

Environmental Sustainability Report

2010/2011

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Information



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Through 2010/2011 all sectors of the economy were affected by the downturn in the global economy and the spending cuts across the public sector. Despite these challenges environmental sustainability has remained at the core of our decision making at Merseytravel and is a key element of our decision-making process for everything we do. Indeed the case for efficiency and sustainability has never been stronger in these times of tight financial constraints and continuing pressure on our global natural resources.

This year saw the final year of our third Environmental Sustainability Strategy (ESS) which covered the period from 2006-2011. As a result this annual report not only outlines the progress we have made in the last year but also provides a summary of the last 5 years against our key indicators. We set 66 'targets' in 2006 and have either fully achieved or progressed 64 of those. Of the remaining 2 these were unachievable due to competing external demands. Reviewing our performance regularly enables us to identify our areas of strength and where we face challenges we need to address.

We are proud of the work we have done over the course of the last strategy but cannot dwell on our success and have already begun delivery of our next strategy which runs to 2016.

Cllr Mark Dowd OBE

Chair of the Integrated Transport Authority

Some of our key achievements over the last five years include:

- Developed and begun implementation of our Carbon Management Plan.
- Attained ISO 14001 certification for our Environmental Management System every year since 2003.
- Awarded the Carbon Trust Standard for reducing our carbon footprint by 7% over 2 years.
- Reduced carbon emissions from our energy use, vehicle fleet and business travel.
- Delivered several EU projects focused on sustainable transport.
- Continued to work with schools and the community to promote the use of public transport and engage with them for their views for improvement.
- Supported the delivery of the Travelwise Campaign encouraging more sustainable methods of travel.

We hope that you will gain some useful insight into our environmental work from this report and will continue to follow the progress Merseytravel is making on this agenda in future versions.

Neil Scales OBE

Chief Executive and Director General

Merseytravel Sites



Key to Merseytravel's Sites

Merseytravel's Headquarters Buildings

1. 24 Hatton Garden and Beetham Court

Mersey Ferries

2. Pier Head Terminal and The Beatles Story
3. Seacombe Terminal, offices, Spaceport and Duke Street repair and maintenance unit
4. Woodside Terminal and U-boat Story

Bus Stations and Travel Centres

5. Liverpool One
6. Queen Square
7. Bootle
8. Southport
9. Huyton
10. St Helens and ALTEReco Bus Garage
11. Birkenhead

Mersey Tunnels

12. Georges Dock
13. Kingsway Tunnel
14. Queensway Tunnel
15. Wallasey works, offices, Police and Tolls
16. Ventilation Station

Bus/Train Interchange

17. Liverpool South Parkway

Railways

Merseyrail Electrics and Northern Rail operate train services and stations on the Merseyrail Network on behalf of Merseytravel. London Midland and East Midlands Trains operate services in association with Merseytravel.

Bus Services

Private companies operate all bus services in Merseyside. Merseytravel supports socially necessary non-profitable services through subsidised support.

Merseytravel is the operating name for two statutory organisations:

1. Merseytravel Integrated Transport Authority (ITA).
2. Merseyside Passenger Transport Executive (PTE).

Merseytravel covers the 5 Merseyside districts of Knowsley, Liverpool, Sefton, St Helens and Wirral. A total of 18 elected members representing each Authority sit on the ITA developing transport policies for the region.

Merseytravel works together with its Partners to ensure excellent access to public transport and to improve the quality of life on Merseyside by:

- Funding specific socially necessary bus routes.
- Maintaining bus stations and shelters for bus users and operators.
- Ensuring a high quality rail network.
- Running tunnels, ferries and tourist attractions.
- Administering concessionary travel schemes.
- Providing prepaid ticketing and travel information services.
- Working with private companies who operate bus and train services.
- Ensuring the Local Transport Plan (LTP) strategy and plans are delivered in Merseyside.

Consultation

To improve transport services, Merseytravel consults the residents of and visitors to Merseyside, service users, the business community, the health sector and local authority partners in order to constantly review and improve services.

Merseytravel currently has a number of advisory groups which provide valuable feedback and guidance to better inform our policies.

The Merseyside Local Transport Plan (LTP)

The second Merseyside LTP was active from 2006 until 2011 and provided a strategic framework and a £230m delivery programme of transport investment and service improvements with six main objectives:

1. Provide appropriate infrastructure to support social and economic growth and regeneration.
2. Provide access for all to ensure an inclusive community.
3. Manage demand to provide an efficient transport network.
4. Support a healthier community by ensuring transport actively improves health, the quality of life and ensures the safety and security of all users.
5. Protect and enhance the environment.
6. Make best use of existing resources and strive to ensure value for money at all times.

In April 2011 the ITA became responsible for the third LTP (LTP3) which will still be developed and delivered in collaboration with the five Merseyside local authorities. LTP3 runs from 2011 to 2024 and contains both short and longer term actions to provide Merseyside with a safe, sustainable, efficient and integrated transport network, accessible to all.

The current published LTP is available to download on the Merseyside Local Transport Plan website
www.transportmerseyside.org

Environmental Sustainability Strategy

Merseytravel published its third Environmental Sustainability Strategy in 2006 which ran until 2011.

During that time Merseytravel's overall strategic goal was: 'To play a leading role in partnership with key stakeholders to develop environmental and transport policies for Merseyside, that seek to increase investment for the maintenance and development of a high quality transport system, that will help to reduce car usage, be efficient and environmentally sustainable'.

To achieve this Merseytravel adopted the following key principles to guide the development of the policies contained in the strategy to ensure they fit within the UK Government principles to achieve sustainability:

- Corporate social responsibility;
- Environmental probity;
- Public accountability;
- Participation and ownership;
- Raising awareness and education.

This is the final annual environmental sustainability report for the 2006-2011 strategy which gives a summary account of Merseytravel's progress in its implementation as well as for this final year 2010/2011. The policy statements and how they have been implemented are detailed in the environment, social and economic, technological and political sections of this report. Merseytravel's key strategy achievements from the 5 years are highlighted in the Environmental Sustainability Strategy section and at the end Merseytravel introduces its fourth environmental strategy for 2011-2016.

The Environmental Sustainability Strategy is available to download from the Merseytravel website
www.merseytravel.gov.uk/information_environment.asp

Vision	Mission
A world class organisation and a world class transport system	To promote an integrated transport system to improve quality of life on Merseyside

Corporate Strategic Themes

- ST1** With partners deliver a single accessible integrated transport network to support wider local, regional and national agendas
- ST2** Promote the economic and social development of the Liverpool City Region
- ST3** Serving the community to achieve increasing levels of customer experience
- ST4** Make the most of our people and develop their capabilities and those of the wider transport community to deliver world class services
- ST5** Deliver value for money through innovation and business development in a changing environment

Our core values are:

- Accountable to the community
- Responsive to our stakeholders
- Honest in our dealings
- Fair in our procedures
- Supportive to our colleagues
- Keen to learn
- Willing to innovate
- Committed to continuous improvement

Our core values are:

- Be safe
- Be needs driven
- Be accessible
- Be quality focussed
- Be provided by trained staff
- Consider environmental issues
- Support economic regeneration including tourism

Environmental Policy Statement of Intent

Merseytravel comprising the Merseyside Integrated Transport Authority (ITA) and Passenger Transport Executive (PTE) is committed to the implementation of a single, integrated sustainable transport network for the city region that is accessible to everyone. The organisation issued its Environmental Sustainability Strategy in 2006 that sets out the policies to be adopted by all its business areas in support of this commitment.

Merseytravel has implemented an Environmental Management System (EMS), which was first certified to ISO 14001 in June 2003. As part of this implementation, Merseytravel has undertaken an environmental review of its current activities and examined the impact on the environment of all sites and premises under its control. Through this system, Merseytravel understands the environmental implications of its day-to-day actions, allowing it to set appropriate objectives and targets as well as establishing the appropriate procedures for their measurement, audit and control. Merseytravel is achieving this by:-

Continually improving environmental performance and controlling pollution from all its activities, products and services.

Environmental performance will be measured and monitored via procedures documented in the EMS and the EMS action plan.

Publishing an Environmental Sustainability Report on an annual basis.

This report will record progress made towards the objectives and actions of the Environmental Sustainability Strategy, providing results of all environmental performance monitoring. Proposed action for key business areas will be developed as an outcome of this monitoring process.



Complying with all applicable current legislation, approved codes of practice and guidance pertinent to its activities.

Merseytravel aims to be innovative in its approach to the environment and where appropriate will adopt standards of design and operation in advance of any legal requirements.

Issuing specific statements, providing advice and develop plans to improve environmental performance.

These will address CO₂ emissions and energy efficiency, resource use, transport (encompassing our own fleet and staff travel), waste minimisation, construction and procurement (covering both goods and services).

Undertaking an environmental awareness raising programme.

This will encourage the commitment and involvement of employees to adhere to the requirements of the EMS and implement this policy.

