



Report to Policy Committee

Author/Lead Officer of Report: Gillian Charters,
Head of Waste Management & Highway
Maintenance

Email: gillian.charters@sheffield.gov.uk

Report of: Ajman Ali, Executive Director of Operational Services
Report to: Waste and Street Scene Policy Committee
Date of Decision: 21st December 2022
Subject: Amey Performance Report

Has an Equality Impact Assessment (EIA) been undertaken? Yes No

If YES, what EIA reference number has it been given? *(Insert reference number)*

Has appropriate consultation taken place? Yes No

Has a Climate Impact Assessment (CIA) been undertaken? Yes No

Does the report contain confidential or exempt information? Yes No

Appendix 2 is not for publication because it contains exempt information under Paragraph 3 of Schedule 12A of the Local Government Act 1972 (as amended).

Purpose of Report:

To provide an overview of the performance of Amey, including any current challenges and improvement plans.

To seek approval for improvement plan(s) and the new street scene and waste customer charter.

Recommendations:

The Waste and Street Scene Policy Committee is recommended to:

1. Note the details of the performance update
2. Note the new street scene and waste customer charter improving information to our customers on Amey and Veolia service delivery
3. Agree the actions set out in the Report including tracking the delivery of the improvement plan against contract compliance
4. Receive a further update on Amey Performance in six months-time

Background Papers:

Department for Transport, Technical Note: Road Condition and Maintenance data, published 10.11.2021

Department for Transport, Official Statistics: Road conditions in England to March 2022.

<https://www.gov.uk/government/statistical-data-sets/road-condition-statistics-data-tables-rdc#table-rdc0120>

- RDC0122: Road Condition Indicator scores for surveyed local authority classified principal roads, by LA in England
- RDC0130: Percentage of unclassified roads where maintenance should be considered, by local authority in England

Lead Officer to complete:-	
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.
	Finance: Jane Wilby, Head of Accounting
	Legal: Sarah Bennett, Assistant Director of Legal and Governance
	Equalities & Consultation: Ed Sexton, Equalities Officer
	Climate: Kathryn Warrington, Sustainability Officer
	<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>
2	SLB member who approved submission:
	Ajman Ali, Executive Director Operational Services
3	Committee Chair consulted:
	Cllr Joe Otten, Chair of the Waste & Street Scene Policy Committee
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the SLB member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.
	Lead Officer Name: Gillian Charters
	Job Title: Head of Waste Management & Highway Maintenance

Date: *14th December 2022*

1. PROPOSAL

1.1 Background

- 1.1.1 All aspects of Highways Maintenance (from surfacing of footways and roads, litter and fly tipping removal, street lighting and street signs, gritting and environmental maintenance such as tree care and planting, flower beds and shrubs and grass cutting) is undertaken by Amey on behalf of the Council as part of a Private Finance Initiative (PFI) contract to 2037.
- 1.1.2 PFI contract arrangements were promoted by the Government, where the private sector finances (holds the debt), to build and operate public sector infrastructure and then offsets this investment with the ongoing revenue of long-term management contracts. It provided a mechanism to bring a significant capital injection without increasing Government/ public sector borrowing.
- 1.1.3 The scale and scope of the contract for Sheffield is significant. It includes day to day management of our highway streetscene as well as capital investment in improving our roads and highway infrastructure:
- Core Investment Programme to bring roads & footpath surfaces up to standard and replacement of ageing street lights & traffic signals
 - Ongoing maintenance of assets (roads, footpaths, street lighting, traffic signals, street trees, bridges/ structures, verges)
 - Responsible for clearance of litter and fly tipping & grass cutting on highway network
 - Winter maintenance (gritting priority routes and provision of grit bins)
- 1.1.4 The Council contract is with Amey Hallam Highways. This is special purpose vehicle company, established solely for the Sheffield contract. This company holds the debt from the project which it off-sets against the payment received from the council for the contract.
- 1.1.5 Amey Hallam Highways sub-contract the delivery of the output including the investment works and day to day operations to Amey LG. Amey is a significant player in the infrastructure sector, holding contracts with other local authorities, Highways England and Network Rail.
(note: Amey is currently being sold by it's parent company Ferrovial to a private equity consortium of One Equity Partners and Buckthorn Partners).
- 1.1.6 Further information about PFI and an illustration of the metrics for the Sheffield contract is included in Appendix 1.

1.2 Amey Performance

- 1.2.1 Amey delivery for Sheffield is a combination of scheduled and cyclical works and reactive works to requests and complaints. The output specification is set out in ten schedules of Service Standards for Core Service with approximately 650 performance measures across these. Performance requirements range from annual submissions for scheduled works to response times of hours to incidents on the highway network.

- 1.2.2 In total the contract extends to 134 documents. We have published 125 of these on our website, 30% of those released have no redactions and just over half (55%) are only partially redacted.
- 1.2.3 Amey delivery is reported through a number of mechanisms:
- Annual Newsletter (see appendix 3 for the 2021/22 version)
 - Monthly Report to each Local Area Committee relating to delivery in the area (see appendix 4 for the September 2022 version)
 - Quarterly Strategic Board KPI Dashboard (see appendix 5 for the 2022/23 Quarter 2 version)
 - Regular newsletter to elected Members (see appendix 7)
- 1.2.4 These reports convey the breadth of services the contract cover for the council and the scale of the deployment on a daily and monthly basis across the city.
- 1.2.5 The new waste and street scene customer charter provides an overview of performance by Amey to requests received on a range of key services which have a visible impact on local communities. The charter has been drafted to try and improve customer's knowledge of what to expect from Amey (and also Veolia) and captures performance against this. The charter and the past 3 months of reporting (August – October) is shown in appendix 6.
- 1.2.6 These are all in addition to the contractual monthly management report Amey are required to submit to claim payment. The monthly payment to Amey is published as per the council's commitment to transparency and the Government recommendation for all spend over £250 to be published.
- 1.2.7 The contract requires Amey to declare all known performance failures as part of the monthly bill submission. The council has the joint resources of the Highways Maintenance client team and Commercial and Financial Services team verifying the claim each month and applying any further performance failures.
- 1.3 **Surfacing Requirements**
- 1.3.1 Schedule Two of the Contract details the specification and output for Carriageways (roads) and Footways. Surfaces are required to achieve a score, through various survey techniques, with each road being surveyed every 2 years. Failure to achieve score means the section of road or footpath is scheduled for maintenance.
- 1.3.2 Survey scores are compiled during quarter two each year. The sections which have failed are then compiled into a for surfacing plan for the year ahead which is submitted by Amey before the end of quarter three.
- 1.3.3 The surveying techniques used are industry standard, employed by local authorities across the country and not bespoke to the Sheffield contract. The scores are submitted to the Department for Transport (DfT) and a national data set is published each year (see background papers section for links to data below).
- 1.3.4 Sheffield performs well with 89% of our A roads (the most major roads in the city) and 80% of B and C roads rated as green for condition score. As such we are in the top 20 Local Authorities in England.

- 1.3.5 For unclassified roads, predominantly for Sheffield this means roads on local estates and some rural roads, 10% of these roads trigger a condition score where maintenance should be considered. Sheffield is one of just 25 local authorities at 10% or less.
- 1.3.6 The contract condition score relates to sections of roads, not its entire length. The length of a section is different across the different classifications on road from primary through to local estate roads. The Quarterly Strategic Board KPI Dashboard (see appendix 5) shows the condition scores for the different classifications of roads and footways across seven CAAs- these geographical areas broadly align to Local Area Committee areas. The graphs show the significant improvement in condition score since the start of the contract and consistently show score is below contract fail level (the blue horizontal line).
- 1.3.7 Through the initial core investment phase of the contract, more often the approach by Amey was to complete whole roads. This was because in many cases the adjoining sections whilst not currently hitting failure for scoring they were close to do so and rather than cause repeat disruption to road users, it was more efficient to deploy the surfacing resource one and treat more of the area.

1.4 **Current Performance Challenges**

- 1.4.1 Amey did not meet the contract requirements in relation to carriageway and footway surfacing last year last year and have been working to an improvement plan since April 2022 to achieve contract compliance. The implications of this are discussed in (closed) appendix 2.
- 1.4.2 Good progress is being made with compliance targeted for the end of this financial year (March 2023).
- 1.4.3 Through the development of the improvement plan for footway surfacing and achieving contract compliance, additional ongoing resources have been secured for the remainder of the contract. These are currently being deployed to improve cleansing standards across key routes into the city. Amey have also committed to increasing the standards delivered by their cleansing teams going forward and instigated a new programme of checks by supervisors and managers.
- 1.4.4 With the redeployment of resources from footways, the council has agreed contract compliance for this element of surfacing will be secured in quarter three of 2023/24.
- 1.4.5 A further area of concerns is performance relating to drainage. The Quarterly Strategic Board KPI Dashboard (see appendix 5) shows progress against the scheduled cleansing programme. There is a cumulative impact to this not being met. In addition, Amey are not meeting the timescales to put right any issues or faults found during the scheduled cleaning. The implications of this are discussed in (closed) appendix 2.

2. **HOW DOES THIS DECISION CONTRIBUTE ?**

- 2.1 Our Sheffield Delivery Plan 2022/23 details six strategic priorities for the Council, one of which is Strong and connected neighbourhoods, which people are happy to call home. Our Sheffield Delivery Plan identifies four stages to the Council realising

our strategic objectives, being: stabilise, embed, grow and flourish. The first phase, stabilise, includes addressing urgent performance challenges which the council is prioritising for improvement this year.

- 2.2 For Strong and connected neighbourhoods, which people are happy to call home, the Street and Neighbourhood Environment, urgent challenge has been identified as: Resident satisfaction with the roads is no longer improving and there are a number of challenges with good service standards across the city. From the LAC community engagement, it matters to residents across our localities about the environment of their neighbourhoods, importance of safe roads raised and effective transport
- 2.3 The improvement plans developed by Amey contribute to reducing the number of patches of failed road surface across the city. Progress against the improvement plan delivery and four of the customer charter measures (resolving complaints, flytipping removals, emptying full litter bins and repair of hazardous pot holes) are also part of our monitoring of progress of the Sheffield Delivery Plan 2022/23.
- 2.4 The new service charter together with the monthly reports Amey provide to each LAC raise the profile of the scale and scope of the delivery of the Amey contract in each LAC area and key performance measures achieved.

3. HAS THERE BEEN ANY CONSULTATION?

- 3.1 The council and Amey have subscribed to the National Highways and Transport (NHT) Network annual survey since the start of the contract in 2012. This is a national opt in survey covering highways maintenance and road use including public transport of around 1000 respondents in Sheffield. From this we have a good benchmark of perception of the condition of our highway network and maintenance works.
- 3.2 Sheffield performs well as shown in the graph which is included in the Quarterly Strategic Board KPI Dashboard, appendix 5. However, following year on year improvement, last years survey is the first in 10 years where results have plateaued.
- 3.3 The council has now established a new customer satisfaction solely for highways maintenance, using many of the highways maintenance questions from NHT survey. This means we can continue to benchmark our performance year on year but we can also add additional highways maintenance questions for response.
- 3.4 This survey launched in October and has over 500 respondents so far. It will close in February each year providing the opportunity to reflect any actions into the Amey Annual Newsletter and service plans for the year ahead.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality Implications

- 4.1.1 As this is a report on current performance and no changes are proposed to policy or service delivery, a full equality impact assessment has not completed.

4.1.2 It is noted, the improvement plan works by Amey mean increased works to sections of footways across the city. In the longer terms this will improve the condition of the footpaths for groups which may have limited or difficulty with mobility such as the protected groups of older people, people with a disability that impairs mobility and pregnancy/ using push chairs & prams. In the short term whilst this increased level of works is taking place there will be reduced space on footways to accommodate pushchairs, wheelchairs and other mobility aids. Alternative safe and accessible space is being designated during such works scenarios

4.2 Financial and Commercial Implications

4.2.1 The financial and commercial implications are considered in (closed) appendix 2.

4.2.2 As per paragraph 1.2.6 above, the monthly spend on the Amey contract is published.

4.3 Legal Implications

4.3.1 The Council entered into the Streets Ahead Highways Maintenance PFI Contract in 2012. The Contract is managed in accordance with its terms. Further details are set out above and in (closed) appendix 2.

4.4 Climate Implications

4.4.1 As this is a report on current performance and no changes are proposed to policy or service delivery, there are no new or additional climate impact implications arising from this report.

4.4.2 As part of the Council's pathway to net zero, Amey's fleet was included in the Council's carbon emissions baseline and as such, we'll be working with them to decarbonise their fleet and they will provide annual emissions reporting. In addition, the way in which we manage our land to increase carbon sequestration opportunities is a key priority and Amey are already collating data on the this which will be supplied as part of the Council's decarbonisation targets.

4.4.3 Headline carbon impact performance and fleet composition is included in the Quarterly Strategic Board KPI Dashboard, appendix 5.

5. ALTERNATIVE OPTIONS CONSIDERED

5.1 There are proposed actions set out in this Report, including tracking the delivery of the improvement plan against contract compliance. To the extent that there are alternative options available, these are set out in (closed) Appendix 2.

