

Cabinet

Tuesday 14 September 2021

11.00 am

Ground floor meeting rooms, 160 Tooley Street, London SE1 2QH

Appendices Part 1

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Date: 6 September 2021



MARIE CURIE HOUSE FIRE COMPARTMENT SURVEY



ABSTRACT

This report highlights the shortfalls in the fire stopping/protection at Marie Curie House following the recent incidents at the property involving the LFB and reports of smoke penetration into a resident's bathroom.

Paul Coffey & Chris Davis
November 2020

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Issue No	Author	Date	Detail of Changes
Draft	Paul Coffey/Chris Davis	23 November 2020	Issued for approval
1	Paul Coffey/Chris Davis	27 November 2020	Issued

1 Methodology

This intrusive survey is designed to accommodate all building types regardless of age, height, construction type and occupancy characteristics and will cover the majority of building types currently within the LBS stock portfolio. Ad hoc variations may occur where a new type or style of property is encountered that the survey in its current form may not fully address. Where this situation occurs, it will be the responsibility of the surveyor performing the assessment to address their comments in the relevant section of the template so that further consideration may be applied for amending this document.

Currently the LBS stock portfolio encompasses buildings that were constructed to comply with different Regulations and Guidance, the survey does not aim to encompass different design strategies or original design intent but aims to apply current guidance and legislation where possible to the LBS stock portfolio as it exists. Where the application of current standards is found to be detrimental to the existing premises it will provide recommendations that will provide the best solution to ensure that the premises as a whole (not just the individual dwelling(s) where the survey was undertaken) is provided with the best compensatory measures or construction detail that will ensure, as far as possible, the safety of each dwelling and building in the event of fire and that the effects of fire will be mitigated to the best degree possible.

2 Scope of the Report

Limitations

The report and findings are based on both a visual and intrusive inspection, where possible. The inspections were conducted only on this property (no. 76) and the communal area that affects only the demise of No.76.

Statements regarding the fire resistance of the structure have been based on typical expected resistances of materials and construction, based on the fire strategy design. They comprise a visual inspection of accessible areas only. No testing of materials has been undertaken

We recommend that fire stopping works are undertaken by third party accredited contractors, registered on schemes such as FIRAS, IFC, etc.

3 Building Description

The property being assessed is number 76 which is located in the southern half of the block on the 11th floor.

The building is constructed of a reinforced structural concrete frame, floor and roof slabs with structural concrete main cross walls, (intermediate cross walls are masonry). The external envelope of the building comprises the two main facades which are of brick & block with aluminium composite (containing some Phenolic material) infill panels, UPVC/aluminium windows to odd numbered floors (accommodation entrance level).

The escape balconies located at each even numbered level are constructed of concrete floor, a metal balustrade and infill panels to one side and brick/block construction to 1.1m high (confirmed on the lounge side) & UPVC/aluminium windows and 30 minutes fire resisting doors, there is a UPVC panel to the exit door of one side of the balconies which is under 1.1m.

Internal partition walls within the duplex flats are of masonry and stud partition construction. The lower level has two bedrooms and a bath/toilet. Upper level comprises a kitchen and lounge area separated by a timber and glazed partition (not fire resisting).

There are two bin rooms at ground floor level served by rubbish chutes. Chute hoppers are accessed from within a ventilated and protected chute room at odd numbered floor levels. The building is provided with a concrete single central protected staircase serving all floors and two passenger lifts which service all odd numbered floors.

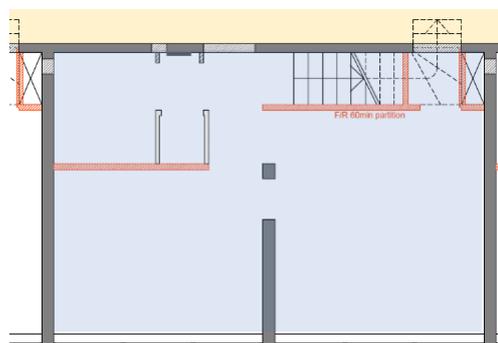
Access to the building is via a secure main entrance on the ground floor giving access to the lift lobby (no stair access from this lobby). The staircase is accessed separately from the lifts via an external open stair through a secure door located at upper ground floor level. The building forms a standalone block of maisonettes over 16 floors (Ground + Upper Ground + 14 upper levels) containing 98 two storey maisonettes.

There is a lift lobby at ground floor and each odd numbered upper floor level, this is accessed at ground floor level via a door fitted with an electronic key/fob security access system provided with a drop key override.

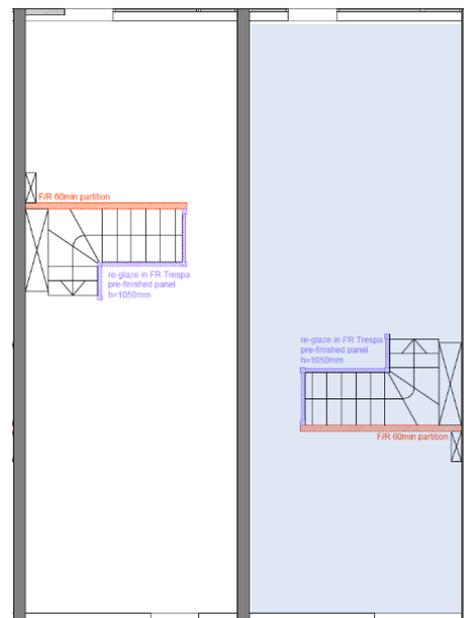
The accommodation Front Entry Doors (FED's) are located at each odd numbered floor level (lower level of Duplex) within two protected corridors, one corridor either side of the central lift lobby & escape stair. There are service risers at all levels within the lift lobbies and escape routes & a plant room on the roof containing lift motor & ventilation plant (No inspection due to ladder access).

4 Description of the Dwelling

Number 76 Marie Curie House (shaded in blue below) is a 2-bedroom maisonette with the front entrance door located on the 11th floor. The lounge and kitchen of the property or located on the 12th floor. Being of 'scissor' design, the lounge sits above Bedroom 2 of the flat opposite and vice-versa.



Lower Floor (11th)



Upper Floor (12th)

5 Extent of Intrusive Work Undertaken

The following areas of the property were investigated;

Area within dwelling	Type of Inspection	Issue found?
Hallway/ lobby	INT	Y
Room 1 – Bedroom 1	VIS	N
Room 2 – Bedroom 2	VIS	Y
Room 3 – Bathroom/WC	INT	Y
Room 4 – Secondary Means of Escape lobby	INT	Y
Room 5 – Living room	INT	Y
Room 6 – Kitchen	INT	Y
Number of issues found:		23

Key;

INT - Intrusive work undertaken

EXTP - Existing trap or access panel used

BS – Borescope

Vis - Visual only

NIWR - No intrusive work required

6 Existing Structural Flaws

There was no obviously visible structural flaw before the survey was carried out. However, it is recommended that a Structural Engineer should be engaged to determine the robustness of the building integrity. This will provide complete confidence that the fire compartments are not being breached by a failure in the method of construction.

7 Asbestos

3.1.1 Has a review of Southwark's asbestos database taken place?

Y N N/A

3.1.2 Has an asbestos survey been undertaken and is it safe to carry out an assessment?

Y N N/A

Asbestos survey ref: 'Camberwell/J033815' Dated 10th June 2015. The noted Asbestos Containing Materials (ACM's) were;

Description	Action
Lower floor lobby – Panelling to inside of wall lining and access hatch to air vent	Appears removed
Lower floor lobby – Hall panelling within air vents	Appears removed
Bathroom – Panel to bathroom door	Appears removed

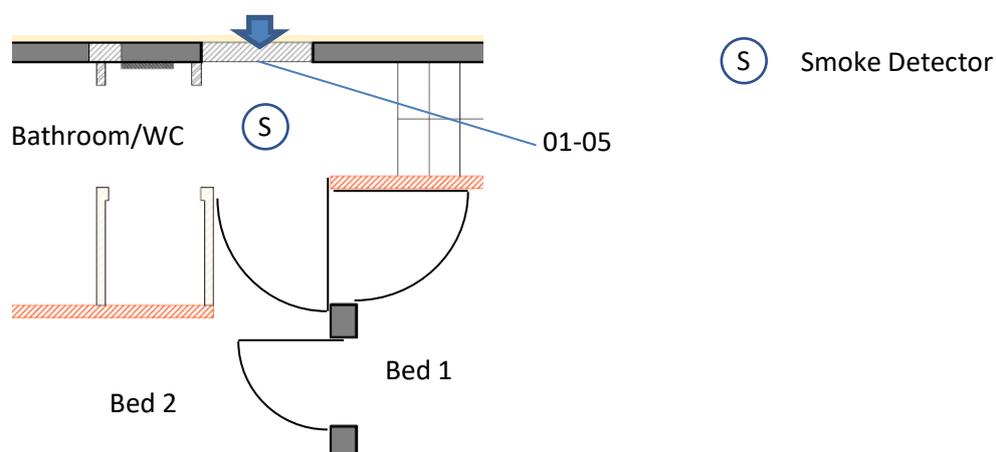
RISK RATING

Trivial	1	Limited action is required, existing controls are satisfactory until renewal or major works programme.
Tolerable	2	No major additional controls. However, there may be some need for improvement.
Moderate	3	Essential action must be taken to reduce the risk. Risk reduction measures should be implemented within a defined time period.
Substantial	4	Considerable resources will have to be allocated to reduce the risk. Improvements should be undertaken urgently.
Intolerable	5	Imminent significant risk of harm. Immediate action is required.

8 Inspection

8.1 Entrance Hall/Lobby

Dimensions: 1500 x 1000



Reference	Front Entrance Door (FED)	Issue	Priority
01		Excessive gap between bottom of door and frame. No fire batt under floor boards to separate compartment	3
02		No fire stopping above door frame	3

03		Incorrectly fitted intumescent pads to in letter box	3
04		No intumescent seal between door frame and substrate	3
05		Door closing is reliant on a sprung chain mechanism (Perko). This should be replaced with a suitable overhead door closer.	3

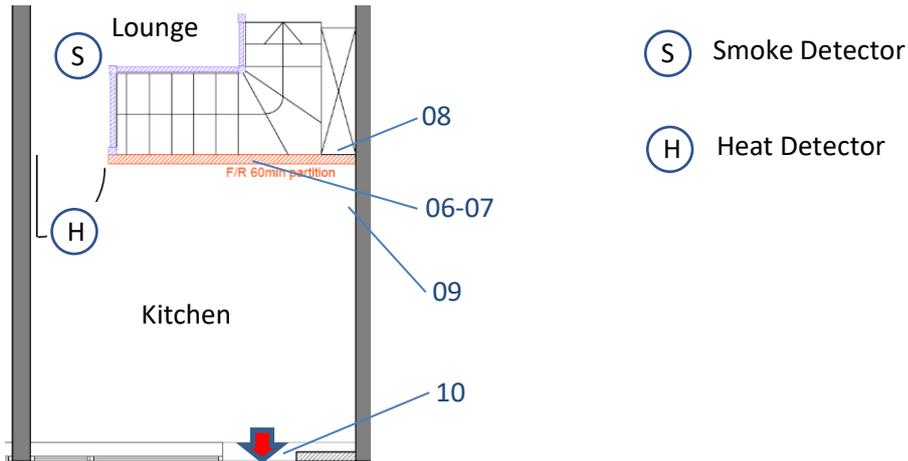
Solution:

Option 1 - Carry out a full upgrade of the elements noted above to bring it to a standard where a third-party accredited maintenance certificate could be issued for the non-compliant elements noted.

Option 2 – Replace the FED with a new FD30S doorset to meet BS476.

8.2 Kitchen

Dimensions: 3100 x 3500



Reference	Compartment wall	Issue	Priority
06		Non-compliant timber and Georgian wire cast glass partition incorporating a 'heritage' 30-minute fire rated door	3
07		The partition contains a stopped off gas supply as well as numerous other penetrations/breaches through what is a compartment wall.	3
08		Breach into the shaft wall from the kitchen to house services	3
09		Redundant gas pipe compartment ventilation penetrating shaft wall via compartment screen	3

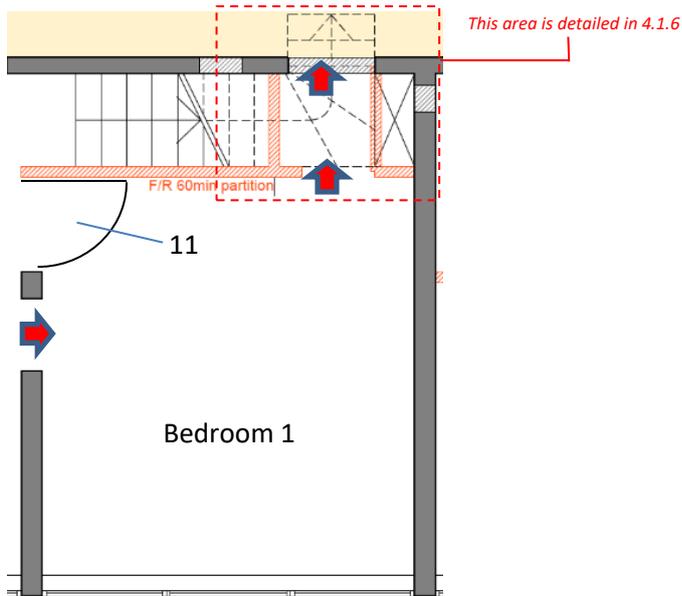
Reference	Secondary Means of Escape (SMOE)	Issue	Priority
10		Excessive gaps. Not closing into the frame.	1

Solution: (09) Replace the complete partition with a 60-minute compartment wall and FD30S door set

Solution: (10) Carry out a maintenance check of the door to remedy the excessive gaps and self-closing issue.

8.3 Bedroom 1

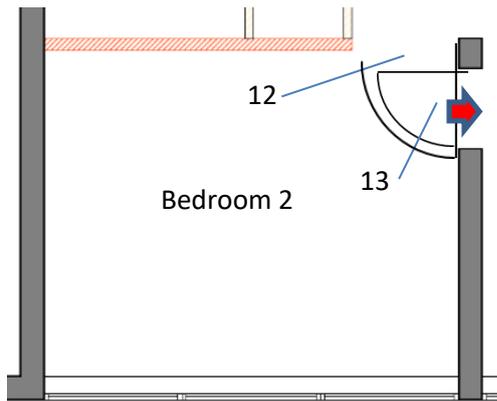
Dimensions: 3500 x4000



Reference	Door to Bedroom 1	Issue	Priority
11		Carry out maintenance check to ensure door meets FD30S minimum standard	1

8.4 Bedroom 2

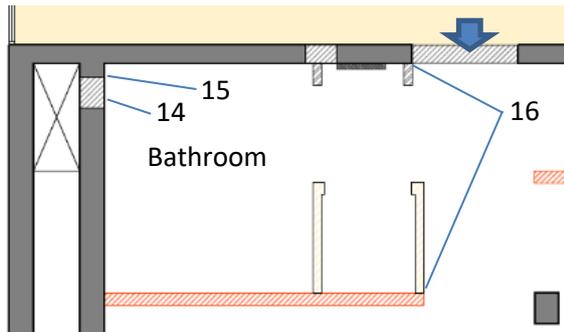
Dimensions



Reference	Door to Bedroom 1	Issue	Priority
12		Carry out maintenance check to ensure door meets FD30S minimum standard	1
Reference	SMOE	Issue	Priority
13		Carry out maintenance check to ensure door meets FD30S minimum standard	1

8.5 Bathroom

Dimensions: 1500 x 1900



Reference	Under Bath Breach	Issue	Priority
14	  	<p>Services passing through compartment wall into service duct accessed from adjacent property. The timber panel is non-fire rated and provides a passage for smoke and fire into the adjacent property.</p> <p>Some nominal fire stopping has been provided beyond the timber panel but this is insufficient to prevent the smoke and fire transfer.</p> <p>View of the timber bathroom panel of the adjacent property from the Secondary Means of Escape</p>	5
Reference	Ventilation System	Issue	Priority
15		<p>Communal ventilation system</p> <p><i>An independent survey of the communal ventilation system has been carried out and is included in Appendix 1 at the rear of this report.</i></p>	3

Reference	Protected lobby wall	Issue	Priority
16		No fire integrity to the existing wall. This wall is required to be of 60-minutes fire protection to maintain the integrity of the protected lobby.	3

Solution: (14) The compartment wall integrity needs to be reinstated to 120-minutes between properties. Any penetrations over 40mm through this compartment wall will require intumescent collars/wraps to maintain the fire integrity.

Solution: (15) Ventilation – See the independent report in Appendix 1.

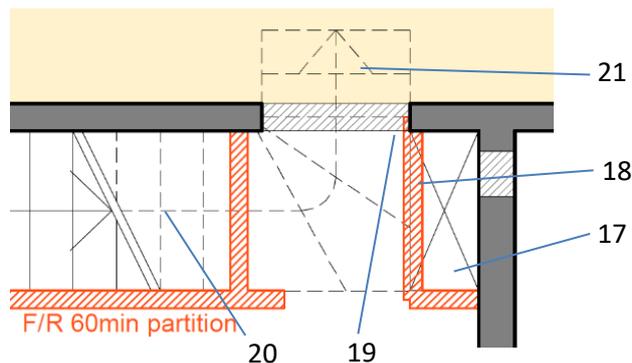
Solution: (16) The existing wall should be replaced with a 'Gyproc' metal stud wall and Fireline board 60-minute wall system tested to BS 476.



View of the bathroom panel to the service duct for clarity

8.6 Means of Escape

Dimensions: 1000 x 1000



Reference	Compartment Breach	Issue	Priority
17		Services passing through compartment slab into service duct into adjacent property below	5
Reference	Shaft Wall	Issue	Priority
18		This space is the service duct for the adjacent property. The current fire stopping panel does not provide sufficient integrity	5
Reference	SMOE Door	Issue	Priority
19		The SMOE door has been fitted with an excess of builder's foam filling the gap between the timber frame and the substrate	5

Reference	Under Stairs Protection	Issue	Priority
20		The area under the stairs has been protected to 30 minutes with a further 30 minutes protection provided by the vertical stud wall.	No work required
Reference	Communal Corridor	Issue	Priority
21		The fire stopping of the underside of the staircase in the suspended ceiling in the communal corridor is not labelled.	1

Solution: (17) Any penetrations over 40mm through this compartment wall will require intumescent collars/wraps to maintain the fire integrity. Any penetrations below 40mm should be sealed with intumescent mastic to prevent the passage of smoke (and other fumes) from below.

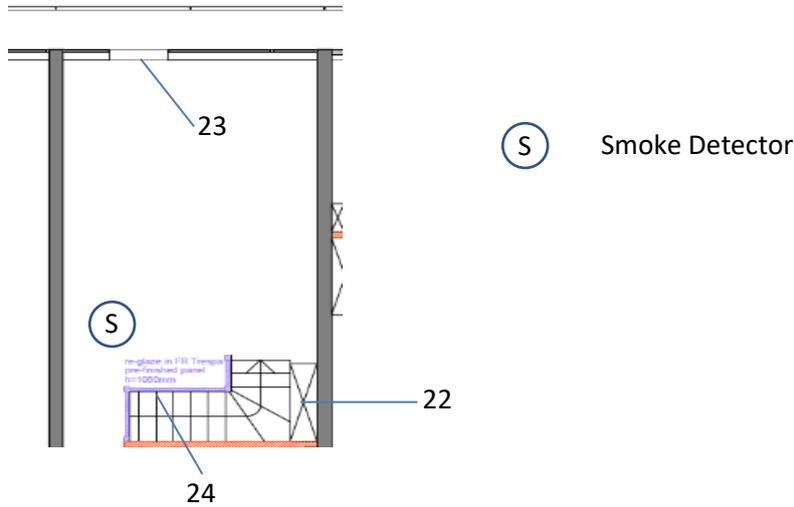
Solution: (18) The existing shaft wall should be replaced with a 'Gyproc' metal stud wall and Fireline board 120-minute wall system tested to BS 476. This shaft wall replacement will extend up into the lounge area at the top of the stairs.

Solution: (19) Investigate the door with a possibility of changing these at the same time as the FED's

Solution: (21) Confirmation is required as to any third-party accreditation and materials used.

8.7 Lounge

Dimensions: 5000 x 3500



Reference	Shaft Wall	Issue	Priority
22	 	This is a continuation of the service duct below (18). This space is the service duct for the adjacent property. The current fire stopping panel does not provide sufficient integrity.	5
Reference	SMOE Door	Issue	Priority
23		Excessive gaps. Not closing into the frame.	1
Reference	Electrical Consumer Unit	Issue	Priority

24		The consumer unit is on the protected escape route but is housed in a non-protected cabinet	3
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Solution: The existing shaft wall (22) should be replaced with a 'Gyproc' metal stud wall and Fireline board 120-minute wall system tested to BS 476. This shaft wall replacement will need to extend down into the protected escape area under the stairs and be complete from slab to slab. Suitable fire resisting access hatches/panels should be provided in appropriate locations.

Solution: (23) Carry out a maintenance check of the door to remedy the excessive gaps and self-closing issue.

Solution: (24) Remove the existing non-fire rated door to the consumer unit on the stairs and install a Ritherdon, or similar, fully tested, 60-minute fire rated door.



View of the lounge showing the vented service duct and Kitchen glazed screen

8.8 General

Alarm System

In the very short term, to aid the mitigation of the fire stopping shortfalls each individual dwelling should be provided with domestic smoke and heat alarms, provided to a minimum standard of Grade D1 Category LD1 as defined by BS 5839-6:2019.

Detectors should be provided on separate fused circuits, with non-removable lithium battery or capacitor back-up. To mitigate unwanted fire signals, multi-sensor alarms should be used in preference to smoke alarms for circulation and habitable risk rooms, unless smoke alarms are proven through design risk assessment to be more appropriate. Heat alarms should be provided in kitchens. Positioning of alarms should be in accordance with the recommendations of the British Standard.

Alarm sound pressure levels should achieve 85dB(A) at the door frame of each bedroom within the property. Where flats are designated as accessible, consideration of visual alarm devices will be necessary. Interfacing of other warning devices should also be considered (for example, beacons or vibrating pillows).

BS:8629 is a new code of practice that provides guidance on the design, installation, maintenance and commissioning of evacuation systems for use by fire & rescue services (FRS) in buildings containing flats. In addition to the D1, LD1 alarm system, serious consideration should be given to the installation of an early warning system. Legislation will dictate that these are to be installed at some point in the future. It would make financial sense to install the infrastructure during the alarm installation programme.



Priority

5

External panels

For new residential buildings of 18 metres or more (*or where building work is carried out on existing residential buildings of 18 metres or more*), the government has introduced an effective ban, through an amendment to Regulation 7 of the Building Regulations 2010, on the use of combustible materials in external walls and specified attachments (including balconies, etc.). The ban limits the use of materials in the external wall and specified attachments to products achieving a classification of Class A1 or A2-s1,d0, subject to a number of specific exceptions. Details can be found in the Building (Amendment) Regulations 2018 (SI 2018/1230).

Resisting fire spread from one building to another (From Approved Document B p54)

“The external envelope of a building should not provide a medium for undue fire spread to adjacent buildings or be readily ignited by fires in adjacent buildings. This intention can be met by constructing external walls so that all of the following are satisfied.

1. *The risk of ignition by an external source to the outside surface of the building is restricted.*
2. *The amount of thermal radiation that falls on a neighbouring building from window openings and other unprotected areas in the building on fire is not enough to start a fire in the other building.*
3. *Flame spread over the roof and/or fire penetration from external sources through the roof is restricted.*

The extent to which this is necessary depends on the use of the building and its position in relation to adjacent buildings and therefore the site boundary.”



Issue: Spandrel panels under windows and on the walkway escape routes have been replaced at some point in the last 10 years. It is believed that they may not conform to current building regulation standards.

Solution: Investigate whether the replacement panels have any relevant certification, if none can be located the panels should be replaced as part of a planned programme of works

Priority
3

Travel Distances

The design of this building is in accordance with CP3. The travel distances within the property demise have been measured and meet the requirements of the design at the time of construction.

Under door fire batts

From investigation, the compartment underneath the line of the doors is not complete and although low risk any major works programme or door replacement programme this item should be addressed.

Priority
1

9 Executive Summary

The overall conclusion following the Compartmentation study at 76 Marie Curie House is that there are a number of areas that are not in line with statutory requirements and should be addressed. Any door designated as a fire door should meet specific standards and breaches within fire rated walls should be sealed with an approved method of fire stopping, which has undergone a fire test to the relevant section of British Standard 476. It should also be installed in accordance with the manufacturer's instructions. Issues have been identified, and they will require remedial works. A number of issues have been identified from the survey.

- The front entrance doors to the flats are showing their age and have a number of issues that can negatively affect their ability to withstand the effects of smoke and fire and they include
 - Excessive gaps between the leaf and frame >3mm.
 - Excessive foam filled gaps between the frame and substrate.
 - Non-CE hinges, a minimum of 3 hinges such be fitted.
 - No topside closers, the doors in place rely only on the insufficient closing power of the Perkomatic sprung closer.
 - Non fire rated ironmongery.
 - Voids in the leaf from the removal of previous locks.
 - No intumescent seals are fitted, seals should be fitted to the frame.
- Within the Flats
 - Further investigation is required to establish the route and the nature of all of the penetrations that pass through the compartment barriers as they were not all readily assessable during the investigation. The penetrations that were found contained sealed, unsealed and inadequate sealed openings. Non-combustible pipework was found to be sealed with fibreglass where it passed through the compartment barrier.
 - Penetrations from services passing between the different areas should be sealed with fire rated methods such as batt-board, mastic and graphite.
 - A D1, LD1 alarm system to be installed to cover all areas.
 - Consider a BS:8629 evacuation system as part of major works
 - The lounge/kitchen screen in non-fire rated.
 - Questionable fire integrity of the spandrel panel on the external escape route.

Priority

Logistically it will be difficult to gain access to every property to carry out the necessary compartmentation works. Initially, as a minimum, the D1, LD1 alarm system should be installed into each property to help mitigate the poor fire stopping. Concurrent with the alarm system consideration should be given to installing the sounders of a phased evacuation system. This system is already subject to legislation in Scotland and will, undoubtedly, be made mandatory in England soon. The sounders can eventually be connected to the system without the need to gain access to individual properties.

Following the alarm system, possibly as a major works programme, the remainder of the work should be undertaken with the priority on the compartmentation integrity such as the bathroom/lounge duct, and entrance/exit doors. The final element of works are those within the property that are not part

of the envelope but provide safe egress for the resident, for example, the upgrade of the bathroom wall and the kitchen/lounge glazed screen.

Appendix 1 – DCUK Survey



DC - Sign Off Sheets

Good

Completed on
23/11/2020, 12:17

Q & A

Question		Response	Details
Client Name:		Southwark council	
Signature	S Austen	19/11/2020 15:43	
Address:		76 Marie curie	
Site Supervisor:		S Austen	
Set the date and time.		18/11/2020, 16:43	
Comments:		<p>Ductwork inspection</p> <p>The extract ductwork that feeds the bathroom is not a shunt system as you are able to see from the post images below.</p> <p>We were also able to check the airflow within this flat and found that it was more than adequate enough and would be capable of removing any odours/steam.</p> <p>The branch ductwork is around 400mm in length and connect directly to the riser which runs horizontally through the length of the building.</p> <p>Flats left to clean in this block 3,12,17,33,45,74 Flat 3 has an electric fan</p> <p>A new motor has been installed to the fan unit within the plantroom and is all in working order.</p>	
Access or any other issues to report		None	
Image report			
Pre images			



Appendix 1

Image report

Post images



Appendix 2



Appendix 3



Appendix 4

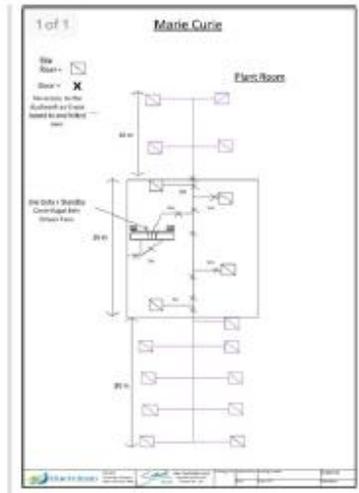


Appendix 5

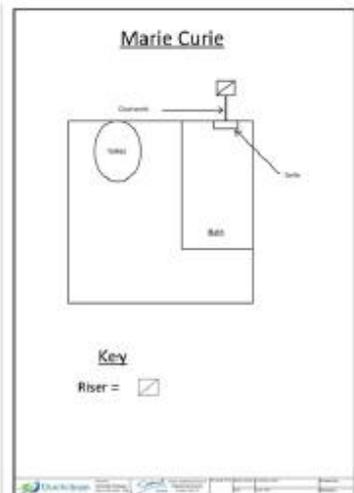
Media



Appendix 1



Appendix 2



Appendix 3



Appendix 4



Appendix 5

Stage 1A Feasibility Report Prepared by



On behalf of



Marie Curie

SE5

Revision 6 Final

Works Brief Issued to Blakeney Leigh Ltd	Feasibility Report Issued to Engie	Checked by Engie	Checked by LBS	Amendments Required
December 2020	March 2021	March 2021	March 2021	Per comments from LBS asset management, Fire Safety Team & other design team members (CSP, Engie). Includes actions arising from receipt of Freya Fire Strategy (inclusion of this) and investigations undertaken by Phoenix Green. Inclusion of appendices up to and including "O" – Technical Appraisal.
As above	April 2021	April 2021	April/ May 2021	Following design team reviews through April and May 2021. Addition of appendix "P" – indicative programme. Includes amendments arising from further discussions with LBS Fire Safety Team, Building Control and Open Communities departments (to 06/05/21).
As above	May 2021	May 2021	May 2021	Includes clarification regarding recommendations from different specialists. Primary points of clarification are relating to queries answered by Freya Fire Engineering Solutions on 11/05/21. Inclusion of appendix "Q" – queries raised.
As above	May 2021	May 2021	May 2021	To version 3.2. To include recommendations regarding monitoring of 3 rd party fire-stopping installations and implementation of 5-yearly PPM review regarding fire-stopping. Inclusion of section 3.22 regarding PPM review.
As above	May 2021	May 2021	May/ June 2021	To include comments regarding Gas service from FRA report. Minor changes/ clarifications within section 3.17. Also includes change as revised report issued by Freya Comprehensive Fire Solutions Ltd.
As above	June 2021	June 2021	June 2021	Amendment to include statement on fire resistance requirements for fire lift doors (section 3.17 E).
As above	June 2021	June 2021		Minor amendments/ clarifications following feedback from CSP and other members of project team.

June 2021

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b) Photographic Door Schedules	
c) Internal Works Spreadsheet	
d) Asbestos Survey Reports	
e) LBS Fire Risk Assessment Report 27/01/20 and Asset Identified 07/08/17	
f) Lead Paint Test Report	
g) Phoenix Green Fire Risk Assessment Report 08/03/21	
h) Phoenix Green Compartmentation Works Report 21/12/20	
i) Freya Comprehensive Fire Solutions Fire Safety Strategy 05/21	
j) Spokemead Emergency Lighting Periodic Inspection Report 01/04/20	
k) RFI Schedule	
l) Under-window Panel Report	
m) Works Brief	
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p) Indicative Programme	
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1. Overview

1. Blakeney Leigh Ltd were engaged by Engie Ltd on Behalf of the client - London Borough of Southwark - to undertake feasibility study to the Marie Curie as part of the works package for the Quality Homes Investment Programme and in relation of a number of potential works arising from Fire Risk Assessments.
2. A brief was provided which laid out the structural elements to be examined and commented upon. The repair or replacement recommendations contained within this feasibility report are required to meet the required standards of the client and to include any FRA items and essential repairs.
3. The report is separated into the sections as laid out in the brief where applicable. Additional sections have been included to adequately identify and analyse works arising from Fire Risk Assessments and other specialist survey reports.
4. This report has been written for the client, London Borough of Southwark. Any third party that obtains a copy without the express permission of Blakeney Leigh Ltd & Engie Regenerations Ltd relies on it at their own risk.
5. The inspections and subsequent findings are based primarily upon visual surveys. Works relating to Fire Risk Assessments/ associated surveys have been identified by both visual and intrusive survey.
6. We have not commented or speculated at the presence of any materials, defects or hazards that were boxed in, covered up or not readily available for view. Therein we cannot confirm the presence or absence of any hazardous materials contained within the structure that were not easily identifiable by eye during our inspections.
7. Any advice regarding repairs is not intended as a specification for repair and should not be relied upon as such. This is given as guidance and a full specification for repair should be sought prior to any works being undertaken.
8. Any timescales given are estimates and should not be treated in any other way.
9. John Ottley and Chris Orford undertook surveys and inspections between the months of December 2020 and March 2021. Specialist consultants have undertaken inspections within similar timescales, the results of which are contained herein.
10. The tenants were advised by the surveyors during their visits on an estate wide basis, regardless of what their individual requests were, the surveys were undertaken within the parameters of the Quality Homes Investment Programme and other requirements as listed within the Clients brief. It was made clear that they could not influence any decisions made by the council following their recommendations in terms of renewal of items, fixtures or fittings that were not defective on a block or estate wide basis and ultimately were not required to be reviewed in the works brief.
11. We have assumed that where works have been undertaken to the premises previously, that such works are fully compliant with Building Regulations and BS/EN standards prevalent at the time of alteration.

2. Executive Summary

Following the inspections undertaken we have identified a number of potential works in accordance with the brief. These are covered in more detail further on in the report, but we have compiled a table to highlight any issues component by component.

The ticks in the boxes show that there is an issue that needs addressing under that heading to that block. The issues are not necessarily limited to repairs, but rather, works (replacement / upgrade) or further investigations that may need to be undertaken.

2.1 Potential Works

	Roof Structure Covering	Gutters & Rainwater Goods	Concrete Repair/ Dec's	Window Panels	Windows	Walkways & Balconies	FRA Works	Tenanted Internal Works	Asbestos Removal	Planning Required	Building Control
Marie Curie	✓	✓	✓	Replace	✓	✓	✓	✓	✓	✓	✓

It is clear from the tables that there are several areas requiring works, investigations or consultations with relevant departments / authorities. The most urgent works are in relation to fire risk given the need to reduce the fire risk associated with the building where possible.

Access routes to provide safe working areas should comply with all statutory and policy requirements. Where the works and building type present alternative options such as mobile towers, platforms, abseiling, etc. as opposed to more traditional designed scaffold then these should be fully explored and the preferred access method should be supported by a robust justification. In this case, it is our belief that the required works would only be feasible if utilising mast-climbers or a traditional, full designed scaffold (if window renewal is undertaken).

Where works are required to be undertaken in the report that would require a scaffold to be erected to gain access to the element, the Client may wish to consider its value for money prior to instruction to proceed with the works.

It is difficult to put exact timescales on elements as to when they will deteriorate into a defective state. For this reason, a lot of reference to watching briefs has been made. For ease of use, below is a quick reference table giving those estimated serviceable lifespans, contained further into the report, of the elements identified within the brief. These estimates are given considering that regular maintenance is undertaken and no extraordinary events in terms of environmental damage, mechanical damage or wilful destruction occur.

The numbers represent the estimated lifespan in years.

	Element Expected Lifespan If No Works Are Carried Out			
	Walls	Roofs	Windows	Ext Doors
Marie Curie 1-98	15+yrs	0-2yrs	10-15yrs.	5-7 yrs.

	Element Expected Lifespan If Recommended Works Are Carried Out			
	Walls	Roofs	Windows	Ext Doors
Marie Curie 1-98	20+yrs	25+ yrs.	20+ yrs.	10+ yrs.

3. Survey Report 1-98 Marie Curie

<p>3.1 General</p>	<p>The block comprises of 98 maisonette style dwellings set over sixteen stories, the block is served by one fully enclosed stairwell giving direct access to internal access corridors and to individual properties. The TRA hall is located to the first floor of the block. The building was constructed circa 1958.</p> <p>The block is constructed of a concrete frame with a flat roof set over the building. The windows to the dwellings are double glazed units set in an aluminium frame. It is noted that the block is provided with a door entry system to the ground floor with a secondary door entry separating the access core from the internal access corridors.</p> <p>The leaseholder information provided by the client at the time of compilation of this report within the properties detailed above are noted as numbers 2, 3, 11, 19, 23, 25, 46, 53, 56, 58, 72.</p>
<p>3.2 Known Asbestos issues</p>	<p>We have been provided with an asbestos survey (management with part Refurbishment/ Demolition) to limited areas of flat number 57, dated 24th March 2016. Report reference J047078. This report does not identify any Asbestos containing materials (ACM's) requiring urgent action. Furthermore, this report does not confirm the presence of Asbestos in any of the elements of the dwelling in questions that have been subject to survey. Samples have been taken from the bathroom cistern, kitchen floor tiles, kitchen ceiling coating and kitchen sink-pad.</p> <p>We have been provided with an asbestos survey (management only) to limited areas of flat number 16, dated 11th June 2018. Report reference J105078. This report identifies one urgent item, a Chrysotile panel located to bathroom door requiring removal. No other items are highlighted within this report as suspected or requiring action.</p> <p>We have been provided with an asbestos survey (management only) to limited areas of flat number 45, dated 18th July 2018. Report reference J114202. This report does not highlight any urgent works elements. Furthermore, this does not identify instances of suspected asbestos containing materials to areas subject to inspection.</p> <p>We have been provided with an asbestos survey (management only) to limited areas of flat number 68, dated 21st November 2017. Report reference J086881. This report does not highlight any urgent works elements. However, this report does identify asbestos containing materials in the form of Chrysotile forming a bathroom door panel, though there is no action recommended within the report other than management of this item in-situ.</p> <p>We have been provided with an asbestos survey (management only) to limited areas of flat number 69, dated 18th March 2014. Report reference J010581. This report does not highlight any urgent works elements. Furthermore, this does not identify instances of suspected asbestos containing materials to areas subject to inspection.</p> <p>Further dwelling asbestos reports should be acquired prior to commencement of any works within dwellings to ensure that a full analysis of asbestos containing material risk by dwelling archetype is obtained, thereby minimising any associated risks to occupants and operatives.</p>

	<p>We have been provided with an Asbestos survey report specific to this building dated 21st September 2011, report reference SV50027. This report identifies a single urgent item; redundant corrugated roof sheets (chrysotile) stored within ground floor storeroom and requiring removal by a licensed contractor.</p> <p>A number of other areas have been subject to test, and all areas returning positive results for asbestos are now known to possess Chrysotile. These areas include: Fuse box components (tank room), ceiling panels (within risers), pipework string (corridors, lift lobby), components of electrical fixtures/ fittings within electrical intake & water tank room and gaskets to pipework in water tank room. These materials are confirmed as asbestos containing materials (ACM's) and should be subject to removal by licensed contractors should they conflict with working areas. A number of areas could not be accessed and as such could possess ACM's as yet unconfirmed. Areas include: Lift shafts, Tank room (03) & external void areas (3no. cited). All such areas should be subject to asbestos survey if they are to be subject to works of any kind.</p> <p>Finally, we have received a document identifying asbestos by location titled "Asset asbestos detail by location" dated 16/09/2020. This document identifies or strongly presumes the presence of asbestos containing materials in a number of locations including ground floor storeroom (electrical equipment), MMF pipe insulation within ceiling voids, Lift motor room (fusebox by access hatch), within the plant roof (fuse box) & Pipework gaskets to water tank rooms.</p> <p>Records may be available relating to asbestos presence arising from a full asbestos strip undertaken previously to the sister building, Lakanal. Any such records would be indicative in nature and should not be relied upon as an accurate representation of the presence of Asbestos.</p> <p>It is recommended that full asbestos R & D Surveys are undertaken where not currently sufficient to identify all asbestos containing materials. Any asbestos containing materials found to be within the proposed work areas will require removal by a licensed contractor prior to work commencing if they are likely to be disturbed. Any asbestos containing materials that are to remain in-situ should be encapsulated and labelled.</p>
<p>3.3 State of Repair</p>	<p>The block appears into be in a reasonable state of repair being subject to its cyclical repair and redecoration requirements and the items highlighted in the report below. We have not been informed of any recurring defects/ maintenance callouts associated with this building as a result of the repairs histories provided to date. No recommendations are made as a result of information provided to us regarding the state of repair of the block.</p>
<p>3.4 Structure</p>	<p>The block is formed of a concrete frame with tiling installed to limited areas of the flank walls. The front and rear elevations are largely made up of window units, under panels and solid balcony panels. The visible areas of the main structure were found to be in good general condition. It is noted that inspection to the high-level external areas was restricted to accessible areas only.</p> <p>In their current condition the structure will generally be in good order for the foreseeable future (20 years+), but it would be prudent to keep a watching brief on them which could form part of any maintenance schedule to identify initial stages of defect or deterioration caused by environmental or unexpected/unforeseen events or conditions. Regarding the concrete frame forming the primary structure of the building, it is apparent that no major defects are visible or reported at present.</p>

<p>3.5 Brickwork</p>	<p>Brickwork is present to the ground floor, enclosing the 'undercroft' area of this building of which a part is currently in the possession of the tenants and resident's association (TRA). A disused pram shed area is accessed via a store area held by the TRA. While brickwork is generally in fair condition to these locations, repairs are required to approximately 2.5% of the face area arising as the result of general wear and tear, weathering, etc. This brickwork is painted white.</p> <p>In addition, a structure referred to as "Community cycle hub" is located below the building. Should this form part of the demise of Marie Curie, it should be subject to brick and pointing repairs. This area is not painted. Two refuse enclosures are present at ground floor, one of which incorporates an electrical intake cupboard. Also at ground floor are the main building lift lobby. These areas should also be subject to brick and pointing repairs.</p> <p>The spread of flame rating to decorative finishes is assumed to be a Class 0 material when applied to a bare, non-flammable surface. It is assumed that no decorations have occurred between 2013 and 2021, however if the area is to be redecorated the existing decorations will need to be stripped in full in order to confirm that they are installed to a bare non-combustible substrate.</p> <p>We recommend undertaking brick and pointing repairs in line with the above-mentioned defects. The brickwork should be redecorated in full following repairs where decorative finishes exist currently.</p>
<p>3.6 External wall finish</p>	<p>The external finishes of the concrete areas of the building, including the large undercroft area, are provided with a smooth render finish. These were noted to be in good visual condition with no areas of significant defect identified. The majority of the front and rear elevations are made up of the window units with under window panel and the secondary emergency escape external balcony panels and frames. An inspection has taken place within number 8 Marie Curie House regarding below-window panels. With the subsequent report dated 21/03/19. The report confirms as follows: The block is over 18M in height. Aluminium cladding panels are in-situ and said cladding panels form approximately 40% of the elevation. There are 4No. materials identified within the panel. These are as follows: Aluminium (1.3mm), cement particle board (5.8mm), insulation (phenolic type foam) (20.3mm) & Aluminium (1.6mm). The sample was taken from a bedroom within the property. Please refer to section I of the appendix for full details of this report.</p> <p>Based on this inspection, it is now apparent that the panels in-situ are non-compliant with modern Building Regulations and are believed to be a fire risk to the block if left unaddressed. Under Building Regulations Part B, the external wall construction of buildings of storey height of 18 Metres or more must be constructed of Euroclass A1 or A2 fire rated materials. The panel in-situ has not been demonstrated to meet this standard. We note that these panels are believed to have been approved by the LABC at the time of installation, suggesting that they were deemed to be compliant with Building Regulations at the time of installation. As such, a burn-test of the panel in-situ is not required as performance has already been demonstrated as insufficient.</p> <p>The TRA hall is located at 1st floor level and extends beyond the original building. The extension of the TRA hall is of concrete frame and decorative finish. The lift to the TRA hall is present at ground to 1st floor level principally for wheelchair use. The lift shaft is concrete with render and paint finish.</p> <p>We recommend that the below-window panels highlighted above are renewed complete in suitable, non-combustible systems to meet current Building Regulations. External concrete finishes, where previously decorated, should be stripped to ensure compliance for spread of flame requirements. Note: External escape routes will require a Class O finish.</p>

