



PLANNING AND TRANSPORTATION COMMISSION 16 MARCH 2009

Report of the Corporate Director – Corporate and Adult Services

Street Lighting PFI roll out - update

RECOMMENDATION

1. That the Commission consider the documentation provided and hold a dialogue with representatives of the Balfour Beatty and Eon Central Networks.

SUPPORTING INFORMATION

- 2.1 The Street Lighting PFI roll out was scrutinised by the Commission on 22 September. At the conclusion the following was resolved:
 1. To receive a breakdown of the BVP indicators on times taken to repair faults in less than 10 days, 10-15 days, 15-10 days and over 20 days, within the next 3-6 months, and to monitor them for a further 6 months
 2. To receive a flow chart mapping the complaints process and to circulate this.
 3. For the street lighting team to visit Neighbourhood Forums prior to embarking on work in an area to ensure full consultation was undertaken.
 4. To receive figures of complaints made about Street Lighting by area.
- 2.2 Attached as appendices is information received from Balfour Beatty. For economy the graphs and flowcharts in this bound agenda set are printed in black and white. For Commission Members these are replicated in colour. The colour version is also accessible on the web-site.
- 2.3 Representatives of Balfour Beatty and Eon Central Networks plus the Council's Maintenance Manager will be present to have a dialogue with the Commission.

For more information contact:	Rob Davison 01332 255596 e-mail rob.davison@derby.gov.uk
Background papers:	Appendix 1 – Implications
List of appendices:	Appendix 2 Balfour Beatty documentation
	i) Consultation with Customers for PFI Project
	ii) Investigation and Resolution of Customer Enquiries
	iii) BVPI 215A – Average number of days to repair a street lighting fault
	iv) BVPI 215B – Average time to repair a street lighting fault
	v) Average Repair Time

Appendix 1

IMPLICATIONS

Financial

1. None arising from this report.

Legal

2. None arising from this report.

Personnel

3. None

Equalities impact

4. None.

Corporate Objectives

5. This report has the potential to link with the Council's Corporate Priority of **giving you excellent services and value for money.**

Working Procedure Street Lighting PFI Division – Derby City				Procedure No.	PN/CI/501-3
Procedure Title:	Consultation with Customers for PFI Projects			Issue:	1
Prepared By:	L Cochrane	Approved By	A Tanner	Date:	25/06/07

1. Purpose

- 1.1 Process for consultation with Customers with regard for proposed lighting installations.

2. Scope

- 2.1 Consultation with Customers with regard to proposed lighting schemes as part of the 5 year Core Investment Programme.
- 2.2 Schemes will be generated from a rolling programme agreed between Derby City Council, Derby City Street Lighting and any relevant Third Party.

3. Responsibility

- 3.1 The General Manager has overall responsibility for ensuring this procedure is followed by the Customer Liaison Department when consultation with Customers is required in accordance with the Project Agreement.

4. Method

- 4.1 A rolling programme of schemes to be lit will be generated by Derby City Street Lighting which will include information relevant to the consultation process.
- 4.2 Up to 2-3 months prior to CIP work commencing on site, the Customer Liaison Department will arrange for Consultation pamphlets explaining the type and scope of work to be carried out to be distributed to all households within the programmed scheme.
- 4.3 Up to 2-4 weeks prior to CIP work commencing on site, a Consultation Letter will be distributed to each household giving further details of the work to be carried out.
- 4.4 Delivery of the Pamphlets and Letters will either be made by an external mail distribution service or in-house personnel dependent upon the scale of the delivery drop. The delivery programme will be communicated to the external mail distribution service who will in turn provide confirmation of delivery together with details of any non-deliveries.
- 4.5 A Customer Feedback Form will be included with the Consultation Letter for Customers to complete and return when the work has been completed.
- 4.6 Returned Feedback Forms will be collated and the information analysed to determine the level of customer satisfaction with regard to the work carried out.

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4.7 If any of the Feedback Forms include specific comments, the Customer Liaison Department will determine the appropriate course of action. If a comment is considered to need further investigation the details will be recorded within the Communication Tracker in accordance with the process for Investigation and Resolution of Customer Enquiries (PN/CI/502-3).

