

Housing, Community Safety and Community Engagement Scrutiny Commission

Thursday 29 February 2024

7.00 pm

Ground Floor West Wing - 160 Tooley Street, London SE1 2QH

Membership

Councillor Sam Foster (Chair)
Councillor Emily Tester (Vice-Chair)
Councillor Ellie Cumbo
Councillor Jane Salmon
Councillor Barrie Hargrove
Councillor Esme Hicks
Councillor Victoria Mills
Bassey Bassey (Co-opted member)
Cris Claridge (Co-opted member)
Ina Negoita (Co-opted member)

Reserves

Councillor Portia Mwangangye
Councillor Hamish McCallum
Councillor Sam Dalton
Councillor Adam Hood
Councillor Joseph Vambe
Councillor Ketzia Harper
Councillor Cleo Soanes

INFORMATION FOR MEMBERS OF THE PUBLIC

Access to information

You have the right to request to inspect copies of minutes and reports on this agenda as well as the background documents used in the preparation of these reports.

Babysitting/Carers allowances

If you are a resident of the borough and have paid someone to look after your children, an elderly dependant or a dependant with disabilities so that you could attend this meeting, you may claim an allowance from the council. Please collect a claim form at the meeting.

Access

The council is committed to making its meetings accessible. For details on building access, translation, provision of signers or any other requirements for this meeting, please contact the person below.

Contact

Amit Alva on email: amit.alva@southwark.gov.uk

Members of the committee are summoned to attend this meeting

Althea Loderick

Chief Executive

Date: 21 February 2024



PRINTED ON
RECYCLED PAPER

Housing, Community Safety and Community Engagement Scrutiny Commission

Thursday 29 February 2024
7.00 pm
Ground Floor West Wing - 160 Tooley Street, London SE1 2QH

Order of Business

Item No.	Title	Page No.
	PART A OPEN BUSINESS	
1.	APOLOGIES	
	To receive any apologies for absence.	
2.	NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT	
	In special circumstances, an item of business may be added to an agenda within five clear working days of the meeting.	
3.	DISCLOSURE OF INTERESTS AND DISPENSATIONS.	
	Members to declare any interests and dispensations in respect of any item of business to be considered at this meeting.	
4.	MINUTES	
	To approve the minutes of the meeting held on 6 February 2024. (To follow)	

Item No.	Title	Page No.
5.	ROUEL ROAD ESTATE - HEATING & HOT WATER OUTAGES	1 - 23
	To receive a report from officers Simon Holmes, Head of Engineering, Paul Gathercole, Gas and Water Contracts Manager on Rouel Road estate - Heating & Hot Water Outages; supported by Dave Hodgson Director of Asset Management and Desmond Vincent Asst. Director Major Works	
	To also hear from Adrian Jepps contracts manager for OCO service provider.	
6.	INTERVIEW WITH CABINET MEMBER FOR COMMUNITY SAFETY	24 - 36
	To interview Councillor Natasha Enin Cabinet Member for Community Safety giving an Overview of key strategies and projects under the portfolio supported by Stephen Douglass, Director of Stronger Neighbourhoods.	
	To also receive a report on Noise & Nuisance from Matt Clubb, Director of Environment and Nick Stabeler, Neighbourhood Nuisance Service Manager.	
7.	WORK PROGRAMME 2023-2024	37 - 45
	To consider the work programme for the 2023-2024 year.	
	DISCUSSION OF ANY OTHER OPEN ITEMS AS NOTIFIED AT THE START OF THE MEETING.	

Date: 21 February 2024

Item No. 5	Classification: Open	Date: 29 February 2024	Meeting Name: Housing, Community Safety and Community Engagement Scrutiny Commission
Report title:		Rouel Road Heating Project and Heating/Hot-water Outages	
Ward(s) or groups affected:			
From:		Asset Management	

RECOMMENDATION(S)

1. That the Housing and Community Safety Scrutiny Commission notes the responses provided against each of the questions posed at the meeting held on 6 February 2024.

BACKGROUND INFORMATION

2. The Rouel Road and Four Squares estates are served by a district heating system. The heat ultimately comes from the South East London Combined Heat and Power (SELCHP) facility in Lewisham with gas boilers at the Clements Road boiler house providing backup. There are nine plant rooms around these two estates which convey heat from the district system to the blocks. These plant rooms were refurbished by the council between 2020 and 2023 and this unfortunately caused disruption to residents heating and hot water provision on several occasions.
3. At Scrutiny meeting held 6th Feb 2024 residents and ward councillors requested the points listed below are responded to and information provided:
 - **Question 1** - Rouel Road residents customer data collection (lack of records for customers calling for issues)
 - **Question 2** - Communication process with residents after first contact and post repairs
 - **Question 3** - Call Centre process for reporting issues and collection of data
 - **Question 4** - Repeat callers and escalation process
 - **Question 5** - Contract Management process for monitoring service providers at Rouel road estate
 - **Question 6** - Performance data of repairs (heating & hot water) over the past 5 years
 - **Question 7** - Assessment of reliability issues with heating network at

Rouel Road estate.

- **Question 8** - Process for assessing issues; plant room checks for block wide issues and individual properties.
- **Question 9** - Maintenance and planned works for heating and hot water outages at Rouel Road
- **Question 10** - Incongruence (inconsistent) of data, between report provided to scrutiny and resident feedback at scrutiny meeting held on 6 February 2024.
- **Question 11** - Action Plan for short and long term solutions at Rouel Road estate.

RESPONSES TO WARD COUNCILLOR AND RESIDENTS REQUEST FOR INFORMATION

4. Response to question 1 - Rouel Road residents customer data collection (lack of records for customers calling for issues):

There is a call centre improvement plan now in place that has picked up the concerns and feedback from residents and Councillors.

5. Response to question 2 - Communication process with residents after first contact and post repairs:

Circa. Four hundred customers per month complete post completion customer surveys to assess customer satisfaction and quality of work.

6. Response to question 3 - Call Centre process for reporting issues and collection of data:

If the person reporting an outage is the TRA chair or a ward councillor, the call centre raises a job directly with the relevant maintenance contractor (in this case OCO) for attendance. If the person reporting an outage is not a TRA chair or ward councillor, the call centre verifies if an outage is a block outage by calling other residents in the same block. This is to prevent individual outages being erroneously reported as a block outage. Once verified the same process is followed of raising a job with the maintenance contractor.

In terms of data collect, the call centre only collects call waiting and call handling times. Heating availability data is tracked by the maintenance contractor attending the job and engineering admin, based on jobs reported via the call centre (or other route as applicable).

7. Response to question 4 - Repeat callers and escalation process:

There is a call centre improvement plan now in place that has picked up the concerns and feedback from residents and Councillors.

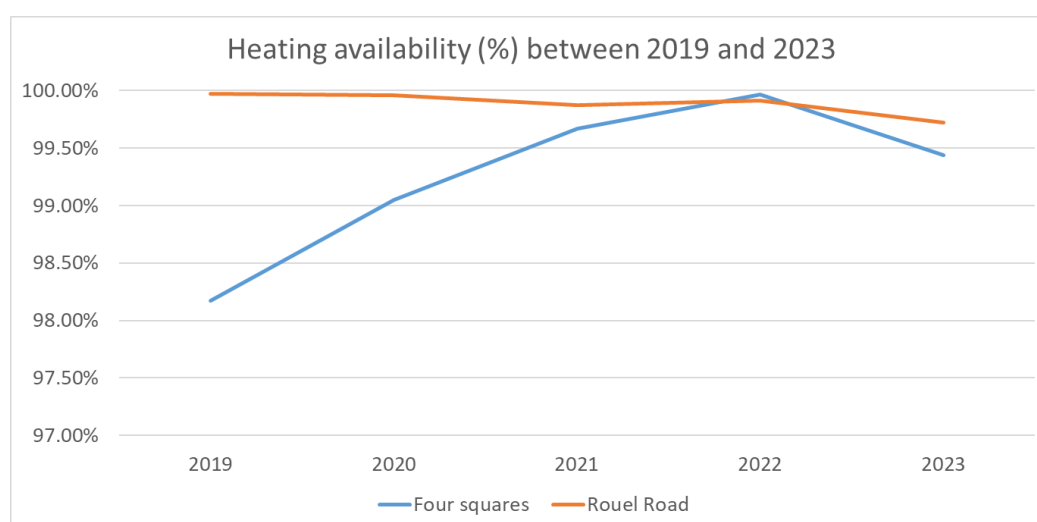
8. **Response to question 5 - Contract Management process for monitoring service providers at Rouel road estate:**

The Major Works team initially would manage and monitor the Rouel Road and Four Squares plant room refurbishment contract through Monthly Contract Meetings. More recently the transformation change was to undertake internal client reviews called 'Scheme Updates' with the inclusion of the Engineering Colleagues as the M&E Experts. This has provided more challenge of the design and performance of consultants and contractors.

9. **Response to question 6 - Performance data of repairs (heating & hot water) over the past 5 years:**

The engineering department previously provided this information for 2022 and 2023. A wider data set covering the last five years is now provided in the table and graph below. See also the response to question 10 regarding how this data should be interpreted.

