

Public Document Pack

Overview and Scrutiny Committee Agenda

Monday, 23 January 2017
7.00 pm, Committee Rooms 1 & 2
Civic Suite
Lewisham Town Hall
London SE6 4RU

For more information contact: Salena Mulhere (Tel: 020 8314 3380)

Part 1

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1. Minutes of the meeting held on 24 October 2016	1 - 3
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Overview and Scrutiny Committee Members

Members of the committee, listed below, are summoned to attend the meeting to be held on Monday, 23 January 2017.

Barry Quirk, Chief Executive
Thursday, 12 January 2017

Councillor Alan Hall (Chair) Councillor Gareth Siddorn (Vice-Chair) Councillor Obajimi Adefiranye Councillor Abdeslam Amrani Councillor Chris Barnham Councillor Paul Bell Councillor Peter Bernards Councillor Andre Bourne Councillor David Britton Councillor Bill Brown Councillor Suzannah Clarke Councillor John Coughlin Councillor Liam Curran Councillor Brenda Dacres Councillor Amanda De Ryk Councillor Colin Elliott Councillor Carl Handley Councillor Maja Hilton Councillor Simon Hooks Councillor Sue Hordijkeno Councillor Mark Ingleby Councillor Joyce Jacca Councillor Stella Jeffrey Councillor Liz Johnston-Franklin Councillor Roy Kennedy Councillor Helen Klier Councillor Jim Mallory Councillor Sophie McGeevor Councillor David Michael Councillor Jamie Milne Councillor Hilary Moore Councillor Pauline Morrison Councillor John Muldoon Councillor Olurotimi Ogunbadewa Councillor Jacq Paschoud Councillor John Paschoud Councillor Pat Raven	
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Councillor Joan Reid
Councillor Jonathan Slater
Councillor Luke Sorba
Councillor Eva Stamirowski
Councillor Alan Till
Councillor Paul Upex
Councillor James-J Walsh
Councillor Susan Wise

MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE

Monday, 24 October 2016 at 7.00 pm

PRESENT: Councillors Alan Hall (Chair), Gareth Siddorn (Vice-Chair), Paul Bell, Andre Bourne, Bill Brown, John Coughlin, Liam Curran, Brenda Dacres, Colin Elliott, Carl Handley, Maja Hilton, Sue Hordijkenko, Stella Jeffrey, Liz Johnston-Franklin, Jim Mallory, David Michael, Jamie Milne, Pauline Morrison, John Muldoon, Olurotimi Ogunbadewa, Pat Raven, Joan Reid, Jonathan Slater, Eva Stamirowski, Alan Till, Paul Upex and James-J Walsh

ALSO PRESENT: Barry Quirk, Barrie Neal, Ralph Wilkinson, Georgina Nunney and Salena Mulhere

Apologies for absence were received from Councillor Obajimi Adefiranye, Councillor Abdeslam Amrani, Councillor Chris Barnham, Councillor Peter Bernards, Councillor David Britton, Councillor Suzannah Clarke, Councillor Amanda De Ryk, Councillor Simon Hooks, Councillor Mark Ingleby, Councillor Roy Kennedy, Councillor Hilary Moore, Councillor Jacq Paschoud, Councillor John Paschoud, Councillor Luke Sorba and Councillor Susan Wise

1. Minutes of the meeting held on 19 July 2016

The minutes were agreed as a true record.

2. Declarations of interest

Cllr Muldoon declared a non-prejudicial interest in item 4 as a member of SLaM
Cllr Hall declared a non-prejudicial interest in item 4 as a member of SLaM
Cllr Walsh declared a non-prejudicial interest in item 4 as an employee of South Bank University (which provides training for NHS nurses)
Cllr Bell declared a non-prejudicial interest in item 4 as a member of Kings NHS Foundation Trust

3. Appointments to Select Committees

Councillor Jacca was appointed to Public Accounts and Safer Stronger Communities Select Committees.

4. Update on Devolution

Barry Quirk gave a presentation to the Committee outlining the key areas of devolution relevant to the Council. The Key points to note were:

- Devolution already exists in London with the London Mayor exercising devolved powers in relation to Policing, Fire, Transport and Economic Development across London
- Further sub regional devolution needs to be understood and developed in a way that takes account of the demographics of London Boroughs.