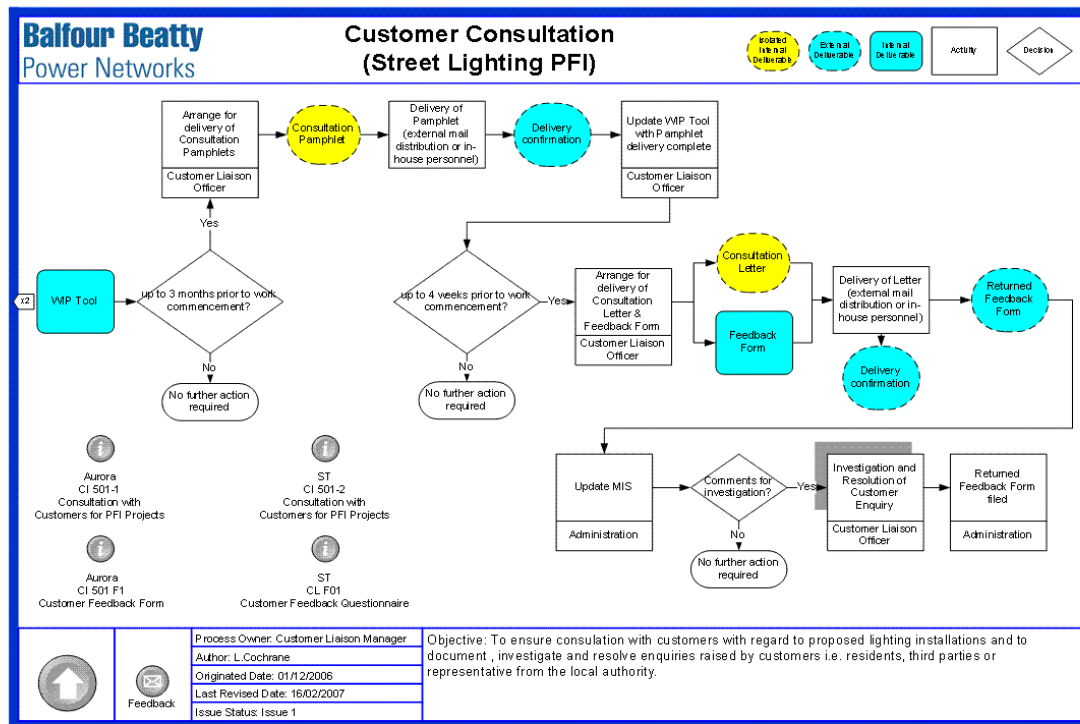
4.8 Completed Feedback Forms will be filed in the Administration Department in date order for a minimum period of 6 years. Electronic data will be maintained on the shared network for the duration of the PFI contract.

5. References, Documentation and Forms

PN/CI/502-3 Investigation and Resolution of Customer Enquiries
Customer Feedback Form
Consultation Pamphlets and Letters
Communication Tracker

6. Issue Record

Amend No.	Issue	Sect. No	Page	Date	Reason	Prepared By	Approved By
-	1	All	All	26/06/07	Initial Issue	L Cochrane	A Tanner



Working Procedure Street Lighting PFI Division – Derby City				Procedure No.	PN/CI/502-3
Procedure Title:	Investigation and Resolution of Customer Enquiries			Issue:	1
Prepared By:	L Cochrane	Approved By	A Tanner	Date:	25/06/07

1. Purpose

- 1.1 To document, investigate and resolve enquiries raised by Customers, i.e. residents, third parties.

2. Scope

- 2.1 All enquiries received from Customers.

3. Responsibility

- 3.1 The General Manager has overall responsibility for ensuring this procedure is followed by the Customer Liaison Department and Administration Department when receiving, investigating and resolving enquiries received from Customers.

4. Method

- 4.1 The details of each Customer enquiry received either verbally, by e-mail or in writing will be entered in the Communication Tracker either by the Administration Department or directly by the recipient of the enquiry. Each enquiry will be allocated a unique reference number and completion date in accordance with the contractual timescales.
- 4.2 In the event that an enquiry is received from a Ward Councillor, MP or special interest group, the Derby City Council Monitoring Officer will be notified of the details by e-mail.
- 4.3 Customer enquiries will be distributed for investigation and resolution as follows:

CIVILS ACTIVITIES

- Operations Department
- When resolved, the enquiry will be passed back to Customer Liaison Department for closure.

