

Report for: Climate, Community Safety & Culture Scrutiny Panel –
11th September 2023

Title: Street Lighting Contract Performance

Report

Authorised by: Mark Stevens, Assistant Director Direct Services

Lead Officer: Peter Boddy, Highways & Traffic Manager
Peter.boddy@haringey.gov.uk

Ward(s) affected: All

1. Describe the issues under consideration.

1.1 This report provides feedback on the Council's current street lighting contractor's programmes and performance, and also discusses other issues relating to the street lighting central management system (CMS) and UK Power Networks (UKPN).

2. Background

2.1 The Council awarded a street lighting contract in 2019 to Marlborough Highways Ltd which commenced in October 2019. The contract was for a minimum initial 4-year period with scope to extend by up to 4 years. A 2-year extension was approved by the Cabinet in January 2023, taking the current contract to September 2025.

2.2 In accordance with the contract, the contractor undertakes the general maintenance and repair of the street lighting and illuminated assets that are owned and operated by Haringey Council. In addition to routine and cyclic maintenance work and inspections, there are a range of other activities included in the contract such as planned lighting improvement works and lighting-related support works for traffic and safety schemes.

2.3 In March 2021, the Cabinet awarded the contract for a street lighting central management system (CMS) to Urbis Schreder. A CMS allows for remote monitoring and management of street assets like street lights and illuminated street furniture. This contract commenced in May 2021 and is operational up to August 2026 to allow for the continued operation and maintenance of the CMS.

2.4 Haringey Council maintains approximately 15,560 street lighting columns across the borough's highways network. This is in addition to over 2,200 illuminated signs and bollards. The Council has changed its light profile to the use of light emitting diodes (LED) technology, with street lighting lanterns now converted to LED. This change significantly reduces energy consumption, improving the Council's carbon footprint, contributing towards carbon emission reduction targets. This LED rollout is being expanded in 2023/24 to include illuminated highway road signs. Additionally, new parks and housing assets are now being installed as LED and are connected to the CMS.

- 2.5 Marlborough Highways is carrying out a major lighting improvements programme in various parks which should be complete by November 2023, including Finsbury Park which was not previously lit. Lighting in parks has been sympathetically designed to acknowledge the environment in which its being installed.
- 2.6 At present, around 15% of the street lighting columns in the borough are at or close to their end-of-life expectancy. The Institution of Lighting Professionals reinforces the principle of considering lighting column residual life as good asset management, in line with the requirements of the Well-Managed Highway Infrastructure national code of practice. Haringey Council's lighting stock is monitored through visual inspections and is further assessed by annual electrical and structural testing programmes, as this is required to ascertain the levels of corrosion and deterioration. These survey results contribute to the data that is required to enable the Council to devise an ongoing annual column replacement programme.
- 2.7 Marlborough Highways is also the Council's term contractor for highway maintenance and minor highway improvement works. This contract was awarded in a separate procurement process. This procurement has resulted in synergy benefits from joint operating arrangements on schemes and on sharing of facilities.
- 2.8 Faults are reported to the Council through phone calls, My Account, Love Clean Streets app, online through the general enquiries link, and twitter now 'X'). Officers respond to these reports through emails.

3. Performance of the current contractor

- 3.1 Officers review the performance of Marlborough Highways throughout the contract period, with respect to the key performance indicators (KPIs) that were included in the contract documents - covering timely delivery of the works, quality of services provided, accuracy of invoicing, and health and safety. In addition, Marlborough Highways has demonstrated its ability to respond to changing workloads and to develop sound working relationships with officers.
- 3.2 The contractor has, to date, been able to maintain a competent management and workforce framework and respond to significant increase in workload with the earlier LED rollout, lighting improvements in parks and greenspaces and the installation of the CMS.
- 3.3 While the contractor has been able to meet most of the contract KPI targets until recently, several targets relating to service delivery were adversely affected by the scarcity in supplies, global issues out of the control of our contractor and its supply chain, and the roll out of the CMS.
- 3.4 Weekly monitoring and monthly performance meetings are carried out with Marlborough Highways. There are attendance performance parameters in the contract of within 2 hours, 7 days, and 28 days. Only for the 7-day indicator is

the contractor showing to be below the performance target of 90%. The contractor and Highways Service officers are proposing an improvement plan to rectify this, but initial findings have indicated that some of these issues can be attributed to incorrect CMS data. From late May 2023, there has been a large increase in the number of 7 days works that have been issued to the contractor. The contractor is now providing additional operatives to catch up with any backlog and for future works going forward while there are CMS issues. Once the CMS faults are resolved then this 7-day KPI should improve. The latest data from the last monthly meeting is shown in the table below:

KPI	Description	Measure	Cumulative 23/24	July 2023	Comments
T1	Emergency attendance where appropriate action taken within 2 hours	Demonstrate continuous improvement to achieve 100%	94%	100%	4 in July 17 in total
T2	Scheme works completed to programme	Demonstrate continuous improvement in excess of 90%	100%	-	Scheme work orders - 39 cumulative and 5 in July with 2 ongoing
T5 (B)	Lighting unit fault repair completed within 7 days	Demonstrate continuous improvement in excess of 90%.	50%	53%	Contractor performance below target due to excessive reports from CMS. Estimated 112 cumulative uncompleted jobs since April.

