

Markets Board – 10 May 2023

GENERAL MANAGER UPDATES

Smithfield Market

1. **Energy** - Major improvements to the West Market Building Management System (BMS) are soon to be completed. The project spend is in the region of £255k and will deliver improved management and control of plant and monitor equipment such as heating, ventilation, air conditioning, lighting and energy consumption. It will improve reporting and information management leading to quality, better informed decision-making, improved performance and a further reduction in energy use to enhance savings and reduction in carbon footprint already experienced and reported.
2. The Poultry Market roof project is in the final stages of completion with an expectation that the project will conclude towards the end of October. The substantial scaffold and site logistics footprint surrendered on both sides of the Market will return much needed loading bays to the operation (after 3 years) just before Christmas. This will be even more important when the Poultry Market is vacated in August and the need for maximum bay availability increases.
3. **Cleaning/Recruitment** – a cleaning supervisor has been appointed to the team and starts imminently. Their recent experience is at Canary Wharf, and they will therefore bring a high cleaning quality expectation to the Market to lift standards. There will need to be a focus on forklift charging bays, high and low level ironwork, bird netting, glass canopies in buyer's walks and a revised waste bin location and control plan. Whilst the overall standard of cleaning in the Market is good, there is room for improvement to attain the service standard required.
4. **Health & Safety.** No items of note.
5. Fortnightly meetings are held with the tenants' association to discuss **transition arrangements for the vacation of Poultry Market at the end of August.** This is attended by senior officers from the Markets department, Highways and Major projects team. Subjects covered include traffic management, loading bay availability, highways enforcement and street works. Most important will be the impacts and necessary mitigation from the expected increase in construction and logistics operation being developed by Sir Robert McAlpine as the principal contractor for the Museum of London project. The development footprint in West Smithfield will almost double in size from September and will have an undoubted effect on the continuing Market operation.

Mark Sherlock – Smithfield General Manager

Billingsgate Market

Staffing

Since the last Markets Board our two vacant market constable positions have been advertised. At the time of writing one applicant has been offered the role. It is likely that the second post will be re-advertised. As there are 37 market constable positions across the three market sites, these are positions that are regularly advertised. Under the new matrix management system, an advantage of having a discipline lead across the Markets Division is that the recruitment campaigns can be co-ordinated and costs, that are paid for by tenants via their service charge, can be spread.

Our recruitment for four vacancies within our cleaning team saw five candidates offered an interview, four turn up, three offered a job, two who accepted but one has withdrawn.

Cleaning

The new shift pattern for our cleaning staff which requires them to work a full day on a Saturday to reflect the service need has come into operation. As previously advised, the changes have resulted in affected staff attracting a 2.1% uplift in salaries reflecting the additional unsocial hours worked. The changes will mean that jobs are not left part complete at the end of the working week (Saturday) thereby becoming a health and safety hazard or an increased opportunity for complaint about the service delivered. The revision to working hours have been positively received by tenants.

Energy

Plans to re-offer energy workshop from CoL colleagues to tenants during the summer. Local project to replace all corridor lighting and fittings to LED instigated.

Health & Safety

Our local H&S team continue to meet quarterly with the support of tenants, Trade Unions and other stakeholders.

Tenant Association priorities

The TA priorities are the remedial work to the Cold Store Roof and racking. This work should begin in the coming weeks and Members will receive an update regarding their progress at their next meeting.

As expected, I meet regularly with the TA Chairman and/or his deputy, to discuss our approach to operational issues around the site. In recent times this includes tackling unauthorised unloading of deliveries, site cleanliness and the disposal of life expired product.

D Ritchie – Billingsgate General Manager

New Spitalfields Market

Staffing

A long-standing Market Sergeant has retired after more than 30 years of service at New Spitalfields Market, the post was advertised internally, giving some well deserving Market constables an opportunity to progress. The appointed person will begin on 1st May 2023. The recruitment campaign to fill the two Market Constable posts in March was very successful, both new starters will begin May 2023 and a third will be appointed from this campaign to fill the existing post of the newly appointed Market Sergeant. There was an advert to fill our vacant Electrician post as a shared role with Billingsgate, however no applications were forthcoming. This now remains the only vacant position at New Spitalfields.

Health and Safety

All the actions identified during the review of our site safety controls and traffic management plan were completed on target in March 2023.

Cleanliness

Nothing to report.

Energy

Our electricity suppliers unit rates and standing charges have now been fixed until September 2023. The success of the power purchase agreement and the discounts received from the Energy Bill Relief Scheme may lead to further reductions in the electricity bill totals, which will have a positive impact the rates that we recharge our tenants. To date, we have had a smaller than expected number of queries relating to the change in unit rates and the majority of tenants appear to be paying the invoices as required.

Emma Beard – New Spitalfields General Manager