

Committee(s):	Date(s):
Markets Board For information	09/07/25
Subject: Superintendent (General Manager) updates	Public
Briefing Note	
<p>Smithfield</p> <p>Staffing – Fully resourced team across all departments, save for maintenance where we have had two resignations, and one cleaning role. Those posts are currently being covered by experienced agency staff.</p> <p>Cleaning – Currently pursuing quotes for cleaning of all bird netting around the market as this was last cleaned approaching two years ago. Following issues with missed collections by contractor, reviewing the provision of sanitary waste collections. Conducting bin audit at the request of the SMTA to identify usage in traditional non-market hours.</p> <p>Energy – Colleagues in the Energy Team have confirmed impending substantial water bill price increases. Have arranged a water efficiency audit to be undertaken supported by Thames Water. Have also arranged for the installation of a new urinal with a non-return valve. The cartridge block releases enzymes that clear the uric salt. This is estimated to save over 600 litres of water a day. If the trial goes well, this will be rolled out to the other six urinals across the market facility.</p> <p>Health & Safety – Smithfield Market corporately enjoys a better than average Safe365 score. Nevertheless, it ranks lowest amongst the markets. Improving our systems and therefore our scores, will be a priority over the summer with Members updated at their next meeting.</p> <p>Tenant Association (TA) priorities - I continue to meet regularly with the SMTA leadership. The netting of the glass canopy began on 11 June 2025 and should be close to completion at the time of meeting. Enforcement priorities including pallet infringements and non-compliant parkers have been addressed. Maintenance priorities are ongoing with the SMTA regularly briefed on progress.</p> <p>Superintendent (GM) – Dan Ritchie T: 07719 415894 E: Daniel.ritchie@cityoflondon.gov.uk</p> <p>Billingsgate Market</p>	

Staffing – Following a successful recruitment campaign the constabulary have recruited to all vacant positions. We will shortly be advertising a maintenance operative role which is currently filled by an agency worker.

Cleaning – We are in the process of working with Mitie to create a waste compound on site to improve both efficiency and the look and feel of the site. This will furthermore reduce unauthorised access to equipment, machinery and waste. Tenant feedback is that the market feels cleaner. The transition to Mitie has required some equipment to be upgraded pre onboarding which will also positively improve health and safety within the compound area. Mitie have been working with our existing providers to onboard them where possible.

Energy – Colleagues in the Energy Team will be visiting Billingsgate with a view to identifying some energy measures with quick pay back. We have arranged a water efficiency audit to be undertaken by Thames Water in early August.

Health & Safety – We are continuing to liaise with Q Shop tenants around the Q Shop health and safety improvement project where the first stage is the implementation of ANPR controls on site to automate the management of transport and parking controls and to improve visibility and congestion. The ANPR provider contract is currently going through the procurement process with a soft launch anticipated in the next eight weeks.

Tenant Association Priorities – The LFMA continues to focus on enhancing safety in the Q Shop area and ensuring the effective performance and improved standards of the Mitie cleaning contract. Recently, we were requested to establish a self-contained tenant welfare area to provide workers with a tranquil space away from the market floor to support their mental health. This initiative was promptly completed using a vacant office.

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New Spitalfields

Staffing – The vacant posts of Electrician and General Maintenance Operative have now been filled with New Spitalfields now having a full complement of staff.

Cleaning – We are coming to the end of the first quarter with our new waste and cleansing provider, Mitie Waste and Environmental Services Ltd, standards have remained high during this transition period and we are looking forward to exploring opportunities that will increase site recycling and income generation from the sale of recycled materials.

Energy – We are currently working with the energy team and various other partners to explore opportunities that would both modernise and improve New Spitalfields energy performance. A feasibility study is currently underway regarding the delivery of solar panels and associated battery storage that would see significant reductions in both our carbon production and our electricity costs. We are also in the early stages of a project that would see the existing cooling system in Allen house being upgraded to provide heat and cooling, leading to the removal of the gas boiler.

Health & Safety – The Market Constabulary continue to run campaigns promoting the site rules, focussing most recently on the wearing of high-vis clothing and HGV movements. We continue to look for new ways of working with our tenants to promote site safety, particularly customer compliance with site safety requirements.

Tenant Association Priorities – A global extension agreement was put in place ahead of the lease end date to allow time for the lease negotiations to take place, this runs to the end of September 2025. The Tenants Association and their agents are keen to finalise the new leases as soon as possible without the need to further extension. The City of London are currently in the process of completing the appointment of our agents to act on our behalf for the negotiations.

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