- The daytime population in London is 9.5 million, 1 million more than those resident overnight in London, and in the context of a total population for the rest of England of 45 million.
- Two thirds of the Council's activity is providing people-based services, the costs of which will rise greater than inflation. Reliance on property taxes raised solely within the borough for income would be extremely difficult.
- In London 6 Local Authorities collect 60% of all business rates collected in London. Lewisham is in the bottom five London boroughs for total business rates collected. A large proportion of the Lewisham business rates income is from one national business which currently happens to have its office based in Lewisham.
- Property taxes (business rates and council tax) taken on a borough by borough basis will not be sufficient in areas of high need.
- When mapped by population and socio-economic need, Lewisham is in the top quartile.
- When mapped by property tax and socio-economic need Lewisham is in the bottom quartile (low income, high need)

In response to questions from the Committee Barry Quirk advised:

- Without appropriate redistribution based on need on a regional level, business rates retention will not be sufficient to replace regional support grants in Lewisham, given the high population and high levels of need in relation to other London Boroughs and the limited "headroom" for growth of income. A fair distribution is needed for those boroughs with high need but low income generating opportunities.
- Further devolution in London is complicated across all areas, with different arrangements currently being developed across Health and Economic Development (and skills). London Councils and the Greater London Authority (GLA) have been working together to develop understanding of the opportunities and limitations
- Lewisham is a diverse and popular borough that is a vibrant place to live.
- Lewisham is involved in the One Health pilot to look at asset and estate management in partnership with the Health sector.
- The STP is not part of the devolution agenda, it makes no governance changes to either the NHS or Local authorities. It is an NHS strategic delivery plan, developed by NHS officers with a small number of Local authority officers involved in some meetings. It does not address the funding challenges for Social Care that Local Authorities face.
- In a document of approximately 30 pages, the draft STP document has approximately a paragraph or two on social care. The acute trusts have been working well together and with the CCGs on the plans in South East London, which has not been the case in other areas of the country.
- Good relationships exist between Local Authorities in South East London, and Lewisham Council has a good relationship with the CCG and the local hospital trust.
- The impact of Brexit on financial services in London and EU workers in London remains to be seen and understood. London is in a better position than other regions at the moment, but time will tell how an "open" city in a

“closed” nation will work. If London is vibrant and thriving then people across the UK and the world will continue to want to live and work here.

- Regulation of housing markets is needed with increasing proportions of tenure being private rented. This needs to be regional where possible for the required impact.
- The principles of distribution based on need rather than income generation can apply across the entirety of the UK, not just in relation to London.
- The principles of fairness, of distribution based on need, are broadly accepted across the London political spectrum.
- Local services need to be more understanding of and responsive to the communities they serve, particularly in areas of diversity. The impacts of diversity on service delivery need to be fully understood.

After discussion, the Committee noted the following views:

- The STP should be published as soon as possible and consultation with local people commence
- Distribution of Business Rates across London based on need should be sought
- Officers should consider the impact of Brexit on the Council and Lewisham
- The London Finance report should be circulated to PAC and OSBP members when it is published, for their further consideration

The meeting ended at 9pm.

5. Referrals to Mayor and Cabinet

Agenda Item 2

Overview and Scrutiny Committee			
Title	Declarations of Interest	Item No.	2
Contributor	Chief Executive		
Class	Part 1 (open)	23 January 2017	

Declaration of interests

Members are asked to declare any personal interest they have in any item on the agenda.

1 Personal interests

There are three types of personal interest referred to in the Council's Member Code of Conduct:-

- (1) Disclosable pecuniary interests
- (2) Other registerable interests
- (3) Non-registerable interests

2 Disclosable pecuniary interests are defined by regulation as:-

- (a) Employment, trade, profession or vocation of a relevant person* for profit or gain
- (b) Sponsorship –payment or provision of any other financial benefit (other than by the Council) within the 12 months prior to giving notice for inclusion in the register in respect of expenses incurred by you in carrying out duties as a member or towards your election expenses (including payment or financial benefit from a Trade Union).
- (c) Undischarged contracts between a relevant person* (or a firm in which they are a partner or a body corporate in which they are a director, or in the securities of which they have a beneficial interest) and the Council for goods, services or works.
- (d) Beneficial interests in land in the borough.
- (e) Licence to occupy land in the borough for one month or more.
- (f) Corporate tenancies – any tenancy, where to the member's knowledge, the Council is landlord and the tenant is a firm in which the relevant person* is a partner, a body corporate in which they are a director, or in the securities of which they have a beneficial interest.
- (g) Beneficial interest in securities of a body where:-
 - (a) that body to the member's knowledge has a place of business or land in the borough; and
 - (b) either
 - (i) the total nominal value of the securities exceeds £25,000 or 1/100 of the total issued share capital of that body; or
 - (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person* has a beneficial interest exceeds 1/100 of the total issued share capital of that class.

