

Lighting - Service Standards

Our Lighting Service aims to:

- Assist in the safe movement of traffic and reduction of night time accidents by providing appropriate lighting on roads within the built environment and urban centres
- Contribute to the commercial and social use of town centres, amenities and tourist activities by improving the night time appearance and accessibility
- Assist in reducing the fear of crime and aid visual recognition on public roads through use of white spectrum Light Emitting Diodes (LEDs)
- Protect and Enhance the built environment by providing an efficient and effective lighting service for those roads and footpaths that have lighting installations
- Safeguard and Enhance our night time environment by reducing light pollution, obtrusive light and carbon emissions through ensuring that only the road area is illuminated by using more controlled, low carbon, long-life LED lighting that doesn't spill light into private areas

Design Standards

The "Code of Practice for the Design of Road Lighting BS5489-1:2013", issued under the provisions of the "Roads (Scotland) Act 1984", defines the maximum and minimum illumination levels for different road classifications, environmental locations and uses.

The Scottish Government's "Guidance to Accompany the Statutory Nuisance Provisions of the Public Health etc. (Scotland) Act 2008" assists in applying the provisions of the "Environmental Protection Act 1990" introduced in the 2008 Act. This defines the requirement for lighting installations to be directed and controlled to reduce light pollution and to help meet the Government's targets for reduction of carbon emissions detailed under the "Climate Change Act 2008".

Maintenance Standards

The "Well-Managed Highway Infrastructure: A Code of Practice" document issued by the UK Roads Liaison Group provides a framework of recommendations by which road lighting maintenance policies can be developed in support of the provisions of the "Roads (Scotland) Act 1984". The "Guidance Document for Road Safety Inspections and Defect Categorisation", issued in response to this defines the local maximum response times when lighting defects are reported to the Council. These are as follows:

Category of defect	Example of type of defect	Timescale for response
Category 1	Doors off	4 hours If it is not possible to correct the defect at the time of inspection, the unit(s) will be made safe and warning signs erected with coning as required, to provide public safety
	Exposed cable	
	Hanging lanterns and or shades	
	Sections of 4 or more consecutive dark lights	
	Insecure leaning column	
	Damaged lighting column in danger of collapse	

Category 2	Up to 3 consecutive dark lights	7 days If it is not possible to repair the unit at first visit a further 7 day response extension will apply. <i>** Units with no electricity supply will be subject to repair by the appropriate Network Operator e.g. Scottish Power or Scottish & Southern Hydro Electric. Those repair times are out-with the control of the Council</i>
	Cable fault repairs requiring ground excavation affecting 4 units or more	
	Faulty or missing lantern/shade replacement	
	Intermittent/flashing faults	
Category 3	Single unit column replacement (damaged, irreparable, cut down)	30 days Will be inspected within 7 working days for assessment and inclusion in the next available works programme within 30 working days
	Secure but leaning column	
	Cable faults requiring ground excavation affecting 3 units or less	
	Removal of old column after disconnection from Electricity supply	
	Day burning 24 hr sections	
Category 4	Lighting obscured by vegetation not causing high traffic risk	Within next available works programme subject to statutory notices.
	Unauthorised signage removal not causing obstruction	

** Scottish Power are the major Network Operator in North Ayrshire mainland and they will provide programming updates on request to those affected by any supply faults to street lighting that they have been notified of by NAC.

Members of the public can be provided with a job reference number by the Council for any Scottish Power fault and can request an update by accessing the Street Lighting Enquiry form online at

https://www.spenergynetworks.co.uk/pages/streetlighting_enquiry_form.aspx