<p>3.7 Roof Structure(s) – Covering(s)</p>	<p>The roof is of flat construction and is provided with a mineral felt covering. We are advised that this roof was previously renewed in 2001/02, with the most recent works undertaken to this roof being general maintenance in 2012/13.</p> <p>A condition report has been undertaken by Langley Waterproofing Systems Limited to analyse the main roof and tank room roof condition. As part of this survey, intrusive samples have been taken to confirm the existing material build-up.</p> <p>The main roof is confirmed as being of the following general build-up (from base to top): Screeded Concrete, Asphalt (20mm), Rigid PUR insulation (60mm), build-up felt capping. This is seen at both low and high-points. Langley have estimated the current roof U-value to be approx. 0.45m²K, which is below the threshold for roofs (stated as 0.35m²K). The roof is stated as being at the end of its serviceable lifespan with defects seen to the roof including moisture within core samples (indicating water penetration), trapped water beneath historic repairs and UV damage which will cause delamination and further water ingress over time.</p> <p>The tank room is provided with the same capping material as the main roof and should be considered to be at the end of its serviceable lifespan.</p> <p>It is recommended that the roof covering is renewed to achieve a minimum U-value of 0.18m²K and to achieve a 30-year guarantee on completion.</p> <p>The following items require consideration alongside roof renewal:</p> <ul style="list-style-type: none"> • Replacement of tank room and other roof-level doors is considered likely to be required as the thresholds for these elements are required to be 150mm above finished roof level. • Services to/ from tank room are to be raised to 150mm above proposed finished roof level. • Cables/ cable trays require temporary removal to facilitate works. • The recommendation includes stripping of existing capping and insulation materials (back to asphalt), as such consideration should be given regarding increased waste. • All works should be undertaken in line with the London Borough of Southwark roofing requirements. As such, timber provisions within the recommended system may be required to be undertaken in alternative materials. • Allowance should be made to install non-combustible insulation products at party wall lines so as to continue compartmentation through the roof build-up.
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<p>3.8 Windows</p>	<p>The existing windows to dwellings within the building are of an aluminium frame, double glazed design. The windows to the upper floors of the maisonettes are provided with an under-window panel formed of aluminium composite materials.</p> <p>The doors provided to the emergency escape balcony areas have been replaced and the panel contained within this unit is a non-combustible material.</p> <p>The windows, in their current condition and with maintenance would be expected to last for another 20 years. A watching brief should form part of any maintenance schedule to identify initial stages of perishing to the seals or distortion to the frames of the windows so the serviceable life expectancy is not reduced.</p> <p>The communal glazing to the landings at each level is provided by aluminium frames. Some units are operable casements whilst others are fitted with a fixed ventilation grille. All were noted to be in fair visual condition with only items of ironmongery missing. This may be intentional to prevent the opening of the communal windows at high-level.</p> <p>Isolated defects were identified to windows during internal inspections. These defects typically include poor operability of windows, defective/ missing mastic seals (internal & external), loose/ damaged handles & locking mechanisms and damaged/ missing trickle vents. It is usually required that existing windows are eased and adjusted to ensure they remain in fully operational condition. It would be prudent to carry out any repairs to windows as part of a major works programme, utilising access provisions to complete any external repairs where necessary.</p> <p>Windows to the kitchens and living rooms are located to escape routes. Where these are installed with masonry construction in lieu of a panel, these can remain in place. Located adjacent to the escape door is a full height panel which is not fire rated and should be renewed.</p> <p>To all locations the juncture between the windows where extending across the compartment has not been extended to the outer face with a fire break. This includes areas adjacent kitchen door and between bedrooms.</p> <p>Of the 22no. dwelling inspected, 6no. required minor repairs such as replacement handles, blown glazing unit replacement, ease and adjustment or other repair at the time of our inspection. We recommend a minimum allowance for overhaul to 27% of units on the basis of these internal inspections.</p> <p>It appears that the compartment wall line does not extend to the inner face of window junctures with a fire break. This will require alteration to the fenestration to enable completion of the compartmentation.</p> <p>We recommend replacement of the fixed panel adjacent kitchen doors and any other full-height panels located to escape routes in fire rated alternatives.</p>
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<p>3.9 Front Entrance Doors</p>	<p>The front entrance doors to the flats are of a single type. All dwellings are accessed from communal staircases leading to fully enclosed communal access corridors.</p> <p>As these dwellings are accessed from an enclosed corridor, these doors are required to provide a minimum of 30 minutes fire protection and are required to be self-closing to conform with fire safety regulations. In terms of longevity, the replacement doors would be expected to last for 15+ years with appropriate maintenance.</p> <p>It should be noted that, as there are common parts to the property, the requirements of the Regulatory Reform (Fire Safety) Order 2005 (RRO) need to be fulfilled. The requirement is to carry out a Fire Risk Assessment on the property. We have been passed an FRA report relevant to the block which makes mention of the front entrance doors. Specifically, that the Perko closers installed be changed to overhead closers.</p> <p>In addition, the escape door under the stairs is required to be installed with a thumb turn from within the property. However, this element may be contradicted by newly provided fire engineering solutions, in which case the recommendations made by fire engineers may superseded those within the fire risk assessment.</p> <p>Inspections have identified non-compliance of front entrance doors and the existing overhead panel. Full reports can be found within the appendices.</p>
<p>3.10 Internal Components (Kitchens/ bathrooms, etc.)</p>	<p>Internal elements of dwellings were inspected in line with the QHIP brief in 2018 & 2019. Of the 98 properties, access was permitted into 22Nr. flats in total. 21Nr. of the 22Nr. inspected were 'tenanted' properties. Inspections have identified works required to kitchens/ bathrooms. 86% of bathrooms require replacement or upgrade, and 73% of kitchens require replacement or upgrade.</p> <p>However, the extent of expected internal refurbishment relating to fire risk assessment and fire protection works would likely require the full strip of existing bathrooms and kitchens, thereby requiring 100% replacement of these provisions.</p>
<p>3.11 Concrete / Stone Repair including lintels</p>	<p>There are exposed areas of concrete to the emergency escape balcony soffits. These are only accessible from the dwellings and from a locked and secured fire door. Concrete to communal staircases was found to be in good condition with no areas of major defect identified. It is likely that thermal movement has contributed to localised fractures within the structure in the time since the last cyclical works phase. Such localised fractures are not identifiable from visual surveys alone but are considered as part of the recommendation below.</p> <p>Decorations of external and internal elements to common parts are now approximately 7 years old and due for redecoration as part of the cyclical redecoration element of the QHIP brief. Decorations to areas that act as a means of escape should be in a Class 0 material to meet fire safety regulations.</p> <p>No significant concrete repair requirements are visible at the time of inspection. Repairs were undertaken during previous major works cycle. Defects may become apparent closer to the time the works are scheduled to be undertaken.</p> <p>It is further required that any exposed concrete be decorated and provided with protective coatings. We recommend an allowance is made for 20% concrete face repairs and 100% redecoration until such a time as full hammer/ cover-meter testing can be undertaken. It may be necessary to strip all existing decorations to achieve a Class 0 finish.</p>

<p>3.12 Rainwater goods – Gutters, downpipes, etc.</p>	<p>The rainwater goods to the block are run internally and were therefore not readily available for inspection. The rainwater goods were believed to be generally clear at the time of our inspection with no evidence of blockages/ defects visible to accessible areas. It would be prudent for these goods to be routinely cleared and rodded to prevent any build ups of detritus and subsequent blockages. Blockages to drainage channels could force debris into the outlets and subsequently into the downpipes causing a reduced girth and flow.</p> <p>It is usually the case that the residents will not raise any concerns until such times as the water from failed goods starts to manifest internally and by then what was a simple fix in terms of joints, lengths of pipes or making good joints will have become much more labour intensive, costly and intrusive to remedy. It is recommended that the rainwater goods be surveyed (CCTV survey), cored out, cleaned and repaired as necessary.</p>
<p>3.13 Private/ Communal balconies Structure & coverings.</p>	<p>There are no private balconies present to this building. The communal escape balconies are provided with an asphalt deck. These are housed within the main curtilage of the building. Access for further inspection of these areas was limited to viewing in conjunction with internal validation surveys of dwellings as these areas could be accessed/ viewed from within kitchens/ living rooms. While no ponding was visible at the time of our inspection, staining was visible which is indicative of standing water being present in the past. It appears that run-off of rainwater from these areas is liable to overload existing goods during heavy downpours, this may be the result of overflow pipes and box chutes extending through the outer walkway detail becoming blocked by silt and debris. Regular clearance of these details is required to maintain adequate rainwater drainage.</p> <p>The escape balconies are provided with a metal railing balustrade with a solid infill panel. The solid infill panel is not a Class 0 material presently. These railings are noted to be in sound structural condition where visible and in fair decorative condition, with minor chipping to decorative finishes observed in places. The balustrade possesses a timber sub-frame and beading detail which are considered to be combustible materials. As these are present to an escape route these materials should be removed and suitably fire resisting materials installed in their place. The primary metal frame for the balustrade can remain.</p> <p>At 1st floor to the periphery of the TRA hall a metal balustrade is provided to the balcony area which comprises metal wired mesh fixed to timber framework and supported by metal framing. This area possesses a metal security barrier. This may be deemed to be a hazard as it would obstruct escape via the balcony in the event of a fire.</p> <p>It is apparent that these areas are due for redecoration under the cyclical maintenance element of the QHIP brief given that they are approx. 7 years in age. These appear to be painted steel and given their position on escape routes it is noted that these elements should be redecorated with a Class 0 material finish. Sub-frame and panel to balustrades require replacement. Metal primary frame to the balustrade requires redecoration in Class 0 materials. The balcony covering should be subject to an allowance for asphalt repairs only, predominantly where door frames and panels are to be removed.</p> <p>1st floor security barriers should be removed to ensure there is no obstruction of escape routes.</p>

<p>3.14 External & Communal decorations</p>	<p>External decorations to this block were last completed in 2012/13 and are therefore due for redecoration under the cyclical redecoration element of the QHIP brief. Previous decorations would have achieved Class 0 rating where applied to a bare substrate. Re-application to comply with the Class 0 test currently available would require existing decorations to be removed or a specialist paint system utilised.</p> <p>Lead tests have been undertaken to all painted surfaces externally. The full results of this lead paint survey are contained within the appendices of this report. Of 11Nr. samples take, 8Nr samples contained lead content greater than 1.0Mg/cm².</p> <p>Vinyl floor tiles are provided to common parts to cross-corridors. These are in fair condition generally but are noted to be defective and stained in isolated locations, including extensive staining seen to one communal corridor area. These are likely to be impacted by the proposed works and may require renewal.</p> <p>We recommend that all decorations to escape routes internally and externally are renewed using Class 0 materials. In addition, all areas of concrete above 18m high are required to be Class 0 compliant when subject to redecoration.</p> <p>All previously painted external components require redecoration in line with the QHIP brief.</p> <p>Allow to renew vinyl floor tiles in full.</p>
<p>3.15 Other External/ Communal Components</p>	<p><u>Communal stair and lift lobby balustrades</u></p> <p>Balustrades to communal stairs are formed of metal posts and top rail forming the primary structure. The infill of the balustrade is a timber sub-frame and Plasiac wired sheet held in place with timber beading details.</p> <p>The stairwell is a designated escape route. Timber construction should be removed from the escape route to ensure that this area is protected in the event of a fire. The removal of timber sub-frame and bead details will result in a larger opening, to which the existing Plasiac wired panels will no longer fit. As such, these should be renewed also. Replacement construction should be suitably fire rated. This balustrade construction is also seen to lift lobby areas with Plasiac type panels affixed to balustrades in these areas.</p> <p>The external escape staircase is of concrete construction and is provided with a metal frame with timber posts and panels installed. Timber elements to this balustrade will require replacement as they form part of a means of escape.</p> <p>A metal secondary escape staircase has been provided to the TRA hall. This will require general overhaul and redecoration only.</p> <p>We recommend replacement of timber and Plasiac wired sheet elements of the communal stair, lift lobby and external escape balustrades in suitably fire rated materials.</p> <p>The existing communal stairwell doesn't meet current requirements for a single communal escape staircase (e.g. 1100mm width). It falls short of this by approx. 60mm. Without substantial reconfiguration undertaken, it is considered for the purposes of this report that this cannot be improved upon.</p>

Bin Stores

The bin stores are housed with the undercroft of the building. Each was noted to be provided with a full-height metal door. These doors were found to be in good visual condition at the time of inspection.

Communal service ducting/ voids

The block is provided with communal heating as part of a combined system supplying the entirety of the Sceaux Gardens Estate. Service pipes for this heating are run within the false ceiling within the communal access corridors. The ducting containing heating services is seen to be in fair visual condition generally, though it is noted that damaged/ missing areas of ducting were identified, with a particular concern being raised regarding the fixtures/ fittings supporting this ducting. These fixtures/ fittings appear to be loose or missing in multiple areas and it is subsequently required that ducting is repaired/ replaced as appropriate. Other communal services are known to run within the communal ceiling void which is believed to include communal water supply services.

Some isolated areas of ducting/riser cupboards were identified independent of heating services to ground floor, which are believed to be formed of timber. These materials should be identified in full and replaced with appropriate fire resisting materials should these materials be found to provide inadequate fire resistance.

Limited available inspections of service ducts/ voids have identified potential concerns regarding fire stopping to these areas. As such it is provisionally assumed that fire stopping is not adequate. All risers should be non-combustible construction. While we have not identified timber riser panels from visual only inspection, there may be timber riser panels/ construction present and as yet unidentified. Any such material should be removed.

All risers and ducts should be renewed and fully fire-stopped. This recommend is extended to the ceiling to common parts which forms a duct in its own right.

Any ducts formed of non-fire-resisting materials are required to be removed, with fire resisting materials to be installed to achieve the minimum standard of fire resistance. Fire stopping to service punctures should be installed where not currently present. All installation will require a detailed photographic asset-registered record of installation undertaken by third-party certified designers/ installers. We would suggest in addition to this basic requirement a regime of independent quality review is undertaken in an agreed format.

We would suggest that LBS develop a PPM review for fire-stopping every 5 years.

Heating services

Marie Curie forms part of the district heating system to Sceaux Gardens. However, there is currently a temporary facility in place in the form of a temporary plant room with heat exchanger aiding the system at Marie Curie. At present, it is our understanding that Marie Curie is experiencing reduced water pressure to upper floors. It is our understanding that the heat exchangers notes above will be moved into a dedicated enclosure by the end of 2021. **Due to the substantial nature of the works being proposed to this building we would recommend that the heating system be renewed to a modern, efficient standard. This would be facilitated by the extent of strip-out works to be undertaken to communal and internal areas.**

Consideration is required with regard to whether said heating system replacement is viable in line with a partial re-occupation strategy, should such strategy be selected.

<p>3.16 Electrics</p>	<p>Communal electrical systems do not form a part of the QHIP brief. These systems are commented upon where necessary in the FRA and other associated sections of this report. Smoke detection is within the parameters of the QHIP brief and has been assessed as part of internal dwelling surveys. Communal and emergency lighting is addressed within section 3.17 of this report.</p> <p>A programme to install LD1 systems is in progress currently. It is our understanding that all properties have now had LD1 smoke & head detectors installed (with exception of 1Nr dwelling). In addition, an L5 system has been installed to common parts.</p> <p>With regards to future works these internal alarm systems will need to be disconnected during the full property rewire.</p>
<p>3.17 Fire Risk Assessment Works</p> <p>A. LBS FRA</p>	<p>A fire risk assessment has been undertaken dated 27th January 2020.</p> <p>This report identifies the risk rating of this building as “Substantial” (see page 4/56). This suggests that substantial efforts are required to reduce the risk. Further within this report, it is noted that this risk rating could be reduced to “High-moderate” if all passive and external infill panel actions are completed.</p> <p>There is a single entrance to the block to which this FRA report is relevant along with associated lift lobbies and security-door protected hallways leading to front entrance doors. The report notes that common parts are vented and that lift lobbies at odd numbered floors contain dry riser outlets. All dwellings possess a secondary means of escape in the form of a balcony which leads to a lobby through a fire door. These lobbies lead on to the common stairwell and thereafter to ground floor.</p> <p>The FRA originally stated that there is no gas supply provided to any individual dwellings, with hot water and heating being provided as part of a district heating system. There is a gas supply that has been installed recently. This is seen running vertically on flank wall and onwards to flats along the soffit of escape balconies. We are advised as of 19/05/21 that amendments regarding Gas service comments have been made to the Fire Risk Assessment.</p> <p>The standard of housekeeping is inadequate as highlighted within the report. Such inadequacies result in a higher risk rating and require management action to mitigate resident behaviours/practices that are not permitted. A zero-tolerance housekeeping regime is currently adopted. In line with such a regime, any items stored within common parts (such as bicycles, furniture, etc) should be removed.</p> <p>Compartmentation is noted to be unsuitable currently. A number of items are cited as contributing to this statement which are summarised below (See page 17 of the FRA report for further details):</p> <ul style="list-style-type: none"> • Damage to fire batt at ground floor electrical intake. • Suspended ceilings damage in multiple places (outside Maisonette No.86. Also cited at 11th floor, 3rd floor, 1st floor, etc.). • Water damage potentially impacting ceiling panel fire resistance. • Full passive fire survey/ type 4 survey required. • Metal and timber panel between ground floor lift lobby and upper-ground stairwell doesn't appear to be 60-minute fire-rated. • Blockages to the bin chute are also stated but are expected to be cleared by reactive maintenance.

Within the fire protection measures section there is a statement that pigeon netting and other pest control measures (such as pigeon spikes) will be fire retardant on all housing stock, in this case subject to assessment and a decision at a future date. Pigeon netting is fitted to the communal escape balcony, with pigeon spikes also fitted along the ledges. The fire rating of these items requires assessment, but should these be found to be lacking in fire resistance they should be replaced in full. Furthermore, the proposed works are expected to impact these provisions and will require at least their temporary removal to facilitate works. **We therefore recommend allowing to install fire-retardant pigeon netting and pigeon spikes as part of the next major works scheme.**

Means of escape are noted as inadequate with doors located to these escape routes cited as requiring easing and adjusting, with a possible defective locking mechanism in one area requiring urgent action. Push-pads are noted as requiring replacement at the next major works cycle.

Escape routes do not currently possess adequate protection with concern raised regarding PVC panels which will require renewal if the required 60-minute fire resistance cannot be evidenced.

Signage provisions are noted to be generally inadequate.

Means of detection is noted as adequate. However, means of smoke ventilation is inadequate, with a recommendation to consider installing automatic opening ventilation (AOV's) to prevent smoke from lower levels spreading to the upper levels of the building. This recommendation is given alongside a recommendation to have a full smoke strategy survey undertaken with a view to potentially changing the smoke strategy of the building to one of smoke containment in line with current best practice. This would be achieved by:

- Retaining existing end wall vents.
- Replace existing security doors in common parts in 60-minute fire resisting (FD60s SC) door and frame sets.

A number of issues are identified with regard to communal fire doors, with a number presenting defects such as not closing correctly, missing intumescent smoke seals/ strips and over-sized frame gaps seen. Improvements required within the FRA report include:

- Replacing perkomatic closers with overhead door closers (to BS EN 1154).
- Adjust 1no. fire door to 4th, 9th and 11th floors to ensure suitable closure.
- Reinstate intumescent smoke seals to 1no. fire door on both the 11th & 13th floors.
- Excessive door-to-frame gaps at 1no. fire door to staircase from 1st floor. This may require renewal to achieve compliance.
- All stair doors are believed to present excessive gaps from door-to-frame.
- Where gaps are excessive or doors are warped in their frames, replacement of doorsets is likely required. This includes those noted above.

See page 33 of the FRA report for full details.

The report notes that up to 50% of the façade is formed of infill panels. The panels are noted as an item of concern, with these stated as originally achieving compliance via "Desktop study exercises" accepted by Building Control when installed. The report goes on to state that a burn test should be undertaken along with opening up works to assess the presence of cavity barriers and other fire protection. **However, it is confirmed that the panel, although potentially providing a Class 0 surface spread of flame rating, does contain combustible materials and is therefore recommended to be replaced in non-combustible construction.**

<p>B. Works within dwellings</p>	<p>The action plan for this building contains a total of 32No. actions (See pages 39-56 of FRA). All non-management related actions should be addressed as part of the next major works scheme. Actions relating to compartmentation, ventilation, escape routes and external walls (panels) are “Critical” and therefore require urgent action. All other non-management items should also be subject to action as part of any upcoming major works scheme.</p> <p>The FRA report also requires that a smoke test be carried out within the bathroom extract duct to ensure the void cannot fill with smoke. At this time it is anticipated that the communal bathroom extract system will be removed. An alternative design solution would be to provide bathroom extract direct to open air, enabling removal of the common vent system completely. Ventilation to kitchens is a standalone system.</p> <hr/> <p>Further to the Fire Risk Assessment, a report has been provided by Phoenix Green UK Limited in relation to compartmentation, dated 21st December 2020, it is reported that the inspection took place on property number 76 and it is expected that the findings will be typical across all dwelling types. This report identifies a number of deficiencies including which are relayed below:</p> <p><u>Doors:</u></p> <ul style="list-style-type: none"> • Non-compliant front entrance doors (FED) identified. Panels above FED’s are not fire rated. These panels are of original construction and did not form part of the FED installation works carried out in 2009/10. • Dwellings possess non-compliant doors to bathrooms, bedrooms and kitchens. • Alternative escape means through below-staircase route possesses non-compliant doors to corridor and bedroom. <p>Doors are recommended for replacement in fire rated doorsets (to current regulations).</p> <p><u>Fire walls:</u></p> <ul style="list-style-type: none"> • Existing partition construction is not compliant with current regulations given the presence of cardboard core and the fact that they are based upon raised timber floors which are not sealed at the level of the concrete slab. Therefore, fire compartments are breached. <p>Walls are recommended to be rebuilt in metal stud partitions with plasterboard finish. Any services running through these should be adequately sealed using a pre-approved standard fire-stopping detail.</p> <p>BS9991 would allow the configuration of the plasterboard walls to be non-fire-rated on the basis that the internal travel distances are below minimum requirements (9M). However, as these are to be removed and reconstructed, as good practice they will be rebuilt as a robust partition which would also have the performance of a 60-minute fire-rated partition. Section 6.2 of the Freya Fire Strategy Report provides further detail.</p> <p><u>Raised timber floors:</u></p> <ul style="list-style-type: none"> • Current floor is of timber construction affixed to the concrete structure of the building. Paper-faced fibreglass insulation is present within the void. The paper face of this insulation is flammable. <p>Floors should be removed and replaced with timber battens and 18mm chipboard flooring utilising mineral wool insulation between joists. This is to be done in conjunction with wall replacement to ensure that flooring is laid within the bounds of each compartment (within the “footprint” of the walls) allowing for independent fire breaks to be installed under the flooring at the threshold with fire door sets.</p>
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Service risers:

- Services within risers generally not fire-stopped at point of penetration through concrete slab.
- These are also not fire stopped where penetrating compartment walls.
- Riser construction generally non-compliant and unsealed from surrounding substrate.

All redundant services should be removed from the service riser and dwellings. All installation will require a detailed photographic asset-registered record of installation undertaken by third-party certified designers/ installers. We would suggest in addition to this basic requirement a regime of independent quality review is undertaken in an agreed format.

Services should be sealed/ protected utilising ablative batts, intumescent mastics and closing devices around any combustible services. Existing riser should be removed and replaced in new shaft wall construction formed of metal stud and plasterboard. To be single, open construction covering both levels of a maisonette with all services sealed through walls/ floors.

We would suggest that LBS develop a PPM review for fire-stopping every 5 years.

Under-stair escape:

- Not fire resisting construction as existing.
- Risk of access into unsealed riser.
- Non-compliant doorsets in-situ.

Remove construction and create 4-sided protected compartment using metal stud and plasterboard construction. All perimeters are to be sealed to substrate.

Maisonette stairwell:

- Surface-mounted plastic trunking is a potential hazard. This is due to the specific location of the fuseboard being positioned on the adjacent external wall and cabled being carried across to the upper floor kitchen, these should be relocated.

Relocate services to avoid these running over/ across stairwell.

Services through floor slab:

- Metal conduit runs loose on floor slab.
- Conduit also runs through concrete to compartments below and lack of adequate sealing of penetration observed.

Services to be removed/ re-run where possible and openings/ penetrations to be sealed using intumescent mastic.

Pipework penetrating compartment walls:

- Seen to run from water cylinders on lower levels of dwellings into adjacent properties living room through floor, thereafter, running back through party wall into kitchen of the originating dwelling. Service punctures currently not sealed.

Install ablative batt and intumescent mastic to seal openings in compartment walls, thereby eliminating compartment breaches. Allow to seal all penetrations through concrete walls also where forming compartment wall.

<p>C. Emergency Lighting Works</p>	<p><u>Kitchen to living room fire wall:</u></p> <ul style="list-style-type: none"> • Non-fire rated construction as existing. • Georgian-wired glass and timber panels observed in construction. • Numerous service breaches identified. • Non-fire-rated doors in-situ. <p>Demolish existing wall and install metal stud and plasterboard partition. Install fire-rated door sets. Seal any subsequent compartment breaches using approved systems (intumescent mastic, fire collar, etc).</p> <p><u>Panel between kitchen and escape balcony:</u></p> <ul style="list-style-type: none"> • Not fire rated construction as existing. • Risk of blocking escape route in event of fire. <p>Replace in metal stud and plasterboard (inner leaf)/ fire resisting panel (outer leaf) construction. Alternatively, Isoclad fire rated panel could be fixed within substrate.</p> <p>Note: Works undertaken in 2012/13 included fitting Enviroboard panel, 50mm rockwool and 25mm phenolic foam to inside of panel, believed to be in line with Building Regulations (and so approved) at time of install.</p> <p><u>Under window panels within bedroom:</u></p> <ul style="list-style-type: none"> • Concrete wall terminates short of window section. In-situ construction of fire-foam and PVC capping trim. <p>Remove trim and foam, apply ablative batt and intumescent mastic to end of wall and seal.</p> <p><u>Party walls between maisonettes:</u></p> <p>Undertake works identical to those to bedroom window panels. Remove trim and foam, apply ablative batt and intumescent mastic to end of wall and seal accordingly.</p> <p><u>Cross-corridor stair detail:</u></p> <ul style="list-style-type: none"> • Viewing of common area ceiling void shows that underside of staircase of maisonettes breaches communal ceiling. • Level of protection to timber staircase structure not known, assumed to be inadequate. • White board-type products fixed to stair timbers and sealed with tape. Possible asbestos containing materials. <p>Remove existing protection. Install shaft wall bulkhead boxing formed of metal stud and plasterboard to be fixed to soffit, slab and walls only.</p> <p>This report finally notes that all penetrations through compartments require sealing utilising ablative batts, intumescent mastics, intumescent closing devices, etc. This includes compartment breaches between dwellings & common parts.</p> <hr/> <p>In addition to those reports included above, we have been provided with an Emergency lighting periodic inspection report, reference M81, undertaken by Spokemead Maintenance Ltd and dated 01/04/2020.</p> <p>This report includes assessment of landlords emergency lighting to stairwell, landings, corridors, lift lobbies, tank rooms, fan rooms and the lift motor room.</p> <p>A large number of variations from current regulations are noted including:</p> <ul style="list-style-type: none"> • No accurate design plans available on-site • No lighting to final exit door. • No key switch to lift motor, tank or fan rooms. • Insufficient illumination to all enclosed corridors due to incorrect spacing and ceiling height restrictions.
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<p>D. Full intrusive fire risk assessment</p>	<ul style="list-style-type: none"> • Emergency lighting over 2M from dry risers in lift lobbies. • Insufficient lighting to pram sheds and all fan/ tank rooms. • Lighting is not present at each change of direction to common stairs but does provide sufficient illumination to stair treads. • No test to lift car emergency lighting due to access/ conflict of contract. <p>Though the tested elements return “satisfactory” results where applicable, it is clear that the system in-situ is not to current standards.</p> <p>Given that works are required to the emergency lighting to meet current standards and considering the fact that extensive refurbishment is required to common parts which is likely to require at least partial removal of communal ceilings. Light fittings are Generally wall-mounted but it is our expectation that service runs will be present within the communal ceiling void. We recommend replacement of the emergency lighting system in full to meet current regulations.</p> <p>As part of proposed renewal of communal/ emergency lighting a Thornlux Smartscan system has been requested by the London Borough of Southwark mechanical and electrical department.</p> <hr/> <p>We have been provided with an intrusive fire risk assessment report, compiled by Phoenix Green Group, dated 08/03/2021. This report assesses the common parts and a single sample dwelling (number 76) including elements of destructive sampling to complete the assessment.</p> <p>The purpose of the report is to identify hazards, reduce the risk of hazards causing harm and to analyse the existing fire precautions/ policies to identify areas for improvement. Operational tests were not carried out to mechanical or electrical systems as part of this survey.</p> <p>The report prioritises the recommended works into categories, allocating target timescales to undertake actions. These timescales range from “at the next refurbishment” to “within 24 Hours”. As part of this exercise, the report has identified areas of non-compliance within relevant sections.</p> <p>The report allocates a fire risk rating to the building of “Substantial”. This is the second-highest possible rating and considerable action is required to reduce this risk allocation. A full breakdown of required actions can be found within section 6 of this report, spanning pages 14 to 27 of the report. These recommendations include some management related items such as the imposition of regular testing/ maintenance schedules. However, the majority of the actions relate to building fabric works required to reduce fire risk. We have summarised the remaining sections of this report below:</p> <p><u>Section 7 – Arson</u> This section contains one “non-compliant” item, to ensure that the fob-controlled maglock entry door is working to upper ground floor.</p> <p><u>Section 8 – Automatic fire extinguishing systems</u> This section contains one “non-compliant” item, being to ensure/ evidence that sprinkler head within the ground floor bin store is operational. <i>(This is superseded by comments in section 3.17F).</i></p> <p><u>Section 9 – Balconies/ terraces</u> This section contains two “non-compliant” items. The first recommends replacement of “green” infill panels deemed non-compliant under BS8414. The second is a management item requiring tenants to be informed of policies regarding storage of belongings to secondary escape balconies.</p>
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Section 10 - Cladding

This section contains one “non-compliant” item, being to ensure that infill panels are of sufficient fire rating and to replace these in suitable alternatives where they do not achieve this standard.

Section 11 – Dangerous substances

No non-compliant items are identified within this section.

Section 12 – Electrical ignition sources

This section contains three “Non-compliant” items. These include missing trunking, unsatisfactory wiring/ cable runs & lack of locking of electrical cupboards in places.

Section 13 – Emergency escape lighting

This section contains no non-compliances. However, this should be superseded by the works identified above in section 3.17C regarding emergency lighting on the basis that this FRA includes no operational test of electrical systems, whereas the above-referenced Spokemead assessment of communal/ emergency lighting does consider full system operability and the requirements to achieve modern standards of compliance.

Section 14 – Fire doors

This section contains 8 “non-compliant” items, some of which are noted as being applicable to the whole building. These include but are not limited to: Non-compliant doorsets where required to be FD30 standard (e.g. in places between lift lobbies and corridors), recommendations to install FD60 standards doorsets in places such as to bin store and recommendation to upgrade self-closing devices to dwelling FED’s. This section also contains management related actions such as ensuring that audits/ periodic inspection and maintenance schemes are in place specific to fire doors. Discussion regarding renewal of FED’s is required as this has previously been recommended by Phoenix Green. **The recommendation to renew FED’s supersedes overhead closer installation recommendations.**

Section 15 – Fire safety signs and notices

This section contain two “non-compliant” items, these include missing direction of travel signage to 14th floor stairwell and missing fire doors signage to 13th floor stairwell.

Section 16 – Fixed systems and equipment

This section contains no non-compliant items.

Section 17 - Housekeeping

This section contains three “non-compliant” items, all of which relate to management of the building.

Section 18 – Lightning

This section contains no non-compliant items.

Section 19 – Means of escape from fire

This section contains seven “non-compliant” items. These include but aren’t limited to: Lack of push-bar fittings to fire exit doors, ease and adjustment required to some fire doors where difficult to operate & to install FD30 doorsets at mid-point of enclosed landings. **Please note, actions to install doorsets to communal landings contradict recommendations from fire engineer. In such circumstances, recommendations from the fire engineer are likely to be undertaken, but items such as this should be subject to discussion with the Clients fire safety team.**

Section 20 – Means of giving warning in case of fire

This section contains one “non-compliant” item. This is a recommendation to extend fire detection system to a 3rd party receiving centre. **We believe this to be an advisory point as opposed to a non-compliant element of the building.** Please note fire detection upgrades are in progress.

Section 21 – Measures to limit fire spread and development

This section contains thirty-nine “non-compliant” items including, but not limited to: general requirement to improve compartmentation as compartment breaches are identified in multiple locations across the building, riser panels are identified as requiring replacement, over-panels to dwelling internal doors noted as non-compliant, etc. in 2009/10 internal doors were replaced and the frames upgraded only (overhead panels did not form part of these works). As part of the proposals, it is recommended that all internal doors and frames be renewed with a fire rated and certified door and frame set in order to achieve full compliance with current standards.

A number of these items relate to management of the building such as ensuring maintenance/ testing regimes for bin chute fire shutters.

This report suggests that additional doors are required to sub-divide corridors to reduce travel distances between compartments. However, this has been discussed with the LBS Fire Safety Team and they have confirmed that this approach is not their desired option.

Please note: We have identified woodwool and permanent shuttering within “photo 44” found within section 21. This is located to the service riser for soil stack and represents a continual breach of compartments. It is likely that the soil stack will need to be stripped in full to facilitate remediation of this.

Section 22 – Outside contractors

This section contain no non-compliant items.

Section 23 – Portable Heaters and heating installations

This section contains no non-compliant items.

Section 24 – Procedures & arrangements

This section contains two “non-compliant” items. Both items are relevant to management of the building and include keeping of records on site & managing routine inspections of the building.

Section 25 – Records

This section contains three “non-compliant” items. All are relevant to management of the building and all relate to organising and managing routine testing maintenance and record-keeping.

Section 26 – Smoking

This section contain one “non-compliant” item. This is an action to ensure that utility/ storerooms remain locked (management item) and to ensure that “no-smoking” signage is displayed on every floor.

Section 27 – Testing and Maintenance

This section contains seven “non-compliant” items. All items are related to management of the building with all being either to put in place maintenance/ routine testing regimes or to ensure adequate record-keeping.

<p>E. Fire strategy report</p>	<p><u>Section 28 – Training and drills</u> This section contains two “non-compliant” items, both of which relate to management of the building and management of contractors undertaking works to the building.</p> <p><u>Section 29 - Windows</u> This section contains no “non-compliant” items. This section does not mention spandrel panels that are known to require renewal and would be considered to be a part of the window installation.</p> <p>The remaining sections do not contain building-specific data or recommendations. A number of “excluded areas” are noted. These include locked doors to floors 2, 6, 8 & 10, locked refuse doors, locked door to community cycle hub (external ground floor) and a locked door to the boiler room.</p>
	<p>We have been provided with a report compiled by Freya comprehensive fire solutions limited, report reference: FSS/311336-01, dated May 2021. This report analyses Marie Curie to create a fire strategy for the building specific to proposed refurbishment, taking into account fire regulations and controls at the time of construction and at various stages through the lifespan of the building. This then forms the basis of recommendations to improve fire safety of the whole building.</p> <p>The report describes the building and analyses the existing construction/ systems in-situ, in consideration of existing arrangements regarding escape, to offer recommendations on fire-engineered solutions to mitigate the risks currently posed to the building. Recommendations are contained within page 25 of the document. Below is a summary of each relevant section including recommendations arising.</p> <p><u>Section 5 – Means of warning</u> Herein, it is acknowledged that the alarm system in-situ exceeds the minimum statutory requirement for dwellings. This also acknowledges the existing simultaneous evacuation strategy temporarily adopted and that the building is provided with a fire engineered category L5 alarm system. The building is intended to be returned to a ‘defend in place’ strategy upon completion of future refurbishment. Recommendation is to install Fire alarm control panel at ground level.</p> <p><u>Section 6 – Means of escape</u> This notes a “high degree of compartmentation within dwellings”. However, this section notes that the possibility of smoke and fire spread cannot be overlooked. Analysis is given to the existing layout of maisonettes and the original criteria for maisonette design at the time of construction, CP3. It is noted that the lack of separation of living space by fire resisting construction is likely the driving factor behind provision of alternative means of escape via pass doors in bedrooms and dwarf-doors leading to common parts. Furthermore, it is noted that such “dwarf doors” are no longer an acceptable solution under current guidance.</p> <p>Within common parts, the introduction of security doors is believed to compromise the smoke dispersal measures of the original CP3 design criteria and brings the building closer to smoke containment design. This follows that the originally intended travel distances are no longer achieved, but with three means of escape a 30-metre travel distance within the corridor is permissible. The report then analyses horizontal evacuation via balconies and states that “there is some risk that the part of the balcony that adjoins a dwelling which is on fire may become impassable”.</p>

Acknowledging that the construction of doors/ walls facing onto the balconies will be replaced, the recommendation is to ensure that designs meet current BS9991. This includes minimum 30-minute fire resisting construction up to a minimum height of 1100mm with doors opening onto balconies being of minimum FD30 standard with self-closing provision.

As a minimum, one elevation should be protected.

Section 7 – Emergency lighting and exit signage

Emergency lighting is required to the whole building to meet BS5266-1:2016⁷. Escape signage should be provided to BS 5499-4:2013⁸ or BS ISO 3864-4:2011⁹.

Section 8 – Bathroom ventilation ducting

Currently vented by vertical steel ducts extending the height of the building. The system is in constant operation. The report does not recommend decommission of this system. It is recommended that intumescent vents are provided between each bathroom and the extract ducting and the condition of the duct is fair presently. **This has been superseded by previous recommendations.**

Section 9 – Smoke Hazard Management

Smoke ventilation system in situ intended to limit smoke as far as possible to levels affected by fire/ restrict re-entry of smoke on other levels/ assist smoke clearance from stairwell.

It is recommended that all protected lobbies leading into fire-fighting stairs & all protected corridors serving maisonettes be provided with an AOV achieving minimum 1.5M² open area, to be bottom or side-hung. This should be linked with alarm system and should only open on the level(s) affected by fire/smoke.

It is noted that east-elevation doors leading to fire-fighting stairs from balconies can function as an automatic openable vent with 1M² open area provided security devices can be overridden in event of fire. To the west elevation, a new partition and door capable of achieving 1M² is recommended to replace the existing open-plan area. An AOV should be provided at the head of the stairwell to achieve minimum 1M² free venting area.

Finally, refuse chutes should be provided with ventilation of minimum 0.2M² free venting area (which is achieved through the open vent within the area of the refuse chute).

Section 10 – Manual operation of smoke vents and AOV's

Override controls for AOV's should be installed near ground floor fire alarm control panel to permit fire service use. Further override controls should be installed at storey levels to permit activation before entry to smoke-logged sections of the building. All override/ other controls should be provided with adequate signage unless a "break-glass" system is utilised in which case the operational instructions are not required (control instruction is on switch). Protective casing should be installed to dissuade misuse/ vandalism of controls.

Section 11 – Internal fire spread (linings)

Internal fire spread is a risk and build-up of decorations can be a contributing factor to fire spread in older buildings. It is recommended that all decorations are stripped prior to redecoration. Floor finishes are not considered to be major contributory factor. Classification guides for wall and ceiling linings are explained in table 1 of the fire engineers report. The general recommendation is to avoid "Class 3" products where possible.

Section 12 – Internal fire spread (structures)

Reference is made to BS 9991 regarding fire resistance and structural integrity. It is noted that the design of buildings should protect from progressive collapse after failure of one element of construction. In short, fire-resistance period for structural elements should be not less than 90-minutes. It is accepted that in this case it may not be possible to determine exact fire resistance of existing construction, however all fire stopping works to structural elements should be undertaken in line with this standard.

All installation will require a detailed photographic asset-registered record of installation undertaken by third-party certified designers/ installers. We would suggest in addition to this basic requirement a regime of independent quality review is undertaken in an agreed format.

We would suggest that LBS develop a PPM review for fire-stopping every 5 years.

Fire separation and compartmentation

Protected corridors should provide 60-minutes fire resistance as minimum standard. In addition, vertical compartments between maisonettes should achieve this standard. Horizontal compartmentation between dwellings (typically between lounges and bedrooms of different flats) should achieve minimum 90-minute fire resistance. Horizontal compartmentation between internal corridors and flats above should achieve a minimum 90-minute fire resisting standard also. In addition, all service risers including cover/ inspection panels should achieve minimum 90-minute fire resistance.

The firefighting lobbies, firefighting stairs and firefighting lift should be minimum 120-minute fire resisting.

Fire doors

Dwelling entrance doors, doors to protected corridors/ lobbies & doors from east balconies to fire-fighting stair should all be minimum FD30S standard including self-closing.

Doors leading into firefighting stair should be minimum FD60S standard including self-closing.

Hatches and covers to service risers should be minimum 60-minute fire resisting.

All common area fire doors should be minimum 30-minute fire resisting and self-closing. Magnetic “hold-open” devices could be utilised in common parts if such doors are expected to be over-used/ rendered defective by building users. These should then be linked to the alarm system with the “hold-open” function to disengage upon alarm. Requirements under British standards are listed within the fire engineers report.

Glazing

Where smoke separation involves glazing, this should perform to the same fire resisting standards as the surrounding/ accompanying construction.

Lift doors

Should be tested to appropriate level of fire resistance under BS EN 81-58:2018²⁰. BLL: In this instance the lift doors would be expected to achieve 120 minutes fire resistance.

Cavity barriers

Figures 11 & 12 within the engineers report show performance criteria for existing and new cavities. This includes surround of openings such as windows/ doors and at the junction of external walls/ compartment floors and junction internal cavity walls & compartment floor/ wall/ door where these for a fire resisting barrier.

Compartment walls should be continued through ceiling/ roof cavities (full storey height). This includes at top of roofs also. It is noted that the fitting of cavity barriers above compartment walls to complete the compartment line is not appropriate.

In view of preventing extensive cavities, any cavities such as suspended floors/ ceilings require cavity barriers to observe maximum 20M linear dimension. Partitions between rooms should be fitted with cavity barriers or enclosed by fire resisting ceiling extending throughout the building/ compartment.

All services and other penetrations through compartments should be sealed with appropriate fire resisting systems/ materials. All such items are required to be supported by test data and should be installed in line with manufacturers and test/ certification requirements.

Fire/ smoke control assemblies should be supported by test data and third-party certification. Test evidence should be held on-site available for inspection.

Section 13 – External fire spread

Table 2 within the report defines performance regarding surface spread of flame. As Marie Curie is over 18M in storey height, all insulation, products and other materials used in construction of external wall (excluding gaskets, sealants and similar) should be minimum A2-S1, d0 or better standard. This limits areas of external construction with reduced or no protection & reduces the risk of spread of fire between buildings. In this instance, with refurbishment not to change use of the building, external fire spread risk (between buildings) is not expected to increase.

Section 14 – Access and facilities for fire service

A dry rising main is in-situ and was installed as it not possible to reach all residential areas within 45M. This permits fire-fighting appliances within 18M of dry rising main at each core. Outlets are located at each odd-numbered floor. It is recommended that the protected lobby leading to fire-fighting stairs is upgraded to form part of the fire-fighting shaft (Upgrade compartment performance).

External/ access doors should be easily accessible to emergency services. As such, fire-fighters override switches are required to any secured doors. Signage is required to each core denoting floor number, maisonettes within. This should also extend to corridors/ lobbies showing approach direction. Smoke control strategies are contained within section 9.

