

REPORT TO: PLANNING & TRANSPORTATION COMMITTEE - 21 MARCH 2005

REPORT ON: STREET LIGHTING PERFORMANCE INDICATORS 2003/2004

REPORT BY: DIRECTOR OF PLANNING & TRANSPORTATION

REPORT NO: 147-2005

1 PURPOSE OF REPORT

- 1.1 The report outlines the aspects of Audit Scotland Information for Scottish Councils 2003/2004 as far as it relates to the repair of faulty street lights.

2 RECOMMENDATIONS

- 2.1 It is recommended that Committee note the high level of service provided in the repair of faulty street lights.

3 FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications associated with this report.

4 LOCAL AGENDA 21 IMPLICATIONS

- 4.1 Street Lighting makes an important contribution to road safety, crime prevention and the creation of an acceptable, safe, night-time environment. The after dark environment in Dundee is a key factor in the quality of life for its residents and visitors.
- 4.2 The use of more energy efficient equipment reduces the production of CO² emissions being released into the atmosphere. Dundee City Council is committed to looking at ways to minimising the impact of its services on the environment and assist where possible, to help reduce green house gases and the ongoing threat of global warming.

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 Audit Scotland recently published their annual report for 2003/2004 on the Performance Indicators for local authority environment and regulatory services which compare the performance of Scottish Councils. Of particular interest to the Planning & Transportation Committee is the performance against the indicator for the time taken to repair street lights.
- 6.2 The figures for Dundee show that 98% of all street lighting faults were repaired within seven days. Only four out of the other 32 Scottish Councils could claim a better performance.
- 6.3 It is worthy of note that the majority of faults not repaired within the seven days were a consequence of cable faults which were the responsibility of the Statutory Undertaker. In addition, the accuracy of Dundee's figure was externally audited by Audit Scotland representatives as part of their ongoing random audit process.

- 6.4 The Performance Indicator report stated an overall 5% increase in street lighting repairs over the previous year. The number of repairs in Scotland has risen by 50% since this indicator was first reported in 1997/98. Dundee would appear to be bucking this national trend with a reduction of 19.6% repairs from an annual number of repairs of 9,603 in 1998/99 to 7,716 in 2003/04. This in the main has been due to improved maintenance policies and proactive maintenance standards. The use of more robust and reliable equipment is also a major contributing factor in the increased MTBF (Mean Time Between Failures).
- 6.5 Although Audit Scotland's benchmark performance is based on a 7 day target. It is accepted that public tolerance and expectations in an urban environment with all the additional social pressure (Crime and the fear of crime), dictate that street lights are repaired more quickly.

The local repair target for street lighting repairs in Dundee City has been set at 2 working days from the time of notification. Although not the subject of Audit Scotland's report, it is worth noting that in 2003/2004, 93% of street lighting repairs were carried out within 2 working days.

- 6.6 This level of service has seen a year on year reduction in public reports to the Councils Customer Care free phone reporting defective street lights. The annual calls have reduced by 40% from 2,758 in 2000/01 to 1,630 in 2003/04. This reduction has significantly reduced administration time processing reports and reinforced Public/Customer satisfaction with the level of response of the service. It should be noted that 92% of street lighting repairs are actioned as a result of the Councils own weekly night inspections and only 8% as a result of public calls.

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.

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