



meeting **ENVIRONMENT STANDING SELECT COMMITTEE**

date **4 APRIL 2005**

agenda item no

REPORT OF THE DIRECTOR OF ENVIRONMENT

PERFORMANCE OF CENTRAL NETWORKS IN RELATION TO STREET LIGHTING

Purpose of Report

1. To inform members of Central Network's Performance during the period 1st December 2004 to 28th February 2005, in respect of Street Lighting Performance for Faults and New Business Activities.

Background

2. Members will recall the report of the Director of Environment dated 18th October 2004 regarding the Performance of Central Networks (formerly East Midlands Electricity). Central Networks are responsible for 97% of Nottinghamshire's Street Lights. Most street lighting faults are the responsibility of the County Council or its maintenance Agents. However, where the fault lies with the electricity supply, or where new schemes require electrical connection, this work has to be undertaken by Central Networks.
3. Following concerns about the performance of Central Networks following the change of their "External Service Suppliers", Central Networks were keen to keep members informed of their progress. Accordingly Central Networks agreed to provide quarterly performance information. The first quarterly performance report was made to Environment Standing Select Committee on 10th January 2005.

Quarterly Performance

4. Central Network's latest quarterly performance report for the period 1st December 2004 to 28th February 2005 is included at Appendix A. In respect of faults, the report shows that 68% of normal faults were completed within the 20 day standard of service (compared with 85% in the previous

quarter) and 81% of urgent faults were completed within the 15 day standard of service (compared with 100% in the previous quarter). The reason given by Central Networks for this drop in performance is the poor weather experienced throughout February.

5. For new business activities 100% of the jobs have been completed or included in the forward works programme (compared with 87% in the previous quarter), with 142 out of 420 street-lighting columns included in the forward works programme. Performance in this area has improved and will continue to be monitored closely on a quarterly basis to determine improvements in service provision.
6. Large schemes have either been completed or are included in the forward works programme at Leamington Estate Sutton in Ashfield, Carsic Estate Sutton in Ashfield, Bateman Road East Leake and County Road area, Gedling.

Future Developments

7. Further information has been received from OFGEM the regulator for the electricity distribution industry intend to Introduce a 6 month trial of National Service Level Agreements commencing in Spring 2005. On going Performance data from this trial will be used to determine appropriate local targets and the need for the introduction of statutory targets.
8. It is hoped that the current service standards of 20 and 15 days offered by Central Networks for normal and urgent fault resolution respectively, will be improved by the introduction of National Service Level Agreements. In the 6 month trial service standards will be agreed locally between Local Authorities and Electricity Companies. Negotiations are ongoing to establish service standards with Central Networks for the 6 month trial. OFGEM will then consider the national picture and may introduce consistent service standards across the country.
9. The introduction of the trial of National Service Level Agreements will require formal monitoring of Central Network's performance by Environment Department staff and the on-going provision of quarterly performance reports from Central Networks will aid this process.

National Performance Indicators 2005/06

10. For 2005/2006 two new Best Value Performance Indicators for street lighting are to be introduced. BV215a is the average number of days taken to repair a street lighting fault, which is under the control of the local authority. BV215b is the average time taken to repair a street lighting fault, where response time is under the control of the Electricity Company. The collection of data for BV215b will allow further monitoring of Central Network's performance.

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Nottinghamshire County Council Scrutiny Committee

Work Status 1st December 2004 to 28th February 2005

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Contents

1.	Introduction	5
2.	Faults	5
2.1.	Normal Status	5
2.2.	Urgent Status	6
2.3.	Commentary.....	6
3.	New Business Activites	6
3.1.	Current Work.....	7
3.2.	Jobs Waiting to Be Processed	7
3.3.	Large Schemes	7
3.4.	New Connections Commentary.....	7
4.	Overall Summary	8

Introduction

The following report details the streetlighting work undertaken by Central Networks for Nottinghamshire County Council during the period 1st December 2004 to 28th February 2005.

The report is split into 2 sections, of which the first details the streetlighting faults work that we have undertaken. The second section details the new connections work.

Faults

Faults work is split into 2 categories, Normal and urgent, with 2 different standards of service that we report against. The standard for Normal faults is to repair within 20 days, and for Urgent faults, 15 days. The following information details the work done.

