



Joint Street Lighting Committee

ITEM 7

10 August 2016

Street Lighting PFI Performance Report for 1 July 2015 to 30 June 2016

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 July 2015 and June 2016.

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 July 2015 until the 30 June 2016 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 also a small number of instances when the time taken to repair a fault by SSE exceeded the 5 day target.

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

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.

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 satisfactory.

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 month's data, pages 20-31.

An additional Customer Care Service sheet (page 32) 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 are included in Appendix 1, pages 33 to 44.

A note on LP5 and LP6. In order to smooth out work over a 12 month period, SSE brings forward jobs to dates that are in advance of the required contractual work completion date. Both LP5 and LP6 are complete within the reporting period, however reporting on them monthly would not show a true and accurate picture. Work is ongoing with SSE to reach a suitable methodology to report to committee.

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.

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 PFI Finance Report elsewhere on the agenda.

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 2017

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 July 2015
to 30th June 2016**

Performance Standard 1 - Total Number of Street Lighting Apparatus

Month	Newcastle	North Tyneside
	No. of street lighting apparatus	No. of street lighting apparatus
July 2015	40039	30676
August 2015	40052	30652
September 2015	40052	30652
October 2015	39998	30643
November 2015	40011	30689
December 2015	40021	30710
January 2016	40020	30737
February 2016	39997	30754
March 2016	39990	30755
April 2016	39977	30755
May 2016	39961	30784
June 2016	39955	30773

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)
	July 2015	98.50%	99.60%	98.50%
August 2015	98.50%	99.66%	98.50%	99.76%
September 2015	98.50%	99.42%	98.50%	99.46%
October 2015	98.50%	99.59%	98.50%	99.64%
November 2015	98.50%	99.55%	98.50%	99.31%
December 2015	98.50%	99.47%	98.50%	99.50%
January 2016	98.50%	99.47%	98.50%	99.57%
February 2016	98.50%	99.36%	98.50%	99.44%
March 2016	98.50%	99.49%	98.50%	99.55%
April 2016	98.50%	99.77%	98.50%	99.59%
May 2016	98.50%	99.78%	98.50%	99.68%
June 2016	98.50%	99.77%	98.50%	99.56%

The performance is calculated in the following way, using June 16 as an example;

	Newcastle	North Tyneside
The total number of units in the area	39955	30773
The total number of days in the month	30	30
The total number of units that failed	398	477
The number of days in the scouting period	30	30
The average number of days to repair a fault	1.40	1.69

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
July 2015	9	9	12	12
August 2015	15	15	8	8
September 2015	12	12	7	7
October 2015	18	18	9	9
November 2015	19	19	6	6
December 2015	17	16	16	16
January 2016	15	15	12	12
February 2016	14	14	9	9
March 2016	17	17	10	10
April 2016	15	15	5	5
May 2016	11	11	11	11
June 2016	8	8	5	5
Number of Hours in excess of the 1 hour response time	1		0	

PERFORMANCE STANDARD 3 Criteria B&C

July 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	524	524	100%	4	474	474	100%	4
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	0	0	-		0	0	-	
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	0	0	-		0	0	-	
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	2	2	100%	18	4	4	100%	18
<p>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</p>									

PERFORMANCE STANDARD 3 Criteria B&C

August 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	453	453	100%	5	324	324	100%	3
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	0	0	-		0	0	-	
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	0	0	-		0	0	-	
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	6	6	100%	22	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

September 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	548	548	100%	5	446	446	100%	5
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	0	0	-		0	0	-	
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	0	0	-		3	3	100%	3
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	15	13	87%	35	5	5	100%	19
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

October 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	561	561	100%	5	367	367	100%	4
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	0	0	-		0	0	-	
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	0	0	-		0	0	-	
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	6	6	100%	21	4	3	75%	53
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

November 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	420	420	100%	5	451	451	100%	5
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	0	0	-		0	0	-	
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	0	0	-		0	0	-	
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	8	8	100%	18	8	7	88%	40
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

December 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	573	573	100%	5	360	360	100%	5
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	0	0	-		0	0	-	
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	0	0	-		0	0	-	
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%	54	10	10	100%	26
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

January 2016

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	544	544	100%	5	409	409	100%	5
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	0	0	-		0	0	-	
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	0	0	-		0	0	-	
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	12	12	100%		12	12	100%	26
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 2016

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	624	621	100%	25	419	419	100%	5
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	0	0	-		0	0	-	
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	0	0	-		0	0	-	
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	16	14	88%	269	19	15	79%	53
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 2016

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	555	555	100%	5	482	482	100%	4
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	0	0	-		0	0	-	
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	0	0	-		0	0	-	
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	12	86%	291	6	6	100%	26
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 2016

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	325	325	100%	5	382	379	99.2%	8
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	0	0	-		0	0	-	
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	0	0	-		0	0	-	
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	8	7	88%	47	16	15	94%	46
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 2016

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	278	278	100%	4	365	365	100%	5
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	0	0	-		0	0	-	
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	0	0	-		0	0	-	
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	8	5	63%	177	3	3	100%	17
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 2016

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	385	384	100%	16	477	477	100%	4
Requiring the removal of offensive graffiti / unauthorized attachments which are offensive	1 Working Days	0	0	-		0	0	-	
Requiring the removal of all other graffiti / unauthorized attachments	5 Working Days	0	0	-		0	0	-	
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	8	8	100%	22	13	13	100%	26
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

July 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 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 Care Targets	Telephone calls	Percentage of calls answered within 20 seconds	100% of all calls were answered within 20 seconds. The Service Provider received 166 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 6 letters requiring a response								
Customer Care Targets	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

August 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 218 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

September 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	98.5% of all calls were answered within 20 seconds. The Service Provider received 266 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 10 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

October 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	98.7% of all calls were answered within 20 seconds. The Service Provider received 326 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 10 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

November 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

Customer Targets	Care	Telephone calls	Percentage of calls answered within 20 seconds	97.6% of all calls were answered within 20 seconds. The Service Provider received 409 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

December 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	98.6% of all calls were answered within 20 seconds. The Service Provider received 350 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 2 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

January 2016

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	98.7% of all calls were answered within 20 seconds. The Service Provider received 396 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.								