Involving the wider community

Merseytravel is committed to communicating with the wider community on relevant environmental issues. This policy and the key environmental issues arising from Merseytravel activities will be conveyed to suppliers, contractors, stakeholders and the wider community via published documentation and wider dissemination activity.

The Environmental Management System Monitoring Group is the steering group for all environmental matters pertinent to the organisation. This group will be responsible for agreeing action plans for all business areas as well as devising a programme of objectives and targets consistent with this policy and the EMS. This group will report to the PTE or the ITA's Environment Committee. The policy will be reviewed annually with the input of the experience gained through the implementation of the EMS.

Neil Scales,

Chief Executive & Director General

5 October 2010



Environment



2010/2011 Achievements:

**Developed
a 6 year Carbon
Management Plan**

**Set a CO₂e
reduction target of
24% by 2016**

Merseytravel recognises that the sites we manage, the services we supply and the decisions of our staff have an effect on the environment. We are committed to integrating the environment into the core of our work to minimise the impact of our operations on the environment.

2010/2011 Achievements

To manage its operational impact, Merseytravel has implemented an **Environmental Management System (EMS)** to ISO 14001 standard and has retained its certification every year since 2003. The organisation continues to measure itself against Environmental Performance Indicators and the results are shared within this section.

Carbon reduction and energy efficiency continues to be a major focus of our work and in 2010.

This year Merseytravel joined the Carbon Trust's Local Authority Carbon Management Programme with the aim of reducing its **greenhouse gas footprint**. Through the programme Merseytravel calculated a new greenhouse gas footprint of 11,020,211 kg of CO₂e for 2009/2010 and developed a 6-year Carbon Management Plan (CMP) to guide its ambition to cut its CO₂e emissions by 24% by March 2016.

To achieve the 24% reduction target the plan is based on two work strands:

1. Change management - to embed carbon into the organisation's working culture and
2. Technical improvements – to lower carbon emissions through invest to save projects and investment programme projects. Current identified projects make up 23.9% of the baseline, equating to a potential CO₂e reduction of 2,635,157 kgs in one year.

The Carbon Management Team meets regularly to review and monitor the progress of the actions and projects, against the target. While also developing new opportunities that also meet the requirements of the Carbon Reduction Commitment Regulations. The CMP is overseen at a senior level by the Carbon Management Board which is chaired by the Chief Executive who has ultimate responsibility for Merseytravel's carbon emissions. The board meets quarterly to review the progress of the plan and help address any challenges.



73% fewer Mersey Tunnel user statements issued on paper

13% increase in recycling since 2009/2010

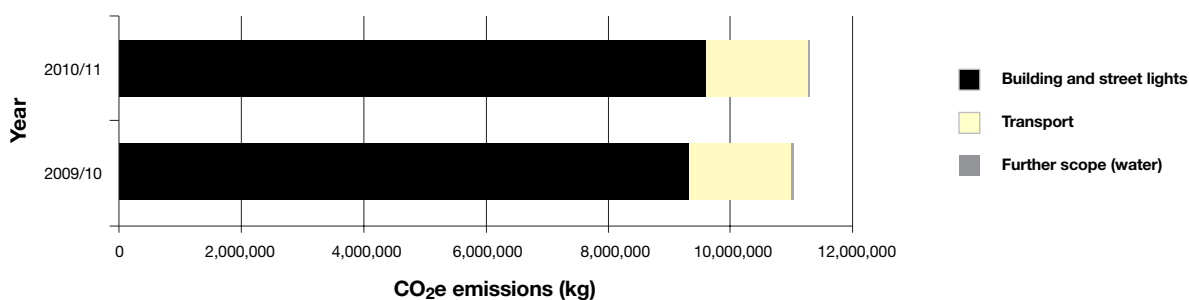
Through the baseline year (2009/2010) and also in 2010/2011, Merseytravel carried out the following projects:

Projects	Potential Year 1 Savings (kg)	% of the 24% CO ₂ e Target	Project status
Power factor correction - Queensway Tunnel	615,571	23.3	Complete
Upgrade tolls vacuum exhausters - Queensway and Kingsway Tunnels	292,238	11.1	Complete
Invert lighting – Queensway Tunnel	113,999	4.3	In progress
Variable speed drives and motors - Woodside ventilation station	81,783	3.1	Complete
Load shedding over 1.5 years - Mersey Tunnels	81,783	3.1	On-going
Total Savings	1,185,374	44.9%	

By implementing these projects the electricity consumed by these systems will decrease, which will help Merseytravel to meet its CO₂e reduction target and reduce the organisation’s costs. In the last year Merseytravel’s CO₂e emissions from

buildings and streetlights (including the Mersey Tunnels) have increased due to its expansion of its visitor attractions and facilities and a programme to improve the resilience of its ICT systems.

Total CO₂e emissions from all sources



For the energy use and carbon dioxide emissions over the whole timescale of the strategy. See the 2006/2011 strategy review section (page 28)

Carbon dioxide equivalent CO₂e emissions data for period 1 April to 31 March

	Kilograms of CO ₂ e	
	Base Year 2009/2010	2010/2011
Scope 1 direct: natural gas, generator oil and owned transport	2,604,923	2,662,496
Scope 2 electricity indirect: purchased electricity (grid average)	8,368,927	8,563,219
Scope 3 other indirect: business travel	46,360	62,472
Total gross emissions	11,020,211	11,288,187
Average occupied building emissions per employee	9,696	10,822

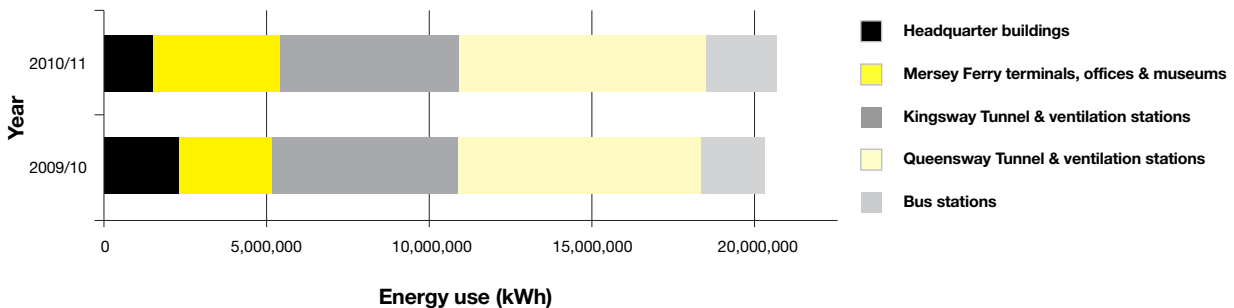
This table has been compiled using Defra guidance on measuring and reporting greenhouse gas emissions and also their October 2010 greenhouse gas conversion factors for company reporting.

The base year has been changed from the original strategy starting year of 2005/2006 to 2009/2010 as the organisation's sites and the quantification methodologies changed (from carbon dioxide (CO₂) to carbon dioxide equivalent (CO₂e)) following its participation in the Carbon Trust's Carbon Management Programme in 2010/2011.

Merseytravel has excluded from scope 1 its emissions from air conditioning and refrigeration and from scope 3 emissions its purchased materials and fuels, staff commuting, waste disposal, some leased assets, franchising and outsourcing and sold goods and services. The data has been excluded as it is not available or the emissions have minimal impact.

Recycling emissions have not been included in Merseytravel's Carbon Management Plan as the waste to landfill data is not currently available. The recycling emissions have been calculated as 27,100 kg CO₂e for 2009/2010 and 42,628 kg CO₂e for 2010/2011.

Estate electricity, gas and fuel oil use



ESS 2006-2011 Progress

Mer16 Merseytravel will continue to trial and implement the use of technological solutions that minimise use of energy, water and other resources and will actively seek to include applications that use renewable energy.

Tun1 Mersey Tunnels will improve the energy efficiency of plant, fixtures and fittings during planned maintenance.

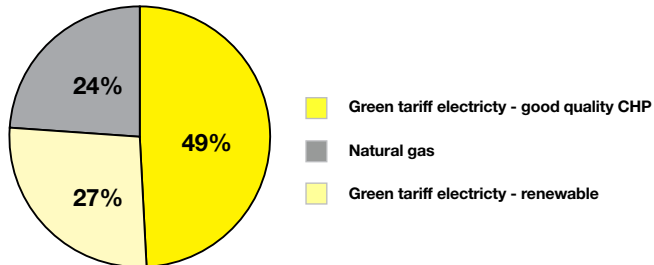
Solar thermal, solar photovoltaic's and rainwater harvesting are some of the technologies Merseytravel have installed in the last 5 years.

Solar photovoltaic bus stops have been particularly successful economically and environmentally and will be installed as part of an investment programme.

Three sites now have solar thermal panels to produce or supplement the hot water for the kitchens and wash rooms. As gas prices continue to rise the payback period for this technology reduces. As with all projects, Merseytravel will consider if it is viable to roll out this technology to additional sites on a case-by-case basis.

