



Joint Street Lighting Committee

1 October 2015

Street Lighting PFI Performance Report for 1 January 2015 to 30 June 2015

Report by: Paul Nelson, Environmental Sustainability Manager, North Tyneside Council

Ward Implications: All

For Information

1. Summary

1.1 This report explains the standards used to measure the performance of the Service Provider, and details the performance between January 2015 and June 2015.

2. Recommendation

2.1 Committee is recommended to receive this report for information and note the comments on methodology and future provision of indicators.

3. Introduction/Background

3.1 This report covers the period from the 1 January until the 30 June 2015 and outlines performance against a number of contract performance standards and local indicators.

4. Key Issues and Progress

4.1 Contract Monitoring General Comments

4.1.1 There are a small number of instances when the time taken to repair a fault by the District Network Operator exceeded the 30 day target. There are two instances when the time taken to repair a fault by SSE exceeded the 5 day target, however both were related to waiting for permission from Eldon Square Leisure to gain roof access.

There are no other performance concerns to highlight. The six performance standards for January to June 2015 are detailed in Appendix 1.

Please note that some commentary is added with regards data quality and methodology.

4.2 **Performance Standard 1** – Monitors the Initial Asset Renewal Programme (IARP);

As we are now beyond the IARP period, PS1 now shows the total number of street lighting apparatus in each Local Authority area. SSE has recently improved its recording of accruals and de-accruals of apparatus so the next report will show this figure on a monthly basis, as requested at the October February 2015 committee.

4.3 **Performance Standard 2** – Monitors the percentage of lighting apparatus in lighting across the month. Example values are given. Contract targets are being met.

4.4 **Performance Standard 3** – Monitors responsiveness to repairing faults;

- Criteria A – Emergency response currently achieving 100% attendance within one hour.
- Criteria B and C – Performance in this area is now satisfactory and the reporting of performance has been improved.

It should be noted that both criteria B & C have three sub categories for performance. Previously all performance has been reported under one of these. SSE will now provide the necessary information to enable more accurate reporting within the three sub categories.

Maximum times for repairs are now included against criteria B and C, as agreed at October 2014 Committee.

4.5 **Performance Standard 4** – Customer Service;

A scorecard analysis is used to determine customer care response times and provision of real time information to the Council's through SSE's Facilities Management system, which can be accessed remotely.

One of the indicators requires the Council Monitoring Teams to carry out inspections of SSE vehicles to ensure they are carrying information cards and complaint forms. Neither Council's Monitoring Team carries out this check so the score is currently marked as N/A.

Otherwise all performance is excellent as detailed within each months data, pages 10-15.

An additional Customer Care Service sheet (Appendix 1 Page 16 & 17) has been included to detail calls that come directly into Envirocall / Envirolink and are forwarded directly to SSE. It also records written correspondence to each Monitoring Team. The most robust way of accurately reporting this is to only include written correspondence through the members enquiry system and this is implemented from this report onwards.

4.6 **Performance Standard 5** – Annual Service Report and Local Performance Indicators

The Local Performance Indicators LPI1-LPI6 for January to June 2015 are included in Appendix 1, pages 18 to 23.

Three of the indicators are awaiting data. A review of the methodology and

data quality process for these indicators has been completed with SSE and they will be providing performance data for reports going forward.

4.7 **Performance Standard 6 – Working Practices**

A scorecard analysis is used to determine the performance of SSE in their working practices for the following areas; Quality Assurance, Health & Safety, Training, Road Work Reports and Waste Management.

To give some assurance to the performance data submitted by SSE, Neil Eglintine is going to work with the Quality manager at Newcastle City Council to review relevant certification and accreditation.

4.8 **Best Value Performance Indicator**

The BVPI shows the average repair times by both SSE (a) and the District Network Operator (b). The target days are now shown at contract target and in calendar days, as opposed to previous reports which showed working days.

4.9 **Financial**

4.9.1 Contract payment is by means of a unitary charge which would be subject to deductions and penalties for poor performance. Details of the payments and penalties are detailed in the confidential Finance Report.

5. **What Happens Next**

5.1 Six monthly performance reports will be presented at future Joint Street Lighting Committee meetings in accordance with the following timetable:

- February 2016
- September 2016.

6. **Further Information**

6.1 Background papers are held by ;

P. Nelson	0191 643 6467	North Tyneside
V Taylor	0191 643 6551	North Tyneside
P. Gray	0191 278 3801 (x 23801)	Newcastle
N. Eglintine	0191 211 5269 (x 25269)	Newcastle



North Tyneside Council

northernstreetlights
lighting newcastle and north tyneside

Newcastle
City Council 

JOINT STREET LIGHTING COMMITTEE

**PFI Progress Report for 1st January 2015
to 30th June 2015**

Performance Standard 1 - Total Number of Street Lighting Apparatus

Month	Newcastle	North Tyneside
	No. of street lighting apparatus	No. of street lighting apparatus
January 2015	40,777	30,681
February 2015	40,777	30,681
March 2015	40,777	30,681
April 2015	40,777	30,681
May 2015	40,777	30,681
June 2015	40,030	30,675