COLUMN INSTALLATION

- Customer Liaison Department

Working Procedure Street Lighting PFI Division – Derby City				Procedure No.	PN/CI/502-3
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Prepared By:	L Cochrane	Approved By	A Tanner	Date:	25/06/07

- 4.4 All Customer enquiries will be investigated, monitored and controlled by the Customer Liaison Department to ensure timely completion. Contact will be made with the Customer, initially by telephone and followed up with a site visit where required to verify the nature of the enquiry and to collate any additional information, i.e. photographs where possible. Where possible the Customer will be advised of the Communication Tracker reference number allocated to their enquiry for future reference.
- 4.5 Details of the date and time any contact is made with the Customer will be recorded within the Communication Tracker, together with any additional information throughout the duration of the investigation process.
- 4.6 In the event that the enquiry cannot be resolved within the contractual timescales, an interim response will be provided to the Customer and the details recorded on the Communication Tracker.
- 4.7 If the enquiry relates to a column installation, the Design Department will be requested to review the design for compliance where deemed relevant.
- 4.8 The Design Department will determine if any changes can be made to the original layout to accommodate the Customer enquiry.
- 4.9 If agreement is reached to revise the design, no work will be undertaken without the approval of the Design and Operations Departments. Confirmation of changes will be e-mailed by the Customer Liaison Department to the Designer responsible for the Scheme.
- 4.10 The Customer will be advised of the outcome of the investigation by the Customer Liaison Department and the details recorded on the Communication Tracker.
- 4.11 If the outcome is deemed by the Customer to be unsatisfactory, the Customer will be requested to put their concerns in writing to the Derby City Council Monitoring Officer. The Customer Liaison Department will provide the Customer with the relevant name and address.
- 4.12 When the situation is satisfactorily closed, the enquiry will be signed off on the Communication Tracker.
- 4.13 If the Customer raises the issue again at a later date, a new enquiry will be generated and cross referenced to the previous enquiry on the Communication Tracker whenever possible.

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4.14 All completed enquiries logged on to the Communication Tracker will be held in the Communication Tracker database for the duration of the PFI contract

4.15 Any photographs taken in relation to customer queries will be held on the shared network.

4.16 The contact centre at Derby City Council can also receive enquiries from Customers which will be forwarded to the following website: lightingderby@bbpnl.com . Where relevant the details will be entered onto the Communication Tracker and passed to the Customer Liaison Department for investigation.

5. References, Documentation and Forms

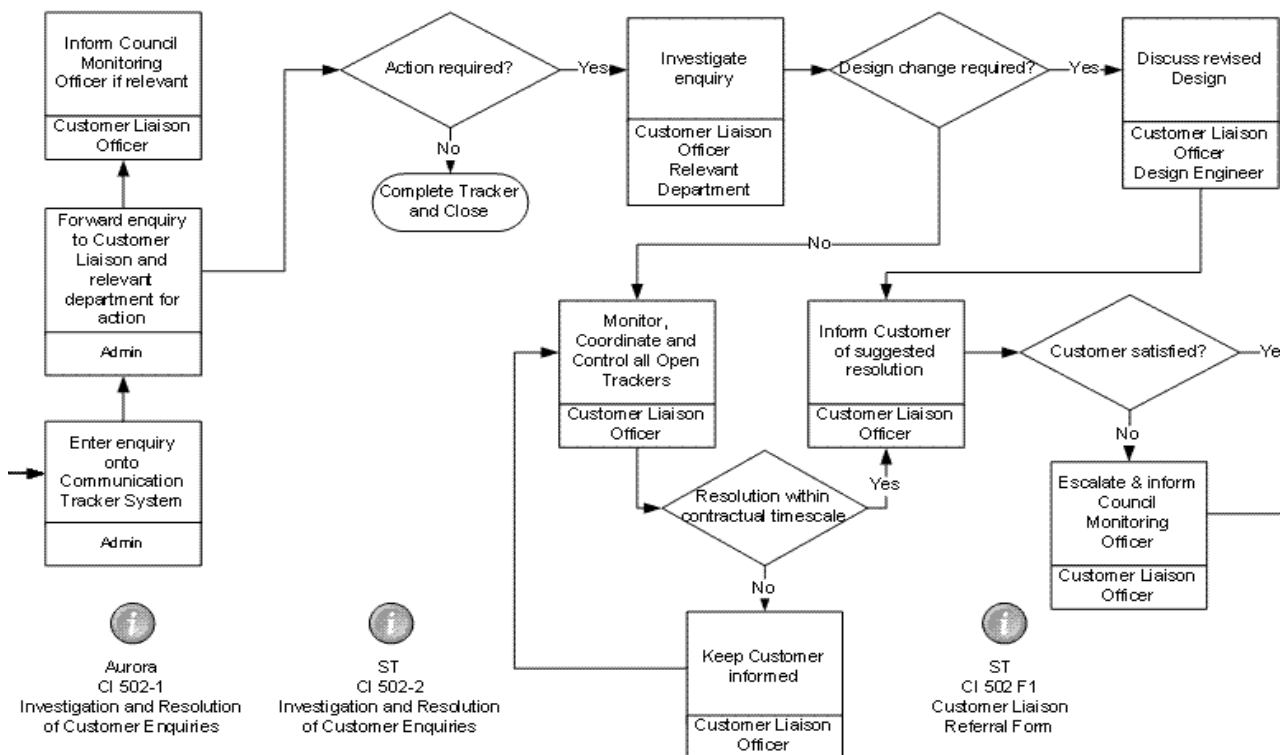
Communication Tracker located on shared network

