

Housing, Community Safety and Community Engagement Scrutiny Commission

Thursday 21 March 2024

7.00 pm

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

Membership

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

Reserves

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

INFORMATION FOR MEMBERS OF THE PUBLIC

Access to information

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Contact

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

Members of the committee are summoned to attend this meeting

Althea Loderick

Chief Executive

Date: 13 March 2024



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Housing, Community Safety and Community Engagement Scrutiny Commission

Thursday 21 March 2024
7.00 pm
Ground Floor West Wing - 160 Tooley Street, London SE1 2QH

Order of Business

Item No.	Title	Page No.
	PART A OPEN BUSINESS	
1.	APOLOGIES	
	To receive any apologies for absence.	
2.	NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT	
	In special circumstances, an item of business may be added to an agenda within five clear working days of the meeting.	
3.	DISCLOSURE OF INTERESTS AND DISPENSATIONS.	
	Members to declare any interests and dispensations in respect of any item of business to be considered at this meeting.	
4.	MINUTES	1 - 20
	To approve the minutes of the meeting held on 29 February 2024 as a correct record. <i>(To Follow)</i>	
5.	INTERVIEW WITH BOROUGH FIRE COMMANDER	
	To interview the Borough Fire Commander for Southwark, Verona Rawlings on all matters concerning fire safety in Southwark.	

Item No.	Title	Page No.
6.	HEATING & HOT WATER OUTAGES- BOROUGH WIDE	21 - 46
	To receive a report from officers Simon Holmes, Head of Engineering, Paul Gathercole, Gas and Water Contracts Manager, Tom Vosper, Strategic Project Manager, on Heating & Hot Water Outages across the London Borough of Southwark. Supported by Dave Hodgson, Director of Asset Management.	
7.	DRAFT SCRUTINY REPORTS AND RECOMMENDATIONS- 2023-2024	
	To consider the draft scrutiny reports and recommendations for the 2023-2024 year. <i>(To Follow)</i>	
8.	WORK PROGRAMME 2023-2024	47 - 56
	To note the work programme for the 2023-2024 year.	
	DISCUSSION OF ANY OTHER OPEN ITEMS AS NOTIFIED AT THE START OF THE MEETING.	

Date: 13 March 2024

Item No. 6	Classification: Open	Date: 21 March 2024	Meeting name: Housing, Community Safety and Community Engagement Scrutiny Commission
Report title:		Heating and Hot water outages across the London Borough of Southwark	
Ward(s) or groups affected:		All	
From:		Asset Management	

RECOMMENDATION(S)

1. That the Housing and Community Safety Scrutiny Commission notes the responses provided against each of the questions posed.

BACKGROUND INFORMATION

2. The Housing and Community Safety Scrutiny Commission has requested a report on Heating and Hot water outages across the council's housing stock , covering the following points:
 - improvements/changes made as a result of Cabinet's response to recommendations from Housing Scrutiny (district heating) in January 2021;
 - affordability and long term financial implications of the procurement of existing and new contracts (Service providers) on residents and the Housing Revenue Account;
 - customer data collection across the borough (data);
 - contract management for monitoring service providers across the Borough (data);
 - performance data of repairs (heating & hot water) over the past 5 years across the Borough (data);
 - assessment of reliability issues with individual estates' heating networks' across the Borough(data);
 - maintenance and planned works for heating and hot water issues across the Borough (data); and
 - district and communal heating networks improvements (planned / completed) across the Borough

RESPONSES TO QUESTIONS RAISED

3. **Improvements/changes made as a result of Cabinet’s response to recommendations from Housing Scrutiny (district heating) in January 2021.**
4. The first columns in the table below are from the council’s 2021 response to the previous scrutiny recommendations. The final column provides the requested update.

#	Original scrutiny recommendation	Summary of response	March 2024 update
1	Encourage the use of SELCHP (a low carbon option) through the planning process for example by investigating the use of “Local Development Orders (LDOs).	Agreed, though investigation into LDOs is ongoing amid changing heat market regulation. The council is actively encouraging expansion and connection to the SELCHP heat network and an LDO may be a way of speeding up delivery of works.	An LDO for SELCHP expansion has now been implemented (approved by cabinet in June 2023).
2	Ensure internal investment options are exhausted before partnering with the private sector.	Agreed. The council is focussing efforts on maximising in-house resources and existing partner relationships while not excluding the possibility of new private sector delivery.	This continues to be the case despite challenging HRA conditions. Asset management have sought to maximise use of public grants. In the last three years asset management have benefited from: Heat Network Investment Programme, Green Heat Network Fund, Heat Network Efficiency Scheme, Heat Network Optimisation Opportunities, Major’s Energy Efficiency Fund, Renewable Heat Incentive and Local Energy Accelerator grant/loan/incentive funding.
3	Investigate the feasibility of developing a ‘sinking fund’ to avoid large leaseholder charges.	Agreed, investigation ongoing. An initial review of the potential has taken place and identified a number of possible difficulties. Other models that could achieve the	This was investigated and the result was in line with the initial review mentioned (left). The primary difficulties of sinking funds were found to be: <ol style="list-style-type: none"> 1. requirement to change lease terms; 2. technical difficulty of setting appropriate sinking fund payments (advance techno-economic

