

Improving your street lighting



Working with



OUR PROMISES TO YOU

- Re-use or re-cycle existing material as much as possible
- Keep your street as clean and tidy as possible
- Keep disturbance to a minimum
- Work safely and put up any warning signs and barriers that are necessary
- Listen to any suggestions you make about our work
- Be polite and respect your property



NEW LIGHTING IN YOUR STREET

Southampton City Council working with SSE Contracting is carrying out a major work programme to improve street lighting across Southampton. As part of a 25-year government funded Private Finance Initiative, Southampton has been given a £30million share of the project which will see the majority of the city's 28,000 street lights, illuminated signs and bollards replaced or upgraded with the latest energy efficient equipment in the first five years, with the focus for the following 20 years on maintaining and operating all the city's lights to a high standard.

Within the next four weeks we will start replacing the lighting in YOUR street. The answers to some frequently asked questions are given in this leaflet, so that you know what to expect.

1. Why are you doing this?

Thousands of our older lampposts are in a poor condition and need to be replaced. Older designs throw light in all directions and do not meet modern illumination standards and orange light makes it more difficult to see colours at night.

The new white lighting directs light on to the road and pavements helping to reduce traffic accidents, crime, and the fear of crime, leading to safer streets. The funding will also allow the council to replace the old stock with more energy efficient lighting.

2. What is a Private Finance Initiative?

A Private Finance Initiative, or a PFI, is a way of securing government money, usually for larger projects. PFI has been used by councils for nearly ten years to provide street lighting, neighbourhood centres, schools, and hospitals. The process involves the council commissioning a partnership of private sector companies and organisations to provide services for a fixed term.

3. Who will do the work?

The works will be carried out by SSE Contracting working with Southampton City Council. SSE Contracting is the largest Street Lighting Contractor in the country and is part of the Scottish and Southern Energy Group.

4. What is going to happen?

In the next few days the new positions for the lampposts will be marked on the public highway, normally by a white circle with the letters SL in the centre. The positions of the new lampposts have been designed to guarantee the correct levels of illumination.

5. Will there be holes all over the road?

It is impossible to install the new lampposts and electricity supply cables without digging some holes. We will try to dig as few as possible and fill them back in as soon as we can. Our engineers use barriers, signs, cones and even traffic lights if necessary, for safety. Please make sure you follow all these signs.

6. Will I be able to park on the street?

Obviously, you cannot park where our workmen are digging. We will, however, try to keep as much parking space available as possible.

7. Can I park on my drive?

You should be able to use your drive as normal unless we are working directly outside your house. If we are, we may have to ask you to park your car somewhere else for a while. If you need to park close to your home (for example because you have a disability) please speak to one of our workmen and they will help you.

8. Will you use traffic lights?

If the road is busy or particularly narrow we may have to use traffic lights. This is for your safety as well as that of our workforce. We take great care positioning the lights and work closely with the council official at all times.

9. Will the bins be collected?

Rubbish and recycling collections should take place as normal. If necessary we will move dustbins to a single collection point clear of our work and return them once emptied.

10. What if I'm expecting a delivery?

If you are expecting a delivery speak to one of the workmen. If you run a business, one of our engineers will contact you before work starts to discuss the access you need and when you need it. If no one has contacted you and you are concerned please ring our customer service team on 0800 048 2436.

11. Why do I have two lampposts outside my house?

The underground electricity cables need to be disconnected from the old lampposts and reconnected to the new ones. We try to do this within a few days but it may take a little longer as we must ask the local electricity board to do this. Once we have finished our work the old lampposts can be removed. We will not leave the street in darkness.

12. Will it affect the electricity supply to my house?

There should be no disruption to the electricity supply in your home during the works.

13. Why hasn't the lamppost gone back in the same place as the existing one?

The new lighting has been designed to meet the requirements of the new British Standard and the specification of Southampton City Council. This along with new developments in lantern and lamp technology means we can light the highway using fewer lampposts in the majority of the streets and less energy across the city as a whole, while providing lighting to a higher standard than at present.

14. Why are the new lampposts taller than the existing ones?

The height of the new lampposts on most of the residential streets have increased slightly, this is due to new modern lanterns which control the light much better than the existing lanterns, resulting in greater spacing between the columns and less street furniture. The lampposts on main residential roads and traffic routes can increase from between three to five metres depending on the importance of the road and the traffic flow.

15. The new lampposts have been installed but they are not working yet?

Once the new lampposts have been installed, the local electricity board will lay the supply cables, connect the new lighting and disconnect the old lighting at the same time. The old lampposts can then be removed and the pavement reinstated.

16. What happens if you dig up my garden or drive?

We will replace or re-seed turfed areas and flower beds if we disturb them (depending on the time of year) however, this may not take place until after we have left site. If we dig up your drive we will repair it using similar materials to the original. If you have a block imprint drive we will use specialist contractors to match the colours and repair the surface.

17. What happens to the old lampposts?

SSE Contracting do not send anything to landfill. The existing lampposts, both steel and concrete are completely recycled.

18. I don't want a lamppost outside my house?

The lighting is designed to ensure that we meet the current British Standard and specification of Southampton City Council. This means that lampposts cannot always be replaced in their existing locations. We do offer to check the layout design and if there is an alternative convenient position, we will consider an approach from residents to relocate the column before it is erected. Please note Question 4 on page 1 in respect of marking out.

19. Where's my street light gone, I can't see down my property's path, can I have it back?

We will design the lighting in accordance to the current British Standard and specification of Southampton City Council. This may result in fewer lampposts along the street and we cannot always replace them in the original positions, therefore the benefit cannot always be retained.

20. The light is going to shine/is shining in my windows?

The new lanterns have much better optical control than the old ones. It takes time to adjust to a new night time environment and this issue tends to diminish with time. However, should the matter cause you concern then we can discuss this with you.

21. When will the work be starting and how long will it take to finish the lighting works on my street?

The replacement works normally start three to four weeks after you receive this information and are usually completed within two weeks.

**For further information
and advice on the street
lighting in your street,
please visit our dedicated
website:**



www.southampton.gov.uk/lighting

HOW YOU CAN HELP

BE AWARE A CONSTRUCTION SITE IS DANGEROUS

PLEASE

- Remind your children not to play on or near the excavations and barriers
- Obey any signs
- Do not cross any barriers
- Try to keep away from the works



PARKED CARS

PLEASE

- Help us by parking your car somewhere else whilst we are working on your street



IF YOU HAVE ANY SPECIAL NEEDS OR ARE DISABLED

PLEASE

- Let us know as soon as possible and we will do our best to change the way we work to help you



IF YOU THINK WE HAVE FAILED IN OUR SERVICE WE NEED TO HEAR FROM YOU

PLEASE

- Let us know straight away by
Telephone: 0800 519 1919
Email: street.lighting@southampton.gov.uk
Or write to us at the address on the back of this leaflet



www.southampton.gov.uk/lighting

For more information about the street lighting improvements:

Web: www.southampton.gov.uk/lighting

Email: street.lighting@southampton.gov.uk

Telephone: 0800 048 2436

Write to:

Gateway Southampton

Southampton City Council

Customer Services

Civic Centre Road

Southampton

SO14 7LY

To report a street light fault or highways problem call:

Actionline: 0800 5 19 19 19

Emergency out of hours: 02380 233 344

This written information is available on request in other formats or languages. Please contact 02380 917 591 for help.