Performance Standard 2

Month	Newcastle		North Tyneside	
	% of Apparatus in Lighting (Target)	% of Apparatus in Lighting (Achieved)	% of Apparatus in Lighting (Target)	% of Apparatus in Lighting (Achieved)
January 2015	98.50%	99.20%	98.50%	99.55%
February 2015	98.50%	99.35%	98.50%	99.37%
March 2015	98.50%	99.28%	98.50%	99.63%
April 2015	98.50%	99.45%	98.50%	99.54%
May 2015	98.50%	99.68%	98.50%	99.49%
June 2015	98.50%	99.60%	98.50%	99.64%

The performance is calculated in the following way, using June 15 as an example;

	Newcastle	North Tyneside
The total number of units in the area	40777	30681
The total number of days in the month	30	30
The total number of units that failed	543	417
The number of days in the scouting period	30	30
The average number of days to repair a fault	1.72	1.58

The above values are input into a deduction formula and an output value is obtained. If the value is equal to or exceeds 98.5% there is no deduction.

Performance Standard 3 Emergency Faults Criteria A

Month	Newcastle		North Tyneside	
	Number of Emergency responses	Number of Emergency responses attended within 1 hour	Number of Emergency responses	Number of Emergency responses attended within 1 hour
January 2015	21	21	11	11
February 2015	10	10	5	5
March 2015	15	15	6	6
April 2015	12	12	5	5
May 2015	1	1	9	9
June 2015	7	7	14	14
Number of Hours in excess of the 1 hour response time	0		0	

The value of zero indicates that the service provider has achieved the necessary performance standard and there is no deduction on this section of PS3 Target A

PERFORMANCE STANDARD 3 Criteria B&C

January 2015

Item	Max fault rectification period	Newcastle				North Tyneside			
		Number of Faults / Instances	Number repaired within max rectification period	%	Maximum days	Number of Faults / Instances	Number repaired within max rectification period	%	Maximum days
Criteria B									
Involving the replacement of components of apparatus	5 Working Days	860	860	100%	5	316	316	100%	5
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	No data	No data			No data	No data		
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	No data	No data			No data	No data		
Criteria C									
Involving the replacement of complete unit of apparatus	15 Working Days	No data	No data			No data	No data		
Involving rectification where an illuminated traffic bollard is knocked down, belisha globe missing	1 Working Days	No data	No data			No data	No data		
Involving the repair or replacement of any of the distribution network operators system	30 Working Days	11	10	91%	36	11	9	82%	41
Note : Criteria C Repair of distribution network operators system. 30 Working Days are allowed to repair the fault. The information shown is the number of repairs carried out in the Month									

PERFORMANCE STANDARD 3 Criteria B&C

February 2015

Item	Max fault rectification period	Newcastle				North Tyneside			
		Number of Faults / Instances	Number repaired within max rectification period	%	Maximum days	Number of Faults / Instances	Number repaired within max rectification period	%	Maximum days
Criteria B									
Involving the replacement of components of apparatus	5 Working Days	771	771	100%	5	469	469	100%	5
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	No data	No data			No data	No data		
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	No data	No data			No data	No data		
Criteria C									
Involving the replacement of complete unit of apparatus	15 Working Days	No data	No data			No data	No data		
Involving rectification where an illuminated traffic bollard is knocked down, belisha globe missing	1 Working Days	No data	No data			No data	No data		
Involving the repair or replacement of any of the distribution network operators system	30 Working Days	9	9	100%	28	4	4	100%	21
Note : Criteria C Repair of distribution network operators system. 30 Working Days are allowed to repair the fault. The information shown is the number of repairs carried out in the Month									

PERFORMANCE STANDARD 3 Criteria B&C

March 2015

Item	Max fault rectification period	Newcastle				North Tyneside			
		Number of Faults / Instances	Number repaired within max rectification period	%	Maximum days	Number of Faults / Instances	Number repaired within max rectification period	%	Maximum days
Criteria B									
Involving the replacement of components of apparatus	5 Working Days	771	771	100%	5	469	469	100%	5
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	No data	No data			No data	No data		
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	No data	No data			No data	No data		
Criteria C									
Involving the replacement of complete unit of apparatus	15 Working Days	No data	No data			No data	No data		
Involving rectification where an illuminated traffic bollard is knocked down, belisha globe missing	1 Working Days	No data	No data			No data	No data		
Involving the repair or replacement of any of the distribution network operators system	30 Working Days	11	10	91%	68	5	5	100%	23
Note : Criteria C Repair of distribution network operators system. 30 Working Days are allowed to repair the fault. The information shown is the number of repairs carried out in the Month									

