



## Sustainable Communities Overview and Scrutiny Committee

**Date:** Tuesday, 7 June 2011

**Time:** 6.00 pm

**Venue:** 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 - 10)**

To receive the minutes of the meeting held on 10 March 2011.

**3. APPOINTMENT OF VICE-CHAIR**

The Committee is requested to appoint a Vice-Chair.

**4. REVIEW OF WINTER WEATHER RESILIENCE (Pages 11 - 16)**

- 5. REVIEW OF WINTER WORKING RESILIENCE ARRANGEMENTS - ENVIRONMENTAL SERVICES CONTRACT WITH BIFFA (Pages 17 - 30)**

- 6. BIFFA PRESENTATION - WINTER WORKING**

To receive a presentation from senior managers of Biffa.

- 7. PRESENTATION - EQUALITY FRAMEWORK FOR LOCAL GOVERNMENT - COUNCIL PROGRESS TOWARDS EXCELLENCE STATUS**

To receive a presentation from Jaqui Cross, Corporate Equality and Cohesion Manager.

- 8. LIBRARY SERVICE INTRODUCTION OF E - BOOKS (Pages 31 - 36)**

- 9. HIGHWAYS AND TRAFFIC REPRESENTATIONS PANEL (Pages 37 - 40)**

- 10. 2010/11 YEAR END PERFORMANCE REPORT (Pages 41 - 78)**

- 11. SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE - TERMS OF REFERENCE (Pages 79 - 82)**

The terms of reference are attached for Members' information.

- 12. SCRUTINY WORK PROGRAMME 2011-12**

The views of the Committee are requested concerning topics to be included in this year's scrutiny work programme.

- 13. FORWARD PLAN**

The Forward Plan for the period June to September 2011 has now been published on the Council's intranet/website and 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.

**14. DECISIONS TAKEN UNDER DELEGATED POWERS - TENDER ACCEPTANCE (Pages 83 - 86)**

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

To consider any other business that the Chair accepts as urgent.

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## SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

Thursday, 10 March 2011

<u>Present:</u>	Councillor	J Hale (Chair)	
	Councillors	P Johnson (In place of D McCubbin) T Anderson A Brighthouse AR McLachlan D Mitchell	H Smith R Wilkins KJ Williams S Williams
<u>In attendance:</u>	Councillors	C Blakeley, Cabinet Member, Housing and Community Safety L Rennie, Cabinet Member, Streetscene and Transport Services	
<u>Apologies</u>	Councillors	D McCubbin	

### 124 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 T Anderson declared a personal interest in respect of minute 126 (Presentation by Merseyside Waste Disposal Authority) and minute 128 (Waste Recycling Policy Review Update) by virtue of his membership of the Merseyside Waste Disposal Authority.

Councillor A Brighthouse declared a personal interest in respect of minute 126 (Presentation by Merseyside Waste Disposal Authority) and minute 128 (Waste Recycling Policy Review Update) by virtue of his membership of the Merseyside Waste Disposal 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.

### 125 MINUTES

The Director of Law, HR and Asset Management submitted the minutes of the meetings held on 20 January, and 15 February (and reconvened meeting 22 February) and 17 February 2011.

**Resolved – That the minutes be received.**

## 126 **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:-

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:-

(i) Objection Proposed Waiting Restrictions: Pensby Road/Penryn Avenue, Thingwall.

(ii) Petition: Request for Further Road Safety Measures in Park Road, Wallasey and Surrounding Area.

(iii) Resident's Parking Permits – Silverburn Avenue, Moreton.

(iv) Objections School Keep Clear Markings – Brackenwood Infant School, Prenton Primary School, and St George's Primary School.

**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) Proposed Revised Waiting Restrictions, Brackenwood Infants School, Holmway, Bebington – a revised time of operation, Monday to Friday 8:00 - 9:30 am and 3:00 – 4:30 pm be introduced, as shown on plan B.Eng/51/10D1**

**(b) Proposed Waiting Restrictions (Monday to Friday 8:00 am – 9:30 am and 3:00 – 4:30 pm), Prenton Primary School, Bramwell Avenue and Edinburgh Drive, Prenton, be introduced.**

**(c) Proposed Waiting Restrictions (No Waiting at Any Time) St George' Primary School, St Georges Road, Wallasey, be introduced, as shown on plan B.Eng/1/11/C.**

## 127 **PRESENTATION BY MERSEYSIDE WASTE DISPOSAL AUTHORITY - JOINT MUNICIPAL WASTE STRATEGY KEY OBJECTIVES**

Mr Stuart Donaldson, Waste Strategy Manager MWDA, gave a presentation outlining the current position regarding the review of the Joint Municipal Waste Strategy for Merseyside. He presented a series of slides giving details of municipal waste operations, current strategy objectives and drivers affecting future strategy development, performance against national indicators and targets, waste composition analysis, the review timetable, and key decision dates for District Council Action Plans.

Mr Donaldson responded to questions from members regarding current figures and future projections for residual waste, options for food waste collection, the trade waste pilot, recycling rates and partnership working with other agencies and businesses to reduce residual waste.

**Resolved – That the report be noted and that Mr Donaldson be thanked for his detailed presentation.**

## 128 WASTE RECYCLING POLICY REVIEW UPDATE

The Director of Technical Services presented a report which had been prepared in response to a notice of motion submitted to the Council in July 2010 requesting that new ways be examined to reduce waste to landfill and provide new recycling collections. This included a specific update on the separate collection of kitchen food waste from households within the Wirral.

The Director reported that initiatives introduced to date, together with the corresponding investment in the services by the Wirral, had resulted in a dramatic improvement in recycling performance over the past 5 years. Wirral's recycling rate had increased from 14.4% in 2006/2007 to 36.2% in 2009/2010 and was projected to top 40% for the current year.

Before any decision was taken to invest in costly new additional kerbside collections services, it was recommended that Wirral continue to maximise all opportunities for the recovery of materials that could be collected using current collection systems and by maintaining and extending waste awareness campaigns. This would be based around the following initiatives which would provide an opportunity for Wirral to move to and possibly exceed a 45% recycling performance:-

- the continuation of existing initiatives aimed at educating and encouraging residents to participate in current collection schemes. This would include the targeted monitoring of areas to increase participation rates using assistant recycling officers, currently being funded via the Government's Future Jobs Funding initiative which was due to end this year;
- the completion of roll outs of kerbside recycling collections to all households within the Wirral;
- working with the MWDA to provide suitable processing facilities at the Bidston MRF to recover mixed plastics and dry recyclable materials (glass, paper, cans, plastic), from street cleansing operations;
- a targeted intensive food waste reduction campaign, as a further extension and development of the 'Love Food Hate Waste' campaign which had been running for the past 2 years.

The Director reported that the MWDA was currently in the process of procuring a new long-term contract for the treatment and processing of residual waste currently being disposed of via landfill. The contribution of this contract and the associated treatment process towards Merseyside's recycling performance would be closely monitored and the actual performance analysed to see how it related to the overall proposed strategy target of 50% recycling, and in turn determine specific targets for individual authorities. If a relatively modest 5% recycling performance could be obtained from treating Wirral's residual waste, this would make a significant contribution towards achieving and bettering a combined recycling performance of 50% within the Wirral and may in turn obviate the need for further initiatives such as separate kitchen food waste collections and processing.

The current review of the Joint Municipal Waste Management Strategy for Merseyside was due to be concluded by the end of this year, and an update on the work completed to date, together with the key findings and recommendations, had been presented to this committee (see minute 127ante). The draft strategy would subsequently be submitted to members for comment with the aim of publishing the final strategy in December 2011. A subsequent report on the detail of the draft strategy, including a proposed recycling action plan for Wirral, would be submitted to a future meeting of this committee for comments and endorsement.

On a motion by the Chair seconded by Councillor McLachlan it was:-

**Resolved – That the Committee:**

**(1) Note the past and projected current improvement in Wirral's waste reduction and recycling performance as detailed within section 6.1 of this report.**

**(2) Note the opportunities for further improvement in performance as detailed within section 7 of this report and endorse the following specific proposals to continue to improve Wirral's recycling performance over the next two to three years:**

**(i) Work with Merseyside authority waste partners on continuing kitchen food waste reduction initiatives and campaigns as recommended in section 7.2, subject to financial considerations;**

**(ii) Improve and maximise returns from existing grey bin collections in accordance with the recommendations contained in section 7.3;**

**(iii) Work with MWDA to extend the range of materials being collected in grey bins, specifically the collection of mixed plastic, as outlined in section 7.4, but noting that this may be dependent on additional arrangements and processing facilities at the Bidston MRF;**

**(iv) Continue negotiations with MWDA to provide enhanced processing facilities for recovering and recycling street cleansing (litter) waste as detailed in section 7.5.**



**(3) Note and endorse the work completed to date on the review of the Joint Municipal Waste Management Strategy for Merseyside (JMWMS) with a further report to be provided to Members on the full detail of the JMWMS as part of the strategy consultation/ratification process.**

**(4) Request officers to provide a further report, containing a detailed updated waste recycling action plan for Wirral, in conjunction with the draft Merseyside municipal waste strategy report referred to in recommendation 3 above.**

## **129 PROGRESS ON THE CONTROL OF ILLICIT SALES TO YOUNG PEOPLE**

The Director of Law, HR and Asset Management, presented a report outlining the steps that were being taken to control illicit sales to young people including under age sales and the sale of illicit tobacco and alcohol and carry out the Council's statutory responsibility to enforce provisions prohibiting the sale of age restricted products and provisions requiring legible health warnings on tobacco products.

On a motion by the Chair seconded by Councillor Mitchell it was:

**Resolved – That the Committee note this detailed report and welcome the approved budget policy option to make permanent the Trading Standards posts required to continue the work to control the illicit sale of alcohol to young people.**

## **130 THE IMPACT OF ALCOHOL ON COMMUNITY SAFETY**

Further to minute 42 (8/3/2010) when the committee received a report detailing the impact that alcohol was having on community safety in Wirral, the Director of Law, HR and Asset Management, presented a progress report comprising a review of changes during last year and the impact that they have upon crime and anti social behaviour in Wirral. The report detailed for members the crime and anti social behaviour impact that alcohol was having upon victims, offenders, and locations in Wirral, and also outlined the new initiatives which had been introduced to minimise the impact of inappropriate alcohol use on crime and anti social behaviour since the last report.

**Resolved - That the Committee:**

**(1) Note the contents of this report.**

**(2) Support the recommendations of the Scrutiny Review Programme Board contained within its scrutiny review of Access to alcohol by young people on Wirral.**

**(3) Recommend that the Community Safety Partnership consider establishing a performance indicator which explicitly focuses upon reducing the impact of the link between Alcohol and Violence.**

**(4) Request that the Community Safety Partnership establish performance indicators which:**

- **Seek reductions in levels of alcohol related violence perpetrated by young people.**
- **Measure levels regardless of the young person's youth offending system disposal.**
- **Seek reductions in levels of alcohol related violence perpetrated by adults, (aged 18 years and above).**
- **Measure levels regardless of the adults criminal justice system disposal**
- **Base percentage reductions upon 2009/2010 baselines.**

**131 ALCOHOL SCRUTINY REPORT**

Further to minute 44 (Scrutiny Programme Board – 5/1/2011) the committee considered the Final Report of the Alcohol Scrutiny Review that had been undertaken by a Member Panel. The focus of the review was “ access to alcohol by young people in Wirral” and based on evidence gathered from key officers, local community groups, and written evidence, eleven recommendations were due to be presented to the Cabinet for approval.

Councillor Mitchell, Chair of the Member Panel, gave a brief outline of the work that had been done to develop this document and also referred to the budget policy option to take forward the panel's recommendation and continue the work to control the illicit sale of alcohol to young people.

**Resolved – That this Committee supports the recommendations contained in the Alcohol Scrutiny Report and congratulates the Member Panel for its work in developing the Alcohol Scrutiny Report.**

**132 WIRRAL HERITAGE STRATEGY**

The Director of Technical Services Members presented the Draft Wirral Heritage Strategy 2011-2016 ('the Strategy') the aim which was to ensure that Wirral's heritage was protected, managed, enhanced and used to meet the educational, recreational, tourism and regeneration needs of local people, visitors and investors in the borough. The Strategy would assist those investing in and/or seeking funds for heritage projects, funding partners and allow local heritage and community groups to influence the policy and priorities for heritage development in Wirra. Its objectives were:

- To promote, celebrate and communicate the value of the heritage of Wirral as a source of national significance and local civic and community pride;
- To identify, recognise and give an understanding of Wirral's heritage, which will inform future management and development;

- To actively promote the role and opportunities presented by heritage in terms of the wider regeneration, economic and tourism development of the borough and to provide a framework for investment;
- To ensure the highest standards of stewardship and protection of heritage assets, including buildings, natural or man-made landscapes and art and historical collections;
- To promote community participation in heritage and to maximise the contribution heritage makes to education, lifelong learning and social development;
- To ensure that Wirral's heritage is widely accessible and to develop positive strategies for ensuring that heritage is enjoyed and understood by the widest possible audience, particularly those who have traditionally been excluded from heritage activity.

The Committee was requested to agree for it to be distributed for consultation and comments before being referred to Cabinet.

**Resolved - That the Committee note the contents of the Wirral Heritage Strategy 2011-2016 and agree to its circulation for consultation and comment amongst interested groups.**

### 133 WIRRAL MUSEUM SERVICE - BUSINESS DEVELOPMENT PLAN

The Director of Technical Services presented the draft Wirral Museum Service Business Development Plan, 2011-2016, the aims and objectives of which were:

- To collect items of local, regional, national and international importance, to reflect Wirral's life and history, and to place that in a meaningful context.
- To encourage and enable access to museums collections by all sections of society.
- To ensure the on-going development of the learning opportunities within the Museums Service.
- To continue to develop the sites and venues of the Museums Service through an on-going capital investment programme and to secure external investment.
- To attract visitors and tourists to the Borough through the promotion of the Museums Service.

The Director reported that these aims and objectives would be achieved by:

- increased levels of engagement over both sites
- becoming a key community hub embedded in its local neighbourhood,
- further developing a vibrant cultural resource enjoyed and valued by Wirral residents and visitors to the borough,
- reprofiling a widely recognised regional heritage asset and becoming a recognised key player in Wirral's tourism and day visitor offer.

The Committee was requested to agree for the Service Development Plan to be distributed for consultation and comments before being referred to Cabinet.

**Resolved –**

- (1) That the Committee note the draft of the Wirral Museum Service Business Development Plan 2011-2016 which will be circulated for comments to interested groups.**
- (2) That a review of the staffing structure of the Museum Service be carried out as soon as possible.**

134 **WIRRAL BEACH MANAGEMENT PLAN**

The Director of Technical Services presented the draft Management Plan for Wirral's Beaches which had been prepared using a format adopted for the Parks and Countryside procurement exercise service plan and covered the following locations:

- Caldy Beach
- Egremont Shore
- Heswall Foreshore
- Hoylake Beach
- Leasowe Bay
- Meols Beach
- Moreton Beach
- New Ferry Foreshore
- New Brighton Beach
- Thurstaston Beach
- Wallasey Beach
- West Kirby Beach

The management plan itself provided an overview of the management of Wirral's Beaches and specific plans would be added as appendices. A site management plan had been prepared for Hoylake Beach and it was included for members' comments before public consultation. The plan was set out in a format which enabled it to be submitted to Natural England and other Public Agencies for approval of maintenance operations and other activities.

**Resolved – That the Committee note the draft management plan for Wirral's beaches and agree for it to be distributed for consultation and comments.**

135 **2010/11 THIRD QUARTER PERFORMANCE UPDATE**

The Director of Technical Services presented a report providing an overview of progress made at quarter three against the indicators for 2010/2011 and key projects which were relevant to the Sustainable Communities Overview & Scrutiny Committee (paragraph 4).

