

# Overview & Scrutiny

## Living in Hackney Scrutiny Commission

All Members of the Living in Hackney Scrutiny Commission are requested to attend the meeting of the Commission to be held as follows

**Wednesday, 30th September, 2020**

**7.00 pm**

**Until further notice, all Council meetings will be held remotely. To access the meeting please click in the link [https://youtu.be/c2Fn\\_n5zdz4](https://youtu.be/c2Fn_n5zdz4)**

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**Tim Shields**

**Chief Executive, London Borough of Hackney**

**Members: Cllr Sharon Patrick (Chair), Cllr Sade Etti (Vice-Chair),  
Cllr Anthony McMahon, Cllr M Can Ozsen, Cllr Ian Rathbone,  
Cllr Penny Wrout and Cllr Anna Lynch**

## Agenda

**ALL MEETINGS ARE OPEN TO THE PUBLIC**

4 Update on Thames Water Main Burst N4

(Pages 1 - 16)

## Access and Information

### Getting to the Town Hall

For a map of how to find the Town Hall, please visit the council's website <http://www.hackney.gov.uk/contact-us.htm> or contact the Overview and Scrutiny Officer using the details provided on the front cover of this agenda.

### Accessibility

There are public toilets available, with wheelchair access, on the ground floor of the Town Hall.

Induction loop facilities are available in the Assembly Halls and the Council Chamber. Access for people with mobility difficulties can be obtained through the ramp on the side to the main Town Hall entrance.

### Further Information about the Commission

If you would like any more information about the Scrutiny Commission, including the membership details, meeting dates and previous reviews, please visit the website or use this QR Code (accessible via phone or tablet 'app')

<http://www.hackney.gov.uk/individual-scrutiny-commissions-living-in-hackney.htm>



### Public Involvement and Recording

Scrutiny meetings are held in public, rather than being public meetings. This means that whilst residents and press are welcome to attend, they can only ask questions at the discretion of the Chair. For further information relating to public access to information, please see Part 4 of the council's constitution, available at <http://www.hackney.gov.uk/l-gm-constitution.htm> or by contacting Governance Services (020 8356 3503)

### Rights of Press and Public to Report on Meetings

Where a meeting of the Council and its committees are open to the public, the press and public are welcome to report on meetings of the Council and its committees, through any audio, visual or written methods and may use digital

and social media providing they do not disturb the conduct of the meeting and providing that the person reporting or providing the commentary is present at the meeting.

Those wishing to film, photograph or audio record a meeting are asked to notify the Council's Monitoring Officer by noon on the day of the meeting, if possible, or any time prior to the start of the meeting or notify the Chair at the start of the meeting.

The Monitoring Officer, or the Chair of the meeting, may designate a set area from which all recording must take place at a meeting.

The Council will endeavour to provide reasonable space and seating to view, hear and record the meeting. If those intending to record a meeting require any other reasonable facilities, notice should be given to the Monitoring Officer in advance of the meeting and will only be provided if practicable to do so.

The Chair shall have discretion to regulate the behaviour of all those present recording a meeting in the interests of the efficient conduct of the meeting. Anyone acting in a disruptive manner may be required by the Chair to cease recording or may be excluded from the meeting. Disruptive behaviour may include: moving from any designated recording area; causing excessive noise; intrusive lighting; interrupting the meeting; or filming members of the public who have asked not to be filmed.

All those visually recording a meeting are requested to only focus on recording councillors, officers and the public who are directly involved in the conduct of the meeting. The Chair of the meeting will ask any members of the public present if they have objections to being visually recorded. Those visually recording a meeting are asked to respect the wishes of those who do not wish to be filmed or photographed. Failure by someone recording a meeting to respect the wishes of those who do not wish to be filmed and photographed may result in the Chair instructing them to cease recording or in their exclusion from the meeting.

If a meeting passes a motion to exclude the press and public then in order to consider confidential or exempt information, all recording must cease and all recording equipment must be removed from the meeting room. The press and public are not permitted to use any means which might enable them to see or hear the proceedings whilst they are excluded from a meeting and confidential or exempt information is under consideration.

Providing oral commentary during a meeting is not permitted.