*A relevant person is the member, their spouse or civil partner, or a person with whom they live as spouse or civil partner.

(3) Other registerable interests

The Lewisham Member Code of Conduct requires members also to register the following interests:-

- (a) Membership or position of control or management in a body to which you were appointed or nominated by the Council
- (b) Any body exercising functions of a public nature or directed to charitable purposes, or whose principal purposes include the influence of public opinion or policy, including any political party
- (c) Any person from whom you have received a gift or hospitality with an estimated value of at least £25

(4) Non registerable interests

Occasions may arise when a matter under consideration would or would be likely to affect the wellbeing of a member, their family, friend or close associate more than it would affect the wellbeing of those in the local area generally, but which is not required to be registered in the Register of Members' Interests (for example a matter concerning the closure of a school at which a Member's child attends).

(5) Declaration and impact of interest on members' participation

- (a) Where a member has any registerable interest in a matter and they are present at a meeting at which that matter is to be discussed, they must declare the nature of the interest at the earliest opportunity and in any event before the matter is considered. The declaration will be recorded in the minutes of the meeting. If the matter is a disclosable pecuniary interest the member must take no part in consideration of the matter and withdraw from the room before it is considered. They must not seek improperly to influence the decision in any way. **Failure to declare such an interest which has not already been entered in the Register of Members' Interests, or participation where such an interest exists, is liable to prosecution and on conviction carries a fine of up to £5000**
- (b) Where a member has a registerable interest which falls short of a disclosable pecuniary interest they must still declare the nature of the interest to the meeting at the earliest opportunity and in any event before the matter is considered, but they may stay in the room, participate in consideration of the matter and vote on it unless paragraph (c) below applies.
- (c) Where a member has a registerable interest which falls short of a disclosable pecuniary interest, the member must consider whether a reasonable member of the public in possession of the facts would think that their interest is so significant that it would be likely to impair the member's judgement of the public interest. If so, the member must withdraw and take no part in consideration of the matter nor seek to influence the outcome improperly.
- (d) If a non-registerable interest arises which affects the wellbeing of a member, their family, friend or close associate more than it would affect those in the local area generally, then the provisions relating to the declarations of interest and withdrawal apply as if it were a registerable interest.

- (e) Decisions relating to declarations of interests are for the member's personal judgement, though in cases of doubt they may wish to seek the advice of the Monitoring Officer.

(6) Sensitive information

There are special provisions relating to sensitive interests. These are interests the disclosure of which would be likely to expose the member to risk of violence or intimidation where the Monitoring Officer has agreed that such interest need not be registered. Members with such an interest are referred to the Code and advised to seek advice from the Monitoring Officer in advance.

(7) Exempt categories

There are exemptions to these provisions allowing members to participate in decisions notwithstanding interests that would otherwise prevent them doing so. These include:-

- (a) Housing – holding a tenancy or lease with the Council unless the matter relates to your particular tenancy or lease; (subject to arrears exception)
- (b) School meals, school transport and travelling expenses; if you are a parent or guardian of a child in full time education, or a school governor unless the matter relates particularly to the school your child attends or of which you are a governor;
- (c) Statutory sick pay; if you are in receipt
- (d) Allowances, payment or indemnity for members
- (e) Ceremonial honours for members
- (f) Setting Council Tax or precept (subject to arrears exception)

Agenda Item 3

Overview and Scrutiny Committee		
Title	Emergency services update	
Contributor	Overview and Scrutiny Manager	Item 3
Class	Part 1 (open)	24 January 2017

1. Purpose

1.1 To provide members with an overview of current matters of relevance for each of the emergency services in Lewisham, and the opportunity to ask questions of the local representatives of each service. The following officers will be present at the meeting:

- Keeley Smith, the Borough Commander for Lewisham - London Fire Brigade
- Kate Halpin, the Borough Commander – London Metropolitan Police Service
- Graham Norton, Assistant Director of Operations (South East) and Philip Powell, Stakeholder Engagement Manager- London Ambulance Service

2. Recommendations

2.1 The Committee is recommended to:

- note the report & presentations of the organisations in attendance
- agree any response it would like to submit (to MOPAC1 and/or the London Fire Brigade) in response to the current consultations being undertaken. A response to MOPAC can be submitted separately or collectively with the Safer Lewisham Partnerships response.