	Four squares		Rouel Road	
	Availability (%)	Average days of impact	Availability (%)	Average days of impact
2019	98.17%	6.66	99.97%	0.09
2020	99.05%	3.47	99.96%	0.14
2021	99.67%	1.22	99.87%	0.46
2022	99.97%	0.12	99.91%	0.31
2023	99.43%	2.06	99.72%	1.01



Council wide averages were 95%-98% though 2016 -2018 (Paragraph 17 Chart), from 2018-2023 that has increased to above 99%* due to change in

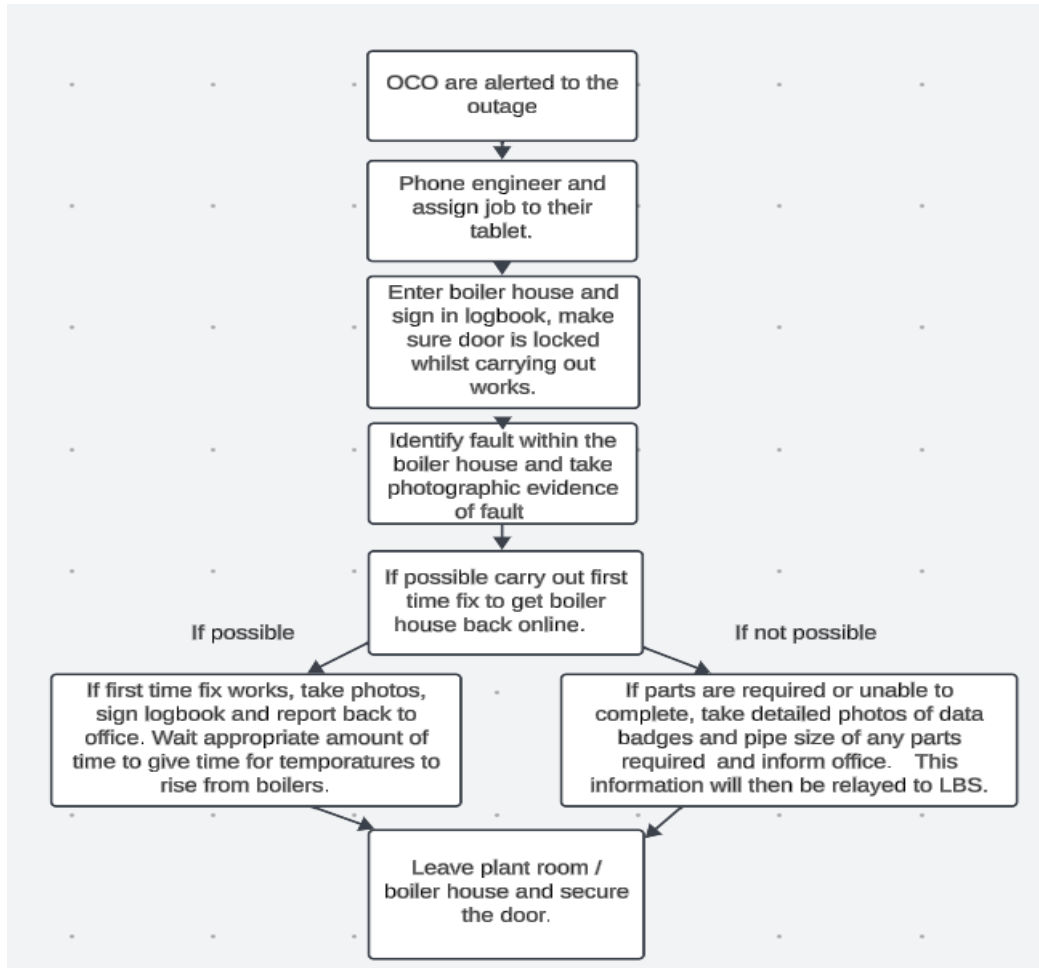
strategy and increased investments.

10. **Response to question 7 - Assessment of reliability issues with heating network at Rouel Road estate:**

Based on the Performance Data above. Engineering Services manages and monitors the day to day performance of Heat Network Systems across the Borough. Our BMS Dashboard (Building Management System) monitors the system and helps us to identify issues such as temperature or pressure drops that affect the residents experience of heating and comfort in their homes. This is a result of an targeted and ongoing investment in our Heat Networks since 2020 to enable improved monitoring and often allows us to recognise issues before residents even become aware.

11. **Response to question 8 - Process for assessing issues; plant room checks for block wide issues and individual properties:**

The diagram below shows the OCO process upon attending a boiler house following a reported outage.



12. Response to question 9 - Maintenance and planned works for heating and hot water outages at Rouel Road:

Please see Appendix 1 appended to this report "Vol 2 - Doc 6 - Tech Spec - Final - 100215 - Planned Maintenance Tasks.pdf" which lists and explains the various Planned and Preventative Maintenance activities undertaken.

13. Response to question 10 - Incongruence (inconsistent) of data, between report provided to scrutiny and resident feedback at scrutiny meeting held on 6 February 2024:

The availability data presented for the Rouel Road and Four Squares estates only relates to whole block outages. We recognise that other outages affective individual properties or small groups of properties but these are not reflected in the data. It is also worth noting that the number of properties on these large estates somewhat masks issues which affect only one or two blocks when statistics are presented as a percentage of the whole system.

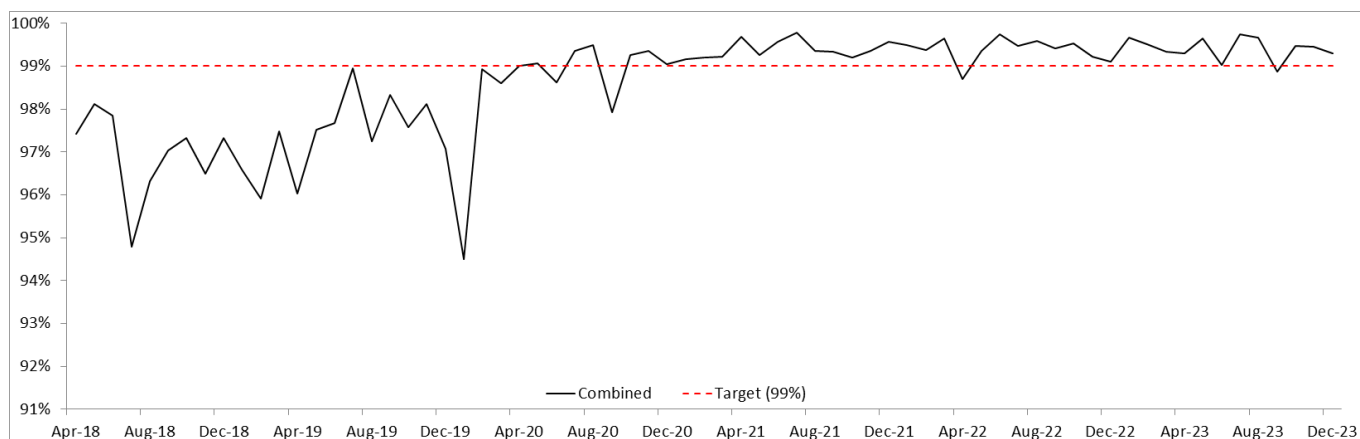
14. Response to question 11 - Action Plan for short and long term solutions at Rouel Road estate:

The plant rooms have now been handed back to the council's Engineering team and maintenance term contractor (OCO) for ongoing maintenance..

Further works to the estates' heat networks could include the underground mains, building distribution pipework and dwelling internal systems as these are mostly original to the construction of the estate. However, further investments would be subject to the usual prioritisation and resident consultation processes. It is also usual to allow one set of works to settle before making any further interventions.

FURTHER POINTS AND LESSONS LEARNED

15. As indicated above, all management of heating Contracts is now undertaken through the Specialist Engineering Team. We have removed the design of systems from Contractors and Consultants and brought that skill set back into the Council. This is demonstrated through the successful heating projects in progress (Newington Estate pipework replacement and North Peckham Estate boiler house works).
16. The successes of this new approach are evidenced by a positive ward councillor feedback which has been included as Appendix 2. We have also included a description of how a new microsite is being used on engineering department project to keep residents up to date as projects progress (see Appendix 3).
17. The HCSSC may also be interested to hear that wider Heat Networks Strategy approved by cabinet September 2021 is starting to be implemented. This includes using a data-driven approach to prioritise investments, undertaking options appraisals and feasibility studies, rolling out remote BMS visibility more widely, improving water quality and working to improve our communications. Efforts by the engineering team prior to this have also been having a positive impact on overall availability statistics across the borough, with the 99% target being hit in 34 out of 36 months between January 2021 and December 2023, which is a marked improvement on the preceding years.



18. The council is also considering new ways of gathering outage data that could provide more granular data. Under the Heat Networks (Metering and Billing) Regulations (2020), the council has a duty to retrofit heat meters in certain properties and is in the process of fitting around a thousand meters in different estates in the borough (this does not include Rouel Road or Four Squares yet). Heat meters within dwellings may eventually allow us to determine how long each individual property was affected by an outage (even if it was the only property affected). There are several technical complexities to this but we are actively looking into how the data collected by our new heat meters could be used to improve our outage data.
19. Lastly we have also introduced 'Micro Web Sites' as indicated here to better inform and update progress of Works on our estates. Link: [Have Your Say Today - North Peckham Boiler House Refurbishment - Commonplace](#)

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Title of document(s) - Previous HSCCS report (but I don't have a copy)	Title of department / unit Address	Name Phone number
(Insert hyperlink here)		
Title of document(s) (Insert hyperlink here)	Title of department / unit Address	Name Phone number
(Insert hyperlink here)		

APPENDICES

No.	Title
Appendix 1	Vol 2 - Doc 6 - Tech Spec - Final - 100215 - Planned Maintenance Tasks.pdf
Appendix 2	Ward councillor testimonial email
Appendix 3	Newington UG mains microsite screen shots

AUDIT TRAIL

Lead Officer	Simon Holmes	
Report Author		
Version	Final	
Dated	21 February 2024	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Governance	No	No
Strategic Director of Finance and Governance	No	No
List other officers here		
Cabinet Member	Yes/No	Yes/No
Date final report sent to Constitutional Team / Scrutiny Team	21 February 2024	

Volume 2
Document Number 6

MEASURED TERM CONTRACT

FOR

**HEATING AND WATER WORKS FOR RESIDENTIAL BUILDINGS IN THE
LONDON BOROUGH OF SOUTHWARK**

(‘THE WORKS’)

TECHNICAL SPECIFICATION

Planned Maintenance Tasks

11.01 The following schedules of tasks shall be applied where appropriate to each district heating system installation. Tasks with a frequency other than daily shall be programmed to be undertaken during Normal Working Hours and Normal Working days.

11.02 The maintenance frequency required is abbreviated as:

<u>Notation</u>	<u>Frequency</u>	<u>Days between checks</u>
D	DAILY, every day	1
W	WEEKLY, every week	7
2W	FORTNIGHTLY, every 2 weeks	14
M	MONTHLY, every 4 weeks	30
Q	QUARTERLY, every 13 weeks	90
6M	SIX MONTHLY, every 26 weeks	180
A	ANNUALLY, every 52 weeks	365

11.03 The above periods will be applicable from the commencement date of the Contract.

11.04 The Council has grouped District boiler houses and plant rooms into set categories which the Tenderers shall price in Document 8 - Annex N (PPM). Appendix ‘L’ details the District boiler house and plant room types in the Contract areas. Each rate details the individual type and quantity of assets to be maintained and serviced by the frequencies listed above.

