

# Environment, Climate Emergency and Transport Committee

## Performance Report

June 2024

This PDF may not be suitable to view for people with disabilities, users of assistive technology or mobile phone devices.  
If you need an accessible copy of this document please contact [paulavickers@wirral.gov.uk](mailto:paulavickers@wirral.gov.uk)

**38,753**

12 Months Requests

**3,582**

Current Month

**3,316**

Previous Month

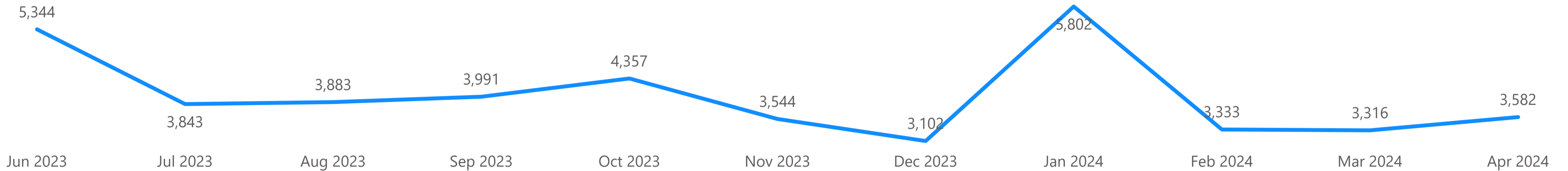
**266**

Difference

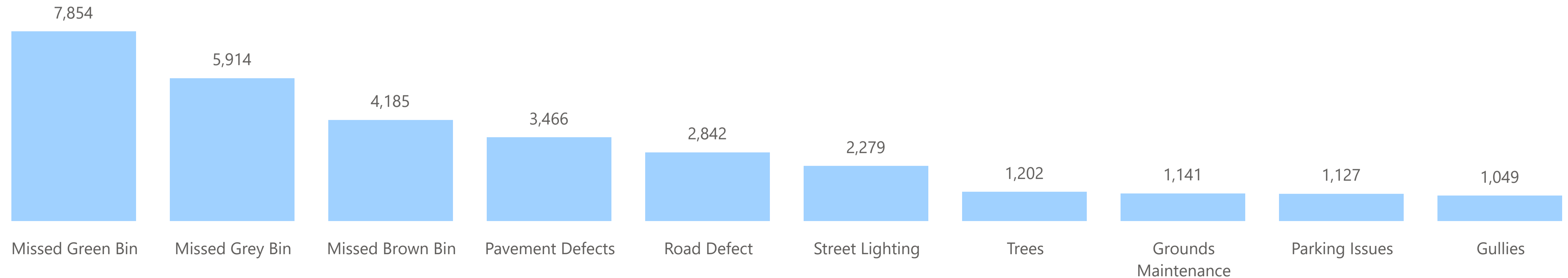
**8%**

% Difference

Neighbourhoods Service Requests by Date (last 12 months)



Top 10 Neighbourhoods Requests (last 12 months)





# Neighbourhood Highways Service Requests 12 months rolling data

13,552

12 Months Requests

1,289

Current Month

1,261

Previous Month

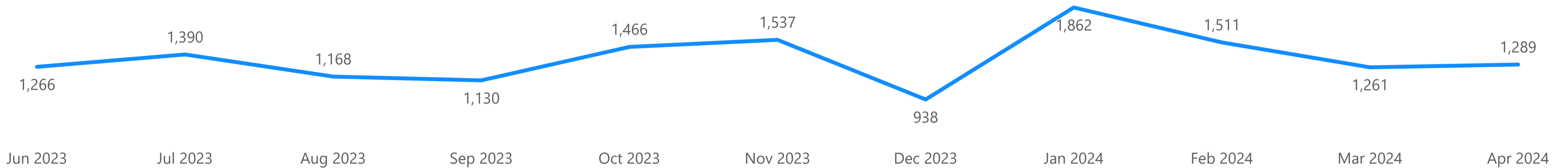
28

Difference

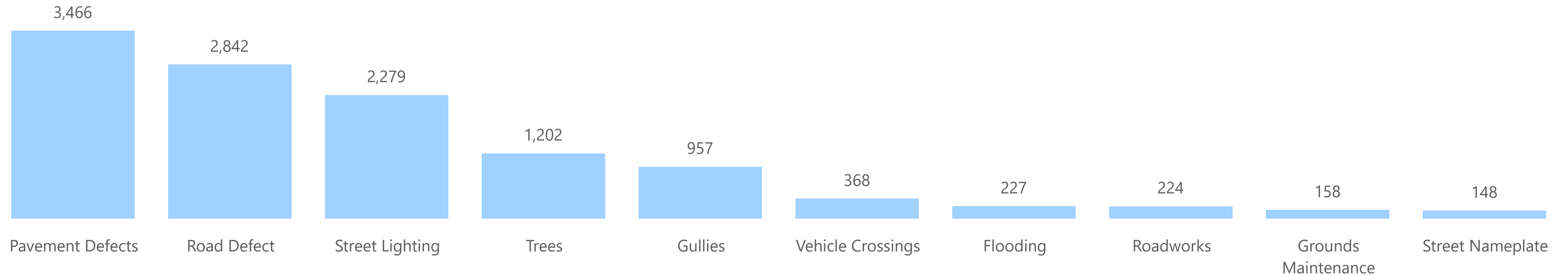
2%

% Difference

Neighbourhoods Service Requests by Date (last 12 months)



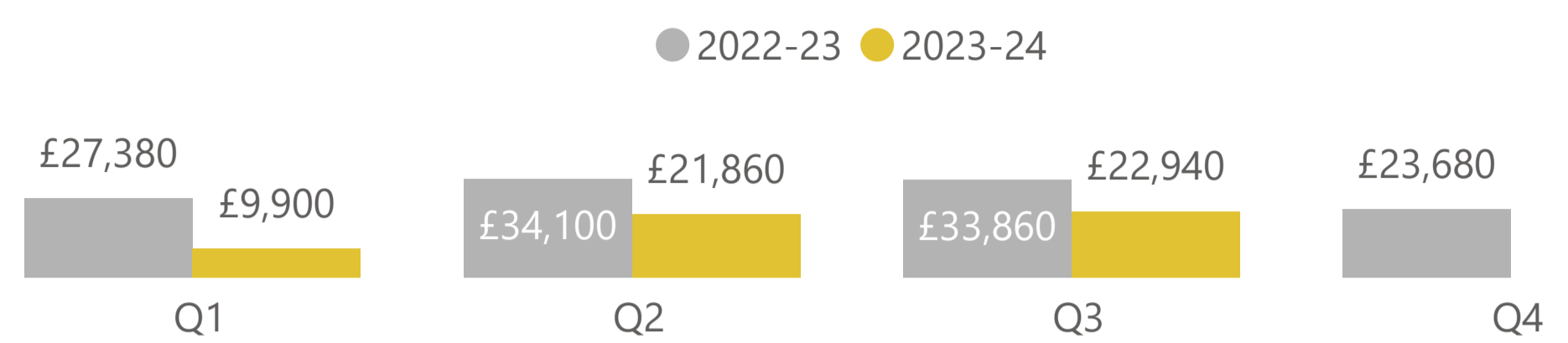
Top 10 Neighbourhoods Requests (last 12 months)



## Annual Income

**Fixed Penalty Notice (FPN) Income**

**£54,700**  
Same period last year: £95,340



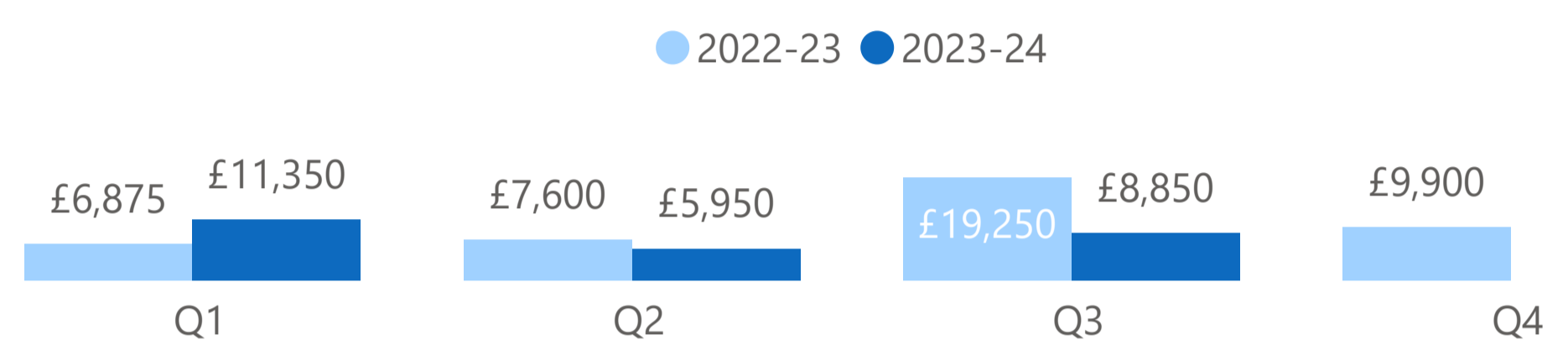
**£119,020**  
2022-23 Year

**£46,460**  
2021-22 Year

**£14,360**  
2020-21 Year

**S74 Overrun Charges**

**£26,150**  
Same period last year: £33,725



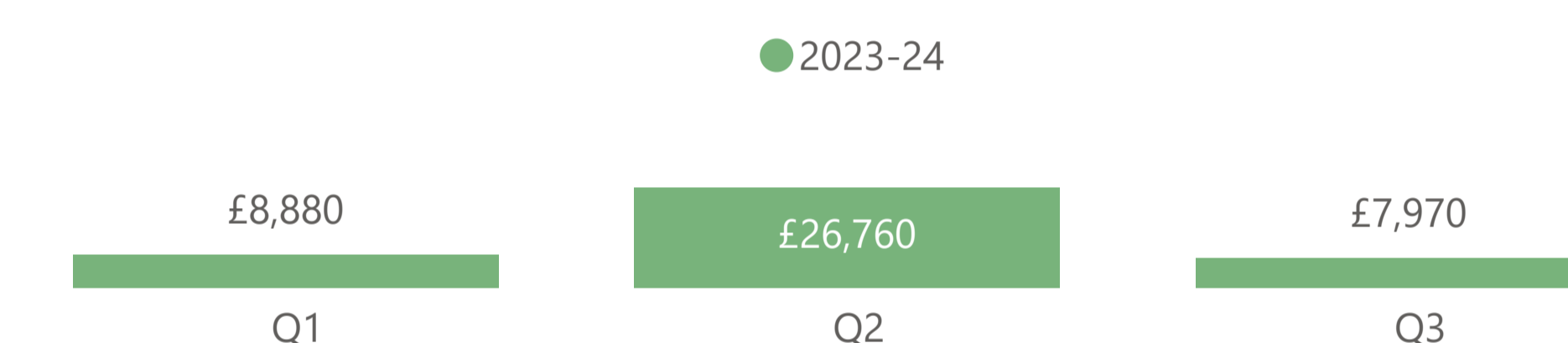
**£43,625**  
2022-23 Year

**£15,550**  
2021-22 Year

**£8,800**  
2020-21 Year

**Defect Inspection Fees**

**£43,610**  
Same period last year: £0



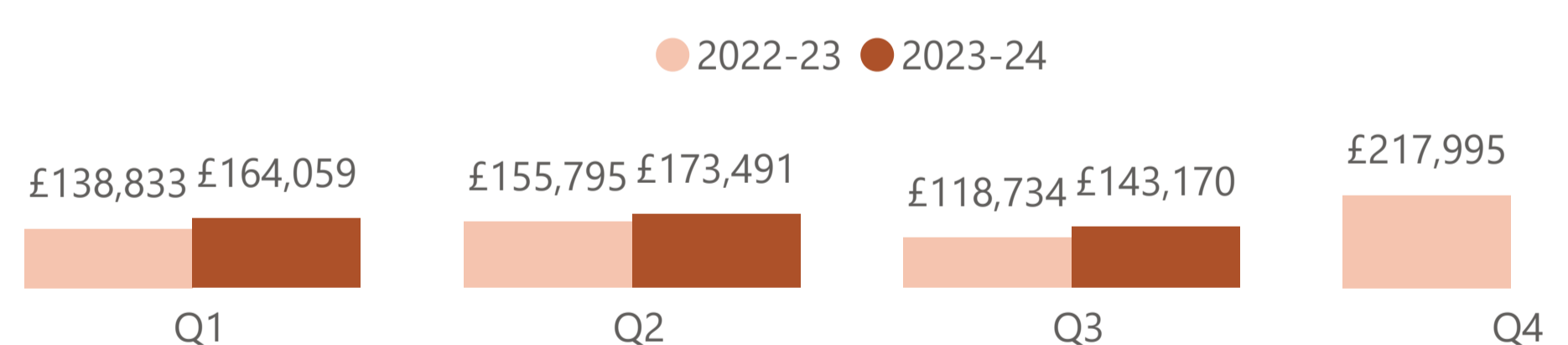
**£23,132**  
2022-23 Year

**£15,559**  
2021-22 Year

**£10,007**  
2020-21 Year

**Permit Fee Income**

**£480,720**  
Same period last year: £413,362



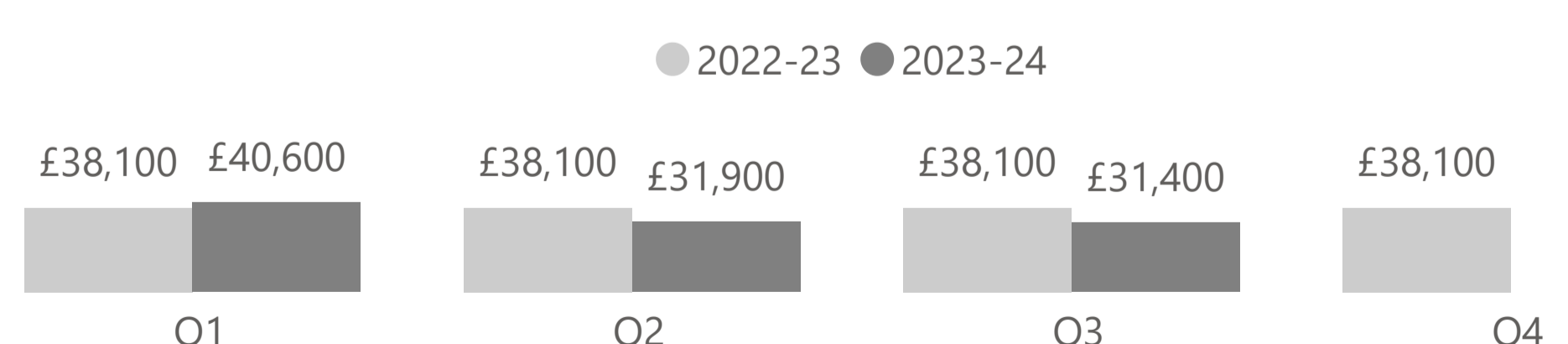
**£631,357**  
2022-23 Year

**£546,375**  
2021-22 Year

**£631,962**  
2020-21 Year

**Income from Inspections**

**£103,900**  
Same period last year: £114,300



**£152,400**  
2022-23 Year

**£132,750**  
2021-22 Year

**£131,650**  
2020-21 Year

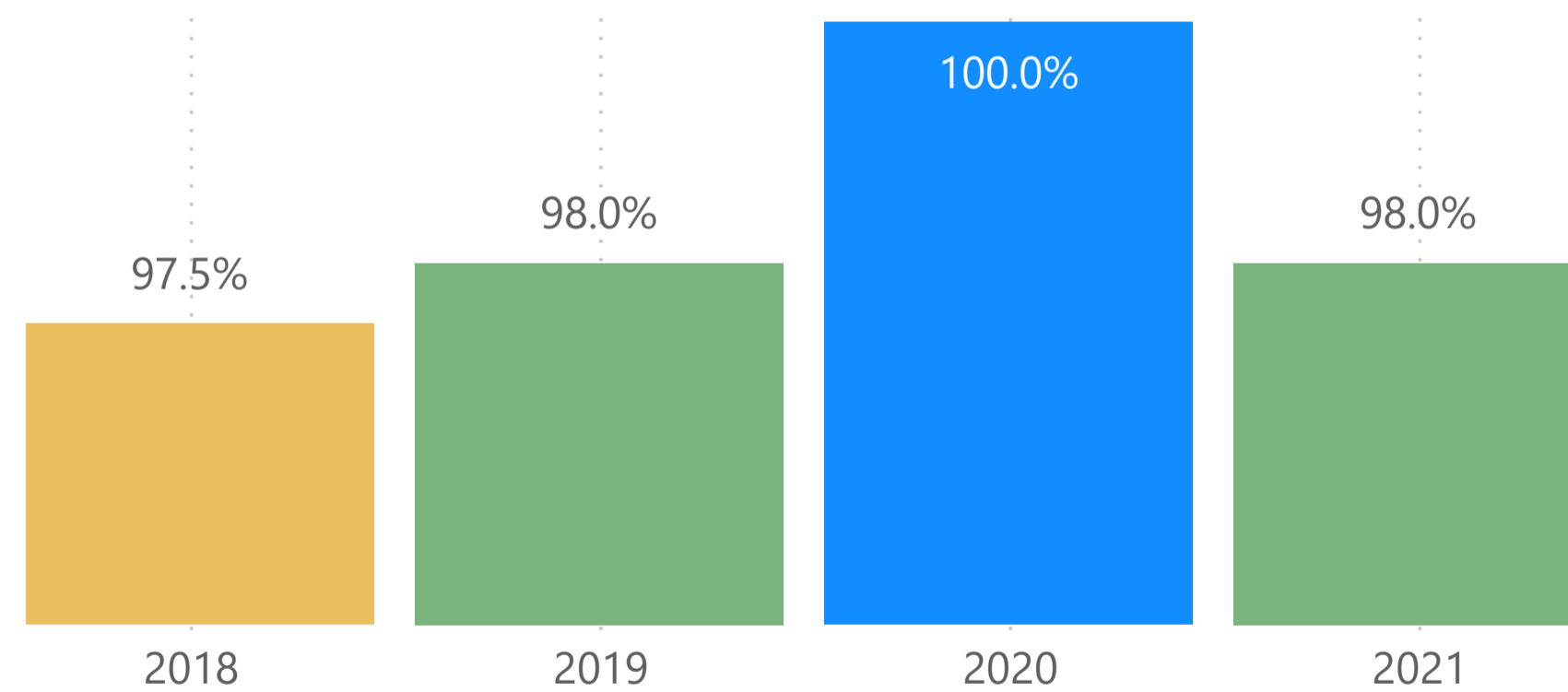
# Highways Protect the safety of road users

Barcharts colours compare each year to target (Blue: Excellent, Green: Good, Amber: Acceptable, Red: Poor)

## Reducing legal exposure and liability for Insurance Claims

### Highways Claims repudiated

98.0%

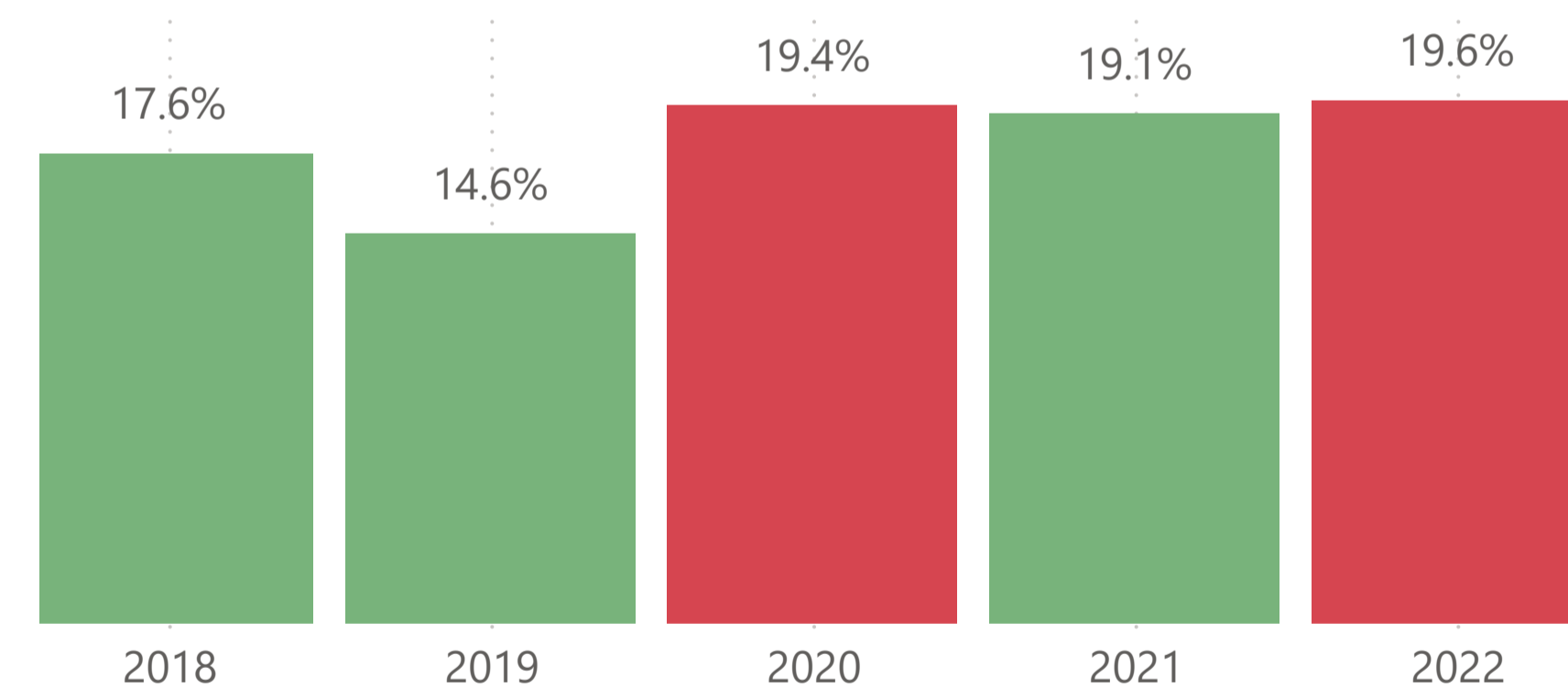


Excellent >98%, Good >=96%<=98%, Acceptable >98%<90%

## % of road casualties that resulted in serious or fatal injuries (KSI's)

### Road Safety - % Casualties KSIs

19.6%



Excellent <1%, Good = Reducing, Acceptable = same as previous year

Notes: Road Safety - Claims repudiated 2022 not yet available. Expected late 2024.

Source: Highways & Infrastructure

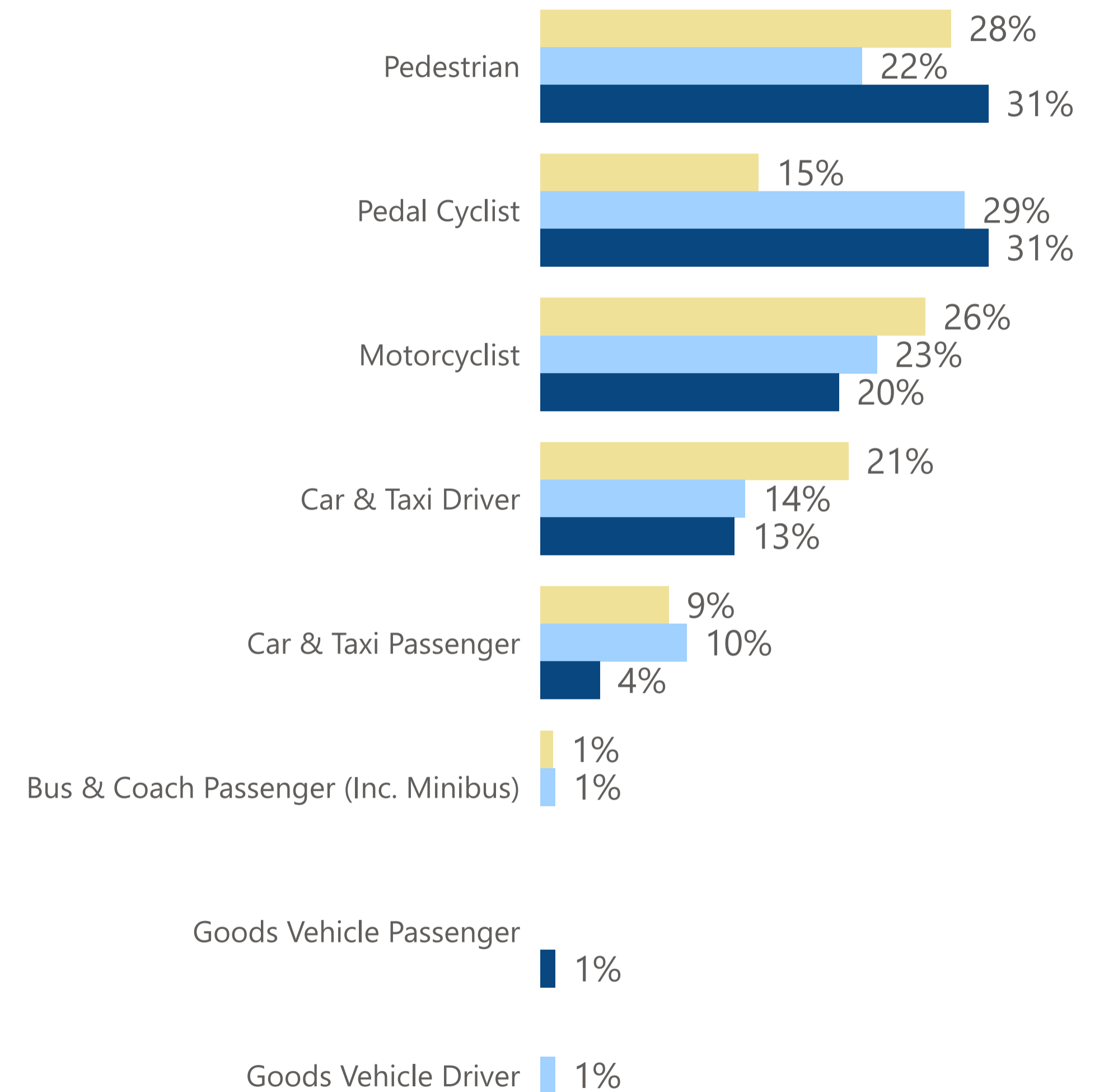
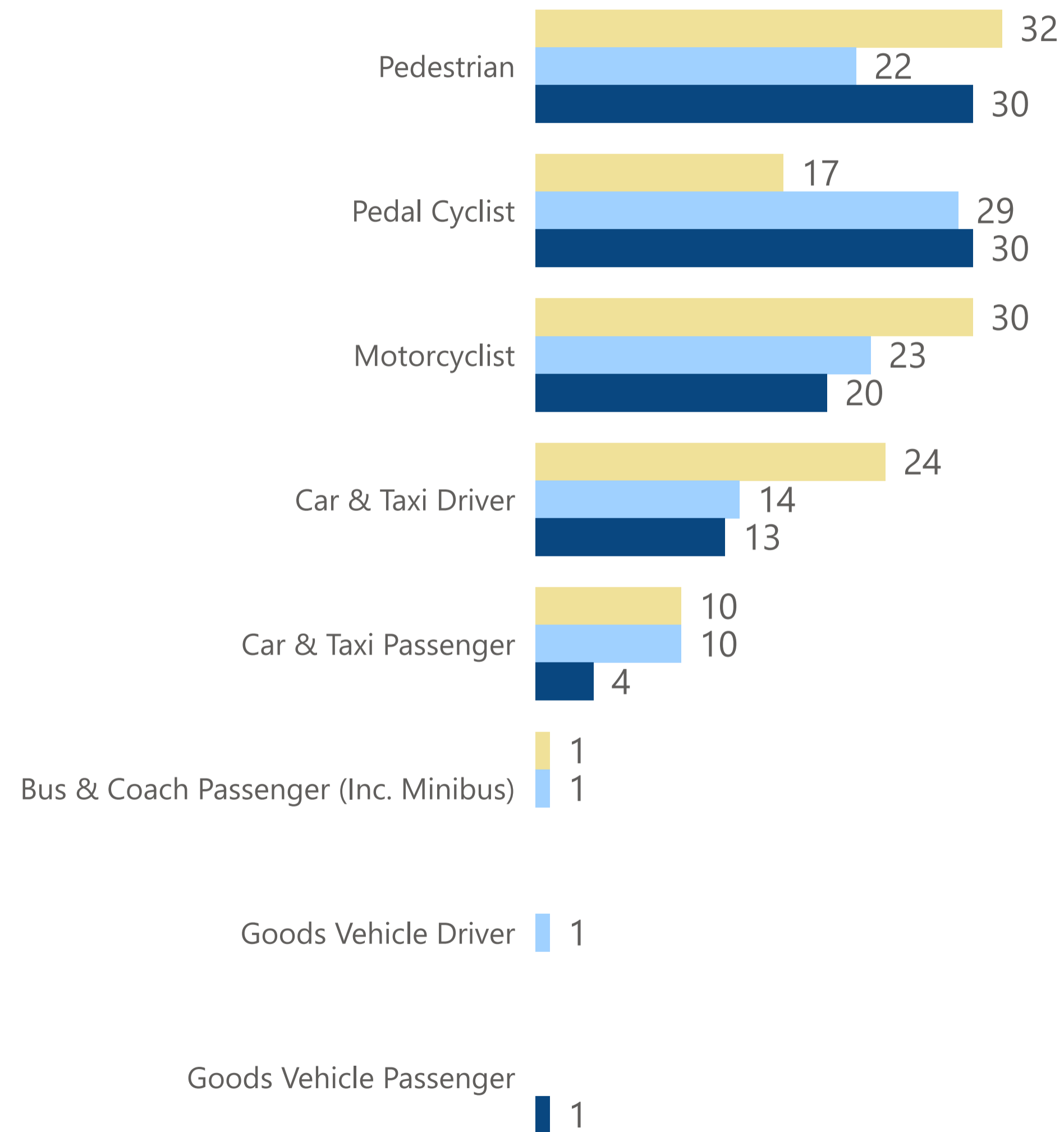
Period ● 2015-19 Average ● 2021 ● 2022

