

**From:** [REDACTED] <[REDACTED]@dxw.com>  
**Sent:** Thursday, April 29, 2021 5:12 PM  
**To:** [REDACTED]@southwark.gov.uk>  
**Cc:** [REDACTED]@southwark.gov.uk>; [REDACTED]@dxw.com; Seymour, Juliet <juliet.seymour@southwark.gov.uk>  
**Subject:** Re: Importing all current affordable homes in Southwark - Invitation to edit

Hi [REDACTED]

Yes it should be fine to handle the data about council stock separately so as not to slow you down on the private stuff.

Thanks

[REDACTED]

On Thu, 29 Apr 2021 at 10:23, [REDACTED]  
[REDACTED]@southwark.gov.uk> wrote:

Hi [REDACTED]

Just to let you know [REDACTED] so will not respond to any emails.

In terms of the council's own stock, is this something we can upload in a separate upload to the private RP data set? This is because our priority is the private RP data as this needs to be online by May 12 relating to an FOI.

We will work on getting the council own stock data collated and cleaned into the tool format by that date as well, but in the case that it is not ready (there is over 30,000 units) can the private RP data still be online for May 12?

I understand we need to populate the planning references data for the exiting private RP list, we will be working on this all of next week.

Many thanks,

[REDACTED]

Planning Policy and Digital Transformation

Southwark Council

**From:** [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>  
**Sent:** Thursday, April 29, 2021 8:24 AM  
**To:** [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>; Buttrick, Tom <[Tom.Buttrick@southwark.gov.uk](mailto:Tom.Buttrick@southwark.gov.uk)>  
**Subject:** FW: Importing all current affordable homes in Southwark - Invitation to edit

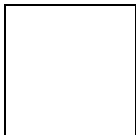
**From:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>  
**Sent:** 29 April 2021 06:25  
**To:** [REDACTED] <[\[REDACTED\]@abscond.org](mailto:[REDACTED]@abscond.org)>  
**Cc:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>  
**Subject:** Re: Importing all current affordable homes in Southwark - Invitation to edit

Thanks [REDACTED]

The data in the spreadsheet doesn't include the council's own stock (c. 39000 dwellings) which explains the big gap there

On Wed, 28 Apr 2021, 9:56 pm [REDACTED] (via Google Docs), <[\[REDACTED\]@drive-shares-dm-noreply@google.com](mailto:[REDACTED]@drive-shares-dm-noreply@google.com)> wrote:

[REDACTED] has invited you to **edit** the following document:



[Importing all current affordable homes in Southwark](#)

**From:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>  
**Sent:** Thursday, April 29, 2021 9:01 AM  
**To:** [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>  
**Cc:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>;

[REDACTED]@dxw.com>  
**Subject:** Re: DPIA for Affordable Housing

Hi [REDACTED],

Thanks for the update.

Just wanted to point out that we're now paying for hosting, so it would be good to get the (long, but standard) Gcloud contract signed, so that we can invoice Southwark.

Cheers,

[REDACTED]

[REDACTED]

Client Services Director

[REDACTED]@dxw.com

[www.dxw.com](http://www.dxw.com) :: 0345 2577520 :: @dxw :: creating better digital public services

On Tue, 20 Apr 2021, 17:51 [REDACTED]@southwark.gov.uk> wrote:

Hi [REDACTED],

Thanks for your email. A quick plan of action.

## **Contract**

I am on the case with sorting this now.

## **Baseline Data**

We hope to receive back all baseline data from RSLs this week.

We will clean and prep the data for bulk transfer into the tool on Wednesday 28 April am – subject to DXW having a Dev to help me. (This is the latest I can leave it to get as much data as possible back from RSLs, [REDACTED]).

I have the data schema from [REDACTED] so will try to ensure the xls matches that for Wednesday:

<https://github.com/dxw/affordable-housing-monitoring/blob/develop/db/schema.rb>

I'm hoping that we won't need to bulk add any further data after that, but if some RSLs are late responding, I may need a second session.

## **Logins**

A few have been sent over. I understand that the user IDs will be issued to each staff member by email and they will be asked for their mobile number for passwords to be sent via SMS.

Staff have been notified of this.

We will seek out logins for each of the RSLs and supply that list to you in due course (at least a week).