PERFORMANCE STANDARD 3 Criteria B&C

April 2015

Item	Max fault rectification period	Newcastle				North Tyneside			
		Number of Faults / Instances	Number repaired within max rectification period	%	Maximum days	Number of Faults / Instances	Number repaired within max rectification period	%	Maximum days
Criteria B									
Involving the replacement of components of apparatus	5 Working Days	644	642	99.7%	395	436	436	100%	5
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	No data	No data			No data	No data		
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	No data	No data			No data	No data		
Criteria C									
Involving the replacement of complete unit of apparatus	15 Working Days	No data	No data			No data	No data		
Involving rectification where an illuminated traffic bollard is knocked down, belisha globe missing	1 Working Days	No data	No data			No data	No data		
Involving the repair or replacement of any of the distribution network operators system	30 Working Days	14	11	79%	92	2	2	100%	21
Note : Criteria C Repair of distribution network operators system. 30 Working Days are allowed to repair the fault. The information shown is the number of repairs carried out in the Month									

PERFORMANCE STANDARD 3 Criteria B&C

May 2015

Item	Max fault rectification period	Newcastle				North Tyneside			
		Number of Faults / Instances	Number repaired within max rectification period	%	Maximum days	Number of Faults / Instances	Number repaired within max rectification period	%	Maximum days
Criteria B									
Involving the replacement of components of apparatus	5 Working Days	486	486	100%	5	444	444	100%	5
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	No data	No data			No data	No data		
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	No data	No data			No data	No data		
Criteria C									
Involving the replacement of complete unit of apparatus	15 Working Days	No data	No data			No data	No data		
Involving rectification where an illuminated traffic bollard is knocked down, belisha globe missing	1 Working Days	No data	No data			No data	No data		
Involving the repair or replacement of any of the distribution network operators system	30 Working Days	4	4	100%	19	5	5	100%	21
Note : Criteria C Repair of distribution network operators system. 30 Working Days are allowed to repair the fault. The information shown is the number of repairs carried out in the Month									

PERFORMANCE STANDARD 3 Criteria B&C

June 2015

Item	Max fault rectification period	Newcastle				North Tyneside			
		Number of Faults / Instances	Number repaired within max rectification period	%	Maximum days	Number of Faults / Instances	Number repaired within max rectification period	%	Maximum days
Criteria B									
Involving the replacement of components of apparatus	5 Working Days	496	496	100%	5	391	391	100%	5
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	No data	No data			No data	No data		
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	No data	No data			No data	No data		
Criteria C									
Involving the replacement of complete unit of apparatus	15 Working Days	No data	No data			No data	No data		
Involving rectification where an illuminated traffic bollard is knocked down, belisha globe missing	1 Working Days	No data	No data			No data	No data		
Involving the repair or replacement of any of the distribution network operators system	30 Working Days	4	4	100%	24	9	9	100%	15
Note : Criteria C Repair of distribution network operators system. 30 Working Days are allowed to repair the fault. The information shown is the number of repairs carried out in the Month									

PERFORMANCE STANDARD 4 Contract Management & Customer Interface

January 2015

Required Performance			Score Matrix					Weighted Score			
Performance Standard	Critical Criteria	Measurement	Excellent Score=4	Good Score =3	Satisfactory Score=2	Poor Score =1	Critical Score = 0	Actual Score	Weighting	Actual Weighted Score	Max. Weighted Score possible
Customer Care Targets	Telephone calls	Percentage of calls answered within 20 seconds	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Customer Care Targets	Written Correspondence	All replies made within 15 working days of receipt	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Customer Care Targets	Vehicles carrying Information Cards and Complaint Foms	Number of vehicles failing standard	0	1 to 2	2 to 3	3 to 4	>4	N/A	4	N/A	16
Provision of Real Time Information to Envirocall and Envirolink	All elements of the real time information shall be available to the Authority for audit	Number of elements available when the Authority logs on (twice per day)	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16

	48	64
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Customer Care Targets	Telephone calls	Percentage of calls answered within 20 seconds	98.5% of all calls were answered within 20 seconds. The Service Provider received 447 calls.
Customer Care Targets	Written Correspondence	All replies made within 15 working days of receipt	100% of Written correspondence was answered within 15 working days. The Service Provider received 4 letters requiring a response
Customer Care Targets	Vehicles carrying Information Cards and Complaint Foms	Number of vehicles failing standard	The Monitoring Team does not carry out vehicle inspections.
Provision of real time information to Envirocall and Envirolink	All elements of the real time information shall be available to the Authority for audit	Number of elements available when the Authority logs on (twice per day)	The real time information system is fully operational.

