



Subject: Street Lighting PFI Quarterly Update **Status:** Publication

Report to: Communities, Regeneration and Environment Overview and Scrutiny Committee **Date:** Wednesday, 16 March 2016

Cabinet Member: Cabinet Member for Housing and Environment

Report of: Director of Neighbourhoods **Author:** Jonathan Hartley

Author Email: jonathan.hartley@oldhamrochdalestreetlights.co.uk **Tel:** 0161 7701681

1 Purpose of Report

1.1 The purpose of this report is to provide a quarterly update to the committee on the Street Lighting PFI.

2 Recommendations

2.1 It is recommended that:

2.1.1 Committee notes the information provided in this report

2.1.2 Committee confirms that a quarterly update report is no longer necessary owing to the near completion of the replacement programme

3 Background

3.1 Following concerns about the performance of the Street Lighting Service Provider, the Committee decided that the Director of Neighbourhoods should be requested to submit reports to the Overview and Scrutiny Committee on a quarterly basis, updating Members on the performance and monitoring of the street lighting PFI project.

3.2 The Client Management Team has been working closely with the Service Provider to implement the improvements requested by the Overview and Scrutiny Committee and it is now considered that the Street Lighting Service has addressed the previous concerns.

Service Provider Performance

4 Street Lighting Replacement Programme

4.1 The street lighting Core Investment Programme (CIP) started in September 2011 and is now nearing completion. It is anticipated that at the current rate of progress the CIP will be complete by April 2016.

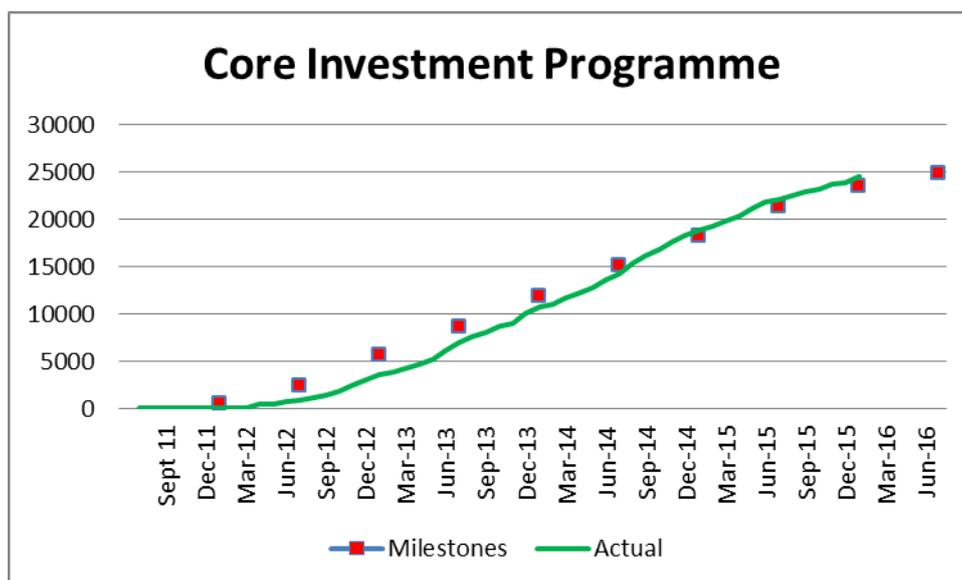
4.2 The CIP consisted of ten milestones set at six monthly intervals, with the last milestone being due in July 2016. As the replacement programme is almost complete, the Service Provider will achieve the final milestone ahead of programme.

4.3 As of January this year, 24,520 existing street lights and illuminated signs have been removed and 24,594 new units have been installed and certified as compliant. This equates to approximately 98% completion of the replacement programme.

4.4 With the majority of the assets replaced, the Service Provider is concentrating on addressing any outstanding minor defects.

4.5 The replacement programme has been closely monitored to ensure that all the assets which required replacing have been; however, as there were tens of thousands of units to be replaced throughout the borough it is always possible that an odd one has been missed. To this end, a global email was issued to all Council Members in February of this year informing them that the replacement programme was nearing completion and if they were aware of any remaining concrete columns or old orange type lights, they should bring it to the attention of the Client Monitoring Team. The same request has also been sent to all highway inspectors.

