

Overview and Scrutiny



Overview and Scrutiny Committee Supplementary Agenda

Monday, 18 March 2024

7.00 pm, Civic Suite (the meeting can also be observed via the Council's website at <https://lewisham.public-i.tv/core/portal/home>)

Civic Suite

Lewisham Town Hall

London SE6 4RU

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This meeting is an open meeting and all items on the agenda may be audio recorded and/or filmed.

Part 1

Item	Pages
4. Thames Water Update	1 - 5



Lewisham Response

Recommendation and response	Update
<p>1 Develops a SMART improvement plan to address poor performance in Lewisham, including attendance times in relation to emergency events and the length of time excavations are open in relation to both planned and unplanned events.</p> <p>Our Repair and Maintenance Team has actively engaged with our contractors to address the concerns raised about reinstatement. We have taken a proactive approach by challenging them to enhance their lead time for reinstatements, particularly on TFL roads, and strive for same-day reinstatement whenever feasible. We are pleased to report that the contractors, SQS, have embraced this initiative and are committed to implementing these improvements going forward. We believe these changes will lead to more efficient and timely reinstatement processes, benefiting both our operations and the community. We will be monitoring the changes and will be happy to report back in 6 months on the progress we've made.</p>	<p>In North London, we've optimized our planning operations and contractor collaborations for upcoming lane rental jobs, enhancing our decision-making process regarding job scheduling. As a result, we've successfully reduced spanner time to an average of 3 days. We're also enhancing coordination with the Highways Authority for same-day/night reinstatements, further improving efficiency. Our cycle times have seen continual improvement since our last meeting and remain consistent</p> <p>Working more closely with HA on requests for same day/night reinstatements.</p> <p>Cycle times have improved since last meeting and are maintained.</p>
<p>2 Ensures that the improvement plan includes allocating sufficient resource to deal with emergencies, as when emergency events occur concurrently there are regularly significant delays in attendance.</p> <p>We are dedicated to improving response times by reducing the cycle time for key leakage work. This will enhance the efficiency of handling leakage issues and overall cycle times for visible work. We are developing a new approach to tackling this issue which will shortly be trialled. Though specific timelines are pending, we are resolute in our purposeful progression.</p> <p>Notably, our emergency resources align with in-day resources. As a result, we will always prioritise emergencies above all other jobs. Therefore, the trial aims to enhance emergency response alongside our primary focus on reducing cycle times.</p> <p>Our wider strategy is to get 10 Network Service Technicians working nights and onboard by year-end, who will be able to ensure more capacity is available out of hours to continue improving the service we offer.</p> <p>Additionally, we have now made changes to our vetting process to ensure that there is improved proactive management of our emergency -digs backlog so that we are able to respond swiftly to all genuine emergencies. This has already seen reductions in historic high levels of emergency e-digs in 2022 down to 6 times lower than last year. We resultantly expect the reduction in the E-digs we raise to improve response times on genuine E emergency -digs as of immediate effect</p>	<p>Recent changes to both network service technicians as well as repair & maintenance team working patterns which are now in place to improve availability for our 24 hour operation</p> <p>10 Network Service Technicians working nights were recruited, 9 have now moved on to the night rota and training is now completed allowing more capacity 24 hours for emergency and planned out of hours works.</p>

Lewisham Response

	Recommendation and response	Update
3 Page 3	<p>Ensures that all planned and unplanned activity is clearly communicated to businesses and residents.</p> <p>The nature of unplanned work means it is not always possible to communicate in a timely fashion, but we are aware that this is an area of the business which needs to improve. To address this, we are building this into our 2023 London Water strategy. Currently, timelines haven't been agreed as it will require multi-department alignment and agreement. We are working on it and will be able to provide a further update once we have more concrete decisions.</p> <p>The current protocol is that Network Support Technicians (NST) should be doing a call on route to the job and also after completing the job, as standard. To improve performance, the NST's are now being audited and failure to follow the protocol basics will be addressed with performance management. This will be effective for one property incidents or issues, as for wider large supply interruption incidents we are working with our communications team to introduce new ways of communicating as part of the London Water strategy.</p>	<p>Initiative in plan phase to build an end to end customer journey to improve communications. Working with planning and dispatch department and overseas services to improve our text service.</p> <p>Salesforce system which has automated comms is planned to go live this summer 2024 if pending operational challenges.</p>

Performance

SI (Service Interruptions)

