



Report to Economic & Environmental Wellbeing Scrutiny and Policy Development Committee 9 April 2014

Report of: Head of Highway Maintenance

Subject: Streets Ahead Project Update

Author of Report: Steve Robinson, Head of Highway Maintenance

Summary:

This brief report updates members on the progress and performance of the Streets Ahead contract

Type of item: The report author should tick the appropriate box

Reviewing of existing policy	
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	
Cabinet request for scrutiny	
Full Council request for scrutiny	
Community Assembly request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	
Other	X

The Scrutiny Committee is being asked to:

Consider the contents of the report and further information supplied at the Scrutiny meeting.

Background Papers:

Report to 10 July 2013 Scrutiny & Policy Development Committee

Category of Report: OPEN

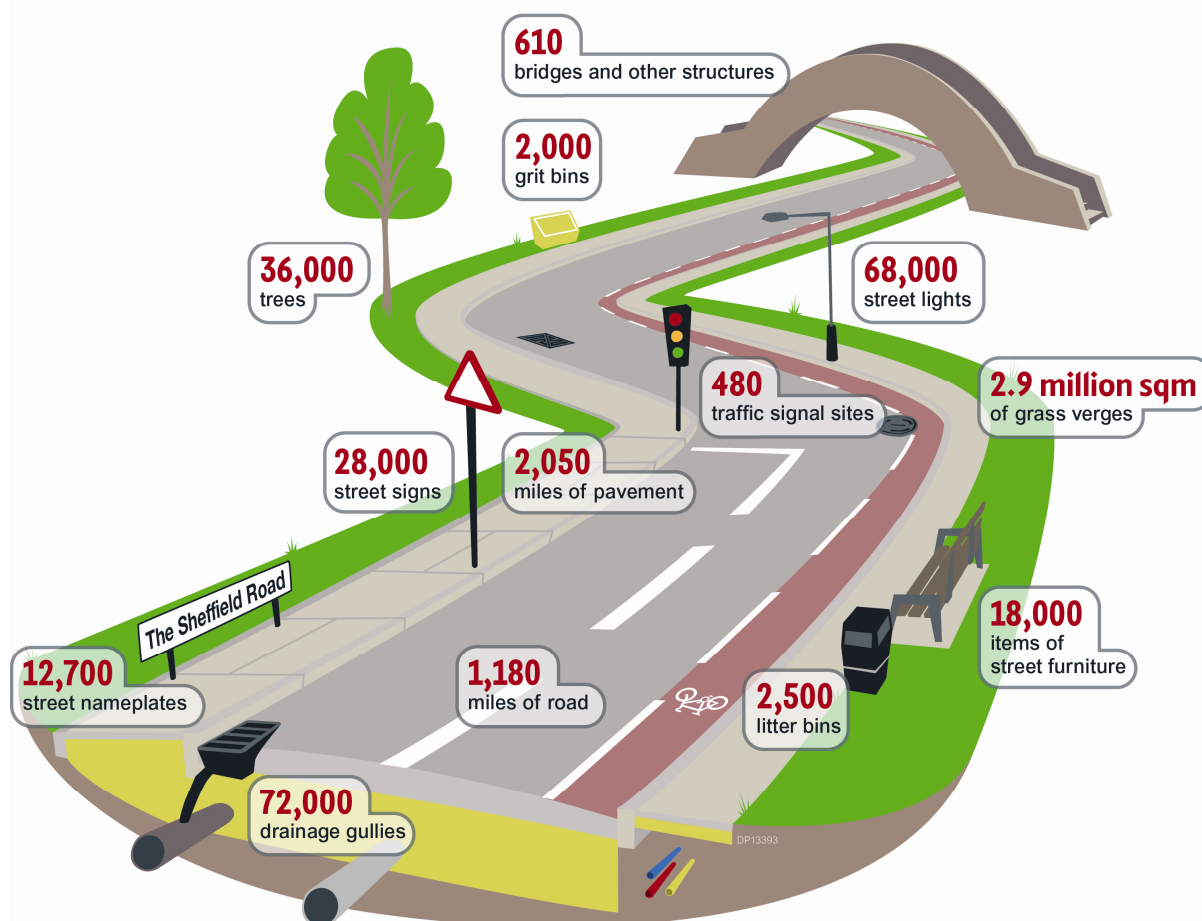
Report of the Head of Highway Maintenance Streets Ahead Update – April 2014

1. Introduction/Context

The Streets Ahead contract commenced on 20 August 2012. The Council appointed Amey as its service provider.

The contract will last for 25 years with most of the work being done in the first 5 years – called the Core Investment period (CIP) – this is when most of the infrastructure will be brought up to an acceptable standard at the end of the CIP. Amey will then be required to maintain that standard for the remaining 20 years.

The graphic below shows what is included in the contract.