PERFORMANCE STANDARD 4 Contract Management & Customer Interface

February 2015

Required Performance			Score Matrix					Weighted Score				
Performance Standard	Critical Criteria	Measurement	Excellent Score=4	Good Score =3	Satisfactory Score=2	Poor Score =1	Critical Score = 0	Actual Score	Weighting	Actual Weighted Score	Max. Weighted Score possible	
Customer Targets	Care	Telephone calls	Percentage of calls answered within 20 seconds	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Customer Targets	Care	Written Correspondence	All replies made within 15 working days of receipt	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Customer Targets	Care	Vehicles carrying Information Cards and Complaint Forms	Number of vehicles failing standard	0	1 to 2	2 to 3	3 to 4	>4	N/A	4	N/A	16
Provision of Real Time Information to Envirocall and Envirolink		All elements of the real time information shall be available to the Authority for audit	Number of elements available when the Authority logs on (twice per day)	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16

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Customer Targets	Care	Telephone calls	Percentage of calls answered within 20 seconds	97.1% of all calls were answered within 20 seconds. The Service Provider received 315 calls.								
Customer Targets	Care	Written Correspondence	All replies made within 15 working days of receipt	100% of Written correspondence was answered within 15 working days. The Service Provider received 6 letters requiring a response								
Customer Targets	Care	Vehicles carrying Information Cards and Complaint Forms	Number of vehicles failing standard	The Monitoring Team does not carry out vehicle inspections.								
Provision of real time information to Envirocall and Envirolink		All elements of the real time information shall be available to the Authority for audit	Number of elements available when the Authority logs on (twice per day)	The real time information system is fully operational.								

PERFORMANCE STANDARD 4 Contract Management & Customer Interface

March 2015

Required Performance			Score Matrix					Weighted Score				
Performance Standard	Critical Criteria	Measurement	Excellent Score=4	Good Score =3	Satisfactory Score=2	Poor Score =1	Critical Score = 0	Actual Score	Weighting	Actual Weighted Score	Max. Weighted Score possible	
Customer Targets	Care	Telephone calls	Percentage of calls answered within 20 seconds	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Customer Targets	Care	Written Correspondence	All replies made within 15 working days of receipt	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Customer Targets	Care	Vehicles carrying Information Cards and Complaint Forms	Number of vehicles failing standard	0	1 to 2	2 to 3	3 to 4	>4	N/A	4	N/A	16
Provision of Real Time Information to Envirocall and Envirolink		All elements of the real time information shall be available to the Authority for audit	Number of elements available when the Authority logs on (twice per day)	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16

											48	64
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Customer Targets	Care	Telephone calls	Percentage of calls answered within 20 seconds	99.3% of all calls were answered within 20 seconds. The Service Provider received 278 calls.								
Customer Targets	Care	Written Correspondence	All replies made within 15 working days of receipt	100% of Written correspondence was answered within 15 working days. The Service Provider received 9 letters requiring a response								
Customer Targets	Care	Vehicles carrying Information Cards and Complaint Forms	Number of vehicles failing standard	The Monitoring Team does not carry out vehicle inspections.								
Provision of real time information to Envirocall and Envirolink		All elements of the real time information shall be available to the Authority for audit	Number of elements available when the Authority logs on (twice per day)	The real time information system is fully operational.								

PERFORMANCE STANDARD 4 Contract Management & Customer Interface

April 2015

Required Performance			Score Matrix					Weighted Score				
Performance Standard	Critical Criteria	Measurement	Excellent Score=4	Good Score =3	Satisfactory Score=2	Poor Score =1	Critical Score = 0	Actual Score	Weighting	Actual Weighted Score	Max. Weighted Score possible	
Customer Targets	Care	Telephone calls	Percentage of calls answered within 20 seconds	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Customer Targets	Care	Written Correspondence	All replies made within 15 working days of receipt	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Customer Targets	Care	Vehicles carrying Information Cards and Complaint Forms	Number of vehicles failing standard	0	1 to 2	2 to 3	3 to 4	>4	N/A	4	N/A	16
Provision of Real Time Information to Envirocall and Envirolink		All elements of the real time information shall be available to the Authority for audit	Number of elements available when the Authority logs on (twice per day)	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16

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Customer Targets	Care	Telephone calls	Percentage of calls answered within 20 seconds	99% of all calls were answered within 20 seconds. The Service Provider received 191 calls.								
Customer Targets	Care	Written Correspondence	All replies made within 15 working days of receipt	100% of Written correspondence was answered within 15 working days. The Service Provider received 7 letters requiring a response								
Customer Targets	Care	Vehicles carrying Information Cards and Complaint Forms	Number of vehicles failing standard	The Monitoring Team does not carry out vehicle inspections.								
Provision of real time information to Envirocall and Envirolink		All elements of the real time information shall be available to the Authority for audit	Number of elements available when the Authority logs on (twice per day)	The real time information system is fully operational.								

PERFORMANCE STANDARD 4 Contract Management & Customer Interface

May 2015

Required Performance			Score Matrix					Weighted Score				
Performance Standard	Critical Criteria	Measurement	Excellent Score=4	Good Score =3	Satisfactory Score=2	Poor Score =1	Critical Score = 0	Actual Score	Weighting	Actual Weighted Score	Max. Weighted Score possible	
Customer Targets	Care	Telephone calls	Percentage of calls answered within 20 seconds	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Customer Targets	Care	Written Correspondence	All replies made within 15 working days of receipt	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Customer Targets	Care	Vehicles carrying Information Cards and Complaint Forms	Number of vehicles failing standard	0	1 to 2	2 to 3	3 to 4	>4	N/A	4	N/A	16
Provision of Real Time Information to Envirocall and Envirolink		All elements of the real time information shall be available to the Authority for audit	Number of elements available when the Authority logs on (twice per day)	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16