		<p>same overall objective are now being looked at.</p>	<p>modelling for all parts of all district systems in the borough);</p> <ol style="list-style-type: none"> 3. difficulty in forecasting construction sector inflation rates; 4. transfer of risk wholly to the council; 5. absence of starter funds (council borrowing would be needed to set up working capital, or additional bills to leaseholders); and 6. transparency – currently leaseholder charges can be evidenced with tenders and contracts. Under a sinking fund leaseholders would not have any insight into what their contributions are for. <p>Upon reaching this conclusion officers investigated setting up a wholly-owned subsidiary Special Purpose vehicle (SPV) which could take loans and pay for works then charge the council for the benefit of the works of a defined period. The council could then pass these costs on to leaseholders and they would be smoothed out and accompanied by evidence. Legal counsel was taken which highlighted a number of complexities and drawbacks. The costs of setting up and administering such an SPV would outweigh the benefits. Instead continuing with the current payment options (monthly instalments, service charge loan or equity share¹) was seen positively.</p>
4	<p>Spread best practice from research project across to other heat networks.</p>	<p>Agreed. A draft report from the consultant has now been received and is being reviewed but HSC is right that lessons from this project should be applied as widely as possible.</p>	<p>The project referred to was a “Heat Network Optimisation Opportunities” funded study into possible efficiency improvements to the Brandon, Newington and Sylvan Grove networks. Regarding Brandon, further works has since been completed (Local Energy Accelerator funded) to carry out further optioneering and then design. Regarding Newington - design is complete and works are on site. Regarding Sylvan Grove - the</p>

¹ <https://www.southwark.gov.uk/housing/major-works/ways-to-pay-major-works-costs>

			<p>original study did not make a convincing business case for immediate investment.</p> <p>In terms of applying lessons more widely, this has been the case, especially in terms of pump controls which have since been implemented across several sites (also part grant funded).</p>
5a-c	<p>Improve communication... by employing the text message notification service more widely.</p>	<p>Agreed. The council continues to work hard encouraging residents to sign up for text message notification but has not run a stand-alone campaign.</p>	<p>The text message service continues to be popular with residents. We have still not been able to run a stand-alone campaign to increase its use, however, due to the absence of “self-management of contact details” within the current version of the Northgate database. Currently the only way to add someone to the text message service is for them to call the contact centre and ask for it to be done on a case by case basis (residents are also offered this as an option as part of the call-handing process when they call about other matters). However, the best way would be to allow residents to “opt in” online by ticking a box and updating their contact details. This is not currently a possibility, but is still the intention when the Northgate database is updated to the latest version (currently projected for summer 2024).</p>
5d	<p>Improve communication... by investigating the use of social media to report outages.</p>	<p>Several methods of outage reporting are already used including online though not currently social media. Some estates have their own social media networks for this. The council has no current plans to use social media in this way but it is an ongoing discussion, especially in relation to the MySouthwark platform.</p>	<p>Currently outages are communicated via the following methods:</p> <ul style="list-style-type: none"> - Text message (to those registered) - Communal repairs webpage (updated every two hours) - Recorded message on the contact centre phone number - Letters (when outages go over 24 hours) <p>In the last year asset management have also started using ‘microsite’ websites to keep residents aware of major works heating projects affecting their estates, e.g. https://northpeckhamboilerhouse.com monplace.is/</p>

			Finally, the council are soon to launch an “Energy Portal” within MySouthwark to enable residents with a heat meter to view their current and historic heat consumption split down by days, weeks and months, to help them manage their consumption.
5e	Improve communication... by providing pro-active support to the vulnerable.	Vulnerable resident data has improved through the Covid-19 pandemic and the most up to date information is always used to provide pro-active support including out-bound calls.	Resident vulnerability data is kept up to date on Northgate housing database. When Engineering Services become aware of a significant outage, details are passed to Resident Services so that they can make contact with the most vulnerable to offer support.
5f	Consider the risk of vulnerable residents carrying hot water around their homes during an outage	The council seeks to minimise this risk through timing and advance warning for any planned shut downs. For unplanned outages, we seek to keep residents updated as frequently as possible. Resident Services Officers contact vulnerable residents during outages and are best placed to assess risk and determine whether additional support is likely to be needed.	Resident vulnerability data is kept up to date on Northgate housing database. When Engineering Services become aware of a significant outage, details are passed to Resident Services so that they can make contact with the most vulnerable to offer support.
6	Simplify the heating outage compensation process	Agreed. A draft policy is now in place and is being tested. Full roll-out is expected from April 2021.	As presented to Housing and Community Safety Scrutiny Commission in October 2023, the council’s compensation policy was updated in May 2021 to include automatic compensation for heating outages over 24 hours. The policy is now running as intended.
7	Promptly complete the compensation policy review	Agreed. A draft policy is now in place and the processes behind the policy are being	See above.