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

136 **WINTER RESILIENCE UPDATE**

Further to minute 104 (Environmental Streetscene Services Contract – Fourth Annual Review) when members raised concerns regarding the bad weather disruption to bin collection services, the Director of Technical Services reported that discussions with the contractor Biffa were continuing and a comprehensive review document on contingency bad weather plans and the lessons learnt regarding bin collections this winter, would be presented to the June meeting of this committee.

**Resolved – That the report be noted.**

137 **HIGHWAY AND ENGINEERING SERVICES CONTRACT GATEWAY 5 REVIEW-PROGRESS UPDATE**

The Director of Technical Services reported that a further report on the Benefits Realisation Review and Action Plan would be presented to the June meeting of this committee.

**Resolved – That the report be noted.**

138 **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.**

139 **WORK PROGRAMME 2010/11**

The Committee received an update on its work programme.

**Resolved – That the work programme be noted.**

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## WIRRAL COUNCIL

### SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE - 7<sup>TH</sup> JUNE 2011

<b>SUBJECT:</b>	<b>REVIEW OF WINTER WEATHER RESILIENCE</b>
<b>WARD/S AFFECTED:</b>	<b>ALL</b>
<b>REPORT OF:</b>	<b>DAVID GREEN – DIRECTOR OF TECHNICAL SERVICES</b>
<b>RESPONSIBLE PORTFOLIO HOLDER:</b>	<b>CORPORATE RESOURCES</b>
<b>KEY DECISION?</b> <i>(Defined in paragraph 13.3 of Article 13 'Decision Making' in the Council's Constitution.)</i>	<b>NO</b>

#### 1.0 EXECUTIVE SUMMARY

- 1.1 This report is provided in response to the request of Cabinet (Minute 286, 13 January 2011) seeking further improvement in the Council's winter weather resilience and a report back to Overview and Scrutiny Committee.
- 1.2 The report highlights the recent improvements that have been implemented as a direct result of the lessons learnt from the most recent severe weather that was experienced on Wirral throughout December and January 2010/11.

#### 2.0 RECOMMENDATION/S

- 2.1 It is recommended that members of the Overview and Scrutiny Committee:
- (a) Note the lessons learnt from the latest period of severe winter weather.
  - (b) Note the Council's performance to date in delivering the highways winter maintenance service in 2010/11.
  - (c) Note that further work continues to be undertaken to ensure a better awareness and understanding of the impact and consequences of severe winter weather.

#### 3.0 REASON/S FOR RECOMMENDATION/S

- 3.1 December 2010 and January 2011 respectively saw another period of prolonged freezing conditions. Wirral along with most of the Northwest was severely affected by this weather, with both freezing conditions further compounded by falling snow.
- 3.2 The weather brought with it a number of consequences including;

- Interruption of domestic refuse collection;
  - Concerns over school closures;
  - Concerns over the communication to residents, community groups and employers about the weather situation and service delivery;
  - Concerns regarding the service provision to the most vulnerable in our communities; and
  - Shortage of rock salt and grit especially for pedestrian and major shopping areas.
- 3.3 These events mirrored to a greater or lesser extent the severe weather conditions of February 2009 and January 2010
- 3.4 This report highlights the many improvements that have been, or are to be adopted which will add to the resilience of the council and Wirral.

## **4.0 FURTHER IMPROVEMENTS**

### **4.1 Interruption of domestic refuse collection**

- 4.1.1 A full review of the winter weather working arrangements is contained in a separate report for this Committee.

### **4.2 Concerns over School Closures**

- 4.2.1 Only one school closed during the period of the severe weather and this was as a direct result of the failure of its heating system.
- 4.2.2 Members of this Committee were informed in June 2010 that the majority of Wirral schools have been issued with a grit spreader and a small supply of grit/salt. This allows each school to provide a minimum safe route from car parks/school gates within their premises to their front doors.
- 4.2.3 Following on from this the CYPD has designed standard communication templates on school closures for parents, pupils, etc. There has also been an improvement in the use of local media – radio, papers, etc.

### **4.3 Grit / Salt Stock**

- 4.3.1 As discussed in previous reports one of the key indicators of performance in relation to a council's highway winter service is its confidence on any one day of being able to deliver its planned road gritting operations on subsequent days, otherwise known as its *winter resilience*. In order to improve the Council's winter resilience, the initial grit / salt stock retained by the council was 2500 tonnes, which is the maximum capacity the salt barn can hold.
- 4.3.2 As a further precaution a further stock of "white salt" was purchased from another supplier with the intention that this could be used for pedestrian areas and other non-traffic routes.
- 4.3.3. To date this winter, the council has maintained an average winter resilience of approximately 5 – 6 days (based upon 2 gritting operations per day at a



20g/m<sup>2</sup> spread rate). However, the minimum winter resilience was depleted to approximately 1 day for the first week of January 2011, despite the weather condition being comparable to that experienced in 2009/10.

- 4.3.4. A possible reason for this may be the effect that the introduction of the National Salt Reserve by the Department for Transport (DfT) has had on grit/salt stocks nationally. In mid December 2010, the Council was one of a limited number of councils, which were invited to purchase grit/salt from this reserve. The price of this grit/salt was some 3 times that usually paid to the council's normal suppliers. Following consultation with the Leader of the Council and Cabinet Portfolio Holder it was confirmed that the Council could purchase this grit/salt, if required to ensure winter resilience.
- 4.3.5 Following daily evaluations of the medium term weather forecast and the prospects of re-supply from normal suppliers a decision was taken to purchase 200 tonnes of the national reserve.
- 4.3.6 Whilst there is no clear evidence that the offer to purchase grit/salt from the National Salt Reserve had any effect on the re-supply arrangements provided by the Council's normal suppliers, it should be noted that the Council's minimum winter resilience (1 day – 2 gritting operations at a 20g/m<sup>2</sup> spread rate) fell below that which was maintained at the same period last year (approximately 2 days), despite the initial stockpile held being increased to the maximum. In addition, anecdotal evidence suggests that other councils continued to receive supplies at the same time that Wirral was purchasing from the National Salt Reserve.

#### **4.4 Road Gritting**

- 4.4.1 It should be noted that it was not possible to adopt every recommendation in relation to additional road gritting, due to amongst other things the budgetary constraints, limitations in terms of resources – equipment, operatives and grit/salt plus the practicalities in terms of the time taken to grit existing routes.
- 4.4.2 Priority was and always should be given to the gritting of the primary road network and the gritting routes are based on this. However over time these routes have been altered to add other roads for genuine reasons including – accident spot, access to hospitals and other health care establishments and access to major schools.
- 4.4.3 A number of suggestions for additions were fed into the Highways Division and a further review of these gritting routes will take place prior to this coming 2011/12 winter maintenance season.

#### **4.5 Footway Treatment**

- 4.5.1 Members should note that whilst there is no statutory requirement to grit or treat pedestrian areas it has been the practice of this council to treat major pedestrian areas such as shopping areas, and outside main transport hubs. This treatment has been undertaken via a combination of resources including shopping area's and traders themselves being given salt to spread outside

their frontage to the use of the Probation Services Community Payback scheme to work on particular areas guided by the winter maintenance managers following the daily meetings.

- 4.5.2 As per Cabinet request (Minute 268 – 13 Jan 2011) an assessment has been undertaken on all major shopping areas, in consultation with trader associations and a published programme of snow and ice clearance has been drawn-up for Wirral's busiest pedestrian and shopping areas.

#### **4.6 Community Grit Bins**

- 4.6.1 As per Cabinet's recommendation 110 extra grit bins were offered to Area forums and an exercise has been undertaken agreeing locations. These community grit bins will be filled when delivered to each location and a restocking programme will be designed to ensure that they are topped-up on at least a weekly basis.

#### **4.7 Communications**

- 4.7.1 Learning from previous periods of severe weather the Council has designed specific advice on its internet site offering a range of information for the public from safety advice for driving, locations of grit bins and gritting routes, latest advice regarding service delivery and advice on how residents and communities can assist by clearing pavements and pathways in front of their properties – without any risk of legal action or claim.
- 4.7.2 The Health, Safety and Resilience Manager distributed daily information notes for councillors, and officers including the daily weather reports offered by the regional Met Office weather advisor. A number of Members have again confirmed that they found this information useful. These notes were also distributed to external partner agencies – police, fire, health and also to voluntary and community organisations e.g. VCAW.
- 4.7.3 The Council's press office were in daily contact with the various media outlets – radio, press, etc offering latest information on services. This proved particularly useful in regards to the alternative refuse collection points across the Borough.

#### **5.0 OTHER OPTIONS CONSIDERED**

- 5.1 Members will recall that in June 2010 a presentation was made to this Overview & Scrutiny Committee by the Health, Safety & Resilience Manager whereby a number of winter maintenance options were offered to Members to consider. These options included:

- An additional Salt Barn (Cost circa £300,000.)
- Brine sprayers for footway use (circa £4 - 5,000. Ea.)
- Extra Gritting wagon (circa £70,000)

- 5.2 It is unsure whether any of these additional resources will be true value for money when the weather we have experienced are being described as 1 in 30 year occurrences, albeit that we have had 2 of these in a 24 month period.

## **6.0 CONSULTATION**

6.1 Consultation during this review has taken place with a range of partner organisations and community groups. Some examples of these are:

- Merseyside Police
- Merseyside Fire & Rescue Services
- Wirral NHS
- Trader associations and individual traders

## **7.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS**

7.1 There are opportunities to build on the work with community and faith groups and early consultation has taken place with VCAW in an attempt to use the groups and individuals on their database in response to severe weather. Some examples of the opportunities include – utilising the community groups in snow and ice clearance, in good neighbour and neighbourhood “buddy” schemes and to make use of some of the specialist skills and equipments that these groups may have such as 4x4 vehicles, boats, etc.

## **8.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS**

8.1 There are no direct financial implications arising from this report although Members are reminded that in these times of austerity the reduction in any winter maintenance budget could have dramatic repercussions in the response to severe winter weather.

## **9.0 LEGAL IMPLICATIONS**

9.1 Members should note that it is a legal responsibility for the council as a Highway Authority to maintain the road network in a safe condition.

## **10.0 EQUALITIES IMPLICATIONS**

10.1 The consequences of severe weather are felt by all members of the community but are especially pertinent to those more vulnerable members of society.

## **11.0 CARBON REDUCTION IMPLICATIONS**

11.1 There are no specific carbon reduction implications resulting from this report.

## **12.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS**

12.1 There are no planning implications but the adoption of the lessons learnt across all council departments will increase community safety.

**REPORT AUTHOR:** **Mark Camborne**  
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## APPENDICES

None

## REFERENCE MATERIAL

LGA Weathering the Storm II – Improving UK Resilience to Severe Winter Weather  
APSE Evidence to Winter Maintenance Review July 2010  
DfT Are You Ready For Winter? Important Information for Councillors and Senior LA Officers  
UK Roads Liaison Group – Lessons Learnt from The Severe Weather Feb 2009

## SUBJECT HISTORY (last 3 years)

<b>Council Meeting</b>	<b>Date</b>
<b>Cabinet (Minute 286)</b>	<b>13 January 2011</b>
<b>Cabinet (Minute 262 (1))</b>	<b>9 December 2010</b>
<b>Sustainable Communities O&amp;S Committee</b>	<b>21 June 2010</b>
<b>Cabinet (Minute 250)</b>	<b>14 January 2010</b>

## WIRRAL COUNCIL

### SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE - 7<sup>TH</sup> JUNE 2011

<b>SUBJECT:</b>	<b>REVIEW OF WINTER WORKING RESILIENCE ARRANGEMENTS - ENVIRONMENTAL SERVICES CONTRACT WITH BIFFA</b>
<b>WARD/S AFFECTED:</b>	<b>ALL</b>
<b>REPORT OF:</b>	<b>DIRECTOR OF TECHNICAL SERVICES</b>
<b>RESPONSIBLE PORTFOLIO HOLDER:</b>	<b>STREETSCENE &amp; TRANSPORT SERVICES</b>
<b>KEY DECISION?</b> <i>(Defined in paragraph 13.3 of Article 13 'Decision Making' in the Council's Constitution.)</i>	<b>NO</b>

#### 1.0 EXECUTIVE SUMMARY

- 1.1 This report has been prepared as part of an ongoing Workstream and in response to a request by the Council, to undertake a review of the arrangements for providing refuse collection services during periods of severe winter weather.
- 1.2 The report outlines the current severe weather working arrangements and includes details of what lessons have been learnt as a result of the disruptions to services during previous winter periods and specifically during the latest conditions experienced during November 2010 to January 2011.
- 1.3 As part of the review, the Council's Environmental Services contractor, Biffa, have been requested to explore a number of options for minimising any disruption to collection schedules during any future periods of severe winter weather. This work has taken into account experience in other authorities, along with Biffa's direct experience from collection contracts that they have elsewhere.
- 1.4 Biffa have recommended that two key initiatives be introduced. These are aimed at reducing the risks arising from vehicles losing control on snowy and icy roads and reducing the corresponding risks to refuse operatives collecting bins on icy pavements and roads and include:
  - The use of overshoe 'crampon' type footwear for refuse collection staff.
  - A trial of winter tyres on a selection of the refuse collection fleet with a view to evaluating their effectiveness and assessing the full implications of expanding their use to the full fleet of vehicles.

- 1.5 A full presentation of the background to the work, the options explored and the conclusions/recommendations arising will be given to Members of the Committee by Biffa management staff at the meeting.
- 1.6 Biffa have also made an offer to supply support to gritting operations and undertake gritting of those roads not normally gritted, immediately prior to scheduled refuse collection days. This offer is currently being considered in detail by the Council's Highway Manager and will be subject to a separate update to the Committee in September of this year.

## **2.0 RECOMMENDATION/S**

2.1 Committee is requested to:

- i) Note the results of the 'Lessons Learnt' exercise as detailed within section 5.0 of this report, along with the actions taken by officers to provide further improvements to the Council's severe weather plan for Environmental Services.
- ii) Note the outcome of the Biffa Partnering Workstream in this area, as outlined within Section 6.0 of this report and endorse the recommendations arising from the review as contained within sections 7.1, 7.2 and 7.3 of this report.

## **3.0 REASON/S FOR RECOMMENDATION/S**

3.1 Members are requested to endorse the recommended way forward resulting from the Biffa Partnering Workstreams to improve the resilience of the refuse collection service in extreme winter conditions.

## **4.0 BACKGROUND AND KEY ISSUES**

- 4.1 A report was presented to the Council meeting held on 14<sup>th</sup> February this year, containing an update on the winter resilience plans currently in place, to maintain all key Council services during periods of severe weather.
- 4.2 At the meeting in February, Members requested that, following meetings between the Cabinet Member, senior officers and managers from Biffa, the Director of Technical Services was to ensure that arrangements for waste collection during severe weather are considered in a renegotiation of the waste collection contract. This work was scheduled to take place in any event, as part of the Biffa Partnership Workstream programme endorsed by this committee earlier this year.
- 4.3 This report details the results of the results of the Workstream review and specifically the operational review of winter working options undertaken by Biffa. Also included are details of the general progress made by officers in this area and the lessons learnt/actions arising from last winter's events.

## **5.0 'LESSONS LEARNT' FROM RECENT PERIOD OF SEVERE WEATHER**

5.1 The aim of the 'lessons learnt' exercise was to:

- Take stock of the level of services that were maintained during the recent period of severe weather via the Council's severe weather plan.
- Recognise those initiatives that went well and should be retained and enhanced if possible.
- Identify areas where potential improvements can be made. This will include consideration of any good practice points arising from those authorities who have managed to maintain 'normal' collections during severe weather periods.

