

# Waste & Street Scene Policy Committee Q2 Performance Dashboard 2024/25

Area	Measure	Q2 Overall Performance	Target	RAG	Point Of Focus
Moor Market	% change in number of visits	4% increase on Q1  2% Year to date	< 0.1% growth	Green	<ul style="list-style-type: none"> <li>3.9% increase above target.</li> <li>2% increase YTD 2024/25 compared to 2023/24.</li> <li>Footfall totals: Q1 643304 Q2 669319</li> <li>26015 increase in Q2.</li> <li>Good performance is seeing a stable figure or an increase. Quarterly figures are included in addition to YTD figures, to provide additional context.</li> </ul>
Moor Market	% of occupied units	82%	80%	Green	<ul style="list-style-type: none"> <li>2% above target.</li> <li>Target set based on historical data of variance in occupancy levels, and reflective of a stretch over national indicators</li> <li>10% above the average provided by National Association of British Markets (NABMA) of 72%</li> </ul>
Crystal Peaks	% change in number of visits	3% increase on Q1  -5% Year to date	< 0.1% growth	Yellow	<ul style="list-style-type: none"> <li>2.9% above target.</li> <li>3% increase on Q1 2024/25.</li> <li>5% decrease on YTD compared to 2023/24</li> <li>Footfall totals: Q1 287401 Q2 295285</li> <li>7884 increase in Q2.</li> <li>Good performance is seeing a stable figure or an increase. Quarterly figures are included in addition to YTD figures, to provide additional context.</li> </ul>
Crystal Peaks	% of occupied units	74%	80%	Yellow	<ul style="list-style-type: none"> <li>6% below target.</li> </ul>

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					<ul style="list-style-type: none"> <li>Target set based on historical data of variance in occupancy levels, and reflective of a stretch over national indicators</li> <li>2% above NABMA National average of 72%</li> <li>For both markets a revised strategy is under development to increase trader numbers.</li> </ul>
<b>CCTV</b>	% of all public surveillance CCTV cameras on SCC public sites fully operational	92%	90%		<ul style="list-style-type: none"> <li>2% above target.</li> <li>There are 247 Cameras in operation on SCC public sites that are managed through Street Scene and Regulation.</li> <li>Target set based on historical data and budget. Benchmarking data to be incorporated for next performance period</li> </ul>
<b>City Centre Management</b>	% change in city Centre Footfall	-4.5% Year To Date 2024 vs 2023  -13.3% Year on Year (YoY) 2024 vs 2023  23.6%	Information only  Comparator -1.7% North & Yorkshire -1.0% UK Year To Date 2024v2023  -1.6 % North & Yorkshire -1.4% UK YoY  2024v2023		<ul style="list-style-type: none"> <li>Snapshot of footfall within the city centre from four footfall counters located at: Fargate, West Street, Division Street and The Moor.</li> <li>Key point to note – Fargate has been undergoing significant civil works since spring 2023 which has impacted the count.</li> <li>The Moor records as the highest number of visitors.</li> <li>YTD % Change is the annual % change in footfall from January to September 2024 vs January to September 2023</li> <li>YoY % Change is the % change in footfall September 2024 Vs September 2023.</li> <li>MoM % Change is the % change in footfall for this Month compared to the previous Month.</li> </ul>

