

Committee(s):	Date(s):
Markets Board For information	17/09/25
Subject: Superintendent (General Manager) updates	Public

Briefing Note

Smithfield

Staffing – There has been some significant turnover in the maintenance team. Though we are fully staffed, the majority of the team are employed via agency as things stand. There is one vacancy on the cleaning team that is currently advertised, but again there is no shortage as the post is being covered by agency staff. There have been no changes to staffing in other areas since Markets Board last met.

Cleaning – Cleaning remains a priority. There have been improvements in the accessibility of sanitary essentials for the tenants and their staff. Cleaning of the bird netting around the market has also been completed since the last time Markets Board met. There has been an emphasis on cleaning some long-neglected areas of the market facility, as well as introducing amended works sheets for our staff to follow so that ad hoc issues are regularly addressed before becoming hazardous. There has been a clearance of waste metal and other accumulations that the site was in particular need of. This will be complemented by a more rigorous approach from the constabulary to identify those discarding the waste.

Energy – Across the autumn we will install the apparatus in the six remaining urinals to move away from regular flushing with an onus on chemical cleaning. The trial in the public toilets has been successful both from a cleaning and water saving perspective.

Health & Safety – There has been a campaign over the summer to confront trade buyers inappropriately attired in the service corridors. The constabulary have handed out several hundred items of free disposable PPE in an effort to improve compliance and not impact trading. There remains a stubborn minority who do not seem willing to comply with this expectation, and we will be adjusting our approach accordingly where appropriate. Regrettably, though the Safe 365 assessment remains good and better than most areas, it has dropped slightly at Smithfield over the summer. We are aware that though we are largely a template for good practice, we must do better to evidence this and I have no doubt that I will be reporting improvements in this respect in the very near future.

Tenant Association (TA) priorities – I continue to meet regularly with the SMTA and work frequently overnight with colleagues from the FSA so I can see firsthand the issues that the tenants raise and the working practices of our staff who work the

operational market hours. Cleanliness, maintenance, pest control and improved compliance are all amongst the issues discussed and actioned regularly.

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Billingsgate Market

Staffing – All posts are filled with permanent staff apart from one vacant post in the maintenance team and one in the constabulary where we aim to recruit presently.

Cleaning – The local team are continuing to work with Mitie to continue to improve around cleanliness and water efficiency. Feedback continues to be positive around cleaning standards. We are in talks to move the waste equipment and welfare facilities to a distinct compound on site and are finalising plans around the compound design.

Energy – We had visits from the Energy Team on 16th July and we are going ahead with some of the simple and cost-effective recommendations that were made such as thermal film and exploring the viability of using Sabien M2G technology to fit a non-invasive optimiser to the boilers to reduce gas consumption from unnecessary dry cycling. Thames Water attended site on 4th August and suggested water efficiency proposals. The team have already made water efficiency improvements to four out of seven urinals by installing cisternisers and tap inserts. The team are assisting in the process of reinstating robust water meters to the market floor so we can task Mitie with a target to reduce the water they are using.

Health & Safety – The ANPR equipment, payment terminals and renewed signage has now been installed by Your Parking Space and we are embarking on a soft launch before initiating enforcement. This parking control has been designed to support a transportation plan which ultimately aims to improve safety in the Q Shop area by restricting unauthorised vehicles to that area. The team have also automated the issuance of maintenance permits through Guardtec technology with the aim of ensuring contractors and visitors to site can be managed efficiently and that we can be assured they have received a thorough induction before entering the site.

Tenant Association Priorities – The LFMA remain engaged with the arrangements around relocation. We are working with them to prioritise the repair and refurbishment work that we are committed to deliver under the Billingsgate Action Plan. The LFMA have approved the creation of a working manual to sit alongside the existing code of conduct as a practical operational guide for tenants.

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New Spitalfields

Staffing – All posts are currently filled.

Cleaning – Mitie are continuing to deliver high standards of site cleansing and waste management, we are now working together to review the structure by which tenants are charged for their waste to ensure that it correlates with current disposal costs, which have increased in recent years. Mitie are negotiating with disposal sites to try and improve the rates received for recycling, a benefit that will continue to be passed to individual tenants.

Energy – We continue to work with the energy team and other partners to explore opportunities to modernise and improve New Spitalfields energy performance. Funding has been approved for a project that will see the removal of the gas boiler currently providing heating to Allen House, and the upgrade to the VRV system which will allow sufficient heating and cooling to the offices and common areas currently supplied by the boiler.

There is currently one feasibility study underway, and another beginning imminently, to consider our options for adding solar PV panels to the market pavilion, catering supply buildings and car parking areas, if we are successful in finding a solution and securing funding, we would see a considerable carbon saving as well as financial benefits in reduced energy costs. The final opportunity being considered is a replacement of the outdated emergency lighting system in the market pavilion, the energy team are in receipt of a proposal which will now be reviewed and considered for funding. Depending on the type of replacement, we could see considerable carbon savings as well as reduced maintenance and labour costs.

Health & Safety – In July 2025 we introduced parking charges to HGV drivers after consultation with tenants, the income raised is to be ringfenced for works to improve the roadways and improve site safety relating to vehicle activities. A new HGV layby has been created near the exit to allow HGV drivers not using the app or website, so use the pay-on-foot parking machines without causing obstructions or delays for other road users. We have also purchased some new ANPR cameras for the main entry and exit lanes that should improve vehicle recognition rates and traffic flow times.

Tenant Association Priorities – New lease negotiations remain the top priority, A first meeting between agents is due to take place at the beginning of September.

The current global extension agreement expires at the end of September so a further extension will need to be signed ahead of this date.

The tenants' association have also expressed a wish to operate a Market Membership Scheme that would allow for tighter control of visitors, particularly with adherence to site rules. Any such scheme would require replacement of the current vehicle barrier and pedestrian entry systems as well as a considerable review of staffing levels. We have agreed to review options, including schemes operated at other Markets in the first instance.

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