Consideration and further expansion on the above have been detailed below.

### **5.2 Services Maintained Via Existing Severe Weather Contingency Plan**

The plan, which has been developed and agreed via the Biffa Liaison meeting and Partnering Board, details arrangements for maintaining refuse collection and cleansing services during severe weather periods. The plan in place prior to last year's events (November 2010), was further developed as a result of experience gained during the subsequent periods of bad weather and will be updated in line with the agreed work stream during the coming year.

The main aims of the current plan are as follows:

- To minimise the overall disruption to refuse collection and recycling services, as a result of any interruptions to normal services arising from severe weather such as icy/snowy conditions.
- To facilitate timely and co-ordinated decisions in respect to initially suspending and subsequently implementing plans to catch up with any backlog in collections.
- To ensure that an approach is agreed and understood, in advance of any disruptions, by all relevant parties.
- To maintain effective communication with members of the public, councillors and other key stakeholders, during periods of severe weather conditions.
- To make the best use of all operational resources available.
- To give priority to collecting high risk waste streams (e.g. residual waste) over lower risk waste streams (garden waste), during periods of disruption.
- To ensure that normal services are resumed as soon as is reasonably practical.

### **5.3 What Elements of The Plan Went Well?**

The revised plan and associated arrangements, took into account lessons learnt from previous winter periods and resulted in an improved response in the following areas:

1. Use of Biffa street cleansing operatives as part of the Council's winter resilience efforts on snow clearance and gritting pavements in key

shopping centre areas. This was undertaken as part of a coordinated approach working in conjunction with Council Highway staff, contractors and other agencies.

- II. Improved responsiveness to the situation via continuous clear communication between Biffa and Council managerial and operational contract staff and 'End of Day' meetings to assess the level of service provided during that day and review future contingency/catch up plans.
- III. Improved internal communications within the Council via daily breakfast emergency planning and co-ordination meetings involving all key managerial operational and customer services staff within Technical Services.
- IV. Improved external communications with householders via; daily 'live' web site updates, use of local media such as radio and press, Call centre updates and updates at area offices.
- V. The introduction of local temporary bring sites, (refuse vehicles), at strategically located car parks across the Borough.
- VI. Improved communications with MWDA, this included daily contact with MWDA contract management staff to advise of likely tonnages and agree tipping arrangements.

#### **5.4 Where Can Further Improvements Be Made?**

A number of areas have been identified where, if possible, an improved response could be provided. These have been based on our own operational experience, feedback from Wirral's residents and requests made by members.

##### *5.4.1 Collections In Roads Which Have Been Gritted*

The vast majority of residents are understanding and accept the difficulties associated with working in roads with significant amounts of snow and ice. However, it is difficult to explain to residents why collections are not made in those roads that have been gritted, or have minimal amounts of snow and ice.

The main reason behind this being the risk to refuse operatives in pulling loaded bins across icy pavements, whilst trying to maintain normal working productivity levels, in the region of 1,500 bins/loader/day.

Options for addressing this situation have been included within the operational review referred to in section 6.0 below.

##### *5.4.2 What Happens In Other Authorities?*

Members have previously requested that officers investigate:



- What level of services have been maintained in those authorities that have managed to maintain collections?
- Steps taken to maintain services?
- Implications for operations – productivity, accidents etc.

As part of this exercise a brief survey was conducted with a number of neighbouring authorities, along with a selection of authorities across the country who have reported that they maintained collections throughout the periods of severe weather.

The results of the surveys have been shared with Biffa as part of their own review and again have been incorporated within the proposals outlined within section 6.0 of this report.

#### *5.4.3 What Measures Can Be Taken To Work In Roads Subject To Snow & Ice?*

The results of this work have been included within the review of refuse collection operational issues included section 6.0 below.

#### *5.4.4 Improved Working With the MWDA*

The review identified the need for improvements when producing forward projections of collection tonnages provided to the MWDA, both during and after severe weather periods. There is also a need to maintain closer communication with MWDA contract staff to agree disposal outlets and co-ordinate these with collection operations. These areas were tightened up and improved on towards end of latest period, but these improvements need to be sustained and built upon during future events.

A number of issues linked to the availability of tipping facilities were also identified during this period including:

- An apparent lack of capacity at Bidston to deal with anything much above 'normal' daily tonnages of residual waste.
- The inability of Bidston to deal with excess dry recyclable material collected in plastic refuse sacks.

The above and the use of alternative contingency tipping arrangements resulted in:

- Increased travel times and costs for Biffa vehicles travelling to alternative tipping locations outside of the Wirral.
- Reduced time available for 'catch up' collections due to increased travelling times to alternative tipping facilities.
- Problems caused by tipping at landfill.

A meeting was arranged, by the Interim Director of Services, with MWDA senior contract officers to determine what can be done to gain an improved understanding of respective operational issues and what needs to take place collectively to get best use out of current arrangements.

This resulted in an Adverse Weather Contingency Plan for waste management operational being issued by the MWDA. This plan is being monitored and progressed by the Merseyside Joint Waste Partnership officer group.

## **6.0 WORK UNDERTAKEN AS PART OF WORKSTEAM REVIEW**

6.1 This work has been progressed via the Biffa Liaison meeting and Partnering Board and the detailed report, produced by Biffa, has been included at Appendix A to this report. A full presentation of the background to the work, the options explored and the conclusions/recommendations arising will be given to Members of the committee by Biffa management staff at the meeting.

Biffa, working in conjunction with the Council's Waste & Environmental Services Manager have explored a number of options for maintaining (as far as possible) 'normal' collection schedules during any future periods of severe winter weather.

The work has taken into account experience in other authorities, along with Biffa's direct experience from collection contracts that they have elsewhere.

The options are aimed at reducing the risks arising from vehicles losing control on snowy and icy roads and reducing the corresponding risks to refuse operatives collecting bins on icy pavements and roads and include:

- The use of snow chains, 'socks' and winter tyres on refuse freighters.
- The use of overshoe 'crampon' type footwear for refuse collection staff.

The key recommendations arising from this work have been summarised within sections 7.1 to 7.3 below:

## **6.2 General Contractual Requirements**

The Council's contract specification allows for the suspension of refuse collection services if, in the opinion of Biffa (and subject to agreement by the Director of Technical Services) conditions are such that work is 'impracticable or dangerous'.

Following recommencement of the service, collections are to be resumed and/or 'caught up' in accordance with the agreed plan.

No additional payment will be made to the Contractor in respect of any additional expense in complying with the 'catch up' requirements.

The proposals outlined below and some of those currently in place (e.g. the use of temporary bring sites), potentially represent a variation to the existing contractual requirements and have/will be subject to the usual negotiations in place to discuss and agree such changes.

However, in this respect, it should be noted than any proposal to minimise disruptions to collections, results in benefits to both parties. The Council

benefits from an obvious improvement in service (in comparison to past arrangements). Biffa benefit from a reduction in catch up costs arising from working longer hours and/or weekends to catch up any missed work.

## **7.0 RECOMMENDATIONS ARISING FROM WORKSTREAM REVIEW**

It is worth highlighting that the sheer size, in terms of number of vehicles, of the Wirral operation results in significant problems in consideration of any options relating to fitting vehicles with snow chains, tyres etc. Whilst other authorities may be able to successfully implement these options, this is likely to be as a result of the fact that they have a significantly smaller operational fleet and as a result this makes it easier to fit and/or remove tyres etc to vehicles in good time to meet changing weather conditions.

Accordingly, the recommendations arising from this report have been produced very much with the above point in mind. In doing so Biffa have attempted to get the correct balance between what can be realistically achieved, from an operational viewpoint, the increased costs and any gains in service arising from the proposals.

### **7.1 Recommendation 1 - Use Of Snow Shoes By Refuse Collection Staff**

Biffa, in conjunction with the appropriate staff representatives, have undertaken extensive trials (during visits to Scotland) of a range of footwear. A preferred overshoe has now been selected and orders are being placed in time for the forthcoming winter period.

Using overshoe 'crampon' types should allow crews to safely walk on a greater number of roads/areas, which in turn should allow significantly more work to be completed in areas where roads have been gritted and/or free of ice and snow.

Accordingly, rather than suspend collections across the whole Borough, following any significant event, Biffa should be able to complete collections to approximately 20% more properties in areas where roads are normally gritted.

As well as the obvious improvements in service levels, this will help to address a major area of criticism from Wirral's residents and members during previous severe weather events, i.e. "I live on a road which has been gritted, but my bins have still not been collected – why not"?

### **7.2 Recommendation 2 - A Selective Trial of Winter Tyres on Refuse Freighters**

It is proposed that 10% of the refuse fleet (i.e. 4 refuse freighters) be fitted with snow tyres during the winter period of November/December to February/March.

In this way a properly controlled trial can be undertaken to assess the full implications (operational and cost) of using winter tyres in the context of the Wirral service. This in turn will enable a properly informed cost/benefit analysis to be undertaken in consideration of any subsequent proposal to fit tyres to all 40+ refuse collection vehicles deployed on the Wirral contract.

### **7.3 Recommendation 3 - An Offer to Use Biffa Drivers To Pre-Grit Refuse Collection Routes.**

Biffa have offered to supply drivers and organise the pre-gritting of refuse collection routes immediately prior to scheduled collection days. This would require that the Council supply the gritting equipment (vehicles) and salt.

The Council's Highway Manager will give further examination of the detailed implications arising from this proposal, during the summer, with a view to preparing a further detailed report to this committee in September.

## **8.0 RELEVANT RISKS**

8.1 The key risk relates to the reputational risk arising from maintaining an acceptable level of service during such periods. Whilst statutory requirements are non-specific in terms of waste collection frequency, the main aim of the service is always to ensure that disruption is kept to the minimum, missed work is caught up as quickly as possible and normal collection schedules are resumed in good time.

## **9.0 OTHER OPTIONS CONSIDERED**

9.1 An evaluation of all options considered has been outlined within Appendix A to this report.

## **10.0 CONSULTATION**

10.1 No specific consultation has been undertaken on this issue. However, comments made by Wirral's residents, during previous periods of severe weather, have been taken into account in preparation of this report.

## **11.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS**

11.1 None

## **12.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS**

### **12.1 Financial Implications**

As stated in the Biffa report contained within Appendix A, it is proposed that the Council meet the purchase cost of the tyres and it is suggested that a working budget of no more than £20,000 be set-aside for this purpose.

The Director of Technical Services will provide a further report to Members containing a full evaluation of the results of the trial of winter tyres. This report will also include the full financial implications of extending the trial, or

otherwise, against the background of any wider negotiations with Biffa, relating to services delivered under the contract as a whole.

### **13.0 LEGAL IMPLICATIONS**

13.1 None

### **14.0 EQUALITIES IMPLICATIONS**

14.1 The proposals in this report will have a favourable impact on protected groups as they are aimed at improving the reliability and accessibility of refuse collection services during severe winter weather period.

### **15.0 CARBON REDUCTION IMPLICATIONS**

15.1 None, that can be easily quantified, although any proposal to use collection resources more efficiently, should result in a carbon benefit in terms of reduced fuel usage and carbon emissions.

### **16.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS**

16.1 None

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### **APPENDICES**

Appendix A - Review of Operational Options For Maintaining Waste Collection Services During Periods of Severe Winter Weather – Biffa Waste Services – 5<sup>th</sup> May 2011

### **REFERENCE MATERIAL**

*(Include background information referred to or relied upon when drafting this report, together with details of where the information can be found. There is no need to refer to publicly available material: e.g. Acts of Parliament or Government guidance.)*

### **SUBJECT HISTORY (last 3 years)**

<b>Council Meeting</b>	<b>Date</b>

## Appendix A

### Wirral Council Waste & Environmental Services Contract

#### Review of Operational Options For Maintaining Waste Collection Services During Periods of Severe Winter Weather

##### Background To Review

As part of an ongoing partnership work stream and following requests from Wirral's members at a meeting held in January of this year, a number of options have been explored for maintaining 'normal' collection schedules during any future periods of severe winter weather.

These options are aimed at reducing the risks arising from vehicles losing control on snowy and icy roads and reducing the corresponding risks to refuse operatives collecting bins on icy pavements and roads and include:

- The use of snow chains, 'socks' and winter tyres on refuse freighters.
- The use of overshoe 'crampon' type footwear for refuse collection staff.

##### Snow Chains Fitted To Tyres of Refuse Collection Vehicles

The chains are not believed to be effective in terms of usage as they can only be fitted/ used when the roads have got snow/ice on them. Given the fact that it takes at least an hour to fit this would mean that the whole fleet on RCV's would take 40 plus hours to fit.

Accordingly, some three working days would be lost just fitting the chains every time snow and ice affected the operation. As well as the obvious disruption to collection services, weather conditions may well ease in the time taken to fit the chains.

A further consideration is the potential damage that can be caused to roads that have been gritted and are therefore free of snow/ice and the resulting road repair implications including the increased highway maintenance costs to the Council.

Finally, for safety reasons, vehicles fitted with snow chains are limited to speeds below 30mph and therefore prevented from travelling on major roads and motorways. Ordinarily this may not be a major issue but past experience has resulted in the inability of Bidston to cope during severe weather periods and as a result, Wirral vehicles being diverted to alternative tipping sites well outside of the Borough boundary.

In consideration of the above issues, and given the potential time to put snow chains on all of Wirral's 40+ vehicles, they are not considered to be a viable option.

##### 'Snow Socks' Fitted to Tyres of Refuse Collection Vehicles

A second option considered would be the use of "Snow Socks". However again these are not felt to be an effective solution due to the very short lifespan that these offer. From discussions with fleet and suppliers this are not expected to last longer than a few days making them a very expensive and time consuming option. In

addition they must be removed whenever the vehicle is driving on treated roads meaning even greater delays and problems.

#### Fitting Winter Tyres To Refuse Collection Vehicles.

The final option in terms of the vehicles is to consider fitting “winter tyres”.

These offer increased grip due to the design of the tyre. However these can quickly become worn if the road conditions are not suitable (snow and ice) meaning that they would have to be replaced more frequently than normal tyres. From talking to our regional fleet engineer the costs for the tyres would be in the region of £450-500 each making a total cost of approx £170,000 allowing for some 350 tyres across the fleet of RCV's. It is estimated that to fit these would take approx 3-4 hours a truck meaning up to 160 hours.

If they are fitted in advance this would reduce this disruption but in conditions without snow and ice the tyres are likely to last only a couple of weeks.

A further option, which would help them to last longer, would be to purchase the wheels as well, which would mean it would be a case of changing over the whole wheel. The time element for this option could be prohibitive with the storage and purchase costs also being very expensive (Estimated £600 per wheel £210,000).

With fitting the snow tyres it is certain that fuel efficiency will be reduced. It is expected that this will drop by over 20% further increasing the costs to the service.

Even with snow tyres fitted there is no guarantee that safe driving conditions can be maintained for heavily loaded RCV's, particularly on icy roads in tight/hilly areas where parking restricts manoeuvrability of the vehicles.

This option to use snow tyres, potentially represents the best solution from an operational viewpoint. However, the Biffa and the Council would need to consider the significant additional costs associated with fitting and maintaining winter tyres throughout the winter period against any service benefits gained. There is a risk that this money may be wasted in the event that conditions are such that these measures are not required during any given winter season.

#### Winter Working PPE For Refuse Drivers/Loaders

In terms of the equipment for the staff to be able to walk/work in this type of environment a number of trials of “crampon” type overshoes have been tried. These have shown up issues with various types but one type was found to aid walking in both snow and ice for the operatives. The cost for these is approx £11-12 a pair meaning a total cost of around £3,000 based on 250 employees. In terms of how long these last this is not known at present but it is likely that they would last only one season before needing to be replaced.

