

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 3<sup>rd</sup> party activities beyond our control. (eg. Utility works, cars blocking access...etc)

**Flood Risk Management – Figures 13 and 14**

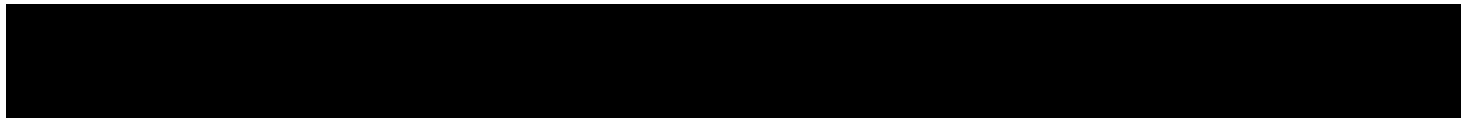
Figure 12 shows the cyclical gully cleaning program, broken down into blocked gullies, broken lids, jammed lids and lid missing. Figure 13 represents the total number of gullies cleaned month on month shown against the accumulative number of gullies on network. Our target being 95% total month on month.

**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**

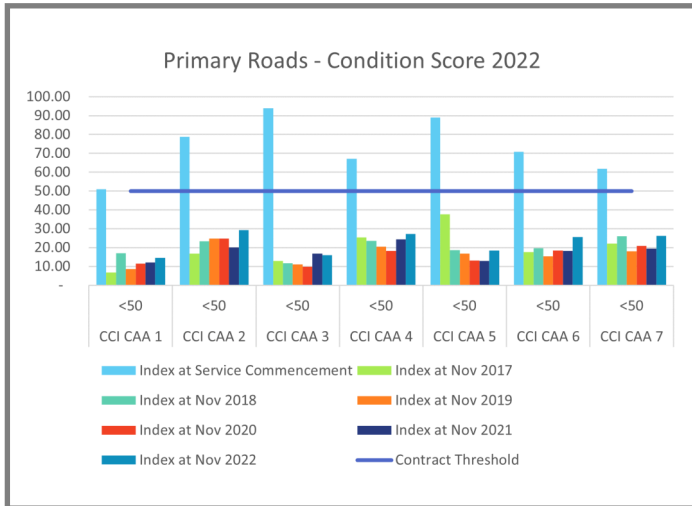
These graphs depict Equality, Diversity, and Inclusivity markers for the Streets Ahead contract. Amey’s aims to achieve the following:

- 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**

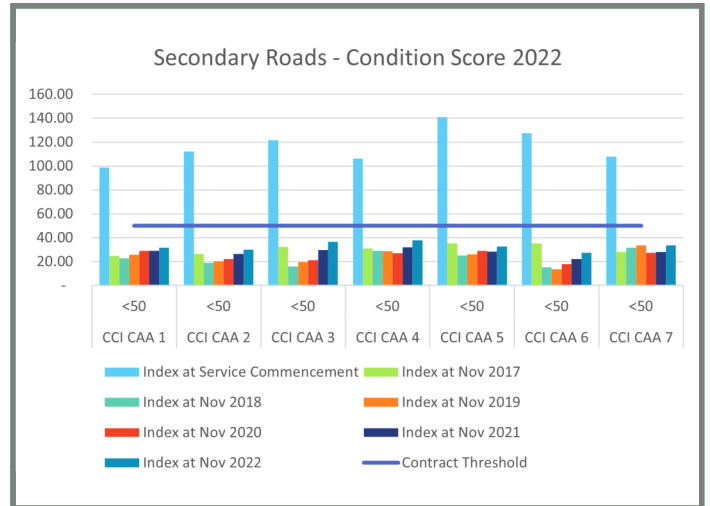
A list of all Social Value activities undertaken.

**Asset Quality & Conditions:**



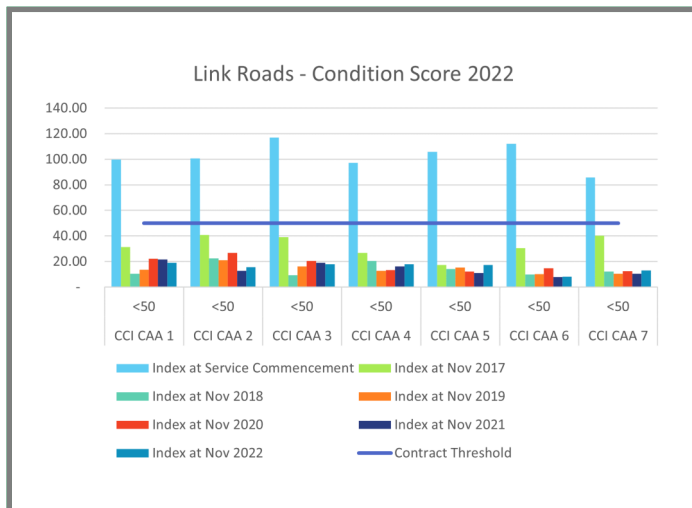
**Primary Roads - Condition Score 2022**

