

## 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
<b>Incident Response</b>				
- 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
<b>Customer Services</b>				
- 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.				