



Street Lighting

Mini guide



milton keynes council



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Covid-19 Statement

Between March and September 2020 we changed how we schedule street light repairs in response to the impact of the coronavirus pandemic by concentrating on emergency repairs to keep the network safe. We also took advantage of quiet industrial and business parks to carry out LED upgrades.

There is a backlog of reported repairs from this period which we are working through as a separate programme. This is being done in reverse order (September to March) as there are a number of duplicate reports. Please bear with us as we work through these repairs.

Types of fault

The most common street light faults reported to us are:

- Light on all day (dayburner)
- Light flickering/flashing
- Light not on at all
- Lamppost (column) damaged
- Lamppost door is broken or open and wires are exposed
- Section of lights are not working
- Water in the light (lantern)
- Light too bright
- Underpass lights out or vandalised

On top of each light is a sensor which activates the light when it is dark. A fault with the sensor will cause it to either to be on constantly or not come on at all after dark. Most lights are fed from one power source nearby called a feeder pillar. If this pillar is damaged or vandalised then the whole section of lights may be out.

A damaged lamppost or exposed wires is a safety issue so we will prioritise this type of repair.

Do not touch a damaged lamppost. Most lampposts will have over 230 volts running through them. By law, only qualified street lighting engineers may touch or open a lamppost.

Report and repair process

From the start of October 2020 we began to operate on a normal pre-lockdown basis however there are additional budget control processes in place which we've had to adapt into our scheduling.

The new process is as follows:

1. New requests for street light repairs are sent on a weekly basis as a batch to be scheduled for repair by our service provider, Ringway.
2. This weekly list and the maintenance costs are then checked and signed off by our Street Lighting Engineer.
3. Ringway will then schedule the repairs in for the following 7-14 days.
4. Very large or costly repairs will be checked and approved by our Strategic Asset Manager.

Please note:

Repairs may take longer than the 7-14 day period for a number of reasons including:

- On inspection by an engineer, the fault is complex or extensive
- The location of the street light is on a grid road or other busy road and requires planned traffic management
- The light reported to us is scheduled in for an LED upgrade
- Access to the lamp column is difficult or prevented e.g. vegetation or parked cars, especially as more people are working from home
- We have to request that Western Power Distribution (WPD) disconnect and then reconnect the mains power supply.*

* We don't have any control over when Western Power Distribution will attend a site so this can take longer than the stated time-frame. Also, repairing energy supply faults to homes and businesses takes priority over lampposts. Once WPD have completed their works, we can begin our repairs.

How to report a fault

If you need to report a fault with a street light use the Report It section on the Council's website, www.milton-keynes.gov.uk or you can call 01908 252353.

Include as much information as possible including the lamp column reference number, a postcode and nearest property number (if possible) and a description of the fault e.g. permanently on, flickering, no light at all.

If you are unsure, have a look at our Common Faults factsheet on our Highways & Transport Hub that explains some of the different type of problem.

LED upgrade

Light-emitting Diodes (LEDs) are a more energy efficient way of lighting our highways. LEDs use less energy, reduce light pollution and cost less to maintain compared to the older orange lights. The LEDs don't contain any harmful chemicals either which the older ones do such as mercury or sodium. The light can be targeted exactly where it is needed and we can dim the lights for off-peak times to save on energy too.

From 2015 we began upgrading the grid road street lights to LED. We've also done many residential and industrial areas. Eventually all the street lights in MK will be LED.

More information about LEDs including Frequently Asked Questions, can be found on the Highways & Transport Hub section of our website www.milton-keynes.gov.uk

Illuminated street furniture

We are also responsible for a large number of other illuminated items on the highways besides lampposts. Signs, bus shelters, benches and bollards may also be lit and require maintenance and repairs. Some items like parking meters may be solar powered or they may be connected to a mains supply.

You can report an issue with illuminated street furniture in the same way as a street light fault. Use the Report It section on the website or call 01908 252353. Remember to include as much detail as possible so we can locate the item e.g. postcode, near a post box or a shop.

We will inspect the problem within two working days and determine what repairs are needed. Due to budget restrictions we must prioritise our repairs so that serious defects and hazards will be done first. Hazardous defects will be repaired within 24 hours and serious defects will be repaired within seven days.

Festival and Christmas lights

No weight may be attached to our street lights without prior approval from MK Council highways and any unauthorised items will be removed. This includes hanging baskets, advertising signs, posters and Christmas or other festival/event decorations. Dog waste bins may not be attached to columns and should be on a separate pole.

Lights in public spaces are subject to regulations under UK law to make sure they are safe and are fitted correctly. Parish, town or community councils may submit applications to the Street Lighting Engineer at MK Council Highways for consideration. Any lamppost that will have decorations or other item attached must have a structural test beforehand to check the suitability of the column. This will cost between £60-£80 per lamppost and must be covered by the applicant. A detailed policy on this is available to view on our website in the Street Lighting section of the Highways & Transport Hub.

Traffic signals and pedestrian crossings

Dangerous and emergency situations on the highway should always be reported to the police on 999.

Traffic Signals

We are responsible for the design, installation and maintenance of traffic signals, pedestrian and cycle crossings. Traffic signals help to manage the flow of traffic and reduce road accidents and hazards. Traffic signals are set up so that they change after a certain time has elapsed (calibration) to manage the flow of traffic and to give pedestrians time to cross. If this seems unusually long or short it may be that the signal needs to be re-calibrated.

Many of the traffic signals in MK are older models so it can be harder to repair or replace these as the parts are not readily available anymore. We are looking at new technology to replace these old models including the Urban Traffic Management and Control (UTMC) project which began in CMK 2019.

You can report any problems with traffic signals on 01908 252353 during office hours or on 01908 226699 for out of hours. Our service provider, Ringway are on call to attend to any emergency issues on a 24 hour/365 day basis.

Temporary Traffic Signals

Some roadworks may require temporary traffic signals to provide a safe working area whilst work is being carried out. This may be by us or our service provider, Ringway or it could be utility and construction companies. If any of these temporary signs are not working correctly or have been damaged please report on 01908 252353.

Any contractor working on the highway must get permission from our Streetworks team before they start any work and there is a charge for this. For more details see the Permits and Licences section. They must stick to the conditions in their permit.

Pedestrian crossings

There are five types of illuminated crossing in the UK, Pelican, Toucan, Puffin and Pegasus and Zebra. Apart from the Zebra crossing which has lit Belisha beacons, these are controlled crossings with traffic signals. Pedestrians press the button when they wish to cross the road and the signals respond by moving to amber then red.

If there are any issues with these types of crossing or the beacons are not working you can report them through the Report It section or call 01908 252353.

Contact details

Report faults with illuminated items

For reporting a street light fault, remember to include the reference number from the lamppost.

Phone

01908 252353

Monday to Friday 9am to 5:15pm.

Email

customerservices@milton-keynes.gov.uk

Online

Use the Report It section on www.milton-keynes.gov.uk

Emergencies

Dangerous and emergency situations on the highway should always be reported to the police on 999.

For an out of hours emergency (weekends/evening/Bank Holidays) such as wires exposed from column or traffic light failure, call 01908 226699.



RINGWAY



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WORKING TOGETHER TO IMPROVE OUR HIGHWAY