4. Central Management System

- 4.1 The street lighting CMS will become fully operational during 2023/24 and this will allow the Council to detect and rectify faulty lighting more quickly. The CMS will reduce the potential for and duration of unplanned areas of darkness, which undoubtedly adds to the concerns around safety at night. The CMS enables appropriate lighting levels to be remotely set in crime hotspots or during events where the risk of crime may be more prevalent. The CMS allows for lighting to be set at a level in all roads which, when used with the LED lighting, avoids light pollution and unnecessary electrical energy consumption along with providing a safe night-time environment.
- 4.2 There are several issues with the current CMS installation that causes disparity between those faults evidenced on site with those shown on the system. In addition, there have been software issues in the compatibility of data in the CMS and that which is required for some lanterns. These issues have resulted in additional callouts being made to the street lighting contractor when there are no actual faults on site, day burners and unexpected outages of lanterns. Council officers, in managing this contract, have set timescales for

Urbis Schreder to resolve these issues by November 2023. Urbis Schreder's performance on delivering this is being closely monitored by project managers.

5 United Kingdom Power Networks (UKPN) electrical connections

- 5.1 UKPN is the district network operator and owns and maintains the electricity cable network across London, the Southeast and East of England.
- 5.2 Throughout the borough, there are many street lights which the Council has identified as having faults in the underground cabling that provides electricity to them. These faults are therefore required to be fixed by UKPN and not by Haringey Council.
- 5.3 When a fault is reported to the Council, an engineer from the Street Lighting Team visits the site, with our contractor, where necessary. That is when the decision is made as to whether it is reported to UKPN or if can be fixed by our contractor.
- 5.4 Once reported to UKPN, it has 28 days to respond, and UKPN will replace the fuse up to 3 times before it will carry out work to its mains supply. This is a national agreed timescale with OFGEM. The fuse changes will often, but not always, rectify the problems. If this fails, then UKPN will undertake investigations to identify and repair any cable faults. Where there are more than 3 lanterns out of lighting then this will be considered a multiple outage and UKPN will attend site within 10 days.
- 5.5 Works to repair power cables are likely to require excavations and permits to work on the highway to minimise traffic disruption.
- 5.6 These faults often lead to individual, or a series of, lanterns being out of lighting for a considerable amount of time over where Haringey Council has no ability to resolve the issue. Information on UKPN faults is provided on its web site [UK Power Networks - Street Furniture Fault Map \(External Site\)](#). Please note that the Fault Map may not be updated straight away with recent faults that have been reported.

6 Public Safety Issues

- 6.1 Street lighting plays a significant role in making our roads and neighbourhoods safer. It is known from discussions with residents that it also makes them feel safer and that it can improve the quality of their life. The Council has invested in its street lighting to be brighter and more efficient, as well as more environmentally friendly by reducing energy consumption and carbon emissions.
- 6.2 The Council is aware that many residents, in particular women and girls, do not feel safe on local streets at night. This information was highlighted in the results of the Council's Safety of Women and Girls at Night Survey in 2021. Officers are therefore looking to improve lighting levels in areas of the borough where people feel vulnerable on the public highway or in other publicly accessed areas, for example footpaths segregated from the carriageway or publicly accessed walkways or at transport hubs.

- 6.3 There will be a range of solutions to improve street lighting, from installing new street lights to adjusting existing ones.
- 6.4 The LED replacement programme also involved making changes to column spaces and numbers to try and achieve uniformity of lighting level. This resulted in a net increase of 32 lighting columns borough wide. In addition, 34 new lighting columns were implemented on Downhills Way footpath, where residents raised concern about lighting levels. Alexandra Gardens was identified as needing additional lighting, and an additional column was installed along with other columns being relocated to improve the road lighting levels.
- 6.5 To involve the wider community, a consultation exercise was undertaken in the spring of 2023 using the engagement platform “Commonplace”. This was to identify any proposed locations where the public perceive that the existing lighting levels on the highway, near transport hubs or on footpaths segregated from the carriageway, are insufficient. The data from this is now being used to influence the lighting works programmes for the future, with initial funding allocated in 2023/24.

7 Contribution to strategic outcomes

- 7.1 The Highways and Parking Service will continue to commission street lighting services during the contract period, as determined annually through the Highways and Street Lighting Investment Plan.
- 7.2 The lighting works supports the ‘Responding to the Climate Emergency’ theme in the Corporate Delivery Plan. Details are set out under High Level Outcome 2; ‘A Just Transition -More accessible footways and carriageways’ and the lighting improvements contribute to these by improving the public realm and road network condition. Outcome 3; ‘A Lower Carbon Place - Reduced carbon emissions from highways maintenance’ the lighting improvements contribute to this by the installation of LED lighting and adaptive lighting to be controlled through the CMS.

8 Background Papers

- 8.1 Award of Highway and Street Lighting Term Contracts, Cabinet Meeting - 9 July 2019
- 8.2 ‘Award of Contract for Highway Maintenance and Minor Improvement Works’ Cabinet report – 10 March 2020
- 8.3 ‘Award of Central Management System Contract’ Cabinet report - 16 March 2021
- 8.4 ‘Proposed Extension to Street Lighting Term Contract’ Cabinet report – 17 January 2023