Electricity and gas use has increased at the Mersey Ferries in comparison to the previous year due to the opening of the Pier Head Ferry Terminal, including a new restaurant and cafe. However, energy use has reduced at the headquarter buildings but increased at the bus stations due to staff relocating between the sites and extended travel centre opening hours.

Estate electricity, gas and fuel oil use

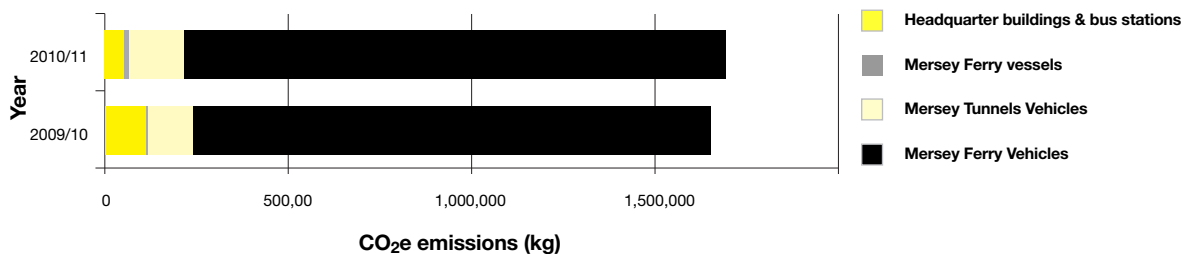


ESS 2006-2011 Progress

Mer21 Merseytravel will not buy energy from nuclear sources for at least the next 5 years.

From the April 2006 to March 2011, Merseytravel purchased all its electricity from renewable sources or good quality combined heat and power (CHP).

Vehicle fleet



ESS 2006-2011 Progress

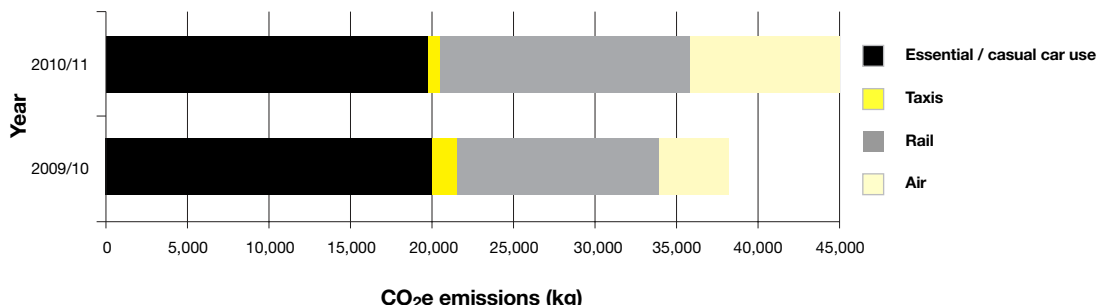
Tun5 Mersey Tunnels will continue to improve its vehicle fleet by investigating the use of less environmentally damaging vehicles for deliveries and local journeys.

Merseytravel (including the Mersey Tunnels) is undertaking a review of its vehicle fleet to ensure the organisation's environmental commitments are taken forward in its operational vehicle fleet. The procurement of any new vehicles will take account of whole life costs and sustainability issues in line with Merseytravel's Environmental Sustainability Strategy and the EU directive on Clean and Energy Efficient Road Transport Vehicles.

The Tunnels Police have reduced the amount of equipment, such as breathing apparatus, traffic cones and lights, carried in their vehicles to improve fuel efficiency by carrying less weight.

Merseytravel owns and leases a **fleet** of 69 vehicles including three Mersey Ferry vessels. In the last year the Mersey Ferry vessels have increased the amount of fuel purchased and consequently their CO₂e emissions due to expanding the cruises (see the Environmental Sustainability Strategy section for the 5 year progress).

Business travel



Overall **business travel** will naturally fluctuate year on year. It is positive to note that taxi use has decreased following the introduction of a new business travel policy. The policy ensures the most efficient means of travel, in order to minimise costs, are used. It is now a requirement for taxis to be used in exceptional circumstances and for managers to approve these journeys. Rail and air travel increased due to additional meetings with contractors and partners to help introduce SMART ticketing to Merseyside and to progress European projects. The rail and air emissions are lower than 2008/2009 showing the overall long term trend is decreasing (see the Environmental Sustainability Strategy section for the 5 year progress).

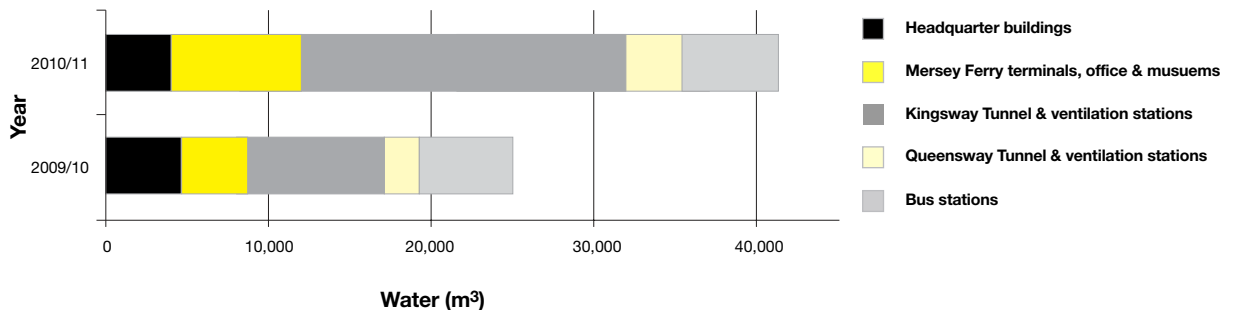
Merseytravel has an adopted **Travel Plan** which is a package of mechanisms, initiatives and targets aimed at promoting greener, cleaner, more sustainable travel choices and reducing the reliance on the private car, thus reducing the impact of staff travel and transport on the environment.

2010 saw the release of the revised Staff Travel Plan, reviewing the success of Giant Steps, the previous plan that began in June 2003. The new travel plan set further targets for the increase of cycling and walking as modes of travel for Merseytravel employee. The targets are available to view in the 2009/2010 Environmental Sustainability Report; the document can be accessed at www.merseytravel.gov.uk/information_environment.asp

The Travel Plan uses the Sustainable Transport Hierarchy, a method of measuring the suitability of a mode of transport for employees travelling for business purposes and also included for the first time alternatives to travel such as tele- and video-conferencing.

Merseytravel also signed up to the Government sponsored Cycle to Work Scheme in March 2011, allowing employees to buy a bike using salary sacrifice. In its first month, 15 employees had already taken up the offer and were using their bike to cycle to work.

Water use



Water consumption increased overall as damaged sections of the Kingsway Tunnel road deck were removed using high pressure water (hydro-demolition) and due to several major bursts on the fire mains. Usage increased at the Mersey Ferries following the opening of a new restaurant and cafe and also at the bus stations due to longer travel centre opening hours and staff relocating from the headquarter buildings.

Consumption is expected to reduce next year in comparison to the base year as the road deck repair project ended in October 2010 and the fire main replacement project is expected to end in late 2011/early 2012 (see the Environmental Sustainability Strategy section for the 5 year trend in use).

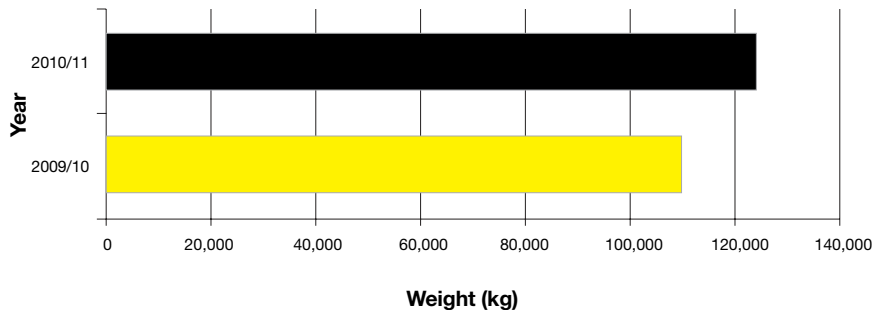
ESS 2006-2011 Progress

Fer5 Mersey Ferries will seek to minimise waste and increase recycling from all terminal and on vessel operations. All waste will be disposed of at appropriate licensed waste facilities.

Waste minimisation and resource use are important issues that continue to offer the potential for improvement. This year Merseytravel recycled 125 tonnes of waste, an increase of 13% in comparison to the previous year. This positive trend is due to increased glass recycling at the Mersey Ferries.



Quantity of waste recycled



Waste minimisation and resource use are important issues that continue to offer the potential for improvement. This year Merseytravel recycled 125 tonnes of waste, an increase of 13% in comparison to the previous year. This positive trend is due to increased glass recycling at the Mersey Ferries.

