

Committee:	Date:
Markets Committee	11 September 2020
Subject: Markets Business Plan Update Period 1 2020/21 (April–July)	Public
Report of: Director of Markets and Consumer Protection	For Information
Report author: Don Perry - Department of Markets and Consumer Protection	

Summary

This report provides an update on progress made during Period 1 (April-July) of 2020/21 against the key performance indicators (KPIs) and key improvement objectives outlined in the Markets' Business Plan 2020/21.

The report consists of:

- Details of progress made against key performance indicators (KPIs) and key improvement objectives – Appendix A
- Matters of general interest to the Committee – Appendix B
- Financial information – Appendix C

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 11 Key Improvement Objectives against which the Markets' performance will be measured throughout the year.
2. Updates on progress against the KPIs and improvement objectives are provided in Appendix A.
3. Matters of interest and a list of visitors to the Markets are provided in Appendix B.
4. Financial information including a table detailing the position for the individual services covered by this department are updated in Appendix C.

Current Position

5. To ensure that your Committee is kept informed of progress against the current business plan, progress against KPIs and key improvement objectives (Appendix A), matters of general interest (Appendix B), and financial information (Appendix C) are 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. Periodic progress is also discussed by Senior Management Groups (SMG) to ensure any issues are resolved at an early stage.
8. Key points are that:
 - The COVID-19 outbreak had a significant impact on the work undertaken during Period 1 and Officers in all teams have been fully engaged in dealing with the effects of the outbreak on their service areas, including increased workloads and compliance with new guidance

Markets Consolidation Project

- 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)

Billingsgate Market

- The Superintendent received the market's first filming enquiry since lockdown in July.
- Over 100 car park permits have been cancelled since lockdown.
- Tenants have been kept informed throughout lockdown of latest guidance and government schemes.

Smithfield Market

- Quotes have been received from 2 companies that will be able to increase vehicle charging points from 6 to 18.
- July audit on managing risks associated with HGV duties highlighted a 7% non-compliance.
- Combined energy savings of £40k were achieved as well as savings of £22k on water services (Citygen) as a result of making amendments to running times of operational equipment.

New Spitalfields Market

- Further energy saving initiatives hoping to be rolled out once the Energy Team carry out a site inspection in both the common parts, and tenants' areas of the Market.
- Problems continue with the entry barrier and an action plan agreed with the contractors is in place to achieve completion by end of August.

- Tenants have been communicated with on Covid 19 matters, leaflets and posters have been issued throughout the Market.

Corporate & Strategic Implications

9. The monitoring of KPIs and key improvement objectives across the Markets links to the achievement of the aims and outcomes set out in the Corporate Plan 2018-23.

Implications

Financial

10. At the end of July 2020, the Department of Markets & Consumer Protection was £37k (7.8%) underspent against the local risk budget to date of £477k, over all the services managed by the Director of Markets & Consumer Protection reporting to the Markets Committee. Appendix C sets out the detailed position for the individual services covered by this department.
11. Overall, the Director of Markets & Consumer Protection is currently forecasting a year end overspend position of £112k (6.7%) for his City Fund and City Cash services.

Equalities

12. No relevance to equality.

Consultees

13. The Town Clerk and the Chamberlain have been consulted in the preparation of this report.

Appendices

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

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