

<b>Committee(s)</b> Markets Committee	<b>Dated:</b> <b>19 July 2017</b>
<b>Subject:</b> Heavy Good Vehicle (HGV) Unloading Risk at Smithfield Market – Banks-man Activities	<b>Public</b>
<b>Report of:</b> The Director of Markets and Consumer Protection	<b>For Information</b>
<b>Report author:</b> Mark Sherlock, Superintendent , Smithfield	

### **Summary**

On 23 January 2017, the Markets Committee considered a report of the Director of Markets and Consumer Protection concerning the Heavy Goods Vehicles (HGV) unloading risk at Smithfield Market.

Since then a follow up audit of traffic movements at the market has been carried out by the Freight Transport Association (FTA) to review progress against their audit findings of 2016 and provide further recommendations and a revised action plan.

Following the issue of the FTA report, the City has worked with the Smithfield Market Tenants Association (SMTA) and tenants to ensure that the action plan and recommendations are implemented in a timely manner.

This report seeks to update members on the progress made on reducing the HGV unloading risk at Smithfield Market since the Committee report of January 2017. Future progress against the FTA action plan will be closely monitored and reported to Committee until the risk is reduced to Amber from Red. Thereafter the risk will be monitored by the routine risk reporting procedure.

Good progress is being made through structured working with the SMTA. Improvements have been made with both training and additional safety measures introduced by the Market.

### **Recommendation(s)**

**Members are asked to:**

- Note the report.

## Main Report

### Background

1. In April 2013, as part of the agreement reached during the lease negotiations, the City of London transferred contractual responsibility for many areas of Workplace Transport Safety (WTS) in Smithfield Market to the Smithfield Market Tenants Association (SMTA) and the tenants.
2. In October 2013 the Corporate Health & Safety Manager wrote to the SMTA expressing concern over shortcomings in the tenants' provision of banks-men to manage unloading activities.
3. In April 2016, the City commissioned an audit of traffic movements at the market by the Freight Transport Association (FTA) The FTA presented findings and recommendations to City of London representatives and to the Smithfield Market Tenants Association (SMTA). Based upon these, an action plan was drawn up to implement the FTA's recommendations.
4. Due to concerns over the lack of evidenced progress being made against the action plan, and in reducing the risk, the rating was escalated to Red in November 2016.
5. The Smithfield Market Management Team (SMMT) commissioned the FTA to conduct a further Workplace Transport Safety Review in 2017 (Improving Loading Bay, Banks-men Activities, Trading Operations and Traffic Management at Smithfield Market) which included an assessment of the original project actions from 2016 against the progress made at the site. The final report "FTA Consultancy Report Workplace Transport Safety Review for City of London Smithfield Market" was circulated to Members on the 15<sup>th</sup> May 2017.
6. In January 2017 the FTA published its findings. Within its Executive Summary, it stated that;
7. *"It is very concerning that important control measures such as the consistent use of appropriately trained banks-men/traffic marshals continues to be a major issue...it is imperative that the tenants concerned react to this situation and ensure that they are adopting the control measures to manage movements."*
8. During February of 2017, the Superintendent conducted a 4 night audit of delivery compliance by monitoring and recording tenant banks-man activity and compliance. Details were collated, analysed and shared with the SMTA. The audit identified an 8% level of unsupervised vehicle activity. After further consultation with the SMTA, from January to May improvements were seen to take place. These are detailed below.

## **Current Position**

9. In May 2017 the Superintendent carried out a second safety audit of delivery compliance. From January to May improvements were identified and evidenced with the supervision of reversing HGVs. The number of unguided reversing movements halved from 8% to 4%. The next safety audit is scheduled to take place from Sunday 9 July to Thursday 13 July 2017.
10. The FTA audit provided a detailed recommended action programme the key elements of which are given in Appendix A.
11. Work with the SMTA towards the completion of the allocated actions has been agreed. The single most important outstanding action, which was the SMTA commissioning training on behalf of the tenants for their banks-men using the FTA as provider, was completed on the 29th June 2017. Progress on these actions will be reviewed on 12 July with 2 monthly reviews on progress thereafter.

## **Planned Future Actions**

12. Now that the banks-man training is complete, it is intended that a jointly signed letter from the Superintendent and Chairman of the SMTA will be issued to all freight transport companies which deliver to the Market, confirming the improved operational safety standards required and the consequential lock-off of the delivery bays if these standards are not met. This letter will include a site plan, delivery process, and site rules.
13. Continuing risk management work streams are;
  - a. Stakeholder actions/review meetings set with the SMTA until all recommendations of the FTA report are fully demonstrable, evidence based, and implemented.
  - b. Ensure that all training records of individuals are retained and updated by the SMTA, on behalf of the tenants, for review with the Superintendent's office for ongoing controls.
  - c. The City will implement immediate closure of vehicle lock-ons where unsafe & unmanaged activities are identified and after consultation with the SMTA on the agreed effective date.
  - d. In the short to medium-term the Superintendent will evaluate the opportunity to remove certain human inputs/errors in the control process, and to replace them with software managed and sequenced inter-lock interfaces, before the lock-on process is safely complete.

## **Conclusion**

14. Good progress is being made through structured working with the SMTA. Improvements have been made with both training and additional safety measures introduced by the Market, such as the installation and use of Tensa barriers, signage, road markings/hatchings, traffic lights, speed controls,

additional bollards, and road surface improvement including road markings and signage.

15. It is anticipated that by continuing with this approach, the current Red risk will be able to be reduced to Amber in the near future. Progress will be closely monitored and reported to Committee until this is achieved. Thereafter the risk will be regularly monitored by the routine risk reporting procedure.

## **Appendices**

- **Appendix A – Heavy Good Vehicle (HGV) Unloading Risk at Smithfield Market - Banksman Activities. FTA Action Updates July 2017**

## **Background Papers**

Markets Committee 23 January 2017 - Heavy Goods Vehicles (HGV) Unloading Risk at Smithfield Market – Banksman Activities. Report of the Director of Markets and Consumer Protection

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