
Bath & North East Somerset Council

MAINTAINING A SAFE ILLUMINATED STREET FURNITURE INFRASTRUCTURE

STREET LIGHTING POLICY DOCUMENT 1

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1) INTRODUCTION

Bath and North East Somerset Council recognises that street lighting is important to Householders, Parish Councils, Residents Associations and Motorists. It is important as amenity lighting, for security reasons, to assist in the reduction of crime, the reduction of the fear of crime, and as a measure to assist with the reduction of night time accidents.

The Council has a duty to ensure that all Illuminated Street Furniture i.e. streetlights, illuminated traffic sign equipment and feeder pillars remain operational. Consequently a Policy for the Maintenance of Illuminated Street Furniture installations on the public highway has been developed.

This documentation has been produced by the Transportation and Highways Service and was approved by the Planning Transportation and Environment Committee of Bath and North East Somerset Council on 21 September 2000. A Periodic review of this Policy was last undertaken during December 2010 (Issue 1.4).

The Policy outlines the basic principles and standards applied to the Maintenance of Illuminated Street Furniture within the administrative area of Bath and North East Somerset Council. It sets out the aims of the Council with respect to maintaining Illuminated Street Furniture assets and the procedures put in place to achieve those aims. The overall objective is to manage and maintain a safe and efficient system of Illuminated Street Furniture that ensures the safety of all road users, pedestrians and cyclists.

The Main Aims

- Ensure that 99% of Illuminated Street Furniture is functioning correctly at all times as specified in the maintenance contract.
- Ensure faulty / damaged Illuminated Street Furniture is, wherever possible, repaired within the timescales specified within this policy.
- To visit all items of Illuminated Street Furniture on a regular basis in accordance with the timescale specified within this policy to undertake planned preventative maintenance and to verify their structural and electrical condition.
- Ensure the appropriate quality of light is being provided by replacing all lamps within Illuminated Street Furniture on a regular basis in accordance with the timescale specified within this policy.
- Develop a risk management strategy to undertake an effective planned renewal programme for the replacement of obsolete, inefficient and component life expired equipment utilising the available budgets.
- Ensure that compliance with the Electricity at Work Regulations 1989 is met by periodically testing and inspecting all Illuminated Street Furniture and rectifying any identified defects.
- Minimise as far as is practicable the risk of claims arising for any damage or loss incurred.
- Develop further the management information system used for assisting in the maintenance of all items of Illuminated Street Furniture.

2) WHY LIGHT?

2.1 BENEFITS OF GOOD HIGHWAY LIGHTING

Highway Lighting makes an important contribution to highway safety for both drivers, pedestrians and cyclists and enhances both the appearance and vitality of the community. The introduction of the 1998 Crime and Disorder Act placed an obligation on the Council to develop and implement safer community strategies. The provision of modern highway lighting is one of the ways the Council demonstrates its commitment to a safer and more attractive community.

Studies have shown that good highway lighting can reduce the number of night time road accidents thus increasing night time safety for road users by 30%. Analysis of highway lighting schemes indicate that they are a cost effective solution to assist in reducing night time road traffic accidents.

The installation of modern highway lighting provides secondary benefits in terms of crime reduction. Recent research has shown that the capital costs of highway lighting installations can be recouped, as a result of lower levels of crime, in less than two years.

Further details about the research associated with these studies can be found in Street Lighting Policy Document 3, Notes for Guidance and Consultation Document for New or Replacement Street Lighting Schemes.

2.2 BENEFITS OF ILLUMINATED SIGN EQUIPMENT

Illuminated signs, bollards, central island beacons, zebra crossings, and school crossing patrol warning lamps similarly make an important contribution to highway safety for both drivers, pedestrians and cyclists.

The Government sets clear objectives with respect to reducing traffic accidents within England. It is therefore important to ensure that traffic sign equipment is fully operational to provide drivers, pedestrians and cyclists with clear signing, direction and information to enable them to safely navigate the highway network.

3) WHY MAINTAIN?

3.1 LEGISLATION

The Highways Act 1980 makes Highway Authorities i.e. the Council responsible for the provision of road lighting on adopted highways or potentially adopted highways within its administrative area.