Normal Status

Total number of Normal status jobs received is 103 of these 103 :-

- 70 were or will be complete within the 20 day standard of service (68%)
- 33 were or will be complete outside the 20 day standard of service. (32%)

Received	103
Comp In Less Than 20	47
Comp In More Than 20	25
ongoing under 20	23
ongoing over 20	8

TRACKER NO	DATE RECEIVED	DATE E.MAILED	ACTUAL DATE COMP	ADDRESS
N9176	20-Jan-05	20-Jan-05	Traffic Sensitive Area	LC 73, DERBY ROAD.
N9144	18-Jan-05	18-Jan-05	Cars parked in the area of Excav no one knows who owns will keep revisiting to see if they have been moved	LC 41, ST PETERS WAY (OVER SUBWAY).
N9327	07-Feb-05	07-Feb-05	Completion by 19.03.05	LC 91, O/S 130/132 MOORGREEN.(B600).
N9357	09-Feb-05	09-Feb-05	Completion by 19.03.06	LC 10, O/S NO 24 BURTON AVENUE.
N9390	14-Feb-05	14-Feb-05	Completion by 19.03.07	LC 7, O/S 22/24 TRENTDALE ROAD.
N9391	14-Feb-05	14-Feb-05	Completion by 19.03.08	LC 3, ON F/PATH FROM MAIN ROAD GEDLING TO PRIORY ROAD.
N9270	01-Feb-05	01-Feb-05	Completion by 19.03.09	LC 2, LOUGHBON.

N9307	03-Feb-05	03-Feb-05	Cars parked in the area of Excav no one knows who owns will keep revisiting to see if they have been moved	LC 3, STATION ROAD.
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Urgent Status

Total number of Urgent status jobs received is 27

Of these 27, 22 (81%) have been completed within the 15 day standard of service and 5 have been or will be complete outside of the 15 day standard.

Received	27
Comp In Less Than 15	22
Comp In More Than 15	2
Ongoing	3

The 3 outstanding jobs are detailed below.

TRACKER NO	DATE RECEIVED	DATE COMP	ADDRESS
U900	06-Dec-04		LC2, MAIN ROAD, A617, KELHAM, NEAR NEWARK
U900A	06-Dec-04		LC3, MAIN ROAD, A617, KELHAM, NEAR NEWARK.
U1008	18-Feb-05		LC 4, MAIN ROAD.

Commentary

When comparing the figures from the last report delivered in December 2004, there is a perceived drop in performance from 85% of normal faults being completed within the standard to 68% in the recent report. The same can be said for Urgent faults which have dropped from 100% to 81%. Whilst being difficult to pinpoint the reason for this in every case, the bad weather that the country has experienced during February will have stretched our fault teams culminating in a drop in performance.

Central Networks Public Lighting are in the throes of bring the streetlighting fault repairs under the direct control of our Public Lighting Faults Manager, who will be working to better co-ordinate the activities as we move further into 2005. We are working to bring this work across by July 2005. More information on this move will be available in our next report.

New Business Activities

This section includes new connections to the network, disconnections and service transfers to replacement columns. The figures below detail the actual number of streetlighting columns that we have been requested to work on.

Current Work

The total number of New Connections jobs received is 420. Of these 420 jobs, all are either completed or in the work programme.

Received	420
Completed	278
Programmed	142

Jobs Waiting to Be Processed

Below are jobs received closely following this period end.

DATE REC'D	LOCATION	ORDER NO
01/03/2005	VICTORIA SQUARE	C00579/056
03/03/2005	SOUTHWELL RD	B030918/115
03/03/2005	CHURCH LANE	B030932/1544
03/03/2005	SMEATH LANE	B030932/1545
03/03/2005	SOUTHWELL RD	B030918/116

Large Schemes

Below, you will find details of the large that we have been dealing with over the recent months.

Date Rec	Name	Order Ref	Co I	S/O	Status
07/10/2004	LEAMINGTON ESTATE	B030382-H08630/339	30	548385/417	Completed And Invoiced
08/11/2004	CARSIC ESTATE	C00579/022	33	557407/40	Completed And Invoiced
08/11/2004	BATEMAN ROAD	C00579/023	38	557192/223	Completed And Invoiced
15/12/2004	COUNTY RD AREA	B030382/44036	50	10017125/75	Programmed 12.04.2005

New Connections Commentary

The main difference from the previous report is that the work volumes have remained fairly constant, but with much less work sitting outside of the programme.

You will have recently seen our adverts in the Nottingham Evening Post, looking for a range of positions to further improve the level of service on the work that we currently do for Nottinghamshire, and to widen our portfolio of products that we are able to offer the county. We are currently in the throes of interviewing for positions ranging from clerical posts through to jointers and engineers. In addition to this good news, I am looking forward to being able to report that the Public Lighting Delivery Activity will have moved into new offices to support these new personnel in March/ April 2005.

Overall Summary

The perceived lowering of performance in the faults, which although can be tempered against the bad weather in the region, still gives us work to do as we transfer the activity across to bring streetlighting faults under our control in 2005. As more statistics are produced we will be able to see trends and therefore have much better information to work with.

With the introduction of the National Service Level Agreement by OFGEM, which comes under trial from 1st April 2005, Central networks will be targeting the categories laid out by OFGEM. The figures that are produced by the reporting against this new SLA will result in different timescales for us to work to. We will continue to report against our existing timescales until the detail for the new targets is available.