



meeting	ENVIRONMENT AND SUSTAINABILITY SELECT COMMITTEE		
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from	Director of Environment	agenda item number	

PERFORMANCE OF CENTRAL NETWORKS IN RELATION TO STREET LIGHTING

Purpose of Report

1. To inform Members of Central Networks' performance during the period 1 March 2005 to 31 August 2005, in respect of street lighting performance for faults and new business activities.

Background

2. Members will recall the 3 reports of the Director of Environment dated 18 October 2004, 10 January 2005 and 4 April 2005. regarding the Performance of Central Networks (formerly East Midlands Electricity). Central Networks is responsible for supplying electrical connections 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 their performance following the change of their "External Service Suppliers", Central Networks were keen to keep Members informed of their progress. Accordingly they agreed to provide quarterly performance information. This report examines their performance over the first two quarters of the 2005/06 financial year.

Quarterly Performance

Summary

4. During the period at 1st March 2005 to 31st August 2005, Central Networks' performance has been generally good. During this period National Service Levels have been introduced (as detailed below). There are some concerns about Central Networks' performance in relation to the repair of multiple unit faults within the new 5 day standard. Additionally performance in relation to new connections within the new 15 day standard is a cause for some concern, although performance has improved in the second quarter. Both these areas will be closely monitored during the next quarter. Performance in respect of fault

repairs is summarised in Tables 1 and 2 below. Performance in respect of new connections is summarised in Tables 3 and 4 below.

Faults

Table 1. Performance Prior to National Service Level Agreement

Period	Percentage of normal faults completed within 20 day standard of service	Percentage of urgent faults completed within 15 days standard of service
1 st Sept 04 to 30 th Nov 04	85	100
1 st Dec 04 to 28 th Feb 05	68	81
March 05	96	80

Table 2. Performance Under National Service Level Agreement

Period	Percentage single unit emergency fault completed within 2 hr standard of service	Percentage single unit high priority fault completed within 24 hr standard of service	Percentage single unit normal priority fault completed within 15 day standard of service	Percentage of multiple unit faults completed within 5 day standard of service
1 st Apr 05 to 31 st May 05	None issued to Central Networks	None issued to Central Networks	84	100
1 st Jun 05 to 31 st Aug 05	100	None issued to Central Networkss	90	0

* There were 3 multiple faults completed in this period: 1 was completed in 6-10 days and 2 were completed within 11 – 20 days.

New Connections

Table 3. Performance Prior to National Service Level Agreement

Period	Percentage new connections completed or include in forward works programme
1 st Sept 04 to 30 th Nov 04	87
1 st Dec 04 to 28 th Feb 05	100
March 05	100

Table 4. Performance Under National Service Level Agreement

Period	Percentage of new connections completed (1 to 10 column scheme) inside 15 day standard of service	Percentage of new connections completed (11 to 50 column scheme) inside 25 day standard of service
1 st Apr 05 to 31 st May 05	49	None Issued
1 st Jun 05 to 31 st Aug 05	85	100

Detailed Performance Commentary

5. Central Networks' quarterly performance reports for the periods 1st March 2005 to 31st May 2005 and 1st June to 31st August 2005 are included at Appendix A. For the period 1st March 2005 to 31st May 2005, in respect of faults, for the month of March, the report shows that 96% of normal faults were completed within the 20 day standard of service and 80% of urgent faults were completed within the 15 days standard of service.
6. In April 2005 OFGEM (The Office of Gas and Electricity Markets) introduced a trial National Service Level Agreement (NSLA). The objectives of the trial are for all Distribution Networks Operators, such as Central Networks, to report their performance on streetlighting work in a consistent format and for OFGEM to consider performance levels across the country. Nottinghamshire County Council has agreed to monitor Central Networks' submission to OFGEM on a monthly basis. From 1st April Central Networks' performance has been reported under the new NSLA standards. These are 15 days for single unit faults and 5 days for multiple unit faults. Single Unit fault categories are further split, into Emergency, High Priority Fault Repair and Normal, for which the service standards are attendance within 2 hours, completion of repair within 24 hours and completion of repair within 15 days respectively.
7. For the period 1st March 2005 to 31st May 2005, in respect of faults, for the months of April and May, the report shows that 84% of normal single unit faults were completed within the new 15 day standard of service (there were no faults reported in the Emergency or High Priority category during this period) and 100% of multiple unit faults were completed within the 5 day standard of service.
8. For the period 1st June to 31st August 2005, in respect of faults, the report shows that 100% of single unit emergency faults were attended within the new 2 hour standard of service, there were no high priority faults issued, and 90% of normal single unit faults that were completed in the period, were completed inside the 15 day standard of service. For multiple unit faults – 6 were passed to Central Networks during this period, but none were completed inside the new 5 day standard. This performance is below that expected by the NSLA standards and this will be closely monitored during the next quarter, with an expectation that performance will improve when organisational changes take place in Central Networks.

9. For new business activities during March 2005, 100% of the jobs were completed within standard. Since 1st April new NSLA standards for new connections are in place and these are: 15 day completion for schemes of 1 to 10 columns and 25 day completion for schemes of 11 to 50 columns. During the period 1st April to 31st May 2005. for 1 to 10 column schemes 49% of those works completed were completed inside the 15 day standard. There were no 11 to 50 columns schemes issued.
10. During the period 1st June to 31st August 2005, for 1 to 10 column schemes 85% of those works completed were completed inside the 15 day standard. For 11 to 50 column schemes, 100% of those works completed were completed inside the 25 day standard.

Best Value Performance Indicator

11. Central Networks' performance is further examined by means of the new National Best Value Performance indicator BV215b. This indicator is reported to Government on an annual basis and internally on a quarterly basis. The indicator measures the average time to repair a street lighting fault, where the fault is under the control of the Distribution Networks Operator (Central Networks).
12. During the period 1st April to early September 2005, the receipt of fault completion information from Central Networks has been sporadic. It is not possible therefore for Environment Department to calculate this indicator without the fault completion information provided by Central Networks. The first quarter's performance indicator was not able to be produced on time because of this. The situation has now improved following meetings with Central Networks staff and the indicators for the first two quarters of 2005 are currently being calculated.

PETER WEBSTER
Director of Environment

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