

# **KINGSTON SIGNS AND LIGHTING**

## **2006/07 Service Report**

### **Background**

Kingston Signs and Lighting is a strategic partnership between The Royal Borough of Kingston upon Thames and May Gurney plc.

Service delivery, operations, management and contractual arrangements will be based upon a working partnership between the RBK Highways and Transportation Department and Cartledge.

The partnership has been formed for a period of 15 years, commencing on the 1<sup>st</sup> April 2006, with an option to extend this by a further 5 years.

### **Partnership Structure**

At its first Partnership Board it was agreed that the following management structure be introduced. This has been implemented and is in operation.

#### **The Partnership Board - quarterly**

- 2 Executive Members
- RBK Head of Highways & Transportation, May Gurney Commercial Director
- RBK Head of Strategic Services
- Cartledge Managing Director, RBK Highways Asset Manager

#### **The Core Team - monthly**

- Cartledge Managing Director, RBK Highways Asset Manager (as and when required)
- Cartledge Depot Manager, RBK Lighting and Signs Manager
- Cartledge Contract Manager, RBK Lighting and Signs Technicians

#### **The Operations Team – twice weekly**

- Cartledge Contract Manager, RBK Lighting and Signs Technicians

## Budgets

	Out-turn 05/06	Base Budget 2006/07	Out-turn 06/07
<b>Revenue Budget</b>	<b>£</b>	<b>£</b>	<b>£</b>
• Adhoc Responsive Lighting Maintenance	192,743	204,100	216,644
• Routine/Scheduled Lighting Maintenance	117,423	124,300	139,498
• Adhoc Responsive Signs/Bollards Maintenance	92,743	84,700	67,510
• Routine/Scheduled Signs/Bollards Maintenance	27,632	29,400	35,226
• Lighting & Signs Metered Energy Supply	0	0	0
• Lighting & Signs Un-metered Energy Supply	247,900	241,300	361,505
• Coombe Estate	696	800	800
<b>Sub-total</b>	<b>679,137</b>	<b>684,600</b>	<b>821,183</b>
<b>Capital Budget</b>			
• Streetscene Improvement – Lighting	550,000	517,000	502,940
• Streetscene Improvement – Signs	0	90,000	50,641
<b>Sub-total</b>	<b>550,000</b>	<b>607,000</b>	<b>553,581</b>
<b>Improvement Schemes</b>			
• Neighbourhood	70,338	5100	34,770
• Traffic/Transportation	137,750	0	44,000
<b>Sub-total</b>	<b>208,088</b>	<b>5100</b>	<b>78,770</b>
<b>Total</b>	<b>1,437,225</b>	<b>1,296,700</b>	<b>1,453,534</b>

## Action Implementation Plan

Area	Action	Comment	Who	Status
<b>Partnering Contract</b>	<ul style="list-style-type: none"> <li>• Cartledge to submit final draft contract to RBK</li> <li>• <i>RBK to send letter of intent to Cartledge for service operation to continue</i></li> <li>• <i>Presentation of NEC3 conditions of contract to be taken to the Management Board for agreement in principle</i></li> <li>• <i>RBK response to suggested NEC3 conditions of contract</i></li> </ul>		GC	<i>Completed</i>
			GC/DW	<i>Completed</i>
			JS	<i>Completed</i>
			DW	<i>Completed</i>
<b>Operation</b>	<ul style="list-style-type: none"> <li>• Arrange for PC to PC link at Esher Depot</li> <li>• Commence self confirmation orders</li> <li>• Check self confirmation ordering procedure with Internal Audit</li> <li>• <i>Revised schedule of rates to be implemented</i></li> <li>• <i>Revised prices for non-illuminated signs to be submitted</i></li> <li>• <i>Access for Cartledge Staff to RBK Offices</i></li> <li>• <i>Budgets for the service to be made openly available</i></li> <li>• <i>"Self" ordering of routine works by Cartledge</i></li> </ul>	<p><i>Not acceptable due to current office security policy</i></p> <p><i>Arrange "high" speed Depot IT link</i></p>	CA	<i>Completed</i>
			AMcC	<i>Completed</i>
			PS	<i>Completed</i>
			PS	<i>Completed</i>
			AO	<i>Completed</i>
			GS/SB	<i>Completed</i>
			PS	<i>Completed</i>
PS/CA	<i>Completed</i>			
<b>Partnering Principles</b>	<ul style="list-style-type: none"> <li>• <i>Partnering principles to be produced and included in Business Plan</i></li> </ul>		DW/GC	<i>Completed</i>
<b>Management Structure &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• <i>Prepare a Management Structure report for the Management Board and if approved submit to Partnership Board on 22/06/06.</i></li> </ul>		DW	<i>Completed</i>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Update RBK Website with revised Street Lighting and Signs information</li> </ul>		PS	2007/08 <i>Completed</i>