## **Dashboard**

I have created a quick and dirty PowerBI dashboard of the bulk data XLS.

This will cover our needs for Examination In Public and the next few weeks.

Once we have done the bulk migration and everyone is happy with the dashboard, I shall seek DXW help in pointing my dash at the live data rather than the xls.

This will need some further work in the future (4 - 8 wks) as Southwark currently don't support PBI so I've had to set it up on my own PBI account and gateway server.

I'm hoping Southwark IT will help us very soon.

## **Verification**

Once we are past the Examination in Public, work will rapidly turn to verifying the data from the RSLs – ie:

1. Does the data from the RSLs match the planning records
2. If not, was the RSL also the developer?
  - a. If yes – investigate discrepancies with RSL
  - b. If no – investigate discrepancies with developer, then the RSL
3. Where it matches, verify that the rents / sales match the appropriate rates

This last point is complex, with legal, GDPR and other implications, questions over acceptable evidence etc.

We'll explore, do that work, and track it in excel.

My aim is to build a standardised, robust and scalable approach to verification that can be rolled nationally.

### **Scale / Adapt the tool and then scale**

Depending on the number of discrepancies I would want to do one of two things:

1. Scale deployment to many other councils if there are few discrepancies. Other councils can then use the tool and do / track their own verification investigations outside the tool.
2. If there are many discrepancies, I would like to update the tool with the functionality to investigate and track discrepancies, then scale.

2 would need a fair bit of work and as a potentially national problem, I would want to talk to MHCLG about it first and ask them for funding.

I hope that all makes sense, but happy to discuss any points – call me.

Cheers,

[REDACTED]

[REDACTED]

Ps 76 page Crown Commercial Services contract? Thanks! Lol.

**From:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>  
**Sent:** 20 April 2021 11:26  
**To:** [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>  
**Cc:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>  
**Subject:** Fwd: DPIA for Affordable Housing

Hi [REDACTED]

We still don't actually have an agreed, signed hosting and support contract in place for the AHMT tool.

Last email re this from me on 9th March below.

Can you try and get sorted?

Thanks,

[REDACTED]

[REDACTED]

Client Service Director

[REDACTED] [@dxw.com](mailto:[REDACTED]@dxw.com)

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----- Forwarded message -----

From: [REDACTED] [@dxw.com](mailto:[REDACTED]@dxw.com)>

Date: Tue, Mar 9, 2021 at 11:59 AM

Subject: Re: DPIA for Affordable Housing

To: Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>, [REDACTED]

[REDACTED] [@protean6.com](mailto:[REDACTED]@protean6.com)>

Cc: [REDACTED] [@dxw.com](mailto:[REDACTED]@dxw.com)>, Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>,

[REDACTED] [@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>, [REDACTED]

[REDACTED] [@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>

Hi all,

Attached is an updated hosting and support contract - with the separate dev/infrastructure work to get the service live removed.

Still needs parts in yellow to be completed by Southwark Council. Can someone look through those?

Thanks,

[REDACTED]

[REDACTED]

Client Service Director

[REDACTED]@dxw.com

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On Tue, Feb 23, 2021 at 8:21 PM Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)> wrote:

Yes please [REDACTED]

Freya can you raise a PO and provide the number to [REDACTED]

[REDACTED] for the hosting [REDACTED] will follow this up to ensure we have this working within the next couple of weeks.

Thanks

Juliet

**From:** [REDACTED]@dxw.com>

**Sent:** Monday, February 22, 2021 11:03 AM

**To:** Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>; [REDACTED]  
<[REDACTED]@dxw.com>

Cc: Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>; [REDACTED]  
[REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; [REDACTED]  
[REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>  
**Subject:** Re: DPIA for Affordable Housing

Hi Juliet,

Apologies for any delay on our side. Can I clarify:

**1. Dev/configuration work:**

You just want us to send you an invoice for the development and configuration work? As per:

One off costs

Implementation of modifications to the AHMT service £1800

Configuration of hosting environment £1800

Total: £3600

Southwark doesn't need a PO number on that invoice?

If that's the case, who do we send the invoice to?

