



## Sustainable Communities Overview and Scrutiny Committee

<b>Date:</b>	Thursday, 20 January 2011
<b>Time:</b>	6.00 pm
<b>Venue:</b>	Committee Room 1 - Wallasey Town Hall

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### AGENDA

**1. DECLARATIONS OF INTEREST/PARTY WHIP**

Members are asked to consider whether they have personal or prejudicial interests in connection with any item(s) on this agenda and, if so, to declare them and state what they are.

Members are reminded that they should also declare, pursuant to paragraph 18 of the Overview and Scrutiny Procedure Rules, whether they are subject to a party whip in connection with any item(s) to be considered and, if so, to declare it and state the nature of the whipping arrangement.

**2. MINUTES (Pages 1 - 16)**

To receive the minutes of the meeting held on 17 November, 2010.

**3. ENVIRONMENTAL STREETSCENE SERVICES CONTRACT -  
FOURTH ANNUAL REVIEW (Pages 17 - 58)**

**4. SCOTTISH POWER NETWORK SERVICES (Pages 59 - 92)**

**5. LOCAL ENVIRONMENTAL QUALITY (LEQ) PROJECT PLAN  
UPDATE (Pages 93 - 106)**

**6. RECYCLING AND WASTE MINIMISATION ACTION PLAN UPDATE  
(Pages 107 - 130)**

**7. HEPSE GATEWAY 5**

Verbal update.

**8. FORWARD PLAN**

The Forward Plan for the period January to April 2011 has been published on the Council's intranet/website. Members are invited to review the Plan prior to the meeting in order for the Committee to consider, having regard to the Committee's work programme, whether scrutiny should take place of any items contained within the Plan and, if so, how it could be done within relevant timescales and resources.

**9. UPDATED WORK PROGRAMME 2010/11 (Pages 131 - 136)**

To receive an update on the committee's work programme.

**10. SITE VISITS**

Members' views are requested on arrangements for site visits.

**11. ANY OTHER URGENT BUSINESS APPROVED BY THE CHAIR**

## **SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE**

Wednesday, 17 November 2010

Present:

Councillor J Hale (Chair)

Councillors	T Anderson	H Smith
	A Brighouse	R Wilkins
	D McCubbin	KJ Williams
	AR McLachlan	S Williams
	D Mitchell	

In attendance:

Councillors L Rennie (Cabinet Member – Streetscene)  
C Blakeley (Cabinet Member – Housing and Community Safety)  
G Gardiner (Cabinet Member – Environment)

### **86 DECLARATIONS OF INTEREST/PARTY WHIP**

Members were asked to consider whether they had personal or prejudicial interests in connection with any item(s) on this agenda and, if so, to declare them and state what they were.

Councillor D Mitchell declared a personal interest in minute 89 (Arrowe Park Hospital Travel Plan) by virtue of his membership of the Merseyside Integrated Transport Authority.

Members were reminded that they should also declare, pursuant to paragraph 18 of the Overview and Scrutiny Procedure Rules, whether they were subject to a party whip in connection with any item(s) to be considered and, if so, to declare it and state the nature of the whipping arrangement. No such declarations were made.

### **87 MINUTES**

The Director of Law, HR and Asset Management submitted the minutes of the meeting held on 21 June, 2010.

Resolved – That the minutes be received.

### **88 HIGHWAYS AND TRAFFIC REPRESENTATION PANEL - MINUTES**

The Director of Law, HR and Asset Management, submitted the minutes of the panel meeting held on 8 November, 2010 when the following matters were considered:-

16 (1) SCHOOL KEEP CLEAR MARKINGS

Resolved –

(1) That the Panel note the objections to the scheme for provision of waiting restrictions at Elleray Park School, as shown on plan BEng/51/10, and the officers' responses, and recommend to the Sustainable Communities Overview & Scrutiny Committee that the scheme be approved for implementation.

(2) That the scheme for provision of waiting restrictions at Brackenwood Primary School be deferred for further consideration of the alternative 'Access Only' scheme.

17 (2) SPEED LIMIT REVIEW

Resolved – That the Panel:

(1) Note the objections received and the officers' responses; and

(2) Recommend to the Overview & Scrutiny Committee that the following Speed Limit Review recommendations be approved for implementation: -

(a) (2:1) B5137 Brimstage Road, Bebington - Proposal – Relocation of existing 30mph / National Speed Limit gateway;

(b) (3:0) A5137 Brimstage Road / Whitehouse Lane, Brimstage - Proposal – Reduce from National Speed Limit to 50mph

(c) (3:0) A551 Upton Bypass, Upton - Proposal – Increase from 30mph to 40mph

**(d) (3:0) Heron Road, Hoylake / Pump Lane, Greasby / Saughall Massie Road, Saughall Massie - Proposal – Reduce from National Speed Limit to 40mph along Heron Road, 50 mph along Pump Lane, and increase from 30mph to 50mph along part of Saughall Massie Road**

(e) (3:0) Storeton Village, Storeton - Proposal – Reduce from National Speed Limit to 30mph within Village area and relocation of existing 30mph / National Speed Limit gateway along Lever Causeway.

(f) (3:0) B5136 Thornton Common Road / B5151 Willaston Road, Clatterbridge - Proposal – Reduce from National Speed Limit to 50mph.

(3) PETITION: REQUEST FOR TRAFFIC CALMING MEASURES IN MELLOR ROAD/ROSEBERY GROVE/AMERY GROVE, PRENTON

Resolved – That the Panel:

(1) Note the petitioners request for traffic calming measures to slow the speed of traffic in Mellor Road, Prenton and the surrounding area.

(2) Recommend to the Sustainable Communities Overview and Scrutiny Committee that no further action should be taken in respect of the petition requesting traffic

calming measures to slow the speed of traffic in Mellor Road, Prenton and the surrounding area but that the situation will continue to be monitored.

(4) PETITION: REQUEST FOR FURTHER ROAD SAFETY MEASURES TO SLOW TRAFFIC SPEED IN PARK ROAD, WALLASEY AND THE SURROUNDING AREA

Resolved – That this matter be deferred until the next meeting of the Panel.

(5) PETITION: REQUEST FOR TRAFFIC CALMING MEASURES IN WRIGHT STREET, WALLASEY

Resolved – That the Panel:

(1) Note the petitioner's request for traffic calming measures to slow the speed of traffic in Wright Street and the surrounding area.

(2) Recommend to the Sustainable Communities Overview and Scrutiny Committee that no further action is taken in respect of the petition requesting traffic calming measures to slow the speed of traffic in Wright Street and the surrounding area but that the situation will continue to be monitored.

(6) TEEHEY LANE , BEBINGTON

Resolved – That the Panel note the objector's concerns, but recommend to the Sustainable Communities Overview & Scrutiny Committee that the pedestrian refuge scheme and 'No Waiting At Any Time' Traffic Regulation Order be implemented as advertised.

(7) ST PAUL'S ROAD, SEACOMBE

Resolved - The Panel note the objection but recommend to the Sustainable Communities Overview & Scrutiny Committee that the pedestrian refuge scheme and Traffic Regulation Order, as shown on plan BENG/48/10, be recommended for implementation.

(8) BERWYN DRIVE, HESWALL - UPDATE

Resolved - That the Panel note that the matters raised from this meeting are being progressed.

**Resolved –**

**(1) That the minutes of the panel be received.**

**(2) That the Committee recommend to the Cabinet Member that the following schemes be approved:-**

**(A) Scheme for provision of waiting restrictions at Elleray Park School, as shown on plan BEng/51/10;**

**(B) Speed Limit Review schemes: -**

**B5137 Brimstage Road, Bebington - Proposal – Relocation of existing 30mph / National Speed Limit gateway;**

**A5137 Brimstage Road / Whitehouse Lane, Brimstage - Proposal – Reduce from National Speed Limit to 50mph**

**A551 Upton Bypass, Upton - Proposal – Increase from 30mph to 40mph**

*Heron Road, Hoylake / Pump Lane, Greasby / Saughall Massie Road, Saughall Massie - Proposal – Reduce from National Speed Limit to 40mph along Heron Road, 50 mph along Pump Lane, and increase from 30mph to 50mph along part of Saughall Massie Road*

**Storeton Village, Storeton - Proposal – Reduce from National Speed Limit to 30mph within Village area and relocation of existing 30mph / National Speed Limit gateway along Lever Causeway.**

**B5136 Thornton Common Road / B5151 Willaston Road, Clatterbridge - Proposal – Reduce from National Speed Limit to 50mph.**

**(C) Pedestrian Refuge scheme and ‘No Waiting At Any Time’ Traffic Regulation Order at Teehey Lane, Bebington, as shown on plan BENG/49/10**

**(D) Pedestrian refuge scheme and traffic regulation order at St Pauls Road, Seacombe, as shown on plan BENG/48/10,**

## **18 ARROWE PARK HOSPITAL TRAVEL PLAN**

The Director of Technical Services submitted a report outlining progress to date on the Wirral University Teaching Hospital (WUTH) NHS Foundation Trust’s Travel Plan Review 2010 which included a number of amendments to the plan.

The main aims of the review of the Travel Plan were:

- To provide an update on the Travel Plan implementation
- To demonstrate what has been achieved since the last review
- To identify and make changes to the plan
- To review future actions and target dates

WUTH had commissioned Mott MacDonald to undertake a review of the Travel Plan and the associated Traffic Management and Parking Policy, in consultation with the Council's Sustainable Transport Coordinator. Copies of the Travel Plan Review 2010, Appendix 2, and Traffic Management and Parking Policy Report, Appendix 3, were attached and formed the main part of this report.

In summary the review included:

- The results of a staff and patient/visitor travel survey and confirms that future surveys will be undertaken every two years.
- Highlights key achievements and progress on delivery of the previous action plan.
- A breakdown of the costs of delivering the travel plan and a proposal that public parking charges are increased in line with the increases in charges in other hospitals and public car parks in Wirral since 2005. It also proposed that in future parking charges should be increased periodically in line with inflation or the increase in parking charges in Wirral Council car parks, subject to coin of the realm limitations.
- Confirmed that 300 free public parking spaces would continue to be provided and details the control measures to be implemented to ensure these spaces remain available for public use.

There was a requirement through the Section 106 Agreement that WUTH undertake a review of the Travel Plan on an annual basis and currently this review was also reported to members annually. It was proposed that the requirement for an annual review, including consultation with Wirral's Sustainable Transport Co-ordinator should remain but that future reporting to Members be undertaken on a bi-annual basis. Members were reminded that WUTH could not alter or amend the Travel Plan without the prior written approval of the Council, and the integrity of the Plan would not therefore be diminished by this proposal.

Mr J Foster, Director of Facilities and Estates WUTH, and Mr J Realey, Car Parks Operational Manager, attended the meeting and answered a range of questions from members relating to:-

- the low take up of the staff car share scheme;
- purchase of cycles through the salary sacrifice scheme;
- the NHS Carbon Reduction Strategy and measures to achieve this objective e.g. the inter site bus, reduced use of officer vehicles and mileage claims;
- the possibility of introducing a further park and ride scheme to the hospital from Tranmere Rovers F.C.;
- the daily turnover of patient and visitors car parking spaces;
- the justification for the proposed increase in car parking charges and the response in terms of the NHS policy that income should match expenditure, and that this was an appropriate fee which was in line with council car parking charges;
- the VAT bill from services suppliers and whether this offset the VAT on car parking income (a more detailed response would be provided to members);

- the current location of the bus stop and ways of separating pedestrians from the car park in front of the hospital;
- the need for a patient and visitor survey to monitor and assess the effectiveness of the Travel Plan

Resolved – That the Committee:

(1) Note and endorse the contents of the Wirral University Teaching Hospital NHS Foundation Trust's Travel Plan Review 2010 and Traffic Management and Parking Policy Report.

(2) Endorse the reporting of future Travel Plans on a bi-annual basis to committee whilst reporting an update to the action plan on an annual basis to officers.

## 19 **OBJECTIONS TO TRAFFIC SIGNAL JUNCTION IMPROVEMENT - UPTON ROAD/NOCTORUM AVENUE, UPTON**

The Director of Technical services reported concerning objections received to the introduction of a new traffic signal control junction improvement and associated 'No Waiting at Any Time' - Traffic Regulation Order (TRO) at the junction of Upton Road / Noctorum Road, Upton.

***He reported that the provision of a new traffic signal installation at the junction of Upton Road / Noctorum Avenue, Upton, was identified as a priority scheme within the Integrated Transport Block programme of works which was approved by cabinet on 14 January, 2010. The proposed traffic signal junction improvements were designed to address a long-standing history of traffic capacity issues resulting in congestion and delay, together with a 'No Waiting at Any Time' – traffic regulation order to ensure effective operation aspects of the traffic signal control. It was also provide improved facilities for public transport users, pedestrians and cyclists (linkage to National Cycle Network Route 56).***

***Following a public consultation exercise, a petition and four individual letters of objection were received. The over-riding concern of the unresolved objections was that the proposed scheme would encourage the use of Coniston Avenue and Windermere Road - Wirral Way as a short-cut / rat-run to avoid queuing at the new traffic signal junction, resulting in increased traffic volume, speeding vehicles, disruption for residents and congestion.***

***A further email representation which was received between the time of writing the report conclusion of the Public Consultation gave support to the scheme in principle but raised a number of technical issues relating to the extension of the cycle route and provision of more bus stops in this area, which would be given further consideration.***

The Director reported that the aim of the scheme was to reduce congestion and delay and improve facilities for public transport users, pedestrians and cyclists. It was therefore recommended that provision of traffic signal control at the junction of Upton



Road / Noctorum Avenue, Upton and associated TRO, as shown on plan no. BENG/54/10, be implemented as advertised. Further traffic surveys would be undertaken following completion to identify the extent of any resultant 'rat-running' and, if proven, future consideration would be given to the introduction of appropriate remedial measures.

Councillor Harry Smith addressed the meeting, in his capacity as a ward councillor, and indicated his support for the scheme which would be a major benefit to this junction. He thanked the officers for their response to the objectors and commented that the scheme would reduce congestion and current problems relating to the use of adjoining roads by through traffic. He also highlighted some practical issues relating to the proposed relocation of the bus stop to prevent loitering and anti-social behaviour which the Director agreed to raise with Merseytravel.

Councillor George Davies, ward councillor, addressed the meeting. He thanked the officers for their efforts in response to the objections received indicating that appropriate measures would be taken to discourage any excessive through traffic in the adjoining roads following the introduction and monitoring of the scheme.

Resolved – That the Committee note the objections received and recommend to the Cabinet Member that the scheme and traffic regulation order, as shown on plan no. BENG/54/10, be implemented as advertised.

## **20 ROAD SAFETY - REDUCING DEATH AND SERIOUS INJURY ON THE ROADS**

The Director of Technical Services submitted a report providing a road safety update and progress in reducing the number of people injured on Wirral's roads. The report detailed a comprehensive programme of ongoing and proposed actions by the Council and its partners in respect of road safety, which aimed to achieve the road safety objectives set out in the Council's Corporate Plan and Wirral Local Area Agreement.

The corporate priority to reduce road traffic accidents was reflected in the Wirral Local Area Agreement for 2008 to 2011, which included the following priority areas (which were also National Performance Indicators):

- NI 47 – People killed or seriously injured in road traffic accidents; and
- NI 48 – Children killed or seriously injured in road traffic accidents.

Wirral's current performance for these two key indicators was detailed in appendices 1-3 of the report.

Ongoing analysis of casualty data on Wirral had revealed that during the five years since 2004 when the KSI casualty record peaked at 203 KSIs (Appendix 3, Figure 1), the numbers of people Killed or Seriously Injured had steadily declined by an average of 6.6% per year, resulting in a total reduction in KSIs of 30% by 2009. Whilst Wirral continued to make steady progress in improving road safety, it was unlikely that it would meet the national target for all deaths and serious injuries by the end of 2010.

The total number of people killed or seriously Injured during the most recent complete calendar year, 2009, was 142 against the corresponding interim target of 123 KSI. Whilst still above target for all age groups of KSI casualties it was noted that during the last 10 years the total number of casualties had fallen from 1933 in 2000 to 991 in 2009, some 49%.

The Director reported that, in recognition of the key importance of Road Safety to the Council and the Community as a whole, Wirral's Accident Reduction Partnership had developed a Road Safety Action Plan for implementation during 2010/11 (Appendix 4) which covered five main workstreams:

- Enforcement (ENF);
- Education, Training & Publicity (ETP);
- School Travel Planning (STP);
- Communications (COM); and
- Engineering (ENG).

He reported that close working between key partners was a key feature of this Road Safety Action Plan and was essential to ensure effective interventions to deal with potential future areas for action such as casualties involving older people, pedestrians, motorcyclists and in-car casualties. There was also a rigorous approach to the monitoring and delivery of the Road Safety Action Plan which included: regular performance management reports to chief officers and elected members; quarterly inter-agency meetings between key partners; reporting through the LAA management structures; and regular Cabinet member briefings. The Council also implemented a range of physical works to achieve road safety objectives contained within the Local Transport Plan (LTP) Road Safety Block. The 2010/11 programme included an overall allocation of £980,000 for safety schemes which was approved by Cabinet on 4<sup>th</sup> February 2010 (Minute 315).

The Director responded to a range of issues raised by including:

- the sharing of best practice and benchmarking with the best performing authorities;
- enforcement and an acknowledgement of the support received from Merseyside Police at Area Command level;
- the prevention of Drink Driving, associated initiatives and enforcement;
- budget reductions (paragraph 7.1) - and the response indicating that these were road safety encouragement measures which would not directly affect road casualties;
- de-regulation and the enforcement of waiting restrictions outside schools

Resolved – That the Committee:

- (1) Note the progress in improving road safety performance and analysis of casualty data outlined in this report;
- (2) Endorse the proposed Road Safety Action Plan for 2010/11.

## 21 GREEN SPECIFICATION AND RENEWABLE ENERGY GENERATION BY THE COUNCIL

***The Director of Technical Services presented a report outlining the background to the development of a Green Specification in the form of a best practice guide for designers, which would require sustainable materials and products with recognised environmental benefits, and, where practicable, renewable energy technologies, to be incorporated into all Council building projects.***

This Committee had previously endorsed progress of the Carbon Reduction Programme, and a range of measures including:

- ***Energy Efficiency schemes (improved lighting installations, boiler replacements)***
- ***Energy Awareness and carbon reduction promotions and campaigns***
- ***Automatic meter reading***
- ***Combined heat and power (CHP)***
- ***Launch of Wirral CRed initiative***
- ***Waste reduction and improved recycling service***

He reported that his department's Design Consultancy Division had designed a number of projects in recent years which had incorporated green materials and technologies, and help contribute to the Council's strategic objectives and priorities for improvement in sustainability and carbon emission reduction (paragraph 2.6 refers).

The Director reported that the Green Specification had now been completed. It provided advice on best practice for designers to incorporate green technologies and sustainable products and materials into Council building projects, access to current best practice material specifications and an appendix containing examples of typical approved products which would ensure consistency of materials and equipment across the Council's buildings. It was a key principle of the guide that energy demand, and thus energy consumption and emissions from buildings, should be reduced before renewable technologies were considered.

It was proposed that all new buildings and major refurbishments designed by the Council's Technical Services Department, or consultants procured to provide such services to the Council, should be designed in accordance with the general principles contained in the Council's Green Specification Guide, 'Wirral Green Spec' (Appendix A). Where relevant and appropriate, the guide would also be applied to all building adaptation, reconfiguration or renovation designs, including works included in the Council's Strategic Asset Review and Accommodation Strategy. The guide would be a live document, which would be continually reviewed, revised and updated to reflect changing legislation and good practice guidance when necessary.

In addition, where practicable for the project concerned, all designs would consider the introduction of renewable energy generation technologies. All future Scheme and Estimate reports presented to Cabinet for approval would include details of any proposed renewable energy facilities, which could be incorporated, where practicable, as part of the scheme, together with the associated costs and benefits.

The Green Specification Guide would also be made available to private developers who were procuring building works in Wirral via the Developers Guide to encourage them to follow similar principles to the Council's own designers and, therefore, contribute to corporate objectives and priorities.

The increased costs associated with the inclusion of renewable technologies would be assessed by Technical Services Department staff and separately identified in the Scheme and Estimate reports to Cabinet, together with the resulting benefits, such as the potential revenue income via Feed in Tariffs for any proposed renewable energy facilities and likely pay-back period. This would enable Cabinet to assess the benefits resulting from the enhanced scheme and ensure that this was an integral consideration of any scheme proposals.

The continued membership of the National Green Register of construction professionals required a revenue commitment of approximately £150 per annum and could be met from existing resources.

Resolved – That the Committee note and endorse the content of this report and refer the following recommendations to Cabinet for approval:

- (1) That the Green Specification Guide (Appendix A) be adopted by the Council for use on all Council building projects;
- (2) ***That all future Scheme and Estimate reports for building projects include details of proposed renewable energy generating facilities, where it is practicable to incorporate these, together with the associated costs and environmental and financial benefits of such enhanced schemes;***
- (3) That membership of the National Green Register be continued;
- (4) That the Green Specification Guide be linked to the Developers Guide and promoted by the Technical Services Department

## 22 PROTECTING THE VULNERABLE FROM DOORSTEP CRIME

The Director of Law, HR and Asset Management, submitted a report detailing the work of the Trading Standards Division in relation to preventing and detecting traders who prey on the vulnerable, based on research conducted by Derek Payet of Trading Standards (Cooling Off the Cold Callers: A Review of the Regulation and Control of Doorstep Selling within the English Legal System).

He outlined the legal position and powers that were available to the Council to prevent doorstep crime arising from doorstep callers, high pressure salespeople, bogus officials and distraction burglary. The emphasis was on prevention and Trading Standards had developed two separate strategies to prevent residents falling foul of rogue traders:

(i) The establishment of 'No Cold Calling' zones to discourage cold callers from specific residential areas - usually a street or small cluster of houses. The introduction of the scheme provided the opportunity for householders to collectively discourage the often-unwelcome practice of cold calling. The zones were visibly identified by overt signs and by each participant displaying a sticker on their door. Residents were given information on how to deal with cold callers should the signs be ignored and advice about some security products. An example of the sign was attached at schedule A.

In a new initiative "No Cold Calling Zones" were being developed in partnership with, and funded by, Wirral Partnership Homes. The WPH zones would give additional protection to their tenants and also increase public awareness of the No Cold Calling Zone "brand. An example of the sign was attached at schedule C. Further "No Cold Calling Zones" were being planned in Neighbourhood Action Areas.

(ii) The development of the Wirral Trader Scheme which was a member of the Local Authority Assured Trader Scheme Network, supported by the Office of Fair Trading. Applicants were audited by Trading Standards to determine their consumer complaint history, court proceedings and business practices.

The implementation of the Preferred Contractors' Protocol by the Private Sector Housing Renewal Team (PSHR) with the requirement that all contractors quoting to carry out contracts for residents under the 'Loan Assistance Scheme' had been vetted and were committed to the Wirral Trader Scheme, and had achieved continuous improvements and increased customer satisfaction. However, more contractors were required in specific trade sectors to satisfy demand and PSHR had provided funding of £40,000 to enable the recruitment of 50 'Preferred Contractors' to

the Trader Scheme, at no cost to the contractor, for a 12 month 'trial period'. Additionally the funding will also enable the recruitment of a project officer on a 12 month contract to promote the scheme and increase membership.

Resolved – That the Committee note the contents of this report.

## 23 FOOD SAFETY AND NUTRITION

The Director of Law, HR and Asset management reported upon current activities being undertaken within the Regulation Division to promote healthy eating.

He reported that the effective use of research provided about key messages on healthy eating and the nutritional impact of food would help to reduce the consequences of poor diet for those people most at risk in areas of poor health equality. Excessive consumption of salt, saturated fat and sugar could become contributory factors in diet related ill health such as Cardio-vascular disease (CVD), coronary heart disease, hypertension, strokes and obesity related ailments. To gain a better understanding of the nutritional content of take-away meals a sampling programme of traders was undertaken in 2008 throughout the Borough and submitted to the public analyst. Overall the analytical results showed that the high levels of fat, salt and calorific content of takeaway meals could contribute to long term health risks.

The Director reported that trading standards officers had designed a Food Standards Agency approved practical guide for take away traders explaining how they could minimise the long term health risks associated with their product for inclusion with the FSA Safer Food, Better Business pack. This pack was developed to help small businesses put in place food safety management procedures and was distributed to food premises as they were inspected (Schedule A). In addition, a project on healthy eating had recently been initiated which would involve an additional programme of visits and practical guidance within food premises in support of scheduled routine enforcement visits. The officer would also evaluate the take up of the healthy eating messages to assist the development of future campaigns.

He reported that the Environmental Health Division was currently working in partnership with the FSA and undertaking preparatory work pending the introduce the National Food Hygiene Rating Scheme (Scores On the Doors) which would enable the Council to publicise hygiene scores for local food businesses on a dedicated web site. Certificates indicating scores would also be issued for display in the premises window allowing consumers to make an informed choice on where they eat. As the scheme progressed towards an expected launch in June, 2011 the facility would be enhanced to signpost people who enter the web pages to further healthy eating and healthy lifestyle information. In the longer term it was proposed to introduce a Wirral healthy eating award in conjunction with the scores on the doors scheme.