Summary recommendations

- **Remove “Dwarf doors” between flats and internal corridors.**
- **Stair should be separated at all levels with fire doors.**
- **Lift lobbies separating stair from corridor on odd numbered floors should be fitted with automatically opening vents on the left-side opening to the floor below.**
- **Lift lobbies should be separated from corridors by fire doors.**
- **Openings at ends of communal corridors should be fitted with automatically opening vents.**
- **Space between fire-fighting lobby and balcony on even-numbered floors should be enclosed with fire door and screen.**

<p>F. Automatic Fire Suppression System (AFSS) Provision</p>	<ul style="list-style-type: none"> • The stair should be provided with an automatically opening vent at highest level, linked to corridor AOV system with fire-fighter override at each level. <p>There appear to be two differing routes to compliance which have some elements of conflict between them, the building refurbishment could be carried out following the basic as built design or following the Fire Engineered solution. The client will need to provide direction on the preferred solution prior to undertaking full design.</p> <hr/> <p>In addition to the above, the installation of an Automatic Fire Suppression System (AFSS) system has been considered alongside the extensive refurbishment works proposed. In May 2020, amendments to part B of the Building Regulations were published and these amendments included a reduction in the “trigger height” (height at which something is required) from 30M to 11M. While this is primarily applicable to new buildings, this item should be considered due to the extent of refurbishment to be undertaken.</p> <p>It should be noted that in this regulation Automatic Fire Suppression Systems are not required to common areas where these areas are “fire sterile”.</p> <p>Should a full system be installed it is unlikely that currently decommissioned ground-floor refuse AFSS would require reinstating.</p> <p>We recommend installation of an Automatic Fire Suppression System to Marie Curie. However, this is not required as part of the engineered fire solution to the building.</p> <hr/> <p>G. Additional comments</p> <p>Consultation with the Local Authority Building Control (LABC) and the London Fire Brigade (LFB) will be required, along with consultation between the LBS Fire Safety Team and these relevant parties with regard to the proposed scope of works and regulatory requirements. In particular, elements such as Automatic Fire Suppression System provision and ventilation strategies may be impacted by the view of the LABC and LFB.</p>
<p>3.18 Lightning Protection</p>	<p>An assessment of the building has been undertaken to determine the condition of the existing installation if any and to assess its compliance with BSEN62305, the inspection covers the existing systems condition, Main earth terminal bond (MET) and presence of surge protection.</p> <p>Where systems are not installed additional design work will be required to determine the level and extent of any protection required to meet with the requirements of BSEN62305. This system has been installed to BS EN62305 but is complete with the MET, the system appears to be without visible damage and requires, at the time of inspection, no repair works.</p> <p>The system in-situ requires the installation of surge protection.</p>

<p>3.19 Works in Occupation</p>	<p>Because of the extent of the works proposed, the dwellings will need to be vacated during the entire duration of the works due to:</p> <p><u>Lack of welfare.</u></p> <ul style="list-style-type: none"> • No furniture or furnishings: all furniture and furnishings will need to be removed to facilitate the works • No sanitation: bathrooms will need to be removed and services disconnected • No drinking water: services will be isolated/removed • No cooking facilities: kitchen and associated services will be removed. • Exposure to weather as a portion of the external walls are reconstructed. • No active heating service for duration of works. • Potential lack of security as doors are renewed. <p><u>Health and safety</u></p> <ul style="list-style-type: none"> • Residents may be exposed to asbestos fibres during removal as they will not be wearing the correct PPE. • During strip out works, residents may be exposed to slips trips and falls, falls from height when bannister rails and staircases are removed, cuts and abrasions from demolition and building materials • Exposed to excessive levels of noise. • Potential to be hit by falling objects. • Exposure to machinery and hand tools. • Lack of space, due to the number of operatives and integration of trades. • Potential risks as a result of Covid-19. <p>The scope of refurbishment recommended includes near full reconstruction of internal dwelling elements including kitchens, bathrooms, floors, walls, ducts, rewiring, external-wall panels, etc. This taken alongside the extensive refurbishment proposed to common parts, which would see key safety provisions such as emergency lighting impacted, suggests that undertaking the recommended scope of works in occupation will not be feasible.</p> <p>An assessment of level of decant should be undertaken and a decant strategy agreed as to whether to decant vertically to allow for works to stack pipes and rising services or horizontally to allow for works to communal walkways and associated services or the full decant of the building, such strategy will depend upon the local availability of housing stock, leaseholder engagement and budgets.</p>
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<p>3.20 Potential Consequential works</p>	<p>Construction works within the dwelling are likely to lead to full rewire, this will require the relocation of the fuse board and renewal of lateral mains. The relocation of the fuseboard needs to be carried out in conjunction with the provision of an appropriate location which will be dependent on the chosen fire strategy and design solution.</p> <p>Water mains run between compartments, removal of these and alteration are likely to require reconfiguration and it will be beneficial to renew the whole system, which will be designed to consider the low water pressure currently experienced on-site.</p> <p>Soil services are copper with braised joints these are likely to have a reduced life expectancy, whilst ducts are open and major works are being undertaken and connections for kitchen and bathrooms are being made to these, if even possible, consideration for wholesale renewal is advised.</p> <p>Heating systems will be fully exposed when internal walls and external panels are removed, much of the primary pipework is likely to be supported from these structures, and risks will become evident when these are adapted and temporarily supported, as such their wholesale renewal is advised.</p> <p>Primary supply services heating and cold water are contained within ducts, primary heating services are circa 40 years old having been installed following the removal of air heating, if the building is to be decanted renewal of the system with a more modern system with greater efficiency is advised.</p> <p>Primary water supplies, the existing system is likely to be of steel barrel which is likely corroded due to its age. The system feeds storage tanks at high level, renewal of the rising mains with a simpler mains supply to each dwelling with PRVs and removal of the high-level tanks would provide a system with less potential maintenance obligation.</p> <p>As a consequence of providing direct-to-air ventilation to the bathrooms, there is no longer a requirement to have the bathroom and communal extract system protected by a second lobby within flats. In many instances this has already been removed by residents to improve internal space. As such flats can be reconstructed following this revised layout principle.</p> <p>The above items fall outside the current QHIP brief but are provided only due to the anticipated level of works anticipated and should be considered if the building is to be decanted.</p>
<p>3.21 Technical Appraisal and Programme</p>	<p>Given the extensive scope of works being proposed and considering the impact that this would have upon residents/ building users, a technical appraisal has been produced illustrating the nature of these works and the impact that they will have. This appraisal looks into possible works processes, the impact upon building services and safety and possible methods for facilitating and undertaking the required works. This technical appraisal is available in report format in appendix "O" of this report.</p> <p>In conjunction with the above appraisal, an indicative programme has been created with a view to illustrating the anticipated timescales associated with the required works. This programme is compiled in line with the principles illustrated within the abovementioned technical appraisal and can be found within appendix "P" of this report.</p>

3.22 PPM Review	<p>Due to the extent of works being proposed within the dwellings, with specific reference to fire-stopping, it would be prudent to establish a review process which seeks to ensure that the installed compartmentation and fire-stopping has not been damaged due to water ingress, other operations/ maintenance, resident activity, or other activity outside of the direct control of LBS. Such reviews could occur on a 5-yearly basis (as previously referenced within this report.</p> <p>We recommend that a 5-yearly PPM schedule is implemented following completion of works.</p>
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4. Appendix

- a) Photographic Defects Schedules
- b) Photographic Door Schedules
- c) Internal Works Spreadsheet
- d) Asbestos Survey Reports
- e) LBS Fire Risk Assessment Report 27/01/20 and Asset Identified 07/08/17
- f) Lead Paint Test Report
- g) Phoenix Green Fire Risk Assessment Report 08/03/21
- h) Phoenix Green Compartmentation Works Report 21/12/20
- i) Freya Comprehensive Fire Solutions Fire Safety Strategy 05/21
- j) Spokemead Emergency Lighting Periodic Inspection Report 01/04/20
- k) RFI Schedule
- l) Under-window Panel Report
- m) Works Brief
- n) Langley Roof Report
- o) Technical Appraisal
- p) Indicative Programme
- q) Queries Raised

5. Signatures

Signed:

Date:

Print Name: Christopher Orford

Position: Blakeney Leigh Surveyor

Signed:



Date:

Print Name: John Ottley

Position: Blakeney Leigh Senior Surveyor

Marie Curie Information for Tenants - 26 May 2021

My Home

1. Will I have to move?

Yes, all residents would have to move because the works will be extensive and take about a year to complete. You can either choose to move temporarily and move back to your home when the works are complete, or move permanently to another property in Southwark.

2. When will I have to move?

We are currently proposing to carry out the works in two phases.

Phase one would include some works in communal areas, plus all external works requiring scaffold access – including the replacement of under window panels where access to homes would be required. These works will be carried out with you living in your home if you haven't moved by the time the work starts. Our aim, subject to completion of the detailed design of the works and consultation is to start the phase one works in January 2022 and finish by September 2022. The length of time these works will take is only based on the feasibility report and may be subject to change following detailed design.

Phase two involves the more disruptive works in your homes that include works that cannot be done with you living there. Our aim is to start this phase as soon as the block is empty. We currently expect this phase of the works to take approximately 52 working weeks to complete. This is based on the recommendations in the current feasibility report.

For technical reasons, the works cannot be carried out on a flat-by-flat basis or floor-by-floor due to the pipework and wiring that run from the top to the bottom of the block.

3. I want to move temporarily and return to my home after the works are completed, how will that happen?

We will talk to you to find out whether you want to move temporarily or permanently. If you want to move temporarily, we will find out what your preferences are and will help you register on the council's housing list so that we can help identify a suitable property for you and let you know when you can view it.

If you change your mind and want to stay in the temporary accommodation we are happy to consider this.

4. I want to move permanently, how will that happen?

If you want to move on a permanent basis away from Marie Curie you can. Marie Curie tenants will be given Band 1 for moving on the council's housing register. This means that we will help you register on the council's housing list and you will receive a weekly a copy of the council's Homeseach magazine weekly and you can see the properties that are available for you to bid for.

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- 5. As I want to move permanently, why do I have to bid with everyone else?**
The council's Housing Service works on a choice-based letting system so tenants have a say in where they are housed. Band 1 gives you the highest priority and allows you some choice in where you want to go.
- 6. I am overcrowded can I move to a larger home?**
If you are overcrowded, you will be entitled to a property that is appropriate to the size of your family. This means that you will have to move from the block as Marie Curie only has two bedroomed properties.
- 7. I am in a two bedroomed property, and I only need a one bedroomed property, can I still have a two bedroomed property?**
You will be entitled to a property the same size as you currently occupy if you want to downsize, you can.
- 8. If I downsize can I get a smart move payment?**
If you want to move to a smaller home, you can get an additional payment for moving to a smaller home.
- 9. Will my tenancy change?**
No, you will remain a Southwark Council tenant unless you opt to move permanently to a home with another landlord through the choice based lettings scheme.

My Finances

- 10. Will I get financial help when I move?**
In recognition of the inconvenience, we will make you a lump sum payment of £6,500. The request for payment will be made once we have received the keys to your old home. This will be paid when you move into your temporary or permanent home whichever you choose.

You will also be reimbursed for the incidental costs of your move if you move temporarily. Upon the council being given the receipts for what you have paid, residents will be reimbursed for reasonable costs related to soft furnishings such as curtains and carpets and disconnection and connection of services such as phones, TV and the redirection of post, for example.

The professional removal company will be directly paid for by the council and they will also organise the disconnection of cookers, washing machines and dishwashers.

These costs and services will be available for both a temporary or permanent move. If you move temporarily we will also arrange the move back in to your home.

- 11. I am in rent arrears will that be an issue?**
Any arrears or other sums owed to the council will be deducted from the lump sum £6,500 assistance payment, but your moving payment will be unaffected.

Marie Curie

Information for Tenants - 26 May 2021

12. Will my rent change?

There will not be a change to the rent of your home at Marie Curie as a result of the works. If you move temporarily your rent will be no more than you pay at Marie Curie, however the service charge may differ depending on the services offered at the temporary property.

If you want to move permanently, you will receive a copy of the Council's Homeseach magazine weekly and you can see the rents of the properties that you want to bid for.

13. Will my service charge change?

If you choose to move back to your home in Marie Curie after the works, there may be changes to service charges as a result of the works if new communal services are installed.

If you want to move permanently you will receive a copy of the council's Homeseach magazine weekly and you can see the service charges of the properties that you want to bid for.

14. How will Southwark Council afford to do these works?

These works will be paid for through the rent that tenants pay.

The works

15. What are the works required for Marie Curie that need me to move?

The work requires the removal of all the floors within your home and this means that the works cannot be done with you living in your home.

The floors need to be removed to carry out fire stopping where pipework and wiring have previously been laid and left gaps in between properties. This has to be done on both floors of your home. As all the floors will be replaced, the kitchens and bathrooms in all the properties will need to be renewed.

Copper pipes will also be replaced, alongside the other pipes within the building that carry water and waste as they are reaching the end of their serviceable lives. This means that they may start to fail and cause leaks as more modern fittings are attached to them, for example when kitchens and bathrooms are renewed.

There are also issues within the bathroom ducts / risers that will require the wall to be removed and as this backs on to a neighbouring property this will also be best undertaken when the properties are empty, although it could possibly be done in occupation.

16. Why can't I stay while the works are carried out?

The floors need to be removed and fire stopping undertaken beneath them. This requires an empty property.

17. Does this mean that it is safe for me to live in Marie Curie?

Marie Curie

Information for Tenants - 26 May 2021

It is safe for you to live in Marie Curie before the works begin. The changes the council has already made, alongside the fire brigade, mean that it is safe. This includes:

- Installing smoke alarm systems in your property
- The addition of the communal fire and detection system in the common areas
- The change from a Stay Put fire strategy to a Simultaneous Evacuation strategy
- The presence of fire wardens to assist with evacuation where necessary

18. Was there a fire risk assessment of Marie Curie and what happened to that?

In January 2020 a Fire Risk Assessment survey was undertaken which highlighted some issues with compartmentation, communal ventilation and the under window panels. The Fire Risk Assessment sets out timescales for the works to be undertaken, normally within 12 months of the survey. Repairs to two fire doors and some fire stopping works were undertaken in May 2020 as a result of the survey. In June 2020 it was confirmed that there was a programme of communal duct inspections in place, a communal compartmentation survey had also been undertaken and it was confirmed that the block was in a major works programme so that the panel replacement works would be carried out as part of that.

As part of the Quality Homes Investment Programme scheme for Marie Curie, as with all blocks, any fire stopping works identified as requiring surveying / inclusion and works required to fire doors which are highlighted in a Fire Risk Assessment would be included in the Major works scheme during the detailed design phase.

19. How did the Council find out that these works were required?

In early November 2020 there was a report on the smell of smoke from a number of properties through the ducts in the bathroom. This led to a survey showing that there were in that area that backed on to the under stairs area of the neighbouring property.

A more substantial survey was undertaken by Southwark Council which identified a number of gaps but also highlighted the need for more detailed surveys to be undertaken.

The survey of the gaps and the existing Fire Risk Assessment survey was shared with the London Fire Brigade and as a result, on their recommendation, the fire wardens were introduced at Marie Curie. Along with this, a decision was made to bring forward the installation of a smoke alarm system in your homes as well as installing a communal fire and detection system to counter any risks to residents in advance of any major works being undertaken to address the gaps issues.

As a result of this further survey Southwark Council asked for Marie Curie to be taken out of the main Sceaux Gardens scheme and requested a full report on the newly found issues at Marie Curie (along with the works required under the Quality Homes Investment Programme brief). Any works required from there forward were to be carried out as a stand-alone scheme for the block. This was

Marie Curie Information for Tenants - 26 May 2021

called a feasibility report. When it was issued and reviewed by the various teams within Southwark Council, and following discussions with the surveyors involved in the feasibility report, it became clear that the works to replace the timber floors within the properties was going to be necessary. There are also other fire stopping works required that became clear during the various surveys undertaken as part of the feasibility stage. Only on completion of these and reviewing the block as a whole, have we been in a position to advise on the extent of the proposed works.

20. Why did the Council not know about this before hand?

There had been previous fire safety works undertaken on Marie Curie to address gaps issues from the properties to the communal areas back in 2009/10, which had been identified following the tragic fire at Lakanal.

Although the outcome of the investigation into the smell of smoke was deemed to require no further action, the council wanted to ensure that any possible risks were identified and for this reason an internal fire survey was instructed to be carried out on an empty property within Marie Curie. This highlighted the gaps issues, which need to be addressed.

Currently there is no legal requirement to undertake internal, detailed intrusive surveys which would involve removing panels, fixtures and fittings or cupboards for example. However, the council has now implemented a new process whereby internal, detailed intrusive surveys are required for new major refurbishment schemes, as long as the building can be empty do so.

21. Will the works include the removal of gas from the blocks?

As part of the works undertaken at Lakanal, a decision was made to remove the gas whilst the block was empty. There were no health and safety concerns in regard to retaining the gas at that time, but it eliminated a small risk. Because the building was empty, it was simple to do.

As Marie Curie will be undergoing major refurbishment, a proposal has been made to remove the gas there. Again, it eliminates a small risk and also has the benefit of helping to achieve energy efficiency measures in terms of working towards the goal of becoming carbon neutral by 2030.

22. I have a gas cooker, will you pay for a replacement electric cooker?

Yes the council will pay for a replacement cooker and/or hob if you currently use a gas cooker.

23. Will the works include fire sprinklers being installed in the block?

This could be a possibility and depends on further surveys. This could be a sprinkler system or a mist system. Residents will be involved in the detailed design of the scheme where details on these systems will be discussed.

Marie Curie Information for Tenants - 26 May 2021

24. If the homes have to have so much work done, will I be able to choose the finishes in the newly installed kitchens and bathrooms in my home if I return?

Yes. There are options for kitchens and bathrooms which you will be consulted on.

Fire Safety

25. What fire safety checks do the Council have to do?

The council has to undertake Type 1 Fire Risk Assessment surveys of all its blocks. Fire Risk Assessment surveys have to be carried out at least once a year on all high rise blocks that are 18 metres (59 feet) and above.

A Type 1 Fire Risk Assessment survey is non-destructive, which means that it does not require the surveyor to carry out intrusive surveys, which involves taking out panels or remove fixtures and fittings such as cupboards etc. It assesses all the common parts of a building but not individual dwellings. Its purpose is to ensure that common parts of a building have the arrangements that allow people to escape if there was to be a fire – such as clear signage pointing to entry and exit points. The results of this Fire Risk Assessment survey may reveal the requirement for further Fire Risk Assessment surveys. If this is the case, the Type 1 Fire Risk Assessment survey will list reasons why this would be required.

The council also has term contracts in place to carry out checks and maintenance on things like emergency lighting and communal fire and detection systems to ensure they remain in working order.

26. Is Lakanal the same as Marie Curie and will Lakanal residents also have to move out?

There is no reason at all to think that residents of Lakanal will need to move out. The works requiring Marie Curie residents to move out of their homes have already been undertaken at Lakanal whilst it was empty, as part of the refurbishment scheme carried out in 2016/17.

The current Fire Risk Assessment survey has noted some issues within the communal areas, and as we are doing with all blocks in our current refurbishment programme (Quality Homes Investment Programme - QHIP) we are arranging for a Type 4 Fire Risk Assessment survey or detailed intrusive communal area survey to be undertaken. If there are any compartmentation issues they will be picked up as part of the refurbishment QHIP works. We are also going to take the opportunity to pilot a planned, preventative, maintenance programme on existing fire safety works undertaken internally to the block, as this will be a legal requirement going forward and Southwark wish to start implementing this sooner rather than waiting for it to be a requirement.

The Fire Risk Assessment survey also highlighted some issues with fire doors. These were all renewed to a satisfactory standard during the last refurbishment works and the certification provided was satisfactory at that time. However, there is now a far tougher requirement with regards to certification of fire doors which

Marie Curie

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Southwark has implemented (in advance of any requirements as part of the new Building Safety law that the Government are planning to introduce) and this may mean that some upgrading or replacement works to the existing doors may be required. This is still under review.

The new Building Safety law will require a higher standard in terms of certification and documentation than previously required. Southwark Council wants to ensure that works achieve the highest standard and that all works are in line with at least the current Building Regulations or above if achievable. Whilst we are satisfied that the works undertaken at Lakanal were to a good standard and were compliant to all relevant Building Regulations at the time of completion, as a council we are committed to ensuring our buildings have the highest standards in safety. We therefore require buildings to be compliant with the latest and/or proposed Building Regulations, or indeed above that standard in certain circumstances.

We had already identified that the under window panels at Lakanal (although compliant at the time of installation) do not meet the current Building Regulations and although these Regulations are not retrospective we have already planned to get these panels replaced as part of the Sceaux Gardens refurbishment QHIP scheme to the current Building Regulation standards.

These works can all be done in occupation.

27. What was the Fire Risk Assessment survey risk level of Marie Curie and Lakanal at their last inspection?

Marie Curie had an overall risk level of 'Substantial' on the January 2020 Fire Risk Assessment survey. Lakanal has a 'High Moderate' risk rating. After the Fire Risk Assessment survey review for Marie Curie in May 2021, this risk has been reduced to a 'High Moderate' due to all the temporary measures that have been introduced until all the major works are completed.

28. When did the last FRA inspection happen?

A review of the Fire Risk Assessment survey for Marie Curie was undertaken on 11/12 May 2021. (A review of the Fire Risk Assessment survey for Lakanal was undertaken in January 2021).

29. What works have happened since the last Fire Risk Assessment survey and did they reduce the building's risk?

The Fire Risk Assessment survey review undertaken in May 2021 has seen the risk rating reduce to High Moderate due to the measures that have been introduced.

These measures include the change in evacuation strategy to a simultaneous evacuation which has been achieved by bringing in the fire wardens and the installation of a communal fire alarm and detection system. The fire wardens responsibility has since changed to 'evacuation management' with the main role on assisting vulnerable residents in the block. The fire alarm and detection system is also remotely linked to an alarm receiving centre all of which further mitigate against current risks with the gaps and under window panels.

Marie Curie Information for Tenants - 26 May 2021

30. How often are high rise buildings checked for fire safety?

Southwark Council procedures require that high rise blocks of over 18 metres, or 59ft have to have annual fire risk assessments completed. The Fire Safety Order states there are circumstances the review may be more frequent, hence Marie Curie now being recommended for review every three months.

The fire risk assessment needs to be reviewed sooner when,

- There is a reason to suspect that the original fire risk assessment is no longer valid, e.g. after a fire that occurred within, or spread to, the common parts.
- There is a significant change in the matters that were taken into account as the risk assessment was carried out, e.g. change in the type of residents occupying the block.
- After completion of significant works to address shortcomings identified by the fire risk assessment.

Help or advice

31. Who do I contact in the Council for help?

The Marie Curie team can be contacted on **020 7732 2757** or email **mariecurie@southwark.gov.uk**. The team will then ensure that your query is responded to by the correct person.

32. Is there Independent Advice.

Neal Purvis from Open Communities is the Independent Tenant and Homeowner Advisor. If you have any questions contact Neal on Freephone **0800 073 1051** or at **neal.purvis1@btinternet.com**.

33. What if I need an interpreter or translator?

We will arrange for an interpreter to talk with you and translate documents where necessary. Please contact the Marie Curie team to ask for this service.

Marie Curie Information for Leaseholders - 26 May 2021

My Home

1. Will I have to move?

Yes, all residents will need to move because the works will be extensive and take about a year to complete. You can either choose to move temporarily and move back to your home when the works are complete or Southwark Council can buy back your home at the market value, as if the fire safety works were not required, so that you can move permanently to another property elsewhere.

2. When will I have to move?

We are currently proposing to carry out the works in two phases.

Phase one would include some works in communal areas, plus all external works requiring scaffold access – including the replacement of under window panels where access to homes would be required. These works will be carried out with you living in your home if you haven't moved by the time the work starts. Our aim, subject to completion of the detailed design of the works and consultation is to start the phase one works in January 2022 and finish by September 2022. The length of time these works will take is only based on the feasibility report and may be subject to change following detailed design.

Phase two involves the more disruptive works in your homes that include works that cannot be done with you living there. Our aim is to start this phase as soon as the block is empty. We currently expect this phase of the works to take approximately 52 working weeks to complete. This is based on the recommendations in the current feasibility report.

For technical reasons, the works cannot be carried out on a flat-by-flat basis or floor-by-floor due to the pipework and wiring that run from the top to the bottom of the block.

3. I want to move temporarily and return to my home after the works are completed, how will that happen?

We will talk to you to find out whether you want to move temporarily or want Southwark to buy back your property. If you want to move temporarily, we will seek to support you finding the right type of similar property for you with the same number of bedrooms.

If you chose to move to another temporary home elsewhere in the borough you will be given this on a licence to occupy it until your home at Marie Curie is ready for you to return to.

If you have a mortgage, you will still have to pay your mortgage for your home at Marie Curie but will not have to pay rent for your temporary accommodation.

4. I want to move permanently, how will that happen?

If you want to move on a permanent basis away from Marie Curie, Southwark Council can buy your home, if you choose, to enable you to purchase elsewhere.

Marie Curie Information for Leaseholders - 26 May 2021

You will not be granted automatic council tenancy, but you can apply for assessment to see if you qualify, if you wish.

5. Will Southwark Council consider a lease swap?

No, we are not able to legally do this. Instead, we can support you to purchase a flat of equivalent size and quality within Southwark, which would also be at the equivalent value of your property at Marie Curie.

My Finances

6. I am a resident leaseholder, if I decide to move temporarily, will I get financial help when I move?

In recognition of the inconvenience, we will make you a lump sum payment of £6,500. The request for payment will be made once we have received the keys to your old home. This will be paid when you move into your temporary or permanent home whichever you choose.

You will also be reimbursed for the incidental costs of your move if you move temporarily. Upon the council being given the receipts for what you have paid, residents will be reimbursed for reasonable costs related to soft furnishings such as curtains and carpets and disconnection and connection of services such as phones, TV and the redirection of post, for example.

The professional removal company will be directly paid for by the council and they will also organise the disconnection of cookers, washing machines and dishwashers. These costs and services will be available for both a temporary or permanent move. If you move temporarily we will also arrange the move back in to your home.

7. I am a non-residential leaseholder, if I decide to take up the offer of a temporary property, will my tenant get financial help when I move?

If your tenant has been a tenant for at least 12 months at Marie Curie, they will be. You will also be reimbursed for the incidental costs of their move.

Upon the council being given the receipts for what your tenants have paid, they will be reimbursed for reasonable costs related to soft furnishings such as curtains and carpets and disconnection and connection of services such as phones, TV and the redirection of post, for example.

The professional removal company will be directly paid for by the council and they will also organise the disconnection of cookers, washing machines and dishwashers. These costs and services will be available for both a temporary or permanent move. If your tenants move temporarily we will also arrange the move back in to your home.

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8. If I decide to move temporarily, will I have to pay for the temporary property?

You will be given a licence to occupy the temporary property whilst the works are carried out to your property. You will not have to pay rent on that property, but you will have to pay the Service Charge and the Council Tax for that property. No Council Tax or Service Charge will need to be paid on your Marie Curie property whilst you are not living there.

You will still have to pay your mortgage for your home at Marie Curie but will not have to pay rent for your temporary accommodation.

9. I am a resident leaseholder what costs am I entitled to if I move permanently?

If you decide to move to somewhere else after selling your home to Southwark Council in recognition of the inconvenience, we will make you a lump sum payment of £6,500. The request for payment will be made once we have received the keys to your old home. You are also entitled to claim back:

- Removal costs
- Solicitor's fees
- Surveyor's fees
- Mortgage redemption fees
- Redirection of post
- Disconnection/ reconnection of services for example; telephone, internet etc.

10. I am a non-resident leaseholder what costs am I entitled to if I sell my property to Southwark Council?

If you decide to move to somewhere else after selling your home to Southwark Council you will be entitled to claim back:

- All valuation costs
- All reasonable legal expenses

11. If I decide to sell the property to Southwark Council how will the value of my property be agreed?

Southwark Council will employ an independent chartered surveyor to carry out a valuation of your property.

12. If I decide to sell the property to Southwark Council am I entitled to my own surveyor?

Homeowners are encouraged to obtain their own valuation completed by a chartered surveyor who will act for you. Southwark Council will pay for the surveyor, where costs are reasonable.

13. If I decide to sell the property to Southwark Council what happens if I cannot come to an agreement with Southwark Council?

If the valuations of the independent and council surveyors differ significantly and there is no prospect of reaching an agreement, then with the agreement of all owners of the property, and Southwark Council, the parties can seek to resolve the dispute through alternative dispute resolution (ADR).

Marie Curie

Information for Leaseholders - 26 May 2021

14. If I move temporarily, when I move back into Marie Curie will my service charge change after the works?

If you choose to move back to your home in Marie Curie after the works, there may be changes to service charges as a result of the works if new communal services are installed.

15. If I decide to stay and move temporarily, will I have to pay towards the costs of the works?

This is complex and we will be organising a separate meeting with leaseholders to discuss this and other leaseholder issues in detail.

The refurbishment works that are undertaken through the Quality Homes Investment Programme (QHIP) will be recharged to leaseholders, as this is worked that is already planned.

The charging for other, additional works is more complex. Soutwark Council will be looking at what costs should be charged to leaseholders and what should not. This may depend on individual circumstances and on the nature of the works themselves and we will keep leaseholders informed as we go along.

The works

16. What are the works required for Marie Curie that need me to move?

The work requires the removal of all the floors within your home and this means that the works cannot be done with you living in your home.

The floors need to be removed to carry out fire stopping where pipework and wiring have previously been laid and left gaps in between properties. This has to be done on both floors of your home. As all the floors will be replaced, the kitchens and bathrooms in all the properties will need to be renewed.

Copper pipes will also be replaced, alongside the other pipes within the building that carry water and waste as they are reaching the end of their serviceable lives. This means that they may start to fail and cause leaks as more modern fittings are attached to them, for example when kitchens and bathrooms are renewed.

There are also issues within the bathroom ducts / risers that will require the wall to be removed and as this backs on to a neighbouring property this will also be best undertaken when the properties are empty, although it could possibly be done in occupation.

17. Why can't I stay while the works are carried out?

The floors need to be removed and fire stopping undertaken beneath them. This requires an empty property.

Marie Curie

Information for Leaseholders - 26 May 2021

18. Does this mean that it is safe for me to live in Marie Curie?

It is safe for you to live in Marie Curie before the works begin. The changes the council has already made, alongside the fire brigade, mean that it is safe. This includes:

- Installing smoke alarm systems in your property
- The addition of the communal fire and detection system in the common areas
- The change from a Stay Put fire strategy to a Simultaneous Evacuation strategy
- The presence of fire wardens to assist with evacuation where necessary

19. Was there a fire risk assessment of Marie Curie and what happened to that?

In January 2020 a Fire Risk Assessment survey was undertaken which highlighted some issues with compartmentation, communal ventilation and the under window panels. The Fire Risk Assessment sets out timescales for the works to be undertaken, normally within 12 months of the survey. Repairs to two fire doors and some fire stopping works were undertaken in May 2020 as a result of the survey. In June 2020 it was confirmed that there was a programme of communal duct inspections in place, a communal compartmentation survey had also been undertaken and it was confirmed that the block was in a major works programme so that the panel replacement works would be carried out as part of that.

As part of the Quality Homes Investment Programme scheme for Marie Curie, as with all blocks, any fire stopping works identified as requiring surveying / inclusion and works required to fire doors which are highlighted in a Fire Risk Assessment would be included in the Major works scheme during the detailed design phase.

20. How did the council find out that these works were required?

In early November 2020 there was a report on the smell of smoke from a number of properties through the ducts in the bathroom. This led to a survey showing that there were in that area that backed on to the under stairs area of the neighbouring property.

A more substantial survey was undertaken by Southwark Council which identified a number of gaps but also highlighted the need for more detailed surveys to be undertaken.

The survey of the gaps and the existing Fire Risk Assessment survey was shared with the London Fire Brigade and as a result, on their recommendation, the fire wardens were introduced at Marie Curie. Along with this, a decision was made to bring forward the installation of a smoke alarm system in your homes as well as installing a communal fire and detection system to counter any risks to residents in advance of any major works being undertaken to address the gaps issues.

As a result of this further survey Southwark Council asked for Marie Curie to be taken out of the main Sceaux Gardens scheme and requested a full report on the newly found issues at Marie Curie (along with the works required under the Quality Homes Investment Programme brief). Any works required from there

Marie Curie Information for Leaseholders - 26 May 2021

forward were to be carried out as a stand-alone scheme for the block. This was called a feasibility report. When it was issued and reviewed by the various teams within Southwark Council, and following discussions with the surveyors involved in the feasibility report, it became clear that the works to replace the timber floors within the properties was going to be necessary. There are also other fire stopping works required that became clear during the various surveys undertaken as part of the feasibility stage. Only on completion of these and reviewing the block as a whole, have we been in a position to advise on the extent of the proposed works.

21. Why did the council not know about this before hand?

There had been previous fire safety works undertaken on Marie Curie to address gaps issues from the properties to the communal areas back in 2009/10, which had been identified following the tragic fire at Lakanal.

Although the outcome of the investigation into the smell of smoke was deemed to require no further action, the council wanted to ensure that any possible risks were identified and for this reason an internal fire survey was instructed to be carried out on an empty property within Marie Curie. This highlighted the gaps issues, which need to be addressed.

Currently there is no legal requirement to undertake internal, detailed intrusive surveys which would involve removing panels, fixtures and fittings or cupboards for example. However, the council has now implemented a new process whereby internal, detailed intrusive surveys are required for new major refurbishment schemes, as long as the building can be empty do so.

22. Will the works include the removal of gas from the blocks?

As part of the works undertaken at Lakanal, a decision was made to remove the gas whilst the block was empty. There were no health and safety concerns in regard to retaining the gas at that time, but it eliminated a small risk. Because the building was empty, it was simple to do.

As Marie Curie will be undergoing major refurbishment, a proposal has been made to remove the gas there. Again, it eliminates a small risk and also has the benefit of helping to achieve energy efficiency measures in terms of working towards the goal of becoming carbon neutral by 2030.

23. I have a gas cooker, will you pay for a replacement electric cooker?

Yes, the council will pay for a replacement cooker and/or hob if you currently use a gas cooker.

24. Will the works include fire sprinklers being installed in the block?

This could be a possibility and depends on further surveys. This could be a sprinkler system or a mist system. Residents will be involved in the detailed design of the scheme where details on these systems will be discussed.

Marie Curie Information for Leaseholders - 26 May 2021

25. If the homes have to have so much work done, will I be able to choose the finishes in the newly installed kitchens and bathrooms in my home if I return?

Yes. There are options for kitchens and bathrooms, which you will be consulted on.

Fire Safety

26. What fire safety checks do the council have to do?

The council has to undertake Type 1 Fire Risk Assessment surveys of all its blocks. Fire Risk Assessment surveys have to be carried out at least once a year on all high rise blocks that are 18 metres (59 feet) and above.

A Type 1 Fire Risk Assessment survey is non-destructive, which means that it does not require the surveyor to carry out intrusive surveys, which involves taking out panels or remove fixtures and fittings such as cupboards etc. It assesses all the common parts of a building but not individual dwellings. Its purpose is to ensure that common parts of a building have the arrangements that allow people to escape if there was to be a fire – such as clear signage pointing to entry and exit points. The results of this Fire Risk Assessment survey may reveal the requirement for further Fire Risk Assessment surveys. If this is the case, the Type 1 Fire Risk Assessment survey will list reasons why this would be required.

The council also has term contracts in place to carry out checks and maintenance on things like emergency lighting and communal fire and detection systems to ensure they remain in working order.

27. Is Lakanal the same as Marie Curie and will Lakanal residents also have to move out?

There is no reason at all to think that residents of Lakanal will need to move out. The works requiring Marie Curie residents to move out of their homes were done at Lakanal whilst it was empty, as part of the refurbishment scheme carried out in 2016/17.

The current Fire Risk Assessment survey has noted some issues within the communal areas, and as we are doing with all blocks in our current refurbishment programme (Quality Homes Investment Programme - QHIP) we are arranging for a Type 4 Fire Risk Assessment survey or detailed intrusive communal area survey to be undertaken. If there are any compartmentation issues they will be picked up as part of the refurbishment QHIP works. We are also going to take the opportunity to pilot a planned, preventative, maintenance programme on existing fire safety works undertaken internally to the block, as this will be a legal requirement going forward that we wish to begin implementing as soon as possible.

The Fire Risk Assessment survey also highlighted some issues with fire doors. These were all renewed to a satisfactory standard during the last refurbishment works and the certification provided was satisfactory at that time. However, there is now a far tougher requirement with regards to certification of fire doors which

Marie Curie Information for Leaseholders - 26 May 2021

Southwark Council has implemented (in advance of any requirements as part of the new Building Safety law that the Government are planning to introduce) and this may mean that some upgrading or replacement works to the existing doors may be required. This is still under review.

The new Building Safety law will require a higher standard in terms of certification and documentation than previously required. Southwark Council wants to ensure that works achieve the highest standard and that all works are in line with at least the current Building Regulations or above if achievable. Whilst we are satisfied that the works undertaken at Lakanal were to a good standard and were compliant to all relevant Building Regulations at the time of completion, as a council we are committed to ensuring our buildings have the highest standards in safety. We therefore require buildings to be compliant with the latest and/or proposed Building Regulations, or indeed above that standard in certain circumstances.

We had already identified that the under window panels at Lakanal (although compliant at the time of installation) do not meet the current Building Regulations and although these Regulations are not retrospective we have already planned to get these panels replaced as part of the Sceaux Gardens refurbishment QHIP scheme to the current Building Regulation standards.

These works can all be done in occupation.

28. What was the Fire Risk Assessment survey risk level of Marie Curie and Lakanal at their last inspection?

Marie Curie had an overall risk level of 'Substantial' on the January 2020 Fire Risk Assessment survey. After the Fire Risk Assessment survey review for Marie Curie in May 2021, this risk has been reduced to a 'High Moderate' due to all the temporary measures that have been introduced until all the major works are completed. Lakanal has a 'High Moderate' risk rating.

29. When did the last FRA inspection happen?

A review of the Fire Risk Assessment survey for Marie Curie was undertaken on 11/12 May 2021. (A review of the Fire Risk Assessment survey for Lakanal was undertaken in January 2021).

30. What works have happened since the last Fire Risk Assessment survey and did they reduce the building's risk?

The Fire Risk Assessment survey review undertaken in May 2021 has seen the risk rating reduce to High Moderate due to the measures that have been introduced.

These measures include the change in evacuation strategy to a simultaneous evacuation, which has been achieved by bringing in the fire wardens and the installation of a communal fire alarm and detection system. The fire wardens responsibility has since changed to 'evacuation management' with the main role on assisting vulnerable residents in the block. The fire alarm and detection system is also remotely linked to an alarm receiving centre all of which further mitigate against current risks with the gaps and under window panels.

Marie Curie Information for Leaseholders - 26 May 2021

31. How often are high-rise buildings checked for fire safety?

Southwark Council procedures require that high-rise blocks of over 18 metres, or 59ft, have to have annual fire risk assessments completed. The Fire Safety Order states there are circumstances the review may be more frequent, hence Marie Curie now being recommended for review every three months.

The fire risk assessment needs to be reviewed sooner when,

- There is a reason to suspect that the original fire risk assessment is no longer valid, e.g. after a fire that occurred within, or spread to, the common parts.
- There is a significant change in the matters that were taken into account as the risk assessment was carried out, e.g. change in the type of residents occupying the block.
- After completion of significant works to address shortcomings identified by the fire risk assessment.

Help or advice

32. Who do I contact in the council for help?

The Marie Curie team can be contacted on **020 7732 2757** or email **mariecurie@southwark.gov.uk**. The team will then ensure that your query is responded to by the correct person.

33. Is there Independent Advice.

Neal Purvis from Open Communities is the Independent Tenant and Homeowner Advisor. If you have any questions contact Neal on Freephone **0800 073 1051** or at **neal.purvis1@btinternet.com**.

34. What if I need an interpreter or translator?

We will arrange for an interpreter to talk with you and translate documents where necessary. Please contact the Marie Curie team to ask for this service.



Marie Curie newsletter

23 July 2021

Major Works Update

The council's project team for Marie Curie, which includes council officers, contractors and consultants, met with the Resident Project Team on Monday 19 July. At the meeting, the council gave an update on the current position and discussed residents' issues. A further Resident Project Group meeting is arranged for 24 August 2021.

The works at Marie Curie are now in the detailed design phase. This means we are now looking at how we will carry out the works including what materials we will use for the works that were identified as needing to be carried out in the Feasibility Report.

Some pilot works are due to start next week to an empty property on the 3rd floor of Marie Curie. To carry out these works it will be necessary for a small section of scaffold to go up on the block to access this third floor property, plus a separate scaffold to the TRA Hall roof. This will allow the contractors to undertake window panel replacement and balcony balustrade replacement works to the pilot property and carry out inspections to the roof and cladding of the TRA Hall.

As well as the monthly Resident Project Group meetings, we will hold more regular Design Team Meetings, which representatives from the Resident Project Group are invited to. As these are working meetings, these are generally held during the working day and dates/times are currently being arranged.

A separate design team meeting is also to be arranged with representatives from the Marie Curie Resident Project Group as well as representatives from the Sceaux Gardens QHIP Resident Project Group to discuss a brief for an options appraisal for the undercroft / ground floor area of Marie Curie, where currently there are two community groups working.

Engie Site Set Up – Residents have raised concerns about the position of the current Engie site compound behind Fontenelle, which has been in place for a number of years. Options will be explored to see if there are any other suitable locations for the compound to be moved to away from Fontenelle.

Bidding Numbers

Some residents have advised they are having difficulty in placing a bid. One issue we have found is some residents have advised they are unsure of what their bidding number is.

As part of the registration process, residents will receive two numbers relating to their application. Firstly, the application receipt reference number issued at the point of making the application and then the Homesearch bidding number.

The most important number is the bidding number, which allows residents the ability to access the available properties online. This is a 7 digit number beginning with 3. Example below:

Bidding number example = 3123456

If you do not have your bidding number, you can contact the Marie Curie team 24 hours a day on **020 7732 2886** or **020 7732 2757** and this will be provided.

Cezanne

As we reported last week, there are 28 new homes being built on the Sceaux Gardens Estate at Cezanne.

We have been asked the following questions from residents:

- 1. Which applicants will have priority to move to Cezanne? It had previously been subject to a Local Letting Scheme agreed with the TRA that prioritised those moving out of, or returning from Florian and Racine? Will the Local Letting Scheme be amended?***

Ricky Bellot from Southwark has responded that the report has been amended to prioritise tenants from Marie Curie above all other tenants and former tenants of Sceaux Gardens. However if the tenants from Marie Curie do not register an interest in the new homes, the remaining tenants and former tenants of Sceaux Gardens will be prioritised in the following order:

- Tenants residing on Marie Curie placed in band 1
- Existing tenants of Racine House placed in band 1.
- Former tenants of Florian and Racine moved away from the estate as part of the decant program of the two blocks.

- Existing tenants of the local lettings area
- All other residents on the housing register

- 2. Is there a clear date on when Cezanne will be handed over and ready to let?***

Ricky Bellot from Southwark has responded that the council has been given a provisional date of the 3 August in order to have this handed over. Further details will be placed in the weekly magazine to confirm the details of the new build homes and how the properties will be allocated.

Community Space

We have been asked the following questions from residents:

- 1. Covid has meant that the TRA have had limited use of the TRA Hall during the last year. It is essential that there is uninterrupted access to space for the TRA to meet to address the challenges of the works proposed across Sceaux Gardens. Will the TRA Hall be accessible during some or all of the works proposed? What other options are there for community space on the estate during works.***
- 2. The Bike Project and Makerspace are fully funded and have been operating in the ground floor of Marie Curie. How will the council ensure continuous access for***

these two community spaces at a time when they are most needed?