KSIs 2022  
**98**

KSIs 2021  
**100**

KSIs 2015-19 Average  
**114**

Period ● 2015-19 Average ● 2021 ● 2022



Notes: Comparison period 2015 to 2019. Merseyside Police have chosen this period because Covid 19 restrictions during 2020 significantly reduced journeys made. Next update after DfT validation October 2024

Source: Merseyside Police

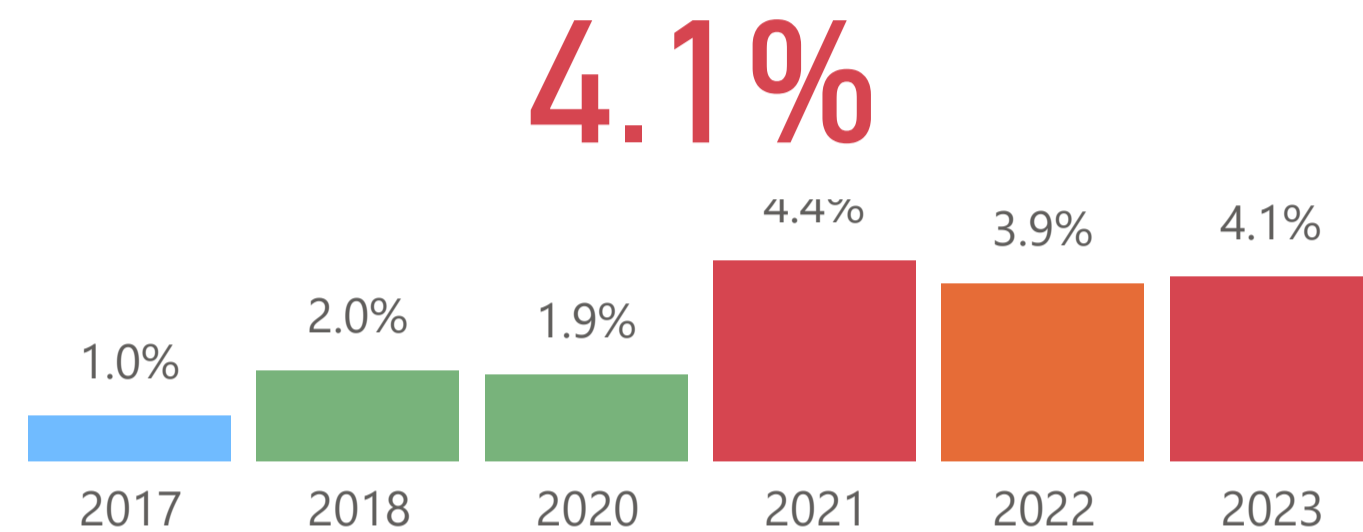
# Highways Condition of Council's highways using evidence-based process

Barcharts colours compare each year to target (Blue: Excellent, Green: Good, Amber: Acceptable, Red: Poor)

*Invest in improvements in the condition of Wirral Council's highways using a robust evidence-based process*

*Use condition data to manage planning and delivery of long term works programmes in line with the Asset Management Strategy*

## A Roads in poor condition



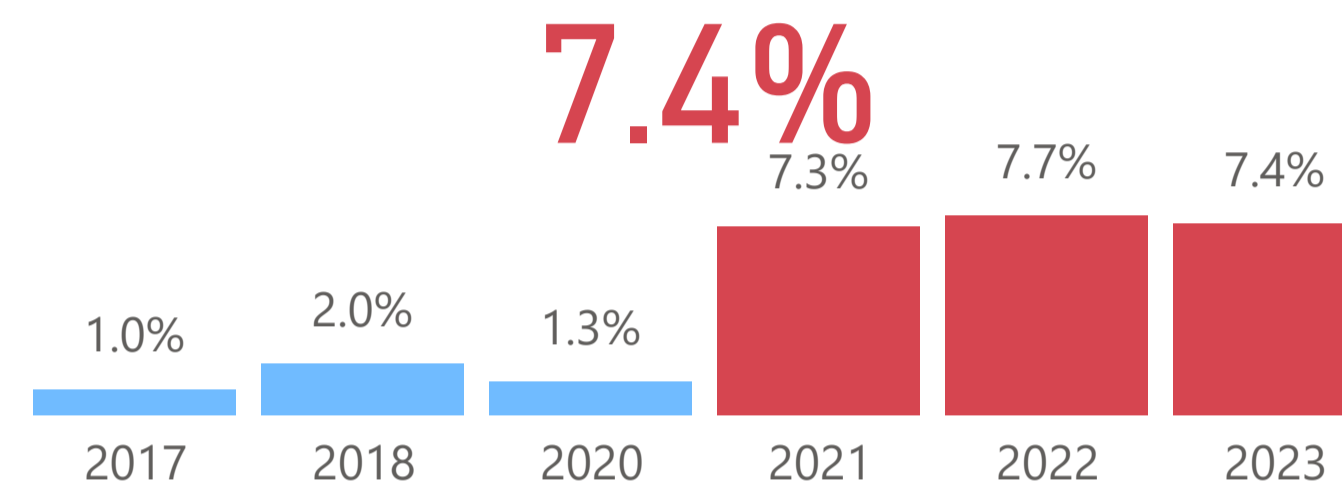
\*Excellent <2%, Good >=2% <3%, Acceptable >=3% <4%

\*targets proposed by Wirral Council HIAM Board

\*Excellent <20%, Good >=20% <30%, Acceptable >=30% <40%

\*targets set by LCRCA

## B & C Roads in poor condition



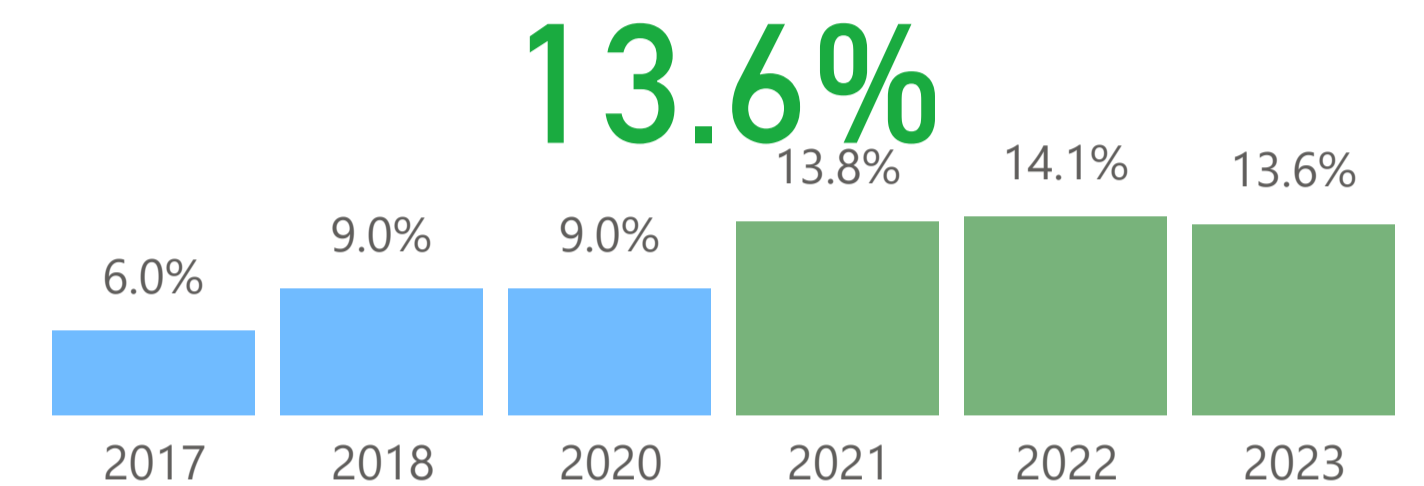
\*Excellent <2%, Good >=2% <3%, Acceptable >=3% <4%

\*targets proposed by Wirral Council HIAM Board

\*Excellent <20%, Good >=20% <30%, Acceptable >=30% <40%

\*targets set by LCRCA

## Unclassified Network in poor condition



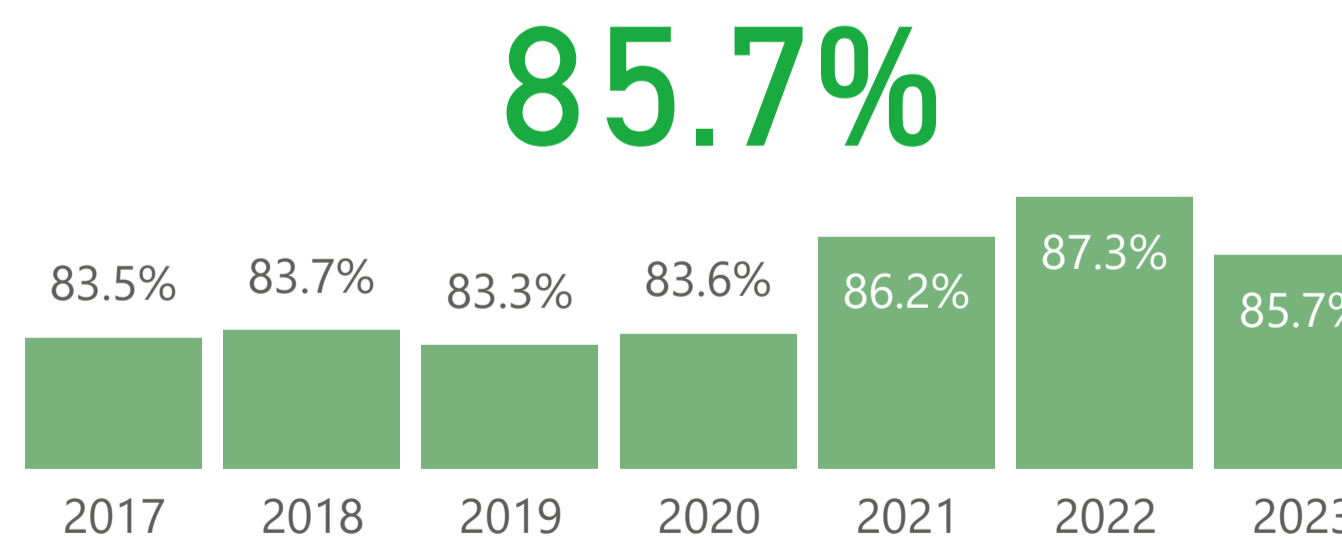
\*Excellent <10%, Good >=10% <20%, Acceptable >=20% <30%

\*targets proposed by Wirral Council HIAM Board

\*Excellent <20%, Good >=20% <30%, Acceptable >=30% <40%

\*targets set by LCRCA

## Condition bridges/structures



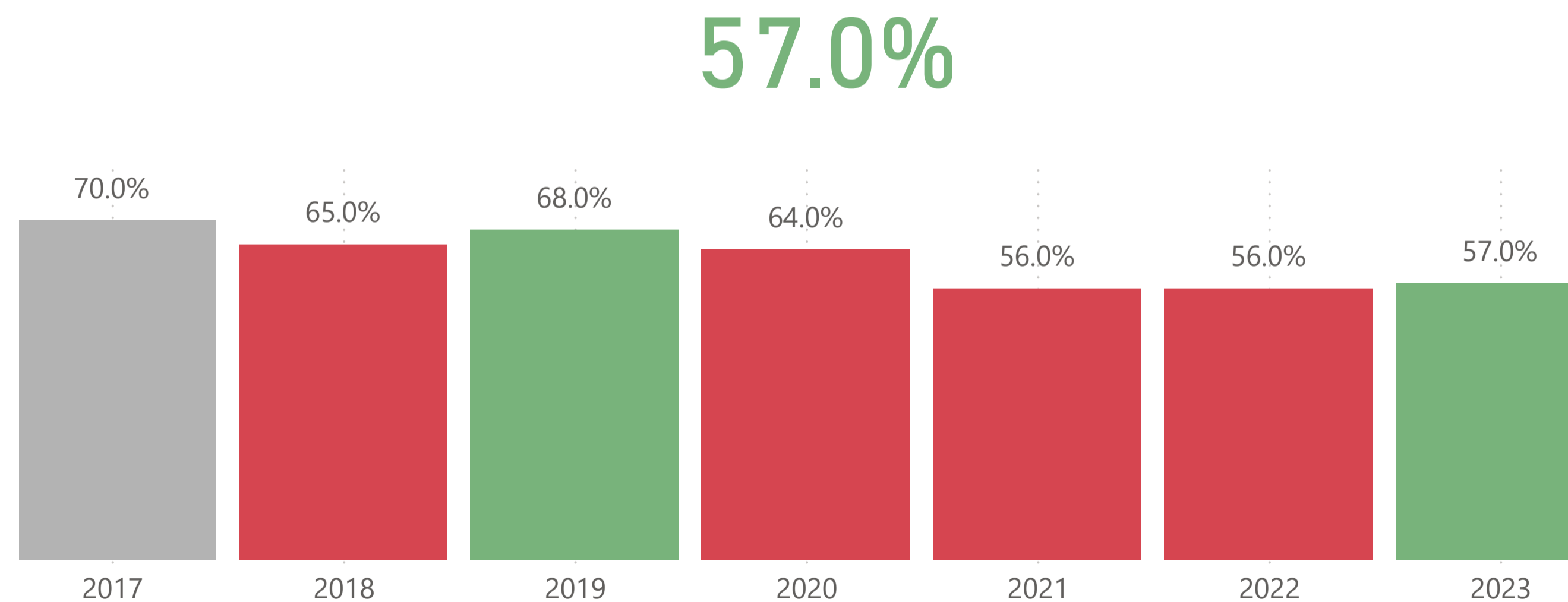
Excellent >=90%, Good <90% >=80%, Acceptable <80% >=65%

# Highways Strategic Aim - Investment in replacement of aged Traffic Signals will reduce occurrence of faults and help ensure a safe and an accessible highway network

Bar charts colours compare each year to target (Blue: Excellent, Green: Good, Amber: Acceptable, Red: Poor)

Use condition data to manage the planning and delivery of long term works programmes in line with the Asset Management Strategy

% of traffic signals within their prescribed design life



Excellent =Year on year 5% improvement, Good = year on year 1% improvement, Acceptable = Baseline 2017 level



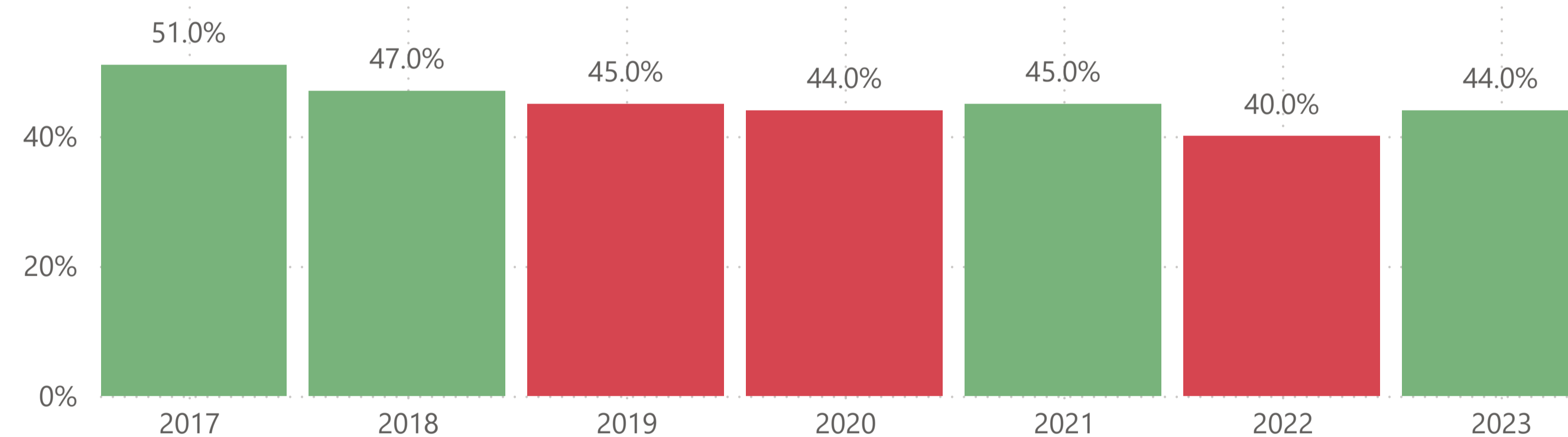
# Highways Strategic Aim - Provide a customer focused service

Bar charts colours compare each year to target (Blue: Excellent, Green: Good, Amber: Acceptable, Red: Poor)

Satisfaction rating based on response public surveys in relation to "highways maintenance"