This legislation does not require the provision of road lighting in every location. However, where road lighting is provided, the Highway Authority has a duty of care with respect to maintaining that lighting in a safe condition.

The Traffic Signs Regulations and General Directions 2002 similarly make Highway Authorities responsible for illumination of certain types of approved signs located on the adopted highway.

3.2 MAINTENANCE STANDARDS

Maintenance standards are a matter for the organisation to determine. The two possible approaches for maintaining Illuminated Street Furniture are:-

- a) Planned Preventative Maintenance (PPM). The objective of this approach is to regularly visit assets to undertake routine maintenance activities.
- b) Reactive Maintenance. The objective of this is to visit assets only when they are known to have failed.

There are economic consequences with either approach.

Reactive Maintenance reduces the life expectancy of the asset as no regular preventative measures are undertaken. Furthermore the condition of the asset remains unknown and repeated visits may be necessary to rectify defects. Consequently a comparatively high level of capital investment needs to be available.

Planned Preventative Maintenance enables routine maintenance and repairs to be carried out on a regular basis. Additionally the structural and electrical condition of the assets can be checked and monitored. Analysis of the data obtained allows life expectancy to be forecast, enabling a more controlled approach towards capital expenditure.

The Council focuses on Planned Preventative Maintenance because this enables an existing assets life to be extended and facilitates the management and control of budgetary provision. However this needs to be operated in conjunction with a Reactive Maintenance Policy to address fault repairs and provide for the replacement of damaged and life expired equipment.

The Policy when replacing life expired equipment and components is to specify well engineered quality products so that the assets reliability is improved thus reducing long term maintenance costs.

4) PRINCIPLES OF CONTRACT

The contract for the Maintenance of Illuminated Street Furniture currently being used was developed as a result of Compulsory Competitive Tendering legislation.

The contract contains provisions for Planned Maintenance, Reactive Maintenance and New Works.

The contract with respect to rectification of faults is performance related. The Contractor is required to keep 99% of Illuminated Street Furniture functioning correctly at all times. In addition to this it is important, from a service delivery point of view, that the Contractor undertakes effective repairs the first time he visits a defective asset, consequently the amount of repeat visits are also monitored. The Contractor is required to ensure that the number of repeat visits in any two month period remains below 5% of the total number of faults issued within the period.

If the Contractor meets the above targets he receives full payment. If the Contractor fails to reach the predetermined targets then the payment is reduced for poor performance. An enhancement payment for good performance is awarded when the contractor exceeds the targets. This approach provides the Contractor with incentives to provide good performance and the provision of quality services.

For all other works the Contractor receives payment for the work activities undertaken.

5) ELEMENTS OF ILLUMINATED STREET FURNITURE MAINTENANCE CONTRACT

5.1 INTRODUCTION

The contract for the Maintenance of Illuminated Street Furniture has been designed to enable Illuminated Street Furniture installations owned by the Council and situated upon the public highway to be maintained.

Other Council public lighting such as:- public car parks, parks, lighting owned by Parish or Town Councils and external lighting of amenity features are not maintained through this contract and should not be considered within the scope of this policy.

The contract for the maintenance of Illuminated Street Furniture is broken down into four areas:-

- Asset Maintenance
- Additional Maintenance
- Minor Works
- Emergency Call Outs

5.2 ASSET MAINTENANCE

‘Asset Maintenance’ describes the planned preventative maintenance and reactive maintenance activities undertaken to maintain the Council’s Illuminated Street Furniture and is divided into the following sub activities

- General Maintenance
- Cyclic Maintenance and Bulk Lamp Replacements

5.2.1 GENERAL MAINTENANCE

‘General Maintenance’ deals with the reactive maintenance associated with the identification and rectification of faulty Illuminated Street Furniture.

(For the purpose of this document “Fault” shall mean a defective component or components within an item of illuminated street furniture which results in that item of illuminated street furniture not functioning correctly. Items of illuminated street furniture that require complete replacement of the apparatus are not deemed to be faulty. In these situations temporary signing shall be provided until a permanent replacement can be effected as detailed in section 5.4 of this policy).

CONTRACTOR NIGHT INSPECTIONS AND IDENTIFICATION OF FAULTS

The Contractor is required to undertake night inspections to identify faulty Illuminated Street Furniture. The frequency of inspections shall be every 14 days.