		tested. Full application of the policy expected from April 2021.	
8	Ensure residents can use other local facilities during outages e.g. leisure centre showers	Agreed. This arrangement is in place already but will be refreshed with council colleagues and our leisure contractor to ensure it is fully applied.	As indicated in January 2021, the process was revisited by asset management and the leisure service. The process was reviewed to ensure correct communication channels were in place.
9	Investigate and resolve reports of noise caused by certain district heating systems	Agreed. Isolated incidents have been thoroughly investigated and some issues resolved. Sadly some issues are proving difficult to resolve fully and are ongoing.	The instances of noise previously reported have since improved after further interventions to key elements of the district heating infrastructure at the Brandon estate.
10-13	With regard to individual heat metering: <ul style="list-style-type: none"> • Pursue a tariff with balances energy efficiency and fuel poverty • Develop a discretionary aid scheme • Provide suitable education and training • Report back to HSC with further detailed proposals as they are developed 	Where heat meters are installed, balancing energy efficiency with fuel poverty would indeed be important, as would suitable education and training to ease the transition to a new billing system. The concept of a discretionary aid scheme may be appropriate but would need careful consideration at the appropriate time. The heat metering regulations have recently been updated and these are being assessed currently. It is difficult to provide complete clarity at	Since the January 2021 report the council has: <ul style="list-style-type: none"> • written a draft heat metering policy; • consulted on the draft policy with all district heating customers; • updated the policy to reflect feedback; • adopted the policy (available on our website here: https://www.southwark.gov.uk/housing/district-heating/heat-metering) • set socially minded tariffs in line with the policy (accepting they are higher than we would like due to global energy prices) which are designed to balance energy efficiency and fuel poverty objectives; • installed the majority of required heat meters; • updated our webpages to provide basic information about heat metering; • written to all customers about to