## Road User Satisfaction - Highway Maintenance

44.0%



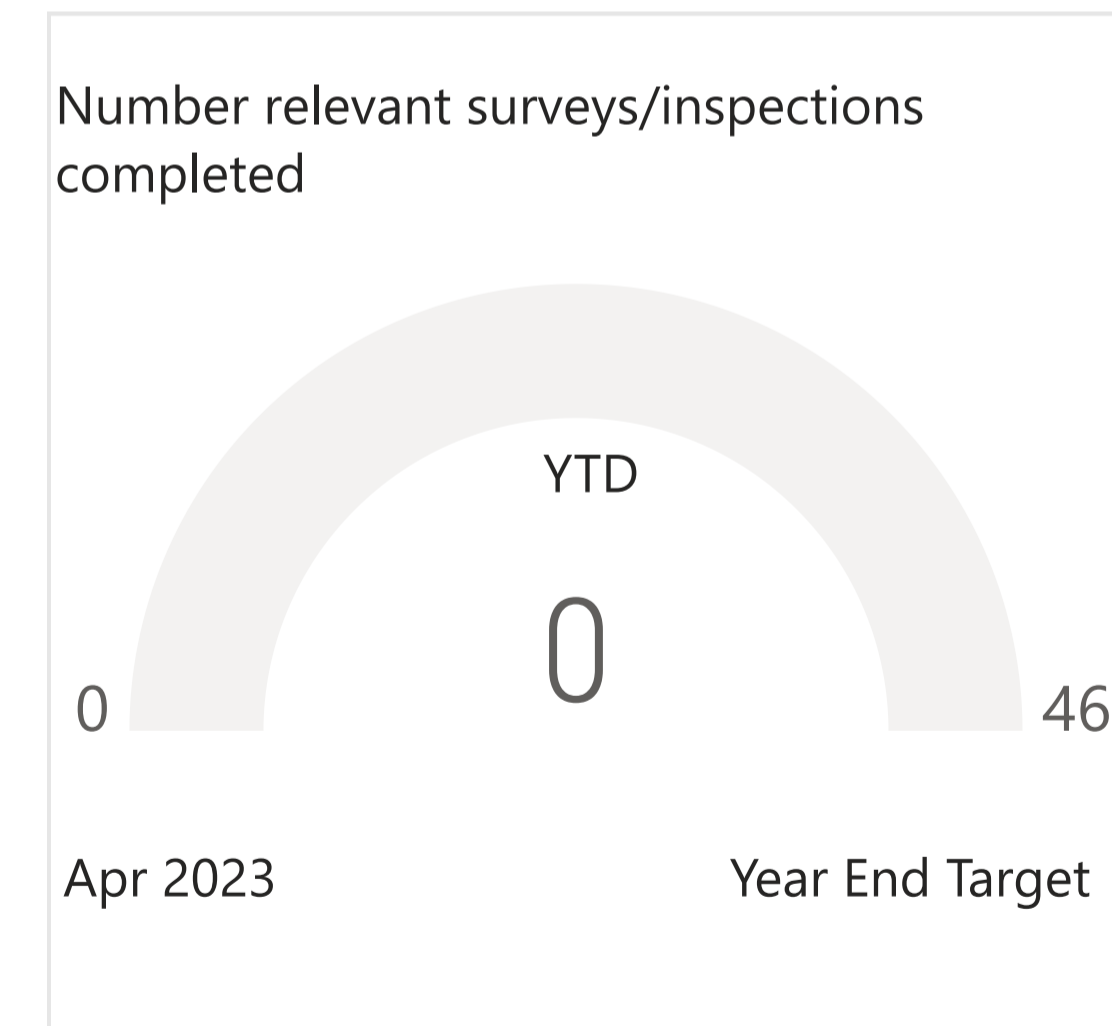
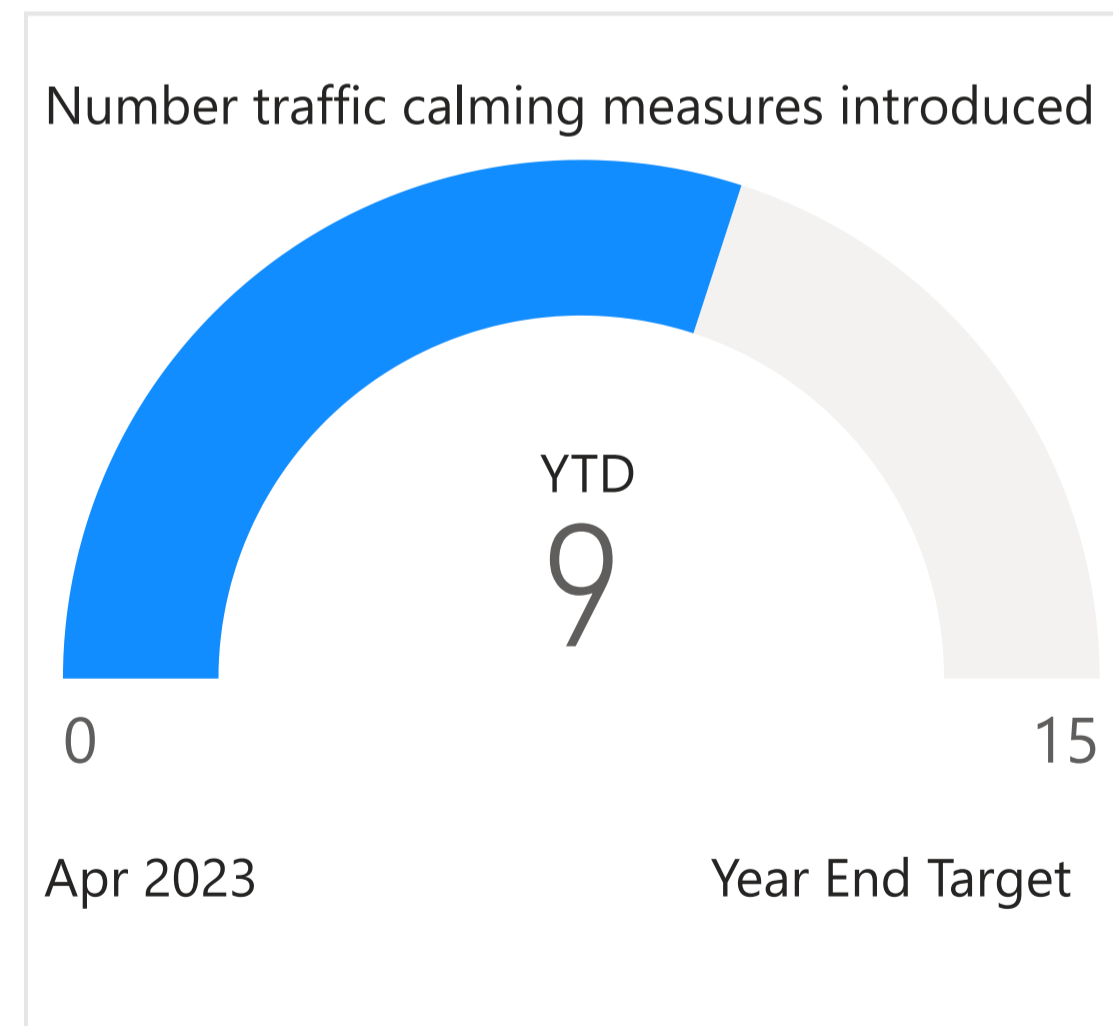
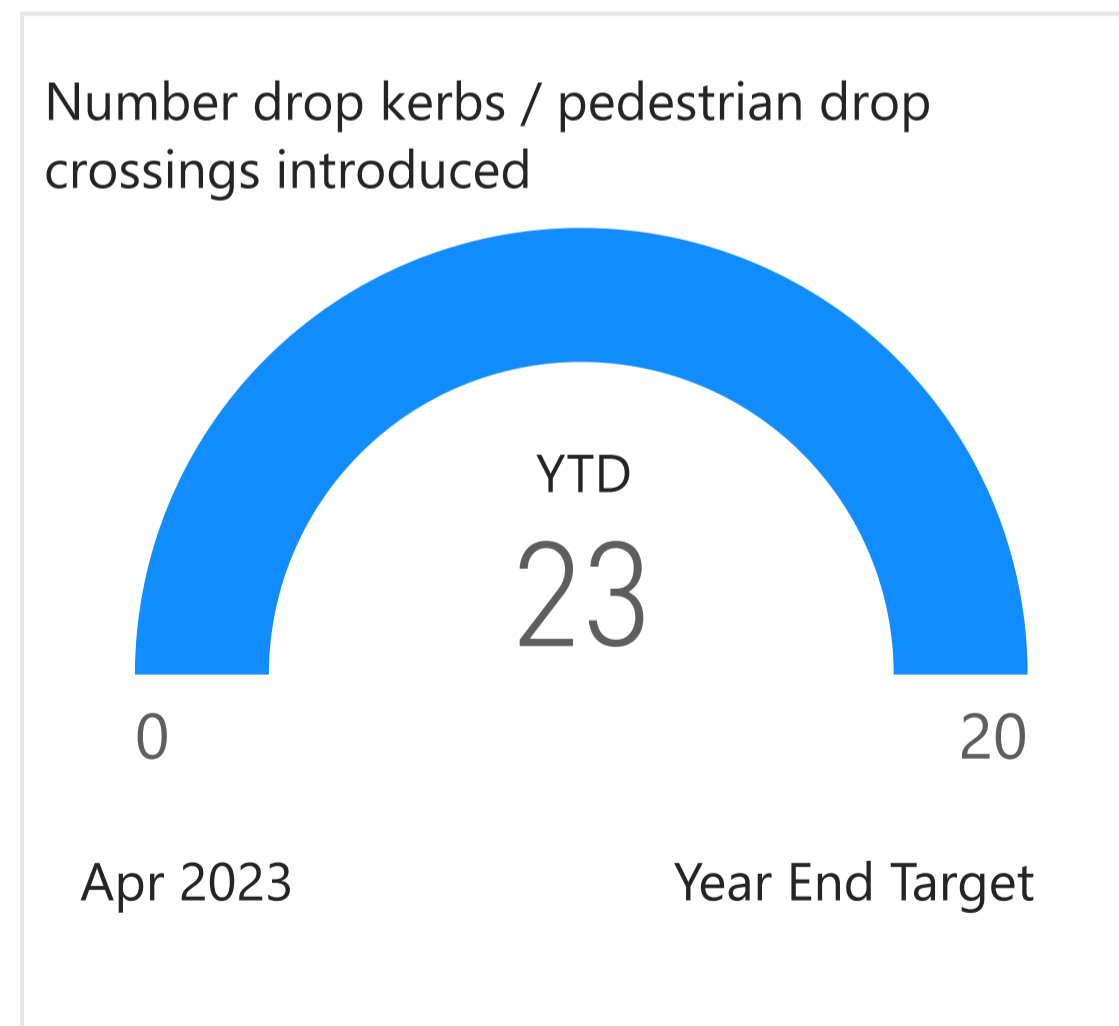
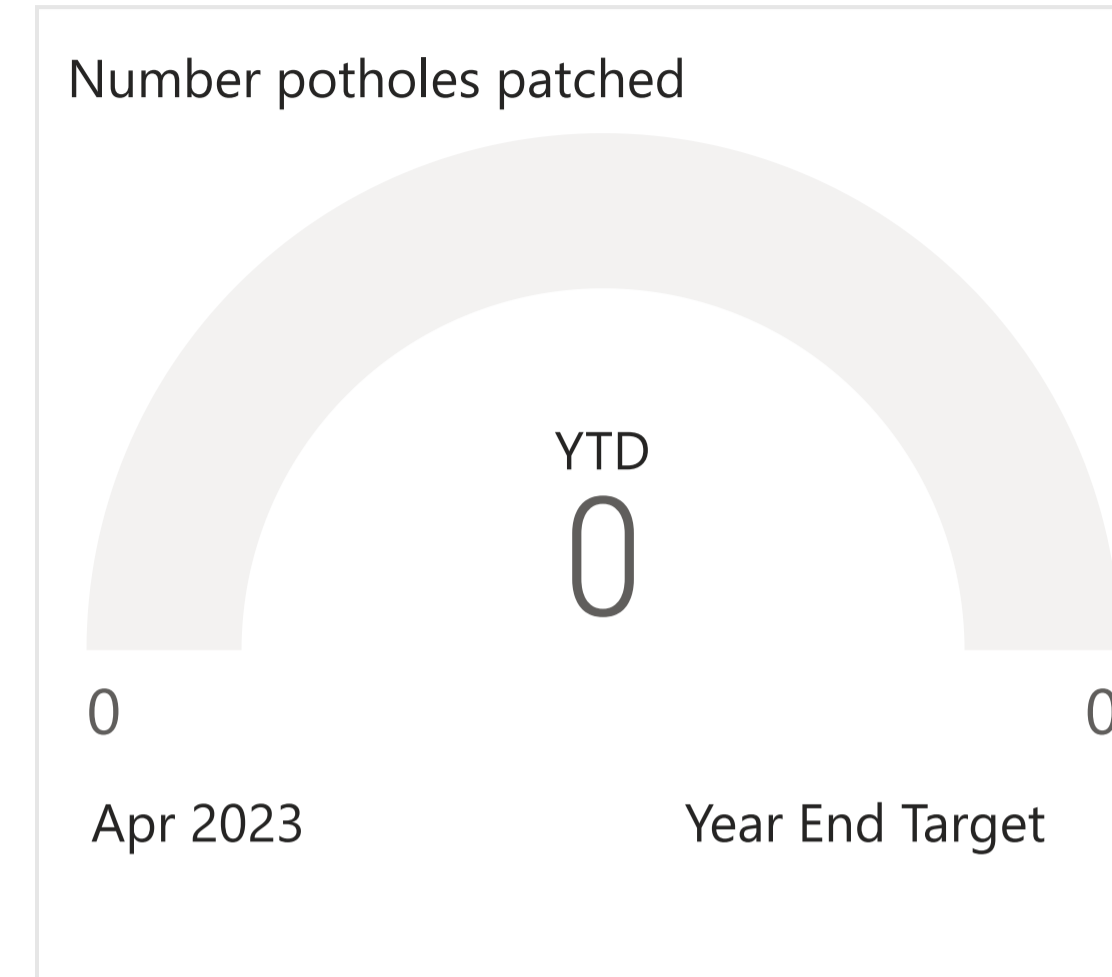
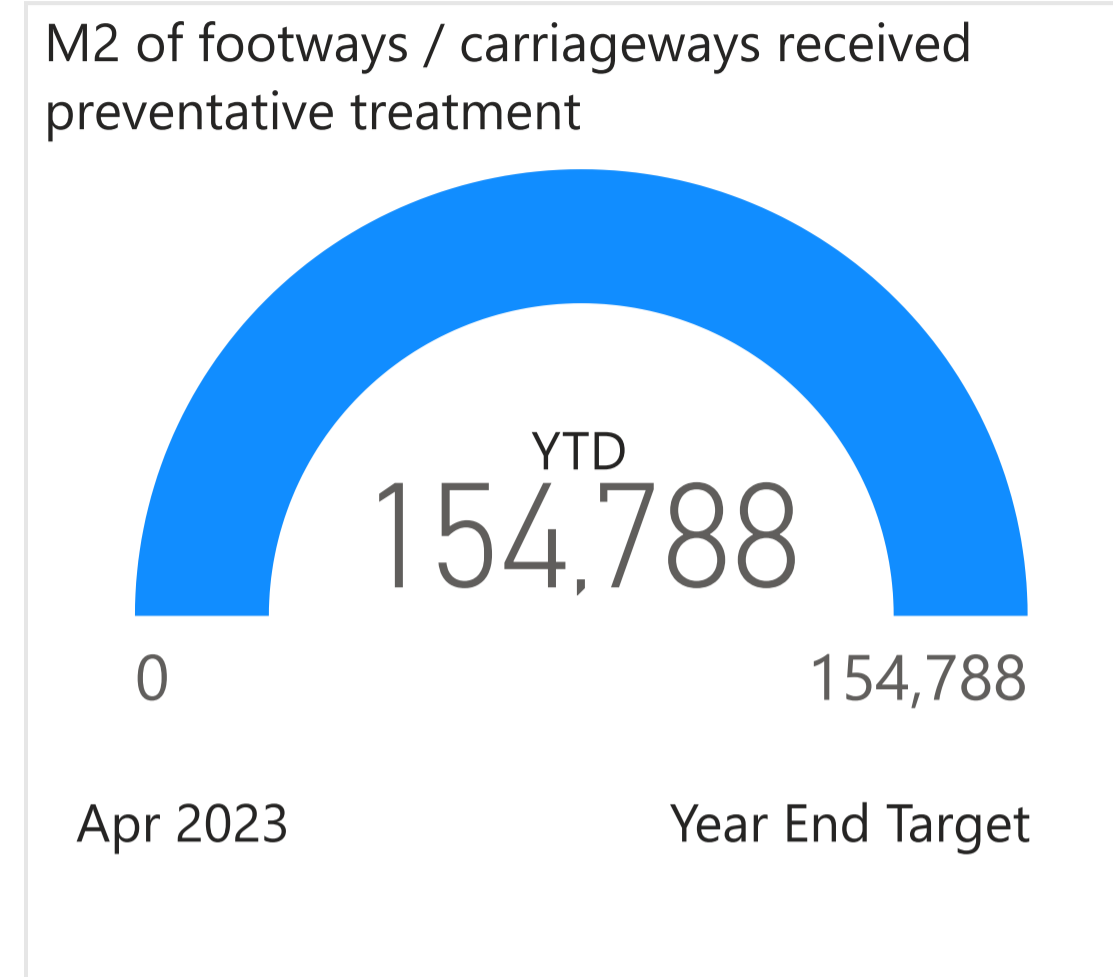
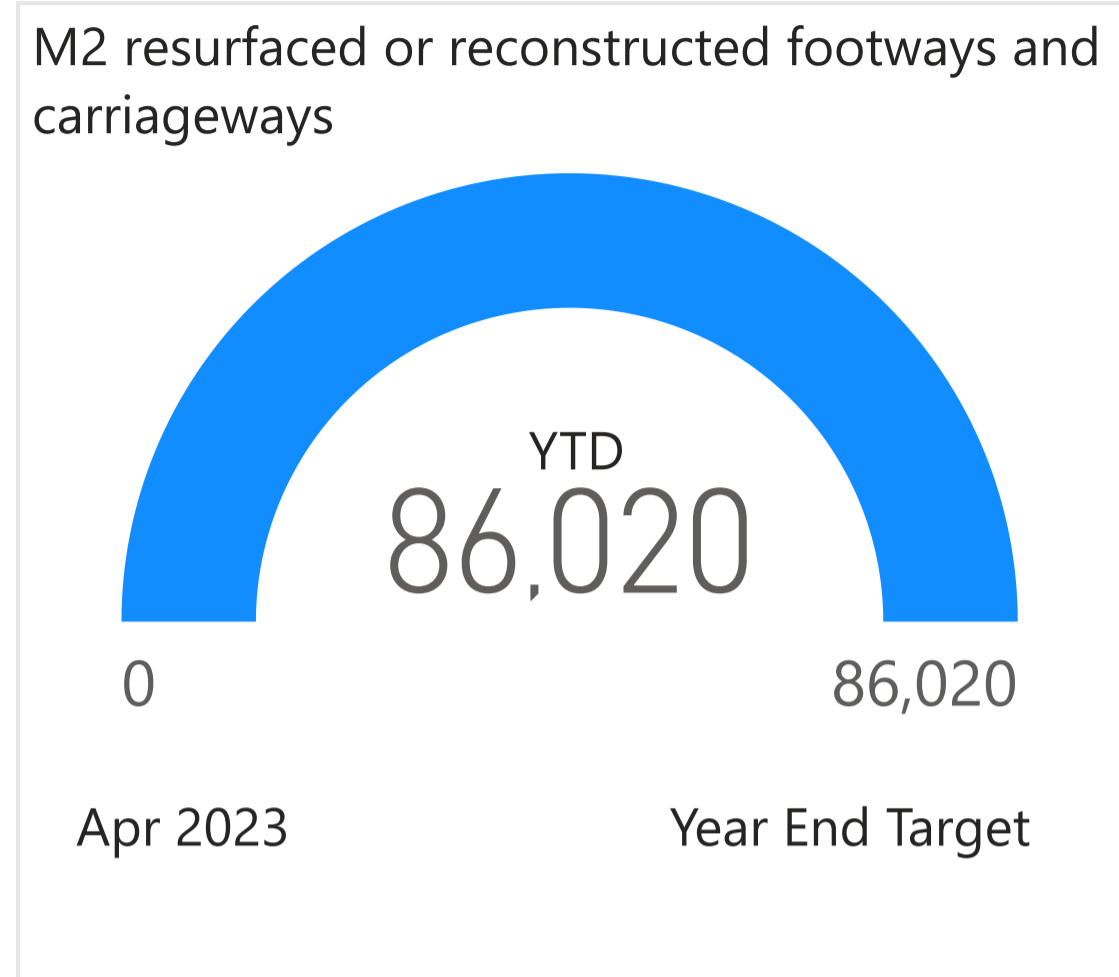
Excellent >4% national average, Good >=4% national average, Acceptable <=-4% national average

National average = 53% 2017, 51% 2018, 52% 2019, 50% 2020, 45% 2021, 46% 2022, 42% 2023



# Highways City Region Sustainable Transport Settlements (CRSTS)

March 2024



**Data Source:** Highways / Non Highways Maintenance Metric and Dashboard completion for Liverpool City Region Combined Authority.  
M2 maintenance are based on estimates on current budget spend. Awaiting exact figures from contractors. Data available one month in arrears

**Note:** Total Council Emissions

**Source:** Carbon Accounting Tool produced by Local Partnerships to help local authorities establish baseline greenhouse gas emissions over a single reporting year.

## Scopes

Scope 1 is direct greenhouse gas emissions from sources owned or controlled by the organisation, for example emissions burning directly in boilers and vehicles. Organisations have direct control over these emissions.

Scope 2 accounts for emissions of purchased electricity consumed by the organisation. Organisations can impact their Scope 2 emissions by using less power and choosing to purchase clean energy rather than from fossil fuel sources.

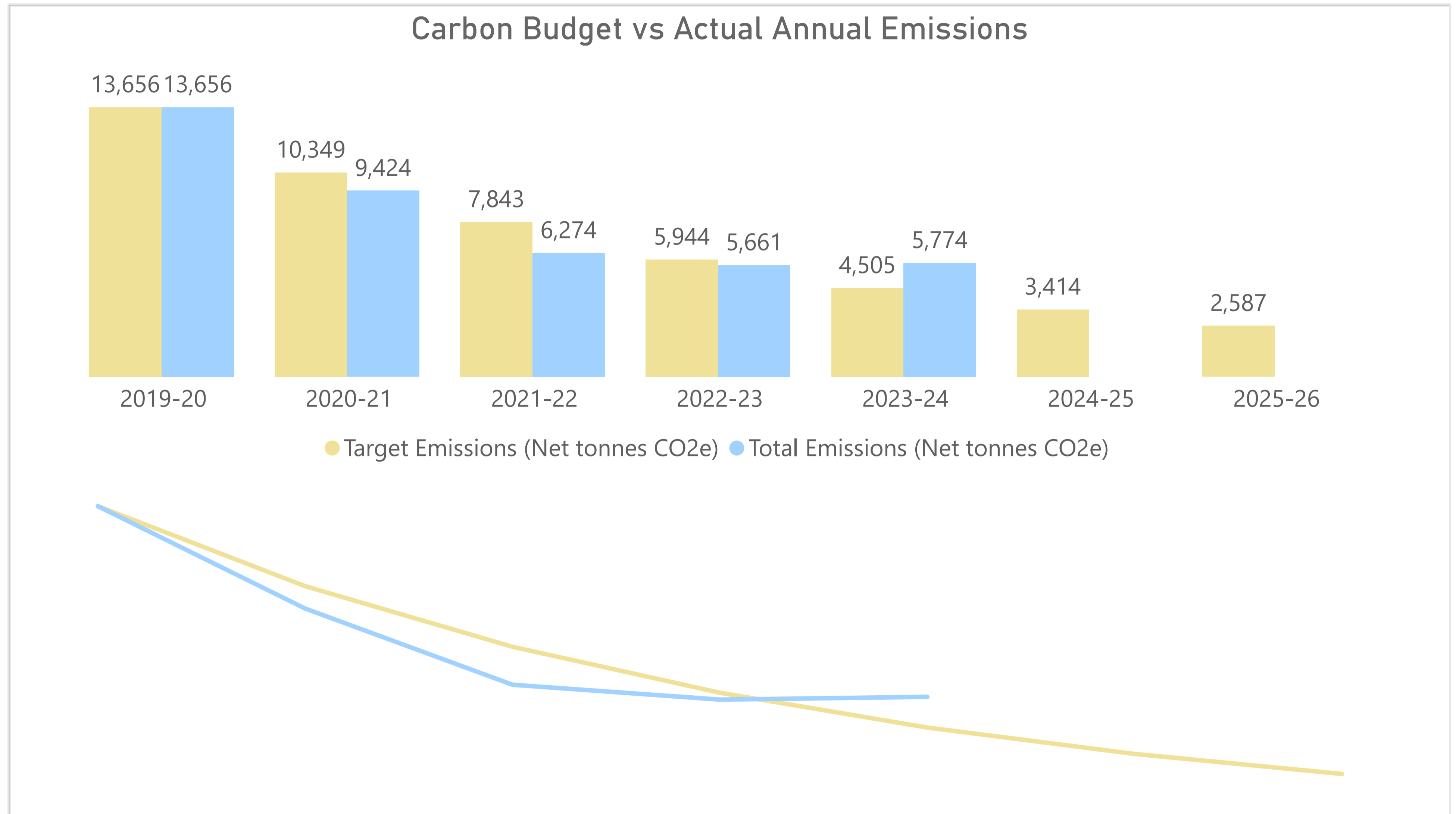
Scope 3 includes indirect emissions from wider supply chains (often reaching international jurisdictions), emissions from the use of local authority services, contracted out services and investments. Councils will have a strong influence over some of these emissions (eg contracted out services and investments) and less over others.

When measuring and reporting on greenhouse gas or carbon emissions, people talk about Scope 1, 2 and 3 emissions:

Emissions Type	Scope	Emissions(tCO <sub>2</sub> e) 2019-20 Baseline	Emissions(tCO <sub>2</sub> e) 2020-21	Emissions(tCO <sub>2</sub> e) 2021-22	Emissions(tCO <sub>2</sub> e) 2022-23	Emissions(tCO <sub>2</sub> e) 2023-24	Percentage change from baseline
Heating	Scope 1 (direct emissions)	5,994.67	4,367.77	5,222.63	4,496.60	4,626.43	-22.8%
Authority's Fleet	Scope 1 (direct emissions)	599.99	268.32	469.77	509.68	481.64	-19.7%
Electricity	Scope 2 (energy indirect)	5,924.40	4,159.65	4,347.52	3,932.10	4,255.64	-28.2%
Staff Travel	Scope 3 (other indirect)	482.03	156.38	146.73	226.24	244.27	-49.3%
Transmission & Distribution Losses	Scope 3 (other indirect)	502.97	357.77	384.81	359.70	368.18	-26.8%
Water	Scope 3 (other indirect)	151.94	114.50	50.53	68.34	53.60	-64.7%
Total Emissions (Gross)	-	13,656.00	9,424.39	10,621.99	9,592.66	10,029.76	-26.6%
Carbon Offsets	-	0.00	0.00	0.00	0.00	0.00	
Green Tariffs	-	0.00		-4,347.52	-3,932.10	-4,255.64	
Total Emissions (Net tonnes Co <sub>2</sub> e)	-	13,656.00	9,424.39	6,274.47	5,660.56	5,774.14	-57.7%
Target Emissions (Net tonnes CO <sub>2</sub> e)	-	13,656.00	10,349.00	7,843.00	5,944.00	4,505.00	-67.0%

# Wirral Council Carbon Emissions (tCO2e) 2021-22 compared to Carbon Budget Target

Carbon Emissions (Net tonnes CO2e) 2023-24
<b>5,774</b> Target: 4,505 (+28%)
Carbon Emissions (Net tonnes CO2e) 2022-23
<b>5,661</b> Target: 5,944 (-5%)
Carbon Emissions (Net tonnes CO2e) 2021-22
<b>6,274</b> Target: 7,843 (-20%)
Carbon Emissions (Net tonnes CO2e) 2021-22
<b>9,424</b> Target: 10,349 (-9%)
Carbon Emissions (Net tonnes CO2e) 2021-22
<b>13,656</b> Target: 13,656 (+0%)



**Note:** Total Council Emissions

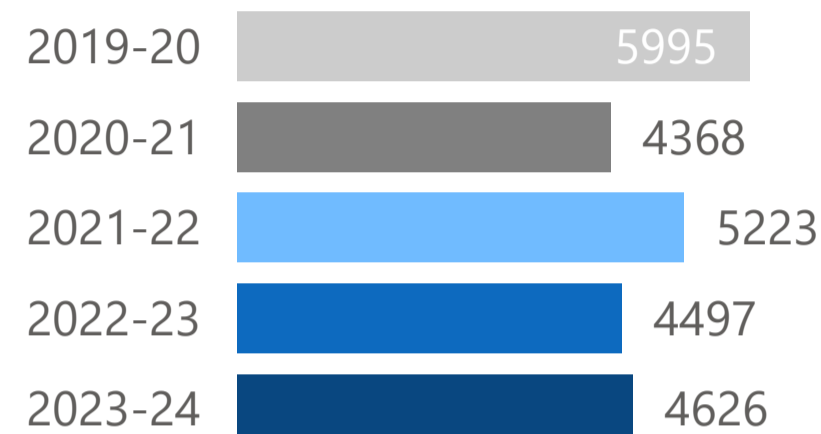
**Source:** Carbon Accounting Tool produced by Local Partnerships to help local authorities establish baseline greenhouse gas emissions over a single reporting year.

## Scope 1 (direct emissions)

### Heating

**4,626**

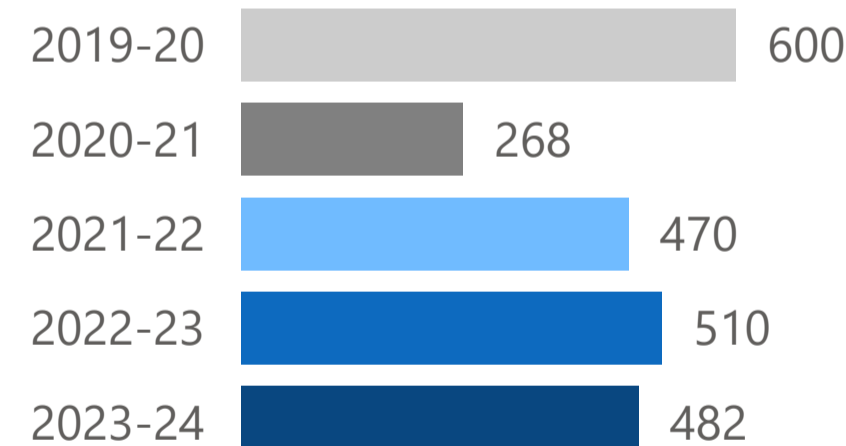
Baseline: 5,995 (-23%)



### Authority's Fleet

**482**

Baseline: 600 (-20%)

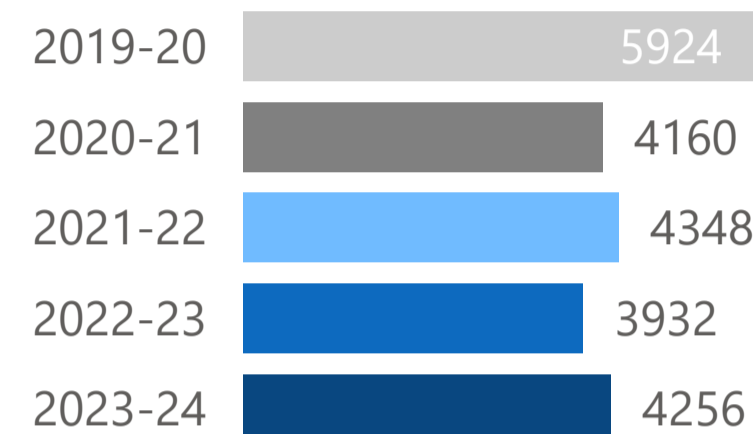


## Scope 2 (energy indirect)

### Electricity

**4,256**

Baseline: 5,924 (-28%)

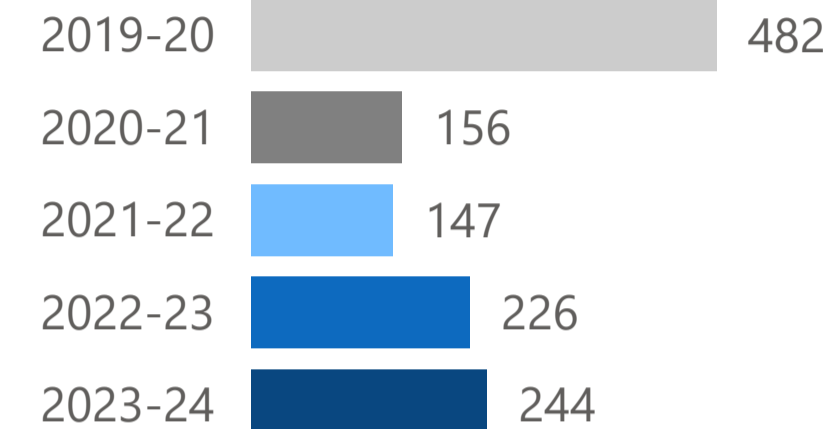


## Scope 3 (other indirect)

### Staff Travel

**244**

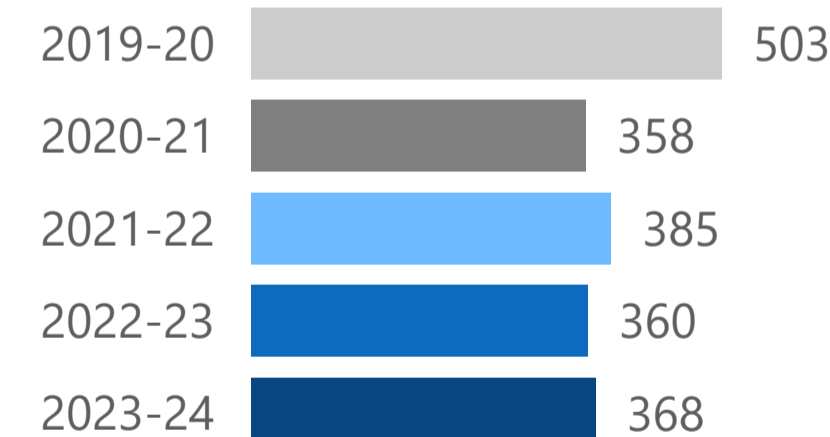
Baseline: 482 (-49%)



### Transmission & Distribution

**368**

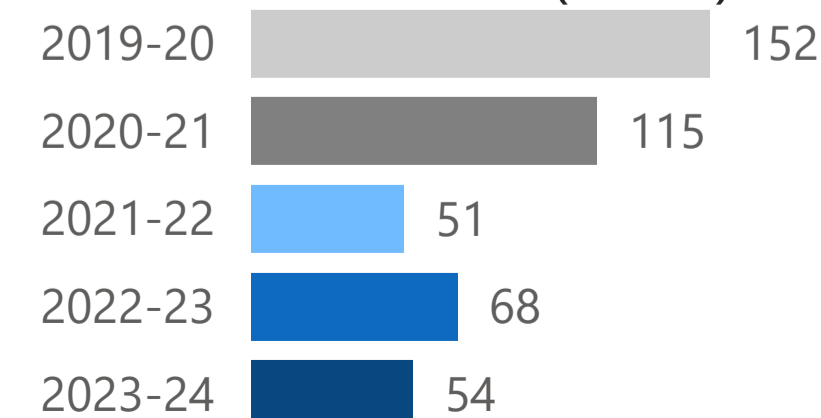
Baseline: 503 (-27%)



### Water

**54**

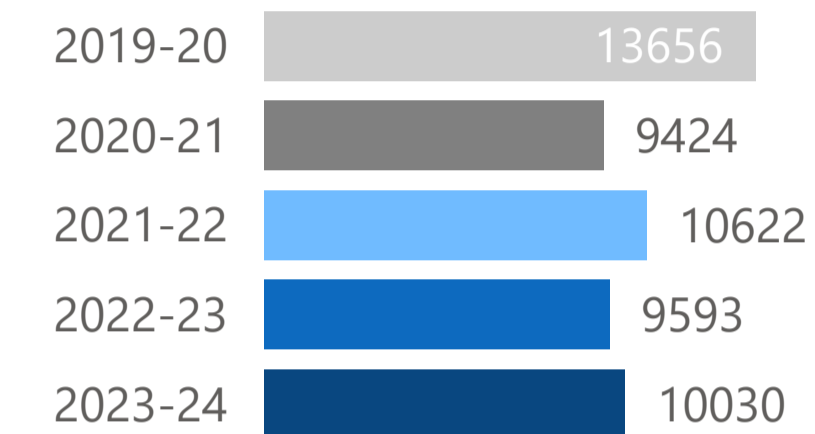
Baseline: 152 (-65%)



## All Scopes

**10,030**

Baseline: 13,656 (-27%)



Data Source: Carbon Accounting Tool produced by Local Partnerships to help local authorities establish baseline greenhouse gas emissions over a single reporting year.

