



# Lighting the Way





# Introduction

- Andy Wilson – Operational Manager
- Responsibility;
  - Major Electrical Project
  - Engineering Works
  - Street Lighting Delivery





# Background

- KWL formed in 2006 & started trading 2007.
- KWL was set up as a limited Company with one share holder HCC
- Currently has a workforce of 530 & a turn over of £50m.





# Street Lighting Delivery

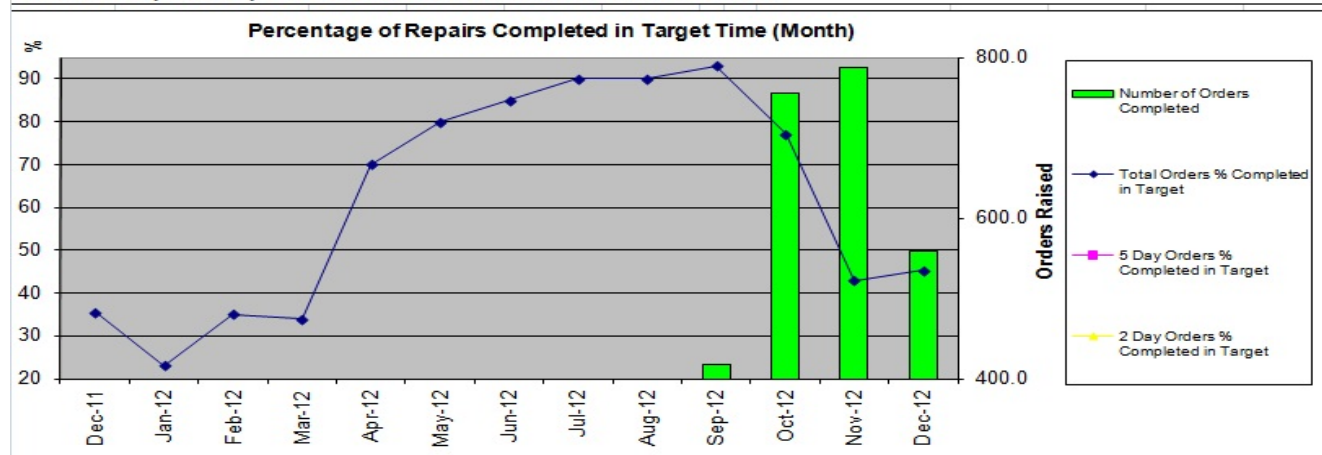
- In 2012 HCC Street Lighting Delivery function was transferred to KWL with;
- Over a 1000 outstanding jobs.
- Deemed a failing service.
- Dysfunctional workforce.
- Poor working culture.
- Restricted productivity.





# Performance

Key Performance Indicators									
Street Lighting									
Reference	Performance Indicator								
KPI - RM1	Percentage of Responsive Repairs Completed Within Category Timescales								
The number of all responsive repairs which are completed within the contractual deadlines as a % of the total number of responsive repairs completed within the period.									
Year to Date (From 01 Sep 2012)					Dec-12				
	2 Day Orders	5 Day Orders	Total Orders	Average Working Days		2 Day Orders	5 Day Orders	Total Orders	Average Working Days
Priority					Priority				
Number of Orders Raised	-	-	3525		Number of Orders Raised	-	-	1259	
Number of Orders Completed	-	-	2518		Number of Orders Completed	-	-	559	
Number of Orders Completed in Target	-	-	1561	7.9	Number of Orders Completed in Target	-	-	253	8.6
Percentage Completed in Target	-	-	62.0%		Percentage Completed in Target	-	-	45.3%	
Comments: Please note that the facility to report on the two different priorities will be available from 1st April 2013 All information prior to September 2012 is the most accurate information available									





# Objectives

- Identify inefficiencies
- Compile and implement corrective action plan that identified;
  - Lack of leadership.
  - Training needs.
  - Task avoidance.
  - Negative staff culture.
  - Poor health and safety practices





# Implementation Process

- Put in place a robust management team.
- Embarked on a skills gap analysis.
- Managed the workforce in line with the tried and tested Companies policies & procedures.
- Introduced and implemented a training programme.
- Reviewed and imposed an effective H&S management system.
- Developed a bespoke IT operating system including vehicle telematics
- Re-focused the team on operational targets.
- Organised structured client, contractor meetings.