2. Progress and Performance

Zone Works

A number of Zones have been completed so far which are:-

- A02 Wisewood Zone
- A04 Grimesthorpe
- B01 Ewden
- B05 Bradfield Dale
- B07 Loxley Chase

B19 Shiregreen
B26 Effingham
B29 Carbrook
B43 Highfield
B66 Manor Estate

Other zone works are being ongoing in:-

A05 Totley
A11 Mosborough
B08 Stannington
B12 High Green
B17 Parson Cross
B30 Tinsley
B33 Walkley
B41 South East Central
B46 Tapton Hill
B49 Greystones
B57 Meadowhead
B62 Gleadless Valley
B65 Wybourn
B74 Hackenthorpe
A06 Ecclesfield
B22 Wincobank
B59 Lowedges

Zones where the start has been delayed slightly:-

A07 City North
A08 Meadowhead
A09 Manor
A10 Darnall
B13 Chapelton North
B15 Ecclesfield
B39 Broomfield.

And there are a further 78 zones planned for the remainder of the 5 year Core Investment programme

The start and finish dates of zones is affected by many issues. The most challenging is to fit in other works at the same time which inevitably extends the durations. So sometimes the start or completion dates are delayed. We are currently adding into our zones the LTP programme (around £9m pa of works – originally this work was expected to be around £2m pa), several hundred schemes), Streets Ahead Opportunities works plus the extensive investment programmes by the utilities as they repair and replace their pipes and cables across the City and then flood schemes, watercourse reinstatements, Supertram track replacements and now the Tour de France. It is good news that the programme shifts to accommodate other work.

Performance Update

Most areas have performed well. The Council client staff have continued to be impressed by the responsiveness of Amey in dealing with defects. So when problems on the road network are raised Amey have worked very hard to repair any defects and give a good customer service.

We have identified a suite of key metrics that are published by the Council monthly. The figures for January 2014 are below and they show how well

Amey are performing. This information is now published monthly on the Councils web site at <https://www.sheffield.gov.uk/business-economy/contracts/scc/major-contracts.html>

Monthly Metrics: January 2014

Service: Immediate Response	No. of Requests for Service	% Achievement within Contractual Timescales
Grounds Maintenance	16	100%
Highways	1169	100%
Street Lighting	57	96.49%
Structures	0	100%
Traffic Signals/ITS	142	100%
Street Cleaning	68	100%

Service: Non-Immediate Response	No. of Requests for Service	% Achievement within Contractual Timescales
Grounds Maintenance	40	100%
Highways	322	100%
Street Lighting	1,685	99.94%
Structures	2	50%
Traffic Signals/ITS	430	99.30%
Street Cleaning	1185	99.92%

Health and Safety

Amey has Health and Safety at the very top of its priorities and that is reflected in their performance. Accidents to staff and the public remain low and each incident and close call leads to a thorough investigation and lessons learnt. The Health and Safety Executive have worked with Amey and visited many of their sites across the City.

Trees

To engage with local MPs, Cllrs and the wider community there have been 2 tree events held in the Town Hall on 31 March and 3 April. Trees have proven to be an emotional topic with opinion divided between those who love the trees and those who hate them. The removal of trees has been objected to by some of the public but more often the public request further removals. The total number of trees removed so far is **980** and all of these have already been replaced. All removal requests are approved by Council staff.

Winter

This winter has been much milder than last seasons exceptionally poor weather. This has led to many more border line decisions on whether to precautionary salt or not and we are pleased to report that those decisions have so far proved to be correct. .

Street Cleaning

The high standard of cleaning in the city centre has been sustained throughout of late with cyclical works continuing, allowing reactive enquiries to be resolved within respective contractual timescales. Street washing has now been completed in many key areas in the City centre including before the opening of the new Moor market. We expect to launch a new Litter campaign very soon.

Street Lighting

To date over 5,500 columns had been installed. There are currently over 99% of the City's lights working which represents an increase from contract commencement.

Grass Cutting

The first cut of the season of the City's 2,900,000 sq m of grass verges has commenced early due to the milder weather with good feedback coming from the public

Complaints from the public

Some of the key issues are:

- Trees – as noted above the complaints are about either removing or not removing trees.
- Zone resurfacing – it has been difficult to deliver the works on the exact dates in the programme and that has understandably caused inconvenience to the public
- Street Lighting – the excavation holes have often taken longer to backfill than expected and that means the barriers protecting the holes are left in place for extended periods.

3 What does this mean for the people of Sheffield?

The Streets Ahead project is the biggest project to happen in the City and will affect every area. With an expected resurfacing of 70% of the City's roads in the first 5 years there will inevitably be some disruption. However at the end of this time the City's roads will have jumped from being one of the worst in the county to one of the best. The City's look and feel will be transformed and not only this there will be additional measurable benefits.

In the recent National Highways and Transportation survey Sheffield was the only Council that saw an improvement in the public satisfaction in the condition of the highways. The improvement was small but all other non-London authorities saw that indicator fall.

4. Recommendation

The Committee is asked to consider the contents of the note and invited to ask any questions at the Scrutiny meeting.

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