Mike Tyrrell from Southwark Council responded that the council is committed to working with the TRA, the Bike Project and Makerspace to keep the organisations going during the works. The works that have to be done to the block includes the pipework and wiring that run from the top to the bottom of the block and these probably run through the stilts that are in the community space areas. Therefore if they have to move, we will work with them to provide alternative space.

Door Entry System

We have been asked the following question from residents:

1. ***Marie Curie Door entry system has not worked since the waking watch started in November. When will the Council refund the service charge to Tenants and Leaseholders?***

Olive Green from Southwark Council responded that the team is currently working with our colleagues in repairs to get the system up and running again. Once that has been completed, service charge refunds will be processed.

Leaseholder Contact

If you are a leaseholder and are yet to speak to us, please get in touch with us on **020 7732 2886** or **020 7732 2757** or you can also email **mariecurie@southwark.gov.uk**. We

can discuss with you any issues of concern.

Southwark Wellbeing Hub

The Southwark Wellbeing Hub provides information and support for anyone in Southwark worried about their mental wellbeing, or that of someone close to them.

It is run by the charity Together for Mental Wellbeing. The Hub's services are free and open to anyone who lives in Southwark, or who is registered with a Southwark GP.



The Southwark Wellbeing Hub works in partnership with Southwark Council's Adult Social Care Mental Health Team. They provide an easy point of access for any person who has care and support needs because of their mental health and any person who cares for someone with mental health needs.

Finding support for your mental health can seem like an overwhelming task. The Southwark Wellbeing Hub is here to help. Call on **020 3751 9684** or email **southwarkhub@together-uk.org** today.

We have also received some questions from leaseholders which we will be responding to next week.

Need to speak to Southwark face-to-face?

Officers will be available at the Sceaux Gardens TRA Hall on Mondays, Wednesdays and Fridays between 10am and 2pm. Just come in and see us.

Rehousing Update

All residents in Marie Curie will have to leave their homes while their blocks are renovated. Residents have the choice to move either permanently or temporarily.

If you choose to move permanently and are registered for re-housing, you should note that properties are not allocated according to the time you bid. They are allocated by our colleagues in the allocations team according to Southwark Council's lettings policies. Marie Curie council tenants are in Band One, and the properties are allocated by how many stars each applicant has, then by application date and finally by your tenancy date.

The available properties will change each week and therefore we encourage households to check

www.southwarkhomesearch.org.uk every week to see if there is a property that meets your needs.

73 tenants are now registered for re-housing.

So far, four residents have successfully bid for a new home, which they have viewed and one of them has accepted their new home.

If you need help with bidding or need assistance to register, help is available 24 hours a day on **020 7732 2886** or **020 7732 2757**. The team can also help you to amend your application. This could include updating your medical needs or updating your household members or the inclusion of additional priority stars through paid or voluntary work.

How to bid on Southwark's Homesearch Bidding Website

Accessing the available properties

- Visit **www.southwarkhomesearch.org.uk**
- Bidding cycle opens from Thursday to Sunday midnight each week
- Login using your bidding number and date of birth (or your own chosen password)
- The website will show available council and housing association properties
- The system will automatically show the eligible properties you can bid for based on your bedroom requirement.
- Place a bid on your chosen property
- Take a note of your queue position but please note this can change before the end of the bidding cycle

Bidding advice and tips

- Check the local area before placing a bid
- Successful applicants are those who bid weekly and are flexible in their property and area of choice.
- Please carefully read the property advert, which will contain information such as location, rent, floor level, parking, etc.
- Have access to your phone the following week so you can be

contacted and invited for a viewing if you are first, second or third in line for the property

Prioritisation of households

Households will be prioritised based on the following:

- Priority band
- Number of stars
- Length of time they have been placed in the priority band

Property allocation

- Your final queue position will be confirmed when the bidding cycle closes.
- If the first bidder refuses the property, it will be offered to the second bidder and so on until the property is taken
- If you are invited for a viewing you will need to produce documents to confirm your household and identity

Change of circumstances

- Tell the council about any changes to your situation (for example medical needs, household members, contact details).
- Submit these changes using the following link and upload supporting documents

https://forms.southwark.gov.uk/ShowForm.asp?fm_fid=864

For further guidance you can view a video that Southwark have developed at:

<https://vimeo.com/493801078/32870706f2>

Roadmap moves to Step 4

England moved into Step 4 of the roadmap from Monday 19 July.

This means from Monday 19 July:

- Capacity restrictions for large events are lifted

- Limits on numbers of guests at life events like weddings is lifted
- Limits on social contacts are lifted
- Remaining businesses can re-open

However it is essential that we take these steps carefully and sensibly. It is expected and recommended people continue to wear face coverings in crowded places. You must still continue to self isolate if you are told to do so by NHS Test & Trace. Consider limiting close contact with people you do not live with.

If you plan to travel do so safely and plan ahead. You should continue to wear a mask (unless exempt), wash hands and maintain social distancing when out in public.



To see how this will impact council services please go to www.southwark.gov.uk/roadmap for more information.

For more information on the current guidance see the government website at www.gov.uk/coronavirus

The Marie Curie Resident Project Group

The Marie Curie Resident Project Group meets monthly and oversees the project from a resident perspective working with Southwark Council. We are keen for more people to get involved. If you are interested in joining the group, please contact Neal Purvis on Freephone **0800 073 1051** or at **neal.purvis1@btinternet.com**

Mail Order Deliveries – Keeping Corridors Clear

Please remember that corridors must be kept clear at all times. If you are shopping online you should ensure that there is someone at home to take in your parcels as they can't be left on the communal landings.

Resident Services Officer for Marie Curie

Sonia Forrest is the Resident Services Officer for Marie Curie. You can contact Sonia on **07946 369 599** and her email address is **Sonia.forrest@southwark.gov.uk**.

You can also contact the Resident Services team who are available 24 hours, 7 days a week on **020 7732 2886** or **020 7732 2757**. You can also email them on **mariecurie@southwark.gov.uk**.

Marie Curie Webpage

Everything we have issued to residents, including these newsletters and information to tenants and information to tenants, are uploaded to our website at **www.southwark.gov.uk/MarieCurie**

Repairs

All repairs for Marie Curie should be reported by calling **0800 952 4444**.

Repairs can also be reported by email at **repairs@southwark.gov.uk**.

The Independent Tenant and Homeowner Advisor

Neal Purvis and Lee Page from Open Communities are the Independent Tenant and Leaseholder Advisors for the works on Sceaux Gardens Estate, including Marie Curie.



Neal Purvis
neal.purvis1@btinternet.com



Lee Page
leepage002@gmail.com

You can contact Neal and Lee, or the rest of the Open Communities team, on **0800 073 1051**.

Fire Safety Team

If you wish to contact the Fire Safety Team for information on fire safety relating to your block you can contact them via **FRA@southwark.gov.uk**.

Help us Keep Southwark Safe

If you think, you have any of the COVID-19 symptoms you and anyone living with you should self-isolate immediately and book a test by calling 119 or visiting www.nhs.uk/coronavirus.

Symptoms include:

- A high temperature
- A new, continuous cough
- A loss or change to your sense of taste or smell

If you have symptoms, you and anyone you live with **must** stay at home and self-isolate until you get your results. It is now a legal requirement to self-isolate if you have had a positive test or if you are told to self-isolate by the national test and trace service.



If you think self-isolating could be difficult for any reason support is available. Visit the council's website for more information www.southwark.gov.uk/coronavirus.

Keep testing

One in three people could be carrying the COVID-19 virus without showing any symptoms. As part of coming out of

lockdown safely everyone should be getting tested regularly – even if they don't have symptoms. Home tests are now available for FREE to every household in the UK.

There are a number of ways you can get a test:

- There are now 45 community pharmacies in Southwark offering home test collection, including 10 who offer assisted testing. The map below shows all the current provision: <https://maps.test-and-trace.nhs.uk/>
- Tests can also be collected from 9 Southwark libraries – you can find the list at www.southwark.gov.uk/health-and-wellbeing/coronavirus/get-a-free-covid-19-test/book-a-test-if-you-don-t-have-symptoms/community-collect
- Home delivery is available for home testing – to apply go to www.gov.uk/order-coronavirus-rapid-lateral-flow-tests
- There are two mass testing sites at London Bridge and Peckham
 - London Bridge Station, St Thomas Street Exit, SE1 9QU
 - 21-23 Bournemouth Road, Peckham, London, SE15 4UJ

Tests can also be booked at www.southwark.gov.uk/health-and-wellbeing/coronavirus/get-a-free-covid-19-test/book-a-test-if-you-don-t-have-symptoms/mass-testing

The Marie Curie Works Team

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APPENDIX 1

Putting Residents First Standards

How we will consult and involve you on major works to your home

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Introduction

Improving housing in Southwark is central to the Council's wider plans to create a fairer future for all. Access to appropriate, good quality, genuinely affordable homes is important not just for residents but also to the wider economy and essential to shaping a borough that all residents can be proud of and which is truly sustainable into the future.

We carry out major works in order to maintain and improve our housing stock. When we carry out major works refurbishment, the following works may be included:

- decorations to shared areas
- new quality kitchens and bathrooms to tenanted properties (for kitchens over 20 years old and bathrooms over 30 years old)
- removal of cladding
- roofs, windows, brickwork and other replacements we have assessed as necessary
- district heating, lifts and water tanks (these works have their own separate programmes)
- renewal of fire doors
- compartmentalisation

When we refer to major works these are substantial works to properties or estates and there are no demolition or new build works included. New build projects (regeneration projects) and day-to-day repairs contracts have a different consultation process.

Included with our standards you will be able to find additional information to help you understand who is involved during our major works projects and their key responsibilities.

We have also included a simple chart explaining our Officers' management responsibilities to help you understand who you could escalate concerns and issues to. We kindly ask that you always follow the structure before escalating your query to a more senior managing Officer.

If you wish to find out more information about how the council currently provides major works and what contracts are in place to deliver major works projects, please visit <https://www.southwark.gov.uk/home-owners-services/major-works-costs> and visit the "procurement" section.

Alternatively you can also visit the main procurement pages of the Southwark website by visiting <https://www.southwark.gov.uk/business/procurement> where you can find more detailed information about Southwark's procurement.

About the standards

The aim of this document is to explain how we will consult with you and how you can get involved during our major works projects and your role in each stage.

With the help of Southwark residents who have first-hand experience of major works, we have established 33 standards. They apply to everyone involved in major works to your home, whether they work for the council, are one of our contractors or one of our professional technical advisors.

The standards set out the minimum level of service you can expect from us and we recognise that each estate is different which is why we try to adapt our consultation approaches to match your specific needs.

We try our best to meet these standards on every project and if you feel we have failed to achieve them or if you wish to make a general complaint please speak to the contractor's Resident Liaison Officer first or the Council's Customer Relationship Officer. If you want more information on how to make formal complaint please read the section on how to make a formal complaint included in "appendix 4" of this document.

Some of our estates have very active Tenants and Residents Associations (T&RAs), which represent their estate in discussions with the Council. If your estate does not have an active T&RA and you feel your estate could use some extra help to get organised then please contact the Tenant and Homeowner Involvement Team, who would be very happy to support you through this process.

Please visit www.southwark.gov.uk and search "Housing: getting involved" for more information.

We are continuously looking for ways to improve our consultation approaches and welcome your feedback about these standards at any time. You can send us your feedback by emailing: majorworks@southwark.gov.uk.

The Standards – Communication channels and supporting residents

1. We will ensure that all major works correspondence is written in Plain English and in an easy to read and understandable format.
 - We will work with our Resident Service Officers before any works begin to identify any residents who require our correspondence to be presented in a different format and ensure the information is accessible and understandable by all our residents.
2. For those whose first language is not English and require extra support understanding these standards or any major works correspondence, we have access to a translation and telephone interpreting service.
 - If you require assistance please inform the Council's Customer Relationship Officer in charge of your project who will be able to assist you to access these services.
3. We will use letters, emails, text messaging and posters to send information about meetings, face to face drop in sessions and other important information about the project, as well as events that residents can get involved in and have their say about the major works to their home.
4. We will use the Commonplace platform for future major works projects, where residents and homeowners will be able to find more detailed information such as work details, estimated timetable of works and important events.
 - A Commonplace website is a separate platform to the main Southwark website where residents can find important information about a specific major works project;
 - If a Commonplace is not set up, all this information is available upon request and will be made available during the various events throughout any project.
5. We will ensure that all face to face drop in sessions and meetings are also offered virtually, to give the opportunity to more residents to attend these important events.
6. We will liaise with our Resident Service Officers before any works begin to support our vulnerable residents during major works based on their individual needs.

The Standards – Before the works start

7. Our aim is to give you the longest notice possible to inform you that your home is included in the upcoming year's programme. We aim to do this before the end of each financial year if your property is included in the upcoming year's programme (*please note we use the financial year, which runs from April – March*).

We recognise that this is not always possible as our major works programme could change based on the condition of our blocks and high priority emergency works that may be needed.

If your property is included in the upcoming year's programme we will write to all tenants, resident and non-resident leaseholders and freeholders whose properties will be subject to a major works project. This letter will include:

- Information about surveys that will be carried out to your home or estate;
 - Broad details of the works to be carried out, for example windows, bathrooms or electrics (unfortunately, we cannot be more specific until we've carried out a survey on your home);
 - A link to the project's Commonplace website (if appropriate);
 - Details of the team who will be overseeing the work and how to contact them (Please see appendix 1).
8. We will carry out an initial walkabout to assess the condition of the estate and will invite local residents, local ward Councillors, T&RA representatives, Tenant Management Organisations (TMO) representatives and Resident Service Officers.
9. Our technical surveyor will carry out surveys of homes to see exactly what works are needed:
- Additionally, to ensure we receive as much information about the condition of your home or estate to help us identify the work needed, we will use different tools to enable residents to complete a condition survey;
 - We will send the surveys by post and these will also include a link to an online version of the survey in case any resident wishes to complete the survey online;
 - If a Commonplace is set up for the project, we will make these surveys available to complete on the project's Commonplace website;

- If you have signed up to the Online Resident Panel and selected to be contacted about major works, we will also send you a link to the survey by email.
10. We will hold a face to face drop in session and invite local residents, local ward Councillors, T&RA representatives, TMO representatives and Resident Service Officers. During this session you will have the opportunity to meet the team responsible for the works face-to-face.
- During this meeting you will have the opportunity to provide us with any extra information and discuss any concerns with the team on a one to one basis if required;
 - We will also collect details of residents interested in being part of a group called a “Residents Project Team (RPT)”;
 - The RPT will act as an important consultation group for the project and will meet approximately monthly to discuss all issues relating to the contract;
 - Residents who are not members of the RPT can still get involved in the same way as those who are and get in touch with the team responsible for the project at any time.
11. We will set up the RPT and they will represent your interests during the works and we expect that individuals who are part of any T&RA and/or TMO will form part of the RPT.
- We will meet with them regularly (approximately once a month) and try to agree meeting times that are convenient for all members of the RPT and the meeting times may alternate between day and evening to ensure as many residents as possible can contribute. This means meeting times may change from month-to-month;
 - The length of the meetings can vary depending on the issues raised at the time;
 - In the event that we are unable to set up a RPT, we will continue to meet with the T&RA (if appropriate) and hold face to face drop ins for all residents.
12. We will work with the RPT to look at all of the available options and discuss what works should be carried out (this is called a draft feasibility report).
- We will recommend a method to select a contractor and we will provide you with the reasons we are recommending this method. Residents will have the opportunity to give us feedback on our recommendations;
 - At this stage if an individual tender process is done, a notice of intention will be served on homeowners if required.

13. We will hold a second face to face drop in session for all residents to see the works we are planning at feasibility stage and all of the different options.

- If a substantial amount of residents have technical reasons for disagreeing with the technical advice received for the works, then an independent qualified surveyor will be asked to review the proposals;
- By substantial, we mean at least 20% of the residents in the project;
- The costs of an independent surveyor could vary between £80 to £100 per hour and will be included as part of the projects total costs and are therefore rechargeable to homeowners.

14. We will discuss the final specification with the RPT, noting where there have been changes since the feasibility stage and we will try to minimise the impact of the works on the whole estate, including on communal areas.

- If there isn't a RPT set up we will hold a face to face drop in session for all residents on the estate.

15. If you are a leaseholder, once the project has been priced we will pass the agreed priced specification to the homeownership department. You will be formally consulted following the procedures set out in law, referred to as section 20 consultation. You will be sent section 20 notices at legally required stages.

- We will also hold face to face drop in sessions just for leaseholders to discuss the section 20 notice and repayment options.

16. The homeownership team will liaise with the investment delivery teams to respond to any comments raised in response to the section 20 consultation. The investment delivery team will consider any issues raised and liaise with the Homeownership team to formally respond to all comments raised.

17. We will hold a third face to face drop in session for all residents just before the works start.

- We will use this meeting to explain the works, the timetable and introduce the contractor;
- This may include a "You said, we did" document, explaining how we have used your suggestions.

18. All our contractors must follow a code of conduct which is part of their contract for each project. During the RPT meetings before the works start, specific site method statements will be prepared for the project. These statements are likely to be agreed as long as they are reasonable and do not have a negative impact on how long the works will take or how much they will cost.

19. The contractor will issue an introductory booklet for you, containing the following information:

- Why we are carrying out the works, which homeowners would have already been advised of as part of the statutory section 20 process;
- What is included in the works;
- When we will do it;
- The contractors' hours of work;
- The rules we expect contractors to follow while on site;
- Any impact on communal areas and services;
- Who to contact if you have any problems and how quickly they will reply to you.

The Standards – During the works

20. If required there will be a residents' respite unit (break place), within or close to the welfare site in case you wish to have a place to have a break while our contractors carry out noisy works near your home.

- For example a respite unit (break place) will be made available, where is known there will be extensive drilling or kitchens & bathrooms are being replaced as part of the works.

21. The contractor will send out letters when different elements of works are taking place to keep all residents informed and will also send out monthly newsletters and hold coffee sessions.

22. We will hold monthly site meetings with the RPT. At these meetings, we will provide:

- An updated timetable for the works;
- An updated summary of costs (overall and on a block by block basis).

23. If we need access to your home, we will write to you and we will aim to give you a minimum of 2 weeks notice. If for whatever reason we cannot give you this much notice, then we will contact you and explain clearly why we need to access your property at short notice.

24. Continuously throughout the project, we will review how things are going and look at the feedback from the satisfaction surveys.

- This will be carried out during the RPT meetings or during resident face to face drop in sessions;
- Additionally, if a resident wants to send us any comments at any point during the project, this can be done by contacting the Council's Customer Relationship Officer or Contract Manager.

25. We will send you a letter or email two weeks before handover so you can help us identify any outstanding works. If you want to personally sign-off any defects in the works carried out then you will be given a form to confirm the defects have been fixed to a satisfactory standard.

26. We will walk around with resident representatives and local ward councillors a week before the handover to ensure that the works have been completed to a high standard before they are officially signed off.

- The team completing the walk about will have a list of the final works carried out which will be reviewed as part of the walkabout.

The Standards – After the works

27. We will carry out resident satisfaction surveys after works have been completed.

- To ensure we receive as much information as possible to help us improve for future projects, we will use different tools to enable residents to complete the resident satisfaction surveys;
- We will send the surveys by post and these will also include a link to an online version of the survey in case any resident wishes to complete the survey online;
- If a Commonplace is set up for the project, we will make these surveys available to complete on the project's Commonplace website;
- If you have signed up to the Online Resident Panel and selected to be contacted about major works, we will also send you a link to the survey by email.

28. The contractor will send out a handover booklet that explains how all the new installations in your home work.

29. We will review how the works went and see what we can learn for the future with the RPT. For the first 12 months after the works are finished, we can ask the contractors to come back to complete any outstanding work or repair any defective pieces that were part of the works. This is called a Defects Liability Period (DLP).

30. We will write to you 8 weeks before the end of the DLP to make sure that all remaining work has been completed.
31. We will hold a final face to face drop in session for homeowners and tenants to discuss, agree and answer queries on the draft final account before is agreed.
32. We will carry out a walkabout with resident representatives and the local ward councillors 2 weeks before end of the DLP to pick up any final issues.
33. The final account for the contract will be agreed between the contactor and the technical surveyor or professional technical advisor and the final bills sent to homeowners and any issues raised will be responded to by the investment and/or homeownership teams as appropriate.

Appendix 1: Who is involved

The Standards – Communication channels and supporting residents	Who is involved
<p>1. We will ensure that all major works correspondence is written in Plain English and in an easy to read and understandable format.</p> <ul style="list-style-type: none"> We will work with our Resident Service Officers before any works begin to identify any residents who require our correspondence to be presented in a different format and ensure the information is accessible and understandable by all our residents. 	<p>Council Officers Contractors</p>
<p>2. For those whose first language is not English and require extra support understanding these standards or any major works correspondence, we have access to a translation and telephone interpreting service.</p> <ul style="list-style-type: none"> If you require assistance please inform the Council's Customer Relationship Officer in charge of your project who will be able to assist you to access these services. 	<p>Contract Manager Customer Relationship Officer</p>
<p>3. We will use letters, emails, text messaging and posters to send information about meetings, face to face drop in sessions and other important information about the project, as well as events that residents can get involved in and have their say about the major works to their home.</p>	<p>Contract Manager Customer Relationship Officer</p>
<p>4. We will use the Commonplace platform for future major works projects where residents and homeowners will be able to find more detailed information such as work details, estimated timetable of works and important events.</p> <ul style="list-style-type: none"> A Commonplace website is a separate platform to the main Southwark website where we residents can find important information about an specific major 	<p>Contract Manager Customer Relationship Officer</p>

<p>works project</p> <ul style="list-style-type: none"> • If a Commonplace is not set up, all this information is available upon request and will be made available during the various events throughout any project. 	
<p>5. We will ensure that all face to face drop in sessions and meetings are also offered virtually, to give the opportunity to more residents to attend these important events.</p>	<p>Contract Manager Customer Relationship Officer</p>
<p>6. We will liaise with our Resident Service Officers before any works begin to support our vulnerable residents during major works based on their individual needs.</p>	<p>Contract Manager Customer Relationship Officer</p>
<p>The Standards – Before the works start</p>	<p>Who is involved</p>
<p>7. Our aim is to give you the longest notice possible to inform you that your home is included in the upcoming year's programme. We aim to do this before the end of each financial year if your property is included in the upcoming year's programme (<i>please note we use the financial year, which runs from April – March</i>)</p> <p>We recognise that this is not always possible as our major works programme could change based on the condition of our blocks and high priority emergency works that may be needed.</p> <p>If your property is included in the upcoming year's programme we will write to all tenants, resident and non-resident leaseholders and freeholders whose properties will be subject to a major works project. This letter will include:</p> <ul style="list-style-type: none"> • Information about surveys that will be carried out to your home or estate • Broad details of the works to be carried out, for example windows, bathrooms or electrics (unfortunately, we cannot be more specific until 	<p>Project Manager Contract Manager Customer Relationship Officer Capital works officer Contractor (for projects under partnering contracts)</p>

<p>we've carried out a survey on your home)</p> <ul style="list-style-type: none"> • A link to the project's Commonplace website (if appropriate) • Details of the team who will be overseeing the work and how to contact them (Please see appendix one) 	
<p>8. We will carry out an initial walkabout to assess the condition of the estate and will invite local residents, local ward Councillors, T&RA representatives, Tenant Management Organisations (TMO) representatives and Resident Service Officers.</p>	<p>Contract Manager Customer Relationship Officer Contractor Resident Service Officers (invited) Repairs Officers (invited) Local ward councillors (invited) Internal surveyor or professional technical advisor/ Quantity Surveyor</p>
<p>9. Our technical surveyor will carry out surveys of homes to see exactly what works are needed:</p> <ul style="list-style-type: none"> • Additionally, to ensure we receive as much information about the condition of your home or estate to help us identify the work needed, we will use different tools to enable residents to complete a condition survey • We will send the surveys by post and these will also include a link to an online version of the survey in case any resident wishes to complete the survey online • If a Commonplace is set up for the project, we will make these surveys available to complete on the project's Commonplace website • If you have signed up to the Online 	<p>Contract Manager Specialist surveyors (i.e. Asbestos Surveyors) Internal Surveyor or professional technical advisors/ Quantity Surveyor</p>

<p>Resident Panels and selected to by contacted about major works, we will also send you a link to the survey by email</p>	
<p>10. We will hold a face to face drop in session and invite local residents, local ward Councillors, T&RA representatives, TMO representatives and Resident Service Officers. During this session you will have the opportunity to meet the team responsible for the works face-to-face.</p> <ul style="list-style-type: none"> • During this meeting you will have the opportunity to provide us with any extra information and discuss any concerns with the team on a one to one basis if required • We will also collect details of residents interested in being part of a group called a “Residents Project Team (RPT)” • The RPT will act as the main consultation group for the project and will meet approximately monthly to discuss all issues relating to the contract • Residents who are not members of the RPT, can still get involved in the same way as those who are and get in touch with the team responsible for the project at any time 	<p>Project Manager Contract Manager Customer Relationship Officer Resident Service Officers (invited) Repairs Officers (invited) Local ward councillors (invited)</p>

<p>11. We will set up the RPT and they will represent your interests during the works and we expect that individuals who are part of any T&RA and/or TMO will form part of the RPT.</p> <ul style="list-style-type: none"> • We will meet with them regularly (approximately once a month) and try to agree meeting times that are convenient for all members of the RPT and the meeting times may alternate between day and evening to ensure as many residents as possible can contribute. This means meeting times may change from month-to-month • The length of the meetings can vary depending on the issues raised at the time • In the event that we are unable to set up a RPT, we will continue to meet with the T&RA (if appropriate) and hold face to face drop ins for all residents 	<p>Project Manager Contract Manager Customer Relationship Officer</p>
<p>12. We will work with the RPT to look at all of the available options and discuss what works should be carried out (this is called a draft feasibility report).</p> <ul style="list-style-type: none"> • We will recommend a method to select a contractor and we will provide you with the reasons we are recommending this method. Residents will have the opportunity to give us feedback on our recommendations • At this stage if an individual tender process is done, a notice of intention will be served on homeowners if required. 	<p>Project Manager Contract Manager Customer Relationship Officer Contractor (for schemes under partnering contracts) Internal Surveyor or Professional technical advisor/ Quantity Surveyor</p>
<p>13. We will hold a second face to face drop in session for all residents to see the works we are planning at feasibility stage and all of the different options.</p> <ul style="list-style-type: none"> • If a substantial amount of residents have technical reasons for disagreeing with the technical advice received for the works, then an independent qualified surveyor will be asked to review the proposals 	<p>Project Manager Contract Manager Customer Relationship Officer Resident Service Officer (invited) Repairs Officer (invited) Local ward councillors (invited)</p>

<ul style="list-style-type: none"> • By substantial, we mean at least 20% of the residents in the project • The costs of an independent surveyor could vary between £80 to £100 per hour and will be included as part of the projects total costs and are therefore rechargeable to homeowners 	
<p>14. We will discuss the final specification with the RPT, noting where there have been changes since the feasibility stage and we will try to minimise the impact of the works on the whole estate, including on communal areas.</p> <ul style="list-style-type: none"> • If there isn't a RPT set up we will hold a face to face drop in session for all residents on the estate 	<p>Head of Investment Design & Delivery Manager Project Manager Contract Manager Customer Relationship Officer Capital works officer Internal Surveyor or Professional technical advisor/ Quantity Surveyor</p>
<p>15. If you are a leaseholder, once the project has been priced we will pass the agreed priced specification to the homeownership department. You will be formally consulted following the procedures set out in law, referred to as section 20 consultation. You will be sent section 20 notices at legally required stages.</p> <ul style="list-style-type: none"> • We will also hold face to face drop in sessions just for leaseholders to discuss the section 20 notice and repayment options 	<p>Capital works officer Design & Delivery Manager Project Manager Contract Manager Customer Relationship Officer</p>
<p>16. The homeownership team will liaise with the investment delivery teams to respond to any comments raised in response to the section 20 consultation. The investment delivery team will consider any issues raised and liaise with the Homeownership team to formally respond to all comments raised.</p>	<p>Capital works officer Head of Investment Design & Delivery Manager Project Manager Contract Manager Internal Surveyor or Professional technical advisor/ Quantity Surveyor</p>
<p>17. We will hold a third face to face drop in session for all residents just before the works start.</p> <ul style="list-style-type: none"> • We will use this meeting to explain the works, the timetable and introduce the contractor • This may include a "You said, we did" document, explaining how we have used 	<p>Contract Manager Customer Relationship Officer Contractor Resident Service Officers (invited) Repairs Officers (invited) Local ward councillors (invited)</p>

your suggestions	
18. All our contractors must follow a code of conduct, which is part of their contract for each project. During the RPT meetings before the works start, specific site method statements will be prepared for the project. These statements are likely to be agreed as long as they are reasonable and do not have a negative impact on how long the works will take or how much they will cost.	Project Manager Contract Manager
19. The contractor will issue an introductory booklet for you, containing the following information: <ul style="list-style-type: none"> • Why we are carrying out the works, which homeowners would have already been advised of as part of the statutory section 20 process. • What is included in the works • When we will do it • The contractors' hours of work • The rules we expect contractors to follow while on site • Any impact on communal areas and services • Who to contact if you have any problems and how quickly they will reply to you 	Contractor
The Standards – During the works	Who is involved
20. If required there will be a residents' respite unit (break place), within or close to the welfare site in case you wish to have a place to have a break while our contractors carry out noisy works near your home. <ul style="list-style-type: none"> • For example a respite unit (break place) will be made available, where is known there will be extensive drilling or kitchens & bathrooms are being replaced as part of the works. 	Contract manager Contractor
21. The contractor will send out letters when different elements of works are taking place	Contract Manager Contractor

<p>to keep all residents informed and will also send out monthly newsletters and hold coffee sessions.</p>	
<p>22. We will hold monthly site meetings with the RPT. At these meetings, we will provide:</p> <ul style="list-style-type: none"> • An updated timetable for the works • An updated summary of costs (overall and on a block by block basis) 	<p>Contract Manager Customer Relationship Officer Contractor Resident Service Officers (invited) Repairs Officers (invited) Local ward councillors (invited)</p>
<p>23. If we need access to your home, we will write to you and we will aim to give you a minimum of 2 weeks' notice. If for whatever reason we cannot give you this much notice, then we will contact you and explain clearly why we need to access your property at short notice.</p>	<p>Contract Manager Customer Relationship Officer Contractor Resident Service Officer</p>
<p>24. Continuously throughout the project, we will review how things are going and look at the feedback from the satisfaction surveys.</p> <ul style="list-style-type: none"> • This will be carried out during the RPT meetings or during resident face to face drop in sessions • Additionally, if a resident wants to send us any comments at any point during the project, this can be done by contacting the Council's Customer Relationship Officer or Contract Manager 	<p>Contract Manager Customer Relationship Officer Contractor</p>
<p>25. We will send you a letter or email two weeks before handover so you can help us identify any outstanding works. If you want to personally sign-off any defects in the works carried out then you will be given a form to confirm the defects have been fixed to a satisfactory standard.</p>	<p>Contract Manager Customer Relationship Officer</p>
<p>26. We will walk around with resident representatives and local ward councillors a week before the handover to ensure that the works have been completed to a high standard before they are officially signed off.</p> <ul style="list-style-type: none"> • The team completing the walk about will have a list of the final works carried out which will be reviewed as part of the walk about. 	<p>Project Manager Contract Manager Customer Relationship Officer Contractor Internal Surveyor or Professional technical advisor/ Quantity Surveyor</p>

The Standards – After the works	Who is involved
<p>27. We will carry out resident satisfaction surveys after works have been completed.</p> <ul style="list-style-type: none"> • To ensure we receive as much information as possible to help us improve for future projects, we will use different tools to enable residents to complete the resident satisfaction surveys • We will send the surveys by post and these will also include a link to an online version of the survey in case any resident wishes to complete the survey online • If a Commonplace is set up for the project, we will make these surveys available to complete on the project's Commonplace website • If you have signed up to the Online Resident Panels and selected to be contacted about major works, we will also send you a link to the survey by email 	<p>Contract Manager Customer Relationship Officer</p>
<p>28. The contractor will send out a handover booklet that explains how all the new installations in your home work.</p>	<p>Contractor</p>
<p>29. We will review how the works went and see what we can learn for the future with the RPT. For the first 12 months after the works are finished, we can ask the contractors to come back to complete any outstanding work or repair any defective pieces that were part of the works. This is called a Defects Liability Period (DLP).</p>	<p>Project Manager Contract Manager Customer Relationship Officer Contractor Internal Surveyor or professional technical advisor</p>
<p>30. We will write to you 8 weeks before the end of the DLP to make sure that all remaining work has been completed.</p>	<p>Contract Manager Customer Relationship Officer</p>
<p>31. We will hold a final face to face drop in session for homeowners and tenants to discuss, agree and answer queries on the draft final account before is agreed.</p>	<p>Project Manager Contract Manager Customer Relationship Officer Internal Surveyor or Professional technical advisor / Quantity Surveyor Capital works officer Resident Service Officers</p>

	(invited) Repairs Officers (invited) Local ward councillors (invited)
32. We will carry out a walkabout with resident representatives and the local ward councillors 2 weeks before end of the DLP to pick up any final issues.	Project Manager Contract Manager Customer Relationship Officer Contractor Resident Service Officers (invited) Repairs Officers (invited) Local ward councillors (invited) Internal surveyor or professional technical advisor
33. The final account for the contract will be agreed between the contactor and the technical surveyor or professional technical advisor and the final bills sent to homeowners and any issues raised will be responded to by the investment and/or homeownership teams as appropriate.	Project Manager Contract Manager Customer Relationship Officer Internal Surveyor or Professional technical advisor/ Quantity Surveyor Capital works officer

Appendix 2: Allocation of Responsibilities

Role	Key Responsibilities
Head of Investment	<ul style="list-style-type: none"> Responsible for the delivery of the housing department major works programme
Design & Delivery Manager	<ul style="list-style-type: none"> Ensure effective monitoring and cost control of the delivery programme ensuring that overall viability of the programme is maintained and delivered in line with Council financial procedures and ensure the appropriateness of procurement and contract control methods. Ensure appropriate funding sources are sufficiently identified for the overall programme and that all risks are appropriately managed. Identify remedial action when required, ensuring value for money, efficiencies and savings.

	<ul style="list-style-type: none">• To manage the implementation of complex and diverse technical policies, briefs and strategies affecting the asset management delivery services including the commissioning of specialist consultants as required. To ensure that all proposals and appointments comply with national and EU statutory and legislative requirements and standing orders. Actively participate in groups responsible for the development of such.• Responsible for the resolution of escalated contract disputes including adjudication, mediation and dispute resolution as appropriate and organising resources to identify, manage, monitor and mitigate risks. Ensuring appropriate business and contingency plans in place.• Provide strategic management to officers who are responsible for overall control and management of internal and external technical staff or make design recommendations during all stages of procurement, inception and delivery of investment teams, work packages and regeneration projects.• To ensure that there is a strong management regime in place that provides support and challenges to the project delivery teams to enable residents to have full opportunities to be involved in the development of excellent project delivery services. Ensure proper management of equality and diversity so all residents can participate in the mainstream activity of the asset management delivery service. Review how such
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	<p>services are prioritised and delivered and that marginalised groups are targeted for engagement.</p>
Project Manager	<ul style="list-style-type: none"> • Develop, co-ordinate and implement a customer focused, well designed and cost-effective schemes and work packages, working with asset management team, and including procurement of contractors and consultants as necessary. • To be responsible for the performance of borough wide and Area Housing investment based schemes and work packages and to ensure financial control. • Evaluate effectiveness of contracts, service provider's products and consultants used and to make recommendations on changes or developments as required. • Responsible for the overall delivery of all individual projects, schemes or work packages. • Manage Quality Control issues for individual projects and make appropriate recommendations for change. • Leads on residents' consultation process for proposed works packages.
Contract Manager	<ul style="list-style-type: none"> • Responsible for the operational aspect of procurement and delivery of defined schemes, works, packages, regeneration schemes and such within the councils defined policies and procedures. This may include the use of framework contractors, existing term or partnering contractors and traditional forms

	<p>of tendering.</p> <ul style="list-style-type: none"> • Manage and monitor the performance of contractors, service providers and consultants including the preparation of compliance and default notices and compilation of data for KPI and other performance assessments. • Responsible for the delivery and operational management of customer and stakeholder expectations including the implementation of policy & statutory and council requirements governing consultation such as 'Putting Residents First' and leasehold consultation requirements. • Manage quality and cost control issues for defined schemes and make appropriate recommendations for change to the project manager. • Manage the monthly performance of contractors and consultants through various processes such as assisting in performance reviews, progress, partnering and framework meetings. Responsible for the implantation and delivery of lessons learnt meetings and making appropriate recommendations for improvement to the project manager. • Represent asset management in various contexts including area networking meetings, customer consultation, community meetings, other council business units and departments. Develop & maintain constructive working relations with such including project management support for
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	improvements to service.
Customer Relationship Officer	<ul style="list-style-type: none"> • Responsible for customer relations surrounding the investment programme and to ensure that relationships are developed at area and community level. • To ensure that any consultation, resolution of issues, communication and public relations is carried out as efficiently and effectively as possible with due regard to the policies, financial regulations and procedures of the Council. • Resolve problems at an area or project level dealing with officers, residents, service providers, consultants etc. • Carry out customer and performance surveys, supporting the service providers and the site surveyors with customer relationship, tenant choice, contact arrangements, etc • Lead on resident engagement in investment projects and use a range of methods to ensure resident feedback is obtained. • Responsible for liaising with the area offices and stakeholder forums.
Capital Works Officer	<ul style="list-style-type: none"> • Responsible for carrying out Section 20 consultation, complying with all statutory obligations and internal procedures. This involves obtaining information from surveyors and project managers about proposed works, and investigating and answering leaseholders' queries, concerns and challenges in respect of

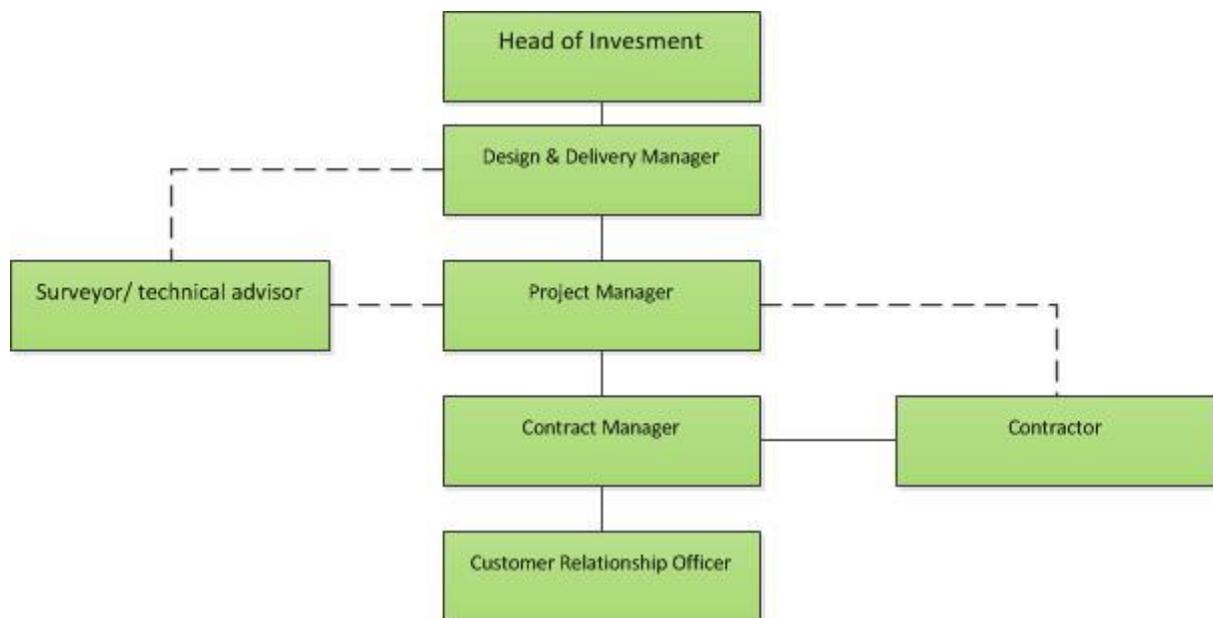
	<p>Section 20 consultation</p> <ul style="list-style-type: none"> • Responsible for ensuring accurate calculation of estimate and final account charges for major works in the borough, in accordance with the lease and legislation. • Responsible for ensuring estimated and final account service charges for all contracts are fully reconciled. Responsible for investigating and applying appropriate apportionments to the costs in order to construct service charges • Responsible for advising leaseholders, project managers, surveyors, consultants and contractors about the requirements for consultation and the elements that are rechargeable to lessees. This includes representing the council at various meetings, held with residents in general or with leaseholders/freeholders and their representatives
<p>Surveyor/ technical advisor /Quantity Surveyor</p>	<ul style="list-style-type: none"> • Properties Surveys • Prepare or check feasibility reports • Prepare and check specification • Review costings in liaison with a quantity surveyor • Supervise the works in liaison with the clerk of work • Sign off works • Quantity surveyor is in charge of the checks for client on quantities and pricing used in the contract

Contractor	<ul style="list-style-type: none"> • Carry out works • Comply with Putting Residents First Standards • Reply to residents queries relating to works being carried out in estate/street
Resident Service Officer	<ul style="list-style-type: none"> • Provide a visible and approachable presence on Southwark's housing estates • Work with others (residents, neighbourhood Police, TRA, grounds maintenance team, colleagues from Asset Management and other key stakeholders) to maintain a high quality physical and safe environment • To provide tenancy and leasehold management and enforcement services • In consultation with residents, the Resident Services Manager and other stakeholders (e.g. Communal Repairs staff, Pest control, cleaning, gas servicing teams, Major Works staff, Fire Safety staff) establish and maintain a development plan for each estate aligned with major maintenance investment plans, resourcing demands and resident issues. Ensure the implementation of each plan, monitoring progress, addressing challenges and providing regular updates as required • To safeguard and work with vulnerable residents to ensure their needs are met through the housing service and to provide a

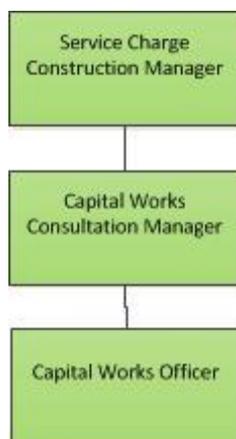
	signposting service for residents with additional support needs making timely referrals internally and externally to assist tenants
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Appendix 3: Teams structure

Investment Delivery



Service Charge Construction (Homeownership)



Appendix 4: Important Clarification Information

Important information about statutory consultation (Section 20 Notice) additional costs and final accounts

The Homeownership department is required to formally consult you using the procedures set out in law by sending you a Section 20 notice mentioned in standard 15 of this document. A further Section 20 consultation notice is only required where there is a significant change in the scope of the works which was not covered in the original Section 20.

A further Section 20 consultation is not legally required where the work that was consulted on becomes more extensive. The first notice sent identifies a reasonable estimate and it is expected that quantities may change.

The homeownership team writes to homeowners regarding additional costs as a matter of good practice where the costs are significant and the increased costs are normally billed once the final account is agreed.

Additionally, the homeownership team also writes to homeowners once a year with details of the current spends, on contracts where the final account hasn't been issued.

Final accounts are normally dealt with in date order from the end of defects period for each project, where the full details needed to calculate the final adjustment are available.

In rare occasions the final account isn't always available as soon as we would normally expect them to be and this could be due specific problems that are delay up completion of the final account.

How to make raise a query/concern or make a complaint

As mentioned in our standards, you should have received information of the team who will be overseeing the work and how to contact them.

You can also obtain this information by emailing majorworks@southwark.gov.uk.

If you wish to raise query or have a concern with a major works project, please first contact the contractor's Resident Liaison Officer or the Council's Customer Relationship Officer in charge of the project.