This enables the Contractor to quickly identify defects thus achieving the defined targets of performance.

The results of these inspections are recorded and relayed back to the Council on the day following the inspection in a standard format.

This information along with reports made directly by members of the public to the Street Lighting Section or the Councils “Action line” is entered into the street lighting Management Information System (MIS).

It should be noted that any item of Illuminated Street Furniture operating during day light hours are deemed to be faulty and are treated in a similar manner to faults identified through night inspections. These faults can be identified and reported by officers of the Council whilst undertaking daytime site visits, by members of the public or the Contractor.

All emergency faults identified outside normal working hours are dealt with by the Council’s out of hour’s emergency service “Message Link” and then relayed to the Contractor for appropriate action.

RECTIFICATION OF FAULTS

Identified faults are categorised into three response times by Council staff. The categories and response times are as follows:-

Category 1:- 2 Hour response (Emergency Attendance)

- a) Bracket, bowl and/or luminaire hanging.
- b) Door off or missing and or reports of electrical shock from lighting units, lit traffic sign units and control/feeder pillars.
- c) Failure of 2 or more lit traffic sign units at a junction.
- d) Failure of 2 or more lit road lighting units at a junction.
- e) Failure of 5 or more road lighting units on any road.
- f) Instances where the Contractor has failed to effect a permanent repair to a previously notified fault and the Engineer considers that the fault needs to be rectified immediately.
- g) Removal of unauthorised signs and attachments which present a safety hazard.

Category 2: - 24 Hour response (Urgent Priority)

- a) Failure of traffic sign lighting unit.
- b) Failure of subway lighting.
- c) Failure of footway lighting.

Category 3: - 5 Day response (Standard Priority)

- a) Road lighting unit.
- b) Detect, identify and report private underground cable faults.
- c) Removal of unauthorised signs and attachments.
- d) Defective doors and locks
- e) Tree Pruning
- f) Reactive cleaning of items of illuminated street furniture

The Contractor has electronic access to the street lighting Management Information System enabling him to obtain the appropriate “fault ticket” forms so that all outstanding faults can be rectified within the appropriate time scales.

This area of the contract is closely monitored through the Management Information System to ensure the Contractor meets the required time scales. Any concerns identified are addressed at regular monthly contract meetings held with the Contractor thereby ensuring an acceptable level of service is maintained. (For further information refer to management of the contract, contained within section 6 of this policy.

If an individual asset persistently fails, causing the Contractor to make regular visits, the Contractor has the discretion to undertake a cost benefit risk assessment. Once this has been undertaken the Contractor is in a position to make a decision to repair or replace the faulty asset. The replace option can present benefits to both the Contractor and the Council from a cost and service perspective.

Sometimes the Contractor will identify the cause of the fault as the loss of electricity supply.

ELECTRICITY SUPPLY FAILURES

Electricity supply failures can result from defects within:-

(a) Electricity Company Networks

When the Electricity Company’s (Distribution Network Operator’s) supply fails the Contractor advises the Council’s staff who update the Management Information System and issue a “Distribution Network Operators Advice Ticket” to the Distribution Network Operator for action.

The “Distribution Network Operators Advice Ticket” requires the Distribution Network Operator to undertake repairs in the timescales set out in the Distribution Network Operator’s Street Lighting Charter, which are as follows: -

- 3 day repair (assets on principal roads)
- 10 day repair (assets on residential roads)

These time scales are closely monitored through the Council’s Management Information System to verify that the Distribution Network Operator’s performance is acceptable. Any concerns identified are addressed at regular six monthly liaison meetings held with the Distribution Network Operator thereby ensuring an acceptable level of service is maintained by the Distribution Network Operator.

Electricity supply failure defects are repaired by the Distribution Network Operator at no cost to the Council. The use of these supplies is of benefit to the Council so whenever new / replacement installations are commissioned Distribution Network Operator supplies are utilised wherever possible.

(b) Private Cable Networks

Approximately half of the Councils assets are currently inter-connected through the Councils own private cable network, which is fed from mains electricity supplies provided by the Distribution Network Operator. It is the Council's responsibility to repair faults arising on this private cable network.