3. Policy context

3.1 The Council's overarching vision is "Together we will make Lewisham the best place in London to live, work and learn". Scrutinising the emergency service provision within Lewisham centres on the Sustainable Community Strategy's strategic priorities - 'Safer', and 'Healthy, Active and Enjoyable'. It also links to Council priorities 'Safety, security and a visible presence', and 'Caring for adults and older people'.

4. London Fire Brigade

4.1 The London Fire and Emergency Planning Authority's fire safety plan is the Integrated Risk Management Plan for London. It sets out how the London Fire Brigade will manage its resources and focus its work to keep London safe.

4.2 The London Fire Brigade (LFB) is consulting on its sixth London safety plan until the end of January 2017.

¹ MOPAC – The Mayor's office for Policing and Crime

Fifth London safety plan (2013-16)

- 4.3 The (then) Mayor of London tasked the LFB with saving £29m from its budget (approx. £380m p.a.) over the course of the plan. It proposed to do this through:
- The closure of 10 fire stations
 - Reducing the number of fire engines by 14
 - Redeploying five fire engines to different fire stations
 - Reducing the number of fire rescue units (specialist vehicles) from 16 to 14
 - Reducing minimum crewing levels on fire rescue units from 5 firefighters to 4
 - Reducing the number of firefighter posts by 552 (approximately 10%)
 - Introducing alternate crewing arrangements at some stations
 - Reducing the number of station and group managers to a total of 256, and then ultimately a further reduction to 200.
- 4.4 In September 2013 London Fire and Emergency Planning Authority voted to approve the final version of the Plan. The reductions in fire stations and fire appliances went ahead in January 2014.

Proposals in the sixth London safety plan (2017-20)

- 4.5 The sixth London safety plan proposes no further reduction in the number of firefighters and a commitment to the existing response times.
- 4.6 For Lewisham, it also proposes the replacement of the fire engine at Forest Hill.
- 4.7 Other proposals within the Plan:
- Working with other 'blue light' services:
The Brigade intends to review current arrangements with a vision for a shared 'One London' call handling despatch and command and control function.
 - Working with the community:
The Brigade wants to build on its preventative work in the community. Part of its approach might include opening some fire stations for community use (as polling stations, blood donation centres or for health and fitness classes). Staffordshire fire service produced a report (2013) on the benefits of opening facilities to the community, which provides a rationale for the approach: [Engagement through Staffordshire's community fire stations](#).
- 4.8 The draft plan can be found at the following link:
http://www.londonfire.gov.uk/Documents/draft_lsp_2017.pdf
- 4.9 Borough Commander Keely Smith will be present at the meeting to give an overview of current performance and any issues within Lewisham.

5. Metropolitan Police

- 5.1 The London Mayor's Office for Policing and Crime (MOPAC) have launched their consultation on the Police and Crime Plan 2017- 2021, which is a statutory requirement. The consultation runs for 12 weeks - from 1st December 2016 to 23rd February 2017.
- 5.2 The Mayor of London has noted the following:
- He is committed to ending the '**postcode lottery**' in public safety. This means that some people and places are more vulnerable to, and fearful of crime than others - so we will be focused on tackling particular, local problems, while making sure that all Londoners receive a high standard of service.
 - As well as ensuring there are clear standards of service the public can expect from the police and the criminal justice service, the Mayor has identified three new London-wide commitments:
 - keeping children and young people safe
 - tackling violence against women and girls
 - and standing together against extremism, hatred and intolerance
- 5.3 The draft Policing and Crime strategy includes measures to tackle these issues, as well as plans to crack down on knife crime and improve victims' services. It is proposed that every ward will have a minimum of 2 Dedicated Ward Officers (DWO) and one PCSO who are "ring fenced" from abstraction.
- 5.4 The draft plan can be accessed here: <https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/mopac-consultations/your-views-policing-and-crime#anchor>
- 5.5 Borough Commander Kate Halpin will be present at the meeting to give an overview of current performance and any issues within Lewisham.

