Welcome to this Summer 2019 edition of the Streets Ahead newsletter.

Now that we are in the seventh year of the highway maintenance contract, it's a great opportunity to talk about some of our achievements so far and what’s coming up.

Since the start of the programme in 2012 we have completed a huge amount of work – including the resurfacing of around 70% of the city’s roads which has had a positive impact on those of you who live and work in Sheffield.

We’ve also done lots of work in the community, giving local charities and schools a helping hand. In this edition, we have tried to cover as many of our different activities as possible and I hope you will find it informative and interesting.

Darren Butt
Account Director

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### Achievements so far

**Key facts since the start of the contract**

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improvements to bridges and structures</td>
<td>1,350</td>
</tr>
<tr>
<td>Miles of footways resurfaced</td>
<td>1,691</td>
</tr>
<tr>
<td>Miles of road resurfaced</td>
<td>855</td>
</tr>
<tr>
<td>Gullies replaced</td>
<td>3,355</td>
</tr>
<tr>
<td>Street lights replaced</td>
<td>66,802</td>
</tr>
<tr>
<td>New traffic signals installed</td>
<td>135</td>
</tr>
<tr>
<td>Trees planted</td>
<td>5,500</td>
</tr>
</tbody>
</table>

### Key facts for the last 12 months

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enquiries and defects logged in confirm</td>
<td>92,000</td>
</tr>
<tr>
<td>Reduction in potholes over past 12 months</td>
<td>36%</td>
</tr>
<tr>
<td>Trees replaced</td>
<td>305</td>
</tr>
<tr>
<td>Urgent defects responded to</td>
<td>6,717</td>
</tr>
<tr>
<td>Customer service requests from July 2018 to June 2019</td>
<td>48,575</td>
</tr>
<tr>
<td>Gullies cleansed</td>
<td>32,963</td>
</tr>
<tr>
<td>Street cleansing service requests</td>
<td>16,000</td>
</tr>
<tr>
<td>Street lights working at all times</td>
<td>99.88%</td>
</tr>
<tr>
<td>Tonnes of salt used in 112 gritting runs</td>
<td>7,938</td>
</tr>
<tr>
<td>Freedom of information requests</td>
<td>143</td>
</tr>
</tbody>
</table>
Resurfacing is off to a smooth start

The city’s resurfacing programme is off to a smooth start following the completion of work on Europa Link and in Woodhouse recently.

With a full schedule of resurfacing currently focused around the city centre, many roads are set to be upgraded during the school summer holidays when our roads are less congested.

So far, around 855 miles of road have been given a new lease of life in addition to benefiting from an overall improved street scene which includes the installation of more than 66,802 new LED streetlights and the resurfacing of more than 1,691 miles of pavement.

Our programme of upcoming resurfacing works can be viewed on the council’s website at www.sheffield.gov.uk/streetsahead.

How we manage potholes

Potholes can be a real nuisance for those travelling on the city’s roads. As part of our programme, we inspect roads regularly. If it is a main road, we carry out a safety inspection each month whilst secondary roads are inspected twice a year.

If a pothole creates a potential hazard to road users then it is repaired within 24 hours. Otherwise, we will repair it within 28 days.

We encourage residents to report any potholes they see to us on 0114 273 4567.
Please be patient - diversions and road closures are for your safety

With a large amount of work continuing across the city, we’re keen for people to recognise the importance of driving carefully around our work sites.

New research, conducted on behalf of Amey reveals many UK road users admit to driving in ways that put themselves, roadworkers and other road users at risk of injury or death.

Fifty-nine per cent of road users who took part in the research acknowledge that they are not as safety conscious as they should be when negotiating roadworks, while 74% admit to exceeding speed limits set to protect those working on these sites.

The survey found drivers admitting to speeding (37%), not giving their full concentration (24%), not maintaining a safe distance from other vehicles (19%) and not paying any attention to road workers (14%).

The Amey research shows that younger drivers are more likely to flout road safety laws; for example, 82% of 17 to 24-year olds admit to breaking speed limits in 50mph controlled zones, while a further 5% say they go over 65mph.

However, the overall majority of those questioned (87%) also acknowledge that being a road worker in the UK is a dangerous occupation.

Our signage is there to protect our workforce and enable them to carry out their job in a safe environment. Please remember to slow down when approaching our worksites.

Winter is a key time for us with over 1180 miles of roads and 2050 miles of pavements to maintain throughout the year.

“It’s a wrap for the winter team at Streets Ahead

Winter is a key time for us with over 1180 miles of roads and 2050 miles of pavements to maintain throughout the year.

