

## **WIRRAL COUNCIL**

### **SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINEE COMMITTEE – 20<sup>th</sup> JANUARY 2011**

#### **REPORT OF THE DIRECTOR OF TECHNICAL SERVICES**

##### **SCOTTISH POWER NETWORK SERVICES**

###### **1.0 EXECUTIVE SUMMARY**

- 1.1 To inform Members of the current situation with regard to the provision of street lighting service works by Scottish Power Network Services and the contestable connection works carried out by the Council's Maintenance Contractor.

###### **2.0 BACKGROUND**

- 2.1 Members will recall that Mr Bob Wales, Scottish Power Network Manager attended the meeting of this Committee on 14<sup>th</sup> September 2010 to answer questions from Members regarding the provision of street lighting services by Scottish Power. Further to minute 77 of this meeting this report includes the latest information from both Scottish Power and the Council in respect of Street lighting services and repairs.
- 2.2 On 18th October 2010 the first contestable connections works were carried out by the Council's Maintenance Contractor under the terms of the Tripartite Agreement reported to this Committee on 21<sup>st</sup> June 2010. These works would otherwise have been carried out by Scottish Power. In the period up to 23<sup>rd</sup> December 2010, the Council's Maintenance Contractor, Colas completed 239 service works operations. These works were carried out with a saving of approximately 15% over Scottish Power's prices for the same work and with less disruption to the public in terms of open excavations. The works carried out are listed in Appendix A.
- 2.3 Scottish Power Network Services (SPNS) continue to be sole provider of new service connections and retain the responsibility for repairs to their electricity network.

###### **3.0 REPORT**

- 3.1 At the meeting of 14/9/2010 the Chair asked for a further report to be presented to the January meeting of this Committee comparing the Council's list of outstanding work with the reports produced by Scottish Power. The original report prepared by the Lighting Section showed a total of 92 jobs being outstanding. Since then Scottish Power have notified the Council that 56 of those jobs had been completed in the interim period to 21/12/2010. The details of the jobs and dates are provided in Appendix B.
- 3.2 On 1<sup>st</sup> October 2010 the Electricity (Standards of Performance Regulations) 2010 came into force. These Regulations impose guaranteed standards of performance for metered and non-metered electricity services connections provided by distributors. Any request for works to be carried out either

connections or fault repairs received by the distributors on or after 1<sup>st</sup> October 2010 will be subject to these new performance standards.

3.3 The required standards of performance for street lighting are:

- i) Completion of a fault repair to a single streetlight electricity supply within 25 working days with a £10 per day penalty for each working day after the end of the prescribed period
- ii) Completion of a service connection to a streetlight within 35 working days with a £10 per day penalty for each working day after the end of the prescribed period

3.4 Details of Scottish Power's performance is provided in Appendix C. The information is compiled to show works requested before 1<sup>st</sup> October 2010 separately to works requested after 30<sup>th</sup> September 2010.

#### **4.0 FINANCIAL AND STAFFING IMPLICATIONS**

4.1 Monitoring and recording the performance of Scottish Power has imposed a burden on staff in addition to that arising from processing enquiries from the public relating to their outstanding works. The facility to carry out contestable works has given the Council more control over its street lighting operations and the introduction of performance standards should result in the provision of a consistently good service by Scottish Power in respect of non-contestable service works for which they retain responsibility.

#### **5.0 EQUAL OPPORTUNITIES IMPLICATIONS**

5.1 There are no specific ethnic minority, elderly persons, or equal opportunity implications.

#### **6.0 PLANNING IMPLICATIONS**

6.1 There are no planning implications.

#### **7.0 COMMUNITY SAFETY IMPLICATIONS**

7.1 The provision of an efficient, well maintained street lighting network is an essential element of the Streetscene Service. Delays in carrying out work on the network lead to criticism and dissatisfaction with the service. The introduction of the Electricity Standards of Performance Regulations 2010 by Ofgem provides a performance framework which will help to sustain improvement in the performance of Scottish Power.

#### **8.0 HUMAN RIGHTS IMPLICATIONS**

8.1 There are no specific human rights implications arising directly from this report.

#### **9.0 ANTI-POVERTY IMPLICATIONS**

9.1 There are no implications under this heading.

## **10.0 SOCIAL INCLUSION IMPLICATIONS**

10.1 There are no implications under this heading.

## **11.0 LOCAL AGENDA 21 IMPLICATIONS**

11.1 There are no implications under this heading.

## **12.0 ACCESS TO INFORMATION ACT**

12.1 The Overview & Scrutiny report from 14 September 2010 has been used in preparation of this report.

## **13.0 LOCAL MEMBER SUPPORT IMPLICATIONS**

13.1 All wards.

## **14.0 RECOMMENDATIONS**

14.1 That the Committee note the report and require that a further report be prepared in autumn 2011 providing an update on the performance of Scottish Power covering the remainder of 2010/11 and the first half of 2011/12.

DAVID GREEN  
DIRECTOR OF TECHNICAL SERVICES