



London Borough of Hammersmith & Fulham

CABINET

22 JULY 2013

REMOTE MONITORING / REPORTING AND COMMUNICATION FOR PASSENGER LIFTS WITHIN HOUSING PROPERTIES

Report of the Cabinet Member for Housing – Councillor Andrew Johnson

Open Report

A separate report on the exempt part of the Cabinet agenda provides exempt information on the tender results and assessment outcomes for the letting of the contract and recommends acceptance of the relevant tender.

For Information

Key Decision: Yes

Wards Affected: All

Accountable Executive Director: Melbourne Barrett - Executive Director of Housing and Regeneration

Report Author:
Danny Reynolds Group Leader Building Services

Contact Details:
Tel: 020 753 4807
Email:-
Danny.Reynolds@lbhf.gov.uk

1. EXECUTIVE SUMMARY

- 1.1. This report seeks approval to let a contract to supply, install and service Elevator Monitoring Units (EMUs) and Auto Diallers / intercom units, to provide remote monitoring of lifts within various housing properties within the borough, including:
 - automatic reporting of lift breakdowns
 - reporting of entrapments
 - monitoring of lifts' performance
- 1.2. The installation of Elevator Monitoring Units and Auto Diallers in the borough's lifts within its housing blocks will enable automatic reporting of lift breakdowns, reporting of entrapments, monitoring of lift performance and monitoring of lift contractor's performance. The installations will deliver an improved lift service to residents and should also reduce the volume of emergency calls to the London Fire Authority, call-outs for which are charged to the Council.

2. RECOMMENDATIONS

- 2.2 To note that the contract includes a five year comprehensive maintenance service, which includes attending to reactive breakdown repairs and providing ongoing technical support in the operation of the systems, at an annual cost of £66,043.

- 2.3 To note that the works to install the equipment are anticipated to commence on 12 August 2013 and complete on 31 January 2014.
- 2.4 To note that funding for this scheme is contained within the 2013/14 Housing Capital Programme which was approved by the Cabinet on 8 April 2013.

3. REASONS FOR DECISION

- 3.1 These works enable automatic and instantaneous reporting of lift breakdowns, reporting of entrapments, monitoring of lift performance and monitoring of lift contractor's performance for all passenger lifts installed in the borough's housing stock.
- 3.2 The installations will facilitate the delivery of an improved lift service to residents and should also reduce the volume of emergency calls to the London Fire Authority, call-outs for which are charged to the Council.
- 3.3 This tender acceptance report is submitted for Cabinet approval in accordance with paragraph A.116 of the Council's Financial Regulations which states that a decision which affects more than one ward is a Key Decision which must be approved by Cabinet.

4. INTRODUCTION AND BACKGROUND

- 4.1 The proposed works form part of the 2013-14 Housing Capital programme which was approved by Cabinet on 8 April 2013, for which the Cabinet Member for Housing has responsibility.
- 4.3 The installations will deliver an improved lift service to residents and should also reduce the volume of emergency calls to the London Fire Authority, call-outs for which are charged to the council.
- 4.4 There are a total of 221 lifts installed within medium and high-rise residential blocks of flats throughout the borough. Of this total, as part of a rolling programme in recent years 137 lifts have been fitted with EMUs and 47 fitted with Auto Dialler systems supplied and installed by Thames Valley Controls. These systems are not compatible with other similar systems from alternative suppliers.
- 4.5 EMUs and Auto Diallers are separate components which can be installed in passenger lifts each of which improve the functionality of the lift.
- EMUs - provide automatic and instantaneous notification of lift breakdowns to receiving centres at the lift maintenance contractor's and Council offices, without the need for residents to call to advise that the lift has broken down. In addition they record events and activities relating to the performance of each lift which is a useful tool for diagnosing recurring faults and drawing up preventative planned maintenance programmes for lift improvements. Additionally EMUs record the time and date of the contractor's attendance at each lift which is useful with respect to monitoring and measuring the contractor's performance.
 - Auto Diallers – are intercom units which allow three-way communication between the lift motor room, the top of the lift car and

between the inside of the lift car and a 24 hour call-receiving centre, enabling residents who are trapped to alert the contractor directly that they are trapped in the lift. The provision to provide auto diallers within passenger lifts is a British Standard requirement for all new lift installations.