Merseytravel expects the quantity of waste sent to landfill and for recycling to temporarily increase next year as nearly one-third of its staff prepare to move to the new headquarter building in 2012. Use of information technology will be at the heart of the organisation which will help staff to move to a paper-reduced system of working.

In mid-2011 Merseytravel will award a new general waste, recycling and construction waste contract. The successful company will be required to report monthly the quantity of waste sent to landfill and for recycling therefore improving Merseytravel's data and evaluation processes.

In 2010/2011, the Mersey Tunnels reduced the potential for fuel or oil to be wasted and lowered the risk of a pollution incident by replacing the fuel storage tanks at the Wallasey Works Unit, installing an interceptor at the surface water drain outside the fuel tank/pumps and by replacing the waste oil storage tank. All of the equipment has integrated safety systems. The Mersey Tunnels also removed obsolete fuel storage tanks.



Social

2010/2011 Achievements:

34% reduction in smashed windows on the transport system in 2010/2011

280 schools involved in Walk to School Week

A key part of Merseytravel's Mission is to improve the quality of life for people on Merseyside. Merseytravel do this by actively engaging with local communities and charities, ensuring transport is accessible by providing safe and stimulating infrastructure as well as providing information to help prioritise personal transport choice. Merseytravel also ensure that our public services are delivered by well trained staff.

Engaging with communities plays an important part in Merseytravel's decision making. The largest consultation this year took place as part of Merseyside's Third Local Transport Plan (LTP), and was carried out by the Merseyside Transport Partnership of which Merseytravel is a lead partner. It centred around the LTP3 preferred strategy paper "Building a New Mobility Culture. Challenges and Opportunities for Future Transport Provision in Merseyside" with consultees asked to respond to a series of questions seeking their views on whether the partnership had the right approach for the development of the third plan.

The consultation was made accessible through a range of communication methods including online questionnaires, written responses, consultation open days with community groups and online viral videos. This diverse range of methods helped produce a substantial body of feedback and reflection on these comments provided a firm platform on which the Partnership developed proposals for LTP3.

As part of climate week, the Merseyside Transport Partnership, held a 'Dragon's Den' style event to present information on how certain projects could help reduce emissions on the transport system. Held at the Hilton Hotel in Liverpool City Centre the event followed the introduction of Merseyside's LTP3. Representatives from companies across the UK promoted initiatives such as Smarter Choices, bio-methane, electric cars and driver efficiency to the Dragons to see which has the most potential for reducing emissions on Merseyside.

During 2010/2011 Merseytravel worked in partnership with the Workers' Education Association, disability groups including the To Go Partnership and transport operators. The partnership developed a travel training ambassador programme which empowered 10 volunteers who committed and achieved training for 100 volunteers in their own community. Over 1000 volunteers are now qualified through the open college to support their local community residents to access transport and improve their quality of life.

Merseytravel supported the development of the 'Jack's Journey' DVD which looks at the challenges people with disabilities face when using public transport. The DVD was audio described and subtitled in both English and Chinese. Over the year Merseytravel also engaged face-to-face with over 140 schools and 100 groups across the Merseyside region, discussing transport issues and how services can be improved as well as creating an understanding of the transport systems currently operating in the Liverpool city region.



145 Merseytravel managers have undergone leadership training

Awarded the Investors in People Good Practice Award in Health & Wellbeing

A secure public transport system is key to help improve accessibility and confidence in using the transport system, especially for the most vulnerable members of the community. On Merseyside this is done through TravelSafe, a cross-sector partnership to address crime and the fear of crime associated with the transport sector. TravelSafe sees Merseytravel, Merseyside Police and private operators working together by sharing intelligence, information and resources.

This year saw a 34% reduction in incidents of smashed windows (269 fewer incidents) in 2010/2011 when compared to 2009/2010. Over the life time of the strategy all 66 Merseyrail stations have been awarded the coveted “secure station” status after visits by the British Transport Police on behalf of the Department for Transport in association with Crime Concern. Merseyrail have become the first rail network in the UK that is deemed as ‘fully secure’.

The Merseytravel’s Public Arts Strategy objective is to improve the journey experience for the travelling public by creating a safe and stimulating environment in which to travel. Public art also contributes towards the regeneration of the City whilst supporting Merseytravel’s Tourism Strategy by enhancing our facilities and infrastructure. This will give Merseyside a unique quality and edge over other competing visitor destinations.

This year public art installations included:

- **One Love One Life One Liverpool** at Liverpool James Street Station, designed by self taught artist Grant Searl, is the first of a 5 piece commission called ‘Animate the Underground’. One Love One Life One Liverpool’ is an oil on canvas reproduction image bearing references to local landmarks and the intense loyalty that Merseyside people feel for their area and their football clubs. Each piece of art will be accompanied by its very own riddle, which leads to a hidden word; when all five riddles have been solved they will form the basis of an answer to a competition.
- **The Madness of King John** at Liverpool Lime Street Underpass is the second instalment of Merseytravel’s ‘Animate the Underground’ commissioned to Garnt Searl who said it was, “inspired by the lyrics, words and thoughts of John Lennon.”
- **Old Roan Station community project** saw the transformation of an old derelict piece of land, which used to house the old booking office, into a peaceful community plot that remembers the men and women that died during the two World Wars as well as embracing the creative spirit of the present community.

Promoting sustainable transport choices continued to be delivered through TravelWise, the campaign to promote sustainable transport in Merseyside.

The brand is used by Merseytravel and the 5 Local Authorities and can be applied to any Smarter Choices activity. In 2010/11 the campaign achievements included:

- Support to 51 organisations to promote sustainable travel to tourism destinations and development of a tool that sits on tourism websites showing 'how to find us' by sustainable modes. This was 50% funded by the European Regional Development Fund.
- Development of new cycle and walking routes in Sefton and Wirral as part of the ERDF project.
- Walk to School campaign in October and May seeing 280 of schools participating and promoting the "Walk to School" message to parents, staff and pupils.
- Joint project with Liverpool Primary Care Trust, as part of the Year of Health and Wellbeing, in which over 250 people received adult cycle training and maintenance skills, as well as hundreds of people attended events where Dr Bike was present fixing bikes.

- Joint project with Liverpool Active Cities that saw 39 people in health deprivation areas receive free bike and training package.
- Personalised Travel Planning in West Derby saw a modal shift to bus use of 12% from those interviewed before and after the project.
- National Standard Bikeability training continued to be delivered. Since 2006, 53,000 pupils have received training in school.
- Delivered stakeholder LTP communications via newsletters, breakfast briefings and an annual conference ensuring engagement and action in the debate around transport, mobility and health.
- Continued to provide support and tools to organisations and schools to implement travel plans that encourage staff, pupils, visitors, patients and students to travel on foot, by bike, bus, train, ferry and car share.



ESS 2006 - 2011 Progress

Mer7 Merseytravel will ensure that all new and redeveloped facilities have adequate provision for interchange between modes where the land is available and the provision is justified, to reduce car journeys in to urban areas and facilitate integration of the public transport network.

Mer10 Merseytravel will ensure that all new and redeveloped stations have safe, convenient and secure cycle storage facilities where practicable and in consultation with other cycle groups.

During 2010/2011 Merseyrail in conjunction with Merseytravel, Wirral Council and Sefton Council introduced new and secure cycle parking at 18 stations. The scheme was part of Cycle England's Cycling Demonstration Train Operator scheme and saw the creation of 750 secure cycle parking spaces with Smart Card access which are used by 400 members of the scheme. This takes the total on the network to nearly 1,500 spaces all of which are protected by CCTV.

Merseytravel are committed to investing in the **learning and development** of all employees and will continue to improve ways of helping people realise their full potential. To assist the development of employees Merseytravel has developed a Leadership Programme for all managers and supervisors.

The Leadership Programme is focussed on managers and supervisors understanding the importance of their role within the organisation. The programme will enable managers and supervisors to have a consistent approach in driving Merseytravel forward. This has allowed managers to support Merseytravel as it strives to meet its 'world class' vision. In the last 12 months, 145 managers have undertaken the leadership programme, which has led to a direct change in the way they manage their sections and their staff. A number of Continued Professional Development workshops have also been delivered since to allow managers to continue to build upon the knowledge and skills gained from the leadership programme, such as emotional intelligence, micro communications and giving and receiving feedback.



The **health and wellbeing** of staff is important to Merseytravel and we have established an effective Workplace Wellbeing Strategy to ensure we have a healthy and contented workforce which will, in turn, improve our productivity and efficiency as an organisation.

Health and Wellbeing highlights this year include:

- Signing up to the Mindful Employer Charter, a national campaign which aims to increase awareness of mental health at work and provide support for companies in recruiting and retaining staff with mental health conditions.
- Merseytravel recruited a team of volunteers from within Merseytravel to be our Workplace Wellbeing Promoters.
- A new working group was formed called the Joint Health, Safety and Wellbeing Forum. The Forum is comprised of management and union members. Their role is to ensure that the strategy & plan stay focused and in line with requirements for best business practice.
- Merseytravel was awarded the Investors in People Good Practice Award in Health and Wellbeing (IiP).