“Every year is different,” explains Operational Director, Melissa Wise. “Our winter maintenance operation depends heavily on the weather and we are always ready to respond accordingly.

“Last winter while we had very little snowfall on lower ground we were still busy gritting the roads when temperatures dropped and, as a result, most of Sheffield was kept moving.”

Streets Ahead grits 60% of the city’s highway network in priority order, from all the main roads that link Sheffield to other major cities and the motorway network, to roads that provide access to local hospitals.

Melissa goes on to say, “During the winter we sent our gritters out on over 70 occasions, more than half of which were on higher ground. That works out at 44 days’ worth of gritting over the winter months. We were also delighted to welcome a new face to our winter team this year in the shape of our furry mascot Yolly the Yeti!”

Yolly will be a regular face in Sheffield during the winter months and will help keep you informed of what we are doing when the temperatures drop.
Our new approach to street trees

In January this year, we announced a new approach to managing the city’s street trees.

Since then, working together with the council and campaign group representatives, we have jointly inspected trees that were originally earmarked for replacement.

Many of these trees have now been retained after we were able to fund additional solutions around kerbs and footpaths. All trees will continue to be inspected to ensure that they remain healthy and safe over the remaining years of the contract.

You can find out more about how street trees are managed on our website, https://www.sheffield.gov.uk/home/roads-pavements/managing-street-trees

Meet the ‘eyes and ears’ of Amey Streets Ahead

In April we appointed new Area Highways Representatives (AHRs) previously known as Community Stewards.

Split across seven geographical areas of Sheffield, the team is supporting everyone working across the network to deliver our services efficiently, safely, on time and right first time to help improve public relations and satisfaction.

While out and about daily in their areas, the AHRs will be the eyes and ears of Streets Ahead, monitoring and reporting on operational maintenance activities, and liaising with community leaders, including councillors and MPs, residents and members of the public about planned works, answering questions and addressing issues to help minimise any disruption.

Our collective aim is to minimise complaints, ensuring enquiries are addressed swiftly through knowledge of the area and good relations with our operational teams.

You can contact your area rep on 0114 273 4567
South West: Claire Tideswell  |  North East: Ed Coote  |  South East: Jillian Fairbrother
East: Rebecca McGuchan  |  Central: Michael Carl  |  South: Post vacant  |  North: Munim Ahmed
Going green in support of clean air

Our current largely diesel-powered fleet in Sheffield is made up of 183 vehicles ranging from small vans to huge grab wagons and gritters. But, with impending diesel restrictions and inevitable increases in cost, not to mention the impact on the local environment, we have been trialling sustainable vehicle technologies to reduce this impact.

Nissan ENV200 electric vehicles were used by our operatives over the two year trial. Drivers liked the smoother drive without engine noise, gear or clutch requirements.

Buoyed by the success of this trial, Amey bid for funding from OLEV for two Renault Kangoo hydrogen fuelled vans to expand its low carbon fleet in Sheffield.

The success convinced us of the benefit of sustainable vehicle technology for our future fleet and consequently we ordered 20 new electric vans and 21 charging points, plus one rapid charge point at our depot in the city. The investment will reduce annual diesel consumption by 22,700 litres and cut emissions.

At the same time, a driver awareness campaign to cut engine idling is under way, using data from each vehicle’s logging system to identify and educate drivers who leave engines running while stationary.
Our work to help #CleanSheffield

We work with many schools and community groups, supporting them in their efforts to keep their local areas clear of litter. From supplying bags and litter-picking equipment, to collecting the bags of waste, Streets Ahead plays an important role in supporting the drive to keep the city clean.

Over the past 12 months we’ve received more than 500 requests for the collection of bags of litter from organised community and school litter-picks. Our litter mascot Phil the Bin attends many such events.

Our Education Officer regularly visits schools in the city to talk about litter and educate pupils about the importance of putting waste in the bins plus the impact littering has on local wildlife and the environment.

Just this year, we have talked to over 1000 pupils about litter!
Giving our young people a helping hand into work

Eighty young people from Sheffield, employed by Amey as apprentices, have acquired new skills and obtained qualifications by working on the Streets Ahead programme.

Employed for two years, our apprentices work half days and attend compulsory training to achieve their qualifications.

And our supported internship programme has helped 12 young people with learning and physical disabilities to gain invaluable work experience.

Meet Ellie - she started her supported internship in January 2017 “I moved around every month, working in different areas of Amey. I did filing, IT and office work and I really enjoyed it.”