Costs associated with repairs to the private cable network do not fall within the scope of 'General Maintenance'. However all investigatory work to identify and locate such faults does. The Contractor identifies the location and the nature of the fault and the Council then uses this information to decide on the most appropriate course of action i.e. to repair, replace or re-feed the faulty assets.

5.2.2 CYCLIC MAINTENANCE AND BULK LAMP REPLACEMENT

CYCLIC MAINTENANCE

'Cyclic Maintenance' describes the planned preventative maintenance undertaken when Illuminated Street Furniture assets are visited on a three yearly basis.

'Cyclic Maintenance' is divided into the following sub activities

- (a) External cleaning of all lighting units and photoelectric cell lenses
- (b) Visual electrical inspection
- (c) Repair and rectification of minor defects
- (d) Data collection and verification
- (e) Structural inspection
- (f) Cleaning of illuminated bollards

To initiate this work a "Works Order" is raised in conjunction with the appropriate "Visual Inspection Certificates" to enable the Contractor to record the necessary information about each asset in a format that can then be input into the street lighting Management Information System.

EXTERNAL CLEANING OF ALL LIGHTING UNITS AND PHOTOELECTRIC CELL LENSES

All components that affect the optical performance of Illuminated Street Furniture are cleaned to prevent the build up of dirt and grime, which would result in reduced and less effective light output. .

VISUAL ELECTRICAL INSPECTION

All electrical equipment associated with each asset is inspected on a three yearly basis to verify that the asset is functioning correctly.

REPAIR AND RECTIFICATION OF MINOR FAULTS

Wherever the inspection identifies that electrical equipment is starting to fail due to mechanical wear, usually as a result of movement and vibration, the Contractor is required to effect an immediate repair.

DATA COLLECTION AND VERIFICATION

To ensure the accuracy of the information contained within the Management Information System the Contractor, during his 'Cyclic Maintenance' activities, is required to both verify current data and collect data relating to any new or removed items of illuminated street furniture.

STRUCTURAL INSPECTION

The structural inspection of all Illuminated Street Furniture assets is a key activity. Many street lighting columns and illuminated traffic sign posts are older than their anticipated design life of 25 years and are thus continuing to deteriorate.

The Contractor is required to undertake a full visual check of the structural condition of the assets and the results of this are recorded and categorised as follows: -

Structural Condition Level 1	15-25 years residual life remaining
Structural Condition Level 2	5-15 years residual life remaining
Structural Condition Level 3	0- 5 years residual life remaining

This approach allows the 'worst condition' assets to be identified. The information obtained is recorded in the Street Lighting Management Information System. This information is then generated on subsequent "visual inspection certificates" for continual refinement and verification.

There are currently two different sets of National Guidance on how risk assessment, visual and structural inspection of the condition of Illuminated Street Furniture should be undertaken. The Council shall continue to monitor current research and guidance on this and review its practices as further advice becomes available.

BULK LAMP REPLACEMENT

'Bulk Lamp Replacement' describes the planned replacement of lamps within items of Illuminated Street Furniture.

LAMP REPLACEMENT

Whilst undertaking 'Cyclic Maintenance' the Contractor replaces lamps in accordance with the manufacturer's predetermined optimum life cycles thus ensuring the appropriate quality of light is being provided. The frequency of the lamp changes is as follows:-

High Pressure Sodium (SON)	3 yearly cycle
Low Pressure Sodium (SOX-Plus)	3 yearly cycle
Mercury Vapour	3 yearly cycle
Induction lamps	15 yearly cycle
LED	15 yearly cycle

This approach ensures that all lamps are replaced when they are nearing the end of their effective life cycle but prior to their light output falling below acceptable standards. It is the responsibility of the Contractor to safely dispose of all removed lamps together with any contaminated waste arising from the process, in accordance with current legislation.