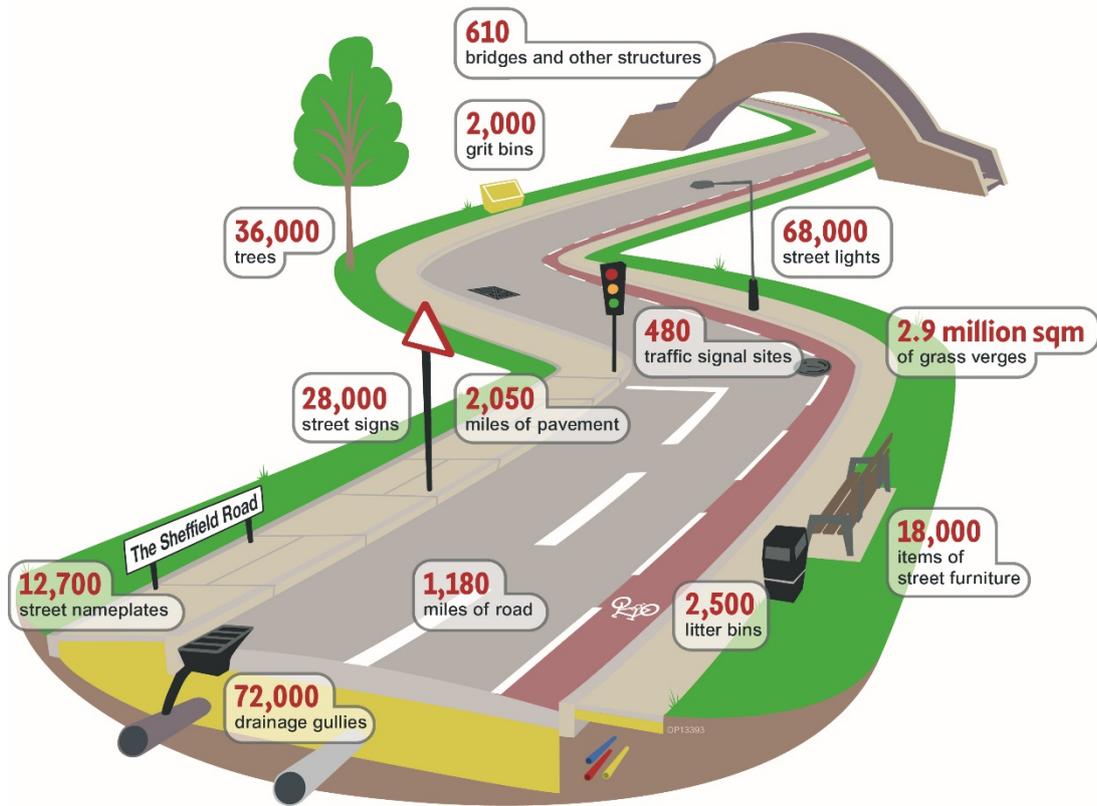
6. REASONS FOR RECOMMENDATIONS

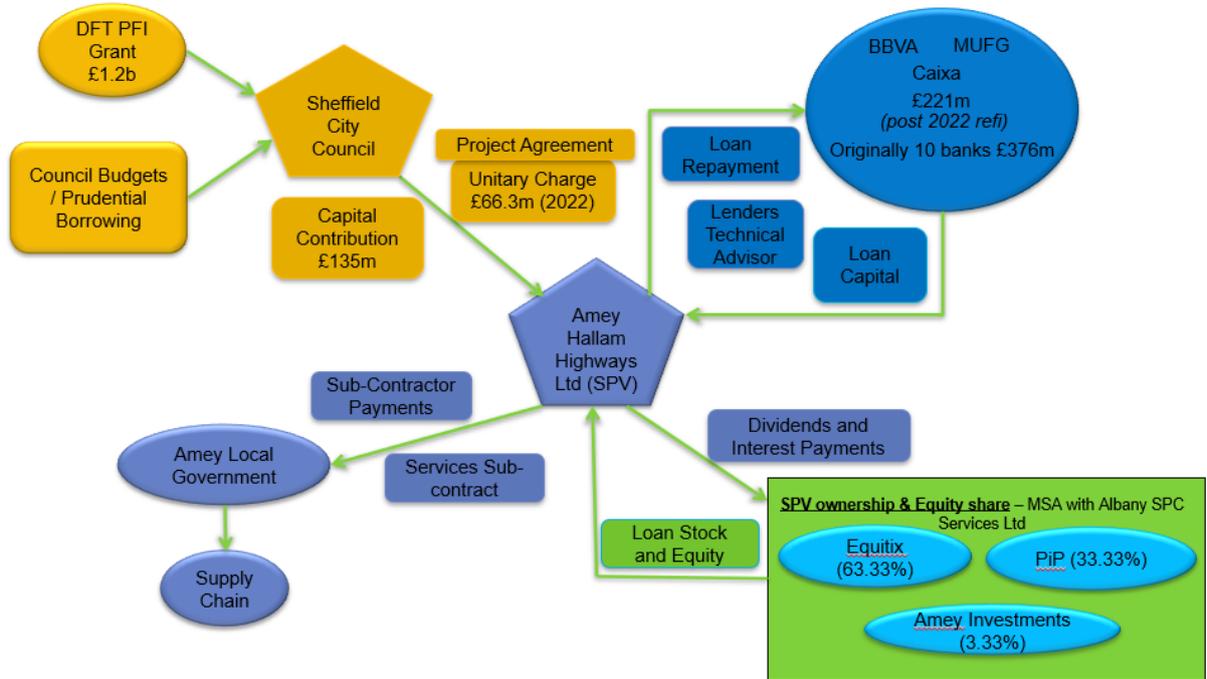
6.1 The Waste and Street Scene Policy Committee are recommended to note the details of the report and the appendices of supporting performance information as these detail the scale and scope of the contract delivery for Sheffield.

- 6.2 In approving the new waste and street scene customer charter, the Committee are ensuring customers understand what to expect in terms of response by Amey to key service requests and Amey's performance against these.
- 6.3 The Waste and Street Scene Policy Committee are recommended to agree the actions noted in the report including the tracking the delivery of the improvement plans for surfacing, receiving a further update to committee on contract performance in six months' time as it is believed this will ensure contract compliance is maintained.

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Scale and Scope of Streets Ahead PFI Contract





Amey Annual Newsletter 2021/22

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2022



Streets Ahead Newsletter





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Introduction

Welcome to the 2022 Streets Ahead Newsletter. We've had a busy, yet exciting year since our last issue, maintaining and improving Sheffield's roads and street scene as well as supporting local projects.

In the last 12 months we have continued to resurface more roads and pavements across the city. The benefits of smoother and safer surfaces are endless, and we hope you are all starting to notice the improvements in your neighbourhood.

As well as the work on the city's roads, we've continued to play an active role in the Sheffield Street Tree Partnership, fulfilling our commitment to work with all partners on behalf of Sheffield's street trees. In the last year alone, the work of the partnership has resulted in Sheffield becoming a Tree City of the World, a certificate of compliance for managing street trees sustainably and the production of an exemplary Street Tree Guidelines booklet.

Despite having very little snowfall this winter, seven consecutive storms meant our teams were working around the clock in challenging conditions. Whilst the storms brought down several highway trees and caused some localised flooding, there was thankfully no significant damage.

Summer arrived with a bang this year and we've been delighted to have been able to support Sheffield's action – packed events schedule, from helping with litter clearance during the Women's Euros to supporting the various council teams working at Tramlines Festival. It was great to see Sheffielders come together for these iconic occasions and our teams loved being involved.

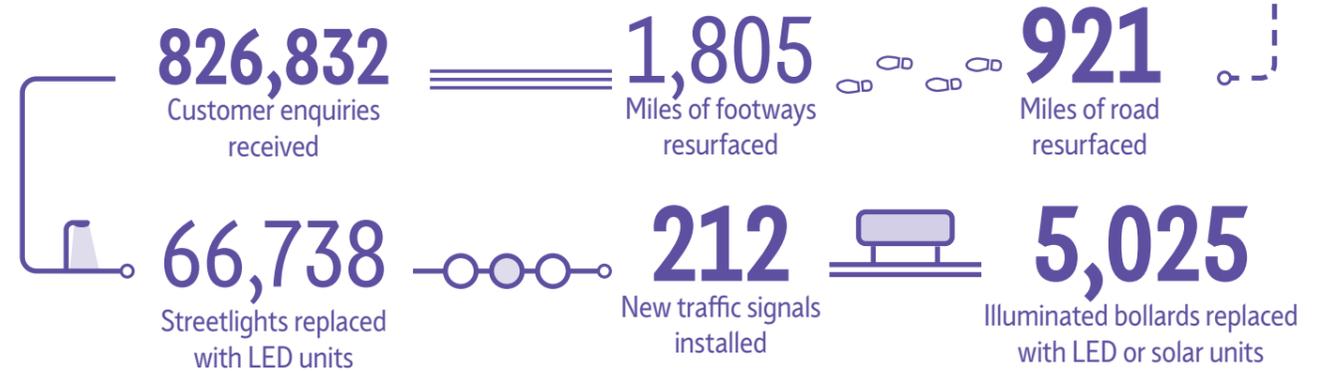
Finally, I'd like to take this opportunity to thank everyone for their patience as we've delivered our works this year. I hope you find this edition of our newsletter informative and interesting.

Peter Bamfield - Business Director, Amey Streets Ahead



Achievements so far

What we've accomplished since the start of the contract:



What we've accomplished in the past 12 months: (July 2021-July 2022)

From October '21 to April '22
12,000 tonnes
of grit used & **113** gritting runs

12,202
Reports of fly-tipping received

50,742
Gullies cleaned



27,104
Street cleansing enquiries

5126
Urgent defects responded to

Bridging the gap

Sheffield has a multitude of historic bridges that span all manner of roads and waterways, and form part of the collection of over 3000 structures our teams maintain, including numerous culverts under the city's streets.

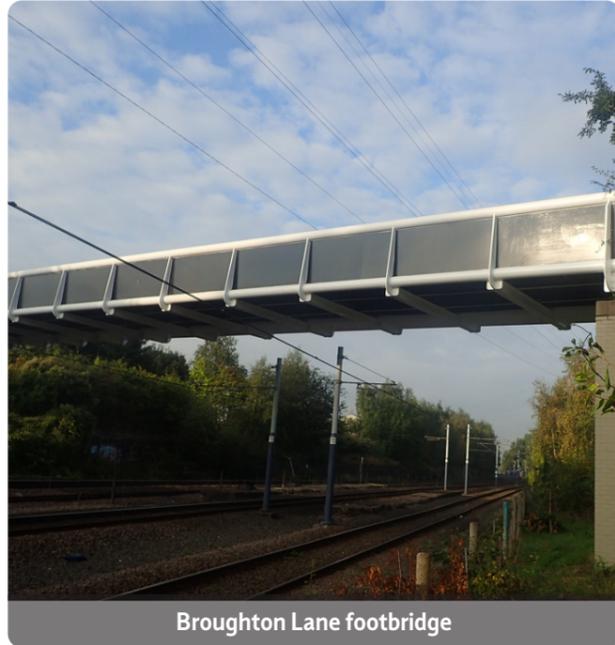
This year, we completed the refurbishment of the steelwork on two bridges in Sheffield.

Livesey Street bridge, which spans the River Don in Hillsborough is prone to vandalism and in addition to repainting the main beams, the work involved removing graffiti and applying an anti-graffiti coating to the stonework.

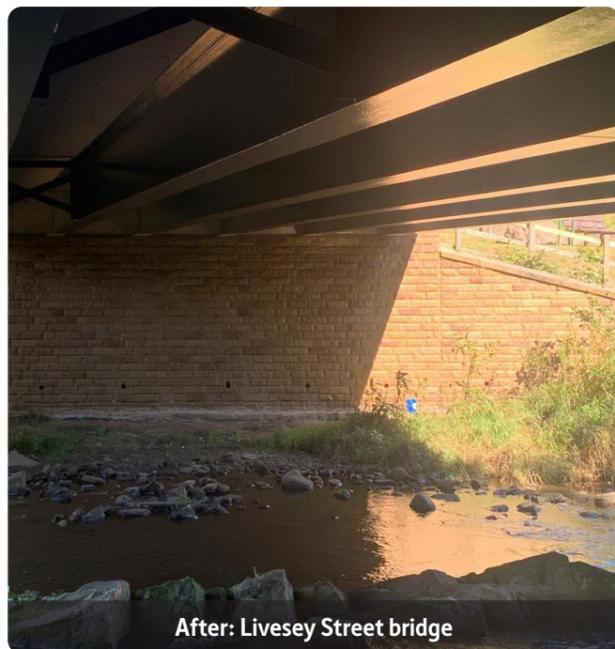
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complete the works on Broughton Lane Bridge we worked with both Network Rail and Supertram to coordinate track usage which ensured the safety of workers and the users of the railway and Supertram.



Before: Livesey Street bridge



Broughton Lane footbridge



After: Livesey Street bridge

Resurfacing roads and pavements

Our recent resurfacing programme involved one of the busiest routes in and out of the city, Meadowhead and Chesterfield Road. The road was closed in three phases with work undertaken at night to minimise disruption.

After that we resurfaced Jordanthorpe Parkway, working around the roundabout at the end of Dyche Lane and down past the ambulance station.



Jordanthorpe Parkway



Little London Road

Following this we resurfaced Hallowmoor Road in the north of the city, before moving onto Little London Road, resurfacing from the junction with Chesterfield Road, underneath the railway bridge, up to Broadfield Way. Network Rail were on-site to ensure that we worked safely in and around the bridge, all of which went very smoothly, and the work was completed on schedule.



Little London Road

Winter

Our winter maintenance period runs from 1st October to 30th April, and when freezing conditions arrive, we grit 60% of the city's highway network in priority order, from all the main roads that link Sheffield to other major towns and cities and the motorway network, to roads that provide access to local hospitals. We also keep over 2200 grit bins stocked up, re-filling them regularly to ensure grit is available in communities when it's needed the most.

From late November 2021 our teams were gritting the city's roads regularly, especially on higher ground. Despite the number of winter storms, especially the three storms in quick succession during February - Dudley, Eunice, and Franklin, all of which brought extremely strong winds and heavy rain to Sheffield - there was much less snow than last year.

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“Our Arbs teams were already stretched by the time Storm Eunice arrived, having already dealt with 34 urgent reports and 16 fallen trees earlier in the week due to Storm Dudley. Despite very challenging conditions, our teams worked around the clock, responding to 51 urgent calls in a 5-hour period.

In total, we responded to 210 urgent reports of damaged and fallen trees and 85 reports of flooding. Several roads were closed temporarily as the teams worked to clear surface water.”

This Winter we gritted Sheffield priority routes a total of 113 times using approximately 12,000 tonnes of grit salt to help keep the roads clear of snow and ice.



Street tree partnership update

Since 2019, as part of the Sheffield Street Tree Partnership and as outlined in the Sheffield Street Tree Strategy, we have worked with our partners to make sure that the approach to replacing trees locally is transparent, inclusive, exemplary and sustainable.

In the last two years, the work of the partnership has resulted in the production of a Street Tree Guidelines booklet, an award for becoming a Tree City of the World and a certificate of compliance for managing street trees sustainably by the world's largest Forest

Certification Scheme, PEFC UK. These achievements would not have been possible without the hard work of the partnership members.

In March April 2022, the partnership welcomed a new chair, who is already playing an active role in steering the invaluable work of the group. Nathan Edwards, Director of Urban Wilderness, took over from Liz Ballard, CEO of Sheffield and Rotherham Wildlife Trust, who has helped drive delivery of the Sheffield Street Tree Strategy since 2019.



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Dean and Alf sorting out the flower beds on Fitzalan Square

Ground force

Our Grounds Maintenance team are a busy bunch, working all year long to keep the city looking clean and green. Their work is varied, involving clearing leaf litter and detritus from roads and pavements in the autumn, cutting back shrubs and clearing flower beds ready for planting spring bulbs, to maintaining grass verges and cutting grass.

But one of the most colourful parts of their work is during late spring and summer when all the flower beds in the city come alive with vibrant colour. Alf and Dean are tasked with keeping these flower beds weed-free, working across the city, systematically making sure that no matter where they are, the flowers are blooming lovely!