Resolved – That the Committee note the contents of this report.

## 24 DOG FOULING

The Director of Law, HR and Asset Management, presented a report providing an update on the work of the Dog Fouling Enforcement Team managed by Wirral Community Patrol Service.

Following the successful “Give a Dog a Bad Name” dog fouling campaign, the budget resolution for 2010/2011 provided a further £40,000, “to be used to build on the current successful scheme with funding being used in conjunction with Jobs For The Future funding in order to employ trainees who would be trained in patrolling and enforcement and add to the strength of the team giving greater coverage over longer periods of time.” The Director reported that six Dog Fouling Enforcement Officers were being employed in each of two phases, extending the life of the programme from July 2010 to September 2011. They had had received training in:

- Dog fouling enforcement
- Litter enforcement
- Managing conflict and aggression
- Customer care
- Basic health and safety

Whilst their primary purpose was prevention and enforcement of dog fouling, the team also reported other issues in relation to the streetscene. Between the end of June 2010 and the end of September 2010 they had identified whilst on patrol 5934 incidents requiring action e.g. safety issues, exposed wires on lampposts, uneven pavements, fly tipping, graffiti, criminal damage. Instances of graffiti, littering and fly tipping were also referred to Technical Services Department for action.

The team monitored the weekly incidence of illegal dog fouling and in two hotspot locations they had noted significant reductions.

Seacombe Promenade            53% reduction in incidence.

Poulton Road                    99% reduction in incidence.

In addition to their enforcement responsibilities, the team was also engaged in the education of dog owners through attendance at public events or providing advice to dog owners whilst they were on patrol.

On a motion by Councillor Smith seconded by Councillor McLachlan it was:-

Resolved-

(1) That the Committee note the content of this report.



(2) That the Cabinet be asked to provide the necessary funding to ensure the continuation of the Dog Fouling Enforcement Team and that this request be considered in the light of other demands on council services.

## **25 SECOND QUARTER PERFORMANCE REPORT 2010/11**

The Director of Technical Services and presented an overview of progress made against the indicators for 2010/2011 and key projects which were relevant to the Sustainable Communities Overview and Scrutiny Committee covering the second quarter, from July to September 2010. Appendix1 provided the detail of the performance indicators that were reported for the second quarter and included the context and corrective action as requested by the committee.

There were 39 indicators that could be reported at the second quarter to this Committee. In summary, 34 projects were green (all milestones had been met), 1 projects was amber (some non-critical milestones were missed), and 4 projects had been withdrawn. Appendix 2 provided a list of the projects that were green.

The departmental financial monitoring highlighted the following budget variations:-

- The Government announcement on reducing grant support to local authorities had led to a revised programme being approved by Cabinet on 22 July.
- There was a projected overspend of £300,000 relating to bridges and in particular, works at The Dell underpass where substantial additional substructure work was identified. The M53 junction 3 scheme, which was the largest within the programme, was nearing completion.
- The start date for the Landican Crematorium Mercury Abatement Scheme, was revised to September, 2010. The extension to the cemetery was now complete and planting work would take place during the winter period.

The Director of Law, HR and Asset Management, gave a verbal update on corrective action which was being taken in respect of performance indicators 4267 (high risk licensed premises inspected) and 4272 (under age sales of alcohol).

Resolved – That the report be noted.

## **26 UPDATED WORK PROGRAMME 2010/11**

The Committee received an update on its work programme including reports to be scheduled for the next two meetings.

Resolved – That the work programme be noted.



## 27 FORWARD PLAN

The Committee had been invited to review the Forward Plan prior to the meeting in order for it to consider, having regard to the Committee's work programme, whether scrutiny should take place of any items contained within the Plan and, if so, how it could be done within relevant timescales and resources.

Resolved – That the forward plan be noted.

## 28 DECISIONS TAKEN UNDER DELEGATED POWERS

In accordance with the Approved Scheme of Delegation, the Director of Technical Services reported upon his acceptance, under delegated authority, of the following tenders:

Project Title: Coronation Park  
Football Pitch Drainage  
Contract Sum: £87,074.05  
Contractor: Souters Sports Ltd

Project Title: Graffiti and Fly Posting Removal  
Contract 2010/2013  
Contract Sum: £69,014.00 per annum  
Contractor: LC Together

Project Title: Comprehensive Lift Maintenance  
Contract 2010/2013  
Contract Sum: £44,328.01 per annum  
Contractor: Knowsley Lift Services Ltd

Project Title: Specialist Consultancy Advice and Support for the Highway  
and Engineering Services NEC 3 Contract  
(2 year contract)  
Contract Sum: £30,800 per annum  
Consultant: Earle Integrated Project Management and Consulting

Resolved - That the report be noted.

## 29 SITE VISITS - UPDATE

Members' views were requested on arrangements for site visits.

Resolved – That this matter be deferred until the next meeting of this committee.

## 30 ANY OTHER URGENT BUSINESS APPROVED BY THE CHAIR

The Chair circulated a list of outstanding actions from previous meeting of this committee.

Resolved –

(1) That officers report back to the next meeting on the progress of these matters.

(2) That the scrutiny topic Review of Young People and Community Safety be referred to the new Anti-Social Behaviour Commission and that a further report be brought back to a future meeting of this committee.

## WIRRAL COUNCIL

### SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE – 20<sup>th</sup> JANUARY 2011

#### REPORT OF THE DIRECTOR OF TECHNICAL SERVICES

#### ENVIRONMENTAL STREETSCENE SERVICES CONTRACT – FOURTH ANNUAL REVIEW

##### 1.0 EXECUTIVE SUMMARY

- 1.1 This report updates Committee Members on the current position with the Environmental Streetscene Services Contract and the development of the service. Members are also invited to recommend 2011/12 work stream priorities.

##### 2.0 BACKGROUND

- 2.1 Biffa is the Council's chosen contractor for the delivery of waste collection and street cleansing services. Since the contract was awarded in June 2006, Technical Services and Biffa have worked in close partnership to transform Environmental Streetscene Services in Wirral. This has resulted in continuous improvement of service quality as evidenced in the comments contained in the last Comprehensive Area Assessment. The services are also held in high regard by Wirral's residents and achieved high acclaim in the recent 'Living in Wirral' consultation exercise that was undertaken to ascertain key service priorities for the authority.

Details of specific performance improvements are highlighted in section 5 of this report.

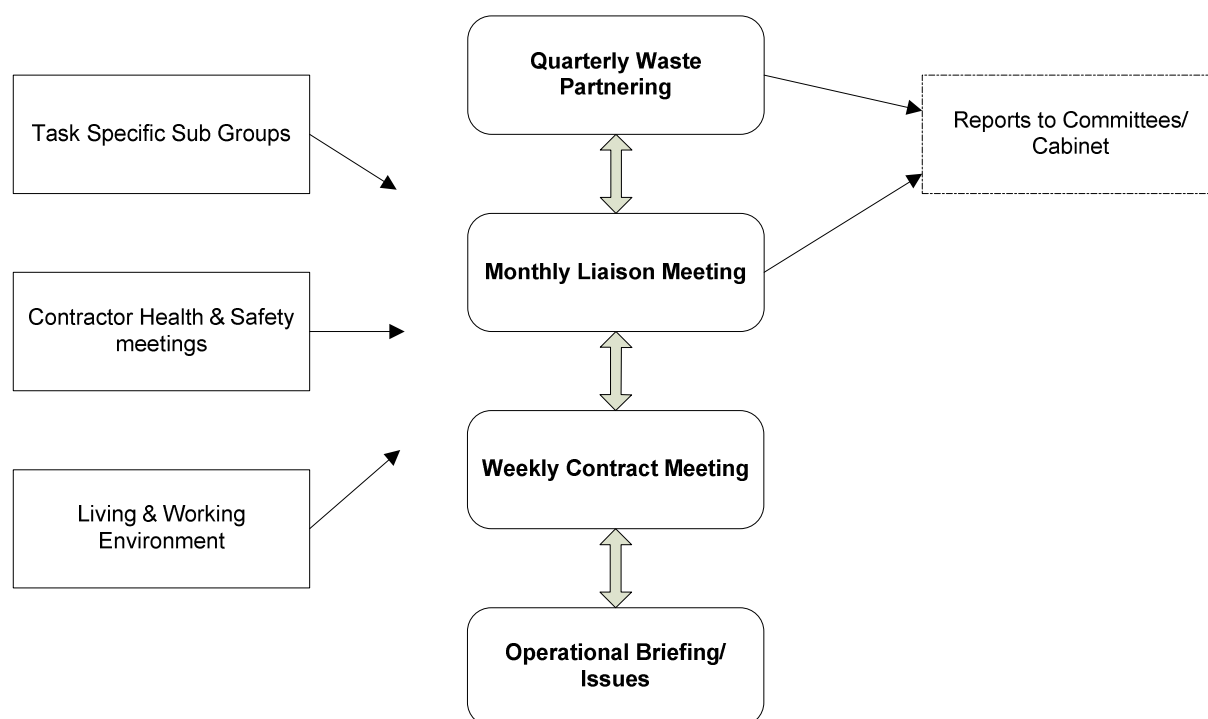
##### 2.2 Contract Governance

The Environmental Streetscene Services Contract is managed at three levels. This enables operational and strategic decisions to be made at the appropriate hierarchy of management and presents an escalation procedure where contractual matters require resolution. Figure 1 below illustrates the management structure and how the partnering arrangement feeds into the wider Council business. Special progress meetings are held to discuss particular challenges and monitor the work streams.

The communication between Council officers and Biffa employees is excellent. The vast majority of issues are resolved on a daily basis through the area managers and the corresponding personnel at Biffa. Contract meetings are held every two weeks. Reports covering that period and any outstanding day-to-day issues are dealt with at that level.

Liaison meetings are scheduled on a monthly basis. The agenda covers the Key Performance Indicators (KPIs) monthly report, operational considerations and any unresolved matters from the Contract meetings. Partnering Board meetings are held quarterly. While there is a review of the operations for the last three months, the main discussions are concerned with the overall strategic approach, concentrating on the current work streams being developed. Project "highlight reports" and presentations can be brought to the Liaison and Partnering Board meetings at the request or agreement of the Chairperson conducting that particular meeting.

**Figure 1: Environmental Streetscene Services Contract Management Framework**



### 3.0 PROGRESS ON KEY WORK STREAMS

In January 2010, the Waste Partnering Board agreed five partnership work streams, outlined below, for implementation in 2010/11. The work stream progress is monitored formally at quarterly board meetings and challenges arising from the work streams are discussed at Liaison meeting level.

#### 3.1 Street Cleansing: Improving Environmental Quality with particular focus on Litter and Detritus

This work stream was originally developed in response to the Public Service Agreement 8, which stipulates the cleansing standards Wirral must achieve to be eligible for the associated reward grant totalling £818k. Members will be aware that the standards were achieved in 2008/09 and the grant has subsequently been awarded.

The work stream involves a number of strands, including operations, education and enforcement.

The Government have recently indicated that the Council, as from April 2011, will no longer be monitored using National Indicators to achieve LAA priority targets. However as street cleansing is a key service area the Partnering Board will continue

this work stream into 2011 and beyond, in order to ensure achievement of targets for NI 195 (or a similar suitable replacement local KPI) to monitor the percentage of streets that fall below an acceptable level of cleanse.

Biffa have re-organised their street cleansing resources in order to encourage greater ownership by cleansing crews, facilitate closer supervision and increase mechanical sweeping in areas where detritus has been identified as a particular problem.

Key initiatives in this area during 2010, have included:

- A continuous review of the NI 195 standards, including a full review of detritus cleansing along main roads, rural roads and 'other highways' such as footpaths and cut-throughs.
- An ongoing review by Biffa of their approach to deployment of street cleansing resources to encourage greater ownership by cleansing crews and operational supervisors, via area based working (this is likely to be fully implemented in the spring of 2011).
- The introduction of a dedicated, improved weekend cleansing shift, which has extended both the resources and working hours and has resulted in a full seven day approach to cleansing throughout the Borough.
- Development of a targeted smoking related litter education and enforcement campaign.
- Taking enforcement action, via the serving of "section 46" notices, to address the high levels of household "black bag" fly tipping that exists in back alleyways and continued monitoring of fly tipping levels.

The above initiatives have resulted in a demonstrable improvement in cleansing performance, which is illustrated in the contract key performance indicators outlined within section 5.0 of this report.

### **3.2 Compaction & Contamination of Collected Co-mingled Recycling – Risk Reduction including Waste Reduction**

This work stream has been developed with the aim of reducing contamination 'at the kerbside' by residents and ensuring that loads of co-mingled recyclates are not compacted by Biffa prior to the delivery to the Materials Recovery Facility (MRF) at Bidston. This is because over compacted waste results in loss of recyclate during the waste segregation process, as well as slowing down productivity time.

Initiatives undertaken during the past year include:

- The employment of an additional six recycling via assistants via the Future Jobs Fund (FJF) Initiative. This additional resource has supplemented the existing participation officers and has enabled the Council to target waste collection rounds where contamination levels are particularly high. The additional staff have been able to support the waste collection crews during their rounds by giving enhanced and immediate feedback to residents who have contaminated their bin, or are producing side waste on a regular basis.
- Using these FJF staff, Biffa and Technical Services are currently piloting an approach to cease collecting additional green bins that residents are not

entitled to. Residents who have been presenting two or more green bins and do not meet the agreed procedures for an additional bin(s), are being offered further advice on how to reduce the amount of waste they produce.

- Biffa are currently trialling various initiatives to prevent loads being compacted and tipped at the Bidston MRF and subsequently being rejected as a result of contamination due to compaction. These initiatives will continue into 2011 and are part of wider partnering working with other Merseyside districts, the MWDA and Veolia to improve the performance of the Materials Recovery Facility at Bidston, and to reduce the overall amount of waste that is thrown away.

### **3.3 CRM Springboard Integration**

#### **3.3.1 In-Cab Confirmation**

PDA's (hand held computers) had previously been installed in all 35 collection round vehicles for refuse and recycling services. These devices provide real time data. For example, the crews are able to confirm when a road has been completed and log exception data for any roads or individual properties that could not be serviced on the first attempt. This could be due to blocked access or non-presentation of bins, or the crews may record if a recycling bin has not been emptied because of high levels of contamination. Digital photographs of key issues can also be taken to provide additional documentary evidence. This information is available in real-time to Biffa depot staff through the Biffa Intranet and to Council staff via the Internet. There are currently 54 council users in both the call centre and waste services set up who can access this system.

The PDA's have been replaced with a new, more robust industrial device. They have provided improved functionality in various areas including GPS (satellite navigation) positioning.

During 2010 the use of PDA's was extended to street cleansing operations and now gives the facility for similar confirmation, exception reporting and photo evidence that previously existed for refuse and recycling.

#### **3.3.2 CRM Integration**

Both Biffa and the Wirral Council IT department have been working on the integration of the Council CRM and Biffa Springboard systems. The project has been monitored through the Streetscene Customer Access Team with progress on the project being reported back to the Council's Strategic Change Programme Board.

Following a series of meetings, the full specification of the work was agreed and progress made on addressing the technical aspects such as firewalls and access levels.

The first phase of the integration programme was completed during 2010. This now means that Streetscene can raise a task for missed bins and it will go through to the Springboard system at Biffa. When the job is completed and closed down by Biffa this will be automatically closed down on the Council CRM system. The next phase

of the programme, to address bin deliveries, fly tipping, street cleansing and bulky waste collections, will start early in 2011 and continue through the year.

### **3.4 Review of the Severe Weather Contingency Plan**

The severe weather events that were experienced early in 2010 and at the end of the year, has reinforced the need to have a robust and flexible plan in place to minimise the disruption to the delivery of the Council's environmental services during such periods.

A snow contingency plan has been in operation for the last three winters, however, the plan has now been reviewed from both a communication and operational perspective to ensure best practice is adopted from districts who are more frequently affected by snow and ice, and that lessons are learned and improvements implemented from our own experiences. Particular focus has been on how to maximise the use of the Council website and other media outlets to communicate service updates.

During 2010 the contingency plan was extensively reviewed as has resulted in the following improved benefits:

- Improved co-ordination and integration of the Environmental Streetscene Services Contract Contingency Plan into a council wide approach to providing and maintaining key services during severe weather periods.
- Better use of the Council web-site and other communication outlets, to ensure that the best information, on the likely disruption and the contingency plans in place to maintain services, is provided in a timely manner to residents and businesses within Wirral.
- Better integration and use of Biffa street cleansing resources to assist in snow clearance and gritting on pavements in key shopping areas etc.
- The introduction of new contingency arrangements to maintain alternative collection services. For example, the provision of refuse freighters at selected car parks to provide residents with additional static facilities to which they can bring refuse and recyclable material.

Clearly, given weather trends over the past two winters, there is a need for continued development and review of this Plan and it is proposed therefore that it will continue to feature prominently as a current partnership work stream. A key strand will be to investigate the use of suitable health and safety equipment, e.g. crampon type snow boots, which may enable Biffa operatives to work safely on pavements that are subject to snow and ice, in those roads where refuse trucks are able to drive and safely access bins.

Specifically, it is proposed that the current Plan will also be reviewed to determine any 'lessons learnt' from the recent prolonged spell of bad weather before and after Christmas 2010.

### **3.5 Biffa Environmental Policy/ Sustainability Plan**

This important piece of work is outstanding from the initial “Benefit Realisation” report put forward at the procurement phase of the contract. Now that Biffa have completed all major round re-structures, this work can commence and progress will be tracked at the quarterly Partnering Board. It is anticipated that the findings of the sustainability appraisal will help the Council to get a full picture of the impact of our current waste collection and cleansing services on the environment, and highlight any improvements that can be realistically made to minimise environmental impact, including helping Biffa to develop their localised carbon reduction strategy.

Biffa propose to model their operations using the WRATE model, which has been developed by DEFRA as a tool to model carbon emissions and the impact of operations arising from the provision of refuse and cleansing services. This work has yet to be undertaken and will be carried forward into the current years work stream.

### **4.0 OTHER KEY ACHIEVEMENTS IN 2010**

Other key achievements and improvements to the collection infrastructure that were addressed during 2010 include:

- Background preparation for the assessment and implementation of a ‘kerbside’ recycling collection service to those multi occupancy properties on bulk bins and hard to reach properties on black bags, who currently do not receive a service. These properties are now scheduled to receive a service early in the New Year.
- Continued roll out of recycling collections to all Council offices. Again this is an ongoing programme and will continue into 2011 with the aim of providing recycling services to as many suitable Council buildings as is possible.

Further details on the above initiatives are contained in the separate report “Recycling and Waste Minimisation Action Plan Update” which is also being considered by this Committee.

### **5.0 CONTRACT KEY PERFORMANCE INDICATORS**

A full list of contract performance indicator results for 2010 is detailed in **Appendix 1**. All performance figures have shown improvements when compared with the corresponding figures for 2009.

The following three service areas represent the highest profile areas of performance based on numbers of service requests:

#### **5.1 Missed Bins**

Missed bins are measured as the number of failed collections per 100,000 collections scheduled to have been made. Missed bins have reduced significantly throughout the year. Biffa have a target of 40 per 100,000 for grey, green and brown garden waste bins.



Performance has improved steadily throughout the period with the latest figures showing less than 30 failed collections per 100,000. This represents exceptional performance for a service of this type.

Whilst, the disruption caused by the severe weather at the start and end of the year will impact on the standard being achieved under 'normal' circumstances, the underlying performance continues to improve as a result of the work by Biffa to maintain and improve this core service standard.

## **5.2 ERIC Service**

The service continues to perform extremely well with 99.9% of all collections completed within the 10-day service level agreement, again a very satisfactory standard of performance.

## **5.3 Street Cleansing**

Street cleansing standards have also shown continuous improvement throughout the period.

The latest results show that the NI targets have been achieved and bettered – see KPI SC1 in Appendix 1. There has been a marked improvement in addressing detritus levels, this being a specific area of concern in the past.

## **6.0 BENEFITS REALISATION**

**6.1** As part of the Gateway review process, the benefits from the procurement of the new waste contract were determined and are subsequently tracked by the partnership. An updated benefits realisation report is detailed in **Appendix 2** of this report.

## **7.0 FUTURE CONSIDERATIONS**

### **7.1 2011 Work Streams**

Following discussions at the Partnering Board, the following work streams are proposed as the focus of areas of improvement/progress in 2011:

- Street cleansing (including fly tipping) (continued from 2010).
- Springboard phase 2 integration – bin deliveries, fly tipping (including other non-scheduled cleansing), street cleansing and bulky waste collections (continued from 2010).
- Compaction and contamination risk reduction – further Future Jobs Fund initiatives and vehicle overweight/compaction initiatives amended from 2010).
- Continued development of Severe Weather Contingency Plan (continued from 2010).
- Biffa Environmental Policy/ Sustainability Plan (continued from 2010).

Members are invited to put forward suggestions for any new or additional partnership work streams, in order to improve the effectiveness and efficiency of the Environmental Streetscene Services Contract.

## **7.2 Efficiency Savings**

In the past, Cabinet have requested that further efficiencies are to be sought from the waste contract.

This has formed a key strand in the ongoing partnership working and has resulted in the implementation of new initiatives, such as three monthly payments in advance for core contract work, which have already achieved savings in the region of £132k pa.

Further initiatives are being jointly developed and will be presented to Cabinet as and when appropriate.

## **8.0 FINANCIAL AND STAFFING IMPLICATIONS**

8.1 There are no specific staffing implications arising from this report.

8.2 The annual cost to the Council for delivering the Biffa contract is £12.9 million. Waste collection and recycling costs approximately £7.9 million and Street Cleansing costs approximately £5 million.

## **9.0 EQUAL OPPORTUNITIES IMPLICATIONS**

9.1 There are no specific equal opportunity implications arising from this report.

## **10.0 PLANNING IMPLICATIONS**

10.1 There are no specific planning implications arising from this report.

## **11.0 COMMUNITY SAFETY IMPLICATIONS**

11.1 There are no implications under this heading.

## **12.0 ANTI-POVERTY IMPLICATIONS**

12.1 There are no implications under this heading.

## **13.0 SOCIAL INCLUSION IMPLICATIONS**

13.1 There are no implications under this heading.

## **14.0 HUMAN RIGHTS IMPLICATIONS**

14.1 There are no specific human rights implications arising directly from this report.

## **15.0 LOCAL AGENDA 21 IMPLICATIONS**

15.1 All current and planned activity surrounding waste collection aims to reduce overall waste arisings and divert waste from landfill. This waste strategy compliments LA21 objectives.

## **16.0 ACCESS TO INFORMATION ACT**

16.1 No background papers have been used in the preparation of this report.

## **17.0 LOCAL MEMBER SUPPORT IMPLICATIONS.**

17.1 The Environmental Streetscene Services Contract operates across all Wards.

## **18.0 RECOMMENDATIONS**

18.1 Committee is requested to:

- (i) Note the progress of the contract during the past year outlined in the report;
- (ii) Suggest work stream topics for consideration to be included in the development programme for 2011/12 outlined in section 7.1.

DAVID GREEN, DIRECTOR  
TECHNICAL SERVICES

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# Performance Management Framework January to December 2010

Notes:

Progress

**Green:** Good

**Amber:** Satisfactory, some work needed

**Red:** Considerable work needed

\*Quarterly Figures are Monthly Average

# WR1

# 2010-2011

Qtr

KPI	KPI REF No.	Aim	Target	Jan to Mar	Apr to Jun	Jul to Sep	Oct to Dec	Progress
Missed collections per 100,000	WR1	To monitor individual service collections per 100,000 properties (collections)	40 per 100,000 collections	47**	50 (40)*	30 (29)*	23 (21)*	Generally improving across the board. However severe weather conditions either end of the year has had an adverse impact on figures. *figure includes reported missed bins collected on the same day. December disrupted by weather, figure is average of Oct/Nov. **Jan-Mar figures are averaged. Due to severe weather in Jan 10 the missed bins were not counted
Residual waste collections per 100,000 properties	(a)	CRM missed bins not actioned within timescale	40 per 100,000 collection	43**	33	22	15	
Dry recyclates collections per 100,000 properties	(b)	CRM missed bins not actioned within timescale	40 per 100,000 collection	42**	24	15	13	
Organic collections per 100,000 properties	(c)	CRM missed bins not actioned within timescale	40 per 100,000 collection	38**	44	29	27	
% of planned bins not emptied (residual waste)	(d)	Total bins not emptied based on Springboard information	Baseline and targets to be set	0	0	0	0	
% of planned bins not emptied (dry recyclates)		Total bins not emptied based on Springboard information	Baseline and targets to be set	0	0	0	0	
% of planned bins not emptied (organics)	(f)	Total bins not emptied based on Springboard information	Baseline and targets to be set	0	0	0	0	

## WR2

KPI	KPI REF No.	Aim	Target	Qtr				Progress
				Jan to Mar	Apr to Jun 2009	Jul to Sep	Oct to Dec	
<b>Missed Bulky Household Waste (ERIC) collections</b>	WR2	To monitor the number of failures to collect ERIC goods	Nil					<b>Progress GREEN</b>
Number of missed Bulky Household collections (outside SLA)	(a)	Number of CRM requests actioned within 10 days	Nil	1	1	0	1	Level of service is excellent with vast majority of collections completed within target.
Number of missed White Goods collections (outside SLA)	(b)	Number of CRM requests actioned within 10 days	Nil	1	0	0	0	

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## WR3

KPI	KPI REF No.	Aim	Target	Qtr				Progress
				Jan to Mar	Apr to Jun 2009	Jul to Sep	Oct to Dec	
<b>Bin replacements out of time</b>	WR3	To monitor the number of failures to replace bins within agreed time schedule	Nil					<b>Progress GREEN</b>
Number of bins not replaced within SLA	(a)	CRM replacement bin requests outside timescale	Nil	25	8	13	11	Manual checks in the past suggest required service levels have been maintained. Further checks required to clarify ongoing discrepancy in figures.

