

Committee(s):		Date(s):
Markets Board	For information	08/11/23
Subject:		Public
General Manager (GM) Updates		

Briefing Note

Smithfield

Staffing - all local roles are currently filled albeit with some agency staff in the maintenance (1), cleaning (4) and security (1) functions. There are two maintenance vacancies at Billingsgate which are currently being recruited to. 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 GM lead is investigating the opportunity of a market forces supplement (MFS) to attract a better and more experienced pool of candidates. The current positions are resourced through an FM agency until such time as the opportunity to fully recruit is achieved through the MFS route.

Cleaning - Lindsey Street gates need a deep specialist clean all the way to high level. Low level has been carried out by the local team but a lot of dirt (vehicle traffic) remains which requires specialist work with the correct equipment and chemicals. The cleaning team are sourcing contractors and quotes for a full deep clean including high level. The fridge decks were last cleaned 2 months ago and will be cleaned again in October. The protective bird netting has been damaged by contractors and is being replaced as it is cheaper to replace than clean, quotes are being sourced and include the original installer. Once the netting has been replaced and the level of bird pest activity reduces, the glass canopies above trader premises will be cleaned. All enhanced cleaning activity will be factored into more regular planned cleaning task activity in the future. The cleaning supervisor will carry out some night shifts between now and Christmas and introduce themself directly to traders to understand any concerns or comments they have.

Energy - the Market is continuing to work 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 and the projects team. Progress is monitored on a regular monthly basis with the energy team, City Surveyor and Building Management System (BMS) specialists. Please also see the included Energy update report from the City Surveyor.

Health & Safety - no items of note.

Tenant Association priorities - Poultry Market vacation and operational transition. Fortnightly transition meeting are held with the TA and officers from the Markets, Projects and Highways departments. In particular is the return of the far end of West Smithfield to the Market road network well before Christmas following months of closure due to structural enhancements to the General Market building for the London Museum project.

The GM and Director continue to work with the CSD to bring about surveys and further works to the pavement canopy and road canopy/purlins that are above East Poultry Avenue. A further structural survey of the purlins is planned through CSD for early January 2024, this will be accelerated if possible. This will then inform the start of the quotation process for any necessary works to ensure the safety of the structure in the future. The re-instatement of the pavement canopy and necessary rainwater gullies and fall pipes will also be part of these works. The removal of the netting to the North façade of the Market will take place in the New Year. As the works involve taking loading bays out of commission for small periods of time and the Market is still transitioning away from Poultry, the availability of loading bays at this time of the year and towards Christmas is crucial.

Pest activity at the Market continues to be a challenge due to the layout and building design and fitout. Enhanced pest control measures were introduced on 16 October and will continue in line with weekly planned pest contractor visits. We will work with the tenants on good housekeeping to ensure that their actions do not unwittingly provide an opportunity for these activities to flourish. Closing doors to their premises and removing meat debris from floors are simple measures that will improve matters.

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Billingsgate Market

Staffing - A new constable has recently joined the constabulary at Billingsgate which leaves one vacancy to fill. Following an unsuccessful recruitment campaign, the Billingsgate Security Manager will support the Smithfield team on a full-time temporary basis whilst the role is resourced. This will present a development opportunity to cover the role at Billingsgate for this period. By using the matrix management system, the ability to share resources across sites has proved to be beneficial and we will look to use this to inform upcoming recruitment campaigns within the markets constabulary teams. The maintenance team will look to recruit a

new GMO in November with shortlisting taking place currently. There have been no staffing changes in the Billingsgate cleaning team to report.

Cleaning - Following my recent start, I have met the cleaning team and am now reviewing the way the service is being delivered at the site. I have not received any formal complaints, but from reading previous Board papers and speaking to tenants, I am aware this is an area that tenants are understandably concerned about, and I am focussed on keeping standards high

High level cleaning has been completed in the market hall during September.

Energy - In August the facility received an overall rebate in excess of £27k as part of the PPA the City has signed up to. This has benefited tenants and the market in administering the common parts of the site.

Health & Safety - A member of staff was injured in a fall in early October which has resulted in hospital treatment and a period of time away from work that means it was reported as a RIDDOR incident. The incident has been reported and investigated and learnings are being acted on.

Tenant Association priorities - Onsite security has been improved by the introduction of the Guardtec system which enables constables to record patrols and report concerns to the management team.

Work on the cold store roof has been completed and once some minor snagging has been rectified will be ready for sign off.

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New Spitalfields

Staffing - There are 2 vacancies in the Security team with interviews being held late October 2023. Other vacant roles are being met by agency staff. There are no vacancies within the Administration teams and have now recruited a Level 3 Business Administration apprentice who will join the team in November.

Cleaning – no current concerns. There is a high-level cleaning project currently underway, with a team manually cleaning all the yellow steel framework inside the Market Pavilion. It is expected the programme of works will last for 12 weeks.

Energy – Q2 will be invoiced to tenants once the rebate amounts due from the Solar Farm performance are confirmed for September 2023. There is a delay in this

data being received by the Energy Team which could cause delays to tenant billing across the Markets.

Health & Safety – We have now launched our bi-monthly Health and Safety Bulletin. This was agreed with the tenant's association as part of a wider review of improving the health and safety culture across the Market. The bulletin aims to touch on a couple of key points and be circulated both in email and paper format to reach all market users.

Tenant Association Priorities – None.

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