- 4.6 Historically lift entrapments have been attended to by the London Fire Authority. However, following a review of their operations in 2008 notice was issued to Local Authorities and private landlords that the Fire Authority would only attend to lift entrapment in situations where passengers were deemed to be at health risk, and that they would charge £260 plus VAT where they have attended entrapments in the same building three times in any year. Consequently, they advised Local Authorities and private landlords that they would need to provide their own lift release service in cases of entrapment. In 2011/12 the total charged by the Fire Authority to Hammersmith & Fulham was £33,020, although this only represents part of the year, as charges only started being passed on to the borough mid-way through the year. The total charge in 2012/13 was £40,000.
- 4.7 In 2011, according to statistics released by the London Fire Authority, they released 386 people in Hammersmith & Fulham, although this also includes releases from lifts in properties not owned by the Council. This is in comparison with examples from other London Local Authorities as follows:
- London Borough of Camden - 680 people released in 2011
 - London Borough of Lambeth - 473 people released in 2011
 - London Borough of Enfield - 243 people released in 2011
 - London Borough of Ealing - 188 people released in 2011
 - London Borough of Brent - 149 people released in 2011
 - London Borough of Hounslow - 123 people released in 2011
 - London Borough of Barking and Dagenham– 108 people released in 2011
 - City of London - 83 people released in 2011
 - London Borough of Waltham Forest - 65 people released in 2011
- 4.8 Following this notification from the London Fire Authority, the Council's lift maintenance contracts were revised to include provisions for the contractor to attend to lift entrapment 24 hours per day 7 day per week with a response time of half an hour during normal working hours and a maximum of 2 hours at all other times. The contractor's current average response times in responding to lift entrapment outside normal working hours is one hour where the lift is fitted with an intercom system enabling two-way communication between the call centre operators and the persons trapped.
- 4.9 It is recognised that being trapped in a lift causes anxiety and panic, which is mainly due to the uncertainty of not knowing whether or not the entrapment has been acknowledge and reported, and that assistance is on its way. This is a major concern with lifts not fitted with intercom systems which rely on the sounding of a lift alarm bell to notify passers-by of entrapments and their good will in notifying the relevant authorities. Unfortunately, passers-by usually alert the London Fire Authority rather than the Council's Customer Services Repair Centre which has cost implications for the council as set out below.

- 4.10 The installation of intercom units within lifts therefore not only provides instantaneous notification of lift entrapments to call centre operators but also provides communication between the trapped passengers and the operator who is trained in dealing with entrapment and can therefore provide reassurance and progress updates such as estimated arrival times. In addition lift intercom units by virtue of their automatic and instantaneous communication to operators within call centres eliminates the need to call out the Fire Authority, except in exceptional circumstances, thus resulting in cost savings to the Council in the Housing Revenue Account estimated to be between £30,000 - £40,000 per year. This represents approximately 115 - 150 call-outs for which Fire Authority would pass on a charge to the Council. It is unlikely that Fire Authority charges will be eliminated entirely, as there will still be a number of instances where the Brigade attend to trappings, but the number, and therefore the charge, is anticipated to significantly reduce once the EMUs and intercoms are installed.
- 4.11 The contract includes the provision of a five year comprehensive maintenance service, which includes providing a reactive breakdown repair service, together with ongoing technical support regarding the operation of the systems, existing and new. The cost of the comprehensive service contract will be met from the Housing Revenue Account.
- 4.12 The proposed works are essential in order to respond to lift breakdowns more quickly, resulting in reduced lift service downtime, and are in response to the London Fire Authority's policy of not attending to lift entrapment other than in situations of risk to health. These works need to be undertaken as part of the Council's drive to deliver an improved lift service to its residents and members of the public and to improve its relationship with the London Fire Brigade.

5. PROPOSAL AND ISSUES

5.1 Proposed Works

- 5.1.1 The works consist of the supply and installation of Elevator Monitoring Units to all passenger lifts within blocks of flats owned by the Council where they are not already installed (a total of 84 lifts) in order to provide remote monitoring and automatic and instantaneous reporting of lift breakdowns. The works also include the supply and installation of Auto Diallers (intercom units) where they have not already been installed (174 lifts) to provide automatic notification of lift entrapments and two-way communication between the lift car and trained operators located within a call centre. Once this work is completed, all lifts serving the borough's housing properties will be equipped with Elevator Monitoring Units and Auto Diallers.
- 5.1.2 Elevator Monitoring Units supplied by Thames Valley Controls are continually evolving as they are software-driven. During the negotiation period a number of new developments have been made to the systems which have been included within the proposed installations. These are:
- An intruder alarm system to alert officers of unauthorised access to the lift motor rooms. This is a valuable provision in preventing pirate radio operators from housing their equipment within lift motor rooms;
 - An alert system to give warning of failure by the lift maintenance contractor's personnel or inspectors to log in or out of the EMU systems during visits.

- Lift positioning indication which is a useful tool in assisting concierge officers to determine the floor level from which passengers have exited the lift, within those buildings with CCTV fitted in the lift car and which is connected to the Council's CCTV network. This will assist officers and the police as part of their evidence-gathering in drug-related and other anti-social behaviour incidents within the Council's buildings.

5.1.3 Furthermore, the works also include the supply and installation of a suitable sign within each lift car with engraved instructions as to the Council's lift entrapment procedure. These signs will provide guidance to trapped passengers on a permanent basis, and will replace the current laminated signs which are posted in the lift cars, which are frequently taken down or defaced.

5.2 Funding, Cashflow and Programme of Works

5.2.1 The installation of monitoring units to housing's passenger lifts was originally conceived as a phased programme to begin in 2012/13. Due to the specialist nature of the works and the wish to avoid repetitive procurement an accelerated programme was proposed which was to be completed under a single negotiated contract. The revised 2012/13 Housing Capital Programme included a budget of £400,000 for this scheme with an additional £200,000 approved for 2013/14 giving a total budget of £600,000. The recommended sum for approval of £674,908 therefore represents a potential shortfall of £74,908. This shortfall can be met from within the overall housing capital funding envelope, specifically due to a reduced requirement for the proposed lift modernisation scheme at Ashcroft Square which is £90,340 under budget.