#### Offer To Provide Supplementary Gritting Operations

To help further improve the service an option could be for the Council to supply additional gritting machines, which Biffa could supply drivers for. This, if the salt is available, would mean that all roads could be gritted in the days work reducing greatly the amount of disruption. The cost for this is difficult to calculate due to the price of the salt required and the possible time to complete the work.

## Conclusions

The sheer size, in terms of number of vehicles, of the Wirral operation results in significant problems in consideration of any options relating to fitting vehicles with snow chains, tyres etc.

Whilst other authorities may be able to successfully implement these options, this is likely to be as a result of the fact that they have a significantly smaller operational fleet and as a result this makes it easier to fit and/or remove tyres etc to vehicles.

Additionally, even with the snow tyres fitted it is not certain that all roads will be completed every day. The extra costs to the contract are likely to reach £400-£500 hundred thousand per winter.

## Recommended Approach

The best option, in terms of dealing with the likely amounts of disruption balanced against the cost, would be the use of snow shoes for the crews, in conjunction with a trial of winter tyres on selected vehicles.

## **Use of Snow Shoes**

This will mean that the crews can safely walk on a greater number of roads/areas meaning a lot more work will be completed in areas where roads have been gritted and/or free of ice and snow. Due to the fact that Biffa have improved on the service every year and the expected improvement due to the snowshoes should mean more roads are completed.

## **Selective Trial of Snow Tyres**

It is proposed that 10% of the fleet (i.e. 4 refuse freighters) be fitted with snow tyres during the winter period November/December to February/March.

In this way a properly controlled trial can be undertaken to assess the full implications of using winter tyres in the context of the Wirral contract, including:

- (i) The actual implications of making a decision on when to fit the tyres and how long they should remain on the vehicles for.
- (ii) How effective are the tyres under typical operating conditions.
- (iii) How long do the tyres last, in comparison with the normal harder compound tyres.
- (iv) What is the actual increase in fuel arising from the use of these tyres and how significant is this.
- (v) Any other relevant issues attached to the use of snow tyres.

The trial vehicles can be selected from those vehicles, which tend to be used least over the period i.e., those used to collect green waste (collections being normally suspended during the Christmas/New Years period). A decision to initially fit the tyres can be taken against the background of medium/short term forecasts predicting a significant period of snow/ice which is likely to disrupt collection services. The Council's established emergency planning procedures can be used to inform this decision. Additionally unnecessary tyre wear can be restricted as these



vehicles are not normally 'off the road' for a significant proportion of the time during this period in any event.

Following the trial, a properly informed decision can then be taken on the benefits/risks/implications of continuing to use winter tyres on some or all of the Wirral fleet of refuse freighters.

The above, in conjunction with recently established initiatives such as the use of temporary bring sites (via refuse freighters in car parks), will ensure that we will be able to show continuous improvements in this area, during future periods of severe weather.

As stated above Biffa are also keen to explore further the option of providing support (by providing and funding suitably qualified drivers) to undertake supplementary pre-collection gritting of those roads not included on the current gritting routes.

#### Financial Implications

Biffa are prepared to meet the increased costs of supplying and maintaining snowshoes. In terms of the proposed trial of winter tyres on 4 refuse freighters, Biffa would offer to meet the costs of fitting and removing winter tyres along with any increased fuel costs arising from their use.

It is proposed that the Council meet the purchase cost of the tyres and it is suggested that a working budget of no more than £20,000 be set-aside for this purpose.

Mark Hodkinson  
NW (Muni) Regional Support Manager  
Biffa Waste Services  
11<sup>th</sup> May 2011

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## WIRRAL COUNCIL

### SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

7 JUNE 2011

<b>SUBJECT:</b>	<b>LIBRARY SERVICE INTRODUCTION OF E - BOOKS</b>
<b>WARD/S AFFECTED:</b>	<b>ALL</b>
<b>REPORT OF:</b>	<b>DIRECTOR OF FINANCE</b>
<b>RESPONSIBLE PORTFOLIO HOLDER:</b>	<b>CABINET MEMBER CULTURE, TOURISM AND LEISURE</b>
<b>KEY DECISION</b>	<b>NO</b>

#### **1.0 EXECUTIVE SUMMARY**

- 1.1** This report outlines the introduction of an e-books facility into the Library Service. This will allow access to books that can be read via a variety of IT media selected either at a Library or via the web. This report details the timescales involved and the likely savings and efficiencies that will be realised by these changes.

#### **2.0 RECOMMENDATION**

- 2.1** That Members note that as there is only one viable supplier the Library Service will deliver the e-books service via the OverDrive solution as negotiated via the North West Libraries Consortium.

#### **3.0 REASONS FOR RECOMMENDATION**

- 3.1** The use of web books will continue to improve the facilities on offer to all users. It will particularly help the Library Service to engage with non traditional users who can access the facility via the website.

#### **4.0 BACKGROUND AND KEY ISSUES**

- 4.1** Library users can currently select books in person or check availability from stock listings accessible on the web or via contact by telephone. Over the last few years commercial retailers have moved into offering books that are downloaded over the internet and read via a variety of IT media. The most successful is Amazon's Kindle which strictly limits downloads of books to those supplied by the company but the hand held Kindle can hold 2,000 books.

- 4.2. Local authorities have not been slow to recognise the situation and the benefits e-books provide both to the service and its users. In the “Modernisation Review of Public Libraries” (March 2010 Department of Culture Media and Sport) e-book provision is highlighted “*Government recommends that libraries assess the opportunity and demand for e-book lending in their community and develop strategies*”. Currently there are only 14 library services in England that offer e-book services and the UK is some way behind the situation in the United States where a survey of 41 U.S. public libraries found that 97% were offering e-books in June 2009 and also found that having added e-books 87% of libraries reported an increase in circulation some by as much as 1200%.
- 4.3. The other stipulation in the Modernisation Review is that the loan of this material is free. “*Government will under section 8(2b) of the Public Libraries and Museums Act 1964, make an (affirmative) order preventing libraries from charging for e-books lending of any sort including remotely.*”
- 4.4. The Modernisation Review also states that “*E-books will enable library services to remain relevant in a market where people are using mobile devices to access information and entertainment and will provide a new opportunity to reach people who may not visit their local library building regularly, but who would like to borrow e-books from home.*”
- 4.5. Currently there are two methods of e-book access: Download and Online. Online is looking at a book online to wherever the book is held electronically. Download is where the book is saved on a medium of the readers to then be able to self-access. This is by far the most common method used in public libraries and is the recommended route.
- 4.6. With this method, users are issued with a unique PIN code based on the library card and can then download onto a computer or a variety of e-book readers (such as the Sony e-reader). Once the Library Service has purchased this e-content it is copyrighted and bought for a time-limited period (usually three weeks). The work is usually restricted to one loan per copy and multiple licenses have to be bought so that they can be borrowed concurrently. This is no different to the terms of loaning printed format books.
- 4.7. The Government has identified e-book provision as an important service for all public libraries to offer and the Authority has similarly done so with its decision at Council (21 February 2011 Minute 327) when the e-book development was part of the a specific budget allocation of £120,000 for Libraries.
- 4.8 The benefits of e-books are:
  - a. Access – This would provide a “24 Hour a Day” service including evenings and weekends when the library is closed or cannot be accessed (for example - refurbishment, bad weather). During the heavy snow of January 2010 there were massive increases in downloading of material. Locally for users of the Home Reader Service it would give more instant access than can be provided at present.

- b. Good Public Relations – This removes one of the most negative aspects of borrowing from any public library. Borrowers will never have to pay a fine for an overdue item again. The downloaded book remains accessible for a set time, when the license expires the user can no longer access the book unless it is re-borrowed.
  - c. Economies – There are lower administrative costs. Unlike printed books, e-books do not need to be “serviced” (repaired, laminated or re-jacketed), this means there is no need to purchase these materials. It also saves considerable staff time on non-frontline tasks.
  - d. Stock Management – Economies can also be made by not having to provide expensive items in printed format that have very limited circulation. Student textbooks are a good example. E-books could then be marketed through Wirral Metropolitan College or Birkenhead Sixth Form College for example, giving the public library service much greater relevance to a section of the community than at present.
  - e. Stock Loss or Damage - In this format stock cannot be lost or not returned, again helping budgets where average losses of around 6% are normal nationally. Similarly audio-books with multiple parts have to be purchased again in their entirety if just one part goes missing, which would not be the case with e-audio books.
  - f. Social Inclusion Benefits– The technology will have a profound benefit for people with visual impairment (ease of change of font size or the way text is illuminated) or physical disability (no need to turn pages). Wirral spent £33,000 on audio-books in 2009-10 could be reduced.
  - g. Customer Service – There are particular titles that users are reluctant to borrow in printed format, particularly on health; this so called “embarrassment factor” can be alleviated with the borrowing of e-books.
  - h. Local Content – It is possible to upload local content and then make it available for loan such as locally produced material, including local history, oral history and creative writing.
- 4.9. The Authority has investigated the market for such a solution and has identified that there is only one viable supplier who can meet the full specification, specifically the ability to offer an overall platform which links and hosts to the website, the breadth of content and provides both e- books and audio books.
- 4.10. The supplier is OverDrive, an American company, which is the market leader of e-book provision to UK public libraries, with all but one Authority purchasing their content on this platform. They have over 300,000 items from 1,000 different publishers, including major book publishers such as: Random House, Harper Collins, Little Brown, Simon & Schuster and Penguin. Included in an agreement the company would build a customised website, integrate with the Library Management System and catalogue, as well as provide technical support, staff training and material to promote the service.

4.11. The North West Libraries Purchasing Consortium is led by Stockport MBC has negotiated for all consortium members to access a discounted pricing from the company of 25% on the annual fee. It is likely that after an initial period with OverDrive the Authority will be able to review from a wider established market with other well developed suppliers being able to offer competition which should ensure ongoing price competitiveness.

## **5.0 RELEVANT RISKS**

5.1 Given the libraries traditional role of being the public source of print there can be a perception that e-books may replace printed books and therefore those that depend on print will be disadvantaged. The view at Wirral is that e-books are an extension to the current service not a replacement and offer a great opportunity to broaden the service. The Library Service connects people with information to improve and better their lives and this is a new way to help achieve this.

5.2. People may not use the system which is then not cost effective. This will be addressed by ensuring that staff engage with users to maximise its use, the understanding of its simplicity, and the release of time it gives staff to engage with users.

## **6.0 OTHER OPTIONS CONSIDERED**

6.1. No other options were considered.

## **7.0 CONSULTATION**

7.1. This has focused on outcomes from other Library services where this has been welcomed positively and once installed there will be ongoing consultation with users to understand their issues and to obtain comments about the system.

## **8.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS**

8.1 There are no implications arising directly from this report.

## **9.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING AND ASSETS**

9.1. **FINANCIAL** – The cost of the OverDrive solution is driven by the North West Libraries Consortium discounted pricing which would give a price of £16,500 per annum (including £7,000 annual collection credit). The cost will be met from the Cabinet approval for funding (21 February 2011 Minute 327). There will be ongoing cost savings that this system brings to the overall Library budget via a reduction in stock loss and damage which will increase as more books are accessed this way.

9.2. **STAFFING** – There is no direct staffing implication at this stage although a full roll out of the system will allow staff to move to more direct public engagement.

9.3. **IT** – The system is installed and maintained by the manufacturer and links with the TALIS IT system. Sufficient bandwidth and awareness of system support for Library outcomes will be required to maximise the systems efficiency.

9.4. **ASSETS** – There are no implications arising directly from this report.

#### **10.0 LEGAL IMPLICATIONS**

10.1 There are no implications arising directly from this report.

#### **11.0 EQUALITIES IMPLICATIONS**

11.1 There are no implications arising directly from this report.

#### **12.0 CARBON REDUCTION IMPLICATIONS**

12.1 There are no implications arising directly from this report.

#### **13.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS**

13.1 There are no implications arising directly from this report.

FNCE/85/10

**REPORT AUTHOR:** **Malcolm Flanagan**  
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#### **REFERENCE MATERIAL**

“Modernisation Review of Public Libraries”  
(March 2010) Department of Culture Media and Sport  
[HTTP://WWW.OFFICIAL-DOCUMENTS.GOV.UK/DOCUMENT/CM78/7821/7821.PDF](http://www.official-documents.gov.uk/document/cm78/7821/7821.pdf)

#### **SUBJECT HISTORY (last 3 years)**

<b>Council Meeting</b>	<b>Date</b>
Cabinet	21 February 2011

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WIRRAL COUNCIL

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

7 JUNE 2011

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REPORT OF THE DIRECTOR OF LAW, HR AND ASSET MANAGEMENT

### **APPOINTMENT OF THE HIGHWAYS REPRESENTATION PANEL**

1. Executive Summary

The purpose of this report is to enable the Committee to undertake a review of the Highways Representation Panel and to appoint members to serve on that panel if it is to be retained in 2011-2012. Members of panels must be appointed by the parent Committee; and appointments cannot be made by the Council.

2. Background

Standing Order 33 (1) requires that Committees should keep the need for panels under review and, in particular, the position must be reviewed at the first meeting of a Committee in each municipal year.

As a result of a High Court judgement, only named deputies may attend panel meetings in place of a permanent member. Standing Order 25(6)(a) permits appointment of up to a maximum of eight deputies for each political group. It should be noted that deputies are normally called to serve in the order in which they are nominated.

Unless appointed as full members, the Leaders and Deputy Leaders of the three largest political groups represented on the Council are entitled to attend meetings of all Committees, Sub-Committees and Panels, with the right to speak at the Chair's invitation, but not to vote (Standing Order 25(5) refers).

3. Highways Representation Panel Terms of Reference

Terms of reference

(i) To consider objections relating to all highway and traffic management matters governed by the Road Traffic Regulation Act 1984, whether subject to a traffic regulation order or otherwise, including (but not limited to) the following:

- waiting and parking restrictions;
- speed limits;
- one way traffic orders;
- weight limits
- prohibiting or restricting the use of heavy commercial vehicles;
- signalised and non signalised pedestrian/cycle/horse crossings;

- provision of off street parking and parking on roads, footpaths, pavements and verges;
- traffic signs and traffic signals
- bus lanes and taxi ranks

(ii) unresolved petitions relating to highway and traffic management matters in accordance with Standing Order 34 (Petitions)”

(b) Membership

The membership of the Licensing Panel in 2010-2011 in the political ratio (1:1:1) (including deputies) is shown below:

	<u>Members</u>	<u>Deputies</u>
1 Conservative	J Hale (Chair)	T Anderson D McCubbin P Johnson K Wood P Hayes G Ellis C Povall L Rowlands
1 Liberal Democrat	G D Mitchell	R Wilkins A Brighthouse
1 Labour Councillor	H Smith	J Williams A McLachlan

4. Access to Information

The only background papers used in the preparation of this report were departmental records on panel membership and the Constitution of the Council.

5. Recommendation

The Committee is requested:

(i) to confirm that the Highways Representation Panel be re-appointed for 2011-2012 with the terms of reference identified.

(ii) to appoint members to serve on the Highways Representation Panel in 2011-2012, including the appointment of the Chair and named deputies.