Glyphosate trial

Back in 2021, the council committed to reviewing and reducing its use of glyphosate across Sheffield.

Since then, we have worked alongside the council to look at alternative non-chemical weedkillers as well as completely chemical-free options. We no longer apply glyphosate in shrub beds, floral displays, rose beds, hedgerows and planted areas, or around street furniture on highway verges and we're pleased to say that by the end of the year we will achieve a **25% reduction** in glyphosate use as a result of these changes.

We're also trialling a completely glyphosate-free area in Brincliffe with further trials in other areas planned for the near future. Local residents are being asked to give their feedback on any changes they experience before responses are reviewed and next steps agreed with the council. Watch this space!



Street cleansing team

It's an unfortunate fact that our street cleansing team are rarely anything other than very busy. With two teams made up of 100 operatives, they work around the clock, emptying 3000 litter bins to keep Sheffield litter-free.

Recent events in the city centre, such as Tramlines and the UEFA Women's Euros, has meant that additional teams have worked day and night to keep the streets clean, emptying the additional bins placed in the city centre.



Supporting local litter picking and community groups

In addition to our own teams, Sheffield's army of volunteer litter pickers continue their crusade to rid the city of litter! This year has seen even more groups getting involved from all corners of Sheffield and we're very grateful for all that they do to keep Sheffield clean.

If you want to get involved, take a look at the information on our website about how you can go about this safely, the equipment you can request and how to report your litter picks to us: www.sheffield.gov.uk/home/pollution-nuisance/organise-litter-picks.html



Just some of our local litter picking heroes!



Apprentices

Our apprentices are almost half-way through their two-year apprenticeships at Streets Ahead and are continuing to learn new skills and gain invaluable work experience. Both Ryan and Toby are Degree Apprentices and are thoroughly enjoying their time with us.



Apprentices from left to right: Luke, Liam, Thomas, Joseph & Ryan

“I used to be a car salesman and now I’m working at Amey! I’d like to go far, and this is definitely a good career. The job is really good. They give you a lot of freedom and a lot of trust.” (Ryan)

“Amey offers the best of opportunities along with amazing benefits and many different pathways for a career, and I saw the best one for me to kickstart my journey in Amey. I hope to spend my time learning as much as I can, taking it all in and using it to my advantage.” (Toby)

Since 2012, a total of 97 young apprentices from Sheffield have been employed by Amey and many of them have gone on to secure a permanent job on the contract. We’ve already begun to recruit new apprentices for this year – more information on the Amey website:

www.amey.co.uk/your-career/early-careers/

National careers week

Pupils from Bents Green School in Gleadless spent a whole week with Streets Ahead as part of their Week of Work earlier this year.

From tours of the Olive Grove depot to learning all about the different jobs our employees do, and of course, meeting Phil the Bin, the pupils were kept busy and entertained throughout! We loved having them and look forward to seeing them again soon.



Bents Green School

Amey challenge cup

Four teams of year 9 school girls from 3 schools in Sheffield, Meadowhead High School, All Saints Catholic High School and Ecclesfield Secondary School, took part in the Amey Challenge Cup this year. In the first event since 2019, the school girls were given the task of designing a structure to replace a collapsed bridge over the River Teme. After a fun-packed day and some serious judging, Ecclesfield Secondary School were crowned the winners!



Ecclesfield winners

School assemblies

Our Education Officer has delivered litter assemblies to almost 4000 school pupils in Sheffield during the past academic year. Even Phil the Bin, the Streets Ahead litter mascot, got in on the act, visiting schools to help the pupils understand the harmful impact of litter on the environment.



Phil the Bin with pupils from Rainbow Forge Primary School

Fundraising for Cancer Research UK

Streets Ahead have continued to fundraise in support of Amey’s employee chosen charity, Cancer Research UK. Earlier this year, Streets Ahead were awarded a platinum certificate for our donation of 74 bags of unwanted clothing and household items, which equalled a donation of over £1,600!



Jude De Couto and Dave Smith at Olive Grove depot

Keeping you informed

Those of you directly affected by Streets Ahead works will either receive a letter advising you of arrangements before we start any work or be notified by roadside signs.

Reporting service issues

If you would like to report any issues, please contact us:

Online at www.sheffield.gov.uk/reportmystreet

By email: streetsahead@sheffield.gov.uk

By phone: **0114 273 4567**

Feedback

We would love to hear your feedback on this newsletter and if there is any more information you would find useful.

Please email any comments or suggestions to streetsahead@sheffield.gov.uk.

This document can be supplied in alternative formats. Please contact **0114 273 4567**.

Visit us at www.sheffield.gov.uk/streetsahead

Call us on **0114 273 4567**

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Local Area Committee Reports (September 2022)

LAC Monthly Report CA1 South East Sep 2022
LAC Monthly Report CA2 South Sep 2022
LAC Monthly Report CA3 South West Sep 2022
LAC Monthly Report CA4 Central Sep 2022
LAC Monthly Report CA5 North 2022
LAC Monthly Report CA6 North East Sep 2022
LAC Monthly Report CA7 East Sep 2022

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Sheffield Streets Ahead Highways Maintenance

Area Highway Representative Monthly Monitoring Report

September 2022

Local Area Committee -

South East LAC
(Beighton, Birley, Mosborough, Woodhouse)

AHR Contact -



Jillian Fairbrother
07801 988 175
jillian.fairbrother@amey.co.uk



Customer Experience Team

639 total enquiries
 184 related to street cleaning
 29% of the total no of calls in your area



Resurfacing schemes



City-wide
 sq metres of road 9,784
 sq metres of pavements 31,104
 were resurfaced this month



Network Priority Incidents reported

626 Total number of incidents responded to in month for your area.

The incidents were:

387 High priority (2 business days and under)

239 Low priority (typically 28 day response)



Street Lighting and Signage



City-wide We look after 70,458 street lighting columns & signs

We achieved an average repair time of 1.8 days

Faults that required support of the electrical distribution company were resolved in an average of 8.2 days

In your area, there were:

31 faults recorded

30 were repaired by Amey

1 more complex faults were repaired with external support

Grounds Maintenance

Grass cutting

Summer maintenance programme started April 2022

Winter maintenance will start 31 October 2022



Leaf clearance

'Hot spot' leaf clearance programme is due to start in October 2022 and will continue until the end of January 2023

The tree planting season began at the start of October 2021 and continued until the end of March 2022

Trees

City-wide 373 trees have been planted this season
 44 trees were in your area



Street Cleaning

Enquiries

City-wide **2,352** street cleaning enquiries were recorded
184 were in your area



Fly-tipping

City-wide **1,219** fly tipping incidents were recorded
90 are in your area **(7%)**

Hotspots for your area were:

street	#incidents
Greengate Lane	5
Moorthorpe Way	5
Birley Vale Avenue	4
Delves Avenue	3
Garland Close	3



Litter Bins



City-wide There are **3,072** litter bins
of which **307** are in your area

32 Litter pick collections were conducted in your area.

From **184** street cleaning enquiries,
80 related to litter, damaged/full bins & graffiti **(43%)**

Highway Drainage

Gullies



City Wide There are **81,609** Highway network surface water gullies

From the planned Annual programme
12,210 gullies are in your area, of which
0 were cleaned this month

2 high flood risk hotspots were also attended in your area.

Winter maintenance

Gritting routes are broken into two categories

Priority 1 routes - the main arterial routes which link Sheffield to other major cities and motorways

Priority 2 routes - other main routes, such as bus routes, link roads, roads where key public service facilities are located and rural routes



City-wide
there were **0** gritting runs
there are **2,223** grit bins

238 grit bins are in your area



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Sheffield Streets Ahead Highways Maintenance

Area Highway Representative Monthly Monitoring Report

September 2022

Local Area Committee -

South LAC
(Beauchief & Greenhill, Gleadless Valley, Graves Park, Sharrow
& Nether Edge)

AHR Contact -



Chris Dean
07933 397 441



christopher.dean1@amey.co.uk



Customer Experience Team

640 total enquiries
 213 related to street cleaning
 33% of the total no of calls in your area



Resurfacing schemes



City-wide
 sq metres of road 9,784
 sq metres of pavements 31,104
 were resurfaced this month



Network Priority Incidents reported

639 Total number of incidents responded to in month for your area.

The incidents were:

365 High priority (2 business days and under)

274 Low priority (typically 28 day response)



Street Lighting and Signage



City-wide We look after 70,458 street lighting columns & signs

We achieved an average repair time of 1.8 days

Faults that required support of the electrical distribution company were resolved in an average of 8.2 days

In your area, there were:

- 45 faults recorded
- 28 were repaired by Amey
- 17 more complex faults were repaired with external support

Grounds Maintenance

Grass cutting

Summer maintenance programme started April 2022

Winter maintenance will start 31 October 2022



Leaf clearance

'Hot spot' leaf clearance programme is due to start in October 2022 and will continue until the end of January 2023

The tree planting season began at the start of October 2021 and continued until the end of March 2022

Trees

City-wide 373 trees have been planted this season
 72 trees were in your area



Street Cleaning

Enquiries

City-wide **2,352** street cleaning enquiries were recorded
213 were in your area



Fly-tipping

City-wide **1,219** fly tipping incidents were recorded
121 are in your area **(10%)**

Hotspots for your area were:

street	#incidents
Abbeydale Road	6
Blackstock Road	6
Raeburn Road	4
Leighton Road	3
Spring Close Mount	3



Litter Bins



City-wide There are **3,072** litter bins
of which **340** are in your area

11 Litter pick collections were conducted in your area.

From **213** street cleaning enquiries,
77 related to litter, damaged/full bins & graffiti **(36%)**

Highway Drainage

Gullies



City Wide There are **81,609** Highway network surface water gullies

From the planned Annual programme
9,960 gullies are in your area, of which
0 were cleaned this month

6 high flood risk hotspots were also attended in your area.

Winter maintenance

Gritting routes are broken into two categories

Priority 1 routes - the main arterial routes which link Sheffield to other major cities and motorways

Priority 2 routes - other main routes, such as bus routes, link roads, roads where key public service facilities are located and rural routes



City-wide
there were **0** gritting runs
there are **2,223** grit bins

338 grit bins are in your area



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Sheffield Streets Ahead Highways Maintenance

Area Highway Representative Monthly Monitoring Report

September 2022

Local Area Committee -

South West LAC
(Crookes & Crosspool, Dore & Totley, Ecclesall, Fulwood)

AHR Contact -



Rebecca McGuchan
07568 605 195
rebecca.mcguchan@amey.co.uk



Customer Experience Team

505 total enquiries
 91 related to street cleaning
 18% of the total no of calls in your area



Resurfacing schemes



City-wide
 sq metres of road 9,784
 sq metres of pavements 31,104
 were resurfaced this month



Network Priority Incidents reported

498 Total number of incidents responded to in month for your area.

The incidents were:

283 High priority (2 business days and under)

215 Low priority (typically 28 day response)



Street Lighting and Signage



City-wide We look after 70,458 street lighting columns & signs

We achieved an average repair time of 1.8 days

Faults that required support of the electrical distribution company were resolved in an average of 8.2 days

In your area, there were:

- 25 faults recorded
- 24 were repaired by Amey
- 1 more complex faults were repaired with external support

Grounds Maintenance

Grass cutting

Summer maintenance programme started April 2022

Winter maintenance will start 31 October 2022



Leaf clearance

'Hot spot' leaf clearance programme is due to start in October 2022 and will continue until the end of January 2023

The tree planting season began at the start of October 2021 and continued until the end of March 2022

Trees

City-wide 373 trees have been planted this season
 64 trees were in your area



Street Cleaning

Enquiries

City-wide **2,352** street cleaning enquiries were recorded
91 were in your area



Fly-tipping

City-wide **1,219** fly tipping incidents were recorded
31 are in your area **(3%)**

Hotspots for your area were:

street	#incidents
Marston Road	2
Totley Brook Close	2
Cobden View Road	2
Cruise Road	2
Redmires Road	2



Litter Bins



City-wide There are **3,072** litter bins
of which **249** are in your area

20 Litter pick collections were conducted in your area.

From **91** street cleaning enquiries,
43 related to litter, damaged/full bins & graffiti **(47%)**

Highway Drainage

Gullies



City Wide There are **81,609** Highway network surface water gullies

From the planned Annual programme
9,299 gullies are in your area, of which
84 were cleaned this month

2 high flood risk hotspots were also attended in your area.

Winter maintenance

Gritting routes are broken into two categories

Priority 1 routes - the main arterial routes which link Sheffield to other major cities and motorways

Priority 2 routes - other main routes, such as bus routes, link roads, roads where key public service facilities are located and rural routes



City-wide
there were **0** gritting runs
there are **2,223** grit bins

439 grit bins are in your area



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Sheffield Streets Ahead Highways Maintenance

Area Highway Representative Monthly Monitoring Report

September 2022

Local Area Committee -

Central LAC
(Broomhill & Sharrow Vale, City, Hillsborough, Walkley)

AHR Contact -



Michael Carl
07917 146 166
michael.carl@amey.co.uk



Customer Experience Team

1232 total enquiries
 506 related to street cleaning
 41% of the total no of calls in your area



Resurfacing schemes



City-wide
 sq metres of road 9,784
 sq metres of pavements 31,104
 were resurfaced this month



Network Priority Incidents reported

1,212 Total number of incidents responded to in month for your area.
 The incidents were:
 717 High priority (2 business days and under)
 495 Low priority (typically 28 day response)



Street Lighting and Signage



City-wide We look after 70,458 street lighting columns & signs

We achieved an average repair time of 1.8 days
 Faults that required support of the electrical distribution company were resolved in an average of 8.2 days

In your area, there were:

56 faults recorded
 52 were repaired by Amey
 4 more complex faults were repaired with external support

Grounds Maintenance

Grass cutting

Summer maintenance programme started April 2022
 Winter maintenance will start 31 October 2022



Leaf clearance

'Hot spot' leaf clearance programme is due to start in October 2022 and will continue until the end of January 2023

Trees

City-wide 373 trees have been planted this season
 43 trees were in your area

The tree planting season began at the start of October 2021 and continued until the end of March 2022



Street Cleaning

Enquiries

City-wide **2,352** street cleaning enquiries were recorded
506 were in your area



Fly-tipping

City-wide **1,219** fly tipping incidents were recorded
237 are in your area **(19%)**

Hotspots for your area were:

street	#incidents
Lancing Road	7
Penistone Road	6
Gell Street	5
Crookesmoor Road	4
Harold Street	3



Litter Bins



City-wide There are **3,072** litter bins
of which **1,071** are in your area

29 Litter pick collections were conducted in your area.

From **506** street cleaning enquiries,
235 related to litter, damaged/full bins & graffiti **(46%)**

Highway Drainage

Gullies



City Wide There are **81,609** Highway network surface water gullies

From the planned Annual programme

12,427 gullies are in your area, of which
1,553 were cleaned this month

2 high flood risk hotspots were also attended in your area.