6. London Ambulance Service

- 6.1 Between January and November 2016, 62% of ambulance responses to category A incidents in Lewisham were within the target time of eight minutes. This is eight percentage points below the target of 70%, and ten percentage points below the best performing area in south-east London – Lambeth (72.7%).

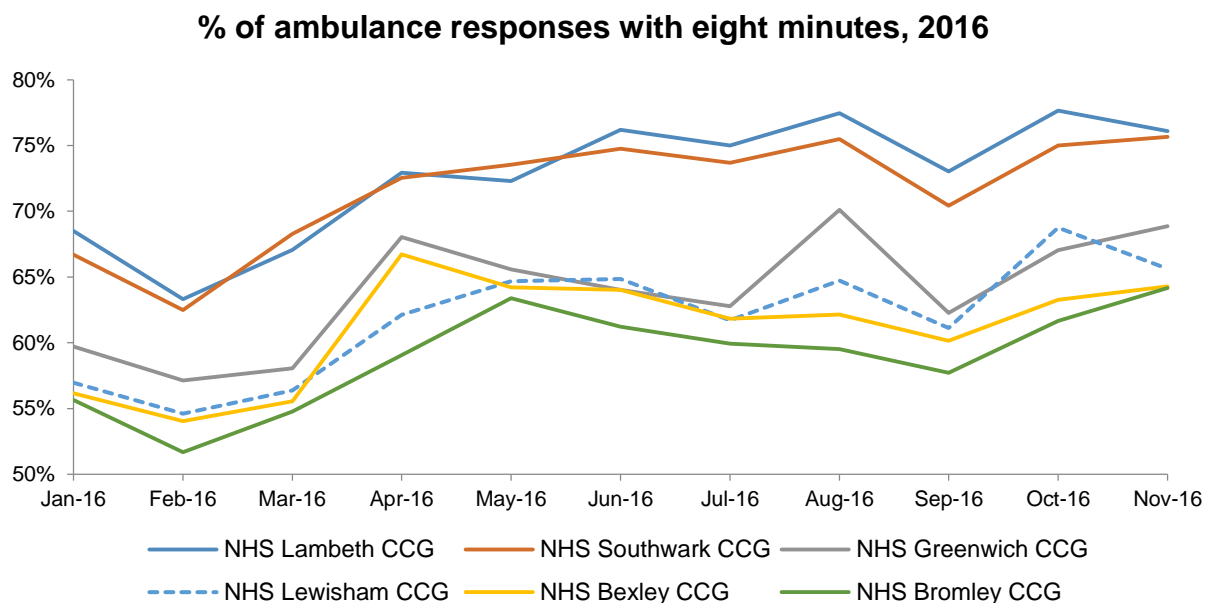
Category A (immediately life-threatening) response times: target 70% within eight minutes

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Average
NHS Lambeth CCG	68.5%	63.3%	67.1%	72.9%	72.3%	76.2%	75.0%	77.5%	73.0%	77.7%	76.1%	72.7%
NHS Southwark CCG	66.7%	62.5%	68.3%	72.5%	73.6%	74.8%	73.7%	75.5%	70.4%	75.0%	75.7%	71.7%
NHS Greenwich CCG	59.7%	57.1%	58.1%	68.0%	65.6%	64.0%	62.8%	70.1%	62.3%	67.0%	68.9%	64.0%
NHS Lewisham CCG	57.0%	54.6%	56.4%	62.1%	64.7%	64.8%	61.7%	64.7%	61.1%	68.8%	65.6%	62.0%
NHS Bexley CCG	56.2%	54.0%	55.5%	66.7%	64.2%	64.0%	61.8%	62.1%	60.2%	63.3%	64.3%	61.1%
NHS Bromley CCG	55.7%	51.7%	54.8%	59.1%	63.4%	61.2%	59.9%	59.5%	57.7%	61.7%	64.2%	59.0%
LAS Total	61.1%	56.6%	58.2%	64.8%	65.3%	65.2%	65.2%	64.1%	68.0%	64.3%	67.4%	

Source: London Ambulance Service NHS Trust

6.2 As the table shows, like most other areas across London, response times in Lewisham have improved over the course of the year. In January 57% of ambulance responses to category A incidents were within eight minutes – by November this figure was 65.6%. The average across London for January was 61.1% – by November this was 67.4%.