**2. Monthly hosting:**

The draft contract Gurps sent you contains the hosting stuff. You said that you would work on the monthly hosting contract with Tom, so I think we were waiting. Is there anything more or less you want? If we send you that contract with the above dev/configuration work removed, will that be sufficient?

Thanks,

[REDACTED]



[REDACTED]  
Client Service Director  
[adam@dxw.com](mailto:adam@dxw.com)  
[REDACTED]

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On Fri, Feb 19, 2021 at 7:58 PM Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)> wrote:

[REDACTED]

I haven't heard anything about the payment or hosting?

Thanks

Juliet

**From:** Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>  
**Sent:** Friday, January 22, 2021 9:32 PM  
**To:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>  
**Cc:** Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>  
**Subject:** RE: DPIA for Affordable Housing

Thanks [REDACTED], that's clear. With the pricing supplied we can consider the options around resilience needed from the number of instances and for how long we need the instances to be available per month. I'll have a chat with Juliette and Tom about this but looks like we have a clear path in terms of hosting for the short to medium term and support.

Would be good to have a conversation on the SLAs associated with standard support and what the support model could look like in preparation for go-live, as we may require set-up on the Southwark Helpdesk and documentation/training to be provided to a level 1 team.

Regards,

David

David Baird

Digital Change and Innovation Manager

Housing and Modernisation

Southwark Council

[REDACTED]

**From:** [REDACTED] <[REDACTED]@dxw.com>

**Sent:** Friday, January 22, 2021 6:40 PM

**To:** Baird, David <David.Baird@southwark.gov.uk>

**Cc:** Seymour, Juliet <juliet.seymour@southwark.gov.uk>; [REDACTED]  
[REDACTED] <[REDACTED]@dxw.com>; [REDACTED]  
[REDACTED] <[REDACTED]@southwark.gov.uk>; [REDACTED] <[REDACTED]@southwark.gov.uk>

**Subject:** Re: DPIA for Affordable Housing

Hey,

We've used [GOV.UK](#) PaaS. It works well. I don't think that we'd be able to schedule the much longer time needed to host on PaaS very soon.

So an option could be, start on dxw environment then migrate to PaaS within a few months.

The instances are AWS app instances running the same environment - so three instances running production environment, two running staging. Multiple instances allows for significantly higher reliability through automated failover, etc. [GOV.UK](#) PaaS follows the same pattern - allowing from 1 to 128 instances for each environment.

As I said, may well be that three instances, and the sizing of those instances, is too high. But as per the pricing, they're charged at an hourly rate, so reducing the spec if it's appropriate, would see immediate reduction in price.

Cheers,

[REDACTED]

[REDACTED]

Client Service Director

[REDACTED] [@dxw.com](mailto:[REDACTED]@dxw.com)

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On Fri, Jan 22, 2021 at 3:23 PM Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)> wrote:

Hi [REDACTED]

In respect of the [GOV.UK](https://gov.uk) PaaS, have you used this yet or know of anyone that has? The costs seem pretty reasonable and avoids the cost of the AWS account, which appears to be the principle cost in the GCloud 12 pricing so wondered if a blend of the [GOV.UK](https://gov.uk) hosting and dxw software support at £850 per month is the optimum set-up.

Also, in respect of the GCloud 12 pricing what is meant by an instance, as I have usually considered that as Dev/Test/Prod and with these environments available would then question the need for an additional staging area with 2 instances?

Regards,

David

David Baird

Digital Change and Innovation Manager

Housing and Modernisation

Southwark Council

[REDACTED]

**From:** Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>

**Sent:** Friday, January 22, 2021 3:10 PM

**To:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>

**Cc:** Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>

**Subject:** RE: DPIA for Affordable Housing

12 months please

Yes there is more work going on about the development so I need to get back to you next week

**From:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>

**Sent:** Friday, January 22, 2021 2:41 PM

**To:** Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>

**Cc:** [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>

**Subject:** Re: DPIA for Affordable Housing

How long would you like hosting for? 6 months? 12 months? 24 months?

And shall I put provision in for potential additional development?

