

|                             |                 |                 |
|-----------------------------|-----------------|-----------------|
| <b>Committee(s):</b>        |                 | <b>Date(s):</b> |
| Markets Board               | For information | 22/01/25        |
| <b>Subject:</b>             |                 | <b>Public</b>   |
| Superintendent (GM) updates |                 |                 |

## Briefing Note

### Smithfield

**Staffing** – The Market is almost at full complement of directly employed staff, with four cleaners employed through Hays transferring across to CoL by the end of January. There is one remaining vacancy for a general maintenance operative and this will also be resourced through Hays with the expectation that a suitable candidate can be found and after 12 weeks be transferred onto the permanent payroll.

**Cleaning** – Work to clean the glass canopies has started, it is hoped this will be completed by the end of January 2025.

**Energy** – There have been some recent positive reductions to both the night and day average unit rates across the Markets. This has seen a reduction in the day rate to 22p per Kwh from 26p (15%) and the night rate to 19p per Kwh from 24p (19%).

**Health & Safety** – on the 4 December an HGV delivery arrived contained 5 illegal immigrants onboard. City Police attended within minutes and took the detainees and the lorry driver into custody for questioning. All the pallets (15) were removed from the lorry to check for others but there were signs of tampering and damage to the product onboard and so the FSA vet on-site duly condemned all the product. This left the site and CoL staff with 15 pallets to dispose of as category 3 waste. The Market's nominated ABP contractor was able to speedily attend site and remove the vast majority of pallets/product by the end of the day, removing it from the food chain and processing it for other purposes. The local team performed excellently in dealing with a challenging and rare event scenario.

**Tenant Association (TA) priorities** - There continues to be issues with the condenser water quality due to the MoL project, albeit less frequently than before and to a lesser degree. The final demolition works are due to complete in mid-January when it's hoped that the number of refrigeration contractor callouts will stop or at least be very few.

Superintendent (GM) – Mark Sherlock  
T: 020 7332 3747  
E: [mark.sherlock@cityoflondon.gov.uk](mailto:mark.sherlock@cityoflondon.gov.uk)

**Billingsgate Market**

**Staffing** - The vacant Maintenance Manger role will be advertised in January 2025. Two vacant market constable positions have been filled since Markets Board last met. Following receipt of 77 applications for the currently vacant Superintendent/GM position, an appointment was made in November 2024. The successful candidate will begin in role on Monday 10 March 2025.

**Cleaning** – As Members have previously noted, Mitie Waste and Environmental Services Ltd have now been appointed as the new contractor taking over the Waste and Cleansing provision at Billingsgate from 1<sup>st</sup> April 2025. This is on an initial three-year contract. Our current in-house team continue to work hard in delivering cleaning standards that match our tenants' expectations.

**Energy** – Tenants will benefit from recent falls in gas and electricity prices. Tenants will be offered further engagement sessions in the coming weeks supported by our energy and sustainability team aimed at increasing general awareness about their energy usage.

**Health & Safety** – The local team have put in specific resource to implement an improved traffic management plan, including safe loading and unloading operations, in the Q Shop with the aim of reducing the risk of harm to pedestrians, workers, vehicles, and stock. Following an independent transport assessment of traffic movements on site, there have been a number of piecemeal improvements to various aspects of concern raised. Our new approach, incorporating feedback from impacted tenants, will take a more holistic approach to restrictions on pedestrian access, pedestrian/vehicle segregation, signage improvements, lighting, accessibility and training initiatives.

**Tenant Association priorities** – Tenants have had for some time a revised Code of Practice which they have requested further time to consider. This will be finalised in early 2025. Q Shop safety, as described above, is the other TA priority that the local team is focused on delivering.

Billingsgate Market  
Dan Ritchie – AD, Markets Stewardship  
T: 020 7332 3067  
E: Daniel.ritchie@cityoflondon.gov.uk

## **New Spitalfields**

**Staffing** – The vacant General Maintenance Operative and Electrician posts remain vacant, we have both posts filled with Hays agency staff, providing these candidates are well suited, we will look to transfer them to permanent posts after a period of 12 weeks (early March 2025). We will begin recruitment in January for a new Market Sergeant after the current post holder, John Wallace, retired after nearly 15 years of service. We expect there will be a number of strong candidates applying from the existing pool of Market Constables from all three sites for this role.

**Cleaning** – Mitie Waste and Environmental Services Ltd have now been appointed as the new contractor taking over the Waste and Cleansing provision at New Spitalfields from 1<sup>st</sup> April 2025. We will now commence a busy period planning the mobilisation of the new contract to try and reduce the impact the change has on day-to-day operations while Countrystyle vacate, and Mitie settle into the contract.

**Energy** – Recent reductions to both gas and electricity rates should see improved energy bills being recharged to tenants. The PPA benefits have reduced due to the winter season and a lesser price being achieved, it is anticipated the recent reduction in electricity rates will outweigh the reduction in PPA credits. We will be able to review this properly over the coming months.

**Health & Safety** – The glazing replacement project will commence on Monday 20<sup>th</sup> January to replace 61 panels in the Market Pavillion roof. The method of works will see little to no disruption to Market trade, there will be some roadway closures during the contractors' hours of work, but these will commence after core trading hours.

**Tenant Association Priorities** – Prior to Christmas, an agreement had been reached between the tenant's association and our agents regarding the 2020 rent review that remained outstanding for the Catering tenants. Once this matter is fully resolved the priority will be to begin negotiations for the May 2025 lease renewals.

New Spitalfields Market  
Superintendent & General Manager – Emma Beard  
T: 020 8518 7670  
E: [emma.beard@cityoflondon.gov.uk](mailto:emma.beard@cityoflondon.gov.uk)