



Markets Committee INFORMAL MEETING

Date: WEDNESDAY, 26 MAY 2021

Time: 11.30 am

Venue: MICROSOFT TEAMS - <https://youtu.be/BwqU8gkVN88>

Members:	John Chapman (Chairman)	Michael Hudson
	Deputy Henry Pollard (Deputy Chairman)	Deputy Henry Jones
	Caroline Addy	Angus Knowles-Cutler
	Adrian Bastow	Gregory Lawrence
	Matthew Bell	Wendy Mead
	Peter Bennett	Deputy Robert Merrett
	Nicholas Bensted-Smith	Deputy Brian Mooney (Chief Commoner)
	Mark Bostock	Hugh Morris
	Deputy David Bradshaw	John Petrie
	Simon Duckworth	Stephen Quilter
	John Edwards	Deputy Elizabeth Rogula
	Deputy Kevin Everett	Deputy John Scott
	Helen Fentimen	Ian Seaton
	Alderman Alison Gowman	Deputy Dr Giles Shilson
	Alderman Prem Goyal	James Tumbridge
	Deputy Tom Hoffman	Deputy Philip Woodhouse
	Michael Hudson	Dawn Wright

Enquiries: Antoinette Duhaney, 020 7332 1408,
antoinette.duhaney@cityoflondon.gov.uk

Any views reached by the Committee will have to be considered by the Director of Markets and Consumer Protection after the meeting in accordance with the Court of Common Council's Covid-19 Approval Procedure who will make a formal decision having considered all relevant matters. This process reflects the current position in respect of the holding of formal Local Authority meetings and the Court of Common Council's decision of 15th April 2021 to continue with virtual meetings and take formal decisions through a delegation to the Town Clerk and other officers nominated by him after the informal meeting has taken place and the will of the Committee is known in open session. Details of all decisions taken under the Covid-19 Approval Procedure will be made available online via the City Corporation's webpages.

NB: Items on this agenda will be approved by the Town Clerk in consultation with the Chair and Deputy Chairman under urgency procedures, taking into account the comments made by Members at this meeting.

**John Barradell
Town Clerk and Chief Executive**

AGENDA

Part 1 - Public Items

1. **APOLOGIES**

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

3. **PUBLIC MINUTES**

To agree the public minutes of the meetings held on 10th March and 5th May 2021.

For Decision
(Pages 7 - 16)

4. **OUTSTANDING ACTIONS LOG**

Report of the Town Clerk.

For Information
(Pages 17 - 18)

5. **SUPERINTENDENT UPDATES**

The Superintendents to be heard.

For Information

6. **MARKETS BUSINESS PLAN UPDATE PERIOD 3 2020/21 (DECEMBER 2020 - MARCH 2021)**

Report of the Director of Markets and Consumer Protection.

For Information
(Pages 19 - 36)

7. **WHOLESALE MARKET RISKS UPDATE**

Report of the Director of Markets and Consumer Protection.

For Information
(Pages 37 - 58)

8. **SMITHFIELD MARKET CAR PARK UTILISATION: APRIL 2020 - MARCH 2021**

Report of the Director of Markets and Consumer Protection.

For Information
(Pages 59 - 62)

9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

11. **EXCLUSION OF THE PUBLIC**

MOTION - That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.

Part 2 - Non-Public Items

12. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 10th March 2021.

For Decision
(Pages 63 - 64)

13. **SUPERINTENDENT UPDATES**

The Superintendents to be heard.

For Information

14. **SMITHFIELD MARKET - POULTRY MARKET LETTING OF FIRST FLOOR OFFICES NUMBERED 202-203**

Report of the City Surveyor.

For Decision
(Pages 65 - 70)

15. **MARKETS DEBT ARREARS FOR PERIOD ENDING 30TH APRIL 2021**

Report of the Director of Markets and Consumer Protection.

For Information
(Pages 71 - 86)

16. **TENANCIES AT WILL AND ASSIGNMENTS**

Report of the Director of Markets and Consumer Protection.

For Information
(Pages 87 - 90)

17. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

18. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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MARKETS COMMITTEE

Wednesday, 10 March 2021

Minutes of the meeting of the Virtual Markets Committee held on

Wednesday, 10th March 2021 at 11.30am.

Members Present:

John Chapman (Chairman)	Deputy Henry Jones
James Tumbridge (Deputy Chairman)	Deputy Edward Lord
Matthew Bell	Wendy Mead
Mark Bostock	Deputy Robert Merrett
Deputy David Bradshaw	Deputy Brian Mooney (Chief Commoner)
Simon Duckworth	Hugh Morris
John Edwards	John Petrie
Deputy Kevin Everett	Deputy Elizabeth Rogula
Helen Fentimen	Deputy John Scott
Alderman Alison Gowman	Deputy Dr Giles Shilson
Alderman David Graves	Mark Wheatley
Deputy Tom Hoffman	Deputy Philip Woodhouse
Michael Hudson	Dawn Wright

Officers in Attendance:

Jon Averts	- Director of Markets & Consumer Protection
Donald Perry	- Markets and Consumer Protection Department
Debbie Howard	- Markets and Consumer Protection Department
Daniel Ritchie	- Markets and Consumer Protection Department
Mark Sherlock	- Markets and Consumer Protection Department
Paul Monaghan	- Department of the Built Environment
Peter Young	- City Surveyor's Department
Anna Dunne	- City Surveyor's Department
Steven Chandler	- City Surveyor's Department
Julie Smith	- Chamberlain's Department
Leyla Dervish	- Chamberlain's Department
Andrew Fothergill	- Comptroller & City Solicitor's Department
Antoinette Duhaney	- Town Clerk's Department
Julie Gibbs	- Markets and Consumer Protection Department
Jonathan Cooper	- City Surveyor's Department
Shani Annand-Baron	- Town Clerk's Department
James Gibson	- Chamberlain's Department
Gemma Stokley	- Town Clerk's Department
Paul Wright	- Rememberancer's Department

1. **APOLOGIES**

Apologies were received from Peter Bennett, Gregory Lawrence and Deputy Joyce Nash.

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

There were no declarations.

3. **PUBLIC MINUTES**

RESOLVED – That the public minutes of the meeting held on 13.01.21 be approved as a correct record, subject to the second paragraph of Item 6 – Risk update, page 4 of agenda pack being corrected to read as follows:

“It was also confirmed that the general public were not being refused admission to the wholesale markets. However, visitors were not permitted entry in large groups to maintain social distancing.”

4. **OUTSTANDING ACTIONS LOG**

The Committee considered a report of the Town Clerk tracking progress on actions outstanding from previous meetings.

RESOLVED – That the report be noted and completed actions removed.

5. **MARKETS COMMITTEE REVIEW OF TERMS OF REFERENCE AND FREQUENCY OF MEETINGS**

The Committee considered a report of the Town Clerk reviewing the Committee's terms of reference and frequency of meetings.

Members were content with the proposed frequency of meetings but some felt that the terms of reference should be revised to reflect the Committee's invaluable input into proposals for the co-located markets at the new Dagenham Dock site to facilitate the Committee's general oversight of the design and management elements of the new consolidated market.

In response to a question, a Member advised that para(c) below would be updated to reflect the changes to the departmental staffing structures.

The Chairman expressed reservations about recommending such a revision to Markets Committee's terms of reference and a Member urged the Committee not to propose a change to the terms of reference as it was clear that that the Policy & Resources Committee was responsible for all aspects of the Markets Co-location Programme and once delivered, the Markets Committee would have operational oversight of the new co-located markets. It was also highlighted that the changes to job titles would be reflected in the terms of reference once roles were appointed to under the new Target Operating Model.

Given that most Committee Members were in favour of recommending a change to the terms of reference facilitate the Committee's general oversight of the design and management elements of the new consolidated market, it was

RESOLVED –

1. That that, subject to any comments, the terms of reference of the Committee be approved for submission to the Court of Common Council, as set out at the Appendix to the report, and that any further changes required in the lead up to the Court's appointment of Committees be delegated to the Town Clerk in consultation with the Chairman and Deputy Chairman. (Subsequent to the meeting, the final wording as set out below was agreed with additional text in *italics*)

Terms of Reference

To be responsible for:-

- (a) oversight of the management of all matters relating to Smithfield Market, Billingsgate Market and New Spitalfields Market and the letting of all premises therein;
 - (b) *conveying the Committee's views to the Policy & Resources Committee on the design and management elements of the new consolidated market at Dagenham Dock, whilst accepting that that the responsibility and oversight of the development of the co-located markets rests with the Policy & Resources Committee;*
 - (c) the appointment of the Director of Markets and Consumer Protection (acting jointly with the Port Health and Environmental Services and Licensing Committees).
2. That Members agree that the frequency of meetings per annum remain at six meetings per year, arranged in consultation with the Chairman, Deputy Chairman and the Director of Markets & Consumer Protection, in order for meetings to align with the anticipated work programme for the year.

6. **SUPERINTENDENT UPDATES**

The Committee heard oral updates from the Markets Superintendents on the matters set out below.

New Spitalfields

Brexit was now included in the risk register. Most produce was reaching the market during January 2021, there were 6,688 goods vehicles making deliveries. There were reported delays for flowers and plants deliveries from the EU but on the whole traders were not experiencing significant disruption. There was a risk of more disruption in April 2021 when additional inspections and extra forms might be required for some plant imports and when the full impact of the new import regulations was known from July 2021.

Trade in the market pavilion was approximately 10 - 15% below usual levels for this time of year but a busy trading period leading up to Easter was anticipated.

Two market pavilion leases were assigned and completed in February 2021 and two further pavilion leases, one CSB unit and one café assignment were pending. Unfortunately, catering businesses had lost about 90% of trade resulting in several company failures.