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		Month on Month (MoM)	-1.7% North & Yorkshire -4.6% UK MoM		
<b>City Centre Management</b>	Green Flag accredited sites	4 Green Flags  4 Sheffield Standards	Retain flag status		<ul style="list-style-type: none"> <li>4 x <a href="#">Green Flags</a> demonstrates excellence in how we manage open spaces (Peace Gardens, Winter Gardens, Devonshire Green and Pounds Park)</li> <li>4 x Sheffield Standards, this is given for areas that demonstrate standards used within the Green Flag assessment but aren't externally assessed due to not meeting the full Green Flag scope (Sheaf Square, Millennium Square, Tudor Square and Barkers Pool)</li> </ul>
<b>City Centre Management</b>	Purple Flag accreditation	Retained. Re-assessment taking place in Q3	Retain flag status		<ul style="list-style-type: none"> <li><a href="#">Purple Flag</a> demonstrates excellence in how we manage the nighttime economy. Purple Flag status was first gained for Sheffield in 2012 and has been retained every year since.</li> </ul>
<b>Taxi Licensing</b>	% of Clean Air Compliant Private Hire Vehicles	97%	50%		<ul style="list-style-type: none"> <li>47% above target.</li> <li>Private Hire licensed vehicles that are CAZ compliant. Ensuring licensed fleet standards continue to improve.</li> <li>Target was set prior to the implementation of the CAZ project and will be reviewed for next reporting period to reflect current levels</li> </ul>
<b>Taxi Licensing</b>	Overall CAZ compliant vehicles	94%	50%		<ul style="list-style-type: none"> <li>44% above target.</li> <li>Licensed vehicles (Hackney Carriages and Private Hire) that are CAZ compliant. Ensuring licensed fleet standards continue to improve.</li> <li>Target was set prior to the implementation of the project and will be reviewed for next reporting period to reflect current levels</li> </ul>

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Taxi Licensing	% by type of Taxi type	Diesel – 58% Petrol – 1% Hybrid – 39% EV – 2%	Information only		<ul style="list-style-type: none"> <li>1% increase from Q1, shown in Hybrid and EV taxi types.</li> <li>1% decrease to Q1 in Diesel taxi types.</li> <li>0% change to Q1 in Petrol taxi types.</li> </ul>
Taxi Licensing	Number of Private Hire licences processed	564	Information Only		<ul style="list-style-type: none"> <li>19 decrease from Q1 of private licenses processed.</li> <li>All licence applications received are processed, the decrease is as a result of less applications received.</li> </ul>
Taxi Licensing	Number of Hackney Carriage licenses processed	131	Information Only		<ul style="list-style-type: none"> <li>23 decrease from Q1 of Hackney Carriage licenses processed.</li> <li>All licence applications received are processed, the decrease is as a result of less applications received.</li> </ul>
Food Safety	New food businesses registered	556 (Q1 & Q2 cumulative)	Information only		<ul style="list-style-type: none"> <li>All food businesses must be either registered or approved by the local authority. We receive approximately 800 new registrations per year which is often a mixture of new food business establishments and changes of ownership in established businesses.</li> <li>When there is a change of ownership or a new business starts up, we should inspect the premises within 28 days.</li> <li>Some businesses trade without registering and so these are picked up by food team and through other local intelligence.</li> <li>959 new food businesses in 2023/24, a slight increase forecasted for this year.</li> </ul>
Food Safety	Backlog recovery for food inspections	1762 outstanding	No overdue visits by year end		<ul style="list-style-type: none"> <li>2747 start of the year premises backlog.</li> </ul>

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	2024/25 work programme	figure to year end YTD  Q2 inspections 355  1017 (Q1 & Q2 cumulative) 1980 Q1 backlog			<ul style="list-style-type: none"> <li>Each year we are required to inspect all the existing businesses that are due an inspection that year and all new establishments that register or start up.</li> <li>Prior to the pandemic we inspected most of the establishments that were due and had small numbers to carry forward. The pandemic disrupted food related work and we currently have a decreasing backlog of overdue inspections.</li> <li>Current performance puts the team on target to remove the backlogs by end of financial year.</li> <li>Target set is set by the Food Law Code of Practice</li> <li>New registrations will increase the inspections required.</li> </ul>
<b>Food Safety</b>	0-2 Food Hygiene Rating (FHR) Non compliant premises	128	Information Only		<ul style="list-style-type: none"> <li>Total 0-2 FHR premises in the city.</li> <li>We work with all premises with a food hygiene rating lower than a 3 to ensure standards are improved.</li> <li>64 of these have now improved, however actual ratings of premises do not change until the next planned inspection.</li> <li>This is 2.5% percent of total rated premises, however given the improvements the current real-time figure is 1.25% percent.</li> </ul>
<b>Food Safety</b>	3-5 FHR premises Broadly compliant premises	4121	Information Only		<ul style="list-style-type: none"> <li>Total compliant 3-5 FHR premises in the city.</li> <li>Premises food hygiene rating does not change until the next planned inspection.</li> </ul>
<b>Food Safety</b>	Closure of Food Premises	15  (Q1 & Q2 cumulative)	Information only		<ul style="list-style-type: none"> <li>Hygiene standards in premises declined during the pandemic and recovery period. The cost-of-living crisis has further exacerbated this situation.</li> <li>Numbers lower than same period last year.</li> </ul>