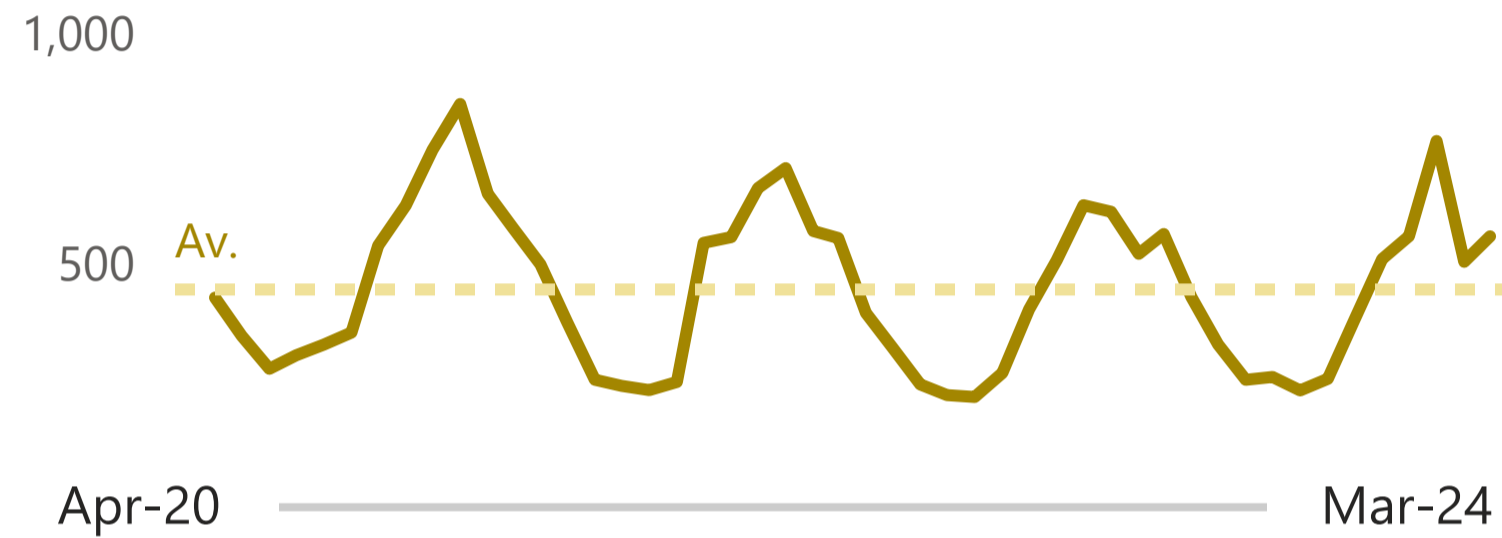
# WIRRAL Council Energy Usage Energy

Work will be undertaken to show the impact on Council's ambition on trajectory to reach net zero emissions by 2030

Total Net Emissions (tonnes CO2e)

**4,977**

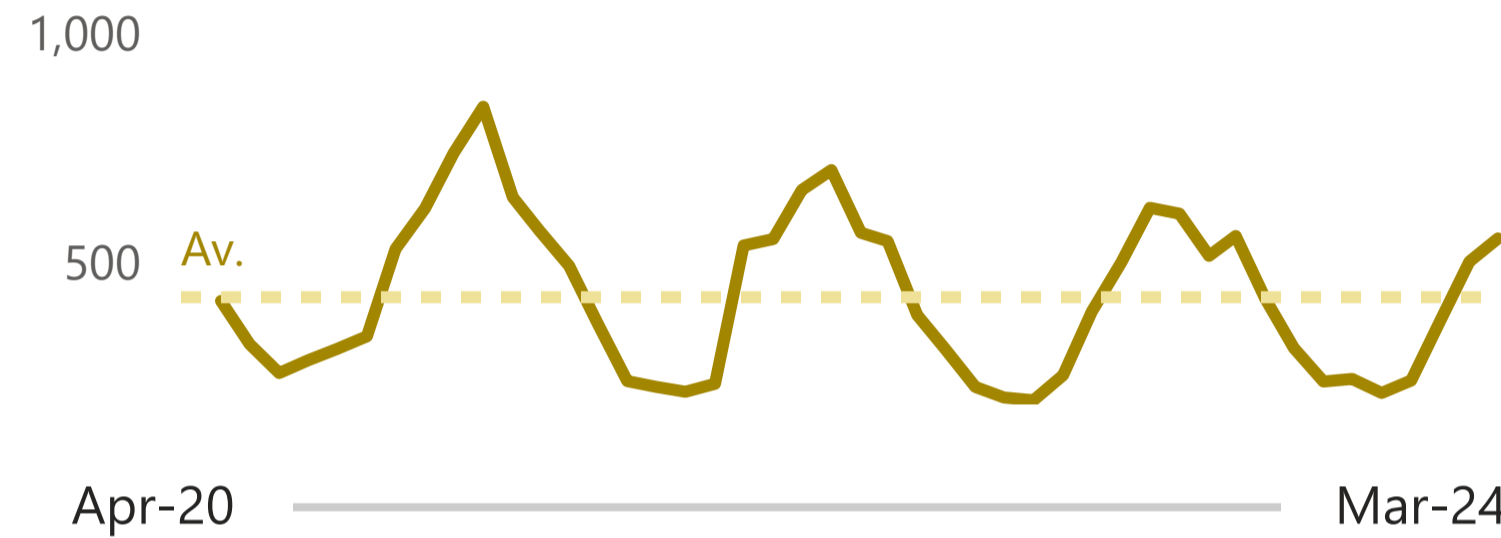
Previous Year: 4,840 (+3%)



Gas & Electricity (tonnes CO2e)

**3,106**

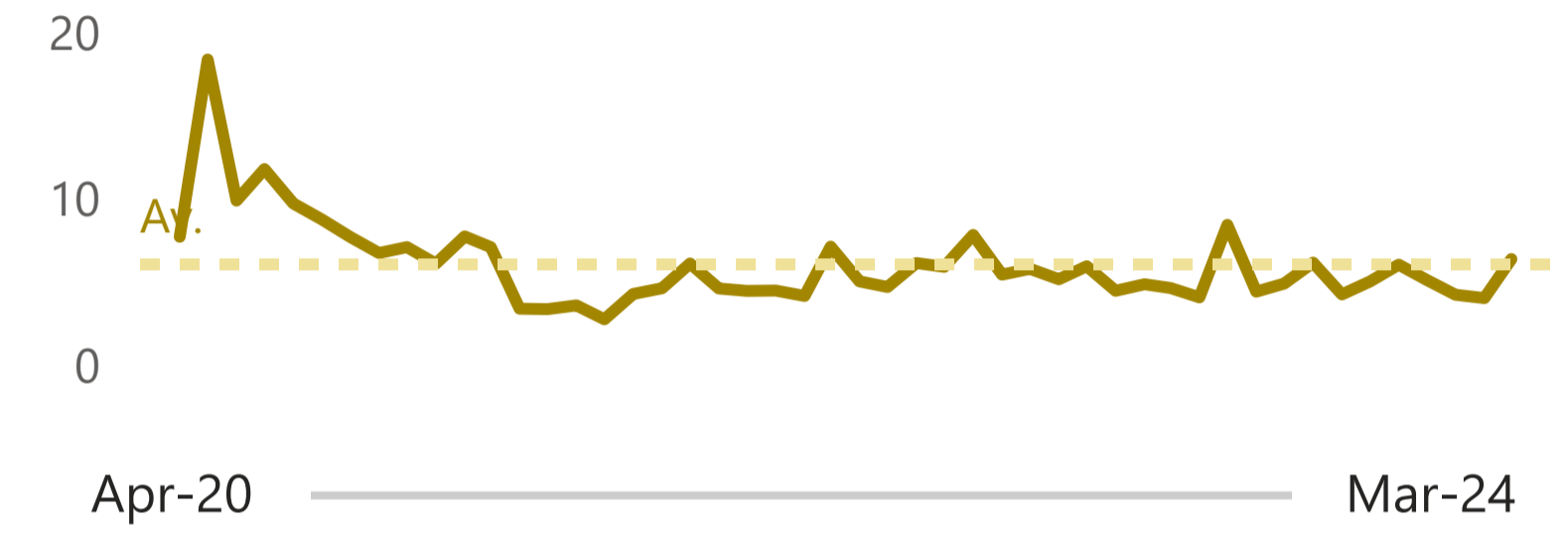
Previous Year: 3,096 (+0%)



Water (tonnes CO2e)

**63**

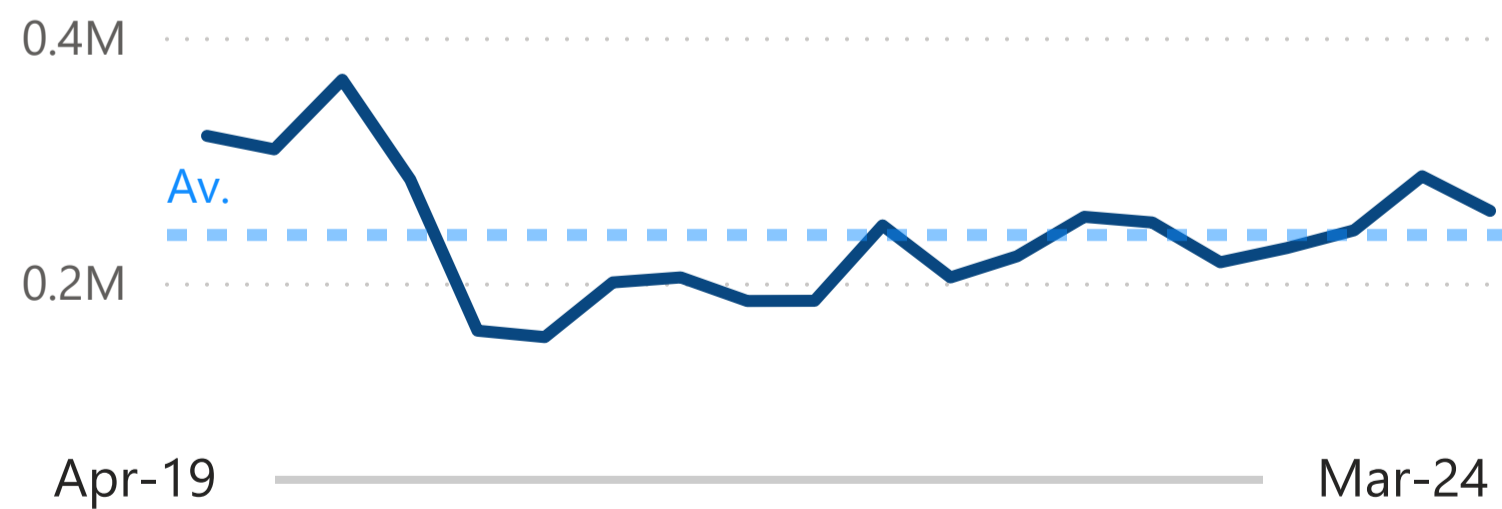
Previous Year: 66 (-4%)



Business Mileage YTD

**1,015,659**

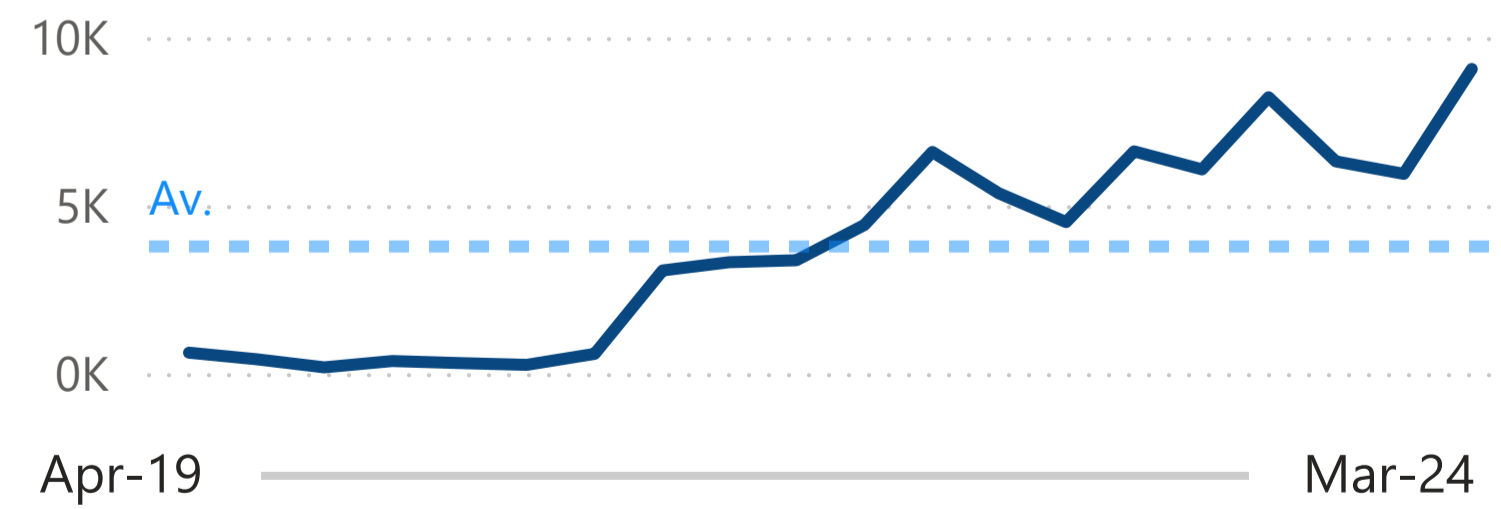
Previous Year: 940,383 (+8%)



Business Mileage - Schools YTD

**7,977**

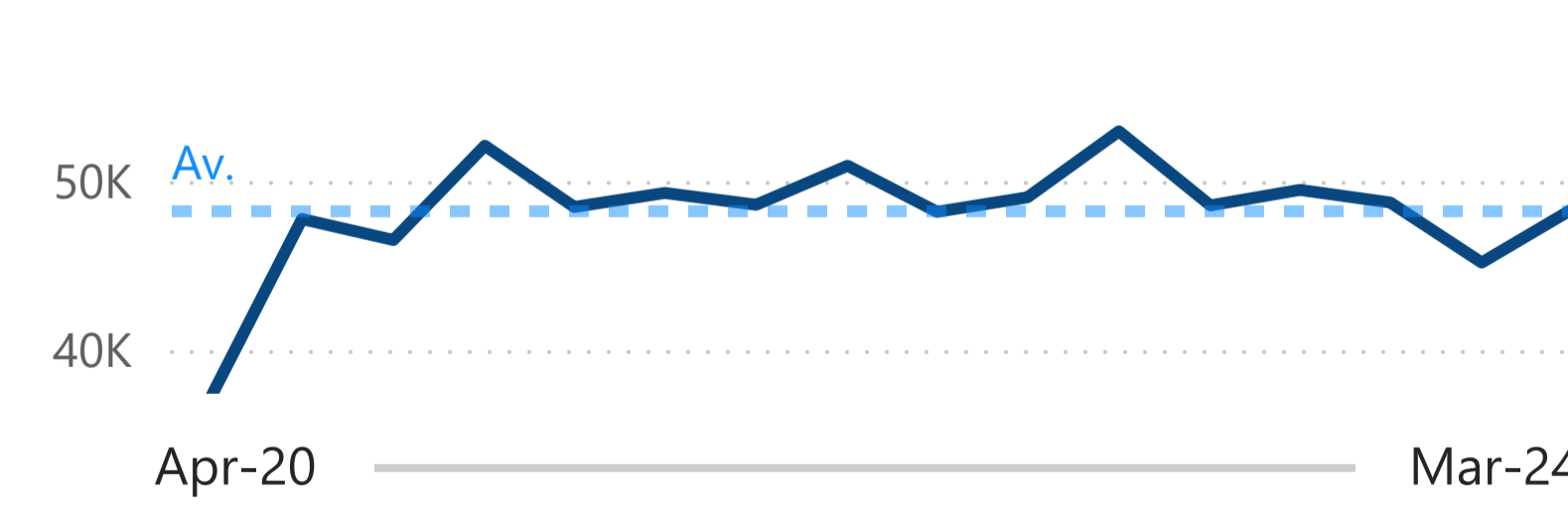
Previous Year: 5,343 (+49%)



Fleet Vehicle Fuel Usage (Diesel Litres) YTD

**191,733**

Previous Year: 198,698 (-4%)



**Source:** Water, Gas and Electricity: systemslink **Note:** Covers Gas, Electricity and Water for Corporate Assets only. Data available one quarter in arrears. Notes: includes additional sites (e.g.) Mallory, Irvine and the Wirral Evolution sites). We would expect energy use and emissions to rise over transition period.

**Source:** Business Mileage: Insight Cube, Fleet Vehicle Fuel, Triscan FuelHub Reporting.

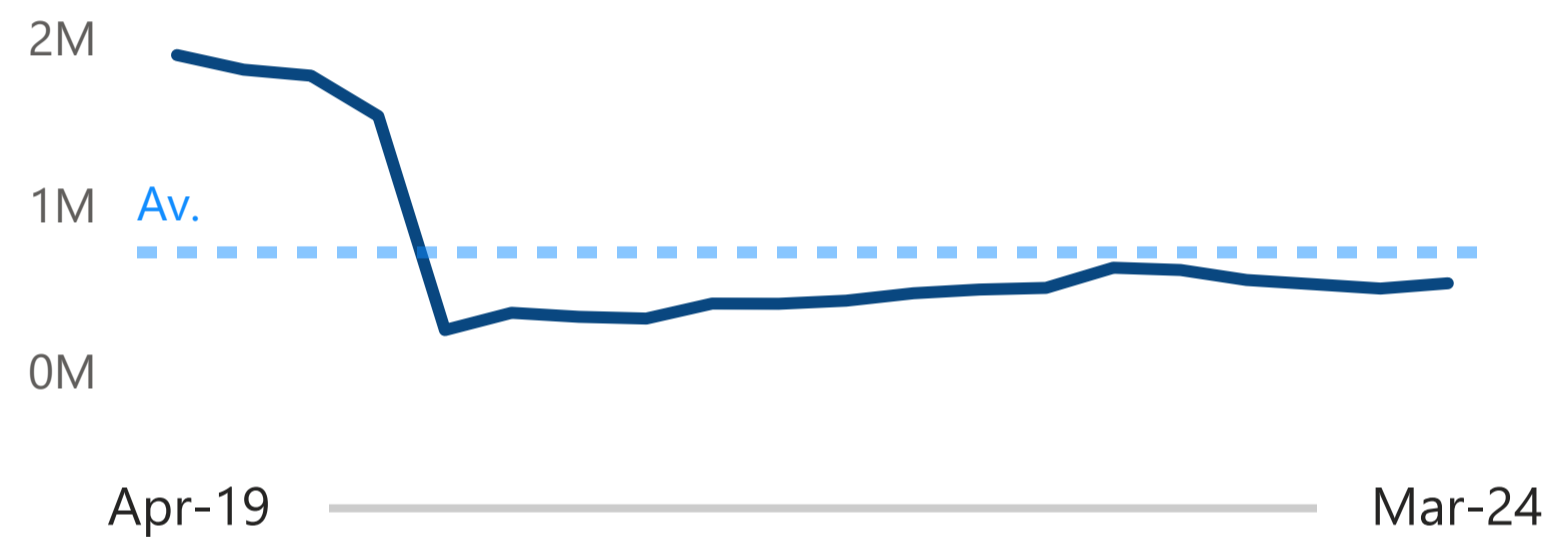
# WIRRAL Council Office Paper Usage

Each count relates to printed 'side' of paper. Volumes relate only to devices controlled by PaperCut software. Does not include Print Division which deals with large volume printing, e.g. Revenues & Benefits or specialist printers such as the Wide Format plotter used for maps/planning or desktop printers for some work areas such as Registrars

Prints YTD

**474,778**

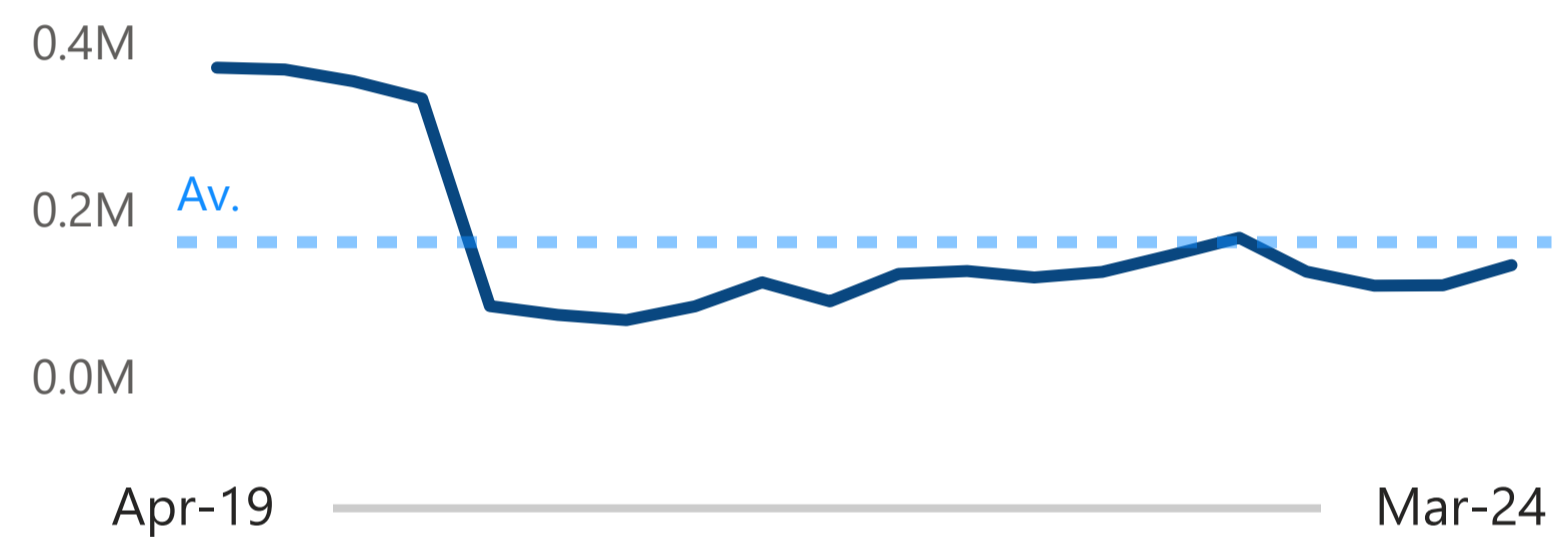
Previous Year: 552,833 (-14%)



