

**REPORT TO: PLANNING AND TRANSPORT COMMITTEE - 11 JUNE 2007**

**REPORT ON: STREET LIGHTING PARTNERSHIP**

**REPORT BY: DIRECTOR OF PLANNING & TRANSPORTATION**

**REPORT NO: 292-2007**

## **1 PURPOSE OF REPORT**

- 1.1 This report provides an update on progress and performance of the Street Lighting Partnership with Tayside Contracts on the delivery of the Street Lighting Services to 31 March 2007.

## **2 RECOMMENDATION**

- 2.1 It is recommended that the Committee notes the content of this report and agree that the Director of Planning and Transportation be remitted to report back annually to the Committee with the ongoing progress of the Partnership.

## **3 FINANCIAL IMPLICATIONS**

- 3.1 There are no direct financial implications arising from this report.

## **4 SUSTAINABILITY POLICY IMPLICATIONS**

- 4.1 Street Lighting makes an important contribution to road safety, crime prevention and the creation of an acceptable safe and night time environment.
- 4.2 The use of more energy efficient equipment and light sources reduces the production of harmful environmental greenhouse gases.

## **5 EQUAL OPPORTUNITIES IMPLICATIONS**

- 5.1 Good quality Street lighting benefits all groups who feel vulnerable during the hours of darkness.

## **6 BACKGROUND**

- 6.1 Reference is made to Article V of the Planning and Transportation Committee of 13 February 2006 when approval was given to extend the Partnership by a further 3 years to 31 March 2009 and include Perth and Kinross Council.
- 6.2 An Executive group comprising two senior officers from each Council and Tayside Contracts meet on a quarterly basis to review performance of the Partnership against a number of agreed criteria. The following provides a summary of performance against agreed criteria and the Councils Service Plan 2004-2007.

## 6.3 Key Performance Measure and Targets (Service Plan 2004-07)

Key Performance Results**a Street Lighting Faults**

Baseline 2002/03	2003/04	2004/05	2005/06	2006/07	Target 2007	Service Plan Objective
9532	7716	7744	6368	5168	7000	Achieved

**b Average Repair Costs**

Baseline 2002/03	2003/04	2004/05	2005/06	2006/07	Target 2007	Service Plan Objective
£37.79	£34.37	£30.68	£28.64	£25.53	£27.00	Achieved

**c Numbers and Proportions of Columns over 30 years old**

Baseline 2002/03	2003/04	2004/05	2005/06	2006/07	Service Plan Objective
None Available	N/A	N/A	7430	7437	New Statutory PI
Percentage of Lighting Stock	N/A	N/A	34%	34%	New Statutory PI

Customer Results**a Response Times**

Repaired within 7 days

Baseline 2002/03	2003/04	2004/05	2005/06	2006/07	Target 2007	Service Plan Objective
97.8%	97.5%	96.6%	95.7%	96.9%	95%	Achieved

**b Repaired within 2 working days**

Baseline 2002/03	2003/04	2004/05	2005/06	2006/07	Target 2007	Service Plan Objective
92.65%	93.67%	91.31%	90.57%	91.68%	90%	Achieved

**c Public Calls reporting defective Street Lights**

Baseline 2002/03	2003/04	2004/05	2005/06	2006/07	Target 2007	Service Plan Objective
2282	1630	1229	1335	1219	1750	Achieved

**Calls per 1000 lighting points**

Baseline 2002/03	2003/04	2004/05	2005/06	2006/07	Target 2007	Service Plan Objective
106	76	57	61	55	80	Achieved

Society Results**a Energy Losses**

Baseline 2002/03	2003/04	2004/05	2005/06	2006/07	Target 2007	Service Plan Objective
20%	18%	14.5%	13.5%	13%	13%	Achieved

**b Perception of Community safety through the introduction of White Light Programme.**

See Appendix 1 Completed Customer Satisfaction Questionnaire (Elected Members)