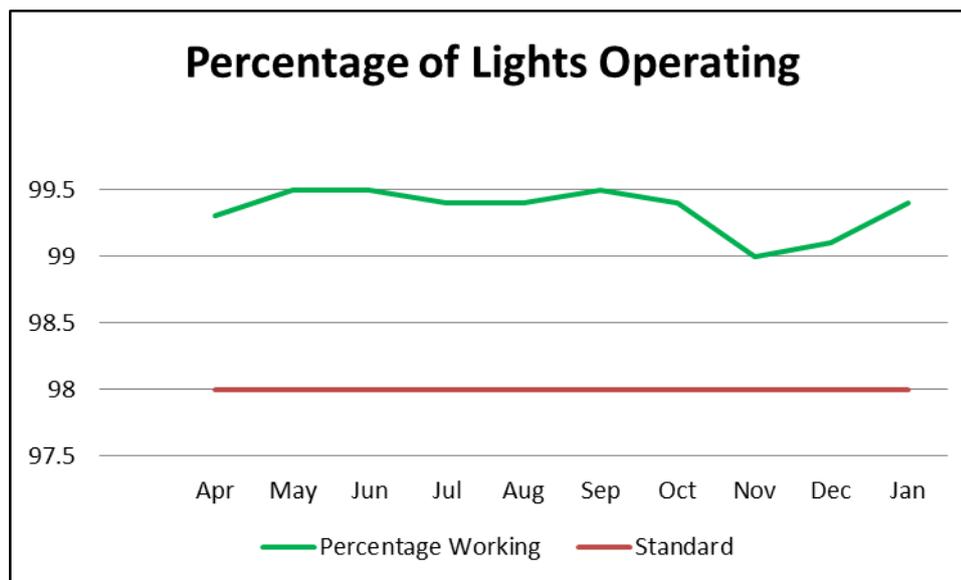
4.6 The graph below illustrates the progress which has been made on the replacement programme against the milestones. It can be seen that milestone nine has now been achieved ahead of the programme timeline, and that the Service Provider is working towards the tenth and final milestone.



5 Street Light Repairs

5.1 There are approximately 31,000 lighting points which includes street lights, illuminated traffic signs and illuminated bollards. For the month of January 2016 the number of lights in operation during the hours of darkness was on average 99.1%.

5.2 The graph below provides details on the number of lights operating as intended each month compared with a target figure of >98%.



5.3 The timescale for repairing a street lights has been on average three days; however, this excludes lights that are subject to an underground supply fault which becomes the responsibility of the Electricity Company - ENW. Although these faults take longer to repair, the number of occurrences is limited.

5.4 Members had previously expressed concern regarding the number of lights operating during daylight hours. Following the appointment of the new Eon manager, additional resources have been assigned to tackle this issue and he has now confirmed that approximately 680 assets have now be rectified and monitored to confirm correct operation. This is in addition to assets that have been reported as faults and attended to immediately.

5.5 Although a large proportion of the lights operating during the day have been attended to, there are still around 250 further lights which need addressing. The Service Provider has informed the Council that it will continue to focus its efforts in achieving this aim. With the CIP nearing completion Eon considers that this issue will reduce and become more stable.

5.6 It should be noted that the Council does not incur any additional cost for lights operating during the day, however, it has acknowledged that; reputationally and environmentally, it is not acceptable for lights to be operating out of their intended period.