Photocopies YTD

**2,095,667**

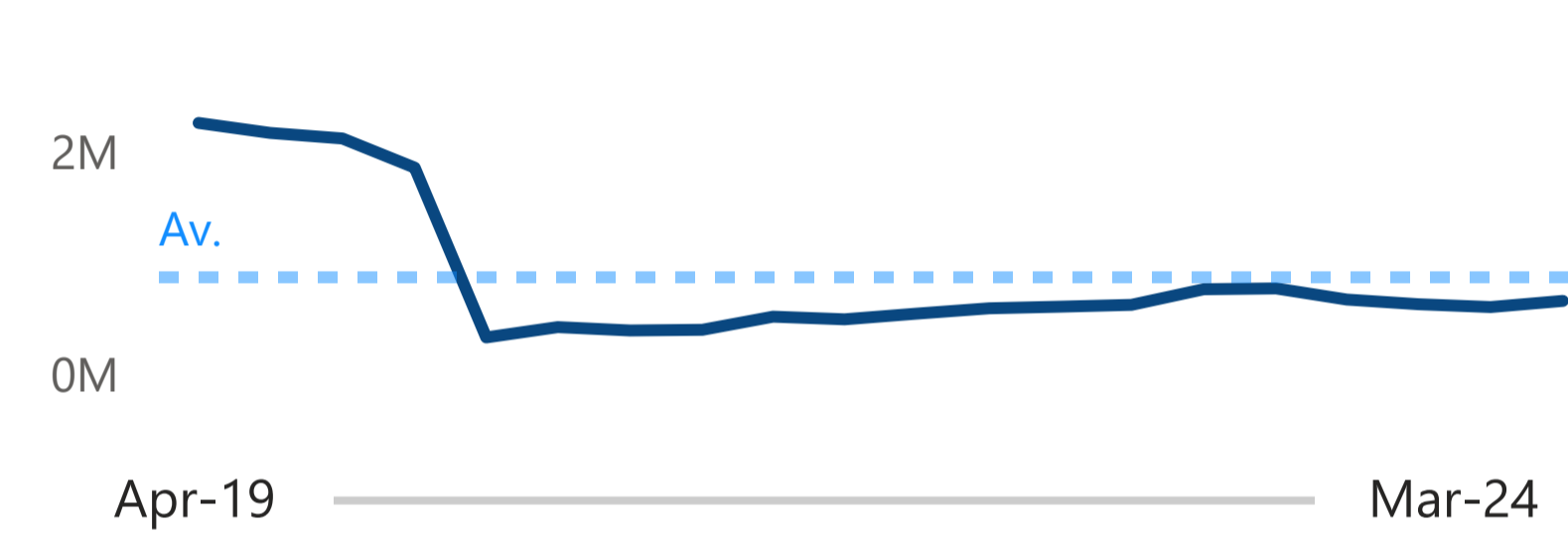
Previous Year: 2,220,489 (-6%)



Prints and Photocopies YTD

**2,570,445**

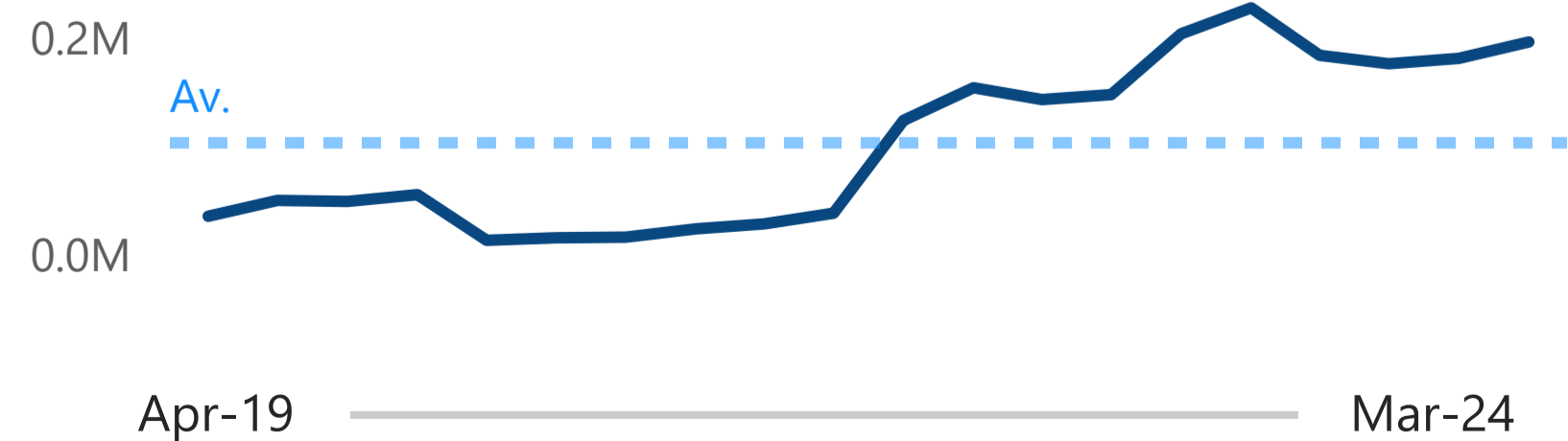
Previous Year: 2,773,322 (-7%)



Colour

**737,309**

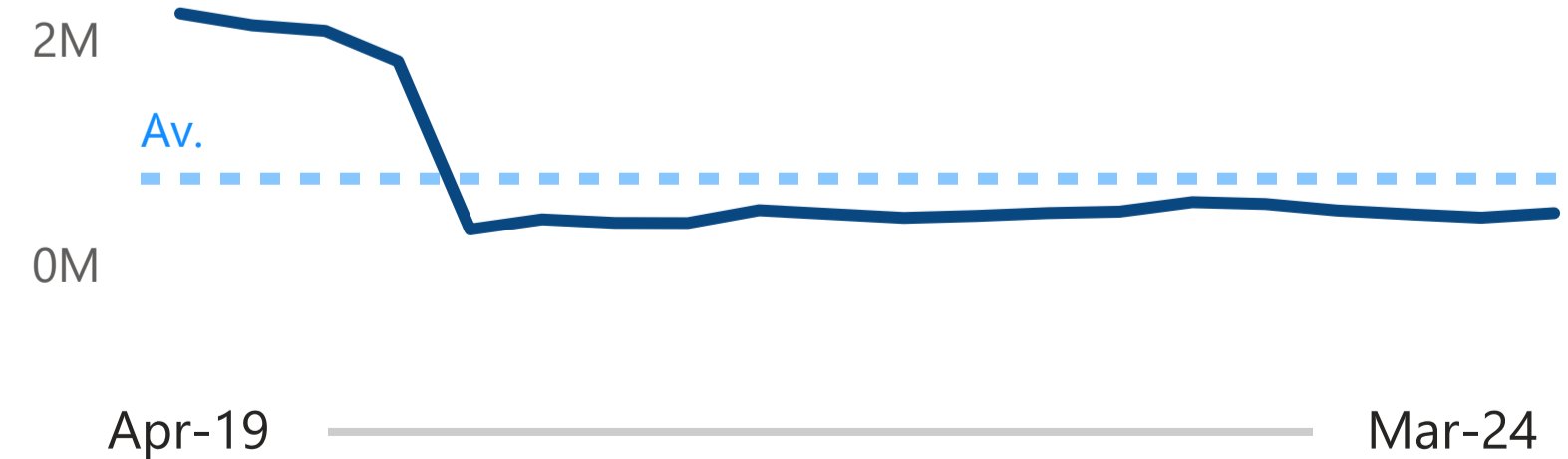
Previous Year: 722,199 (+2%)



Monochrome

**1,832,036**

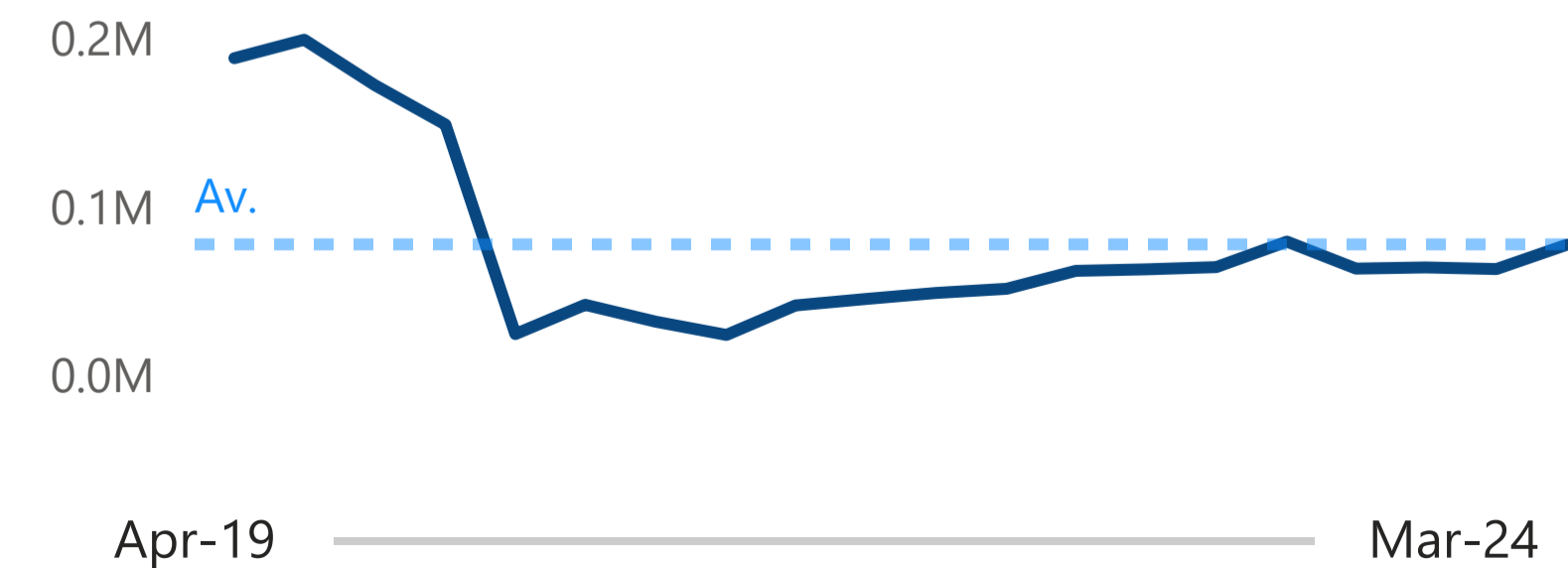
Previous Year: 2,051,388 (-11%)



Scans

**267,676**

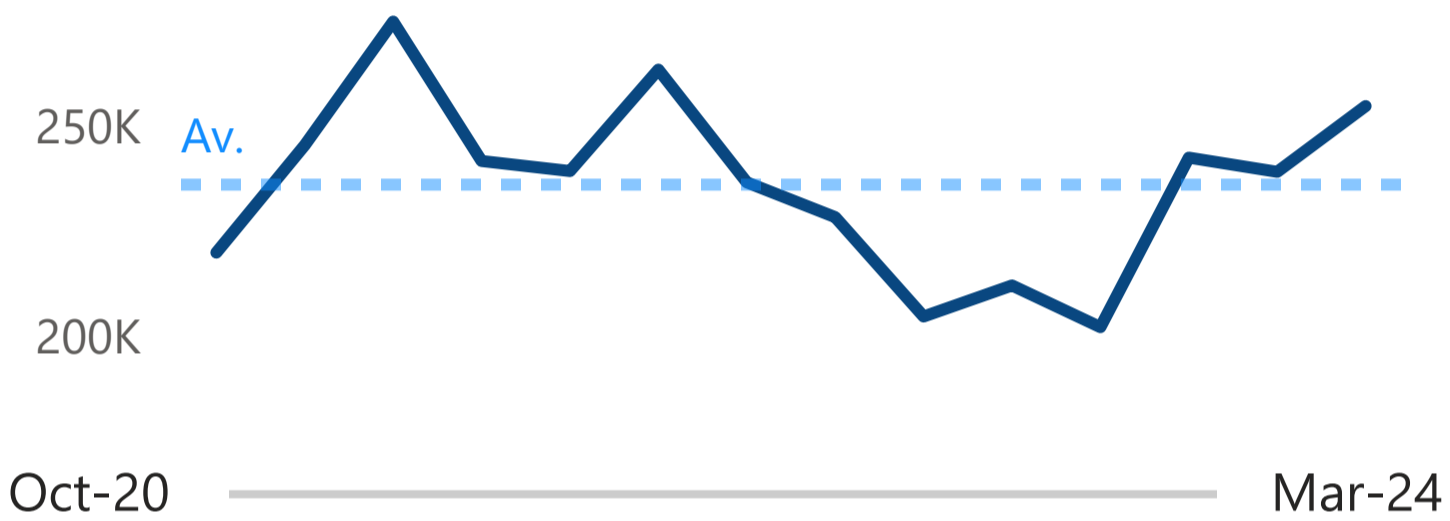
Previous Year: 268,140 (-0%)



MS Teams Calls Participation (Activity)

**938,040**

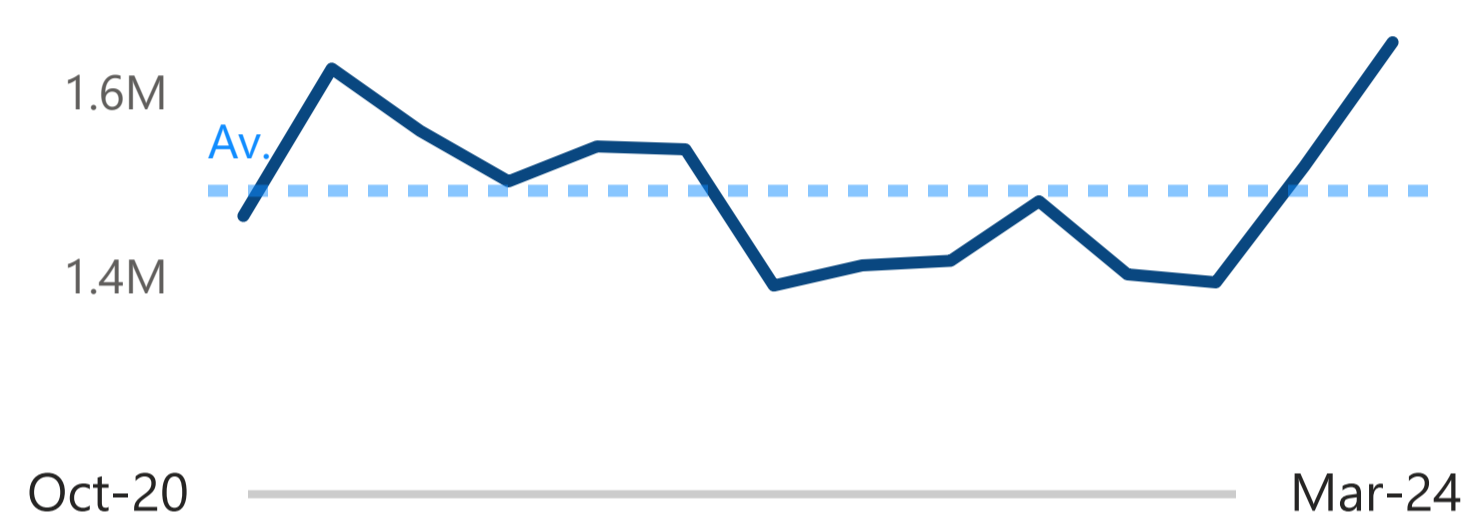
Previous year: 881,229 (+6%)



MS Teams Chat Messages (Activity)

**5,966,327**

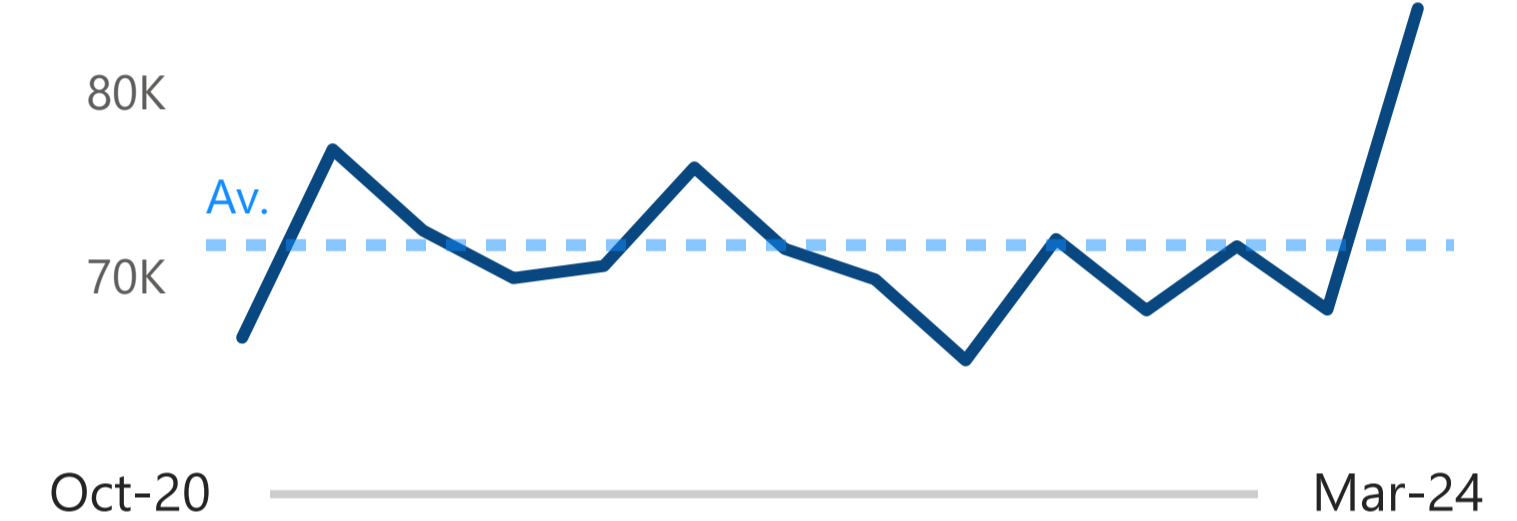
Previous year: 5,697,416 (+5%)



MS Teams Meeting Participation (Activity)

**292,384**

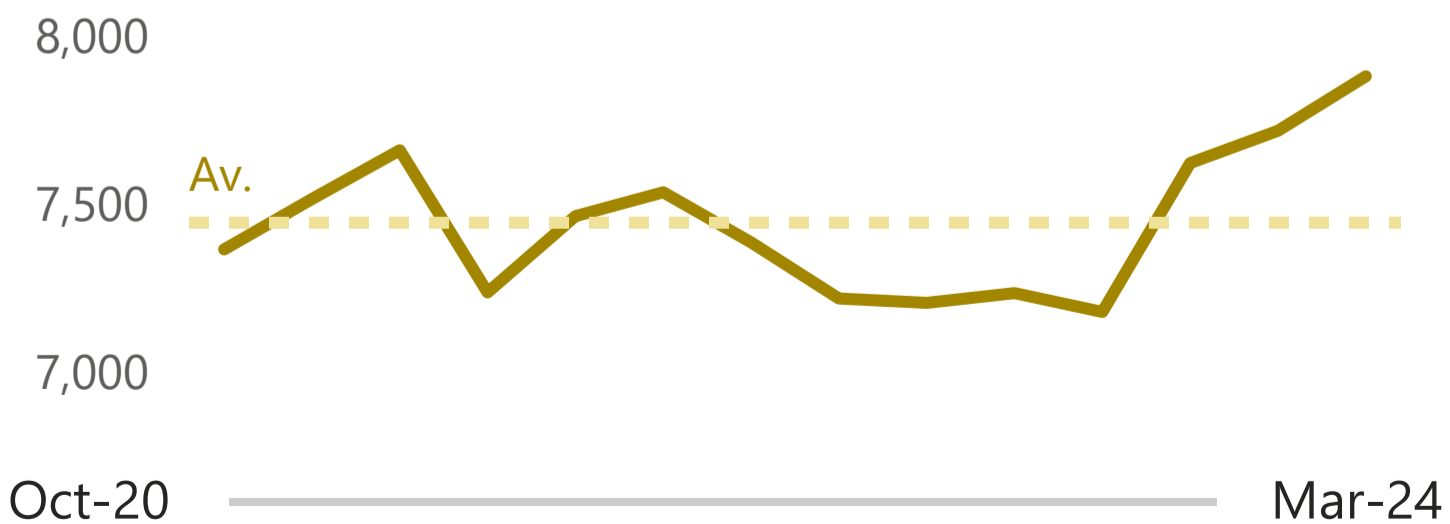
Previous year: 278,639 (+5%)



MS Teams Calls Participation (Users)

**30,391**

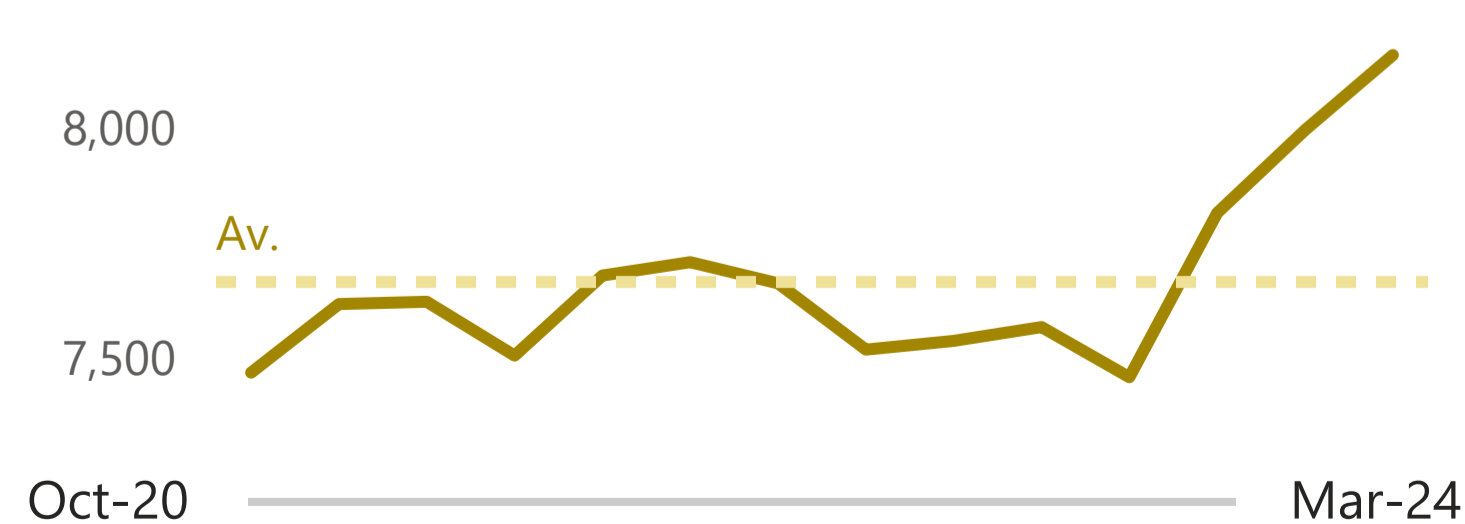
Previous year: 29,038 (+5%)



MS Teams Chat Messages (Users)

**31,422**

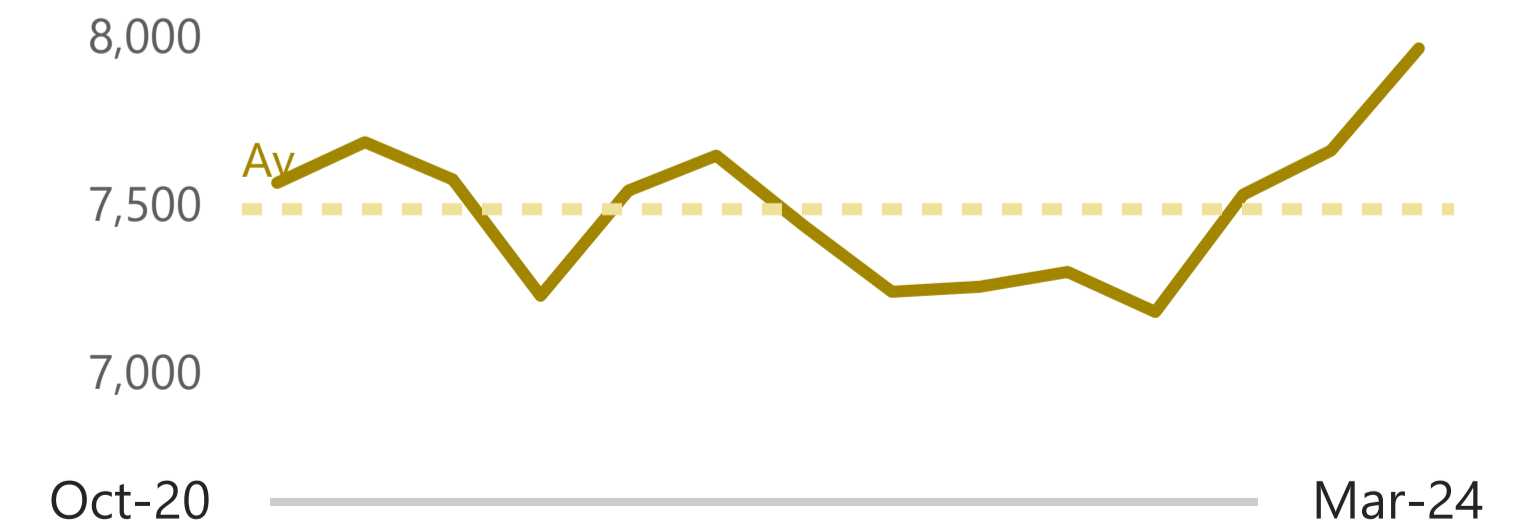
Previous year: 30,280 (+4%)



MS Teams Meeting Participation (Users)

**30,321**

Previous year: 29,218 (+4%)





# **WIRRAL** Wirral Borough Emissions Estimates (kt CO<sub>2</sub>e) 2021

Data combines UK's Greenhouse Gas Inventory with data from a number of other sources, including local energy consumption statistics. They show "territorial" emissions, meaning they occur within the Borough of Wirral's borders.

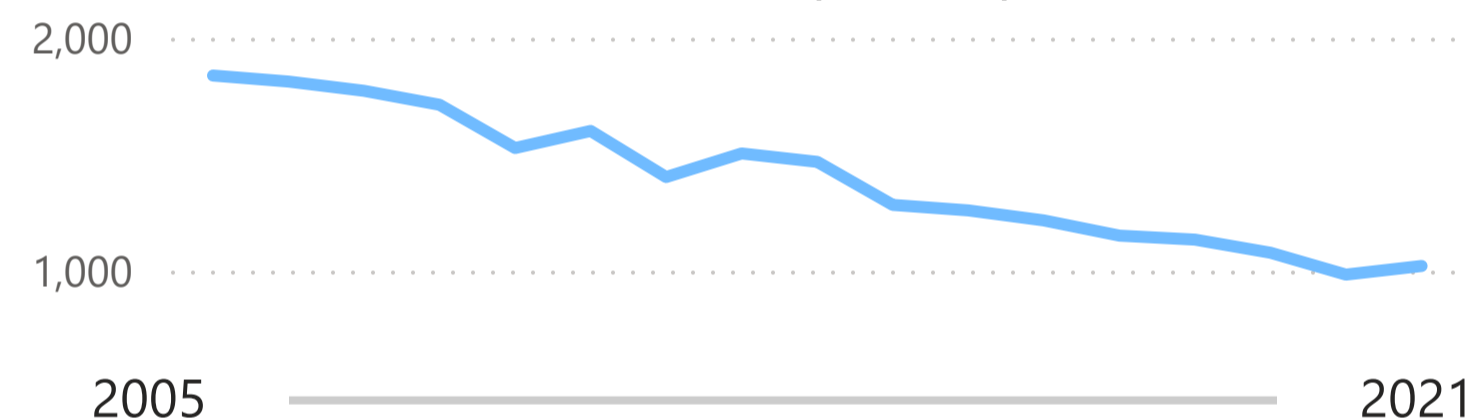
Data shows emissions allocated on an "end-user" basis where emissions are distributed according to the point of energy consumption.

Last published July 2023.