Winter maintenance

Gritting routes are broken into two categories

Priority 1 routes - the main arterial routes which link Sheffield to other major cities and motorways

Priority 2 routes - other main routes, such as bus routes, link roads, roads where key public service facilities are located and rural routes



City-wide
there were **0** gritting runs
there are **2,223** grit bins

321 grit bins are in your area



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Sheffield Streets Ahead Highways Maintenance

Area Highway Representative Monthly Monitoring Report

September 2022

Local Area Committee -

North LAC
(East Ecclesfield, Stannington, Stocksbridge & Upper Don, West
Ecclesfield)

AHR Contact -



Munim Ahmed
07935 071 620
mohammed.ahmed1@amey.co.uk



Customer Experience Team

520 total enquiries
 137 related to street cleaning
 26% of the total no of calls in your area



Resurfacing schemes



City-wide
 sq metres of road 9,784
 sq metres of pavements 31,104
 were resurfaced this month



Network Priority Incidents reported

516 Total number of incidents responded to in month for your area.

The incidents were:

- 312 High priority (2 business days and under)
- 204 Low priority (typically 28 day response)



Street Lighting and Signage



City-wide We look after 70,458 street lighting columns & signs

We achieved an average repair time of 1.8 days

Faults that required support of the electrical distribution company were resolved in an average of 8.2 days

In your area, there were:

- 33 faults recorded
- 24 were repaired by Amey
- 9 more complex faults were repaired with external support

Grounds Maintenance

Grass cutting

Summer maintenance programme started April 2022
 Winter maintenance will start 31 October 2022



Leaf clearance

'Hot spot' leaf clearance programme is due to start in October 2022 and will continue until the end of January 2023

Trees

City-wide 373 trees have been planted this season
 46 trees were in your area

The tree planting season began at the start of October 2021 and continued until the end of March 2022



Street Cleaning

Enquiries

City-wide **2,352** street cleaning enquiries were recorded
137 were in your area



Fly-tipping

City-wide **1,219** fly tipping incidents were recorded
90 are in your area **(7%)**

Hotspots for your area were:

street	#incidents
Delf Road	7
Load Field Road	7
Canyards Hills Lane	4
Blindside Lane	3
Smithy Wood Road	3



Litter Bins



City-wide There are **3,072** litter bins
of which **296** are in your area

14 Litter pick collections were conducted in your area.

From **137** street cleaning enquiries,
35 related to litter, damaged/full bins & graffiti **(26%)**

Highway Drainage

Gullies



City Wide There are **81,609** Highway network surface water gullies

From the planned Annual programme

12,758 gullies are in your area, of which
17 were cleaned this month

6 high flood risk hotspots were also attended in your area.

Winter maintenance

Gritting routes are broken into two categories

Priority 1 routes - the main arterial routes which link Sheffield to other major cities and motorways

Priority 2 routes - other main routes, such as bus routes, link roads, roads where key public service facilities are located and rural routes



City-wide there were **0** gritting runs
there are **2,223** grit bins

555 grit bins are in your area



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Sheffield Streets Ahead Highways Maintenance

Area Highway Representative Monthly Monitoring Report

September 2022

Local Area Committee -

North East LAC
(Burngreave, Firth Park, Shiregreen & Brightside, Southey)

AHR Contact -



Monir Ahmed
07708 480 246
monir.ahmed@amey.co.uk



Customer Experience Team

1169 total enquiries
648 related to street cleaning
55% of the total no of calls in your area



Resurfacing schemes



City-wide

sq metres of road **9,784**
 sq metres of pavements **31,104**
 were resurfaced this month



Network Priority Incidents reported

1,161 Total number of incidents responded to in month for your area.

The incidents were:

- 757** High priority (2 business days and under)
- 404** Low priority (typically 28 day response)



Street Lighting and Signage



City-wide We look after **70,458** street lighting columns & signs

We achieved an average repair time of **1.8** days

Faults that required support of the electrical distribution company were resolved in an average of **8.2** days

In your area, there were:

- 39** faults recorded
- 30** were repaired by Amey
- 9** more complex faults were repaired with external support

Grounds Maintenance

Grass cutting

Summer maintenance programme started April 2022
 Winter maintenance will start 31 October 2022



Leaf clearance

'Hot spot' leaf clearance programme is due to start in October 2022 and will continue until the end of January 2023

The tree planting season began at the start of October 2021 and continued until the end of March 2022

Trees

City-wide **373** trees have been planted this season
33 trees were in your area



Street Cleaning

Enquiries

City-wide **2,352** street cleaning enquiries were recorded
648 were in your area



Fly-tipping

City-wide **1,219** fly tipping incidents were recorded
356 are in your area **(29%)**

Hotspots for your area were:

street	#incidents
Fox Street	11
Petre Street	9
Deerlands Avenue	8
Barnsley Road	7
Wade Street	7



Litter Bins



City-wide There are **3,072** litter bins
of which **436** are in your area

81 Litter pick collections were conducted in your area.

From **648** street cleaning enquiries,
255 related to litter, damaged/full bins & graffiti **(39%)**

Highway Drainage

Gullies



City Wide There are **81,609** Highway network surface water gullies

From the planned Annual programme

10,716 gullies are in your area, of which
3,799 were cleaned this month

12 high flood risk hotspots were also attended in your area.

Winter maintenance

Gritting routes are broken into two categories

Priority 1 routes - the main arterial routes which link Sheffield to other major cities and motorways

Priority 2 routes - other main routes, such as bus routes, link roads, roads where key public service facilities are located and rural routes



City-wide there were **0** gritting runs
there are **2,223** grit bins

258 grit bins are in your area



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Sheffield Streets Ahead Highways Maintenance

Area Highway Representative Monthly Monitoring Report

September 2022

Local Area Committee -

East LAC
(Darnall, Manor Castle, Park & Arbourthorne, Richmond)

AHR Contact -



Joanne Shirt
07548 773 517
joanne.shirt@amey.co.uk



Customer Experience Team

1301 total enquiries
 573 related to street cleaning
 44% of the total no of calls in your area



Resurfacing schemes



City-wide
 sq metres of road 9,784
 sq metres of pavements 31,104
 were resurfaced this month



Network Priority Incidents reported

1,292 Total number of incidents responded to in month for your area.

The incidents were:

- 646 High priority (2 business days and under)
- 646 Low priority (typically 28 day response)



Street Lighting and Signage



City-wide We look after 70,458 street lighting columns & signs

We achieved an average repair time of 1.8 days
 Faults that required support of the electrical distribution company were resolved in an average of 8.2 days

In your area, there were:

- 50 faults recorded
- 44 were repaired by Amey
- 6 more complex faults were repaired with external support

Grounds Maintenance

Grass cutting

Summer maintenance programme started April 2022
 Winter maintenance will start 31 October 2022



Leaf clearance

'Hot spot' leaf clearance programme is due to start in October 2022 and will continue until the end of January 2023

The tree planting season began at the start of October 2021 and continued until the end of March 2022

Trees

City-wide 373 trees have been planted this season
 71 trees were in your area



Street Cleaning

Enquiries

City-wide **2,352** street cleaning enquiries were recorded
573 were in your area



Fly-tipping

City-wide **1,219** fly tipping incidents were recorded
294 are in your area **(24%)**

Hotspots for your area were:

street	#incidents
Staniforth Road	15
Fisher Lane	12
Lumley Street	7
Ouse Road	5
Coventry Road	5



Litter Bins



City-wide There are **3,072** litter bins
of which **373** are in your area

46 Litter pick collections were conducted in your area.

From **573** street cleaning enquiries,
236 related to litter, damaged/full bins & graffiti **(41%)**

Highway Drainage

Gullies



City Wide There are **81,609** Highway network surface water gullies

From the planned Annual programme

14,239 gullies are in your area, of which
0 were cleaned this month

3 high flood risk hotspots were also attended in your area.

Winter maintenance

Gritting routes are broken into two categories

Priority 1 routes - the main arterial routes which link Sheffield to other major cities and motorways

Priority 2 routes - other main routes, such as bus routes, link roads, roads where key public service facilities are located and rural routes



City-wide
there were **0** gritting runs
there are **2,223** grit bins

245 grit bins are in your area



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Quarterly Strategic Board KPI Dashboard - 2022/23 Quarter 2 version

CAA = Local Area Committees

CAA1 – South East LAC

CAA2 – South

CAA3 – South West

CAA4 – Central

CAA5 – North

CAA6 – North East

CAA7 – East

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Included in this report are the following graphs:

Asset Quality & Conditions – Figures 1 to 6

These 6 x graphs depict the condition score for each of the various categories of highway assets within the contract – The contract threshold is shown on each graph.

Highway Maintenance Ranking (All Local Authorities) – Figure 7

Figure 7 shows the Highway Maintenance overall NHT Survey Results for the 2022 survey. Sheffield’s score has remained static achieving the same score as 2021, the two top performing Authorities have increased their score whilst other Authority’s have increased their position to equal Sheffield’s results. This year the survey was sent to 4,500 households across the authority area and 963 members of the public responded. This represents an overall response rate for Sheffield of 21.4% compared with the national average of 22.8%.

National Highways and Streets Ahead Lost Time – Figure 8

This graph has been compiled by our H&S Safety Manager and depicts our actual Lost Time Accident Incident Rate and compares it to National Highways and that of the Construction Industry.



Quality and Timeliness – Figures 11 and 12

These 2 graphs depict the number of events recorded by workstream. The first graph shows the number of events that required a response within 2 business days or under and everything else shown in the second graph. For an immediate response, the target completion is 98% and for non-immediate response is 95%, indicated on the graph with a dashed red line.

These targets are non-contractual Key Performance Indicators and are set by us. These results should be read in conjunction with performance deductions against the contract. On the occasions where our target is not met then relief is sought which can fluctuate by 3rd party activities beyond our control. (eg. Utility works, cars blocking access...etc)

Flood Risk Management – Figures 13 and 14

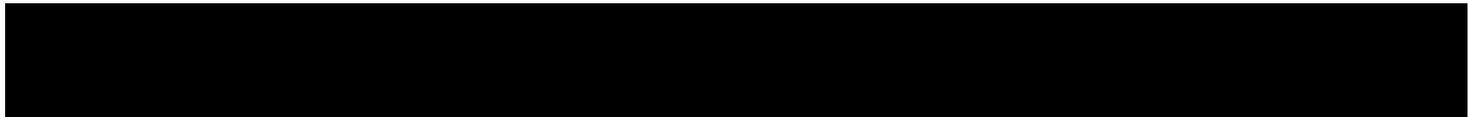
Figure 12 shows the cyclical gully cleaning program, broken down into blocked gullies, broken lids, jammed lids and lid missing. Figure 13 represents the total number of gullies cleaned month on month shown against the accumulative number of gullies on network. Our target being 95% total month on month.

Customer Satisfaction – Figures 15 and 16

These graphs depict the number of complaints and compliments raised over a 3-month period. Figure 14 is the percentage of complaints by month from the annual total.

Environmental – Figures 17 and 18

These graphs provide details of the Streets Ahead carbon expenditure. It is Amey’s aim to be carbon neutral by 2030. As a company we are looking to drop 5% by 2023. Figures 17 represents the total number of vehicles leased to Amey and does not include Short Term Hires.



Workforce – Figures 23 - 26

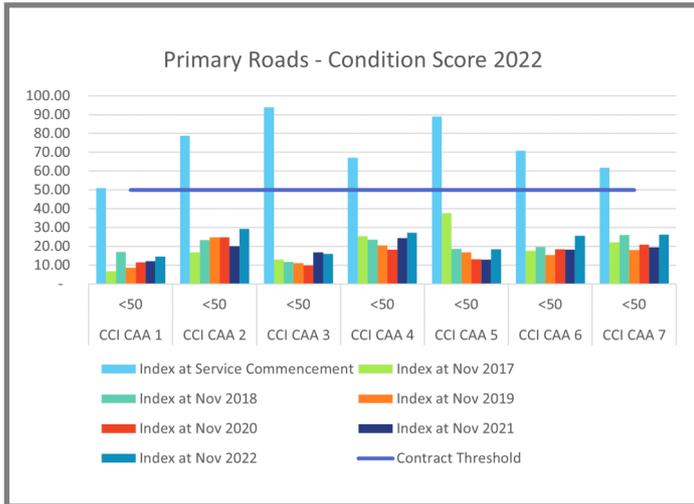
These graphs depict Equality, Diversity, and Inclusivity markers for the Streets Ahead contract. Amey’s aims to achieve the following:

- By 2023 we aim to have a gender and multiculturalism improvement plan in place and achieve 50% female representation on our Early Careers programmes
- By 2025 we aim to achieve 33% female representation and 10% multicultural representation across Amey. Plus maintain 50% female presentation on our Early Careers programmes.
- By 2030 we aim to achieve 40% female representation and 15% multicultural representation across Amey.

Social Value

A list of all Social Value activities undertaken.