[REDACTED]

Client Service Director

[REDACTED]@dxw.com

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On Thu, Jan 21, 2021 at 5:40 PM Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)> wrote:

Yes please

**From:** [REDACTED]@dxw.com>  
**Sent:** Thursday, January 21, 2021 4:34 PM  
**To:** Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>  
**Cc:** Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>; [REDACTED]  
[REDACTED]@dxw.com>; [REDACTED]  
[REDACTED]@southwark.gov.uk>; [REDACTED]@southwark.gov.uk>  
**Subject:** Re: DPIA for Affordable Housing

How do we progress in terms of commercials?

Want us to draft a GCloud 12 contract?

[REDACTED]  
Client Service Director  
[REDACTED]@dxw.com

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On Thu, Jan 21, 2021 at 4:29 PM Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)> wrote:

Thanks for this [REDACTED]

- a. You will need to host
- b. I think this is you aswell?

Let me know if you need me to do anything

I will give a progress update a week Monday so please let me know where we are around this time next week.

I am also updating the [REDACTED] with F [REDACTED] as Ale requested so I will get that to you asap

Kind regards

Juliet

**From:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>  
**Sent:** Thursday, January 21, 2021 4:23 PM  
**To:** Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>  
**Cc:** Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>  
**Subject:** Re: DPIA for Affordable Housing

Hi,

We said last week that, collectively, we wouldn't get the service up in the next fortnight. We did say we'd get back to you with details you might need to set the process in motion.

Attached are some of the steps needed, with associated costs.

So the main things to do now are:

a) agreeing who hosts

b) get commercials in place to fund:

1. necessary development
2. hosting
3. support

Necessary development cannot be done this week, but we should be able to do that next week.

If we're hosting, we have capacity to set this up within the next week or two.

Thanks,

[REDACTED]

[REDACTED]

Client Service Director

[REDACTED]@dxw.com

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On Thu, Jan 21, 2021 at 10:44 AM Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)> wrote:

Hi [REDACTED] and [REDACTED]

I want to be able to report back to Cllr Situ a week Monday that we are user testing the tool. Are there any issues or can you set this up this week? Is the hosting now sorted? If not what needs to happen and what is the timescale?

Thanks

Juliet

**From:** Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>  
**Sent:** Sunday, January 17, 2021 9:52 PM  
**To:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>  
**Cc:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; Buttrick, Tom <[Tom.Buttrick@southwark.gov.uk](mailto:Tom.Buttrick@southwark.gov.uk)>; Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>; Loubser, Neil <[Neil.Loubser@southwark.gov.uk](mailto:Neil.Loubser@southwark.gov.uk)>  
**Subject:** RE: DPIA for Affordable Housing

Hi [REDACTED]

The DPIA is for the supplier to complete, as your team has the knowledge of the tool, data and hosting. If there is any help required with its completion I can bring Information Governance in to a meeting to work with us on this.

Regards,

David

David Baird

Digital Change and Innovation Manager

Housing and Modernisation

Southwark Council

[REDACTED]

**From:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>  
**Sent:** Tuesday, January 12, 2021 6:57 PM  
**To:** Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>  
**Cc:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; Buttrick, Tom <[Tom.Buttrick@southwark.gov.uk](mailto:Tom.Buttrick@southwark.gov.uk)>; Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>; Loubser, Neil <[Neil.Loubser@southwark.gov.uk](mailto:Neil.Loubser@southwark.gov.uk)>  
**Subject:** Re: DPIA for Affordable Housing



Hi David,

Just checking that this is only for info and that you don't need us (dxw) to do anything?

Thanks

[REDACTED]

On Tue, 12 Jan 2021 at 17:01, Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)> wrote:

Hi [REDACTED],

Please see the attached Data Privacy Impact Assessment, which is the approval step for Information Governance required before any tool handling Southwark data goes live.

Regards,

David

David Baird

Digital Change and Innovation Manager

Housing and Modernisation

Southwark Council

[REDACTED]

**From:** [REDACTED]@dxw.com>

**Sent:** Thursday, April 29, 2021 9:01 AM

**To:** [REDACTED]@southwark.gov.uk>

**Cc:** [REDACTED]@dxw.com>; Seymour, Juliet

<juliet.seymour@southwark.gov.uk>; [REDACTED]@southwark.gov.uk>;

[REDACTED]@dxw.com>

**Subject:** Re: DPIA for Affordable Housing

Hi [REDACTED],

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[REDACTED]

[REDACTED]

Client Services Director

[adam@dxw.com](mailto:adam@dxw.com)

[REDACTED]

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On Tue, 20 Apr 2021, 17:51 [REDACTED] [@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)> wrote:

Hi [REDACTED],

Thanks for your email. A quick plan of action.