# WR4

KPI	KPI REF No.	Aim	Target	Qtr				Progress
				Jan to Mar	Apr to Jun 2009	Jul to Sep	Oct to Dec	
Bring Sites collections	WR4	To ensure Bring Sites are emptied as per contract and remain clean in between collections	100% pass					Progress GREEN
Bring Sites collections out of time	(a)	Missed collections reported via Client team checks	Nil	0	0	0	0	
Bring Sites cleanliness inspection – Grade B or above ‘passes’	(b)	Client team cleanliness inspections (10 per week)	100% pass	77%	95%	87%	88%	Out of 30 inspections only 4 failed and were brought up to standard after inspection. (Nov)



# WR5

## Qtr

KPI	KPI REF No.	Aim	Target	Jan to Mar	Apr to Jun 2009	Jul to Sep	Oct to Dec	Progress GREEN/AMBER
Loads rejected by MWDA from MRF	WR5	To monitor the quality of loads and improve recycling performance	Nil					
Number of loads rejected (due to compaction)	(a)	To reduce overweight loads being rejected at MRF	Nil	1	0	1	3	General improvement and reduction in overweight compacted loads, but further work required to sustain performance.
Number of loads rejected (due to contamination)				not reported at this time	3	0	0	
NI 192	(b)	% tonnage household waste recycled	37%	33.17%	45.08%	43.25%	38% Estimated	Projected figures used for Nov/Dec. Street Sweepings recycled is adding considerably to results, however, weather conditions in Dec may adversely impact on the results for Qtr 3.
NI 191	(c)	Kg household waste collected	Annual Forecast 443 Kg/H/H	577.69 Year end	139.53	272.33 cumulative	391.38 Estimated	

# SC1

Qtr

KPI	KPI REF No.	Aim	Target	Jan to Mar	Apr to Jun 2009	Jul to Sep	Oct to Dec	Progress
<b>Street Cleansing Inspections</b>	SC1	<b>To monitor Street Cleansing standards</b>						<b>GREEN</b>
External/Joint inspections - %	(b)	Client validation checks on internal inspections	95%	96%	96.79%	97.00%	97.00%	Noticeable improvement in overall cleansing performance as a result of new initiatives such as extended weekend working hours and resources.
% NI 195	(c)	Joint inspection and verification	NI target 14% Litter 7.5% Detritus 9%	10% 20%	8% 10%	5% 7%	N/A	

# SC4

Qtr

KPI	KPI REF No.	Aim	Target	Jan to Mar	Apr to Jun	Jul to Sep	Oct to Dec	Progress
<b>Flytipping, Spillages and Dead Animals</b>	SC4	<b>To ensure the provision of a quality service which is subject to continual improvement</b>		Not calculated in this period				<b>GREEN</b>
Flytipping (Standard response times) 5 Days	(a)	Flytipping	Nil		11	2	2	Improvements across all areas with excellent progress towards 100% achievement of service standards.
Rapid Response (2 Hrs)	(b)	Rapid Response from Client	Nil		0	0	0	
Dead Animals ( 48 Hrs )	(c)	Either Highway or from home	Nil		2	2	0	

# GP1

KPI	KPI REF No.	Aim	Target	Qtr					Progress GREEN
				Jan to Mar	Apr - Jun	Jul to Sep	Oct to Dec		
Official complaints received	GP1	To ensure that Biffa provides a quality service which is subject to continual improvement							Generally improving across the board with noticeable improvement in street cleansing. However severe weather conditions either end of the year has had an adverse impact on figures.
Number of complaints received		Formal Stage 1 complaints from Client team	Nil	11	10	10	11		
Policy, strategy, response failure	( a )		Nil						
Biffa customer care	( b )			11	4	4	6		
Waste service failure	( c )		Nil	5	4	3.6	3		
Street cleansing service failure	( d )		Nil	3	3	1.5	2		
			Nil	1	1	0.5	0	There were no street cleansing complaints in October or November.	

# GP2

Qtr

KPI	KPI REF No.	Aim	Target	Jan to Mar	Apr - Jun	Jul to Sep	Oct to Dec	Progress
Checks on Biffa workforce on site	GP2	To monitor the operational performance (including H&S) of the Biffa workforce and continually improve performance						<b>GREEN</b>
Number of checks carried out by Biffa	(c)		Min 30 per Month	77	84	85	89	Figures improving, target for crew checks has been exceeded.
% crew checks passed by Biffa	(d)		100%	94%	92%	92%	92%	Discrepancy between these figures and the results of the Council's own independent observations of the crews, for Q.A. purposes. Reasons for difference to determined

# **Analysis of Benefits Realisation**

UPDATE DECEMBER 2010

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
<b>SERVICE DELIVERY</b>							
1 3 6 29 10 9 7 34	<b>A reliable waste collection service.</b> Residual Waste co-ming. recyc. Garden Waste Assisted collections Bulky Waste Rapid Response Entry Cleansing replacement bin deliveries	Various Contract Clauses.  Clause 6.11 Clause 7.2.3	1/3/6/29: KPI/WR 1 – Missed collections / 100k collections.  10. KPI/WR2 (a) No of missed bulky household collections (outside 10 day SLA)  9. KPI/SC4 (h) No of responses out of time (2 hours +)		Average Oct 2007-August 2008: 162/100,000 August 2008: 96/100,000 September 2009 35/100,000 September 2010 30/100,000  August 2008: Only 3 collections carried out outside SLA. Average for 2009 is 1/month = 99.84% success Average for 2010 is 0.25/month  2.6 per month outside SLA (Since April 2008)	PP G4R	<b>G</b>

<sup>1</sup> The origins are:

a) Procurement Process (identified through Project Board, Elected Member Groups, Project Team and Stakeholder/Soft Market Testing Meetings (PP).  
b) Gateway 4 Review (G4R).

<sup>2</sup> Red = Insufficient progress. Amber = Progress made and on track. Green = Desired benefit/outcome/gain realised.

No.	Desired Benefit/Outcomes/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
18	Easier access for the public to register complaints about the Service.	(a) Improvement to the CRM system.	No of services on CRM.	All services to be included in CRM by August 2007.	<p>All services are now on CRM amendments to provide improved recording and reporting of complaints completed during 2010 as part of Streetscene Customer Access Project Plan.</p> <p>Further improvements to CRM currently underway to better identify lost and damaged bins, this will lead to an improved service as cost savings on the purchase of replacement bins.</p> <p>Additional staff member in Technical Services quality/performance team now providing regular targeted missed bin information to identify problem streets etc.</p> <p>Complaints monitored through OMT/SMT and broken down into type for appropriate action. Average 11 complaints per month last 12 months.</p>	PP G4R	G

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
2	Rapid introduction of an alternate weekly residual/dry recycle collection service.	National statutory target: all properties to receive kerbside recycling of 2 or more materials by 2010.	Number of households on alternate weekly collection as a %age of total collections.	Target date for comp. Oct 2007	<p>Completed target = 95%.</p> <p>Roll-out completed by 11<sup>th</sup> June 2007 to all households (target of 95% achieved ahead of schedule)</p> <p>All multi occupancy locations have a recycling service except for two locations , which will be provided with a service by early New Year due to successful negotiation.</p>	PP G4R	<b>G</b>
					<p>Approx 200 multi-occ / wheeled bin properties identified that cannot go to AWC. Will remain on weekly with fortnightly recycling (as bulk bin properties).</p> <p>367 bag properties to be given a weekly recycling collection in the early New Year in addition to their weekly residual.</p>		



No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
24	To increase awareness of recycling in Schools and Communities.	<p>The provision and take-up of Streetscene education and awareness programmes.</p> <p>The provision of in-school recycling facilities.</p>	Local PI - number of participating schools.	<p>(a) 50% of schools by March 2008.</p> <p>(b) 95% of schools by 2009.</p> <p>(c) 95% of schools by 2010.</p>	<p>100% schools originally serviced have joined new scheme implemented Sept 2008. 126 schools out of 133 schools now on council scheme. Remaining schools serviced by Bagnal and Morris who recycle paper and card.</p> <p>Schools Environment awards took place in March 2009 and 2010, further awards planned for 2011.</p> <p>Merseyside Waste Education Subgroup formed, chaired by Wirral's Waste and Environment Manager. Outline sub-regional work plan developed and main focus for has been to support the Environmental Landbased Diploma launched in Wirral's schools in September.</p> <p>Income generated from residual collections to be redirected to schools, to include employment of a full time eco-school officer and associated budget.</p>	PP	<b>A</b>

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
4	The proper emptying of bring sites to be kept clean and tidy in between collections.	Requirement included in Clause 6.8 in Contract Document.	KPI/WR4 (a) Missed collections.  (b) Cleanliness inspection (10 per week).	Nil	None reported during 2010	PP	<b>G</b>
28	The public to be satisfied that all wheeled bins are returned to the agreed collection points after emptying.	All wheeled-bins are to be returned to the agreed collection point after emptying as per Clause 6.5.2 of the Contract.	Key PIs (a) GP1 formal complaints. (b) GP2 crew checks.	(a) Nil  (b) Target for crew checks = minimum of 30 per month. Target for Contractor = 100% conformity	11 CRM complaints / month on average in 2010.  Crew checks being carried out by Biffa under terms of self-monitoring contract. (92% pass rate average during 2010)  Procedure implemented for managing complaints about bins not being returned correctly. Operational since August 2008.	PP  Discrepancy between Biffa figures and Council's own independent checks under investigation.	<b>A</b>

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
19	To promote the use of Environmental options within the Streetscene Operations Services in line with the Council's Environmental Policy.	This is a requirement under Method Statement 18 of the Contract Document.	Number and use of environmentally friendly processes, materials and products.	To be completed in year 2 of the contract	Biffa were requested to provide an Environmental Policy for this Contract in the form of a sustainability appraisal for their operations in Wirral. To be carried out in 2008/9 Due to restructuring of all waste rounds. Appraisal re-scheduled for mid 2010, to include a full carbon impact assessment of all activity.  Whilst Biffa have provided baseline mileage and fuel data to the Council to help the Council with carbon emissions National Indicator monitoring, a full environmental impact is still outstanding and this is now currently scheduled for early 2011.	PP	R

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
<b>NATIONAL PERFORMANCE INDICATORS</b>							
<b>5</b>	An increase in recycling levels to meet and where possible exceed all Government Recycling Targets.	Introduction of alternate weekly dry recycling collection service	NI192 % household waste recycled and composted NI193 % Municipal waste landfilled	08/09: 34% 09/10: 35.5% 10/11: 37%	LAA Targets (NI 192): 08/09: 34% (Achieved 36.3%)  09/10: 35.5% (Achieved 36.21%)  10/11: 37% (Predicted to achieve 38%)	PP G4R	<b>G</b>
<b>26</b>	Continual reduction (year on year) in the amounts of wastes deposited in landfill ( tonnages).	Performance monitoring of service provision to ensure good quality services from Contractor.	NI191 kg/household/ year household waste sent to landfill	08/09: 636kg/hh 09/10:631 kg/hh 10/11: 626 kg/hh	Roll out of AWC's and ongoing improvement has drastically improved figure from 06/07. NI191 08/09: 592.34Kg 09/10: 577.69kg 10/11: 510.60kg predicted	PP	<b>G</b>

No.	Desired Benefit/Outcomes/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
33	Reduction in litter on highways	A formalised litter bin emptying specification is included in the new Contract to prevent spillages via clause 7.16.2	NI195a/b BV199a	08/09: 8% litter 10% (a) Detritus (b)  08/09 BV199a: 14 % (old scoring method being used for PS8.	Self-monitoring of Contract by Biffa now taking shape with joint inspections carried out 3 times per week by client team and Biffa in order to check reliability of Biffa score returns. 08/09 target achieved and PSA grant awarded  2/3 surveys completed 10/11 Litter Target: 7.5% 10/11 Detritus Target: 9%  Sept 10 litter score: 5% & Detritus 7% therefore on target to become "top quartile" for all districts.	PP	G
8	Proper removal of graffiti and fly posters.	New service required by Clause 7.20 in the Contract Document (provisional item).	NI195c (graffiti)	2008/9: 6% 2009/10: 6% 2010/11: 6%	08/09: 4% 09/10: 5%  10/11 predicted to be 4% therefore exceeding target	PP G4R	G

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
			(b) CRM reports not actioned within timescale	SLA: 24 hours for racist / offensive graffiti and 28 working days for non-urgent graffiti	Biffa no longer removing graffiti. New Strategy and policy developed. Following successful trial., a new 3 year contract was awarded to Trammere Together in October 2010. 95% of racist and offensive graffiti being removed on time. Outstanding reports have all been completed within 48 hours of initial report. 7 day performance being achieved for removal of non offensive graffiti.	PP G4R	<b>G</b>
			NI195d (Fly posting)	2008/9: 1% 2009/10: 1% 2010/11: 1%	08/09: 0% 09/10: 0.5% 10/11: 0.5% Service now provided as part of new graffiti contract referred to above. All targets currently being achieved and exceeded.	PP G4R	<b>G</b>

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
<b>PARTNERSHIP WORKING</b>							
15	On going 3 tier contract management to include management of Partnering Agreement	Via agreement through the Partnering Board.	N/A	4 partnering board meetings per year 1 liaison meeting per month 3 contract meetings per month	A number of risks are currently under discussion in the Partnering Board. The Procurement Risk register is continually updated and monitored and discussed as an agenda item in the Streetscene Project Board and Partnering Board.	PP G4R	<b>G</b>
13	Joint management of key risks associated with the contract (where appropriate).		N/A	Highlight reports at each partnering board meeting updating of progress.	Current Risks/ projects managed by partnering board: 1. Compaction / Contamination 2. Street Cleansing standards and techniques with particular focus on detritus. 3. CRM and Springboard Integration 4. Severe Weather Contingency Plan.		

No.	Desired Benefit/Outcomes/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
16	Better joined up working between all Streetscene Services (including Grounds Maintenance).	Method Statement 7 required Biffa to provide details of improved joined up working.	Key issues include the linking of the Tranmere Pathfinder enforcement fly-tipping clearance work with the Contractor.	Continual Improvement.	Biffa regularly attend Living and Working Environment Thematic Group where opportunities for partnership working are discussed. Biffa to support potential funding opportunity with Future Jobs fund through supply of vehicle. Resulting project will ensure Biffa work more closely with Together Neighbourhood Services and Council waste education officers Biffa contribute to LAA delivery plans	PP	<b>G</b>
					Snow Contingency Plan developed to maintain services during bad weather through support of gritting services (Highways)		
					Wirral part of Merseyside Cleaner greener safer partnerships currently examining neighbourhood approaches to service delivery.		



No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
17	New partnering arrangements with local community groups and local residents to promote increased recycling and cleaner streets.	Method Statement 7 required Biffa to provide details of improved joined up working.	Identified resources to implement benefit.	Resource to be in place by March 2008.	<p>Council have funded temp community liaison officer to help develop community links and street champions</p> <p>Joint funded Community Engagement Officer is now in place. This post has been filled on a temporary basis, with a permanent recruitment process due to be completed early in 2011.</p> <p>Citizens charters planned for 3 deprived communities. First Charter to Beechwood and Ballantyne launched.</p> <p>Service area has won Nationally recognised awards from APSE and KBT for partnership working within the communities and is currently shortlisted for the KBT Tidy Business Awards</p>	PP G4R	<b>G</b>

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
31	Closer working relations with the Merseyside Waste Disposal Authority (MWDA).	Linkages at officer and Member level where appropriate.	Attendance at SOWG meetings and sub group meetings	100% attendance	<p>100% attendance currently achieved (January 2008-Nov)</p> <p>The Director of Technical Services is a member of the MWDA Chief Officer Group. The Director of MWDA is a member of the Environmental Streetscene Project Board.</p> <p>Sub groups also attended include: Performance Group, Operations group, Communications group, Recycling Group, Education Group (Wirral Chair).</p> <p>Senior Officers work plan in development phase in order to implement JMMWS review and audit commission recommendations.</p> <p>IAA developed and awaiting final sign off. Wirral has delegated sign of permission.</p>	PP G4R	G

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
<b>BEST VALUE</b>							

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
20	Embrace the concept of Best Value in all service delivery.	This is required by Method Statement 19 in the Contract Document.	Best Value Performance Indicators for Waste and Street Cleansing.	Top quartile results for all NI's.	<p>BV report on waste collection completed for finance August 2008.</p> <p>Garden Waste Procurement realised £190K savings from 2010.</p> <p>Biffa's AWC round restructures has reduced overall fleet requirements. Compaction trial also aims to improve efficiency of grey bin service.</p>	PP	<b>G</b>
					<p>Efficiencies sought through partnering board process and a number of contract 'Value engineering' (V.E.) projects are being explored. Options for efficiency savings, arising from this process, will be reported as appropriate during 2011.</p>		
					<p>V. E. project to make 3 monthly payments in advance for core contract items, has realised savings of £132,000 per annum during 2010/11.</p>		

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
21	To obtain external funding by joint Client/Contractor initiatives.	Required within the general Contract specification.	“£’s” obtained in external funding year on year.	£50k/year	WRAP communications funding bid 180K for sub region) EMR funding secured for 2009 (27K) for on street recycling. Up to 50K future jobs fund secured for 2010/11. 20K Virgin Media annual “income” funding secured (with Tranmere Together) Merseyside wide Virgin Media anti-graffiti deal secured (approx 6K per annum). MWEIP/ MWDA funding secured for a number of small community projects (around 5K in Value)	PP	<b>G</b>

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
27	Effective communication between Contractor and Client in real time information in all service delivery which in turn will improve information to customers on service provision.	Requirement of Method Statement 14. Biffa agreed to set up and implement a 'real time' communication system and integration of the system into the Council's own Management Information System (MIS).	Percentage of crews provided with and trained for PDA's.	Technology to be in place and fully operational by August 2007.  Full integration of Biffa Spring-board with CRM by December 2007.	PDA technology being used by all waste collection crews.  Call centre / 1-stop shops and client have been trained and have access to real time info from PDA's.  Phase 1 Integration with CRM (to allow automatic closure and updating of missed bin task status) completed during 2010.  Phase 2 expansion; to include Bin Deliveries, Street Cleansing and ERIC collections to be completed during 2011.  Project Plan in place and being monitored by Streetscene Customer Access Team.	PP G4R	<b>A</b>

No.	Desired Benefit/Outcomes/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
36	Increase in income from recovered recycled materials.	<p>Method Statement 14 requires the Contractor to achieve the highest possible re-sale value from recovered materials via promotional activity, and high quality collection systems and staff training.</p> <p>The MWDA have an agreement with the Council for a 50/50 split for all recycling income.</p>	N/A	N/A	All recyclables delivered to MWDA is not subject to income benefit as the new WMRC contract with Veolia awards them income up to a certain value. However, should St Helens and Sefton move to a co-mingled system then Merseyside districts will maximise use of MRF facilities and reduce gate fee costs, resulting in a partnership saving in excess of 500k pa. Work is currently underway to agree a way forward in order to align all collection authority kerbside recycling services.	PP	N/A

No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
37	Contract Default Procedure to be made explicit and client user-friendly.	Clause 4.47 details the new processes for action by the Client where appropriate.	Local Performance Indicator – Number of Default Notices and Rectification Notices served on the Contract each month.	This is a reactive Performance Indicator.	08/09 £35,025.00 default recovery 09/10 £650.00 default recovery 10/11 no requirement for default penalties. Partnering Board currently developing service non-performance procedure as part of overall contract performance management framework process.		<b>G</b>



No.	Desired Benefit/Outcome/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
39	A re-profiled Client Structure.	Through management re-structure.	Gains from more efficient use of staff in Technical Services or reductions in posts.		3 x monitors took voluntary redundancy March 2009. New client structure in place Biffa Joint funded post introduced during 2010 Cabinet report considered in Jan 2010 with regards to remaining team requirements as part of value engineering exercise. Contract Manager left authority in December 2010 under EVR process. Duties of post holder absorbed into existing structure. Further staffing reviews to be undertaken by July 2011.	PP G4R	<b>G</b>

No.	Desired Benefit/Outcomes/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
40	A streamlined budget-setting process.	This new Contract streamline budget setting and closure of accounts as Cost Centre Maintenance is minimised (one Contractor).	Potential savings in finance budget costs and other service costs.	To be completed by March 2007.	<p>£285K of efficiency savings identified in 2007/8 for 08/09 onwards budget.</p> <p>Bulky waste service identified for further savings from 09/10 Onwards (£425K per annum)</p> <p>Value Engineering exercise identifies potential for up to 415k saving pa</p> <p>2 x budget reports to cabinet 09/10 complete</p> <p>V. E. project to make 3 monthly payments in advance for core contract items, has realised savings of £132,000 per annum during 2010/11.</p>	PP	<b>G</b>

No.	Desired Benefit/Outcomes/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
41	Saving in Waste Disposal Levy.	Cabinet Report dated 14 <sup>th</sup> April 2005 highlighted a reduction in spend of £1m by investing in recycling at Bidston.	N/A.	Reduction in spend of £1m in waste disposal levy.	<p>AWC's implemented resulting in levy reduction exceeding target. See Benefit 36 for additional potential levy savings.</p> <p>MWDA PFI and procurement process of waste treatment facilities currently underway.</p> <p>Levy mechanism to be reviewed by Waste Partnership, chief Financial Officers, during 2011 following signing of the IAA. Review to take into account the likely outcome of the PFI procurement process and the potential implications arising from the review of the Merseyside Joint Municipal Waste Strategy.</p>	PP	<b>A</b>

No.	Desired Benefit/Outcomes/Gains	Means of Compliance	Performance Indicator/s	Targets	Outputs/Progress to date	Origin of Desired Benefit/Outcome/Gain <sup>1</sup>	Status R/A/G <sup>2</sup>
42	Evaluation and possible re-assignment of the existing Paper Contract with Shotton.	Via agreement between MBoW, Shotton and the MWDA.	N/A	New agreement to be in place within the first year of the Contract.	<p>New WMRC contractor (Veolia) have signed a new contract with Shotton Paper to take all grades of paper from the Bidston MRF.</p> <p>Wirral currently in discussion with Shotton regards to remaining contract term of our own paper contract.</p> <p>Council solicitor expects final termination of this contract to be agreed in January 2011.</p>	PP	A

**NB:** The following “benefit realisation” items have been removed because they had already been achieved in the Benefits Realisation Report of November 2007 or 2008, or no longer form part of the Streetscene contract (or considered extremely low priority).  
11,12,14,22,23,25,30,32,35,38.

## WIRRAL COUNCIL

### SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINEE COMMITTEE – 20<sup>th</sup> JANUARY 2011

#### REPORT OF THE DIRECTOR OF TECHNICAL SERVICES

#### SCOTTISH POWER NETWORK SERVICES

##### 1.0 EXECUTIVE SUMMARY

- 1.1 To inform Members of the current situation with regard to the provision of street lighting service works by Scottish Power Network Services and the contestable connection works carried out by the Council's Maintenance Contractor.

##### 2.0 BACKGROUND

- 2.1 Members will recall that Mr Bob Wales, Scottish Power Network Manager attended the meeting of this Committee on 14<sup>th</sup> September 2010 to answer questions from Members regarding the provision of street lighting services by Scottish Power. Further to minute 77 of this meeting this report includes the latest information from both Scottish Power and the Council in respect of Street lighting services and repairs.
- 2.2 On 18th October 2010 the first contestable connections works were carried out by the Council's Maintenance Contractor under the terms of the Tripartite Agreement reported to this Committee on 21<sup>st</sup> June 2010. These works would otherwise have been carried out by Scottish Power. In the period up to 23<sup>rd</sup> December 2010, the Council's Maintenance Contractor, Colas completed 239 service works operations. These works were carried out with a saving of approximately 15% over Scottish Power's prices for the same work and with less disruption to the public in terms of open excavations. The works carried out are listed in Appendix A.
- 2.3 Scottish Power Network Services (SPNS) continue to be sole provider of new service connections and retain the responsibility for repairs to their electricity network.

##### 3.0 REPORT

- 3.1 At the meeting of 14/9/2010 the Chair asked for a further report to be presented to the January meeting of this Committee comparing the Council's list of outstanding work with the reports produced by Scottish Power. The original report prepared by the Lighting Section showed a total of 92 jobs being outstanding. Since then Scottish Power have notified the Council that 56 of those jobs had been completed in the interim period to 21/12/2010. The details of the jobs and dates are provided in Appendix B.
- 3.2 On 1<sup>st</sup> October 2010 the Electricity (Standards of Performance Regulations) 2010 came into force. These Regulations impose guaranteed standards of performance for metered and non-metered electricity services connections provided by distributors. Any request for works to be carried out either

connections or fault repairs received by the distributors on or after 1<sup>st</sup> October 2010 will be subject to these new performance standards.