Asset Quality & Conditions:



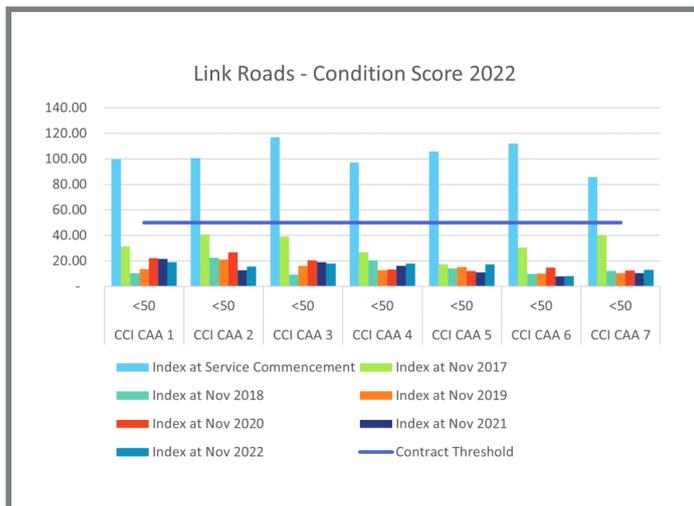
Primary Roads - Condition Score 2022

Figure 1



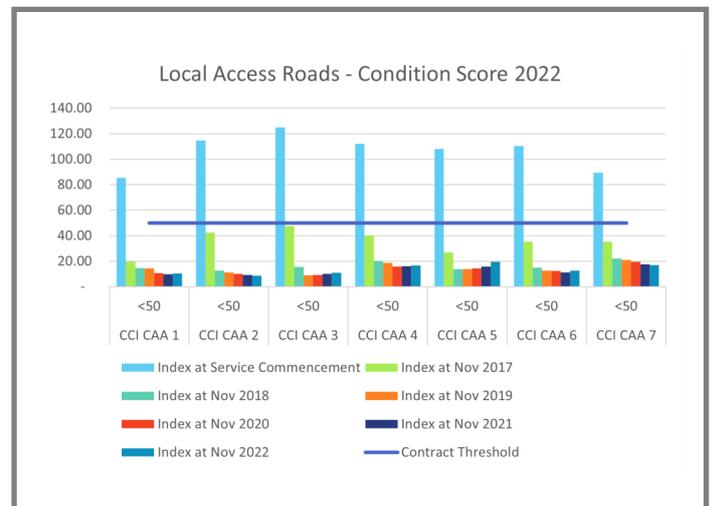
Secondary Roads - Condition Score 2022

Figure 2



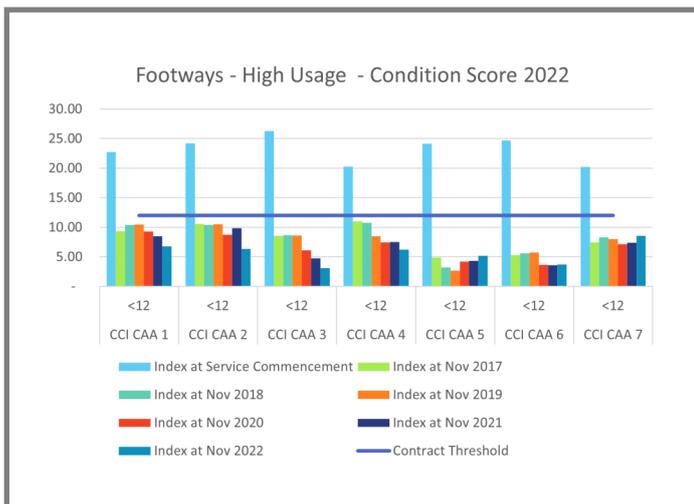
Link Roads - Condition Score 2022

Figure 3



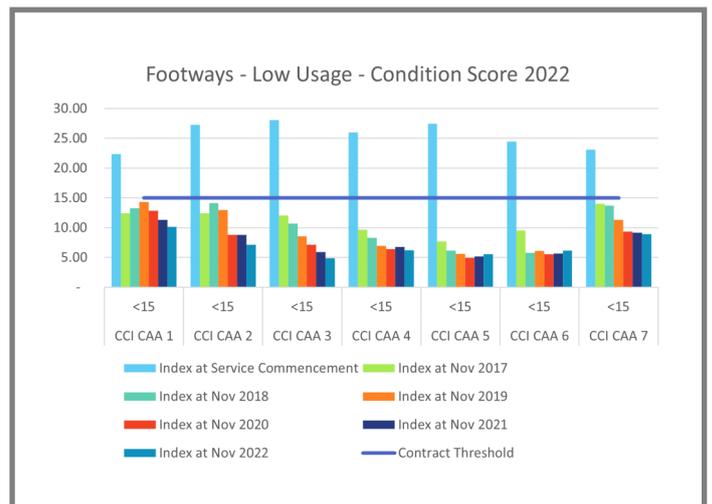
Local Access Roads - Condition Score 2022

Figure 4



Footways - High Usage - Condition Score 2022

Figure 5



Footways - Low Usage - Condition Score 2022

Figure 6

Peer Group Comparisons (from 2021 NHT survey):

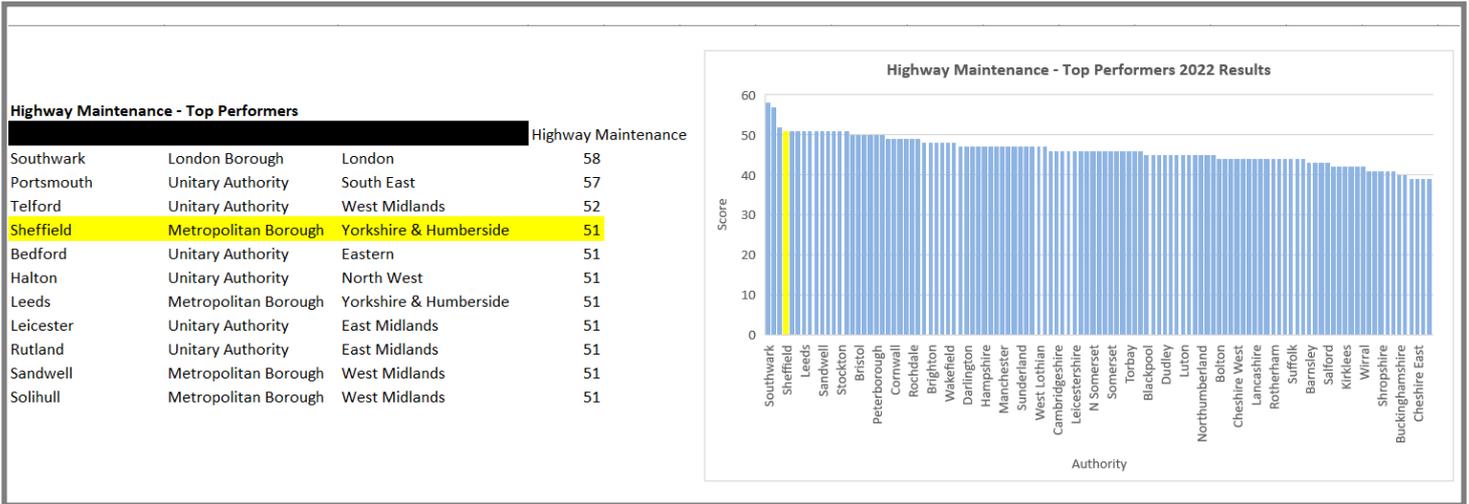
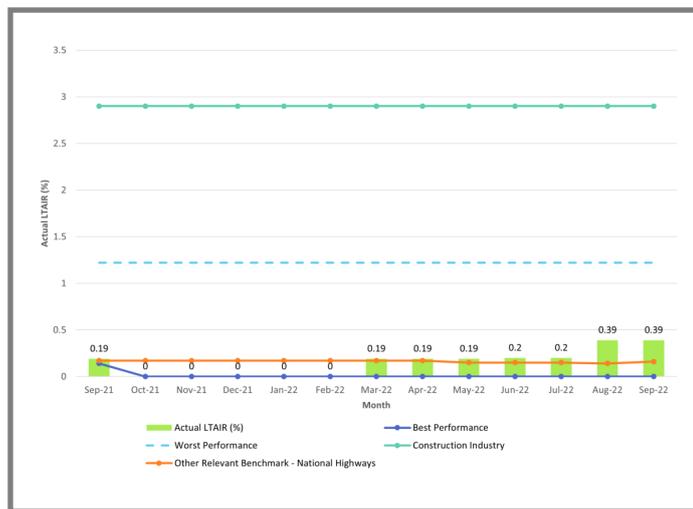


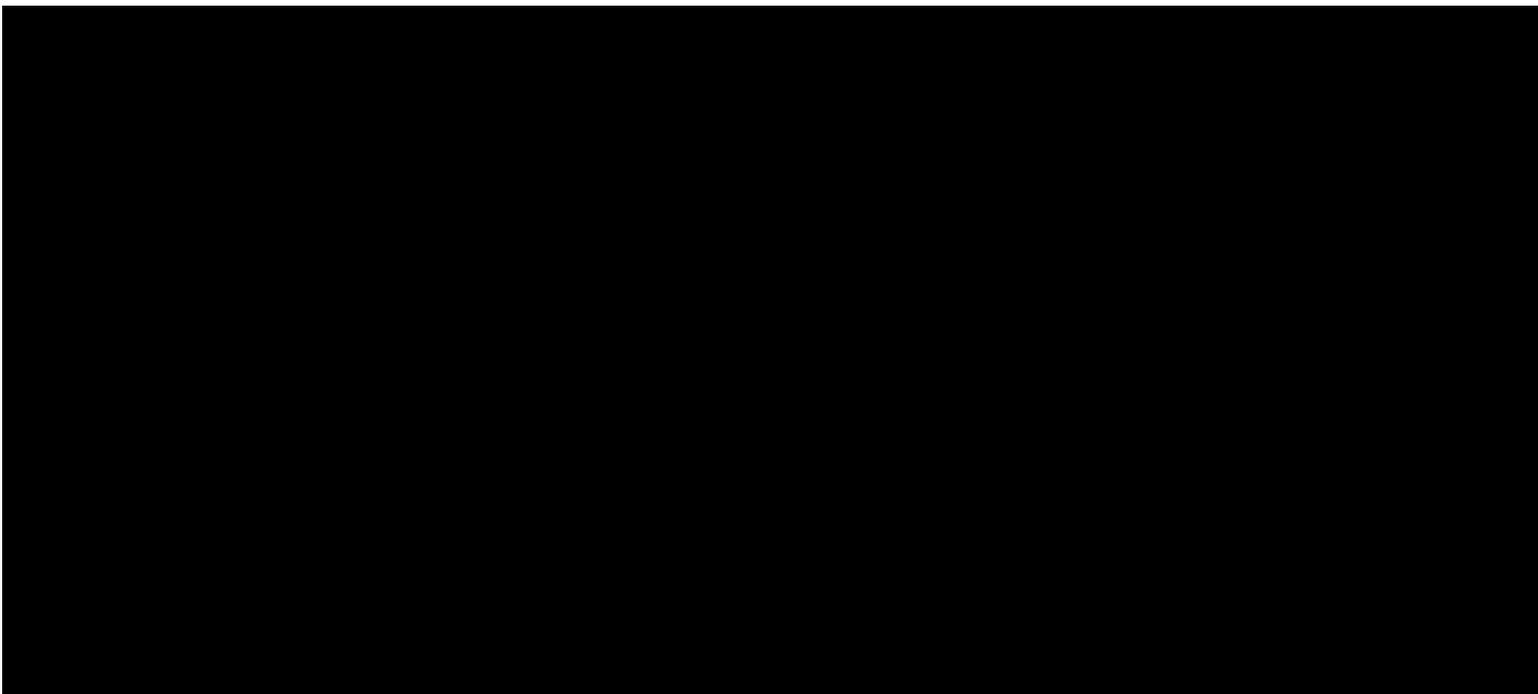
Figure 7

National Highways & 'Streets Ahead' Lost Time:

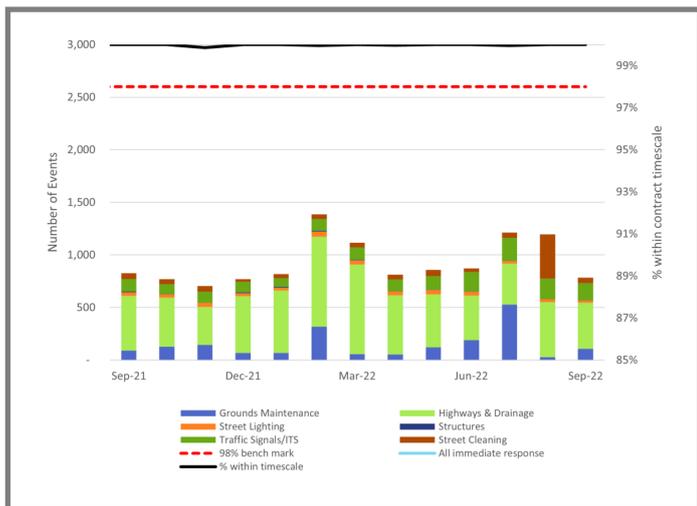


Streets Ahead Lost Time Accident Rate

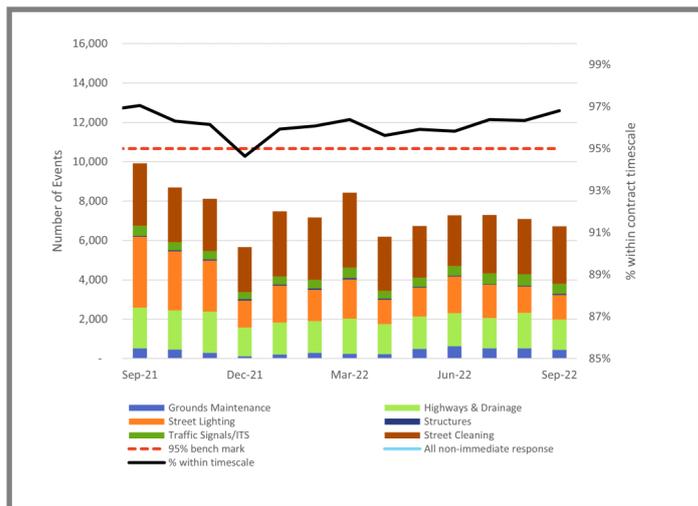
Figure 8



Quality and Timeliness:

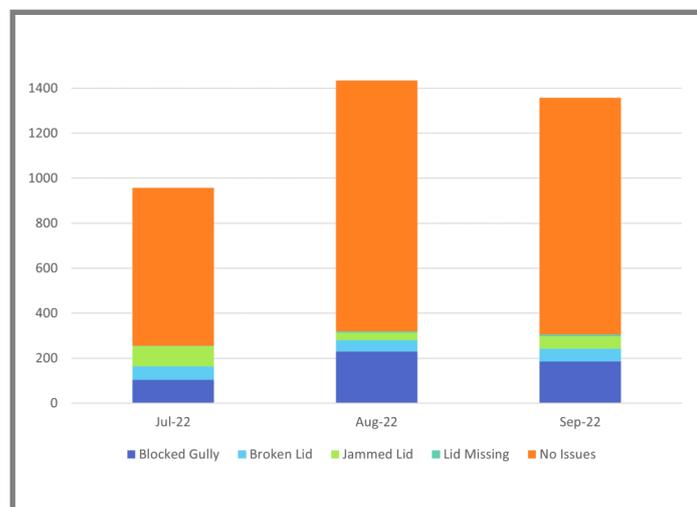


Immediate Response (≤ 2 Business Days) *Figure 11*

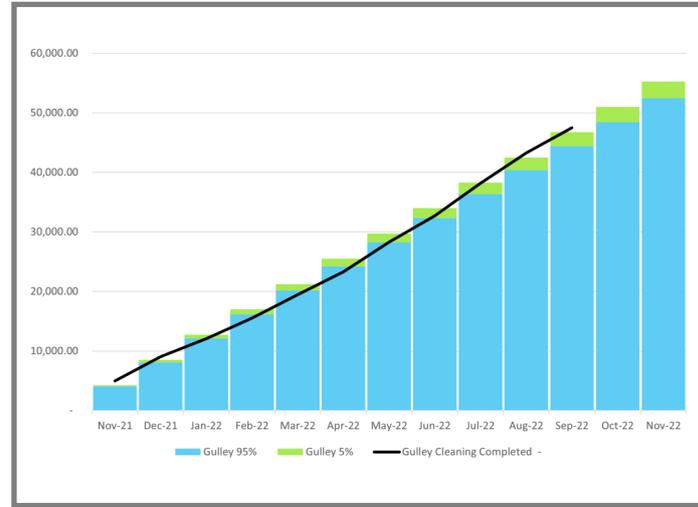


Non-Immediate Response (≥ 2 Business Days) *Figure 12*

Flood Risk Management:

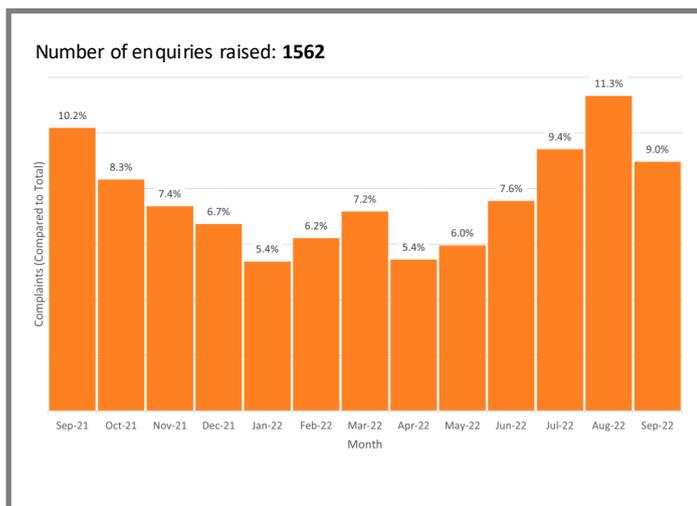


Cyclical Gully Cleaning Program *Figure 13*

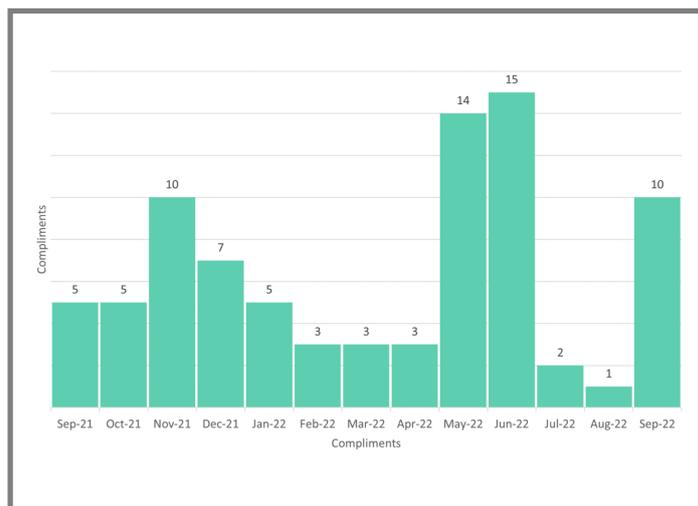


Gulley Cleaning Program *Figure 14*

Customer Satisfaction:

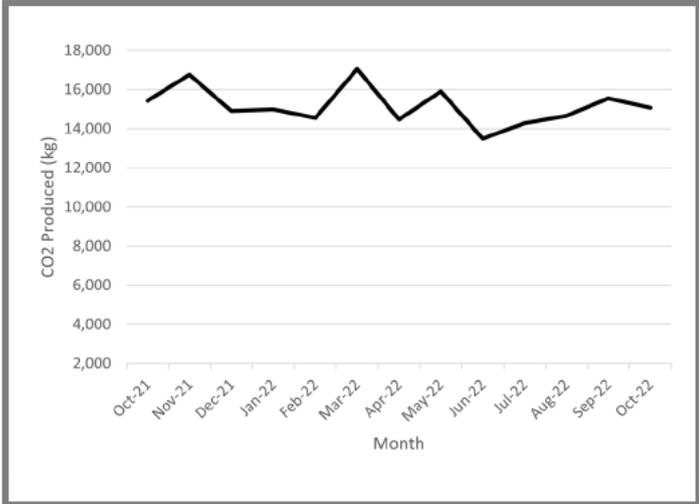


Customer Complaints *Figure 15*



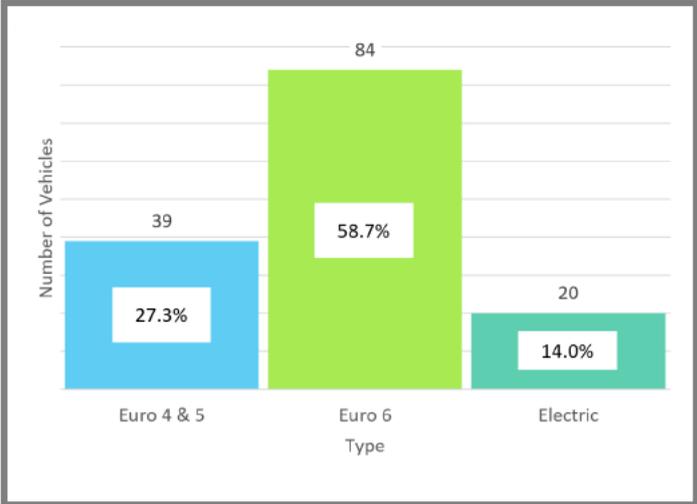
Customer Compliments *Figure 16*

Environmental:



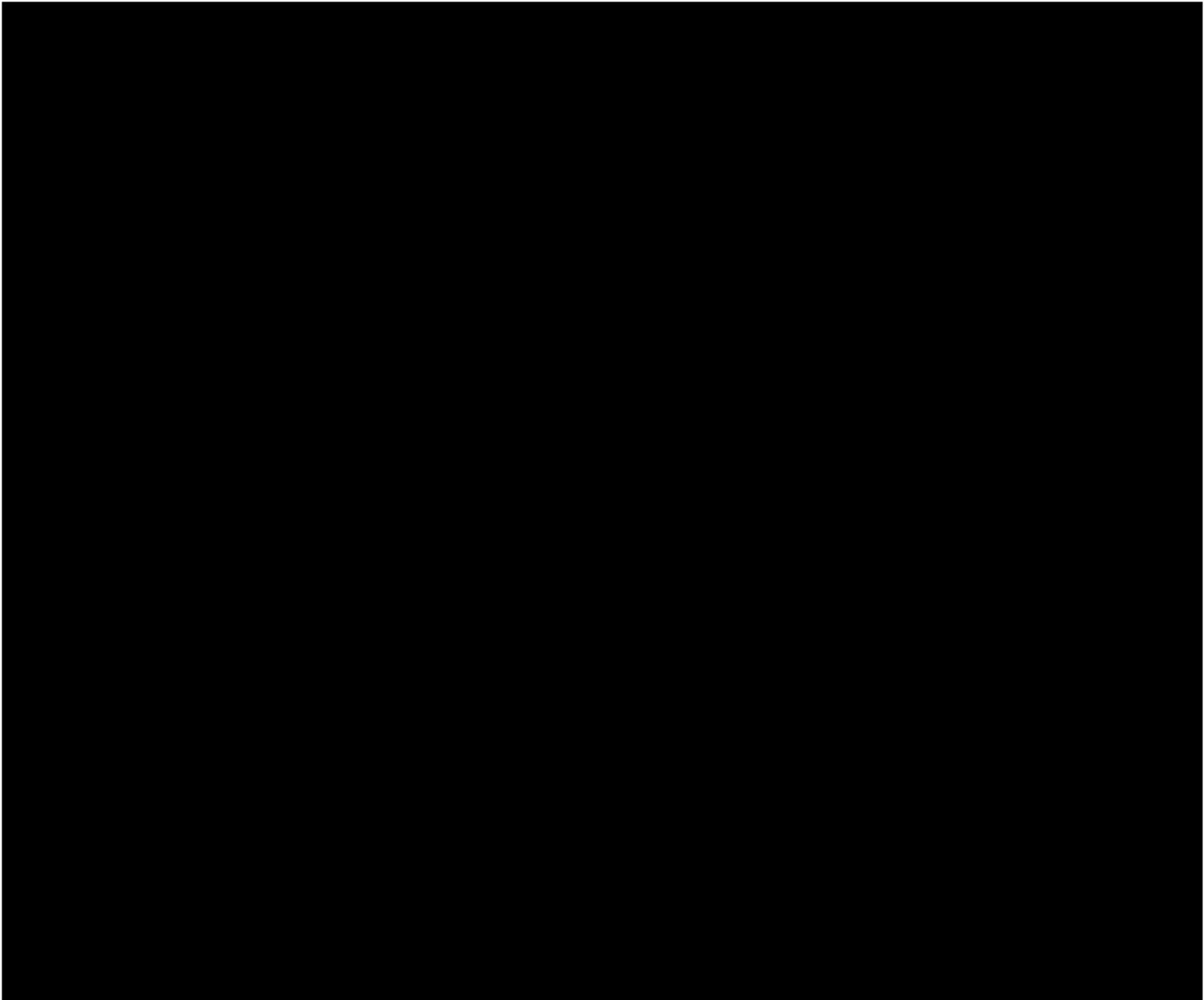
Fleet Carbon Produced (kg)

Figure 17

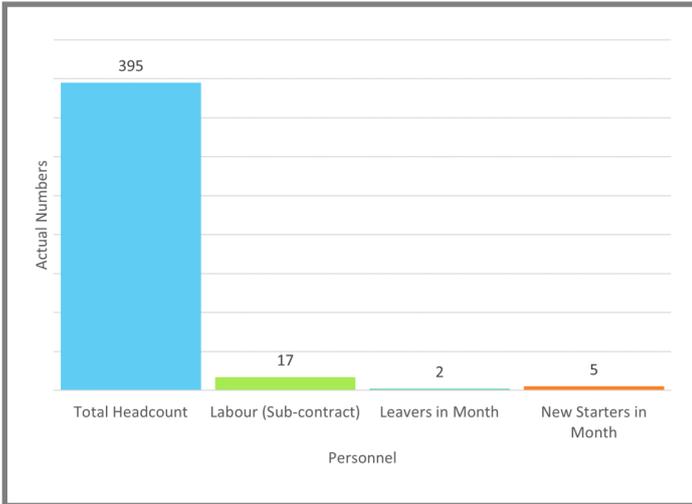


Fleet Management

Figure 18

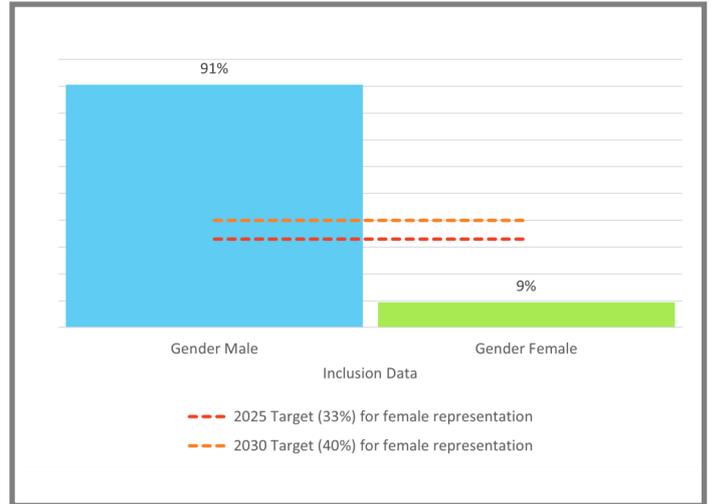


Workforce:



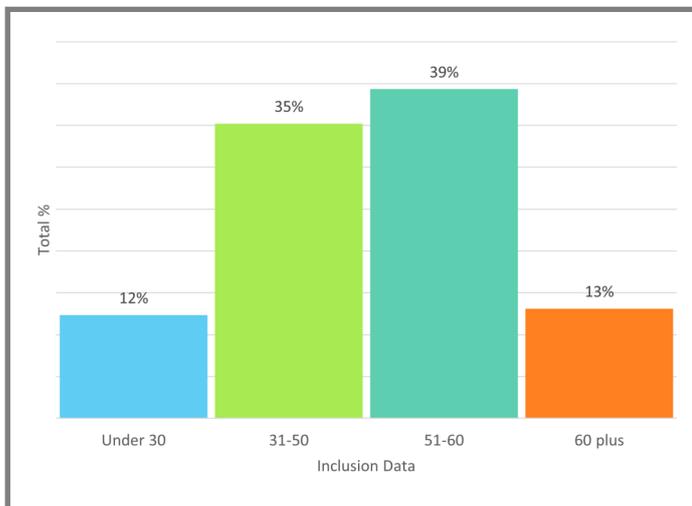
Personnel

Figure 23



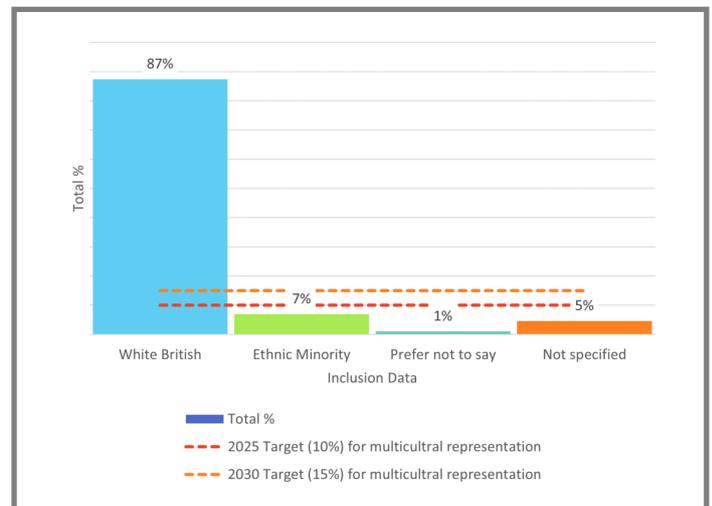
Gender

Figure 24



Age

Figure 25



Ethnic Origin

Figure 26

Social Value:

- Since July employees have participated in a number of social impact days including; installing a new fence for the pig pens at Heeley City Farm, clearing litter & vegetation from the cycle network footpaths at Tinsley Park Road and helping to sort all the donations for St Luke's charity shops to raise money for Sheffield's St Luke's Hospice.
- Community activities – x1 community litter pick in the manor with local residents and sheaf training. Attended Darnall roadshow to promote the free litter picking equipment in libraries
- School & career activities – x4 litter assemblies and workshops with local primary schools. X12 career activities which included CV workshops, talks on early career pathways, members of Streets Ahead staff telling students about their role & responsibilities, apprentices talking about their apprenticeship scheme and types of jobs Amey offer.
- We hosted x1 work experience placement over the summer for a staff members son
- Cancer research – a 'team' walked the Yorkshire 3 peaks to raise funds for cancer research

Sheffield Street Scene & Waste Service Charter Performance Report

We are committed to making Sheffield a great place to live, work and visit by delivering crucial local services whilst making neighbourhoods cleaner and greener.