## **Contract**

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## **Baseline Data**

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I have the data schema from [REDACTED] so will try to ensure the xls matches that for Wednesday:

<https://github.com/dxw/affordable-housing-monitoring/blob/develop/db/schema.rb>

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## **Verification**

Once we are past the Examination in Public, work will rapidly turn to verifying the data from the RSLs – ie:

1. Does the data from the RSLs match the planning records
2. If not, was the RSL also the developer?
  - a. If yes – investigate discrepancies with RSL
  - b. If no – investigate discrepancies with developer, then the RSL
3. Where it matches, verify that the rents / sales match the appropriate rates

This last point is complex, with legal, GDPR and other implications, questions over acceptable evidence etc.

We'll explore, do that work, and track it in excel.

My aim is to build a standardised, robust and scalable approach to verification that can be rolled nationally.

### **Scale / Adapt the tool and then scale**

Depending on the number of discrepancies I would want to do one of two things:

1. Scale deployment to many other councils if there are few discrepancies. Other councils can then use the tool and do / track their own verification investigations outside the tool.
2. If there are many discrepancies, I would like to update the tool with the functionality to investigate and track discrepancies, then scale.

2 would need a fair bit of work and as a potentially national problem, I would want to talk to MHCLG about it first and ask them for funding.

I hope that all makes sense, but happy to discuss any points – call me.

Cheers,

Pete

[REDACTED]

Ps 76 page Crown Commercial Services contract? Thanks! Lol.

**From:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>  
**Sent:** 20 April 2021 11:26  
**To:** [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>  
**Cc:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>  
**Subject:** Fwd: DPIA for Affordable Housing

Hi [REDACTED]

We still don't actually have an agreed, signed hosting and support contract in place for the AHMT tool.

Last email re this from me on 9th March below.

Can you try and get sorted?

Thanks,

[REDACTED]

[REDACTED]

Client Service Director

[REDACTED] [@dxw.com](mailto:[REDACTED]@dxw.com)

[REDACTED]

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----- Forwarded message -----

From: [REDACTED] [@dxw.com](mailto:[REDACTED]@dxw.com)>

Date: Tue, Mar 9, 2021 at 11:59 AM

Subject: Re: DPIA for Affordable Housing

To: Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>, [REDACTED]

[REDACTED] [@protean6.com](mailto:[REDACTED]@protean6.com)>

Cc: [REDACTED] [@dxw.com](mailto:[REDACTED]@dxw.com)>, Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>,

[REDACTED] [@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>, [REDACTED]

[REDACTED] [@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>

Hi all,

Attached is an updated hosting and support contract - with the separate dev/infrastructure work to get the service live removed.

Still needs parts in yellow to be completed by Southwark Council. Can someone look through those?

Thanks,  
[REDACTED]

[REDACTED]  
Client Service Director  
[adam@dxw.com](mailto:adam@dxw.com)  
[REDACTED]

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On Tue, Feb 23, 2021 at 8:21 PM Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)> wrote:

Yes please [REDACTED]

Freya can you raise a PO and provide the number to [REDACTED]

Adam for the hosting Peter will follow this up to ensure we have this working within the next couple of weeks.

Thanks

Juliet

**From:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>

**Sent:** Monday, February 22, 2021 11:03 AM

**To:** Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>; [REDACTED]  
[REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>

Cc: Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>; [REDACTED]  
[REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; [REDACTED]  
[REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>  
**Subject:** Re: DPIA for Affordable Housing

Hi Juliet,

Apologies for any delay on our side. Can I clarify:

**1. Dev/configuration work:**

You just want us to send you an invoice for the development and configuration work? As per:

One off costs

Implementation of modifications to the AHMT service £1800

Configuration of hosting environment £1800

Total: £3600

Southwark doesn't need a PO number on that invoice?

If that's the case, who do we send the invoice to?

**2. Monthly hosting:**

The draft contract Gurps sent you contains the hosting stuff. You said that you would work on the monthly hosting contract with Tom, so I think we were waiting. Is there anything more or less you want? If we send you that contract with the above dev/configuration work removed, will that be sufficient?

