

## SCRUTINY REVIEW INITIATION DOCUMENT (SID)

Review: Review of Communal Heating

Scrutiny Review Committee: Housing Scrutiny Committee

Director leading the review: Simon Kwong, Director Housing Property Services

Lead Officers: Christine Short (Head of Capital Programme Delivery)

Overall aim:

Mini Review: to evaluate the communal heating service provided to approximately 4,000 properties throughout the borough, to identify opportunities for further development and improvement in service delivery, and to consider potential low-carbon alternatives and their implications.

Objectives of the review:

- To evaluate the performance of Islington Council's communal heating services, and to make recommendations on how this may be improved.
- To review examples of gaps and failures in service provision, identifying what went wrong so as to prevent recurrences going forward.
- To consider if the systems and processes in place are optimal, and if there is scope for further improvement.
- To evaluate how services communicate with residents, and to identify opportunities for further development and improvement.
- To consider and evaluate potential options for using low-carbon heating technologies as an alternative to gas-fired communal heating systems.
- To consider communal heating charges and the communal heating season.

How is the mini review to be carried out:

### Scope of the mini review

The review will (in written reports and likely one or two meetings) focus on:

1. Providing information on the scope of the service as well as performance information.
2. Examples of gaps and failures in service provision, and any lessons learned from these.
3. Potential system and process improvements
4. Whether there are lessons to be learned from comparable boroughs which provide a similar service.
5. New low-carbon heating technologies and any cost/benefit analyses for these.

Types of evidence:

- Written evidence from officers
- Performance data
- Witness evidence from another borough operating a similar service.

**Additional Information:**

To consider any useful comparators as part of a 12 month review if required.

In carrying out the review the committee will consider equalities implications and resident impacts identified by witnesses. The Executive is required to have due regard to these, and any other relevant implications, when responding to the review recommendations.

**Programme**

Key output:	To be submitted to Committee on:
1. Scrutiny Initiation Document	12th January 2021
2. Draft Recommendations	Xxxx xxxx 2021
3. Final Report	Xxxx xxxx 2021