### Total Emissions 2021

# 1,019.9

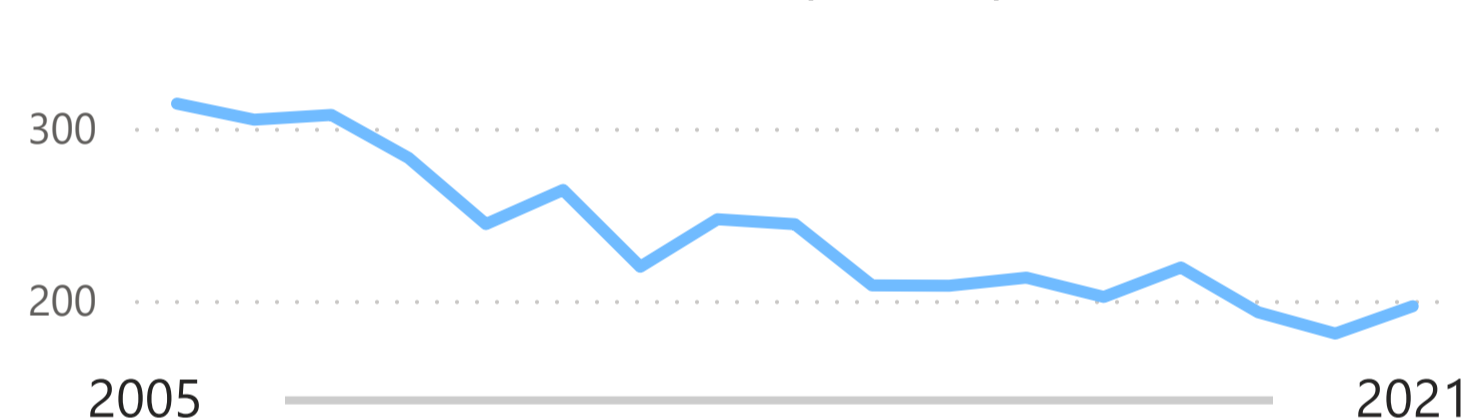
2020: 982.8 (+3.8%)



### Industry 2021

# 196.4

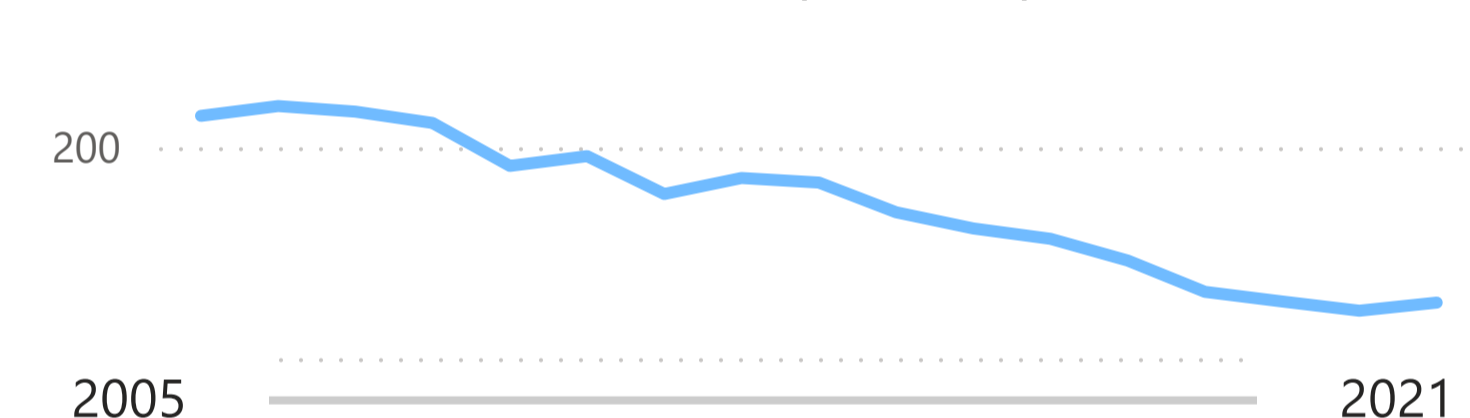
2020: 180.5 (+8.8%)



### Commercial 2021

# 52.7

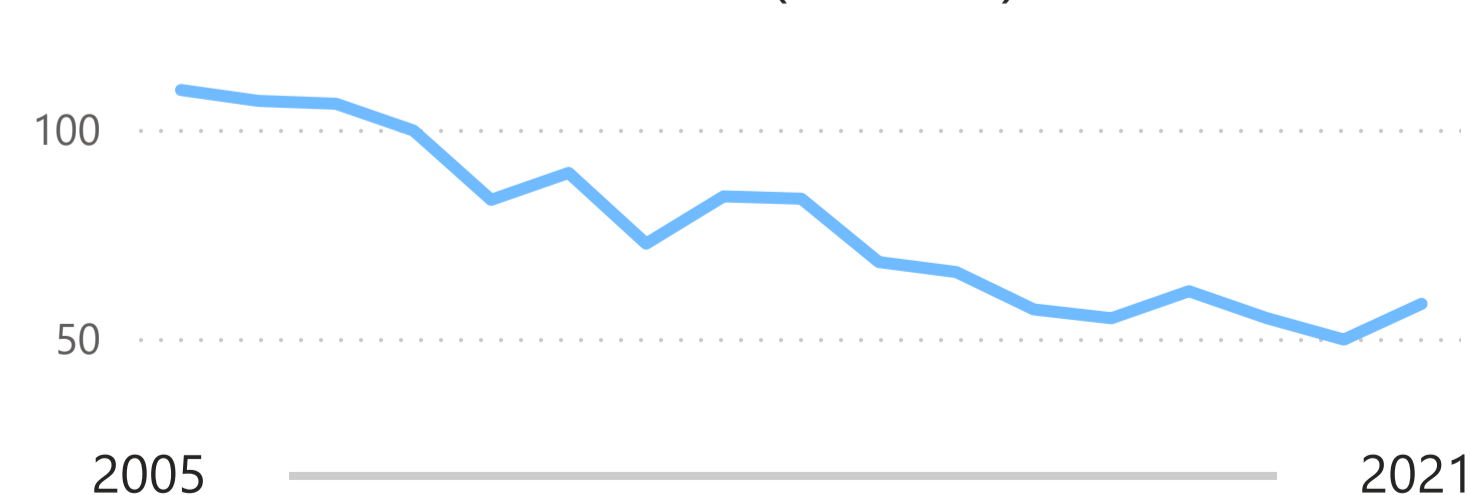
2020: 45.0 (+17.1%)



### Public Sector 2021

# 58.2

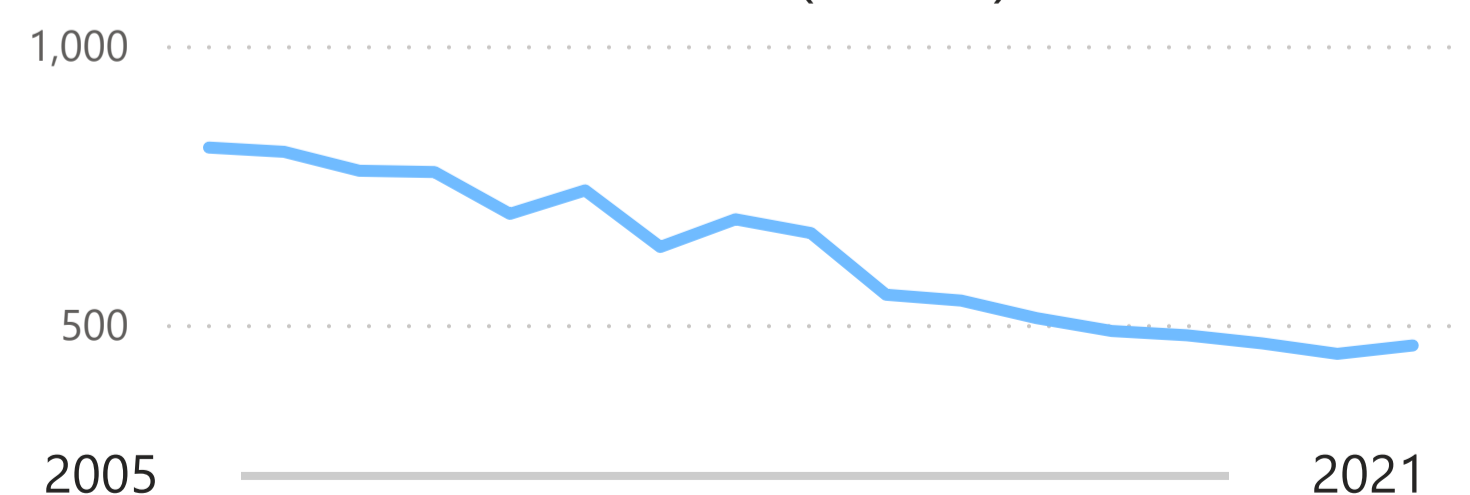
2020: 49.6 (+17.2%)



### Domestic 2021

# 461.8

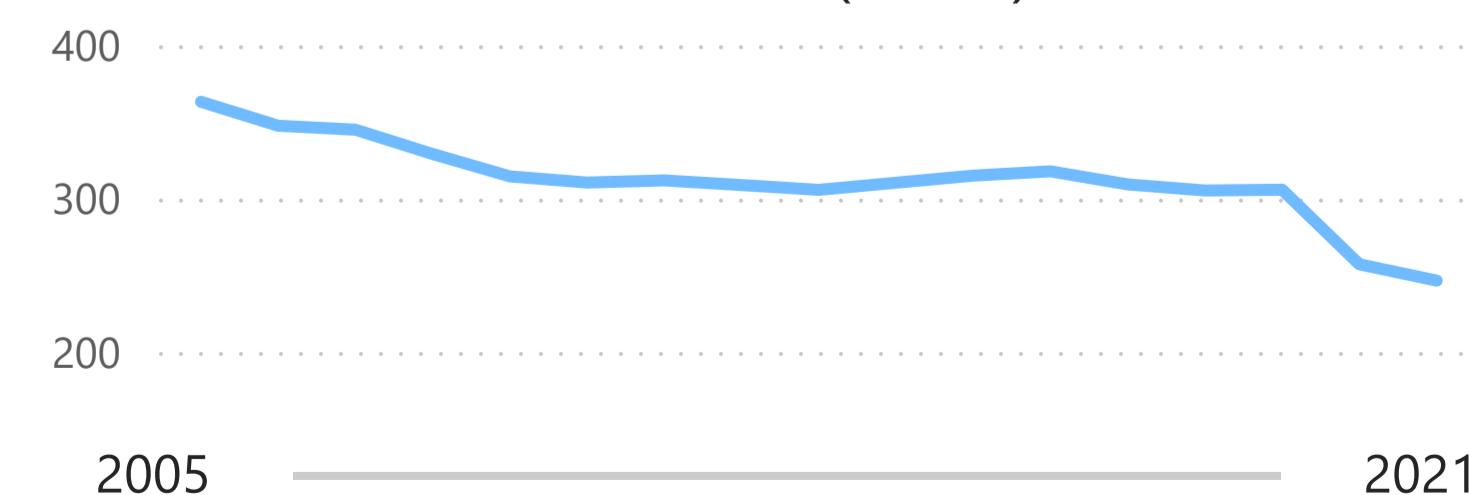
2020: 446.8 (+3.4%)



### Transport 2021

# 246.5

2020: 257.2 (-4.1%)



# Emissions Estimates per 1000 Capita (kt CO<sub>2</sub>e) 2021

Data combines UK's Greenhouse Gas Inventory with data from a number of other sources, including local energy consumption statistics. They show "territorial" emissions, meaning they **occur within the Borough of Wirral's borders**.

Data shows emissions allocated on an "end-user" basis where emissions are distributed according to the point of energy consumption.

Wirral 2021

**3.2**

2020: 3.1 (+4.3%)

North West 2021

**4.0**

2020: 3.7 (+7%)

England 2021

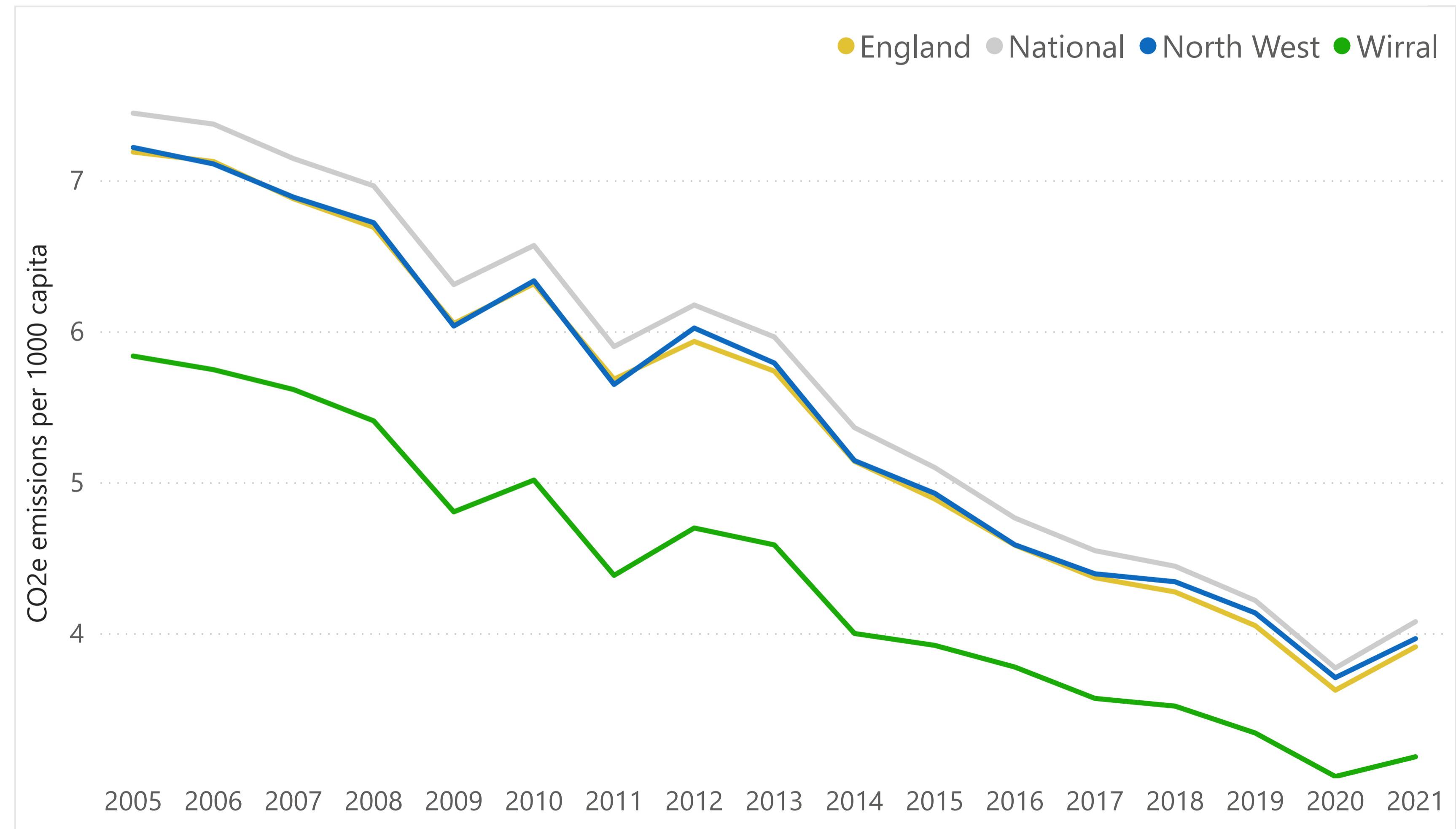
**3.9**

2020: 3.6 (+7.9%)

National 2021

**4.1**

2020: 3.8 (+8.1%)





# Wirral Waste (Household) *Data is available a quarter in arrears*

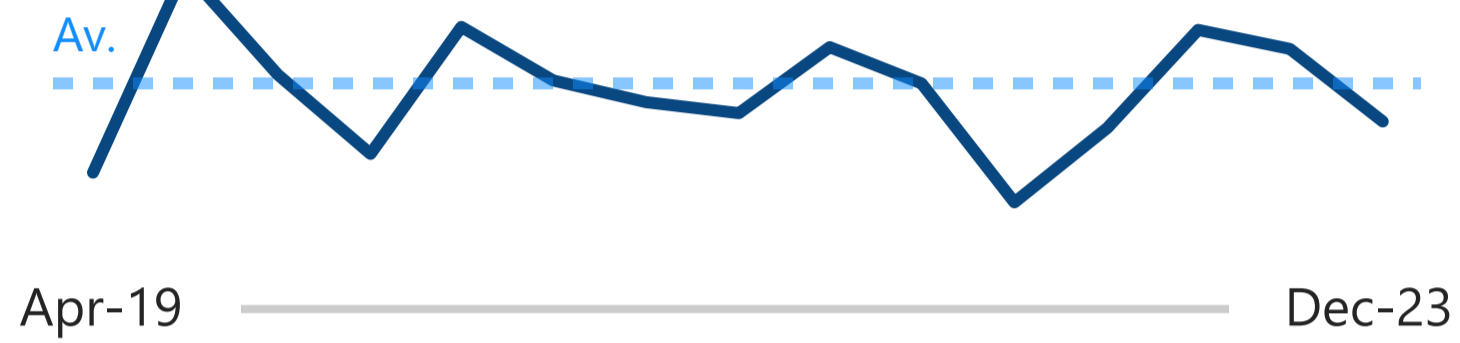
## Q3 2023-24

Source: Waste Data Flow

Total Recycling Rate (grey bin, brown bin, street sweepings and bring banks) (%)

### 31%

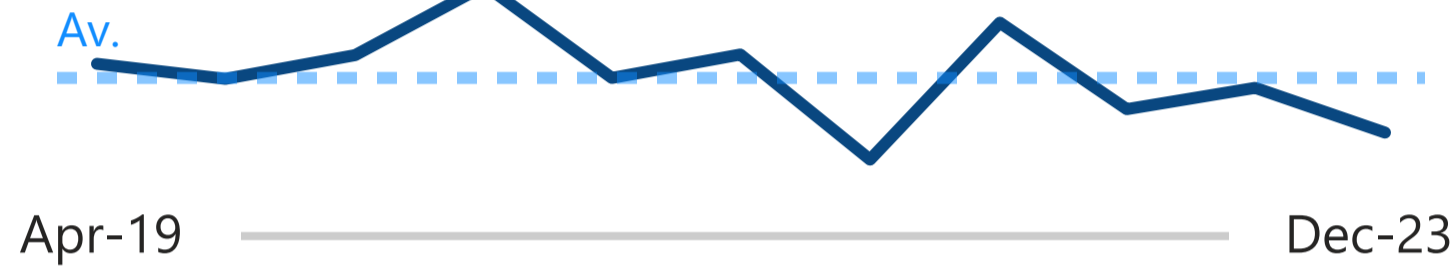
Same period last year: 28%



Grey Bin Recycling (%)

### 18%

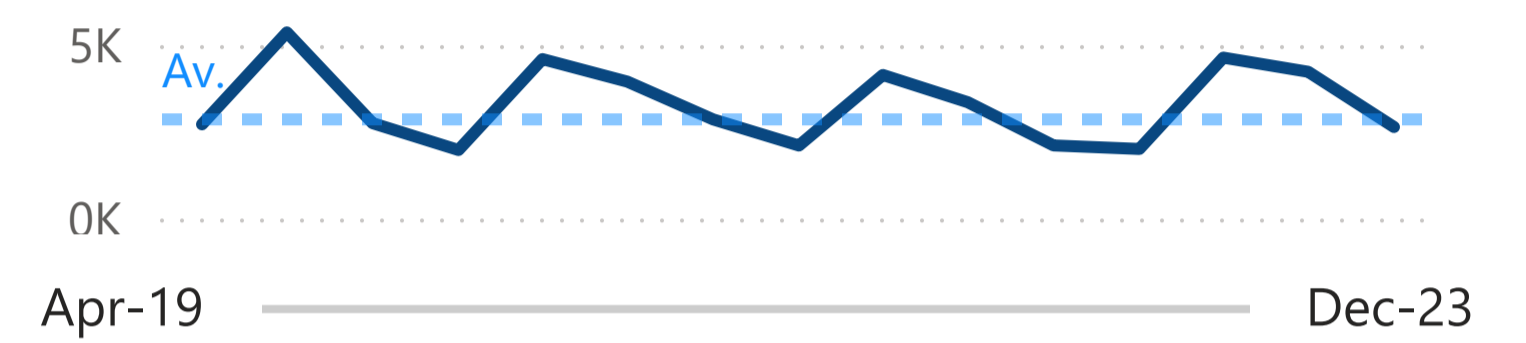
Same period last year: 17%



Garden waste (t)

### 2,639

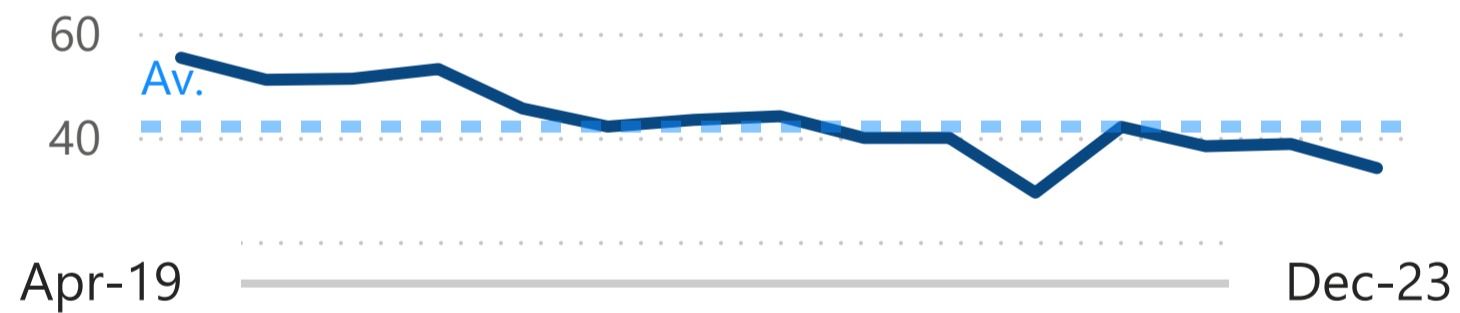
Same period last year: 2,108



Recycling (t)

### 5,137

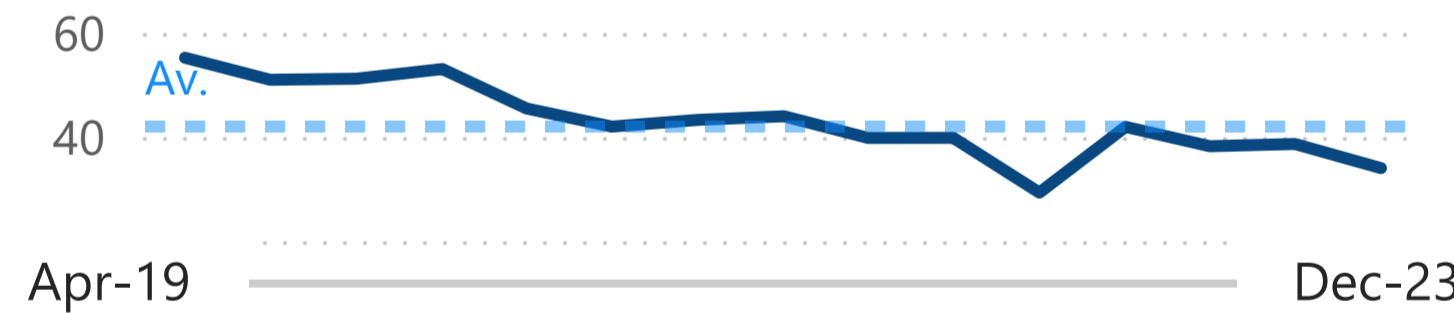
Same period last year: 4,411



Recycling KG per h/hold

### 34

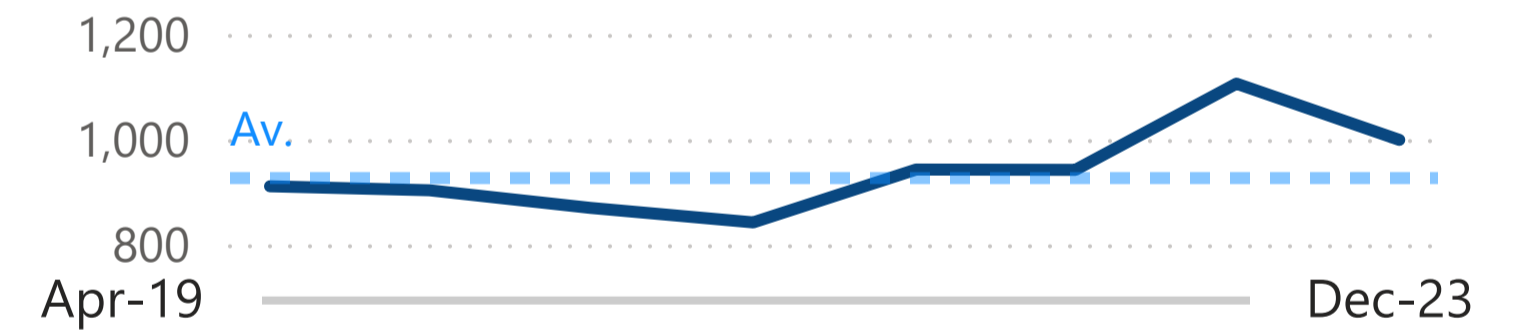
Same period last year: 29



Street Arisings - Street Cleansing (t)

### 999

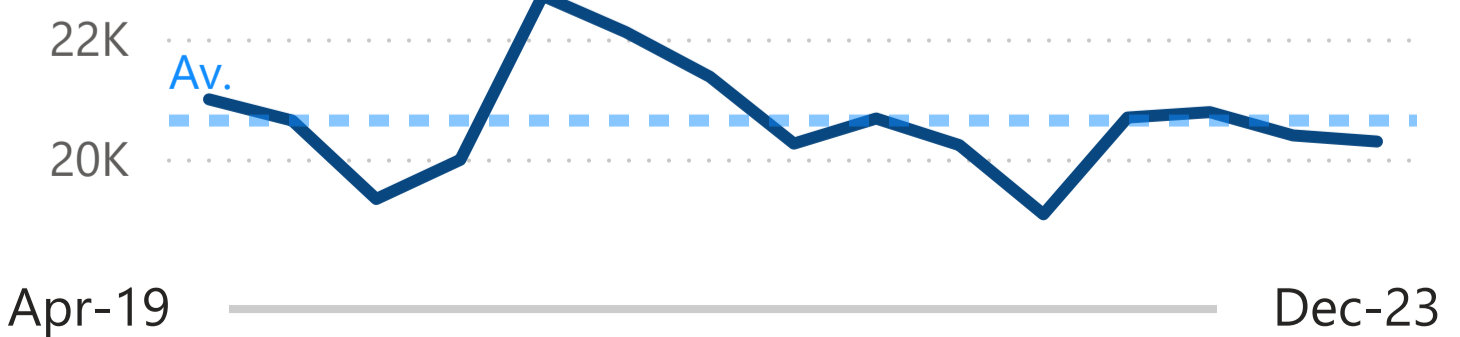
Same period last year: 842



Refuse (t)