ESS 2006-2011 Progress

Mer 1 Merseytravel will develop a strategy and subsequent action plan to embed Corporate Social Responsibility across the whole organisation.

Merseytravel worked with BITC (Business in the Community) to assess the potential to incorporate all the positive work the organisation currently achieves regarding CSR into one strategy. This will bring together the policies and strategies that focus on:

- **Environmental performance,**
- **Health, safety and well being of Merseytravel staff,**
- **Desire for training staff and personal development,**
- **How Merseytravel engage with local communities and**
- **Involvement with charities.**

A Corporate Social Responsibility Strategy will help integrate all these aspects to Merseytravel's organisational and regional shared goals.

Merseytravel has supported a locally registered charity every year since 2003. Merseytravel employees vote for a **charity** of their choice and last year approximately £8,000 was raised for the charity Sundowns by staff through various events including:

- Ticket Auctions for local events including football matches and theatre shows.
- Staff and customer donations from events such as a Wallace and Gromit weekend at Spaceport and the Tunnel Tours.
- Sponsorship money raised by staff for events such as the Wirral Coastal Walk.
- Numerous raffles and fairs.

Merseytravel maintains a system for responding to stakeholder feedback for our own activities, as well as bus service providers and rail stations. All complaints relating to the environment and wider sustainability issues received in 2010/2011 are listed in the table. The correspondence is acknowledged and forwarded to the relevant department or agency for a response.

This is also supported by Freedom of Information requests and Environmental Information.

Stakeholder Feedback	Number of enquiries / complaints
Type of enquiry / complaint	Merseytravel, bus operators in the city centre & train stations
Accessibility	
Disabled access	13
Facilities accessibility	2
Pram carrying policy	4
Rail station accessibility	2
Vehicle ramp	0
Vehicle floor not lowered	0
Vehicle accessibility	13
Total	34
Pollution & Environment	
Cleanliness litter	2
Pollution litter	0
Pollution noise	1
Vehicle electric	1
Total	4
Facilities	
Park & ride and cycle facilities	1
Facilities car parking	2
Total	3
Information (Total)	296
Overall Total	337

Economic, Technological and Political



2010/2011 Achievements:

Stagecoach and Merseytravel sustainable biodiesel trial

47 bus idling fines issued

Merseytravel is committed to sustainable development and recognises we can influence and assist the private sector to manage their supply chains and improve the environmental performance of their operations.

Procurement continues to be an area where sustainability improvements are being made. In April, Action Sustainability, funded by Envirolink Northwest, assisted Merseytravel to train its new procurement team about sustainability issues and to develop an action plan to work through "Procuring the Future's flexible framework". A year later the team has completed 24% of the flexible framework and plans to complete the framework by 2016.

This year Merseytravel approved a new procurement policy and strategy that embeds sustainability, introduced a new ICT system to manage the tender process and developed new contract award criteria. When tendering goods, works or services a company is asked technical, financial, health and safety, equality and diversity and environmental questions. The answers are scored and the companies with the highest scores move onto the specification stage.

ESS 2006 - 2011 Progress

Mer14 Merseytravel will continue to research and trial the use of new technologies in vehicle design and pollution abatement to reduce fuel consumption and improve local air quality.

SBS3 Merseytravel will actively support the introduction of buses using proven alternative technologies on selected routes.

Through 2010/2011 Merseytravel continued to operate a full electric bus service in St Helens, began a sustainable biofuel trial with bus operator Stagecoach and supported Cumfy Bus's successful application to the DfT Green Bus fund for low emission vehicles on the Liverpool City Centre Supported Services.



**SMART ticketing
launched**

**80% of supported
bus services
are Euro 3 or better**



In 2010 Merseytravel successfully completed the 3 year **BIONIC** (Biofuel Networks In the Community) sustainable biofuels project of which Merseytravel were the co-ordinators. The project aim was to examine the barriers to the use of high blends of sustainable biofuels and establish practical solutions to overcome them. The outcomes included a trial with a commercial operator of a blend of sustainable biodiesel made from locally sourced used cooking oil, a network for interested organisations to engage with to support the wider uptake of sustainable biofuels and a set of Best Practise Guidelines to support potential users in getting projects off the ground.

For further information visit
<http://www.bionic-project.eu/>

CLIMATLANTIC is a 2 year transnational project that started in 2010 looking at developing strategies at regional and local level towards the reduction of the carbon footprint in the Atlantic Area of Europe. The strategies are being developed under 4 basic pillars – Mobility, Energy, Territorial Management and Social Behaviour.

In Merseyside the actions being implemented include a trial Eco Cruise on the Mersey Ferries for local school children. If successful then this will become a permanent resource for local schools. The new ClimAtlantic website aimed at schools, teachers and schoolchildren will be launched in July 2011 and will provide information for people who want to find out more about the environment and making smarter travel choices. The ClimAtlantic book of poetry which features poems on climate change written by school children will be included with the May – August 2011 edition of the Educate magazine which has a distribution of 30,000 copies to schools across the UK.

For further info www.climatlantic.co.uk



Merseytravel are co-ordinators of START, a European Commission project to aid Seamless Travel across the Atlantic area regions using sustainable transport which runs from 2009 - 2012.

Through START a pilot smartcard ticketing project is being developed which will be aimed at visitors to the Liverpool City Region. The smartcard (Liverpool Day Tripper) will be unique as it will offer return travel to and from Liverpool John Lennon Airport to the city centre along with entrance to two of the region's top attractions – The Beatles Story and River Explorer cruise on the Mersey Ferries.

Phase one of the smartcard will launch in July 2011, with a second phase, which will offer a greater variety of attraction and purchasing options, will launch in autumn 2011. For more information visit www.start-project.eu

ESS 2006-2011 Progress

SBS1 Merseytravel will review its contracting procedure to ensure that the most appropriate service in terms of quality, service reliability and environmental performance is offered to the customer.

SBS4 Merseytravel will continue to stipulate a bus age restriction of not more than 15 years old through its tendering process.

Tenders for Contracted Services support the use of alternative technologies and fuels as well as better Euro standards by operators. The Liverpool City Centre Services had specific reference to operators applying to the DfT Green Bus Fund in 2009. This is alongside stipulations on other areas of service quality including punctuality, cleanliness and driver behaviour. Despite the tough financial constraints this year has brought, Merseytravel have maintained an insistence on standards of service including the maximum age of vehicles.



The burning of fossil fuels for transportation is a major contributor to poor **air quality** and in Merseyside several air quality management areas have been declared where atmospheric pollution is above legal standards.

In support of improving the air quality on Merseyside Merseytravel:

- Works in Partnership with local authorities and private operators on Air Quality Management Plans and actions to reduce emissions from public transport.
- Encourages the use of more sustainable transport choices through the TravelWise campaign on Smarter Choices.
- Implements measures to prevent idling of buses in bus stations and in allocated layover bays in the City Centre and encourage the use of higher Euro standards buses through a 'Green' departure charge tariff.
- Implements the use of new vehicle technology to reduce emissions from public transport eg full electric and hybrid buses.
- Through the LTP developed strategic approach to reducing emissions across Merseyside through the Liverpool City Region Low Emission Strategy.

ESS 2006 - 2011 Progress

Mer23 Merseytravel will work in partnership with local authorities to assist in the development of strategies to improve air quality.

Merseytravel provided support in the development of the Liverpool City Council Air Quality Action Plan, the Low Emission Strategy for the Liverpool city region and is a partner in the Low Emissions Strategies Regional Group Initiative led by Sefton Council.

Tun2 Mersey Tunnels will minimise congestion, queuing and other situations that lead to inefficient fuel burn by taking steps to ensure that free flowing traffic is facilitated throughout the tunnels.

Asset Management introduced a programme of overnight tunnel closures so maintenance is carried out with minimum impact to traffic flow. A new CCTV system is being installed to provide better monitoring of traffic and routine Tuesday and Thursday closures have been suspended for non-urgent work.



2006 - 2011 Strategy Review



2006-2011 Environmental Sustainability Strategy – Final Summary Review

The early sections of this report gave a detailed review of 2010/2011, but 2011 is also the final year of the 2006-2011 Environmental Sustainability Strategy and here Merseytravel will reflect on key areas of progress over the whole five year period. The 2006-2011 strategy expanded upon its predecessors to include all three strands of sustainable development – environment, social and economic issues which we aim to develop further into an adopted Corporate Social Responsibility (CSR) during the course of the next strategy.

