

Committee(s):	Date(s):
Markets Board	13/03/24
Subject: General Manager (GM) Updates	Public For information

Briefing Note

Smithfield

Staffing - The current positions for Maintenance Manager across the 3 sites are currently subject to a Market Forces Supplement business case submission. Previous attempts to recruit to these roles with CoL salaries were unsuccessful with no applications. The roles are currently resourced with agency staff. The current market median for roles of this nature is between £7k and £9k more per annum evidenced in salary surveys and current vacancies in London of a comparable nature.

Cleaning - The protective bird netting in four areas at the ends of Buyers Walk was cleaned and repaired on the 8th February. Further cleaning of ironwork and shop canopy glazing has been instructed. A site meeting is planned for the 21st February and the contractor will provide cleaning dates following this visit. All enhanced cleaning activity will be factored into more regular planned cleaning tasks in the future.

Energy - no further updates since the January Board. Please refer to the Climate Action Strategy report from the Energy team.

Health & Safety - Since the January Board there has been one accident reported involving a member of Market staff who tripped over a pallet whilst leaving the site via a delivery gate. This is not the designated route for staff exiting the premises as this should be via the dedicated entry/exit stairwells in Grand Avenue. The accident has been investigated and CCTV footage reviewed. We are awaiting further communication from the injured party.

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. Museum project management and welfare cabins were installed along the East Poultry Avenue west elevation in early January. This has removed loading bays from circulation and use post Christmas. There are major gas main 'sleeving' works planned for Farringdon Street starting in either March or April but still subject to confirmation from the Highways department. This will necessitate the closure of Charterhouse Street west-bound from East Poultry Avenue and Farringdon Street northbound, involving the routing of Market vehicles via Fleet Street and Holborn. Communication from the Highways team is ongoing.

Maintenance items completed through the FM team in the City Surveyors and the onsite team were the north barrier in Grand Avenue, repairs and re-instatement of delivery gates and shutters, repairs to two downtimes issues on the rail system. Lift repairs to two Market lifts were also completed. Works to repair/replace/clean the glass canopy on the North elevation started on the 29th January and are proceeding well according to plan. There are some panels that require replacement and uplift costs from the contractor are expected. So far though these additions are not expected to have an impact on the completion date. Floor degradation repair works in the service corridors are planned across 3 Fridays/weekends from the 23rd February subject to weather conditions and air temperatures required for resin curing. The project team will confirm which particular areas are being worked on in line with the date plan submitted.

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Billingsgate Market

Staffing - We are currently advertising for a Market Constables at both Billingsgate and Smithfield with interviews planned for mid-March. Advertising for a Market Security Manager at Smithfield closed following the writing of this report and an update can be provided. We are also waiting the outcome of the pending Market Forces Supplement to recruit a permanent Maintenance Manager at Billingsgate.

Cleaning - The cleaning team have received training in manual handling and refresher training for those with Forklift driving licences. Tasks have now been added to the Guardtec system initially used by the Constabulary to provide the local management team improved audits on work carried out.

Energy – The market still receives benefits from the PPA although returns have fallen in recent months due to fluctuations in energy prices.

Health & Safety – Work continues on the operational planning for the ‘Q Shop’ area with continued support from the LFMA in resolving particular issues around unloading docks. The local team also reviewed and updated the Billingsgate HACCP and this has been received by Tower Hamlets Senior Environmental Health Officer.

Tenant Association priorities - The move of the market continues to be of primary concern to the majority of tenants with forthcoming stakeholder engagement certain to be appreciated.

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New Spitalfields

Staffing – All Administration roles across the Markets are filled. Locally, we require a Maintenance Manager, recruitment of which will take place in due course pending the outcome of the Market Forces Supplement business case.

Cleaning – There are no current concerns with Market cleansing. We are reviewing options to have the Market Pavillion exterior cleaned, this would require a contractor and specialist materials. Inside the Market Pavillion, the cleaning of the high-level steelwork that started in Autumn 2023 is now complete.

Energy – Nothing to report.

Health & Safety – Site health and safety remains under close supervision with all incidents and near misses being fully investigated to identify any opportunities for improvement. The next instalment of our Health and Safety Bulletin was distributed late February with key topics including forklift truck infringement data, headphone use while operating manual handling equipment, feeding of pests and vehicle washing during freezing weather.

Tenant Association Priorities – The ongoing negotiations regarding the 2020 rent review of the Catering Supply Block units remains unsettled. This along with the uncertainty of the /markets involvement in the Markets Colocation Programme continue to be of concern.

New Spitalfields Market
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