3.3 The required standards of performance for street lighting are:

- i) Completion of a fault repair to a single streetlight electricity supply within 25 working days with a £10 per day penalty for each working day after the end of the prescribed period
- ii) Completion of a service connection to a streetlight within 35 working days with a £10 per day penalty for each working day after the end of the prescribed period

3.4 Details of Scottish Power's performance is provided in Appendix C. The information is compiled to show works requested before 1<sup>st</sup> October 2010 separately to works requested after 30<sup>th</sup> September 2010.

#### **4.0 FINANCIAL AND STAFFING IMPLICATIONS**

4.1 Monitoring and recording the performance of Scottish Power has imposed a burden on staff in addition to that arising from processing enquiries from the public relating to their outstanding works. The facility to carry out contestable works has given the Council more control over its street lighting operations and the introduction of performance standards should result in the provision of a consistently good service by Scottish Power in respect of non-contestable service works for which they retain responsibility.

#### **5.0 EQUAL OPPORTUNITIES IMPLICATIONS**

5.1 There are no specific ethnic minority, elderly persons, or equal opportunity implications.

#### **6.0 PLANNING IMPLICATIONS**

6.1 There are no planning implications.

#### **7.0 COMMUNITY SAFETY IMPLICATIONS**

7.1 The provision of an efficient, well maintained street lighting network is an essential element of the Streetscene Service. Delays in carrying out work on the network lead to criticism and dissatisfaction with the service. The introduction of the Electricity Standards of Performance Regulations 2010 by Ofgem provides a performance framework which will help to sustain improvement in the performance of Scottish Power.

#### **8.0 HUMAN RIGHTS IMPLICATIONS**

8.1 There are no specific human rights implications arising directly from this report.

#### **9.0 ANTI-POVERTY IMPLICATIONS**

9.1 There are no implications under this heading.

## **10.0 SOCIAL INCLUSION IMPLICATIONS**

10.1 There are no implications under this heading.

## **11.0 LOCAL AGENDA 21 IMPLICATIONS**

11.1 There are no implications under this heading.

## **12.0 ACCESS TO INFORMATION ACT**

12.1 The Overview & Scrutiny report from 14 September 2010 has been used in preparation of this report.

## **13.0 LOCAL MEMBER SUPPORT IMPLICATIONS**

13.1 All wards.

## **14.0 RECOMMENDATIONS**

14.1 That the Committee note the report and require that a further report be prepared in autumn 2011 providing an update on the performance of Scottish Power covering the remainder of 2010/11 and the first half of 2011/12.

DAVID GREEN  
DIRECTOR OF TECHNICAL SERVICES

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**CONTESTABLE CONNECTION WORKS**

**W/C** 18/10/10

**APPENDIX A**

Road Name	Location	Column No.	Area	Postal Area	Job Type	Date Completed
MELVILLE RD	OPP 4	1	BEBINGTON	CH63	T/FER	18/10/10
MELVILLE RD	OPP12	2	BEBINGTON	CH63	T/FER	18/10/10
MELVILLE RD	S/O 29 GORSEYVILLE RD	5	BEBINGTON	CH63	T/FER	18/10/10
HOLMVILLE RD	O/S 15	2	BEBINGTON	CH63	T/FER	18/10/10
HOLMVILLE RD	O/S 16	4	BEBINGTON	CH63	T/FER	19/10/10
HEYVILLE RD	O/S 19	3	BEBINGTON	CH63	T/FER	19/10/10
HEYVILLE RD	O/S 40	5	BEBINGTON	CH63	T/FER	19/10/10
HEYVILLE RD	OPP 81	10	BEBINGTON	CH63	T/FER	19/10/10
GORSEYVILLE RD	O/S 20	4	BEBINGTON	CH63	T/FER	20/10/10
CEDAR AVENUE	O/S 46	6	BEBINGTON	CH63	T/FER	20/10/10
PLANE TREE RD	F/PATH END OF CUL-DE-SAC	8	BEBINGTON	CH63	T/FER	20/10/10
OAKLANDS DRIVE	S/O 7 BARLOW AVE	1	BEBINGTON	CH60	T/FER	20/10/10
STANTON ROAD	O/S 136	25	BEBINGTON	CH63	T/FER	21/10/10
NORTH ROAD	O/S 6	3	TRANMERE	CH42	T/FER	21/10/10
MENDIP ROAD	F/PATH BROUGH RD TO MENI	1P	TRANMERE	CH42	T/FER	21/10/10
MENDIP ROAD	F/PATH BROUGH RD TO MENI	2P	TRANMERE	CH42	T/FER	21/10/10
MENDIP ROAD	F/PATH BROUGH RD TO MENI	3P	TRANMERE	CH42	T/FER	22/10/10
MENDIP ROAD	F/PATH BROUGH RD TO MENI	4P	TRANMERE	CH42	T/FER	22/10/10
MENDIP ROAD	F/PATH BROUGH RD TO MENI	5P	TRANMERE	CH42	T/FER	22/10/10
MENDIP ROAD	F/PATH BROUGH RD TO MENI	6P	TRANMERE	CH42	T/FER	22/10/10
GREENWOOD LANE JNC EDENHURST AVE		9	WALLASEY	CH62	RESERVICE	26/10/10
CHURCH LANE	R/O 2 FALKLAND RD	2	WALLASEY	CH44	T/FER	26/10/10
LISCARD ROAD	O/S 74	22	LISCARD	CH44	RESERVICE	26/10/10
OAKDALE ROAD	O/S 55	10	WALLASEY	CH44	T/FER	26/10/10
GORSEDALE ROAD	OPP CHURCH	1	WALLASEY	CH44	T/FER	26/10/10
DINMORE ROAD	OPP 56	7	WALLASEY	CH44	T/FER	27/10/10
CHAMBERLAIN STRI	O/S 29	3	WALLASEY	CH44	T/FER	27/10/10
CHAPELHILL ROAD	O/S 63 (O/S Chinese Take Aw	19	MORETON	CH46	RESERVICE	27/10/10
BRISCOE DRIVE	O/S 46	7	MORETON	CH46	RESERVICE	27/10/10
ROYDEN ROAD	O/S 9	2	UPTON	CH49	T/FER	27/10/10
BURLINGHAM AVE	O/S 52	14	NEWTON	CH48	T/FER	28/10/10
BURLINGHAM AVE	O/S 49	15	NEWTON	CH48	T/FER	28/10/10
PEMBERTON ROAD	O/S 98	20	WOODCHURCH	CH49	T/FER	28/10/10
SEVEN ACRES LANE	O/S 53	9	THINGWALL	CH61	T/FER	28/10/10
SHEARMAN CLOSE	O/S 13	1	PENSBY	CH61	T/FER	28/10/10

MERE LANE	O/S 19	6	HESWALL	CH60	T/FER	29/10/10
MERE LANE	O/S 17	7	HESWALL	CH60	RESERVICE	29/10/10
BASKERVYLE CLOS NR 2		1	HESWALL	CH60	RESERVICE	29/10/10
BARNSTON ROAD ON BENDS		48	BARNSTON	CH60	T/FER	29/10/10
WENTWORTH DRIVE O/S 7		2	BROMBOROUGH	CH63	T/FER	29/10/10
WENTWORTH DRIVE O/S 7		2	BROMBOROUGH	CH63	T/FER	01/11/10
BASKERVYLE CLOS NR 2		1	HESWALL	CH60	RESERVICE	01/11/10
BARNSTON ROAD ON BENDS		48	BARNSTON	CH60	T/FER	01/11/10
SEVEN ACRES LANE O/S 53		9	THINGWALL	CH61	T/FER	01/11/10
BRIARDALE ROAD O/S 44		4	BIRKENHEAD	CH42	T/FER	02/11/10
BRIDGE STREET S/O HAMILTON SQUARE STA		19	BIRKENHEAD	CH41	T/FER	02/11/10
CANNING STREET NR ROUNDABOUT		1	BIRKENHEAD	CH41	RESERVICE	02/11/10
MILNER STREET O/S 1		1	BIRKENHEAD	CH41	T/FER	02/11/10
STRATHCONA ROAD O/S 66		7	WALLASEY	CH45	T/FER	03/11/10
AILSA ROAD O/S 7		2	WALLASEY	CH45	T/FER	03/11/10
QUEENSWAY O/S 53		7	LISCARD	CH45	T/FER	03/11/10
LEES AVENUE O/S 60		4	ROCK FERRY	CH42	T/FER	03/11/10
VICTORIA DRIVE O/S 1		1	ROCK FERRY	CH42	RESERVICE	03/11/10
ACRE LANE NR 1		1	BROMBOROUGH	CH62	T/FER	04/11/10
ACRE LANE O/S 9/11		2	BROMBOROUGH	CH62	T/FER	04/11/10
ACRE LANE O/S 36		6	BROMBOROUGH	CH62	T/FER	04/11/10
ACRE LANE O/S 23/25		7	BROMBOROUGH	CH62	T/FER	04/11/10
ACRE LANE O/S 54		8	BROMBOROUGH	CH62	T/FER	04/11/10
ACRE LANE JNC OTELEY AVE		10	BROMBOROUGH	CH62	T/FER	05/11/10
ACRE LANE OPP ASHFIELD CR		11	BROMBOROUGH	CH62	T/FER	05/11/10
ACRE LANE O/S EDUCATION CNTR		12	BROMBOROUGH	CH62	T/FER	05/11/10
ACRE LANE O/S 80/82		13	BROMBOROUGH	CH62	T/FER	05/11/10
ACRE LANE S/O 2 DAWPOOL DR		16	BROMBOROUGH	CH62	T/FER	05/11/10
HELSEBY AVENUE O/S 1		1	EASTHAM	CH62	RESERVICE	08/11/10
FERRY ROAD O/S 122		19	EASTHAM	CH62	RESERVICE	08/11/10
BRIDLE ROAD JNC ELGAR AVENUE		12	BROMBOROUGH	CH62	T/FER	08/11/10
BRIDLE ROAD NR FOOTBALL FIELD		13	BROMBOROUGH	CH62	T/FER	08/11/10
BRIDLE ROAD NR FOOTBALL FIELD		14	BROMBOROUGH	CH62	T/FER	08/11/10
BRIDLE ROAD NR FOOTBALL FIELD		15	BROMBOROUGH	CH62	T/FER	08/11/10
BRIDLE ROAD NR FOOTBALL FIELD		17	BROMBOROUGH	CH62	T/FER	09/11/10
BRIDLE ROAD NR FOOTBALL FIELD		18	BROMBOROUGH	CH62	T/FER	09/11/10
BRIDLE ROAD OPP KILBURN AVE		20	BROMBOROUGH	CH62	T/FER	09/11/10
KILBURN AVENUE S/O 135 RAE BURN AVE		7	EASTHAM	CH62	T/FER	09/11/10

DALE AVENUE	O/S 1		8	BROMBOROUGH CH62	T/FER	09/11/10
MAINWARING ROAD	O/S 11		1	BROMBOROUGH CH62	T/FER	09/11/10
MAINWARING ROAD	O/S 32		6	BROMBOROUGH CH62	T/FER	10/11/10
MAINWARING ROAD	O/S 45		7	BROMBOROUGH CH62	T/FER	10/11/10
ACRE LANE	O/S 91/93		17	BROMBOROUGH CH62	T/FER	10/11/10
ACRE LANE	O/S 101		18	BROMBOROUGH CH62	T/FER	10/11/10
MAYFIELDS SOUTH	O/S 1		1	NEW FERRY CH62	RESERVICE	10/11/10
SHOREFIELDS	ADJ BUS STOP		6	NEW FERRY CH62	T/FER	10/11/10
KNOWSLEY ROAD	O/S CHANGING ROOMS		8	ROCK FERRY CH42	T/FER	11/11/10
TRAFALGAR DRIVE	O/S 36		5	BEBINGTON CH63	RESERVICE	11/11/10
CIRCULAR DRIVE	O/S 25		5	GREASBY CH49	T/FER	11/11/10
BARNSTON ROAD	OPP BARNSDALE AVE		107	THINGWALL CH60	T/FER	11/11/10
UPTON ROAD	O/S 385 (ON CENTRAL ISLAND)		92	UPTON CH43	T/FER	11/11/10
CROFT CLOSE	OPP 2		2	BIRKENHEAD CH43	T/FER	12/11/10
SHAVINGTON AVENUE	O/S 49		0	OXTON CH43	T/FER	12/11/10
WOODCHURCH ROAD	O/S 520		112	PRENTON CH42	T/FER	12/11/10
HOLMLANDS CRESCENT	O/S 1		1	OXTON CH43	RESERVICE	12/11/10
MEADOWSIDE ROAD	O/S 1		1	BROMBOROUGH CH62	T/FER	15/11/10
WHITFIELD STREET	O/S 14		2	TRANMERE CH42	T/FER	15/11/10
PRENTON VILLAGE ROAD	O/S 43		7	PRENTON CH43	T/FER	15/11/10
HOLMLANDS CRESCENT	O/S 1		1	OXTON CH43	RESERVICE	15/11/10
STALBANS ROAD	O/S 21		2	BIRKENHEAD CH43	T/FER	15/11/10
DEMESNE STREET	O/S 31		3	SEACOMBE CH44	T/FER	15/11/10
WALLASEY ROAD	O/S 117		19A	LISCARD CH44	T/FER	16/11/10
WALLASEY ROAD	O/S 86		16A	LISCARD CH44	T/FER	16/11/10
WALLASEY ROAD	O/S BOOT P/H		14A	LISCARD CH44	T/FER	16/11/10
WALLASEY ROAD	O/S 53		12A	LISCARD CH44	T/FER	16/11/10
WALLASEY ROAD	O/S 47		11A	LISCARD CH44	T/FER	16/11/10
WALLASEY ROAD	O/S 54		10A	LISCARD CH44	T/FER	16/11/10
WALLASEY ROAD	O/S 33		9A	LISCARD CH44	T/FER	16/11/10
WALLASEY ROAD	O/S 27		7A	LISCARD CH44	T/FER	17/11/10
WALLASEY ROAD	S/O 33 LISCARD WAY		1A	LISCARD CH44	T/FER	17/11/10
SEAVIEW ROAD	O/S 2		1	LISCARD CH44	T/FER	17/11/10
LISCARD VILLAGE	O/S 2-4		1	LISCARD CH44	T/FER	17/11/10
LISCARD VILLAGE	O/S 5-7		2	LISCARD CH44	T/FER	17/11/10
LISCARD VILLAGE	O/S 18		3	LISCARD CH44	T/FER	17/11/10
LISCARD VILLAGE	O/S 23		4	LISCARD CH44	T/FER	17/11/10
LISCARD VILLAGE	O/S 24		5	LISCARD CH44	T/FER	17/11/10
LISCARD VILLAGE	O/S CAR PARK S/O 26		FL 1	LISCARD CH44	T/FER	18/11/10
MANOR ROAD	O/S 6		1	LISCARD CH44	T/FER	18/11/10
LISCARD CRESCENT	O/S 24		11	LISCARD CH44	T/FER	18/11/10

LISCARD CRESCENT	O/S 16	10 LISCARD	CH44	T/FER	18/11/10
LISCARD CRESCENT	END NEWELL RD	9 LISCARD	CH44	T/FER	18/11/10
LISCARD CRESCENT	OPP MONK RD	7 LISCARD	CH44	T/FER	18/11/10
LISCARD CRESCENT	R/O 16 LISCARD WAY	5 LISCARD	CH44	T/FER	19/11/10
LISCARD CRESCENT	R/O 3 WESTMINSTER RD	4 LISCARD	CH44	T/FER	19/11/10
LISCARD CRESCENT	NR S/O 2 WESTMINSTER RD	2 LISCARD	CH44	T/FER	19/11/10
LISCARD CRESCENT	END OF LISCARD WAY	1 LISCARD	CH44	T/FER	19/11/10
MILL LANE	O/S TOWER P/H	1 LISCARD	CH44	RESERVICE	19/11/10
MILL LANE	O/S 23	3 LISCARD	CH44	T/FER	19/11/10
MILL LANE	O/S 33	4 LISCARD	CH44	T/FER	19/11/10
LISCARD CRESCENT	R/O 3 WESTMINSTER RD	4 LISCARD	CH44	T/FER	22/11/10
LISCARD CRESCENT	END OF LISCARD WAY	1 LISCARD	CH44	T/FER	22/11/10
MILL LANE	O/S TOWER P/H	1 LISCARD	CH44	RESERVICE	23/11/10
MILL LANE	O/S 23	3 LISCARD	CH44	T/FER	22/11/10
MILL LANE	O/S 33	4 LISCARD	CH44	T/FER	23/11/10
DEMESNE STREET	O/S 31	3 SEACOMBE	CH44	T/FER	23/11/10
BOUNDARY ROAD	O/S LODGE	27 BIRKENHEAD	CH43	T/FER	23/11/10
BOUNDARY ROAD	Opp HILLSIDE	44 BIRKENHEAD	CH43	T/FER	23/11/10
WORCESTER ROAD	O/S CHURCH	2 BIRKENHEAD	CH43	T/FER	24/11/10
WORCESTER ROAD	O/S 16	4 BIRKENHEAD	CH43	T/FER	24/11/10
WORCESTER ROAD	O/S 24	5 BIRKENHEAD	CH43	T/FER	24/11/10
BALANTYNE DRIVE	S/O 39	12 BIRKENHEAD	CH43	RESERVICE	24/11/10
ST ALBANS ROAD	O/S 21	2 BIRKENHEAD	CH43	T/FER	24/11/10
FAIRVIEW ROAD	O/S 9-11	2 BIRKENHEAD	CH42	T/FER	25/11/10
FAIRVIEW ROAD	O/S 10-12	3 BIRKENHEAD	CH42	T/FER	25/11/10
FAIRVIEW ROAD	O/S 21	4 BIRKENHEAD	CH42	T/FER	25/11/10
FAIRVIEW ROAD	Opp 29	5 BIRKENHEAD	CH42	T/FER	25/11/10
FAIRVIEW ROAD	O/S 16	6 BIRKENHEAD	CH42	T/FER	25/11/10
FAIRVIEW ROAD	Opp 35	7 BIRKENHEAD	CH42	T/FER	26/11/10
FAIRVIEW ROAD	S/O 16 ARNO ROAD	8 BIRKENHEAD	CH42	T/FER	26/11/10
FAIRVIEW ROAD	S/O 23 ARNO ROAD	9 BIRKENHEAD	CH42	T/FER	26/11/10
FAIRVIEW ROAD	O/S 34-36	11 BIRKENHEAD	CH42	T/FER	26/11/10
FAIRVIEW ROAD	O/S 43	12 BIRKENHEAD	CH42	T/FER	26/11/10
ST ALBANS ROAD	O/S ST ALBANS CHURCH	1 LISCARD	CH44	T/FER	29/11/10
ST ALBANS ROAD	NR CHURCH HALL	3 LISCARD	CH44	T/FER	29/11/10
ST ALBANS ROAD	OPP SCHOOL	4 LISCARD	CH44	T/FER	29/11/10
ST ALBANS ROAD	O/S PLAYGROUND	5 LISCARD	CH44	T/FER	29/11/10
ST ALBANS ROAD	O/S 21	2 BIRKENHEAD	CH43	T/FER	29/11/10
FAIRVIEW ROAD	O/S 38	13 BIRKENHEAD	CH43	T/FER	30/11/10

FAIRVIEW ROAD	S/O 1 BIRCH ROAD	14	BIRKENHEAD	CH43	T/FER	30/11/10
FAIRVIEW ROAD	NR JUNC THE GROVE	15	BIRKENHEAD	CH43	T/FER	30/11/10
FAIRVIEW ROAD	OPP FAIRVIEW CLOSE	16	BIRKENHEAD	CH43	T/FER	30/11/10
FAIRVIEW ROAD	S/O FLATS 12-18 DOWNING C	18	BIRKENHEAD	CH43	T/FER	30/11/10
ST ALBANS ROAD	S/O 45	7	LISCARD	CH44	T/FER	01/12/10
ST ALBANS ROAD	O/S DOMINICK HOUSE	S1382	LISCARD	CH44	T/FER	01/12/10
ST ALBANS ROAD	NR COL 3	S34	LISCARD	CH44	T/FER	01/12/10
ST ALBANS ROAD	O/S SCHOOL PLAYGROUND	S7504	LISCARD	CH44	T/FER	01/12/10
ST ALBANS ROAD	ADJ COL 5	T/S	LISCARD	CH44	T/FER	01/12/10
ST ALBANS ROAD	OPP OLD COL 8, R/O BANK	S1878	LISCARD	CH44	T/FER	01/12/10
LISCARD ROAD	NR JUNC LISCARD CRESCENT	S1532	LISCARD	CH44	T/FER	02/12/10
MILL LANE	J/O PARKFIELD DRIVE	S1497	LISCARD	CH44	T/FER	02/12/10
PARKFIELD DRIVE	O/S 2	S7478	LISCARD	CH44	T/FER	02/12/10
PARKFIELD DRIVE	J/W MILL LANE	S1499	LISCARD	CH44	T/FER	02/12/10
LATHOM AVENUE	J/W LISCARD ROAD	S1490	LISCARD	CH44	T/FER	02/12/10
LATHOM AVENUE	J/W LISCARD ROAD	S7402	LISCARD	CH44	T/FER	02/12/10
CROXTETH AVENUE	J/O PARKFIELD DRIVE	S1126	LISCARD	CH44	T/FER	03/12/10
CROXTETH AVENUE	J/O PARKFIELD DRIVE	S3399	LISCARD	CH44	T/FER	03/12/10
CROXTETH AVENUE	OPP COLUMN 1	S1191	LISCARD	CH44	T/FER	03/12/10
MEOLS PARADE	5MTR COL ON VERGE (Roma	119	MEOLS	CH47	RESERVICE	03/12/10
STANLEY ROAD	OPP 34A	14	HOYLAKE	CH47	RESERVICE	03/12/10
FLECK LANE	O/S THE BARN, OPP GRANGI	6	NEWTON	CH48	T/FER	03/12/10
ST ALBANS ROAD	S/O 45	7	LISCARD	CH44	T/FER	06/12/10
ST ALBANS ROAD	O/S DOMINICK HOUSE	S1382	LISCARD	CH44	T/FER	06/12/10
ST ALBANS ROAD	NR COL 3	S34	LISCARD	CH44	T/FER	06/12/10
ST ALBANS ROAD	O/S SCHOOL PLAYGROUND	S7504	LISCARD	CH44	T/FER	06/12/10
ST ALBANS ROAD	ADJ COL 5	T/S	LISCARD	CH44	T/FER	06/12/10
ST ALBANS ROAD	OPP OLD COL 8, R/O BANK	S1878	LISCARD	CH44	T/FER	07/12/10
LISCARD ROAD	NR JUNC LISCARD CRESCENT	S1532	LISCARD	CH44	T/FER	07/12/10
MILL LANE	J/O PARKFIELD DRIVE	S1497	LISCARD	CH44	T/FER	07/12/10
PARKFIELD DRIVE	O/S 2	S7478	LISCARD	CH44	T/FER	07/12/10
PARKFIELD DRIVE	J/W MILL LANE	S1499	LISCARD	CH44	T/FER	08/12/10
LATHOM AVENUE	J/W LISCARD ROAD	S1490	LISCARD	CH44	T/FER	08/12/10
LATHOM AVENUE	J/W LISCARD ROAD	S7402	LISCARD	CH44	T/FER	08/12/10
CROXTETH AVENUE	J/O PARKFIELD DRIVE	S1126	LISCARD	CH44	T/FER	08/12/10
CROXTETH AVENUE	J/O PARKFIELD DRIVE	S3399	LISCARD	CH44	T/FER	08/12/10
CROXTETH AVENUE	OPP COLUMN 1	S1191	LISCARD	CH44	T/FER	09/12/10
CROXTETH AVENUE	J/W LISCARD ROAD	S275	LISCARD	CH44	T/FER	09/12/10