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					<ul style="list-style-type: none"> <li>Most of our inspections focus on educating, coaching and advising.</li> <li>Where a business poses an imminent risk to health, we are forced to take emergency prohibition action and close the premises. This can be formally through the courts or informally via a voluntary closure. In the previous year we were forced to close a record number of premises to protect public health, this trend has not continued this year.</li> </ul>
<b>Food Safety</b>	Number of current unrated new food businesses	256	New registered business should be inspected within 28 days from the date of their registration		<ul style="list-style-type: none"> <li>Start of the year was 299. New registrations have added to this each month.</li> <li>43 decrease from Q1.</li> <li>Unrated are businesses which have changed ownership or a new site for a food business and which have sent us a food registration form to confirm this.</li> <li>All are triaged by a senior officer and high-risk ones are given priority.</li> <li>Nationally and locally this is recognised as a very challenging target</li> <li>There are traditionally 700 new registrations per year. Due to the backlog and nature of work, premises are risk assessed and high-risk premises are seen as priority works. Vast majority of these have come in this year.</li> <li>Premises that have registered within September will fall within the 28-day timeframe are not captured as this measure and will be reported within Q3.</li> <li>Recovery plan is in place with additional resources already agreed via WSS Committee.</li> <li>Target set is set by the Food Law Code of Practice</li> <li>Vast majority of LA's are unable to meet this target.</li> </ul>

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Area	Measure	Q2 Overall Performance	Target	RAG	Point Of Focus
					<ul style="list-style-type: none"> <li>Target set through the food law code of practice.</li> </ul>
Parking Services	Number of bus lane Parking Charge Notices (PCNs) Issued	Q1 - 20066*	Information only		<ul style="list-style-type: none"> <li>5351 decrease compared to Q1 in 23/24.</li> <li>Q1 performance for comparison from 23/24 was 25417 but this was higher than normal as Arundel Gate bus gate enforcement started in early June 2023 which saw a significant rise in bus lane cases linked to that location for the first 4-5 months. Additional signage at this location (above the standard needed to conform to the regulatory requirements) has improved compliance for Arundel Gate.</li> <li>* Data is for Q1. Q2 24/25 figures not complete yet due to Committee reporting timescales. Parking Services has 28-days after a contravention to serve a PCN (if the contravention is witnessed using cameras).</li> </ul>
Parking Services	Number of Parking Charge Notices (PCNs) Issued	Q1 - 17804*	Information only		<ul style="list-style-type: none"> <li>4529 increase compared to Q1 in 23/24.</li> <li>Q1 performance for comparison from 23/24 was 13275 but this was lower than the same period in the previous year (15985) and general averages for parking.</li> <li>* Data is for Q1. Q2 24/25 figures not complete yet due to Committee reporting timescales. Parking Services has 28-days after a contravention to serve a PCN (if the contravention is witnessed using cameras).</li> </ul>
Parking Services	Number of Traffic Penalty Tribunal (TPT) allowed, dismissed and not contested	17 allowed 34 dismissed 28 not contested	For information		<ul style="list-style-type: none"> <li>TPT appeal figures for bus lanes, clean air zones and parking. Allowed means the TPT found in appellants favour Dismissed means the TPT found in the council's favour Not Contested means the council chose not to contest the appeal</li> <li>Q1 vs Q2 comparator: 31 allowed in Q1/ 17 decrease in Q2 56 dismissed in Q1/ 22 decrease in Q2</li> </ul>