If the Resident Liaison Officer or the Customer Relationship Officer does not give you a satisfactory answer or you have not received a response within 5 working days of your initial query then please contact the Council's Contract Manager managing the project.

If you do not receive a response from the Council's Contract Manager within 5 working days or you are not satisfied with their response, please contact the Council's Project Manager responsible for the project.

In the event that you are still not satisfied with the Project Manager's response and you wish to make a formal complaint you can do this by emailing your complaint to complaints@southwark.gov.uk.

Alternatively you can visit www.southwark.gov.uk and search "make a complaint".

Homeowner Private tenants' role in major works consultation

Private tenants can attend face to face drop in sessions and form part of the RPT however they cannot vote on key issues, for example entry phones, window types etc. Those decisions have to be made by the homeowners.

Contact with non-resident leaseholders

Investment Delivery teams and the contractor should be sending letters, newsletters and all major works correspondence to the non-resident leaseholders' home address as well as the property we are working on.

APPENDIX 2

	Date: 31/03/2020	Meeting Name: Asset Management DMT Housing and Modernisation SMT Cabinet Member for Housing
Item title:		Final report of the major works communication and consultation task and finish group
Ward(s) or groups affected:		All
From:		Tenant and Homeowner Involvement Team Leader

RECOMMENDATION

1. That the contents of this report be noted and considered by officers of the council with responsibility for communication and consultation in relation to major works projects. In particular, it is recommended that the contents of this report be shared with Asset Management Divisional Management Team, Housing and Modernisation Senior Management Team, and the Cabinet Member for Housing.
2. That the content of this report and its appendices be noted by those officers of the council involved in the convening of task and finish groups involving residents.

BACKGROUND INFORMATION

3. At its autumn conference in 2018, the London Borough of Southwark's Homeowner Council heard expressions of concern from various conference attendees regarding communication and consultation practices around aspects of major works projects. These centred on billing (Section 20 service charge notices), but also included broader concerns regarding the tone and manner of communication around major works. Several delegates expressed the view that communication from the council was often terse, formal and lacking in empathy. In response to these concerns, the Strategic Director for Housing and Modernisation, Michael Scorer, endorsed proposals from the Homeowner Council that the issue of communication and consultation around major works be probed by the council in order to understand better exactly what the issues are, and respond accordingly.
4. Following the autumn conference, a meeting of relevant service heads took place on November 30th, 2018, to consider how best to take forward this project. It was acknowledged at this stage that little could be done to alter in any meaningful way the serving of Section 20 service charge notices, as these conform to strict legal requirements. However, it was agreed that a task and finish group would be set up with a view to investigating a number of major works-related communication and consultation issues. These included:

- a. *Acceptance of the problem to be fixed by major works:* How do we get 'buy-in' that there is a problem that needs addressing?
 - b. *Options for fixing:* What are the options for addressing the problem? What evidence do we use to inform this choice?
 - c. *Options appraisal:* What are the factors to bear in mind when deciding the appropriate option? – Cost/abortive cost? Value for money? Aesthetics? Disruption? Timescale? etc.
 - d. *Delivery:* When and how will the project be delivered? How will it be monitored?
4. It was also agreed by the service heads that the task and finish group would include tenants of the council as well as homeowners. This way, both differences and similarities between the different tenures could be identified and explored.
 5. At the beginning of 2019-20, a project team was assembled from within the Tenant and Homeowner Involvement Team. The project team then recruited the Task and Finish Group (TFG), using the team's contact database. The TFG met three times between June 2019 and January 2020. These three meetings considered the following themes:
 - What are the key issues for you, in respect of major works? What do you understand by 'consultation'?
 - Of the issues identified above, how many are, in fact, communications issues?
 - Consideration of the draft final report.

FINDINGS

6. The first meeting of the TFG elicited a lot of feedback on the question of key issues for residents vis-à-vis major works projects. These are attached in Appendix 1. Interestingly, there was little noticeable difference of opinion expressed by homeowners and tenants. Also, whilst the project team were initially guided by a set of questions and issues agreed by officers to investigate (see paragraph 3 above), an overarching principle was to allow residents to frame the issues in their own terms. This meant that the feedback generated reflected the concerns of residents first and foremost, and not those of officers.
7. A number of powerful themes emerged from the work of the TFG, each of which engenders a number of questions for the council to consider, when addressing the issue of communication and consultation around major works. They include the following:

- a. **interests** (material): who are the interested parties in major works projects? What is the nature of their interests?

Such questions can seem irrelevant to officers (and some residents), given that major works are carried out principally for the benefit of residents. However, in terms of communication and consultation, any perceived lack of openness in relation to the question of interests fuels suspicion and undermines trust. This is particularly so in complex and sometimes controversial processes of regeneration;

- b. **confidence** (in people and processes within LBS): are council staff, systems and procedures up to the task of effectively overseeing major works projects, including in relation to communications around major works?

Concerns were expressed by several members of the TFG regarding the ability of council staff to effectively administer major works contracts. Whilst much of this concern centred on a perception that council staff involved in major works contracts are themselves open to manipulation by technically more 'savvy' contractors, this concern also related to the ability of staff to communicate effectively and empathically with residents;

- c. **knowledge** and knowledge deficits (including in relation to LBS staff): to what extent, if at all, does the council draw on the knowledge of local residents when drawing up plans for major works? When and how does it do this?

A strongly expressed sentiment amongst the TFG was that the council does not make best use of the knowledge and experience of residents when drawing up major works project proposals. Several members of the TFG indicated that they have worked at some stage in their lives in the construction industry. In addition, others made the point (backed up by anecdotal evidence) that they had lived on their estates for a long time and had acquired a lot of local knowledge and experience, including in relation to the built environment. Such residents felt that they could play a bigger role at earlier stages in the development of project proposals, to the benefit of both council and residents;

- d. **reasoning** and evidence: how robust is the evidence base for major works projects? Who decides what is and what is not valid and valuable evidence, in this context?

Questions were asked by members of the TFG about the quality of evidence used to inform major works project proposals, and the ability of council officers to communicate subsequent reasoning to residents effectively. Specifically, a perception shared by many members of the TFG was that sometimes expensive, complex major works contracts are entered into by the council on the basis of seemingly weak technical

evidence – evidence residents felt sometimes could, and should, be challenged;

- e. **power** relationships and dynamics: who ‘pulls the strings’ in major works projects? What is the context in which key decisions are made?

Closely related to the issue of interests, the question of procurement of major works contracts generated a lot of response from the TFG. The group recognised that commercial confidentiality does present genuine obstacles in terms of complete transparency in relation to procurement. However, questions were asked about the extent to which ‘commercial confidentiality’ has become a stock response to enquiries around procurement. In addition, a lack of clear understanding regarding the procurement process itself means that many residents experience major works as something of a mystery, and simply do not understand how key decisions in relation to such projects are made;

- f. **impact** (recognition of): to what extent do council officers understand and appreciate the level of disruption and inconvenience caused by major works projects? How is this understanding and appreciation communicated?

Amongst the views expressed by the TFG was a sense that officers of the council (and contractors working on behalf of the council) do not communicate sufficient sensitivity towards – and empathy with – residents when undertaking major works. Indeed, some members of the TFG felt that an unspoken sentiment – ‘you should consider yourselves lucky to be getting new windows, bathrooms etc...’ – was at times more effectively conveyed to residents by staff and contractors than a genuine sense of empathy. Consequently, whilst the council acknowledges and recognises the negative impacts of disruption and inconvenience in general terms (e.g. in policy documents), this understanding is not, it seems, always effectively cascaded down to staff and contractors working on site;

- g. **the affective** (i.e. feelings, as distinct from perception and reasoning): residents need to feel respected and valued if they are to participate as partners of the council in major works projects: what, therefore, is the council’s approach to ensuring residents – and their views and knowledge – are respected?

Related to ‘f’, above, the final key point to emerge from the TFG concerned the realm of the affective. Given the highly technical, ‘hard’ nature of major works projects, this is something that can easily be overlooked or underestimated. Essentially, the TFG expressed the sentiment that residents need to feel respected and valued, both as customers and partners, in major works projects. Quite how this translates into an actionable point on the part of the council is open to further investigation and interpretation. Nevertheless, challenging as

such an exercise is likely to be, the TFG seemed to imply that this is a challenge worth addressing.

CONCLUSIONS AND RECOMMENDATIONS

8. The issues raised by the TFG, and the questions generated, present something of a challenge to the council. Whilst some of these issues (e.g. interests, power) don't appear at face value to be communications and consultation issues, the second meeting of the TFG confirmed that – to a greater or lesser extent – these issues do indeed have significant implications for communication and consultation around major works. For example, explaining who the various parties to such projects are, and their role and interests in relation to these projects (including those of long-term, large contractors), enables greater understanding of how the parties – and interests – relate to one another to deliver major works projects.
9. The themes identified in paragraph 7 above were considered by the project team in relation to the council's current policy document on major works consultation ('Putting Residents First'). An analysis of this document suggested that there is currently relatively little in it that addresses the themes identified. Consequently, the project team recommends that the council begins the process of reviewing 'Putting Residents First' in the light of the themes identified above, and their associated questions. It further recommends doing this in partnership with residents. The Tenant and Homeowner Involvement Team will be happy to work with Asset Management to this end.

Report Author: John McCormack, x57544

Appendix 1

Major Works Communication and Consultation Resident Task and Finish Group - Feedback from Group Exercise, 12th June 2019

What are the key issues for residents?

- Poor inspection/supervision
- Ineffective oversight
- Conflict of interest – contractors undertake pre-programme surveys?
- Quality of work
- Lack of design intelligence
- Complexity of documents
- Loss of amenity
- Letting of contracts
- Sell down the river – big boys
- Defects periods too short
- Misplaced and unenforced warranties
- Community Impact – things not done
- Bills
- Timescales
- Internal LBS communications
- Reason
- Scope of works
- Essential works
- Following policy (not....)
- Massive disruption
- Lack of transparency
- Excessive use of variation orders
- Contracts awarded to ‘mates’
- Ineffective use of technology
- Communication
- Competence of council staff
- Council money making
- Lack of knowledge of site/location
- Council is not interested in what went on previously

Consultation – what does it mean for you?

- Group of people getting together to discuss some issue
- Formal consultation with residents about work that is actually done
- Informing people about what is going to happen
- Initial decision to initiate works
- Everyone getting together to discuss the future of the estate
- Fact finding stage
- A meeting of all involved and affected by project
- Loads of lies
- Opportunity to share background and history of estate
- Lifespans of work
- Council is not interested in what went on previously
- Look forward
- Acknowledgement of learning from the past
- Wrong/inadequate works in the past
- Legal obligation
- Policy obligation – transparent, keeping their word, ‘spend the money as if it was their own’
- Tenants never given individual costs/programme costs of the works
- Two way communication – ideas, respect and partnership
- Project that affects community
- Bring empathy and humanity into project
- Consultation is not negotiable

Appendix 2

Reflections on the Task and Finish Group process relating to Major Works Communication and Consultation.

At its final meeting on January 30th, 2020 (to which relevant officers of the council were invited and several attended), the Major Works Task and Finish Group spent time reflecting on the process of working in such a context. Given the council's new resident involvement structures (which include proposals for consulting with residents through task and finish groups), it seemed pertinent to take time to review the task and finish process, with a view to ensuring such processes in future benefit from the experiences of this one.

The key observations and feedback made by those attending the final meeting of the group are as follows:

1. **Overall, a positive experience.** Participants were in agreement that the exercise succeeded in obtaining acceptance of issues from both officers and residents, thus providing a basis for future collaborative work in this area (e.g. Putting Residents First, Homeowner Improvement Plan etc.).
2. **The need to identify impact.** Those present felt that – for such processes to gain credibility – participants (and residents generally) needed to be kept informed as to the impact of their work. Without this, participation can seem a waste of time.
3. **Clearer, shorter timescales.** This particular Task and Finish Group was set up as an ad hoc project, running alongside existing workstreams. It was also an experimental project, insofar as the staff involved had no previous experience of facilitating task and finish groups. One consequence of this was a drift in the project timescale that resulted in the project becoming evolutionary in nature. Future such projects will need to be more clearly defined at the outset in terms of timescales, roles and responsibilities, resources and skills, anticipated outcomes.
4. **The need to thank participants.** Those present felt that it was important officers facilitating task and finish groups provided a letter of thanks to participants at the end of the project, acknowledging their time and input, which is given freely.
5. **The first session yields the greatest feedback and greatest attendance.** In keeping with the work of another task and finish group set up within Housing and Modernisation (District Heating Task and Finish Group), the first session of the Major Works Communication and Consultation Task and Finish Group yielded the greatest volume of feedback from a large number of attendees. Thereafter, numbers

dropped off (particularly from amongst tenants – in both task and finish groups). Quite what this indicates in terms of managing future such projects is not at all clear.

6. **An appropriate task and finish topic?** The purpose of task and finish groups is to address an issue by undertaking a specific task. A typical task and finish group in housing might look at, say, the merits and challenges associated with 'digital by default' when communicating with residents about their tenancy. In such a context, the group gives a particular 'answer' to a set question. Looking at the broader issue of communication and consultation around major works was, with hindsight, too broad a topic for a task and finish group. Whilst the process was positive, and yielded valuable outcomes in terms of identifying issues and feeding into council plans and strategies, the topic itself might have better been undertaken as a focus group, in which a broad issue is narrowed down into a number of specific issues that need further addressing. This, indeed, is the key outcome emerging from the work of the Major Works Communication and Consultation Task and Finish Group.

APPENDIX 3

Major Works Local Offer

Delivering major works to Southwark's Council homes

www.southwark.gov.uk

This gives the standards on how the Council will consult with residents when carrying out major works to Southwark's homes.

DRAFT

Delivering major works to Southwark's Council Homes

Working closely with our residents we have put together a standards around how we will consult on major works. We will monitor how well we are doing with these standards with onsite project teams. This standard replaces the previous major works service standard.

What this local offer covers

Major works are large or medium-scale improvements to your property or block. Examples include:

- major repairs to the structure of your building; and
- fitting new windows to the block.

Note: The Council's major works programme is a five year programme finishing in March 2016 to ensure all Southwark Council's homes are Warm, Dry and Safe. The Council has committed £326M to this programme. The Warm, Dry and Safe standard is available on the Council's website. Progress on achieving Warm, Dry and Safe homes will be reported through the Council Plan Annual Performance Report which is available on the Council's website.

Summary of what customers said...

Residents were presented a draft standard on how we will consult when carrying out major works and agreed an amended standard and highlighted priorities including:

- | | |
|----|---|
| 1. | Customers want clear information on when works will take place and what works will take place |
| 2. | Customers want a clear programme for the consultation / works |
| 3. | Customers want the Council to involve as many residents as possible |
| 4. | Customers want the works to be of a high quality |
| 5. | Customers want to be treated with respect |

What we are aiming for: the commitments of how we will consult with residents

There may be some changes to the order in which we carry out tasks and in some cases extra meetings may be added.

Prior to work commencing	1	We will, by the end of January each year, send a letter to residents who are due works advising them that their home is included in next financial years (April to March) major works programme. The letter will include: <ul style="list-style-type: none"> • The latest date by which works will the major works will begin • Broad details of the works to be carried out (e.g. windows, bathrooms, electrics). All works are subject to survey being carried out to see what needs to be done • A leaflet which includes details of the Southwark team who will be overseeing the work
	2	We will begin carrying out surveys of homes to see what works we need to carry out
	3	We will hold a drop in session where residents and the local ward Councilors will be invited. They will meet the team who will be delivering and managing the major works.
	4	We will set up a Residents Project Team of interested residents to regularly meet to work with us on the delivery of major works
	5	We will work with the Residents Project Team to look at the options available and agree what works should be carried out (draft specification).
	6	We will hold a drop in session where residents can look through what works are going to take place and the different options available
	7	We will agree the works (Final Specification) that are to go ahead with residents with the Residents Project Team
	8	We will formally consult leaseholders on the works using procedures prescribed by law by sending out the Section 20 notices
	9	The Residents Project Team will examine the agreed final costs
	10	We will hold a drop in session for leaseholders to discuss the works
	11	We will consider the responses from the formal leaseholder consultation
On site	12	We will hold a drop in session for residents just prior to the start of the works to explain the works, the programme and introduce the contractors team
	13	The contractor will issue an introductory booklet containing information about the contracts and the works
	14	The contractor will send out monthly newsletters and hold coffee sessions
	15	We will hold monthly site meetings with resident representatives from Residents Project Team
	16	The contractors will carry out residents satisfaction survey after each block (or part of large block or group of street properties) is completed
	17	We will have a mid contract review, to look at any issues and any residents satisfaction surveys carried out on completed homes.
	18	We will send out a letter to residents two weeks before handover so they can help us identify any outstanding works
	19	We will walk around with resident representatives and ward councillors a week before the handover
	20	We will carry out a final Satisfaction Survey to find out how satisfied the residents were with the work (Council survey)
	21	We will send out a Handover booklet that covers how all the installations to residents homes work
	22	We will review how the works went and see what we can learn for the future

For the twelve months after the major works have been completed we can ask the contractors to come back to complete work that should have been completed or put right things that were part of the major works. This is called a defects liability period (DLP).		
DLP	23	We will write to residents and <u>absentee leaseholders</u> eight weeks before the end of the defects liability period to make sure that all the work is completed.
	24	We will carry out a walk about with resident representatives and the ward councillors two weeks before end of the defects liability period to pick up any final issues.

Copies of warranties for elements of the major works are available to residents on request.

How these standards meet customer priorities		
1.	Customers want clear information on when works will take place and what works will take place	We are sending clear letters to residents in the next years planned programme where we are giving an idea of what works will take place, subject to surveys and giving contact details of key staff.
2.	Customers want a clear programme for the consultation / works	We are providing clear standards of the steps we take in consulting on major works.
3.	Customers want the Council to involve as many residents as possible	By providing surveys, numerous drops in meetings, coffee mornings as well as a resident project group we are providing a number of ways residents can get involved.
4.	Customers want the works to be of a high quality	By agreeing with the works with residents and getting residents involved in the handover and saying that they are satisfied we will ensure that works are to a high standard. We have an ongoing relationship with our contractors which ensures we can work with them to tackle an issues which may arise.
5.	Customers want to be treated with respect	By holding regular meetings and carrying out surveys we can deal with any issues that arise. We are clear with our staff and contractors that they must meet the high standards we expect from them.

The performance indicators/ measures we will use to measure how we are performing	How we will monitor performance – the activities involved
% satisfied with the works that have been carried out	Contractor satisfaction survey
% satisfied with the works that have been carried out	Council satisfaction survey (Scores for the Council and the Contractor)

How we will report back on how we are performing against this offer
We will report contractor satisfaction survey results to the Residents Project Team on site so that any issues can be tackled on site. We will send quarterly performance reports to the Tenant Council and Home Owners Council.

What happens if we do not meet our standards in this offer - Redress

Through the regular meetings we aim to tackle issues early. Residents will have been given details of the Customer Relationship Officer who should liaise with them to deal with any problems. If residents are unsatisfied, they can take the matter up with Southwark's contract manager and /or project manager. If residents are still unsatisfied with our response they can make a complaint.

DRAFT

Putting Residents First - Equality and health analysis

Guidance notes

Things to remember:

Under the Public Sector Equality Duty (PSED) public authorities are required to have due regard to the aims of the general equality duty when making decisions and when setting policies. Understanding the affect of the council's policies and practices on people with different protected characteristics is an important part of complying with the general equality duty. Under the PSED the council must ensure that:

- Decision-makers are aware of the general equality duty's requirements.
- The general equality duty is complied with before and at the time a particular policy is under consideration and when a decision is taken.
- They consciously consider the need to do the things set out in the aims of the general equality duty as an integral part of the decision-making process.
- They have sufficient information to understand the effects of the policy, or the way a function is carried out, on the aims set out in the general equality duty.
- They review policies or decisions, for example, if the make-up of service users changes, as the general equality duty is a continuing duty.
- They take responsibility for complying with the general equality duty in relation to all their relevant functions. Responsibility cannot be delegated to external organisations that are carrying out public functions on their behalf.
- They consciously consider the need to do the things set out in the aims of the general equality duty not only when a policy is developed and decided upon, but when it is being implemented.

Best practice guidance from the Equality and Human Rights Commission recommends that public bodies:

- Consider all the [protected characteristics](#) and all aims of the general equality duty (apart from in relation to marriage and civil partnership, where only the discrimination aim applies).
- Use equality analysis to inform policy as it develops to avoid unnecessary additional activity.
- Focus on the understanding the effects of a policy on equality and any actions needed as a result, not the production of a document.
- Consider how the time and effort involved should relate to the importance of the policy to equality.
- Think about steps to advance equality and good relations as well as eliminate discrimination.
- Use good evidence. Where it isn't available, take steps to gather it (where practical and proportionate).

- Use insights from engagement with employees, service users and others can help provide evidence for equality analysis.

Equality analysis should be referenced in community impact statements in Council reports. Community impact statements are a corporate requirement in all reports to the following meetings: the cabinet, individual decision makers, scrutiny, regulatory committees and community councils. Community impact statements enable decision makers to identify more easily how a decision might affect different communities in Southwark and to consider any implications for equality and diversity.

The public will be able to view and scrutinise any equality analysis undertaken. Equality analysis should therefore be written in a clear and transparent way using plain English. Equality analysis may be published under the council's publishing of equality information, or be present with divisional/departmental/service business plans. These will be placed on the website for public view under the council's Publications Scheme.

Equality analysis should be reviewed after a sensible period of time to see if business needs have changed and/or if the effects that were expected have occurred. If not then you will need to consider amending your policy accordingly. This does not mean repeating the equality analysis, but using the experience gained through implementation to check the findings and to make any necessary adjustments.

Engagement with the community is recommended as part of the development of equality analysis. The council's Community Engagement Division and critical friend, the Forum for Equality and Human Rights in Southwark can assist with this (see section below on community engagement and www.southwarkadvice.org.uk).

Whilst the equality analysis is being considered, Southwark Council recommends considering health and wellbeing implications, as health and health inequalities are strongly influenced by the environment we live and work in. As a major provider of services to Southwark residents, the council has a legal duty to reduce health inequalities and this is reflected in its values and aims. For this reason, the council recommends considering health & wellbeing impacts in all equality analyses, not forgetting to include identified potential mitigating actions.

Section 1: Equality analysis details

Proposed policy/decision/business plan to which this equality analysis relates		- Putting Residents First Standards			
Equality analysis author		Sebastian Rios / Ferenc Morath			
Strategic Director:		Michael Scorer			
Department		Housing and Modernisation	Division	Asset Management	
Period analysis undertaken		March 2020 to January 2021			
Date of review (if applicable)					
Sign-off		Position	Service Development Officer	Date	12/04/2021

Section 2: Brief description of policy/decision/business plan

1.1 Brief description of policy/decision/business plan

This equality and health analysis has been completed alongside the review of the Putting Residents First (PRF) Standards. (major works consultation process)

The PRF standards aim is to explain how the investment delivery team consults with residents and homeowners and how they can get involved during our major works projects.

Section 3: Overview of service users and key stakeholders consulted

2. Service users and stakeholders	
Key users of the department or service	All residents, tenants, leaseholders (resident and non-resident), freeholders with service charges
Key stakeholders were/are involved in this policy/decision/business plan	<p>Members of the task and finish group set up under the direction of Michael Scorer at the beginning of 2019.</p> <p>Residents who attended the five area forums and the volunteers who came forward to become part of the review group to help the investment delivery team review the PRF standards.</p> <p>Once the review group was set up, a series of meetings were held.</p> <p>There were additional residents who joined the review group towards the end of the review.</p> <p>In total the review group consisted of a total 14 residents who volunteered from the Housing Forums, 7 of whom were tenants and the other 7 were leaseholders.</p> <p>When a draft copy of the proposed new standards was completed it was sent to other groups of residents within the council to help review the final document.</p> <p>The document was sent to the homeowners readers panels and residents who are members of the online residents panels interested in major works.</p> <p>Some of the key issues that were identified were the need to meet the multi language needs so all residents could easily understand the PRF process.</p> <p>Another issue identified were those residents who are unable to attend physical meetings and therefore the need to provide web based services such as text messages and online meetings.</p>



Section 4: Pre-implementation equality analysis

This section considers the potential impacts (positive and negative) on groups with 'protected characteristics', the equality information on which this analysis is based and any mitigating actions to be taken.

The first column on the left is for societal and economic issues (discrimination, higher poverty levels) and the second column on the right for health issues, physical and mental. As the two aspects are heavily interrelated it may not be practical to fill out both columns on all protected characteristics. The aim is, however, to ensure that health is given special consideration, as it is the council's declared intention to reduce health inequalities in the borough. The Public Health Team can assist with research and data.

Age - Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds).	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
<p>Positive impact: More residents will be able to attend meetings and be kept informed about major works projects.</p> <p>Negative: young people are not interested in attending physical meetings and therefore consultation now offers online and web services including online meetings.</p> <p>The elderly: not wishing to attend meetings due to fears of safety and accessibility. We are now offering online meetings but meetings are now offered during day and evening times.</p>	None
Equality information on which above analysis is based	Health data on which above analysis is based
In order to identify vulnerable residents, we will use existing vulnerable lists and we will consult with RSOs and TMOs.	N/A

Mitigating actions to be taken	
The introduction of the Commonplace website platform for major works projects, using text messages to keep residents informed of important updates, having day time and evening meetings, online meetings.	N/A

Disability - A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
<p>Positive impact: More residents will be able to attend meetings and be kept informed about major works projects.</p> <p>Negative: Persons with disabilities not been able to attend meetings.</p>	N/a
Equality information on which above analysis is based	Health data on which above analysis is based
In order to identify vulnerable residents, we will use existing vulnerable lists and we will consult with RSOs and TMOs.	n/a
Mitigating actions to be taken	
<p>The introduction of the Commonplace website platform for major works projects, using text messages to keep residents informed of important updates, having day time and evening meetings, online meetings.</p> <p>Staff members will also ensure meeting venues will be accessible and aids provided for those with hearing difficulties.</p>	n/a

Gender reassignment - The process of transitioning from one gender to another.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
N/A	

Marriage and civil partnership – In England and Wales marriage is no longer restricted to a union between a man and a woman but now includes a marriage between a same-sex couple. Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples and must be treated the same as married couples on a wide range of legal matters. (Only to be considered in respect to the need to eliminate discrimination.)	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
N/A	

Pregnancy and maternity - Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
<p>Positive impact: More residents will be able to attend meetings and be kept informed about major works projects.</p> <p>Negative: Some residents may not be able to attend meetings.</p>	

Mitigating actions to be taken	
<p>The introduction of the Commonplace website platform for major works projects, using text messages to keep residents informed of important updates, having day time and evening meetings, online meetings.</p> <p>Staff members will also ensure meetings venues will be accessible.</p>	

<p>Race - Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins. N.B. Gypsy, Roma and Traveller are recognised racial groups and their needs should be considered alongside all others</p>	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
<p>Positive: residents who do not speak English can now access translation services and the usage of Commonplace places means they can easily translate whole webpages to their native language.</p>	N/A
Equality information on which above analysis is based	Health data on which above analysis is based
N/A	N/A
Mitigating actions to be taken	
<p>The introduction of the Commonplace website platform for major works projects, using text messages to keep residents informed of important updates, having day time and evening meetings, online meetings.</p>	

Religion and belief - Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
Negative: having meetings around religious celebrations.	N/A
Equality information on which above analysis is based	Health data on which above analysis is based
N/A	N/A
Mitigating actions to be taken	
Adjusting meetings accordingly with residents, offering day and evening meetings, offering online meetings.	N/A

Sex - A man or a woman.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
n/a	

Sexual orientation - Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
n/a	
Socio-economic disadvantage – although the Equality Act 2010 does not include socio-economic status as one of the protected characteristics, Southwark Council recognises that this continues to be a major cause of inequality in the borough. Socio economic status is the measure of an area's, an individual's or family's economic and social position in relation to others, based on income, education, health, living conditions and occupation.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
n/a	

Human Rights There are 16 rights in the Human Rights Act. Each one is called an Article. They are all taken from the European Convention on Human Rights. The Articles are The right to life, Freedom from torture, inhuman and degrading treatment, Freedom from forced labour , Right to Liberty, Fair trial, Retrospective penalties, Privacy, Freedom of conscience, Freedom of expression, Freedom of assembly, Marriage and family, Freedom from discrimination and the First Protocol
Potential impacts (positive and negative) of proposed policy/decision/business plan
n/a

Section 5: Further actions and objectives

5. Further actions			
Based on the initial analysis above, please detail the key mitigating actions or the areas identified as requiring more detailed analysis.			
Number	Description of issue	Action	Timeframe
1	none		
2			
3			
4			
5			
6			
7			

5. Equality objectives (for business plans)				
Based on the initial analysis above, please detail any equality objectives that you will set for your division/department/service. Under the objective and measure column please state whether this objective is an existing objective or a suggested addition to the Council Plan.				
Objective and measure	Lead officer	Current performance (baseline)	Targets	
			Year 1	Year 2
Increase number of residents involved in major works consultation	Head of Investment	Not monitored	Establish baseline in 21/22	Set new improved targets for 22/23
To have a Commonplace for every new scheme in the programme	Head of Investment	Not monitored	50%	90%



Appendix 1

Proposed Refresh to the Asset Management Strategy: Equality Impact Assessment



Guidance notes

Things to remember:

Under the Public Sector Equality Duty (PSED) public authorities are required to have due regard to the aims of the general equality duty when making decisions and when setting policies. Understanding the effect of the council's policies and practices on people with different protected characteristics is an important part of complying with the general equality duty. Under the PSED the council must ensure that:

- Decision-makers are aware of the general equality duty's requirements.
- The general equality duty is complied with before and at the time a particular policy is under consideration and when a decision is taken.
- They consciously consider the need to do the things set out in the aims of the general equality duty as an integral part of the decision-making process.
- They have sufficient information to understand the effects of the policy, or the way a function is carried out, on the aims set out in the general equality duty.
- They review policies or decisions, for example, if the make-up of service users' changes, as the general equality duty is a continuing duty.
- They take responsibility for complying with the general equality duty in relation to all their relevant functions. Responsibility cannot be delegated to external organisations that are carrying out public functions on their behalf.
- They consciously consider the need to do the things set out in the aims of the general equality duty not only when a policy is developed and decided upon, but when it is being implemented.

Best practice guidance from the Equality and Human Rights Commission recommends that public bodies:

- Consider all the [protected characteristics](#) and all aims of the general equality duty (apart from in relation to marriage and civil partnership, where only the discrimination aim applies).
- Use equality analysis to inform policy as it develops to avoid unnecessary additional activity.
- Focus on the understanding the effects of a policy on equality and any actions needed as a result, not the production of a document.
- Consider how the time and effort involved should relate to the importance of the policy to equality.
- Think about steps to advance equality and good relations as well as eliminate discrimination.
- Use good evidence. Where it isn't available, take steps to gather it (where practical and proportionate).

- Use insights from engagement with employees, service users and others can help provide evidence for equality analysis.

Equality analysis should be referenced in community impact statements in Council reports. Community impact statements are a corporate requirement in all reports to the following meetings: the cabinet, individual decision makers, scrutiny, regulatory committees and community councils. Community impact statements enable decision makers to identify more easily how a decision might affect different communities in Southwark and to consider any implications for equality and diversity.

The public will be able to view and scrutinise any equality analysis undertaken. Equality analysis should therefore be written in a clear and transparent way using plain English. Equality analysis may be published under the council's publishing of equality information, or be present with divisional/departmental/service business plans. These will be placed on the website for public view under the council's Publications Scheme.

Equality analysis should be reviewed after a sensible period of time to see if business needs have changed and/or if the effects that were expected have occurred. If not then you will need to consider amending your policy accordingly. This does not mean repeating the equality analysis, but using the experience gained through implementation to check the findings and to make any necessary adjustments.

Engagement with the community is recommended as part of the development of equality analysis. The council's Community Engagement Division and critical friend, the Forum for Equality and Human Rights in Southwark can assist with this (see section below on community engagement and www.southwarkadvice.org.uk).

Whilst the equality analysis is being considered, Southwark Council recommends considering health and wellbeing implications, as health and health inequalities are strongly influenced by the environment we live and work in. As a major provider of services to Southwark residents, the council has a legal duty to reduce health inequalities and this is reflected in its values and aims. For this reason, the council recommends considering health & wellbeing impacts in all equality analyses, not forgetting to include identified potential mitigating actions.

Section 1: Equality analysis details

Proposed policy/decision/business plan to which this equality analysis relates	A Home to be Proud of: A Refreshed Asset Management Proposal and Approach
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Equality analysis author	Paul Wood				
Strategic Director:	Michael Scorer				
Department	Housing and Modernisation	Division	Asset Management		
Period analysis undertaken	August 2021				
Date of review (if applicable)	N/A				
Sign-off	Dave Hodgson	Position	Director of Asset Management	Date	13 August 2021

Section 2: Brief description of policy/decision/business plan**1.1 Brief description of policy/decision/business plan**

The proposal is to develop a new asset management strategy, for presentation to Cabinet in June 2022, which sets out Southwark's housing investment strategy for safer, secure and greener homes and communities.

The tragedy at Grenfell and consequent legislation, the climate emergency, financial constraints and the focus on public health brought about by the coronavirus pandemic, investment in the Council's district heating network and commitments to building new council homes create a challenging and complex landscape for the Asset Management Division.

The proposal sets out the approach to meeting these challenges and the development of practical steps to reduce carbon emissions, make homes and estates safer, tackle inequality, ensure the quality of our homes is maintained and put communities at the heart of decision-making about ongoing investment in Southwark's housing stock.

Section 3: Overview of service users and key stakeholders consulted

2. Service users and stakeholders	
Key users of the department or service	This proposal and subsequent strategy will impact tenants and homeowners across the borough, whose homes will receive investment in the form of works to improve heating provision, energy efficiency, security and to maintain the quality of their home and their surroundings. The strategy will explain how investment will be prioritised to reach those homes and estates that particularly need it.
Key stakeholders were/are involved in this policy/decision/business plan	Initial consultation was carried out with the Local Housing Forums and the Online Panel in July 2020. A further poll was conducted in June 2021 that asked residents about their investment priorities. It was subsequently decided to bring an introductory paper to September 2021 Cabinet and the full strategy to June 2022 Cabinet. This will allow the full implications of the new legislation regarding fire safety and building safety to become known and for the Asset Management Division to prepare its procurement and recruitment plans to meet these new responsibilities, alongside the delivery of its range of statutory compliance functions. Significant further consultation and engagement will be carried out over the coming months.

Section 4: Data – Southwark’s residents

Households

The Census 2011 estimated that there were 120,400 households in Southwark in 2011. This had gone up by 13.8% (approximately 14,600 households) since 2001. This was the fourth highest rise in London behind Tower Hamlets, Hackney and Westminster.

The GLA estimated that there were 134,829 household in Southwark in 2020. This is projected to continue to grow.

Ethnicity

Ethnic Group	Population	Proportion
White	156,349	54.2%
Black	77,511	26.9%
Asian	27,192	9.4%
Mixed	17,778	6.2%
Other	9,453	3.3%
Total	288,283	100.0%

Source: Census 2011

60.6% of Southwark's population was born in the UK, which is slightly above the inner London average of 57.8% but below the London average of 63.3%. The figure for England was 86%.

Southwark ranked the highest among all the local authorities for the proportion of residents born in Africa at 12.9% (37,059); especially Nigeria (13,588 people) and Ghana (4,808 people). People born in the Middle East and Asia made up 6.8% (19,591) of the population, and Southwark ranked the second highest among all the local authorities in the proportion of the population born in South America at 2.6% (7,609 people).

In 13,258 households (11%) nobody in the household had English as a first language.

Income and earnings

Household income distribution in Southwark and mean, median, and upper and lower quartiles - CACI Paycheck data 2018

Less than £5,000	2,617
£5,000 - £10,000	10,707
£10,000 - £15,000	14,332
£15,000 - £20,000	14,964
£20,000 - £25,000	13,273
£25,000 - £30,000	11,861
£30,000 - £35,000	10,773
£35,000 - £40,000	8,760
£40,000 - £45,000	8,011
£45,000 - £50,000	6,248
£50,000 - £55,000	5,914
£55,000 - £60,000	4,727
£60,000 - £65,000	4,329
£65,000 - £70,000	3,320
£70,000 - £75,000	2,599
£75,000 - £80,000	2,022
£80,000 - £85,000	2,223
£85,000 - £90,000	1,924

£90,000 - £95,000	1,462
£95,000 - £100,000	801
£100,000 - £120,000	3,866
£120,000 - £140,000	1,555
£140,000 - £160,000	904
£160,000 - £180,000	486
£180,000 - £200,000	184
£200,000 +	160
Mean Income	£38,922
Median Income	£30,583
Upper Quartile Income	£51,664
Lower Quartile Income	£17,288

Deprivation

The English Indices of Deprivation 2019 measured relative levels of deprivation in 32,844 small areas or neighbourhoods, called Lower-layer Super Output Areas, in England. It is based on 39 separate indicators, which are combined, using appropriate weights, to calculate the Index of Multiple Deprivation 2019.

Every Lower layer Super Output Area (LSOA), or neighbourhood, in England is ranked according to its level of deprivation relative to that of other areas.

Southwark is ranked in the bottom quartile of local authorities in England for both the average rank and average score measures.

Using the average score method, Southwark was the 72nd most deprived district (compared to 40th in 2015). It was the 8th most deprived in London (8th in 2015).

Using the average rank, Southwark was the 43rd most deprived district (compared to 23rd in 2015) and 9th most deprived in London (9th in 2015).

On the rank of proportion of LSOAs in the most deprived 10% nationally, Southwark was 147th most deprived nationally compared to 135th in 2015 and 8th in London.

5 LSOAs in Southwark fell within the 10% most deprived in England in 2019 compared with 8 LSOAs in 2015. These were in Elephant and Castle, Aylesbury Estate, South Bermondsey, and Queens Road Peckham.

Section 5: Pre-implementation equality analysis

This section considers the potential impacts (positive and negative) on groups with 'protected characteristics', the equality information on which this analysis is based and any mitigating actions to be taken.

The first column on the left is for societal and economic issues (discrimination, higher poverty levels) and the second column on the right for health issues, physical and mental. As the two aspects are heavily interrelated, it may not be practical to fill out both columns on all protected characteristics. The aim is, however, to ensure that health is given special consideration, as it is the council's declared intention to reduce health inequalities in the borough. The Public Health Team can assist with research and data.

Age - Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds)	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
<p>The proposal is deemed to have an overall positive impact on the protected characteristic of age in relation to economic issues due to the improved control and efficiency of the heat networks which should have the knock-on effect of lower heating bills. The same is true of the introduction of energy efficiency measures such as improved insulation and roof/window renewals. The implementation of some low carbon technologies could lead to higher heating bills if this effect is not offset in some way. These issues will be dealt with on a case by case basis to minimise any negative effects. Age here is identified as a characteristic that would lead to unequal impact due to older people needing, in general, more warmth in their homes to remain comfortable. Any change in the cost of heating (both positive and negative) would have an accentuated effect on older people.</p>	<p>The proposal and subsequent strategy will have positive health impacts on the protected characteristic of age through improving the reliability and effectiveness of the Council's heat networks and the introduction of energy efficiency measures. Both young children and older people are susceptible to cold related illnesses, so making heat supply and retention as affordable and reliable as possible will reduce health inequality.</p> <p>The introduction of a specific strategy to tackle damp and work to improve ventilation will also positively impact on the health of our residents, particularly the youngest and oldest members of the community who are more susceptible to respiratory illness.</p>

Disability - A person has a disability if s/he has a physical or mental impairment that has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)

<p>The proposal is deemed to have an overall positive impact on the protected characteristic of disability in a similar way to that highlighted above regarding the protected characteristic of age. Disability here is identified as a characteristic that would lead to unequal impact due to people with disabilities sometimes needing more warmth in their homes to remain comfortable, though of course this depends greatly on the specific disability. Any change in the cost of heating (both positive and negative) and the energy efficiency of the property would have an accentuated effect on people with disabilities that increased their need for warmth. In addition, the proposal's commitment to using a range of methods of engagement (e.g. virtual meetings and online panels as well as more traditional forms of consultation) to ensure as wide a range of views as possible is accounted for will benefit residents with disabilities (e.g. those with physical impairments/hearing impairments who find in person meetings challenging).</p>	<p>The proposal will have positive health impacts on the protected characteristic of disability through improving the reliability and effectiveness of the Council's heating provision and energy efficiency of our properties. Some disabilities, particularly those related to mobility, leave people more susceptible to cold related impacts and illnesses. Making heat supply and retention as affordable and reliable as possible will reduce health inequality.</p> <p>In addition, ensuring that Southwark's homes are safer than ever through meeting the obligations and responsibilities of the new fire safety and building safety legislation will also positively impact on people with disabilities who would be more vulnerable in the event of a major building failure.</p> <p>Having a flexible and modern resident involvement framework, to ensure every resident who wants to can contribute to decision making about their home and estate will potentially have a positive impact on residents' mental health and wellbeing.</p>
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<p>Gender reassignment – The process of transitioning from one gender to another</p>	
<p>Potential impacts (positive and negative) of proposed policy/decision/business plan</p>	<p>Potential health impacts (positive and negative)</p>
<p>The proposal is deemed to have a neutral impact on the protected characteristic of gender reassignment in relation to societal and economic issues.</p>	<p>The proposal is deemed to have a neutral impact on the protected characteristic of gender reassignment in relation to health issues.</p>

Marriage and civil partnership – In England and Wales marriage is no longer restricted to a union between a man and a woman but now includes a marriage between same-sex couples. Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less

favourably than married couples and must be treated the same as married couples on a wide range of legal matters. (Only to be considered in respect to the need to eliminate discrimination.)	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The proposal is deemed to have a neutral impact on the protected characteristic of marriage and civil partnership in relation to societal and economic issues.	The proposal is deemed to have a neutral impact on the protected characteristic of marriage and civil partnership in relation to health issues.

Pregnancy and maternity - Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The proposal is deemed to have a neutral impact on the protected characteristic of pregnancy and maternity in relation to societal and economic issues.	The proposal is deemed to have a neutral impact on the protected characteristic of pregnancy and maternity in relation to health issues.

Race - Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins. N.B. Gypsy, Roma and Traveller are recognised racial groups and their needs should be considered alongside all others Potential impacts (positive and negative) of proposed policy/decision/business plan Potential health impacts (positive and negative)	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The proposal is deemed to have a positive impact on the protected characteristic of race in relation to eliminating discrimination, harassment and victimisation. The proposal recognises the disproportional impact of CV19 on Black, Asian and Minority Ethnic groups, linked to poor housing.	See left column. The disproportional impact of the CV19 pandemic on people from Black, Asian and Minority Ethnic backgrounds in terms of poorer health outcomes compared to other groups has been

The proposal highlights our commitment to continue to meaningfully engage with people in all ethnic groups and that we will take steps to improve empowerment in the borough so that all residents have the tools and abilities to make positive changes and be part of the decisions taken regarding investment in our housing stock.

Southwark is proud of its diverse community and significant Black, Asian and Minority Ethnic population.

According to the 2011 census (the latest detailed figures available), 16.4% of the borough is Black African, 6.2% Black Caribbean and almost 3% Chinese.

The proposal includes consideration of the formation of a Project Group to look at specific aspects of the development of the final strategy. This Group will be racially representative of the borough, and the Asset Management Division will ensure racial groups are meaningfully involved throughout the consultation and engagement process.

Globally, the effects of climate change are felt unevenly around the world. It is well documented that the global south is disproportionately affected by climate change. The risk and impact of rising sea levels, floods, droughts, failed crops and other climate impacts is much higher in the global south, and this has been exacerbated by man-made climate change. The impact of these disasters can sometimes significantly impact societies and economies and with economic impact often follows adverse health impacts such as from malnutrition.