CROXTETH AVENUE	J/W LISCARD ROAD	S564	LISCARD	CH44	T/FER	09/12/10
MEOLS PARADE	5MTR COL ON VERGE (Roma	119	MEOLS	CH47	RESERVICE	09/12/10
STANLEY ROAD	OPP 34A	14	HOYLAKE	CH47	RESERVICE	09/12/10
FLECK LANE	O/S THE BARN, OPP GRANGI	6	NEWTON	CH48	T/FER	10/12/10
FENDER LANE	O/S CLAREMOUNT SCHOOL	76	MORETON	CH46	T/FER	10/12/10
ARROWE PARK RO/	O/S 185	3C	ARROWE PARK	CH49	T/FER	10/12/10
ARROWE PARK RO/	OPP S/O 2 FLETCHER CLOSE	33	ARROWE PARK	CH49	T/FER	10/12/10
MAGAZINE LANE	J/W SEABANK ROAD	S2258	WALLASEY	CH44	T/FER	13/12/10
MAGAZINE LANE	J/W SEABANK ROAD, O/S SUE way Sit		WALLASEY	CH44	T/FER	13/12/10
MANOR ROAD	J/W SEABANK ROAD	S2568	WALLASEY	CH44	T/FER	13/12/10
HOPE STREET	J/W ROWSON STREET	S6753	NEW BRIGHTON	CH45	T/FER	13/12/10
HOPE STREET	J/W ROWSON STREET	S6754	NEW BRIGHTON	CH45	T/FER	13/12/10
TELEGRAPH ROAD	J/W MOOR LANE	S4283	HESWALL	CH60	T/FER	13/12/10
TELEGRAPH ROAD	J/W MOOR LANE	S4282	HESWALL	CH60	T/FER	14/12/10
TELEGRAPH ROAD	J/W BRIAR DRIVE	S5456	HESWALL	CH60	T/FER	14/12/10
TELEGRAPH ROAD	J/W BRIAR DRIVE	S5457	HESWALL	CH60	T/FER	14/12/10
TELEGRAPH ROAD	J/W BOUNDARY ROAD	o Entry Sit	HESWALL	CH60	T/FER	14/12/10
TELEGRAPH ROAD	J/W BOUNDARY ROAD, ADJ b	o Entry Sit	HESWALL	CH60	T/FER	14/12/10
BOUNDARY LANE	J/W TELEGRAPH ROAD	S1334	HESWALL	CH60	T/FER	15/12/10
BOUNDARY LANE	J/W TELEGRAPH ROAD	S22	HESWALL	CH60	T/FER	15/12/10
TELEGRAPH ROAD	J/W SOUTH DRIVE	S5464	HESWALL	CH60	T/FER	15/12/10
TELEGRAPH ROAD	O/S SUE HUNTINGTON SHOF	S4273	HESWALL	CH60	T/FER	15/12/10
HARROWBY ROAD	J/W BOROUGH ROAD	S8532	BIRKENHEAD	CH42	T/FER	15/12/10
BOROUGH ROAD	O/S ORIENTAL CHEF NR WIL	S10945	BIRKENHEAD	CH42	T/FER	15/12/10
BOROUGH ROAD	NR SHELL GARAGE, OPP CC	S10943	BIRKENHEAD	CH42	T/FER	15/12/10
CLIFTON CRESCEN'	ADJ COL 4, O/S ST WERBER	S322	BIRKENHEAD	CH42	T/FER	16/12/10
BOROUGH ROAD	J/W CLIFTON CRESCENT, OF	S10891	BIRKENHEAD	CH42	T/FER	16/12/10
BOROUGH ROAD	OPP COL HM1 ON SERVICE I	No Entry	BIRKENHEAD	CH42	T/FER	16/12/10
BOROUGH ROAD	ADJ COL HM1 ON SERVICE F	No Entry	BIRKENHEAD	CH42	T/FER	16/12/10
CLIFTON CRESCEN'	ON R/ABOUT OPP NAIL SHOI	T/S	BIRKENHEAD	CH42	T/FER	16/12/10
HIND STREET	J/W BOROUGH ROAD	S263	BIRKENHEAD	CH42	T/FER	16/12/10
TOWN LINK FLYOVE	J/W BOROUGH ROAD	o Left Tur	BIRKENHEAD	CH42	T/FER	17/12/10
HIND STREET	J/W BOROUGH ROAD	S10842	BIRKENHEAD	CH42	FER - 1 FOR	17/12/10
BOROUGH ROAD	OPP CLIFTON RD IN CENTR/One Way		BIRKENHEAD	CH42	T/FER	17/12/10
BOROUGH ROAD	BOTTOM OF BRATTAN ROAL	S8516	BIRKENHEAD	CH42	DISS	17/12/10
BOROUGH ROAD	ON R/ABOUT OPP ARGYLE S	T/S	BIRKENHEAD	CH42	DISS	17/12/10
HIND STREET	J/W BOROUGH ROAD	S10842	BIRKENHEAD	CH42	T/FER - 1 FC	20/12/10
BOROUGH ROAD	BOTTOM OF BRATTAN ROAL	S8516	BIRKENHEAD	CH42	DISS	20/12/10

BOROUGH ROAD	OPP CLIFTON RD IN CENTR/One Way	BIRKENHEAD	CH42	T/FER	21/12/10
BOROUGH ROAD	ON R/ABOUT OPP ARGYLE S	BIRKENHEAD	CH42	DISS	21/12/10
OBSERVATORY RO/	O/S 15	BIDSTON	CH43	T/FER	21/12/10
GARDENSIDE	OPP 18	LEASOWE	CH46	T/FER	21/12/10
TOWN MEADOW LAI	O/S 64	MORETON	CH46	T/FER	21/12/10
BORDER ROAD	O/S 32	HESWALL	CH60	RESERVICE	23/12/10
DERWENT ROAD	O/S 9	BEBINGTON	CH63	T/FER	23/12/10
PARK ROAD NORTH	OPP 340	BIRKENHEAD	CH41	T/FER	23/12/10
PARK ROAD NORTH	OPP 378	BIRKENHEAD	CH41	T/FER	23/12/10
PARK ROAD NORTH	O/S 392	BIRKENHEAD	CH41	T/FER	23/12/10

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15-Feb-05	B023165	HSG G1	RO 40 HOUSING COL ACKERS RD	WOODCHURCH	SERVICE PROVISION	TRANSFER	COMPLETED	10-Feb-05
15-Feb-05	B026366	COL 18	O/S 187 OPP 162 BROOKDALE AVE	GREASBY	SERVICE FAILURE	DAMAGED CUTOUT	COMPLETED	10-Feb-05
15-Feb-05	B026785	COL 3	O/S 28 ROCK CLOSE	ROCK FERRY	SERVICE FAILURE	DEAD SERVICE	COMPLETED	09-Feb-05
15-Feb-05	B023547	COL 2	O/S 7 LEESWOOD RD OPP MAVIS	WOODCHURCH	SERVICE PROVISION	TRANSFER	COMPLETED	09-Feb-05
15-Feb-05	B028378	LP 41	OPP OAKHAM DR	WIRRAL	SERVICE FAILURE	DEAD SERVICE	COMPLETED	09-Feb-05
15-Feb-05	B022754	LP 7	J/O LEASOME RD/IRK COL 1	WIRRAL	Service Failure	DISCONNECT	COMPLETED	09-Feb-05
15-Feb-05	B026068	R38	J/O LEASOME RD/IRK COL 1	OXTON	SERVICE PROVISION	SERVICE FAULT	COMPLETED	08-Feb-05
15-Feb-05	B024490	S1622	J/O SINGLETON AVE	LISCARD	SERVICE PROVISION	PROVIDE	COMPLETED	08-Feb-05
15-Feb-05	B0241061	LP14	O/S 25 CLAREMONT RD	WIRRAL	SERVICE PROVISION	TRANSFER	COMPLETED	07-Feb-05
15-Feb-05	B026071	B1076	J/O LEASOME NR COL 1	WIRRAL	SERVICE FAILURE	DEAD SERVICE	COMPLETED	08-Feb-05
15-Feb-05	B026142	NEW 5	O/S 21 OPP CHURCH	LISCARD WIRRAL	Service Failure	DEAD SERVICE	COMPLETED	07-Feb-05
15-Feb-05	TC8369	HIPILL	ALLPORT RD/MORLAND AVE	BROMBROUGH	SERVICE PROVISION	TRANSFER	COMPLETED	11-Feb-05
15-Feb-05	16901	40	ALPORT RD/PLYMARD AVE	BROMBROUGH	SERVICE PROV	TRANSFER	COMPLETED	11-Feb-05
17-Feb-05	B026653	1B	UPTON ROAD, MORETON	O/S 100 OPP 133	Service Provision	Provide New Service	COMPLETED	15-Feb-05
17-Feb-05	B028049	T/S	J/O ALPORT ROAD	O/S 223 OPP 278	Service Failure	Dead Service	COMPLETED	14-Feb-05
17-Feb-05	TC8368	LP9	J/O BIRKENHEAD DENESHEY RD	BROMBROUGH	SERVICE PROV	TRANSFER	COMPLETED	15-Feb-05
17-Feb-05	B004146	COL38	O/S 150 MANOR DRIVE UPTON	MEOLS WIRRAL	SERVICE PROV	TRANSFER	COMPLETED	15-Feb-05
17-Feb-05	B027243	OLD 5	MARKET STREET BIRKENHEAD	WIRRAL	SERVICE FAILURE	DEAD SERVICE	COMPLETED	15-Feb-05
19-Feb-05	B017346	NEW 7	MARKET STREET BIRKENHEAD	O/S 23	Service Provision	Disconnection	COMPLETED	17-Feb-05
19-Feb-05	B017334	A14	MARKET STREET BIRKENHEAD	O/S 33	Service Provision	Provide New Service	COMPLETED	17-Feb-05
19-Feb-05	B026415	FB6 O/S 6	OLDBIDSTON ROAD BIRKENHEAD	JNCT CAVENDISH ST	Service Provision	Provide New Service	COMPLETED	17-Feb-05
19-Feb-05	B016913	17141	FAIRBEECH COURT BEECHWOOD	JCT	Service Provision	Disconnection	COMPLETED	01-Oct-04
19-Feb-05	B028642	14-Feb-05	CONWAY ST/VICTORIA	JCT	Service Provision	Transfer	COMPLETED	22-Feb-05
19-Feb-05	B028642	14-Feb-05	CONWAY ST/VICTORIA	JCT	Service Provision	Transfer	COMPLETED	22-Feb-05
19-Feb-05	B029779	SPILL	PRENTON WAY	WOODCHURCH INTERCHANGE	Service Provision	Transfer	COMPLETED	24-Feb-05
19-Feb-05	B027550	LP2	FIELDWAY MEOLS	O/S 10	Service Provision	Transfer	COMPLETED	24-Feb-05
19-Feb-05	B024567	LP3	MEADOW LANE, ROCK FERRY	LP3 O/S FLATS 2-20 STAT	Service Provision	Dead Service	COMPLETED	21-Feb-05
03-Mar-05	B025971	37C	A41 (C COLS)	O/S 749	Service Failure	Dead Service	COMPLETED	01-Mar-05
03-Mar-05	B012731	BOLL	WOODSTOCK ROAD	C/O MILL LANE	Service Failure	Dead Service	Issued	27-Feb-05
03-Mar-05	B027225	col	FERRY BROW ROAD	O/S 24	Service Provision	Transfer	Issued	01-Mar-05
03-Mar-05	b027358	col5	REDSTONE DRIVE	O/S 12 SANDWAY HWALL	Service Provision	Provide	Issued	01-Mar-05
04-Mar-05	B027357	COL 6	BALLANTYNE DRIVE	OPP 3	Service Failure	Dead Service	Issued	03-Mar-05
04-Mar-05	B027559	S144	BELMONT ROAD	S/O 35 VIRGINIA RD	SERVICE FAILURE	Dead Service	Issued	03-Mar-05
04-Mar-05	B029699	COL 3	WENTWORTH CLOSE	O/S 11 OPP 2	Service Provision	Transfer	Issued	02-Mar-05
04-Mar-05	B027235	COL 2	ALDFORD CLOSE	O/S 8 OPP 7	Service Provision	Transfer	Issued	02-Mar-05
04-Mar-05	B030134	F/P	PRENTON WAY	JUNC 3/M53	Service Provision	Transfer	Issued	02-Mar-05
04-Mar-05	B026669	92D	A41 (D COLS)	O/S 1408	Service Provision	Provide New Service	COMPLETED	07-Mar-05
09-Mar-05	B030186	10	WHITFIELD LANE HESWALL	O/S 47/49 OPP 42	Service Provision	Disconnection	COMPLETED	07-Mar-05
09-Mar-05	B029106	S3051	PLYMARD AVE BROMBROUGH	J/O ALLPORT AVE	Service Provision	Disconnection	COMPLETED	04-Mar-05
09-Mar-05	B027379	COL 5	MILTON RD EAST RIO 30 & R/O	VICTORIA ROAD	Service Failure	Damaged Cut Out	COMPLETED	05-Mar-05
09-Mar-05	W7628	SIGN	GORSLEY LANE POUTON	O/S 19 BY WIRRAL BUS CENT	Service Provision	Provide	COMPLETED	05-Mar-05
09-Mar-05	B027561	COL 3	BELMONT ROAD	O/S 11	Service Failure	Dead Service	COMPLETED	05-Mar-05
09-Mar-05	B027740	COL 3	DAMESCOURT ROAD BIRKENHEAD	O/S 28 opp 15	Service Provision	Transfer	COMPLETED	05-Mar-05
09-Mar-05	B023048	COL 3	BLAKELEY DENE	O/S 6	Service Provision	Reserve	COMPLETED	05-Mar-05
09-Mar-05	B021333	COL 90	FRANKLY ROAD	J/O WELL LANE	Service Provision	Transfer Service	COMPLETED	05-Mar-05
09-Mar-05	B028274	COL 2	FIELDWAY MEOLS WIRRAL	O/S 10	Service Provision	Transfer Service	COMPLETED	05-Mar-05
09-Mar-05	B028962	S878	MILL ROAD	J/O NEW CHESTER RD	Service Provision	Disconnection	COMPLETED	05-Mar-05
10-Mar-05	B027754	COL 8	OAKDALE AVE SEACOMBE	O/S 63 OPP 46	Service Provision	Transfer Service	COMPLETED	05-Mar-05
10-Mar-05	B02902	COL 2	WENTWORTH CLOSE NOCTORUM	O/S 5	SERVICE PROVISION	TRANSFER SERVICE	COMPLETED	10-Mar-05
12-Mar-05	B029586	30	GANNES MEADOW ROAD WOODCHURCH	R/O 111	Service Failure	Dead Service	COMPLETED	09-Mar-05

A	B	C	D	E	F	G	H	I	J	K	L
Wirral CC Work Order No:	Address:	Location:	Column/Sign No:	Council Ref No:	SPPS Date Rec'd:	SP Completion Date:	Date Council Advised:	No: Of Days:	G:S: 5 Days:	No of Days Exceeded:	Notes
1											
2											
3	Apr-Dec-05							0.00	5.00	-5.00	
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6	Jan-06										Jan-06
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8								0.00	5.00	-5.00	
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10	Feb-06										Feb-06
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18	Mar-06										Mar-06
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28	Apr-06										Apr-06
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38	May-06										May-06
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48	Jun-06										Jun-06
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58	Jul-06											Jul-06
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68	Aug-06											Aug-06
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A	B	C	D	E	F	G	H	I	J	K	L
Wirral CC Work Order No:	Address:	Location:	Column/Sign No:	Council Ref No:	SPPS Date Rec'd:	SPPS Completion Date:	Date Council Advised:	No: Of Days:	G.S: 10 Days:	No:of Days Exceeded	Notes
1											
2											
3											Apr-Dec-05
4								0.00	10.00	-10.00	
5											
6											Jan-06
7								0.00	10.00	-10.00	
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10											Feb-06
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14								#NAME?	10.00	#NAME?	
15								#NAME?	10.00	#NAME?	
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18											Mar-06
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22								#NAME?	10.00	#NAME?	
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28											Apr-06
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38											May-06
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Wirral CC Work Order No:	Address:	Location:	Column/Sign No:	Council Ref No:	Job Type:	SPPS Date Rec'd:	SPPS Completion Date:	Date Council Advised:	Number Of Days:	G.S: To be by agreement:	No of Days Exceeded:	Service Charges:	Reinst/ Costs:	Add.. Charges :	Total:	Sent to SSC:
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3									0.00	0.00	0.00					
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**Backlog At 14.09.2010**

**APPENDIX B**

Connections Standard 1C - Fault Repairs	28 Jobs
Connections Standard 2A - Service Connections	64 Jobs

**Between 14.09.2010 and 21.12.2010 - (the date of the last update received from Scottish Power for works issued prior to 1st October 2010)  
The following number of jobs were notified as complete**

Connections Standard 1C - Fault Repairs	14 Jobs
Connections Standard 2A - Service Connections	37 Jobs

**Hence the number of jobs still outstanding from the 14.09.2010 list is**

Connections Standard 1C - Fault Repairs	14 Jobs
Connections Standard 2A - Service Connections	27 Jobs

	A	B	C	D	E	F	G	H
1	Wirral CC Work Order:	Column/Sign No:	Road Name:	Location:	Job Type:	SPPS Date Rec'd:	Completion Date:	Date Council Advised:

A	B	C	D	E	F	G	H
Wirral CC Work Order:	Column/Sign No:	Road Name:	Location:	Type of Job:	SPPS Date Recd:	Complete Date:	Date Council Advised:
1	C123637	BIRCHWOOD AVENUE	BIRKENHEAD	FAULT	04/08/10	16/07/10	17/09/10
2	C123637	COL.1 O/S 2	HIGHER	FAULT	22/07/10	15/09/10	17/09/10
3	C123238	KINGS ROAD	BEBINGTON	FAULT	04/08/10	07/10/10	11/10/10
4	C123710	A41 (B COLS)	WIRRAL	FAULT	13/08/10	18/10/10	19/10/10
5	C123868	ALEXANDRA ROAD	WEST KIRBY	FAULT	20/08/10	25/10/10	01/11/10
6	C124409	UPTON RD	BIDSTON	LOW VOLTS	13/08/10	28/10/10	28/10/10
7	C123867	PLYMYARD AVENUE	BROMBOROUGH	FAULT	23/08/10	28/10/10	28/10/10
8	C124447	GRASSMOOR CLOSE	BROMBOROUGH	FAULT	07/09/10	29/10/10	29/10/10
9	C124817	COOME ROAD	IRBY	FAULT	07/09/10	29/10/10	29/10/10
10	C124824	RANDLE CLOSE	POULTON- SPITAL	LOW VOLTS	07/09/10	29/10/10	29/10/10
11	C124820	BROADFIELD AVENUE	BEECHWOOD	FAULT	07/09/10	01/11/10	01/11/10
12	C124822	CHURCH DRIVE	PORT SUNLIGHT	FAULT	07/09/10	01/11/10	01/11/10
13	C124407	THE HIGHCROFT	BEBINGTON	FAULT	20/08/10	03/11/10	03/11/10
14	C123644	LARKHILL AVENUE	UPTON	FAULT	04/08/10	16.09.2010	01.10.2010
15	C124201	ST JOHNS ROAD	WALLASEY VILLAGE	FAULT	13/08/10	25.10.2010	25.10.2010
16	C123624	CROFT DRIVE	MORETON	FAULT	04/08/10		
17	C123638	VILLAGE WAY	WALLASEY VILLAGE	FAULT	04/08/10		
18	C123640	PARKFIELD DRIVE	LISCARD	FAULT	04/08/10		
19	C123734	STAVORDALE ROAD	MORETON	FAULT	05/08/10		
20	C124004	SPITAL ROAD	BEBINGTON	FAULT	13/08/10		
21	C124200	HINDERTON ROAD	TRANMERE	FAULT	13/08/10		
22	C124258	BALMORAL ROAD	NEW BRIGHTON	FAULT	17/08/10	CANCELLED	
23	C124259	CLWYD ST	NEW BRIGHTON	FAULT	17/08/10		
24	C124401	STROUD CLOSE	GREASBY	FAULT	20/08/10		
25	C124404	MEOLS PARADE	MEOLS	FAULT	20/08/10		
26	C124405	GROVE ROAD	CH42	FAULT	20/08/10		
27	C124505	THE MEADOW	WOODCHURCH	FAULT	27/08/10		
28	C124821	PENDENNIS ROAD	POULTON	FAULT	07/09/10		
29	C124706	UPTON ROAD	WIRRAL	FAULT	07/09/10		

APPENDIX C

OUTSTANDING WORKS ISSUED BEFORE 1 OCTOBER

Reference	Issued	Item Ref	Street	Area	Class	Job Type
C124823	06/09/10	46C	A41 (C COLS)	A41 TRUN	Service Failure	Damaged Cut-Out
C124251	16/08/10	9	BIDSTON ROAD, OXTON	CH43	Service Failure	Damaged Cut-Out
C124825	06/09/10	10	THE WOODLANDS, TRANMERE	CH41	Service Failure	Damaged Cut-Out
C124410	20/08/10	82	UPTON ROAD, BIDSTON	CH43	Service Failure	Damaged Cut-Out
C124259	16/08/10	4	CLWYD STREET, NEW BRIGHTON	CH45	Service Failure	Dead Service
C124405	20/08/10	3	GROVE ROAD, ROCK FERRY.	CH42	Service Failure	Dead Service
C124200	13/08/10	13	HINDERTON ROAD, TRANMERE.	CH41	Service Failure	Dead Service
C124404	20/08/10	110	MEOLS PARADE, MEOLS	CH47	Service Failure	Dead Service
C125575	29/09/10	21	MILL PARK DRIVE, EASTHAM	CH62	Service Failure	Dead Service
C124004	13/08/10	56	SPITAL ROAD, BEBINGTON	CH62	Service Failure	Dead Service
C123734	04/08/10	16	STAVORDALE ROAD, MORETON	CH46	Service Failure	Dead Service
C124401	20/08/10	2	STROUD CLOSE, GREASBY	CH49	Service Failure	Dead Service
C124505	24/08/10	16	THE MEADOW, WOODCHURCH	CH49	Service Failure	Dead Service
C124706	01/09/10	49	UPTON ROAD, BIDSTON	CH43	Service Failure	Dead Service
C123638	02/08/10	1	VILLAGE WAY, WALLASEY VILLAGE	CH45	Service Failure	Dead Service
C116778	17/08/10	OLD 139	LEASOWE ROAD, WALLASEY VILLA	CH44	Service Provision	Disconnection
C116779	17/08/10	OLD 146	LEASOWE ROAD, WALLASEY VILLA	CH44	Service Provision	Disconnection
C116780	17/08/10	OLD 148	LEASOWE ROAD, WALLASEY VILLA	CH44	Service Provision	Disconnection
C124826	06/09/10	3	BACKFORD CLOSE, OXTON	CH43	Service Failure	Life Expired Cut-out
C123624	04/08/10	7	CROFT DRIVE, MORETON	CH46	Service Failure	No Earth
C123640	02/08/10	1	PARKFIELD DRIVE, LISCARD	CH44	Service Failure	No Neutral
C124821	06/09/10	1	PENDENNIS ROAD, POULTON	CH44	Service Failure	No Neutral
C124580	25/08/10	13	CROFT DRIVE EAST, CALDY	CH48	Service Provision	Provide New Service
C124584	25/08/10	14	CROFT DRIVE EAST, CALDY	CH48	Service Provision	Provide New Service
C124585	25/08/10	15	CROFT DRIVE EAST, CALDY	CH48	Service Provision	Provide New Service
C118382	17/08/10	13	KING STREET, EGREMONT	CH44	Service Provision	Provide New Service
C118280	11/08/10	48B	SEABANK ROAD, EGREMONT	CH44	Service Provision	Provide New Service
C118283	11/08/10	51B	SEABANK ROAD, EGREMONT	CH44	Service Provision	Provide New Service
C118281	16/08/10	49B	SEABANK ROAD, EGREMONT	CH44	Service Provision	Provide New Service