	<ul style="list-style-type: none"> <li><i>The Corporate branding to be presented and agreed at the Partnership Board</i></li> <li><i>Single contact telephone number to be agreed for public.</i></li> <li><i>New stickers to be printed for street furniture</i></li> <li><i>Core Team meeting time table to produced</i></li> <li><i>Extranet site to allow both partner access to current information about the contract to be researched and costed</i></li> <li><i>Improve access speed from Cartledge Depot to RBK</i></li> </ul>	<p><i>Various options submitted and commented upon.</i></p> <p><i>Agreed to use Customer Contact number 0208 547 5929</i></p> <p><i>Set-up cost is £450, then monthly charge £100</i></p> <p><i>VPN link suggested by MG IT. MG IT to liaise with RBK IT</i></p>	<p>GC/KC</p> <p>PS</p> <p>PS</p> <p>PS</p> <p>CA</p> <p>CA/PS</p>	<p><i>Completed</i></p> <p><i>Completed</i></p> <p><i>Completed</i></p> <p><i>Completed</i></p> <p><i>Completed</i></p>
<b>Processes</b>	<ul style="list-style-type: none"> <li>Prepare process maps for: Works Administration Budget Management Operations Performance management Asset Management Records/"as built" info IT Systems</li> <li>Submit request and specification to ICT for KSL system upgrade for signs inventory</li> <li>Cartledge to supply "as built"/inventory data for RJ Dance constructed Improvement Schemes</li> <li><i>Investigate and propose alternative processes to improve cash flow and more efficient use of finance Sort out outstanding data transfer problems for hand held computers and implement their field use.</i></li> <li><i>Define data register for signs</i></li> <li><i>Sort our outstanding data transfer problems for hand held computers to allow site use</i></li> </ul>	<p><i>Work commenced by Technical Group.</i></p> <p><i>Agreed by Core Team. Needs process map to be completed. Invite to RJ Dance to next Core Team meeting (24/01/07)</i></p> <p><i>Problems with software development not resolved</i></p>	<p>PS/CA</p> <p>PS</p> <p>GS</p> <p>CA/PS</p> <p>RBK ICT/PS RBK ICT</p>	<p><i>Completed</i> <i>With some implementation</i></p> <p><i>Completed</i></p> <p><i>With Cartledge/RJ Dance</i></p> <p><i>Completed</i></p> <p><i>Completed</i> <i>Failed</i></p>
<b>Performance</b>	<ul style="list-style-type: none"> <li><i>Agree PI's for inclusion in Business Plan</i></li> </ul>		CG/DW	<i>Completed</i>



## Performance Monitoring

BVPI	Brief Description	2005/6	2006/7	Target 2007/8	Target 2008/9	Target 2009/10	Target 2010/11	Target 2011/12	Target 2012/13
215a	Average time for rectification of a RBK Street Lighting failure	3.3	2.43	2.0					
215b	Average time for rectification of a DNO Street Lighting failure	22	20	15 EDF target					

Key Performance Measure	2006/7	Target 2007/8	Target 2008/9	Target 2009/10	Target 2010/11	Target 2011/12	Target 2012/13
% of steel columns structurally vulnerable against total number of columns	18.1%	0%					
% of concrete columns structurally vulnerable against total number of columns	21.8%	21.1%					
% of street length that corresponds to the lighting standard against total length of lit network							

Performance Measure	2005/6	2006/7	Target 2007/8	Target 2008/9	Target 2009/10	Target 2010/11	Target 2011/12	Target 2012/13
% of correspondence replies in 10 working days	72%	89%	90%					
% of satisfied responses against total responses	N/A	Questionnaires delivered, analysis software programme due for completion May 2007.						
% of lighting units working as planned	99.7%	99.78%	>99.5%					
% of planned works completed against programme	100%	100%	100%					
% of routine works completed against schedules	100%	100%	100%					
% of energy use against 2006 base line	N/A	N/A	Reduced					
% of invoices paid within target days	74%	87%	90%					

## 2006/07 “Highlights”

### Partnership Working:

The partnership has reduced the amount of administration and improved response times. The process analysis has resulted in the maintenance crews being given increased responsibility, for example, when carrying out electrical testing the crews are now authorised to carry out basic repairs and then retest in one visit. Originally the crew had to raise a separate fault ticket and would repair on a second visit.

### Routine:

Summary of works undertaken

- 851 columns painted
- 9112 bulk lamp change
- 3000 electrical tested
- 156 new columns due to “knock downs”
- 260 lantern changes
- 206 Cut-out replacements

### Responsive:

*Number of lighting column faults reported by:*

<i>Year</i>	<i>Night Scout</i>	<i>Public</i>	<i>Total</i>
<i>2006/07</i>	<i>1126</i>	<i>572</i>	<i>1698</i>
<i>2005/06</i>	<i>1346</i>	<i>580</i>	<i>1926</i>
<i>2004/05</i>	<i>2058</i>	<i>774</i>	<i>2832</i>
<i>2003/04</i>	<i>2046</i>	<i>901</i>	<i>2947</i>

### Completed Planned Lighting Improvement Schemes:

‘At Risk’ column replacement programme.

