

<b>Committee(s):</b>	<b>Date(s):</b>
Markets Board	20/09/23
<b>Subject:</b> General Manager (GM) Updates	<b>Public</b>  <b>For Information</b>

## GENERAL MANAGER UPDATES

### Smithfield

1. Staffing – all local roles are currently filled albeit with some agency staff in the maintenance and cleaning functions. There are two maintenance vacancies at Billingsgate and one at New Spitalfields which are currently being recruited to. In the interim where demand requires, some of this work is outsourced to agency coverage. The Markets have struggled to recruit local maintenance managers as the current grading salaries do not match those on offer in the open market for Facilities Management professionals. The role job description and personal specification have been revised by the GM lead and are currently subject to a business case to proceed for a role re-evaluation.
2. Cleaning – no items of note.
3. Energy – the Market is working hard to address some Building Management System issues after a recent upgrade to the West Market and some faults that have developed on the East Market system. This is being done in collaboration with the central energy team to ensure we have equipment running at optimum efficiency. There have also been faults to some pumps and associated controls equipment which are being addressed in consultation with CBRE.
4. Health & Safety - The Market has recently passed its biennial food business operator audit by the FSA with an audit outcome of Good which is the highest outcome achievable. I'd like to record my thanks to the Market maintenance and cleaning team for their efforts in attaining and keeping the Market to the required standards.

## 5. Tenant Association (TA) priorities

- Poultry Market vacation and operational transition. Weekly transition meeting are held with the TA and officers from the Markets, Projects and Highways departments.
- SMTA office relocation – largely complete, with minor snagging works required.
- Confirmation of when works to the purlins and replacement canopy in East Poultry Avenue will start. Structure currently subject to an additional survey and scope of works through CSD, dates to be advised. GM in regular contact with CSD for updates.

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## **Billingsgate Market**

1. Staffing – We have recruited to the two vacant market constable positions and the successful candidates are completing their onboarding prior to beginning in role. There has been a recent resignation and so it is likely this position will be advertised in the near term. There are two cleaner/driver roles that are currently vacant which are being covered by agency staff. These roles will be advertised in the near term. Our vacant maintenance operative roles are being advertised currently. We are also currently recruiting for a business administration apprentice.
2. Cleaning – Cleaning remains a very high priority amongst our tenants and visitors. Though there have been no items of significance, this is probably due to the cleaning provision now better matching the service need following a change to staff hours. Specialist high level cleaning of the framework above the tenants stands in the market hall scheduled to begin 4th September 2023.
3. Energy – Across the entirety of the market facility, the rebate from the Power Purchase Agreement was well into six figures for Q1. This was reflected in an average drop from 42p to 17p per kilowatt hour.

4. Health & Safety – Following the withdrawal of the Fisheries Inspector at Billingsgate, the City's environmental health team that work with us under the revised TOM structure have introduced a new auditing system to provide assurance to both the local management team and tenants. The audit examines tenant's premises and considers the condition of the stall, the condition of the fish, signage for fish on display and details of the trader. The report signifies green as an acceptable condition and red where something is lacking, giving tenants a clear steer on any matters they need to address and appropriate commentary. The audit is based on legislation and on the market code of practice.
5. Tenant Association priorities
  - Cold Store Racking – Completion certificate received on 4 August 2023. All monies paid to and received by the LFMA.
  - Cold Store Roof – Contractors have been on site throughout the summer conducting remedial work to the Cold Store roof. Work due to be completed end of September.
  - Consolidated Outbound Logistics – covered elsewhere, but following conclusion of arrangement with initial logistics provider, we are now providing our own in-house service. The service has continued to operate every day meaning the impact on tenants has been negligible.

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## **New Spitalfields**

1. Staffing - There are 3 vacancies in the Security team with interviews being held on 31 August. Other vacant roles are being met by agency staff. There are no vacancies within the Administration teams at the Markets, but we are in the process of recruiting Level 3 Business Administration apprentices for both Billingsgate and New Spitalfields.
2. Cleaning – After a review of the public facilities around the Market, it was noted that improvement was required to the cleaning standards of all bathrooms. Periodic jet washing and chemical descaling has been introduced as a monthly planned preventative maintenance task that is being carried out by the Maintenance team. This is coupled with a change to a number of products being used by the cleaning contractor, as well as daily monitoring of standards and performance. A vast improvement has already been noted. Our waste and site cleansing contract continues to run to a high standard.

3. Energy – The Power Purchase Agreement benefits are now being realised across the Markets. Collectively, we have received almost £1,000,000 in rebates for the Q1 period. This has resulted in the rate per kwh decrease by circa. 50% from Q4 of last year.
4. Health & Safety – The annual repainting of road markings is underway, as well as changes to the existing Forklift crossing points that are inside the market hall. These changes should improve people's awareness while moving around the site. A review of all existing health and safety signage is also underway with a view to refresh or replace, as necessary.
5. Tenant Association priorities - New Spitalfields inclusion in the Market colocation project is a large consideration. There is a keen interest in moving but whilst co-location is not yet guaranteed making the existing site more efficient - with projects such as Electric Vehicle charging, solar energy and water harvesting – is a subject requiring careful consideration. Progression of these programmes on the current site is clearly interdependent on a co-location agreement as return on investment cannot be guaranteed within very short timescales at the current site.

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