

# Nottinghamshire County Council Scrutiny Committee

Work Status 1<sup>st</sup> November 2005 to 31<sup>st</sup> January 2006

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## **1. Standard 1 Faults**

### **1.1. Emergency**

(Work necessary to remove immediate danger to the public or property)

**The standard of service is to attend within two hours of receiving the call from the LA or his agent.**

Total number of emergency faults received for the Nottinghamshire County area during the period November, December and January is 14.

All 14 (100%) are completed.

Of the 14 completed, 4 were completed in over 2 hours and 10 were completed within 2 hours.

### **1.2. High Priority Fault Repair**

(Work that is urgent but would not require attendance out of normal working hours to restore or remove electricity supplies to the street furniture)

**The standard of service is to complete repair within 24 hours of receiving the report form the LA or his agent.**

Nothing received in this category during November, December and January.

### **1.3. Fault Repair Multiple Units**

(Fault on the service)

**The standard of service is to complete repair within 5 working days of receiving the report form the LA or his agent.**

Total number of multiple column faults received for the Nottinghamshire County area during the period November, December and January is 19, of these 19, 9 were cut out changes and 10 were dead services.

Of the 19, 13 (68%) are completed and 6 are outstanding.

Of the 13 completed, 5 were completed in under 5 days, 5 were completed in 6 - 10 days, 2 were completed in 11-20 days and 1 was completed in over 20 days.



## **1.4. Fault Repair Single Column**

(Fault on the service)

**The standard of service is to complete repair within 15 working days of receiving the report from the LA or his agent.**

Total number of single column faults received for the Nottinghamshire County area during the period November, December and January is 103, of these 103, 27 were cut out changes and 76 were dead services.

Of the 103, 67(51%) are completed and 36 are outstanding.

Of the 67 completed, 23 were completed in under 10 days, 12 were completed in 11 – 15 days, 3 were completed in 16-20 days and 26 were completed in over 21 days.

## **1.5. Commentary**

Following the insourcing of the faults activity in the summer of 2005, Public Lighting have suffered with resource problems in this area of work. This is a nationwide problem, that Eon are looking to resolve by increasing investment in the training of new jointers (as well as other industrial trades). However this is a long term solution. In the short term, PL are looking to increase our current jointing capacity from the 4 sub-contract teams that are currently carrying out the faults repair activity in this area, 2 a total of 8 teams. To this end, we are pleased to announce the addition of an extra jointer in 2 weeks time, plus another by the end of March.

Due to the reduction of fault backlogs in the West of our operation, we will also be bringing some jointing resource across from there as a temporary measure to pickup this shortfall of jointing teams.

## **2. Standard 2 New / Transferred Connections**

### **2.1. New Works 1 – 10 Columns**

(Including Lighting Schemes, Road Improvement Schemes, Provision of connections / disconnections, Transfers, New services and Disconnections)

**The standard of service is to complete within 15 working days.**



Total number of New Works 1- 10 columns received for the Nottinghamshire County area during the period November, December and January is 340, of these 340, 82 were new services, 53 were disconnections and 205 were transfers.

Of the 333, 159 (46.7%) are completed and 181 are outstanding. However it should be noted that 93 of the outstanding jobs were received in the last 2 weeks of January.

Of the 159 completed, 44 were completed in less than 15 days, 80 were completed in 16 -30 days and 35 was completed in over 30 days.

## **2.2. New Works 11 – 50 columns**

(Including Lighting Schemes, Road Improvement Schemes, Provision of connections / disconnections, Transfers, New services and Disconnections)

**The standard of service is to complete within 25 working days.**

Total number of New Works 11 - 50 columns received for the Nottinghamshire County area during the period June July and August is 25, of these 194, 6 were new services, 7 were disconnections and 12 were transfers.

Of the 25, 0 (0%) are completed and 25 are outstanding. All of this work was received on 31<sup>st</sup> January and is scheduled for February 2006.

## **2.3. New Works over 50 Columns**

(Including Lighting Schemes, Road Improvement Schemes, Provision of connections / disconnections, Transfers, New services and Disconnections)

**Completion times to be agreed by both parties.**

Nothing received in this category during November 2005, December 2005 and January 2006.

## **3. Standard 3 Providing Quotations**

### **3.1. Standard Quotation**

(Provide a quotation for the provision of electrical service to un-metered installation using standard public lighting schedule)

**The standard of service is to provide written quotation within 5 working days from receiving the request.**



Nothing received in this category during November 2005, December 2005 and January 2006.

### **3.2. Non – Standard Quotation**

(Provide a quotation for the provision of electrical service to un-metered installation outside the scope of the standard public lighting schedule)

**The standard of service is to provide written quotation 10 working days from receiving the request.**

Nothing received in this category during November 2005, December 2005 and January 2006.

### **3.3. Commentary**

The figures for this period are skewed by 2 factors. The first being that 28% of the 'New Works 1-10' work was received in the last 2 weeks of January, and so was not due to be scheduled within the scope of this report, and secondly that the work received in December is affected by the holiday period.