The proposal by laying out a pathway to decarbonise the council's heat networks and housing stock will have a positive, if small in global terms, impact on the extent of man-made climate change.

linked to poorly ventilated and crowded accommodation.

The proposal commits to rooting investment decisions in a scheme-by-scheme equalities analysis and assessment to ensure the right choices are made for each home and estate.

The development of a specific Damp Strategy will positively impact one of Southwark's perennial housing challenges and lead to health benefits for residents.

Religion and belief - Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The proposal is deemed to have a neutral impact on the protected characteristic of religion and belief in relation to societal and economic issues.	The proposal is deemed to have a neutral impact on the protected characteristic of religion and belief in relation to health issues.

Sex - A man or a woman.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The proposal is deemed to have a neutral impact on the protected characteristic of sex in relation to societal and economic issues.	The proposal is deemed to have a neutral impact on the protected characteristic of sex in relation to health issues.

Sexual orientation - Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The proposal is deemed to have a neutral impact on the protected characteristic of sexual orientation in relation to societal and economic issues.	The proposal is deemed to have a neutral impact on the protected characteristic of sexual orientation in relation to health issues.

Socio-economic disadvantage – although the Equality Act 2010 does not include socioeconomic status as one of the protected characteristics, Southwark Council recognises that this continues to be a major cause of inequality in the borough. Socio economic status is the measure of an area's, an individual's or families economic and social position in relation to others, based on income, education, health, living conditions and occupation.
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Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
<p>The proposal is deemed to have a positive impact on the characteristic of socio-economic status in relation to quality of life and economic factors. Improving the quality of someone's home, its surroundings and its security (both in terms of crime and anti-social behaviour and in terms of its structural and fire safety) can increase a resident's quality of life in numerous ways – the ability to study and concentrate, mental health, reduced stress and better sleep. While these things are true across the whole spectrum of socio-economic background, those who are disadvantaged may experience these effects more acutely and have fewer resources available to help them overcome such impacts.</p> <p>Any improvements in the affordability of heating and hot water within the home will have the obvious effect of reducing financial hardships experienced by economically disadvantaged persons.</p>	<p>See left and above regarding the link between better health outcomes linked to residing in a poor standard of accommodation.</p>

Human Rights

There are 16 rights in the Human Rights Act. Each one is called an Article. They are all taken from the European Convention on Human Rights. The Articles are The right to life, Freedom from torture, inhuman and degrading treatment, Freedom from forced labour , Right to Liberty, Fair trial, Retrospective penalties, Privacy, Freedom of conscience, Freedom of expression, Freedom of assembly, Marriage and family, Freedom from discrimination and the First Protocol

Potential impacts (positive and negative) of proposed policy/decision/business plan

Not tackling climate change locally and globally and not taking steps to ensure that people live in good quality, safe, well-ventilated accommodation can ultimately impact the Right to Life enshrined in the Humans Rights Act. The proposal lays out a pathway to decarbonise the council's heat networks, thus reducing the borough's contribution to man-made climate change and therefore the reducing the negative impacts of climate change felt globally, including

potential loss of life, as well as detailing how key investment decisions will be made to ensure residents live in secure, safer and high quality modern homes.

Information on which above analysis is based

The analysis of the need to tackle climate change is set out in the Council's climate change strategy published in July 2021. The recently updated EQIA for the New Southwark Plan and most recent census data sets have been consulted.

Mitigating actions to be taken

The detailed Plan will be presented to Southwark's Cabinet in June 2022.



Appendix 2

Proposed Refresh to the Asset Management Strategy: Climate Emergency Impact Assessment

Guidance notes

Things to remember:

Under the Public Sector Equality Duty (PSED) public authorities are required to have due regard to the aims of the general equality duty when making decisions and when setting policies. Understanding the effect of the council's policies and practices on people with different protected characteristics is an important part of complying with the general equality duty. Under the PSED the council must ensure that:

- Decision-makers are aware of the general equality duty's requirements.
- The general equality duty is complied with before and at the time a particular policy is under consideration and when a decision is taken.
- They consciously consider the need to do the things set out in the aims of the general equality duty as an integral part of the decision-making process.
- They have sufficient information to understand the effects of the policy, or the way a function is carried out, on the aims set out in the general equality duty.
- They review policies or decisions, for example, if the make-up of service users' changes, as the general equality duty is a continuing duty.
- They take responsibility for complying with the general equality duty in relation to all their relevant functions. Responsibility cannot be delegated to external organisations that are carrying out public functions on their behalf.
- They consciously consider the need to do the things set out in the aims of the general equality duty not only when a policy is developed and decided upon, but when it is being implemented.

Best practice guidance from the Equality and Human Rights Commission recommends that public bodies:

- Consider all the [protected characteristics](#) and all aims of the general equality duty (apart from in relation to marriage and civil partnership, where only the discrimination aim applies).
- Use equality analysis to inform policy as it develops to avoid unnecessary additional activity.
- Focus on the understanding the effects of a policy on equality and any actions needed as a result, not the production of a document.
- Consider how the time and effort involved should relate to the importance of the policy to equality.

- Think about steps to advance equality and good relations as well as eliminate discrimination.
- Use good evidence. Where it isn't available, take steps to gather it (where practical and proportionate).
- Use insights from engagement with employees, service users and others can help provide evidence for equality analysis.

Equality analysis should be referenced in community impact statements in Council reports. Community impact statements are a corporate requirement in all reports to the following meetings: the cabinet, individual decision makers, scrutiny, regulatory committees and community councils. Community impact statements enable decision makers to identify more easily how a decision might affect different communities in Southwark and to consider any implications for equality and diversity.

The public will be able to view and scrutinise any equality analysis undertaken. Equality analysis should therefore be written in a clear and transparent way using plain English. Equality analysis may be published under the council's publishing of equality information, or be present with divisional/departmental/service business plans. These will be placed on the website for public view under the council's Publications Scheme.

Equality analysis should be reviewed after a sensible period of time to see if business needs have changed and/or if the effects that were expected have occurred. If not then you will need to consider amending your policy accordingly. This does not mean repeating the equality analysis, but using the experience gained through implementation to check the findings and to make any necessary adjustments.

Engagement with the community is recommended as part of the development of equality analysis. The council's Community Engagement Division and critical friend, the Forum for Equality and Human Rights in Southwark can assist with this (see section below on community engagement and www.southwarkadvice.org.uk).

Whilst the equality analysis is being considered, Southwark Council recommends considering health and wellbeing implications, as health and health inequalities are strongly influenced by the environment we live and work in. As a major provider of services to Southwark residents, the council has a legal duty to reduce health inequalities and this is reflected in its values and aims. For this reason, the council recommends considering health & wellbeing impacts in all equality analyses, not forgetting to include identified potential mitigating actions.

Section 1: Equality analysis details

Proposed policy/decision/business plan to which this equality analysis relates	A Home to be Proud of: A Refreshed Asset Management Proposal and Approach
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Equality analysis author	Paul Wood				
Strategic Director:	Michael Scorer				
Department	Housing and Modernisation	Division	Asset Management		
Period analysis undertaken	August 2021				
Date of review (if applicable)	N/A				
Sign-off	Dave Hodgson	Position	Director of Asset Management	Date	13 August 2021

Section 2: Brief description of policy/decision/business plan**1.1 Brief description of policy/decision/business plan**

Man-made climate change is already having an impact across the world, there is overwhelming evidence that the planet continues to heat, which threatens all who in, inhabit it. This threat is not even, and it is the poorest and most vulnerable who are most threatened. The effects can already be seen in Southwark with more extreme weather, greater flood risk and an impact on health of our residents. Carbon wherever it is produced in the world is contributing to this crisis and so every part of the world needs to play its part.

That is why Southwark Council has declared a climate emergency and committed to do everything it can to make the borough carbon neutral by 2030. The proposal from Asset Management commits the Division to exploring measures to reduce carbon emissions relating to Southwark's housing stock, including improved insulation, solar installations, and intelligent lighting systems, as well as the decarbonisation of the borough's district heating network.

The proposal makes clear that significant resident consultation and engagement will be carried out prior to the presentation of the full strategy to Southwark's

Cabinet in June 2022, to ensure that community-led decision making is at the heart of investment to make Southwark's homes safer, secure, greener and places to be proud of.

Section 3: Overview of service users

2. Service users and stakeholders

Key users of the department or service	This Climate Emergency is expected to impact every resident of the borough in numerous ways. This will lead to policy changes in wide ranging areas including transport, housing and business. The proposal recognises that although all will feel the impacts of the climate emergency, it will be felt by particular groups more significantly.
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Section 4: Data – stock profiles and tenure

Stock tenure profile

Age	Owned or shared ownership	Rented from council (Local Authority)	Other social rented	Private rented or living rent free	All tenures
Age 24 and under	1.5%	4.3%	4.3%	12.0%	5.3%
Age 25 to 34	19.5%	14.2%	16.7%	46.9%	24.3%
Age 35 to 49	40.8%	35.1%	39.6%	30.1%	36.2%
Age 50 to 64	24.4%	26.3%	25.2%	7.5%	20.9%
Age 65 to 74	7.1%	9.9%	7.4%	1.8%	6.7%
Age 75 to 84	4.9%	7.3%	4.8%	1.1%	4.7%
Age 85 and over	1.7%	3.0%	2.1%	0.6%	1.9%
All ages	31.4%	31.2%	12.5%	24.9%	100%

The data on tenure and age in Southwark shows that 40.8% of owned or shared ownership HRP's are aged 35 to 49, whilst young people aged 24 and under account for only 1.5% of those who own their own home. The younger age bands (under 24 and 25-34) are heavily represented among the private rented sector.

Ethnic Group	Owned or shared ownership	Rented from council (Local Authority)	Other social rented	Private rented or living rent free	All tenures
White	37.9%	24.1%	10.5%	27.6%	100%
Mixed/multiple ethnic group	23.8%	32.4%	15.1%	28.7%	100%
Asian/Asian British	33.9%	20.4%	8.5%	37.2%	100%
Black/African/Caribbean/Black British	16.6%	52.2%	18.3%	12.9%	100%
Other ethnic groups	19.0%	36.7%	13.7%	30.6%	100%
All ethnic groups	31.4%	31.2%	12.5%	24.9%	100%

Source: Census 2011

There are significant variations across different ethnic groups and housing tenure, with a higher than average proportion of white residents living in owner occupied housing, a higher than average proportion of black residents living in council rented tenure, and a higher than average proportion of Asian/Asian British residents living in the private rented sector.

Stock type profile

The proportion of people living in flats in Southwark is 75%, significantly higher than nationally at 22% and in London 52%, however it is similar to the inner London level of 73%.

Within the Greater London area, Southwark has the eighth highest proportion of flats/maisonettes. Within the South East London sub-region, it has the highest proportion of flats/maisonettes.

In April 2019 Southwark Council had the 4th largest local authority rented stock in the country and the largest in London. Only Birmingham, Leeds and Sheffield had a larger LA rented stock.

Housing Stock by Property Type

Property Type	Percentage
FLAT TRADITIONAL BLOCK	80%
HOUSE ON ESTATE	7%
CONVERTED STREET PROPERTY	6%
STREET PROPERTY	4%
FLAT SHELTERED HOUSING	2%
FLAT INFILL BLOCK	1%

Housing Stock by Epoch of Construction

Property Archetype	Percentage
LOW RISE FLATS POST 1945	43%
HIGH RISE FLATS (6 STORIES PLUS)	25%
LOW RISE FLATS 1920 - 1944	13%
FLATS PRE 1920	8%
HOUSES POST 1945	7%
HOUSES PRE 1945	4%

Section 5: Pre-implementation equality analysis

This section considers the potential impacts (positive and negative) on groups with 'protected characteristics', the equality information on which this analysis is based and any mitigating actions to be taken.

The first column on the left is for societal and economic issues (discrimination, higher poverty levels) and the second column on the right for health issues, physical and mental. As the two aspects are heavily interrelated, it may not be practical to fill out both columns on all protected characteristics. The aim is, however, to ensure that health is given special consideration, as it is the council's declared intention to reduce health inequalities in the borough. The Public Health Team can assist with research and data.

Age - Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds)	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The proposal has a positive impact on the protected characteristic of age in relation to eliminating discrimination, harassment and victimisation. This is	The proposal has positive health impacts on the protected characteristic of age in working to tackle the impacts of climate change

<p>primarily achieved through ensuring that the age groups that are unequally affected by the impacts of climate change are provided with a meaningful and tangible involvement in the development of the proposal. Younger people are adversely affected by climate change because they will feel the heightened effects of future climate change alongside the current impacts. They are also less likely to be in positions of decision-making in relation to the climate and their homes. A potential negative impact of the proposal would be if it failed to fully engage with younger people.</p> <p>This includes producing material which is accessible to younger residents, those with learning difficulties or where English is not a first language.</p>	<p>that adversely affect specific age groups. These age groups are younger people (0 to 18 years) and older people (65 years or older). Evidence suggests that exposure to air pollution at a young age can hinder lung growth, inhibit brain development and increase the risk of conditions such as asthma.</p> <p>Alongside this, air pollution has shown to disproportionately affect people with existing heart or respiratory conditions, who are more likely to be older than average. As well as air pollution, heat stress may affect older people more than others. Some people aged 65 years and over may be at increased risk of heat-related illnesses. The evidence suggests that vulnerable groups, such as the very young, elderly and those with health issues are more affected by the climate.</p> <p>Older and younger people are also less likely to have the resource to make adaptations due to extremes of weather.</p> <p>Given these external factors, the proposal highlights the associated importance of exploring measures to improve air quality primarily within the home through investment in ventilation systems and through a specific strategy to combat damp. These measures will have a long-term positive impact on these age groups in particular.</p>
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Disability - A person has a disability if s/he has a physical or mental impairment that has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The proposal has a neutral impact on the protected characteristic of disability in relation to eliminating discrimination, harassment and victimisation. The proposal sets out to input views and expertise from across our community and we expect disabled people to be a part of this wider engagement process. However, the proposal recognises that the climate emergency disproportionately affects disabled people and priorities coming out of the full strategy must consider this.	The proposal has positive health impacts on the protected characteristic of disability in working to tackle the impacts of climate change that adversely affect disabled people. According to the UN environmental programme, compromised health makes disabled people more vulnerable to extreme climate events, ecosystem services loss, or infectious diseases. Those with disabilities are also more likely to have difficulties during required building evacuations. An Equalities Assessment will be carried out for every major works scheme and will fully assess the requirements and needs of any people with disabilities, in terms of building safety, block security and the space and layout of their home.

Race - Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins. N.B. Gypsy, Roma and Traveller are recognised racial groups and their needs should be considered alongside all others Potential impacts (positive and negative) of proposed policy/decision/business plan Potential health impacts (positive and negative)	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The proposal has a positive impact on the protected characteristic of race in relation to eliminating discrimination, harassment and victimisation. The proposal recognises that racial groups are unequally affected by the impacts of climate change. The proposal highlights our commitment to continue to	The proposal has positive health impacts on the protected characteristic of race in working to tackle the impacts of climate change that adversely affect specific racial groups. It is well documented that the global south is disproportionately affected by climate change. The risk of floods,

<p>meaningfully engage with people in all ethnic groups.</p> <p>Southwark is proud of its diverse community and significant Black, Asian and Minority Ethnic population.</p> <p>According to the 2011 census (the latest detailed figures available), 16.4% of the borough is Black African, 6.2% Black Caribbean and almost 3% Chinese.</p> <p>The proposal includes consideration of the formation of a Project Group to look at specific aspects of the development of the final strategy. This Group will be racially representative of the borough, and the Asset Management Division will ensure racial groups are meaningfully involved throughout the consultation and engagement process.</p>	<p>landslides and other natural disasters is much higher in countries with hot climates such as in the global south, and this has been exacerbated by man-made climate change. The impact of these disasters can sometimes significantly impact economies and lead to people needing to immigrate to places like Southwark. It is important to recognise that the impact of global natural disasters is very much felt within our communities, and we must listen, learn and partner this experience with our actions in the borough.</p> <p>By contributing to make Southwark carbon neutral, the proposal is attempting to tackle some of the local causes to the global issues that disproportionately affect people from the global south.</p>
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<p>Socio-economic disadvantage – although the Equality Act 2010 does not include socioeconomic status as one of the protected characteristics, Southwark Council recognises that this continues to be a major cause of inequality in the borough. Socio economic status is the measure of an area's, an individual's or families economic and social position in relation to others, based on income, education, health, living conditions and occupation.</p>	
<p>Potential impacts (positive and negative) of proposed policy/decision/business plan</p>	<p>Potential health impacts (positive and negative)</p>
<p>The proposal has a positive impact on the protected characteristic of socio-economic background in relation to eliminating discrimination, harassment and victimisation.</p> <p>The proposal and subsequent strategy will improve Southwark's homes and their surroundings, which will benefit the many residents with socio-economic disadvantage. The proposal commits to finding ways to contribute to reducing inequality.</p> <p>Work must also be done to mitigate against any adverse impacts of the proposal's priorities for people with a social-economic disadvantage. For example, the use of techniques such as green roofs and solar panelling in the borough. This work will require</p>	<p>The proposal has positive health impacts on the protected characteristic of socio-economic disadvantage in working to tackle the impacts of climate change that adversely affect specific socio-economic groups.</p> <p>An individual's income significantly impacts their experience of climate change and the resources they have available to adapt to the changing environment. According to the 2019 Indices of Deprivation study, Southwark ranked 43rd out of 137 local authorities in terms of socio-economic deprivation and almost a third of our residents live in communities ranked in the 20% most income deprived in England. According to the GLA, people living in deprived areas are more affected by poor air</p>

considerable resources, and we recognise that work will need to be done to ensure that this does not negatively affect people from a socio-economic disadvantage.

quality because these areas tend to be near busier roads. In contrast, 8% of our residents also live in communities ranked within the 20% least income deprived. This disparity in wealth emphasises that not every individual has capacity to act at the same rate or in the same way. For example, housing adaptations such as triple glazing and solar panels are understandably less of a priority for people on lower incomes than food and rent.

Simultaneously, people from a higher income are more likely to emit more carbon, with larger homes in need of greater heating and most disposable income for long haul flights. We must recognise this disparity in resource and its relationship with our fight against climate change. The proposal directly relates to issues that unequally impact people from a lower socio-economic background.

Human Rights

There are 16 rights in the Human Rights Act. Each one is called an Article. They are all taken from the European Convention on Human Rights. The Articles are The right to life, Freedom from torture, inhuman and degrading treatment, Freedom from forced labour, Right to Liberty, Fair trial, Retrospective penalties, Privacy, Freedom of conscience, Freedom of expression, Freedom of assembly, Marriage and family, Freedom from discrimination and the First Protocol

Potential impacts (positive and negative) of proposed policy/decision/business plan

Potentially, not tackling the adverse impacts of climate change can ultimately be relevant to the right to life enshrined in the Humans Rights Act. The impact on the environment and the risk this poses to the health and wellbeing of individuals is a fundamental component in the strands of the Asset Management Division's proposal and will continue to be considered as the work in this area progresses.

Information on which above analysis is based

The analysis of the need to tackle climate change is set out in the Council's climate change strategy.

Mitigating actions to be taken

Continued engagement with those in the community adversely affected by the impact of climate change and the continued consideration and development of plans taking account of any representations.

District Heating Disconnection Policy

For leaseholders and
freeholders

The council regularly receives requests from homeowners asking for permission to disconnect from the district heating system, as they want to fit their own heating system. In the majority of cases, we do not grant permission for the reasons laid out below.

This document explains how our district heating systems work, why in most circumstances district heating is the better option, and lays out the Council's policy on disconnections.

Background information

We have a large number of homes originally built with district heating systems that provide full or partial heating and/or hot water to the homes within a block or estate. It is usually provided by a large central boiler house, underground mains (distribution pipes) and plant rooms on an estate, which provide hot water all year and heating in the colder months.

We are responsible for maintaining the boiler system, the pipework and radiators that feed into your home. As the homeowner, you are responsible for paying for the costs of providing you with the heating and hot water, and maintenance costs as part of your annual service charges. Your lease says that you must not disconnect your home from the district heating system without council permission. Freeholders will have a similar condition as part of their transfer agreement.

What you pay for

Everyone connected to the boiler house pays a share of the running costs. Larger homes with more bedrooms pay more than homes with fewer bedrooms, which we call the 'bed-weighting' method. We use this method to calculate the amount you pay in your service charges for heating, hot water and other services. Properties that receive partial heating pay less than those that receive full central heating. Where a heat meter has been fitted this may also be used to calculate how much you pay.

The effect of disconnections

We bulk buy the fuel (normally gas) required to run the systems each year, and these contracts are negotiated over a number of years, based on estimated minimum use. The cost of the fuel purchased by us is better value for money than the fuel prices available on the open market. There is also the ongoing cost of maintenance, repairs, and future major works.

District heating systems are complicated systems and to run smoothly they need the right operating conditions. One condition is the pressure of the system as a whole. If a homeowner disconnects from the district heating system, the pressure has to redistribute within the system. In many cases this causes an imbalance of pressure, and may result in breakdowns resulting in additional maintenance work.

If we give permission for an individual to disconnect from the system, these costs are then distributed across the remaining homeowners and tenants.

We have to be fair to everyone who lives in the block and consider their needs and financial commitments. This is one reason why we do not usually allow disconnection.

For example, in a block of 20 properties served by a district heating boiler, if we give permission to allow one leaseholder to disconnect, then the actual running costs and maintenance will be divided between the remaining 19 occupiers. So the costs will increase for those who remain connected.

Allowing disconnections will increase maintenance costs to other residents who remain connected; however any reduction in usage costs is minimal. This is because the hot water still needs to be heated to the appropriate temperature (usually around 80 degrees centigrade) and delivered to the remaining homes.

District heating versus individual heating

There are many factors to consider when comparing the price of heat from a gas boiler located inside a home to the heat supplied from a district or community heat network. The Heat Trust has developed a heat cost calculator which compares costs. The calculator factors in boiler efficiency, repair and maintenance, and the cost to replace a boiler at the end of its lifetime.

The calculator is a guide to give customers a good indication whether the price they are being charged is fair. You just input your postcode, home size and annual heat and hot water use and costs. This will give a comparison against a similar sized property heated with an individual gas boiler. It is usually found that district heating is cheaper than individual heating.

The heat cost calculator is available at:

<https://heattrust.org/test-the-comparato>

Reducing carbon emissions and air quality impacts

In April 2019 the Council committed to do all that it can to become 'net zero carbon' by 2030. One way of achieving this is through district heating systems which are much quicker and easier to decarbonise than individual heating. The Council already uses low carbon heat from SELCHP to serve a number of its district systems and has projects ongoing to increase this and to convert gas boiler systems to low carbon heat pumps. Allowing properties to disconnect from district systems inhibits our ability to decarbonise heating across the borough and this is another reason why we do not usually permit disconnection. District heating normally also has lower air quality impacts compared to individual boilers due to the use of low NOx burners, higher flues leading to better dispersion and an increasing move away from fossil fuels altogether.

Other housing providers

Some other housing providers allow disconnections while others do not. Those that do allow it generally do so only where certain

conditions are met, e.g. for health reasons. In these instances, the Council believes it would be better to look at changes to the district system and the introduction of individual controls if these are not present, rather than disconnecting.

Leaseholder Policy

The Lease Agreements between the Council and its leaseholders, prevent disconnections taking place except where the Council provides permission in writing for this to take place. For the reasons laid out above, it is the Council's general policy not to approve disconnection requests.

Freeholder Policy

The Transfer Agreement registered against your title allows a freeholder to disconnect from a district heating system. However, there are still costs that you will need to pay if you disconnect.

When you disconnect from the communal heating system, maintenance costs do not decrease and the overall energy requirements normally remain largely the same. The system will gradually become imbalanced – meaning that it will no longer operate efficiently. This will eventually mean the system becomes unfit for purpose and unable to serve your estate.

This has an impact on the other residents on your estate as it increases costs for those that remain connected. The costs of maintaining and running the communal heating system must either be shared among fewer residents or funded by the rent of the council's housing tenants. We do not view this as fair or equitable.

Therefore, if you wish to disconnect, you will need to agree to pay an amount equal to all of the costs and expenses incurred, directly or indirectly as a result of your disconnection. We cannot increase costs for other residents who use the district heating system. These costs are made up as follows:

- Direct costs of disconnecting from the communal heating system, such as material and labour;
- Indirect costs: fixed costs that would otherwise be recoverable by the council if your property was connected to the communal heating system. As we will no longer invoice you annually, a current valuation is used. The average amount is £39,500 but depends on the size of your property and condition of your district heating system;
- Admin fee: £735 which includes a £235 administration fee for processing your application and a £500 engineering fee for an engineer to check your specifications and carry out a post completion inspection to ensure the works were done to the required standards;
- Legal fees: We instruct our solicitors to vary your transfer agreement to reflect that you have been released from certain covenants which enabled you to carry out the disconnection. You are responsible for our solicitors' fees, which are approximately £299+VAT and are advised to instruct solicitors to act on your behalf.

If you want to disconnect please email us at: hsg.conveyancing@southwark.gov.uk and we will provide you with a breakdown of these costs. If your disconnection from the system also involves external alterations, you will need to make an application for consent to alterations via our online form. When you have received consent in principle, and made a payment of our costs, you will be provided with consent in writing to disconnect from the system.

Disconnection without payment will result in a breach of your transfer agreement, and we will take enforcement action, for the costs of disconnection.

Appendix 2 – Outputs of Resident Consultation Activities

Part 1 – Summary of resident consultation activities

Heat Networks Residents Working Group

The group met three times between October 2019 and February 2020 and discussed a range of topics and experiences. As a vision for the Council's future heat networks residents suggested:

- A service no worse and no more expensive than a gas boiler
- Protecting vulnerable residents through careful planning and communication.
- Freedom of choice - leaseholders should have choice in relation to capital investment options
- Heat metered to reduce wastage
- Performance guarantees
- Low carbon

At the end of the third meeting, the group attempted to boil discussions down to a set of aims and proposals which is summarised in the table below.

Aim / vision	Means
To make reporting and tracking outages easier for residents	<ul style="list-style-type: none"> • Review & promote text message service • Make sure all priority estates can access the call centre hotline • Enable online outage reporting and tracking
To ensure both tenants and leaseholders voices are heard on investment decisions	<ul style="list-style-type: none"> • Early stage consultation with all residents during investment plan development
To ensure value for money	<ul style="list-style-type: none"> • Ensure site specific options are considered rather than a one-size-fits-all • To undertake an options appraisal process when major investment is required and share the results with residents • Log and monitor warranties and guarantees thoroughly to ensure these are exercised whenever applicable • To benchmark district heating charges with individual gas boiler equivalents
To ensure the roll-out of heat meters protects vulnerable residents as well as promotes energy efficiency	<ul style="list-style-type: none"> • Develop and consult on heating tariffs before implementation • Consideration of bespoke tariff service • Caution raised over pre-payment solutions that could cut people off automatically
Transparency	<ul style="list-style-type: none"> • Can estate-specific KPIs be shared on a semi-regular basis? • Can residents access site specific BMS data? • Can leaseholders receive a breakdown of how charges are calculated?

Compensation	<ul style="list-style-type: none"> • Simplifying the means of compensating residents for increased electricity costs when there are outages • Avoiding the development of a “compensation culture”
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Borough-wide heat networks consultation

After the third meeting with the Residents Working Group, it was felt that the Council should consult with a wider audience so a borough wide consultation exercise was carried out, inviting views from all residents connected to a Southwark heat network. An 8 week long consultation ran from the 10th of June to the 9th of August 2020. This was designed to capture resident feedback on issues experienced and how the networks could be improved. The consultation was also used to spread awareness of the new heat metering and billing regulations.

There are around 17,000 individual properties connected to district heating systems across the borough. To advertise the consultation letters were sent out to all residents and text messages were sent to all registered phone numbers. Posters and social media were also used. Just over 800 responses were received. This is a response rate of almost 5% which is considered typical.

Many points were addressed in the questionnaire such as; what types of problems do residents face most frequently? Which estate are the most problematic? What do tenants/leaseholders think of heat meters? And what improvements would they like to see?

After analysis some useful results were reached such as heating satisfaction and outage rates experienced by residents at different for estates. Estates with specific issues such as hot water shortages, over heating or under heating were also pinpointed.

Most residents welcomed the idea of having greater control over their heating and bills through heat metering and additional controls and only paying for what they used. Some residents expressed concern over the possibility of increased costs if they were higher than average heat users.

A great deal was learnt during the exercise about the issues faced by residents and the data collected is being used to guide future investment priorities.

A summary of the responses received is included below and is on the [Council's website](#).

Repeating the consultation exercise on an annual / bi-annual basis may be a good way to gauge changes in satisfaction levels and keep track of residents' views and experiences. If repeated, a higher response rate would be targeted through longer consultation period and a wider range of communication channels.

Tenant and homeowner forums

A summary of the Heat Networks Strategy were presented at the Central East Housing Forum (9th March 2021), Central West Housing Forum (10th June 2021) Tenants Forum (23rd June 2021) and Homeowners Forum (7th July 2021).

Part 2 – Outputs from the Heat Networks Residents Working Group meetings

KEY DISCUSSIONS ON CURRENT OPERATIONS

	Communications	Service levels and outages	Other
Discussion	<p>Residents reporting outages to Council:</p> <ul style="list-style-type: none"> • Text messages and website are key to letting residents know if there is a problem with their heating. Understanding how many residents are signed up to receive the texts would be helpful. • Call centre hotline – how does this work and can all estates utilise it for outage reporting? <p>Council notifying residents of outages or other issues:</p> <ul style="list-style-type: none"> • Council officers reported that the first communication was via text messages and website updates • Letters are sent as well when outages go over 24 hours. These are often delivered by housing officers and vulnerable residents are prioritised for delivery. • Electric heaters are provided free of charge and left with residents. 	<ul style="list-style-type: none"> • Water can come out too hot – scalding risk? • How to improve the response to outages compared to last year. • Understanding of the welfare impacts of district heating failure. • Underground pipework is hardest to guarantee against failure (due to limited ability to inspect condition) and also the hardest to repair quickly if there is a problem. • The group commented that the current compensation approach was too ad hoc. A case by case process of needing to “prove your extra electricity cost” doesn’t protect the most vulnerable residents. However, the group also wanted to avoid a “compensation culture” because it costs the Council money which could be better used improving problematic heating systems. <p>Regarding vulnerable residents:</p> <ul style="list-style-type: none"> • It was questioned whether vulnerable residents actually use the electric heaters provided or are they fearful of the costs? • Does the council have good enough data on who is really vulnerable? Is this data available to the Housing Officers at the right time? 	<ul style="list-style-type: none"> • Considering how to make the best use of waste heat. • Ability to take tough decisions based on robust information and informed decision-making. • Considering the impact of a zero-carbon objective on resident finances. • Buy-in from LBS re engaging with TMOs in a strategic way. • Mutual understanding – shared stakeholder knowledge. •

		<ul style="list-style-type: none"> How are vulnerable residents looked after in the event of a heating outage? How are they communicated with? 	
Actions	<ul style="list-style-type: none"> Review call centre “hotline” operation Review reach of text message service – what percentage of residents receive texts and can this be increased? Investigate the potential to use the web service more effectively e.g. for outage reporting. 	<ul style="list-style-type: none"> Review legislation and current practice on domestic hot water supply temperatures 	

KEY DISCUSSIONS ON MAJOR WORKS / FUTURE INVESTMENT STRATEGY

It had previously been discussed that high capital charges relating to heating major works were a significant issue for Leaseholders. LHs felt that the Council didn’t listen to them on this issue and that they didn’t always get value for money. The point was made that both tenants (through the HRA) and leaseholders (capital works charges) pay for heating works and it was agreed that VFM is really important. The discussions then centred around three topics as follows.

	What would be your vision of Southwark’s heat networks in 2030, 2040, 2050...?	What are the pros and cons of heat meters to you and your neighbours?	What are the pros and cons of creating private sector partnerships to fund and manage some or all of the Council’s heat networks in the long term (ESCO model)?
Discussion	<ul style="list-style-type: none"> A service no worse and no more expensive than a gas boiler Freedom of choice - leaseholders should have choice in relation to capital investment options 	<ul style="list-style-type: none"> Pro – lower carbon and more efficient. Pro – far too many people leave their windows open – meters would be a good incentive 	<ul style="list-style-type: none"> This sounds a bit like a PFI deal – there can be eye-watering legal and financial set-up costs to these deals. Myatts Fields North in Lewisham is an ESCO and that has been disastrous

	<ul style="list-style-type: none"> • Can the council provide a guarantee about on performance? • In five years, you won't be allowed to install gas boilers in new builds. 	<ul style="list-style-type: none"> • Con – vulnerable residents may turn off their heating due to worry about bills 	<ul style="list-style-type: none"> • I'm open to this kind of arrangement as long as there is a good service. It might be necessary to make the level of investment that is required. What's the alternative? One con though is that the service provider is an extra level removed from the residents.
Actions		<ul style="list-style-type: none"> • Develop heat metering tariff structures that could be used to balance efficiency with protecting vulnerable residents. 	<ul style="list-style-type: none"> • Present case studies of ESCOs at the next Residents Working Group

KEY DISCUSSIONS ON HEAT METERING STRATEGIES

	Tariff structures	Communications	Other
Discussion	<ul style="list-style-type: none"> • Discussed the pros and cons of different heat meter tariff structures – from 100% fixed rate as at present, to 100% variable charges. Refer to “Heat tariff structures” for background. • Whatever tariff is applied should not be overly complicated – need to protect vulnerable residents. • Regarding the spectrum between 100% fixed and 100% variable, the 	<ul style="list-style-type: none"> • If heat meters were rolled out across existing properties, it would need a massive programme of education to help people understand how they work and how any associated charging system would affect them. • Could YouTube videos be used – modern methods of communication... 	<ul style="list-style-type: none"> • New-build homes are already required to have heat meters by law and LBS could be forced to retrofit heat meters into existing council properties. This is subject to how the current Heat Metering and Billing Regulations are amended (currently being updated by central government) • It was noted that LBS have to arrange forced entry into about 40 properties per week as a last resort to carry out gas safety checks.

	<p>question was raised “How do you get people concerned about heat consumption without being worried about heat consumption?”</p> <ul style="list-style-type: none"> • Maybe there is a tenure dimension to the question, as homeowners often want a breakdown of actual consumption costs. • Pre-payment arrangements for heat meters with auto cut-off are not uncommon in the housing association sector (probably the standard approach). Some members of the group thought an auto cut-off approach would be very negative for some residents. • LBS does not have discretionary aid programme for people who have medical conditions that require high level of washing and bathing. Difficult to do this with communal heating systems. 	<ul style="list-style-type: none"> • What about a Handbook • 	<ul style="list-style-type: none"> • Inter-related issues - heat retention (closed windows), mould, low air quality. The Council is aware of the complications involved and that sometimes certain objectives (e.g. tackling fuel poverty and maintaining good indoor air quality) can be in tension with other objectives (e.g. energy efficiency). • Some members of the group expressed that freedom of choice ought to be a clear principle in deciding on heating systems. • Some discussion that there is a public health dimension to issue of heating.
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Part 3 – Outputs from the Borough-wide Heat Networks Consultation

Heat Networks Consultation

10th June – 09th August 2020

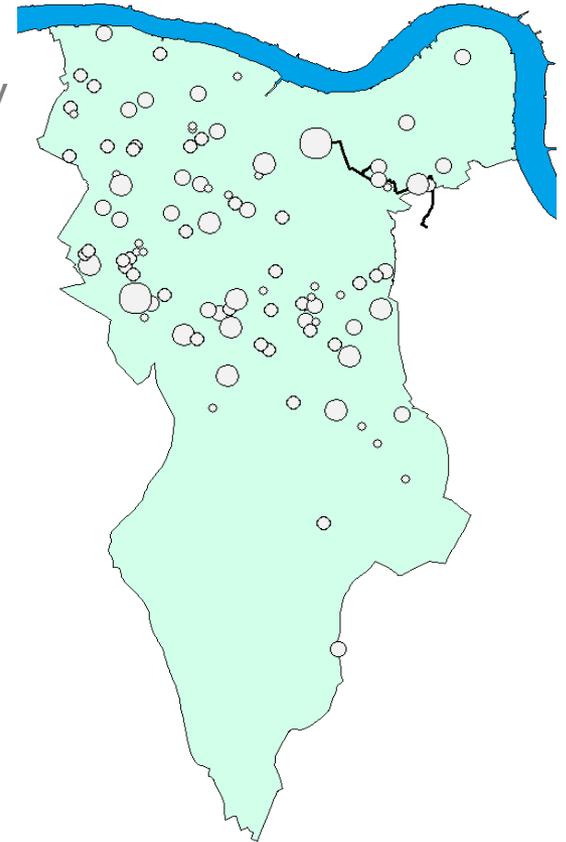
 @lb_southwark  facebook.com/southwarkcouncil

Overview

- We currently have over 16,000 individual properties connected to district heating systems across the borough.
- To advertise the online consultation letters and text messages were sent out to residents and we also aimed to use posters and social media.
- We were told to expect a response rate of around 5% and that's exactly what we got with over 800 people responding.

Objectives

- Which estates are the most problematic
- What kind of problems are experienced most frequently
- How satisfied are our heat network residents
- What types of improvements do residents suggest
- Spreading awareness of Heat Metering & Billing regs
- Introducing residents to heat meters
- Introducing systems for paying for the heat they use
- Resident opinions on reducing carbon emissions



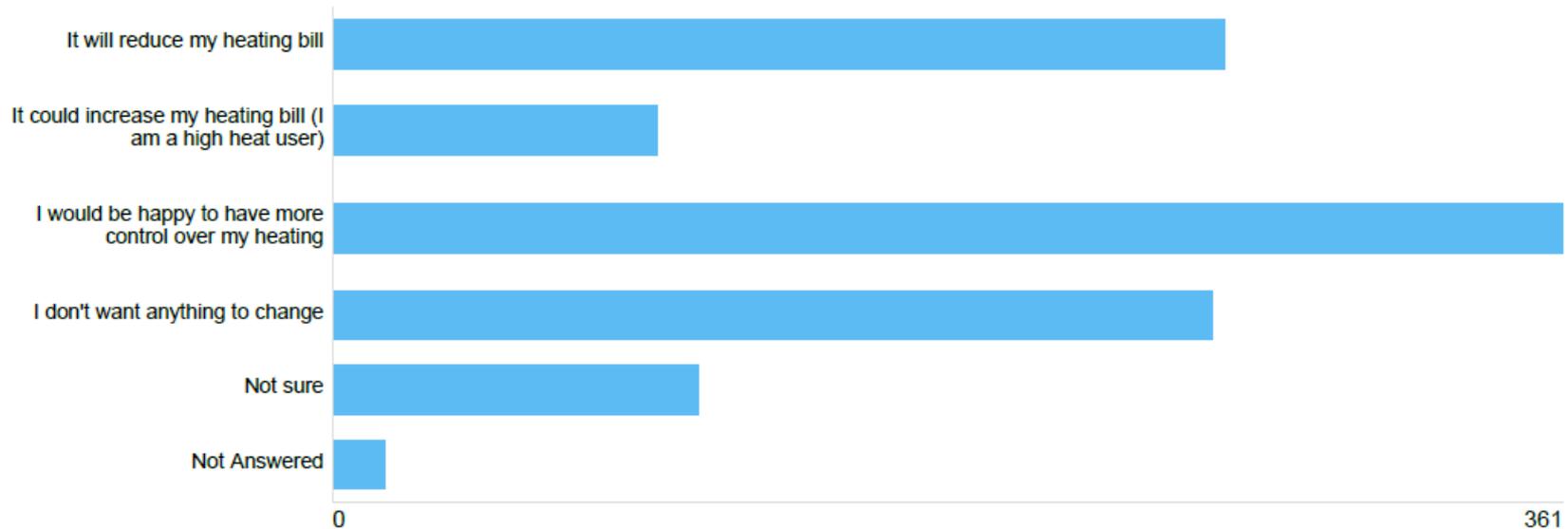
Summary of results

- Top 5 estates with residents reporting the least number of outages: Keetons (5%), Portland (6%), Downtown North (9%), Scovell (10%), Elmington (11%)
- Bottom 5 estates with residents reporting the most number of outages: Aylesbury (88%), Brimington (68%), Cossall (63%), Newington (60%), North Peckham (59%)
- Estates where residents reported the most over heating issues: Cossall (84%), Havil (70%), Lettsom (65%)
- Estates where residents reported the most under heating issues: Slippers Place (67%), Alberta (50%), Aylesbury (50%)
- Estates where residents reported the greatest shortage or hot water: Abbeyfield (60%), Carlton Grove (50%), Lindley (50%)

Summary of results

Question 13: In what ways do you think having control over your heat and being billed for only what you use will affect you? (tick apply that apply)

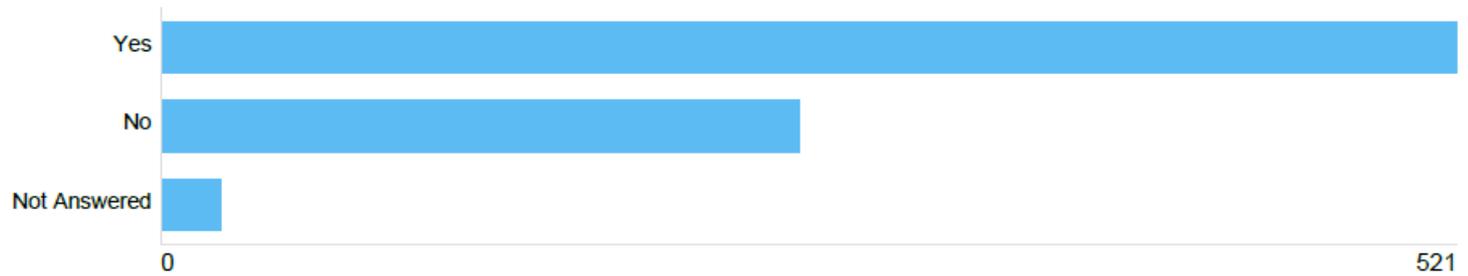
How would this affect you



Option	Total	Percent
It will reduce my heating bill	261	32.58%
It could increase my heating bill (I am a high heat user)	95	11.86%
I would be happy to have more control over my heating	361	45.07%
I don't want anything to change	258	32.21%
Not sure	107	13.36%
Not Answered	15	1.87%

Summary of results

Question 15: Do you think your current heating charges are affordable?

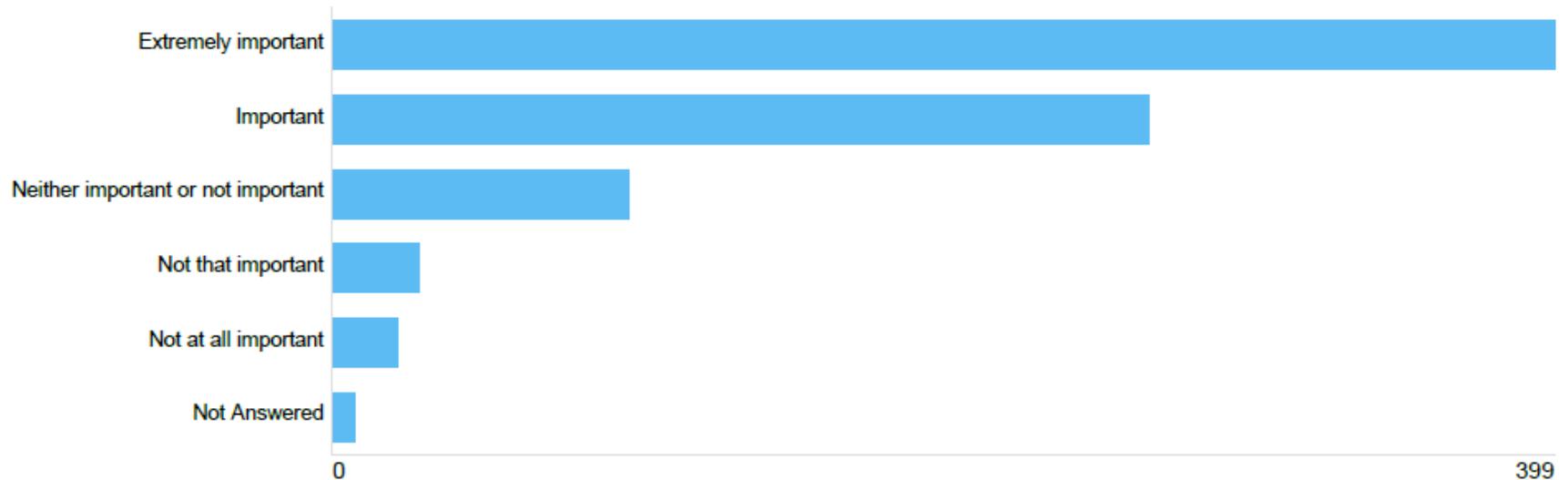


Option	Total	Percent
Yes	521	65.04%
No	256	31.96%
Not Answered	24	3.00%

Summary of results

Question 20: How important do you think it is to lower emissions from heating ?

how important



Option	Total	Percent
Extremely important	399	49.81%
Important	266	33.21%
Neither important or not important	96	11.99%
Not that important	28	3.50%
Not at all important	21	2.62%
Not Answered	7	0.87%

Comments from residents

- Q12 - How can you heating service be improved?