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-	1	All	All	25/06/07	Initial issue	L Cochrane	A Tanner



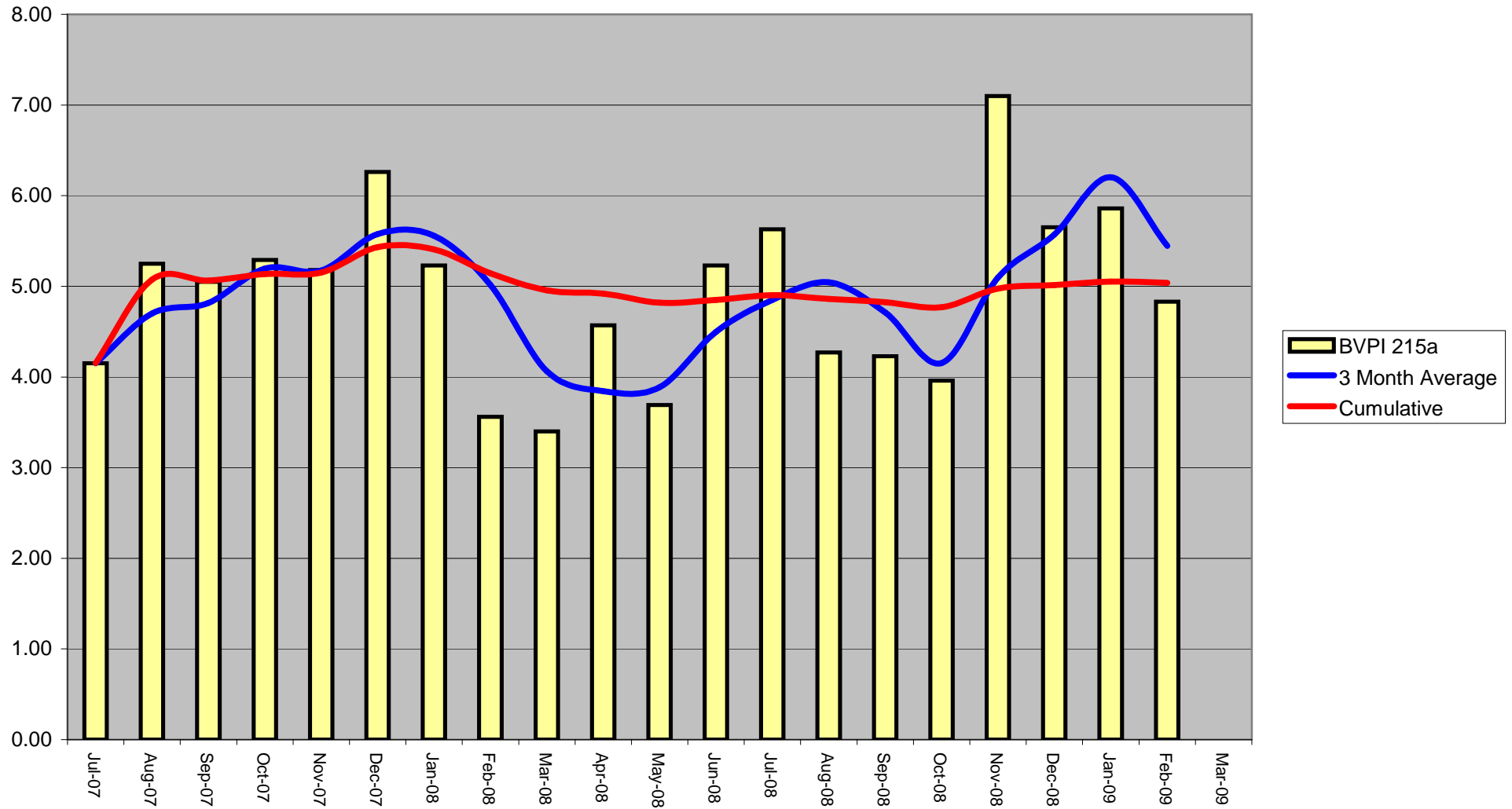
Customer Liaison Investigation and Resolution (Street Lighting PFI)