### 20,283

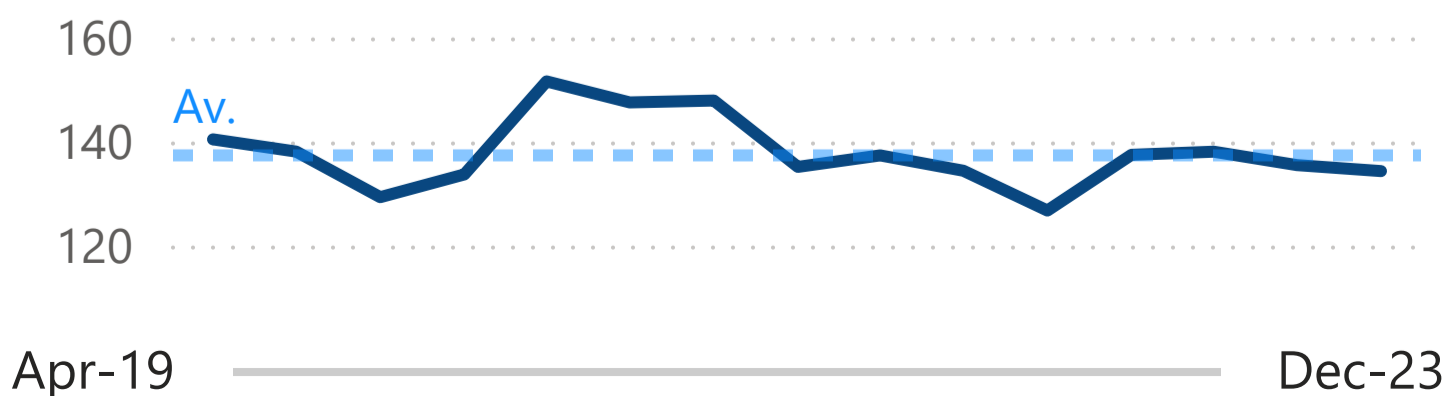
Same period last year: 19,071



Refuse KG per h/hold

### 134

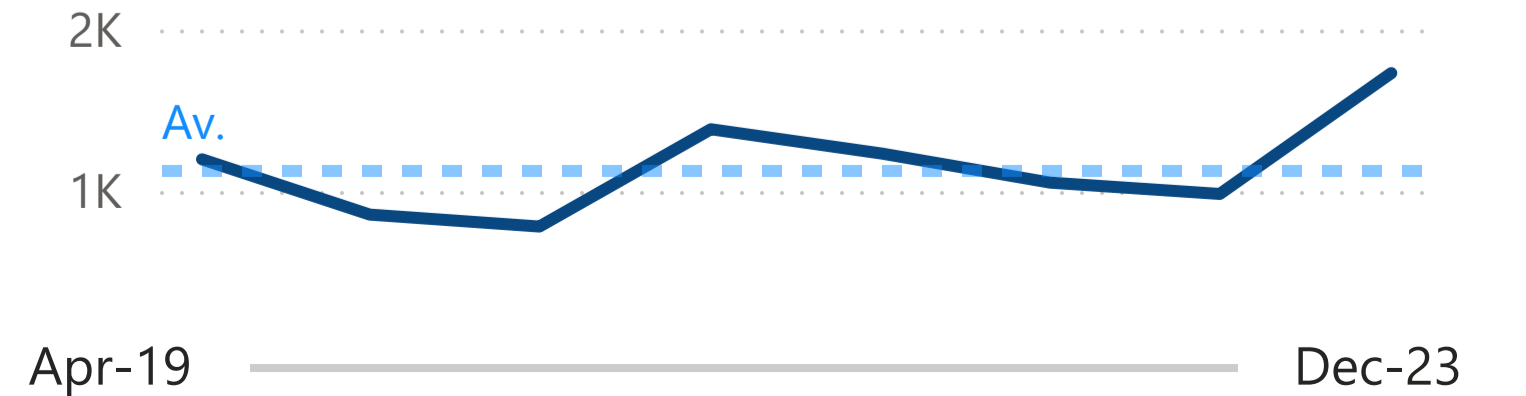
Same period last year: 127



Street Arisings - Street Sweepings collected (t)

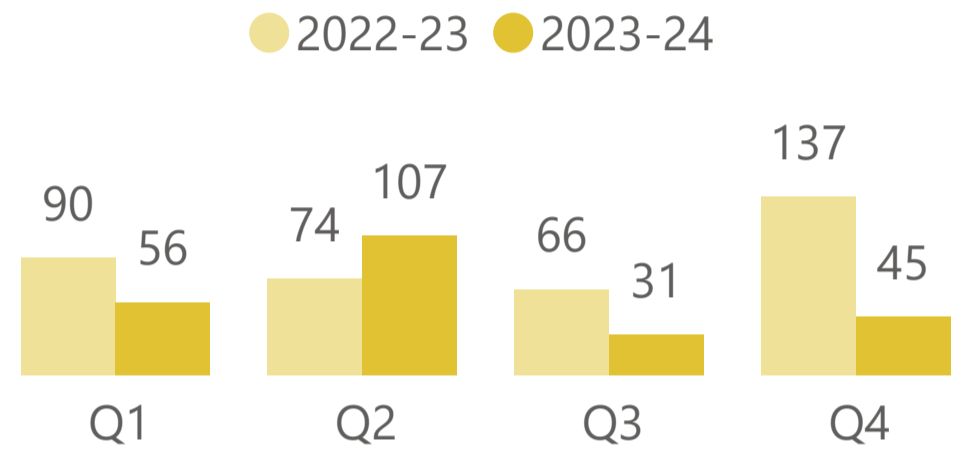
### 1,730

Same period last year: 1,382



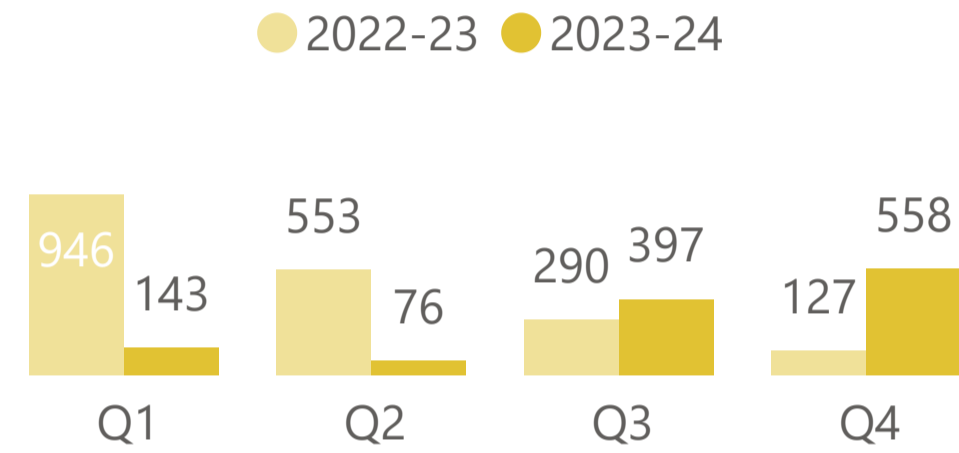
Dangerous or Unstable Trees Felled

239



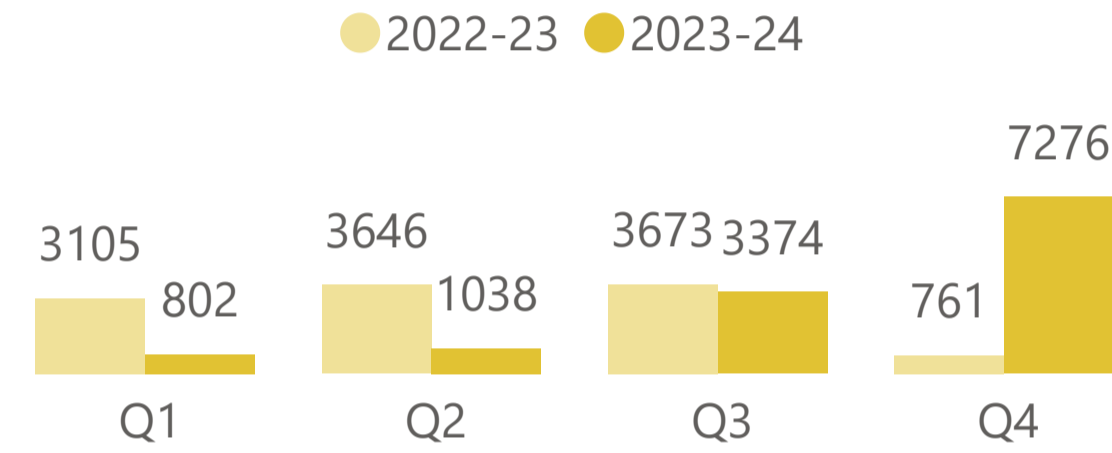
Tree Maintenance Works Orders Raised

1,174



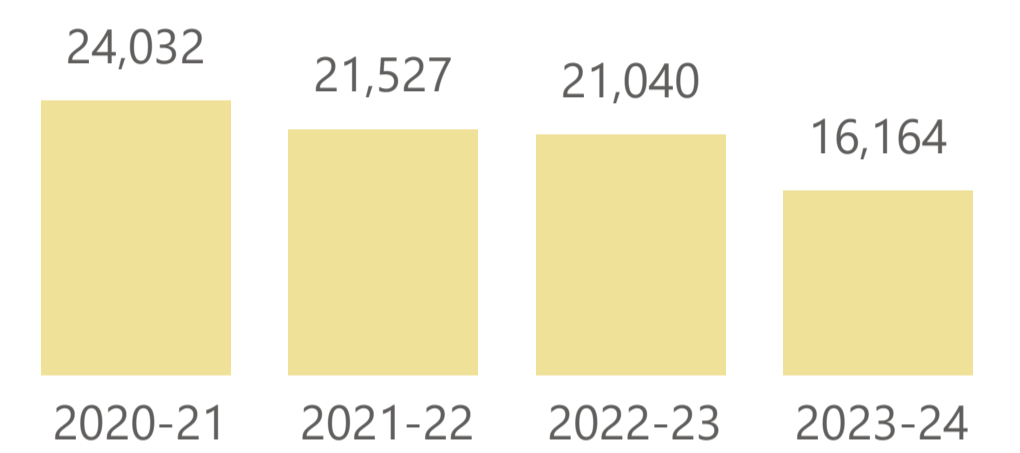
Tree Assets Inspected

12,490



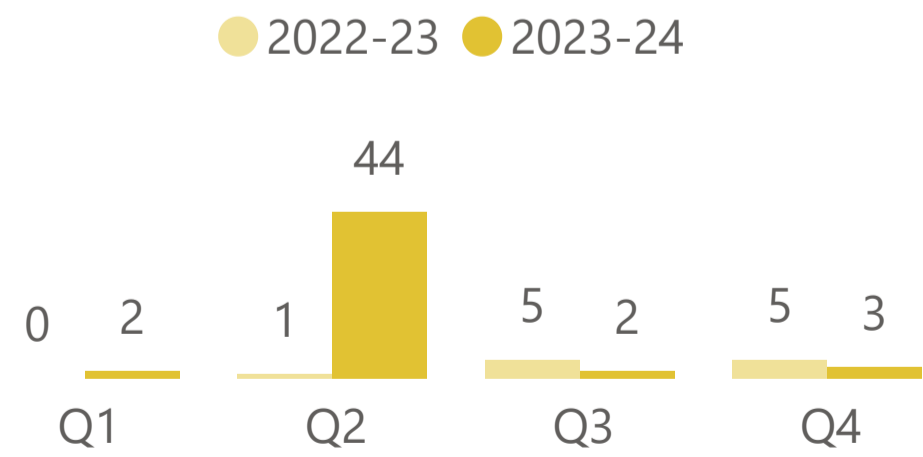
Trees Planted To Date

82,763



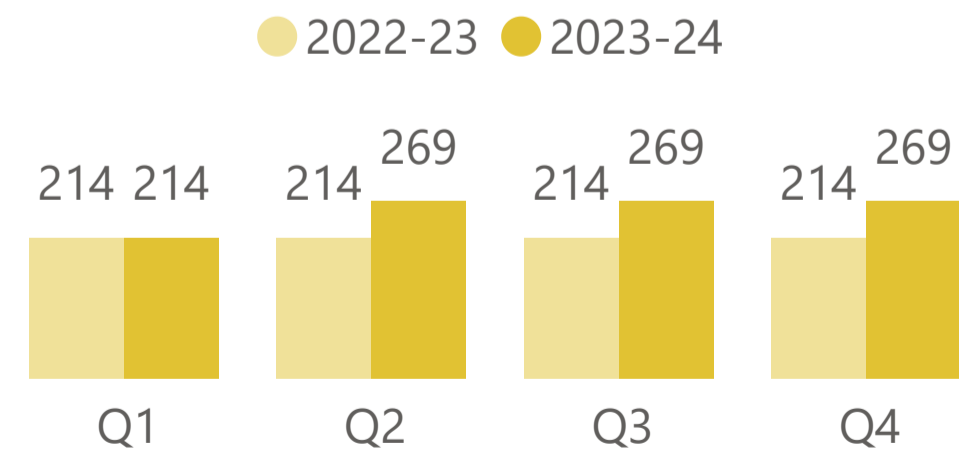
Veteran Trees Tested for Decay with Arborsonic Equipment

51



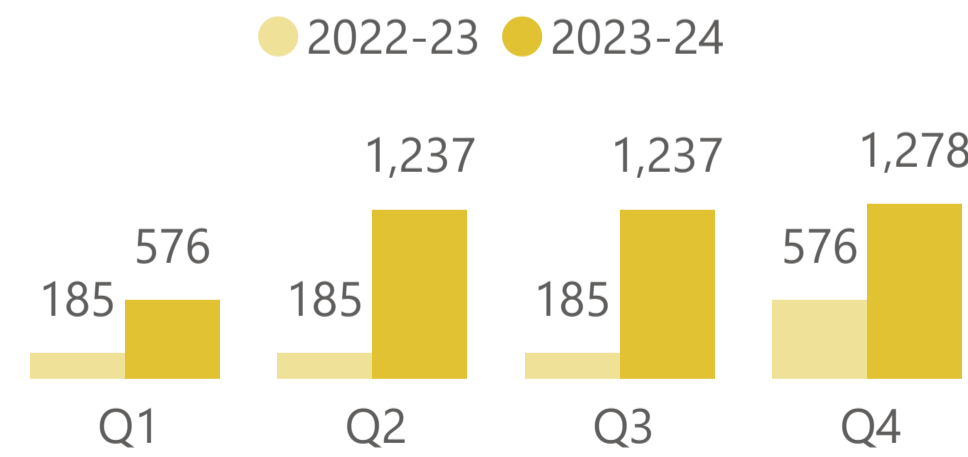
Woodland Compartments Captured within the Inventory\*

269



Tree Groups Captured within the Inventory\*

1,278



**Notes:** \*Woodland compartments groups, tree and individual trees captured within inventory - surveys are on-going. Trees planted to date excludes replacements

**Source:** Insight (Symology) and TreePlotter

# **WIRRAL** Wirral Tree Strategy Years 1, 2, 3 and 4. Who is tree planting.

The Tree, Hedgerow & Woodland Strategy requires 21,000 trees be planted every year to meet the 210,000 target by 2030. Tree planting season is October to the end March.

**82,763**  
Total Trees Planted

**84,000**  
Total Trees Planted Target

**98.5%**  
Diff to Tree Planting Target

According to Local Partnerships CEAP,  
carbon sequestered from tree planting  
**222 (tCO<sub>2</sub>e) by 2030**

Energy Measure	2020-21	2021-22	2022-23	2023-24	Total
Combined Authorities funding	9	0	0	0	<b>9</b>
Free trees initiative	0	136	2,163	1,023	<b>3,322</b>
Garden Waste Subscriber scheme	1,000	0	8,125	0	<b>9,125</b>
Ground Control	1,520	0	0	0	<b>1,520</b>
Hedgerow	0	4,685	2,061	2,331	<b>9,077</b>
Mersey Forest	9,600	6,572	2,264	6,053	<b>24,489</b>
Orchards	0	73	68	93	<b>234</b>
Other Community Woodland	0	7,381	4,738	2,491	<b>14,610</b>
Schools	10,000	2,171	740	53	<b>12,964</b>
Streets/Parkland	203	263	332	217	<b>1,015</b>
Urban Tree Challenge Fund	1,700	246	549	0	<b>2,495</b>



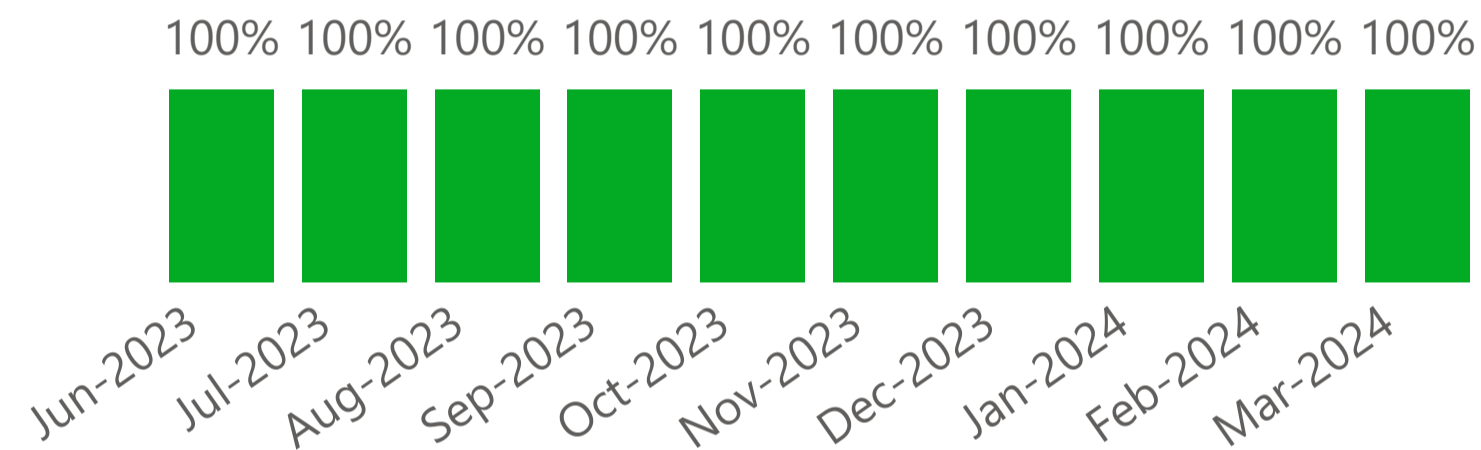
# Man Coed Tree Contract Performance Indicators

Source: ManCoed

Provide response to emergency call outs within one hour

## 100%

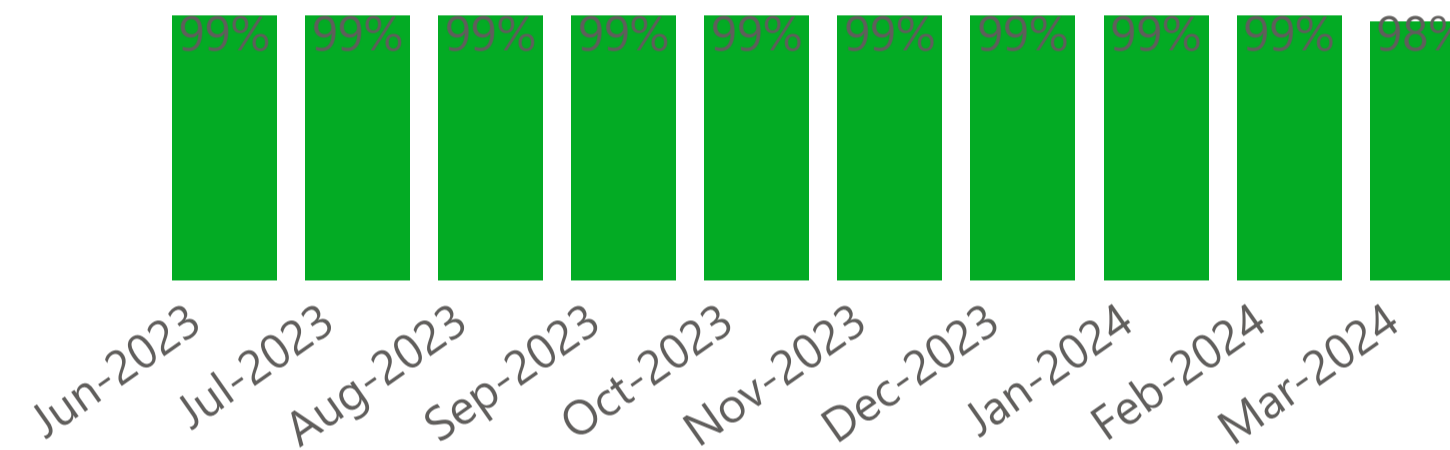
Target: 100%



Carry out tree works in specified time frame (1 hour, 24 hours, 4 weeks, 12 weeks)

## 98%

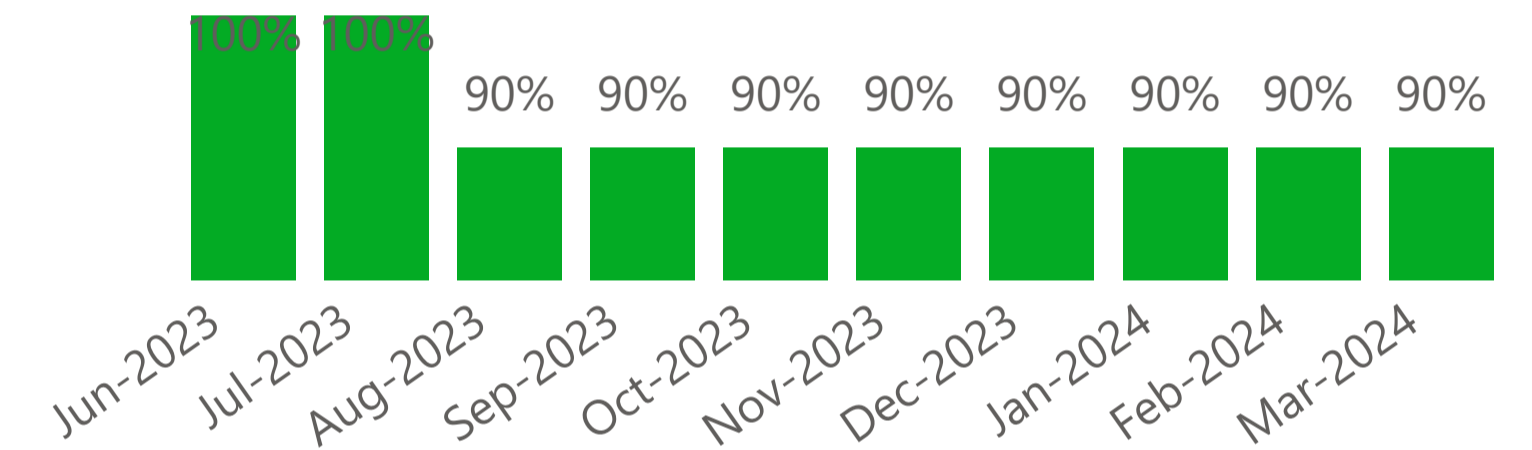
Target: 90%



Provide quotations within 10 working days of request

## 90%

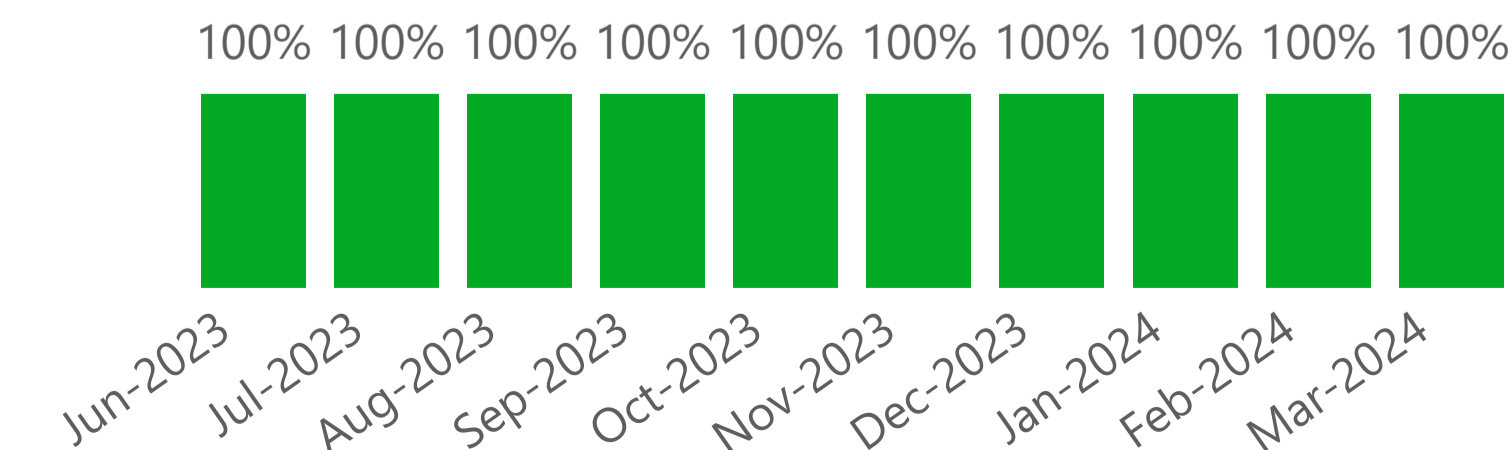
Target: 90%



Provide details of any accidents or near misses within 3 hours

## 100%

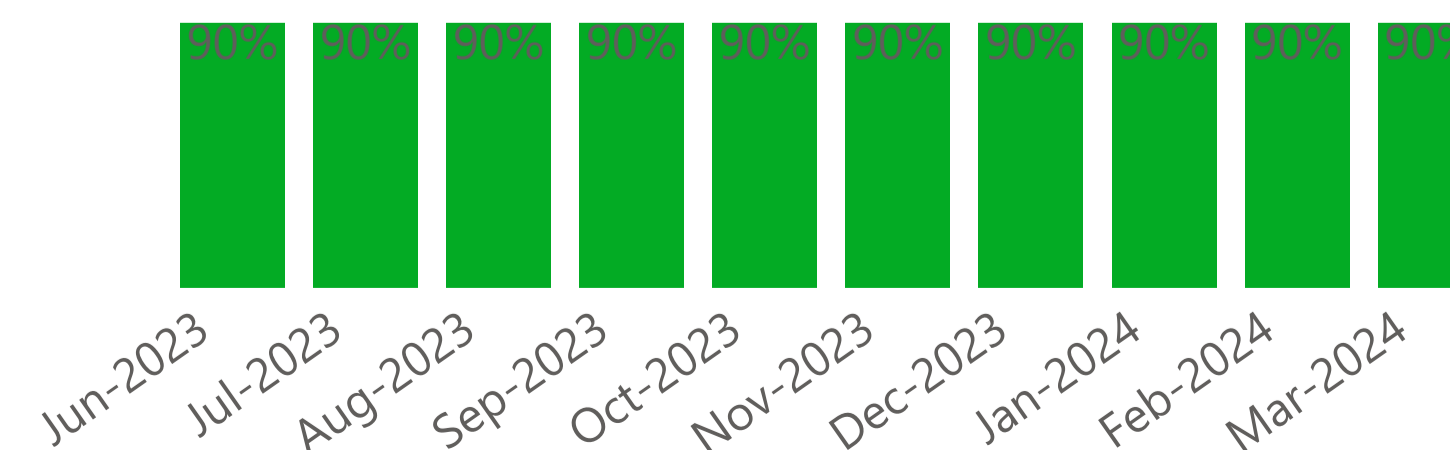
Target: 100%



Provide written response to a complaint or FOI submitted to council in 3 working days