											48	64
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Customer Targets	Care	Telephone calls	Percentage of calls answered within 20 seconds	100% of all calls were answered within 20 seconds. The Service Provider received 141 calls.								
Customer Targets	Care	Written Correspondence	All replies made within 15 working days of receipt	100% of Written correspondence was answered within 15 working days. The Service Provider received 1 letters requiring a response								
Customer Targets	Care	Vehicles carrying Information Cards and Complaint Forms	Number of vehicles failing standard	The Monitoring Team does not carry out vehicle inspections.								
Provision of real time information to Envirocall and Envirolink		All elements of the real time information shall be available to the Authority for audit	Number of elements available when the Authority logs on (twice per day)	The real time information system is fully operational.								

PERFORMANCE STANDARD 4 Contract Management & Customer Interface

June 2015

Required Performance			Score Matrix					Weighted Score				
Performance Standard	Critical Criteria	Measurement	Excellent Score=4	Good Score =3	Satisfactory Score=2	Poor Score =1	Critical Score = 0	Actual Score	Weighting	Actual Weighted Score	Max. Weighted Score possible	
Customer Targets	Care	Telephone calls	Percentage of calls answered within 20 seconds	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Customer Targets	Care	Written Correspondence	All replies made within 15 working days of receipt	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Customer Targets	Care	Vehicles carrying Information Cards and Complaint Forms	Number of vehicles failing standard	0	1 to 2	2 to 3	3 to 4	>4	N/A	4	N/A	16
Provision of Real Time Information to Envirocall and Envirolink		All elements of the real time information shall be available to the Authority for audit	Number of elements available when the Authority logs on (twice per day)	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16

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Customer Targets	Care	Telephone calls	Percentage of calls answered within 20 seconds	98.6% of all calls were answered within 20 seconds. The Service Provider received 143 calls.								
Customer Targets	Care	Written Correspondence	All replies made within 15 working days of receipt	100% of Written correspondence was answered within 15 working days. The Service Provider received 4 letters requiring a response								
Customer Targets	Care	Vehicles carrying Information Cards and Complaint Forms	Number of vehicles failing standard	The Monitoring Team does not carry out vehicle inspections.								
Provision of real time information to Envirocall and Envirolink		All elements of the real time information shall be available to the Authority for audit	Number of elements available when the Authority logs on (twice per day)	The real time information system is fully operational.								

Customer Care Information from the Monitoring Team

January – March 2015

Month	Criteria	Description	Details	
			Newcastle Envirocall	North Tyneside Envirolink
January 2015	Telephone calls	Envirocall and Envirolink Calls fwd to SEC via the Real Time Link.	Not recorded	32
February 2015	Telephone calls	Envirocall and Envirolink Calls fwd to SEC via the Real Time Link.	Not recorded	25
March 2015	Telephone calls	Envirocall and Envirolink Calls fwd to SEC via the Real Time Link.	Not recorded	11
Month	Criteria	Description	Details	
January 2015	Written Correspondence	All replies made within 15 working days of receipt	The Monitoring Team received 0 letters requiring a response	100% of Written correspondence was answered within 15 working days. The Monitoring Team received 13 letters requiring a response
February 2015	Written Correspondence	All replies made within 15 working days of receipt	The Monitoring Team received 0 letters requiring a response	100% of Written correspondence was answered within 15 working days. The Monitoring Team received 21 letters requiring a response
March 2015	Written Correspondence	All replies made within 15 working days of receipt	The Monitoring Team received 0 letters requiring a response	100% of Written correspondence was answered within 15 working days. The Monitoring Team received 16 letters requiring a response

Customer Care Information from the Monitoring Team

April – June 2015

Month	Criteria	Description	Details	
			Newcastle Envirocall	North Tyneside Envirolink
April 2015	Telephone calls	Envirocall and Envirolink Calls fwd to SEC via the Real Time Link.	Not recorded.	7
May 2015	Telephone calls	Envirocall and Envirolink Calls fwd to SEC via the Real Time Link.	Not recorded.	9
June 2015	Telephone calls	Envirocall and Envirolink Calls fwd to SEC via the Real Time Link.	Not recorded.	9
Month	Criteria	Description	Details	
April 2015	Written Correspondence	All replies made within 15 working days of receipt	The Monitoring Team received 0 letters requiring a response	100% of Written correspondence was answered within 15 working days. The Monitoring Team received 12 letters requiring a response
May 2015	Written Correspondence	All replies made within 15 working days of receipt	The Monitoring Team received 0 letters requiring a response	100% of Written correspondence was answered within 15 working days. The Monitoring Team received 6 letters requiring a response
June 2015	Written Correspondence	All replies made within 15 working days of receipt	The Monitoring Team received 0 letters requiring a response	100% of Written correspondence was answered within 15 working days. The Monitoring Team received 4 letters requiring a response