Figure 1



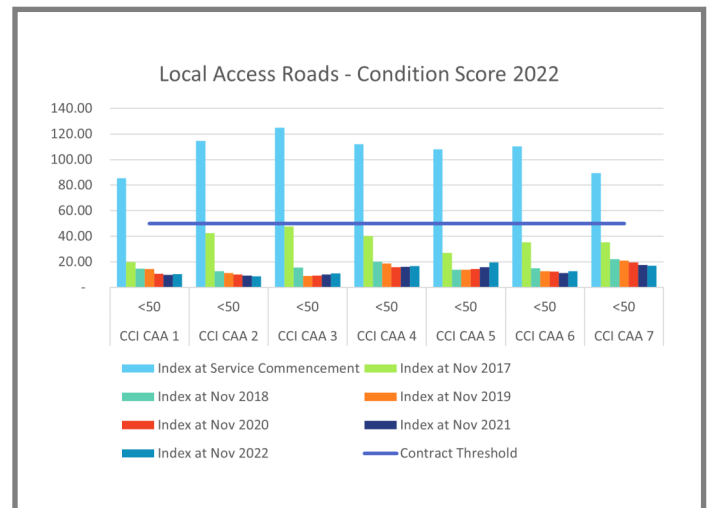
**Secondary Roads - Condition Score 2022**

Figure 2



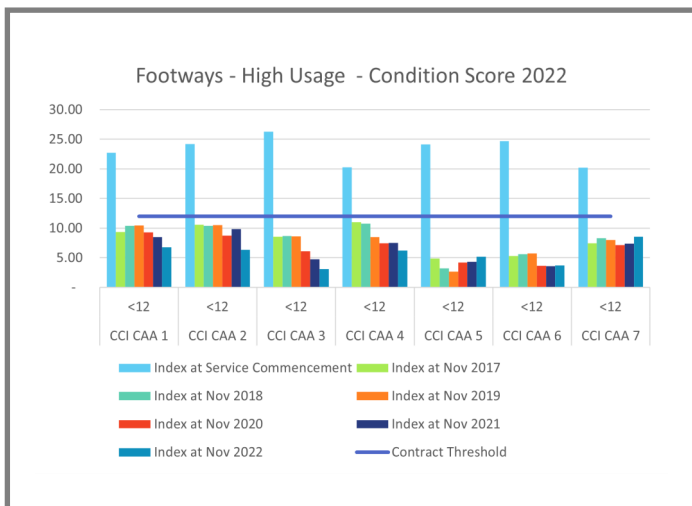
**Link Roads - Condition Score 2022**

Figure 3



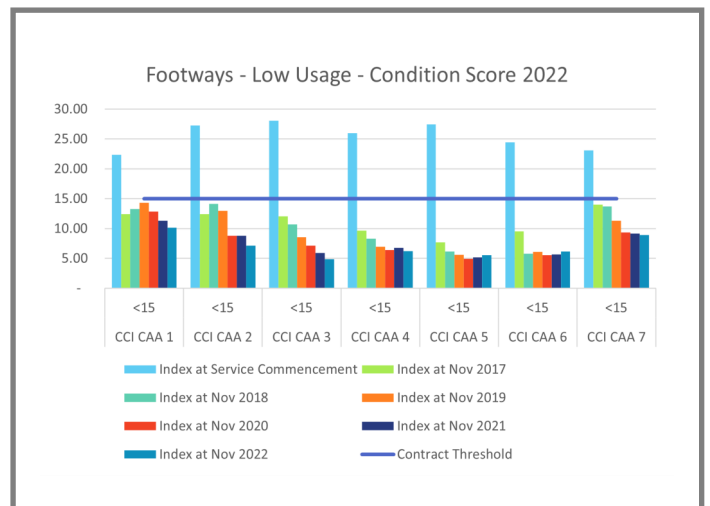
**Local Access Roads - Condition Score 2022**