5.3 ADDITIONAL MAINTENANCE

‘Additional Maintenance’ refers to the planned and reactive maintenance of all Illuminated Street Furniture and is divided into the following sub activities

- (a) the vertical realignment of road lighting columns
- (b) the vertical realignment of traffic signs
- (c) the periodic electrical inspection and testing of electrical installations
- (d) EWR improvement works to existing installations
- (e) underground cable repairs
- (f) shielding luminaire bowls
- (g) conversion of existing control devices

Further guidance on the key areas of this work are given below

5.3.1 PERIODIC ELECTRICAL INSPECTION AND TESTING OF ELECTRICAL INSTALLATIONS

LEGISLATION

The Electricity at Work Regulations 1989 (EWR) came into effect on the 1st of April 1990, and are binding by statute. The Electricity at Work Regulations makes reference to compliance with other recognised electrical codes of industry practice and are cited under the Health and Safety at Work Act 1974.

The purpose of the Regulations is to require precautions to be taken against the risk of death or personal injury. The Regulations introduced a controlled framework for handling electrical safety that applies to a wide range of plant, systems and work activities.

HOW THE REGULATIONS ARE APPLIED WITHIN BATH AND NORTH EAST SOMERSET COUNCIL

To comply with the Electricity at Work Regulations a regular testing and inspection programme must be adhered to and test and inspection records must be maintained for each Illuminated Street Furniture asset.

To initiate the testing and inspection work a “Works Order” is raised in conjunction with “Periodic Testing and Inspection Certificates” to enable the Contractor to record the necessary information about each asset in a format that can then be input into the Street lighting Management Information System. Inspection and testing is carried out on a six yearly rolling program.

The Contractor undertakes the following tasks when testing Illuminated Street Furniture assets :-

1. Amending / updating inventory information
2. Testing in accordance with BS7671 (IEE wiring regulations)
3. Completion and authorisation of the “Periodic Testing and Inspection Certificate”
4. Re-commissioning

On completion of this periodic testing the Contractor makes a general assessment of the electrical condition of the asset and categorises its condition as follows: -

- | | |
|------------|---|
| Category A | In direct breach of the Electricity at Work Regulations and needs immediate attention. |
| Category B | Does not comply with the Electricity at Work Regulations and could result in a dangerous situation if not attended to promptly. |
| Category C | Does not comply with the Electricity at Work Regulations and should be rectified as soon as practicable. |
| Category D | Complies with the Electricity at Work Regulations. |

EVALUATION AND FURTHER WORKS

Each completed “Periodic Testing and Inspection Certificate” is then evaluated by the Council and further works programmed where necessary.

5.3.2 UNDERGROUND CABLE REPAIRS

Underground cable faults are generally expensive to repair because they require excavation of the carriageway or footways. In order to minimise future costs all new installations and major repairs, where appropriate, utilise ducting thus allowing future repairs to be undertaken without the need for major excavation works.

When private cable network faults arise the opportunity is taken to review the existing cable network and, where possible, the opportunity is taken to utilise mains electricity supplies. Thereby increasing the reliability of the infrastructure and passing responsibility for repairs to the Distribution Network Operator.

To initiate this work a “Works Order” is raised in conjunction with appropriate schedules, drawings and instructions.

5.4 MINOR WORKS

5.4.1 REACTIVE MAINTENANCE (OTHER THAN FAULT REPAIRS)

Reactive Maintenance describes the ad-hoc minor works, including replacement of apparatus or works undertaken to modernise or improve existing Illuminated Street Furniture assets and their reliability.

To initiate this work a “Works Order” is raised in conjunction with appropriate schedules, drawings and instructions.

Timescales associated with such works are as follows:-

Standard response times

a) Works up to a value of £3,000	28 days
b) Works in excess of £3,000 but less than £6,000	42 days
c) Works order value in excess of £6,000	56 days

The above standard response times can be uplifted to increase priority where the need is determined due to safety reasons. The contractor is paid a premium above the standard rate for providing this service.

a) Works required within 1 day	1 day
b) Works required within 7 days	7 days

5.4.2 OBTAINING DIRECT ELECTRICITY SUPPLIES

Any new or replacement work requiring alterations or additions to the Distribution Network Operator’s cable network, is covered by an agreed Schedule of Rates between the Distribution Network Operator and all the Councils within the Distribution Network Operator’s area of operation. This Schedule of Rates is reviewed annually (1April) in accordance with the Distribution Network Operator’s Street Lighting Charter and takes into account the appropriate price fluctuations that need to be applied. All works ordered under this contract are raised on an official Bath and North East Somerset order. The timescale for completion of these works is 30 working days in accordance with the Distribution Network Operator Street Lighting Charter.