BILL NORMAN  
Director of Law, HR and Asset Management

27 May 2011

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## WIRRAL COUNCIL

### SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

7 JUNE 2011

<b>SUBJECT:</b>	<b>2010/2011 YEAR-END OVERVIEW AND SCRUTINY PERFORMANCE REPORT</b>
<b>WARD/S AFFECTED:</b>	<b>ALL</b>
<b>REPORT OF:</b>	<b>DIRECTOR OF TECHNICAL SERVICES</b>
<b>RESPONSIBLE PORTFOLIO HOLDERS:</b>	<b>HOUSING &amp; COMMUNITY SAFETY CULTURE, TOURISM &amp; LEISURE ENVIRONMENT STREETSCENE &amp; TRANSPORT</b>
<b>KEY DECISION?</b>	<b>NO</b>

#### 1.0 EXECUTIVE SUMMARY

- 1.1 This report provides an overview of progress made at year-end against the indicators for 2010/2011 and key projects which are relevant to the Sustainable Communities Overview & Scrutiny Committee.
- 1.2 This report does not contain Exempt Information.

#### 2.0 RECOMMENDATION/S

- 2.1 Committee is requested to note the contents of this report.

#### 3.0 REASON/S FOR RECOMMENDATION/S

- 3.1 To provide a year-end update report for 2010/11 to the Sustainable Communities Overview and Scrutiny Committee.

#### 4.0 BACKGROUND AND KEY ISSUES

##### 4.1 Performance Summary

##### 4.1.1 Performance headlines include:

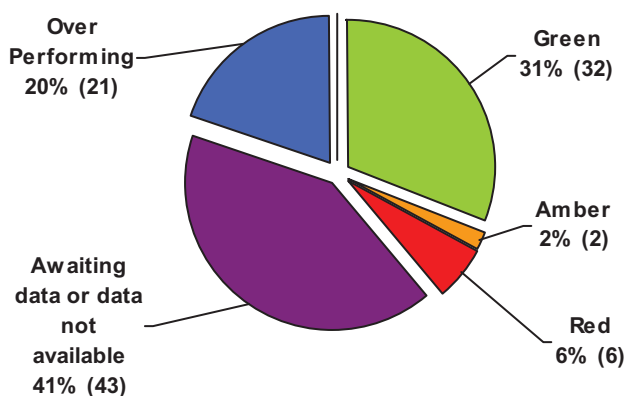
- Technical Services was responsible for 85% (1001) of all Councillor/MP contacts received across the council during Q4 (84% in Q3 and 78% in Q2). An average of 5 working days was taken to resolve these contacts (against 6 working days in Q3 and Q2). The department already experienced high volumes of Councillor/MP interactions and has additionally been assigned service areas previously under the remit of the Regeneration department which has continued to contribute to the volumes received.
- Technical Services accounted for 50% (186) of all corporate complaints received (67% in Q3). The refuse collection service contributed to 49% of all complaints received for this

department (57% in Q3), with the sports and recreation service making up a further 21% of this department's complaints. The department managed to resolve 94% of contacts in the quarter within 15 working days (96% in Q3), taking an average of 10 working days to provide resolution for the customer (8 working days in Q3).

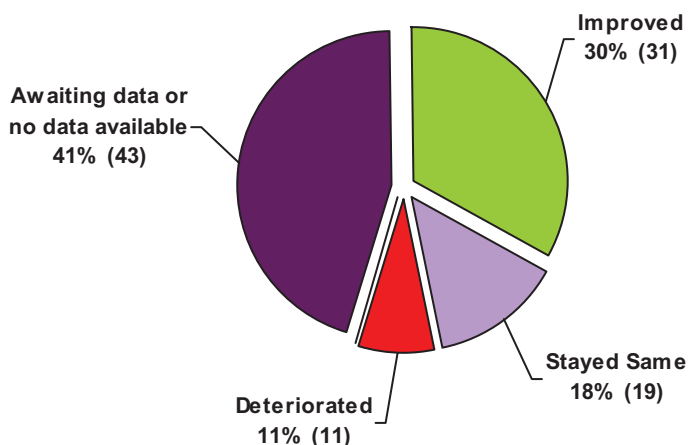
- A focus on complaints resulting in positive changes made to service delivery continued during this quarter and has resulted in the following changes being implemented:
  - Improved record management procedures adopted by the council's contractor to ensure consistency of service
  - Review of procedures for providing access protection markings to ensure expedient future service delivery
  - Improved bin collection guidance to assist residents
  - Introduction of regular monitoring in cemeteries to ensure required standards met and disrepair issues addressed
- The final Central Government data list replacing National Indicators has been issued to be implemented for 2011/12 reporting year.

## 4.2 Performance Issues

**On Target Summary**



**Direction of Travel Summary**



The following indicators have failed to meet their quarterly target by more than 10% and are therefore assessed as **red** or have missed the target by between 5% and 10% and are assessed as **amber**:

Data Key	
Actual	(A)
Estimate	(E)
Provisional	(P)

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	DEPT 2089	Total number of electronic workstations available to users per 10,000 population	9.50 Lower= Better	10.08 (A)	Red	Improved
<b>Context:</b>						
<b>Corrective action:</b> Planned replacement of PCs will continue						
Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 47	People killed or seriously injured in road traffic accidents (% annual change, based on 3-year rolling average)	11.1%	10.2% (A)	Amber	Improved
Context: Analysis of KSI casualty data has shown additional actions from last year having overall positive affect on reducing casualties. It should be noted that road casualty data is subject to random fluctuation together with external factors (weather etc). Wirral has substantively met the 2010 long-term national casualty reduction target.						
Corrective Action: Review of multi-agency Road Safe Action Plan focuses existing and additional resources against high-risk casualty and road user groups.						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 168	Principal roads where maintenance should be considered	3.5% (Lower is Better)	4.0% (A)	Red	Unchanged
Context: Extreme winter temperatures and prolonged freezing weather conditions together with the effects of excessive gritting and the resulting thaw have resulted in the performance target not being met.						
Corrective Action: Additional funding from Central Government has been allocated to deal with those parts of the network where maintenance is required because of the winter conditions. Further Council Capital and Revenue funding has also been allocated for additional surfacing work to be carried out on both the principal and non-principal (residential roads) network to improve the integrity and performance of those roads identified for maintenance.						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 169	Non-principal classified roads where maintenance should be considered	2.75% (Lower is Better)	4.0% (A)	Red	Unchanged
Context: Extreme winter temperatures and prolonged freezing weather conditions together with the effects of excessive gritting and the resulting thaw have resulted in the performance target not being met.						
Corrective Action: Additional funding from Central Government has been allocated to deal with those parts of the network where maintenance is required because of the winter conditions. Further						

Council Capital and Revenue funding has also been allocated for additional surfacing work to be carried out on both the principal and non-principal (residential roads) network to improve the integrity and performance of those roads identified for maintenance.

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195b	Improved street and environmental cleanliness (levels of detritus)	8% (Lower is Better)	9% (A)	Red	Improved

Context:

Corrective Action: Whilst the target for detritus has not been met, the 9% score represents a significant improvement in last year's outturn figure of 15%.

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 5182	% of the mercury abatement equipment programme completed at Landican Crematorium	51%	37% (A)	Red	Improved

Context: The period of bad weather last winter caused delay in the works.

Corrective Action: This project is being managed by the Design Consultancy using PRINCE2 methodology. We chair monthly site progress meetings and regular project Board meetings, and despite delays to date the contractor is still forecasting completion of all the works by the original programmed date of 28 October 2011.

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Environment	LOCAL 7028	% of High Risk Licensed Premises inspected over 12 months	100%	90.81% (A)	Amber	Deteriorated

Context: The Service has operated with reduced resources over the last 12 months.

Corrective Action: Action has been taken to ensure staff resources can achieve target.

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 7031	Percentage of under-age sales of alcohol during test purchase exercises	5% (Lower is Better)	11.1% (A)	Red	Deteriorated

Context: Enforcement action has lead to a reduction in sales from an original figure of 20% to 11.1% at the year end.

Corrective Action: During 2010/11 a member of staff on a time limited contract left for full time employment. Cabinet has approved £40,000 to recruit an additional member of staff which will enable increased focus on ensuring that off licences comply with their legal responsibility to sell alcohol to children.

The following projects have been assessed as **withdrawn**:



Portfolio	Key project	Status	Corrective Action
Culture, Tourism and Leisure	Radio Frequency Identification for Libraries (Finance Dept.)	Withdrawn	Awaiting Library review
Housing & Community Safety	Young Peoples Alcohol Intervention Programme (Law, HR & AM)	Withdrawn	JMU presented their evaluation report of YPAIP at Young Persons Alcohol Steering group meeting 10.06.10. The report highlighted that referrals had fallen over the time of the project to date. It also highlighted that less than 50% of young people referred to Response by Police actually received an intervention from them. Consequently it was decided that with immediate effect Response would not receive referrals via Stop checks from the Police and that the Police would no longer be required to send out letters to parents. Response will continue to deal with arrest referrals and have more direct contact with young people by attending Street Safe events.
Culture, Tourism and Leisure	QUEST Accreditation for Leisure Centres (Technical Services)	Withdrawn	
Culture, Tourism and Leisure	Healthy Living Centres Feasibility Study (Technical Services)	Withdrawn	
Environment	Review Licensing Policy Investigate the possible use of Red and yellow Card approach to Licence Reviews (Law, HR & AM)	Withdrawn	Replaced with Charter for Licensed Premises project.

Appendix 2 provides the status of all the 2010/11 projects assessed as Green or Completed that can be reported to this Scrutiny Committee.

## 5.0 RELEVANT RISKS

- 5.1 The Corporate Risk Register is currently being revised by the Executive Team to take account of the new Corporate Plan, Technical Services has an input to the Register which was last approved by Cabinet on 3 September 2009.
- 5.2 This quarter saw the residual effect of the winter weather with concerns over highways and

service disruption. The Council's All Hazards Plan is under review by the Health Safety & Resilience Operations Manager who will submit his report separately to this Committee on 7<sup>th</sup> June.

## **6.0 OTHER OPTIONS CONSIDERED**

6.1 Not applicable.

## **7.0 CONSULTATION**

7.1 There are no specific consultation implications arising from this report.

## **8.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS**

8.1 There are no specific voluntary, community and faith groups implications arising from this report.

## **9.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS**

9.1 The reduction in Government grant support to local authorities led to a revised programme being approved by Cabinet on 22 July. Technical considerations within the substantial bridges allocation has meant that works to the value of £2 million originally scheduled for 2010/11 will now take place in 2011/12. The M53 junction 3 scheme, which is the largest within the programme is nearing completion as scheduled.

The reduction in grants announced by the Government has resulted in subsequent revisions to Technical Services and the former Regeneration grant funded programmes. Cabinet on 4 November 2010 agreed to the re-allocation of the Regeneration programme reflecting the re-allocation of the former department's responsibilities.

In terms of the Cultural Services schemes the drainage works to Hoylake Golf Course are now substantially complete whilst the extension of Landican Cemetery is now complete.

Income streams and particularly planning, development, land charges and car parking income within Technical Services continue to be likely to result in shortfalls. Within Cultural Services income forms a significant element of the budget and are proving difficult to achieve. Similarly the Streetscene contract will incur an inflationary increase in August. The Director has identified austerity savings to partially offset the pressures which remain at £0.7 million.

There are no other specific financial, IT, staffing or assets implications arising from this report.

## **10.0 LEGAL IMPLICATIONS**

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

## **11.0 EQUALITIES IMPLICATIONS**

11.1 There are no specific equal opportunities or health impact implications arising from this report.

11.2 Equality Impact Assessment (EIA)

(a) Is an EIA required? No

## 12.0 CARBON REDUCTION IMPLICATIONS

12.1 There are no specific carbon reduction implications arising from this report.

## 13.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

13.1 There are no specific planning and community safety implications arising from this report.

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## APPENDICES

Appendix 1 – Performance Indicator Summary  
Appendix 2 – Projects Assessed as Completed or Green  
Appendix 3 – Complete list of those Performance Indicators reporting to this Overview and Scrutiny Committee.

## REFERENCE MATERIAL

The following background papers have been used in the preparation of this report

Wirral Corporate Plan 2010-2011  
Technical Services Departmental Plan 2010-2011  
Regeneration Departmental Plan 2010-2011

National and Local Indicator performance information can be found within the Council's Performance Information Management System located within the Council's intranet.

## SUBJECT HISTORY

Council Meeting	Date
Sustainable Communities Overview & Scrutiny Committee	10 March 2011
	17 November 2010
	14 September 2010
	07 June 2010
	08 March 2010
	18 November 2009
	21 September 2009

Report: Wirral Council's Performance Report 2010/2011

Period: Full Year Report Date: 23/05/2011

Scrutiny: Sustainable Communities

## Direction of Travel Summary

% PIs	No. of PIs	
29.81%	31	Improved by more than 2.5% on previous year's performance
10.58%	11	Deteriorated by more than 2.5% on previous year's performance
18.27%	19	Stayed within +/-2.5% of previous year's performance
41.35%	43	Awaiting data
0.00%	0	Not applicable
<b>100.00%</b>	<b>104</b>	(Note: percentages rounded to 2 decimal places)

## Target Summary

% PIs	No. of PIs	
30.77%	32	Green (within +10/-5% of the target)
1.92%	2	Amber (missed target by between 5% and 10%)
5.77%	6	Red (missed target by more than 10%)
20.19%	21	Over-performing (more than 10% of the target)
41.35%	43	Awaiting data
0.00%	0	Target not set
0.00%	0	Not Applicable
<b>100.00%</b>	<b>104</b>	(Note: percentages rounded to 2 decimal places)

Strategic Objective: Create more jobs, achieve a prosperous economy and regenerate Wirral

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2083	The number of books and other items issued by the Council's libraries per head of population.	6.0	6.11	Green	Unchanged
Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2084	Cost per visit to public libraries	£4.50	£		

Context: The numerator is the net revenue expenditure for the library service for the year. This information is not usually made available until June / July

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2085	The number of physical visits per 1000 population to public library premises	6000	5744.2	Green	Unchanged

Context:

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2086	Books issued per 1,000 population as a % of books available for issue	3.50	4.40	Blue	Improved

Context:

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2087	Books available for issue per 1,000 population	900	1321	Blue	Deteriorated

Context:

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2088	Aggregate scheduled opening hours per 1,000 population for all libraries	128	161.3	Blue	Unchanged

Context:

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	DEPT 2089	Total number of electronic workstations available to users per 10,000 population	9 (Lower is Better)	10.08	Red	Improved

Context:

Corrective Action: Planned replacement of PCs will continue.