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):

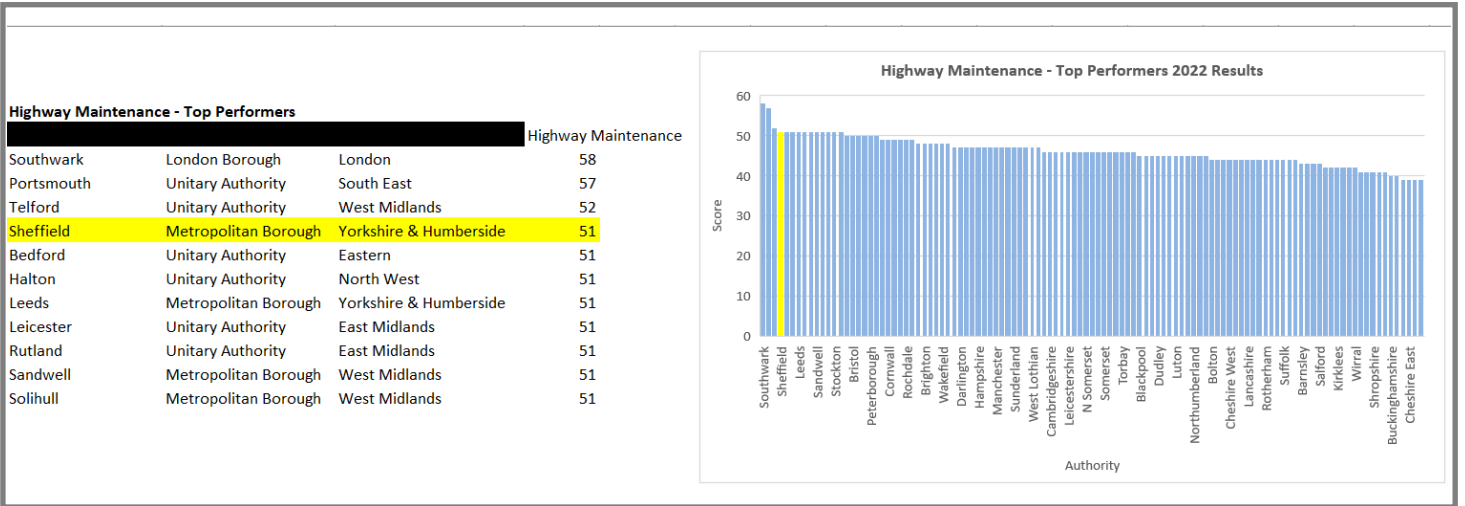
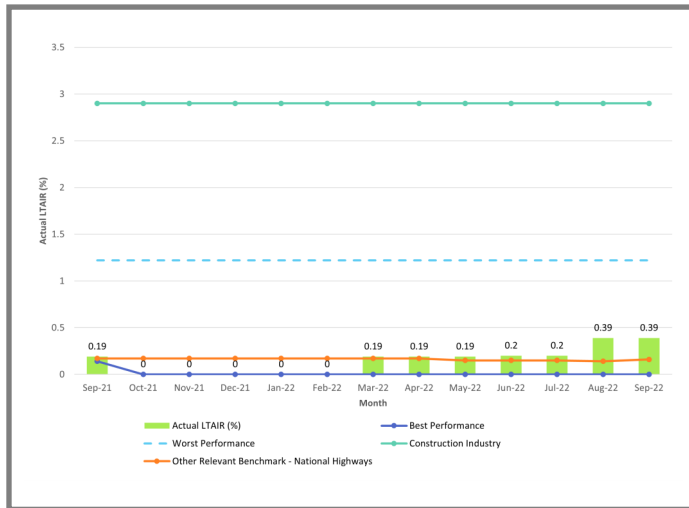


