

July Markets Board – General Manager Updates

Smithfield

Maintenance recruitment to vacancies in the department continues. We have appointed a new Maintenance Manager at Billingsgate (an internal promotion) and are currently advertising for an electrician and plumbing general maintenance operative (GMO) also at site. New Spitalfields vacancies in progress are an electrician and a GMO. Smithfield are in the process of appointing an electrician and are advertising for a plumber. I'm hopeful we will be able to appoint suitable candidates in the coming weeks, subject to notice periods to return to a full complement of staff.

I'm pleased to report that Smithfield have two members of staff proposed for Recognition Awards in the department. A cleaner who has maintained an excellent standard of cleaning, which given the nature sometimes of the poor condition he finds accommodation in after trade, is testament to his ability to maintain his enthusiasm and commitment to the role. He has also received praise from market tenants, which is rare, and reflects his genuine desire and dedication to do the best job. A Market constable has also been nominated for her willingness to go above and beyond on many occasions. She will often stay late after shift and ensure a smooth transition to newer members of staff. She will also mentor those staff and develop them into the ways of the Market and the standards to achieve. She has also taken the initiative with a number of surveillance activities aimed at catching illegal dumping of waste around the Market open site.

Work continues on implementing a new maintenance management system called Concerto which has been adopted across the Corporation. Asset and reactive/planned maintenance activities are being transferred from the previous system to ensure a solid and reliable base of information going forwards. Concerto will allow better visibility of work planned or in progress and will also give better management information for contractor performance as well as productivity levels of in-house maintenance teams. It will also generate improved asset reliability statistics which will enable more informed decisions on asset repair or replacement.

New Spitalfields

Permanent General Manager Appointment

After occupying the 'Acting Up' post for 2 months, I have now been appointed as the General Manager of New Spitalfields Market. I am thrilled with my appointment, and I now look forward to further building my relationship with the tenants and collaborating with the other General Managers and their wider teams to achieve the aims of our Target Operating Model.

Lord Mayors Visit

On the 8th June, in partnership with the New Spitalfields Market Tenants Association we hosted our annual Lord Mayors visit. Arriving with his civic party at 6:50am we took a tour of the Market Pavilion meeting a number of traders and discussing the wide variety of produce available. Following the tour there was a breakfast and a speech given by both the Chairman of the Tenants Association and the Lord Mayor by return. It was a very successful visit and enjoyed by all who took part.

Staff Training

We identified a need to offer all our Constabulary team refresher MAYBO training, a course aimed at managing and diffusing conflict in a safe and non-physical manner. This skill is crucial in the safe operation of our Markets, particularly for those in front line roles. The training has been opened up to Constabulary employees at the other two Markets, with a second date scheduled for August 2022. Staff feedback has been positive about both the training provider and the benefits of staying up to date with such skills.

Billingsgate

Markets Board Visit

A number of tenants have remarked to me about how positive they viewed the recent visit by Members of the Markets Board and recognised the constructive comments from all those present regarding the support for businesses for the remainder of time at the current site. We look forward to the Lord Mayor's visit next week.

CCTV/Billingsgate Action Plan

The installation of a new high definition CCTV system with more cameras and coverage is virtually complete. A new CCTV system was a primary request of the LFMA as part of the Billingsgate Action Plan and is another component of the plan now addressed. The LFMA have met with officers to discuss progress against other elements of the BAP including the Additional Fish Handling Unit and Cold Store Roof. This will be further updated as part of my oral update.

Parking at Billingsgate

Following discussions with the LFMA we have introduced pay by phone and app parking and done away with cash pay and display parking. This has freed up officer hours from both the admin teams and constabulary, as hundreds of pounds of coins don't need to be collected counted and reconciled. Tenants have reported no issues since the days immediately following the introduction of the new system at the beginning of June.