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture,	LOCAL	Time taken to replenish the	8	8.14	Green	Improved

Tourism and Leisure	2090	lending stock on open access or available on loan	(Lower is Better)			
Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2091	Percentage of requests for books met within 7 days	50%	61.7%	Blue	Unchanged
Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2092	Annual items added through purchase per 1,000 population	150	177.0	Blue	Deteriorated
Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Environment	LOCAL 7025	Consumer protection visits per high risk premises	100%	95.5%	Green	Unchanged
Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Environment	LOCAL 7027	Total number of enforcement projects conducted into the supply of illegal goods or services	8	8	Green	Unchanged
Context:						
Corrective Action:						

Strategic Objective: To create a clean, pleasant, safe & sustainable environment						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	NI 15	Number of most serious violent crimes (PSA 23: Priority Action 1) per 1000 population	0.64 (Lower is Better)	0.53	Blue	Improved
Context: Serious violent crime has been reduced in Wirral by targeting individuals through the						

combined efforts of the Integrated Offender Management initiative and the Prolific and Priority Offender team. Half of all violent crime is alcohol fuelled and the multi agency Alcohol Harm Reduction Strategy has helped lead to this success. Wirral is performing “significantly better” than other Authorities in England and Wales in reducing alcohol attributable violence. Because of the partnership working within the domestic violence victimisation reduction work of the Family Safety Unit, the levels of repeat victimisation over a 12 month period amongst high risk victims of domestic violence is one of the best in the country. Working with John Moores University initiatives undertaken to share information derived from victims of assault attending A&E back to the Community Safety Partners has won national recognition. This National Indicator to be replaced by three violence indicators identifying violence with injury and alcohol related violence in both youths and in adults.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	NI 16	Number of serious acquisitive crimes per 1000 population	8.4 (Lower is Better)	7.72	Green	Improved

Context: Serious acquisitive crime has been monitored and reduced by joint agency initiatives coordinated by Wirral Community Safety Team including (amongst others) the Serious Acquisitive Crime Reduction Group, Prolific and Priority Offender Team, Integrated Offender Management Team and the Drugs Intervention Programme. No longer a target after 2010/11 but each individual crime type to be monitored: burglary, taking from motor vehicle and taking of motor vehicle.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	NI 18	Rate of proven re-offending by adults under Probation supervision	5.29% (Lower is Better)	5%	Green	Improved

Context: Provisional of September 2010 results indicate the predicted offending rate to take this measure over target but evidence suggests that the 4th quarter performance will bring this measure back on target. This measure to be replaced by a new 'Integrated Offender Management' performance indicator from 1/4/11

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	NI 20	Number of “Assaults with less serious injury” (including racially and religiously aggravated) offences per 1,000 population as a proxy for alcohol related violent offences	4.55 (Lower is Better)	3.81	Blue	Improved

Context: The number of assaults with less serious injury in Wirral has been reduced by targeting

individuals through the combined efforts of the Integrated Offender Management initiative and the Prolific and Priority Offender Management team. Birkenhead Town Centre has been identified as a hotspot for this crime and the 'Stronger Communities Initiative' has had a bearing on this success. Wirral is performing "significantly better" than other Authorities in England and Wales in reducing alcohol attributable violence. Wirral is the only area of Merseyside that operates a "Night Bus" service which removes patrons of the night time economy home at the end of the evening thus reducing the build up of people at taxi queues and fast food outlets, which are often a flash point for night time violence. This National Indicator to be replaced by three violence indicators identifying violence with injury and alcohol related violence in both youths and in adults.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	NI 28	Number of serious violent knife crimes per 1,000 population	0.32 (Lower is Better)	0.2	Blue	Improved

Context: For knife crime statistics it should be noted that these include threats and attempts in addition to actual stabbings and these can be by any implement capable of puncturing the skin. There has been a 43% reduction in knife crime on Wirral since last year. This success is due to the use of safety arches; search mitts and wands are now embedded within 'Operation Bedius' (night time economy operation at weekends). When the occasion has called for their use tactics have included: Safety arch/mitts/wand deployments, Test purchase operations for illegal knife sales, Overt videoing of violent suspects, transport hub deployments, gully sucking of grids searching for discarded weapons, Checks of Royal Mail post boxes for discarded weapons, Maximising press/media opportunities, Use of Bluetooth media messaging, Off licence visits, Use of street projectors, Maximising S60 search powers, 'Lockdown' tactics of Town centres, Domestic violence Gold visits HVP on buses travelling to and from schools, execution of warrants for violence offenders 'Operation Staysafe' tactics, Contact with Key Individual Network to discuss youth violence campaigning, Use of S27 powers – direction to leave Neighbourhoods routinely use the resources made available through the Home Office 'Knife Crime, It Doesn't Have To Happen' campaign and schools officers deliver knife crime inputs within Safer Schools Partnership (SSP), schools. This National Indicator to be replaced by three violence indicators identifying violence with injury and alcohol related violence in both youths and in adults.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	NI 29	Number of gun crimes per 1,000 population	0.081 (Lower is Better)	0.06	Blue	Deteriorated

Context: The most important statistic to note is that there have been no guns discharged in Wirral this year. It should also be noted this performance measure includes in its definition: air weapons, disguised firearms, stun guns, BB guns, other specified weapons (notably paintball guns). Wirral Community Safety Partnership Strategy target for NI 29 is 25 gun crimes per year equating to 6.25 per quarter. April and May had 4 and 3 gun crimes respectively whilst there were none in June. Since June were three months with 2 incidents, (July, December and



March), whilst all other months had 1 or no incidents. This National Indicator to be replaced by three violence indicators identifying violence with injury and alcohol related violence in both youths and in adults.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	NI 30	The change in convictions for Prolific and other Priority Offenders (PPOs) over a 12 month period	15% (Lower is Better)	11%	Blue	Improved

Context: This is a provisional figure accurate to the second quarter but there is strong evidence to suggest this target will be surpassed by a considerable margin. This is due to proactive targeting of individuals through crime reduction fora such as the Prolific and Priority Offender multi agency risk assessment conference. This takes place regularly and informs the fortnightly Police Tactical and Coordinating Meeting. Individuals undergo a programme of proactive Police monitoring in line with Home Office Guidance. This indicator will become part of the Integrated Offender Management measure from 1st April 2011

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	NI 32	Repeat incidents of domestic violence	12 (Lower is Better)	7.53	Blue	Improved

Context: Wirral Family Safety Unit have implemented the Home Office guidance introducing new methods of assessing risk for all domestic violence reported after that date. However repeat victimisation calculations are based on rolling totals of incidents originally reported before April 10. Further reductions in domestic violence repeat rates were gained from changing the Risk Assessment model from 'FSU9' to 'DASH 2008' (Domestic Abuse Sexual and Honour-based) last year, in line with the latest guidance from CAADA (Coordinated Action Against Domestic Abuse) and ACPO (Association of Chief Police Officers) Wirral Family Safety Unit have identified an increase in the number of referrals and, of these, there is a higher percentage of problematic, high risk victims. Target for this measure will therefore be 10%

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	NI 34	Number of domestic homicides per 1,000 population	0.06 (Lower is Better)	0	Blue	Unchanged

Context: There were no domestic murders on Wirral in the last two years. On the 14th April 2011 Domestic Homicide Reviews come into force. This measure is not a CDRP target as decided by the CDRP Steering Group 17th Feb 2010. It is maintained as it is a National Indicator.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On	Direction
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			<b>Target</b>	<b>Actual</b>	<b>target</b>	<b>of travel</b>
Corporate Resources	NI 36	Protection against terrorist attack				
Context: Wirral Council had one location identified as a crowded place and via the Police Counter Terrorism and Security Advisors (CTSA) a risk assessment was conducted. As a result of that risk assessment the council undertook certain physical works to reduce this risk to an acceptable level.						
Corrective Action: This is an APACS indicator, no risk assessment results have been publicly divulged for performance management purposes however partnership working has continued throughout 2010/11.						
<b>Portfolio</b>	<b>PI no</b>	<b>Title</b>	<b>2010/2011 Target</b>	<b>2010/2011 Actual</b>	<b>On target</b>	<b>Direction of travel</b>
Housing and Community Safety	NI 38	Drug related (Class A) offending rate	0.975 (Lower is Better)	0.9	Green	Deteriorated
Context: Performance data is current to the second quarter which demonstrates a reoffending rate well within target. It is expected that this will be maintained when the end of year reoffending rates are calculated. This national indicator will be replaced by a local Integrated Offender Management measure.						
Corrective Action:						
<b>Portfolio</b>	<b>PI no</b>	<b>Title</b>	<b>2010/2011 Target</b>	<b>2010/2011 Actual</b>	<b>On target</b>	<b>Direction of travel</b>
Streetscene and Transport Services	NI 47	People killed or seriously injured in road traffic accidents (% annual change, based on 3-year rolling average)	11.1%	10.2%	Amber	Improved
Context: Analysis of KSI casualty data has shown additional actions from last year having overall positive affect on reducing casualties. It should be noted that road casualty data is subject to random fluctuation together with external factors (weather etc). Wirral has substantively met the 2010 long-term national casualty reduction target.						
Corrective Action: Review of multi-agency Road Safe Action Plan focuses existing and additional resources against high-risk casualty and road user groups.						
<b>Portfolio</b>	<b>PI no</b>	<b>Title</b>	<b>2010/2011 Target</b>	<b>2010/2011 Actual</b>	<b>On target</b>	<b>Direction of travel</b>
Streetscene and Transport Services	NI 48	Children killed or seriously injured in road traffic accidents (% annual change, based on 3-year rolling average)	6.2%	8.6%	Blue	Deteriorated
Context: Analysis of KSI casualty data has shown additional actions from last year having overall positive affect on reducing casualties. It should be noted that road casualty data is subject to random fluctuation together with external factors (weather etc). Wirral has met the 2010 long-term national casualty reduction target.						

Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 167	Congestion – average journey time per mile during the morning peak	4.25			
Context: No longer required to make government returns for 2010/11.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 168	Principal roads where maintenance should be considered	3.5% (Lower is Better)	4.0%	Red	Unchanged
Context: Extreme winter temperatures and prolonged freezing weather conditions together with the effects of excessive gritting and the resulting thaw have resulted in the performance target not being met.						
Corrective Action: Additional funding from Central Government has been allocated to deal with those parts of the network where maintenance is required because of the winter conditions. Further Council Capital and Revenue funding has also been allocated for additional surfacing work to be carried out on both the principal and non-principal (residential roads) network to improve the integrity and performance of those roads identified for maintenance.						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 169	Non-principal classified roads where maintenance should be considered	2.75% (Lower is Better)	4.0%	Red	Unchanged
Context: Extreme winter temperatures and prolonged freezing weather conditions together with the effects of excessive gritting and the resulting thaw have resulted in the performance target not being met.						
Corrective Action: Additional funding from Central Government has been allocated to deal with those parts of the network where maintenance is required because of the winter conditions. Further Council Capital and Revenue funding has also been allocated for additional surfacing work to be carried out on both the principal and non-principal (residential roads) network to improve the integrity and performance of those roads identified for maintenance.						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175a(i)	Access to services and facilities by public transport, walking and cycling - Primary Education - % within 15 mins				
Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have						

such data aggregated at a district level.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175a(ii)	Access to services and facilities by public transport, walking and cycling - Primary Education - % within 30 mins				

Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175a(iii)	Access to services and facilities by public transport, walking and cycling - Secondary Education - % within 20 mins				

Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175a (iv)	Access to services and facilities by public transport, walking and cycling - Secondary Education - % within 40 mins				

Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175a(v)	Access to services and facilities by public transport, walking and cycling - Further Education - % within 30 mins				

Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel

Streetscene and Transport Services	NI 175a (vi)	Access to services and facilities by public transport, walking and cycling - Further Education - % within 60 mins				
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Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175b(i)	Access to services and facilities by public transport, walking and cycling - Hospitals - % within 30 mins				

Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175b(ii)	Access to services and facilities by public transport, walking and cycling - Hospitals - % within 60 mins				

Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175c(i)	Access to services and facilities by public transport, walking and cycling - GP's - % within 15 mins				

Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175c(ii)	Access to services and facilities by public transport, walking and cycling - GP's - % within 30 mins				

Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level.

Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175d(i)	Access to services and facilities by public transport, walking and cycling - Major centres - % within 15 mins				
Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175d(ii)	Access to services and facilities by public transport, walking and cycling - Major centres - % within 30 mins				
Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175e(i)	Access to services and facilities by public transport, walking and cycling - Supermarkets - % within 15 mins				
Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175e(ii)	Access to services and facilities by public transport, walking and cycling - Supermarkets - % within 30 mins				
Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport	NI 176a	Working age people with access to employment by public transport (and other				

Services		specified modes) - % within 20 mins				
Context: The performance for this indicator is monitored by the Department of Transport						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 176b	Working age people with access to employment by public transport (and other specified modes) - % within 40 mins				
Context: The performance for this indicator is monitored by the Department of Transport						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 177	Local bus and light rail passenger journeys originating in the authority area				
Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 178a	Bus services running on time - % of non-frequent services on time.				
Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level. The Merseyside Bus Board is overseeing the development of Statutory Quality Bus Partnership for key corridors across Merseyside, and as part of this work progress is being made with Wirral bus operators on the development of a data sharing agreement, which could assist future monitoring. It is hoped that the SQPS will be ready for formal consultation later this year.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 178b	Bus services running on time - excess waiting time for frequent services				
Context: This information was not available to Wirral for 2010/11 as Merseytravel does not have such data aggregated at a district level. The Merseyside Bus Board is overseeing the development of Statutory Quality Bus Partnership for key corridors across Merseyside, and as part of this work progress is being made with Wirral bus operators on the development of a data						

sharing agreement, which could assist future monitoring. It is hoped that the SQPS will be ready for formal consultation later this year.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Environment	NI 185	CO2 reduction from local authority operations	5.25%			

Context: DECC is requesting that each Local Authority publishes its own Greenhouse Gas emissions (GHG) report locally on its own website, and that as a minimum the standard template in Annex I of the guidance be used, so that totals in CO2e for Scope 1, Scope 2 and Scope 3 are obvious. This is to support the localism agenda by ensuring that local authorities are accountable to their local people for their greenhouse gas emissions. For the first year only, DECC is requesting that data for both 2009/10 and 2010/11 financial years is published by the end of July 2011. For subsequent years, only one set of data will need to be published (i.e. 2011/12 data by end of July 2012; 2012/13 data by the end of July 2013 etc). DECC recommends that data should be published in Financial Years (April to March) rather than Calendar Years.

Corrective Action: As Councils were previously requested not to report NI185 data in the last two years, DECC has now proposed that the 2009/10 and 2010/11 data be published at the same time after the 2010/11 Financial Year concludes, and that this should take place no later than Friday 29 July 2011. These reports succeed NI 185.

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Environment	NI 186	Per capita reduction in CO2 emissions in the LA area	11.4%			

Context: There is a 21 month time-lag for reporting on this data due to the type and availability of the data used in the compilation of the local authority CO2 inventory, which is modified to produce NI 186 therefore, despite being abolished, data collection for this data set will continue up to October 2010 and be reported by Defra in due course.

Corrective Action: Local government data returns ceased (Announcements from May 2010) however, data collection for this data set will continue up to October 2010 and be reported by Defra in due course.

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Environment	NI 188	Planning to Adapt to Climate Change	2			

Context: Letter to chief execs 11 November 2010. "We have concluded that whilst local authorities may wish to continue to collect the self assessment data for their own adaptation purposes, they should no longer be required to report the data to central Government. We will not, therefore, require authorities to submit Year 3 self-assessment matrices at the end of this financial year.