6.3 As the chart below highlights, Lewisham also had the highest average in south-east London in October. However, in November, the gap between Lewisham and second-placed Southwark widened to nearly 10%.



6.4 Across London, between January and November 2016, the highest proportion of ambulance response times within the target time was in Merton – 77.7%. This is over 15 percentage points higher than Lewisham. From January to November, the number of on-target response times in Merton increased by nearly eight percentage points. Over the same period, the number of on-target response times in Lewisham increased by nearly nine percentage points.

Category A (immediately life-threatening) response times: target 70% within eight minutes

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Average
NHS Merton CCG	73.6%	69.7%	73.2%	78.0%	79.5%	77.9%	79.3%	82.2%	79.2%	80.5%	81.4%	77.7%
NHS Lewisham CCG	57.0%	54.6%	56.4%	62.1%	64.7%	64.8%	61.7%	64.7%	61.1%	68.8%	65.6%	62.0%
NHS Barnet CCG	50.6%	43.8%	48.0%	52.7%	54.1%	54.4%	50.7%	58.2%	55.8%	55.1%	53.5%	52.4%
LAS Total	61.1%	56.6%	58.2%	64.8%	65.3%	65.2%	65.2%	64.1%	68.0%	64.3%	67.4%	

Source: London Ambulance Service NHS Trust

6.5 Between January and November, Barnet remains the area with the lowest proportion of ambulance response times within the target time – with 52.4%. This is more than nine percentage points lower than Lewisham.

6.6 Graham Norton and Pete Powell from the London Ambulance Service will be present at the meeting to give an overview of current performance and any issues within Lewisham.

7. Current local performance

7.1 Lead officers from each emergency service locally will be in attendance at the meeting to provide an overview of current service within the borough and answer questions from members.

8. Financial implications

8.1 There are no financial implications as a result of this report.

9. Legal implications

9.1 There are no legal implications as a result of this report.

For further information please contact Salena Mulhere 0208 314 3380

Agenda Item 4

Overview and Scrutiny Committee		
Title	Thames Water incidents in Lewisham	
Contributor	Executive Director for Customer Services Executive Director for Resources and Regeneration	Item 4
Class	Part 1 (open)	24 January 2017

1. Purpose

- 1.1 To provide the Overview and Scrutiny Committee with an initial summary of the number and impact of recent Thames Water incidents in the London Borough of Lewisham and to identify how Lewisham Council might work with them, and other affected authorities and partners, to reduce the number of incidents where possible or otherwise seek to mitigate the risks. Thames Water and TFL have been invited to attend the meeting to discuss further.

2. Recommendations

- 2.1 The Overview and Scrutiny Committee is recommended to:
1. Note the content of this report,
 2. Review the current situation and investigate, with partners and other affected authorities, best practice options to address the risks and effects of Thames Water operations and infrastructure vulnerability, including capital programmes to replace aging infrastructure,
 3. Request Thames Water to continue to liaise with the Council and TFL to review the ongoing management of risk resulting from Thames Water operations and infrastructure.

3. Thames Water incidents

- 3.1 This report has been prepared to help inform initial discussions between members of the Overview and Scrutiny Committee, Thames Water and other affected partners and residents on the number and severity of recent incidents in the London Borough of Lewisham.
- 3.2 It is noted that incidents are generally related to the age and/or condition of the Thames Water infrastructure or works on, or in the vicinity of, these assets which results in a failure of the asset and regularly impacts in various ways on the local community and wider travelling public.

Across London

- 3.3 Other authorities in London have experienced similar issues. The London Boroughs of Islington and Hackney are also currently undertaking a joint scrutiny review of the impact of flooding in their boroughs, focusing on what actions Thames Water and partners can and should take to prevent and mitigate the impact of incidents.
- 3.4 Officers and members from Lewisham are working with officers and members from Islington and Hackney to share experiences, of the causes and dealing with, flooding

incidents, and to inform and develop a robust approach to tackling the problems and minimising impact on local people and services.