The categories are as follows:

Category	Description	Unit	Tasks
A	Medium Temperature Hot Water (MTHW) boiler	Per Boiler House	Carry out tasks to individual assets as identified in

	house.		Appendix 'L' and fully described in the Technical Specification and Planned Maintenance Tasks. The frequencies are detailed in Appendix 'L' and below.
B	Low Temperature Hot Water (LTHW) boiler houses with an individual boiler output not exceeding 2 Mega Watt.	Per Boiler House	
C	LTHW boiler houses with an individual boiler output exceeding 1 Mega Watt but not exceeding 2 Mega Watt.	Per Boiler House	
D	LTHW boiler houses with an individual boiler output exceeding 0.5 Mega Watt but not exceeding 1 Mega Watt.	Per Boiler House	
E	LTHW boiler houses with an individual boiler output not exceeding 0.5 Mega Watt.	Per Boiler House	
Category	Description	Unit	Tasks
F	Electrical Periodic Installation Testing to be carried out as per the Preliminaries (paragraph 38)	Per Boiler House/ Plant Room.	The Contract Administrator will issue an instruction nominating the specialist contractor to carry out these Works.
G	MTHW large plant rooms as identified in Appendix 'L'	Per Plant Room	Carry out tasks to individual assets as identified in Appendix 'L' and fully described in the Technical Specification and Planned Maintenance Tasks. The frequencies are detailed in Appendix 'L' and below.
H	MTHW small plant rooms as identified in Appendix 'L'	Per Plant Room	
J	LTHW plant rooms as identified in Appendix 'L'	Per Plant Room	
K	Booster pump rooms as identified in Appendix 'L'	Per Plant Room	
L	Sewage pump rooms as identified in Appendix 'L'	Per Plant Room	

11.05 The schedules of tasks have a frequency detailed against each task below:

PLANNED MAINTENANCE TASKS

FREQUENCY

TASK BOILERS (including gas fired water heaters)

MTHW

LTHW

B1. Prepare all boilers for annual inspection i.e. take off line, allow cooling down, removing casings, drain down, remove all manhole covers,

(A)

(A).

drain plugs, inspection plugs, so that water side of boilers may be inspected. Wash through boiler to remove all loose scale and sludge in accordance with the Technical Specification item 7.07

- | | | | |
|--------------|--|------|------|
| B2. | Carry out annual service to all direct fired water heaters | (A) | (A) |
| B3. | After inspection, renew all seals to smoke and water side, re-joint as necessary, replace boiler front bricks, refill boiler, warm through for 24 hours, check for leaks, secure and tighten all plates, fittings, rebox and put back on line. Ensure satisfactory seals on completion | (A) | (A) |
| B4. | Annually, check correct operation of boiler safety valve. Ensure valve is correctly seated following test. | (A) | (A) |
| Note: | Safety Valves 35mm (1 1/2inch) and under to be replaced every five years 50mm (2inch) and over to be prepared for insurance inspection and re-calibrated if required | | |
| B5. | Annually, open all smoke side doors and thoroughly clean smoke tubes and passages and remove all deposits back to bare metal. Inspect refractory brickwork and tube ends, reinstate service. | (6M) | (6M) |
| Note: | Oil – not to be carried out as a PPM task but will be raised as a separate Order if required. | | |
| B6. | Check flow and return temperatures, altitude gauges for correct operation. | (6M) | (6M) |
| B7. | Inspect for signs of leakage and service where necessary all boiler mountings including the three-way expansion valves, gauge connections and door seals. | (6M) | (6M) |
| B8. | Check operation of drain cocks | (6M) | (6M) |
| B9. | Inspect and clean in accordance with the manufacturers instructions all direct fired water heaters. | (6M) | (6M) |

Note: Requirements for boiler cleaning are detailed in paragraph 7.07 of this Specification. All defects are to be immediately reported to the Contract Administrator. The Contractor will also be required, within two normal working days to provide a fully detailed written report, including estimated costs, to the Contract Administrator.

TASK BURNERS

MTHW LTHW

- | | | | |
|------|---|-----|-----|
| BN.1 | Completely overhaul and clean all parts of the burner, examine for distortion and damage etc. Check all gas pipework. | (A) | (A) |
|------|---|-----|-----|

Note: This task must be carried out in conjunction with BN2 and BN3.

BN.2 Carry out full combustion check on on-line boilers and reset for optimum efficiency (Dual firing – where gas is primary fuel, burner should be set up on gas and trimmed back for oil.)
The test on fully modulating burners is to be carried out across the burners full range. Check and test operation of motorised flue dampers and adjust as necessary including all interlocks. Service flue dilution, force draught and induced draught fans and prove electrical interlinking with burners.

- | | | |
|--------------------|-----|------|
| (a) Forced Draught | (M) | (Q) |
| (b) Atmospheric | | (Q) |
| (c) Fanned Flue | | (6M) |

Note: This task must be carried out in conjunction with BN3.

BN.3 Check the following:-

- | | | |
|---|-----|------|
| (1) Flame failure control | (M) | (6M) |
| (2) Burner cover or door shut down switches. | (Q) | (6M) |
| (3) Sequence of burner controls i.e. purge, ignition etc. | (M) | (6M) |
| (4) Combustion conditions on low and high fire together with the mid position on fully modulating burners. Provide Flue Gas Analyser (FGA) reading detailing efficiency, flue gas temperature, levels of CO ₂ , CO and oxygen and ambient air temperature. | | |
| (a) Forced Draught | (M) | (Q) |
| (b) Atmospheric | | (Q) |
| (c) Fanned flue | | (6M) |
| (5) High and low flame operations. | (M) | (6M) |
| (6) Condition of flame. | (M) | (6M) |
| (7) Rotary cups - examine and clean | | |

Note: A copy of each reading is to be retained on-site in the Contractor's log book.

Note Oil – not to be carried out as a PPM task but will be raised as a separate Order if required.

BN.4 Carry out short term test check change of fuel on dual-fuel installations, check connections, repair or renew as necessary.	(Q)	(6M)
--	-----	------

BN.5 The following items are to be checked for satisfactory condition and function and, where necessary, the

equipment is to be reset and recalibrated to achieve correct operation.

- | | | |
|---|-----|------|
| (a) Forced Draught | (M) | (Q) |
| (b) Atmospheric | | (Q) |
| (c) Fanned Flue | | (6M) |
| <ul style="list-style-type: none"> (1) Control thermostat. (2) Over temperature stat. | | |

Note: When operated this stat must, in the interests of safety, remain in that position until reset.

- (3) High and low limit stat.
- (4) All temperature and pressure gauges.
- (5) Fan failure controls to lock out boiler.

Note The Contractor will be required to respond immediately to a request from the Contract Administrator to change to oil firing on installations using gas under an interruptible tariff.

Note For installations with a dual-fuel capability the maintenance programme must take into account the use of either fuel which will be selected as required by the Employer.

TASK GAS BOOSTERS	MTHW	LTHW
--------------------------	-------------	-------------

- | | | | |
|------|---|-----|-----|
| GB.1 | Check shaft couplings, pulleys and belts for condition and correct alignment/tension. Check guards and fittings secure correct and repair as necessary. | (M) | (Q) |
|------|---|-----|-----|

TASK CHIMNEYS	MTHW	LTHW
----------------------	-------------	-------------

- | | | | |
|------|--|-----|-----|
| CH.1 | Clean all flue ways on all boilers up to and including the entry to the main vertical flue. Report on condition of flues. | (A) | (A) |
| CH.2 | Check and service all draught stabilisers and explosion doors. | (A) | (A) |
| CH.3 | Check operation of flue dilution, force draught and induced draught fans. | (A) | (A) |
| CH.4 | Clean and carry out internal inspection of liners and brickwork. Carry out external inspection. Report on condition, make recommendations for repairs. | (A) | (A) |
| CH.5 | Inspect lightning conductors for security and continuity. | (A) | (A) |

Note: Chimney inspections must be carried out by an approved

specialist Contractor.

TASK FEED AND EXPANSION TANKS	MTHW	LTHW
ET.1 Drain and clean out, renew valve washer, check condition of tank, clean tank space. Check and service as necessary the water supply meter.	(A)	(A)
ET.2 Check correction operation of float and valve.	(A)	(A)
TASK FUEL TANKS AND LINES	MTHW	LTHW
Note: These tasks will only apply to boiler houses with Dual Fuel burners		
FT.1 Check for oil leaks; secure where possible by tightening joints, glands, etc.	(6M)	(6M)
FT.2 Check fuel tank contents indicator for correct operation and reading	(6M)	(6M)
FT.3 Clean and check all oil filters, including final filters for burners (when oil firing).	(6M)	(6M)
FT.5 Check and maintain tank space lighting and door closures. Replace lamps where necessary.	(6M)	(6M)
FT.6 Operate drain valve and check tank for sludge and water.	(6M)	(6M)
FT.7 Check indicated tank levels, notify delivery requirements and receive deliveries as necessary		
Note Oil – not to be carried out as a PPM task but will be raised as a separate Order if required.		
FT.8 When oil is not in use but pumped ring main is available, run for a period of four hours, where this is not carried out automatically, to prevent stratification of fuel	(6M)	(6M)
TASK CALORIFIERS/ANGELERYS/PLATE HEAT EXCHANGERS	MTHW	LTHW
CA.1 Isolate, drain down and open up vessels for annual cleaning and insurance inspection or where the desired recovery rate cannot be maintained; report any defects.	(A)	(A)
Carry out acid clean of vessels and tube bundles using a solution of hydrochloric acid (or other as appropriate to the materials of construction). Remove all loose scale and sludge. Thoroughly clean out calorifier/Angellery/plate heat exchanger		

removing all traces of acid solution.
calorifier bundles and Angellery tubes shall be removed,
transported, pickled in acid solution and replaced and
shall not be cleaned in situ.

After inspection or carrying out clean, box up re-jointing
as necessary. Refill and check for leaks.

CA.2	Check condition of insulation and report any defects to Contract Administrator.	(6M)	(6M)
------	---	------	------

CA.3	Drain and clean out, chlorinate and check condition of storage calorifiers. The chlorination regime shall be as for cold water tanks (CW.2) and appropriate certification provided.	(6M)	(6M)
------	---	------	------

Note: Where calorifier and Angellerys are installed in tandem, one should be left operational to maintain service.