OUTSTANDING WORKS ISSUED AFTER 1 OCTOBER						APPENDIX C	
Reference	Issued	Item Ref	Street	Area	Class	Job Type	
C125572	04/10/10	5	APPLETON DRIVE,GREASBY	CH49	Service Failure	Damaged Cut-Out	
C125620	04/10/10	12	GLEBE HEY ROAD,WOODCHURCH.	CH49	Service Failure	Damaged Cut-Out	
C125877	06/10/10	2	BELLFIELD CRESC.,NEW BRIGHTON	CH45	Service Failure	Dead Service	
C125878	06/10/10	3P	CORINTHIAN STREET,ROCK FERRY	CH42	Service Failure	Dead Service	
C125885	06/10/10	19	BRACKENWOOD ROAD,HR,BEBINGTON	CH63	Service Failure	Dead Service	
C125900	07/10/10	63C	A41 (C COLS)	A41 TRUN	Service Failure	Dead Service	
C125901	07/10/10	3	ENERBY CLOSE,BEECHWOOD	CH43	Service Failure	Dead Service	
C125902	07/10/10	6	BRECK ROAD,WALLASEY VILLAGE	CH44	Service Failure	Dead Service	
C125905	07/10/10	12	BOLTON ROAD EAST,NEW FERRY	CH62	Service Failure	Dead Service	
C125906	07/10/10	2	GOLF LINKS ROAD,PRENTON.	CH42	Service Failure	Dead Service	
C125907	07/10/10	3	PORTO HEY ROAD,IRBY	CH61	Service Failure	Dead Service	
C125908	07/10/10	S5212	HILLSIDE ROAD,NEWTON.	CH48	Service Failure	Dead Service	
C125909	07/10/10	S5359	MAY ROAD,HESWALL	CH60	Service Failure	Dead Service	
C126276	19/10/10	42	BARNSTON ROAD	CH60	Service Failure	Dead Service	
C126449	21/10/10	15	MANOR LANE,EGREMONT	CH45	Service Failure	Dead Service	
C126452	21/10/10	2	TRUAMAN CLOSE, BIDSTON	CH43	Service Failure	Dead Service	
C126454	21/10/10	47	NEW HEY ROAD,WOODCHURCH	CH49	Service Failure	Dead Service	
C126456	22/10/10	2	RAVENSWOOD AVENUE,ROCK FERRY	CH42	Service Failure	Dead Service	
C126702	28/10/10	10	NOCTORUM AVENUE,NOCTORUM	CH43	Service Failure	Dead Service	
C127195	11/11/10	16	WELLINGTON ROAD,NEW BRIGHTON	CH45	Service Failure	Dead Service	
C127215	12/11/10	10	TELEGRAPH ROAD,CALDY	CH48	Service Failure	Dead Service	
C127216	12/11/10	13A	SAUGHALL MASSIE ROAD,NEWTON	CH48	Service Failure	Dead Service	
C127243	15/11/10	5	CIRCULAR DRIVE,GREASBY	CH49	Service Failure	Dead Service	
C127250	15/11/10	4	BEACONSFIELD CLOSE,TRANMERE	CH42	Service Failure	Life Expired Cut-out	
C127280	16/11/10	FP1	HENRY STREET,BIRKENHEAD.	CH41	Service Failure	Dead Service	
C127823	30/11/10	3E	PLANE TREE ROAD,HR,BEBINGTON	CH63	Service Failure	Dead Service	
C127828	30/11/10	9	BENTINCK STREET,BIRKENHEAD	CH41	Service Failure	Damaged Cut-Out	
C127832	30/11/10	S6261	WOOD STREET,HOYLAKE	CH47	Service Failure	Dead Service	
C127887	01/12/10	12	HILLBURN DRIVE,BIDSTON	CH41	Service Failure	Dead Service	
C128102	07/12/10	3	RICE LANE,EGREMONT	CH44	Service Failure	Dead Service	
C121336	14/12/10	13	WRIGHT STREET,EGREMONT	CH44	Service Failure	Life Expired Cut-out	
C121064	14/12/10	17	HOYLAKE ROAD,MORETON.	CH46	Service Failure	Life Expired Cut-out	
C128623	21/12/10	7	SERPENTINE ROAD,LISCARD	CH44	Service Failure	Dead Service	
C128638	22/12/10	2	MERE AVENUE,RABY MERE	CH63	Service Failure	Life Expired Cut-out	
C128644	22/12/10	1	ALWYN GARDENS,MORETON	CH46	Service Failure	Damaged Cut-Out	
C121607	25/10/10	10A	ARGYLE STREET,BIRKENHEAD	CH41	Service Provision	Provide New Service	



C122127	26/10/10	3	MAINWARING ROAD,BROMBOROUGH	CH62	Service Provision	Provide New Service
C121695	27/10/10	8A	HAMILTON STREET,BIRKENHEAD.	CH41	Service Provision	Provide New Service
C121711	27/10/10	12A	HAMILTON STREET,BIRKENHEAD.	CH41	Service Provision	Provide New Service
C121652	27/10/10	4A	HINSON STREET,BIRKENHEAD.	CH41	Service Provision	Provide New Service
C121613	02/11/10	12A	ARGYLE STREET,BIRKENHEAD	CH41	Service Provision	Provide New Service
C121615	02/11/10	13A	ARGYLE STREET,BIRKENHEAD	CH41	Service Provision	Provide New Service
C121632	02/11/10	17A	ARGYLE STREET,BIRKENHEAD	CH41	Service Provision	Provide New Service
C121999	03/11/10	22B	PARK ROAD NORTH,BIRKENHEAD	CH41	Service Provision	Provide New Service
C122010	04/11/10	25B	PARK ROAD NORTH,BIRKENHEAD	CH41	Service Provision	Provide New Service
C122028	04/11/10	30B	PARK ROAD NORTH,BIRKENHEAD	CH41	Service Provision	Provide New Service
C122036	04/11/10	32B	PARK ROAD NORTH,BIRKENHEAD	CH41	Service Provision	Provide New Service
C124160	15/11/10	1	DALE AVENUE,BROMBOROUGH	CH62	Service Provision	Provide New Service
C118385	18/11/10	15	KING STREET,EGREMONT	CH44	Service Provision	Provide New Service
C118391	19/11/10	OLD 7	KING STREET,EGREMONT	CH44	Service Provision	Disconnection
C125881	24/11/10	4	MORELLO DRIVE,POULTON-SPITAL	CH63	Service Provision	Reservice
C121702	25/11/10	9A	HAMILTON STREET,BIRKENHEAD.	CH41	Service Provision	Provide New Service
C127794	26/11/10	19A	WALLASEY ROAD,LISCARD	CH44	Service Provision	Provide New Service
C127798	26/11/10	14A	WALLASEY ROAD,LISCARD	CH44	Service Provision	Provide New Service
C127799	26/11/10	11A	WALLASEY ROAD,LISCARD	CH44	Service Provision	Provide New Service
C127800	26/11/10	9	LISCARD CRESCENT,LISCARD	CH44	Service Provision	Provide New Service
C128209	14/12/10	4	PEEL AVENUE,TRANMERE	CH42	Service Provision	Disconnection
C1116777	14/12/10	OLD 137	LEASOWE ROAD,WALLASEY VILLAGE	CH44	Service Provision	Disconnection

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APPENDIX C

OUTSTANDING WORKS ISSUED BEFORE 1 OCTOBER

Reference	Issued	Item Ref	Street	Area	Class	Job Type
C124823	06/09/10	46C	A41 (C COLS)	A41 TRUN	Service Failure	Damaged Cut-Out
C124251	16/08/10	9	BIDSTON ROAD, OXTON	CH43	Service Failure	Damaged Cut-Out
C124825	06/09/10	10	THE WOODLANDS, TRANMERE	CH41	Service Failure	Damaged Cut-Out
C124410	20/08/10	82	UPTON ROAD, BIDSTON	CH43	Service Failure	Damaged Cut-Out
C124259	16/08/10	4	CLWYD STREET, NEW BRIGHTON	CH45	Service Failure	Dead Service
C124405	20/08/10	3	GROVE ROAD, ROCK FERRY.	CH42	Service Failure	Dead Service
C124200	13/08/10	13	HINDERTON ROAD, TRANMERE.	CH41	Service Failure	Dead Service
C124404	20/08/10	110	MEOLS PARADE, MEOLS	CH47	Service Failure	Dead Service
C125575	29/09/10	21	MILL PARK DRIVE, EASTHAM	CH62	Service Failure	Dead Service
C124004	13/08/10	56	SPITAL ROAD, BEBINGTON	CH62	Service Failure	Dead Service
C123734	04/08/10	16	STAVORDALE ROAD, MORETON	CH46	Service Failure	Dead Service
C124401	20/08/10	2	STROUD CLOSE, GREASBY	CH49	Service Failure	Dead Service
C124505	24/08/10	16	THE MEADOW, WOODCHURCH	CH49	Service Failure	Dead Service
C124706	01/09/10	49	UPTON ROAD, BIDSTON	CH43	Service Failure	Dead Service
C123638	02/08/10	1	VILLAGE WAY, WALLASEY VILLAGE	CH45	Service Failure	Dead Service
C116778	17/08/10	OLD 139	LEASOWE ROAD, WALLASEY VILLA	CH44	Service Provision	Disconnection
C116779	17/08/10	OLD 146	LEASOWE ROAD, WALLASEY VILLA	CH44	Service Provision	Disconnection
C116780	17/08/10	OLD 148	LEASOWE ROAD, WALLASEY VILLA	CH44	Service Provision	Disconnection
C124826	06/09/10	3	BACKFORD CLOSE, OXTON	CH43	Service Failure	Life Expired Cut-out
C123624	04/08/10	7	CROFT DRIVE, MORETON	CH46	Service Failure	No Earth
C123640	02/08/10	1	PARKFIELD DRIVE, LISCARD	CH44	Service Failure	No Neutral
C124821	06/09/10	1	PENDENNIS ROAD, POULTON	CH44	Service Failure	No Neutral
C124580	25/08/10	13	CROFT DRIVE EAST, CALDY	CH48	Service Provision	Provide New Service
C124584	25/08/10	14	CROFT DRIVE EAST, CALDY	CH48	Service Provision	Provide New Service
C124585	25/08/10	15	CROFT DRIVE EAST, CALDY	CH48	Service Provision	Provide New Service
C118382	17/08/10	13	KING STREET, EGREMONT	CH44	Service Provision	Provide New Service
C118280	11/08/10	48B	SEABANK ROAD, EGREMONT	CH44	Service Provision	Provide New Service
C118283	11/08/10	51B	SEABANK ROAD, EGREMONT	CH44	Service Provision	Provide New Service
C118281	16/08/10	49B	SEABANK ROAD, EGREMONT	CH44	Service Provision	Provide New Service

APPENDIX C

OUTSTANDING WORKS ISSUED AFTER 1 OCTOBER						
Reference	Issued	Item Ref	Street	Area	Class	Job Type
C125572	04/10/10	5	APPLETON DRIVE,GREASBY	CH49	Service Failure	Damaged Cut-Out
C125620	04/10/10	12	GLEBE HEY ROAD,WOODCHURCH.	CH49	Service Failure	Damaged Cut-Out
C125877	06/10/10	2	BELLFIELD CRESC.,NEW BRIGHTON	CH45	Service Failure	Dead Service
C125878	06/10/10	3P	CORINTHIAN STREET,ROCK FERRY	CH42	Service Failure	Dead Service
C125885	06/10/10	19	BRACKENWOOD ROAD,HR,BEBINGTON	CH63	Service Failure	Dead Service
C125900	07/10/10	63C	A41 (C COLS)	A41 TRUN	Service Failure	Dead Service
C125901	07/10/10	3	ENERBY CLOSE,BEECHWOOD	CH43	Service Failure	Dead Service
C125902	07/10/10	6	BRECK ROAD,WALLASEY VILLAGE	CH44	Service Failure	Dead Service
C125905	07/10/10	12	BOLTON ROAD EAST,NEW FERRY	CH62	Service Failure	Dead Service
C125906	07/10/10	2	GOLF LINKS ROAD,PRENTON.	CH42	Service Failure	Dead Service
C125907	07/10/10	3	PORTO HEY ROAD,IRBY	CH61	Service Failure	Dead Service
C125908	07/10/10	S5212	HILLSIDE ROAD,NEWTON.	CH48	Service Failure	Dead Service
C125909	07/10/10	S5359	MAY ROAD,HESWALL	CH60	Service Failure	Dead Service
C126276	19/10/10	42	BARNSTON ROAD	CH60	Service Failure	Dead Service
C126449	21/10/10	15	MANOR LANE,EGREMONT	CH45	Service Failure	Dead Service
C126452	21/10/10	2	TRUAMAN CLOSE, BIDSTON	CH43	Service Failure	Dead Service
C126454	21/10/10	47	NEW HEY ROAD,WOODCHURCH	CH49	Service Failure	Dead Service
C126456	22/10/10	2	RAVENSWOOD AVENUE,ROCK FERRY	CH42	Service Failure	Dead Service
C126702	28/10/10	10	NOCTORUM AVENUE,NOCTORUM	CH43	Service Failure	Dead Service
C127195	11/11/10	16	WELLINGTON ROAD,NEW BRIGHTON	CH45	Service Failure	Dead Service
C127215	12/11/10	10	TELEGRAPH ROAD,CALDY	CH48	Service Failure	Dead Service
C127216	12/11/10	13A	SAUGHALL MASSIE ROAD,NEWTON	CH48	Service Failure	Dead Service
C127243	15/11/10	5	CIRCULAR DRIVE,GREASBY	CH49	Service Failure	Dead Service
C127250	15/11/10	4	BEACONSFIELD CLOSE,TRANMERE	CH42	Service Failure	Life Expired Cut-out
C127280	16/11/10	FP1	HENRY STREET,BIRKENHEAD.	CH41	Service Failure	Dead Service
C127823	30/11/10	3E	PLANE TREE ROAD,HR,BEBINGTON	CH63	Service Failure	Dead Service
C127828	30/11/10	9	BENTINCK STREET,BIRKENHEAD	CH41	Service Failure	Damaged Cut-Out
C127832	30/11/10	S6261	WOOD STREET,HOYLAKE	CH47	Service Failure	Dead Service
C127887	01/12/10	12	HILLBURN DRIVE,BIDSTON	CH41	Service Failure	Dead Service
C128102	07/12/10	3	RICE LANE,EGREMONT	CH44	Service Failure	Dead Service
C121336	14/12/10	13	WRIGHT STREET,EGREMONT	CH44	Service Failure	Life Expired Cut-out
C121064	14/12/10	17	HOYLAKE ROAD,MORETON.	CH46	Service Failure	Life Expired Cut-out
C128623	21/12/10	7	SERPENTINE ROAD,LISCARD	CH44	Service Failure	Dead Service
C128638	22/12/10	2	MERE AVENUE,RABY MERE	CH63	Service Failure	Life Expired Cut-out
C128644	22/12/10	1	ALWYN GARDENS,MORETON	CH46	Service Failure	Damaged Cut-Out
C121607	25/10/10	10A	ARGYLE STREET,BIRKENHEAD	CH41	Service Provision	Provide New Service

C122127	26/10/10	3	MAINWARING ROAD,BROMBOROUGH	CH62	Service Provision	Provide New Service
C121695	27/10/10	8A	HAMILTON STREET,BIRKENHEAD.	CH41	Service Provision	Provide New Service
C121711	27/10/10	12A	HAMILTON STREET,BIRKENHEAD.	CH41	Service Provision	Provide New Service
C121652	27/10/10	4A	HINSON STREET,BIRKENHEAD.	CH41	Service Provision	Provide New Service
C121613	02/11/10	12A	ARGYLE STREET,BIRKENHEAD	CH41	Service Provision	Provide New Service
C121615	02/11/10	13A	ARGYLE STREET,BIRKENHEAD	CH41	Service Provision	Provide New Service
C121632	02/11/10	17A	ARGYLE STREET,BIRKENHEAD	CH41	Service Provision	Provide New Service
C121999	03/11/10	22B	PARK ROAD NORTH,BIRKENHEAD	CH41	Service Provision	Provide New Service
C122010	04/11/10	25B	PARK ROAD NORTH,BIRKENHEAD	CH41	Service Provision	Provide New Service
C122028	04/11/10	30B	PARK ROAD NORTH,BIRKENHEAD	CH41	Service Provision	Provide New Service
C122036	04/11/10	32B	PARK ROAD NORTH,BIRKENHEAD	CH41	Service Provision	Provide New Service
C124160	15/11/10	1	DALE AVENUE,BROMBOROUGH	CH62	Service Provision	Provide New Service
C118385	18/11/10	15	KING STREET,EGREMONT	CH44	Service Provision	Provide New Service
C118391	19/11/10	OLD 7	KING STREET,EGREMONT	CH44	Service Provision	Disconnection
C125881	24/11/10	4	MORELLO DRIVE,POULTON-SPITAL	CH63	Service Provision	Reservice
C121702	25/11/10	9A	HAMILTON STREET,BIRKENHEAD.	CH41	Service Provision	Provide New Service
C127794	26/11/10	19A	WALLASEY ROAD,LISCARD	CH44	Service Provision	Provide New Service
C127798	26/11/10	14A	WALLASEY ROAD,LISCARD	CH44	Service Provision	Provide New Service
C127799	26/11/10	11A	WALLASEY ROAD,LISCARD	CH44	Service Provision	Provide New Service
C127800	26/11/10	9	LISCARD CRESCENT,LISCARD	CH44	Service Provision	Provide New Service
C128209	14/12/10	4	PEEL AVENUE,TRANMERE	CH42	Service Provision	Disconnection
C1116777	14/12/10	OLD 137	LEASOWE ROAD,WALLASEY VILLAGE	CH44	Service Provision	Disconnection

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## WIRRAL COUNCIL

### SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE – 20th JANUARY 2011

#### REPORT OF THE DIRECTOR OF TECHNICAL SERVICES

#### LOCAL ENVIRONMENTAL QUALITY (LEQ) PROJECT PLAN UPDATE

##### 1.0 EXECUTIVE SUMMARY

- 1.1 This report updates Members on the current position of the Local Environmental Quality (LEQ) delivery plan for 2010/11. The plan aims to achieve a number of LEQ objectives in order to support the delivery of the Council's Corporate Plan.

##### 2.0 BACKGROUND

- 2.1 At its meeting on the 18th of November 2009, Cabinet endorsed the LEQ Project Plan (Minute 28 refers). The latest version of the Project Plan is appended to this report.
- 2.2 As Members are aware the work of Technical Services is intrinsically linked to the second Corporate Objective "to create a clean, pleasant, safe and sustainable environment". Projects detailed in the LEQ plan are all aimed at helping Wirral to achieve the aforementioned objective.

The Living and Working Environment Partnership are responsible for co-ordinating the Delivery Plan actions. Six weekly meetings are chaired by Wirral Council Technical Services as the lead statutory body responsible for local environmental quality issues. The core aims of the partnership are to:

- Maintain and improve the standard of the local environment for residents and businesses through effective partnership working between key agencies and organisations
- Monitor, review, report and take corrective action for the improvement plans relating to the Living and Working Environment Partnership that set out to achieve the SCS and LAA Improvement Priorities
- Optimise the use of available partner resources to achieve Living and Working Environment objectives through effective working and communication between partner organisations and use of performance/management information
- Promote effective engagement and consultation with local communities and neighbourhoods to facilitate in particular the community and voluntary sector for the achievement of Living and Working Environment objectives.

### **3.0 PROGRESS DURING 2010/11**

#### **3.1 Recent NI195 results**

The second tranche of NI195 survey results have been compiled and submitted. They are (remembering that lower is better and the percentage score reflects the level of unacceptable transects) Litter 5%, Detritus 7%, Graffiti 3% and Flyposting 1%. The table below shows the combined scores so far against the targets for the whole year:

	Tranche 1 and 2 combined 2010/11	2010/11 Target
Litter	5%	7%
Detritus	10%	8%
Graffiti	3%	4%
Fly-Posting	1%	0.5%

#### **3.2 Beechwood Ballantyne Community Charter Launch**

Beechwood and Ballantyne has become the latest part of Wirral to adopt the Neighbourhood Management approach to revitalising the area while, in a further development, a Neighbourhood Environment Agreement has also been put together which sets out what standard of service residents can reasonably expect from those agencies responsible for environmental issues in the area.

The agreement was launched at the same time during a special celebration event staged in Beechwood on Saturday, September 18th. Among the highlights of the celebration were demonstrations of “free running” – or Parkour - and “free football” from some of the world’s finest exponents.

There was also demonstrations and information about Neighbourhood Management, carbon reduction, representatives from Mersey Fire and Rescue Service, the Council’s recycling team and an opportunity for local people to have their say in the future of Wirral Council services as part of the “Wirral’s Future: Be a part of it” consultation.

#### **3.3 Graffiti and Flyposting Removal Contract**

Wirral’s enhanced graffiti removal service has now been in operation since April 2008. Racist and offensive instances are being removed within 24 hours of referral. Any other occurrences are being removed within 7 working days, against an agreed service level agreement of 28 working days.

A new three year Graffiti and Flyposting Removal Contract has been awarded to Lairdside Community Trust Together (LCT). The new contract officially began on the 1<sup>st</sup> October 2010, although LCT Together was previously delivering the service and an active member of the Graffiti Steering Group.



The aforementioned Graffiti Steering Group meets every 4 to 6 weeks. Strength has been added through the partnership's recent expansion to include social housing landlords Wirral Partnership Homes, Beechwood & Ballantyne Community Housing Association and Riverside. Utility provider Scottish Power Energy Networks has also joined the collaboration which will see affected electricity sub-stations cleared of graffiti on a rolling programme. For more information Members are directed to the 'Graffiti Prevention and Removal Update' reviewed by Cabinet on the 19<sup>th</sup> of March 2009.

## **4.0 NEW INITIATIVES**

### **4.1 Merseyside Month of the Environment**

The Merseyside Cleaner Safer Greener Partnership will be co-ordinating 'Merseyside Month of Environment' in March 2011.

The Merseyside Cleaner Safer Greener Partnership (MCSGP) is a network of officers from each of the five Merseyside Local Authorities, Keep Britain Tidy and other land owners responsible for improving street scene and environmental quality across Merseyside. The Partnership tackles issues such as litter, detritus, graffiti, dog fouling, fly posting, & fly tipping.

The Local Authorities involved are Liverpool City Council, Knowsley Council, Sefton Council, St. Helens Council, Wirral Council, & Halton Borough Council. Other partners include the Highways Agency and Merseytravel.

The aim of this initiative is to encourage people across Merseyside to come together and get involved in environmental activities and to also recognise and promote existing activities/projects. The activities on Wirral will include:

- The School Environment Awards
- Older Peoples & Youth Parliament events
- Tidy Business Awards Annual Conference
- Environment Champions Annual Conference
- Numerous 'Big Tidy Ups' (including a Merseyside, simultaneous launch event).

### **4.2 Partnership Working with Biffa**

A number of new projects have been developed working in close partnership with Wirral's waste and street cleansing contractor Biffa . These projects include:

- July 2010 saw the first Resident's street cleaning focus group held in Wirral. A group of Residents were invited to accompany council officers and representatives from Biffa on an NI195 survey. A focus group was subsequently held to discuss the correlation between their perceptions of cleanliness and the prescribed scoring mechanism of the NI195 survey.
- 'Street Cleansing Forums' were launched in February 2010, the second event was held in May and the third is due to be held in February 2011.

These Forums give a voice to a representative group of Biffa's street cleansing operatives and allow them to have input into and help shape improvements in the service. A number of beneficial changes to working methods have been discussed during these Forums and undoubtedly contributed towards the improvements mentioned in section 3.1 above.

## **5.0 OVERVIEW OF PROGRESS IN DELIVERING LEQ DELIVERY PLAN PROJECTS**

5.1 Every detailed action contained within the LEQ project plan is given a target status of either red, amber or green, definitions below:

- Red – Project has overrun target time for completion.
- Amber – Project has experienced some delays but is still on schedule.
- Green – Project is continuing as targeted.

5.2 The LEQ action plan currently contains 15 activities, each broken down into detailed actions and next steps. All activities currently have a green status with the exception of one classed as amber (details are given below).

### **Develop Key Stage 2 education pack tackling the issue of litter (page 6 of LEQ action plan: Status Amber**

Current recruitment processes have been delayed as a result of the recent EVR process. An assessment is also being carried out regarding the post to avoid duplication of task across Technical Services as a department.

## **6.0 FINANCIAL IMPLICATIONS**

6.1 There are no specific implications under this heading.

## **7.0 EQUAL OPPORTUNITIES IMPLICATIONS**

7.1 There are no specific implications under this heading.

## **8.0 PLANNING IMPLICATIONS**

8.1 There are no specific implications under this heading.

## **9.0 COMMUNITY SAFETY IMPLICATIONS**

9.1 There are no community safety implications arising from this report.

## **10.0 HUMAN RIGHTS IMPLICATIONS**

10.1 There are no specific implications under this heading.

## **11.0 LOCAL AGENDA 21 IMPLICATIONS**

11.1 All activities detailed in this report supported the principals of the LA 21 Agenda, contributing positively to Wirral's Nottingham Declaration and Sustainability plans.