“Everyone knows me at Amey, I didn’t know what I would do when I first started. It’s given me more confidence; I’ve got more about me and I’ve had different experiences, similar in some areas, but different work too.”

Ellie has since become an apprentice, working in our Operational Control Room (OCR). Ellie’s Mum says of her daughter’s progress, “We’re really proud of Ellie and how she’s progressed and that she now has an apprenticeship with Amey.”

Bradley Noble, our apprentice in Highway Electrical also said, “I haven’t had much job experience just coming straight from college. I have managed to gain a lot of knowledge working on specific software and it has been a big insight into how things work around the city.”

Ellie Buckley (centre) with Amey colleagues Debra Haythorne (left) and Helen Johnson (right)

www.sheffield.gov.uk/streetsahead   Tel: 0114 273 4567           @sccstreetsahead
Streets Ahead workers donate nearly two years of their time to projects in the city

What happens when you give your staff time off to do something worthwhile?

The answer for Streets Ahead ranges from supplying food banks to rescuing frogs – and everything in between.

In Sheffield, Amey has over 400 staff working on the Streets Ahead highways contract and the amount of time donated since 2013 is the equivalent of two people working full time for nearly a year.

This huge effort is part of Amey’s commitment to give each one of its 19,000 UK employees a paid day off to support community projects or charities close to their hearts.

The only stipulation is that it must be in the local community, for a not-for-profit organisation or charity, and support an environmental, educational or employment aim.

Project manager Andy Layberry is one of the scheme’s most fervent supporters, having done a community involvement day every year, rain or shine, for the past five years – the last two with Sheffield and Rotherham Wildlife Trust.

“Last year about ten of us helped promote biodiversity by cutting a huge heather at Blacka Moor Nature Reserve in the Eastern Peak District and last year we rescued about 200 frogs from land behind Ecclesall Road to protect them while vegetation was cut back,” he said.

Other examples include donating coats to the Archer Project in Sheffield, clearing land at Hallam Primary School for their wildlife garden and building a sensory path and raised beds for Brightside Nursery & Infant School, all pictured above and to the right.
Proud to support the WW2 air crash memorial

When we heard that work was needed to improve access to the memorial site of a fatal air crash in Endcliffe Park, we happily offered our time, teams and materials to refurbish the steps and pathway. This meant more people could pay their respects to the 10 US airmen who died when their plane, known as Mi Amigo, crashed into the park in 1944. The story was brought back to life and into the world’s spotlight by local man Tony Foulds, who made the plea for repairs to mark the 75th anniversary of the tragedy and started a chain of events and publicity that led to a spectacular flypast in February by British and US air forces.

Customer compliments:

“Thank you for all the saplings you have been planting along Sheffield’s streets and in Sheffield’s parks.”

“Thank you for responding to my requests to patch potholes and clear the ditches along Bingley Lane and Rails Road, Stannington. A great job done, thank you.”

On behalf of neighbours and myself could we register a big THANK YOU to your staff for their prompt attention to the completion of road sweeping on our Cul-de-Sac at the Frying Pan End after it was omitted on the first run.

Please can I say a BIG thank you to Jude, Dougie, Raymond, Paul and team that work so hard to help my unpaid group of community volunteer litter pickers in Totley. They respond quickly to requests to empty public bins and pick up rubbish fly tipping. - Mrs Gay

Just to say we heartily endorse what you are doing for our street trees, especially the new approach as outlined in your letter of 24th January. - Mr Tanner

I would like to let you know how lovely I think the Firth Park roundabout looks. I noticed it for the first time on Wednesday 14th Feb after taking my cat to the vet's in Firth Park.

Thanks to the workers who cut the grass verge on Watt Lane, Crosspool today. It looks the neatest and tidiest it’s ever been.

Thank you for all you do to help make Sheffield a lovely city. - Mrs Smith
Keeping you informed

Those of you directly affected by the Streets Ahead works will either receive a letter advising you of arrangements before we start any work on your road or be notified with appropriate roadside signage.

Website

Visit our webpages at www.sheffield.gov.uk/streetsahead. These pages provide you with information about the contract.

Follow us on Twitter

Follow us on twitter @sccstreetsahead for regular updates about our work.

Email Alerts

Sign up for email alerts. Visit www.sheffield.gov.uk and click on the sign up button. Remember to select Streets Ahead for up to date information directly to your inbox.

Reporting Service Issues

If you would like to report any issues please contact us by one of the following methods:

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.