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<b>Living in Hackney Scrutiny Commission</b> <b>30<sup>th</sup> September 2020</b> <b>Item 4 – Update on Thames Water Mains Burst N4</b>	Item No <b>4</b>
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## **Outline**

The Living in Hackney Scrutiny Commission is receiving an update on the Thames Water Mains Burst in N4.

## **The discussion will cover:**

An update from Thames Water on their progress of repair works, a status update on residents returning to their homes (home owners, private tenants, council tenants, registered social landlords and leaseholder) and an outline of your investment plans, timescales and the improvements you expect to achieve from this investment plan.

An update from Ofwat on the progress of performance for Thames Water, accessibility of this information locally and investment in improvements by Thames Water.

## **Reports in the agenda:**

There are no formal reports in the agenda.

- Thames Water will be doing a presentation at the meeting. On page 3 is an outline of the areas the presentation will cover.
- Ofwat will be providing a verbal update at the meeting.

## **Attending for this item will be:**

### **Thames Water**

- **Steve Spencer** – Operations Director
- **Tim McMahon** – Head of Water Asset Management

### **Ofwat**

- **Carl Pheasey** - Director Strategy & Policy, Ofwat

## **Action**

Members are asked to consider the presentations and ask questions.

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London Borough of Hackney  
Policy and Performance Scrutiny

30<sup>th</sup> September 2020

Steve Spencer – Operations Director

Tim McMahon - Head of Asset Management

# Aims and objectives

Provide key updates on several topics discussed at the previous Living in Hackney Scrutiny Panel on 14 January 2020

- Update on Queens Drive Burst
- Improved working with Hackney
- Planned investment in Hackney 2020-2025
- Queens Drive and Seven Sisters Project
- Longer term strategy





## Looking after residents - latest

- Compensation has now been paid to all residents who were affected by the flooding
- In total, 83 properties had to be vacated while repairs were undertaken
- 52 have now been repaired and families/residents have returned, including all council tenants
- 19 remain in alternative accommodation while repairs continue
  - 4 are with Aspect, our insurer
  - 15 are with own insurer or contractor
- 12 families have moved from Queens Drive and taken up long-term rentals elsewhere
- Our partners continued with repairs during lockdown, once risk assessments and safe working practices had been established
- Aftercare team remains and oversight provided by our Operations Director – who is kept abreast of every ongoing case

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# Changes To Emergency Planning & Incident Management

- We have put in place a new incident management structure widely considered to be recognised best practice, which aligns with local government and first responder arrangements (details in Appendix);
  - There is now greater focus on communicating with customers via the website and social media
  - We have a clear chain of command and set roles to eliminate confusion on the ground
  - Following a large leak adjacent to Queens Drive (smaller, local water main) in August, customer reps were quickly on site with regular updates given to the council and customers
- A team of Emergency Planners has been employed to improve lines of communication with the council;
  - This new team acts as direct link between Thames Water and the council's emergency planning team
  - We have also recruited staff solely to manage customer aftercare until everything resolved
- The business resilience team has been expanded so we can now work with individual borough's resilience forum;
  - We have now attended the Hackney LRF
  - Thames Water is now in a position to work with stakeholders across the borough to plan for future incidents



## Working with Hackney

- Teams from Hackney have been to our operations room to learn about the information we have during an incident but also to explain what they need from Thames Water. Regular contact is maintained.
- In coordination with Hackney, in August we simulated an event like Queen's Drive to put leanings into practice (the pandemic did impact who could support)
- A future simulation with council officers is planned once pandemic pressure eases with all our improvements put to the test, including customer aftercare
- We have attended LRF meetings in Hackney to where we are now contributing to contingency plans for a range of incidents.