## **12.0 SOCIAL INCLUSION IMPLICATIONS**

12.1 There are no specific implications under this heading.

## **13.0 ANTI-POVERTY IMPLICATIONS**

13.1 There are no specific implications under this heading.

## **14.0 ACCESS TO INFORMATION ACT**

15.1 There are no specific implications under this heading.

## **16.0 LOCAL MEMBER SUPPORT IMPLICATIONS**

16.1 There are no specific implications under this heading.

## **17.0 RECOMMENDATIONS**

17.1 Committee is requested to note and endorse the progress made in delivering the LEQ Project Plan for 2010/11.

DAVID GREEN  
DIRECTOR, TECHNICAL SERVICES

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TS 3 Local Environmental Quality Plan Owner: Fergus Adams 2010/11 plan version 2 (December 2010)

Activity	Planned Outcome	Activity Owner & Partners	Detailed Actions	Review Date / Milestones	Progress To Date	Next Steps	On Target
Develop community environment champions (starting with a pilot programme in the Beechwood Ballantyne area).	Enhance community engagement with local environmental quality issues in order to reduce the amount and occurrence of littering and impact on other environmental issues.	Technical Services Beechwood Ballantyne Community Housing	Recruit individuals to participate in the programme  To develop a constitution for the organisation	July 10  Dec 11	Meeting held with BBCHA's new Neighbourhood Manager  Programme delayed due to Community Eng Manager being tasked with temp area manager roll and secondment.	Identify individuals within the BBCHA area  Develop constitution and agree with partners	G  G
	Continue to promote the Tidy Business Campaign within the SOA area and beyond.	Improve cleanliness standards in secondary and primary retail areas LAA NI 195 targets.	Technical Services Chamber of Commerce, Keep Britain Tidy, elected Members and Wardens service various community groups throughout Wirral.	Continue to recruit 'Champions' in other areas ready for boroughwide launch.  Continue to develop partnership working with local businesses.	April 11  ongoing	In progress - over 500 individuals from 40 groups have been identified  131 tidy business awards to date. Oxton Village: '1st Tidy business Village in England' project Complete.	Maintain communication with interested individuals and groups.  Continue to promote tidy business.
Narrow the gap in cleanliness standards between the 5% most deprived areas and the borough as a whole			To create a detailed action plan for the entire 2010/11 year, showing projects for the year.	June 2010	complete	complete	G
			Follow on from success of the Oxton 'Tidy business Village' project to develop England's first tidy business town. Involving the Trainee Technicians throughout Tech Services.	June 2010	Initial audit of businesses in West Kirby.	complete	G
			Follow on from success of the Oxton 'Tidy business Village' project to develop England's first tidy business town.	Oct 2010	Initial audit of W. Kirby showed worrying levels of compliance. As such enforcement based project is underway.	Initial letter drop	G

TS 3 Local Environmental Quality Plan Owner: Fergus Adams 2010/11 plan version 2 (December 2010)

Activity	Planned Outcome	Activity Owner & Partners	Detailed Actions	Review Date / Milestones	Progress To Date	Next Steps	On Target R-A-G
Develop and implement citizen charters in 3 pathfinder areas.	Enhance community engagement with local environmental quality issues in order to reduce environmental crime and increase cleansing standards in 3 targeted areas.	Technical Services LC Together and Beechwood and Balantyne Community Housing Association	Design and develop local charter with community focus for one pilot area	April 10	Beechwood and Balantyne chosen, charter developed.	Complete	G
		Beechwood and Balantyne Community Housing Association	Deliver local charter with community focus in one pilot area (Beechwood and Balantyne).	April 10	Micah Gold Consultants have developed a draft and this is due to go to print following recent comments from partners.	Complete	G
Community environment days	Enhance community engagement with local environmental quality issues in order to reduce the amount and occurrence of littering.	Woodchurch neighbourhood Management, Together and Beechwood and Balantyne Community Housing Association	Organise and deliver community day roadshows	Sep 10	1st day to be delivered in Beechwood following print of Charter.	Launch day booked for 18/9/2010	G
			Deliver other charters to a given number of pilots	April 2011	Beechwood and Balantyne chosen, charter developed. More to follow.	Following initial Beechwood pilot	G
			Evaluate charters	April 11	Initial evaluation following launch of Beechwood Charter.	Utilise information from evaluation to shape further projects	G
Continue to develop and deliver the national "The Big Tidy Up Campaign" to Wirral residents	Enhance community engagement with local environmental quality issues in order to reduce the amount and occurrence of littering.	Technical Services Keep Britain tidy Various community groups	Focus changed to engage more with mobilised groups that contact us rather than attempting to mobilise new groups. As such no numeric target this year.	April 11	Sun 9 <sup>th</sup> may, Oxton Secret gardens.	Identify further community days	G
			Brand all relevant community tidy ups with the big tidy up branding.	Sep 10	A number of groups identified to work with.	Identify potential areas for 'Big Tidy Ups' in Summer 2010.	G
Monitor and respond appropriately to the levels of flytipping across the borough			Launch Merseyside Month of the Environment with a number of big tidy ups across the region.	March 11	All authorities signed up.	Photo call (FEB) with Mayors to launch.	G

**TS 3 Local Environmental Quality Plan Owner: Fergus Adams 2010/11 plan version 2 (December 2010)**

Activity	Planned Outcome	Activity Owner & Partners	Detailed Actions	Review Date / Milestones	Progress To Date	Next Steps	On Target
Work with partners and statutory partners	Heightened Partnership working with Biffa	Technical Services Biffa	To create a post (duel funded by Biffa and the council) to deal with Customer/crew engagement.	June 1 <sup>st</sup> 2010	Been through redeployment with no successful candidates	To advertise internally.	G
			Establish baseline data for Wirral from Keep Britain Tidy surveys.	Apr- 10	First tranche of Surveys completed throughout Merseyside.	Awaiting feedback from KBT following completion	G
Continue to improve the overall cleanliness of public highways through the Environmental Streetscene Contract and Biffa partnering arrangement	To ensure improved level street cleansing and Customer engagement throughout Wirral	All other Merseyside Local Authorities and Keep Britain Tidy	Work with ENCAMS to establish baseline data for all Merseyside local authorities.	Feb 2011	Funding successful (July 2009)	Initial research complete.	G
			Commence 'Street Cleansing Forums' with representative group of Biffa frontline operatives.	July 2010	Ongoing, 2 x forums held so far.	Arrange 3 <sup>rd</sup> forum to reflect on progress with NI195 results.	G
MIEP funding to set baseline data for Merseyside surveying of NI195	To improve the standard of street cleansing throughout Wirral.	Biffa Waste Services Wirral Council WITS	Improve monitoring to help drive improvement in standards	1 <sup>st</sup> June 2010	Supervisor in place	Complete	G
			Improve knowledge of standards as required by NI195	1 <sup>st</sup> May 2010	Complete	NFA	G
Biffa Street cleansing Workstream plans.			Street Cleansing 'Resident Focus Group'		Ongoing	Organise another 'Street Cleansing 'Resident Focus Group' for Spring 2011	G
			Put the PDA's onto the entry crews.	1 <sup>st</sup> June 2010	While operational need to review so that "None completed" work remains on PDA	Completed. Review of software still required.	G
			Need to look at types of work on entry schedules and remove "passageways"	1 <sup>st</sup> June 2010	Work on target for completion by the end of May with new schedules to be built	New schedules completed .NFA	
			Roll PDA's out onto the rest of the street cleansing service.	1 <sup>st</sup> August 2010	Complete	NFA	G
			Increase resources to improve NI195 detritus scores	1 <sup>st</sup> June 2010	Crew in place and supervisors checking work	2x Mech Brush and 2x caged tipper employed until new Weekend program commenced 27.8.2010. NFA	G

Activity	Planned Outcome	Activity Owner & Partners	Detailed Actions	Review Date / Milestones	Progress To Date	Next Steps	On Target R-A-G
			To create an action plan with Biffa for 2010/11 showing detailed actions	July 1 <sup>st</sup> 2010	Jim Smith has already embarked on said plan with Biffa in his current role.	To fill post	G
			Initial project to identify households with more than one residual bin.	Feb 2011	Primary research completed by FJF and Biffa crews together.	To assess identified householder's eligibility for 2 bins and relate that to them.	G
	Improve cleansing standards borough wide in order to identify projects to tackle hot-spot areas for fly-tipping and graffiti.	LCTogether, Wardens Service and Wirral Partnership Homes (WPH) and BBCHA.	To ensure the collection of monthly data from as many land owning partners as possible	ongoing	WPH, BBCHA, Streetscene and Wardens engaging in project. As such a legitimate representative sample of Wirral data is being utilised.	Continue collecting data	G
		LCTogether, Beechwood and Balantyne Community Housing Association, elected Members, Wardens service and Wirral Partnership Homes (WPH)	To produce sets of boroughwide maps showing liveability issues fort all quarters	ongoing	Continue to produce maps.	Continue collecting data.	G
		Together, Wardens Service, BBCHA and Wirral Partnership Homes (WPH)	To produce a number of projects directed specifically at the identified 'hot-spot' areas	Sep 10	2 <sup>nd</sup> and 3 <sup>rd</sup> quarter (09/10) maps being analysed for hot spots.	Share data and develop projects.	G
		Together, Wardens Service, BBCHA and Wirral Partnership Homes (WPH)	To continue the above mapping/project process following each set of quarterly maps	Apr 11	ongoing	Continue collecting data	G
	Increase the amount of empty properties brought back into use and to maintain empty properties to higher standards, in order to reduce the negative impact on environment quality at street and neighbourhood level.	<b>Regeneration</b> Planning / Planning Enforcement Building control Fire Brigade (Arson Reduction) Housing strategy Council tax  Cosmopolitan Housing Association	Continue Enforced sales pilot	on-going	one successful pilot case delivered Four properties selected for enforced sale this year	Work with District Environmental Health, Planning DC & Building Control with regards to identifying suitable cases for the pilot. Also work with the Legal Team with regards to putting the relevant cases together to deliver Enforced Sales as appropriate.	A



TS 3 Local Environmental Quality Plan Owner: Fergus Adams 2010/11 plan version 2 (December 2010)

Activity	Planned Outcome	Activity Owner & Partners	Detailed Actions	Review Date / Milestones	Progress To Date	Next Steps	On Target
			"HOUSED" Scheme – use of grant funding to refurbish long term vacant properties in sustainable streets and sell on open market with a 10% discount	on-going	3 phases of the HOUSED Scheme already successfully delivered. Refurbishment works completed for Phase 4 and currently marketing five of the 6 properties.	Refurbish HOUSED properties in Phase 5, Craven Street.	G
Launch a smoking litter awareness campaign, targeting public houses, shops, offices and eateries.	Improve cleansing standards borough wide in order to meet LAA NI195 targets by reducing presence of small accumulations of smoking related litter	Technical Services Tranmere Rovers	Discuss basics of SRL campaign with Tranmere Rovers regarding distribution of 'STUBBIS' prior to matches.	NA	Complete	NA	G
			Meet with Tranmere Rovers to discuss concept further and work out an action plan for the duration of the project.	June 10	Dates TBC	Confirm dates	G
			Order 'STUBBIS', following sign off of artwork from both PR and Tranmere Rovers	Oct-09	Received	Complete	G
			Distribute 'STUBBIS' prior to a number of home games throughout the 10/11 Season	Apr-11 (delayed due to public consultation project)	Stubbis and trailer artwork received	Confirm dates and mobilise team for PR event.	G
Develop Key Stage 2 education pack tackling the issue of litter	Improve cleansing standards borough wide in order to meet BV199a stretch target of 14% and LAA NI195 targets by reducing the number of recurring enviro-crime offences	Technical Services Tranmere Rovers	Measure impact of campaign	Apr-11	none	Prepare lessons learned report for future jobs	A
			Develop education support pack to accompany existing DVD	Jan-11	Not completed – no budget due to additional garden waste leafletting	Engage education Officer with project.	A
			Re-produce pack and circulate to all schools. Develop web based activities	Jan-11	Not completed – no budget due to additional garden waste leafletting	Engage education Officer with project.	A
Dog Fouling initiatives	Reduce the occurrence of dog fouling across the borough in order to improve	Children and Young People's department	Evaluate use of pack	June 11	Not completed – no budget due to additional garden waste leafletting	Await roll out of project.	A
			Keep Britain Tidy	Sep 10	Dedicated fouling wardens enforcement team co-ordinated through Community Patrol.	NA	G

**TS 3 Local Environmental Quality Plan Owner: Fergus Adams 2010/11 plan version 2 (December 2010)**

Activity	Planned Outcome	Activity Owner & Partners	Detailed Actions	Review Date / Milestones	Progress To Date	Next Steps	On Target Y/N/A/G
	cleanliness standards and public satisfaction.	Regeneration, Animal Control and welfare, Community Safety – Community Patrol Officers, Anti Social behaviour Team, Youth Offending Team	Increased officer presence programmed for scheduled early mornings and Evenings.	Apr 11		NA	G
		Community Safety –Dog Fouling wardens (Future Jobs Fund)	Attendance at community events to increase public awareness.	Nov 2010	Official partner with KBT's national campaign due to launch on the 20/9/10	Roll out campaign.	G
<b>Improve partnership working with other statutory landowners with regards to environmental quality issues, specifically in SOA areas.</b>	Improve cleansing standards borough wide in order to LAA NI195 targets by reducing the number of recurring enviro-crime offences, paying particular attention to land adjoining adopted highway.		Review second LEQ survey in SOA areas in order to highlight and quantify environmental issues, as well as identifying types of land where problems occur.	May 09	March 09 survey deemed not statistically viable so Encams commissioned to do full survey (Sept 09)	complete	G
			Develop further the existing regional network of partners in the Merseyside cleaner safer greener partnership. This include RSLs and Statutory Undertakers such as Mersey Travel and Utility Companies	Aug 09	Meeting set up with Merseyrail to discuss cleansing standards outside stations (OCT 09)	Develop relationship with Mersey Travel via MCSG	G
		Other Merseyside Districts via Merseyside Cleaner Greener Safer Network	Identify opportunities for partnership working in 10/11	Apr 11	First meeting w/ highways agency took place in May – second to follow Oct 09	Re-establish meetings following breakdown of initial meetings.	G
				June 2010	Re-establish meetings following breakdown of initial meetings.	Identify projects and launch Initiative merseywide.	G
					First meeting w/ highways agency took place in May – second to follow Oct 09	Arrange new meeting and share cleansing schedules	G

**TS 3 Local Environmental Quality Plan Owner: Fergus Adams 2010/11 plan version 2 (December 2010)**

Activity	Planned Outcome	Activity Owner & Partners	Detailed Actions	Review Date / Milestones	Progress To Date	Next Steps	On Target
Develop new and enhanced graffiti removal service	Improve NI195 scores by reducing levels of graffiti within the borough through programmed removal of offensive and non-offensive graffiti.	WMBC ASB Team, Together, Probation Service, Youth Offending Service, Newly developed community action groups	Establish information flow for graffiti removal requests, and data capture	July 09	Complete	NA	G
			Secure co-operation from partners to gather intelligence re graffiti occurrences	July 09	Info from Parks and Open Spaces now being received increased level of partner engagement in Graffiti steering group.	Now being received	G
		WMBC ASB Team, Together and Procurement	Measure impact of graffiti removal service	July 09	Ongoing – NI195 suggest steady improvements (4% against a target of 6% lower is better)	Continue to compare NI195 scoring and ENCAMS LEQ surveying in November	G
			Promotion of new service / policy to public	May 09	Completed launch	Arrange further public roadshows to promote service, possibly alongside ASB Team	G
			Increase external funding for service from Utility companies and RSLs	2009/10	complete	Na	G
		Procure a 3 year contract			Will be officially awarded by the 10 <sup>th</sup> of September 2010	Compare other procurement exercises across the UK	G
					Ongoing	Contract commenced on 1/10/11	Continue to monitor performance.

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## WIRRAL COUNCIL

### SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE - 20 JANUARY 2011

#### REPORT OF THE DIRECTOR OF TECHNICAL SERVICES

#### RECYCLING AND WASTE MINIMISATION ACTION PLAN UPDATE

### 1.0 EXECUTIVE SUMMARY

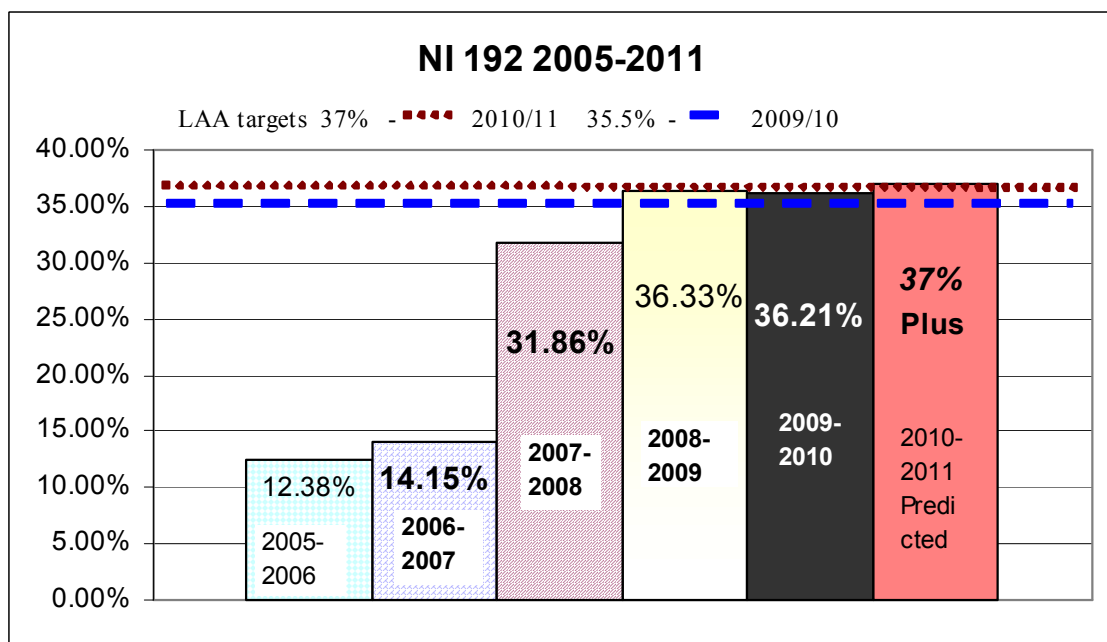
This report updates Members on the current position of the Local Area Agreement Recycling and Waste Minimisation Action Plan for 2009/10, a copy of which is attached in the Appendix.

### 2.0 BACKGROUND

Increasing the amount of waste recycled is a corporate priority for the Council and contributes to the Council's Strategic Objectives.

Technical Services have stretched targets within the Local Area Agreement (LAA) and have met the previous two years targets and are on track for meeting the target for the current financial year.

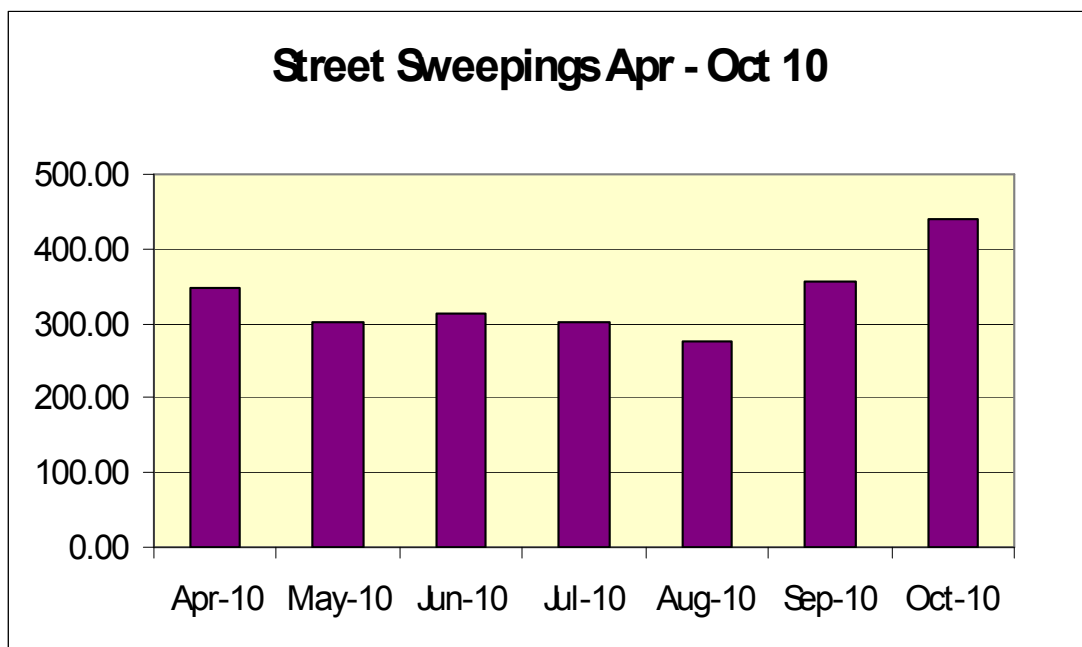
### 3.0 PERFORMANCE TO DATE



Household waste diverted from landfill is either recycled or composted. Technical Services reports Wirral's recycling performance under National Indicator NI 192. As members are aware, recycling has risen dramatically in Wirral resulting in a three-fold increase in the Council's recycling rate since 2005/06.

Whilst performance has remained relatively static for the past two years, indications are that this current year's performance is predicted to show a marked increase. The current target of 37% should be achieved and exceeded.

The increase since last year has been predominantly due to the recycling of mechanical street sweepings combined with an improved return from dry recyclable materials as a result of the initiatives outlined later within this report. The graph below shows the monthly tonnage of recycled street sweepings to date.



#### **4.0 IMPROVING THE QUALITY OF MATERIALS COLLECTED**

A number of methods have been deployed, (described in detail below), to help with reducing the contamination levels of grey recycling bins. It is important for the Council to deliver good quality recycling to the MRF, and this both ensures that the reprocessors accept the material and that the MRF can separate and sort the material. Improving the quality of recycling delivered to the MRF is one of the Biffa / Wirral Partnering Board work stream projects for 2010/11.

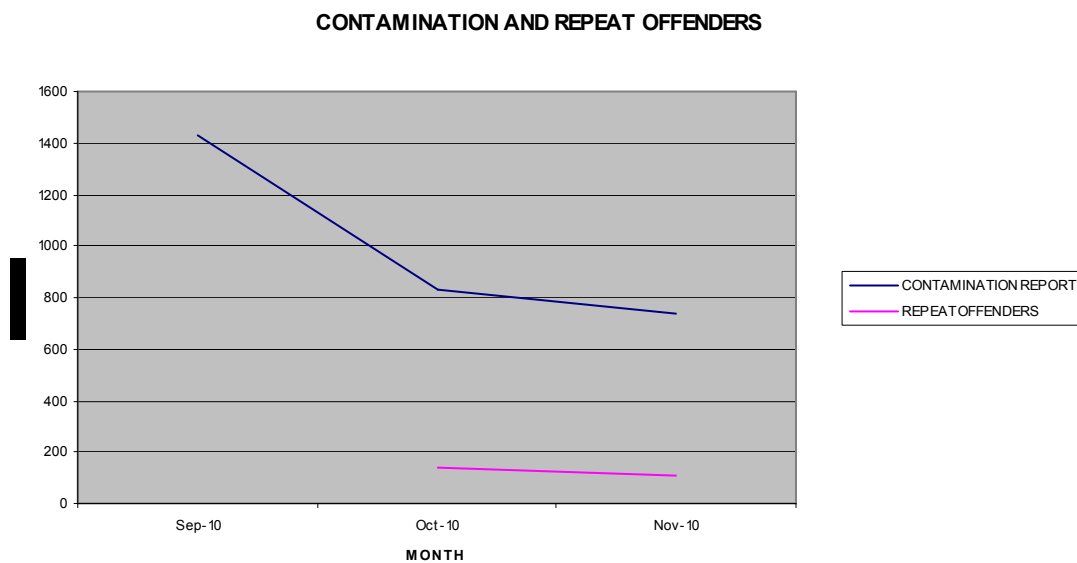
##### **4.1 Improvements to procedures**

Since April 2010 Biffa and the Council have been increasing the awareness amongst collection crews on how to identify and log contaminated bins. This

resulted in approximately 1,800-2,000 properties being communicated with between April – August due to the recycling bins being heavily contaminated. Since September 2010, letters have been sent out by post to properties logged as having contaminated bins and properties with repeat occurrences of contamination have received visits by the Council’s Participation Officers.

Thanks to the improvement of procedures and also the other initiatives mentioned below, the numbers of both contaminated bins and repeat offenders are beginning to fall.

The graph below illustrates the dramatic fall in September as a result of procedural change and the other contributory factors.



#### **4.2 Future Jobs Fund- Assistant Recycling Project Officers**

After a successful bid to the Future Jobs Fund, between May – November 2010, the first batch of Future Jobs Fund Assistant Recycling Officers were employed by Technical Services.

The team was tasked with reducing the number of contaminated recycling bins on six collection rounds identified by Biffa as having the highest amount of contaminated recycling bins. At the start of the project an average of 91 bins per round were found to be heavily contaminated. At the end of the project, the team had reduced this to an average of 11. They did so through a process of working with crews to identify and sticker contaminated bins and followed this up with 'educational' visits to the residents. In addition to this project, the team also took part in numerous road shows and public events.

Technical Services currently has the second batch of Future Jobs Fund employees that have duties to undertake a similar role on different collection rounds as well as reviewing properties within the Borough that have more

than one green bin. It is proposed that this successful initiative will be extended to include a third and final batch of intakes from March 2011 onwards.

### **4.3 Refuse Vehicle Signage**

All recycling and refuse vehicles have received new livery aimed at educating residents with clear simple messages to help reduce the levels of contamination within grey recycling bins. The messages have been informed by Waste Compositional Analysis previously undertaken by the Council as well as results of questionnaires completed by residents at the various events that have been attended by Officers.

## **5.0 IMPROVEMENTS TO COLLECTION INFRASTRUCTURE**

### **5.1 Bag Round**

Currently there are 367 properties within the Borough that currently have a general rubbish bag collection. Technical Services aims to commence the roll out process of a recycling collection service in the early New Year to these properties, commencing with a pre leaflet two weeks before the containers are delivered.

The new system being introduced will allow residents to place recycling into a box and will collect all materials recycled through the current grey bin scheme. Unfortunately it is not possible, for health and safety reasons to collect glass from these properties as part of this collection service. However residents can of course continue to take glass to a glass bring bank site. Officers expect that an extra 70-100 tonnes per annum of recycling will be diverted from landfill and that the roll out will satisfy much needed demand.

### **5.2 Multi Occupancy Properties**

Multi occupancies received a recycling service in May 2009. Since May, there have been a number of properties that could not go onto the recycling service due to reasons such as space restrictions, or legal lease arrangement issues. Technical Services is now at a stage where there are only two locations that remain to be provided with a recycling service.

Thorough consultation with the landlords / management companies at these locations has continued to a stage where they are finally in a position to meet the requirements of the Council and will be provided with a recycling service in the early New Year.



### **5.3 On Street Recycling**

In August this year, 23 extra on street recycle bins for the collection of drinks containers and newspapers were rolled out across the Borough. The Borough now has 55 on street recycling bins. Any future on street recycling bins that are rolled out will require extra payment to Biffa for the emptying and servicing of the recycling element of the bins. Officers would like to stress that although the bins do send out a positive message in terms of recycling, they are prone to contamination and are therefore operationally better being limited in numbers and not spread throughout the Borough en mass.