Corrective Action: In accordance with Local government data returns ceased (Announcements from May 2010)

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
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Streetscene and Transport Services	NI 189	Flood and coastal erosion risk management	100%	100%	Green	Unchanged
Context: Long term flood and coastal erosion risk management plan now linked to Flood and Water Act requirement to establish a Local Flood Risk Management Strategy which is progressing in line with agreed timescales. Reporting to Scrutiny on an annual basis on Flood Risk Management also an agreed action.						
Corrective Action:						
<b>Portfolio</b>	<b>PI no</b>	<b>Title</b>	<b>2010/2011 Target</b>	<b>2010/2011 Actual</b>	<b>On target</b>	<b>Direction of travel</b>
Environment	NI 190	Achievement in meeting standards for the control system for animal health.	2	2	Green	Improved
Context: The Council has a robust all hazards plan and detailed work is in progress to improve emergency preparedness in the specific context of animal diseases. A generic plan has been drafted and elements of the department's response to incidents which have been tested have worked well. Cooperation and intelligence sharing across sub regional and regional boundaries can also be demonstrated. A regional response desk top exercise has been initiated in cooperation with Animal Health (DEFRA).						
Corrective Action:						
<b>Portfolio</b>	<b>PI no</b>	<b>Title</b>	<b>2010/2011 Target</b>	<b>2010/2011 Actual</b>	<b>On target</b>	<b>Direction of travel</b>
Streetscene and Transport Services	NI 191	Residual household waste per household	544 (Lower is Better)	527.31 (E)	Green	Improved
Context: Whilst the final figure remains unverified the projected figure of 527kg/H/H represents a significant improvement beyond the 544kg/H/H target.						
Corrective Action:						
<b>Portfolio</b>	<b>PI no</b>	<b>Title</b>	<b>2010/2011 Target</b>	<b>2010/2011 Actual</b>	<b>On target</b>	<b>Direction of travel</b>
Environment	NI 192	Percentage of household waste sent for reuse, recycling and composting	37%	40% (E)	Green	Improved
Context: The Quarter 4 figure of 34.23% is unverified. The year performance is expected to be around 40% ie. in excess of target. This is due to an increase in all recyclable/compostable material collected combined with a new initiative to recycle street cleansing arisings.						
Corrective Action:						
<b>Portfolio</b>	<b>PI no</b>	<b>Title</b>	<b>2010/2011 Target</b>	<b>2010/2011 Actual</b>	<b>On target</b>	<b>Direction of travel</b>
Streetscene and Transport Services	NI 193	Percentage of municipal waste land filled	56.95%			

Context: Key data is awaited from MWDA in order to calculate year-end performance

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Environment	NI 194a	Air quality – emissions of NOx through local authority’s estate and operations				

Context: NI 194 is no longer in operation and therefore authorities are not required to report this data annually

Corrective Action: Local government data returns ceased (Announcements from May 2010) NI 194 is no longer in operation and therefore authorities are not required to report this data annually

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Environment	NI 194b	Air quality – % reduction in NOx emissions through local authority’s estate and operations				

Context: NI 194 is no longer in operation and therefore authorities are not required to report this data annually

Corrective Action: Local government data returns ceased (Announcements from May 2010) NI 194 is no longer in operation and therefore authorities are not required to report this data annually

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Environment	NI 194c	Air quality – emissions of primary PM10 through local authority’s estate and operations				

Context: NI 194 is no longer in operation and therefore authorities are not required to report this data annually

Corrective Action: Local government data returns ceased (Announcements from May 2010) NI 194 is no longer in operation and therefore authorities are not required to report this data annually

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Environment	NI 194d	Air quality – % reduction in primary PM10 emissions through local authority’s estate and operations				

Context: NI 194 is no longer in operation and therefore authorities are not required to report this data annually

Corrective Action: Local government data returns ceased (Announcements from May 2010) NI 194 is no longer in operation and therefore authorities are not required to report this data

annually						
<b>Portfolio</b>	<b>PI no</b>	<b>Title</b>	<b>2010/2011 Target</b>	<b>2010/2011 Actual</b>	<b>On target</b>	<b>Direction of travel</b>
Streetscene and Transport Services	NI 195a	Improved street and environmental cleanliness (levels of litter)	7% (Lower is Better)	6%	Blue	Improved
Context: This score is the over all performance calculated from the three surveys conducted during the year. This score for litter has exceeded the 7% target (lower is better).						
Corrective Action:						
<b>Portfolio</b>	<b>PI no</b>	<b>Title</b>	<b>2010/2011 Target</b>	<b>2010/2011 Actual</b>	<b>On target</b>	<b>Direction of travel</b>
Streetscene and Transport Services	NI 195b	Improved street and environmental cleanliness (levels of detritus)	8% (Lower is Better)	9%	Red	Improved
Context:						
Corrective Action: Whilst the target for detritus has not been met, the 9% score represents a significant improvement in last year's outturn figure of 15%.						
<b>Portfolio</b>	<b>PI no</b>	<b>Title</b>	<b>2010/2011 Target</b>	<b>2010/2011 Actual</b>	<b>On target</b>	<b>Direction of travel</b>
Streetscene and Transport Services	NI 195c	Improved street and environmental cleanliness (levels of graffiti)	4% (Lower is Better)	4%	Green	Unchanged
Context:						
Corrective Action:						
<b>Portfolio</b>	<b>PI no</b>	<b>Title</b>	<b>2010/2011 Target</b>	<b>2010/2011 Actual</b>	<b>On target</b>	<b>Direction of travel</b>
Streetscene and Transport Services	NI 195d	Improved street and environmental cleanliness (levels of fly posting)	0.5% (Lower is Better)	1%	Green	Unchanged
Context:						
Corrective Action:						
<b>Portfolio</b>	<b>PI no</b>	<b>Title</b>	<b>2010/2011 Target</b>	<b>2010/2011 Actual</b>	<b>On target</b>	<b>Direction of travel</b>
Streetscene and Transport Services	NI 196	Improved street and environmental cleanliness – fly tipping	2 (Lower is Better)	2	Green	Deteriorated
Context: The official score will be sent from Defra approximately mid summer. Unofficially, performance is calculated at 2 = Effective. This is a change from last year when we scored a 1 = Very effective. This is partly due to the same level of actions reported as last year, therefore						

not an improvement.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	NI 197	Improved Local Biodiversity - proportion of Local Sites where positive conservation management has been or is being implemented	41%	40.6%	Green	Improved
Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198a	Children travelling to school – mode of transport usually car (aged 5 - 10 years)	1.1%			
Context: Verified data is not expected from Mott Macdonald until July 2011.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198b	Children travelling to school – mode of transport usually car (aged 11 - 16 years)	1.1%			
Context: Verified data is not expected from Mott Macdonald until July 2011.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198c	Children travelling to school – mode of transport usually car share (aged 5 - 10 years)	2%			
Context: Verified data is not expected from Mott Macdonald until July 2011.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198d	Children travelling to school – mode of transport usually car share (aged 11 - 16 years)	2%			
Context: Verified data is not expected from Mott Macdonald until July 2011.						

Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198e	Children travelling to school – mode of transport usually public transport ( aged 5 - 10 years)	0.8%			
Context: Verified data is not expected from Mott Macdonald until July 2011.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198f	Children travelling to school – mode of transport usually public transport ( aged 11 - 16 years)	0.8%			
Context: Verified data is not expected from Mott Macdonald until July 2011.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198g	Children travelling to school – mode of transport usually walking (aged 5 - 10 years)	1.5%			
Context: Verified data is not expected from Mott Macdonald until July 2011.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198h	Children travelling to school – mode of transport usually walking (aged 11 - 16 years)	1.5%			
Context: Verified data is not expected from Mott Macdonald until July 2011.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198i	Children travelling to school – mode of transport usually cycling (aged 5 - 10 years)	0.5%			
Context: Verified data is not expected from Mott Macdonald until July 2011.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel

Streetscene and Transport Services	NI 198j	Children travelling to school – mode of transport usually cycling (aged 11 - 16 years)	0.5%			
Context: Verified data is not expected from Mott Macdonald until July 2011.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198k	Children travelling to school – mode of transport usually other (aged 5 - 10 years)	0.1%			
Context: Verified data is not expected from Mott Macdonald until July 2011.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198l	Children travelling to school – mode of transport usually other (aged 11 -16 years)	0.1%			
Context: Verified data is not expected from Mott Macdonald until July 2011.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 1701	Number of reported incidents of anti-social behaviour	13949 (Lower is Better)	13203	Green	Improved
Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 1702	Reduce the level of vehicle nuisance	1400 (Lower is Better)	1009	Blue	Improved
Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 5180	Number of green flags for parks	11	12	Green	Improved

Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 5182	% of the mercury abatement equipment programme completed at Landican Crematorium	51%	37%	Red	Improved
Context: The period of bad weather last winter caused delay in the works.						
Corrective Action: This project is being managed by the Design Consultancy using PRINCE2 methodology. We chair monthly site progress meetings and regular project Board meetings, and despite delays to date the contractor is still forecasting completion of all the works by the original programmed date of 28 October 2011.						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 5183	Achievement of Gateway 1 for the Review of the Parks and Countryside service	Yes	Yes	Green	Unchanged
Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Environment	LOCAL 7028	% of High Risk Licensed Premises inspected over 12 months	100%	90.81%	Amber	Deteriorated
Context: The Service has operated with reduced resources over the last 12 months.						
Corrective Action: Action has been taken to ensure staff resources can achieve target.						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Environment	LOCAL 7029	Undertake three vehicle safety campaigns	3	3	Green	Unchanged
Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 7030	Reduce the number of criminal damage incidents reported to Merseyside Police	3613 (Lower is Better)	2995	Blue	Improved
Context: The Anti Social Behaviour Team have appointed an officer dedicated to criminal damage and graffiti reduction. This work has included creation of a data base of graffiti tags which are then used in the identification and prosecution of offenders. Schools have been involved in the identification of tags on school books which are copied and compared to graffiti						

held on the data base and prosecution then follows. The Respect Consortium has engaged Social Housing Providers by analysis of the criminal damage taking place in their housing 'estates' and the degree to which social housing suffered disproportionately has been reduced by a third. Criminal damage is recognised as a proxy for anti social behaviour (perpetrated by the same offenders at the same times in the same places). It is therefore an integral part of the Anti Social Behaviour Governance Group meetings, a monthly information lead multi agency group coordinating the actions required to redress hotspots of reported anti social behaviour. Criminal damage remains a community concern and will therefore continue to be monitored

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 7031	Percentage of under-age sales of alcohol during test purchase exercises	5% (Lower is Better)	11.1%	Red	Deteriorated

Context: Enforcement action has led to a reduction in sales from an original figure of 20% to 11.1% at the year end.

Corrective Action: During 2010/11 a member of staff on a time limited contract left for full time employment. Cabinet has approved £40,000 to recruit an additional member of staff which will enable increased focus on ensuring that off licences comply with their legal responsibility to sell alcohol to children.

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 7032	Number of deliberate primary fire fires per 10,000 population	9.0 (Lower is Better)	7.14	Blue	Improved

Context: This success has been due to the multi agency interventions undertaken by Wirral's arson reduction advocate and schools advocate attached to the Community Safety Team and coordinated at a tactical and strategic level through the Anti Social Behaviour Governance Group and Police tasking and coordinating group. This measure will continue to be monitored

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 7033	Number of secondary deliberate fires per 10,000 population	45.2 (Lower is Better)	42.39	Green	Unchanged

Context: This success has been due to the multi agency interventions undertaken by Wirral's arson reduction advocate and schools advocate attached to the Community Safety Team and coordinated at a tactical and strategic level through the Anti Social Behaviour Governance Group and Police tasking and coordinating group. Target continues to be monitored

Corrective Action:



Strategic Objective: To improve health and well being for all, ensuring people who require support are full participants in mainstream society

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	NI 8	At least 3 days per week by 30 minutes participation in moderate exercise. ( All Adults )	26%	25.2%	Green	Improved

Context:

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	NI 9	Use of public libraries	54%	52.0%	Green	Deteriorated

Context:

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	NI 11	Engagement in the Arts	35%	47.2%	Blue	Improved

Context: Performance statistics were collected and provided to Wirral by Sports England on behalf of the Arts Council England.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	NI 26	Specialist support to victims of a serious sexual offence	100	100	Green	Unchanged

Context: This target is obsolete as it is policy to support all victims of serious sexual offences.

Corrective Action:

Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
	NI 143	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence	80%	88%	Green	Improved

Context: These figures are accurate to June 10 but end of year results are expected to continue the half-year trend to surpass the target. End of year results for this target expected by the end of April 11

Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Housing and Community Safety	NI 144	Offenders under probation supervision in employment at the end of their order or licence	40%	46%	Blue	Improved
Context: Measure accurate to June 10. Trend to surpass target expected to continue. End of year results expected by end of April 2011						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2093	The number of housebound readers	700	668	Green	Deteriorated
Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2094	The number of active library members aged 60 plus	15000	16222	Green	Deteriorated
Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2097	The % of library users who were satisfied with the library overall	94%	96.8%	Green	Unchanged
Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 5179	Percentage of All Adults volunteering to support sport for 1 hour per week	5.0%	5.7%	Blue	Improved
Context: Performance results for 2010/11 have been extracted from the Sport England Active People Survey						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 5184	Visits to Museums and Galleries	30			

Leisure						
Context: Statistics were historically collected nationally and presented to Wirral by Sports England on behalf of the Arts Council England, however as the national indicator (NI10) expired during 2010 the information based on previous baselines and guidelines is no longer available.						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 5185	% of residents by targeted group satisfied with the Council's cultural and recreational activities: Sport/leisure facilities	70%	75.1%	Green	Improved
Context:						
Corrective Action:						

Strategic Objective: To help children and young people achieve their full potential						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2095	Number of children participating in Summer Holiday Reading Scheme	7000	7983	Blue	Improved
Context:						
Corrective Action:						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2096	Borough wide coverage of the Bookstart scheme	90%	94.1%	Green	Improved
Context:						
Corrective Action:						

Strategic Objective: Create an excellent Council						
Portfolio	PI no	Title	2010/2011 Target	2010/2011 Actual	On target	Direction of travel
Environment	NI 182	Satisfaction of businesses with local authority regulatory services	80%	79%	Green	Unchanged
Context: The data collected from local authorities was the only source of data for the information used by the Department for Communities and Local Government to help it with its former Departmental Strategic Objectives requirements. The DSO has ceased and there is no longer a need to collect the data.						

Corrective Action:

<b>Portfolio</b>	<b>PI no</b>	<b>Title</b>	<b>2010/2011 Target</b>	<b>2010/2011 Actual</b>	<b>On target</b>	<b>Direction of travel</b>
Environment	LOCAL 7026	Public satisfaction levels with services provided by Fair Trading	90	93	Green	Unchanged

Context:

Corrective Action:

**PROJECTS ASSESSED AS COMPLETED OR GREEN**

The following projects have been completed or assessed as green (all milestones that should have been met at this point have been met):

- To ensure that efficiencies are planned and deliver value for money: Strategic Change Programme
- Automatic Meter Reading (AMR): AMR collects utility meter readings automatically using mobile phone technology. When fully operational, the system will improve the reliability of electronic billing, eliminate estimated bills, improve Council budgeting and help identify inefficient energy use
- Introduce a Combined Heat & Power plant at Europa Pools & photovoltaic system at Cheshire Lines Building
- Implementation of C Red Initiative
- Encourage Council staff to adopt greener modes of transport
- Develop and undertake effective roads policing enforcement activity & community engagement in partnership with Merseyside Police
- Develop & implement education & training targeted at high risk road user groups
- Develop & implement communications strategy targeting road safety issues in conjunction with National, Regional & Local priorities
- Develop & implement programmes of Safer Routes to Schools encouraging safer, sustainable travel and further development of school travel plans
- Identify & implement range of physical highway improvements aimed at reducing road casualties
- Increase diversion of street cleansing waste streams from landfill
- Improve quality of recyclates delivered to the Materials Recovery Facility
- Work with Merseyside Waste Partnership members to review the Joint Municipal Waste Management for Merseyside
- Deliver initiatives through partnership working aimed at educating and empowering residents and businesses to minimise waste and maximise recycling
- Narrow the gap in cleanliness standards between the 5% most deprived areas and the Borough as a whole
- Monitor and respond appropriately to the levels of fly tipping across the borough
- Continue to improve the overall cleanliness of public highways through the Environmental Streetscene Contract and Biffa “partnering” arrangement
- Work with partners and statutory land owners to identify and deliver borough wide improvements in environmental quality
- Advancing Assets Programme
- PSL Programme
- Museum’s Review

- Energy Conservation In Leisure Centres
- 3 Safety Campaigns
- Maintain a Family Safety Unit.
- Heritage Strategy
- Green Flag Accreditation for Parks
- Sport and Physical Activity Alliance Projects
- Library Health Projects (Read Well, McMillan Cancer)
- Get Into Reading
- Underage sales prevention programme
- Parks and Countryside Procurement Exercise
- On line booking for Leisure Centres
- Landican Crematorium Mercury Abatement Programme