5.2.2 The anticipated Cashflow of the project, which excludes the cost of the HRA-funded servicing, is as follows:

	2013/2014	Totals:
	£	£
Works	605,299	605,299
Professional Fees	69,609	69,609
Total	674,908	674,908

5.2.3 Expenditure will be charged to Cost Centre **LFT001** and Project Code **CHRA02011**

5.2.4 The anticipated programme of work is as follows:-

	Date:	
Cabinet Key Decision	22 nd July	2013
Issue letter of Acceptance	29th July	2013
Start on Site	12 th August	2013
Completion:	31 January	2014

6. CONSULTATION

6.1 It is proposed to write to all residents in the affected blocks to explain the nature and scope of the works, programme and timescales, and the impact the works will have.

- 6.2 Whilst there are no invasive works within residents' homes as a consequence of the project, disruption will be caused due to the lifts' downtime whilst the works are undertaken. Generally, it is estimated that the works will take approximately 2 days per lift for each installation. The work in the lift shafts will necessitate the lifts being decommissioned although some work will be in the lift motor rooms, and this can be carried out with the lift still in service. Officers will seek to minimise disruption through effective consultation with residents.
- 6.3 As the cost of the works will be below the £250 per dwelling threshold, there is no requirement to issue Section 20 Notices under the statutory leaseholder consultation procedures.

7. EQUALITY IMPLICATIONS

- 7.1 The works will have a positive effect on elderly and very young people; people in wheelchairs and ambulant disabled people; pregnant women and people with very young children, as these groups are most disadvantaged when lift breakdowns occur. These works will reduce the frequency of such breakdowns. The works will not have an adverse effect on any protected groups. The installations will facilitate the delivery of an improved lift service to residents and the impact on disabled and elderly people during the works will be minimised.

8. LEGAL IMPLICATIONS

- 8.1 The Public Contracts Regulations 2006 provides that in limited circumstances negotiations with one supplier is permissible. The reasons for negotiating with one supplier is set out in the body of the report.
- 8.2 It is essential that contract documentation is completed and the necessary post contract award procurement process is followed by officers in the event that the recommendations are accepted so that the Council is fully protected.
- 8.3 Implications verified/completed by: Kar-Yee Chan, Solicitor - 020 8753 2772

9. FINANCIAL AND RESOURCES IMPLICATIONS

- 9.1 The revised 2012/13 Housing Capital Programme included a budget of £400,000 for this scheme with an additional £200,000 approved for 2013/14 giving a total budget of £600,000. The recommended sum for approval of £674,908 therefore represents a potential shortfall of £74,908. This shortfall can be met from within the overall housing capital funding envelope, specifically by a reduced requirement for the proposed lift modernisation scheme at Ashcroft Square which is £90,340 under budget.
- 9.2 The annual cost of the five year comprehensive maintenance service is £66,043. Notional professional fees, at 11.5% applicable to this contract for the installation and annual servicing contracts is £7,595. The costs of the works is included in the lifts budget of £550,000 within the 2013/14 Housing Revenue Account which was approved by Cabinet on 11th February 2013.

- 9.3 As the cost of the works will be below the £250 per dwelling threshold, there is no requirement to issue Section 20 Notices under the statutory leaseholder consultation procedures.
- 9.4 Further financial implications are contained within the exempt report.
- 9.5 Implications verified/completed by: Isaac Egberedu, Principal Accountant - 0208 753 2503.

10. RISK MANAGEMENT

- 10.1 Risks relating to the project's pre-construction processes have been ascertained, and the project will not commence until the necessary actions identified on the register have been undertaken. A post-contract risk register will be developed jointly with the contractor once they have been appointed, in order that risks can be managed throughout the duration of the project.
- 10.2 Implications verified/completed by Danny Reynolds – Group Leader, Engineering Services, 020 8753 4780.

11. PROCUREMENT AND IT STRATEGY IMPLICATIONS

- 11.1 The Corporate Procurement Team has provided advice concerning this specialist procurement. Accordingly the Director agrees with the recommendations contained in the Report.
- 11.2 Further comments are contained within the exempt report.
- 11.3 Implications verified/completed by Alan Parry, Procurement Consultant (TTS) - 020 8753 2581.

LOCAL GOVERNMENT ACT 2000 LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	Procurement & Project documents (exempt)	Danny Reynolds Ext: 4780	Housing & Regeneration 6 th Floor, HTH Ext King Street Hammersmith W6 9JU
2.	Project development (exempt)	Jodie Rose Ext: 3830	Housing & Regeneration 3 rd Floor, HTH Ext King Street Hammersmith W6 9JU
3.	Housing Capital Programme approval papers	Vince Conway Ext.1915	Housing & Regeneration 3 rd Floor, HTH Ext King Street Hammersmith W6 9JU