TASK	PUMPS (including those associated with Pressure Vessels)	MTHW	LTHW
-------------	---	-------------	-------------

P.1	Take off line and thoroughly check condition for correct operation, replace belts (if required), repack glands and adjust correctly. A return visit is to be made after about two weeks running to re-adjust.	(A)	(A)
-----	---	-----	-----

P.2	Inspect shaft couplings for condition and alignment. Correct and repair as necessary.	(A)	(A)
-----	---	-----	-----

P.3	Inspect pulleys and belts for condition, tension and alignment. Check and grease bearings correct and repair as necessary.	(6M)	(6M)
-----	--	------	------

Note: Replacement belts shall be considered consumable items included within the PPM.

P.4	Spanner check all nuts and bolts.	(6M)	(6M)
-----	-----------------------------------	------	------

P.5	Check sump pump operation and ensure sump clean.	(6M)	(6M)
-----	--	------	------

P.6	Check condition and operation of sewer station pumps.	(A)	(A)
-----	---	-----	-----

P.7	Change duty of pump where automatic changeover is not performed including potable water pumps.	(Q)	(6M)
-----	--	-----	------

P.8	Check suction and discharge pressures where gauges fitted.	(Q)	(6m)
-----	--	-----	------

P.9	Visual checks for leaks; secure where possible by tightening and or repacking joints, etc.	(Q)	(6M)
-----	--	-----	------

P.10	Check condition of anti-vibration mountings, bellows and couplings.	(Q)	(6m)
------	---	-----	------

TASK COLD WATER DOWN SERVICE TANKS	MTHW	LTHW
CW.1 Check overflows, correct operation of float and valve all in accordance with the current Water Regulations.	(A)	(A)
CW.2 Drain and clean out, chlorinate, check condition of tank, covers and access hatches, renew valve washer, clean tank space, provide test certificate. Check condition of joints in sectional tanks.	(A)	(A)
<p>The chlorination regime shall be as follows:</p> <p>Refill with fresh water and chlorinate with 50mg/litre (ppm) free residual chlorine for one hour; drain and flush until no chlorine can be detected above the level of the incoming mains supply. Note. Check if procedure is still correct.</p> <p>The test certificate shall include a statement of the chlorine concentration at beginning, during and at the end of testing.</p>		
TASK UNDERGROUND MAINS	MTHW	LTHW
M.1 Examine all underground mains pits, pipe ducts and Conduit ends and make sure conduit vent is clear. Lift pits and duct covers, examine and clean covers, grease and renew joint to covers. Pump out pit or duct if required. Examine all expansion bellows and associated anchors - check and adjust alignment, ensure hot and cold movement is clear. Check all valves for freeness of operation and leaks, secure and adjust, wire brush, clean and repaint (Hammerite or equal). Check hangers, rollers and insulation and report (manually operated valves). Clean and overhaul valve glands and repack as necessary.	(A)	(A)
TASK DISTRIBUTION MAINS	MTHW	LTHW
DM.1 Examine all expansion bellows and associated anchors - check and adjust alignment, ensure hot and cold movement is clear. Check all valves for freeness of operation and leaks, secure and adjust.	(A)	(A)
DM.2 Remove filters in primary and secondary mains, clean, replace and re-joint, inclusive of all necessary works.		
(a) Up to 50 mm	(A)	(A)
(b) 50 mm and over	(A)	(A)

DM.4	Visually inspect all pipework and fittings and provide a detailed report on the condition of pipework, fittings and thermal insulation together with recommendations and budget costs for any necessary repairs and/or improvements	(A)	(A)
TASK CONTROLS & PROTECTION		MTHW	LTHW
The following items are to be checked for satisfactory condition and function and, where necessary, the equipment is to be reset and recalibrated to achieve correct operation.			
CP.1	Boilers, calorifiers and other Heat Exchangers and all other Heating or Hot Water Devices		
	(a) Temperature control valves.	(2W)	(Q)
	(b) All temperature (when on line) and pressure gauges.	(6M)	(6M)
	(d) High limit thermostats/controls on heating & hot water services	(2W)	(Q)
CP.2	High Lift Water Pumps	(6M)	(6M)
	(a) All controls such as:- (i) Second pump cut in. (ii) Low supply water level. (iii) Pump main pressure control.		
TASK BUILDING ENERGY MANAGEMENT SYSTEM (BEMS)		MTHW	LTHW
BM.1	Energy Management System Outstation	(6M)	(6M)
	Make visual check that manual override switches within UC8000 are in authorised position, sensors and cables are properly linked, BT line connected AND panels are left securely locked. Carry out function check on door switch by reference to point status using UC8000 display. The UC8000 is being replaced over a programme of work.		
BM.2	Building Energy Management System (Trend IQ)	(6M)	(6M)
	(a) Check conditions of all field devices and panel; pumps, sensors, boilers, DPS, pressurisation unit, Etc.. (b) Connect to controller, take back up of software (c) Check temperature readings, (d) Check pump DPS', flow status' (e) Check pump enables, Check boiler enables (f) Check function of actuator, control to correct set points		

- (g) Check strategy is functional correctly. Record controller functions, hot water service software, heating software.
- (h) Check condition of cables, check termination and tighten is req.
- (i) Check communications line/phone line

TASK ELECTRICAL SERVICES	MTHW	LTHW
E.1 Visually check all boiler room, calorifier room, tank room and pump room electrical equipment lighting and wiring for correct operating conditions, earthing, insulation, etc. This is to include all aspects such as flexible conduits, fuse ratings, overload settings and operation, secure fixing of junction boxes, terminals and ferrals, and condition of switch doors, etc. Electrical installations are to be tested in accordance with the IEE Regulations and appropriate certificates are to be issued to the Contract Administrator where instructed. On all three phase installations tests are to include for phase in balance. Clean out panels with vacuum. Provide written report to the Contract Administrator.	(A)	(A)
E.2 Check security of panels, operation of lighting, indicators, replace lamps as necessary.	(A)	(A)
E.3 Re-set all time clocks for winter/summer time	(A)	(A)
Note: Electrical Periodic testing to be carried out every 3 years and instructed by the Contract Administrator.		
TASK PRESSURISATION UNITS AND BUFFER VESSELS	MTHW	LTHW
PU.1 Check for correct operation and pressure	(6M)	(6M)
PU.2 Prepare for insurance inspection where applicable.	(A)	(A)
PU.4 Check and test all buffer vessels for correct operation and report defects to the Contract Administrator	(6M)	(6M)
PU.5 Pressurisation units are to be fully serviced by the manufacturer	(A)	(A)
TASK FIRE AND SAFETY EQUIPMENT	MTHW	LTHW
FS.1 Check and test all fire circuits.	(A)	(A)
FS.2 Check condition of equipment, extinguishers, etc. Submit immediate report to Contract Administrator if equipment is missing, considered to be inoperative or in need of replacement	(A)	(A)

FS.3	Fire Pumps - Diesel/Electric	(A)	(A)
	(a) Run up and test check oil levels and coolant quality.		
	(b) Carry out full service and report on condition.		
	(c) Check operation of cold water storage supply tank ball valve		
	(d) Clean and chlorinate cold water storage supply tank as detailed in task CW.2		
FS.4	Check and test all GMI Gas/CO detection sensors and panels manufacturer or specialist Contractor to be used to carry out the work.	(A)	(A)
TASK	GENERAL TASKS BOILERHOUSES, PLANT ROOMS, BOOSTER PUMP ROOMS, TANK ROOMS, GAS METER ROOMS AND ASSOCIATED AREAS	MTHW	LTHW
PR.1	Check security of doors, windows, etc., report any defects to the Contract Administrator	(M)	(Q)
PR.2	Ensure adequate ventilation, grilles unobstructed, fan operation, change fan duty if appropriate.	(Q)	(Q)
PR.3	Remove and clean ventilation grilles, filters, lubricate ventilation fan bearings.	(Q)	(Q)
PR.4	Inspect condition of internal decoration, including walls, ceilings, floor, plinths, fixtures and fittings. Report findings to Contract Administrator	(A)	(A)
PR.5	Check for leaks; secure clean and adjust as	(M)	(Q)
PR.6	Log meter readings calculate and record advances on meters supplying district heating plant.		
	(a) Gas	(M)	(M)
	(b) Electricity	(M)	(M)
	(c) Water	(M)	(M)
PR.7	Provide monthly summary report of logged meter date to Contract Administrator.	(M)	(M)
PR.8	Clean floors, toilet/washing facilities.	(6M)	(6M)
PR.9	Check all necessary warning notices are displayed and provide new where required.	(A)	(A)

PR.10 Check for any unusual noises, smells, conditions associated with operation of plant and equipment, investigate and report as necessary.	(M)	(Q)
---	-----	-----

TASK OTHER TASKS		
-------------------------	--	--

	MTHW	LTHW
--	-------------	-------------

OT.1 Check all gas pipe work for gas soundness.	(A)	(A)
---	-----	-----

OT.2 Check operation of all valves and controls associated with gas burners and report all defects.	(A)	(A)
---	-----	-----

OT.3 Water treatment of Primary and Secondary Heating / Hot water including testing and independent sample analysis by laboratory in accordance with this Specification paragraphs 7.10 – 7.18	(Q)	(Q)
--	-----	-----

OT.4 Clean the glands and repack and overhaul as necessary.	(A)	(A)
---	-----	-----

OT.5 Check for correct operation of all automatic valves controlling temperatures, pressures or volumes.	(Q)	(Q)
--	-----	-----

Note: Where a valve is being used for balancing, the valve must be reset to the original settings.

Appendix 2

Email from Cllr Batteson

RE: Newington Est Underground Heating Replacement

Dear Simon,

I agree the project has been a successful one and the communication with residents has been positive. I think it's important to mention the historical context in that there were some heating works done on the estate 10-12 years ago. On that occasion, the resident experience was not as positive which they have raised quite frequently during meetings over the last couple of years and the team have had to deal with. I think the frequency of meetings has been about right and the different communication channels has been a plus as well. It might be helpful to check data on the number of visits the website has had to determine whether this has been a useful exercise. My impression is people are still relying on the meetings and newsletters for updates.