PERFORMANCE STANDARD 5 Annual Service Report and Local Performance Indicators LP1 to LP6			January 2015	
Performance indicator	Description	Newcastle	North Tyneside	
LP1	Percentage of Apparatus over thirty (30) years old (Indicator SA4* - Street light column replacements)	0.11%	0.06%	
LP2	Percentage of units of Apparatus conforming to the required Lighting Standards	Awaiting data	Awaiting data	
LP3	Average time taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	2.2 days	2.4 days	
LP4	Average time taken to attend an Emergency	30 minutes	35 minutes	
LP5	Percentage of electrical tests undertaken against programme	Awaiting data	Awaiting data	
LP6	Percentage of re-lamp and clean undertaken against programme	Awaiting data	Awaiting data	

LP1	At contract commencement the starting Percentages were Newcastle 58% North Tyneside 77% based on the inventory data supplied			
LP4	See appendix 2 Page 3			
LP5	Electrical Testing commenced in July 2010 (6 years after the installation of the IARP Columns)			
LP6	Re-lamp and clean commenced in July 2007			

PERFORMANCE STANDARD 5 Annual Service Report and Local Performance Indicators LP1 to LP6	February 2015
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Performance indicator	Description	Newcastle	North Tyneside
LP1	Percentage of Apparatus over thirty (30) years old (Indicator SA4* - Street light column replacements)	0.11%	0.06%
LP2	Percentage of units of Apparatus conforming to the required Lighting Standards	Awaiting data	Awaiting data
LP3	Average time taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	1.9 days	2.4 days
LP4	Average time taken to attend an Emergency	33 minutes	34 minutes
LP5	Percentage of electrical tests undertaken against programme	Awaiting data	Awaiting data
LP6	Percentage of re-lamp and clean undertaken against programme	Awaiting data	Awaiting data

LP1	At contract commencement the starting Percentages were Newcastle 58% North Tyneside 77% based on the inventory data supplied
LP4	See appendix 2 Page 3
LP5	Electrical Testing commenced in July 2010 (6 years after the installation of the IARP Columns)
LP6	Re-lamp and clean commenced in July 2007

PERFORMANCE STANDARD 5 Annual Service Report and Local Performance Indicators LP1 to LP6			March 2015	
Performance indicator	Description	Newcastle	North Tyneside	
LP1	Percentage of Apparatus over thirty (30) years old (Indicator SA4* - Street light column replacements)	0.11%	0.06%	
LP2	Percentage of units of Apparatus conforming to the required Lighting Standards	Awaiting data	Awaiting data	
LP3	Average time taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	1.7 days	2.4 days	
LP4	Average time taken to attend an Emergency	28 minutes	34 minutes	
LP5	Percentage of electrical tests undertaken against programme	Awaiting data	Awaiting data	
LP6	Percentage of re-lamp and clean undertaken against programme	Awaiting data	Awaiting data	

LP1	At contract commencement the starting Percentages were Newcastle 58% North Tyneside 77% based on the inventory data supplied			
LP4	See appendix 2 Page 3			
LP5	Electrical Testing commenced in July 2010 (6 years after the installation of the IARP Columns)			
LP6	Re-lamp and clean commenced in July 2007			

PERFORMANCE STANDARD 5 Annual Service Report and Local Performance Indicators LP1 to LP6			April 2015	
Performance indicator	Description	Newcastle	North Tyneside	
LP1	Percentage of Apparatus over thirty (30) years old (Indicator SA4* - Street light column replacements)	0.11%	0.06%	
LP2	Percentage of units of Apparatus conforming to the required Lighting Standards	Awaiting data	Awaiting data	
LP3	Average time taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	2.0	1.9	
LP4	Average time taken to attend an Emergency	30 minutes	32 minutes	
LP5	Percentage of electrical tests undertaken against programme	Awaiting data	Awaiting data	
LP6	Percentage of re-lamp and clean undertaken against programme	Awaiting data	Awaiting data	

LP1	At contract commencement the starting Percentages were Newcastle 58% North Tyneside 77% based on the inventory data supplied			
LP4	See appendix 2 Page 3			
LP5	Electrical Testing commenced in July 2010 (6 years after the installation of the IARP Columns)			
LP6	Re-lamp and clean commenced in July 2007			

PERFORMANCE STANDARD 5 Annual Service Report and Local Performance Indicators LP1 to LP6			May 2015	
Performance indicator	Description	Newcastle	North Tyneside	
LP1	Percentage of Apparatus over thirty (30) years old (Indicator SA4* - Street light column replacements)	0.11%	0.06%	
LP2	Percentage of units of Apparatus conforming to the required Lighting Standards	Awaiting data	Awaiting data	
LP3	Average time taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	1.4	2.0	
LP4	Average time taken to attend an Emergency	27 minutes	27 minutes	
LP5	Percentage of electrical tests undertaken against programme	Awaiting data	Awaiting data	
LP6	Percentage of re-lamp and clean undertaken against programme	Awaiting data	Awaiting data	