COVID-19 – Environmental Health Officers from the London Borough of Waltham Forest (LBWF) had made several visits to monitor COVID-19 compliance and following inspections on 12.2.2021, there were eight stand closures. Stands were subsequently reopened when COVID-19 risk assessments were produced/signed off. Face covering and social distance compliance had increased to about 90% with full compliance from all traders and their staff. Providing information to customers and refusal by some traders to serve customers not wearing a face covering had increased customer compliance.

The Spitalfields Market Tenants Association (SpMTA) had issued 5,000 promotional face coverings to traders and the LBWF had also issued 500 face coverings. CoL and LBWF Officers were working with traders to ensure risk assessments were completed to a required standard and ensure compliance with control measures identified within these risk assessments.

Smithfield

Covid Trade Impact - Trade had declined by up to 50% among some businesses and there had been corresponding reductions in waste and incineration volumes. Traders had indicated that the current trading period was the worst they had experienced and there has also been further staff redundancies and staff furloughs since the New Year.

The impact of COVID-19 varied from trader to trader and some suppliers were seeking payment in advance of product delivery or reducing credit terms. Many debts to traders from the first quarter of 2020 remained outstanding, adding to the significant cash flow challenges for traders.

Glass Canopy & Building Safety Inspections - Health and Safety repairs to the south west glass canopy had been completed and the gates and bays were now fully re-opened. There had been good collaborative work between Officers, the City Surveyor and principal contractor to minimise the impact on traders and full building inspections were taking place throughout March 2021 which would inform maintenance plans. Any critical Health and Safety works identified in the inspections would be prioritised and added to the next phase of East Poultry Avenue and glass canopy works.

Billingsgate

Trade – the impact of COVID-19 varied among traders but traders had indicated a substantial reduction in trade compared to the period prior to restrictions first being imposed in March 2020. Traders serving the hospitality, restaurant and hotel sector were experiencing significant reductions in business.

Brexit – the impact of Brexit on traders ranged from negligible to moderate but overall, there appeared to be no significant impact on market operations.

NABMA commendation – The National Association of British Market Authorities highly commended Billingsgate Market for its submission to the National Association of British Market Authorities Innovation of the Year award by collaborating with MIND to create a break out area where all users of the market could access literature and pathways to support their Mental Health needs.

RESOLVED – That the updates be noted.

7. **MARKETS COMMITTEE RISK UPDATE**

The Committee considered a report of the Director of Markets & Consumer Protection outlining management procedures in place to meet the requirements of the Corporate Risk Management Framework.

Members remained concerned about MCP-SM 001 and also questioned the rating for MCP-WM 001 (page 27 of agenda pack) given the building condition and discussions with SMTA.

In response to observations from Members, Officers advised that

- In respect of MCP-BG 001 (page 20 of agenda pack), the inherent risk could not be reduced because of the physical layout for vehicle movements.
- In respect of MCP-SM 012 (page 19 of agenda pack), this risk was largely historic but had been reduced by mitigation measures.
- A Brexit risk would be added for Billingsgate Market; this risk related to EU suppliers and affected a small number of traders.

RESOLVED – That the report and actions taken by the Markets and Consumer Protection Department to monitor, and manage effectively, risks arising from its operations. be noted.

8. **SMITHFIELD MARKET TENANTS' ASSOCIATION: REQUEST FOR CONCESSIONARY PARKING DURING THE EASTER PERIOD 2021**

The Committee considered a report of the Director of Markets & Consumer Protection outlining submitted a request from Smithfield Market Tenants Association (SMTA) for a period of free parking for all workers and customers for four nights from 9pm on Sunday 28th March until 10am on Thursday 1st April 2021.

Members had mixed views on the length of the concessionary period to be granted and a Member suggested that in the absence of evidence to justify a concessionary period, the request from SMTA should be denied.

Other members took a different view supporting the officer recommendation to approve a one night concession, given the unprecedented challenges faced by businesses during the ongoing COVID-19 pandemic.

RESOLVED – That Option B, a one night concession on Wednesday/Thursday 31st March/1st April 2021 be approved.

9. **SMITHFIELD MARKET CAR PARK - SPRINKLER AND FIRE DOOR REMEDIAL WORKS (CS REF - 045/21)**

The Committee considered a report of the City Surveyor seeking approval for essential fire door and sprinkler head replacement at Smithfield Market Car Park.

The Chairman requested Officers to review the format of future reports so that appendices were listed as background documents rather than duplicating information in the covering report.

RESOLVED –

1. That a budget of £20,000 is approved to carry out detailed surveys to reach the next Gateway.
2. That the total estimated cost of the project of £120,000 (excluding risk) be noted.
3. That a costed risk of £30,000 (post-mitigation) be noted
4. That the total estimated cost of the project of £150,000 (including risk) be noted.
5. That it be noted that 'in principle' central funding from City Cash reserves was agreed as part of the 2020/21 annual capital bids.
6. That Officers review the format of future reports so that appendices were listed as background documents rather than duplicating information in the covering report.

10. **WEST SMITHFIELD & CHARTERHOUSE STREET (THAMESLINK) BRIDGES REMEDIAL WORKS**

The Committee considered a report of the Director of the Built Environment in respect of essential refurbishment/maintenance at three highway structures over the railway near Smithfield Market.

The Chairman requested Officers to review the format of future reports so that appendices were listed as background documents rather than duplicating information in the covering report.

RESOLVED –

1. That the report be noted.

2. That Officers review the format of future reports so that appendices were listed as background documents rather than duplicating information in the covering report.

11. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

12. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no urgent items.

13. EXCLUSION OF THE PUBLIC

RESOLVED - that under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act as follows:-

Items	Paragraph
14 - 22	3

14. NON-PUBLIC MINUTES

The non-public minutes of the meeting held on 13.01.21 were approved as a correct record.

15. SUPERINTENDENT UPDATES

The Committee considered an oral report on one issue.

16. DEBT ARREARS - MARKETS PERIOD ENDING 31ST JANUARY 2021

The Committee considered a report of the Director of Markets & Consumer Protection highlighting arrears of invoiced income.

17. NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There was one question.

18. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED

There were no urgent items.

The meeting ended at 1.10 pm

Chairman

**Contact Officer: Antoinette Duhaney, 020 7332 1408,
antoinette.duhaney@cityoflondon.gov.uk**

MARKETS COMMITTEE

Wednesday, 5 May 2021

Minutes of the meeting of the Virtual Markets Committee Meeting on

Wednesday, 5 May 2021 at 1.30 pm

Present

Members:

Deputy Henry Pollard
John Chapman
Caroline Addy
Peter Bennett
Nicholas Bensted-Smith
Mark Bostock
Deputy David Bradshaw
Simon Duckworth
John Edwards
Deputy Kevin Everett
Helen Fentimen
Alderman Alison Gowman
Alderman Prem Goyal

Deputy Tom Hoffman
Michael Hudson
Deputy Henry Jones
Wendy Mead
Deputy Robert Merrett
Deputy Brian Mooney (Chief Commoner)
John Petrie
Deputy Elizabeth Rogula
Deputy John Scott
Ian Seaton
Deputy Dr Giles Shilson
James Tumbridge
Dawn Wright

In Attendance

Officers:

Jon Averbs	- Director of Markets and Consumer Protection
Antoinette Duhaney	- Town Clerk's Department

1. MOST SENIOR ALDERMAN IN THE CHAIR

MOVED by Kevin Everett (most senior Commoner), SECONDED and

RESOLVED – That Alderman Alison Gowman (most Senior Alderman) takes the Chair.

2. APOLOGIES

Apologies were received from Hugh Morris.

3. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations of interest.

4. ORDER OF THE COURT OF COMMON COUNCIL

RESOLVED – That the Order of the Court is received.

5. **ELECTION OF CHAIRMAN**

In accordance with Standing Order 29, the Committee sought to elect a Chairman for the ensuing year. One expression of interest was received from John Chapman and Mr Chapman's supporting statement was circulated to Members prior to the meeting. John Chapman being the only Member indicating his willingness to serve as Chairman was thereby declared to be Chairman for the ensuing year.

6. **ELECTION OF DEPUTY CHAIRMAN**

In accordance with Standing Order 30, the Committee sought to elect a Deputy Chairman for the ensuing year. Three expressions of interest were received from Michael Hudson, Deputy Robert Merrett and Deputy Henry Pollard and supporting statements from these Members were circulated prior to the meeting.

An electronic ballot was therefore conducted and the vote was as follows:

Michael Hudson – 4 votes

Deputy Robert Merrett – 5 votes

Deputy Henry Pollard – 16 votes

Having received a majority of votes, Deputy Henry Pollard was thereby elected as Deputy Chairman for the ensuing year.

The meeting ended at 1.55 pm

Chairman

**Contact Officer: Antoinette Duhaney, 020 7332 1408,
antoinette.duhaney@cityoflondon.gov.uk**

MARKETS COMMITTEE – OUTSTANDING ACTIONS (May 2021)

Meeting date	Agenda item	Action	Officer(s) responsible	Comment/Update
16.07.20	3	Energy costs – The Chairman referred to concerns raised at previous meetings in respect of energy costs for market traders. Despite the lengthy delay in sending correspondence to traders, the Chairman gave assurances that this matter was being monitored closely and further updates would be provided to the Committee in due course. A copy of the letter sent to traders would also be circulated to Committee Members for information.	Director of Markets & Consumer Protection/ City Surveyor's	A copy of a letter sent to the Chairman of SMTA has been circulated to Markets Committee Members. We continue to take steps across the Corporation to ensure we are able to manage energy costs in a way which seeks to mitigate costs, without increasing our exposure to markets. These steps tackle commodity prices but also consumption, as both of these elements impact the final cost of energy to tenants.
16.07.20	4	New Spitalfields Market Barrier - There were a few outstanding technical issues and the payment machine had been converted to accept cash. There were also technical issues with the pedestrian gate and turnstile and it was anticipated that this would be operational by early autumn. Officers were liaising with the Comptroller's Department to draft a letter making a case for compensation from the contractors in lieu of delays in supplying/fitting equipment. <i>(The Chairman requested that a copy of the letter be circulated to Committee Members)</i>	Director of Markets & Consumer Protection/ Comptroller's	Further advice being sought regarding delay in completing works in reasonable time and to the expected standard.

