

Nottinghamshire County Council Scrutiny Committee

Work Status 1st March 2005 to 31st May 2005

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1. Introduction

The following report details the streetlighting work undertaken by Central Networks for Nottinghamshire County Council during the period 1st March to 31st May 2005.

This report is split into two sections, of which the first details the streetlighting faults work that we have undertaken, followed by the new connections activity in the second section. Reference is also made to the new National Service Level Agreement trial that is currently underway – a detailed explanation of this is in the next section.

2. The National Service Level Agreement Trial

The previous report introduced this OFGEM initiative. Also known as the NSLA the objective is for all DNO's across the country to report on their streetlighting work in a consistent format. It was envisaged that the trial would run for 6 months, after which OFGEM would devise a common set of targets and criteria to which the DNO's will have to work. The trial started on the 1st April, and Central Networks have been reporting against this since then.

In many areas, the new criteria are very similar to those agreed with our customers 2 years ago. The main difference now is the way that we now report them on a template designed by OFGEM which allows all local authorities to compare their performance with every one else in this area.

Due to this introduction this report contains information in 2 formats. Firstly information for March under the old standard of service followed by information for April & May under the new standards of service.

3. CN Streetlighting Faults Performance

This section provides summary information for the streetlighting faults reported to Central Networks over the last quarter. The information is split into those received in March under the 'old' standards of service, and those received in April & May under the new standards.

3.1. Faults March

For March these are reported as 'Normal' with a 20 day standard for repair and 'Urgent' with a 15 day standard for repair. The following information details the work done.

3.1.1. Normal Status

Total number of Normal status jobs received is 28 of which :-

- 26 were or will be complete within the 20 day standard of service (96%)
- 1 was or will be complete outside the 20 day standard of service (4%)

Received	28
Comp In Less Than 20	26
Comp In More Than 20	1
ongoing under 20	0
ongoing over 20	1

TRACKER NO	DATE RECEIVED	ACTUAL DATE COMP	No of Days Outstanding	PARISH	ADDRESS	AREA	COUNCIL
N9691	22-Mar-05		69	RAVENSHEAD	BOLLARD 12, ON NOTTINGHAM ROAD JUC WITH KIRBY ROAD.	N	Notts County

3.1.2. Urgent Status

Total number of Urgent status jobs received in March is 5, of which:-

- 4 were completed within the 15 day standard of service (80%)
- 1 was completed outside the 15 day standard of service (20%)

Received	5
Comp In Less Than 15	4
Comp In More Than 15	1
Ongoing	0

3.2. April & May Faults Performance

The new criteria introduced by OFGEM are for *Single Unit Faults*, and *Multiple Unit Faults*; the recommended standards for which are 15 days and 5 days. Prior to the 1st April faults were split into Normal and Urgent status. The new criteria do not distinguish between these categories.

3.2.1. Single Unit Faults

Total Number of single column faults received in April & May is 82 of which:-

- 69 were completed or are still within the 15 day standard of service (84%)
- 13 were completed or are over the 15 day standard of service (16%)

Received	82
Comp In Less Than 15 Days	50
Comp In More Than 15 Days	5
ongoing under 15 Days	19
ongoing over 20 days	8

The 'ongoing' faults are shown in the table below...

TRACKER NO	DATE RECEIVED	ACTUAL DATE COMP	No of Days Outstanding	PARISH	ADDRESS	AREA	COUNCIL
N9836	08-Apr-05		52	HUCKNALL	K/LEFT BOLLARD, HIGH STREET JUC STATION ROAD.	N	Notts County
N9967	27-Apr-05		33	HUCKNALL	LC 11, ST PATRICKS ROAD,JUC ROBERTS LANE.	N	Notts County
N9988	29-Apr-05		31	MANSFIELD	LC 8, SHEEPBRIDGE LANE.	N	Notts County
N9994	29-Apr-05		31	BOUGHTON	LC 6, O/S NO 5 TURNER LANE.	N	Notts County
NN02	04-May-05		26	SUTTON IN ASHFIELD	LC 9, MANOR ROAD, SKEGBY.	N	Notts County
NN73	11-May-05		19	SOUTHWELL	LC 20, HALLAM ROAD, NEAR JUN WITH ALLANBY ROAD.	N	Notts County
NN76	11-May-05		19	BLIDWORTH	SIGN POST 20, DALE LANE, O/S FOREST FOLK PH.	N	Notts County
NN95	13-May-05		17	RETFORD	LC 3, WEST STREET.	N	Notts County
NN116	17-May-05		13	CARLTON	LC 15, O/S 73 DOUGLAS AVENUE.	N	Notts County
NN136	18-May-05		12	RAVENSHEAD	PILLAR NO 4, A60 NOTTINGHAM ROAD.	N	Notts County
NN147	19-May-05		11	CHURCH WARSOP	LC 6, LAUREL AVENUE.	N	Notts County
NN158	20-May-05		10	MANSFIELD	LC 5, GROVE STREET.	N	Notts County
NN164	20-May-05		10	SUTTON ON TRENT.	POLE BRACKET 2, O/S WESTWIND OLD GREAT NORTH ROAD.	N	Notts County
NN165	20-May-05		10	BILSTHORPE	LC 11, O/S 63 KIRKLINGTON ROAD.	N	Notts County
NN175	23-May-05		7	WORKSOP	LC 2, ST ANNES DRIVE.	N	Notts County
NN176	23-May-05		7	BILSTHORPE	LC 1, FARNSFIELD ROAD,	N	Notts County
NN184	24-May-05		6	WORKSOP	LC 4, O/S 12 PLANTATION HILL.	N	Notts County

