

<b>Committee(s):</b>		<b>Date(s):</b>
Markets Board	For information	21/05/24
<b>Subject:</b>		<b>Public</b>
General Manager (GM) Updates		

## Briefing Note

### SMITHFIELD

**Staffing** – The recent business case for a Market Forces Supplement applicable to the three vacant maintenance managers roles has been successful and the top of scale salary boosted by £9k to align with the current recruitment rate for similar roles within London of up to £55k per annum. The roles are currently filled with agency staff. A recruitment campaign is now underway with interviews scheduled for the 16<sup>th</sup> and 23<sup>rd</sup> May. The current agency staff will be invited to apply.

**Cleaning** – All remaining cleaning that was outstanding has now been completed apart from some high-level metalwork above buyers walk. The cleaning contractor will be returning to site imminently to complete. Going forwards, the in-house cleaning team will undertake cleaning to all the improvement areas reported in previous updates on a regular planned basis. This requires some additional training and access controls but this is currently in progress and will be completed in the coming months.

**Energy** – The energy team are meeting the tenants' association and James Burden (Smithfield's largest trader) at the end of April to discuss electricity unit prices for this year, the Power Purchase Agreement and what may happen in the energy market in the coming 12 months. There will also be a wider discussion on energy saving initiatives at the market and how tenants can potentially benefit from these.

**Health & Safety** – No further updates of note.

### Tenant Association (TA) priorities

Fortnightly meetings continue to be held with the Association and officers from the Markets, Projects and Highways departments and the Museum of London/ Sir Robert McAlpine (SRM) project team. The meetings are focused now more on the MoL project site logistics plans and these have been shared by SRM for the next four quarters. The meetings are very beneficial and a good example of positive collaboration between SRM and the Market.

Works to repair/replace/clean the glass canopy on the North elevation started on the 29<sup>th</sup> January and are proceeding well according to plan. The project has recommenced after the Easter trade period and is on plan to fully complete and handover on the 25<sup>th</sup> April.

There continues to be delays in getting maintenance works completed by CBRE through CSD. This is hugely frustrating to tenants and the local management team. Matters continue to be escalated to CSD through the Superintendent and Directors' department.

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## **BILLINGSGATE MARKET**

**Staffing** – Recruitment for Market Constables at both Billingsgate and Smithfield was successfully carried out and three new recruits are being onboarded as a result. The recent recruitment drive for the Market Security Manager post at Smithfield was unsuccessful. As a result, the Market Security Manager for Billingsgate will cover both markets until a successful permanent candidate is identified. The Maintenance department requires a Site Lead, which is currently being advertised.

**Cleaning** – No concerns around cleaning have been raised by tenants. Service standards continue to be monitored and any identified improvements implemented.

**Energy** – An increase in credits was passed on to tenants following a better than forecast performance by the solar farm.

**Health & Safety** – Accidents and incidents are investigated and any improvements to the operation identified and implemented. The Improvements to the Q Shop operation continue to be identified.

**Tenant Association Priorities** – The move to the new market continues to be the main concern for tenants. The LFMA have recently raised requests for additional funding to works on the cold store.

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## **NEW SPITALFIELDS**

**Staffing** – All Administration roles across the Markets are filled. Locally, our Constabulary is fully staffed, the Maintenance department requires a Site Lead, which is currently being advertised. The electrician post will continue to be filled using agency staff.

**Cleaning** – There are no current concerns with Market cleansing. The waste contract is currently out for tender, once appointed the new contractor is expected to mobilise on 1<sup>st</sup> April 2025. An independent expert has been appointed in agreement with the Tenants Association, who will be assisting us in the evaluation of the bids, the consultant has also provided advice on the specification and technical questions used in the tender.

**Energy** – Tenants have now received their Electricity invoices for Q4 with the price per KWH decreasing from 26p in Q3 to 24p. This decrease is due to a slight improvement in the rebates received from the PPA agreement during the quarter.

**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 will be distributed in late May with key topics to be decided in the quarterly staff and tenant health and safety meetings being held in April 2024.

**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.

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