As part of this commitment, we will work with our waste contractor, Veolia and our Highways contractor, Amey, to deliver sustainable and high- standard services. Working with your Local Area Committee, Amey and Veolia will deliver essential public services to help keep communities clean and tidy.

Please note for the purposes of the charter we have summarised the service we aim to deliver through Veolia and Amey. The full service requirements of both contracts are available on our website.

Our charter sets out what to expect from our services. For some of these commitments there isn't a metric but we've included them in this charter to raise awareness of our service. The performance reported is based on the number of reports received and resolved within the timescales stated for each commitment. Mostly, this is a percentage value, though for some it is the number of incidences.

Our waste service charter, we aim to:

	Metric	August 2022	Sept 2022	Oct 2022
- Collect your household waste bins on your allocated collection day. If we miss your bin and it is our error, we aim to return within 1 working day of a report being logged.	Percentage of missed bins collected within 1 working day	99.75%	99.86%	99.88%
- Recycle waste you have placed in your blue and brown bins. Please help us by making sure you place the right materials and containers in these bins for recycling.	No. of bins not emptied as crew report contaminated	3,513	3,768	3,354
- Provide help where an age related, or medical reason means there is no one in the household able to move your bin to the pavement for collection. Once we have approved your application for an assisted collection, we will collect your bin from your property.	No. of applications processed by SCC	79	90	75
- Offer a chargeable fortnightly green bin collection service for garden waste between April and November.	No. of households on service	19,966	19,967	19,942

- Provide Household Waste Recycling Centres for the free disposal of bulky household waste including furniture, electrical equipment, and garden waste, as well as waste and recycling that does not fit inside your wheelie bins.

Our street scene charter, we aim to respond by:

	Metric	August 2022	Sept 2022	Oct 2022
Environment (litter, fly tipping & greenery)				
- Remove reported fly tipping on the highway, within 5 working days	Percentage of reported & cleared within 5 working days	99.84%	100%	100%
- Remove reported offensive graffiti from street furniture within 1 working day (not including telecoms cabinets)	Percentage of reported & cleared within 1 working day	100%	100%	100%
- Empty litter bins within 1 working day	Percentage of reported & cleared within 1 day	95.80%	93.07%	98.36%
- Clean the city centre shopping area daily, including weekends				
- Clean key shopping sites around the city daily, including weekends	Number not completed	100%	100%	100%
- Cut grass at priority sites monthly between April and November, weather permitting. See our website for our 4 week look ahead of where we are cutting				
- Cut grass once a year on rural verges to maximise biodiversity				
Streetlights and Signs				
- Repair faulty streetlights within 20 working days, dependent on complexity of issue	Percentage of reported & cleared within 20 working days	96.21%	98.28%	98.85%
- Ensure traffic signs are visible and not obscured within 3 working days	Percentage of reported & cleared within 3 working days	100%	100%	100%

- Ensure street name plates are free from obstructions within 1 month	Percentage of reported & cleared within 1 month	100%	100%	100%
Roads and Footpaths				
- Repair hazardous potholes within 24 hours	Percentage of reported & treated within 24 hours	99.78%	99.74%	99.78%
- Undertake an annual safety check of all roads, information available on request				
- Clear reported blocked gullies or drains where surface water is collecting, within 5 working days	Percentage of reported & cleared within 5 working days	0%	0%	28.57%
- Clear reported blocked gullies or drains where surface water isn't collecting within 1 month	Percentage of reported & cleared within 1 month	54.68%	59.29%	70.87%
- Remove obstructions and replace damaged or missing street name plates within 1 month	Percentage of reported & resolved within 1 month	100%	100%	100%
- Inspect all highway structures every 2 years, information available on request				
- Re-paint missing lining within 10 working days	Percentage of reported & resolved within 10 days	0 reports	0 reports	0 reports
Winter				
- Refill empty grit bins within 3 working days	Percentage of reported & filled within 3 working days	100%	100%	100%
- Grit priority 1 routes, then priority 2 routes (when Priority 1 routes are clear), see our website for maps of priority routes. During snow and cold weather we will provide regular	No. of gritting runs completed in month	No requirement	No requirement	0

updates via twitter and our press team on gritting and snow clearance				
- Clear snow from around city centre pavements and hospital sites	No. of occasions	0	0	0
Incident Response				
- Attend site and clear debris when notified by the Police of a highway emergency, within 2 hours	Percentage of reported & cleared within 2 hours	100%	100%	100%
- Respond to bridge strikes within 1 hour	Percentage of reported & cleared within 1 hour	tbc	tbc	tbc
- Respond to knocked down street furniture (bollards/ railings), including assessing damaged traffic lights and street lights within 2 hours	Percentage of reported & assessed within 2 hours	tbc	tbc	tbc
- When flooding occurs, provide sandbags <i>only</i> when other methods to reduce water levels have not been successful and where property or life is at immediate risk	No. of occasions	0	0	0
Customer Services				
- Respond to customer written requests for information within 10 working days (more time may be needed for complex issues)	Percentage of responses completed within 10 working days	82%	87.37%	84.90%
- Resolve complaints, where possible, within 3 working days, or within 28 days if further investigation is needed	Percentage of responses completed within timescales	88%	78.90%	76.24%
- Provide a dedicated Area Highway Representative for each Local Area Committee and provide a monthly report of services delivered in the LAC area.				

Amey Local Rep. newsletter to Members

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Streets Ahead

Area Highway Representatives Newsletter November 2022

SOUTH EAST: Jillian Fairbrother
CENTRAL: Michael Carl

SOUTH: Chris Dean
NORTH: Munim Ahmed

SOUTH WEST: Rebecca McGuchan
NORTH EAST: Monir Ahmed

EAST: Joanne Shirt

Streets Ahead Survey

Residents across Sheffield are being asked to give their feedback on highway improvement and maintenance works across the city. The survey is available on the council's online consultation platform, CitizenSpace, and will run until **October 2024**.

Since the start of the Streets Ahead contract in 2012, Amey have resurfaced over 1,800 miles of pavement, installed over 66,837 new LED streetlights, repaired over 169,051 potholes, and made improvements to over 1,350 bridges and structures as well as ongoing maintenance works keeping the highway network safe for all users.

Let us know your views, visit the [Streets Ahead Survey](#)

Local Area Committees



The East Local Area Committee held a roadshow event on 30 November 2022 in the Arbourthorne area. Members of the public were able to come along to speak to council services, partners, and local community organisations. Jillian, the Amey local Area Highways Representative attended the session to share information about the works being completed by Streets Ahead.

Earlier this month, she also attended a walkabout session, with council officers, South Yorkshire Police and local community groups to look at issues around the Richmond area.

Issues relating to the highway or the Streets Ahead contract can be directed towards your local area representative. We are available to attend community meetings or walkabouts, or if you are just looking for some support or advice, get in touch.

Resurfacing Update

Footway Resurfacing - December 2022

Footway teams will be working on the following sites during December 2022:-

- Manchester Road
- Fife Street
- Nether Edge area
- Totley area

Road Resurfacing - December 2022

Road surfacing teams, will be working on the following sites during December 2022:-

- Manchester Road
- Drakehouse Lane
- Hastilar Road
- Queen Street
- Shortbrook Road
- Shepcote Lane
- Owlthorpe Greenway
- Nodder Road
- Bright Meadow
- Woodhouse Lane
- Sheffield Parkway
- Birley Moor Road
- Bracken Hill
- West Street (Beighton)
- Orgreave Estate
- Lilac Road
- Normanton Hill

For further information about our resurfacing works, visit [Road and Footway Resurfacing](#) .



Litter Picking Equipment

On 9 November 2022, volunteers from Sheaf Training joined the Sheffield Litter Pickers, the East LAC team and Amey colleagues on a litter pick around the Manor area.

Litter picking equipment provided by Manor library supported volunteers to help them litter pick and make a difference within their local area.



To pick up your equipment, check [library opening times](#), or if you are wanting to get involved and want to find out more about how to [organise a litter pick](#) in your local area, get in touch.

Social Impact Days

During November 2022, some of our Streets Ahead employees used their Amey Social Impact Days to provide a helping hand at St Lukes charity shop at Crookes.

Sorting through the 142 bags of donations kept them all busy, but it was worth it as the money raised from sales of the donations will go directly to support St Luke's hospice.

Social Impact Days are available to all Amey employees so if you are looking for support for a project you have in mind for 2023, your Area Highways Reps may be able to help.



Winter Maintenance Update

The days are getting colder and our teams are prepared for whatever the Winter weather has in store.

Find out more about our gritting routes, locate your nearest grit bin & watch our handy Q&A video.

Are you [Winter ready?](#)



Keep updated on the latest traffic camera images during snow events by following Streets Ahead on Twitter at: [@sccstreetsahead](#)

Merry Christmas

This will be the last newsletter of 2022 and therefore, we would like to take this opportunity to wish you all a very

Merry Christmas and a Happy New Year

Amey teams will continue to be available **24 hours a day / 7 days a week** throughout the Christmas period to deal with any highway emergencies.

Looking forward to 2023, please let us know of any highway issues that may arise in your areas.

Best Wishes - AHR Team

Sheffield PFI Performance Update

21st December 2022

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Personal pride in our public service

EMPOWER | ENGAGE | EXCEL



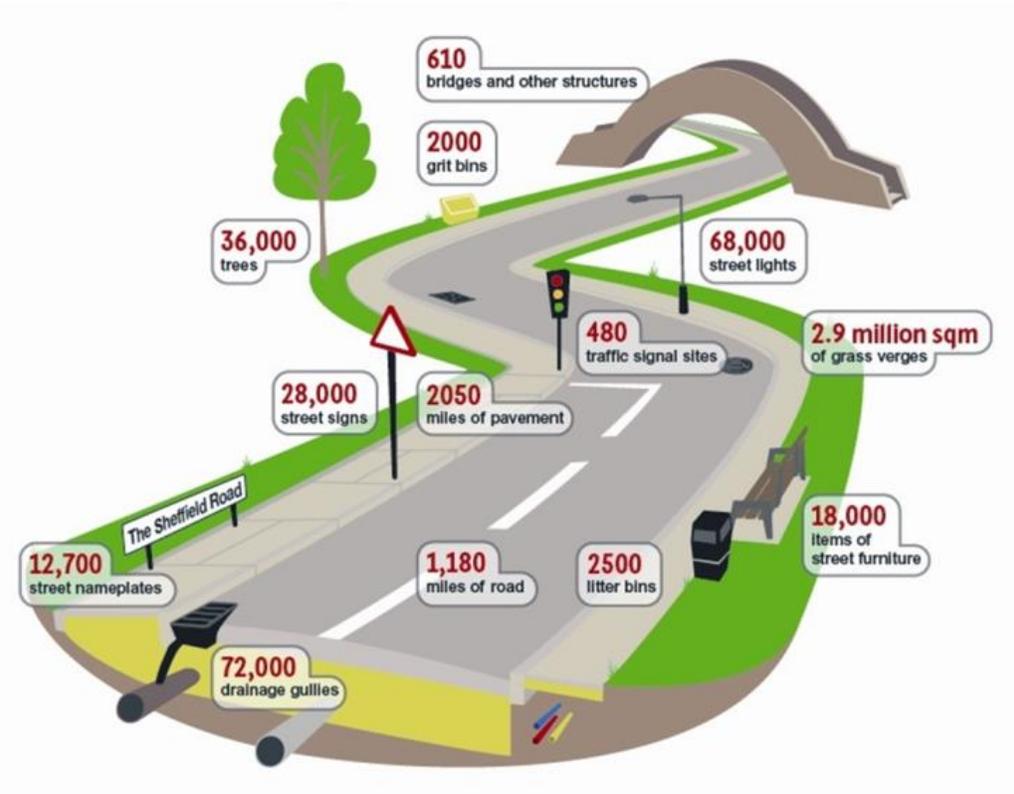
Presentation Contents

1. Contract Scope
2. Lifecycle Improvement Plan
3. Lifecycle Improvement Plan – Default Position
4. Sheffield Network Comparison to National Average
5. Lifecycle Carriageway Examples
6. Lifecycle Footway Examples

1. Contract Scope – What’s Included

- Asset management responsibility
- Asset condition improvement
 - Carriageway - primary & secondary
 - Footway – high & low use
 - Street lighting & lit signs
 - Structures
 - Signage
 - Traffic signals
 - Street cleaning
 - Winter maintenance
 - Grounds and soft estate
 - Street trees
 - Highway drainage and gullies
- Operational maintenance and asset improvement (CIP)
- Additional Non-Core works
- Service commencement date: 20th August 2012
- Contract value of approx. £2 billion over 25 years

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We have resurfaced over 903 miles of carriageway and 1,794 miles of footway



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We have replaced around 66,837 street lights in Sheffield with LEDs, making it the first city in the UK to be fully LED lit.



We have improved over 1,351 bridges and structures



We have upgraded 189 traffic signal sites with intelligent technology



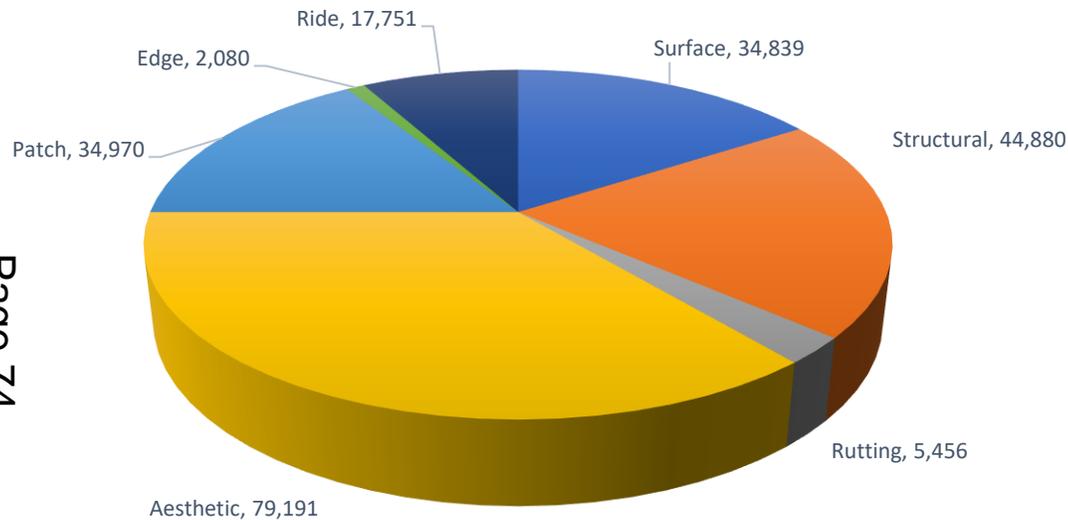
2. Lifecycle Improvement Plan

- Streets Ahead Asset Management approach to the Lifecycle resurfacing programme was based on targeted failed section areas, but with the application of larger wholesale street by street resurfacing
- This was a continuation of the approach in the Capital Investment Programme (CIP) and not targeting 100% of contract failed sections;
- An Annual Investment Programme (AIP) was submitted as required in December 2021 containing the entirety of the failed sections, but this was prioritised and spread over a three-year period with year one containing full street treatments rather than purely failed areas;
- This proposed AIP was rejected by Sheffield City Council (SCC) in March 2022;
- ALG re-submitted AIP in March 2022, with all failed sections of carriageway and footway to be included in delivery year April 22 - March 23, to achieve contract compliance;
- ALG planned, designed and commenced implementation of 'Improvement Plan' from April 2022;
- Significant additional resource employed to undertake catch-up works to target completion and compliance by end of March 2023;
- Concrete and cobble roads are excluded from this deadline due to other agreements in place with SCC.