The success of the project is possibly best demonstrated by the relatively low attendance at the last meeting. The first meeting I attended on this had a high turnout where residents had lots of queries. It appears people are relatively happy with where this is at now and didn't feel the need to turn up to the most recent meeting.

I hope this helps but if you need me to expand or comment on anything else just let me know.

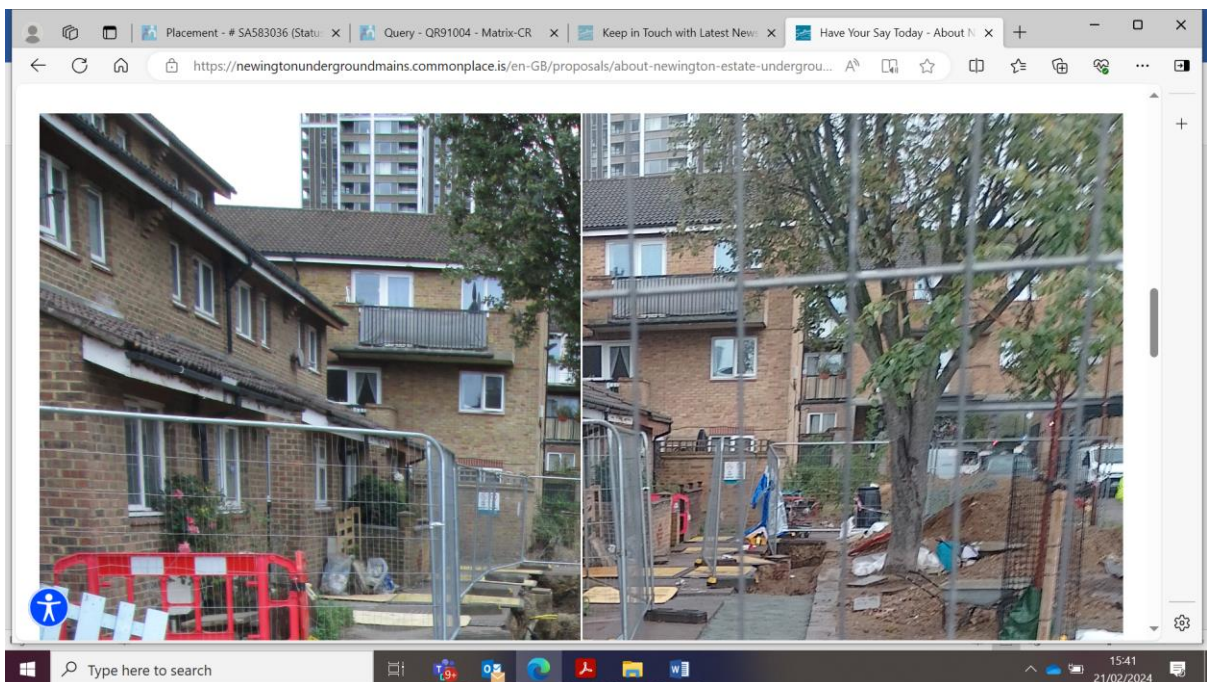
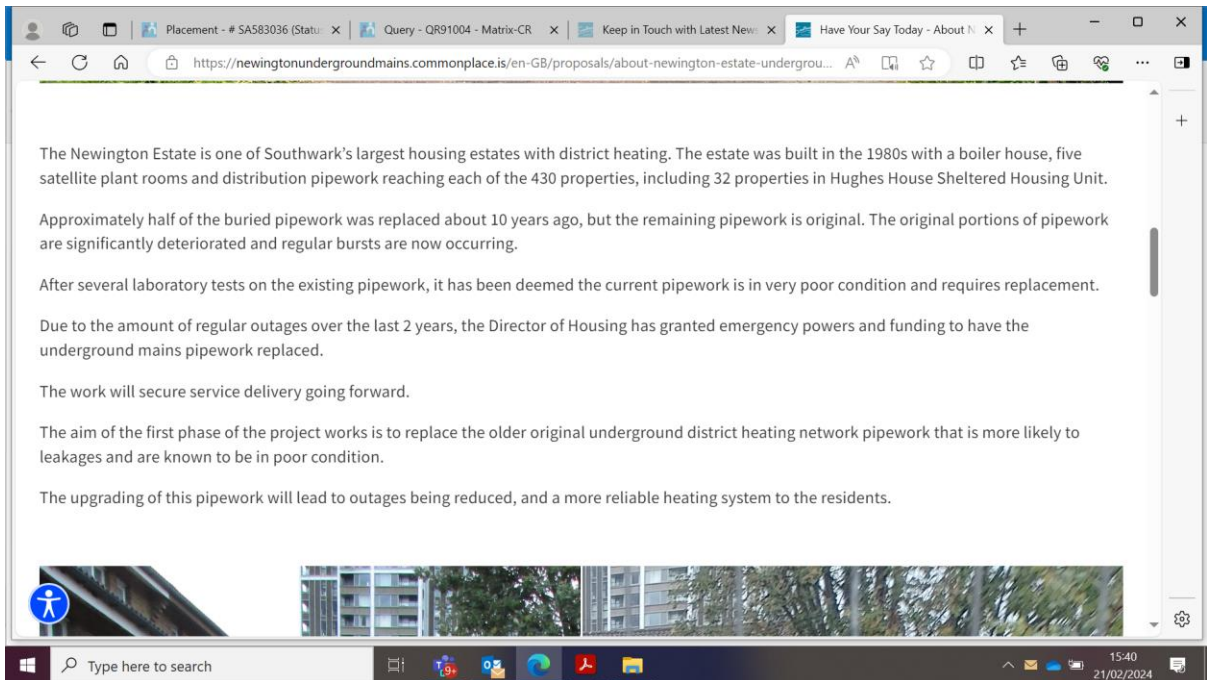
Kind regards,

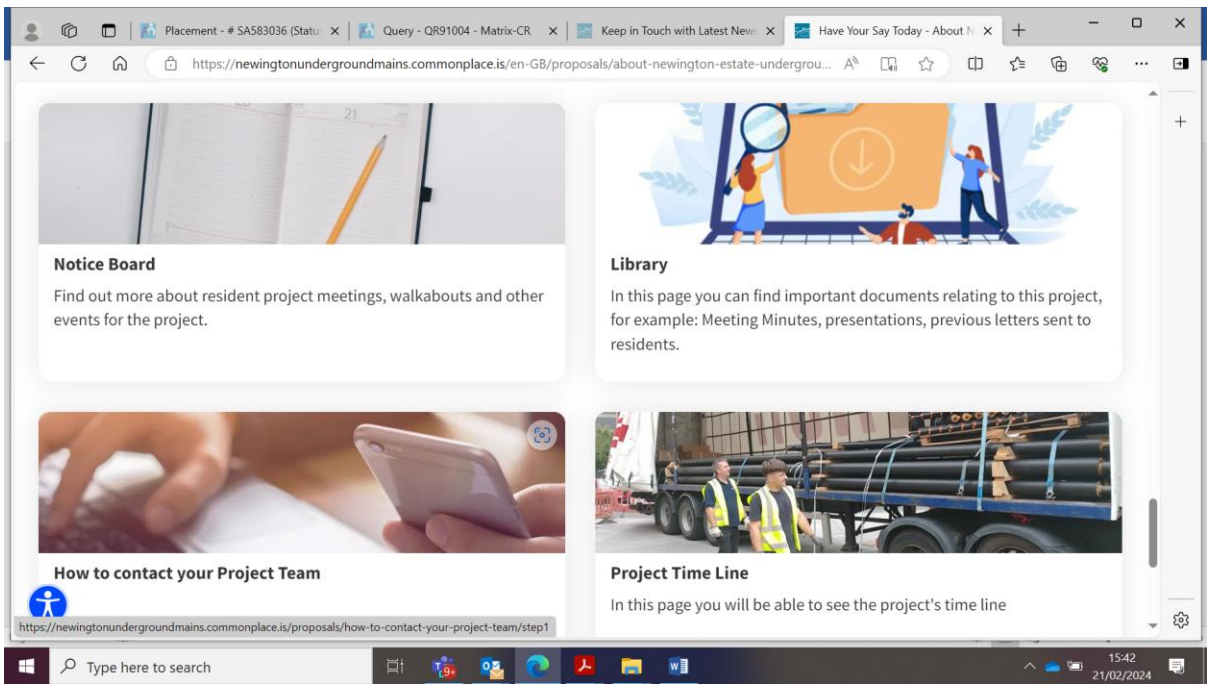
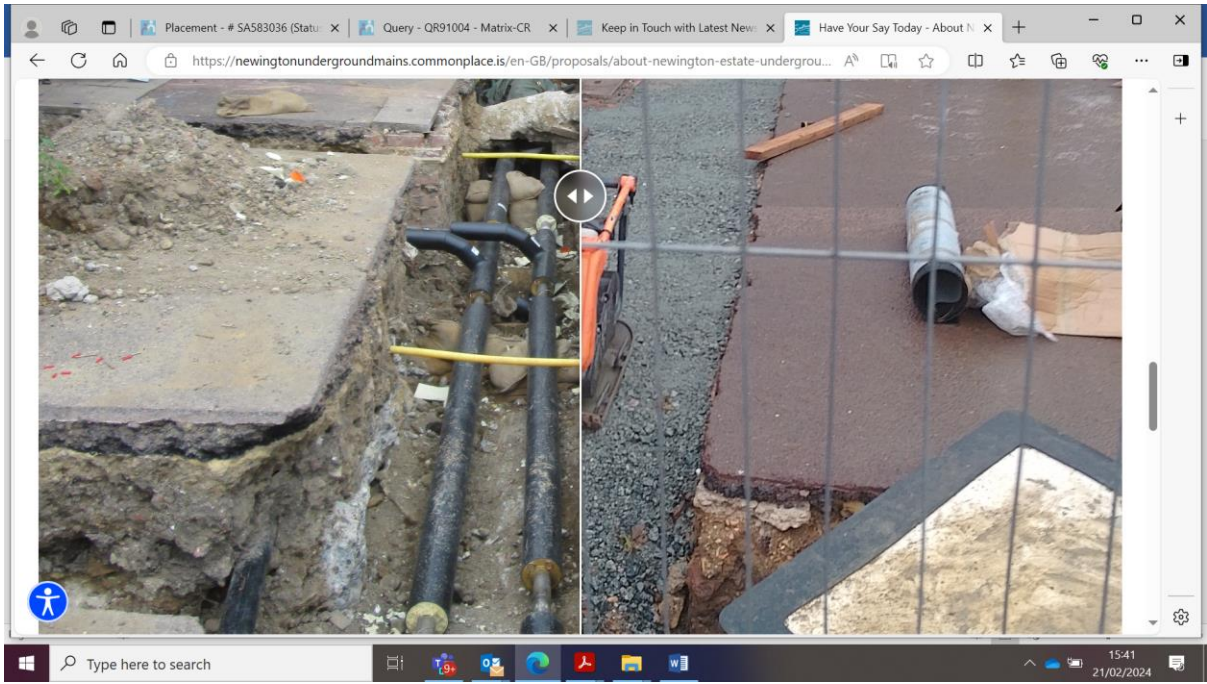
John

Cllr John Batteson (Labour)
Newington Ward
Southwark Council
M: 07731996007
E: John.Batteson@southwark.gov.uk

Appendix 3

Newington Est Underground Heating Mains Replacement Screenshot examples from our microsite which is available for all residents to keep updated on their estate on how works are progressing and general information on the project.