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Committee(s): Markets Committee	Dated: 26/05/2021
Subject: Markets Business Plan Update Period 3 2020/21 (December-March)	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	4, 7
Does this proposal require extra revenue and/or capital spending?	N
Report of: Jon Avern, Director of the Department of Markets and Consumer Protection	For Information
Report author: Donald Perry, Department of Markets and Consumer Protection	

Summary

This report provides an update on progress made during Period 3 (December-March) of 2020/21 against the key performance indicators (KPIs) and key improvement objectives outlined in the Markets' Business Plan 2020/21.

Recommendation(s)

Members are asked to:

- Note the content of this report and its appendices.

Main Report

Background

1. The 2020/21 Markets Business Plan set out four Key Performance Indicators (KPIs) and eleven Key Improvement Objectives against which the Markets' performance has been measured throughout the year.
2. Updates on progress made against the KPIs and improvement objectives are provided in Appendix A.
3. Matters of general interest, including a list of visitors to the Markets are provided in Appendix B.
4. The provisional 2020/21 outturn position for the Department of Markets & Consumer Protection services reporting to Markets Committee is provided at Appendix C. The final confirmed outturn position will be detailed in the separate Outturn report which will be presented to your Committee in July 2021.

Current Position

5. To ensure your Committee is kept informed of progress against the current business plan, progress made against KPIs and key improvement objectives (Appendix A), matters of general interest (Appendix B), and financial information is reported on a periodic (four-monthly) basis.
6. This approach allows Members to ask questions and have a timely input on areas of importance to them. Members are also encouraged to ask the Director for information throughout the year.
7. Progress against the departmental and local business plans is regularly discussed by Senior Management Groups to ensure any issues are resolved at an early stage.
8. Key points are that:
 - Negotiations over Heads of Terms are continuing with Tenants' Associations at Billingsgate and New Spitalfields Markets. Further engagement meetings were held with Tenants' Associations in April.
 - All three markets have continued to respond effectively to the COVID-19 pandemic. Each site has implemented a range of social distancing and public information measures to protect market workers and visitors, and to ensure that tenants are able to continue trading throughout.
 - Full condition surveys of all three markets have now been completed. The results will be used to formulate maintenance plans and programmes of works for each site. This will enable the continued provision of safe, compliant trading environments for tenants.
 - The Superintendent of Billingsgate Market has collaborated with colleagues in the wider Department of Markets and Consumer Protection to share evolving information with tenants on Health Certificates and export requirements in light of the Brexit agreement.
 - At Smithfield Market, efforts to control the health and safety risks associated with non-compliant movement of heavy goods vehicles have continued. Regular audits and engagement with tenants to resolve issues are ongoing.
 - The new entry barrier at New Spitalfields Market is now fully operational and generating income. The system is also encouraging a reduction in dumping of waste and fly-tipping as the vehicles of offenders can be automatically refused entry to the site.

Financial Information

9. The provisional 2020/21 outturn position for the Department of Markets & Consumer Protection services reporting to Markets Committee is provided at Appendix C. This shows a net underspend for the Department of £42k (2.3%) against the overall local risk budget of £1.822m for 2020/21.

10. The final confirmed outturn position, including reasons for significant budget variations, will be detailed in the separate Outturn report which will be presented jointly with the Chamberlain to your Committee in July 2021.

Corporate & Strategic Implications

Strategic implications – The monitoring of key improvement objectives and performance measures links to the achievement of the aims and outcomes set out in the Corporate Plan 2018-23.

Financial implications - The full end of year financial position will be detailed in the Chamberlain's Outturn report which will be presented to your Committee in July 2021.

Resource implications - None

Legal implications - None

Risk implications – The Markets Risk Register includes any risks which are linked to the delivery of its Business Plan. A separate report on risk has been submitted to this Committee.

Equalities implications – None

Climate implications - None

Security implications - None

Appendices

- Appendix A – Progress against key performance indicators (KPIs) and key improvement objectives
- Appendix B - Matters of general interest.
- Appendix C – Financial information

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Progress against Key Performance Indicators 2020-21
Period three: 1 December 2020 – 31 March 2021

	Target 2020/21		Period 1	Period 2	Period 3
MKP 1	Each Market's outstanding debt as a percentage of their total invoiced income. Maximum 2% KPI target.	Billingsgate	6.07%	6.50%	11.07% *1
		Smithfield	6.37%	13.49% *2	23.29% *2
		Spitalfields	3.99%	4.63%	5.79%
Comments: The reported percentages of outstanding debt exclude debts which were less than 30 days old on 31 March 2021. The high level of outstanding debt across all three markets largely relates to the impact of COVID-19 on tenants: uncertainty involving the process of obtaining concessions and government-imposed constraint on the recovery of outstanding monies.					
<p>*1 At Billingsgate Market, debt in relation to rent payments has been unenforceable during COVID-19. However, service charge and sundry debts are subject to enforcement and tenants were warned in October 2020 that the CoL would start proceedings if such debts were not settled. This had a sizeable impact on recovery and is reflected in the consistent KPI results of Periods One and Two. A similar 'debt-chasing' exercise was not carried out during Period Three, hence the increase in the KPI result for that period. Debts will be actively pursued during 2021/22.</p> <p>*2 Smithfield Market debt has been continually building each month since April 2020. Traders began to pay rent and service charges in April 2021 and more formal recovery procedures will be undertaken.</p>					
	Target 2020/21		Period 1	Period 2	Period 3
MKP 2	Divert 90% of waste from landfill at the Markets	Billingsgate	100%	100%	100%
		Smithfield	100%	100%	100%
		Spitalfields	100%	100%	100%

Appendix A

	Target 2020/21		Period 1	Period 2	Period 3
MKP 3	Achieve 95% occupancy of all lettable space at Billingsgate, Smithfield and New Spitalfields Markets.	Billingsgate	95%	95%	95%
		Smithfield	100%	100%	100%
		Spitalfields	99%	99%	99%
Comments: Smithfield reporting against lettable space only; previous reporting has included non-lettable space within the Poultry Market.					
	Target 2020/21		Period 1	Period 2	Period 3
MKP 4	Improve the standard of incident reports, ensuring all information and evidence is gathered thoroughly and documented. All reports to be completed within 3 days following the reporting of an incident.	Billingsgate	100%	100%	100%
		Smithfield	100%	100%	100%
		Spitalfields	100%	100%	100%

Progress against key improvement objectives 2020-21
Period Three: 1 December 2020 – 31 March 2021

Ref:	Objective	Progress to date
MKT01	The Markets will work with the Project Team to ensure that the Markets Consolidation Programme receives adequate, timely input and that the requirements of markets' stakeholders are considered as the programme progresses.	Period 1: April – July 2020 <ul style="list-style-type: none"> Engagement meetings have been held with the Spitalfields Market Tenants' Association and the London Fish Merchants Association and preparations are underway for the next round of design workshops. A new website has been launched for the Markets Programme to provide information to all stakeholders (www.wholesalemarkets.co.uk)
		Period 2: August – November 2020 <ul style="list-style-type: none"> Negotiations over Heads of Terms are ongoing with Tenants' Associations at Billingsgate and New Spitalfields Markets Further engagement meetings have been scheduled with Tenants' Associations for January 2021
		Period 3: December 2020 – March 2021 <ul style="list-style-type: none"> Negotiations over Heads of Terms are continuing with Tenants' Associations at Billingsgate and New Spitalfields Markets. Further engagement meetings were held with Tenants' Associations in April.
MKT02	Ensure that the Wholesale Markets continue to be managed to deliver safe, compliant trading environments for our tenants.	Period 1: April – July 2020 <ul style="list-style-type: none"> An interim maintenance strategy for the Markets has been approved and forward maintenance plans are being reviewed to ensure they align with the requirements of the strategy.
		Period 2: August – November 2020 <ul style="list-style-type: none"> Condition surveys of all three markets are to be undertaken to inform the forward maintenance plans. The City Surveyor's Department will soon be in a position to instruct contractors for these works with an anticipated start date in early January 2021.
		Period 3: December 2020 – March 2021 <ul style="list-style-type: none"> Full condition surveys of all three markets commenced in March 2021 and are now complete. Reports are being written up by the surveyors. City Surveyor's Department expects to receive the results of all surveys during May 2021. A maintenance plan and programme of works for each site will then be developed and agreed. The survey of Smithfield Market ran slightly behind schedule due to a recommendation during the audit that roof access be suspended pending further clarification on the safety glass standard above Grand Avenue. Roof access is still

Ref:	Objective	Progress to date
		suspended. A further minor delay occurred as CAD floor plans, which were not held locally, had to be obtained from the Guildhall drawing office.
MKT03	<u>Smithfield Market</u> Investigate the opportunity to increase the number of vehicles charging points in the Car Park in line with the transport strategy.	Period 1: April – July 2020 <ul style="list-style-type: none"> • Quotes have been received for the installation of additional charging points which this will potentially increase the number of points from 6 to 18. Currently consulting with procurement to ensure correct governance route.
		Period 2: August – November 2020 <ul style="list-style-type: none"> • A corporate risk has been identified with the standard of lithium batteries in certain cars and the installation of EV points in underground car parks. • A trial fire alert system has been placed in Banyard House to see if this improves response speeds. There are capital fire mitigation works planned for the car park in 2021. These are subject to a Gateway 2 report managed by the City Surveyor's Department. Once the works are complete the Corporation Fire Advisor will then advise if the car park has enough control measures in place to enable more charge points to be installed.
		Period 3: December 2020 – March 2021 <ul style="list-style-type: none"> • As reported to March Markets Committee by the City Surveyor, the project to carry out essential fire door and sprinkler head replacement work in Smithfield Market's car park is now proceeding to Gateway 3/4 for options appraisal. • The City Surveyor also detailed key project timelines within the 'Project Planning' section (para 13) of the report: Smithfield Market Car Park – Sprinkler and fire door remedial works (Markets Committee, March 2021).
MKT04	<u>Smithfield Market</u> Participate and contribute towards a new Car Park Management operating model with membership of a Corporate review board.	Period 1: April – July 2020 <ul style="list-style-type: none"> • First draft tender submission detail from Smithfield sent to DBE. Invitation to tender currently planned for September 2020, award November 2020, Court approval March 2021, contract start September 2021.
		Period 2: August – November 2020 <ul style="list-style-type: none"> • The procurement process continues and has passed through all relevant Committees for approval. Soft Market Testing will take place early in 2021 with a planned implementation period of six months due to large data file transitions and potential TUPE of staff.
		Period 3: December 2020 – March 2021 <ul style="list-style-type: none"> • Final tender submissions are expected by the end of July 2021 with the contract awarded in September. • The 'go-live' date is expected to be 1 April 2022. The extended lead-in time is due to the IT back-office solutions and data migration that will be required beforehand.

