	-



Market operations performance at a glance

Sample Authority

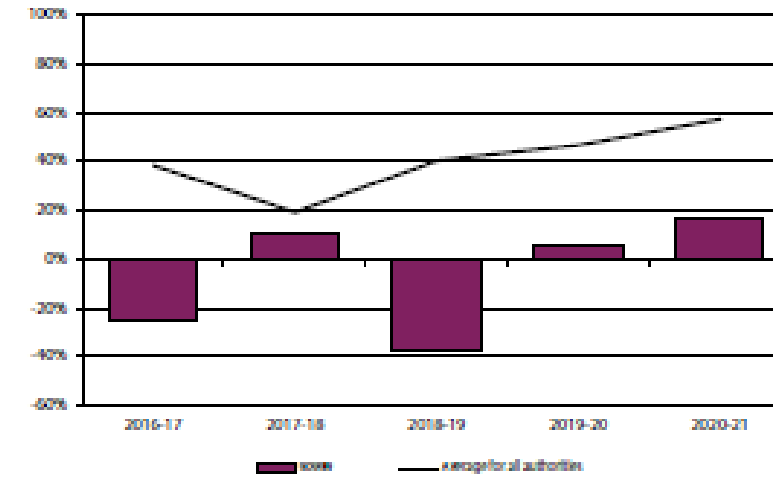
Sample Market

90999

These pages show your authority's performance for each performance indicator against the current year average performance of your family group. previous year is also shown. Icons are used to display this information and the idea of this report is that authorities can see 'at a glance' where improvements may need to be made. Where the box is blank, this indicates that there is no authority score available for this performance indicator or that there were less than three participants in this PI, meaning we are unable to produce a meaningful average score. The key to the icons are displayed below each table.

Performance indicators	Performance in current year	Improved since previous year?^
PI 02a Occupancy levels (percentage of units let / units available)	▲	▼
PI 06a Percentage of businesses new to the market during the year	●	▲
PI 07a Percentage of businesses leaving the market during the year	●	—
PI 08a Recycling rates	◆	▲
PI 13a Quality assurance and consultation processes	●	▲
PI 14a Human resources and people management processes	●	—
PI 17a Customer satisfaction surveys undertaken	▲	—
Financial performance indicators		
PI 01a Financial performance (percentage over/under financial target)	●	—
PI 09a Cost per square metre cleaned	●	▼
Indoor market only performance indicators		
PI 03a Void levels (indoor)	●	▲
PI 04b Void turnaround times (days) (indoor)		
PI 15a Number of indoor market visits per operating day	●	▼
PI 15b Number of indoor market visits per trader	▲	▼
PI 15c Number of indoor market visits per lettable unit	◆	▼
PI 15d Number of indoor market visits per let unit	●	▲
PI 15e Number of indoor market visits per head of population	●	▼
Staffing performance indicators		
PI 18a Percentage staff absence	◆	—

PI 01b Financial performance (percentage over/under financial target) - excluding CECs



PI 02 Occupancy levels (percentage of units let / units available) as at 31st March

