

Briefing note to Infrastructure Overview & Scrutiny Committee, 22 June 2006

Pursuant to minute IOS 36/06

Evidence requested for service standards relating to street lights and street furniture. Information received from Head of Environmental services:

1. Street Lights

This was a national indicator which the City Council reported on. In 2004/05, reporting became the responsibility of the County Council and we were no longer required to record the information. However, because of the importance of the street lighting issue to local people, it was retained as a service standard though we stopped calculating the figures. The system still collects the data and figures could be calculated for 2004/05 and 2005/06 but it would take a considerable amount of staff time to do this.

We are confident the response times are being achieved because the repair system was set up to achieve this and it is working effectively. For 2006/07 the data is being collected so we shall be able to provide proof in the future.

2. Damaged Street Furniture

All reports of damaged street furniture which could be potentially dangerous are inspected and repaired, or made safe within 24hrs. This is important from the point of view of defending potential insurance claims against us. We keep records of all reports and repairs but as with street lighting, the data has not been collated to produce a composite report on performance. For 2006/07, a data base will be used to prove the standard we are achieving but our very good insurance claim record shows the system for doing repairs is working.

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Head of Policy & Performance Services