

Notting Dale Heat

Resident Board Member recruitment pack

We are looking for two residents to join the Notting Dale Heat Network board

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1. Welcome from James Caspell, Director of Lancaster West Neighbourhood Team



Dear industry expert,

Thank you for your interest in becoming a Non-Executive Director of 'Notting Dale Heat.' Notting Dale Heat network is an exciting project with a vision to deliver a nationally significant model heat network. It is being developed with residents, will be zero-carbon from 'Heat On' in 2024 and is part of an energy retrofit across Lancaster West Estate.

In the wake of the Grenfell Tower tragedy on 14 June 2017, the Lancaster West Neighbourhood Team was formed to work in partnership with residents to recover from an unprecedented disaster in which 72 people lost their lives, over 370 residents lost their homes, and thousands more were traumatised.

A commitment was made to deliver a resident-led refurbishment which transforms Lancaster West into a 21st century model estate. The Notting Dale Heat Network now provides a once in a generation opportunity to put a green recovery at the heart of a Grenfell recovery.

Kensington and Council incorporated 'Notting Dale Heat' in January 2022. This local energy company will design, build, operate and maintain the Notting Dale Heat Network, and is 100% owned by the Council. A Cross Borough Energy Masterplan with the neighbouring borough of Hammersmith and Fulham, will prioritise future expansion opportunities in both boroughs.

Running a local energy company is not core business for the Council. We are recruiting two industry experts to join the company Board. This is to constructively challenge an experienced heat network team, provide lessons learned from elsewhere and ensure an excellent customer experience.

It's our pleasure to introduce this role and as an inclusive employer, would like to welcome all qualified persons apply. Please see the information in Section 6 on 'How to apply.'

A handwritten signature in black ink that reads "James Caspell". The signature is written in a cursive, flowing style.

2. About the Notting Dale Heat Network – an overview

Our vision for the Notting Dale Heat Network

Our vision for the network is to:

- Deliver a nationally significant model of a heat network; and
- Be a zero-carbon heat network that will put residents first, rely solely on renewable heat sources, and provide relatively more affordable heating and hot water while tackling fuel poverty.

Why we are different

- We actively involve residents in decision-making for the heat network.
- We aim to make sure that heating is reliable, green and affordable for residents.
- We're committed to delivering zero-carbon heating by 2030.
- We've co-designed a Resident Price Promise with residents.

Lancaster West Estate

Lancaster West is set to become the heart of London's largest 'eco-neighbourhood', and a model for social housing in the 21st Century. Following a refurbishment programme, the estate will be the first in Kensington and Chelsea to be carbon-neutral. The heat network will be delivered as part of the refurbishment programme.

Why we need residents on the board

Having residents on our board makes sure that customers' opinions influence key decisions relating to the heat network. We have created the role of Resident Board Member in response to suggestions made while the heat network was being designed.

How the heat network will work

Notting Dale Heat, will design, build, operate and manage the equipment and pipes up to each building. The council will still be responsible for maintaining the pipes in each home and within the buildings, as they are now.

We will bill the council, who will then bill individual households. Residents will pay their heating bills to the council. The council will also provide the customer service to residents.

3. About us

Frequently Asked Questions

We were set up in January 2022 to design, build, operate and maintain the Notting Dale Heat Network. Notting Dale Heat is 100% owned by the Kensington and Chelsea Council.

Question	Answer
1 Why was a company set up to manage the heat network?	<ul style="list-style-type: none">• Our company has a separate budget to the council, so we can better plan our costs.• By specialising in heat network management, we work with expert heat-network professionals.• Being a company enables us to expand beyond the Lancaster West estate to improve the heat network's efficiency, maintain excellent customer service and secure long-term pricing for residents.
2 Why have you been set up now?	We were set up to meet the conditions of the £1.1 million Heat Network Investment Project (HNIP) grant we received from the UK Government – meaning greener and more affordable heating and hot water for residents. The first board meeting was held in February 2022.
3 Who attended the first board meeting?	<ul style="list-style-type: none">• Two board members from the council• James Caspell (Project Sponsor)• Jeff Laidler (Heat Network Programme Manager)• Lancaster West Neighbourhood Team staff members, as observers• Bevan Brittan, as legal advisors
4 What happens in spring and summer 2022?	<ul style="list-style-type: none">• We will recruit two Resident Board Members• We will recruit two industry experts to the board• The first 'full' board meeting will be held

3. About us

What's the structure of the board and who runs the company on a daily basis?