<b>Road Name</b>	<b>Neighbourhood</b>	<b>Height</b>	<b>Number</b>
FIFE RD	KINGSTON TOWN	8m	8
KINGS RD	KINGSTON TOWN	8m	33
MARKET PLACE	KINGSTON TOWN	8m	1
FAIRFIELD RD	KINGSTON TOWN	8m	7
FAIRFIELD WEST	KINGSTON TOWN	8m	3
KNIGHTS PARK	KINGSTON TOWN	8m	6
SPRINGFIELD RD	KINGSTON TOWN	8m	9
SURBITON			
CRESCENT	KINGSTON TOWN	8m	13
ALBERT RD	KINGSTON TOWN	8m	7
VICTORIA RD	KINGSTON TOWN	8m	6
CANBURY PK RD	KINGSTON TOWN	8m	22
LANGLEY RD	SURBITON	8m	9
ST MARKS HILL	SURBITON	8m	10
THORNHILL RD	SURBITON	8m	22
WARREN DRIVE			
NORTH	SURBITON	10m	8

WOODBINES AVENUE	KINGSTON TOWN	6m/8m	7
CHATHAM RD	KINGSTON TOWN	6m/8m	8
LONDON RD	KINGSTON TOWN	10m	16
COOMBE RD	KINGSTON TOWN	10m	22
UPPERBRIGHTON RD	SURBITON	10m	29
SOUTH LANE	MALDEN & COOMBE	8m	40
CHURCH RD	MALDEN & COOMBE	8m	19
KINGSTON VALE	MALDEN & COOMBE	10m	20
MALDEN RD	MALDEN & COOMBE	10m	54
MANOR DR NORTH	MALDEN & COOMBE	8m	35
BERRYLANDS RD	SURBITON	8m	11
THE MANOR DRIVE	MALDEN & COOMBE	8m	35
	<b>Total</b>		<b>460</b>

#### Area Improvement Scheme Funded

Memorial Square  
 Castle Street  
 Eagle Wharf  
 Kingston Riverside  
 New Malden High Street side roads  
 Skerne Walk  
 North Parade  
 Chessington Parade (shops at Bridge Road roundabout)

#### Neighbourhood Discretionary Funded

Bath Passage  
 Vincent Road (part funded)  
 Searchlight Centre (part funded)  
 Victoria Park  
 Bazalgette Close  
 Alexandra Drive wayside garden  
 Footpath improvements  
 South Terrace to Glenbuck Road  
 Church Passage  
 Compton Crescent to Bridge Road  
 Oaklea Passage  
 Villiers Path

#### Crime and Disorder Reduction Partnership Funded

Norbiton Estate  
 Searchlight Centre (part funded)  
 Vincent Road (part funded)

#### Completed Planned Signs Improvement Schemes:

110 Illuminated bollards changed to "flip flop" bollards  
 Kingston Hill - 49 street nameplates changed  
 Portsmouth Road - 43 street nameplates changed  
 Upper Brighton Road - 8 street nameplates changed

Additionally 84 signs were identified as redundant and removed including 60 posts to reduce street clutter.

### Media:

The opportunity was taken to promote the lighting service in the trade 'Surveyor' magazine on the

22<sup>nd</sup> June 2006 to promote the Partnership Contract working

10<sup>th</sup> November 2005 to promote the introduction of white light and Partnership/Renta-jointer working.

Also an article was in the winter 2006 issue of Kingston Living to publicise the 'At risk' lighting column replacement programme.

### Partnership Branding:

Vehicles dedicated for use within the Borough have now been re-branded as shown in the photo's below. Note the use of the Contact Centre telephone which is also being attached to every item of electrical highway asset this coming year.



### Energy:

Energy costs have increased by 68% this year as EDF have increased prices. The inventory has been agreed with EDF at 98% accuracy, which will form the base figure set for April 1<sup>st</sup> 2007. This will be used to accurately calculate the Carbon footprint for the borough. Energy saving schemes have been proposed and the 'Invest to save' proposal will improve lighting without increasing emissions.

An energy saving register has been set up to evaluate new technology and assess the payback period. From this 110 un-illuminated "flip flop" bollards have been installed and approximately 40 sign lights have been photo celled to reduce energy consumption. It is estimated that these changes will reduce the CO2 emissions by 15 tonnes per year.



**Investment:**

As a result of presenting a business plan to the last Partnership Board, additional investment has been committed over the next six years in the form of a Street Lighting Improvement Plan. The aim of this investment is to replace our stock of aging concrete columns and replace the “old” energy hungry (Sox, Mercury) lamps and lanterns. This will result in lower energy consumption and better lighting to a very large part of the Borough.

Graham Cartledge, Managing Director

March' 07