Thanks,

[REDACTED]

[REDACTED]  
Client Service Director

[REDACTED]@dxw.com

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On Fri, Feb 19, 2021 at 7:58 PM Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)> wrote:

[REDACTED]

I haven't heard anything about the payment or hosting?

Thanks

Juliet

**From:** Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>

**Sent:** Friday, January 22, 2021 9:32 PM

**To:** [REDACTED]@dxw.com>

**Cc:** Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>; [REDACTED]

[REDACTED]f@dxw.com>; [REDACTED]

[REDACTED]@southwark.gov.uk>; [REDACTED]@southwark.gov.uk>

**Subject:** RE: DPIA for Affordable Housing

Thanks [REDACTED] that's clear. With the pricing supplied we can consider the options around resilience needed from the number of instances and for how long we need the instances to be available per month. I'll have a chat with Juliette and Tom about this but looks like we have a clear path in terms of hosting for the short to medium term and support.

Would be good to have a conversation on the SLAs associated with standard support and what the support model could look like in preparation for go-live, as we may require set-up on the Southwark Helpdesk and documentation/training to be provided to a level 1 team.



Regards,

David

David Baird

Digital Change and Innovation Manager

Housing and Modernisation

Southwark Council

[REDACTED]

**From:** [REDACTED] <[REDACTED]@dxw.com>

**Sent:** Friday, January 22, 2021 6:40 PM

**To:** Baird, David <David.Baird@southwark.gov.uk>

**Cc:** Seymour, Juliet <juliet.seymour@southwark.gov.uk>; [REDACTED]

[REDACTED] <[REDACTED]@dxw.com>; [REDACTED]

[REDACTED] <[REDACTED]@southwark.gov.uk>; [REDACTED] <[REDACTED]@southwark.gov.uk>

**Subject:** Re: DPIA for Affordable Housing

Hey,

We've used [GOV.UK](#) PaaS. It works well. I don't think that we'd be able to schedule the much longer time needed to host on PaaS very soon.

So an option could be, start on dxw environment then migrate to PaaS within a few months.

The instances are AWS app instances running the same environment - so three instances running production environment, two running staging. Multiple instances allows for significantly higher reliability through automated failover, etc. [GOV.UK](#) PaaS follows the same pattern - allowing from 1 to 128 instances for each environment.

As I said, may well be that three instances, and the sizing of those instances, is too high. But as per the pricing, they're charged at an hourly rate, so reducing the spec if it's appropriate, would see immediate reduction in price.

Cheers,

[REDACTED]

[REDACTED]

Client Service Director

[REDACTED] [@dxw.com](mailto:[REDACTED]@dxw.com)

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On Fri, Jan 22, 2021 at 3:23 PM Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)> wrote:

Hi [REDACTED],

In respect of the [GOV.UK](https://gov.uk) PaaS, have you used this yet or know of anyone that has? The costs seem pretty reasonable and avoids the cost of the AWS account, which appears to be the principle cost in the GCloud 12 pricing so wondered if a blend of the [GOV.UK](https://gov.uk) hosting and dxw software support at £850 per month is the optimum set-up.

Also, in respect of the GCloud 12 pricing what is meant by an instance, as I have usually considered that as Dev/Test/Prod and with these environments available would then question the need for an additional staging area with 2 instances?

Regards,

David

David Baird

Digital Change and Innovation Manager

Housing and Modernisation

Southwark Council

[REDACTED]

**From:** Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>

**Sent:** Friday, January 22, 2021 3:10 PM

**To:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>

**Cc:** Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>

**Subject:** RE: DPIA for Affordable Housing

12 months please

Yes there is more work going on about the development so I need to get back to you next week

**From:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>

**Sent:** Friday, January 22, 2021 2:41 PM

**To:** Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>

**Cc:** Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>

**Subject:** Re: DPIA for Affordable Housing

How long would you like hosting for? 6 months? 12 months? 24 months?

And shall I put provision in for potential additional development?