Following deregulation of the electricity supply industry OFGEM, the Office of Gas and Electricity Markets is in the process of opening up the electricity connection market by means of ‘Competition in Connection’ This would mean that most new connections to mains cables could be undertaken by any approved contractor. When this happens the Council will investigate the competition to ensure the most cost effective procurement of these services.

5.4.3 MAINTENANCE PAINTING

All Illuminated Street Furniture is painted to extend life expectancy and to make it more aesthetically pleasing items of street furniture are painted as follows:-

COLUMNS

Within City of Bath – Traffic Black (RAL 9017)

Within Kingsmead Square, Bath – Sapphire Blue (RAL 5003)

Within Albert/Frederick Avenue areas, Peasedown – Azure Blue (RAL 5009)

All other areas – Slate Grey (BS 18 B 25)

SIGNS

Road Sign Poles

Within City of Bath – Traffic Black to (RAL 9017)

All other areas – Aircraft Grey A to (BS 381C No 693)

Zebra Crossings

Zebra Crossings poles- Black and White Traffic White to (RAL 9016) and Traffic Black to (RAL 9017) [as described in the Traffic Signs Manual].

Central Island Columns

Central Island Columns Poles - Traffic White to (RAL 9016) and Aircraft Grey A to (BS 381C No 693) [as described in the Traffic Signs Manual].

Assets that require maintenance painting are identified by the Contractor during ‘Cyclic Maintenance’.

5.5 EMERGENCY CALL OUTS

An emergency is defined as an event occurring to Illuminated Street Furniture requiring immediate action to prevent further damage or injury occurring to persons or property.

The Contractor is responsible for providing suitably qualified staff and suitably equipped vehicles that can respond within forty five minutes 24 hour’s a day every day of the year to such emergency situations.

During the normal working day identified emergencies are relayed by the Council to the Contractor via telephone followed by an appropriate “Works Order”. This ensures minimal delay in attendance on site.

All emergencies identified outside normal working hours are dealt with by the Councils out of hours emergency service “Message Link” and relayed to the Contractor for appropriate action. “Works Orders” are issued the next working day.

Whenever the Contractor is instructed to attend any damaged item of illuminated street furniture he shall restore the installation to full operational order or if this is not practicable he shall make the installation safe and remove any debris to a licenced tip off site.

In the event that an internally illuminated bollard is damaged the contractor shall, wherever possible, effect an immediate permanent repair.

The contractor in the even that he cannot undertake a permanent repair shall place temporary signing and guarding in accordance with Chapter 8 of the traffic signs manual. The contractor shall maintain such signing until such time as the permanent repair is undertaken or replacement apparatus is brought into service.

On completion of the Emergency Callout the Contractor completes a standard “Contractor Call Out Form” and the information on the form is fed into the Council MIS. This enables site details to be recorded together with any further actions required and, if available, details of any vehicles involved thereby enabling recovery of any costs incurred from the 3rd parties insurance company.

5.6 DAY WORKS

A schedule of ‘Dayworks’ is contained within the Maintenance of Illuminated Street Furniture contract to deal with required works or materials not identified within the contract Schedule of Rates. This enables the works to be quickly costed whilst ensuring value for money is achieved.

6) MANAGEMENT OF THE CONTRACT

6.1 MANAGEMENT INFORMATION SYSTEM

6.1.1 INTRODUCTION

The Council uses a computerised Street Lighting, Management Information System (MIS), the Mayrise System, to assist in the administration of the ‘Maintenance of Illuminated Street Furniture Contract’.

The system is used to undertake the following tasks:-

- The storage of inventory records for items of Illuminated Street Furniture.
- To record coordinates and display the geographical location of items of Illuminated Street Furniture.
- To geographically display the indicative locations of the Distribution Network Operator’s cable networks.
- To create “Works Orders”, “Official Council Orders”, “Fault Tickets”, “Distribution Network Operator Advice Notes” and “Emergency Call Out Tickets”
- The Electronic transmission of “Fault Ticket” and “Emergency Call Out Tickets”.
- To Produce “Visual Inspection Certificates” and “Periodic Testing and Inspection Certificates”
- To monitor the progress of “Works Orders” “Fault Tickets”, “Distribution Network Operator Advice Notes” and “Emergency Call Out Tickets”
- To facilitate the provision of Customer Services Information.
- To Produce Operational Reports.
- To Produce Management Reports.
- To Produce Performance Monitoring Reports.
- To store and process budgetary information.
- Record the condition of assets and assist with risk management analysis.
- To store information relating to energy management (including traffic signals).