Noise and Nuisance Service.

Housing Community Safety and
Community Engagement Scrutiny
Commission

February 2024

Purpose of the Briefing

1. To provide Housing Community Safety and Community Engagement Scrutiny Commission with an overview functions and remit of the Noise and Nuisance Service. It explains how the service is delivered, and the challenges and opportunities ahead.

Background

2. Noise pollution is any unwanted or disturbing sound that affects the health and well-being of humans and other organisms. Studies have shown that there are direct links between noise and health. Noise has been linked with issues ranging from sleep disturbance to poor concentration to risk of metabolic and cardiovascular disease and dementia.
3. Noise is regulated through several departments across the Council. Officers use discipline-specific regulatory frameworks for noise control, including taking proactive measures and responding to complaints. See Appendix 1.
4. Complaints about noise are dealt with by the Noise and Nuisance Service who provide the initial response and resolution. If appropriate and no immediate solution is possible, the relevant department is contacted.
5. The Noise and Nuisance Service sits within Regulatory Services under the Neighbourhood and Nuisance Service. On average the service receives 11,000 service requests a year. The service is tenure blind e.g. responds to noise from Council properties. It is made up of 17 FTE officers, 14 of whom work on a shift rota. These officers provide a comprehensive witnessing and intervention service, 364 days per year, except Christmas Day.
6. The main function of the service is to deliver the Council's statutory functions for Noise and Nuisance. A significant proportion of service requests relate to the control of noise from both domestic homes and commercial businesses. The most frequent complaints we receive are about neighbour noise such as loud music and parties, construction noise including DIY, burglar alarms and car alarms.
7. The service also provides specialised technical support to services across the Council. For example;

Leisure Services to address issues in open spaces during office and out of hours, particularly when dealing with large Gatherings (20+ individuals) eg unlicensed music event. We do this by working collaboratively with the Police through Partnership Tasking Group and provide information to assist in their decision making for the use of dispersal orders.

Planning department and Network Management to ensure noise controls are in place, particularly for large building projects and to assist where appropriate in resident consultations.

Budget Challenge - Savings

8. Following a 2023 budget challenge meeting the service was asked to identify savings. A review of the service was undertaken in line with the Chartered Institute of Environmental Health guidance "Neighbourhood noise policies and practice for local authorities – a management guide" to determine the level of service required. This included carrying out a needs assessment to provide the basis for the selection and appropriate resourcing of a suitable model. The assessment concluded a 'Modestly sized dedicated service with extended hours and public access to a single point of contact all day every day' is needed to meet the needs of Southwark's residents.
9. Officers put forward five potential models, varying in how well Southwark met its statutory duties and delivery of functions, potential reputational risk to the Council, and service costs. Appendix 2 details the benefits, risks and costs of each option and summarises the scope of the service.
10. Members have agreed on the savings. The service will implement the median model in 2025-2026 and following assurances from a service review and improvements made, the service will move to the seasonal model in 2026-2027.

Southwark's Noise and Nuisance Service

11. Currently the Noise and Nuisance service operates 24 hours at weekends and from 0700hrs to 0300 Monday to Thursday. A large proportion of service requests are received via the Contact Centre either by telephone or online forms. Other requests are made directly to the service via email from residents members and neighbouring boroughs.
12. Staffing levels are based on service needs and specialist technical knowledge required to deliver the statutory functions.
13. Officers work in pairs and follow a rotating shift pattern. The table below outlines the standard shifts and staffing resource.

Day	Early Shift	Officers	Late Shift	Officers
Monday	07:00 – 17:00	2	17:00 – 03:00	2
Tuesday	07:00 – 17:00	2	17:00 – 03:00	2
Wednesday	07:00 – 17:00	2	17:00 – 03:00	2
Thursday	07:00 – 17:00	2	17:00 – 03:00	2
Friday	07:00 – 20:00	2	19:00 – 08:00	4
Saturday	07:00 – 20:00	2	19:00 – 08:00	4
Sunday	07:00 – 20:00	2	19:00 – 07:00	4

14. During the working week, the service also operates a "visiting officer" shift rota. This time is utilised to carry out essential administrative work such as updating cases and completing investigative activities, including follow-up advice to premises or residents where it was not possible to provide that advice as part of a rapid response visit.

Types of Noise and Nuisance the service can deal with:

15. The Service can take action on various types of noise, such as loud amplified music, construction or demolition noise, intruder alarms, car alarms, barking dogs, and noisy DIY. We can also address other nuisances that may cause a disturbance, such as light intrusion, odours and fumes from commercial properties, smoke noise from commercial venues and events, and dust or noise from some works or equipment in the street.
16. We do not have the power to deal with certain types of noise, including aircraft noise, noisy children, rowdy behaviour in public places, traffic or train noise, and odour from domestic properties.

Assessment of Statutory Nuisance

17. The Service will take action against where the noise or nuisance that is or likely to constitute a Statutory Nuisance. The threshold for noise nuisance is high and statutory nuisance action has never been intended to regulate merely annoying annoyances or to protect amenities to the same extent as it is required with conditions attached to the grant of planning permission.
18. The legal test for noise nuisance is objective meaning that the noise must be excessive and unreasonable to the average person. This is determined by various complex case law. There are no legal noise limits set for statutory nuisance or for officers to take noise measurements because each case needs to be judged on its own merits. To determine if a complaint amounts to a statutory nuisance, all the relevant factors must be weighed and assessed properly, the approach adopted should include advice and persuasion rather than proceeding down the formal route. Individual sensitivities cannot be taken into account.
19. The standard of proof required to serve an abatement notice is a civil standard on the balance of probabilities. When taking action it is the opinion of the officer as set down in the abatement notice which defines the boundary of the nuisance. This means a suitably trained and qualified officer needs to witness the nuisance to determine if the threshold has been met.
20. To assist with evidence gathering officers will consider photographs or footage from residents but for reasons discussed above they cannot take action based on this alone. Officers also regularly use noise monitoring equipment to determine the frequency and duration of the noise, such as barking dogs and ongoing DIY, to assist with their assessments. The service has six noise-monitoring devices.

How service requests are handled

21. The initial contact with a resident is handled by the Call Centre which conducts the first level of screening. The details of the call are then recorded in the Dynamics 365 database, also known as CRM.
22. Next, the call is referred to another officer in the contact centre known as "Noise Tracker." This officer checks the Regulatory Services database (Civica APP) for any health and safety warnings or other relevant information to ensure the safety of the responding officers.
23. The information is then emailed to Noise and Nuisance Service for action. The team reviews the information and contacts the complainant accordingly.

Team Metrics

24. Table below shows the number of service requests received and service standards met over the past seven years.

Noise and Nuisance Service	2023-Jan24	2022-2023	2022-2021	2021 - 2020	2019 - 2020	2018-2019	2017 - 2018
% noise service requests responded to in 3 days*	97%	95%	96%	95%	90%	90%	91%
Noise calls - 3 day response	2229	3028	2883	7151	3146	2621	2773
Noise calls - rapid response	6324	7934	8360	5121	7307	7790	7994
% noise rapid response requests in 60 mins**	77%	82%	72%	82%	76%	72%	76%
Total calls	8553	11052	11243	12272	10453	10411	10767

* % noise service requests responded to in 3 days – for complaints where noise is not taking place at time of call.

**% noise rapid response requests in 60 mins – for complaints where noise is taking place at time of call.

Enforcement Actions -awaiting data from NS

Noise and Nuisance Service	2023-Jan 24	2022-2023	2021-2022	2020 – 2021	2019 - 2020	2018-2019	2017 - 2018
Number of notices served for noise/other nuisance	40	58	29	8	99	196	220
Notices served for construction sites	40	46	28	63	26	85	121
Prosecution	8	2	1	0 (courts closed)	3	10	6

25. A recent Chartered Institute of Environmental Health Noise Survey was carried out 2022 of which twelve London Authorities responded: Barnet, Camden, Enfield, Hammersmith and Fulham, Harrow, Sutton, Tower Hamlets, Waltham Forest and Southwark.

London Performance	Southwark's Performance
189 complaints received for every 10,000 people.	332 complaints received for every 10,000 people (75% more than the London average)
466 notices were served	182 Notices (over 40% of the notices served in London)
9 noise-related prosecutions	3 noise related prosecutions (33% of London total)
0.3 FTE professionals to deal with noise complaints per 10,000 population	0.38 FTE to deal with noise complaints per 10,000 residents."
Complaints per 1 FTE in London were 671	1 FTE deals with 870 complaints

Service Needs Analysis

26. In 2023, a spending review prompted a thorough assessment of the required service level. The review focused on improving service delivery resilience and identifying ways to tackle the root causes of nuisance issues throughout the Borough. The Noise and Nuisance officers were consulted, and their valuable insights were used to identify ways to achieve efficiency gains and service improvements.
27. To determine the output and outcomes of the service, service request data was examined from April 2019 to March 2023. The cost of the service was calculated using financial data for the same period, including oncost figures.
28. Southwark's assessment of needs confirms a *'Modestly sized dedicated service with extended hours and public access to a single point of contact all day every day'* is needed to meet the needs of Southwark's residents. Appendix 2 summarises the key findings of the service review.

