

**To:** Ashford Joint Transportation Board  
**By:** Sue Kinsella, Street Light Asset Manager  
**Date:** 1<sup>st</sup> March 2022  
**Subject:** Street Lighting Maintenance  
**Classification:** Unrestricted

---

**Summary:** This report provides information on the street lighting maintenance service.

### **For Information**

---

## **1 Service Standards for Maintenance**

- 1.1 KCC owns and maintains approximately 123,000 street lights and also maintains the streetlighting assets of 5 District Councils (Ashford, Canterbury, Folkestone and Hythe, Gravesham and Swale).
- 1.2 We encourage reports of faulty streetlights to be logged as an enquiry via the KCC fault reporting tool where they are dealt with efficiently and can be monitored. E-mails sent direct to officers can result in delays as they may be directed to the incorrect officer, or officers may be out of the office. It is therefore recommended that all street lighting faults are reported via the fault reporting tool which is monitored daily.
- 1.3 It should be noted that not all streetlights are owned or maintained by KCC. Where these are reported as faulty to KCC, we endeavour to contact the streetlight owner to advise them of the problem.
- 1.4 On receipt of an enquiry, it will be assessed based on the information provided, and the appropriate action taken:
- dangerous faults are attended within 2 hours
  - 3 or more streetlights in a row not working are attended within 24 hours to investigate the cause
  - routine faults with streetlights are attended within 28 days, unless there is a more serious problem which could take longer e.g. a lantern or complete street light replacement. If the fault is due to a failure of the power supply, repairs will take longer than 28 days as the cable may need replacing or we may need to report the fault to the power company (there is currently a substantial backlog with the power company).
  - all other faults will be scheduled into our planned maintenance.
- 1.5 If the fault is identified as requiring UK Power Networks attendance, they have their own Guaranteed Standards of Performance. The response times are identified in the table below:

#### **Unmetered connections**

	<b>Standard</b>
Attend an emergency	2 hours
Repair High Priority fault repair (traffic light)	2 calendar days
Repair High Priority fault repair (non-traffic light)	10 days
Repair Multi-unit fault repair	20 days
Repair Single-unit fault repair	25 days

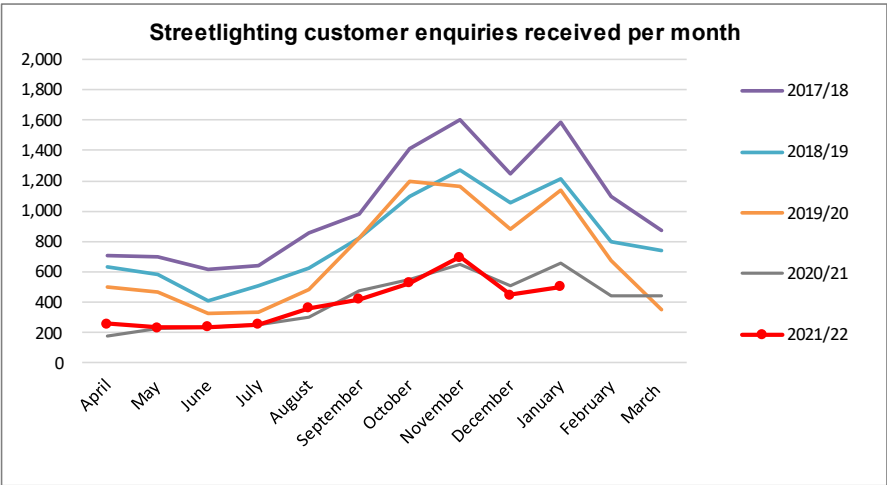
- 1.6 The above times are in addition to the timescales for attendance by KCC. Once a fault has been reported to UK Power Networks, there is very little that KCC can do to influence their timescale for repair.

2 Street Lighting Maintenance Performance 2021.

2.1 The number of street lighting faults in Ashford in 2021 was 1,160. The average time to attend these faults was 19.2 days, below the Kent average of 23 days.

District	Total number of faults	Average repair time (days)
Ashford	1,160.0	19.2
Canterbury	1,851.0	21.6
Dartford	1,339.0	31.6
Dover	735.0	20.9
Folkestone & Hythe	1,115.0	22.1
Gravesham	978.0	21.4
Maidstone	1,138.0	20.4
Sevenoaks	636.0	16.6
Swale	1,398.0	20.5
Thanet	1,285.0	27.4
Tonbridge & Malling	1,180.0	29.5
Tunbridge Wells	786.0	24.4
Kent total	13,601.0	23.0

2.2 In March 2016, KCC embarked on a project to convert all KCC owned streetlights to LED. The project has resulted in a significant reduction in both lighting faults and the volume of customer enquiries. The 5-year graph below demonstrates the reduction in enquiries.



3 Specific sites

3.1 The below sites have specifically been identified by ABC as areas for concern. Details of the time taken to attend and repair lights in these locations are shown below.

BEAVER ROAD	
MBBF035	
Enquiry received	09/11/21
Works order issued	10/11/21
Attended, further work required	11/12/21
New lantern installed	15/12/21

<b>MBBF033</b>	
Enquiry received	17/12/21
Works order already issued to UKPN	21/10/21
UKPN attended	31/01/22

<b>ELWICK PLACE</b>	
<b>7no KCC owned lights</b>	
ABC reported outages to KCC via e-mail	21/10/21
Night inspection carried out	25/10/21
Works order issued	26/10/21
Attended and repaired	12/11/21
<b>ABC owned/maintained lights</b>	
ABC reported outages to KCC via e-mail	03/11/21
KCC informed ABC	05/11/21

<b>BANK STREET</b>	
<b>MBAK002,</b>	
Night scout	25/10/21
Works order issued	26/10/21
Attended and repaired	25/11/21
<b>MBAK003</b>	
Night scout	25/10/21
Works order issued	26/10/21
Attended, further work required	24/11/21
Attended and repaired	10/02/22

<b>TUFTON STREET</b>	
<b>MTCQ001, MTCQ002</b>	
Enquiry received	16/11/21
Works order issued	16/11/21
Attended, but not accessible	03/12/21 & 10/12/21
Attended, further work required	15/12 21
Still outstanding as further work required at time of writing report	

<b>GODINTON ROAD</b>	
<b>MGAX001, MGAX002</b>	
Enquiry received	26/11/21
Works order issued	29/11/21
Attended further work required	10/12/21
Attended and repaired	10/02/22

- 3.2 A night inspection of the above and surrounding roads was undertaken on 02/02/2022 and all lights identified as not working, and do not already have works orders outstanding, have been reported to the street lighting term services contractor to attend.
- 3.3 E-mail correspondence has indicated that the above lights are important to the Ashford Borough Council 'Safer Streets Policy'. To date, there has not been any joint discussion regarding this policy, therefore KCC street lighting officers will engage with ABC officers to become familiar with the policy, so that we can consider how street lighting is linked to the policy.

## **4 Night Scouting**

- 4.1 As part of the LED conversion project KCC installed a central monitoring system which automatically reports street lighting faults; therefore, we no longer carry out night-time inspections of these LED lights. Inspections include illuminated signs, illuminated bollards and KCC lights that have not been converted to LED. Night scouting is undertaken once a month.
- 4.2 Due to the bespoke nature of many of the lights in the Ashford Shared Space, these have not been converted to the current KCC LED luminaire specification, therefore these lights are included in our night scouting regime.

---

**Contact Officer:** Sue Kinsella, Street Light Asset Manager, Kent County Council, 03000 413691