6.1.2 ASSET INVENTORY

There are currently approximately 19,500 assets identified on the Management Information System (this includes assets not maintained by the Council), comprising of 17,000 street lighting units and 2,500 illuminated traffic signs equipment. Each asset has an average of ninety fields of information recorded against it enabling effective management of the Council’s Illuminated Street Furniture.

6.1.3 FAULT TICKETS

“Fault tickets” are raised for any Illuminated Street Furniture identified as being defective and in need of repair.

6.1.4 DISTRIBUTION NETWORK OPERATOR ADVICE TICKETS

“Distribution Network Operators Advice Tickets” are raised for any Illuminated Street Furniture where a loss of the mains electricity supply has been identified. . The “Distribution Network Operators Advice Ticket” is forwarded to the Distribution Network Operator to initiate a free of charge restoration of supply.

6.1.5 WORKS ORDERS

The Council, as and when required, will raise “works orders” which instruct the Contractor to carry out specified tasks such as:-

- General Maintenance Activities
- Cyclic Maintenance Activities
- Bulk Lamp Replacement
- Electricity at Work Testing
- Reactive Maintenance Other Than Fault Repairs
- Maintenance Painting
- Private Cable Network Underground Fault Repairs
- Obtaining direct electricity supplies
- Emergency callout / accidents.
- Dayworks

6.1.6 WORKS INSPECTION CERTIFICATES

The Management Information System produces standard forms for undertaking ‘Cyclic Maintenance’ and ‘Electricity at Work Testing and Inspection’.

Forms and schedules produced include:-

“Visual Inspection Certificate” for undertaking Cyclic Maintenance.

“Periodic Testing and Inspection Certificate” for undertaking Electricity at Work Testing and Inspection

6.1.7 BUDGET MONITORING

The Management Information System uses full commitment accounting to provide timely and accurate budgetary information. At the beginning of each year the budget is profiled using historic information against identified new works to ensure a controlled framework for budget monitoring and control purposes.

6.1.8 CONTRACTOR PERFORMANCE AND MONITORING

The Management Information System has a number of built in, standard reports that enable information relating to the Contractor’s performance to be monitored, e.g. timescales for completion of the various works activities.

6.1.9 RECORDS OF ASSET CONDITION

This facility enables the structural and electrical condition of all Illuminated Street Furniture to be recorded. These records assist with risk management and programming of works.

6.1.10 ENERGY MANAGEMENT

The inventory within the Management Information System contains data relating to different energy consuming components installed within the items of Illuminated Street Furniture assets situated on the street. The information held within the inventory is extracted on a monthly basis and provided to the local Distribution Network Operators to ensure that accurate electricity bills are produced. It also enables the accurate production of data for the procurement of electricity in accordance with Street Lighting Policy Document No 5 – Procurement of Unmetered Electricity for Illuminated Street Furniture.

6.1.11 EXCEPTION REPORTING

The Management Information System is extremely powerful and capable of producing many standard reports for day to day contract / performance monitoring. There is also the facility to write and produce specialist reports containing other information that is deemed necessary.

6.2 DAY TO DAY MANAGEMENT

6.2.1 CONTRACTOR PROGRESS MEETINGS

The Council holds regular contract meetings to review the Contractor's performance and progress. These meetings ensure the following areas are given proper consideration :-

- General and Additional Maintenance
 - On going fault reported
 - Works in Progress / Completed
 - Quality of workmanship
 - Distribution Network Operators Faults
- Schemes
 - Programme Slippage
 - Works in Progress / Completed
 - Quality of workmanship
- Electricity at Work Testing and Remedials
 - Electrical Testing
 - Remedial works

- Performance Monitoring and Scouting
 - Fault performance
 - Order performance
 - Repeat Visits
 - Expenditure
 - Performance relation (Standard of performance)
- Cyclic EWR testing Programme
 - Works in Progress / Completed
 - Programme Slippage
- Any Other Business

6.2.2 CONTRACTOR CHECKS / MONITORING

GENERAL MAINTENANCE

As and when “Fault Tickets” are returned to the Councils Street Lighting Section shall, subject to workload, examine a minimum of 5% of the repaired faults to check for compliance with the specification. Such checking shall occasionally be carried out from an access platform to be provided by the Contractor.

