

Committee(s):		Date(s):
Markets Board	For information	03/10/24
Subject:		Public
Superintendent / General Manager (GM) updates		

Briefing Note

Smithfield

Staffing – Recruitment took place in July to recruit for two Maintenance Managers at New Spitalfields and Billingsgate. A suitable candidate was placed at New Spitalfields and the remaining role at Billingsgate is currently filled by agency resource. A further and hopefully final recruitment campaign will be undertaken in due course for Billingsgate. Locally, a successful recruitment campaign in the Constabulary has resulted in three positions being filled which now brings this team up to full compliment. In the cleaning team a number of agency staff are now being transferred onto the Corporation payroll, with one agency staff remaining to cover long term sickness in the team.

Cleaning – The planned main gates repainting project is currently going through the procurement process and is expected to commence early October with a two week programme, dates to be confirmed. The management team continue to monitor cleaning standards and performance with weekly reviews in the key focus areas of welfare facilities, public toilets, office corridors, fork-lift truck bays and the fridge decks.

Energy – Please refer to the main Board report paper.

Health & Safety – The Market has recently participated in a critical base line safety maturity assessment with an external company called Safe 365. The assessment, which was not a pass or fail exercise, helps the management team and staff understand safety management systems, identify areas for improvement and ultimately keep staff safe. Safe 365 are shortly to present the outcomes to senior officers in the CSD in September and from there, local development and improvement plans for each Market will be created which will be a feature of regular H&S assessments and change for the better initiatives.

Tenant Association (TA) priorities

Six weekly meetings are now held with the Association and officers from the Markets, Projects and Highways departments and the Museum of London/ Sir Robert McAlpine (SRM) project team. West Smithfield was re-opened on the 6th September following extensive structural works by the London Museum. This has now enabled the closure of the west end of Charterhouse Street at the junction with Farringdon Street to allow Cadent Gas Networks to complete major gas main replacement works in the area. There will be no access to or exit from the Market at this junction until the works complete in mid-November.

The local team continue to work with colleagues at Guildhall to close out a number of outstanding works around the Market which have taken more time to resolve than first

anticipated or required. CBRE have allocated additional and new resource to their support function to improve performance and service delivery times to the Market.

Cleaning - priority areas as per the cleaning statement above.

Pest Control – ongoing with additional inspection/baiting hatches being installed and improved cleaning standards in fork-lift charging and bin cleaning/store bays. The Market based environmental health officer visits all trader premises and advises on works they need to undertake to reduce pest activity within their shops.

Mark Sherlock

11th September 2024.

Smithfield Market

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Billingsgate Market

Staffing - Recruitment for Market Constables at both Billingsgate and Smithfield has taken place with one position at Billingsgate to fill following the withdrawal of one of the successful candidates. The Security Manager at Spitalfields is now on a career break with the selected Sergeant now acting up. There has been a seamless transition and the operation continues to function to the same high standard. Covering the Sergeant's role has been successfully split between three candidates from the Constabulary which allows for their development. The Security Manager position at Smithfield will be advertised over the course of September.

Cleaning – No concerns around cleaning have been raised by tenants. The team have used the summer months to review the periodic works schedule to ensure all work streams are captured and planned in for the year.

Energy – Tenants have been benefited from £38,594 of PPA credits so far this financial year with a month on month increase in the benefit received.

Health & Safety – The Market completed a safety assessment organised by the Corporation Health and Safety team to develop an understanding of safety culture at Billingsgate. This assessment has been conducted by an external organisation, Safe 365, at different departments with all three markets included. This assessment has been followed up with staff surveys and the outcomes reported to senior officers. This will be used to continue to develop and embed health and safety processes at the market.

Accidents and incidents are investigated and any improvements to the operation identified and implemented.

Tenant Association Priorities – The move to the new market continues to be the main concern for tenants with negotiations ongoing.

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New Spitalfields

Staffing – Vacant roles remaining include one General Maintenance Operative and one Electrician. Both roles are currently being filled by agency staff with a view to transferring the general maintenance operative to a permanent position in October. A market forces supplement is being considered to help with the permanent recruitment of the electrician's post.

The administration team have now recruited a new level 3 Business Administration Apprentice who joins the team mid-September.

Cleaning – The sites cleansing, and waste contract is performing consistently well. The re-tender of the contract is almost complete with the final moderation session being held 13th September. Cleaning of the public WC's and CoL occupied areas that is part of the wider CBRE contract managed by the FM team is adequate, but there is scope for real improvement, this will be overseen by the site Maintenance Manager who will be considering users behaviours as well as the aging infrastructure when addressing the standards of cleaning.

Energy – We received the Q1 PPA rebate values in August, which were higher than expected. This brought the total price per KWH recharged to our tenants down to £0.18 which was a 6p reduction from the previous quarter.

Health & Safety – New Spitalfields staff took part in a health and safety maturity assessment with Safe 365. This is being rolled out across the City as part of the new Corporate Health and Safety Policy and will provide the market with a localised improvement plan to help guide staff and managers to improve both our culture and performance.

We are currently in the process of planning a full glazing replacement in the Market Pavillion roof. In May 2023 a detailed condition survey was carried out and all recommended remedial works were completed by January 2024. The survey recommended glazing replacement in the future, with no immediate concerns raised, so identified this as a phase 2 programme of works. This was intended to take place in stages over 2024 and 2025. The glass used in the roof is wire cast safety glazing, the wire casting running through the panels should prevent breakage. On July 17th 2024, a small fragment of glass fell away from one of the panels, our roof contractor attended the following day to remove the panel and board the area. Due to this event, we are now in the process of planning a full glazing replacement this Autumn, a final survey is scheduled for 25th September to confirm final size/shape details for individual panels, with works to commence soon

after. A case conference to discuss the reported near miss took place with the City's Health and Safety Team who assessed our actions to-date and deemed them suitable, they were satisfied with the plans to replace the glazing moving forwards.

Tenant Association Priorities - The 2020 rent review for the low height CSB units remains unsettled. The Market Tenant's current 10-year leases expire in May 2025 and the association are keen to press on with negotiations once the rent review is settled. There are concerns about the long-term future of New Spitalfields and its ability to operate without serious investment as well as any potential impacts from the Markets colocation programme.

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