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Area	Measure	Q2 Overall Performance	Target	RAG	Point Of Focus
					30 not contested in Q1 / 2 decrease in Q2
<b>Parking Services</b>	Usage of our EV charges	9% of network available RAW Rapid Charges  97% uptime Blink Fast charges	Contract standard for 90% or greater available working time.  Contract standard for 90% or greater available working time.		<ul style="list-style-type: none"> <li>Raw Infrastructure and availability is damaged by cable thefts. This is tackled through a programme of measures involving suppliers; the Council and the Police work to improve availability and use.</li> <li>Blink infrastructure requires motorists to supply cable, so no thefts from infrastructure.</li> <li>Target is agreed as contract standard.</li> </ul>
<b>Parking Services</b>	kWh used for EV charges	27663.34 RAW Rapid Charges  20637.25 Blink Fast Charges	Information only		<ul style="list-style-type: none"> <li>RAW 38474 kWh use in Q1.</li> <li>Blink 20197 kWh use in Q1</li> <li>RAW Infrastructure and availability has been affected by cable thefts. This is tackled through a programme of measures involving suppliers; the Council and the Police work to improve availability and use.</li> </ul>
<b>Waste Management</b>	% of household waste sent to landfill	0.02% (Q1)	0.32%		<ul style="list-style-type: none"> <li>Data provided is for Q1, as these figures run a month in arrears so can't meet Committee timescale.</li> <li>Performance is 0.30% better than target.</li> <li>Q1 2023/24 was 0.01% this relates solely to the asbestos disposal as this is the only domestic waste sent to landfill.</li> </ul>

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					<ul style="list-style-type: none"> <li>This is a National performance indicator reported by all Local Authorities. The target has been set based on previous years landfill data.</li> </ul>
<b>Waste Management</b>	% of household waste that is recycled	25.95% (Q1)	26.69%		<ul style="list-style-type: none"> <li>Data provided is for Q1, as these figures run a month in arrears so can't meet Committee timescale.</li> <li>Performance is 0.74% lower than target</li> <li>Slight decrease to 2023 measures of 27.17%. Volumes can fluctuate throughout the year. Q1 shows a slight drop in the paper and card collected. This could recover through the year.</li> <li>The proportion of household waste sent for recycling from blue and brown bins, Household Waste Recycling Centres and local Bring Sites.</li> <li>This is a National performance indicator reported by all Local Authorities. This stretching target has been set based on previous years recycling performance.</li> </ul>

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Waste Management	% Household waste composted	8.94% (Q1)	8.4%	Green	<ul style="list-style-type: none"> <li>Data provided is for Q1, as these figures run a month in arrears so can't meet Committee timescale.</li> <li>0.54% increase to target.</li> <li>Increase from 2023 measures of 7.67%. A record number of green bin subscribers received and growing season means tonnages through the Household Waste Recycling Centres and Green bins risen.</li> <li>The proportion of household waste sent for composting from blue green bins and Household Waste Recycling Centres.</li> <li>This is a National performance indicator reported by all Local Authorities. This stretching target has been set based on previous years composting performance.</li> </ul>
Waste Management	% of household waste treated at the Energy Recovery Facility and turned into heat/energy	65.08% (Q1)	64.59	Green	<ul style="list-style-type: none"> <li>Data provided is for Q1, as these figures run a month in arrears so can't meet Committee timescale.</li> <li>0.49% increase to target.</li> <li>Decrease from 2023 with measures of 65.15%.</li> <li>The proportion of waste sent to Sheffield's Energy Recovery Facility which is burned to produce heat for the District Energy network and power for the National Grid.</li> <li>Waste sent to the recovery facility comes from the black bin, and non-recyclable waste from Household Waste Recycling Centres and Bulky Waste Collections.</li> <li>This is a National performance indicator reported by all Local Authorities. This target has been set based on previous years energy recovery performance.</li> </ul>