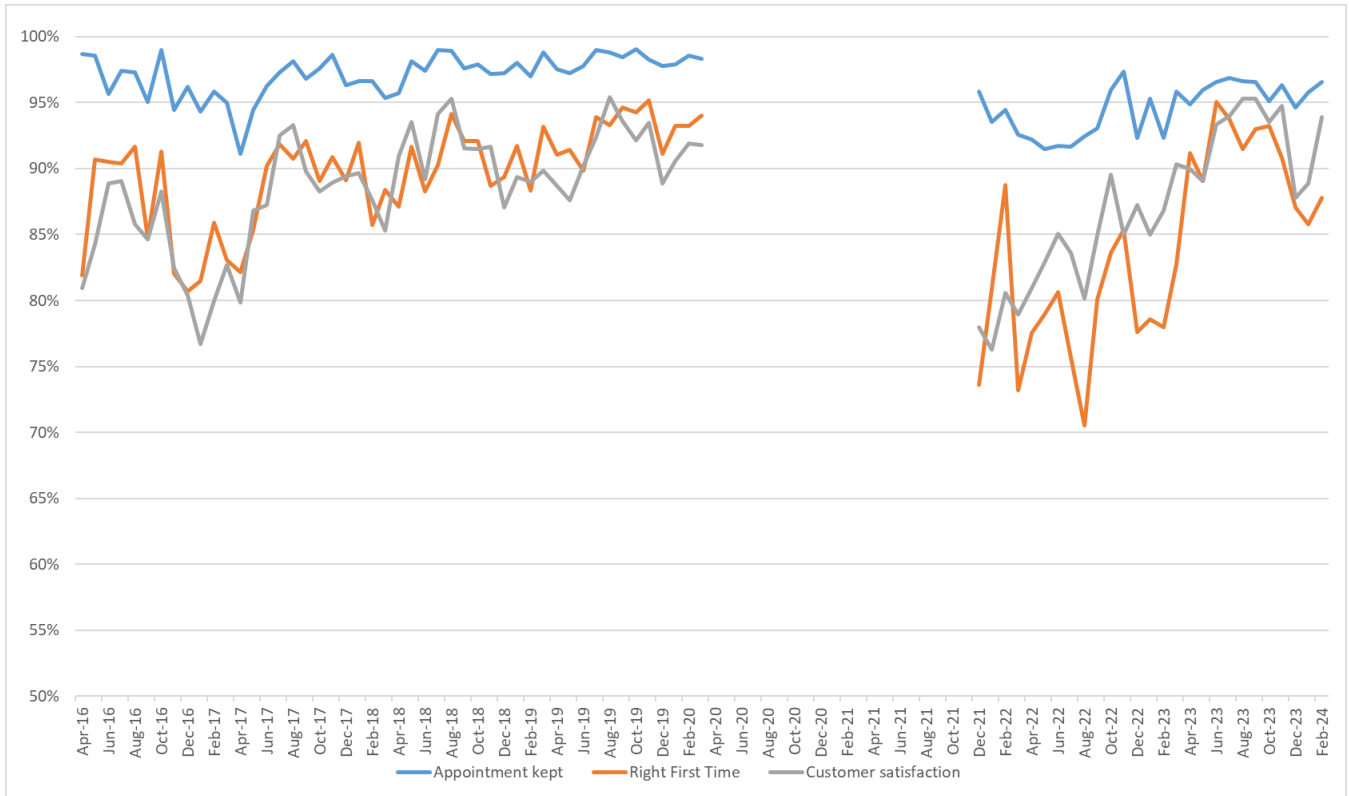
		<p>this time, though work on this front is progressing quickly.</p>	<p>start paying via consumption charges;</p> <ul style="list-style-type: none"> • organised numerous meetings to allow residents to ask questions; and • developed a MySouthwark Energy Portal (see row 5d above). <p>A discretionary aid scheme specially for heat metering was note set up as this was deemed to discriminate against those on individual heating systems or those without heat meters. Instead the council offers support to all eligible residents via the Cost of Living Fund.</p>
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5. Although not specifically part of the previous scrutiny commission's recommendations, the current HCSSC may be interested to note that other improvements in the council's district heating service include:
- Increasing roll-out of remote BMS (Building Management Systems) across the borough to enable remote monitoring and management of district heating systems and early warning of any problems. Over the last few years asset management have increased from 50% to 70% of its boiler houses and plant rooms being covered;
 - Moving the delivery of major district heating investment projects from the Investment Delivery / Major Works team into the Engineering Services team to provide greater technical oversight of projects and less reliance on external consultants.
6. **Affordability and long term financial implications of the procurement of existing and new contracts (Service providers) on residents and the HRA**
7. Currently there are two long term Heating and Water Contracts in place that include for all maintenance, servicing, repairs and testing for district and individual heating. These two contracts are split into A and B. Contract A – OCO Ltd (OCO) serves the north of the borough (Walworth, B&B, Bermondsey and Rotherhithe). Contract B – Smith & Byford Ltd (Smith & Byford) serves the south of the borough (Nunhead, Camberwell, Dulwich and Peckham). These two contracts deal with maintenance and repairs, however they have, more recently delivered some urgent large capital projects. The contracts are due to be extended to March 2026 which will allow time to re-procure new contracts. These contracts have delivered on good performance but there has been some capacity issues, especially within OCO. However, OCO have delivered significant improvements when compared to the previous contracts that were in place and expired in March 2016.

8. Asset management did have a Framework in place to deliver heating mains, boilers and internal works (Lot 3). This expired on 15 February 2021.
9. On 12 September 2023 Cabinet approved a GW1 to procure two Lots; Lot 1 (2 contracts for individual heating repairs, maintenance and installation) and Lot 2 (2 contracts for district heating maintenance, refurbishment and replacements). The main difference with this procurement strategy is that no one contractor can be awarded more than one contract.
10. This has a number of benefits from lessons learned;
 - it increases the contractor delivery capacity to the council (therefore should one contractor have a resource issue there are more contractors available to be able to act as back up);
 - it allows the contractor who is maintaining district heating systems to refurbish them. Historically, the council's district heating systems are old and re-designing, especially when refurbishing, requires consultants, asset management technical teams and the contractor(s) to work together and bring all their various skills and expertise together in a collaborative way rather the traditional client/ consultant contractor model; and
 - the two lots (with four contracts in total) allows SMEs to apply. Previously procuring large contracts has meant that a number of specialised SMEs are excluded due to turnover thresholds.
11. The existing Heating and water contracts (OCO & Smith & Byford) are working within current set budgets. There are a number of Major Works QHIP (Quality Home Improvement Programme) Heating schemes delivered through the expired framework contracts referred to above which are currently in the defects period and due to be signed off over the coming months. Due to expediency a number of critical heating QHIP schemes scheduled for 2024/25 are being delivered through the term contracts with the appropriate approvals in place. These are included in the capital budget agreed for the coming year.
12. The affordability of the new contracts will depend on budget setting and the capital programme. The council has a number of key issues with building safety and other legislative requirements that need to be addressed. The long term viability of district heating has been dealt with within other reports and requires significant investment in order to deal with known issues before they fail and impact on service.
13. **Customer data collection across the borough (data)**
14. Several hundred residents are telephoned by the Customer Experience Team each month, following recently completed heating/hot water repairs carried out within their properties by OCO and Smith & Byford. These telephone surveys provide three Key Performance Indicators - percentage of Appointments Kept, percentage of jobs completed Right First Time and a Customer Satisfaction percentage. The Right First Time and Customer Satisfaction KPIs are reported as part of Southwark's Council Delivery Plan