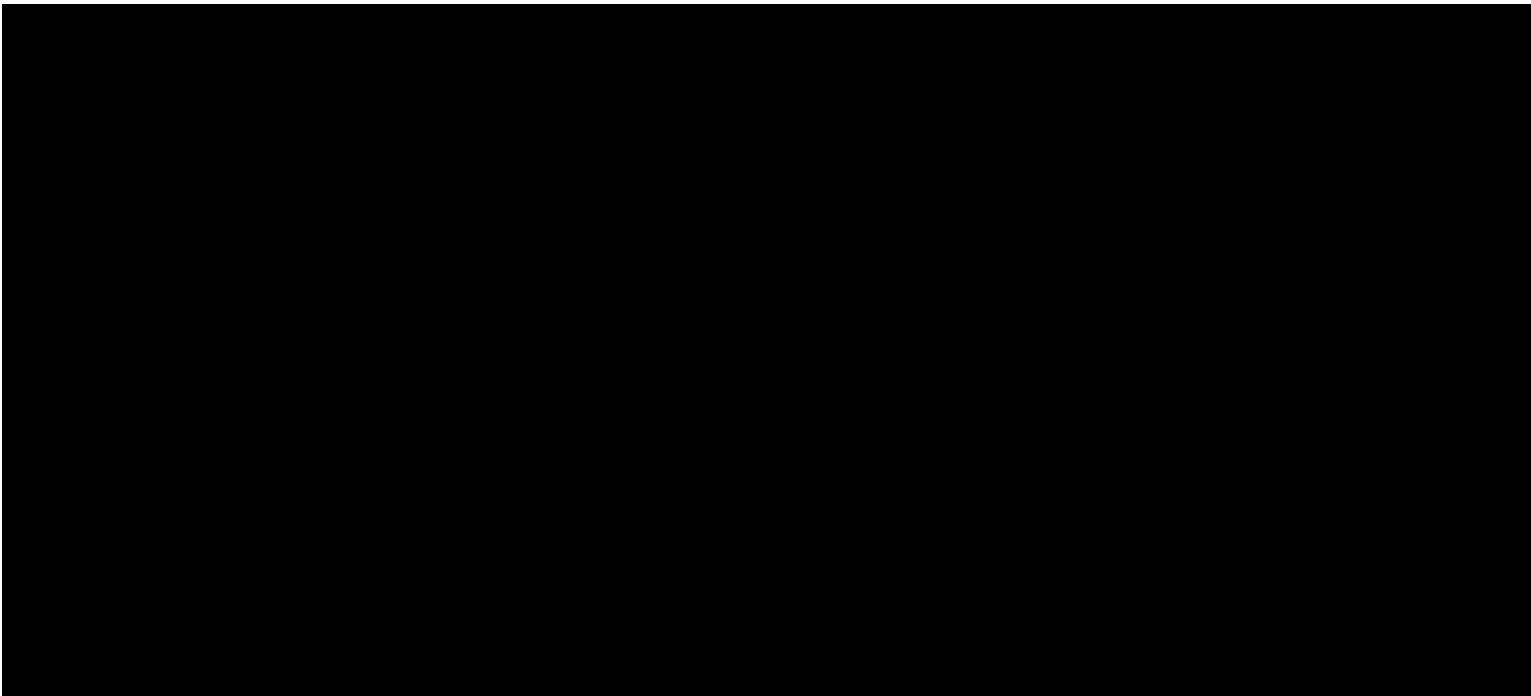
Figure 7

National Highways & 'Streets Ahead' Lost Time:

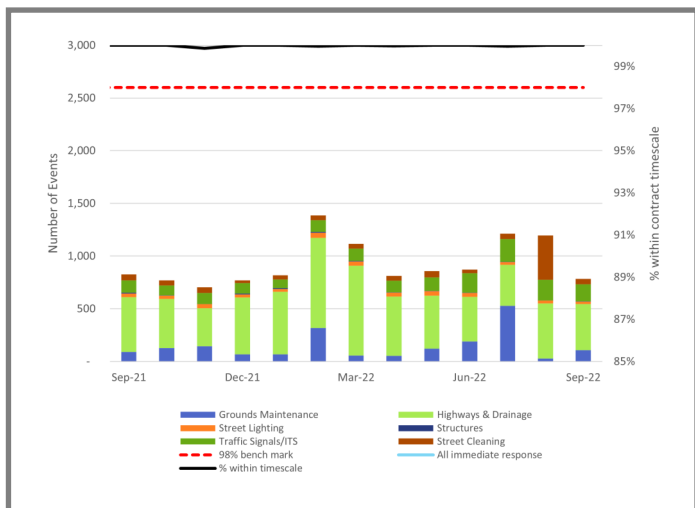


Streets Ahead Lost Time Accident Rate

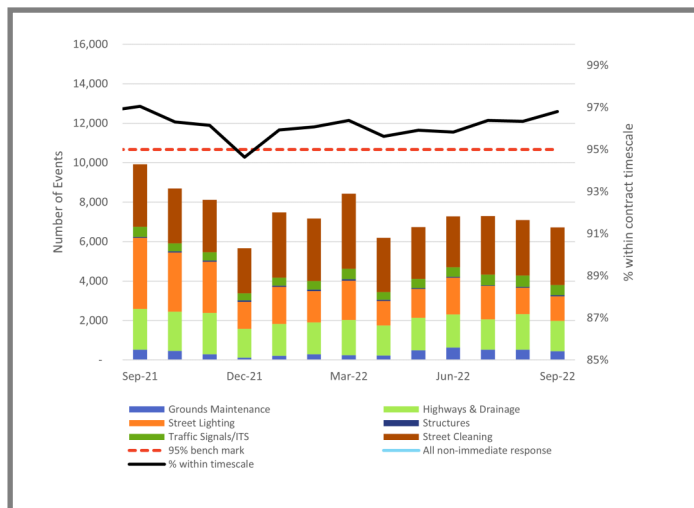
Figure 8



**Quality and Timeliness:**

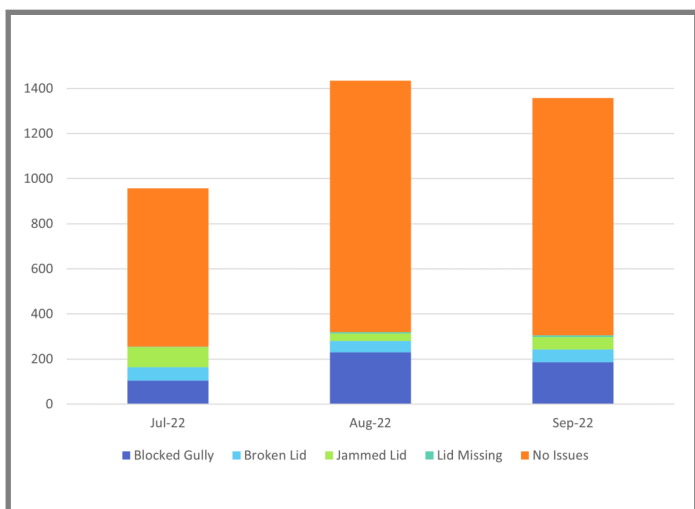


**Immediate Response (≤ 2 Business Days)** *Figure 11*

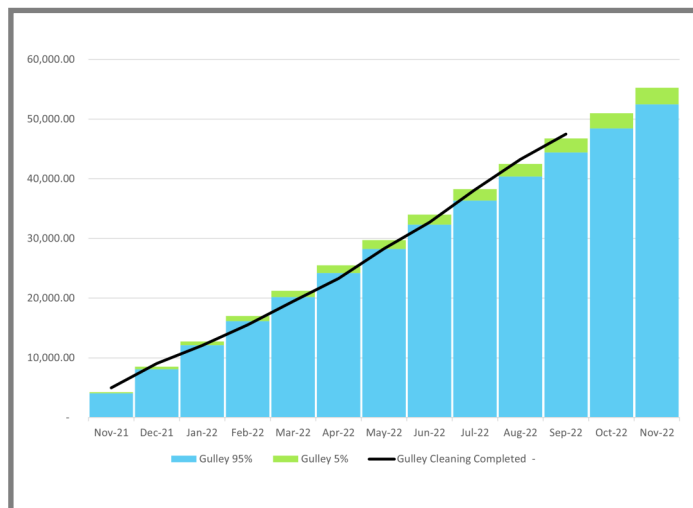


**Non-Immediate Response (≥ 2 Business Days)** *Figure 12*

**Flood Risk Management:**

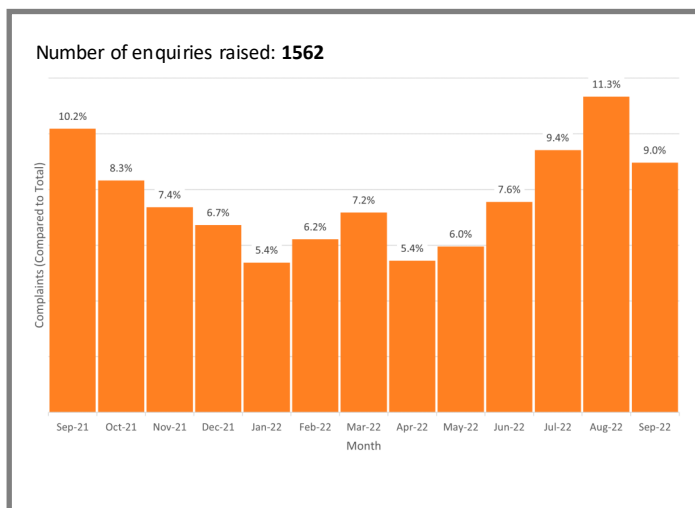