Service Improvements

Following the assessment of needs, the table below sets out the improvements being made to the service.

Issue	Comments	Measures being taken
Ensure all noise complaints are made to the service	Anecdotal evidence suggests that residents are contacting other services across the Council with noise issues	<ul style="list-style-type: none"> • Raising awareness of the service across the Council • Develop a referral mechanism for staff across the Council
Managing Expectations	Lack of understanding of noise controls across the Council and Noise and Nuisance specific statutory obligations and the Noise and Nuisance Service	<p>Training/ Comms for;</p> <ul style="list-style-type: none"> • services across the Council • third sector • members
Communication with residents and business	There is limited communication and data suggests there is high prevalence of noise complaints in some parts of the Borough	<ul style="list-style-type: none"> • Developing a communication plan to ensure proactive messaging. • Consultation with focus groups and listening events with local communities, particularly in known areas of concern
Access to Service	<p>Unable to reach residents who may not have access due to;</p> <ul style="list-style-type: none"> • No access to SMART devices and internet • internal processes • lack of engagement 	<ul style="list-style-type: none"> • see above • Continue receiving calls by telephone • Explore digital solutions ie online forms and a case-management system for residents to view the status/ action of the case • Review of processes and policies to ensure equal access to residents and collect Equality Data
Mental health and housing needs.	<p>Officers are seeing an increase in cases of individuals suffering from complex mental health and housing needs. Furthermore since the pandemic residents have changed how they use their homes, this has resulted in a different profile of victim and perpetrator, a rise in mental health conditions and increased home working.</p>	<ul style="list-style-type: none"> • Review joined-up approach between the service and wider Council services and make improvements. • Explore links with mental health workers

Future Fit Service	<ul style="list-style-type: none"> The review confirmed the service is demand-led and responds only to service requests. Given the Council's 2030 ambitions, it is recognised this approach is outdated and not sustainable. 	Reset the service. Service design principles; <ul style="list-style-type: none"> Customer-centric services Digital solutions to assist with access, resolution and case management Data-led interventions leading to proactive interventions Review of noise functions and processes across the Council and align/centralise Creative solutions through partnering opportunities
Call Handling	<ul style="list-style-type: none"> Response and management of the first response from the Contact Centre is under review this includes addressing issues with the CRM system, data recording, timely transfer of cases and resourcing tracker to prevent suspension of the service 	<ul style="list-style-type: none"> Cross-departmental officer group working towards holistic solutions SLA under review
Staffing - Recruitment and retention of technical specialists Succession planning in the service	The talent pool of professionals who possess updated expertise is limited, some of this can be attributed to a national shortage of officers entering the profession. Other challenges include private sector organisations and consulting firms are also vying for the same talent and offering better remuneration packages.	<ul style="list-style-type: none"> Service re-design will assist in recruitment and retaining staff Review of staff development and pathways into the regulatory sector. Work with Matrix to attract local talent through apprentice scheme

Budgetary Risk

29. Further investment is likely to be required to deliver and implement improvements needed to the service.

30. It is anticipated that these changes may result in a notable rise in complaints. This could potentially affect the ability of the service to fulfil its legal obligations and meet the service expectations.

Next Steps

31. A further review is being undertaken to assist with service re-design and sequencing of improvements needed to move the intended service models.

Anju Sidhu Head of Regulatory Services
Matt Clubb Director of Environment
Dominic Cain Director of Exchequer

Source	Action	Who
Residential developments	Noise impact assessments. Plans to incorporate good acoustic design to ensure that the most appropriate and cost-effective solutions are identified from the outset.	Planning Services
New Construction and new work being carried out on existing buildings	Building Regulations The regulations apply to new construction work and do not require that existing buildings are brought up to standard. However, where new work is being carried out to existing buildings, such as alterations, extensions, loft conversions, window replacement, insulation and so on the regulations do for sound insulation.	Building Control
Construction Sites	Construction Environmental Management Plan - The purpose of the plan is to outline how a construction project will avoid, minimise or mitigate effects on the environment and surrounding area.	Network Services
Construction sites	A notice on people carrying out construction or demolition works to tell them how the work should be carried out to avoid a potential statutory noise nuisance. The notice can specify any of the following: <ul style="list-style-type: none"> • a noise level • the plant or machinery that can be used • the hours when work can be done • steps that need to be taken to minimise noise Should a statutory nuisance occur an abatement notice can be served.	Regulatory Services
Loudspeakers in the street	It's an offence to use loudspeakers at any time to advertise: <ul style="list-style-type: none"> • entertainment • trade • business Also for any purpose in the street at night between 9pm and 8am.	Regulatory Services
Environmental Permits	Part A2 and Part B processes - Local Authority Pollution Prevention and Control (LAPPC)	Regulatory Services
Fixed premises (incl dwellings, licenced premises) and open spaces	Where a statutory nuisance has occurred or likely to occur an abatement notice can be served.	*Regulatory Services
Noise from industrial, trade or business	Where a statutory nuisance has occurred or likely to occur an abatement notice is served. However if they've used the best	Regulatory Services

premises: special rules	practicable means to stop or reduce the noise, they may be able to use this as one of the following: <ul style="list-style-type: none"> • grounds for appeal against the abatement notice a defence, if prosecuted for not complying with the abatement notice	
Licenced premises	Licensing conditions can be placed to limit noise levels. Judged on a case-by-case basis.	Regulatory Services

*Resident Services - action through Council tenancies

Five potential models

Details the benefits, risks and costs of each option. The table below summarises the scope of the service under each option and the potential cost of the service.

1	Budget	<p>0900 – 1700 from Monday to Friday only. Officers will carry out pre-planned out-of-hours work on overtime. This will allow focused intelligence-led investigations. Resources will be targeted at those most in need predominately repeat callers. Proactive engagement with residents will be undertaken to mitigate noise.</p> <p>Cost of Service £0.64m with a saving of £550,000</p>
2	Budget Plus	<p>0900 – 17.00 Monday to Sunday. Officers will carry out pre-planned out-of-hours work on overtime. This will allow focused intelligence-led investigations Resources will be used to work with residents to mitigate noise.</p> <p>Cost of Service £0.75m with a saving of £440,000</p>
3	Median	<p>0700 – 0300 from Monday to Sunday. Responsive service is available during peak demand. Officers will carry out pre-planned out-of-hours work during off-peak demand. This will allow focused intelligence-led investigations</p> <p>Cost of Service £1.1m with a saving of £90,000</p>
4	Seasonal	<p>Summer Months (12 Staff) 0900 – 1700 from Monday to Thursday and 0700 – 0300 Friday and Sunday. Winter Months (17 Staff) 0700 – 0300 Monday to Sunday</p> <p>Officers will carry out focused and targeted interventions to meet demand. The service is cost-effective and responsive as it will be available during peak demand to meet the needs of Southwark residents. Resources will be focussed on proactive and preventative workstreams. During off-peak demand (winter) proactive engagement will be undertaken to educate residents.</p> <p>Cost of Service £1m with a saving of £190,000</p>
5	Comprehensive	<p>24hrs service 7 days a week. Officers will carry out focused and targeted interventions to meet demand. The service is cost-effective and responsive and it will be available during peak demand to meet the needs of Southwark residents. Resources will be focussed on proactive and preventative workstreams. Bespoke services to meet service-specific needs across the nine neighbourhoods leading on contentious workstreams for cross-cutting neighbourhood issues i.e. noise in Camberwell Green, unlicensed music events, construction noise</p> <p>Cost of service 1.64m, investment of £450,000.</p>

Key findings of the service review

- a. Approximately 11,000 service requests are received every year.
- b. A significant proportion of service requests are related to noise. Sources of noise include domestic noise, noise from licenced premises and construction sites
- c. The service is tenure blind e.g. responds to noise from Council properties
- d. 50% of service requests are recorded as rapid response (1 hr response)
- e. 93% of service requests are received between 0900hrs and 0300hrs
- f. 65% of the 93% service received between 0900hrs and 0300hrs are between Friday night and the early hours of Monday morning
- g. 60% (6440 calls) of service requests are received in the summer
- h. 40% (4533 calls) in winter.
- i. Winter weekend call volumes are similar levels to summer weekday call levels.
- j. High prevalence of service requests during summer months.
- k. Less prevalence of issues in the South of the Borough

Item No. 7	Classification: Open	Date: 29 February 2024	Meeting Name: Housing, Community Safety and Community Engagement Scrutiny Commission
Report title:		Work Programme 2023-24	
Ward(s) or groups affected:		N/a	
From:		Scrutiny Officer	

RECOMMENDATIONS

1. That the housing, community safety and community engagement scrutiny commission note the work programme as at 29 February 2024 attached as Appendix 1.
2. That the housing, community safety and community engagement commission consider the addition of new items or allocation of previously identified items to specific meeting dates of the commission.

BACKGROUND INFORMATION

3. The general terms of reference of the scrutiny commissions are set out in the council's constitution (overview and scrutiny procedure rules - paragraph 5). The constitution states that:

Within their terms of reference, all scrutiny committees/commissions will:

- a) review and scrutinise decisions made or actions taken in connection with the discharge of any of the council's functions
- b) review and scrutinise the decisions made by and performance of the cabinet and council officers both in relation to individual decisions and over time in areas covered by its terms of reference
- c) review and scrutinise the performance of the council in relation to its policy objectives, performance targets and/or particular service areas
- d) question members of the cabinet and officers about their decisions and performance, whether generally in comparison with service plans and

targets over a period of time, or in relation to particular decisions, initiatives or projects and about their views on issues and proposals affecting the area

- e) assist council assembly and the cabinet in the development of its budget and policy framework by in-depth analysis of policy issues
 - f) make reports and recommendations to the cabinet and or council assembly arising from the outcome of the scrutiny process
 - g) consider any matter affecting the area or its inhabitants
 - h) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working
 - i) review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the scrutiny committee and local people about their activities and performance
 - j) conduct research and consultation on the analysis of policy issues and possible options
 - k) question and gather evidence from any other person (with their consent)
 - l) consider and implement mechanisms to encourage and enhance community participation in the scrutiny process and in the development of policy options
 - m) conclude inquiries promptly and normally within six months
4. The work programme document lists those items which have been or are to be considered in line with the committee's terms of reference.