PERFORMANCE STANDARD 4 Contract Management & Customer Interface

February 2016

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 262 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 5 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 2016

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	97.9% of all calls were answered within 20 seconds. The Service Provider received 188 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.							

PERFORMANCE STANDARD 4 Contract Management & Customer Interface

April 2016

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	98.7% of all calls were answered within 20 seconds. The Service Provider received 158 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 3 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 2016

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	98.2% of all calls were answered within 20 seconds. The Service Provider received 117 calls.								
Customer Targets	Care	Written Correspondence	All replies made within 15 working days of receipt	The Service Provider received 0 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 2016

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	98.4% of all calls were answered within 20 seconds. The Service Provider received 128 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 3 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

July 2015 – June 2016

Month	Criteria	Description	Details	
			Newcastle Envirocall	North Tyneside Envirolink
July 15 – December 15	Telephone calls	Envirocall and Envirolink Calls fwd to SEC via the Real Time Link.	Not recorded	130
January 16 – June 16	Telephone calls	Envirocall and Envirolink Calls fwd to SEC via the Real Time Link.	Not recorded	42
Month	Criteria	Description	Details	
July 15 – December 15	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
January 16 – June 16	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 22 letters requiring a response

PERFORMANCE STANDARD 5 Annual Service Report and Local Performance Indicators LP1 to LP6			July 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	0.21%	0.94%	
LP3	Average time (days) taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	1.72	1.39	
LP4	Average time taken to attend an Emergency	34 minutes	25 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			August 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	0.21%	0.94%	
LP3	Average time (days) taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	1.73	1.32	
LP4	Average time taken to attend an Emergency	27 minutes	33 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			September 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	0.21%	0.94%	
LP3	Average time (days) taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	2.43	2.18	
LP4	Average time taken to attend an Emergency	33 minutes	39 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			October 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	0.22%	0.94%	
LP3	Average time (days) taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	1.69	1.73	
LP4	Average time taken to attend an Emergency	28 minutes	40 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			November 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	0.21%	0.94%	
LP3	Average time (days) taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	2.53	2.8	
LP4	Average time taken to attend an Emergency	30 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 5 Annual Service Report and Local Performance Indicators LP1 to LP6			December 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	0.21%	0.94%	
LP3	Average time (days) taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	2.14	2.55	
LP4	Average time taken to attend an Emergency	39 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 5 Annual Service Report and Local Performance Indicators LP1 to LP6			January 2016	
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	0.21%	0.94%	
LP3	Average time (days) taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	2.24	1.93	
LP4	Average time taken to attend an Emergency	37 minutes	33 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 2016	
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	0.22%	0.94%	
LP3	Average time (days) taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	2.32	2.47	
LP4	Average time taken to attend an Emergency	40 minutes	33 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 2016	
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	0.22%	0.94%	
LP3	Average time (days) taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	1.58	1.62	
LP4	Average time taken to attend an Emergency	29 minutes	41 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 2016	
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	0.22%	0.94%	
LP3	Average time (days) taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	1.56	1.9	
LP4	Average time taken to attend an Emergency	41 minutes	51 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 2016	
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	0.22%	0.94%	
LP3	Average time (days) taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	1.74	1.58	
LP4	Average time taken to attend an Emergency	33 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	June 2016
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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	0.22%	0.94%
LP3	Average time (days) taken to repair a Non-emergency Fault (Indicator SA3* - Street light repairs)	1.4	1.69
LP4	Average time taken to attend an Emergency	34 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 6 Working Practices

July 2015 – June 2016

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
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Best Value Performance Indicators BVPI 215a & 215b			July 2015 – June 2016	
	NEWCASTLE		NORTH TYNESIDE	
BVPI	215a	215b	215a	215b
Contract target	5.00 Days	30.00 Days	5.00 Days	30.00 Days
July 2015	1.72	14	1.39	11
August 2015	1.73	19.2	1.32	17.2
September 2015	2.43	19.1	2.18	14.2
October 2015	1.7	17	1.73	24.3
November 2015	2.53	12	2.8	24
December 2015	2.14	25.9	2.55	23.9
January 2016	2.24	18.7	1.93	22.3
February 2016	2.32	34.4	2.47	22.3
March 2016	1.58	41.2	1.62	22
April 2016	1.56	20.9	1.9	19.5
May 2016	1.74	63.1	1.58	11.7
June 2016	1.4	16.9	1.69	16.5
1ST Quarter Results	1.9	25.2	1.6	14.1
2nd Quarter results	2.1	19.0	2.4	24.1
3rd Quarter Results	2.0	31.4	2.0	22.2
4th Quarter Results	1.6	33.6	1.7	15.9