### **5.4 Primary Care Trust Clinics**

An extra three primary care trust clinics have been added to the Council's household waste recycling collection. Initial talks with the Primary Care Trust are indicating that there may be potential to add General Practitioners surgeries onto the recycling service during the next financial year. The type of waste being collected for the purposes of recycling is classed as household waste. The containers for this initiative have been funded by Capital Grants and the Primary Care Trust pay the Council for the collection.

### **5.5 Office Recycling**

Technical Services is due to present a progress report to the Council's Executive Management Team, recommending further roll outs to Council offices, to ensure that the co-mingled office recycling service is offered to 100% of Council buildings. Subject to endorsement to the recommendations contained within the report, it is expected that the roll out of office recycling will be undertaken at the same time as the roll out to the bag round previously mentioned in section 5.1 above.

## **6.0 HOME COMPOSTING**

In 2009-2010, 287 home composters were distributed to Wirral homes under the National Home Composting Scheme under partnership between Wirral and the Waste Resources and Action Program (WRAP), WRAP have since ceased this National scheme. This was superceded by the National Get Composting Campaign run in conjunction with a private sector organisation, Straight Plc.

Between April and November 2010, 194 compost bins have been distributed. Wirral have also distributed 4 wormeries to schools between August and October under separate work undertaken.

It is predicted that the new scheme, which is now being promoted as a partnership approach across the Merseyside Waste Partnership will distribute 200 home compost bins this financial year.

It is expected that from Spring 2011 onwards through the summer, refuse vehicle signage, combined with leaflets promoting the offer being made available to public outlets, that there will be a considerable increase in the take up of the offer.

## **7.0 MERSEYSIDE JOINT MUNICIPAL WASTE MANAGEMENT STRATEGY**

On behalf of the Merseyside Waste Partnership, Merseyside Waste Disposal Authority is currently taking the lead on the review of the Merseyside Joint Municipal Waste Management Strategy.

Many factors influence the rapidly changing nature of waste, (including its volumes and composition), from varying economic conditions at home and globally, how we make use of natural resources, product design and environmental drivers such as the low carbon agenda. That is the environment in which the revision of the Joint Municipal Waste Management Strategy (JMWMS) is taking place.

The Merseyside Waste Partnership needs to have an up to date and fit for purpose Strategy for the long-term management of our municipal waste and material resources which is flexible enough to address these changing conditions.

The review is making significant progress in identifying key issues and drivers, establishing robust data and evidence to develop appropriate options for Members to consider, and aims to ensure that any revised Strategy reflects the views, knowledge and aspirations of the residents of Merseyside and key stakeholders.

The overall timetable remains on track to have an agreed and published Strategy by the end of the 2011/12 financial year. There will be a delay in the production of the draft Strategy to take account of the review of the Waste Strategy for England in Spring 2011. However, the Partnership has been able to inform the Government's call for evidence through the project work it has done on the JMWMS to date.

The main works streams within the review are:

- Waste Composition Analysis of recycling, organics and residual waste from Kerbside collections in all five six districts of Merseyside and Halton and at all Household Waste Recycling Centres;
- Issues and Options Analysis including a review of the District Council Action Plans
- Strategic Environmental Assessment
- Engagement with stakeholders and Public Consultation

As part of the review Merseyside Waste Disposal Authority and Envirolink Northwest have commissioned consultants to look at four key main topics: Future Strategic Direction for resource management; Future Waste Composition; Future Manufacturing; Future Waste infrastructure. An initial draft report detailing the initial findings from the consultants will be published by December 2010 and this will inform the further developments of the Waste Strategy.

Members will have the opportunity to scrutinise reports for all the project work undertaken for the Strategy review from February 2011 and a draft Strategy will follow.

## **8.0 KITCHEN WASTE RECYCLING**

The Merseyside Waste Partnership has recently received a commissioned report from the Waste Resources and Action Programme (WRAP) investigating a number of potential options for kitchen waste collection for member authorities.

In Wirral's case, the report undertook a study of a number of options relating to potential kitchen waste collection within Wirral, assuming a stance of the present services operated within Wirral and what would be needed in order to implement a kitchen waste recycling service.

The estimates produced by the consultants indicate that the most cost effective option result identified by the consultants was to collect kitchen waste using separate dedicated food collection vehicles, resulting in a one off capital set up cost of just over £1.6 million and an annual operational cost of just over £1.7 million.

It is estimated that the option would divert approximately 11,000 tonnes of waste from landfill and result in overall improvements in recycling of between 7-8%. There is also an estimated net treatment cost saving of minus £383,950 annually as a result of diverting the waste from landfill.

While this is the most cost effective option at the present time, there may be other opportunities coinciding with Biffa's fleet renewal in 2013.

The work undertaken by WRAP and any decisions that need to be made by Wirral Council have to be viewed within the context of wider issues, not least the Joint Municipal Waste Management Strategy review outcomes.

## **9.0 FINANCIAL IMPLICATIONS**

**9.1** There are no specific implications under this heading.

**10.0 EQUAL OPPORTUNITIES IMPLICATIONS**

10.1 There are no specific implications under this heading.

**11.0 PLANNING IMPLICATIONS**

11.1 There are no specific implications under this heading.

**12.0 COMMUNITY SAFETY IMPLICATIONS**

12.1 There are no specific implications under this heading.

**13.0 HUMAN RIGHTS IMPLICATIONS**

13.1 There are no specific implications under this heading.

**14.0 LOCAL AGENDA 21 IMPLICATIONS**

14.1 All activity proposed in this report supports the principles of the LA21 Agenda, contributing positively to Wirral's Nottingham Declaration and Sustainability plans.

**15.0 SOCIAL INCLUSION IMPLICATIONS**

15.1 There are no specific implications under this heading.

**16.0 ANTI-POVERTY IMPLICATIONS**

16.1 There are no specific implications under this heading.

**17.0 ACCESS TO INFORMATION ACT**

17.1 There are no specific implications under this heading.

**18.0 LOCAL MEMBER SUPPORT IMPLICATIONS**

18.1 There are no specific implications under this heading.

**19.0 RECOMMENDATIONS**

19.1 Committee is requested to note and endorse the progress being made in delivering the Recycling and Waste Minimisation Action Plan for 2010/11.

DAVID GREEN  
DIRECTOR, TECHNICAL SERVICES



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**APPENDIX**

THEME	Activity	Planned Outcome	Activity Owner and Partners	Detailed Actions	Review Date/ Milestones	Progress to date	Next Steps	On Target R-A-G
EXPAND THE COVERAGE OF THE KERBSIDE CO-MINGLED RECYCLING SCHEME TO INCLUDE ALL REMAINING HOUSEHOLDS	Complete the provision of recycling services to multi occupancy properties	Ensures that all multi occupancy properties in the Borough are provided with the recycling scheme	Activity Owner = Wirral Council. Partners = management companies and Biffa. Contact = Robert Jones (Waste Strategy and Recycling Manager - Wirral Council).	Complete the service delivery to 14 Zulu2 locations.	End of May 2010	Complete		G
	Continue to map collection rounds onto the Councils GIS system	Will enable one point of contact for staff to acquire information providing improved customer focus. Will also improve	Activity Owner = Wirral Council. Contact is Jo Watson (Waste Performance Officer Wirral Council)- Wirral Council.	Contact all sites that refused the service to give six months notice of the intention of the Council to work with them to include them on the service	End of May 2010	Complete apart from two locations	Add two remaining locations in Early New year 2011.	A
				Map the multi occupancy collection round	May-10	Ongoing		

THEME	Activity	Planned Outcome	Activity Owner and Partners	Detailed Actions	Review Date/ Milestones	Progress to date	Next Steps	On Target R-A-G
	Roll out co mingled recycling service to all Council buildings. To ensure that as many Council buildings as possible receive the new service.	Ensures that all buildings have an upto date recycling service.	Activity Owner= Wirral Council and Biffa Waste Services Limited. Contact = Robert Jones (Waste Strategy and Recycling Manager)- Wirral Council.	Map the narrow access and hard to reach round	TBC	Ongoing	Completion of end Jan 2011 estimated	G
				Map the AWC round	TBC	Ongoing	Report with Exec Mgt Team for approval.	
				Report for Executive Management Team Approval. Engage with building managers and secure any additional resources.	End of June 2010	Report delayed due to financial data from MWDA and feedback from facility managers		
					Jul-10	Complete		



THEME	Activity	Planned Outcome	Activity Owner and Partners	Detailed Actions	Review Date/ Milestones	Progress to date	Next Steps	On Target R-A-G
				Undertake waste compositional analysis of office waste.	Jun-10	Complete		
				Collection service to be up and running and communicated to staff	Sep-10	Financial gate fee data now gained from MWDA. Updated report. Roll out planned form early New Year.		
				Tonnage performance figures to be collected for annual reporting.	ongoing	Ongoing , figures are now being provided for residual and recycling tonnages.		

THEME	Activity	Planned Outcome	Activity Owner and Partners	Detailed Actions	Review Date/ Milestones	Progress to date	Next Steps	On Target R-A-G
	Implement the co mingled recycling service on the bag round	Ensures that as near to 100% of properties in the Borough receive the recycling service	Activity Owner= Wirral Council and Biffa Waste Services Limited. Contact = Robert Jones (Waste Strategy and Recycling Manager)- Wirral Council.	Develop Action log with Biffa.  Undertake a trial	Jul-10  Aug-10	Complete  Decided that a trial is not needed		G
				Roll out the service to properties	By December 2010	Financial negotiation for variation to contract with Biffa now complete and rollout can commence in the early New Year.		

THEME	Activity	Planned Outcome	Activity Owner and Partners	Detailed Actions	Review Date/ Milestones	Progress to date	Next Steps	On Target R-A-G
IMPROVE THE QUALITY OF RECYCLATES DELIVERED TO THE MRF	Implement project plan for further improving the quality of recyclates collected, including a communications plan.	Improve the levels of contamination and compacted loads delivered to the MRF in line with MWDA targets	Activity Owner = Wirral Council, Biffa, MWDA, Veolia Environmental Services Ltd. Contact = Robert Jones (Waste Strategy and Recycling Manager)- Wirral Council.	Develop Project Plan	Apr-10	Complete		G
				Meet with Councils Press and PR Section	Apr-10	Complete		
				Develop communications campaigns including dates and time span.	May-10	Complete		

THEME	Activity	Planned Outcome	Activity Owner and Partners	Detailed Actions	Review Date/ Milestones	Progress to date	Next Steps	On Target R-A-G
				Implement Partnering Board Contamination/ Compaction project plan, including FJF action plan.	May-10	A lot of communications work and operation work undertaken.	Continue to monitor. Biffa looking into lock out mechanism on the collection vehicles	
				Monthly project meetings to track project plan	May-10	Ongoing		
				Phase 1 and Phase 2 Waste Analysis	March and June 10	Complete		

THEME	Activity	Planned Outcome	Activity Owner and Partners	Detailed Actions	Review Date/ Milestones	Progress to date	Next Steps	On Target R-A-G
DELIVER INITIATIVES THROUGH PARTNERSHIP WORKING AIMED AT EDUCATING AND EMPOWERING RESIDENTS AND BUSINESSES TO MINIMISE WASTE AND MAXIMISE RECYCLING	Improve glass recovery capability at Bidston	Reduce the amount of glass entering the residual waste stream	Activity Owner = MWDA and Veolia. Contact = Stuart Donaldson , MWDA.	Project Plan update reports to partnering board	Quarterly from April 2010	Ongoing		G
	Expand On Street recycling provision from 22 to 55 bins to be collected by Biffa	Completes the second phase of the rollout	Activity Owner= Wirral Council , Biffa Waste Services. Contact is Robert Jones (Waste Strategy and Recycling Manager) - Wirral Council .	Implement glass recovery technology at the MRF	Due for completion mid 2011	Ongoing		G
				Develop Project plan	Apr-10	Complete		

THEME	Activity	Planned Outcome	Activity Owner and Partners	Detailed Actions	Review Date/ Milestones	Progress to date	Next Steps	On Target R-A-G
				Remove existing glass recycling bulk bins	Apr-10	Complete		
				Install on street recycling bins	Jun-10	Complete		
				Monitor	Ongoing	Some teething problems due to concerns at some locations regarding vehicle access.	Continue to monitor.	

THEME	Activity	Planned Outcome	Activity Owner and Partners	Detailed Actions	Review Date/ Milestones	Progress to date	Next Steps	On Target R-A-G
	Encourage businesses to gain Tidy Business Standards Silver Standard	Demonstrates that businesses are actively minimising waste and engaged in recycling	Activity Owner= Wirral Council. Contact = Daniel Molyneux (Tidy Business Standards Officer) - Wirral Council	Hold Tidy Business Standards Annual Conference	TBC	Planning for March to tie in with Environmental Week.		G
	Support the Love Food Hate Waste Campaign	To attend key events in the Borough to promote the campaign and to ensure Wirral is represented with funding.	Activity Owner = Wirral Council and Love Food Hate Waste co ordinator for Merseyside. Contact is Robert Jones (Waste Strategy and Recycling Manager) - Wirral Council.	Engage with businesses that have demonstrated bronze standard  Liaise with LFHW co ordinator programme in key events, including sponsorship deals.	Quarterly updates throughout the year  May-10	Base line data gathered for West Kirby Project.  Complete. Wirral Food and Drink Festival and Port Sunlight Festival attended.		G

THEME	Activity	Planned Outcome	Activity Owner and Partners	Detailed Actions	Review Date/ Milestones	Progress to date	Next Steps	On Target R-A-G
				Liase with Wirral Council community liaison manager and programme in events.	May-10	Complete		
				Produce timetable of events to attend.	May-10	Complete		
				Purchase LFHW leaflet holder for Council buildings.	Sep-10	Attended one Council event and promoted via intranet		
	Identify further NHS premises that require the household waste recycling service.	Supports the NHS on the Wirral C Red Action Plan and diverts more	Activity Owner= Wirral Council & NHS Wirral. Contact = Robert Jones (Waste Strategy and Recycling Manager)-	Meet with the NHS and agree locations and price	Aug-10	Complete		G



THEME	Activity	Planned Outcome	Activity Owner and Partners	Detailed Actions	Review Date/ Milestones	Progress to date	Next Steps	On Target R-A-G
		waste away from landfill.	Wirral Council.	Establish capacity on the collection rounds Roll out to properties	Aug-10 Dec-10	Complete Three extra locations added.		
	Promote Home Composting to residents	To encourage waste minimisation	Activity Owner = Wirral Council, Biffa. Contact = Robert Jones (Waste Strategy and Recycling Manager) - Wirral Council.	Join the new National Home Composting Framework Launch the Framework, including advertisement in the local media and new bin wagon signage.	Apr-10	Complete		G
					May-10	Complete		

THEME	Activity	Planned Outcome	Activity Owner and Partners	Detailed Actions	Review Date/ Milestones	Progress to date	Next Steps	On Target R-A-G
				Monitor the number of home compost bins purchased by residents through the scheme.	Ongoing	Predicting 200 by the end of the year.		
				Hold two compost giveaway promotions.	Jun-10	Complete		
				Promote and deliver wormery units to all schools in Wirral	Jul-10	Ongoing		

THEME	Activity	Planned Outcome	Activity Owner and Partners	Detailed Actions	Review Date/ Milestones	Progress to date	Next Steps	On Target R-A-G
INCREASE DIVERSION OF STREET CLEANSING WASTE STREAMS FROM LANDFILL	Monitor monthly diversion tonnages.	To increase the amount of waste recycled.	Activity Owner= Biffa , MWDA, Wirral Council. Contact is Robert Jones	Monitor monthly tonnages recycled	Monthly	Ongoing, upto 400 t per month		G
	Sit on the Merseyside Joint Municipal Waste Management Strategy Review Group	Ensures the development of the JMWMS addresses important priorities for Wirral and the environment.	Activity Owner= Merseyside Waste Partnership. Contact = Stuart Donaldson (Merseyside Waste Disposal Authority).	Attend JMWMS meetings  Complete work required from meetings	Ongoing	Ongoing  A lot of work coming out of this regarding issues and options for Merseyside and Wirral. Public consultation held in Wirral.	Opportunity for member scrutiny in Feb/March 2011.	G

THEME	Activity	Planned Outcome	Activity Owner and Partners	Detailed Actions	Review Date/ Milestones	Progress to date	Next Steps	On Target R-A-G
	Sit on the Merseyside Kitchen Waste Strategy Group	To evaluate the feasibility of implementing a kitchen waste collection strategy focussing on best value and efficiency opportunities with Merseyside partners.	Activity Owner= Merseyside Waste Partnership. Contact is Robert Jones (Waste Strategy and Recycling Manager) - Wirral Council.	Complete work required by the Waste Resources and Action Programme (WRAP) and MWDA project manager.	Ongoing	Options report is now complete, reporting on a number of options for Wirral.		G

## SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2010/11 (AGREED 7 June 2010)

Title:	Department:	Comments/ Justification:/outcome
<p><b>7<sup>th</sup> June 2010:</b> Review of the Impact of the Severe Weather in January 2010</p>	<p>Technical Services</p>	<p>Progress report and formal presentation – item requested by Cabinet and O&amp;S Committee – <b>REPORT NOTED WITH CABINET RECOMMENDATION 7.6.10</b></p>
<p>Highway &amp; Engineering Services Contract – Annual Review</p>	<p>Technical Services</p>	<p>Progress report and formal presentation on the new strategic contract with Colas Ltd that commenced on 1<sup>st</sup> April 2009 – <b>PROGRESS NOTED 7.6.10</b></p>
<p>Carbon Reduction Progress Update - NI 185 (Council activity)</p>	<p>Technical Services</p>	<p>Progress report on delivering Corporate Priority 2.2: - <b>REPORT NOTED 7.6.10</b></p>
<p>2009/10 Quarter 4 Performance Report</p>	<p>Technical Services Law, HR &amp; Asset Management</p>	<p>Regular report covering performance and financial issues – <b>REPORT NOTED 7.6.10</b></p>
<p><b>14<sup>th</sup> September 2010:</b> United Utility - Operations</p>	<p>Technical Services</p>	<p><b>REPRESENTATIVES ATTENDED OSC - DISCUSSION HELD AND IMPROVED LIASION ARRANGEMENTS NOTED</b></p>
<p>Scottish Power – Street Lighting</p>	<p>Technical Services</p>	<p><b>REPRESENTATIVES ATTENDED OSC – DISCUSSION HELD OVER RESIDENT DISSATISFACTION OVER STREET LIGHTING – attendance requested Jan 11</b></p>
<p>Gateway 5</p>	<p>Technical Services</p>	<p>Officer report on the outcome of Gateway 5 review – <b>REPORT NOTED 14.9.10 – FURTHER REPORT REQUESTED JAN 11</b></p>

Highway and Engineering Services – Annual report/presentation	CE – Colas	<b>MR NEILL THANKED FOR PRESENTATION</b>
Road Safety Progress Update – NI 47 & NI 48 (All KSI and Child KSI) (including review of Road Safety Audit procedure)	Technical Services	Progress report- <b>DEFERRED – see 17<sup>th</sup> Nov 2010</b>
Carbon Reduction Progress Update – NI 186 (Wirral-wide activity)	Technical Services	<b>2<sup>ND</sup> PROGRESS REPORT – PERFORMANCE NOTED AND FUTURE PROJECT PROPOSALS ENDORSED</b>
Joint Municipal Waste Management Strategy Review Update	Technical Services	Update on the review of the Merseyside JMWMS – <b>REPORT NOTED</b>
Beach Management	Technical Services	Report requested by Chair – <b>CTEE AGREED REPORT WITHDRAWN</b>
Business Plan for Wirral's Parks	Technical Services	Business Plan linked with ongoing PACSPE Procurement Exercises - <b>DEFERRED</b>
Physical Activity for Hard to Reach Groups	Technical Services	Review of the provision of physical activity for this group - <b>DEFERRED</b>
2010/11 Quarter 1 Performance Report	Technical Services Law, HR & Asset Management	Regular report covering performance and financial issues – <b>REPORT NOTED</b>

<p><b>17<sup>th</sup> November 2010:</b></p>		
<p>Local Environmental Quality Update – NI 195</p>	<p>Technical Services</p>	<p>Progress report on delivering Corporate Priority 2.3: Create exemplary levels of street cleanliness</p>
<p>Road Safety Progress Update – NI 47 &amp; NI 48 (All KSI and Child KSI) (including review of Road Safety Audit procedure)</p>	<p>Technical Services</p>	<p>Progress report on delivering Corporate Priority 2.4: Reduce the number of people killed or seriously injured in road accidents. <b>DECISION MADE TO: ENDORSE THE PROPOSED ROAD SAFETY ACTION PLAN FOR 2010/11. TO NOTE PROGRESS MADE ON KSI.</b></p>
<p>Green specification and renewable energy generation by the council</p>	<p>Technical Services</p>	<p>Officer report – <b>REPORT NOTED AND ENDORSED - CABINET RECOMMENDATION.</b></p>
<p>Wirral's Parks Business Plan</p>	<p>Technical Services</p>	<p>Officer report - <b>DEFERRED</b></p>
<p>Arrowe Park Hospital Travel Plan</p>	<p>Technical Services</p>	<p>Annual review of the Hospital Travel Plan in accordance with Section 106. – <b>DECISION MADE THAT: MEMBERS NOW UNDERTAKE A REVIEW ON BI-ANNUAL BASIS. MEMBERS WERE REMINDED THAT WUTH COULD NOT ALTER OR AMEND THE TRAVEL PLAN WITHOUT THE PRIOR WRITTEN APPROVAL OF THE COUNCIL.</b></p>
<p>Flood Working Group Progress Report</p>	<p>Technical Services</p>	<p>Progress report of the formal Working Group established by the O&amp;S Committee - <b>DEFERRED</b></p>

<p>Carbon Reduction Progress Update – NI 185 (Council Activity)</p> <p>Arts &amp; Museums Development Plan</p> <p>Food Safety and Nutrition</p> <p>Dog Fouling</p> <p>Doorstep Crime</p> <p>2010/11 Quarter 2 Performance Report</p> <p><b>20<sup>th</sup> January 2011:</b></p> <p>Waste Recycling/ Minimisation Update – NI 191 &amp; NI 192</p> <p>Streetscene Environment Services Contract – Fourth Annual Review</p> <p>Review of second phase Pavement/ Verge Parking Enforcement initiative</p>	<p>Technical Services</p> <p>Technical Services</p> <p>Law, HR &amp; Asset Management</p> <p>Law, HR &amp; Asset Management</p> <p>Law, HR &amp; Asset Management</p> <p>Technical Services Law, HR &amp; Asset Management</p> <p>Technical Services</p> <p>Technical Services</p> <p>Technical Services</p>	<p>6 monthly progress report on delivering Corporate Priority 2.2: Reducing the Council's carbon footprint - <b>DEFERRED</b></p> <p>Development Plan - <b>DEFERRED</b></p> <p>Review of the work of Environmental Health and Trading Standards – <b>REPORT NOTED</b></p> <p><b>REPORT NOTED – REQUEST TO CABINET TO PROVIDE FUNDING TO ENSURE CONTINUATION OF ENFORCEMENT TEAM</b></p> <p>Progress in Tackling Doorstep Crime – <b>REPORT NOTED</b></p> <p>Regular report covering performance and financial issues - <b>REPORT NOTED</b></p> <p>Progress report on delivering Corporate Priority 2.1: Sustain improved levels of recycling</p> <p>Progress report and formal presentation on the strategic contract with Biffa that commenced in August 2006</p> <p>Review of second phase of initiative as requested by O&amp;S Committee (could be delegated to Highways &amp; Traffic Representations Panel with Committee approval)</p>
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<p>Scottish Power</p> <p>Gateway 5</p>	<p>Technical Services/Scottish Power#</p> <p>Technical Services</p>	<p>Reps to attend OSC (See mins 14 Sept) – report on work schedules for council and Scottish Power.</p> <p>Further report request – (see mins Sept 10)</p>
<p><b>10<sup>th</sup> March 2011:</b></p> <p>Flood Working Group Progress Report</p> <p>Carbon Reduction Progress Update – NI 186 (Wirral-wide activity)</p> <p>Carbon Reduction Commitment (CRC)</p> <p>Underage Sales</p> <p>Quarter 3 Performance Report</p>	<p>Technical Services</p> <p>Technical Services</p> <p>Technical Services</p> <p>Law, HR &amp; Asset Management</p> <p>Technical Services Law, HR &amp; Asset Management</p>	<p>Progress report of the formal Working Group established by the O&amp;S Committee</p> <p>6 monthly Progress report on delivering Corporate Priority 2.2: Reducing Wirral's carbon footprint</p> <p>CRC Initiative Progress Report</p> <p>Progress in the Control of illicit sales to Young People.</p> <p>Regular report covering performance and financial issues</p>

NB: The Sustainable Communities Scrutiny Committee is the designated committee to provide the statutory scrutiny of the Community Safety Partnership. The scrutiny work is still to be identified and is the subject of consultation between the Scrutiny committee and the community Safety Partnership.

