

<b>Committee(s):</b>	<b>Date(s):</b>
Markets Board	06/11/25
For information	
<b>Subject:</b>	<b>Public</b>
Superintendent (General Manager) updates	

## Briefing Note

### Smithfield

**Staffing** – We have several vacancies within the in-house maintenance team, but these are currently being covered by experienced agency staff. The Head of Market Security role has been shared with Billingsgate for several years but will return to 100% site based before Christmas. The final remaining cleaner position has been appointed to and is scheduled to begin in role prior to the meeting of Markets Board. All other roles are filled with CoL staff.

**Cleaning** – Currently pursuing quotes for deep cleaning of all the fridge decks and glass rooves which, once completed, will then be maintained by our in-house team. Currently, there aren't enough of our team appropriately trained to deliver this to a sufficient standard.

**Energy** – Following the successful trial of waterless cleaning of the urinals at Smithfield, we have rolled this out to the majority of the market facility. Including the initial trial, we estimate this will save us 3,000 litres of water a day.

**Health & Safety** – Smithfield Market corporately continues to enjoy a better than average Safe365 score. Since I raised this issue in the summer at Markets Board our score has improved from 58% to 66%, ahead of the Town Clerk's corporate target, and I'm completely confident that as we provide further evidence, this will increase further still. A planned fire evacuation was successfully completed in October with tenant compliance very close to 100% Areas for improvement have been identified and the local management team are addressing these issues.

**Tenant Association (TA) priorities** – Following the September meeting of Markets Board, I challenged colleagues at LB Islington regarding the TMO consultation for the closure of St John's Street. Islington relaunched the consultation and following discussions with CoL Highways officers and consideration at Streets and Walkways, I submitted a response to Islington. I will keep Members updated. The Christmas Auction has progressed in the name of the SMTA and grant funding requests have also been submitted. There have been a number of operational maintenance improvement projects that continue to progress. I continue to work regular night shifts and so am able to see, and hear from tenants, firsthand as well as meeting regularly with the SMTA leadership.

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## **Billingsgate Market**

**Staffing** – We have one vacancy for a General Maintenance Operative that we hope to recruit to presently with a view to recruiting an operative with a plumbing speciality. We have a full complement of staff in the Constabulary and across the rest of the market structure.

**Cleaning** – Tenants continue to be satisfied with the level of cleanliness being delivered by Mitie the cleaning contractor .Where we have found localised issues reported there has been a quick response to resolve matters. We are focused on managing the Mitie contract to support a reduction in water use and have approved plans that attempt to maintain a high level of cleanliness whilst minimising water being discharged to drains. We are obtaining quotes to create a compound for Mitie to ensure that the waste processing facilities and WEE and scrap metal are only accessible to authorised members of staff.

**Energy** – We are awaiting the installation of Sabian M2G retrofits to our boilers to minimise dry cycling. The team are engaged with identifying the best water meter possible for our needs that controls billable supply whilst maintaining frictionless operation on the market floor.

**Health & Safety** – The installation of ANPR cameras is now complete and enforcement has commenced. Now we can restrict unauthorised access to the Q Shop area we are about to commence stage two of our improvement project in this area which requires us to make improvements to visibility in the area and the creation of segregated working areas for forklift activity. We have created a new process around permits for visitors and contractors using our existing Guardtec technology and are working on a site induction including a filmed sequence to orientate people who may be unfamiliar with the site.

**Tenant Association Priorities** – Tenants have engaged with us around the recent ANPR installation and have been proactive in signposting their buyers and supplying us with vehicle details to ensure that implementation is frictionless. We have had recent mouse reports in upper offices and have engaged with our Environmental Health Officer to resolve this alongside Beaver our Pest Control Contractor. We have arranged for factsheets to be delivered to offices asking tenants to ensure food within is stored properly.

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## **New Spitalfields**

**Staffing** – We are in the process of recruiting a Markets Operations Manager, this appointment will provide essential support to the General Manager in delivering improvement projects, maintaining service excellence, and ensuring compliance with health and safety standards. All other roles at New Spitalfields are currently filled.

**Cleaning** – Mitie continue to deliver a high standard of service. Due to rising waste disposal and transportation costs, we have reviewed the tenant charges for the first time in many years with a new pricing structure going live on the 1<sup>st</sup> October. This should help to better recover the variable waste costs and ensure that tenants are mindful about the waste they produce, further promoting our 'polluter pays' principal.

**Energy** – In late October we will commence a project in conjunction with the Energy Team and funded by the Climate Action Strategy. The project will see a major upgrade to the existing office cooling system in Allen House to enable a sufficient heating and cooling provision and the decommissioning of the gas boiler. We are in the process of reviewing one feasibility study and awaiting a second, 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. We are also still reviewing our options to replace the outdated emergency lighting system within the main market pavilion.

**Health & Safety** – During October, our security team has focused on addressing the issue of market visitors selling produce from the car park. This practice is prohibited and goes against the values of the Market. We have also entered into a new contract with a parking enforcement provider. Unlike the previous provider, this new service is integrated with the DVLA and issues penalty charge notices by post, eliminating the need to place notices directly on vehicles. This change will significantly reduce the potential for conflict between market users and our constabulary.

**Tenant Association Priorities** – Lease negotiations are ongoing and remain the top priority for our tenants.

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