LP1	At contract commencement the starting Percentages were Newcastle 58% North Tyneside 77% based on the inventory data supplied			
LP4	See appendix 2 Page 3			
LP5	Electrical Testing commenced in July 2010 (6 years after the installation of the IARP Columns)			
LP6	Re-lamp and clean commenced in July 2007			

PERFORMANCE STANDARD 5 Annual Service Report and Local Performance Indicators LP1 to LP6	June 2015
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Performance indicator	Description	Newcastle	North Tyneside
LP1	Percentage of Apparatus over thirty (30) years old (Indicator SA4* - Street light column replacements)	0.11%	0.06%
LP2	Percentage of units of Apparatus conforming to the required Lighting Standards	Awaiting data	Awaiting data
LP3	Average time taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	1.7	1.5
LP4	Average time taken to attend an Emergency	28 minutes	30 minutes
LP5	Percentage of electrical tests undertaken against programme	Awaiting data	Awaiting data
LP6	Percentage of re-lamp and clean undertaken against programme	Awaiting data	Awaiting data

LP1	At contract commencement the starting Percentages were Newcastle 58% North Tyneside 77% based on the inventory data supplied
LP4	See appendix 2 Page 3
LP5	Electrical Testing commenced in July 2010 (6 years after the installation of the IARP Columns)
LP6	Re-lamp and clean commenced in July 2007

PERFORMANCE STANDARD 6 Working Practices

January 2015

Required Performance			Score Matrix					Weighted Score			
Performance Standard	Critical Criteria	Measurement	Excellent Score=4	Good Score =3	Satisfactory Score=2	Poor Score =1	Critical Score = 0	Actual Score	Weighting	Actual Weighted Score	Max. Weighted Score possible
Quality Assurance	Quality Management System covers all required elements	Percentage of service which is covered by Quality Management System	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Health and Safety	Health and Safety procedures followed in accordance with Method Statements	Number of deviations from Method Statements	0 – 1	2 - 3	4 – 5	6 – 7	>= 8	4	4	16	16
Training	Training process followed in accordance with Method Statements	Number of deviations from Method Statements	0 – 1	2 - 3	4 – 5	6 – 7	>= 8	4	4	16	16
Agreed form document – Road Works Report	Notices shall be issued and reinstatements carried out in line with notices.	Number of lighting Schemes missed from Report.	<=100- >98%	<=98% - >95 %	<=95 - >93 %	<=93 - >91 %	<=91 %	4	4	16	16
Waste Management	Follow Method Statement procedures	Number of deviations from Method Statement	0 – 2	3 to 4	5 – 6	7 – 8	>= 9	4	2	8	8
										72	72

PERFORMANCE STANDARD 6 Working Practices

February 2015

Required Performance			Score Matrix					Weighted Score			
Performance Standard	Critical Criteria	Measurement	Excellent Score=4	Good Score =3	Satisfactory Score=2	Poor Score =1	Critical Score = 0	Actual Score	Weighting	Actual Weighted Score	Max. Weighted Score possible
Quality Assurance	Quality Management System covers all required elements	Percentage of service which is covered by Quality Management System	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Health and Safety	Health and Safety procedures followed in accordance with Method Statements	Number of deviations from Method Statements	0 – 1	2 - 3	4 – 5	6 – 7	>= 8	4	4	16	16
Training	Training process followed in accordance with Method Statements	Number of deviations from Method Statements	0 – 1	2 - 3	4 – 5	6 – 7	>= 8	4	4	16	16
Agreed form document – Road Works Report	Notices shall be issued and reinstatements carried out in line with notices.	Number of lighting Schemes missed from Report.	<=100- >98%	<=98% - >95 %	<=95 - >93 %	<=93 - >91 %	<=91 %	4	4	16	16
Waste Management	Follow Method Statement procedures	Number of deviations from Method Statement	0 – 2	3 to 4	5 – 6	7 – 8	>= 9	4	2	8	8
										72	72

PERFORMANCE STANDARD 6 Working Practices

March 2015

Required Performance			Score Matrix					Weighted Score			
Performance Standard	Critical Criteria	Measurement	Excellent Score=4	Good Score =3	Satisfactory Score=2	Poor Score =1	Critical Score = 0	Actual Score	Weighting	Actual Weighted Score	Max. Weighted Score possible
Quality Assurance	Quality Management System covers all required elements	Percentage of service which is covered by Quality Management System	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Health and Safety	Health and Safety procedures followed in accordance with Method Statements	Number of deviations from Method Statements	0 - 1	2 - 3	4 - 5	6 – 7	>= 8	4	4	16	16
Training	Training process followed in accordance with Method Statements	Number of deviations from Method Statements	0 - 1	2 - 3	4 - 5	6 – 7	>= 8	4	4	16	16
Agreed form document – Road Works Report	Notices shall be issued and reinstatements carried out in line with notices.	Number of lighting Schemes missed from Report.	<=100- >98%	<=98% - >95 %	<=95 >93 %	<=93 >91 %	<=91 %	4	4	16	16
Waste Management	Follow Method Statement procedures	Number of deviations from Method Statement	0 - 2	3 - 4	5 - 6	7 – 8	>= 9	4	2	8	8
										72	72