# Milestones

- Sept 2013 year after transfer, 60 outstanding jobs and within contract KPI's.
- Within 6 month closed Skills gap investing £50k.
- Embracing of the policies & procedures.
- Sourcing investing in fit for purpose equipment and vehicles.
- Introduction of night scouting and flexible working.
- Electronic issue of work, reporting and completion in real time.
- Making a 10% annual saving and increasing productivity
- Engaged and appointed an IDNO





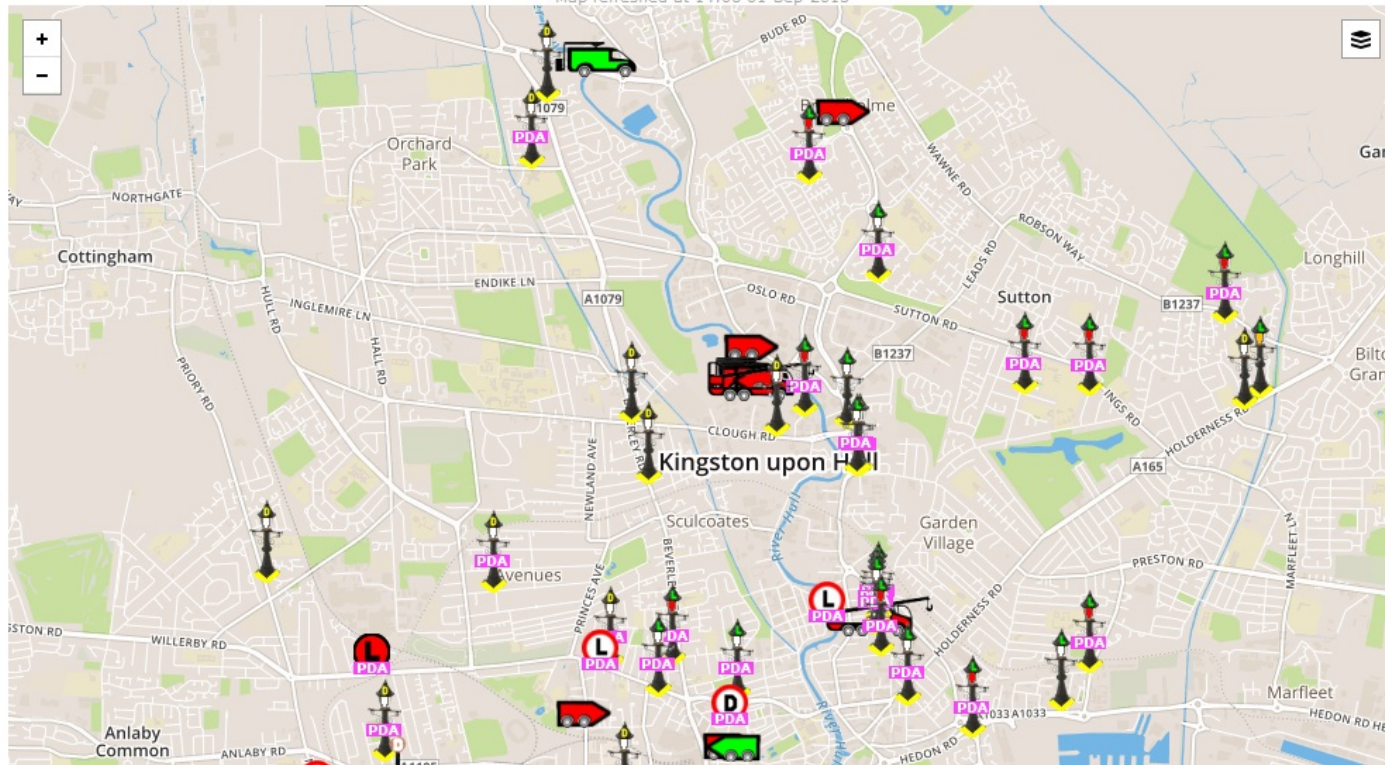


# Real Time Location System

Shown below are the 119 items requiring repairs, these are:

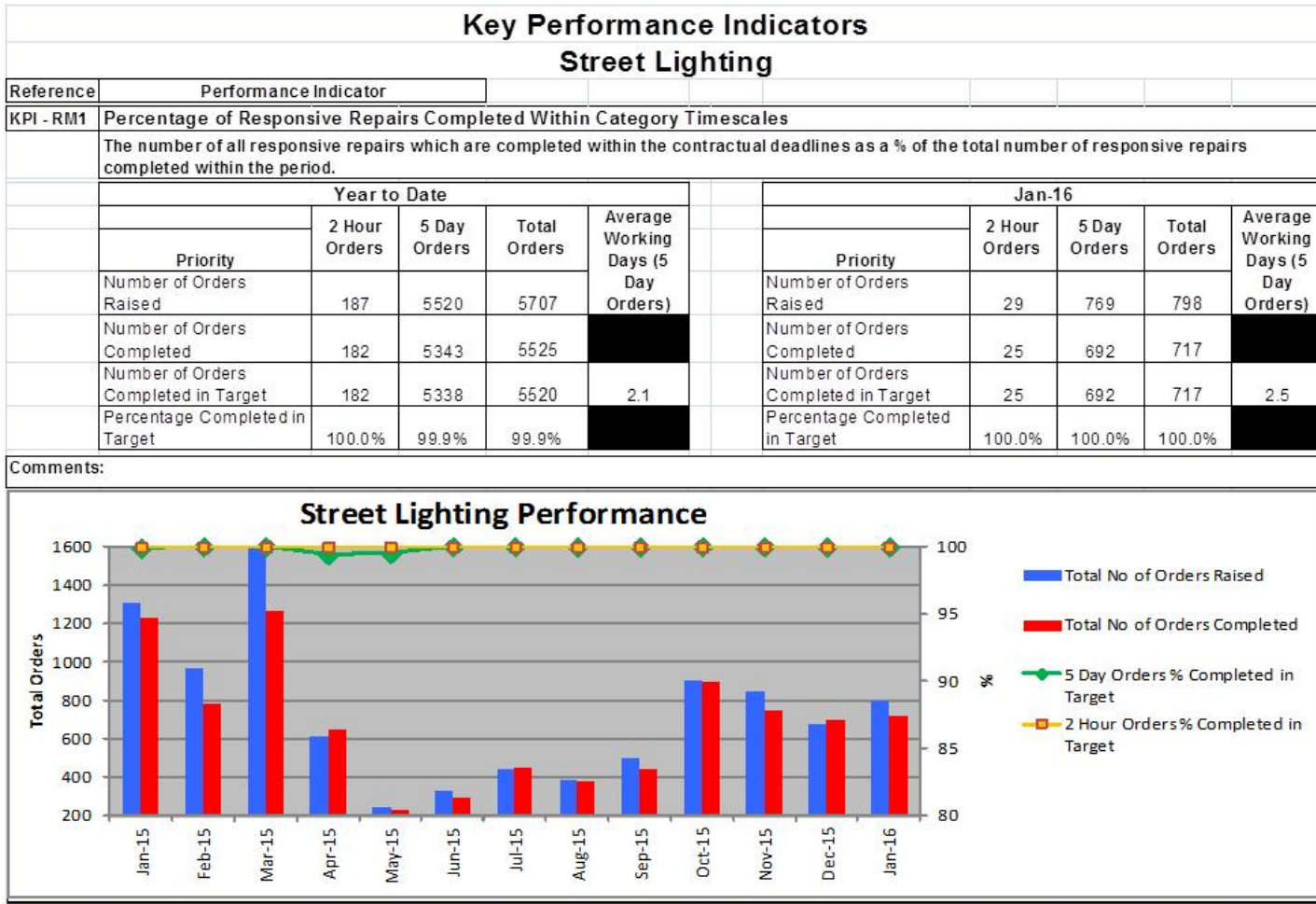
	Street Lights	Bollards	Beacons	Signs	Other Items	Totals
'Live' Repairs:	81	0	2	3	0	86
Awaiting DNO:	0	0	0	0	0	0
Other Delays:	28	0	1	4	0	33
Unknown Status:	0	0	0	0	0	0
<b>Totals:</b>	<b>109</b>	<b>0</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>119</b>

Map refreshed at 14:06 01-Sep-2015





# Current Performance





# Current Development

- Lone working.
- Multi tasking.
- Procurement of new fleet.
- New excavation technologies.





# Questions