# Our 2020-25 investment plans

We have committed to the most stretching set of targets for water supply in our history, including:

- 20% leakage reduction from our network
- 70% reduction in interruptions to our customers' supplies

...which we will achieve through business changes and targeted investment across London and the Thames Valley including:

- The intelligent operation of our existing assets
- Targeted investment to replace our worst performing pipes
- Reducing damaging pressure waves which can 'shock' our network
- Installing over 400,000 new smart meters for our customers
- Improvements to the resilience of our treatment and storage capabilities



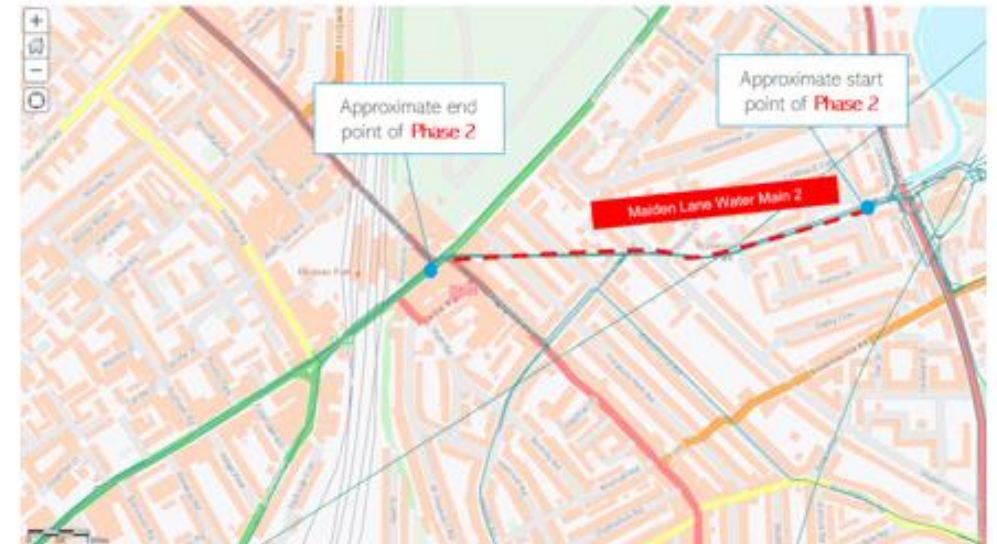


# Seven Sisters and Queen's Drive trunk rehabilitation scheme

- We are re-lining two sections of Victorian cast-iron pipes following an enhanced programme of leakage surveys on trunk mains in this area, following the Queens Drive burst;
- Work will increase resilience of two major pipes, including the one which burst on Queen's Drive, by cutting leakage and reducing the chances of future incidents;
- The scheme is set to cost almost £7m and is due to start in October, lasting until Summer 2021
- The work has been designed in partnership with Islington and Hackney borough councils, to keep disruption to a minimum;
- Councillors and residents were invited to online engagement sessions to help keep everyone informed of the work