Random checks on works in progress shall also be carried out to ensure that working practices, including health and safety, are being observed. Occasionally, materials removed from site for disposal by the Contractor shall be examined.

CYCLIC MAINTENANCE

At the time when ‘Cyclic Maintenance’ work is or has just been undertaken the Street lighting section shall, subject to work load, examine a minimum of 5% of the work undertaken to check for compliance with the specification. Such checking shall occasionally be carried out from an access platform to be provided by the Contractor.

Random checks on works in progress shall also be carried out to ensure that working practices, including health and safety, are being observed. Occasionally, materials removed from site for disposal by the Contractor shall be examined.

NIGHT INSPECTIONS

Performance Relation Night Inspection

The Council carries out a programmed monthly night inspection of approximately 10% of Illuminated Street Furniture assets selected at random from within the contract area. The Contractor is given 3 days notice of such inspections to enable him to send a representative to assist the Council. On completion of the sample inspections the achieved performance is established and an appropriate standard of performance figure is determined.

6.2.3 RECORDS / GENERAL AUDITS

Record cards are contained within every Illuminated Street Furniture asset. Both the Contractor's and the Council's Street Lighting officers are required to make an entry on the record card every time an asset is internally inspected or work is undertaken to enable a full audit trail to be provided. Comparisons can also be made with the Management Information System as and when required.

6.2.4 EVALUATION OF CYCLIC MAINTENANCE SCHEDULE RETURNS AND ELECTRICITY AT WORK TESTING SCHEDULES

Returned paperwork shall be checked for any comments from the Contractor. The identified status in terms of structural and electrical condition recorded on the returned "Visual Inspection Certificate" and "Periodic Testing and Inspection Certificate" is input to the Council's Management Information System.

Analysis of this information, together with a risk management assessment of each asset's condition, enables identification of any necessary further works. The structural and electrical condition of assets in the worst condition can then be prioritised for remedial action within available budgets. By looking at a specific street within an area it is possible to identify the appropriate action required, eg if all assets are failing at a similar rate it would be most appropriate to replace all assets. However, if only a small number of assets show signs of deterioration less work would be required to ensure acceptably safe assets.

7) FREQUENTLY ASKED QUESTIONS

To report street lighting faults

A direct telephone line is available so that you can report faults via the Council
Connect the number is **(01225) 394041**.

Your assistance in providing the column identification number, and/or an accurate geographical location, (i.e. outside house No. 2, Station Road, Midsomer Norton), will help us to deal with your faulty lamp efficiently.

Remember that you can also report defective illuminated and non-illuminated traffic signs and bollards, on this number.

What is the standard response time for rectifying lights out of service?

Reported faults are normally attended to within the following 5 working days.

Generally, most street lamps will be operational again after the first visit.

However, occasionally the Distribution Network Operators electrical supply may be faulty and these repairs can take on average an extra 10 days to correct.

Similarly, if the lighting column has been damaged in a road traffic accident, repairs do take longer.

How do I request new or improved street lighting?

In the first instance please send a letter with an attached plan clearly identifying why and where the lighting needs improving ensuring the exact limits or location of the desired lighting are clearly identified. This correspondence should be forwarded to **Bath and North East Somerset Council, Highway Electrical & ITS, Riverside Temple Street, Keynsham, Bristol, BS31 1LA**. Your request will be evaluated and may be included in future programmes of work.

How do I get more information?

In the first instance you should contact the Street Lighting Section, whose Officers are responsible for street lighting. They can be contacted directly on **(01225) 394263**.

8) CONTACT LIST

CONTACTS

Matthew Smith, Divisional Director, Environmental Services	01225 394128
Kelvin Packer, Highway Network Manager	01225 394339
Keith Showering, Team Leader, Highway Electrical & ITS	01225 394342
Charles Jones, Street Lighting Engineer	01225 395157

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