[REDACTED]

Client Service Director

[REDACTED]@dxw.com

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On Thu, Jan 21, 2021 at 5:40 PM Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)> wrote:

Yes please

**From:** [REDACTED]@dxw.com>  
**Sent:** Thursday, January 21, 2021 4:34 PM  
**To:** Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>  
**Cc:** Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>; [REDACTED]  
[REDACTED]@dxw.com>; [REDACTED]  
[REDACTED]@southwark.gov.uk>; [REDACTED]@southwark.gov.uk>  
**Subject:** Re: DPIA for Affordable Housing

How do we progress in terms of commercials?

Want us to draft a GCloud 12 contract?

[REDACTED]  
Client Service Director  
[REDACTED]@dxw.com

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On Thu, Jan 21, 2021 at 4:29 PM Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)> wrote:

Thanks for this [REDACTED]

- a. You will need to host
- b. I think this is you aswell?

Let me know if you need me to do anything

I will give a progress update a week Monday so please let me know where we are around this time next week.

I am also updating the [REDACTED] with [REDACTED] as Ale requested so I will get that to you asap

Kind regards

Juliet

**From:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>  
**Sent:** Thursday, January 21, 2021 4:23 PM  
**To:** Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>  
**Cc:** Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>  
**Subject:** Re: DPIA for Affordable Housing

Hi,

We said last week that, collectively, we wouldn't get the service up in the next fortnight. We did say we'd get back to you with details you might need to set the process in motion.

Attached are some of the steps needed, with associated costs.

So the main things to do now are:

a) agreeing who hosts

b) get commercials in place to fund:

1. necessary development
2. hosting
3. support

Necessary development cannot be done this week, but we should be able to do that next week.

If we're hosting, we have capacity to set this up within the next week or two.

Thanks,

[REDACTED]

[REDACTED]

Client Service Director

[REDACTED]@dxw.com

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On Thu, Jan 21, 2021 at 10:44 AM Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)> wrote:

Hi [REDACTED] and [REDACTED]

I want to be able to report back to Cllr Situ a week Monday that we are user testing the tool. Are there any issues or can you set this up this week? Is the hosting now sorted? If not what needs to happen and what is the timescale?

Thanks

Juliet

**From:** Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>  
**Sent:** Sunday, January 17, 2021 9:52 PM  
**To:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>  
**Cc:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; Buttrick, Tom <[Tom.Buttrick@southwark.gov.uk](mailto:Tom.Buttrick@southwark.gov.uk)>; Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>; Loubser, Neil <[Neil.Loubser@southwark.gov.uk](mailto:Neil.Loubser@southwark.gov.uk)>  
**Subject:** RE: DPIA for Affordable Housing

Hi [REDACTED],

The DPIA is for the supplier to complete, as your team has the knowledge of the tool, data and hosting. If there is any help required with its completion I can bring Information Governance in to a meeting to work with us on this.

Regards,

David

David Baird

Digital Change and Innovation Manager

Housing and Modernisation

Southwark Council

[REDACTED]

**From:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>  
**Sent:** Tuesday, January 12, 2021 6:57 PM  
**To:** Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)>  
**Cc:** [REDACTED] <[\[REDACTED\]@dxw.com](mailto:[REDACTED]@dxw.com)>; Buttrick, Tom <[Tom.Buttrick@southwark.gov.uk](mailto:Tom.Buttrick@southwark.gov.uk)>; Seymour, Juliet <[juliet.seymour@southwark.gov.uk](mailto:juliet.seymour@southwark.gov.uk)>; [REDACTED] <[\[REDACTED\]@southwark.gov.uk](mailto:[REDACTED]@southwark.gov.uk)>; Loubser, Neil <[Neil.Loubser@southwark.gov.uk](mailto:Neil.Loubser@southwark.gov.uk)>  
**Subject:** Re: DPIA for Affordable Housing

Hi David,

Just checking that this is only for info and that you don't need us (dxw) to do anything?

Thanks

■

On Tue, 12 Jan 2021 at 17:01, Baird, David <[David.Baird@southwark.gov.uk](mailto:David.Baird@southwark.gov.uk)> wrote:

Hi ■

Please see the attached Data Privacy Impact Assessment, which is the approval step for Information Governance required before any tool handling Southwark data goes live.

Regards,

David

David Baird

Digital Change and Innovation Manager

Housing and Modernisation

Southwark Council

■





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Head of Transformation

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