

STREET LIGHTING UPDATE FOLLOWING 2009/10 REVIEW

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Dalton Cenac, Residents Services
Papers with report	None
Ward	All

HEADLINES

To provide the Committee with an update on improvements to the delivery of street lighting services since the last review in 2009/10.

RECOMMENDATIONS:

That the Committee notes the information within the report.

SUPPORTING INFORMATION

Improvements to Street Lighting Service Delivery

Outsourcing

Following the restructuring of Highway services in 2016, street lighting installation and maintenance works previously delivered in-house were outsourced to a new external service provider to achieve cost efficiencies and service quality improvements.

Cabinet agreed to the award of the *Street Lighting Works Term Services Contract* for an initial period of 5-years to JMcCann Ltd, commencing November 2016, with the possibility of extending the contract for a further two years, subject to contractor performance and commercial terms.

Benefits

The outsourcing of street lighting services will deliver a number of key benefits and objectives:

- Replacement of all lamps across the Borough with modern energy efficient LED lamps with resultant reduction in public complaints relating to faulty assets;
- Improve the night-time safety of road users and members of the community;
- Reduce crime and the fear of crime during hours of darkness;
- Reduce the Council's impact on climate change and deliver the benefits of good street lighting in a low carbon manner;
- Maintain Hillingdon's public lighting to a standard that ensures its safe, economic and effective operation;

Classification: Public

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- Scheduled cleaning and maintenance programmes;
- Enhanced processes for reporting faults, complaints and Members Enquiries resulting in improved resident satisfaction.

Term Service Contract

The scope of this contract includes the delivery of:

1. Capital investment works;
2. Term service works including:
 - a. Routine maintenance, inspection and testing of street lighting and traffic signs;
 - b. Non-routine maintenance of street lighting and traffic signs to include emergency call outs and on-going fault repairs;
 - c. Night scouting;
 - d. 24-hour emergency call out;
 - e. Management of fault reports, complaints and Member enquiries.
3. Task order works as instructed on an ad-hoc basis based on a tendered Schedule of Rates e.g. street lighting design for improvement schemes.

Additional works beyond the scope of the term service and investment works includes accredited quality management systems, an ICT system integrated with the Council's asset management system, and a robust complaints management system.

LED Investment Works

A significant capital investment of £5.2m was identified to replace all the existing 23,700 orange low pressure sodium (SOX) lamps with Light Emitting Diodes (LED's) over an 18-month period commencing in January 2017. This Borough-wide LED lighting investment works allowed for an assessment of the lighting in each street to be undertaken and the selection of an appropriate LED solution that best fits the street on a *one for one* replacement basis. This street lighting enhancement scheme when completed will improve lighting conditions, road safety and the perception of safety in the Borough and moreover will significantly reduce energy costs.

The new lights provide a more concentrated or directional light than the previous low pressure sodium SOX lamps which had a much more noticeable wider spread of light; as a result there is less light pollution into homes and gardens by directing more light toward the road and pavement. The use of LED lamps will reduce breakdowns; providing a more reliable street lighting service, and are backed by a 20-year manufacturers warranty. The first phase investment works are now completed which also included the replacement of 700 life expired concrete columns.

Savings

The outsourcing to JMcCann Ltd of Street Lighting Services is expected to deliver net savings of £380k against the previous in-house delivery model, with the associated programme of upgrading existing lanterns to LEDs delivering a further £590k savings through a 60% reduction in energy consumption. The overall saving of £970k is expected to be delivered in full for the 2019/20 financial year, with the outsourcing saving delivered for 2017/18 and energy savings being delivered incrementally as the investment programme is progressed.

Partnering Arrangements

Given the range, size and high profile nature of works contained within the contract, it was essential that the Contractor could demonstrate its ability to work effectively in partnership with the Council to deliver high quality services within budgets. The contract has a 'partnership' approach with a view to achieving year-on-year efficiency savings and service improvements.

To ensure we develop and maintain a close working relationship with the Contractor and their teams, and to encourage cross-team working/support with other highways service staff, office space at Harlington Road Depot was made available to the Contractor together with desk space at the Civic Centre. Weekly operational meetings, monthly contract meetings, and six-monthly meetings with senior management are held.

KPIs / Performance Management

A key benefit flowing from the partnering arrangement is the ability to manage performance through a measurable range of agreed KPIs throughout the life of the contract. These will include KPIs across the following areas:

- Operation of the contractor's quality management system;
- Adherence to programme;
- Financial completion and agreement of accounts;
- Attendance at emergency call-outs;
- Term service works;
- Customer care and responses to Member Enquiries.

Future Works and Priorities

After the initial investment works are completed the Contractor, in partnership with Highways, will develop annual programmes of works for both routine maintenance operations and future capital investments, a street lighting policy and asset management plan, and proposals for continuous service improvements utilising new technology and innovation.

The effective coordination and involvement of all parties in early decisions on new street lighting designs and town centre improvement schemes will be a key priority to deliver efficiencies and promote best value solutions based on cost, quality and sustainability.

Update on recommendations from 2009/10 review

Recommendations	Update
1-Networking and Information sharing	<ul style="list-style-type: none">• Regular attendance at LoLEG meetings by Officers to discuss topical and innovative street lighting issues with industry professionals.• Monthly meetings with new outsourced supplier.• Data for Londonwide key indicators being collated so street lighting performance with other boroughs can be directly compared.• New <i>Street Lighting Policy</i> being finalised for

	implementation 2019.
2-Notification of Ward Councillors	<ul style="list-style-type: none"> Local ward councillors to be notified of any new capital column installations or major upgrades to existing lighting in residential roads.
3-Publicity in raising public awareness	<ul style="list-style-type: none"> Regular articles in <i>Hillingdon People</i> for recent LED upgrades. FAQs on Council website include: <ul style="list-style-type: none"> <i>Report light not working</i> <i>Report street light on during the day</i> <i>Report trees obscuring lighting</i> <i>Request a lighting improvement</i>
4-Alerting residents of likely delays in repair	<ul style="list-style-type: none"> Target 5-day repairs for all street lighting faults. Response times monitored monthly as a Key Performance Indicator. Monthly night-scouting undertaken in all roads. Completion dates included in all ME and Onyx enquiries. If completion date not achieved a further update to be sent.
5-New technology and improved efficiency	<ul style="list-style-type: none"> LED Phase 1 completed boroughwide - 23700 lamps. All 700 concrete columns replaced boroughwide. <i>Symology</i> hand-held tablets introduced. New asset databases with condition data on all columns boroughwide now utilised.
6-That the Council work closely with Housing Associations	<ul style="list-style-type: none"> Proposals submitted for consideration and approval to upgrade all lighting in Council housing roads to LED. All lighting in roads to be adopted to be to current standards New <i>Street Lighting Policy</i> being finalised with clear specifications for Developers

Implications on related Council policies

Policy Overview Committees are at the heart of how the Council shapes policy at Member level.

How this report benefits Hillingdon residents

Policy Overview Committees directly engage residents in shaping policy and recommendations from the Committees seek to improve the way the Council provides services to residents.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

None at this stage.