



During construction, will the emerging Market Garden area be unattractive and put shoppers off?

The Market will remain fully accessible so please continue supporting our wonderful traders. We're creating an area that will make the Market a more attractive destination and bring vibrancy to a space which is largely redundant. During the work, we'll fence off the site to keep shoppers and traders safe. It will carry panels showing what the new area will look like – and will be transparent to maintain clear sightlines through to neighbouring stalls and for customers to see the works progressing.

During construction, will there be noise, dust or other disturbance during opening hours?

No. A large amount of the structural work is taking place off-site in order to minimise any disruption within the Market Hall. Any on-site work that could cause disruption will take place when the Market is closed. Other important work will take place safely within the confines of the work area during Market operational hours. Our contractors understand the importance of respecting the needs of shoppers and traders. The Market Garden will be up and running ready for Christmas, as we understand how important this period is to our traders.

After opening, how will the area be policed for things like hygiene and cleanliness, the behaviour of dogs, antisocial behaviour and those not using the area in the spirit with which it's being introduced?

- A Market Attendant will be designated to the area to ensure it's kept as clean and tidy as possible. We ask customers to clear up after themselves and to use the recycling and waste station to deposit their rubbish appropriately. The Market will continue to reflect up-to-date Welsh Government guidelines to help stop the spread of COVID-19.
- We have a set of 'doggy rules' that clearly set out the responsibilities of dog owners. These include a need for all dogs to be on a lead, that water bowl spills are cleaned up, waste is swiftly cleaned up, dogs stay off the furniture and away from the children's play table.
- Regarding anti-social behaviour and misuse of the area, the Market has a security guard who already deals with such issues - this will now include the Market Garden. A Market Attendant will also be on hand – and CCTV continues to operate in the Market. We will monitor activity and review

processes on a regular basis. Stallholders reserve the right to decline service and Market Management reserve the right to refuse or end access to the Market Garden or the wider Market.

Why is the Market getting this?

Times change and peoples' needs evolve, now more so than ever with Covid – the Market needs to keep pace. The Market continues to have more than 100 permanent traditional stalls selling a wide range of produce, goods and services – and The Market Garden will make it even more attractive to a modern audience. We're confident that it will attract new customers and will encourage existing customers to stay a little longer – resulting in more trade for our stallholders.

This development will also help our cafes and take-way stalls some of whom only have limited space at their stalls for seating. Their customers will now be able to enjoy The Market Garden.

Are you sure the new unit for casual traders is fit for purpose?

Yes! It's a good size, has shelving options for professional displays and is in a prime central area next to the hugely popular cockle stalls. At the start of the improvement process, we offered an existing casual trader the opportunity to be involved in the design process as well as a number of incentives to help him to relocate.

The new modular unit is a flexible space catering for a variety of uses. There is power, water and storage (including lockable units) and it has a recessed counter for wheelchair access. Casual traders will also have the opportunity to use their own signs and branding.

What about storage in this casual unit?

There's plenty of room in the stall itself including storage in lockable units. Additionally, an existing casual trader has been offered - free of charge - a secure storage area in the Market for extra stock. When stock runs low this is only a short walk from the new stall.

Have other options been made available to casual traders?

Yes. Our only regular casual trader has been offered use of the new casual trading area opposite the cockle rotunda plus an alternative vacant stall and we continue talks with him.

During the several weeks of construction, how will casual traders be accommodated?

There'll be no disruption for casual traders – the new casual trading unit will be available before the main work starts.

When will The Market Garden be open and what will it be used for?

The works are due to start mid-October and will be completed in time for Christmas so people can enjoy the festive atmosphere and a tasty dish from the Market. As it's a flexible space it'll also be used for seasonal events. We are in the process of putting together an events programme, launching with an exciting St David's event on Saturday 26 February 2022.

How has this project been funded?

The scheme is part of a wider programme of improvements to the Market that are being funded by the Council together with external grant funding from Welsh Government.

Why are dogs being allowed in the Market now?

One of the most exciting changes for the Market is that well-behaved dogs will soon be welcome. This is in response to significant demand; we are taking daily queries from potential customers, particularly holidaymakers, who are seeking to visit the Market with their dog and this interest has grown with the increase in dog ownership since the start of the pandemic.

Our research also shows that big retail brands such as Starbucks, Waterstones, John Lewis, Liberty, House of Fraser, Kath Kidston, Selfridges, White Stuff, Lush and The Apple Store all now allow dogs. In addition, there are examples of numerous markets across the country that have or are planning to go in a similar direction.

What about hygiene and safety concerns with dogs being in the Market?

We have consulted with our Food Hygiene team who are happy as dogs won't be near any food preparation areas.

Dog owners will also have to follow our 'doggie rules' which means that dogs will need to be leashed at all times and any accidents cleared up.

Our staff will be patrolling the aisles and will deal with any issues.

Why the Garden theme?

We asked for your feedback on the plans when the project was first proposed and The Market Garden came out tops. The development will transform an underused area at the centre of the Market, bringing the outside inside and providing a relaxing space for socialising and for events.

Will I be able to take food into The Market Garden from outside the Market?

No, this facility is to support our traders. This means only food and drink purchased in the Market itself will be able to be consumed at The Market Garden.

What facilities are there for children?

The Market Garden has been designed to cater for families. For example, there will be special bottle and food warming facilities, high chairs and a toddler play table to keep little ones entertained. For older children gadgets can be charged on site and there will be free public Wi-Fi. We'll also be hosting fun family events and activities when The Market Garden opens.

What about disabled access?

The Swansea Disability Liaison Group have helped shaped the design of The Market Garden to ensure it is accessible. For example, the planters that will be installed at floor level will not only help demarcate the space but also help those who are blind or visually impaired to navigate the space.

How will the Council maintain all the plants?

Special care has been given to the plants that have been selected. These are evergreen, low maintenance specimens that are suited to the environment and they will be subject to regular watering and maintenance.

Will The Market Garden be environmentally friendly?

The environment is something we care deeply about at Swansea Market! We've recently upgraded the Market's lighting to a more energy efficient LED format and installed solar panels on the roof. We've endeavoured to keep that spirit when planning The Market Garden in terms of selection of materials being used. The new space will also feature a recycling station, as well as a station to refill water bottles and the area will be lit by atmospheric LED lighting.