“Install new boilers in the boiler room and new radiators in the properties and engage in proactive maintenance instead of waiting until something breaks before it gets fixed. Install double glazing in the properties.” – Aylesbury Estate

“Stop fixing the system with untreated water - that's one of the reasons it is constantly going wrong and costing me as a leaseholder an obscene amount of money!” – Brimmington Estate

- Q16 - What can the council could do to help ensure affordability?

“I think that people should be charged according depending on the number of people who live in the flat and the number of rooms in a property” – Aylesbury Estate

“If meters were installed and we are still charged within the rent that would be a good thing” – Barsest Estate

Comments from residents

- Q18 - How can the council improve communication?

“Emails would be a extra help, however heating outage communication seems to be carried out with success. I'm always made aware of planned works by post.” –

Lettsom Estate

- Q22 - Any other heating related information?

“No need to change anything. Southwark council has a very excellent heating system for our estate.” – Styles House

“Thanks for asking for our views and making this upgrade a priority. In case it helps to highlight why this is overdue to colleagues: when a plumber was helping us fix a problem in our flat's bathroom he looked at the water tank and said 'Wow! Reminds me of the old soviet boilers we had back home'.” – D'Eynsford Estate

Heat Networks Consultation: Summary report

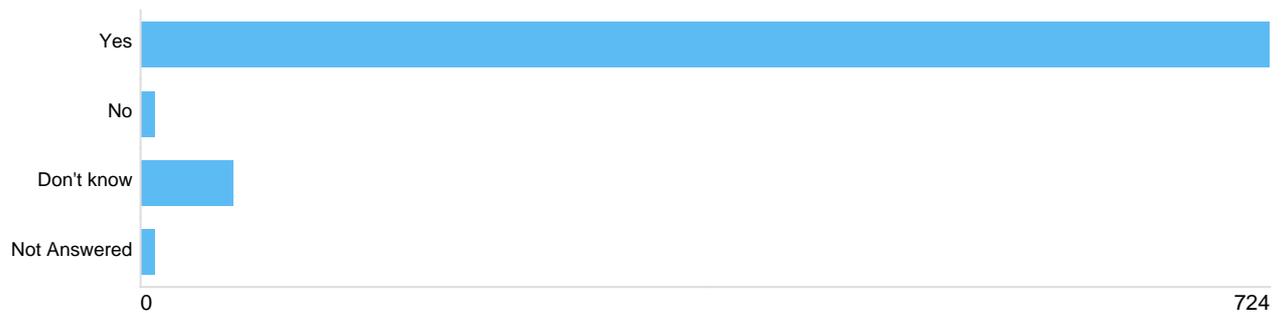
The consultation ran from 10/06/2020 to 09/08/2020.

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Question 1: What Estate do you live on ?***Estate name***

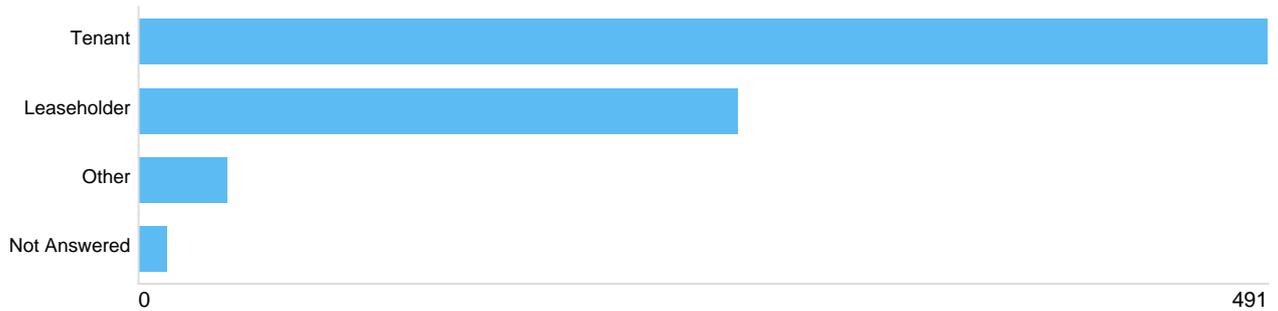
There were **788** responses to this part of the question.

Question 2: Is your property connected to one of the Council's heat networks?***connected to heat network***

Option	Total	Percent
Yes	724	90.39%
No	9	1.12%
Don't know	59	7.37%
Not Answered	9	1.12%

Question 3: Are you a tenant or leaseholder?

tenant or leaseholder



Option	Total	Percent
Tenant	491	61.30%
Leaseholder	260	32.46%
Other	38	4.74%
Not Answered	12	1.50%

Question 4: What is your name?

Name

There were **779** responses to this part of the question.

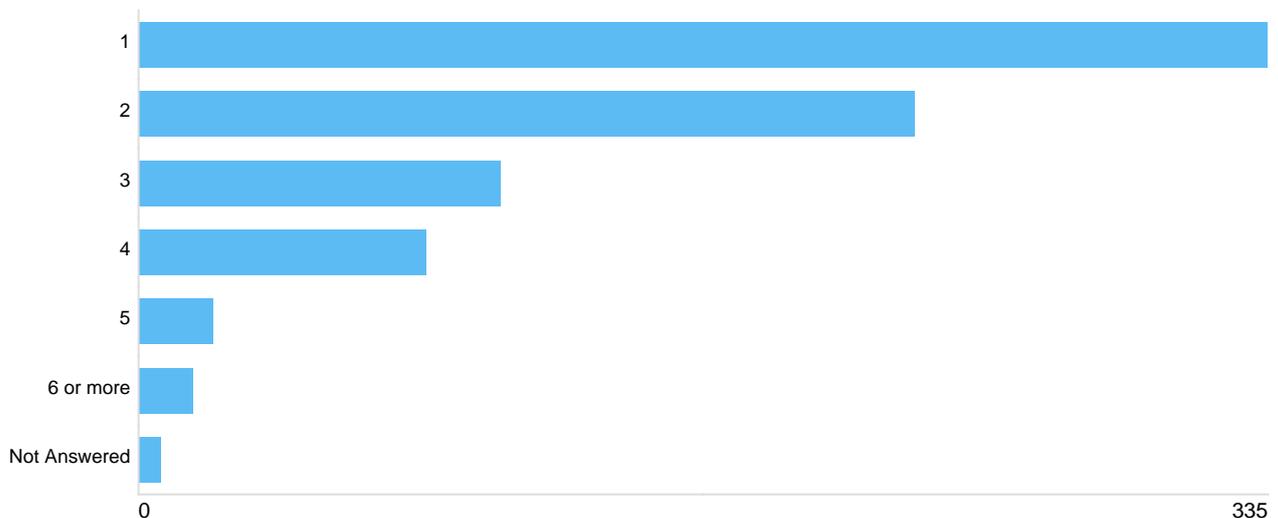
Question 5: What is your address ?

Address and postcode

There were **782** responses to this part of the question.

Question 6: How many people are there in your household ?

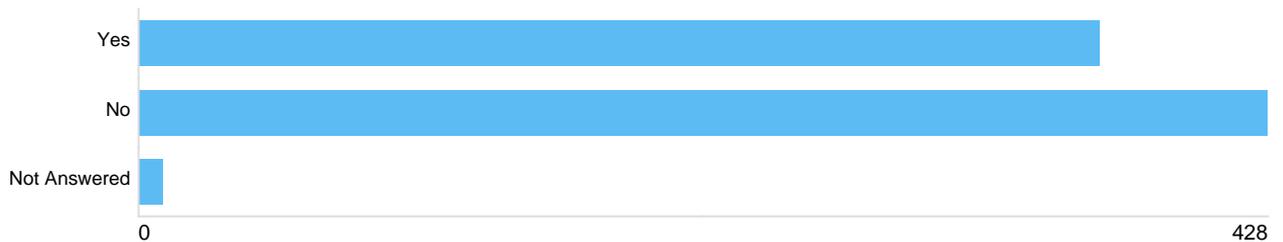
number in household



Option	Total	Percent
1	335	41.82%
2	230	28.71%
3	107	13.36%
4	85	10.61%
5	22	2.75%
6 or more	16	2.00%
Not Answered	6	0.75%

Question 7: Do you think your current heating system is reliable?

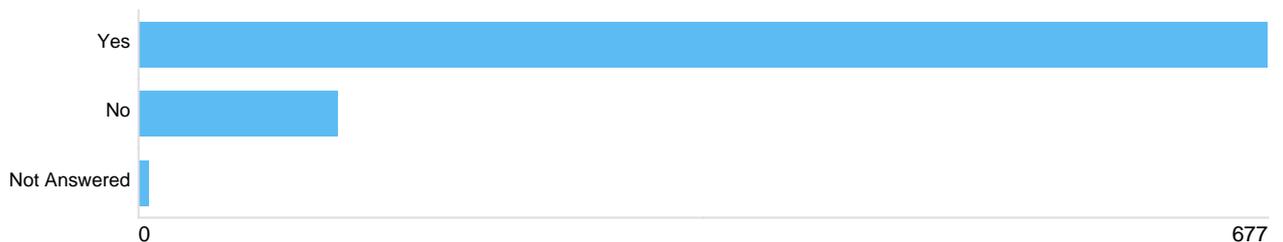
Yes or No



Option	Total	Percent
Yes	364	45.44%
No	428	53.43%
Not Answered	9	1.12%

Question 8: Do you ever experience outages with your heating or hot water supply?

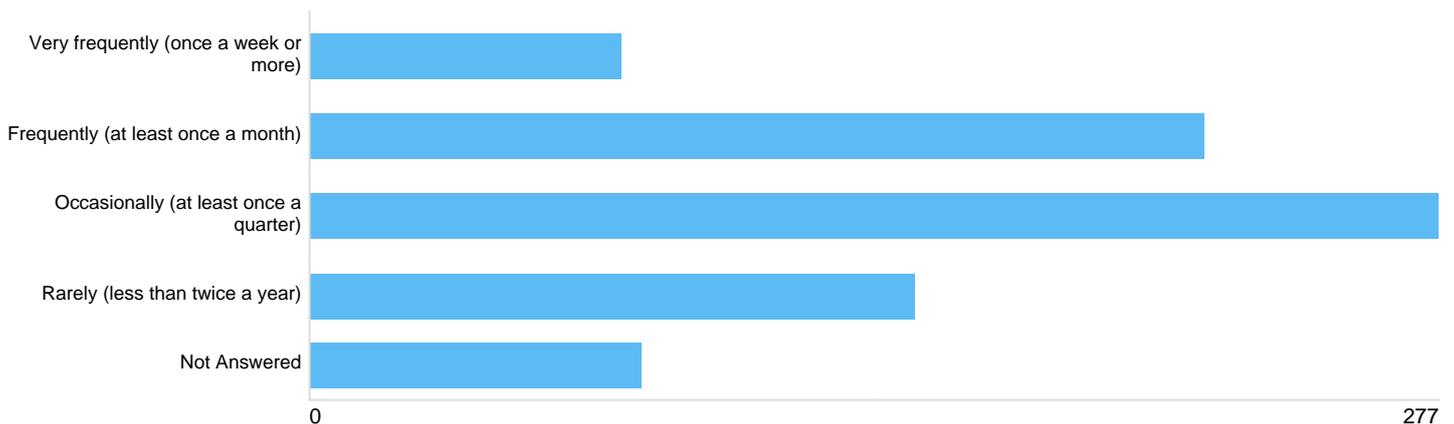
Yes or No



Option	Total	Percent
Yes	677	84.52%
No	119	14.86%
Not Answered	5	0.62%

Question 9: If yes, how frequently do these outages occur?

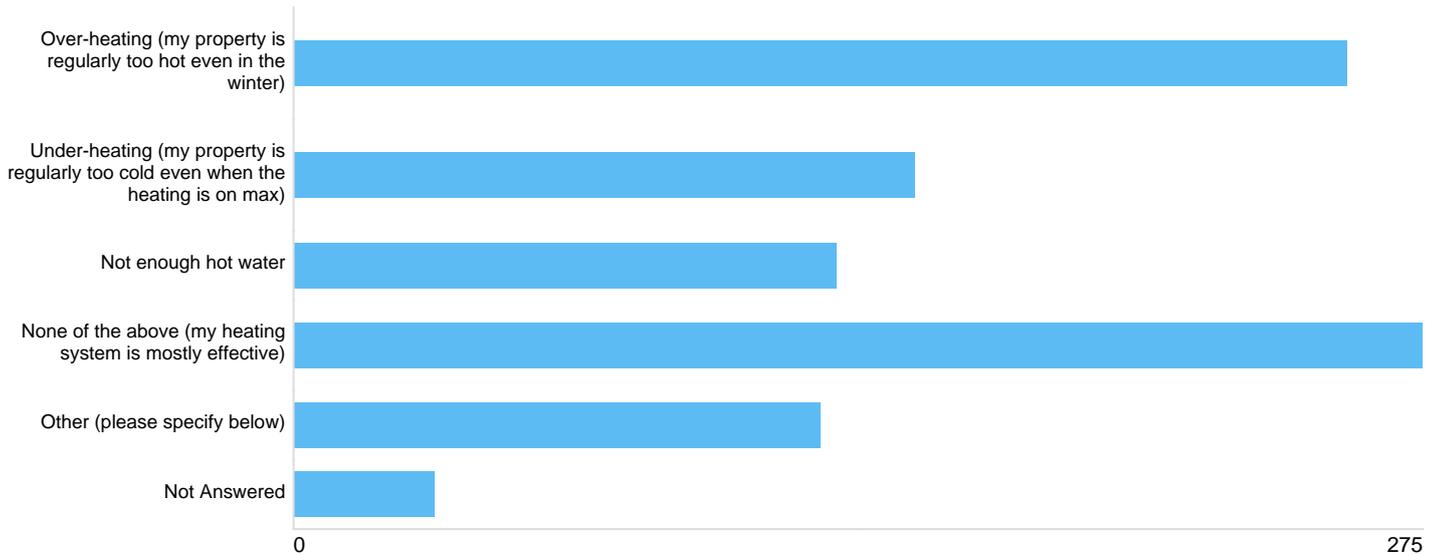
Frequency of Outages



Option	Total	Percent
Very frequently (once a week or more)	76	9.49%
Frequently (at least once a month)	219	27.34%
Occasionally (at least once a quarter)	277	34.58%
Rarely (less than twice a year)	148	18.48%
Not Answered	81	10.11%

Question 10: When the heating is working as normal, do you regularly suffer from any of the following heating problems?

Effectiveness - regular problems



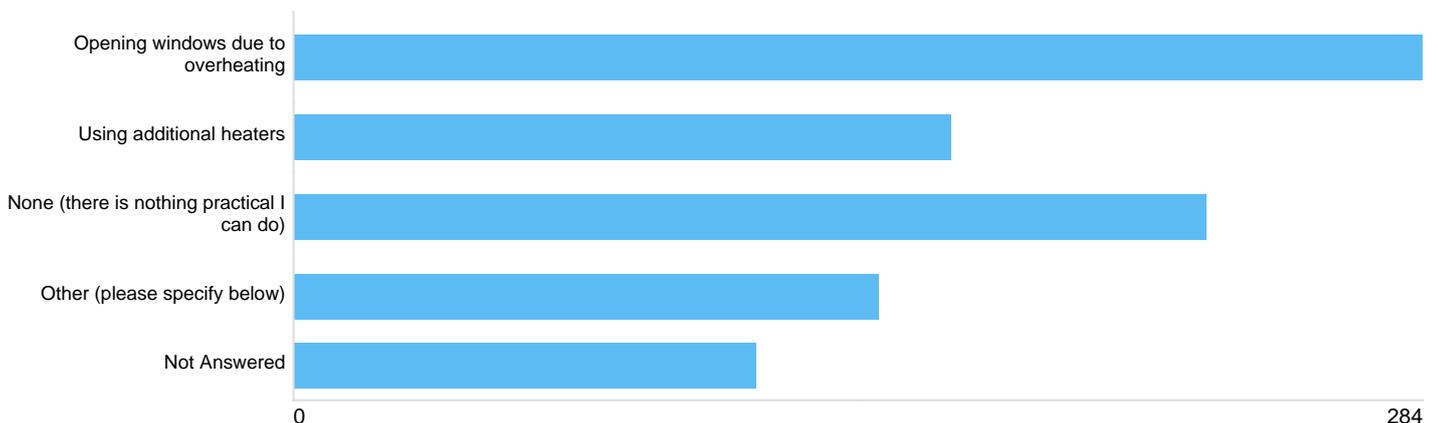
Option	Total	Percent
Over-heating (my property is regularly too hot even in the winter)	256	31.96%
Under-heating (my property is regularly too cold even when the heating is on max)	151	18.85%
Not enough hot water	132	16.48%
None of the above (my heating system is mostly effective)	275	34.33%
Other (please specify below)	128	15.98%
Not Answered	34	4.24%

Other regular heating problems

There were **334** responses to this part of the question.

Question 11: What measures do you take (if any) to deal with these problems?

personal measures taken from regular problems



Option	Total	Percent
Opening windows due to overheating	284	35.46%
Using additional heaters	165	20.60%
None (there is nothing practical I can do)	229	28.59%
Other (please specify below)	147	18.35%
Not Answered	116	14.48%

Other measures

There were **296** responses to this part of the question.

Question 12: Do you think your heating service could be improved?

Could your heating service be improved



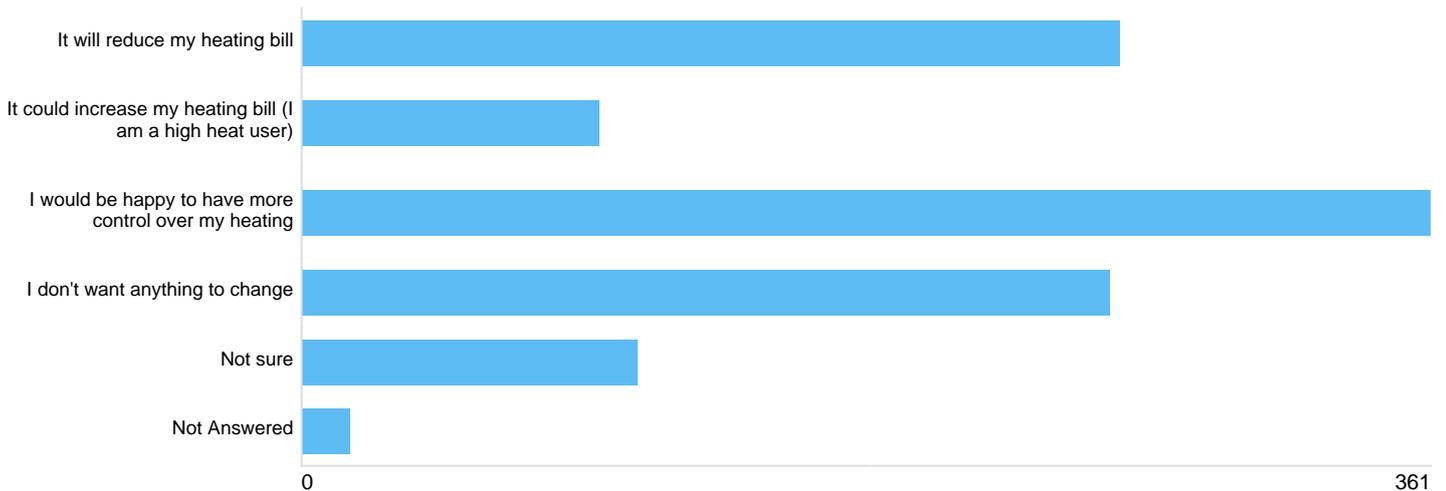
Option	Total	Percent
Yes	590	73.66%
No	192	23.97%
Not Answered	19	2.37%

other issues and how to improve

There were **544** responses to this part of the question.

Question 13: In what ways do you think having control over your heat and being billed for only what you use will affect you? (tick apply that apply)

How would this affect you



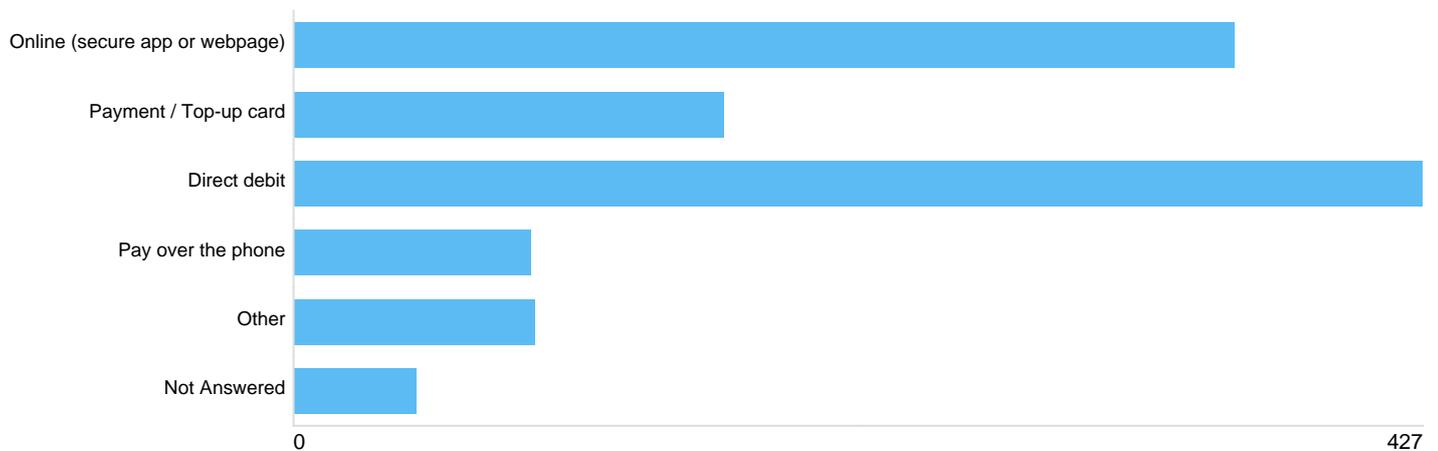
Option	Total	Percent
It will reduce my heating bill	261	32.58%
It could increase my heating bill (I am a high heat user)	95	11.86%
I would be happy to have more control over my heating	361	45.07%
I don't want anything to change	258	32.21%
Not sure	107	13.36%
Not Answered	15	1.87%

Please specify any other ways you think these changes might affect you

There were **308** responses to this part of the question.

Question 14: Which payment methods would be convenient for you? (tick all that apply)

which method



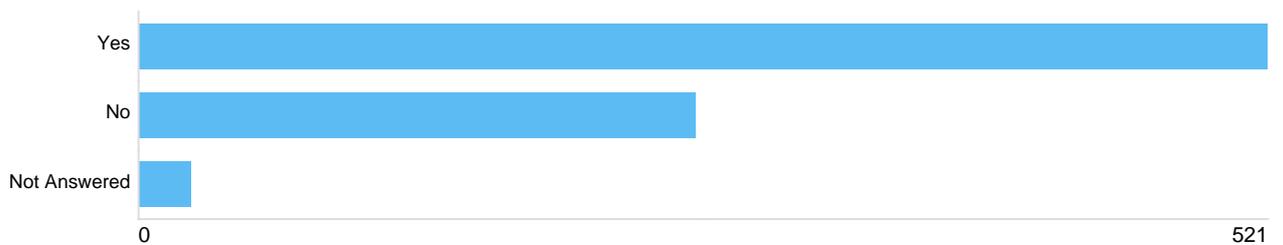
Option	Total	Percent
Online (secure app or webpage)	355	44.32%
Payment / Top-up card	162	20.22%
Direct debit	427	53.31%
Pay over the phone	89	11.11%
Other	91	11.36%
Not Answered	46	5.74%

If other use this space to tell us more

There were **147** responses to this part of the question.

Question 15: Do you think your current heating charges are affordable?

Struggle paying utility bills



Option	Total	Percent
Yes	521	65.04%
No	256	31.96%
Not Answered	24	3.00%

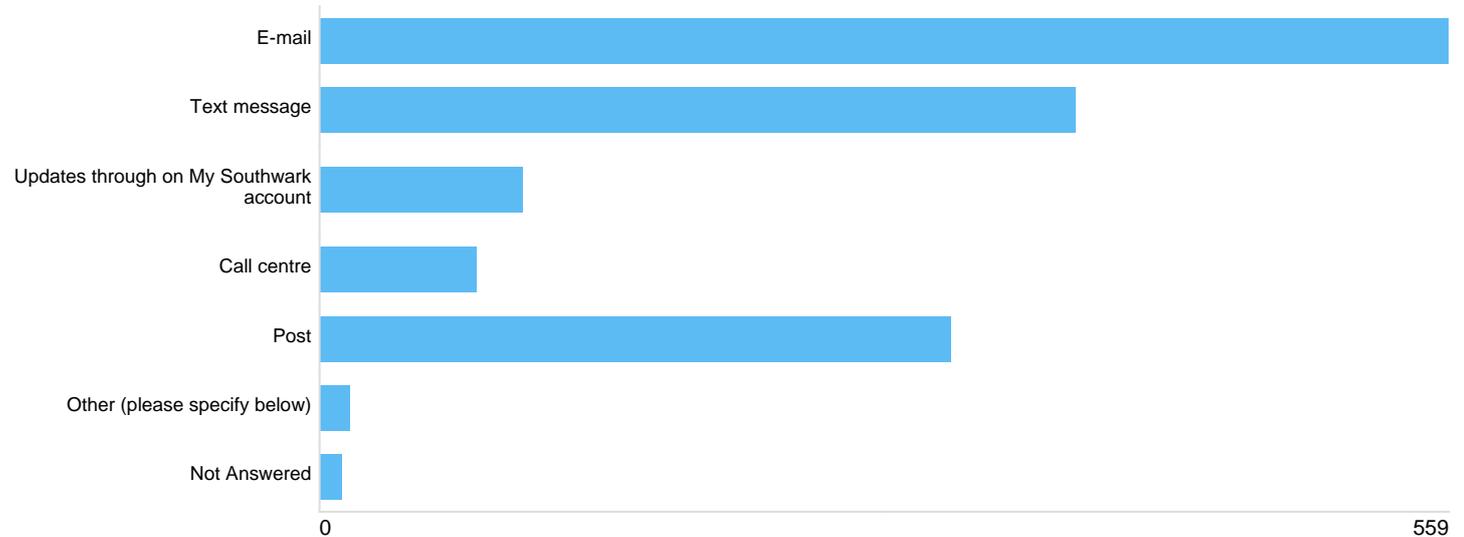
Question 16: Please tell us what more the Council could do to help ensure our heating is fairly priced and affordable?

Affordability - What can the council do?

There were **561** responses to this part of the question.

Question 17: What methods of communication work best for you?

methods of communication



Option	Total	Percent
E-mail	559	69.79%
Text message	373	46.57%
Updates through on My Southwark account	100	12.48%
Call centre	77	9.61%
Post	312	38.95%
Other (please specify below)	14	1.75%
Not Answered	10	1.25%

Other methods of communication

There were **42** responses to this part of the question.

Question 18: How could the council improve their communication regarding heating outages?

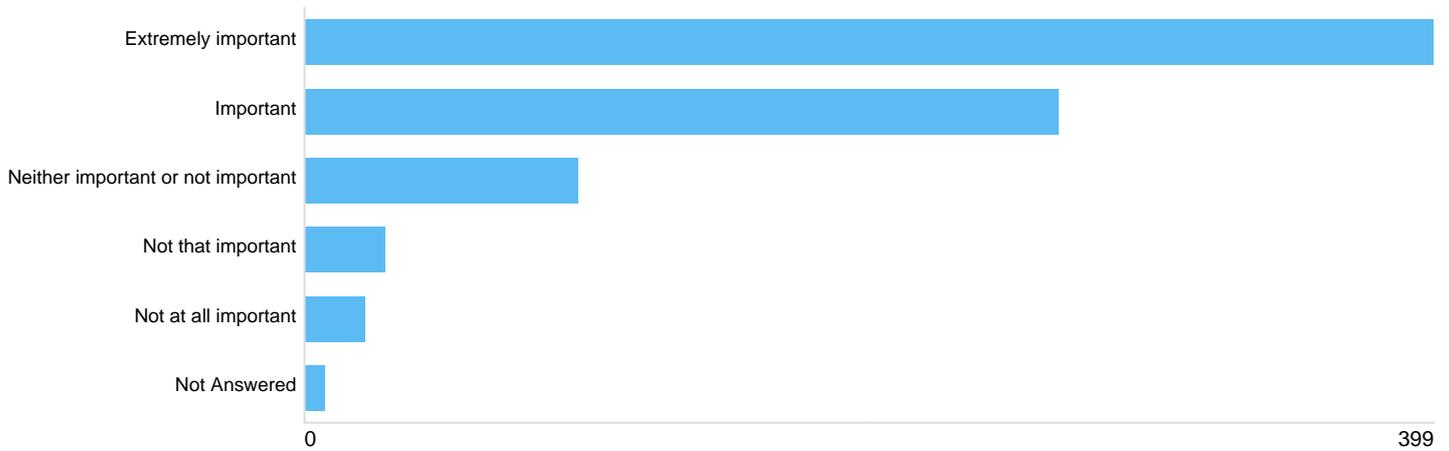
Outages

There were **567** responses to this part of the question.

Question 19: In what ways do you think we could help protect our vulnerable residents? E.g. When there is a heating outage

Ways to help vulnerable residents

There were **576** responses to this part of the question.

Question 20: How important do you think it is to lower emissions from heating ?
how important


Option	Total	Percent
Extremely important	399	49.81%
Important	266	33.21%
Neither important or not important	96	11.99%
Not that important	28	3.50%
Not at all important	21	2.62%
Not Answered	7	0.87%

Question 21: Relating to heat supply, what else could the council do to become more environmentally friendly?
Ways to be more environmentally friendly

There were **506** responses to this part of the question.

Question 22: If there is any other information related to your heating that you think would be useful, please let us know
Additional information

There were **353** responses to this part of the question.

APPENDIX 3

Investment Plan and Sites of Concern

1. The Council reviews outage records provided by its maintenance contractors every month. In 2018, the borough average was 97% (compared to a target of 99%). In 2019 the borough average was 97.4% and in 2020 it was 98.6%.
2. Periodically, a deeper review is carried out to assess rolling performance on a site by site basis. The results of these reviews are illuminating because they show that although the borough average has been below 99% most individual sites are above 99%. In fact in both 2019 and 2020 half of all the council's networks achieved over 99.8% availability over the year which is excellent.
3. The flip side of this, however, is that the least reliable networks are experiencing repeated outages, and because they are mainly the larger networks they accounted for the vast majority of outage hours across the borough.
4. Clearly the Council's attention needs to focus first on those networks with the worst history of outages and known reliability issues. The table below shows the ten networks with the lowest percentage availability in 2018, 2019 and 2020. It should be noted, however, that this includes planned shut-downs, some of which relate to ongoing capital works. It is not an exhaustive list of problematic sites as several other sites are known to have historic or current reliability issues.

2018	2019	2020
Cossall	D'Eynsford	Cossall
Brimmington	Aylesbury	Consort
D'Eynsford	North Peckham	Aylesbury
Four Squares	Wyndham	Setchell
North Peckham	Lettsom	Newington
Aylesbury	Newington	Ullswater
Conant	Brimmington	Portland
Sydenham Hill	Setchell	Brandon
Masterman	Brandon	Conant
Setchell	Sceaux Gardens	Canada

5. Many of the capital heating investments over the last few years have already targeted some of the sites listed above. Wyndham estate for example, the borough's largest system, suffered some major outages in 2019 and has since had its boilers rebuilt, gas boosters renewed and is part way through the first phase of having the underground mains replaced. D'Eynsford estate has had new burners fitted to the boilers, Brandon estate has had new hydraulic separation, pumps and controls in the distributed plant rooms, Brimmington is part way through an underground mains replacement and North Peckham is

soon to commence a boiler house refurbishment.

6. The site by site comparison of availability statistics over the last three years has formed the basis of developing a data-led investment plan. Added to this, metrics for gas consumption per dwelling (which provide a helpful proxy for network efficiency and the level of savings that should be possible) and results from the borough-wide heat network consultation are all now able to feed into a prioritisation matrix. This enables the Council to balance the reliability, affordability and low carbon objectives across every housing heat network and target attention where it is needed most.
7. The current “top 20” sites of concern are subject to closer monitoring and prioritised for feasibility studies and further works. These sites are listed below with next actions and anticipated start for capital works. Associated capital expenditure is forecast over the next three financial years at £5m (2022/23), £15m (2023/24) and £25m (2024/25) though expenditure is dependent upon both the results of feasibility studies and the availability of government grants to support certain elements of delivery.

Estate	Recent / ongoing works	Potential future works	Next action	Anticipated start of capital works
Alberta		TBC	Feasibility	2023-24
Aylesbury	Boiler house and plant room renewal		Ongoing works	2021-22
Brandon	Plant room refits	Riser replacement & network controls	Under review	2022-23
Clifton		Expected SELCHP connection. Review warm air unit condition & effectiveness, could replace with wet system.	Feasibility	2023-24
Consort	2020 converted to sealed system with F&S tank. Currently on site with WSHP installation, new BMS & primary pumps.	Boiler renewal and network optimisation (dwellings)	Feasibility	2023-24
Cossall	Boiler house refurb on site. Due for completion summer 2021	Riser replacements and dwelling internals.	Feasibility	2022-23
Deighton Court		Boiler house refurb ASAP (Ph1), distribution & dwelling (Ph2) and low carbon (Ph3 tbc)	Feasibility & Procurement	Phased delivery from 2021-22
D'Eynsford	New burners, gas boosters, partial BMS. Rebuilding boilers at present.	Needs 1 new boiler minimum. Requires partial demolition of BH to get access.	Feasibility	2022-23
Gloucester Grove	Some emergency riser replacements	New plant room + riser replacements	Procurement	2022-23
Haddonhall BH1	New pumps	Boilers, PU, BMS. Further works TBC.	Feasibility	2024-25
Harfield Gardens		Possibly whole system, TBC	Feasibility	2024-25

Lettsom	Rebuilt boilers 2 years ago. New gas boosters.	Needs feasibility and options appraisal to determine way forward.	Feasibility	2023-24
Newington	Currently on site with WSHP installation, new BMS and primary pumps.	Plant rooms and UG secondary mains renewal	Feasibility & Procurement	2022-23
North Peckham		Re-piping the boiler house. Proposed SELCHP connection.	Procurement	2022-23
Osprey		Distribution system renewal, dependent on feasibility.	Feasibility	2024-25
Sceaux Gardens	BH refurbished after the fire. New permanent plant room at Marie Curie in progress.	SELCHP connection. Possibly system upgrade. New homes connection expected.	Feasibility	2023-24
Setchell	Replaced boilers 2019	UG mains replacement due to commence	Procurement	2022-23
Surrey Docks (Downtown N&S)	Some boiler re-tubing.	Boiler house refurb. Need complete feasibility to set direction.	Feasibility	2023-24
Sydenham Hill		Potential for complete renewal	Feasibility	Phased delivery
Wyndham	In contract with Phase 1 UG mains replacement and WSHP installation.	Phase 2 of UG mains replacement	Active investment & procurement	2022-23



Appendix 4

Heat Networks Strategy: Equality Impact Assessment



Guidance notes

Things to remember:

Under the Public Sector Equality Duty (PSED) public authorities are required to have due regard to the aims of the general equality duty when making decisions and when setting policies. Understanding the affect of the council's policies and practices on people with different protected characteristics is an important part of complying with the general equality duty. Under the PSED the council must ensure that:

- Decision-makers are aware of the general equality duty's requirements.
- The general equality duty is complied with before and at the time a particular policy is under consideration and when a decision is taken.
- They consciously consider the need to do the things set out in the aims of the general equality duty as an integral part of the decision-making process.
- They have sufficient information to understand the effects of the policy, or the way a function is carried out, on the aims set out in the general equality duty.
- They review policies or decisions, for example, if the make-up of service users changes, as the general equality duty is a continuing duty.
- They take responsibility for complying with the general equality duty in relation to all their relevant functions. Responsibility cannot be delegated to external organisations that are carrying out public functions on their behalf.
- They consciously consider the need to do the things set out in the aims of the general equality duty not only when a policy is developed and decided upon, but when it is being implemented.

Best practice guidance from the Equality and Human Rights Commission recommends that public bodies:

- Consider all the [protected characteristics](#) and all aims of the general equality duty (apart from in relation to marriage and civil partnership, where only the discrimination aim applies).
- Use equality analysis to inform policy as it develops to avoid unnecessary additional activity.
- Focus on the understanding the effects of a policy on equality and any actions needed as a result, not the production of a document.
- Consider how the time and effort involved should relate to the importance of the policy to equality.
- Think about steps to advance equality and good relations as well as eliminate discrimination.
- Use good evidence. Where it isn't available, take steps to gather it (where practical and proportionate).
- Use insights from engagement with employees, service users and others can help provide evidence for equality analysis.

Equality analysis should be referenced in community impact statements in Council reports. Community impact statements are a corporate requirement in all reports to the following meetings: the cabinet, individual decision makers, scrutiny, regulatory committees and community councils. Community impact statements enable decision makers to identify more easily how a decision might affect different communities in Southwark and to consider any implications for equality and diversity.

The public will be able to view and scrutinise any equality analysis undertaken. Equality analysis should therefore be written in a clear and transparent way using plain English. Equality analysis may be published under the council's publishing of equality information, or be present with divisional/departmental/service business plans. These will be placed on the website for public view under the council's Publications Scheme.

Equality analysis should be reviewed after a sensible period of time to see if business needs have changed and/or if the effects that were expected have occurred. If not then you will need to consider amending your policy accordingly. This does not mean repeating the equality analysis, but using the experience gained through implementation to check the findings and to make any necessary adjustments.

Engagement with the community is recommended as part of the development of equality analysis. The council's Community Engagement Division and critical friend, the Forum for Equality and Human Rights in Southwark can assist with this (see section below on community engagement and www.southwarkadvice.org.uk).

Whilst the equality analysis is being considered, Southwark Council recommends considering health and wellbeing implications, as health and health inequalities are strongly influenced by the environment we live and work in. As a major provider of services to Southwark residents, the council has a legal duty to reduce health inequalities and this is reflected in its values and aims. For this reason, the council recommends considering health & wellbeing impacts in all equality analyses, not forgetting to include identified potential mitigating actions.

Section 1: Equality analysis details

Proposed policy/decision/business plan to which this equality analysis relates	Heat Networks Strategy
---	------------------------

Equality analysis author	Tom Vosper				
Strategic Director:	Michael Scorer				
Department	Housing and Modernisation	Division	Asset Management		
Period analysis undertaken	August 2021				
Date of review (if applicable)	N/A				
Sign-off	Dave Hodgson	Position	Director of Asset Management	Date	11 August 2021

Section 2: Brief description of policy/decision/business plan**1.1 Brief description of policy/decision/business plan**

A heat network is a series of insulated pipes, normally buried underground, used to carry heat from one place to another, usually via the medium of hot water or steam. Heat networks are useful because they mean not all properties need to have their own boiler. This has advantages in terms of installation cost, air quality, fuel price and ease of maintenance. It also makes it easier to switch heat supply to low carbon technologies.

The Council has over 100 heat networks on our housing estates serving 17,000 properties. Much of the infrastructure is in need of investment which is why the Council has prepared the Heat Networks Strategy to help us achieve our objectives of supplying reliable, affordable and low carbon heat to all of our residents. The strategy sets out our technical approach and investment principles for investing in the council's heat networks.

Section 3: Overview of service users and key stakeholders consulted

2. Service users and stakeholders	
Key users of the department or service	This strategy is expected to impact every resident connected to one of the Council's heat networks – 17,000 homes. Not all of the Council's heat networks will be the subject of significant investment or change, however. The strategy lays out how investment will be prioritised to reach those networks which particularly need it.
Key stakeholders were/are involved in this policy/decision/business plan	An update paper was taken to cabinet in July 2019 and this outlined many of the principles subsequently crystallised in the Heat Networks Strategy. Since then the Council has undertaken three main strands of engagement and consultation with residents: Firstly, through a residents working group which permitted in depth conversations on a number of topics. Secondly, a borough-wide consultation exercise that received 800 responses. Thirdly, attendance at area housing forums, tenants council and homeowners forum.

Section 4: Pre-implementation equality analysis

This section considers the potential impacts (positive and negative) on groups with 'protected characteristics', the equality information on which this analysis is based and any mitigating actions to be taken.

The first column on the left is for societal and economic issues (discrimination, higher poverty levels) and the second column on the right for health issues, physical and mental. As the two aspects are heavily interrelated it may not be practical to fill out both columns on all protected characteristics. The aim is, however, to ensure that health is given special consideration, as it is the council's declared intention to reduce health inequalities in the borough. The Public Health Team can assist with research and data.

Age - Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds)	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The heat network strategy is deemed to have an overall positive impact on the protected characteristic of age in relation to economic issues due to the improved control and efficiency of the heat networks which should have the knock-on effect of lower heating bills. It was identified that implementing some low carbon technologies could lead to higher heating bills if this effect is not offset in some way. These issues will be dealt with on a case by case basis to minimise any negative effects. Age here is identified as a characteristic which would lead to	The heat networks strategy will have positive health impacts on the protected characteristic of age through improving the reliability and effectiveness of the Council's heat networks. Both young children and older people are susceptible to cold related illnesses, so making heat supply as affordable and reliable as possible will reduce health inequality.