**Cyclical Gully Cleaning Program** *Figure 13*

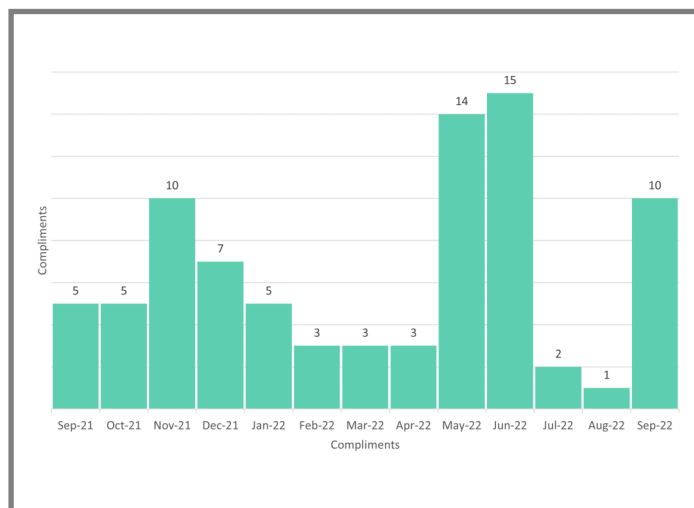


**Gully Cleaning Program** *Figure 14*

**Customer Satisfaction:**

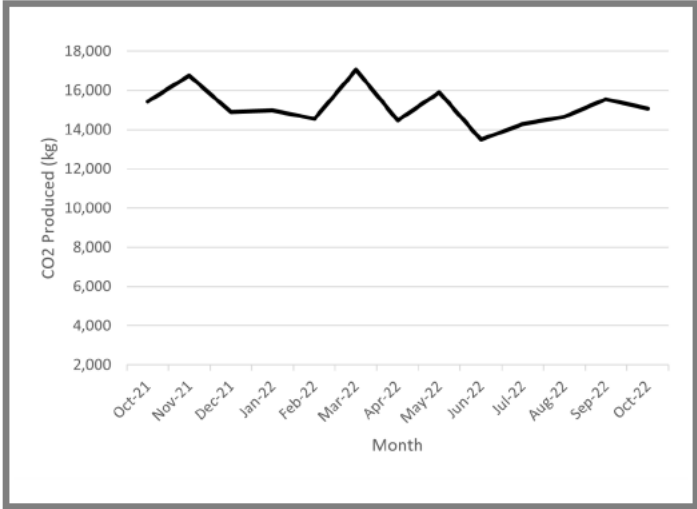


**Customer Complaints** *Figure 15*



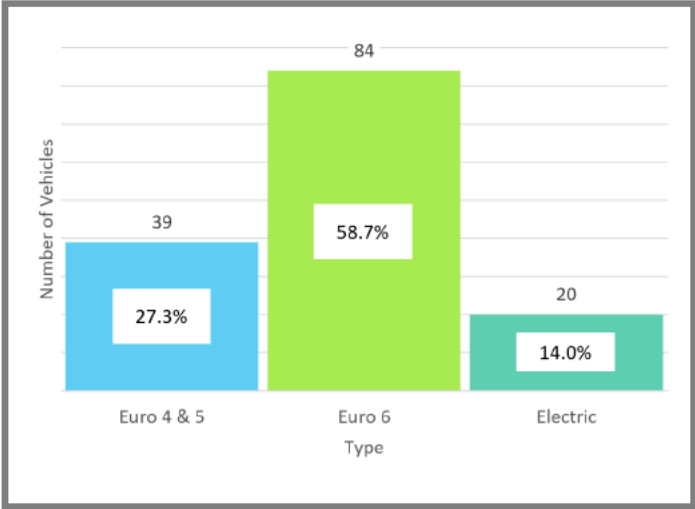
**Customer Compliments** *Figure 16*

Environmental:



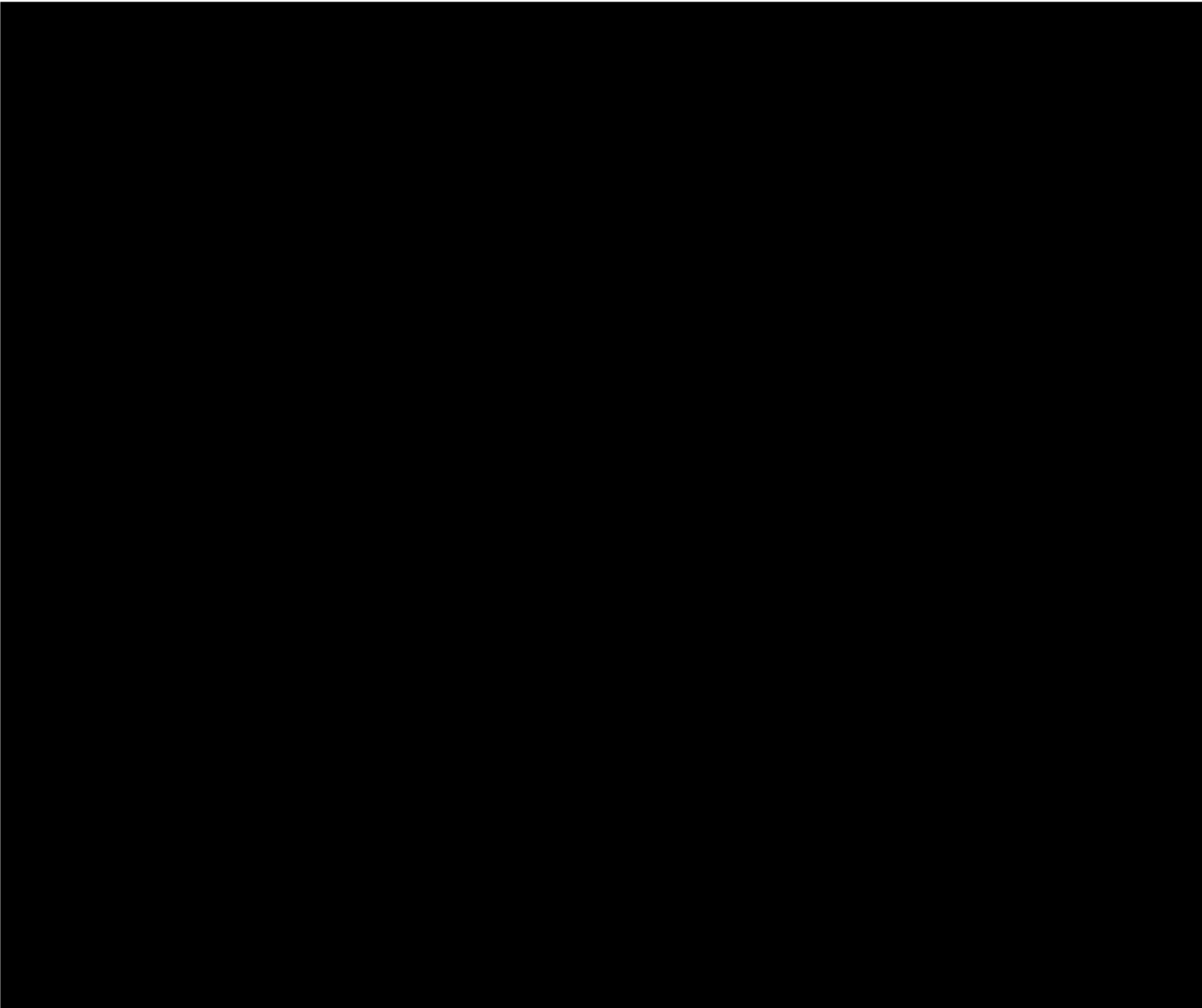
Fleet Carbon Produced (kg)