Ref:	Objective	Progress to date
		<ul style="list-style-type: none"> The contract tender and award is managed centrally by DBE and not locally by Smithfield. The current contract was extended by DBE and there should be no loss of revenue.
MKT05	<u>Smithfield Market</u> Manage and control the risk associated with HGV duties	Period 1: April – July 2020 <ul style="list-style-type: none"> Quarterly operational audits continue. July audit highlighted a 7% non-compliance result. One transport company was responsible for half of this and has been written to along with the recipient traders.
		Period 2: August – November 2020 <ul style="list-style-type: none"> A 4-night audit carried out on the 9th November resulted in 96 HGV carcass deliveries and a 7% non-compliance. Both tenants and transport companies have been informed of the results. The Superintendent will re-issue the Smithfield delivery site rules to all traders and transport operators to remind them of the H&S controls in place to safely manage deliveries. The Superintendent has also requested the matter be raised at the next tenant association meeting.
		Period 3: December 2020 – March 2021 <ul style="list-style-type: none"> An audit of HGV operation on 21 March 2021 found unguided movements to be occurring at a rate of 13%. The matter has been raised with the Tenants' Association for them to address and action at the next Association meeting. A follow-on audit will take place in early May when a marked improvement is expected to be seen.
MKT06	<u>New Spitalfields Market and Smithfield Market</u> Work with the Energy team to optimise the Building Management System and realise cost saving from reduced energy consumption.	Period 1: April – July 2020 Smithfield <ul style="list-style-type: none"> £9k saving was achieved on energy and a correction on energy costs for January to March resulted in a £31k reverse-accrual in April and therefore actual savings generated in the final quarter of 19/20; this is a combined saving of £40k. In addition, a £22k saving was achieved on water services (Citygen) as a result of amended running times to operational equipment. The underspend is expected to reduce as demand for cooling increases over the summer months. New Spitalfields <ul style="list-style-type: none"> A meeting with the energy team took place 28.7.2020 and the outcomes from the meeting were: <ul style="list-style-type: none"> The Energy team will arrange for their new engineer to carry out a site inspection at the end of September with a view to realising what other energy reduction measures can be explored, and these will include common parts, and the tenants' areas of the Market. Energy team will write an advisory tenant report and do a site presentation to SpMTA end of October 2020.

Ref:	Objective	Progress to date
Page 28		<ul style="list-style-type: none"> • Energy team will chart current ½ hourly usage to identify peaks and they will also load tenant readings kept locally onto Systemslink to reduce spreadsheet usage for meter data.
		<p>Period 2: August – November 2020</p> <p>Smithfield</p> <ul style="list-style-type: none"> • Current projections for year-end indicate continuing energy cost savings with a projected year-end saving of up to £100k against budget. This includes the £31k reverse-accrual reported in Period 1. Water services currently project a £20k underspend. <p>New Spitalfields</p> <ul style="list-style-type: none"> • The Energy Team's engineer visited the market on 21st October 2020 and after an extensive tour they found everything that could be done to reduce energy consumption in the common areas had already been done by the local team. Energy workshops for tenants or speaking to the SpMTA were suggested to see if they could be persuaded to reduce their own consumption and costs within their control. A meeting to discuss arrangements is scheduled 14th January 2021. • There has been on average a 7% reduction in consumption for the 6 months April to September 2020 compared to the same period for 2019.
		<p>Period 3: December 2020 – March 2021</p> <p>Smithfield</p> <ul style="list-style-type: none"> • Current projections for year-end indicate a £160k saving to the energy budget. This includes a £31k reverse accrual reported in Period 1 and is subject to final actual invoice reconciliation. Citygen services anticipate a £17k underspend. <p>New Spitalfields</p> <ul style="list-style-type: none"> • Energy consumption has fallen on average by 7% due to the energy saving measures within the common areas, including the replacement of light fixtures in the car parks. • Energy workshops with the tenants will be arranged.
MKT07	<u>New Spitalfields Market</u> Maintain and enhance the controlled barrier entry system and pedestrian gateway.	<p>Period 1: April – July 2020</p> <ul style="list-style-type: none"> • A meeting was arranged with the contractor and sub-contractors to discuss the problems of completion and the outstanding tasks required. The barrier is not performing to its optimum level due to problems with the software, payment machine and lack of training due to Covid 19. • An action plan has been devised with the contractors to complete works by end of August 2020. System training commenced on 27 July 2020. • A draft letter was resent to the Comptroller for comment on 16 July in relation to

Ref:	Objective	Progress to date
Page 29		<p>compensation for this project. The Superintendent will brief the Chairman and Director on when this letter should be sent, as requested. Either the Chairman or the Director will be able to sign the letter.</p> <ul style="list-style-type: none"> • Superintendent is awaiting advice from Comptroller as of 28 July 2020.
		<p>Period 2: August – November 2020</p> <ul style="list-style-type: none"> • The barrier was relaunched with new software on 15th November 2020. • Some minor challenges are still being addressed but it is currently operating within industry standards and this has increased revenue by 40% to date. • The City is in correspondence with the contractor regarding compensation for the delay in installation. The Director of M&CP and Superintendent have held two meetings with the contractor in order to negotiate a settlement. • Comptroller and City Solicitor are advising officers. • The pedestrian gate software installation project has commenced with the IT team and this should be completed by end of January 2021.
		<p>Period 3: December 2020 – March 2021</p> <ul style="list-style-type: none"> • The barrier is now established as a working system and is generating revenue. Benefit is also being derived by promoting better behaviours from customers and visitors regarding dumping, fly-tipping and other adverse issues: the system enables management to ban vehicles from entering the market if poor behaviours are evidenced. • The City continues to negotiate with the contractor to agree a possible compensation settlement; there have been three meetings since November, the most recent of which was on 9 April 2021. • The Comptroller and City solicitor are advising officers on this matter. • The City rejected the most recent offer made by the contractor and will be making a counter-offer before the end of April 2021. Depending upon the outcome of negotiations, approval on a possible settlement or further action will be discussed with the Markets Committee Chairman. • Due to the City's claim and the ongoing negotiations, sign-off of the project has not been completed and ownership of the system has not passed from the contractor to the City of London. This in turn, has led to delays in signing the maintenance agreement for the barrier system. • There has been a delay in completing the work on the turnstile and pedestrian gate. The contractor is working with the City of London's IT department to address the complex software issues within this part of the barrier project. It is expected that this will be resolved by June 2021.

Ref:	Objective	Progress to date
MKT08	<u>New Spitalfields Market</u> Improve communication with tenants and customers.	Period 1: April – July 2020 <ul style="list-style-type: none"> • In the last quarter eleven liaison meetings with the SpMTA have been arranged and these include: <ul style="list-style-type: none"> ○ One barrier-specific meeting, ○ Three relocation/consolidation meetings, ○ Two service charge finance specific meetings, ○ One Health and Safety specific meeting. • There have been twenty written communications (letters and leaflets) to tenants and customers mainly, but not solely, in relation to Covid 19.
		Period 2: August – November 2020 <ul style="list-style-type: none"> • In the last quarter the following meetings have been arranged and these include: <ul style="list-style-type: none"> ○ Five catering tenants and 1 café owner regarding further support measures. ○ 10 tenants regarding disregard for regulatory issues within the working manual. ○ 4 liaison meetings with the SpMTA and 2 finance meetings. ○ 2 letters to all tenants and 1 leaflet to all customers and visitors.
		Period 3: December 2020 – March 2021 <ul style="list-style-type: none"> • The Superintendent has continued to improve communications with tenants and with the Tenants Association, both face-to-face and in writing, as follows: <ul style="list-style-type: none"> ○ Six liaison meetings with the Tenants Association ○ Twelve meetings with individual tenants to discuss debt repayment, further support that the City can offer due to hardship caused by the pandemic, allegations of sub-letting and adverse behaviours. ○ Two COVID-19 updates have been circulated. ○ Three letters reminding tenants of existing site rules, changes to those rules and/or notification of new rules.
MKT09	<u>Billingsgate Market</u> Support Tenant Businesses	Period 1: April – July 2020 <ul style="list-style-type: none"> • Continue to work with Seafish, the Centre for Environment, Fisheries and Aquaculture Science (CEFAS) and other industry organisations to ensure flow of information to tenants. Information has been provided throughout lockdown to tenants regarding rates, grants, furlough and other business information.
		Period 2: August – November 2020 <ul style="list-style-type: none"> • Local management has continued to act as conduit for Seafish and CEFAS so that tenants are provided with latest information on industry best practice and BREXIT preparations.
		Period 3: December 2020 – March 2021 <ul style="list-style-type: none"> • Worked with colleagues in the wider Department of Markets and Consumer Protection to share evolving information with tenants on Health Certificates and export requirements in light of the Brexit agreement. • Periodic advice provided to tenants regarding COVID-19 testing and compliance.