Isolated
Internal
DeliverableExternal
DeliverableInternal
Deliverable

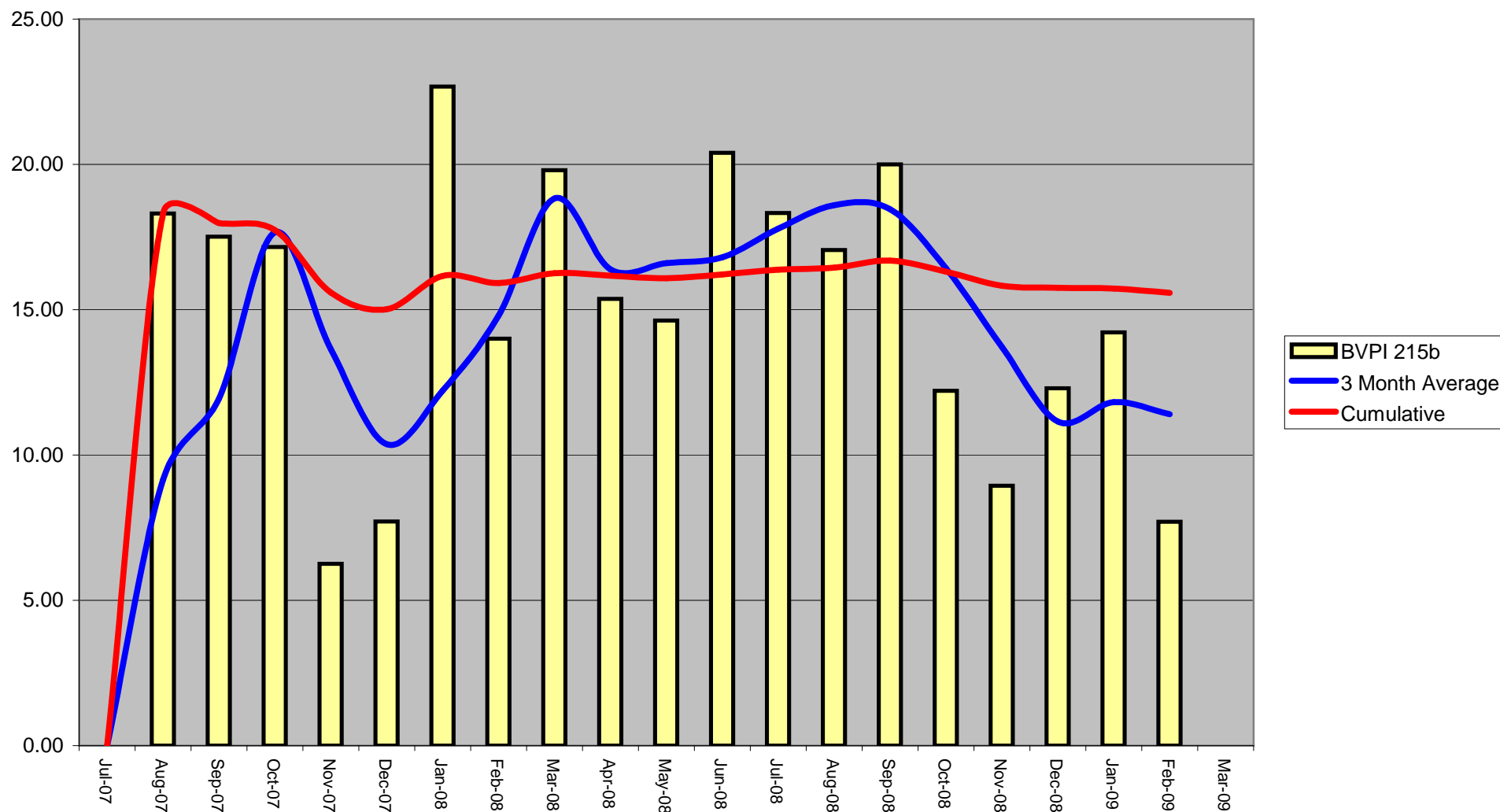
Process Owner: Customer Liaison Manager
Author: L.Cochrane
Originated Date: 01/12/2006
Last Revised Date: 23/02/2007
Issue Status: Issue 1

Objective: To ensure consultation with customers with regard to proposed lighting instal document, investigate and resolve enquiries raised by customers i.e. residents, third pa representative from the local authority.

BVPI215A



BVPI215B



Average Repair Time