commitments. During the current financial year to date, both OCO and Smith & Byford are meeting the targets of 90% of jobs completed RFT and 90% resident satisfaction, from around 3,000 completed surveys. S&B and OCO KPI data can be provided if required (and is already provided quarterly within CDP).

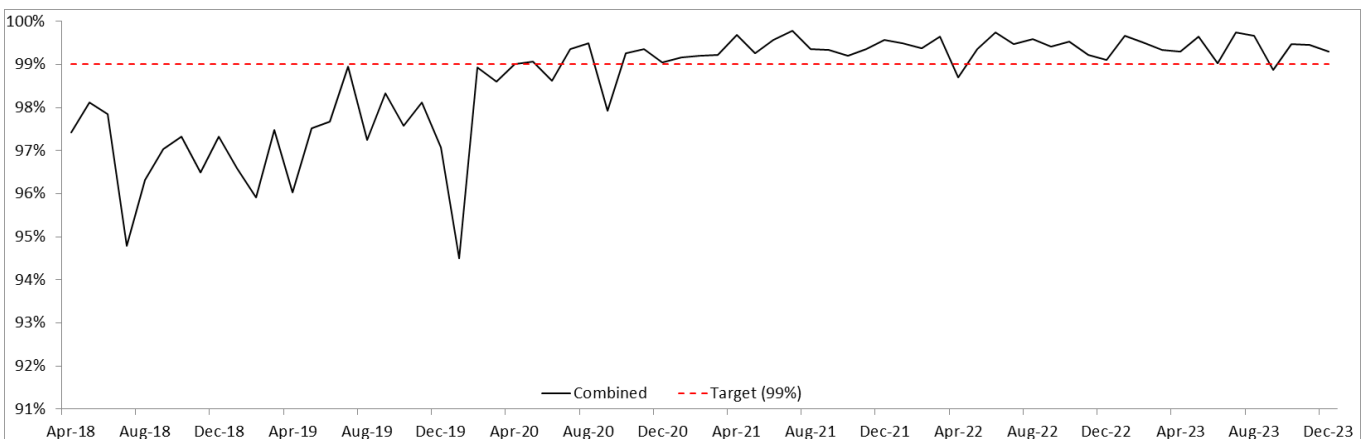
15. As well as customer satisfaction data, the council collects (only for those residents with a heat meter) customer heat consumption records. This is in the format of flow and return temperature, flow rates and energy consumed (kWh). For some customers only the kWh consumption data is collected (differing systems). Heat energy consumption data is considered 'personal data' though is not sensitive or special category data. In collecting and storing heat data we are careful to comply with our duties under data protection legislation, including the GDPR.
16. **Contract Management for monitoring service providers across the Borough (data)**
17. Monthly contractor performance meetings are held with both Smith & Byford and with OCO. These meetings cover all aspects of performance, compliance, social value, finance and health and safety, along with other contract management agenda items.
18. In addition to the monthly meetings, we receive monthly service monitoring data to cover the four KPIs of:
 - appointments kept
 - right first time
 - customer satisfaction
 - availability
19. **Performance data of repairs (heating & hot water) over the past 5 years across the borough (data)**
20. As referenced above (paragraph 18), the council conducts monthly outbound phone call surveys (several thousand per year) to collect data directly from customers about their experience of district heating repairs. The graph below shows the results of the first three KPIs listed above, over the duration of the contracts (from 2016 onwards). The gap is due to Covid when customer satisfaction surveys were paused (team redeployed).



21. As can be seen, the performance across all three metrics improved from 2016 to 2020. When data collection recommenced after Covid, all metrics were significantly lower than before the pandemic. This is largely due to the backlog of jobs within residents’ homes which built up during this period. A year and a half on, the results of customer surveys have almost returned to their pre-pandemic levels.

22. **Assessment of reliability issues with individual estates’ heating networks’ across the Borough. (data)**

23. As referenced above (paragraph 18), the council collects monthly system performance data from the term contractors to show a weighted average of ‘Availability’ – i.e. the amount of time, on average, that district heating customers’ heating and hot water was available to them. The ‘availability’ data for the last five years has been presented in the graph below.