Ref:	Objective	Progress to date
		<ul style="list-style-type: none"> Met with tenants to agree five key areas of focus for the 2021/22 financial year with a view to making the most efficient use of the resources we have over the remainder of time at the site.
MKT10	<u>Billingsgate Market and Smithfield Market</u> Review CCTV at Billingsgate and Smithfield Markets and prepare specifications for procurement based upon the review findings.	Period 1: April – July 2020 Billingsgate <ul style="list-style-type: none"> Impact of Covid-19 and the passing of Head of Security has meant that there has been limited progress with this objective. Smithfield <ul style="list-style-type: none"> CCTV is fit for purpose and no further review is intended.
		Period 2: August – November 2020 <ul style="list-style-type: none"> The newly appointed Head of Security will start mid-January 2021 and one objective will be to review the current CCTV provision. The review will see some progress made by financial year end but may not be fully complete until summer 2021.
		Period 3: December 2020 – March 2021 Billingsgate <ul style="list-style-type: none"> Tenants have identified that better CCTV coverage is a key objective for the remainder of life at the current site. Currently working on site requirements with a view to engaging with City Procurement early in 2021/22 and aiming to complete the project by Summer 2021. Smithfield <ul style="list-style-type: none"> As reported at the end of Period 1, the CCTV system at Smithfield Market has been deemed fit for purpose and no further review is intended.
MKT11	<u>Billingsgate Market</u> Generate additional income at Billingsgate Market.	Period 1: April – July 2020 <ul style="list-style-type: none"> An enquiry into filming was received in late July, the first since lockdown, and the aim is to facilitate as many enquiries as we can safely accommodate. Over 100 permit holders have resigned their car parking space since lockdown, and as a result the Superintendent is actively looking into all suitable alternative uses that can be made of our facility but turned down the approach to be a drive-in cinema. Period 2: August – November 2020 <ul style="list-style-type: none"> Ongoing impact of Covid related lockdowns and restrictions has meant that filming requests have been very limited. All that we can safely accommodate have been facilitated. Substantial number of permit holder places remain vacant as neighbouring Canary Wharf has seen sizeable fall in numbers working from offices. Other options

Ref:	Objective	Progress to date
		<p>are being considered to utilise market facilities that will mean less reliance on parking income.</p> <p>Period 3: December 2020 – March 2021</p> <ul style="list-style-type: none"> • Some small actual recovery has been seen during this period with an increase in filming and parking unit-based requests. It would appear that this trend is likely to continue as we have been receiving significantly more enquiries about late spring and summer. • Have received enquiries from UKPN, various contractors and City of London Police with a view to utilising our site for their benefit. None of these have yet to translate into firm agreements but negotiations remain ongoing. • There has been a marginal increase in parking permit holder numbers but the lockdown that has been in effect since the beginning of the calendar year has meant that office workers in neighbouring Canary Wharf have yet to return in any numbers.

Matters of General Interest**Billingsgate Market**

	Visitors/Filming/Photography	Fee Received
December	07.12.2020: Filming	£8,550
January	None	
February	06.02.2021 – 08.02.2021: Unit Base Parking 08.02.2021 – 12.02.2021: Unit Base Parking	£6,300 £4,400
March	None	

Smithfield Market

	Visitors/Filming/Photography	Fee Received
December	None	
January	None	
February	None	
March	30.03.2021: Visit from Homes England	N/A

New Spitalfields Market

	Visitors/Filming/Photography	Fee Received
December	None	
January	27.01.2021: Officers from the London Borough of Waltham Forest Officers and the CoL's Market Relocation Project Team visited to assess the potential for different uses of the site should the Market be relocated.	N/A
February	None	
March	29.03.2021: Virtual visit by the Chair of Policy and Resource, Catherine McGuinness and Chair of Markets, John Chapman to meet with tenants and the SpMTA in relation to the Markets Consolidation Project.	N/A

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Department of Markets & Consumer Protection Local Risk Revenue Budget - 1 April 2020 to 30 March 2021
(Expenditure and unfavourable variances are shown in brackets)

Appendix C

	Latest Approved Budget 2020/21			Provisional Actual 2020/21			Better / (Worse) £'000
	Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	Gross Expenditure £'000	Gross Income £'000	Net Expenditure £'000	
<u>Markets (City Cash)</u>							
Directorate	(473)	0	(473)	(469)	0	(469)	4
Billingsgate - Corporate Account	(325)	162	(163)	(317)	89	(228)	(65)
Billingsgate - Service Charge	(2,555)	2,555	0	(2,325)	2,325	0	0
Billingsgate - Repainting and Special Works	(75)	75	0	(4)	4	0	0
Smithfield - Service Charge	(3,118)	2,250	(868)	(2,873)	2,251	(622)	246
Smithfield - Corporate and Direct Recovered	(1,718)	1,300	(418)	(1,326)	863	(463)	(45)
Smithfield - Other (Including Car Park)	(614)	805	191	(631)	702	71	(120)
	(8,878)	7,147	(1,731)	(7,945)	6,234	(1,711)	20
<u>Markets (City Fund)</u>							
Spitalfields - Corporate Account	(72)	0	(72)	(60)	0	(60)	12
Spitalfields - Service Charge	(5,816)	5,797	(19)	(5,532)	5,523	(9)	10
Spitalfields - Repair and Repainting	(72)	72	0	(55)	55	0	0
	(5,960)	5,869	(91)	(5,647)	5,578	(69)	22
TOTAL MARKETS COMMITTEE LOCAL RISK	(14,838)	13,016	(1,822)	(13,592)	11,812	(1,780)	42

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Agenda Item 7

Committee(s) Markets Committee	Dated: 26 May 2021
Subject: Wholesale Market Risks Update Report	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1. People are safe and feel safe. 7. We are a global hub for innovation in finance and professional services, commerce and culture.
Does this proposal require extra revenue and/or capital spending?	N
Report of: Director of Markets & Consumer Protection	For Information
Report author: Donald Perry, Department of Markets & Consumer Protection	

Summary

This report has been produced to provide the Markets Committee with assurance that risk management procedures in place within the Department of Markets and Consumer Protection are satisfactory and that they meet the requirements of the corporate Risk Management Framework.

Risk is reviewed regularly by the departmental Senior Management Team as part of the on-going management of operations within the Department of Markets and Consumer Protection. In addition to the flexibility for emerging risks to be raised as they are identified, a process exists for in-depth periodic review of the risk register.

The Department of Markets and Consumer Protection has identified a number of departmental risks. Of these, the most significant risks for this Committee to consider are:

- MCP-SM 012: Building maintenance-management, Smithfield (RED)
- MCP-BG 002: Building maintenance-management, Billingsgate (AMBER)
- MCP-NS 003: Building maintenance-management, New Spitalfields (AMBER)
- MCP-SM 001: HGV Unloading Operations, Smithfield (AMBER)
- MCP-BG 001: Workplace Transport, Billingsgate (AMBER)
- MCP-NS 001: Workplace Traffic Management, New Spitalfields (AMBER)
- MCP-SM 011: Brexit – impact of Brexit on traders and imports, Smithfield (AMBER)
- MCP-NS 004: Brexit – impact of Brexit on tenants, New Spitalfields (GREEN)
- MCP-BG 003: Brexit on tenants – impact (GREEN)
- MCP-WM 001: Wholesale Markets Consolidation Project (AMBER)
- MCP-SM 013: East Poultry Avenue Canopy Failure, Smithfield (GREEN)
- MCP-SM 014: Glass Canopy Failure, Smithfield (GREEN)

Recommendation(s)

Members are asked to:

- Note the report and the actions taken in the Department of Markets and Consumer Protection to monitor, and manage effectively, risks arising from its operations.

Main Report

Background

1. The Risk Management Framework of the City of London Corporation (the City) requires each Chief Officer to report regularly to Committee the key risks faced in their department.

Current Position

2. This report provides an update on the key risks that exist in relation to the operations of the wholesale markets within the Department of Markets and Consumer Protection. The report also outlines the processes adopted for the on-going review of risk and mitigating actions.

Risk Management Process

3. Risk Management is a standing agenda item at the regular Departmental Senior Management Group (SMG) meetings, over and above the suggested quarterly review. The SMG receives the risk register for review, together with a briefing note highlighting any changes since the previous review. Consideration is also given as to whether any emerging risks exist for addition to the risk register as part of updates on key issues from each of the Superintendents and Assistant Directors, ensuring that adequate consideration is given to operational risk.
4. Between each SMG meeting, risk and control owners are consulted regarding the risks for which they are responsible, with updates captured accordingly.
5. Regular risk management update reports are provided to this Committee in accordance with the City's Risk Management Framework.

Identification of New Risks

6. New and emerging risks are identified through a number of channels, the main being:
 - Directly by SMG as part of the regular review process.
 - In response to regular review of delivery of the departmental Business Plan; slippage against key deliverables, for example.
 - Annual, fundamental, risk register review, undertaken by the tier of management below SMG.
7. The risk register (attached at Appendix A) may be refreshed over and above the stated process for review and oversight, in response to emerging issues or changing circumstances.
8. As part of the City Corporation's response to the threat of the COVID-19 virus affecting the operation of services and support for its stakeholders, a command

and control structure has been implemented with Gold, Silver and Bronze levels to manage the ongoing situation.

9. Gold requested that all Silver Groups should develop COVID-19 risks that may affect the departments that report to these groups. These risks are now recorded on the Pentana Risk system.
10. Guidance has been issued to all Chief Officers to report relevant Silver Group risks to their appropriate service/Grand Committee with the regular risk update reports that committee would receive. These risks are attached as Appendix B. Members are asked to note that no target date has been included for the mitigation of each risk given the current uncertainty of the duration of this pandemic.
11. This approach enables Members to question and seek assurance that departmental COVID-19 risks, held at Silver Group, are being managed and mitigated effectively.