NN188	24-May-05		6	ELKESLEY	LC 7, YEW TREE ROAD.	N	Notts County
NN189	24-May-05		6	ELKESLEY	LC 12, HIGH STREET.	N	Notts County
NN190	24-May-05		6	WORKSOP	LC 21, KINGSTON ROAD.	N	Notts County
NN191	24-May-05		6	WORKSOP	LC 5, SOUTHMOOR ROAD.	N	Notts County
NN192	24-May-05		6	WORKSOP	LC 10, SHREWSBURY ROAD.	N	Notts County
NN193	24-May-05		6	WORKSOP	LC 3, HOWARD STREET.	N	Notts County
NN194	24-May-05		6	WORKSOP	LC 6, YEOMANS CLOSE.	N	Notts County
NN195	24-May-05		6	WORKSOP	LC 14, LINCOLN STREET.	N	Notts County
NN196	24-May-05		6	BILSTHORPE	LC 23, EAKRING ROAD.	N	Notts County
NN210	25-May-05		5	MANSFIELD	LC 4, BERESFORD ROAD, WOODHOUSE.	N	Notts County
U1093	29-Apr-05		31	MANSFIELD	SIGN 15, CHESTERFIELD ROAD NORTH, O/S NEW ENGLAND PUB.	N	Notts County

3.2.2. Multiple Column Faults

The standard of service for these types of fault is for all work to be completed within 5days.

Total Number of multi column faults received in April & May is 3, of which:-

- All 3 were or will be complete outside the 5 day standard of service (100%)

Received	3
Comp In Less Than 5 Days	0
Comp In More Than 5 Days	1
ongoing < 5 Days	0
ongoing > 5 Days	2

The outstanding jobs are detailed in the table below...

TRACKER NO	DATE RECEIVED	ACTUAL DATE COMP	No of Days Outstanding	PARISH	ADDRESS	AREA	COUNCIL
NN87	12-May-05		18	KELHAM	LC'S 1 TO 5, A617 MAIN ROAD.	N	Notts County
NN177	23-May-05		7	BILSTHORPE	LC'S 20, 21, 23, EAKRING ROAD.	N	Notts County

3.3. Faults Commentary

With the information being split between 2 formats it is difficult to compare figures directly. This being the case our performance in streetlighting faults has improved since the last quarter.

In our last report I reported that the Public Lighting Faults Manager would be assuming responsibility for all streetlighting faults from July 2005, from our 'Repairs & restorations' section where it currently sits within Central Networks. This date has slipped, and is now likely to take place in August.

From this time Public Lighting will start the process of taking direct control of faults repair teams, and the emergency callouts.

4. CN Public Lighting New Connections Performance

Similar to our faults performance, the information for this will be reported in 2 sections – March, and then April & May. The figures detail the actual amount of columns that we have been requested to work on rather than schemes.

4.1. New Connections in March

Total number of New Connections jobs received in March is 226 of which:-

- All are complete (100%)

Of these 226 jobs:-

226 are complete

New Connections	226
Received	226
completed	226
Programmed	0

4.2. New Connections April & May

New connections are now split into 2 categories, these being:

- Schemes of 1 – 10 columns for which the standard of service is 15 days
- Schemes of 11-50 columns for which the standard of service is 25 days.

The total number of jobs received in April & May was 170. Of these 170 fall into the '1 – 10 column' category. 76 are complete, of which:-

- 35 in under 15 days
- 40 in 15 - 30 days
- 1 over 30 days

New Connections 1 - 10 Columns	
Received	170
Completed 1 - 15 Days	35
Completed 16 - 30 Days	40
Completed More than 30 Days	1
Ongoing	94

4.3. Jobs Waiting to Be Processed

DATE REC'D	LOCATION	ORDER NO
08/06/2005	CONWAY ROAD	JH03279/019
09/06/2005	GRAFTON STREET	JH03272/1669
09/06/2005	HIGH STREET	JH03272/1630
09/06/2005	WELLIN LANE	JH03293/015
09/06/2005	CHURCHILL DRIVE	JH03286/016
10/06/2005	KNOWLES WALK	JH03279/021
10/06/2005	SPRING LANE	JH03279/020
10/06/2005	SPRINGFIELD RD	JH03272/1653
10/06/2005	WELLINGTON ST	JH03272/1652
10/06/2005	WELLINGTON ST	JH03272/1651
10/06/2005	WELLINGTON ST	JH03272/1650

4.4. Large Schemes Waiting to be Processed

Date Rec	Name	Order Ref	Col	S/O	Status
15/12/2004	COUNTY RD	B030382/44036	50	10017125/75	Completed and Invoiced

4.5. New Connections Commentary

This time of year is traditionally quiet whilst the lighting authorities devise their programmes for the year. Consequently received volumes are low which has meant our timescales for connection are low. This year is no different

For a number of years we have been putting pressure on the lighting authorities to spread their lighting work programme more evenly over the year, and whilst our timescales are low, this is the time to get your connections made, and so avoid the traditional 'last quarter rush'

5. Overall Summary

This quarter has been relatively quiet which has allowed us to introduce the new NSLA relatively easily. As time goes on, with the input of all the PLAs, we will improve the format in line with OFGEM's recommendations – and so to this end we welcome your comments.