24. As discussed in recent scrutiny meetings, the 'availability' dataset provided does not reflect a complete picture as only block outages are reported and recorded in this way, and thus certain localised or individual problems are not represented.
25. Asset management undertake reviews of individual estates' reliability data, normally once per year and this is one of the main bases for reviewing investment priorities. The table provided in Appendix 1 shows the availability statistics for each boiler house during the calendar year of 2022 (the 2023 data has not yet been analysed).
26. **Maintenance and planned works for heating and hot water issues across the borough (data)**
27. Please refer to Appendix 2 "Vol 2 - Doc 6 - Tech Spec - Final - 100215 - Planned Maintenance Tasks.pdf" which lists and explains the various Planned and Preventative Maintenance activities undertaken.
28. **District and communal heating networks improvements (planned / completed) across the Borough**
29. In the last three years the council has completed feasibility studies across the following sites:
- Alberta
 - Brandon
 - Clifton
 - Dighton Court
 - Newington
 - Osprey
 - Sydenham Hill
 - Consort (in progress)
 - D'Eynsford (in progress)
 - Haddonhall 1 (in progress)
 - Lettsom (in progress)
 - Surrey Docks (in progress)
30. In addition to the above the council has completed works across the following sites:
- Albert Barnes boiler house, risers and dwelling internals
 - Aylesbury estate boiler house and plant rooms
 - Brimington underground mains
 - Consort, Newington, Wyndham water source heat pumps
 - Cossall estate boiler house
 - Fielding Street boiler house
 - Harfield Gardnes boiler house
 - Masterman House boiler house, risers and dwelling internals
 - Perronet House boiler and flue work
 - Primrose House boiler house

- Rouel Road and Four Squares plant rooms
 - Salisbury underground mains
 - Sydenham Hill replacement boilers
 - Wyndham estate underground mains (phase 1)
 - North Peckham boiler house (in progress)
 - Newington underground mains (in progress)
 - Dighton Court boiler house (in progress)
 - Sceaux Gardens replacement boilers (in progress)
 - Silverlock estate hot water system
 - Heat meter installations across Cossall estate, Crane House, Osprey estate, Sceaux Gardens and Surrey Docks (Downtown North & South)
31. Planned works include those which are currently in progress (to complete), those which are currently or recently completed feasibility stage (paragraph 29 which will need to be prioritised according to criticality) and the following:
- Gloucester Grove risers
 - Setchell underground mains
 - Wyndham underground mains (phase 2)
 - SELCHP Heat Network Expansion

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Title of document(s) - Response to Housing Scrutiny Commission report into District Heating	Title of department / unit Address	Name Phone number
(Insert hyperlink here)		
Title of document(s) (Insert hyperlink here)	Title of department / unit Address	Name Phone number
(Insert hyperlink here)		

APPENDICES

No.	Title
Appendix 1	Site by site availability KPI data for 2022
Appendix 2	Borough-wide availability KPI data since 2018

AUDIT TRAIL

Lead Officer	Simon Holmes	
Report Author	Simon Holmes	
Version	Final	
Dated	13 March 2024	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Governance	No	No
Strategic Director of Finance and Governance	No	No
List other officers here		
Cabinet Member	Yes	Yes/No
Date final report sent to Constitutional Team / Scrutiny Team	13 March 2024	

Appendix 1 – Site by site availability KPI statistics for 2022

Boiler House	2022 % Availability
125 Peckham Park Road	100.0%
Albert Barnes	100.0%
Brook Drive	100.0%
Garnies Close	100.0%
Hastings	100.0%
Helen Gladstone	100.0%
Lew Evans	100.0%
Lindley	100.0%
Masterman	100.0%
Styles House	100.0%
Linden Grove	100.0%
Hoyland	100.0%
William Cuffay	100.0%
Hampton 1	100.0%
Jack Jones	100.0%
Aylesbury	100.0%
Pedworth	100.0%
Wakefield 1	100.0%
Langdale	100.0%
Basswood Close	99.9%
Abbeyfield estate	99.9%
Ros Stark	99.9%
Tatsfield	99.9%
Clifton	99.9%
Primrose	99.9%
Pasley	99.9%
Neville	99.9%
Tayo Situ	99.9%
Osprey	99.9%
Minnow Walk	99.9%
Hodister	99.9%
Harfield Gardens	99.9%
Salisbury	99.9%
Silwood 2	99.9%
Silwood 1	99.9%
Owgan Close	99.9%
Dodson	99.9%
Livingstone 1	99.9%
Pelier	99.9%
Ivychurch	99.8%
Pennack	99.8%
New Place	99.8%
Barset	99.8%
Setchell	99.8%
Ullswater	99.8%
Leontine	99.8%
Plaxdale	99.8%
Harry Lambourne	99.8%
Stanswood	99.8%
Wakefield 2	99.8%
Smeaton Court	99.8%
Alberta	99.8%