Summary of Key Risks

12. The Department of Markets and Consumer Protection's Risk Register for Markets (Appendix A) contains twelve risks. Our approach to all these risks is to reduce their rating by the target date shown on the Register. The risks are listed below with their current rating and direction of travel:
 - **MCP-SM 012:** Building maintenance-management, Smithfield
(Current risk: Red, 16, constant)
 - **MCP-BG 002:** Building maintenance-management, Billingsgate
(Current risk: Amber, 12, constant)
 - **MCP-NS 003:** Building maintenance-management, New Spitalfields
(Current risk: Amber, 12, constant)
 - **MCP-SM 001:** HGV Unloading Operations, Smithfield
(Current risk: Amber, 8, constant)
 - **MCP-BG 001:** Workplace Transport, Billingsgate
(Current risk: Amber, 12, constant)
 - **MCP-NS 001:** Workplace Traffic Management, New Spitalfields
(Current risk: Amber, 12, constant)
 - **MCP-SM 011:** Brexit – impact of Brexit on traders and imports, Smithfield
(Current risk: Amber, 6, constant)
 - **MCP-NS 004:** Brexit – impact of Brexit on tenants, New Spitalfields
(Current risk: Green, 4, decreasing)
 - **MCP-BG 003:** Brexit – impact
(Current risk: Green, 4, constant)
 - **MCP-WM 001:** Wholesale Markets Consolidation Project
(Current risk: Amber, 8, constant)
 - **MCP-SM 013:** East Poultry Avenue Canopy Failure, Smithfield
(Current risk: Green, 4, constant)
 - **MCP-SM 014:** Glass Canopy Failure, Smithfield
(Current risk: Green, 4, constant)
13. The Department of Markets and Consumer Protection's COVID-19 Risk Register for Markets (Appendix B) includes one risk:
 - **CVD19 SPGS 03:** Wholesale Markets
(Current risk: Amber, 8, constant)

Conclusion

14. Members are asked to note that risk management processes within the Department of Markets and Consumer Protection adhere to the requirements of the City Corporation's Risk Management Framework. Risks identified within the operational and strategic responsibilities of the Department of Markets and Consumer Protection are proactively managed.

Appendices

- Appendix A: Wholesale Markets Risks
- Appendix B: Wholesale Markets COVID-19 Silver Group Risks

Background Papers

Departmental Business Plan
Department Risk Review
Department Business Plan Progress Report
Risk Management Strategy

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Appendix A: Wholesale Markets Risks

Report Author: Joanne Hill

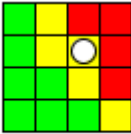
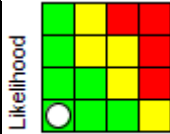

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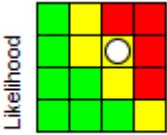
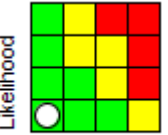

Risks are grouped by subject

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
PS0041 MCP-SM 012 Building Maintenance-management	Cause: The deterioration of physical assets due to the lack of adequate maintenance. Event: Partial collapse or failure of structure. Effect: Serious harm to building occupiers and members of the public by exposure to various physical hazards. Loss of use of physical assets through accident investigations and enforcement authority prohibitions, etc. Financial losses through potential Health and Safety Executive (HSE) fees for intervention, prosecution, civil claims and reputational damage to the City.	 Likelihood Impact	16	A full condition survey has now been completed. The report and recommended 10 Year Maintenance Plan will be compiled by 9 April with the final Maintenance Plan presented to the City Surveyor's Department by 30 April. The scope of works will then be developed in the first week of May with funding approvals sought thereafter before a full programme of works is developed. The target risk date has been amended to September as being a more realistic target date of any urgent works. This will be reviewed again once the surveys are received and works priorities agreed. 05 May 2021	 Likelihood Impact	1	30-Sep-2021	 Constant
							Reduce	
29-Sep-2020 Jon Averbs								

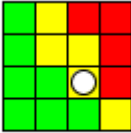
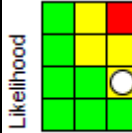

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
MCP-SM 012a	Condition survey to be carried out.	A full condition survey has now been completed. The report and recommended 10 Year Maintenance Plan will be compiled by 9 April with the final Maintenance Plan presented to the City Surveyor's Department by 30 April. The scope of works will then be developed in the first week of May with funding approvals sought thereafter before a full programme of works is developed. The target risk date has been amended to September as being a more realistic target date of any urgent works. This will be reviewed again once the surveys are received and works priorities agreed.	Mark Sherlock	06-May-2021	30-Jun-2021

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
MCP-BG 002 Building maintenance-management 29-Sep-2020 Jon Avern	Cause: The deterioration of physical assets due to the lack of adequate maintenance Event: Partial collapse or failure of structure. Effect: Serious harm to building occupiers and members of the public by exposure to various physical hazards. Loss of use of physical assets through accident investigations and enforcement authority prohibitions, etc. Financial losses through potential Health and Safety Executive (HSE) fees for intervention, prosecution, civil claims and reputational damage to the City.	 Likelihood Impact	12	A full condition survey commenced at Billingsgate Market on 29 March and is now complete. The report and recommended 10 Year Maintenance Plan is being prepared and the final Maintenance Plan is due to be presented to City Surveyor's Department by 7 May. The scope of works is due to be agreed by 14 May 2021. 04 May 2021	 Likelihood Impact	1	30-Jun-2021	 Constant
							Reduce	

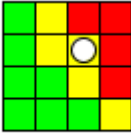
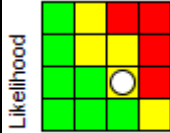

Action no	Action description	Latest Note			Action owner	Latest Note Date	Due Date
MCP-BG 002a	Condition survey to be carried out.	The appointed contractor has attended site and we are now awaiting production of the conditions survey report.			Daniel Ritchie	04-May-2021	30-Jun-2021

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
MCP-NS 003 Building maintenance-management 29-Sep-2020 Jon Avern	Cause: The deterioration of physical assets due to the lack of adequate maintenance. Event: Partial collapse or failure of structure. Effect: Serious harm to building occupiers and members of the public by exposure to various physical hazards. Loss of use of physical assets through accident investigations and enforcement authority prohibitions, etc. Financial losses through potential Health and Safety Executive (HSE) fees for intervention, prosecution, civil claims and reputational damage to the City.	 Likelihood Impact	12	A full condition survey took place during the week commencing 15 March. The surveyors are due to provide their report and recommended 10 Year Maintenance Plan by 23 April, with the final Maintenance Plan presented to City Surveyor's Department by 14 May. The scope of works is due to be agreed by 21 May 2021. 29 Apr 2021	 Likelihood Impact	1	30-Jun-2021	 Constant
							Reduce	

Action no	Action description	Latest Note			Action owner	Latest Note Date	Due Date
MCP-NS 003a	Condition survey to be carried out.	The appointed contractor carried out the survey on-site during the week commencing 15 March 2021.			Emma Beard; Debbie Howard	29-Apr-2021	30-Jun-2021

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
MCP-SM 001 HGV Unloading Operations 24-Feb-2015 Mark Sherlock	Cause: A lack of suitable and sufficient training and adequate management controls in relation to Heavy Goods Vehicle banksman activities undertaken by staff employed by Smithfield Market tenants. Event: Serious or life changing injury to members of the public, market staff and other service users caused by uncontrolled or unguided reversing vehicles. Effect: Realisation of this risk could result in a prosecution, fine and reputational damage for the City.	 Likelihood Impact	8	An HGV audit was carried out from the 21 March for four nights. There was 13% non-compliance across 111 deliveries during the audit. Letters to the deliveries companies have been sent, reiterating site rules, as well as the audit outcome details sent to the SMTA for review and improvement discussion with members at their next council meeting. An improvement audit is planned for early May 2021. 06 May 2021	 Likelihood Impact	8	31-Dec-2021	 Constant
							Accept	

Action no	Action description	Latest Note			Action owner	Latest Note Date	Due Date
MCP-SM 001k	Keep the risk under review.	An HGV audit was carried out from 21 March for four nights. There was 13% non-compliance across 111 deliveries during the audit. Letters to the deliveries companies have been sent, reiterating site rules, as well as the audit outcome details sent to the SMTA for review and improvement discussion with members at their next council meeting. An improvement audit is planned for early May 2021.			Mark Sherlock	06-May-2021	30-Jun-2021

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
MCP-BG 001 Workplace Transport 26-Apr-2017 Daniel Ritchie	Cause: A lack of suitable and sufficient training and adequate management controls in relation vehicle movements at Billingsgate Market. Event: There is a risk of a life changing injury to a pedestrian if vehicle movements including forklift trucks are not appropriately managed and controlled. Effect: An accident involving a pedestrian and a vehicle which resulted in a serious or life changing injury could result in prosecution, a fine, reputational damage for the City.	 Likelihood Impact	12	This risk has been reviewed and is being held at Amber until we have total compliance with our traffic management policies. 04 May 2021	 Likelihood Impact	8	30-Jun-2021	 Constant
							Reduce	

Action no	Action description	Latest Note			Action owner	Latest Note Date	Due Date
MCP-BG 001e	Respond to recommendations and agree an action plan.	An action plan has been put in place to deal with the highest risk factors.			Daniel Ritchie	04-May-2021	30-Jun-2021
MCP-BG 001f	Complete actions and record evidence with a view to reducing the risk rating (if appropriate).	Actions are currently being addressed in order of priority.			Daniel Ritchie	04-May-2021	30-Jun-2021