Across Lewisham

- 3.5 The following locations record where the more serious incidents have occurred in the London Borough of Lewisham since last summer:

Perry Vale near j/w Waldram Park Crescent	August and November
Devonshire Road	August
Baring Road opposite Grove Park Station	October
Westhorne Avenue (TfL Red Route)	October
Lee High Road j/w Belmont Park (TfL Red Route)	November
Lee Road j/w A20	December
Moorside Road outside Good Shepherd School	December
Avignon Road j/w Aspinall Road	December
Thurston Road outside the bus garage	December

- 3.6 In the wider context our Street Works data indicates that Thames Water worked on approximately 1,900 notices in 2016 to remedy what were considered to be water and potentially sewer leaks, on average approximately 37 each week. Thames Water also abandoned approximately 1,000 notices, sometimes due to a lack of resources or programming issues, and these figures do not include any incidents or leaks that haven't been identified or re-programmed. This suggests that the actual number of Thames Water incidents could, on average, be between 60 and 80 a week and this is likely to be the case across London.

Overview of Lee High Road burst water incident in November

- 3.7 At approximately 1725hrs on Saturday 26th November 2016 the emergency services were called to assist with a coach stuck in the collapsed carriageway following a burst water main in Lee High Road (A20), Lewisham. The emergency services initially rescued a number of passengers from the stranded coach and evacuated a number of properties affected by the flood water.
- 3.8 At approximately 1745hrs the London Borough of Lewisham was notified of the incident by the emergency services and elements of the Council's Emergency Plan activated. This resulted in the Out-of-hours Contact Centre informing the Council's on-call Local Authority Control Officer (a trained Senior Manager responsible for managing the Council's response to emergencies) who upon assessment activated elements of the Council's Emergency Plan.
- 3.9 A Local Authority Liaison Officer was deployed to the scene (a trained Manager whose role is to represent the Council at the incident scene), on-call Gold (on-call Chief Officer) was notified and an Emergency Rest Centre was activated to provide shelter to those affected by the incident.
- 3.10 The Council's on-call Highway's Inspector and Dangerous Structures Engineer were also notified of the incident. However, Lee High Road is classified as a Red Route under the Transport for London (TfL) Road Network which means they, as the Highway Authority, are responsible for responding to incidents such as flooding. Therefore, the Council's Highway response focused more on agreeing appropriate diversion routes for traffic and reviewing traffic management and Temporary Traffic Regulation Order requirements.

- 3.11 As the incident transitioned from response to recovery Thames Water took the lead and coordinated the on-site repairs, clear up and communications. The recovery operation included communication and engagement with residents, businesses, Councillors and Council. The Council was represented by Highways officers at local resident meetings held by Thames Water.
- 3.12 The main impacts of the incident included:
- Flooding and damage to local property and infrastructure
 - Loss of and disruption to local water supply
 - Transport disruption in the vicinity due to the closure of the A20
 - Impacts on residents, retailers and the wider community
- 3.13 Given the significance of this incident the Council requested a Multi-Agency Debrief to discuss the effectiveness of the multi-agency response which took place on 20 December 2016. The final report is awaited.

4. Financial implications

- 4.1 The engineering response to Thames Water incidents is generally directly managed so the cost to the Council should be limited to staff time managing the incident through to recovery and providing community assistance and accommodation etc. if required.
- 4.2 Highway costs for Temporary Traffic Regulation Orders etc. are recoverable. The number of Thames Water incidents, although the majority are small, still result in a significant workload in terms of Street Works co-ordination and noticing etc. and the cost of these works are also recoverable.
- 4.3 Individuals and the wider community may be adversely affected and incur costs as a result of more serious incidents also affecting insurers etc. Larger Thames Water incidents also impact on traffic movements leading to delays and congestion with associated lost output to individuals, the community and wider London with associated financial and economic implications.
- 4.4 These various and numerous incidents on the public highway also have a significant impact on the durability and lifecycle of both footways and carriageways. This can result in the need for earlier programmed maintenance and potentially also reactive works which have an ongoing cost to the Council in terms of both capital and revenue budgets.

5. Legal implications

- 5.1 There are no legal implications arising from this report.

For further information contact Salena Mulhere on 0208 314 3380