The area of pipe we're relining in phase 1 in Islington with site locations

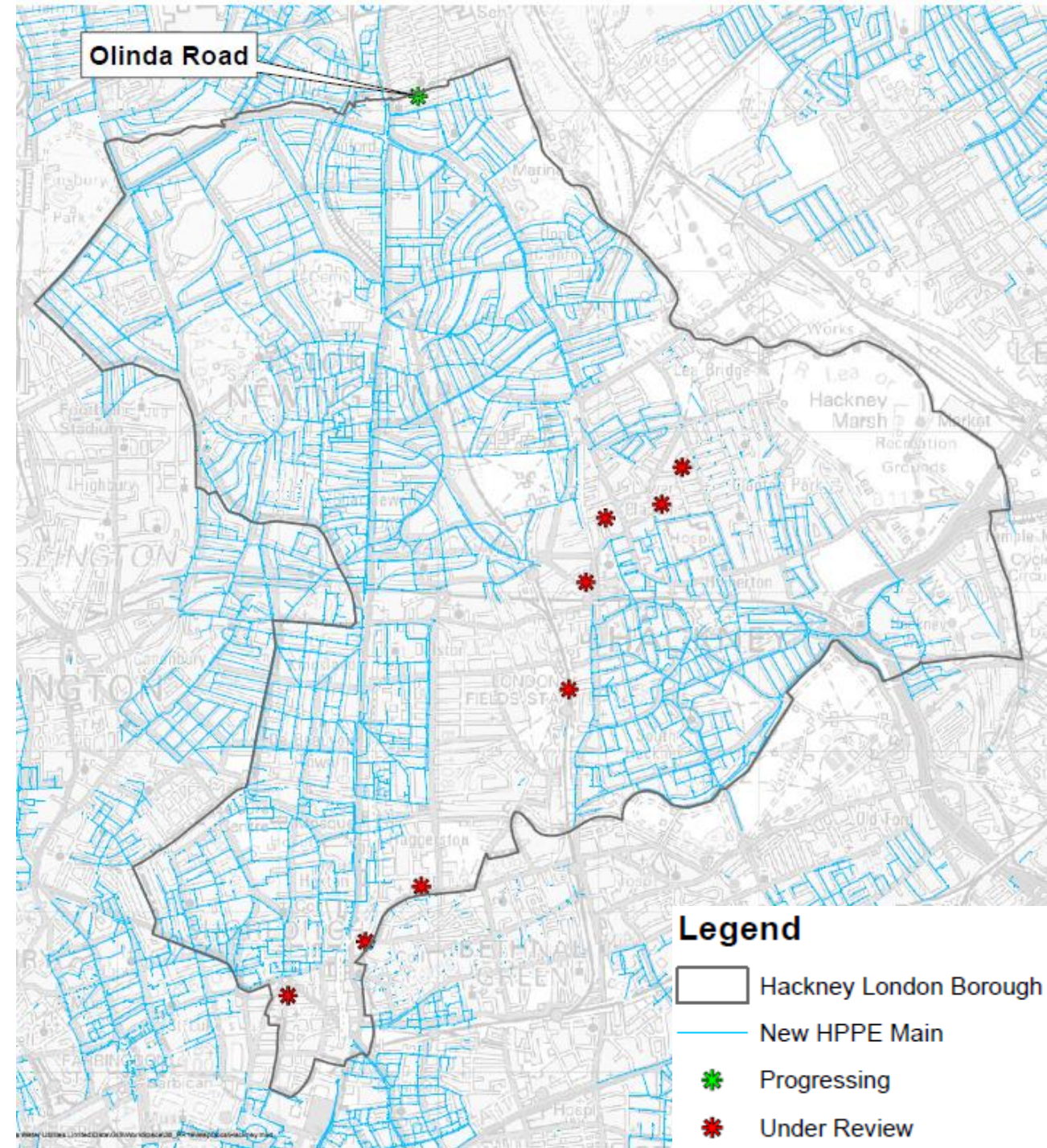


The area of pipe we're relining in phase 2 in Hackney



# Other water network investment planning in Hackney

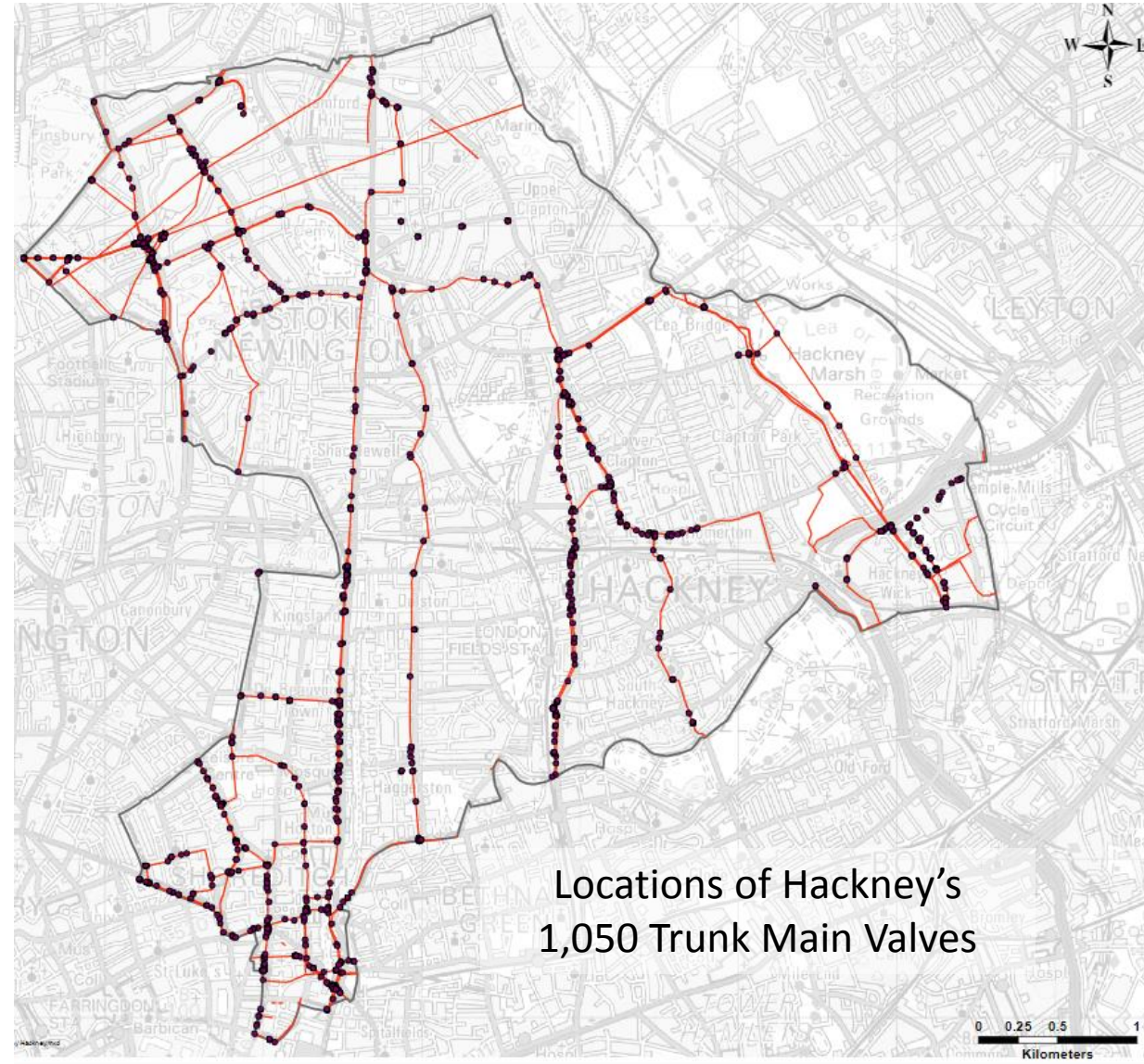
- Hackney has the highest proportion of mains replaced of any borough we serve (56% replaced since 2000)
- We have installed over 9,000 smart meters since 2015 in Hackney and intend to install another 4,800 during AMP7
- We repair an average of 384 mains bursts per year alongside 351 bursts on the customers' properties and repairs to customers' own pipework





# Trunk Mains in Hackney

- We operate 68km of trunk mains in Hackney
- 60% of Hackney's trunk mains are Victorian
- We have a programme of 12,000 valve checks per year across our entire trunk main network, including 1,050 in Hackney
- We plan to complete our work on the 30" trunk main in Stoke Newington High St and Northwold Rd in Mid-October and will commission this vital pipeline following this point
- We have discussed risk management with representatives of the council, including an opportunity to data-share to enable council gully clearance programmes to prioritise high risk trunk main locations



## Next steps

- Complete the repair of all properties and return all residents to their homes as soon as possible
- Continue the now established and ongoing dialogue between our emergency planning teams
- £7m programme at Severn Sisters Rd and Queens Drive to commence October 2020
- We are confirming our additional mains replacement programme with our delivery partners (expected early 2021)
- We are working with OFWAT on a further package of work for investment specifically in London's water infrastructure (April 2021)
- We will continue to work with the regulator to build the case for a substantial programme of investment and specifically water mains and trunk mains renewals in the next regulatory period (2025-30)