KEY ISSUES FOR CONSIDERATION

5. The Housing service areas that fall within the scope of the Housing , Community Safety and Community Engagement Commission are:
- Resident Services (which includes area management, strategy and business support, strategic business and support housing services).
 - Customer Experience Division (which includes the Contact Centre; Customer Resolution and Specialist Services, My Southwark Home Owners and the Housing Solutions Services).

- Asset Management Division (which includes New Homes; Investment, Repairs & Maintenance and Engineering).
6. As of 27 November 2023 the commission also now has within in its remit the cabinet portfolio elements listed below:

Council Homes (Councillor Sarah King)

- **Management of the council's homes** – including council homes, sheltered and extra care homes, council owned temporary accommodation, high needs hostels and homes and sites for Gypsy, Roma and traveller communities
- **Residents involvement and services** – including services and advice for council tenants, leaseholders and freeholders and support for Tenants and Resident Associations and Tenant Management Organisations
- **Housing maintenance** – including repairs and major works; heat networks; communal repairs; gas and electrical safety and refurbishment of voids
- **Fire safety** – ensuring council homes meet fire safety standards and leading the council's work on fire safety, cladding and remediation for private sector and housing association residential buildings
- **Housing allocations** – oversight of the council's Housing Solutions Service and the allocation of council homes, housing association, social rent and key worker homes to Southwark residents
- **Renewal of the Aylesbury, Tustin, Ledbury and Abbeyfield estates** – working with residents to deliver new and improved homes and estates (working with the Cabinet Member for New Homes and Sustainable Development)
- **Tenants and residents' halls** – including their maintenance, ongoing improvement and ensuring they are the best possible facilities for residents of our estates and broader community.

Community Safety (Councillor Natasha Ennin)

- **Reducing crime and anti-social behaviour** – including community wardens, antisocial behaviour team, noise service, CCTV, public spaces protection orders, preventing hate crime, tackling modern day slavery
- **Violence reduction** – working to end misogyny and violence against women and girls; and youth violence and the criminal exploitation of young people
- **Domestic abuse** – support for people who have experienced domestic abuse, Women's Safety Centre and safe spaces
- **Improving policing** – promoting equitable policing and strengthening community relations with the police

- **Licencing** – of premises serving alcohol or late night refreshment and of gambling
- **Environmental health** – including trading standards, food safety and environmental protection
- **Private rented housing** – increasing protections for private renters licencing and advice services for private sector renters.

New Homes & Sustainable Development (Councillor Helen Dennis)

- **New council homes** – the council’s work to build thousands of new council homes; including new council homes for older people; net-zero homes; and working with the Cabinet Member for Council Homes to deliver new council homes on the Aylesbury, Tustin, Ledbury and Abbeyfield estates
- **New affordable homes** – including housing association social rent homes; keyworker homes; community land trusts and housing cooperatives; homes for refugees; and temporary accommodation.
- **Homelessness** – Including support for people who are at risk of being or who become homeless; working to end rough sleeping; securing good quality temporary accommodation; and establishing the council’s Good Lettings Agency
- **Empty homes and short-term lets** – including the council’s Empty Homes Action Plan; and the Good Lettings Agency.

Deputy Cabinet Member for Housing Allocations (Councillor Leo Pollak)

- **New council homes** – the council’s work to build thousands of new council homes; including new council homes for older people; net-zero homes; and working with the Cabinet Member for Council Homes to deliver new council homes on the Aylesbury, Tustin, Ledbury and Abbeyfield estates
- **New affordable homes** – including housing association social rent homes; keyworker homes; community land trusts and housing cooperatives; homes for refugees; and temporary accommodation.
- **Homelessness** – Including support for people who are at risk of being or who become homeless; working to end rough sleeping; securing good quality temporary accommodation; and establishing the council’s Good Lettings Agency
- **Empty homes and short-term lets** – including the council’s Empty Homes Action Plan; and the Good Lettings Agency.

7. As of 5 October 2023 the commission also now has within in its remit the **Community Engagement** cabinet portfolio elements listed below:

Cabinet Member for Communities, Democracy and Finance (Councillor Stephanie Cryan)

Community involvement – including empowering communities programme, ward forums; volunteering and consultations.

Cabinet Member for Neighbourhoods, Leisure and Parks (Councillor Catherine Rose)

Neighbourhoods – working with residents to develop strategic plans to improve each neighbourhood as well as the council’s overarching strategy to transform the organisation to operate on a neighbourhood basis (working with the Cabinet Member for Communities, Democracy & Finance)

Deputy Cabinet Member for Green Finance (Councillor Emily Hickson)

Engaging the residents of the borough to support green finance initiatives.

8. Set out in Appendix 1 (Work Programme) are the issues the housing scrutiny commission is due to consider in the 2023-24 municipal year.
9. The work programme is a standing item on the housing scrutiny commission agenda and enables the commission to consider, monitor and plan issues for consideration at each meeting.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Housing and Community Safety Scrutiny Commission	Southwark Council Website	Amit Alva 020 7525 0496
Link: https://moderngov.southwark.gov.uk/ieListMeetings.aspx?CIId=605&Year=2023		

APPENDICES

No.	Title
Appendix 1	Work Programme 2023/24

AUDIT TRAIL

Lead Officer	Amit Alva, Scrutiny Officer	
Report Author	Amit Alva	
Version	Final	
Dated	21 February 2024	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Governance	No	No
Strategic Director of Finance and Governance	No	No
Cabinet Member	No	No
Date final report sent to Scrutiny Team	21 February 2024	

Housing, Community Safety and Community Engagement Scrutiny Commission Work Programme – 2023/24

Meeting	Agenda items	Comment
13 July 2023	Housing Allocations and Lettings policy for council homes and housing associations.	To receive a report/briefing from Deputy Cabinet Member Councillor Leo Pollak on the council's housing allocations and letting policy for council homes and housing associations.
12 October 2023	Overview of Southwark's Temporary Accommodation Policy	To receive a report from Karen Shaw Head of Housing Solutions on temporary accommodation including the current and future budget impact.
	Compensation scheme for heating outages	To receive a report from Simon Holmes, Head of Engineering and Tom Vosper Strategic Project Manager on the Compensation Scheme for heating outages.
14 December 2023	Interview with Borough Police Commander for Southwark	To interview Chief Superintendent Adjei-Addoh on <ul style="list-style-type: none"> • All policing matters, initiatives and programmes • Changes or plans as a result of the Baroness Casey Review • Approach of the Local Police towards mental health issues/cases in the public.
	Homelessness Strategy for Southwark (draft)	To receive the draft homelessness strategy from Councillor Helen Dennis, Cabinet Member for New Homes and Sustainable Development and officers.

Meeting	Agenda Items	Comment
<p>6 February 2024</p>	<ul style="list-style-type: none"> • Heating and Hot Water Outages <ul style="list-style-type: none"> ➤ Rouel Road estate ➤ Improvement works/programmes to district heating across the borough 	<p>To receive a report from Dave Hodgson, Director of Asset Management, Housing and Modernisation on heating and Hot Water outages.</p> <p>In addition, to hear from Rouel Road residents and service providers (TBC).</p>
	<ul style="list-style-type: none"> • Interview with Cabinet Member for Council Homes <ul style="list-style-type: none"> ➤ Housing Repairs ➤ Major works and improvements to service in light of issues at Devonshire Mansion and Canada estate. ➤ Fire Safety Works ➤ Tenants and Residents Associations (TRA) in wards 	<p>To interview Councillor Sarah King, Cabinet Member for Council Homes, giving a holistic overview of key strategies and projects under the portfolio, with a focus on but not limited to; housing repair, major works, fire safety works and TRAs'</p>

Meetings	Agenda Item	Comment
29 February 2024	<ul style="list-style-type: none"> • Rouel Road estate - Heating & Hot Water Outages 	<p>To receive a report from officers Simon Holmes, Head of Engineering, Paul Gathercole, Gas and Water Contracts Manager supported by Dave Hodgson Director of Asset Management and Desmond Vincent Asst. Director Major Works.</p> <p>To also hear from Adrian Jepps contracts manager for OCO service provider.</p>
	<ul style="list-style-type: none"> • Interview with Cabinet Member for Community Safety; Councillor Natasha Enin. <ul style="list-style-type: none"> ➤ Noise & Nuisance update 	<p>To interview Councillor Natasha Enin Cabinet Member for Community Safety giving an Overview of key strategies and projects under the portfolio supported by Stephen Douglass, Director of Stronger Neighbourhoods.</p> <p>To receive a report on Noise & Nuisance from Matt Clubb, Director of Environment and Nick Stabeler, Neighbourhood Nuisance Service Manager</p>
Upcoming Meetings	Agenda Items yet to be scheduled	Comment
21 March 2024	<ul style="list-style-type: none"> • Heating & Hot Water Outages • Interview with Borough Fire Commander. • Scrutiny report and recommendations 	All agenda items to be confirmed.

Housing, Community Safety and Community Engagement Scrutiny Commission

MUNICIPAL YEAR 2023-24

AGENDA DISTRIBUTION LIST (OPEN)

NOTE: Original held by Scrutiny Team; all amendments/queries to Amit Alva Tel: 020 7525 0496

Name	No of copies	Name	No of copies
Electronic Copy		Joseph Brown- Senior Cabinet Officer	
Members		Euan Cadzow-Webb - Liberal Democrat Group Office	
Councillor Sam Foster (Chair)		Shehu, Sarauniya - Cabinet Office manager	
Councillor Emily Tester (Vice-Chair)		Arthur Holmes – Cabinet Officer	
Councillor Ellie Cumbo		Clara Fiti – Cabinet Officer	
Councillor Jane Salmon			
Councillor Barrie Hargrove			
Councillor Esme Hicks			
Councillor Victoria Mills			
Reserves Members			
Councillor Portia Mwangangye			
Councillor Sam Dalton			
Councillor Joseph Vambe			
Councillor Ketzia Harper			
Councillor Cleo Soanes			
Councillor Hamish McCallum			
Councillor Adam Hood			
Co-Opted Members			
Bassey Bassey (Southwark TMO)			
Cris Claridge (Tenants Forum)			
Ina Negoita (Homeowners Forum)			

Dated: 21 February 2024