- Lewisham leading the way on SI with SL, all incidents single properties

Lewisham SI YTD

Property Hours	mm:ss	SI Penalty	Incidents
1,046	00:01	N / A	43

South London SI YTD

Property Hours	mm:ss	SI Penalty	Incidents
151,393	02:15	N / A	591

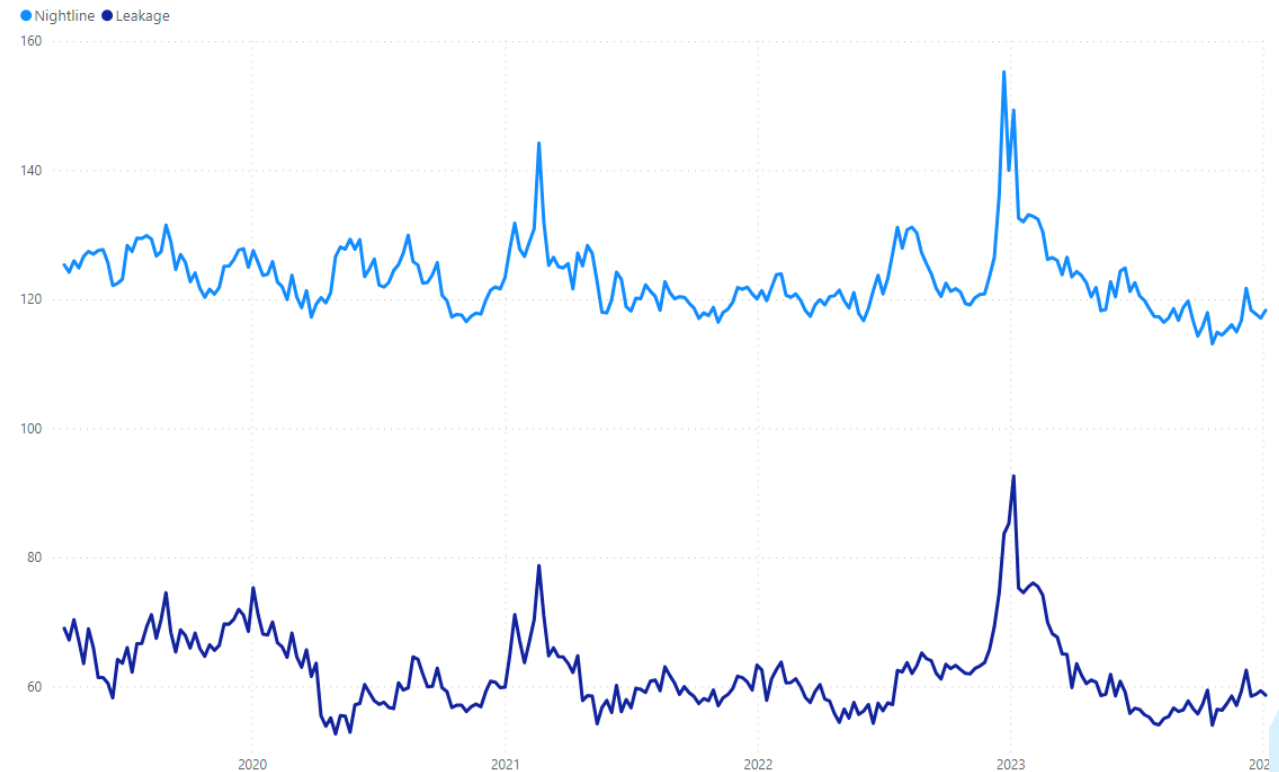
Thames Water SI YTD

Property Hours	mm:ss	SI Penalty	Incidents
947,337	14:05	N / A	1,644

Leakage

- Darent leakage (Lewisham, Bexley and Darent) is at the lowest levels for this time of year in last 4 years
- Jan 2020 – 75.29
- Jan 2021 - 65.03
- Jan 2022 – 62.54
- Jan 2023 – 92.63
- Jan 2024 – 58.64

Weekly Nightline and ANM Leakage (incl. TM & SR and WB adj.)



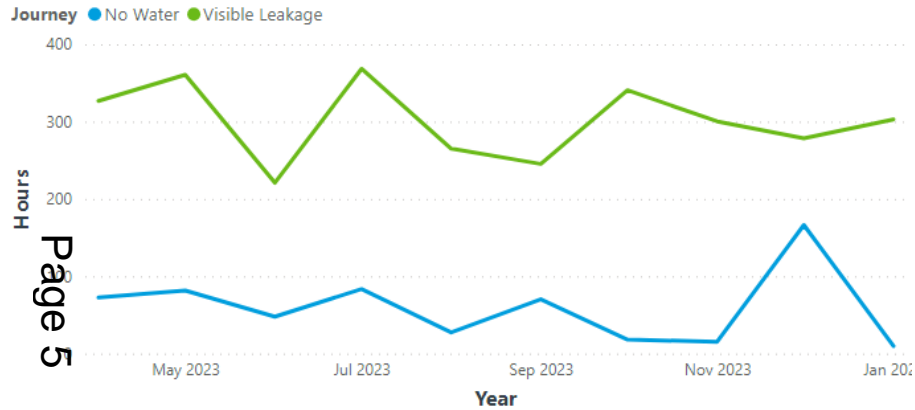
Performance

Cycle Time & Time To First Attendance

- Eastern South (Lewisham, Dartford, Bexley & Croydon)

May 2023 – Jan 2024

Whole Cycle (hours) split by Journey



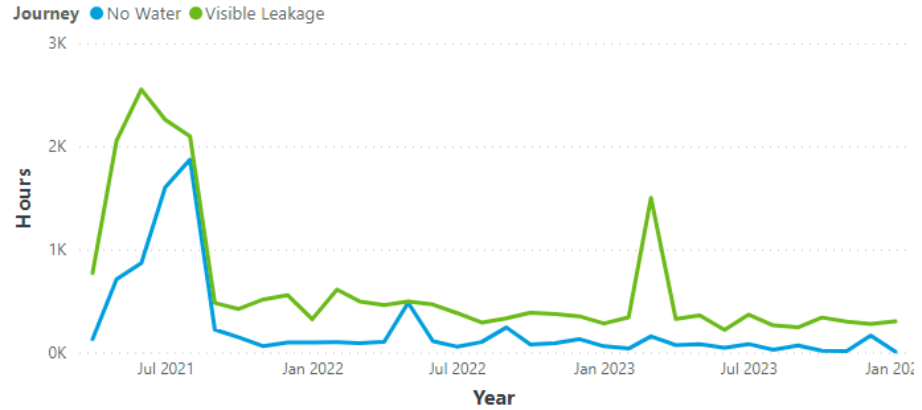
Apr 2022 – Jan 2024

Whole Cycle (hours) split by Journey



Jul 2021 – Jan 2024

Whole Cycle (hours) split by Journey



Jul 2021 – Jan 2024

Time to First Attendance (hours) split by Journey