## 90%

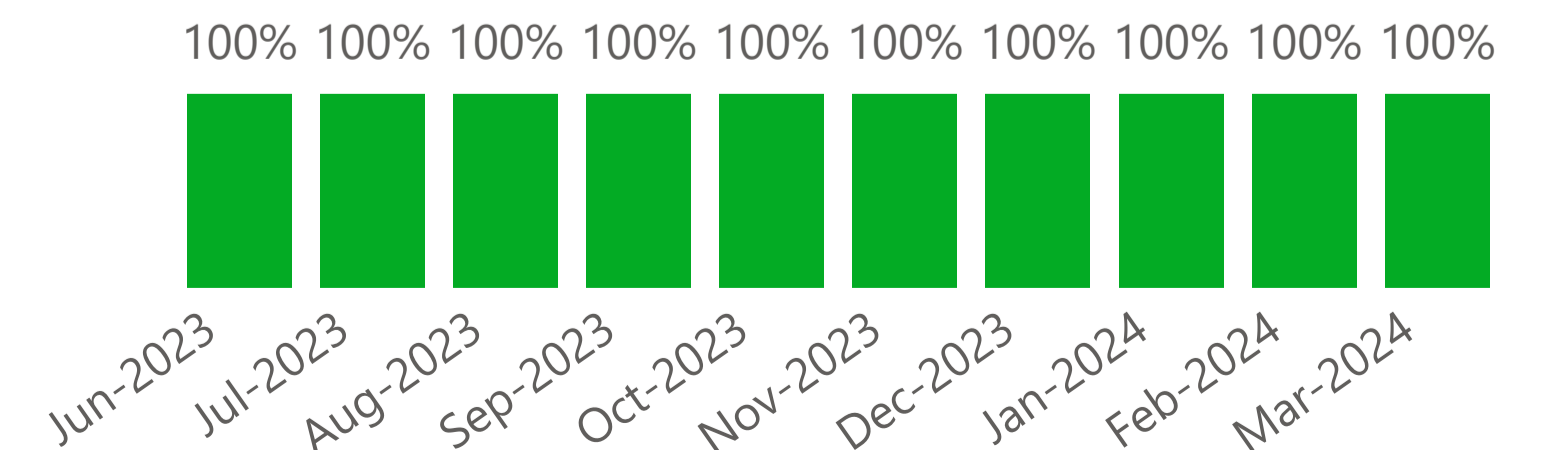
Target: 90%



Invoice within one month days of completion of batch / site

## 100%

Target: 90%





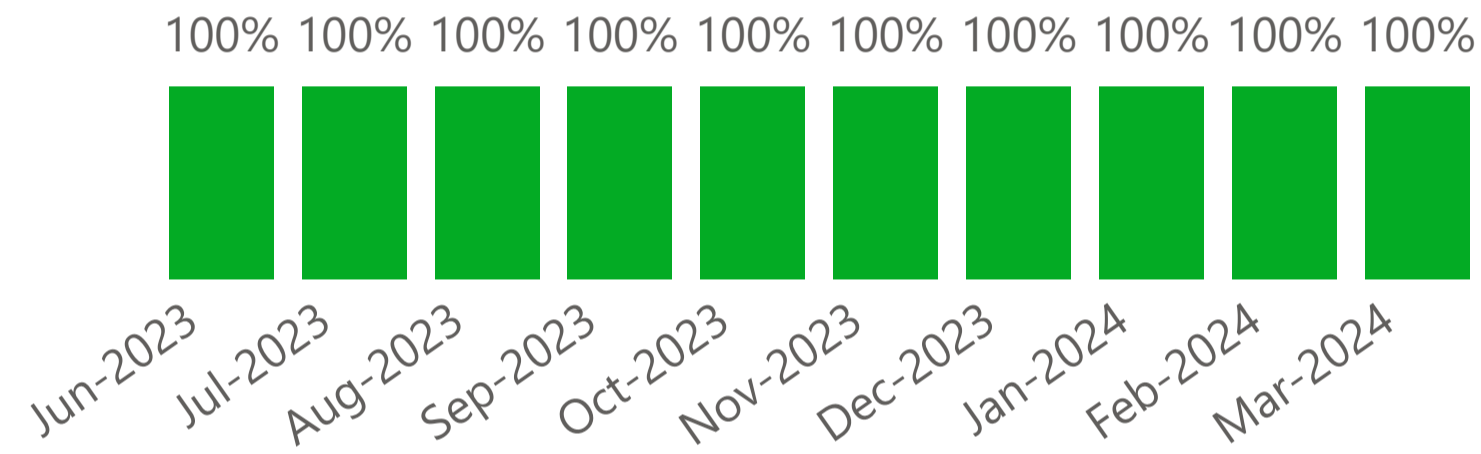
# Man Coed Tree Contract Performance Indicators 2023-24

Source: ManCoed

Provide written prior notification to properties immediately adjacent to trees inc. cyclical pollarding regime at least 2 weeks before works commences

## 90%

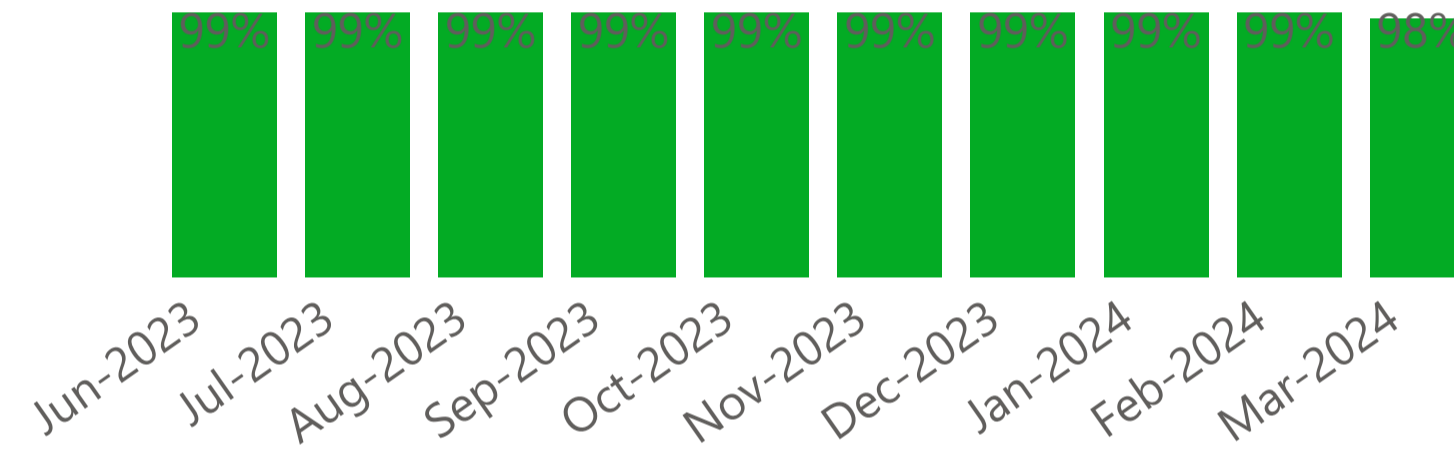
Target: 90%



One unannounced safety visit to site per week to check compliance safety procedure

## 100%

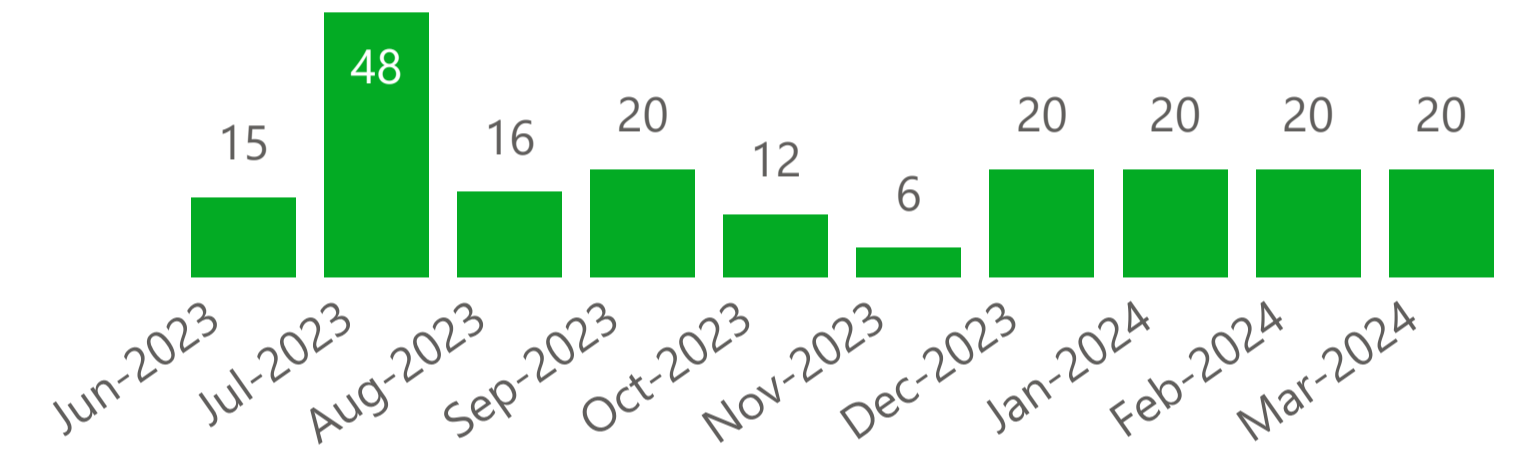
Target: 90%



Post Completion Inspections YTD

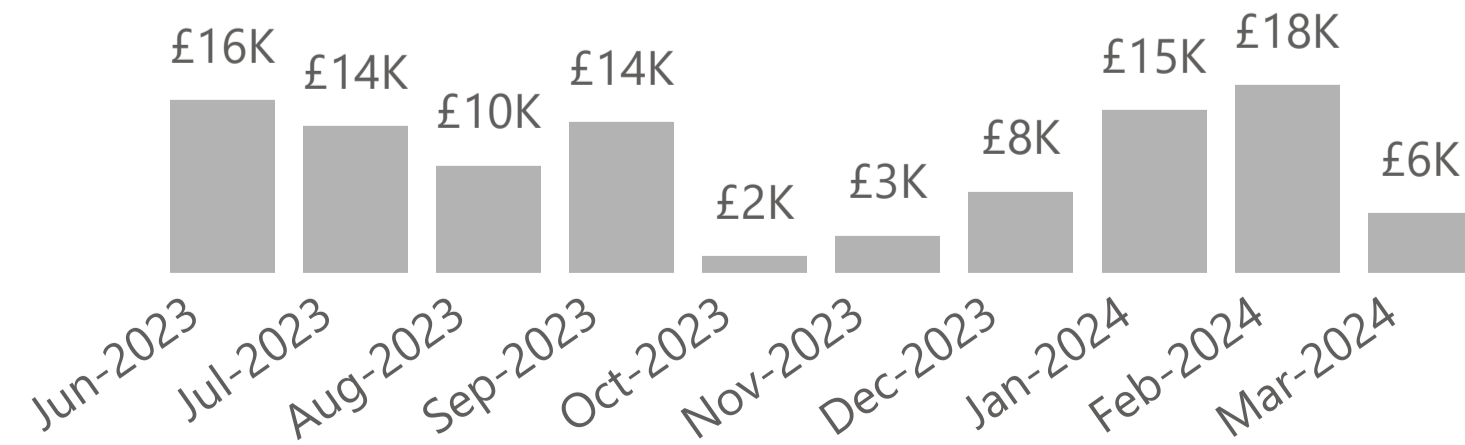
## 328

Target: 175



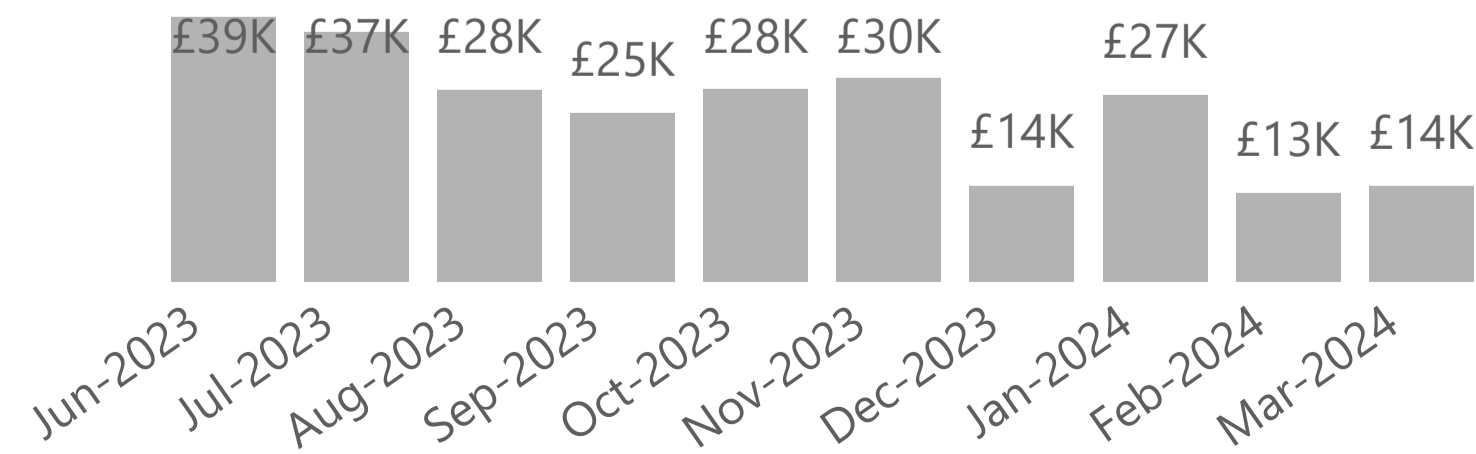
Parks Spend YTD

## £173,004



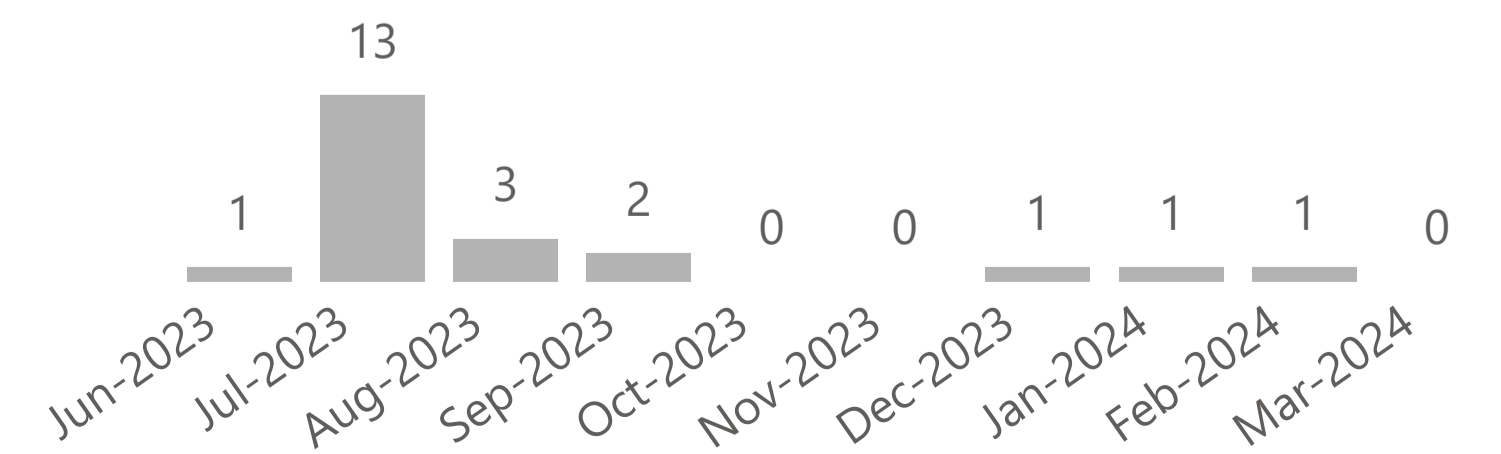
Highways Spend YTD

## £406,661



Defects Picked Up YTD

## 23



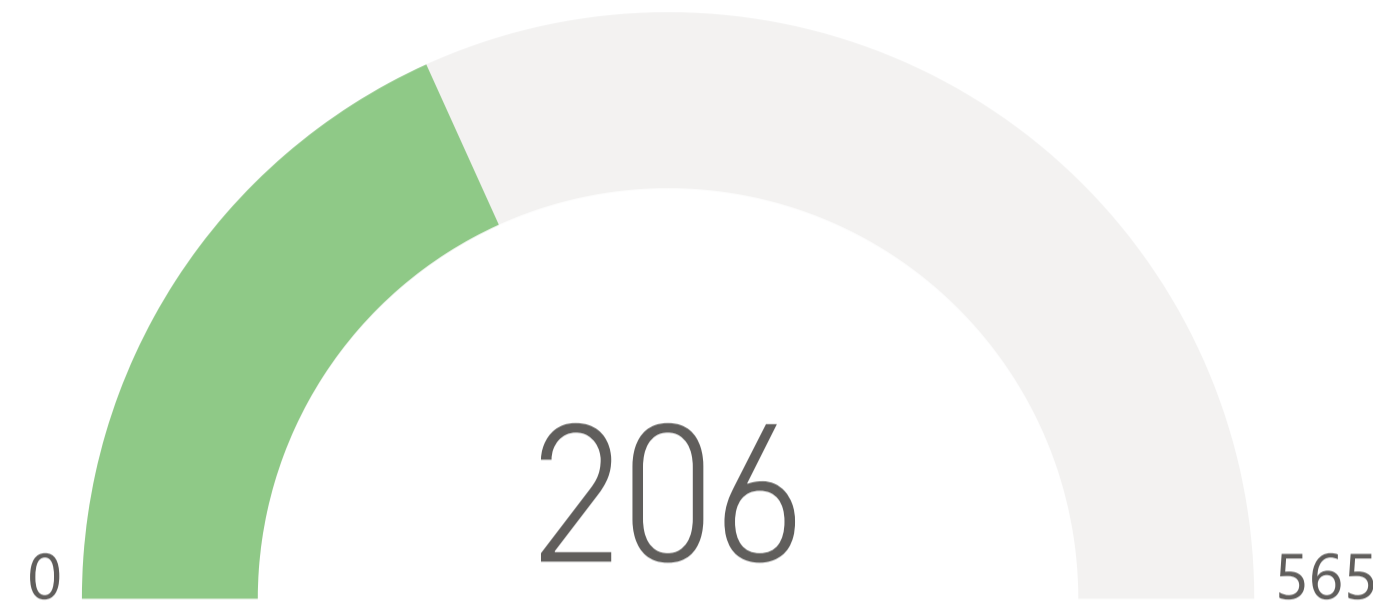
**386**  
Attendees

**11.3%**  
% Attended

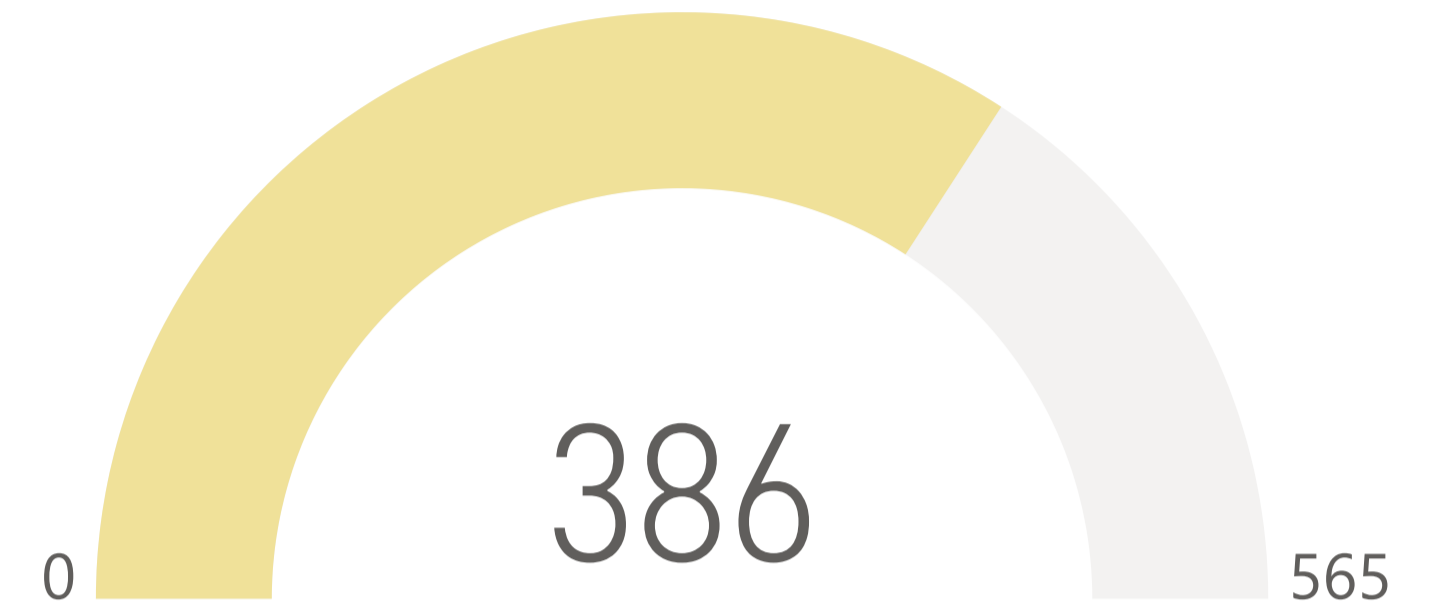
**206**  
Carbon Literate

**6.0%**  
% Carbon Literate

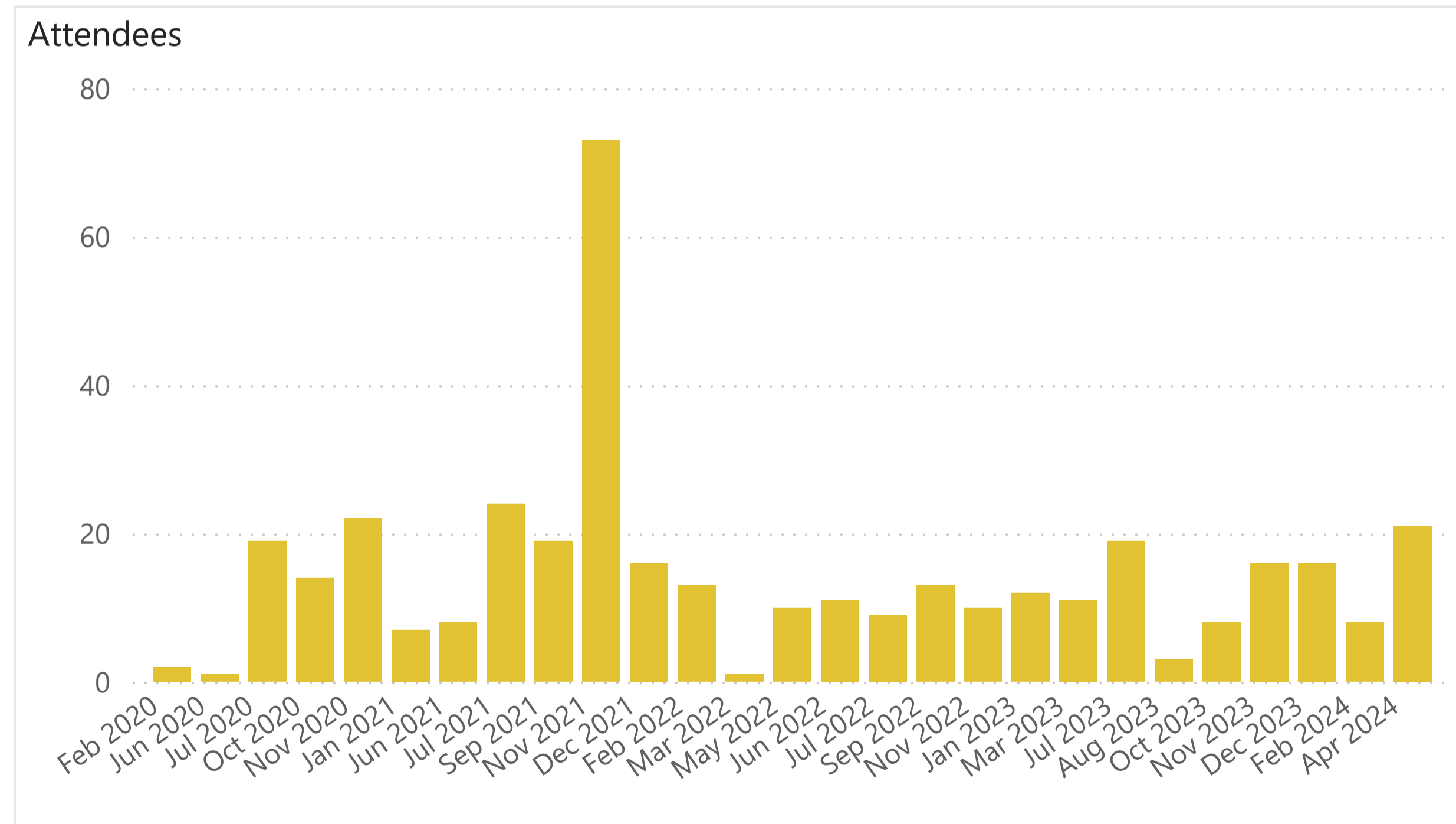
Staff and members Carbon Literate (Target = 15%)



Staff /members attended with potential for Carbon Literacy



Function	Awarded	% Awarded
Adult Care and Health	22	4%
Children, Family and Education	7	1%
Council Member	23	
Finance	17	5%
Law and Governance	25	20%
Neighbourhoods	75	8%
Regeneration and Place	32	10%
x left council / uk	5	



**Data Source:** Internal counting: Climate Emergency Manager

**Notes:** Target is 15% of all staff to be Carbon Literate. Wirral Council's Climate Emergency team is delivering in house training. This training is ongoing with no end date.