

Item 4 – Reports from LHC Business Operations**Board Report from LHC London and South East: 2020-21****Jennifer Castle, London and South East Director****Report to be presented by video**

The London and South East regional business unit was formed in 2019 to work closer with our clients to ensure the LHC products and services made a difference in delivering better buildings and homes that enhance our local communities.

Maximising on the 50-year heritage of LHC and our strong existing relationships, by focusing on targeted client and supplier requirements, the London and South East Regional Business Unit has been able to offer a full end to end service that guarantees additional value to the public sector.

People

It is important to the London and South East team who are working within the community to reflect the people that we are ultimately serving. We have been conscious in ensuring we have a diverse team of excellent people with specific skillsets available to our clients. We have developed a happy and healthy team that work together well, are interdependent and feel valued. With guidance and strategic leadership, this team work with one another to ensure the products we offer exceed expectations and that our work with LHC Group is fully effective within the region.

Performance

Despite a challenging year, the London and South East team have maintained excellent client relationships and developed in areas previously underperforming due to lack of resource. We were able to finish 20-21 with a financial surplus, with 90 clients with newly declared projects and over 370 leads. The total value of works going through our frameworks in our region currently is circa £350,000,000 over 321 active projects which demonstrates a significant impact to the built environment in our region.

Projects

This year we have seen a fantastic increase in the uptake of our Off Site Construction of New Homes framework, with clients like London Borough of Bromley and Maidstone Borough Council using it to access specialist volumetric manufacturers with enhanced energy efficiency products to provide social or temporary housing for those in need of homes. We have a number of projects being tendered to support the London Affordable Rent scheme, notably with London Borough of Enfield who are mid-tender for a 35-unit pilot scheme. We have also supported our clients in the Public Decarbonisation Scheme to meet ambitious carbon neutrality plans. London Borough of Hounslow have invested £1M into four schools for the replacement of Aluminium Windows and Doors to achieve higher energy efficiency levels accessing our Aluminium Windows Framework; whilst Portsmouth City Council have accessed our Energy Efficiency Framework to complete much needed External Wall Insulation projects.

We are also seeing an increased uptake in the Non-Housing Sector with clients such as NHS Milton Keynes undertaking extensive roof replacement works through our Flat Roofing Framework.

Products and Partners

During the Financial year of 19-20 the London and South East Regional Business Unit Partnered with London Borough of Southwark to create a framework to procure innovative Architect Design Services. This framework achieved fantastic results, attracting new companies not on other frameworks and providing a mix of micros and SMEs giving London clients access to new and exciting design opportunities. This is not only being used by London Borough of Southwark, but also across London. However, the



**Trusted procurement for
better buildings and homes**

results of this framework were unacceptable in terms of lack of racial diversity and so we saw an opportunity and a social obligation to investigate how we can improve the procurement process to make

effective change. We are now in the process of procuring an expansion to this framework specifically designed to attract diverse organisations. We have completed extensive work in identifying potential bidders and ensuring the process reduces barriers for those inexperienced in public sector contracts. This approach has also informed further regional procurements which will ensure our products are fair, proportionate and reflect our society:

Architect Design Services For London (Sept 21) | Engineering Inspection Services (Sept 21) | Multi-disciplinary Consultancy Services (Jan 22)