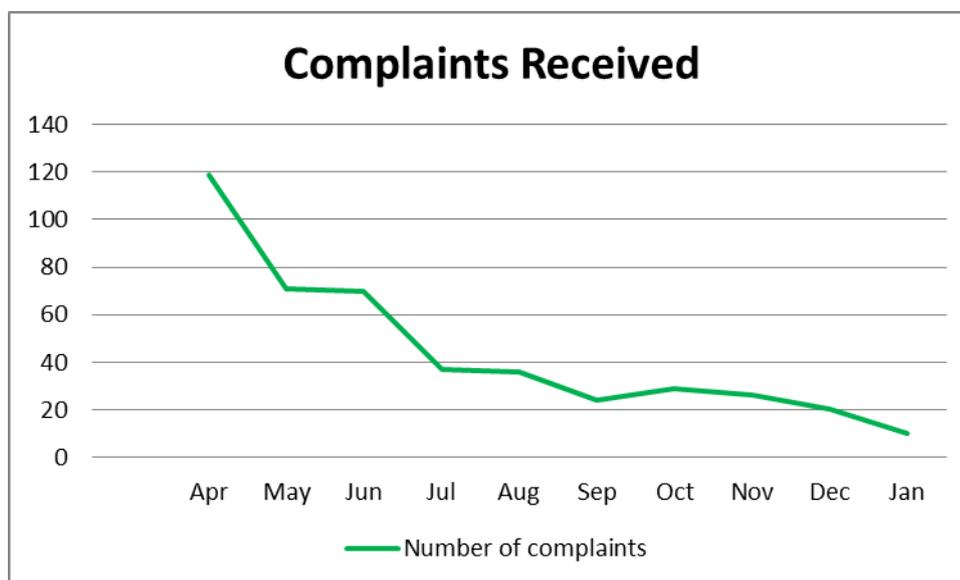
5.7 Members have previously expressed concerns regarding missing signs, waste bins and Royal Mail post boxes. To the Service Provider's knowledge, there are no signs that require reattaching to lighting columns as a result of their works. Environmental Management have received compensation from Eon for the missing waste bins and new ones are currently being installed throughout the borough. There are two locations in Littleborough where post boxes are missing; however, the reinstatement of the post boxes is the responsibility of Royal Mail. The Council has no jurisdiction over Royal Mail; however, the Client Monitoring Team has submitted an official complaint to Royal Mail in an attempt to resolve the situation.

6 Customer Care

6.1 Members complaints directed to the Highways Department are recorded on the Members Enquiries System and are monitored for responses given within the required timescales. In the last quarter (December 2015 to February 2016) a total of eleven enquiries / complaints were recorded with no reported breaches in performance.

6.2 Since the start of the PFI (4th July 2011) to the end of January 2016, Eon has recorded a total of 2,978 service requests, enquiries and complaints on their resident liaison register. Of the 2,978 entries, 2,959 have been recorded as closed. The remaining 19 (0.6%) are considered to be still live and discussions are ongoing with regards to their resolution. The oldest complaint dates back to August 2015 regarding a footpath reinstatement; however, this is in the process of being addressed.

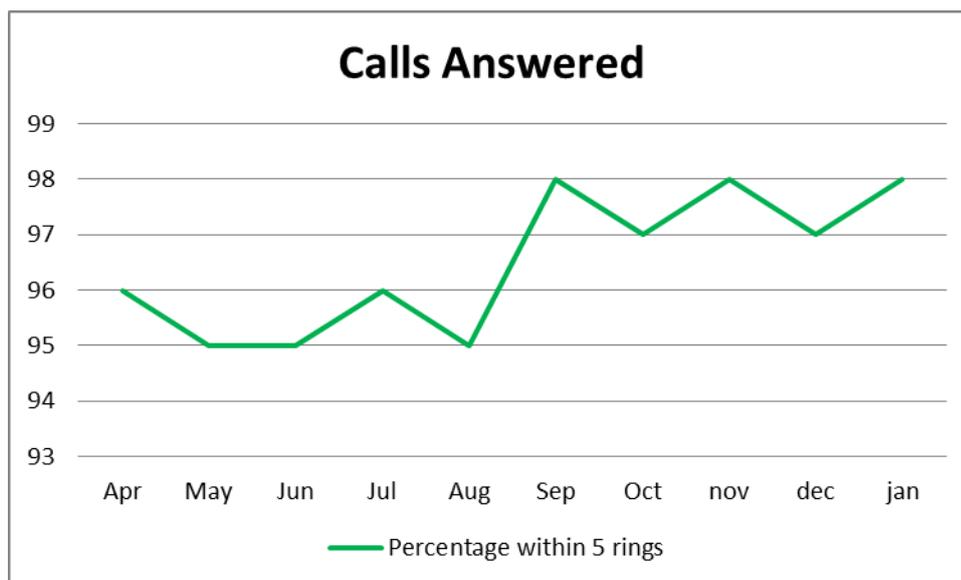
6.3 The number of complaints received by the Service Provider has steadily reduced over the last six months. This trend is illustrated in the graph below;