PERFORMANCE STANDARD 6 Working Practices

April 2015

Required Performance			Score Matrix					Weighted Score			
Performance Standard	Critical Criteria	Measurement	Excellent Score=4	Good Score =3	Satisfactory Score=2	Poor Score =1	Critical Score = 0	Actual Score	Weighting	Actual Weighted Score	Max. Weighted Score possible
Quality Assurance	Quality Management System covers all required elements	Percentage of service which is covered by Quality Management System	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Health and Safety	Health and Safety procedures followed in accordance with Method Statements	Number of deviations from Method Statements	0 - 1	2 - 3	4 - 5	6 - 7	>= 8	4	4	16	16
Training	Training process followed in accordance with Method Statements	Number of deviations from Method Statements	0 - 1	2 - 3	4 - 5	6 - 7	>= 8	4	4	16	16
Agreed form document – Road Works Report	Notices shall be issued and reinstatements carried out in line with notices.	Number of lighting Schemes missed from Report.	<=100- >98%	<=98% - >95 %	<=95 - >93 %	<=93 - >91 %	<=91 %	4	4	16	16
Waste Management	Follow Method Statement procedures	Number of deviations from Method Statement	0 - 2	3 - 4	5 - 6	7 - 8	>= 9	4	2	8	8
										72	72

PERFORMANCE STANDARD 6 Working Practices

May 2015

Required Performance			Score Matrix					Weighted Score			
Performance Standard	Critical Criteria	Measurement	Excellent Score=4	Good Score =3	Satisfactory Score=2	Poor Score =1	Critical Score = 0	Actual Score	Weighting	Actual Weighted Score	Max. Weighted Score possible
Quality Assurance	Quality Management System covers all required elements	Percentage of service which is covered by Quality Management System	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Health and Safety	Health and Safety procedures followed in accordance with Method Statements	Number of deviations from Method Statements	0 - 1	2 - 3	4 - 5	6 – 7	>= 8	4	4	16	16
Training	Training process followed in accordance with Method Statements	Number of deviations from Method Statements	0 - 1	2 - 3	4 - 5	6 – 7	>= 8	4	4	16	16
Agreed form document – Road Works Report	Notices shall be issued and reinstatements carried out in line with notices.	Number of lighting Schemes missed from Report.	<=100- >98%	<=98% - >95 %	<=95 >93 %	<=93 >91 %	<=91 %	4	4	16	16
Waste Management	Follow Method Statement procedures	Number of deviations from Method Statement	0 - 2	3 - 4	5 - 6	7 – 8	>= 9	4	2	8	8
										72	72

PERFORMANCE STANDARD 6 Working Practices

June 2015

Required Performance			Score Matrix					Weighted Score			
Performance Standard	Critical Criteria	Measurement	Excellent Score=4	Good Score =3	Satisfactory Score=2	Poor Score =1	Critical Score = 0	Actual Score	Weighting	Actual Weighted Score	Max. Weighted Score possible
Quality Assurance	Quality Management System covers all required elements	Percentage of service which is covered by Quality Management System	100-90%	89-85%	84-80%	79-75%	<75	4	4	16	16
Health and Safety	Health and Safety procedures followed in accordance with Method Statements	Number of deviations from Method Statements	0 - 1	2 - 3	4 - 5	6 – 7	>= 8	4	4	16	16
Training	Training process followed in accordance with Method Statements	Number of deviations from Method Statements	0 - 1	2 - 3	4 - 5	6 – 7	>= 8	4	4	16	16
Agreed form document – Road Works Report	Notices shall be issued and reinstatements carried out in line with notices.	Number of lighting Schemes missed from Report.	<=100- >98%	<=98% - >95 %	<=95 >93 %	<=93 >91 %	<=91 %	4	4	16	16
Waste Management	Follow Method Statement procedures	Number of deviations from Method Statement	0 - 2	3 - 4	5 - 6	7 – 8	>= 9	4	2	8	8
										72	72

Best Value Performance Indicators BVPI 215a & 215b			January 2015 – June 2015	
	NEWCASTLE		NORTH TYNESIDE	
BVPI	215a	215b	215a	215b
Contract target	5.00 Days	30.00 Days	5.00 Days	30.00 Days
January 2015	2.2	14.6	2.4	17.5
February 2015	1.9	21.2	2.4	18.0
March 2015	1.7	24.7	1.5	20.4
April 2015	2.0	32.4	1.9	21.0
May 2015	1.4	15.0	2.0	13.8
June 2015	1.7	13.5	1.5	11.7
July 2015				
August 2015				
September 2015				
October 2015				
November 2015				
December 2015				
1ST Quarter Results	1.9	20.2	2.1	18.6
2nd Quarter results	1.7	20.3	1.8	15.5
3rd Quarter Results				
4th Quarter Results				