

Committee(s):	Date(s):
Markets Board For information	15/05/25
Subject: Superintendent (General Manager) updates	Public

Briefing Note

Smithfield

Staffing – There is currently one vacant GMO role within the maintenance team, one vacant role within the constabulary as a Night Railman and one vacant role within the cleaning team. All are being covered by agency staff and recruitment campaigns to fill these positions will be considered in the coming weeks. The Finance & Administration Team Leader role has been successfully recruited to by way of an internal appointment which has created a vacancy within the team. This position will be recruited to in the near term.

Cleaning – Cleaning remains a key SMTA/CoL priority. The overnight cleaning staff now routinely use the patrol system in place to check the public toilet facilities. Staff have recently attended trade shows to identify the most robust equipment that will help ensure facilities remain in operation. This will be trialled in the coming weeks.

Energy – The internal team will continue to manage the facility, enhancing plant, equipment, and fixtures based on our projected duration at the site.

Health & Safety – There has been a failure of a small section of the glass canopy. The incident took place outside of core market hours. Though no one was harmed, it has been recorded as a near miss. The area has been cordoned off and an inspection of the existing installation is, at the time of writing, planned for 3 & 4 May. Netting has been ordered, and subject to receipt of the appropriate permissions from Highways, it is anticipated that this shall have been hung by mid-June.

Tenant Association (TA) priorities - The Superintendent, Assistant Director and Director continue to meet with the SMTA on a near monthly basis to address their priorities and update on actions taken in addressing them. The glass canopy failure is the most urgent priority currently. Operational cleaning, maintenance and security matters are being addressed with the involvement of the appropriate staff.

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Billingsgate Market

Staffing – The General Manager commenced her role on 10th March 2025, and a permanent Maintenance Manager was appointed on 7th April. An Operations Manager was also appointed on 21st April. There are currently three vacancies for Market Constables which have gone out to advert with interviews pending.

Cleaning – The new waste and cleansing contract with Mitie started on 1st April. The launch proceeded without any frontline issues, and the transition to the new contractual arrangements has been well managed. Tenants are engaged and are supportive of the expected improvements in cleanliness and resilience.

Energy – A 4-year market wide contract has been entered into with Laser/Total Energies to procure electricity and gas for Billingsgate, starting October 2025. The local management team intend to work with the energy team to identify opportunities for energy efficiency whilst the site remains in use.

Health & Safety – Local management are working to improve and document procedures and policies that support an uplift in Safe 365 Health and Safety Scores. Including a sitewide campaign to increase the reporting of near misses. A project to improve safety at the Q Shop area has been through the first stage of tenant consultation and the first stage of improvements are anticipated to commence from June.

Tenant Association priorities – The Superintendent and Director meet with the LFMA on a monthly basis. Current priorities for the LFMA are the management of traffic in the Q Shop area and the reorganisation of the waste and recycling compound.

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New Spitalfields

Staffing – The vacant General Maintenance Operative and Electrician posts are being filled by agency staff, but HR are in the process of onboarding these candidates into permanent members of the team. This should be completed in early May and then New Spitalfields will have a full complement of staff.

Cleaning – Our new waste and cleansing contract began on 1st April 2025 with Mitie Waste and Environmental Services. Tenants were advised of the change of service provider, along with some of the cost and environmental benefits we expect to see in the near term. Launch day went very smoothly with little to no interruption to normal services.

Energy – The electricity costs recharged to our tenants remained steady at 21p per KWH in both Q3 and Q4. We are currently working closely with the energy team to identify areas for improvement that may reduce the energy use at New Spitalfields. They are currently exploring funding options to install smart meters in place of the current sub-meters that are read manually by our maintenance team each month. Many of the meters are at high level and the process takes around 8 hours to complete all readings. This change would free up valuable maintenance time, as well as reducing the risk of working at height, while giving us better data for reporting and analysing energy use.

Health & Safety – The glazing replacement project is now complete. The project took longer than expected due to some challenges with size and location of the panels, but the methods identified meant minimal interruption to Marekt operations. The local management team are working hard to address recommendations from Safe 365, and we have improved our score considerably. We are currently several percent above the City of London's target score after having our updates moderated by the corporate health and safety team.

Tenant Association Priorities – Market tenant leases come to an end on 12th May 2025 and the tenant's association and their appointed agents are keen to begin negotiations urgently. A global extension agreement is required to allow time for the lease negotiations to take place, this is currently being drafted between both parties with an end date of September 2026 and should be in place before the current leases end. The City of London are still in the process of procuring an agent to act on our behalf for the lease negotiations.

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