Figure 17

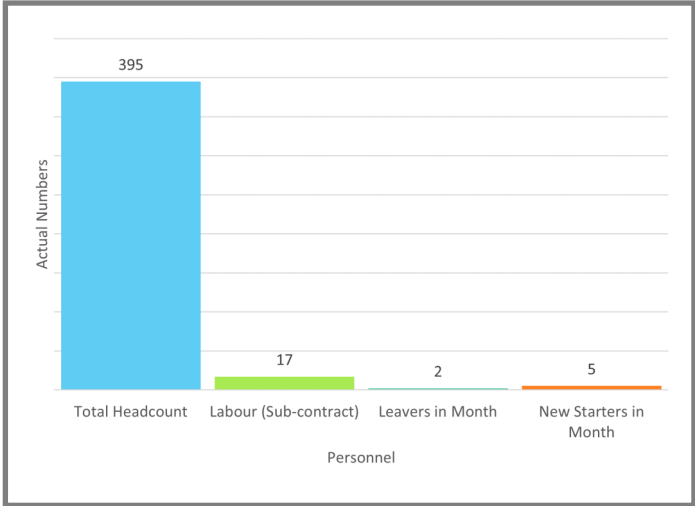


Fleet Management

Figure 18

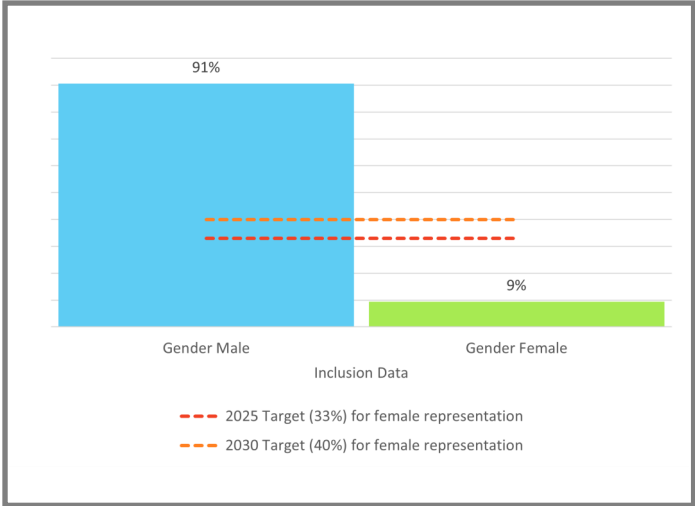


**Workforce:**



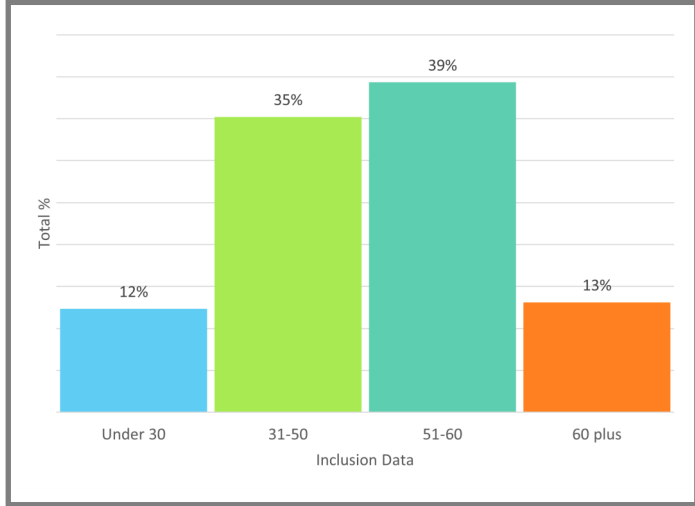
**Personnel**

Figure 23



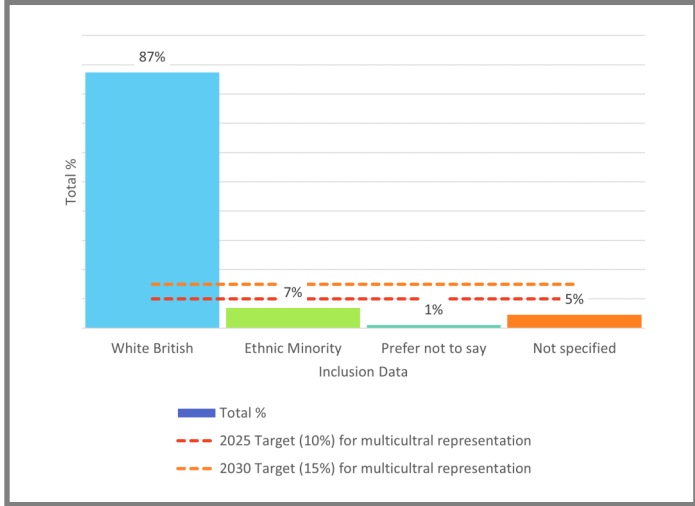
**Gender**

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