Thank you & Questions

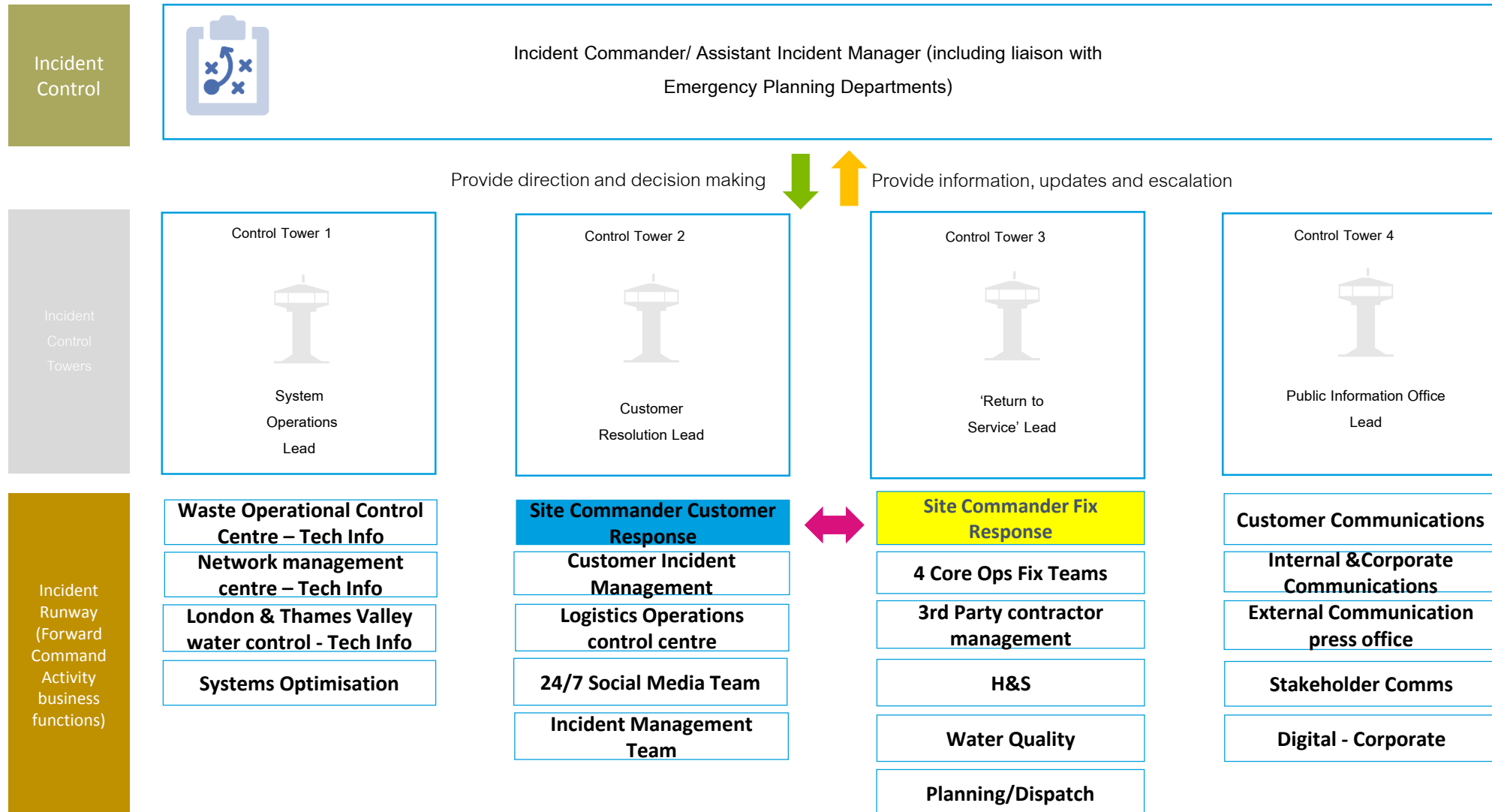


# Appendix

# Incident response

How we organise ourselves during an incident

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## Improved Response – Staples Corner

- Burst Occurred on the 06/07/2020 on a 24” main on the A406 by the Brent Cross Flyover
- Led to flooding of the A406 and major traffic disruption
- Widespread disruption to supplies - 51 properties over 3 hours



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- The burst main was quickly identified following customer calls to advise of low water pressures
- Response was aided by new incident management structure, and improved emergency planning
- Priority Service customers identified and contacted proactively
- Supplies restored to all areas within 4 hours
- Road partially reopened 13 hours after the burst event and fully reopened within 5 days