Supplemental Agenda

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Open Agenda

Housing Scrutiny Commission

Monday 28 October 2019
7.00 pm
Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1 2QH

Contact Fitzroy Williams on 020 7525 7102 or email: Fitzroy.williams@southwark.gov.uk

Date: 22 October 2019
Housing Scrutiny Meeting
- Heat Networks Update

28th October 2019
Southwark’s heat networks

Current situation:
- 100 separate heat networks
- 17,000 properties served
- Almost exclusively served by gas boilers
- Ageing assets with unplanned outages
- Uses ~250 million kWh gas p.a. (250 GWh)
- Around 50,000 tonnes CO₂ emitted p.a.

So what are our objectives:
- Improve reliability
- Maintain affordability
- Reduce carbon emissions
Recap of Cabinet Paper

RHI Schemes:
Phase 1 Develop, procure
Implement

Asset data & process development

Strategic networks (e.g. SELCHP):
Phase 1 Design, develop, commercialise & fund (HNIP)
Construction & delivery

Phase 2....

ESCo strategy, consultation & implementation

RHI deadline
March 2021

HNIP deadline
March 2022

2019  2020  2021  2022  2023
Current projects (1)

1. Heat pump installations
   - Electricity has a higher carbon factor than gas but this is coming down fast
   - The heat pump absorbs heat from the local environment so that ~3x more heat is produced than electricity used
   - Aquifer geology in parts of Southwark means we can benefit from this as a heat source (and the Environment Agency supports such projects)
Current projects (2)

1. Heat pump installations
2. Expand our SELCHP heat networks
   - SELCHP has a carbon factor of around 0.06 kgCO2/kWh
   - Council currently uses around 10-13MW of waste heat from SELCHP but there is lots more currently rejected
   - Hope to extend north towards Canada Water and west towards Peckham and the OKR regen area
Current projects (3)

1. Heat pump installations
2. Expand our SELCHP heat networks
3. Improve efficiency across the board and prioritise other investments

- Needs a lot more data and analysis
- Could involve heat metering to discourage wastage
- Could involve new technologies
- Could involve some quite long term investment
Evidence gathering so far

Formal Interview (transcribed)

Councillors Edwards, McCallum and Dixon-Fyle spent a day with Housing Repairs

Visit to Islington Council (who took Repairs back in-house in 2014)

Informal interview with Christine Bramman

Cllr Williams attended Tenants Council to request views

Tenants survey written and designed – published ASAP

Call centre call recordings requested

Missed appointments statistics
Forthcoming evidence gathering

- Collation of survey results
- Complaints stats and member enquiry stats
- Collating views on call recordings
- Email to all councillors re: casework
- To receive formal written response from tenants council
- Follow up questions to officers

Report drafted December 2019
Themes emerging

The verification of a complete repair is a significant problem – who decides when a repair is complete?

Our “service provider” model. Is SBS’s status as a semi-autonomous organisation part of the problem? Does the council need to take more ownership?

Continuing issues with statistics and surveying methods. Our recommendations should address the specifics.

Mismatch between codes used to define calls and actual time spent
Themes emerging

No checking on codes used. System potentially open to abuse.

Quality of materials is inconsistent. How are they sourced.

Call centre training and specialisation

Missed appointments still a significant issue.
# HOUSING SCRUTINY COMMISSION

## MUNICIPAL YEAR 2019-20

### AGENDA DISTRIBUTION LIST (OPEN)

**NOTE:** Original held by Scrutiny Team; all amendments/queries to Fitzroy Williams Tel: 020 7525 7102

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<td>Chris Page - Head of Cabinet Office and Public Affairs</td>
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<td>David Eyles (Homeowners’ Council Reserve)</td>
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<td>Cris Claridge (Tenants’ Council)</td>
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### Electronic Copy

#### Members

- Councillor Gavin Edwards
- Councillor Hamish McCallum
- Councillor Jack Buck
- Councillor Dora Dixon-Fyle MBE
- Councillor Jon Hartley
- Councillor Nick Johnson
- Councillor Bill Williams

#### Reserves Members

- Councillor Anood Al-Samerai
- Councillor Helen Dennis
- Councillor Paul Fleming
- Councillor Darren Merrill
- Councillor Victoria Olisa
- Councillor Charlie Smith

**Total:** 14

**Dated:** June 2019