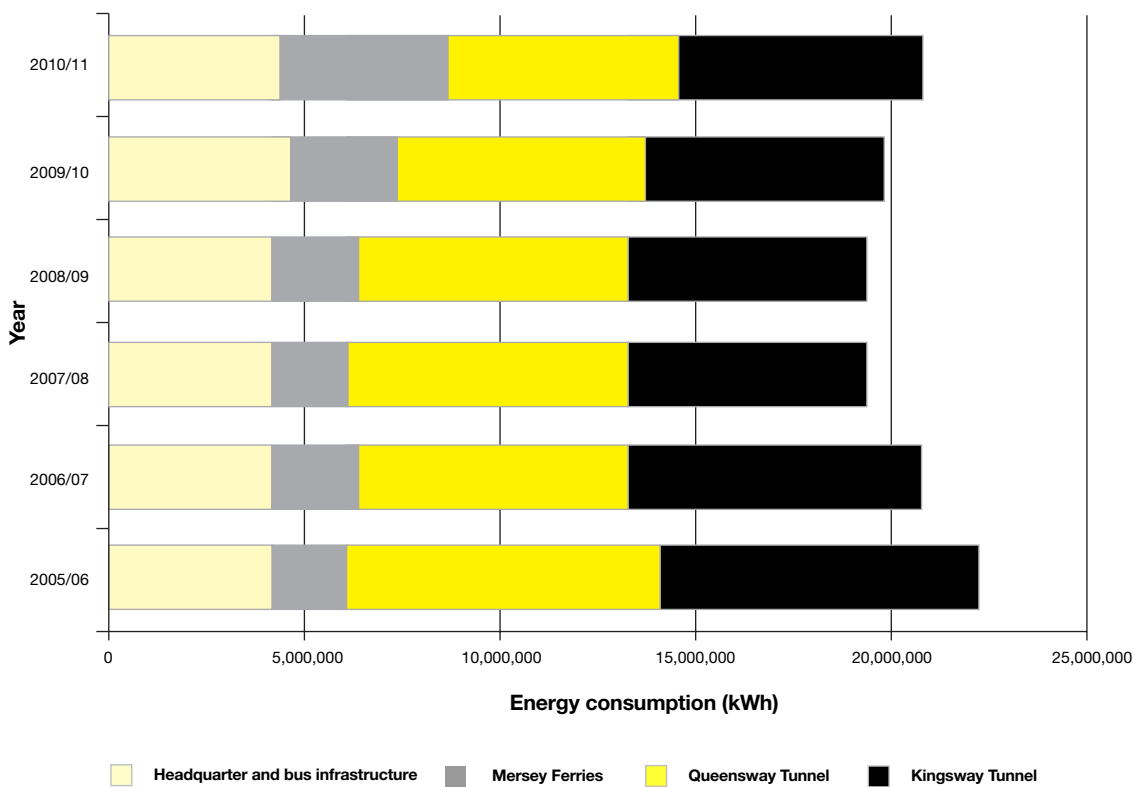
The 2006-2011 strategy contained 66 policy statements identifying specific actions focused on individual operational areas of Merseytravel. At the end of the strategy time-frame Merseytravel recorded progress or full completion on a total of 64 (97%), a successful outcome from Merseytravel's point of view. Those that were not completed were subject to wider competing demands including economic or social aspects. Below is a selection of the key achievements and Merseytravel's key performance indicators (KPIs) during this period.

Environmental KPIs and Achievements

- Retained certification to EMS ISO 14001 having first achieved the standard in 2003.
- Gained the Carbon Trust Standard in 2009 for reducing Merseytravel's carbon footprint by 7% over 2 years by completing projects like the installation of variable speed drives and motors at the Mersey Tunnels ventilation stations.
- Developed a 6 year Carbon Management Plan to 2016 to reduce Merseytravel's greenhouse gas footprint by 24% (CO₂e). The plan identifies potential projects to reduce Merseytravel's potential footprint by 23.9%.
- Reduced the number of Mersey Tunnels paper statements sent to concessionary holders by 100% and pre-paid account holders by 76%.

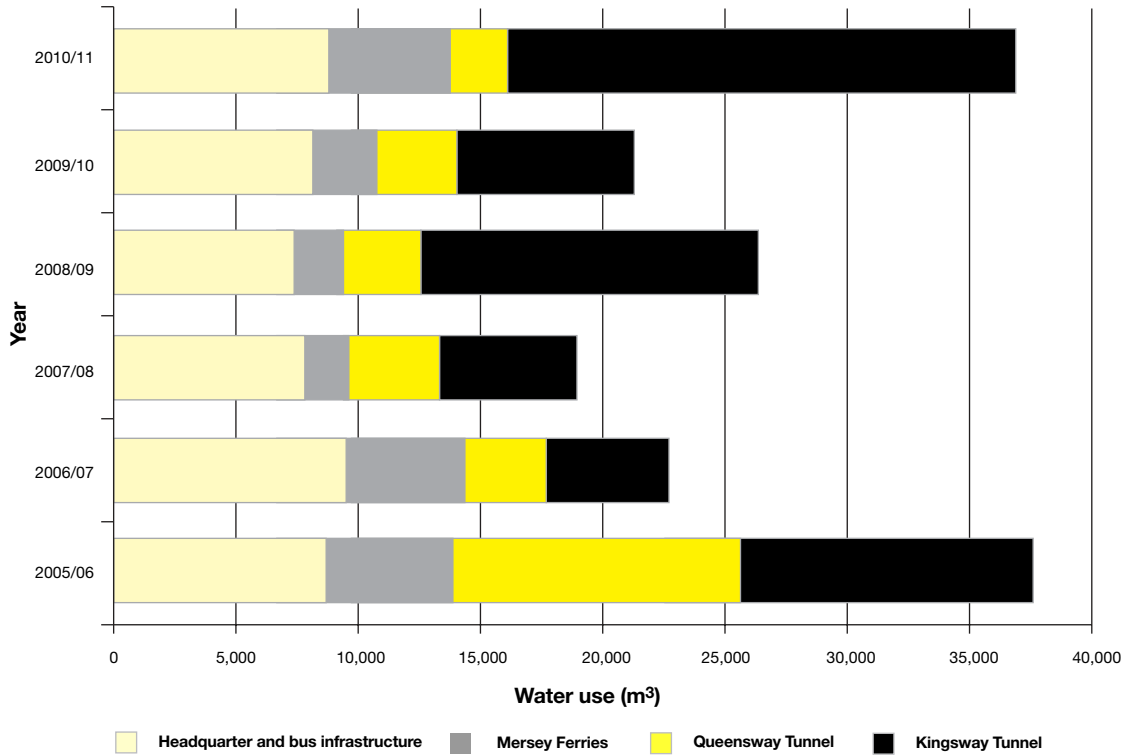


Estate electricity and gas use



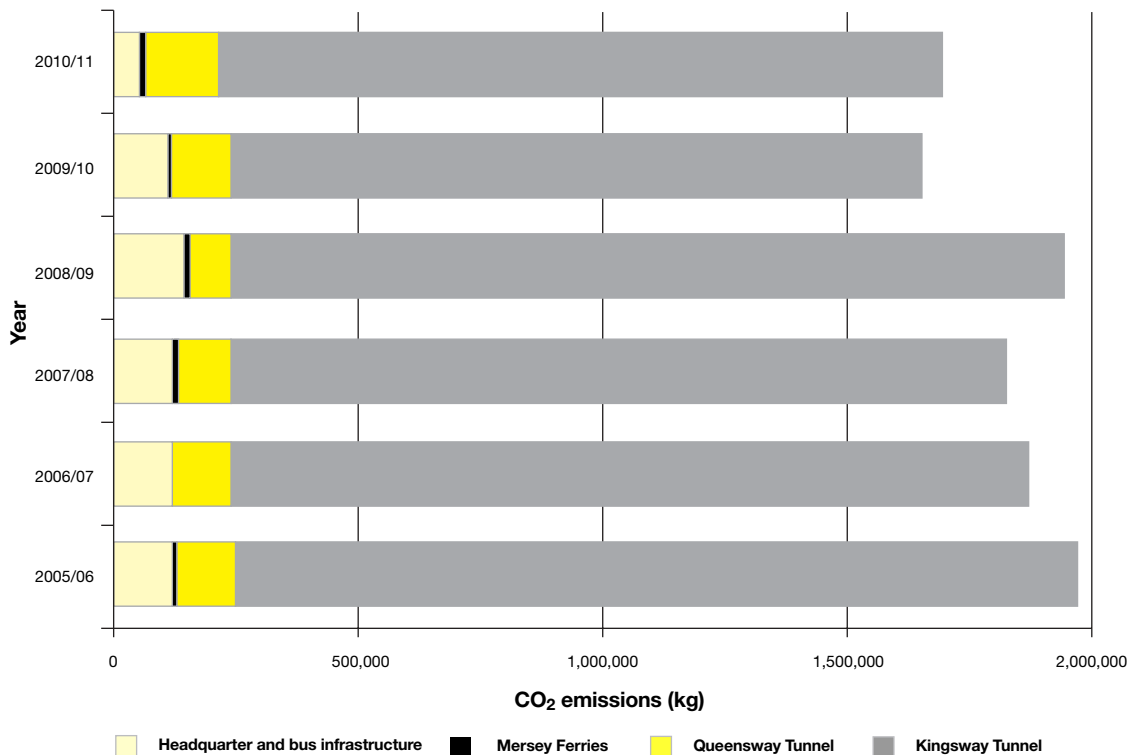
- Reduced energy consumption by 4% within 5 years.
- Continued delivery of the staff travel plan covering personal and business travel.
- Commissioned the construction of Liverpool South Parkway and Pier Head Ferry Terminal. Both buildings were assessed against the Building Research Establishments Environmental Assessment Methodology (BREEAM) for their sustainable design and both achieved ratings of Very Good.