24-Feb-2015
Emma Beard;
Sean Benton;
Debbie Howard

24-Feb-2015
Emma Beard;
Sean Benton;
Debbie Howard

			Debbie Howard		
MCP-NS 001i	A member of staff from all tenants to be nominated and trained in FLT safety procedures.	<p>This action is now complete: a member of staff from each tenant who manages forklift truck drivers has received training.</p> <p>Refresher training must be undertaken every three years. This action will be kept under continuous review to ensure individuals undertake training as it becomes due.</p>	Emma Beard; Sean Benton; Debbie Howard	30-Apr-2021	31-Jul-2021

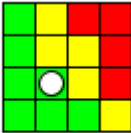
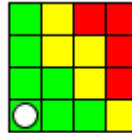

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
MCP-SM 011 Brexit - impact of Brexit on traders and imports <div>Page 49</div>	Cause: The outcome of Brexit negotiations between the UK government and the EU fails to secure continuity of contracts and/or security of supply chains. Event: The market tenants fail to prepare appropriately for the end of the Brexit transition period on 31 December 2020. Uncertainty around the potential outcomes until it is too late to react. Effect: Delays and disruption in the food supply chain, and shortages of product over a prolonged period. There is also a risk, albeit unlikely, that this could impact the financial viability of some tenants' businesses. This in turn could lead to business failures and vacant premises at the markets but given the current position this seems highly unlikely.	 Likelihood Impact	6	Post-Brexit checks on some EU goods coming into Great Britain have been delayed by six months in order to give businesses more time to prepare. The government stated that the new timetable would help firms recovering in the wake of the Covid-19 pandemic. On 11 March 2021, the government announced a new timetable for border checks with full processes for some imports not required until January 2022. <ul style="list-style-type: none"> • Pre-notification requirements for Products of Animal Origin (POAO), certain animal by-products (ABP), and High Risk Food Not of Animal Origin (HRFNAO) will not be required until 1 October 2021. • Full checks and import declarations will now commence in January 2022. 06 May 2021	 Likelihood Impact	2	31-Jan-2022	 Constant
							Reduce	
06-Sep-2019 Mark Sherlock								

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
MCP-SM 011a	Review the possibility of establishing HGV parking / holding areas in the vicinity of the market to cope with the anticipated increased volume of traffic, including the	A review of bays which are currently suspended due to Museum of London works and the Poultry Market roof project is underway in consultation with the Department of the Built Environment. Eight bays are currently fully suspended which removes the opportunity for 12	Mark Sherlock	04-May-2021	31-Jan-2022

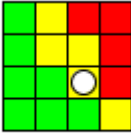
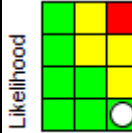

	suspension of some on-street parking bays for this purpose. Other suggestions were West Poultry Avenue, where there is currently a contractors' compound, and Giltspur Street, which is apparently used for parking buses overnight at present.	HGVs to park. The aim is to get some of these reviewed and, where at all possible, returned to Market use.			
MCP-SM 011b	Reschedule working hours for market staff to cover possible extended trading hours.	The recent annual leave moratorium that was in place for staff, has now been reviewed and cancelled, due to no impact on Market operations. All staff have been made aware and encouraged to use any remaining leave. Staffing levels and flexibility will be reviewed prior to the pending full import checks and resource plans amended depending upon advance impact information advised through CoL Brexit briefing groups or trader feedback.	Mark Sherlock	04-May-2021	31-Jan-2022
MCP-SM 011c	Extend parking permissible on-street parking periods. Be prepared to be flexible in response to demand possibly up to 1pm each day.	A review of the extension of the enforcement hours for on-street parking is in progress with the Department of the Built Environment. Markets Committee approved the principal of concessionary parking during Market hours on a needs necessitates basis under delegated authority between the Superintendent and the Chairman for January only. However, due to the last minute trade deal between the UK and EU, the anticipated congestion around the Market did not materialise and the concession was not required.	Mark Sherlock	06-May-2021	31-Jan-2022
MCP-SM 011d	Open Charterhouse Street and Long Lane to two-way traffic.	Long Lane is now two-way from the junction of Lindsey Street. The Department of the Built Environment has declined the Superintendent's request for an additional access route to the Market via Giltspur Street.	Mark Sherlock	04-May-2021	31-Jan-2022

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
MCP-NS-004a	Review HGV parking/ unloading areas to provide additional spaces for the anticipated increased numbers of vehicles on site. These numbers may cause traffic management issues if arriving en masse, so a contingency plan for additional unloading areas will be developed.	The HGV area at the rear of the market hall has been enlarged and further areas at the sides of the market hall are being considered. This remains under review as part of the Traffic Management Plan.	Debbie Howard	29-Apr-2021	01-Jan-2022

MCP-NS-004b	Consult with the SpMTA to agree parking charges.	Consultation with SpMTA is ongoing.	Debbie Howard	29-Apr-2021	01-Jan-2022
MCP-NS-004c	Consult with the SpMTA on the potential impact of the new import rules which are due to be fully implemented from 1 July 2021.	It is highly unlikely that any tenant has been adversely affected by Brexit to date. Consultation with the SpMTA will continue until the impact, if any, of the new import rules on market tenants becomes clearer.	Debbie Howard	29-Apr-2021	01-Jan-2022
MCP-NS-004d	Identify additional areas on the market site for the storage of produce.	Work has commenced to identify suitable areas for additional storage of produce and 'click and collect', as this has now been identified as a necessary requirement by some tenants.	Debbie Howard	29-Apr-2021	01-Jan-2022

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
MCP-BG 003 Brexit - Impact 04-May-2021	Cause: The outcome of Brexit negotiations between UK Government and EU fails to secure continuity of contracts and/or security of supply chains. Event: Market tenants fail to prepare appropriately. Impact: Delays and disruption in the food supply chain create shortages of product over a sustained period placing businesses under threat of viability, with small risk of failure and vacant market premises.	Likelihood  Impact	4	Currently consulting with LFMA, tenants and industry bodies on the impact of the new import and export rules to ensure business preparedness. Progress being kept under constant review. 04 May 2021	Likelihood  Impact	1	30-Jun-2021	 Constant
							Reduce	

Action no	Action description	Latest Note			Action owner	Latest Note Date	Due Date
MCP-BG 003A	Consult with LFMA, tenants and industry bodies on impact of the new import and export rules to ensure business preparedness.	This is being kept under review.				04-May-2021	30-Jun-2021

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
MCP-WM 001 Wholesale Markets Consolidation Project 17-Mar-2020 Jon Avern Page 54	Cause: The City of London Corporation is unable or decides not to complete the markets consolidation project or, determines an alternative use for proposed location on the Barking site Event: The City's three wholesale food markets, New Spitalfields, Smithfield and Billingsgate are unable relocate to the Barking site. Effect: This could result in the following: Tenant claims against City of London Corporation for loss of earnings and other incurred costs. Continuing losses from market operations affecting departmental budget. Relationships with tenants being adversely affected resulting in adverse publicity and possibly leading to reputational damage to the City. Markets begin to decline possibly to the point where they are irrecoverable.	 Likelihood Impact	8	Site survey work for all three market sites is complete and surveyors are currently undertaking the write-ups. The City Surveyor's Department is expecting to receive the survey reports by mid-May. 04 May 2021	 Likelihood Impact	4	31-Dec-2026	 Constant
							Reduce	

Action no	Action description	Latest Note		Action owner	Latest Note Date	Due Date
MCP-WM 001a	Keep risk under regular review	This risk will be reviewed and updated on a quarterly basis until such a time that more frequent reviews are required.		Jon Avern	04-May-2021	31-Dec-2026
MCP-WM 001b	Agree and implement a maintenance strategy to ensure there are appropriate levels of maintenance such that the markets will not be forced to close due to failing infrastructure.	A maintenance strategy has been agreed to ensure that appropriate levels of maintenance continue to be carried out until there is more certainty about the markets' move. This will cover the risk that the markets cannot operate due to failing infrastructure. Conditions surveys have been completed. Survey reports are expected mid-May.		Jon Avern	04-May-2021	31-Dec-2026

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
MCP-SM 013 EPA Canopy Failure <div>Page 55</div>	Cause: Lack of condition survey and maintenance. Event: Sections of concrete canopy fail and collapse following extreme weather. Effect: Serious harm to building occupiers and members of the public by exposure to various physical hazards. Loss of use of physical assets through accident investigations and enforcement authority prohibitions, etc. Financial losses through potential Health and Safety Executive (HSE) fees for intervention, prosecution, civil claims and reputational damage to the City.	 Likelihood Impact	4	All safety and maintenance work has been completed in order to reopen East Poultry Ave and commence safe trading. Further rectification work will be identified by a wider condition survey. When we have sight of the initial findings of the wider condition surveys it is intended that any further work will be carried out as quickly as possible, noting the listed façade. Keltbray attended site on 22 April and made additional safety improvements to the West Market west elevation façade following minor debris movement earlier that morning. 06 May 2021	 Likelihood Impact	2	31-Oct-2021	 Constant
							Reduce	

Action no	Action description	Latest Note		Action owner	Latest Note Date	Due Date
MCP -SM 013a	Survey and review all existing canopies in East Poultry and West Poultry Avenue. Erect crash mats and support props to secure remaining structure.	All safety and maintenance work has been completed in order to reopen East Poultry Ave and commence safe trading. Further rectification work will be identified by a wider condition survey. When we have sight of the initial findings of the wider condition surveys it is intended that any further work will be carried out as quickly as possible, noting the listed façade. Keltbray attended site on 22 April and made additional safety improvements to the West Market west elevation façade following minor debris movement earlier that morning.		Mark Sherlock	06-May-2021	31-Oct-2021