Boiler House	2022 % Availability
Gilesmead	99.8%
Leysdown	99.8%
Keyworth Street	99.8%
Heron	99.8%
Fair Street	99.8%
Lucy Brown	99.8%
Pardoner	99.7%
Soane	99.7%
Priory Court	99.7%
Fielding Street	99.7%
Bankside	99.7%
Consort	99.7%
Grosvenor	99.7%
Dighton Court	99.6%
Livingstone 2	99.6%
Slade Walk	99.6%
Blossom & Leyland	99.6%
Tustin	99.6%
Cossall	99.5%
Hampton 2	99.5%
Hillingdon Street	99.4%
Havil Street	99.4%
Redman	99.4%
Surrey Docks	99.4%
Portland Street	99.4%
Lettsom	99.3%
Brandon	99.3%
Haddonhall 2	99.3%
Tissington	99.3%
Sceaux Gardens	99.3%
Haddonhall 1	99.2%
Sydenham Hill	99.2%
Crane House	99.2%
Scovell	99.1%
Acorn	99.1%
Canada	99.1%
Conant	99.1%
Brimmington Central	99.0%
D'Eynsford	98.8%
North Peckham	98.8%
Barlow	98.8%
Castlemead	98.7%
Gaywood	98.6%
Wyndham	98.5%
Newington	96.3%

Volume 2
Document Number 6

MEASURED TERM CONTRACT

FOR

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

(‘THE WORKS’)

TECHNICAL SPECIFICATION

Planned Maintenance Tasks

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

11.02 The maintenance frequency required is abbreviated as:

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

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

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

The categories are as follows:

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

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

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

PLANNED MAINTENANCE TASKS

FREQUENCY

TASK BOILERS (including gas fired water heaters)

MTHW

LTHW

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

(A)

(A).

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

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

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

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

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

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

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

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

BN.3 Check the following:-

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

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

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

BN.4 Carry out short term test check change of fuel on dual-fuel installations, check connections, repair or renew as necessary.	(Q)	(6M)
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BN.5 The following items are to be checked for satisfactory condition and function and, where necessary, the

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

- | | | |
|----------------------------|-----|------|
| (a) Forced Draught | (M) | (Q) |
| (b) Atmospheric | | (Q) |
| (c) Fanned Flue | | (6M) |
| (1) Control thermostat. | | |
| (2) Over temperature stat. | | |

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

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

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

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

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

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

Note: Chimney inspections must be carried out by an approved

specialist Contractor.

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

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

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

CA.2	Check condition of insulation and report any defects to Contract Administrator.	(6M)	(6M)
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CA.3	Drain and clean out, chlorinate and check condition of storage calorifiers. The chlorination regime shall be as for cold water tanks (CW.2) and appropriate certification provided.	(6M)	(6M)
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Note: Where calorifier and Angellerys are installed in tandem, one should be left operational to maintain service.

TASK	PUMPS (including those associated with Pressure Vessels)	MTHW	LTHW
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P.1	Take off line and thoroughly check condition for correct operation, replace belts (if required), repack glands and adjust correctly. A return visit is to be made after about two weeks running to re-adjust.	(A)	(A)
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P.2	Inspect shaft couplings for condition and alignment. Correct and repair as necessary.	(A)	(A)
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P.3	Inspect pulleys and belts for condition, tension and alignment. Check and grease bearings correct and repair as necessary.	(6M)	(6M)
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Note: Replacement belts shall be considered consumable items included within the PPM.