**NATIONAL & LOCAL INDICATORS REPORTED TO SUSTAINABLE COMMUNITIES OSC**

PI No.	Title	Reporting frequency
NI 8	At least 3 days per week by 30 minutes participation in moderate exercise. ( All Adults )	Yearly
NI 9	Use of public libraries	Yearly
NI 10	Visits to museums and galleries	Yearly
NI 11	Engagement in the Arts	Yearly
NI 15	Number of most serious violent crimes (PSA 23: Priority Action 1) per 1000 population	Quarterly
NI 16	Number of serious acquisitive crimes per 1000 population	Quarterly
NI 18	Rate of proven re-offending by adults under Probation supervision	Yearly
NI 20	Number of “Assaults with less serious injury” (including racially and religiously aggravated) offences per 1,000 population as a proxy for alcohol related violent offences	Quarterly
NI 21	People who agree that the police and local councils are dealing with anti-social behaviour and crime that matter in their area	Biennial
NI 26	Specialist support to victims of a serious sexual offence	Yearly
NI 28	Number of serious violent knife crimes per 1,000 population	Yearly
NI 29	Number of gun crimes per 1,000 population	Quarterly
NI 30	The change in convictions for Prolific and other Priority Offenders (PPOs) over a 12 month period	Yearly
NI 32	Repeat incidents of domestic violence	Quarterly
NI 34	Number of domestic homicides per 1,000 population	Yearly
NI 36	Protection against terrorist attack	Yearly
NI 38	Drug related (Class A) offending rate	Quarterly
NI 47	People killed or seriously injured in road traffic accidents (% Yearly change, based on 3-year rolling average)	Yearly
NI 48	Children killed or seriously injured in road traffic accidents (% Yearly change, based on 3-year rolling average)	Yearly
NI 144	Offenders under probation supervision in employment at the end of their order or licence	Yearly
NI 167	Congestion – average journey time per mile during the morning peak	Yearly
NI 168	Principal roads where maintenance should be considered	Yearly

## NATIONAL & LOCAL INDICATORS REPORTED TO SUSTAINABLE COMMUNITIES OSC (Cont.)

PI No.	Title	Reporting frequency
NI 169	Non-principal classified roads where maintenance should be considered	Yearly
NI 175 a(vi) – e(ii)	Access to services and facilities by public transport, walking and cycling	Yearly
NI 176 a + b	Working age people with access to employment by public transport (and other specified modes)	Yearly
NI 177	Local bus and light rail passenger journeys originating in the authority area	Yearly
NI 178 a + b	Bus services running on time	Yearly
NI 182	Satisfaction of businesses with local authority regulatory services	Quarterly
NI 185	CO2 reduction from local authority operations	Yearly
NI 186	Per capita reduction in CO2 emissions in the LA area	Yearly
NI 188	Planning to Adapt to Climate Change	Yearly
NI 189	Flood and coastal erosion risk management	Yearly
NI 190	Achievement in meeting standards for the control system for animal health.	Yearly
NI 191	Residual household waste per household	Quarterly
NI 192	Percentage of household waste sent for reuse, recycling and composting	Quarterly
NI 193	Percentage of municipal waste land filled	Quarterly
NI 194 a - d	Air quality – emissions of NOx and primary PM10 through local authority's estate and operations	Yearly
NI 195 a - d	Improved street and environmental cleanliness	3 Survey's per annum
NI 196	Improved street and environmental cleanliness – fly tipping	Yearly
NI 197	Improved Local Biodiversity - proportion of Local Sites where positive conservation management has been or is being implemented	Yearly
NI 198 a – l	Children travelling to school – mode of transport (aged 5 - 10 years & aged 11 – 16 years)	Yearly
LOCAL 7025	Consumer protection visits per high risk premises	Quarterly
LOCAL 7026	Public satisfaction levels with services provided by Fair Trading	Quarterly



**NATIONAL & LOCAL INDICATORS REPORTED TO SUSTAINABLE COMMUNITIES OSC  
(Cont.)**

PI No.	Title	Reporting frequency
LOCAL 7027	Total number of enforcement projects conducted into the supply of illegal goods or services	Quarterly
LOCAL 2083	The number of books and other items issued by the Council's libraries per head of population.	Quarterly
LOCAL 2084	Cost per visit to public libraries	Yearly
LOCAL 2085	The number of physical visits per 1000 population to public library premises	Quarterly
LOCAL 2086	Books issued per 1,000 population as a % of books available for issue	Yearly
LOCAL 2087	Books available for issue per 1,000 population	Yearly
LOCAL 2088	Aggregate scheduled opening hours per 1,000 population for all libraries	Yearly
LOCAL 2089	Total number of electronic workstations available to users per 10,000 population	Quarterly
LOCAL 2090	Time taken to replenish the lending stock on open access or available on loan	Yearly
LOCAL 2091	Percentage of requests for books met within 7 days	Quarterly
LOCAL 2092	Annual items added through purchase per 1,000 population	Yearly
LOCAL 1701	Number of reported incidents of anti-social behaviour	Quarterly
LOCAL 5179	Percentage of All Adults volunteering to support sport for 1 hour per week	Yearly
LOCAL 5180	Number of green flags for parks	Yearly
LOCAL 2093	The number of housebound readers	Quarterly
LOCAL 2094	The number of active library members aged 60 plus	Yearly
LOCAL 2095	Number of children participating in Summer Holiday Reading Scheme	Yearly
LOCAL 2096	Borough wide coverage of the Bookstart scheme	Quarterly

**NATIONAL & LOCAL INDICATORS REPORTED TO SUSTAINABLE COMMUNITIES OSC  
(cont.)**

PI No.	Title	Reporting frequency
LOCAL 5185	% of residents by targeted group satisfied with the Council's cultural and recreational activities: Sport/leisure facilities	Yearly
LOCAL 7028	% of High Risk Licensed Premises inspected over 12 months	Quarterly
LOCAL 7029	Undertake three vehicle safety campaigns	Half Yearly
LOCAL 1702	Reduce the level of vehicle nuisance	Quarterly
LOCAL 7030	Reduce the number of criminal damage incidents reported to Merseyside Police	Quarterly
LOCAL 7031	Percentage of sales of alcohol during test purchase exercises	Quarterly
LOCAL 5182	% of mercury abatement equipment programme completed at Landican Crematorium	Yearly
LOCAL 5183	Gateway Review of Parks and Countryside	Yearly

## SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

In support of Objective 2 of the Corporate Plan, which is:

***to create a clean, pleasant, safe and sustainable environment, and in particular to:***

- ***sustain improved levels of recycling;***
- ***reduce the Council's carbon footprint;***
- ***reduce the number of people killed or seriously injured in road accidents,***

the Overview and Scrutiny Committee will

(i) review and/or scrutinise decisions made or actions taken in connection with the discharge of the Council's functions;

(ii) make reports and/or recommendations to the Council and/or the Cabinet and/or any joint or area committee in connection with any policy or the discharge of any functions;

(iii) consider any matter affecting the area or its inhabitants; and

(iv) exercise the right to call in, for reconsideration, decisions made but not yet implemented by the Executive; and

(v) specifically, act as the Council's **crime and disorder committee** for the purposes of Section 19 of the Police and Justice Act 2006 (as amended);

within the following terms of reference of the Cabinet portfolio(s) indicated:

### **Streetscene and Transport Services**

- (1) Highways, streets and footpaths, including street lighting and related enforcement activities.
- (2) Traffic regulations and road safety.
- (3) The management of Council car parks.
- (4) Liaison with the MITA and other external organisations.
- (5) Reservoirs, sewerage and land drainage.
- (6) The provision of civil engineering services to the Council.
- (7) The provision of architectural, quantity surveying and mechanical, electrical and structural engineering services.
- (8) Coast protection and sea defences.
- (9) Restricted and selective tendering for civil engineering services.
- (10) Grass cutting in residential areas

- (11) Weed control.
- (12) Refuse collection and street cleansing.
- (13) Advertisement control.

### **Environment**

- (14) Trading standards and consumer protection.
- (15) Food safety and hygiene.
- (16) Home safety.
- (17) Health education.
- (18) Control of communicable diseases.
- (19) Port health.
- (20) Monitoring of waste disposal.
- (21) Recycling
- (22) Public conveniences.
- (23) Preservation and improvement of amenities in residential areas.
- (24) Clean air and pollution control.
- (25) Abatement of nuisance (other than statutory nuisance in private dwellings).
- (26) Identification and action in relation to derelict land and buildings.
- (27) Sea Fisheries.
- (28) The development and implementation of strategies for continually improving sustainability and reducing the environmental impact of the Council, its policies, plans, programmes and services.

### **Culture, [Tourism] and Leisure**

- (29) The provision of leisure and cultural services including:
  - library services;
  - museums and galleries, promotion of the Arts;
  - civic theatres, entertainment and cultural activities;
  - swimming pools, sports halls and indoor recreation;
  - parks, recreation grounds, and adventure playgrounds;
  - public playing fields, outdoor sports facilities.
- (30) Community centres and public halls.

- (31) Sports activities and development, the promotion of sporting activities and joint use of sporting facilities.
- (32) Resort activities, including publicity.
- (33) Beaches and the Beach Lifeguard Service.
- (34) The provision of country parks and allotment gardens.
- (35) The provision and management of cemeteries and crematoria.
- (36) The heritage of the Borough, including the preservation of buildings of architectural or historic interest in liaison with the Heritage Champion.

### **[Housing and] Community Safety**

- (37) Community Safety including:
- Co-ordinating neighbour nuisance policies in the private and public sector.
  - Co-ordinating anti-social behaviour policies.
  - Working with partners, the Police and other Cabinet members on youth diversion schemes.
  - Working with the appropriate Cabinet member in liaison with the Drug & Alcohol Team.
  - Working with the Licensing Team on issues of under age sales of alcohol and with Trading Standards in liaison with the Cabinet member for Environment.
  - The use of the Council's powers under the Crime and Disorder Act 1998, the Housing Act 1996 and the Anti-social Behaviour Act 2003;
  - The Council's duty under section 17 of the Crime and Disorder Act 1998 to have regard to the effects on crime and disorder in the exercise of all of its powers and duties;
  - Liaison with other agencies such as the police, Primary Care Trusts, the voluntary sector and the Probation Service on community safety issues;
  - The development and implementation of the Crime and Disorder Reduction Strategy and the Anti-social Behaviour Strategy
- (38) The operation and development of Community Patrol.

### **Corporate Resources**

- (39) The Emergency Plan and resilience issues.

### **All portfolios**

- (40) Those parts of the Corporate Plan within the remit of this Committee,
- (41) To seek to achieve continuing and improving performance, better value for money and customer satisfaction in respect of those services provided through these areas.
- (42) To support the Council's equal opportunity policies by promoting and monitoring initiatives to encourage equality of opportunity amongst disadvantaged groups including: the disabled, ethnic minorities, the long-term unemployed, the poor, and women;

(43) To scrutinise Local Area Agreements that fall within the areas set out above and to hold partners to account.

## WIRRAL COUNCIL

### SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE – 7 JUNE 2011

<b>SUBJECT:</b>	<b>DECISIONS TAKEN UNDER DELEGATED POWERS – TENDER ACCEPTANCE</b>
<b>WARD/S AFFECTED:</b>	<b>ALL</b>
<b>REPORT OF:</b>	<b>DIRECTOR OF TECHNICAL SERVICES</b>
<b>RESPONSIBLE PORTFOLIO HOLDER:</b>	<b>STREETSCENE AND TRANSPORT</b>
<b>KEY DECISION?</b> <i>(Defined in paragraph 13.3 of Article 13 'Decision Making' in the Council's Constitution.)</i>	<b>NO</b>

#### 1.0 EXECUTIVE SUMMARY

- 1.1 The purpose of this report is to inform Members, in accordance with the Approved Scheme of Delegation, of any instances where delegated authority has been used by the Director of Technical Services with respect to the appointment of Contractors or Consultants.

#### 2.0 RECOMMENDATION

- 2.1 That the report is noted.

#### 3.0 REASON FOR RECOMMENDATION

- 3.1 To advise Members in accordance with the Approved Scheme of Delegation.

#### 4.0 BACKGROUND AND KEY ISSUES

- 4.1 Under the Approved Scheme of Delegation, the Director of Technical Services has used delegated authority to approve the appointment of the following contractors.
- 4.2 Project Title: Collection, Storage and Disposal of Vehicles Abandoned or Voluntarily Surrendered (3 year contract with 1 year option to extend)  
Contractor: Car Transplants Limited  
Contract Sum: Schedule of rates (estimated at £7260 per annum)
- 4.3 This contract relates to the provision of services to allow the Council to fulfil its duty with respect to abandoned vehicles.

- 4.4 Project Title: Wirral Coastal Strategy  
Contractor: AECOM  
Contract Sum: £89,314 (NEC3 Option A (lump sum priced contract with activity schedule))
- 4.5 This contract relates to the production of a Wirral Coastal Strategy, which will provide the business case for the future management of Wirral's coastal defences in accordance with the Shoreline Management Plan (SMP) policies.

## **5.0 RELEVANT RISKS**

### Collection, Storage and Disposal of Vehicles Abandoned or Voluntarily Surrendered

- 5.1 The local authority has a statutory duty to remove abandoned vehicles. Failing to appoint an approved contractor would lead to a reduced quality of service and expose the Council to risks or claims.

### Wirral Coastal Strategy

- 5.2 The coast is subject to flood and erosion risk. The management plan developed as part of the strategy to reduce these risks will be in line with the policies identified in the SMP

## **6.0 OTHER OPTIONS CONSIDERED**

### Collection, Storage and Disposal of Vehicles Abandoned or Voluntarily Surrendered

- 6.1 No other option is available, the local authority has a statutory duty to remove abandoned vehicles.

### Wirral Coastal Strategy

- 6.2 Production of the Wirral Coastal Strategy is in line with Environment Agency guidance for coastal management. Failure to provide a business case for future management would jeopardise Wirral's ability to apply for grant aid funding from the Environment Agency.

## **7.0 CONSULTATION**

### Collection, Storage and Disposal of Vehicles Abandoned or Voluntarily Surrendered

- 7.1 There are no specific consultation implications arising from this report. The Council invited tenders from a total of 8 contractors.

### Wirral Coastal Strategy

- 7.2 The Council will consult with the public and coastal stakeholders throughout the production of the strategy

## **8.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS**

- 8.1 There are no specific voluntary, community and faith groups implications arising from this report.



## **9.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS**

- 9.1 There are no resource implications identified in this report. The approved tenders were the lowest/most economically advantageous received.
- 9.2 Grant aid funding for the full cost of the Wirral Coastal Strategy has been approved by the Environment Agency. The strategy will provide the business case for the future management of Wirral's coastal assets.

## **10.0 LEGAL IMPLICATIONS**

- 10.1 There are no specific legal implications arising from this report.

## **11.0 EQUALITIES IMPLICATIONS**

- 11.1 There are no specific equal opportunities or health impact implications arising from this report.

## **12.0 CARBON REDUCTION IMPLICATIONS**

- 12.1 There are no specific carbon reduction implications arising from this report.

## **13.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS**

- 13.1 The removal of abandoned vehicles has a positive impact on the environment and community safety.
- 13.2 The policy recommendations from the SMP and their delivery through the Wirral Coastal Strategy will be taken into account when formulating the policies in Wirral's Core Strategy.

### **REPORT AUTHORS:**

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### **APPENDICES**

None

### **REFERENCE MATERIAL**

Flood and Coastal Erosion Risk Management Appraisal Guidance, Environment Agency, March 2010

**SUBJECT HISTORY (last 3 years)**

<b>Council Meeting</b>	<b>Date</b>
<b>Cabinet - Adoption Of The Shoreline Management Plan</b>	<b>02/09/2010</b>
<b>Cabinet – Wirral Coastal Strategy and Acceptance of Environment Agency Grant Aid</b>	<b>04/11/2010</b>