6.4 Since the start of the PFI (4th July 2011) to the end of January 2016, Eon has recorded a total of 268 compliments in relation to the street lighting service. A number of examples are contained in appendix one.

6.5 The Committee has been previously advised that Eon intends to install a new customer care system. Eon are still fully committed to its installation; however, they have experienced some delays due to the specification in other parts of E.ON effecting its development. It is now anticipated that the system will be fully implemented this summer. In the interim, Eon is ensuring that up-to-date records are kept and enquiries and complaints are monitored to ensure there is no reduction in service.

6.6 The Service Provider is required to answer all calls within five rings. This performance is measured by an automated call monitoring system and reported to the Council on a monthly basis. The target is to answer the call is ninety five percent (95%) of all calls within the five rings. The performance in respect of this target is illustrated in the graph below;



6.7 The Client Monitoring Team has continued to meet with the Service Provider to discuss progress and resolve problems and complaints that arise as a result of the replacement programme. These meetings have assisted in getting problems associated with the contract resolved and helped in a better working relationship between the parties.

6.8 Since Eon replaced the management responsible for delivering the Service, the majority of Members have provided positive feedback and have acknowledged that the service has improved.

7 Future reporting on performance

7.1 The PFI project will continue to be monitored across seven performance standards by the Client Monitoring Team and when applicable, financial adjustments will be applied as a means of incentivising the Service Provider.

7.2 At the request of the Committee, it is intended to amend the approach for seeking public feedback on the street lighting service and change the process from a letter issued to residents' properties to an electronic form hosted via the 'My Site' application on the Council's website. This application is currently being developed by the Council's IT department for implementation later in the year.

7.3 A performance indicator for the street lighting service is also to be added onto 'Performance Manager' for the period 2016/17. This indicator will form part of the Neighbourhoods' performance dashboard submitted to the Overview and Scrutiny Committee on a quarterly basis.

7.4 Meetings are held with each Township Chair every month to discuss progress and performance in addition to a separate monthly meeting with the Highway Champions.

7.5 Complaints and requests from Members will continue to be recorded on the Members Enquiry System and monitored against timescales.

8 Financial Implications

8.1 There are no financial implications to this report.

9 Legal Implications

9.1 The Council's Legal Service continues to support the Client Monitoring Team and provide advice as and when required to do so in relation to the terms and conditions of the contract and liaison with the service provider.

10 Personnel Implications

10.1 There are no personnel implications to this report.

11 Corporate Priorities

11.1 None

12 Risk Assessment Implications

12.1 There are no risk assessment implications to this report

13 Equalities Impacts

13.1 Workforce Equality Impacts Assessment

There are no (*significant*) equality/community issues arising from this report.

Background Papers	
Document	Place of Inspection

Appendix one Examples of recent compliments

Comp No	Date	Address	Description
271	03/12/2015	Milkstone Road	Very Happy
274	07/12/2015	Stuart Street Middleton	Thank you my next door neighbour is still very active, so this light is brighter and better
275	07/12/2015	Todmorden Road	Eon and their subcontractors have all done an excellent job in our area - superb effort well done all
276	16/12/2015	Sawyer Street	Excellent all works
277	18/12/2015	Todmorden Road	I feel much safer walking along Todmorden Road at night since the new lighting was put in. Also safer as my house is next to the road
278	22/12/2015	Spring Lane	Good response from workers I told them my bedroom was lit light a football pitch due to increase height of lights, I was given a phone number and the problem was rectified by fitting a shield