



NABMA

the voice of markets

The National Association of British Market Authorities

Annual Report 2016



NABMA's General Position

2016 has been another good year for NABMA as the various sections of this publication tell the story of our performance and work. This is a difficult time for the markets industry, against the background of local government facing challenging times and a declining High Street, and NABMA has a pivotal role in representing markets both nationally and through a wide portfolio of member services. We have maintained a strong membership base and enjoyed success nationally and through the delivery of quality events and services. The last twelve months has seen us developing a stronger working relationship with NMTF which has benefitted the markets industry particularly through the Mission4Markets Project. We have maintained our strong links with government. There are still issues we need to address in 2017 but we start the year confident that we can continue to serve our members best interests.

Finance and Membership

We ended the financial year with a small deficit of around £3000 leaving us with reserves of around £149,000. This is much better than anticipated and is largely down to maintaining our membership base, attracting additional government funding to support Love Your Local Market and a good performance on the Conferences. As a result we were able to keep subscriptions at the same level for the fourteenth year in succession.

Membership remained at the same level throughout the year at around 232 but there was a disappointing trend in the second half of 2016 when we received a significant number of resignations. Although none of these resignations arose from any dissatisfaction with NABMA it is an issue that we need to monitor in 2017.



NABMA Structure

During 2016 we took the opportunity to review the NABMA structure and as a result the role of the Chief Executive was reduced and a new Members Services Officer, Chris New, was created. This has enabled a range of services including training, research, health checks, London Markets and NABMA Forum to be organised under this new role. We also have dedicated officers with responsibility for each of these services. We have also taken the first steps to make NABMA a not for profit limited liability company. It is hoped to complete this process in 2017.

NABMA on the National Stage

We are the 'Voice of Markets' and during 2016 we have enjoyed significant success in promoting markets nationally. In partnership with NMTF we have carried out national research via Mission4Markets and worked together on other projects such as NMTF's National Youth Market. We persuaded government to drop controversial proposals on markets and street trading which they were promoting under the European Services Directive and have secured an effective dialogue on business rates helping many of our members. Our contacts with Westminster continue through the All Party Parliamentary Markets Group and the Department of Communities and Local Government Retail Markets Forum. This has helped us secure substantial government funding (£120,000 over four years) and Ministerial representation at NABMA events. The only area where we lack effective communication is the Local Government Association where, despite being a Special Interest Group, we have problems in making any meaningful contact.



Love Your Local Market

When we started the LYLM campaign in 2012 we never believed it would become in 2016 the biggest markets event the world has ever seen celebrated in over twenty countries. LYLM is based on local enthusiasm and it is a wonderful catalyst for introducing new, and in many cases young, people to markets. In 2016 we encouraged markets to hold youth events and send representatives to the NMTF National Youth Market. At the end of the 2016 LYLM fortnight the government told us that there would be no more funding and, as a result of that decision, we were delighted to welcome GALA TENT as our LYLM sponsor at the September Conference.



Social Media

Love Your Local Market remains our main social media focus but we have introduced a separate NABMA social media outlet to give further promotion to the work we do. In 2016 we lost Ellie Gill, through budget cuts, and this reduced the impact of our social media output but Beth Ward continues to take responsibility for this area of work and Beth is also supporting GALA TENT in the promotion of LYLM.

Diploma in Markets Administration

This is one of NABMA's most successful initiatives. 2016 saw the 100th student taking the Diploma and 82 students have been successful. Steve Pickering has taken on the role of Professional Development Consultant but he will be assisted by Chris New in his new role of Members Services Officer. We are looking at changes to the delivery of the Diploma in 2017 with a reduction in the number of days that students attend for course work. If there is one disappointment, and it is frustrating to all of us at NABMA, it is that none of the students appear to have gone on to a higher qualification. While the Diploma continues to be the central focus of our training we are willing to organise one off training courses on a regional basis and it is thanks to the work of Annette Lebreton that NABMA was able to deliver a fully subscribed training course in London on street trading.

Market Health Checks

We recognise that the free health check service is one of our most important member services. In 2016 around 30 health checks have been completed and this gives an opportunity to look at the market generally and offer constructive advice. Rob Nixon and his team do an excellent job but it is important to recognise that a health check is not a consultancy service.

NABMA Market Place

NABMA's partnership with Market Place gives our members the very best consultancy service and during 2016 we have seen this partnership strengthened with an additional focus on interim markets management. A number of significant projects have been undertaken in 2016. NABMA is particularly grateful to Market Place not only for its support of our consultancy service but for supporting our work with the Diploma in Markets Administration and our work in London.

London

London Markets make a vital contribution to the overall markets scene and NABMA has played a big part in providing a forum for markets via the London Benchmarking Group and the Association of London Markets. Our London Advisor, Peter Turvey, arranges meetings of both groups. During 2016 NABMA has played an important role in helping with detailed research on London Markets (which is due to be published in January 2017) and also arguing for the creation of a London Markets Board.