- 6.4 Despite managing to drive costs down, the Partnership has had to face the challenge of significant cuts in the budget to absorb ongoing increases in electricity costs. £300,000 less funding was available last year to carry out street lighting maintenance works. This reduced funding needs to be monitored to ensure the Partnership can continue to address the safety issues that exist with the structural and electrical conditions of the equipment.
- 6.5 An Asset Management System is in the process of being purchased and a prioritised testing and inspection programme is to commence. It is proposed to bring a separate report back to Committee to advise on the condition of the street lighting asset.
- 6.6 The Partnership is performing well in winning external lighting works associated with new housing developments. Approximately 35% of the Street Lighting Partnership target for fee income now comes from works funded outwith the Council's street lighting budget.
- 6.7 Nine street lighting operatives have now obtained passes in the new SVQ in Public Lighting. This is the first time this National Accreditation has been awarded in Scotland and the Lighting Partnership is rightly proud of this achievement. Gaining this award is a mandatory requirement for registration with the Highway Electrical Industry Section Scheme and indicates the Partnership's ongoing commitment to quality and competence. All organisations carrying out works on behalf of the Highway Agency and Scottish Executive will in future require to be registered with this Scheme.
- 6.8 This achievement is also been recognised within the industry and to date eight other street lighting Local Authorities in Scotland are interested in participating in SVQ training and assessment. The Street Lighting Partnership in Dundee has recently become an approved centre for delivering the training.
- 6.9 The Partnership is continuing to monitor the views of the various Street Lighting Stakeholders. The results of a customer satisfaction questionnaire completed by

Elected members can be found in Appendix 1. The general consensus of Elected Members is that the Street Lighting Partnership is performing very well.

- 6.10 The present Street Lighting Partnering arrangement meets the Scottish Executives objectives in increased partnership working in line with the Efficient Government Agenda and the Shared Services model set by the Regional Transport Partnerships.

## **7 CONSULTATIONS**

- 7.1 The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance) and Assistant Chief Executive (Community Planning) have been consulted and are in agreement with the contents of this report.

## **8 BACKGROUND PAPERS**

- 8.1 None.

Mike Galloway  
Director of Planning & Transportation

Fergus Wilson  
Acting City Engineer

FW/LMcG/EH

22 May 2007

Dundee City Council  
Tayside House  
Dundee



## RESULTS OF CUSTOMER SATISFACTION QUESTIONNAIRE (STREET LIGHTING) Elected Members

(Red Numbers in brackets indicate how many elected members voted for each option)

23 out of 29 councillors  
responded to the questionnaire

### 9 How do you rate the attitude and helpfulness of street lighting staff?

(14) Very Good                      (9) Good                      (0) Poor                      (0) Very Poor  
61% ← (100%) → 39%

### 10 As an Elected member, how satisfied are you with the responses to enquiries you receive from street lighting staff?

A	In person	78% ← (100%) → 22%	(14) Very Satisfied	(4) Satisfied	(0) Dissatisfied	(0) Very Dissatisfied
B	By telephone	76% ← (95%) → 19%	(16) Very Satisfied	(4) Satisfied	(1) Dissatisfied	(0) Very Dissatisfied
C	By E-mail and correspondence	78% ← (100%) → 22%	(14) Very Satisfied	(4) Satisfied	(0) Dissatisfied	(0) Very Dissatisfied

### 11 From feedback from your constituents on general street lighting matters how would you rate the service they received from officers?

30% ← (100%) → 70%  
(7) Very Good                      (16) Good                      (0) Poor                      (0) Very Poor

### 12 How do you rate the efficiency and response to repairing faulty Street Lights?

48% ← (100%) → 52%  
(11) Very Good                      (12) Good                      (0) Poor                      (0) Very Poor

### 13 Are you satisfied with the operation of the Council's present Street Lighting Partnership arrangements?

27% ← (100%) → 73%  
(6) Very Satisfied                      (16) Satisfied                      (0) Dissatisfied                      (0) Very Dissatisfied                      (0) What Partnership

### 14 How do you think the overall standard of service provided by the Partnership with Tayside Contracts has changed over the last three years?

← (78%) → (22%)  
(1) Improved significantly                      (17) Improved                      (5) No change                      (0) Declined

### 15 From feedback from your constituents, how satisfied are the public with the Council's policy of converting older style SOX (orange) lighting to newer white lighting?

48% ← (96%) → 48%  
(11) Very Satisfied                      (11) Satisfied                      (1) Dissatisfied                      (0) Very Dissatisfied

### 16 What contribution do you feel good street lighting makes to reduce crime and fear of crime

61% ← (96%) → 35%  
(14) Very High                      (8) High                      (1) Low                      (0) Very Low

### 17 How do you think the Quality of Light and lighting levels has changed over the past three years?

35% ← (96%) → 52%  
(8) Improved significantly                      (12) Improved                      (3) No change                      (0) Declined

### 18 Are you presently satisfied with the council's target response time for repairing street lighting faults (90% fixed within 2 working days of notification, Statutory target is 7 days)

52% ← (96%) → 44%  
(12) Very Satisfied                      (10) Satisfied                      (1) Dissatisfied                      (0) Very Dissatisfied