The board is our governing body. It's responsible for decision-making and planning the long-term management of the heat network.

The Managing Director of Notting Dale Heat will be responsible for running the network on a day-to-day basis, and for giving board members information about the performance of the network.

What's the Shareholder Committee?

The Shareholder Committee will oversee our spending and our role to make sure that public money is being spent appropriately.

Councillors with relevant portfolios and experience will be appointed to the committee.

Council's Leadership Team

Shareholder Committee

Councillors to be confirmed following May 2022 local elections.

Local Energy Company Board

Non-Executive Directors

Two Council Board Members

- Terry Oliver, Director of Cleaner Greener and Cultural Services, Kensington and Chelsea Council
- Liam McCusker, Head of Finance (Resources), Kensington and Chelsea Council

Two Resident Board Members - To be recruited

Two Industry Directors - To be recruited

Executive Director

Managing Director: to be recruited

Advisors

Strategic Advisor and Project Sponsor:

James Caspell, Neighbourhood Director, Lancaster West

Financial Advisor: Tina Buchanan

Fig 1: Organisational structure of local energy company

4. The role of Resident Board Member

The opportunity:

- We involve residents in decision-making across Lancaster West, and you'll have a unique opportunity to give us your views, to help make sure the heat network delivers excellent customer service and is viable as a business.
- You'll be offered a variety of learning opportunities throughout your time on the board. This will include face-to-face and virtual learning sessions to increase and improve your professional skills and develop your career.

Our ideal candidate is someone who:

- has a keen interest in the heat network and making sure it delivers excellent customer service and is viable as a business
- can think critically and strategically, bringing forward ideas to further improve the heat network
- is committed to excellent customer service, teamwork and integrity, and is willing to challenge decisions in a constructive way; and
- has excellent communication skills and a track record of working well in a team.

You will need to commit to the following.

- Serving a three-year term, with the option of serving for an extra three years.
- Attending at least four board meetings every year (each lasting no more than two hours) and reading the board packs ahead of each meeting.
- Performing a few one-off tasks, such as testing the heat network team's approach to resident engagement. These tasks are likely to require a total of just a few days each year.

5. Who can apply?



We're looking to be as inclusive as possible. We welcome applications from all interested people. We will have diverse recruitment panels, trained in inclusive recruitment and unconscious bias to ensure that we recruit board members who reflect the community we serve.

We are committed to hosting the board meetings locally and liaising with the Resident Board Members so we can time meetings around any other commitments they may have.

Our ideal Resident Board Member will meet the following criteria:

- Lives on the estate in any of the following homes on the Lancaster West Estate.
 - Barandon Walk
 - Bomore Road Apartments
 - Camborne Mews
 - Camelford Walk
 - Camelford Court
 - Clarendon Walk
 - Hurstway Walk
 - Morland House
 - Talbot Grove House
 - Talbot Walk
 - Testerton Walk
 - Treadgold House
 - Verity Close
- Is a tenant, resident leaseholder or resident freeholder who could potentially connect to the new heat network once it's built and goes live in 2024.
- Is aged 16 or older. (There is no upper age limit.)
- Speaks and writes English to a good standard.

A note on the role: this is not an elected role. The primary duty of all board directors is to Notting Dale Heat. You would be on the board as a potential customer of the heat network, working with the other Resident Board Member to make sure we provide excellent customer service.



6. Salary

An annual salary will be paid to each of the two Resident Board Members in 12 equal monthly instalments. (Subject to approval)

7. How to apply?

If you'd like to apply please fill in the attached form and email it to janet.hall@rbkc.gov.uk.

Key dates

7 June – closing date for applications

June – interviews held

July – two board members appointed

Mid-July – Directors' training session

Any questions?

If you've any questions, please email Janet Hall, Heat Network Resident Engagement Manager, or call 0800 389 2005.