



Overview and Scrutiny Committee

Report title: Thames Water

Date: 21 February 2023

Key decision: No.

Class: Part 1

Ward(s) affected: All

Contributors: Charlotte Dale (Head of Overview, Scrutiny and Policy)

Outline and recommendations

Representatives of Thames Water will be attending the Overview and Scrutiny Committee to provide an update on how they work in partnership with the Council and how they respond to issues such as burst water mains. The Committee is asked to listen to, and comment on, the presentation provided.

1 Summary

- 1.1. Representatives of Thames Water will be in attendance to talk about how they work in partnership with the Council and how they respond to issues such as burst water mains. They have been asked to provide information on their current performance and attendance standards; how they communicate with local authorities and residents; their emergency response arrangements; and their investment plans in terms of ageing Victorian pipe replacement.

2 Recommendation

- 2.1 The Committee is asked to listen to, and comment on, the presentation and information provided.

3 Update

- 3.1 Thames Water has been asked to attend the meeting. Information will be provided on:
 - 1) Company overview (including turnaround plan)
 - 2) Clean water overview
 - 3) Where the water comes from
 - 4) How Thames Water manages its clean network

- 5) Dealing with emergencies
- 6) How Thames Water plans investment
- 7) Investment in Lewisham
- 8) Recent & upcoming investment
- 9) Waste water and networks overview
- 10) Tideway Tunnel
- 11) Working together
- 12) Working in the Community
- 13) Next steps – how to work together

3.2 The following officers will be in attendance:

- Martin Padley - London Water Director
- Simon Moore - Head of London Planning
- Carl Leadbetter - Head of South Region Wastewater
- Danni Dickinson - Area Manager for South London
- Natacha Israel - Local and Regional Government Liaison Lead

4 Financial implications

4.1 There are no direct financial implications arising from this report.

5 Legal implications

5.1 The Water Services Regulation Authority (Ofwat) is the economic regulator of the water and sewerage industry in England and Wales. Ofwat sets the limit on how much water companies can charge their customers. They aim to protect consumers with value for money and protect the standard of service customers receive from their supplier. Their main duties include protecting the interests of consumers and securing the long-term resilience of water supply and wastewater systems. They ensure water companies finance and conduct their functions effectively.

5.2 The Flood Risk Regulations (2009) and The Flood and Water Management Act (2010) established the Lead Local Flood Authorities function in England and Wales, giving local authorities statutory duties and powers for local flood risk management in relation to ordinary watercourses, groundwater and surface water flooding.

5.3 Lead Local Flood Authority responsibilities include a duty to develop, maintain, apply and monitor a strategy for local flood risk management that sets out the objectives for managing local flood risk and outlines what actions are to be taken to meet those objectives.

5.4 The National Infrastructure Commission recommends that local authorities and water companies should work together to plan the management of surface water flooding.

6 Equalities implications

6.1 Scrutiny tries to ensure that its work reflects the diversity of Lewisham's communities and that the views of residents are fairly represented in scrutiny

processes. Recommendations arising from scrutiny work seek to support the Council's corporate strategy and reflect the needs of local residents.

7 Climate change and environmental implications

- 7.1 There are no direct climate change and environmental implications, however Thames Water is a key council partner in terms of reducing the risk of major flooding in the Borough. There is substantial evidence that climate change as a result of human activity is linked to increasing frequency and intensity of extreme weather events such as flooding, heat waves, drought and storms. Adaptation to a changing climate, including flood risk management, needs to be a central priority in the response to the climate emergency.

8 Crime and disorder implications

- 8.1 There are no direct crime and disorder implications.

9 Background papers

- 9.1 None.