P.4	Spanner check all nuts and bolts.	(6M)	(6M)
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P.5	Check sump pump operation and ensure sump clean.	(6M)	(6M)
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P.6	Check condition and operation of sewer station pumps.	(A)	(A)
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P.7	Change duty of pump where automatic changeover is not performed including potable water pumps.	(Q)	(6M)
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P.8	Check suction and discharge pressures where gauges fitted.	(Q)	(6m)
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P.9	Visual checks for leaks; secure where possible by tightening and or repacking joints, etc.	(Q)	(6M)
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P.10	Check condition of anti-vibration mountings, bellows and couplings.	(Q)	(6m)
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TASK COLD WATER DOWN SERVICE TANKS	MTHW	LTHW
CW.1 Check overflows, correct operation of float and valve all in accordance with the current Water Regulations.	(A)	(A)
CW.2 Drain and clean out, chlorinate, check condition of tank, covers and access hatches, renew valve washer, clean tank space, provide test certificate. Check condition of joints in sectional tanks.	(A)	(A)
<p>The chlorination regime shall be as follows:</p> <p>Refill with fresh water and chlorinate with 50mg/litre (ppm) free residual chlorine for one hour; drain and flush until no chlorine can be detected above the level of the incoming mains supply. Note. Check if procedure is still correct.</p> <p>The test certificate shall include a statement of the chlorine concentration at beginning, during and at the end of testing.</p>		
TASK UNDERGROUND MAINS	MTHW	LTHW
M.1 Examine all underground mains pits, pipe ducts and Conduit ends and make sure conduit vent is clear. Lift pits and duct covers, examine and clean covers, grease and renew joint to covers. Pump out pit or duct if required. Examine all expansion bellows and associated anchors - check and adjust alignment, ensure hot and cold movement is clear. Check all valves for freeness of operation and leaks, secure and adjust, wire brush, clean and repaint (Hammerite or equal). Check hangers, rollers and insulation and report (manually operated valves). Clean and overhaul valve glands and repack as necessary.	(A)	(A)
TASK DISTRIBUTION MAINS	MTHW	LTHW
DM.1 Examine all expansion bellows and associated anchors - check and adjust alignment, ensure hot and cold movement is clear. Check all valves for freeness of operation and leaks, secure and adjust.	(A)	(A)
DM.2 Remove filters in primary and secondary mains, clean, replace and re-joint, inclusive of all necessary works.		
(a) Up to 50 mm	(A)	(A)
(b) 50 mm and over	(A)	(A)

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

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

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

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

PR.10 Check for any unusual noises, smells, conditions associated with operation of plant and equipment, investigate and report as necessary.	(M)	(Q)
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TASK OTHER TASKS		
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	MTHW	LTHW
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OT.1 Check all gas pipe work for gas soundness.	(A)	(A)
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OT.2 Check operation of all valves and controls associated with gas burners and report all defects.	(A)	(A)
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OT.3 Water treatment of Primary and Secondary Heating / Hot water including testing and independent sample analysis by laboratory in accordance with this Specification paragraphs 7.10 – 7.18	(Q)	(Q)
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OT.4 Clean the glands and repack and overhaul as necessary.	(A)	(A)
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OT.5 Check for correct operation of all automatic valves controlling temperatures, pressures or volumes.	(Q)	(Q)
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Note: Where a valve is being used for balancing, the valve must be reset to the original settings.

Item No. 8	Classification: Open	Date: 21 March 2024	Meeting Name: Housing, Community Safety and Community Engagement Scrutiny Commission
Report title:		Work Programme 2023-24	
Ward(s) or groups affected:		N/a	
From:		Scrutiny Officer	

RECOMMENDATIONS

1. That the housing, community safety and community engagement scrutiny commission note the work programme as at 21 March 2024 attached as Appendix 1.
2. That the housing, community safety and community engagement commission consider the addition of new items or allocation of previously identified items to specific meeting dates of the commission.

BACKGROUND INFORMATION

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

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

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

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

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

KEY ISSUES FOR CONSIDERATION

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

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

Council Homes (Councillor Sarah King)

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

Community Safety (Councillor Natasha Ennin)

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

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

New Homes & Sustainable Development (Councillor Helen Dennis)

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

Deputy Cabinet Member for Housing Allocations (Councillor Leo Pollak)

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

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

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

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

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

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

Deputy Cabinet Member for Green Finance (Councillor Emily Hickson)

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

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

BACKGROUND DOCUMENTS

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

APPENDICES

No.	Title
Appendix 1	Work Programme 2023/24

AUDIT TRAIL

Lead Officer	Amit Alva, Scrutiny Officer	
Report Author	Amit Alva	
Version	Final	
Dated	13 March 2024	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Governance	No	No
Strategic Director of Finance and Governance	No	No
Cabinet Member	No	No
Date final report sent to Scrutiny Team	13 March 2024	

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

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

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

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

Meetings	Agenda Items	Comment
21 March 2024	Heating & Hot Water Outages- Borough Wide	To receive a report from officers Simon Holmes, Head of Engineering, Paul Gathercole, Gas and Water Contracts Manager, Tom Vosper, Strategic Project Manager, on Heating & Hot Water Outages across the London Borough of Southwark. Supported by Dave Hodgson Director of Asset Management.
	Interview with Borough Fire Commander.	To interview the Borough Fire Commander for Southwark Verona Rawlings on all matters concerning fire safety in Southwark.
	Draft scrutiny report and recommendations	To consider the draft scrutiny report and recommendations.

Housing, Community Safety and Community Engagement Scrutiny Commission

MUNICIPAL YEAR 2023-24

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		Dated: 13 March 2024	