Estate water use

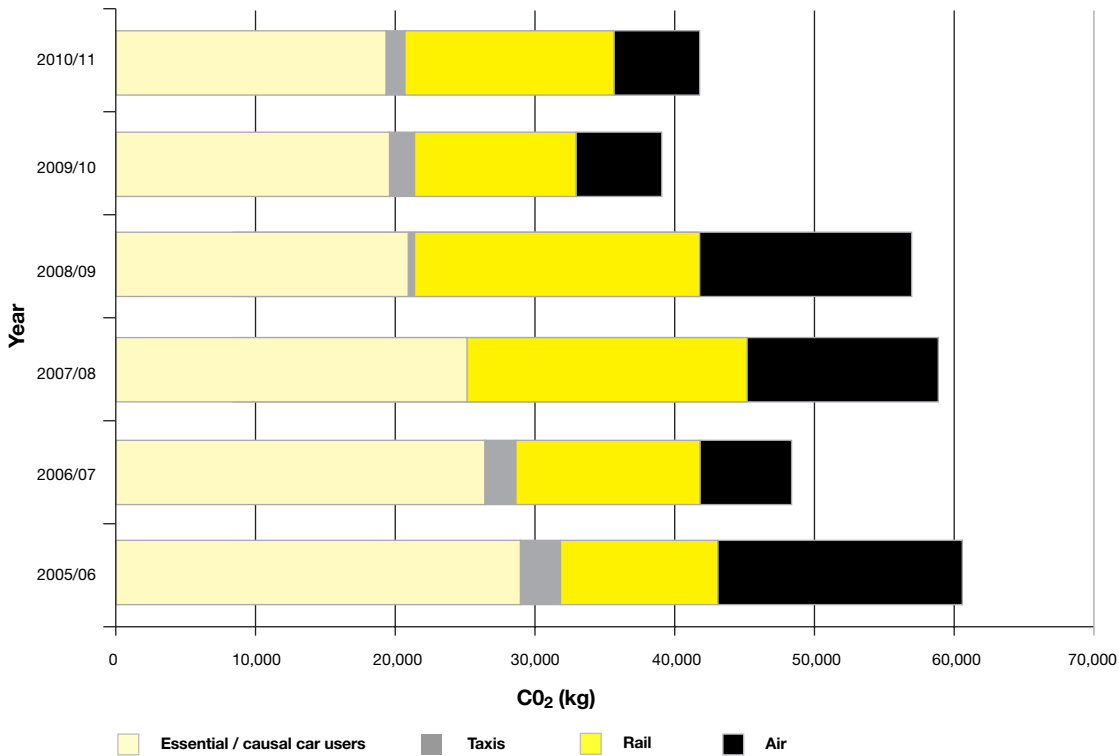


- Reduced water consumption by 2.4% in comparison to 2005/2006. See the Environment section earlier for an explanation why water usage has increased in the last year.
- Reduced CO₂ emissions from the vehicle fleet by 21% in comparison to 2005/2006.

Vehicle Fleet



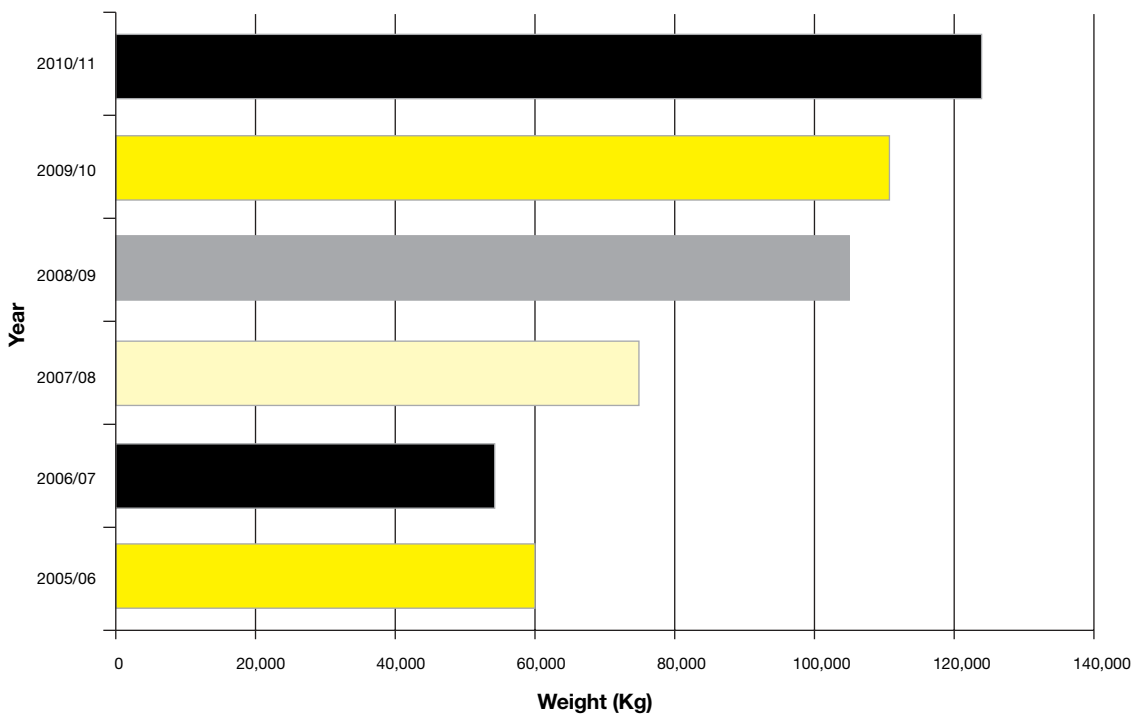
Business Travel



The taxi data has not been included for 2007/08 as it was not available. We can assume a trend of decreasing use.

- Reduced CO₂ emissions from business travel by 29% in comparison to 2005/2006.
- Increased recycling by 106% in comparison to 2005/06.

Quantity of waste recycled



Social Achievements

- Delivered the TravelWise programme to promote smarter travel choices such as public transport, walking, cycling and by using methods including travel planning.
- Developed a Public Art Strategy and introduced 19 new art installations.
- Celebrated Year of the Environment through an art competition and worked with the National Wildflower Centre to engage with schools growing trees and shrubs for local train stations and growing vegetables in school allotments.
- Achieved certification to Health and Safety Management System ISO 18001 in 2010, Quality Management System ISO 9001 in 2010 and Investors in People gold award in 2011 and champion status in 2006.
- Educated more than 88% of Merseytravel staff to level 2 standard, with over 62% of staff at level 3 or higher.
- Awarded the Business in the Community Awards for Excellence for showing an outstanding commitment to Skills for Life. Highlights of the learning programme include the development of a coaching and apprenticeship programme.
- 7 years of the Liverbird Discovery Cruise.
- Fundraised for local charities and community groups.
- Reduced crime on the public transport network through the TravelSafe programme:
 - TravelSafe and partners developed the bus IRiS System to map incidents associated with the bus network and pass the intelligence onto the police for focussed intervention.
 - Operations have seen a 74% reduction of smashed windows (1,488 fewer incidents) when compared to figures in 2006/2007
 - 66 Merseyrail stations and the associated car parks have received Secure Station Status.
- Invested in measures that make the bus and rail network more accessible for people who use wheelchairs or have other mobility or sensory needs.
- Improved information at rail stations across Merseyside.
- Continued to engage with young people in the community through the 'Your Choice' conferences, to educate young people with the aim to reduce anti-social behaviour. Merseytravel along with the emergency services deliver these conferences.
- Continued to work with schools to educate children and young people about transport.



Economic, Technological and Political Achievements

- Established an Environment Committee for the Integrated Transport Authority's elected members.
- Embedding sustainability into Merseytravel's purchasing, through the:
 - Developed a new Procurement Strategy and Policy.
 - Completed 24% of the Procuring the Future's flexible framework.
- Delivery of European Union projects such as:
 - BIONIC (Biofuel Networks in the Community) promoting the production and use of sustainably produced transport biofuels.
 - ClimAtlantic focusing on education and carbon reduction in transport.
 - Let's Get Moving work to deliver projects reducing transport barriers to work, education and training for residents of Merseyside living in the most disadvantaged areas.
 - START to make it easy to travel to, from and around the Atlantic regions using environmentally friendly, collective modes of transport.
 - Mediate establishes a common European methodology for measuring accessibility to public transport.
- Green Transport Plans project worked with the visitor economy to encourage visitors and staff to travel sustainably to tourist destinations.
- PARTNER aimed to make it easy for visitors to travel to, from and around the Atlantic Area using a combination of local public transport and inter-regional transport services.
- Delivery of the ECOtravel, Green Car Guide Live! in 2008 and the Reduced Emissions Vehicle show in 2006.
- Supported local bus operators to use hybrid buses on a Contracted Service.
- Monitored the air quality in the Mersey Tunnels, each year the results were below the limits for exposure.
- B30 sustainable biofuel trial with Stagecoach.
- DfT green Bus Fund bid by Cumfy Bus for Supported Services in Liverpool City Centre.
- Provided incentives to bus companies to improve local air quality through:
 - Fines for buses idling in layover bays.
 - Differential departure charge system offering more efficient buses a discounted rate to use the bus stations and layover bays at Merseytravel bus stations.
 - Development of Bus Quality Partnership schemes across Merseyside.