<p>unequal impact due to older people needing, in general, more warmth in their homes to remain comfortable. Any change in the cost of heating (both positive and negative) would have an accentuated effect on older people. The Heat Networks Strategy Paper does not make specific recommendations on heat meter installations or policy (this will be dealt with in a separate paper) but it was identified that heat metering could lead to higher users paying more and this could affect older people more than others so will need to be considered carefully when more detailed heat metering policies and proposals are brought forward.</p>	
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<p>Disability - A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.</p>	
<p>Potential impacts (positive and negative) of proposed policy/decision/business plan</p>	<p>Potential health impacts (positive and negative)</p>
<p>The heat network strategy is deemed to have an overall positive impact on the protected characteristic of disability in relation to economic issues due to the improved control and efficiency of the heat networks which should have the knock-on effect of lower heating bills. It was identified that implementing some low carbon technologies could lead to higher heating bills if this effect is not offset in some way. These issues will be dealt with on a case by case basis to minimise any negative effects. Disability here is identified as a characteristic which would lead to unequal impact due to people with disabilities sometimes needing more warmth in their homes to remain comfortable, though of course this depends greatly on the specific disability. Any change in the cost of heating (both positive and negative) would have an accentuated effect on people with disabilities that increased their need for warmth. The Heat Networks Strategy Paper does not make specific recommendations on</p>	<p>The heat networks strategy will have positive health impacts on the protected characteristic of disability through improving the reliability and effectiveness of the Council's heat networks. Some disabilities, particularly those related to mobility, leave people more susceptible to cold related impacts and illnesses. Making heat supply as affordable and reliable as possible will reduce health inequality.</p>

<p>heat meter installations or policy (this will be dealt with in a separate paper) but it was identified that heat metering could lead to higher users paying more and this could affect people with mobility related disabilities more than others so will need to be considered carefully when more detailed heat metering policies and proposals are brought forward.</p>	
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<p>Gender reassignment – The process of transitioning from one gender to another</p>	
<p>Potential impacts (positive and negative) of proposed policy/decision/business plan</p>	<p>Potential health impacts (positive and negative)</p>
<p>The heat networks strategy is deemed to have a neutral impact on the protected characteristic of gender reassignment in relation to societal and economic issues.</p>	<p>The heat networks strategy is deemed to have a neutral impact on the protected characteristic of gender reassignment in relation to health issues.</p>

<p>Marriage and civil partnership – In England and Wales marriage is no longer restricted to a union between a man and a woman but now includes a marriage between same-sex couples. Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples and must be treated the same as married couples on a wide range of legal matters. (Only to be considered in respect to the need to eliminate discrimination.)</p>	
<p>Potential impacts (positive and negative) of proposed policy/decision/business plan</p>	<p>Potential health impacts (positive and negative)</p>
<p>The heat networks strategy is deemed to have a neutral impact on the protected characteristic of marriage and civil partnership in relation to societal and economic issues.</p>	<p>The heat networks strategy is deemed to have a neutral impact on the protected characteristic of marriage and civil partnership in relation to health issues.</p>

<p>Pregnancy and maternity - Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.</p>
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Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The heat networks strategy is deemed to have a neutral impact on the protected characteristic of pregnancy and maternity in relation to societal and economic issues.	The heat networks strategy is deemed to have a neutral impact on the protected characteristic of pregnancy and maternity in relation to health issues.

Race - Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins. N.B. Gypsy, Roma and Traveller are recognised racial groups and their needs should be considered alongside all others Potential impacts (positive and negative) of proposed policy/decision/business plan Potential health impacts (positive and negative)	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
<p>The heat networks strategy is deemed to have a neutral / proportional impact on the protected characteristic of race locally in relation to societal and economic factors, because reliable, affordable and low carbon heating does not benefit people of one race more than another.</p> <p>Globally, however, the effects of climate change are felt unevenly around the world. It is well documented that the global south is disproportionately affected by climate change. The risk and impact of rising sea levels, floods, droughts, failed crops and other climate impacts is much higher in the global south, and this has been exacerbated by man-made climate change. The impact of these disasters can sometimes significantly impact societies and economies and with economic impact often follows adverse health impacts such as from malnutrition.</p> <p>The heat networks strategy, by laying out a pathway to decarbonise the council's heat networks will have a positive, if small in global terms, impact on the extent of man-made climate change.</p>	See left column.

Religion and belief - Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The heat networks strategy is deemed to have a neutral impact on the protected characteristic of religion and belief in relation to societal and economic issues.	The heat networks strategy is deemed to have a neutral impact on the protected characteristic of religion and belief in relation to health issues.

Sex - A man or a woman.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The heat networks strategy is deemed to have a neutral impact on the protected characteristic of sex in relation to societal and economic issues.	The heat networks strategy is deemed to have a neutral impact on the protected characteristic of sex in relation to health issues.

Sexual orientation - Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The heat networks strategy is deemed to have a neutral impact on the protected characteristic of sexual orientation in relation to societal and economic issues.	The heat networks strategy is deemed to have a neutral impact on the protected characteristic of sexual orientation in relation to health issues.

Socio-economic disadvantage – although the Equality Act 2010 does not include socioeconomic status as one of the protected characteristics, Southwark Council recognises that this continues to be a major cause of inequality in the borough. Socio economic status is the measure of an area's, an individual's or families economic and social position in relation to others, based on income, education, health, living conditions and occupation.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
The Heat Networks Strategy is deemed to have a positive impact on the characteristic of socio-economic status in relation to quality of life and economic factors. Improving the reliability of heating and hot water within the home can increase a resident's quality of life in numerous ways – the ability to study and concentrate, mental	See left.

<p>health, reduced stress and better sleep. While these things are true across the whole spectrum of socio-economic background, those who are disadvantaged may experience these effect more acutely and have fewer resources available to help them overcome such impacts. Any improvements in the affordability of heating and hot water within the home will have the obvious effect of reducing financial hardships experienced by economically disadvantaged persons.</p>	
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Human Rights

There are 16 rights in the Human Rights Act. Each one is called an Article. They are all taken from the European Convention on Human Rights. The Articles are The right to life, Freedom from torture, inhuman and degrading treatment, Freedom from forced labour , Right to Liberty, Fair trial, Retrospective penalties, Privacy, Freedom of conscience, Freedom of expression, Freedom of assembly, Marriage and family, Freedom from discrimination and the First Protocol

Potential impacts (positive and negative) of proposed policy/decision/business plan

Not tackling climate change locally and globally can ultimately impact the Right to Life enshrined in the Humans Rights Act. One of the possible impacts in Southwark (as well as the rest of the UK) of global climate change, is hotter summers and colder winters both of which can lead to loss of life.

The Heat Networks Strategy lays out a pathway to decarbonise the council's heat networks, thus reducing the borough's contribution to man-made climate change and therefore the reducing the negative impacts of climate change felt globally and locally.

Information on which above analysis is based

The analysis of the need to tackle climate change is set out in the Council's climate change strategy published in July 2021.

Mitigating actions to be taken

Section 5: Further actions and objectives

5. Further actions

Based on the initial analysis above, please detail the key mitigating actions or the areas identified as requiring more detailed analysis.

Number	Description of issue	Action	Timeframe
1	The installation of some low carbon technologies (e.g. heat pumps) could in some instances lead to increased heating bills. This could have an accentuated impact on older people and those with mobility related disabilities who need more warmth to be comfortable.	Seek to utilise grants and other funding mechanisms to minimise / eliminate any heating cost increases. Assess resident fuel bill impacts on a project by project basis where low carbon technologies are being considered.	Case by case basis linked to investments made to the heat networks.
2	The installation of heat meters could lead to increased heating bills for higher users. This could have an accentuated impact on older people and those with mobility related disabilities who need more warmth to be comfortable.	The Heat Networks Strategy does not include any specific proposals or policies with regards to heat meter installations or metered billing so there is not current action. However, further careful consideration of this issue will be carried out prior to detailed heat metering policies and proposals being brought forward (in a future paper)	Prior to / alongside the development of a heat metering policy in a future paper.
3			
4			

5. Equality objectives (for business plans)

Based on the initial analysis above, please detail any equality objectives that you will set for your division/department/service. Under the objective and measure column please state whether this objective is an existing objective or a suggested addition to the Council Plan.

Objective and measure	Lead officer	Current performance (baseline)	Targets	
			Year 1	Year 2

Appendix 5 – Heat Networks Strategy Development

This appendix provides a summary of the background work undertaken in development of the Heat Networks Strategy. It includes sections on the following topics:

- Challenges to meeting the objectives
- Technology review – which technologies provide the best fit with the objectives
- SELCHP and Water Source Heat Pumps project updates, including how and why these projects can help the Council meet its objectives

CHALLENGES

1. The table below describes the challenges to operating the Council's heat networks in a manner which consistency meets the stated objectives of reliable, affordable and low carbon.

	Effective and reliable	Affordable	Low carbon
Heating technology and other central plant	<ul style="list-style-type: none"> • Central plant often affected by poor water quality, which in turn is often a result of leaks in the system being replaced with untreated water. 	<ul style="list-style-type: none"> • There can be a tension between low carbon and affordability. Gas is no longer considered low carbon but it is still one of the cheapest options for both installation and running costs. • Central plant items tend not to be the most expensive items to replace in a network when compared with the distribution elements. 	
Buried distribution pipework	<ul style="list-style-type: none"> • The buried pipework is the hardest to know what condition it is in, and therefore failure can occur without warning. • Some of the Council's buried mains have leak detection systems to give early warning but most do not. 	<ul style="list-style-type: none"> • Expensive to replace and can lead to expensive charges being passed on to leaseholders • The Council may not have sufficient capital budget to allow replacement of all distribution pipework that is at end of life • However, it can have extremely long operational life if water quality is maintained. 	<ul style="list-style-type: none"> • Well-insulated buried pipework can have very low heat losses • The distribution network is the key element to allowing a variety of low carbon technologies to be deployed that would not be viable in individual systems
In-building distribution pipework	<ul style="list-style-type: none"> • The in-building pipework is easier to inspect for condition than buried pipework but replacement can be just as disruptive or even more so due to working within residential buildings. 		<ul style="list-style-type: none"> • Well-insulated pipework can have very low heat losses but in-building distribution can suffer from poor design and elevated losses.
In-dwelling systems	<ul style="list-style-type: none"> • The radiators, warm air units, pipework, valves and other elements are difficult to inspect due to being within occupied dwellings. Replacement is 	<ul style="list-style-type: none"> • Most tenants in the borough pay a flat rate for heat regardless of consumption. This spreads the cost of high and low consumers and helps to protect the most vulnerable. • But it doesn't encourage energy efficient and carbon saving behaviour or allow residents to 	

	<p>disruptive.</p> <ul style="list-style-type: none"> • The main operational issues are air locks and valves becoming stuck. 	<p>make savings through life-style choices.</p> <ul style="list-style-type: none"> • Moving to a system of heat meters while protecting the most vulnerable and avoiding unintended consequences will be an important operational development
Control and monitoring system	<ul style="list-style-type: none"> • Many of the Council's networks have remotely accessible Building Management Systems (BMS) which allow engineers to see how the main elements of the systems are working. • This early warning system helps to improve reliability and efficiency but isn't installed in all cases. 	<ul style="list-style-type: none"> • While the existing BMS systems allow remote visibility and early warning of problems, there is more that could be done to optimise network efficiency, which would improve affordability as well as carbon emissions.

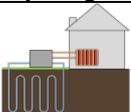
2. The key challenges to consider in relation to both existing and new heat networks in the borough are therefore as follows.
3. **Water Quality** – The Council has long been aware of the importance of water treatment to protect pipes and boilers from corrosion, but as leaks have increased in ageing networks, the cost and time involved in maintaining good water quality has also increased. If water quality is allowed to degrade, however, the rate of corrosion increases and thus leaks become even more likely and the situation becomes a downward spiral. It is important that the Council is utilising the most appropriate water quality testing and treatment regime for each network. Some situations may justify higher capital cost treatment systems that have lower ongoing costs in the long term, while others would not warrant high upfront investment. Robust testing and, critically, the analysis and monitoring of test results will allow water quality to be monitored over time. This will help the Council to identify issues early and react quickly before damage is done.
4. **Building Management System (BMS) and optimisation** – The Council is in the relatively unusual position of having a working and remotely accessible BMS installed in many of the boiler houses and plant rooms around the borough. These allow real-time remote visibility of temperatures and pressures and can raise automatic alarms when problems occur. The Council has invested significant time and money installing and maintaining the BMS systems and they have been extremely valuable as an early warning system and helped to improve reactive maintenance. However, many sites do not have remote connectivity or do not even have a local BMS controller. Where BMS systems are in place, there is additional functionality that could be used to optimise system performance. Roll-out of further BMS controls and system optimisation are an important ongoing work stream requiring further investment.
5. **Charging models (heat metering)** – Charging tenants by a flat rate “pool charge” is simple to administer and easily understood by residents, but does not encourage efficient behaviour. Charging homeowners for a share of the cost also does little to encourage efficient behaviour. Moving to a metered charging model would encourage

all users to consider how much heat they are using. As discussed in paragraphs **Error! Reference source not found.-Error! Reference source not found.**, the regulations covering heat metering have been amended. Prior to wider roll-out of heat meters to existing properties, it will be important to structure heat tariffs to minimise any unintended consequences. This will be covered in a future paper.

6. **Asset condition visibility:** It is often very difficult to inspect distribution pipework even when it is above ground, due to its location in service ducts or ceiling voids or due to the presence of asbestos. This makes monitoring condition and planning investments ahead of time very difficult. Even when a condition survey is carried out, full visibility is not always possible and decisions need to be made with limited information.
7. **Investment models to reduce homeowner charges** – One of the messages from the Heat Networks Residents Working Group, and other communication channels, is that leaseholders and freeholders often struggle with high capital charges related to expensive works to the heating systems. This could be from replacement mains, new boilers or complete system renewal.
8. **Adopting new heat networks successfully** – The Council is aiming to 2,500 by 2022 (completed or started on site) and many of these homes will be connected to site-wide or district-wide heat networks. New heat networks often experience different challenges to older networks and to ensure they are as reliable, affordable and low carbon as possible, the Council has recently reviewed its Employer's Requirements documents relating to new networks. This will ensure contractors know from the outset how we want them to achieve best practice in terms of design and delivery.

TECHNOLOGY REVIEW

9. This section considers how a selection of heating technologies compare in terms of their ability to meet the Council's heat network objectives to help guide the selection of technologies going forward. It is not an exhaustive analysis and there are likely to be exceptions to the rule.

Heating technology	Effective and reliable	Affordable (Capex / Opex)	Low carbon (Short / long term)
 Gas boilers	✓	✓ / ✓	✗ / ?
 Gas CHP	~	~	✗ / ?
 Energy from Waste	✓	~ / ✓	✓ / ?
 Hydrogen	?	?	Depends on source
 Heat pumps	✓	~ / ~	✓ / ✓
 Biomass	~	~ / ~	Depends on source
 Solar	~	~ / ✓	✓ / ✓

Key: ✓ = compatible; ~ = may be compatible; ? = unknown at present; ✗ = not compatible

10. The Council is committed to reducing its reliance on fossil fuel gas as it moves towards net zero carbon. Gas boilers are a mature technology with extensive supply chains for installation and maintenance, and strong national and international infrastructure supporting the fuel supply. Both capital and running costs are relatively low compared to the other technology options. However, natural gas is a fossil fuel and its combustion produces carbon dioxide emissions locally as well as, to a much lesser extent, other emissions such as oxides of Nitrogen (NOx). The sheer dominance of this heating technology within Southwark's estate means that gas boilers will continue to play a role in providing heat for many years. The carbon factor of gas is a currently a challenge but

there is some potential to synthesise methane from non-fossil sources to create renewable biogas. At present there is a relatively small quantity of biogas produced in the UK and the degree to which this can be increased (thus reducing its carbon footprint) will affect the long-term future of gas boilers.

11. Gas CHP can have exactly the same carbon arguments made about it. It used to be considered low carbon because the combined output of heat and electricity shared a lower carbon balance between them than using heat from a gas boiler and electricity from a power station. As the carbon intensity of the national electricity grid has come down this argument has weakened. Add to this the higher capital and maintenance costs associated with small scale CHP systems and some historical reliability issues, and this technology is not seen as likely to play a major part in Southwark's heat networks in the short to medium term. Exceptions to this may well exist where site specific factors support it, for example using it in hybrid configuration with heat pumps as an economic enabler.
12. Energy from Waste (specifically SELCHP) is considered a major opportunity in the east of the borough due to the existence of the SELCHP waste incinerator. Since the Council first started receiving heat from SELCHP in 2014 reliability has been exceptionally good with 100% availability from SELCHP combined with the backup gas provision and 93% of heat coming from SELCHP itself. The long-term Heat Supply Agreement between Veolia and the Council allowed the combination of capital costs, operation and running costs to be cheaper even than the gas boiler counter-factual. The system also operates with a very low carbon factor of around 58 grams CO₂ per kWh of heat compared to around 250 grams for a gas boiler. Increasing the use of waste heat from SELCHP is a significant opportunity for Southwark's heat networks in the medium and long term.
13. Hydrogen is still a relatively unknown quantity in terms of its commercial use as a heating fuel. Very few hydrogen boilers are available on the market, and currently the only way of sourcing hydrogen is to buy it in bottles or by the tanker load. With its current absence from the commercial heating market, it is impossible to comment on its affordability. It has the potential to be low carbon if made from other sources of low carbon and renewable energy. Low carbon or not, given the lack of hydrogen boilers, maintenance supply chains and fuel logistics, combined with an unknown level of affordability means that hydrogen is unlikely to comprise a major heating technology for Southwark's heat networks in the short to medium term.
14. Heat pumps capture low grade heat from the local environment and elevate its temperature to a useful level. Heat pumps are a mature technology with their essential components featuring in fridges, freezers and air conditioning systems all over the world. Their application in the UK for heating is less common than for cooling but is nevertheless still thoroughly developed with household names such as Dimplex, Mitsubishi, Samsung and Worcester Bosch among the major manufacturers. With proper maintenance, they are just as reliable as gas boilers, and supply chains are maturing all the time. The capital cost is still substantially higher than for gas boilers, and running costs are normally higher as well due to the electricity required to run the compressor pump, so this currently holds the technology back on the affordability front. Heat pumps are lower carbon than gas boilers already and will decarbonise still further

in line with electricity supplied through the national grid (see Figure 1 below). While challenges remain on the capital cost, running cost and maintenance cost, it is expected that heat pumps of various kinds will play an increasingly important role in Southwark's heat networks in the medium term.

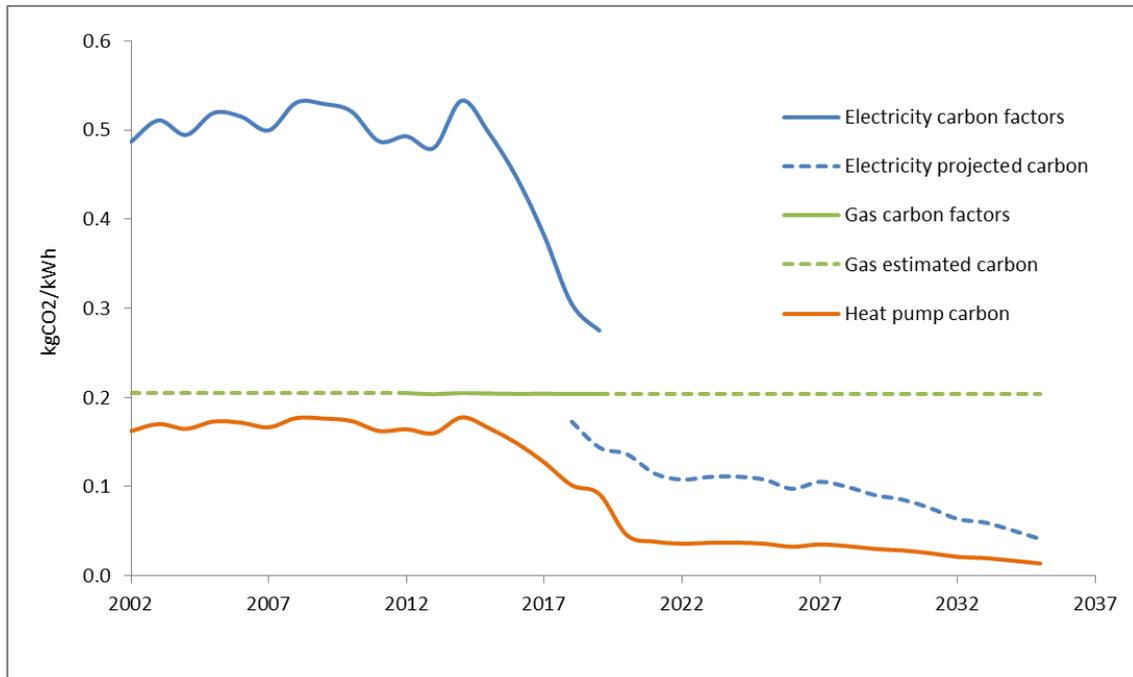


Figure 1 – Change over time of gas and heat pumps carbon factors

15. Heat pumps can capture heat from a variety of sources in the local environment. Air source heat pumps capture heat from the outdoor ambient air. Ground source heat pumps can be “closed loop” meaning they capture heat from the ground itself or “open loop” meaning they draw in warm water sitting within the ground and capture heat from that (these are technically water source heat pumps and are the type being installed at Consort, Newington and Wyndham estates). Other water source heat pumps are used to draw heat from rivers or lakes. Exhaust air heat pumps capture heat from warm stale air being expelled by ventilation systems. Sewer source heat pumps capture heat from warm waste water flowing through our sewer networks.
16. Air source heat pumps are the most common system because they are cheaper to install and don't require a local water source, large areas of ground or specific ground conditions. While still and excellent low carbon technology, air source heat pumps are not quite as efficient as other types, because the air from which they draw their heat is coldest in the winter when building heat demand is at its highest.
17. The Council commissioned some detailed research and modelling to explore the potential for implementing open and closed loop ground source systems and sewer source systems. This work looked at Thames Water's main sewer network in the borough and geological features that influence ground source heat potential. Overall the borough has very good geology from a ground source heating perspective and a few opportunities where sewer source heating might be worth pursuing. The new map layers resulting from this work (e.g. Figure 2) will help to inform decisions regarding the best

source of low carbon heat to pursue in different parts of the borough.

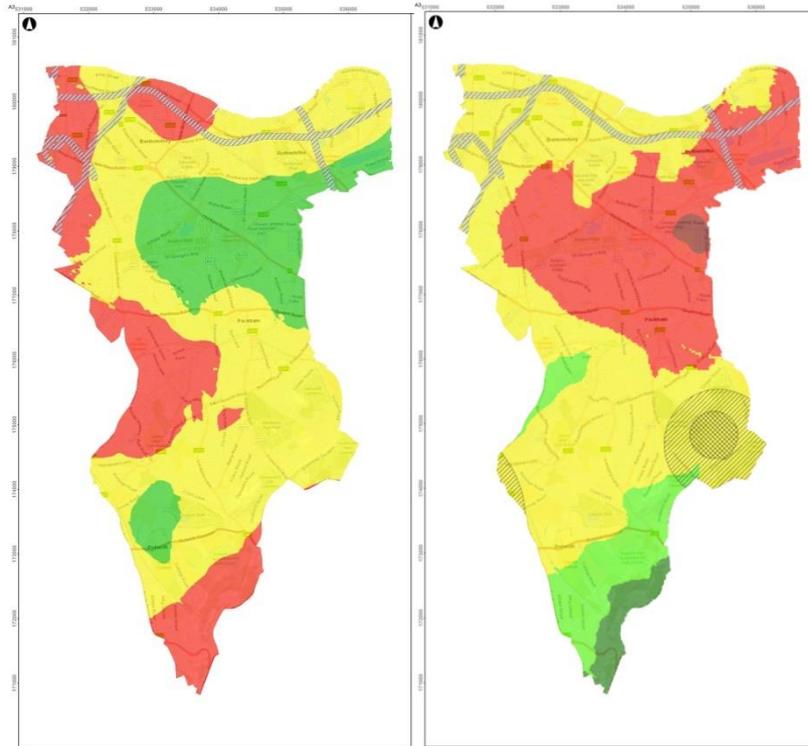


Figure 2 – Closed loop GSHP potential (left); Open loop GSHP potential (right). Red represents the highest potential

18. Biomass heating can be effective and reliable if the correct operation and maintenance regimes are employed. Biomass fuels are generally more expensive than gas, so affordability can be a problem compared with business as usual. Fuel supply chains are not as well established in city centre locations where space for fuel delivery and storage can be a significant constraint. A further challenge with biomass systems in urban areas is the air quality impact from PM₁₀ and NO_x emissions. The whole of Southwark is a designated Smoke Control Area and vast majority falls within an Air Quality Management Area, so while biomass is a renewable energy that can be low carbon, it is unlikely to be a suitable choice for Southwark's heat networks in the short to medium term.
19. Solar energy can be used to produce electricity or simply to capture heat. Some countries have managed to successfully integrate solar thermal collectors into their heat network infrastructure, but to do this in a meaningful way requires quite a lot of space. While the use of solar energy in Southwark's heat networks may be possible in the longer term, it likely to be only as a secondary heating source, to reduce the consumption of other fuels.
20. In conclusion then the key technologies for heat networks in Southwark in the short to medium term are likely to be gas boilers, Energy from Waste (expanding the Council's use of heat that is currently rejected at SELCHP), and heat pumps utilising a variety of heat sources (while being mindful of their capital and running costs and the impact of this upon affordability). Gas boilers will continue to be part of the mix for many years

because the Council has so many currently. New gas boilers will not be the first choice when replacements are needed due to carbon emissions and in most cases should only be installed in a supporting capacity unless other options have been shown to be unviable or where exceptional circumstances exist.

21. The two key low carbon technologies, both lend themselves particularly to district and communal heating scenarios rather than individual heating systems. With Energy from Waste, this is due to the cost of the distribution pipework that is buried underground to carry heat from SELCHP to the properties. Connecting to a single point with a large heat load (e.g. an existing boiler room) is far easier to deliver and more cost effective than making individual connections. The same is true of many types of heat pump. While small Air Source Heat Pumps can be installed to serve individual properties, ground, water and sewer source heat pumps all require significant infrastructure with high capital cost and this is best delivered on a communal or district scale.

SELCHP NETWORK EXPANSION

22. As noted above, July 2019 Cabinet approved the further investigation of the opportunity to expand the existing SELCHP heat network to increase the quantity of heat captured and supplied to Council housing estates and to new developments in the vicinity.
23. Since then the feasibility study has been completed which concluded that utilising heat from SELCHP would provide maximal environmental and economic benefits for new developments in the Old Kent Road regeneration area, as well as present a positive economic case overall for new and existing housing developments compared to the Business as Usual counterfactual options.
24. To assist developers and their consultants in undertaking energy and sustainability strategies, the Council and Veolia organised a workshop, and have subsequently worked with the Building Research Establishment (BRE) to assist in production of a Technical Briefing note. This provides carbon factors and modelling methodologies which can be used when undertaking the energy and carbon modelling calculations required by planning and building control.
25. Expanding the SELCHP heat network is easily the largest opportunity in the borough for providing low carbon heat to new and existing heat loads. Various network routing options have been modelled based upon the major existing and planned heat loads, while taking into account constraints such as major roads, railways and areas of congested underground services (e.g. gas and water pipes, electricity and telecoms cables etc.).
26. Figure 3 shows the current expected network route, though this is subject to change. The estates currently being considered for connection (shown in red in Figure 3) are Brimington, Acorn, Cossall, Leontine, Neville, Hoyland, Pelican (Heron & Crane), Sceaux Gardens, North Peckham. This list equates to 2,928 properties. In addition there is also potential for the Tustin estate and Ledbury estate to connect as and when final decisions on these projects area reached as these are on or near to the planned heat network route. The projected carbon saving from switching the Council's housing

networks to SELCHP heat is 9,800 tonnes CO₂ per year.

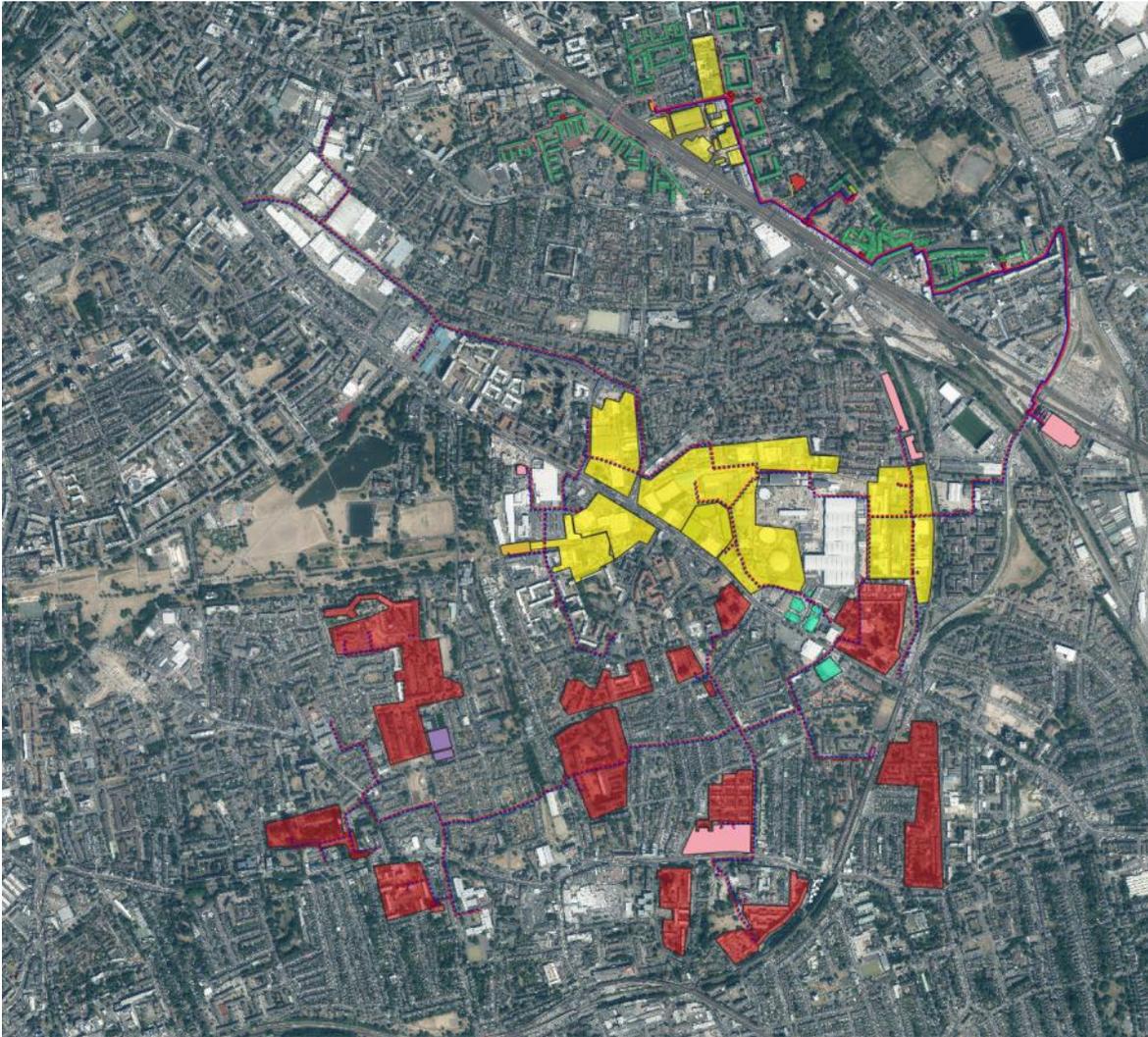


Figure 3 – Current expectation of expanded SELCHP heated network

(Key: Green is already connected loads; Yellow is proposed new developments to connect and red is proposed existing housing estates to connect)

27. Given that Veolia is the operator of the waste facility, and that the Council has an existing heat network contract with them for the first phase of the SELCHP network, the common sense approach to delivering the expansion is to vary the existing contract rather than starting from scratch. It is inconceivable that another party would be able to offer comparable terms to Veolia because no-one else has access to such a large source of low carbon waste heat.
28. The Council instructed a legal firm to check if the network expansion could be undertaken by Veolia through a variation to the existing contract, rather than going through an unnecessary procurement exercise. The expert advice received was that a contract variation would be legally permissible.
29. The Council has therefore been working exclusively with Veolia to develop the detailed design and commercial proposals. These will be checked by the Council and its independent consultants to ensure value for money is being achieved.

30. Commercially, the intention is to replicate the current Heat Supply Agreement whereby Veolia brings the capital cost for the network and the Council pays Veolia a standing charge which covers repayment of capital as well as operation and maintenance.
31. Next steps: With support from the Council, Veolia has now applied to the Heat Networks Investment Programme (HNIP) for commercialisation and capital grant funding and is waiting to hear if a grant will be awarded. If successful, it is anticipated that commercialisation activities will progress through to March 2022 when the capital grant would need to be drawn down to commence construction. If not successful, further grant applications are likely to be made, particularly in consideration of the upcoming Green Heat Network Fund.
32. Homeowner consultation is ongoing. Due to the nature of the contract, it will not be possible to follow the standard Section 20 consultation process and so the Council intends to apply for First Tier Tribunal dispensation from needing to follow the standard process. This is the process followed by the Council when it set up the initial Heat Supply Agreement with Veolia.
33. In terms of approval of the contract variation this would be dealt with through a Gateway 3 report. Section 6.6.3 of the Contract Standing Orders says “if the value of the proposed Variation is a Strategic Procurement, the decision must be taken by the cabinet or cabinet committee, after consideration by the CCRB of the report”. Strategic Procurement includes non-works contracts with values of £4 million or more. It is therefore the intention to bring a Gateway 3 paper to cabinet for the approval of a variation to the SELCHP Heat Supply Agreement with Veolia.

HEAT PUMP INSTALLATIONS

34. The July 2019 Cabinet approved the further investigation of the opportunity to install water source heat pumps at certain of the Council’s housing estates, using the London aquifer as the water source. Following this approval the Council undertook a detailed feasibility study for five estates: Brandon, Consort, Newington, Sydenham Hill and Wyndham.
35. Brandon and Sydenham Hill were found not to be viable at this time due to a combination of technical and economic factors ranging from aquifer potential and plant room space to enabling work costs.
36. Consort, Newington and Wyndham were all found to be both technically and economically viable. The project involves installing a 1,000 kW heat pump at Consort, 2 x 600 kW heat pumps at Newington and 2 x 600 kW heat pumps at Wyndham. Carbon savings are projected to be 3,848 tonnes CO₂ per year.
37. The procurement for the project, in the form of a mini-competition through the Council’s major works framework took place in February 2020 and after a delay due to the start of the Covid-19 pandemic the design and build contract was awarded in June 2020. The

design phase took place from June to August and work commenced on site in September 2020. Works have progressed well with all bore holes drilled, tested and finalised and all heat pumps installed. Commissioning should be completed by November 2021 at Consort and Wyndham and in early 2022 at Newington.

38. The project is not funded through the capital works budget but through separate approval with funding from a Mayor's Energy Efficiency Fund (MEEF) loan, which would be repaid over the lifetime of the heat pumps with income from the Renewable Heat Incentive (RHI). This approach is possible because of the associated carbon savings. The RHI grant income associated with the project has meant that the Council has not had to charge homeowners for the works and the cost of heat on the estates will stay the same.
39. Due to Covid-19, the RHI scheme was extended but is still due to close in March 2022. There is limited information available regarding the government's proposed successor schemes - the Green Heat Network Fund and the Clean Heat Grant. Until more information is available, it may be hard to justify further heat pump projects. Without the RHI, the projects described here could have caused heating charges to increase which contradicts the 'affordability' criteria even though they would simultaneously save carbon, improve air quality and increase heating resilience. The Council should monitor government support programmes to ensure it is well placed to benefit from future schemes, and where appropriate use its influence to guide and shape the direction of such schemes.

Appendix 6 – Regulation and Financing

Heat Metering Regulation

1. The Heat Networks (Metering and Billing) Regulations 2014 stipulate that heat suppliers must:
 - Notify government of heat networks that they operate
 - Install block level heat meters at the entry to each multi-dwelling building
 - Install dwelling level heat meters to all newly built homes and those receiving major refurbishment
 - Install dwelling level heat meters in all other properties (including existing) where it is seen to be cost effective to do so as determined by a certain calculation tool
 - Where dwelling level meters have been installed, to bill customers according to consumption
2. When the regulations first appeared in 2014 the calculation tool was found to be not fit for purpose and was withdrawn. The requirement to install dwelling level heat meters to existing dwellings has essentially been on hold since 2015.
3. In November 2020, the Heat Network (Metering and Billing) (Amendment) Regulations 2020 came into force along with new cost-effectiveness calculations. The regulations require heat suppliers such as the Council to determine which of its buildings fall within the scope of the regulations and complete cost-effectiveness tests for dwelling level meters within these properties within one year (by 27th November 2021). Heat suppliers must then install meters in all required properties by 1st September 2022.
4. The ramifications of the updated regulations are still to be determined though work has begun in trialling the new cost-effectiveness tool. Due to the size of the stock that needs assessing and the fact that many site visits will be required to determine installation costs and viability, the Council may require some external support in completing the assessments.
5. At this stage it is very difficult to predict the number of dwelling level heat meters that will need to be installed and thus it is difficult to forecast the budget that should be set aside. Meters cannot be installed if temperature control devices (normally TRVs as a minimum) are not installed and this can be a further cost, along with any meter data collection systems that might be required. £1,000 is a likely maximum figure per property so if all 17,000 district heated properties required dwelling level heat meters, a £17m investment would be needed with the majority of cost falling in 2022/23. This is considered highly unlikely after our initial review of the new cost-effectiveness tool. It is considered likely at this stage that less than half of the Council's district heating systems will be obliged to install heat meters. A definitive list of estates and properties should be available by November 2021 and a budget request for 2022/23 can be prepared at that stage.
6. Where heat meters are installed, the Council will have an opportunity to set up property level outage data rather than block level. Currently it is not possible for the Council to

determine accurately if heating has failed within an individual property. This could provide operational benefits both to the Council but also to residents and could be used as a basis, going forward, for the calculation of more accurate compensation payments.

7. In accordance with feedback from the Residents Working Group, the wider resident community, and recent experience from our newly built homes, when billing residents on a metered basis the intention should be to deliver as simple a billing system as possible. This should be along the lines of encouraging energy efficient behaviour while also protecting vulnerable residents from the risk of fuel poverty. Charging mechanisms and tariff structures will be discussed in detail in a future paper prior to wider roll-out of heat meters to existing properties.
8. Some of the possible unintended consequences of installing heat meters include under heating, reduction in ventilation (leading to poor indoor air quality, condensation and mould) and unaffordability for high users. A further possible impact is that separate charging for heat (as opposed to the provision of heated accommodation in rental situation, or simple pass through of costs with home owners), requires VAT to be levied at a rate of 5%.
9. The Council started charging its first residents for heat on a metered basis in January 2021. The first few weeks of operation were not without difficulty mainly due to communication failures between the Council, its metering and billing contractor and residents. This situation is being monitored closely to ensure lessons are learnt.
10. In terms of the requirement to install block level heat meters the Council, along with many other councils, is currently not fully compliant. Wherever plant room or underground mains replacements are taking place, block level meters are being installed, but no whole-stock retrofit programme has been carried out to date.

Heat Networks Market Regulation

11. The Competition and Markets Authority (CMA) published a market study in 2017 which recommended that Ofgem, the gas and electricity regulator, should be given powers to regulate domestic heat networks. And in early 2020 the government ran a consultation into the extent and structure of the proposed regulatory framework. In this consultation, a regulatory framework is proposed that would give Ofgem oversight and enforcement powers across quality of service, provision of information and pricing arrangements for all domestic heat network consumers. This would be funded through fees scaled according to the regulated party's size. The consultation sets out:
 - measures to increase levels of investment in the sector, such as provision of market information and support for strengthening local approaches that will help generate additional demand certainty on projects
 - policy options for establishing a market framework to deliver consumer protections, equivalent to those offered to gas and electricity customers, as the market expands
 - proposals relating to the choice of regulator, the regulatory approach, enforcement

- powers and step-in arrangements
 - proposals for protecting consumers including on transparency, pricing and quality of service standards
 - proposals for developing technical standards and certification and accreditation processes to improve the quality, cost and reliability of heat networks
 - proposals for giving heat networks equivalent rights and powers (such as undertaker or statutory access rights) compared with other utilities
 - proposals to drive decarbonisation of heat networks and use of waste-heat sources
12. One area of particular interest is price benchmarking. The consultation documents recognise that different networks will inevitably operate within very different cost frameworks – for example network size, type of heating fuel and age of connected buildings will all affect how much it costs to provide heat to residents. However, in order to protect residents from over-charging it is necessary to have transparency and price benchmarks. It is therefore proposed that the regulator should have powers to mandate and enforce suppliers to publicly disclose their fixed charges, tariffs and unit rates and provide clear explanations about how prices are set. It is also proposed that the regulator will work with the industry to design a system for reporting, monitoring and benchmarking prices. Proposals also include the setting of cost allocation rules on unmetered schemes so the Council's charging systems could be affected across the board.
13. Until the government publishes a response to the consultation, and provides clarity on the final scope and structure of the regulatory framework, it is not possible to ascertain the impacts on the Council's heat networks. Some changes are inevitable, however, and the Council must keep fully abreast of developments to ensure that it is ready and able to comply with new regulation.

Financing Heat Network Investments

Private vs public investment models

14. With a very significant investment need, previously estimated at £350m, the Council has explored whether it would be beneficial to partner with private sector heat network operators at some or all of our estates, in order to leverage private investment. A number of operating models exist which range from fully private on the one hand to fully public on the other.
15. The Council worked with a small number of private companies to develop possible investment models on example estates to establish market appetite and financial viability for the Council and its residents.
16. The investigations showed that unless the Council permitted an ESCO to substantially increase energy costs for residents it would not be able to fund many of the required elements of investment. Certain investment needs with very quick paybacks would be

possible, but most elements (e.g. heat pumps, HIUs, heat meters, radiators) could not be funded by an ESCO. If these works needed to be done, the ESCO would require the Council to contribute the majority of the required capital which undermines the reason for using an ESCO in the first place.

17. A separate line of investigation has been the pursuit of cost comparisons between publicly and privately operated networks. There is very little published research on heat prices charged by either the public or private sectors, but discussions with a range of industry stakeholders indicated that ESCOs tend to charge 8-9 p/kWh while local authorities and housing associations tend to charge 5-6 p/kWh. Standing charges of 40-60 pence per day are typical across both public and private schemes, though some private schemes can be much higher. These costs do not include any contributions towards sinking funds or operation and maintenance costs. From a purely financial perspective it is difficult to make the case for pursuing the ESCO route.
18. Residents' views were sought on the concept of private sector ESCO schemes during the Residents Working Group meetings. Some members of the group were open to the idea, if it was necessary to boost investment. Others expressed concern that such contracts are often expensive to set up from a legal perspective, and could leave residents with less recourse in the event that things go wrong. Residents liked the fact that if normal complaint reporting processes failed to get an adequate response, they could contact their local councillor who would take it up on their behalf.

Homeowner charging models

19. One of the key issues raised by leaseholders and freeholders connected to the Council's heat networks, is the cost of heating related service charges. This can be particularly difficult when expensive capital works result in large bills.
20. Some heat network operators utilise sinking funds which residents pay into periodically to build up financial reserves which can then be used to fund major works when they are needed. The recent report on District Heating by the Housing Scrutiny Commission recommended that the Council look into the viability of setting up of a sinking fund in Southwark.
21. After an internal review a number of obstacles were identified including:
 - Current leases do not provide for collecting money into a sinking fund which means that its operation would either need to be on a voluntary basis, or we would need to make changes to leases (which would be very difficult).
 - The HRA would have to contribute to a sinking fund as well on behalf of tenants (that money would not therefore be available for capital projects in the short term)
 - When the council previously trialled a sinking fund, it ended up giving money back to leaseholders because it wasn't spent
22. The homeownership charging team has pointed out that currently there are flexible payment options already available to help with large capital charges:
 - Monthly payments – capital costs can be spread interest free over 12 to 48 months

depending on the charge

- A service charge loan – for up to 25 years secured against the property
- Equity share – the council taking ownership of a percentage of the property value in lieu of the capital payment

23. A new option of the Council amortising the capital cost of the works over a period of time was also discussed. This approach could be structured so that leaseholders only become liable for the charges progressively as the council incurs the cost internally. To achieve this, certain capital investments could be ring-fenced within a wholly owned investment company, which would charge the Council annually for the use of the assets for a fixed duration (like an internal hire-purchase agreement). Since the Council would itself spread the cost of the assets over a period of time, homeownership charges would also be spread out thus avoiding high one off bills. This approach would need very careful legal and financial consideration to see if it is viable. The Council is currently seeking specialist legal advice.

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