

# Greater London Authority

The role of the Greater London Authority (GLA) is to support London's elected Mayor and separately elected Assembly in carrying out their duties to the Capital. It is a small, strategic authority, providing a vision and voice for London.

## Overview

In supporting the Mayor's vision, the GLA's procurement spend for 2009/10 was £33.7m. This included a variety of services ranging from consultancy and event management, to cleaning and catering and other services which support the City Hall's 600 staff.

The most considerable area of procurement expenditure at the GLA is professional services which supports the development and implementation of the Mayor's strategies. These include specialist support on areas such as

health and equality studies, economic analysis, and research on climate change. Although the nature of these procurement categories offer limited scope for the delivery of the Mayor's objectives, where there are opportunities – as highlighted in the following case study on Trafalgar Square – responsible procurement provisions have been incorporated and delivered with enthusiasm by staff and suppliers.

As part of the efficiency agenda, the GLA's procurement function transferred to TfL in the autumn of 2009.

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'I salute all the companies that are engaging with the GLA's responsible procurement initiative. They are helping us to use the GLA's huge purchasing power to deliver extra benefits to London, from training up young apprentices to embracing energy-busting, green technology.'

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**Boris Johnson, Mayor of London**

## Case study

### Greater London Authority: Where George and Nelson reign

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It is one of Britain's most famous landmarks – a tourist icon at the heart of London. Yet there was a time when Trafalgar Square was almost as famous, or infamous, for its flocks of squawking, scavenging pigeons, forcing visitors to tread their way through the bird droppings.

Not any more. These days the only flocks are school parties and camera-wielding tourists. The pigeons are scarcely to be seen. For that we can thank George and Nelson.



Morning Flight - George, Harris Hawk

## GLA case study

When the pair of Harris Hawks take off for their early-morning patrol each day the pigeons scatter fast – and mostly stay away.

The pest-control operation is one of seven services provided by contractors that have done so much to turn Trafalgar Square into a landmark London can be truly proud of once more.

In the past couple of years the square has been transformed, and not just through pest control. The fountains have been renovated and illuminated with LED lighting, the statues fully restored, waxed and polished after years of ‘mend and make do’, and all stonework including the slab flooring thoroughly cleansed and refurbished.

Nowadays the cleaning contractor’s teams keep the Square litter-free and there is a ‘zero tolerance’ attitude to chewing gum and graffiti. Better lighting has added to a sense of safety,

and security wardens are on site around the clock, every day of the year.

So Trafalgar Square looks smarter and feels safer. But behind the transformation lies an equally impressive story. When management of the square transferred to the Facilities and Squares Management team in City Hall last year, a partnership approach was adopted.

Under this, all the contracted teams on the site – the wardens, cleaners, caterers, stonemasons, engineers and technicians – not only carry out their own contracted duties but work together to maintain its general upkeep and wellbeing. By keeping eyes and ears open, problems are quickly reported and dealt with.

The Facilities and Squares Management team say the contractors welcomed the idea. ‘They are all proud of the job they do, so we were able to get them to think more proactively.



‘They are happy to call for, or add to, support from other team players when necessary. They welcomed the principles at play, such as the no-blame culture, and can see the benefits of what they are doing.’

The partnership approach extends to the Square’s neighbours. These include the National and Portrait Galleries, St Martin-in-the-Fields and the Canadian and South African High Commissions. All meet regularly to discuss day-to-day issues facing the area.

As a popular location for cultural events, rallies, demonstrations, parades, photo-shoots and carol singing – which occupied a total of 183 days last year – Trafalgar Square depends for its success on many others behind the scenes: think of all the organising, haulage, lifting, staging and lighting required.

But, ‘front of house’, the contractors’ teams have done much to return the square to

showpiece condition. Their efforts have now been recognised in the 2010 PFM (Premises Facilities Management) Awards, where they have been named best Partners in Public Access Facilities. The award highlights the switch from a reactive to proactive maintenance approach, including a 10-year conservation plan for the Square’s 24 listed statues and structures. Additionally, 93 per cent of activity is now covered by ISO 140001 accreditation on environmental management.

‘The difference is plain to see,’ say the team. ‘We are talking about the second most photographed site in the world where the footfall is incredible, yet the Square remains accessible and very clean and tidy.’

‘When you consider that we know the condition of each and every paving slab and when all the monuments were last waxed and polished, you’d be hard pressed to find a better maintained Grade 1-listed square anywhere in the world.’



### Collaborative effort

Cleaning, maintenance and security of the square is undertaken by several suppliers working together to keep it accessible, clean and tidy