Environmental Strategy 2011-2016

Merseytravel's next Environmental Strategy for 2011-2016 exists alongside the third Local Transport Plan (LTP3) for Merseyside. In particular the strategy supports actions in Goal 2 of LTP3, which is to "Provide and promote a clean, low emission transport system which is resilient to changes to climate and oil availability", reflecting the increased responsibility Merseytravel now has over LTP3.

The strategy sets a new vision for Merseytravel to:

"Be a UK exemplar of environmental sustainability in local transport provision".

The strategy takes a new approach to achieving this by identifying six Priorities supported by Goals, Indicators and Targets and Mechanisms to achieve them. These will be reviewed throughout the five year period to ensure that they are still relevant and appropriate.

The strategy focuses on environmental issues but the intention is that it will become part of a wider Corporate Social Responsibility Strategy, which the organisation began to develop in 2011. The Environmental Strategy Delivery Group will ensure that environmental considerations are thoroughly embedded across Merseytravel and will continue to work closely with public transport providers, local authorities and other stakeholders to deliver achieve joint aims. Merseytravel will also continue to report on progress in delivering the strategy in future annual Environmental Reports.

"New Head Quarter Building rated BREEAM "Excellent"™"





Appendices

- Appendix 1:** Glossary of Terms
Appendix 2: List of Abbreviations
Appendix 3: Data Tables

Appendix 1: Glossary of Terms

Base Year

Data from a specific year that serves as a guideline against which data from subsequent years can be compared.

Carbon dioxide (CO₂)

When fossil fuels are burnt to produce energy, CO₂ is produced. This is the major greenhouse gas contributing to human induced global climate change.

Carbon dioxide equivalent (CO₂e)

CO₂e is a universal unit of measurement used to indicate the global warming potential of a greenhouse gas, expressed in terms of the global warming potential of one unit of carbon dioxide. (Defra)

Combined Heat and Power (CHP)

CHP is a fuel-efficient energy technology that makes use of the by-product heat that is normally leaked into the surrounding environment.

Environmental Management System (EMS)

An EMS is part of an organisation's management system used to develop and implement its environmental policy and objectives that takes into account its legal and other requirements and the environmental aspects it can control or influence.

Footprint

The emissions that an organisation is responsible for as a result of its business activities.

Greenhouse gas

The gases covered by the Kyoto protocol, they are carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs) and sulphur hexafluoride (SF₆).

Local Transport Plan (LTP)

A document required by law to set out the proposals for improving transport over a five year period within the context of the Local Transport Plan longer term strategy. The LTP is developed by the district councils and the Integrated Transport Authority.

Appendix 2: List of Abbreviations

CHP	Combined Heat and Power
CMP	Carbon Management Plan
CO₂	Carbon dioxide
CO₂e	Carbon dioxide equivalent
EMS	Environmental Management System
ESS	Environmental Sustainability Strategy 2006 - 2011
ITA	Integrated Transport Authority
KPI	Key Performance Indicator
LTP	Local Transport Plan
PTE	Passenger Transport Executive

Appendix 3: Data Tables

Table A: Showing KPIs and progress during the 2006-2011 Environmental Sustainability Strategy.

Merseytravel	Base year 2005/2006	2010/2011
Electricity and Gas Use (kWh)		
Headquarter & Bus Stations	4,339,408	4,661,314
Mersey Ferries	1,897,224	3,769,686
Mersey Tunnels - Kingsway	7,360,542	6,072,762
Mersey Tunnels - Queensway	7,969,509	6,185,247
Electricity and Gas CO₂ emissions (kg/year)		
Headquarter & Bus Stations	1,829,034	2,064,806
Mersey Ferries	738,579	1,492,727
Mersey Tunnels - Kingsway	3,533,077	2,960,122
Mersey Tunnels - Queensway	3,881,908	2,986,561
Water Use (m³/year)		
Headquarter & Bus Station Vehicles	8,805	8,957
Mersey Ferries Vehicles	5,014	5,069
Mersey Tunnels Vehicles ¹	12,499	2,789
Mersey Ferries Vessels ¹	11,706	20,309
Vehicle Fleet CO₂ emissions (kg/year)		
Headquarter & Bus Station Vehicles	86,960	42,119
Mersey Ferries Vehicles	5,300	8,427
Mersey Tunnels Vehicles	164,880	178,529
Mersey Ferries Vessels	1,687,510	1,480,160
Business Travel CO₂ emissions (kg/year)		
Essential & casual car users	29,129	19,560
Taxis	3,900	1,316
Rail	11,400	13,874
Air	16,100	8,057
Waste Recycled (kg)		
All Sites	60,449	124,685

¹ Includes use of the fire mains

Table B: Showing KPIs and progress during the current year 2010/2011².

Merseytravel	Base year 2009/2010	2010/2011
Electricity and Gas Use (kWh)		
Headquarter Buildings	2,576,299	1,957,802
Bus Stations	2,229,162	2,700,331
Mersey Ferries	2,576,724	3,721,069
Mersey Tunnels - Kingsway	6,526,634	6,147,510
Mersey Tunnels - Queensway	6,225,318	3,168,286
Electricity and Gas CO₂e emissions (kg/year)		
Headquarter & Bus Stations	1,160,195	851,615
Bus Stations	992,595	1,239,018
Mersey Ferries	1,044,067	1,498,023
Mersey Tunnels - Kingsway	3,138,214	2,978,131
Mersey Tunnels - Queensway	3,032,404	3,027,004
Water Use (m³/year)		
Headquarter & Bus Station Vehicles	3,360	3,387
Bus Stations	5,831	6,027
Mersey Ferries	5,545	9,122
Mersey Tunnels Vehicles ³	7,376	20,309
Mersey Ferries Vessels ³	3,027	2,789
Vehicle Fleet CO₂e emissions (kg/year)		
Headquarter & Bus Station Vehicles	68,609	42,605
Mersey Ferries Vehicles ⁴	3,320	8,524
Mersey Tunnels Vehicles ⁴	174,908	178,959
Mersey Ferries Vessels	1,359,540	1,401,837
Business Travel CO₂e emissions (kg/year)		
Essential & casual car users	20,010	19,698
Taxis	1,764	1,138
Rail	12,064	14,894
Air	4,981	14,252
Waste Recycled (kg)		
All Sites	109,941	124,685

² The base year has been changed from 2005/06 to 2009/10 as the organisation's sites and the quantification methodologies changed (from carbon dioxide (CO₂) to carbon dioxide equivalent (CO₂e)) following its participation in the Carbon Trust's Carbon Management Programme.

³ Includes use of the fire mains.

⁴ The 2010/2011 vehicle fleet data for ferry vehicles and tunnel vehicles was missing for 8 weeks. To calculate an annual figure an 8 week average was taken using the 44 weeks that were available.

Table C: Showing the engine standards and age of the privately owned buses on Merseyside.

Engine standards (number of vehicles)	2006	2007	2008	2009	2010	2011
Pre Euro with particulate trap	Not available	107 0	130 2	66 1	10 16	16 12
Euro 1 with particulate trap	Not available	349 53	314 39	224 47	104 14	82 8
Euro 2 with particulate trap	Not available	268 40	346 121	492 94	378 72	443 20
Euro 3 with particulate trap	Not available	355 70	365 73	330 38	188 78	266 56
Euro 4 with particulate trap	Not available	0 0	3 13	100 5	108 0	108 21
Euro 5 with particulate trap	Not applicable	Not applicable	Not applicable	12	122 46	125 74
Alternative technology Compressed Natural Gas Electric Hybrid	Not available	0 6 6	0 6 0	0 6 0	0 6 0	0 6 0
Total	-	1254	1412	1415	1142	1237
Age of fleet (number of vehicles)	2005/ 2006	2006/ 2007	2007/ 2008	2008/ 2009	2009/ 2010	2010/ 2011
Less than 1 year	111	161	54	89	137	137
2-5	364	124	291	334	255	371
6-10	651	292	431	442	257	312
11-15	811	502	572	525	398	588
Over 15	254	118	54	56	28	23

This information will be available in other formats and languages on request.

For further information please contact:

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