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<b>Waste Management</b>	Successful bin collections	99.88% (Q1)	100%		<ul style="list-style-type: none"> <li>Data provided is for Q1, as these figures run a month in arrears so can't meet Committee timescale.</li> <li>0.12% decrease to target.</li> <li>The quarterly figures are a new report. We are unable provide this breakdown for last years comparative quarter.</li> <li>The proportion of black, blue, brown and green bin collections carried out on the scheduled collection day.</li> <li>Aspirational target set at 100%</li> <li>Measure within tolerance of target</li> </ul>
<b>Environmental Protection</b>	Fixed penalty notices (FPNs) issued for littering	253	Information only		<ul style="list-style-type: none"> <li>Decrease of 123 FPNs from Q1.</li> <li>629 YTD.</li> <li>If the FPNs aren't paid the offenders are taken to court.</li> </ul>
<b>Environmental Protection</b>	Fixed penalty notices for fly tipping	31	Information only		<ul style="list-style-type: none"> <li>Increase of 9 FPNs from Q1.</li> <li>53 YTD.</li> <li>If the FPNs aren't paid the offenders are taken to court.</li> </ul>
<b>Licensing</b>	Percentage of Temporary Event Notices (TENs) for licensable activity completed within the statutory deadline.	100%	100%		<ul style="list-style-type: none"> <li>334 applications were processed in Q2.</li> <li>100% completed within target. 1 working day for acknowledgement, 3 working days for objections &amp; determination.</li> <li>This relates to the general licensing function. TENs are issued if a person wants to carry out licensable activity at an unlicensed premises or where the licensable activity isn't covered by the existing licence.</li> <li>It is critical for both applicants and the nighttime economy that these are dealt with in a timely manner.</li> <li>Statutory target</li> </ul>

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Licensing	Number of licenses issued (Excluding taxis)	899	No target For information		<ul style="list-style-type: none"> <li>97 remain open applications where more information is required</li> </ul>
Highways Maintenance	Fly tipping removed within 5 working days after being reported	100%	95%		<ul style="list-style-type: none"> <li>5% above target.</li> <li>Target is defined by performance requirements in the PFI contract. Reported monthly</li> </ul>
Highways Maintenance	Litter bins emptied within 1 working day after being reported	100%	95%		<ul style="list-style-type: none"> <li>5% above target.</li> <li>Target is defined by performance requirements in the PFI contract. Reported monthly</li> </ul>
Highways Maintenance	Hazardous potholes repaired within 24 hours after being reported	100% Jul 100% Aug 99.73% Sept	95%		<ul style="list-style-type: none"> <li>4.91% decrease in September in comparison to July/August, average indicates above target. Reported monthly.</li> <li>Repair hazardous potholes or other immediate highway surface safety issue (percentage of reported &amp; treated within 24 hours)</li> <li>Target is defined by performance requirements in the PFI contract.</li> </ul>
Highways Maintenance	Metres of carriageway resurfaced	410,514	No target		<ul style="list-style-type: none"> <li>379,330 increase from Q1.</li> <li>Measure is actual cumulative square metres resurfaced in period. Reported quarterly, target is defined annually based on asset condition scoring from annual surveys.</li> </ul>
Highways Maintenance	Metres of footways resurfaced	36,523	No target		<ul style="list-style-type: none"> <li>1,633 increase from Q1.</li> <li>Measure is actual cumulative square metres resurfaced in period.</li> <li>Reported quarterly, target is defined annually based on asset condition scoring from annual surveys.</li> </ul>

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