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
MCP-SM 014 Glass Canopy Failure 07-Oct-2020	Cause: Spontaneous failure of overhead glazing panel. Event: Failure of the toughened glass overhead canopy panel/s. Effect: Lacerations, fractures and/or impact injuries to pedestrians who may be showered with glass fragments.	 Likelihood Impact	4	All remedial work on the SW Elevation is now complete and all scaffolding and netting has been removed. Pavements and loading bays are back in operation. Work scope and quotations are still in progress and additional repairs will be in identified in phases, with any immediate health and safety concerns taking priority. 06 May 2021	 Likelihood Impact	1	30-Jun-2021	 Constant
							Reduce	

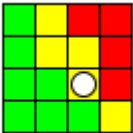
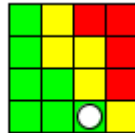

Action no	Action description	Latest Note			Action owner	Latest Note Date	Due Date
MCP-SM 014a	Condition survey to be carried out and mitigation plans agreed for safe return of glass canopy to operational uses.	All remedial work on the SW Elevation is now complete and all scaffolding and netting has been removed. Pavements and loading bays are back in operation. Work scope and quotations are still in progress and any additional repairs will be in identified in phases, with any health and safety concerns taking priority.			Mark Sherlock	06-May-2021	31-Oct-2021

Appendix B: Wholesale Markets COVID-19 Silver Group Risks

Report Author: Joanne Hill

Generated on: 4 May 2021



Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
COVID19 SGPS Wholesale Markets (M&CP) 57 09-Apr-2020 Jon Avern	Cause: The spread of COVID-19 continues to escalate affecting staff, businesses and stakeholders. Event: Trading at the markets reduces to a point where businesses will begin to close, either temporarily or cease trading permanently. Absence levels of CoL staff increase to a point where we are unable to provide critical services. This includes maintaining regulatory compliance Effect: The spread of COVID-19 impacts on the City's ability to safely operate the three wholesale food markets leading to partial or full closure which may lead to permanent business closures and affect the future viability of the markets. Reputational damage to the City and public health risks may be realised due to overcrowding and failure of market users to follow COVID-Secure guidance. The City may also be unable to recover debts if businesses are not sufficiently able to mitigate the threat of coronavirus to enable them to reopen post lockdown.	Likelihood  Impact	8	Trading is currently at a steady state and will be kept under review. The current lockdown is likely to impact trade at the markets. We are working with relevant local authorities to ensure COVID-Secure guidelines are followed. The hospitality industry will reopen in accordance with the government's COVID Roadmap out of lockdown. This is anticipated to lead to an increase in demand for the Markets and we will monitor the impact of this on operating conditions. 04 May 2021	Likelihood  Impact	4	01-Jul-2021	 Constant
							Reduce	

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
CVD19 SG BE 03a Planning	Prepare and implement plans that will be deployed based upon the continuing /evolving situation.	<p>A standard operating procedure has been produced with Public Health England and is in place at Smithfield Market.</p> <p>Discussions are ongoing with the London Borough of Waltham Forest with a view to preparing a standard operating procedure for New Spitalfields Market.</p>	Jon Avern	04-May-2021	01-Jul-2021
CVD19 SG BE 03c Market operations	Review market operations to evaluate the possibility of implementing social distancing, PPE and delivery of orders to reduce the need for collection and other measures to keep people safe.	<p>All three markets have implemented the following social distancing and public information measures:</p> <p>The constabulary are visible on the market floor and advising the public to stay apart.</p> <p>Posters are in place and visitors are given flyers reminding them of social distancing guidelines.</p> <p>During trading hours there are regular public address system announcements reminding market users of social distancing guidelines.</p> <p>Entry of customers into the Market Halls is being controlled to ensure maximum permitted numbers are not exceeded and appropriate social distancing is maintained.</p> <p>The Superintendents will speak with tenants whose businesses attract more public sales and instruct them to do more to manage their customers.</p> <p>It has been decided that line marking is not an option as the tape will not stick to market flooring and coloured lines would fade quickly. These measures compare favourably with the steps taken by other UK wholesale markets.</p> <p>We continue to follow UK Government COVID-Secure guidance and are working with the relevant local authorities to ensure market users follow recommended guidelines.</p>	Jon Avern	04-May-2021	01-Jul-2021
CVD19 SG BE 03d Financial considerations	Evaluate the implementation of temporary financial help for market tenants if packages provided by Central Government prove to be insufficient.	Letters offering financial support have been issued and we are responding to tenants' requests on a case-by-case basis.	Jon Avern	04-May-2021	01-Jul-2021

Committee(s)	Dated:
Markets Committee	26 th May 2021
Subject: Smithfield Market – Car Park Utilisation April 2020 – March 2021	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	Support a thriving economy. Shape outstanding environments.
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Jon Averbs	For Information
Report author: Mark Sherlock, Department of Markets & Consumer Protection	

Summary

This report updates Members about the utilisation of Smithfield Market Car Park for the 12 month period April 2020 to March 2021. This includes the continuing impact of Covid-19 and additional longer-term effects brought about by the increase in charges and the widening operational hours of the congestion zone.

Recommendation(s)

Members are invited to note the contents of this report.

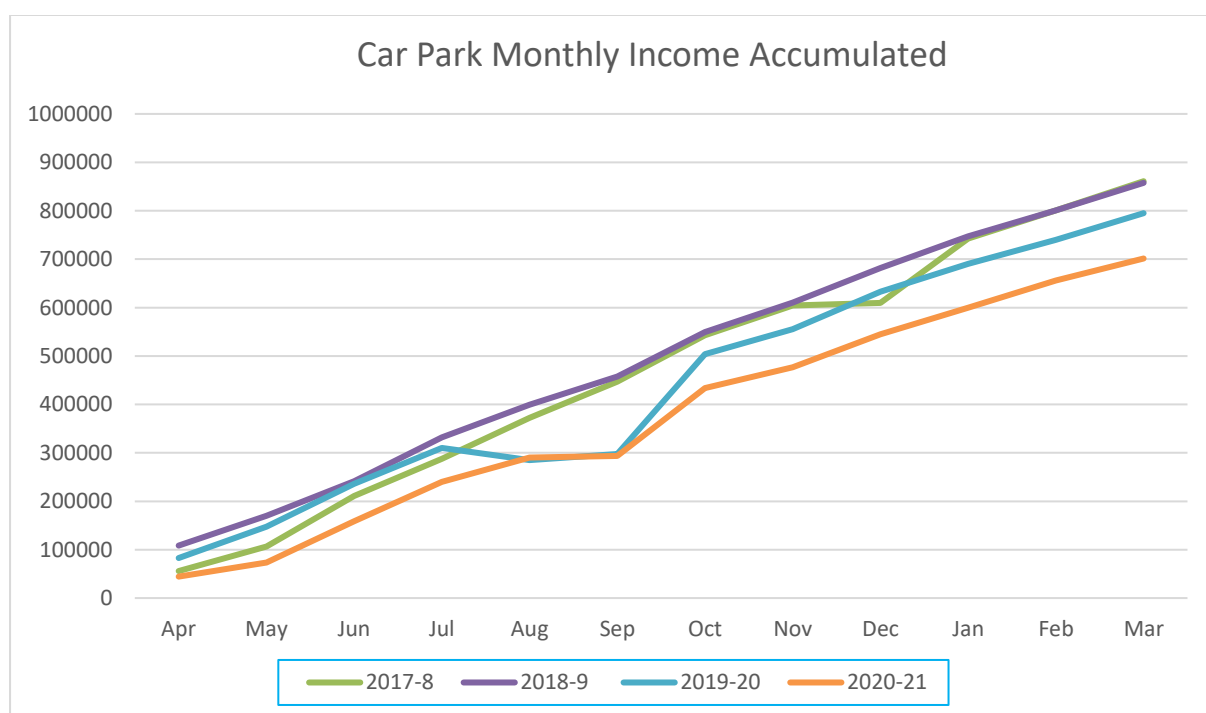
Main Report

Background

1. One year on from the first major lock down in 2020, Covid-19 restrictions are still having an impact on traffic movement into the City. With many businesses in and around the City furloughing or making redundancies and introducing changes to working patterns and provisions with many staff still working from home, this has had a continuing effect on the utilisation of the car park and lower income levels.
2. With an increase to congestion charge fees and widening of operational hours, this has contributed to a decrease in cars coming into the City, including night staff and tenants of the Market.

Current Position

3. Income for the 12-month period April 2020 to March 2021 was £701,351 a decrease of £93,355 (12%) for the same period last year.
4. Income was down £102,000 against a budget of £803,000 for the year. This was an improvement from the £129,000 shortfall predicted at P11 (February 2021). The decrease in income this year is predominantly due to the ongoing Covid-19 controls, longer periods of lockdown, congestion charge increases and widening of operational hours.



5. A Christmas parking concession was agreed by Members for 14 nights between the 10th December and 24th December 2020. Tuesday 22nd December recorded a peak of 371 vehicles in the car park compared to car park capacity of 530. A peak of 418 vehicles was recorded for Christmas 2019.

6. An Easter parking concession was agreed by Members for 1 night between the 31st March and the 1st April 2021. A peak of 254 vehicles was recorded on this night.
7. Since the introduction of Just Park (a third-party booking platform) in March 2020, there have been 1,415 parking sessions booked via the Just Park portal, generating £11,581 of income to the City between March 2020 and March 2021. Once all Covid restrictions are lifted, it is anticipated that the Just Park service will contribute significantly more income to the City as levels of car park use increase.
8. A new car park tariff was approved by Members in November 2020 and became effective in January 2021. There were no increases to Market customer or trader tariffs but an increase to the daily hourly tariff from £3.50 to £4 per hour. There was also an increase of £458 per annum to the Commercial season ticket rate.

Conclusion

9. The car park operated 13% under budget. There are some positive signs now that people are returning to the City and the Market is getting busier. This will continue and should substantially improve with further relaxation of lockdown controls on the 17th May and finally on the 21st June. It's currently anticipated that car park income streams will recover to a position more aligned with 2019 levels and the Superintendent will inform Committee more on this expected progress as part of his future oral updates.

Report author

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