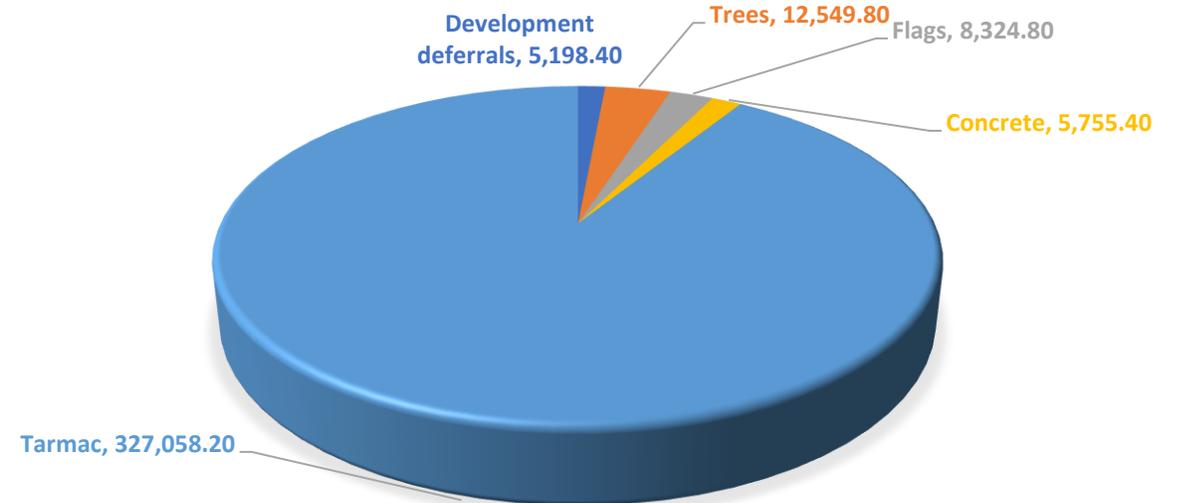
3. Lifecycle Improvement Plan – Default Position



Carriageways Defects Mar 31st 2022 - c220,000 sqm



Footway Defects Mar 31st 2022 – c354,000 Sqm



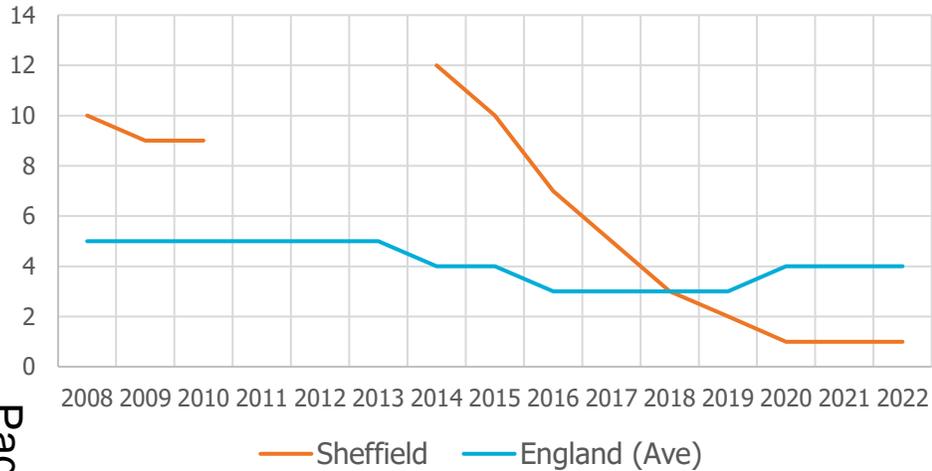
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- Outstanding failed sections represents circa 2% of total network;
- All the above failed sections are included in the Improvement Plan with small number of exceptions agreed with SCC;
- Due to previous whole street approach, Sheffield network has had circa 1 Million square metres more treatment than contract failed sections;
- Sheffield network is of a significantly better standard than most other local authorities due to the initial capital investment and the ongoing high level of maintenance required to achieve contract compliance.

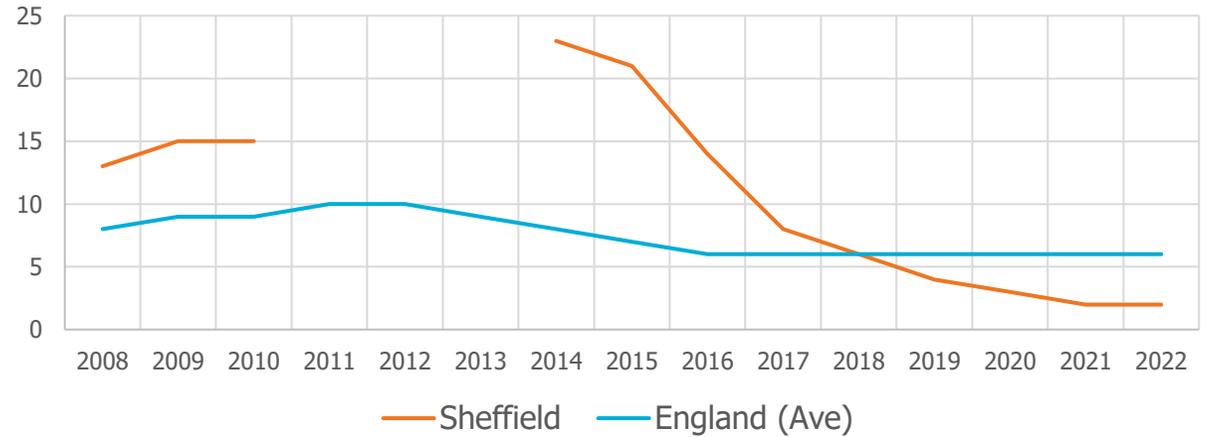
4. Sheffield Network Comparison to National Average



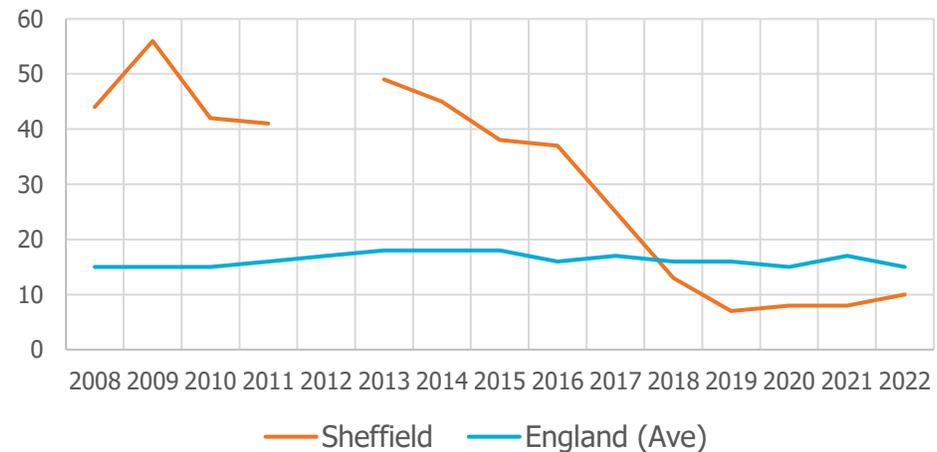
A Roads



B and C Roads



Unclassified



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- Department of Transport condition data for Sheffield network compared with the National average;
- Left hand scale on graphs represents percentage of roads where treatment should be considered;

5. Lifecycle Carriageway Examples



- Heely Bank Road – Treatment to one half of carriageway due to failed section data. Other half shows visible defects but does not trigger contract failed section.
- Surveyed: 19.12.21
- Surfaced: 29.04.22

5. Lifecycle Carriageway Examples



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- Effingham Street – Structural failure to right hand carriageway only, left carriageway physically failing but not in failed data.
- Surveyed – 27/6/20
- Surfaced – 26/9/22

5. Lifecycle Carriageway Examples



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- Hutcliffe Wood Road – Structural failure to Right carriageway only, left carriageway showing elements of deterioration but not in failed data.
- Surveyed – 31/7/21
- Surfaced – 25/8/22

5. Lifecycle Carriageway Examples – Agreed Deferrals



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Ride Survey – Measure of surface deformation - Often invisible and triggered by tight radii giving false readings

Patch – Fail highlights the presence of a patch below contractual size (often from statutory undertakers) but in acceptable condition

Edge – edge failure – often highlights an unrestrained edge or work undertaken by third party but in acceptable condition

6. Lifecycle Footway Examples



Drakehouse Lane –



Hollow Lane



Saddler Avenue



Sevenairs Road



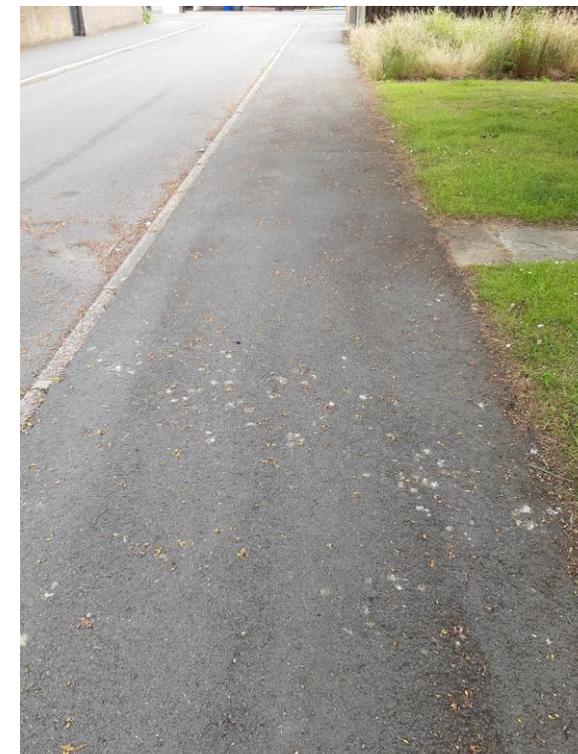
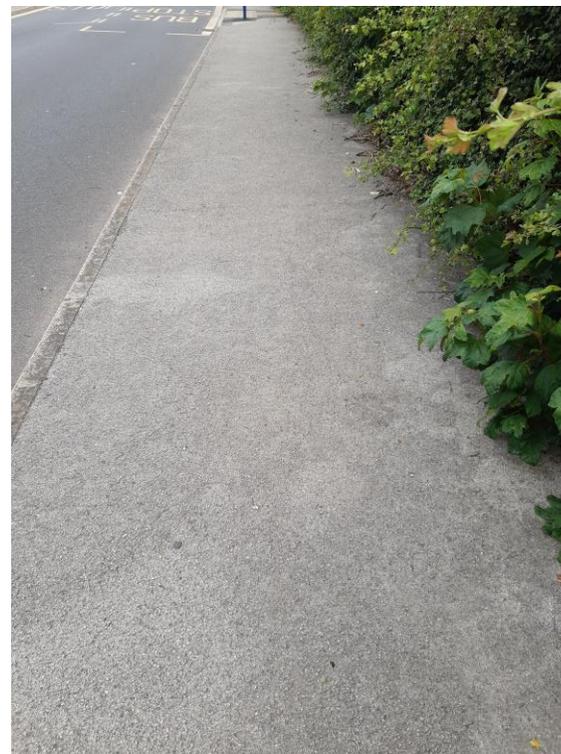
Streetfields



Fox Lane Court

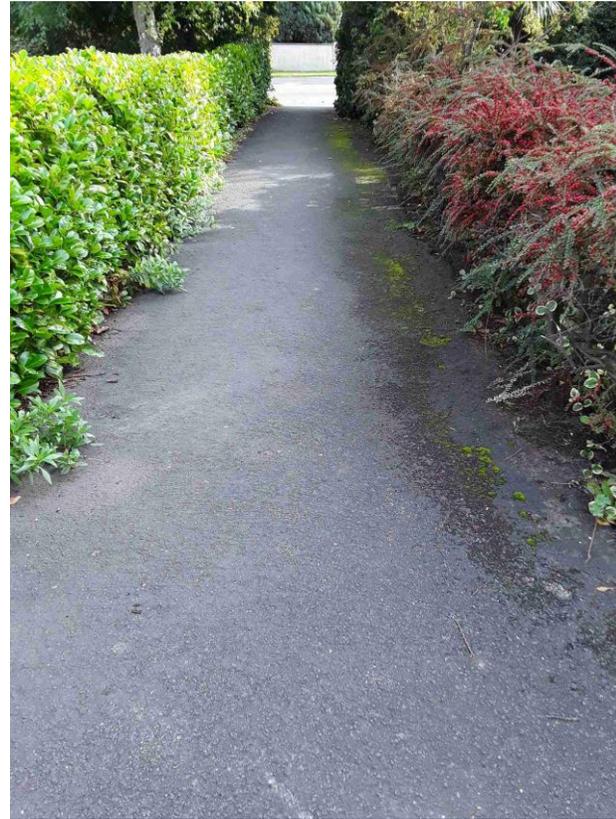
Aesthetic failure due to visible aggregate loss and requires micro-surfacing treatment

6. Lifecycle Footway Examples



Aesthetic failure due to visible moss, grass or overgrown vegetation and requires cleansing treatment

6. Lifecycle Footway Examples



- Approximately 50% of all square area related to cleansing remedies on the footway network which required sweeping to become compliant.
- The scoring mechanism triggered significantly larger failed areas than actual area requiring works

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of the Local Government Act 1972.

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