Research

Colin Wolstenholme, our Research Consultant, was responsible for a number of important research projects in 2016. The annual Retail Markets Survey, produced as part of Mission4Markets with NMTF, and the annual Wholesale Markets Benchmarking Survey provide a wide range of information about the markets industry. In addition a new survey on management models was completed at the end of November and the results will be presented to the NABMA Conference in January.



NABMA Member Support

In addition to the services listed we also provide a wide range of other support resources including market documents, legal advice, a markets forum, a buddying scheme, networking opportunities and much more. In 2016 we started to consolidate these services together and you can access help via a new portal on the NABMA website entitled Member Support.

NABMA Member Sponsors

In 2016 our sponsors contributed almost £80,000 to the NABMA budget which helped us to deliver a number of our services. NABMA is indebted to continuing loyalty of our sponsors. Mention has been made of some of our sponsors in this publication but it is appropriate to give particular thanks to two other main sponsors namely Groupé Geraud (UK) Limited and Imbers Insurance who have played such an important role in supporting us.



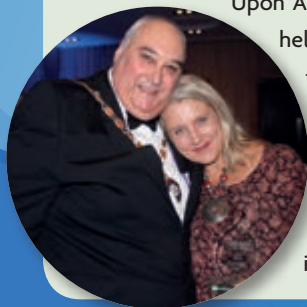
Oswestry Service Level Support

A major reason for NABMA's success is the excellent support arrangements we enjoy with Oswestry Town Council. They deliver our various Conferences and Events and provide professional services covering administration and finance. 2016 has seen a continuation of the successful partnership arrangements and it is right to acknowledge the specific contributions made by David Preston, as Deputy Chief Executive, and Roger Dyke as Finance Officer.

NABMA Conferences

The two major Conferences at Birmingham and Stratford Upon Avon attracted a record 350 delegates. Both Conferences produced a wonderful atmosphere with many delegates describing the Annual Conference at Stratford

Upon Avon 'as the best ever'. In addition we held a Local Councils event at Ludlow with the support of the Society of Local Council Clerks which attracted almost 60 delegates and a series of Regional meetings around the country which also attracted around 200 people. We intend to continue the same pattern in 2017.



Disappointments

While we are able to paint a very successful picture of 2016 there have been some disappointments. We secured government funding to introduce performance systems but we have been unable to deliver on this project. Benchmarking has not progressed as quickly as anticipated. Communication is still not as good as we would like it and we have not yet struck the right balance. Our data base is not up to date and members do not tell us when personnel changes. We have a small and dedicated elected member base but it is getting smaller and our efforts to recruit new elected members have been unsuccessful. A significant number of member resignations were received in the second half of 2016 and several of these members attempted to ignore membership requirements on notice. This has not happened before but has potentially serious consequences for NABMA if not tackled.

NABMA Awards

The KPR Midlink Great British Market Awards and The Blachere Market Awards give recognition to outstanding markets and market people. They play an important role in showcasing good practice and recognising the achievements of dedicated market people. It is right that these awards occupy an important position at both our NABMA Conferences. In 2016 we had a record number of entries for the KPR Midlink Great British Market Awards and over 100,000 votes cast in the Britain's Favourite Market Competition.

The KPR Midlink Great British Award Winners 2016

- Best Love Your Local Market Event – **WARRINGTON MARKET**
- Best Large Indoor Market – **ST NICHOLAS MARKETS, BRISTOL**
- Best Large Outdoor Market – **ROTHERHAM STREET MARKET**
- Best Small Indoor Market – **HARBOROUGH MARKET**
- Best Small Outdoor Market – **HEBDEN BRIDGE**
- Best Large Community Market – **ENFIELD MARKET**
- Best Small Community Market – **TETTENHALL MAKE IT AND BAKE IT MARKET**
- Best Large Speciality Market – **TALL SHIPS BELFAST 2015**
- Best Small Speciality Market – **THE ALTERNATIVE MARKET**
- Best Wholesale Market – **GLASGOW WHOLESALE MARKET – BLOCHAIRN**
- Best Large Food Market – **BOROUGH MARKET**
- Best Small Food Market – **ELECTRIC NIGHTS STREETFOOD**
- Best Market Attraction Market – **DUKE OF YORK SQUARE (PARTRIDGES) MARKET**
- Britain's Favourite Market – **LEEDS MARKET**



The Blachere Market Award Winners

Market Team of the Year
Judges Discretionary Award
AYLESBURY MARKET TEAM

Market Innovation of the Year
TAMESIDE HOSPITAL MARKET



Market Team of the Year
CALDERDALE MBC
September 2016

Market Manager of the Year
CHRIS COTTON, Kirklees

The Krys Zasada Award in association with Manchester City Council presented to
CHRIS NEW in recognition of outstanding service to markets in the UK

Thanks to our Sponsors



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