11. Commuter travel

11.1 Introduction

This chapter presents the evidence on changes in travel patterns for the journey to work in the one town with sufficient monitoring data to evaluate, Peterborough.

Unfortunately, neither Darlington nor Worcester had sufficient data from employers engaged in workplace travel planning to be able to evaluate the effects of the Sustainable Travel Town project on commuter travel. In Darlington, the council was planning to start collecting monitoring data from organisations, but had none available at the time of our analysis. In Worcester, the council had established an on-line travel survey about a year before our interviews, and this had been very effective in encouraging employers to undertake travel surveys. However, only one organisation – the council itself – had results for more than one monitoring survey (at County Hall).

In the sections that follow, we look at the evidence from Peterborough, reviewing:

- the approach to monitoring and data collection;
- change in car use at individual organisations;
- overall change in car use across all organisations with monitoring data;
- change in active travel (walking and cycling) across all organisations with monitoring data.

We then briefly review the limited evidence from Worcester.

Finally, section 11.5 examines how the change in car trips to work in Peterborough and at County Hall, Worcester compare with figures for car commuting nationally; and section 11.6 compares the Peterborough and Worcester results with the estimates in the original smarter choices study (Cairns et al., 2004) of 'typical' reductions in car use as a result of workplace travel interventions.

11.2 Peterborough

11.2.1 Approach to monitoring and data collection

Since about 2005, Peterborough City Council had sent an email to businesses each spring and autumn to ask them to take part in a city-wide staff travel survey. Some businesses did so, while others did not.

Nineteen organisations had data from between two and four survey dates. The data identifies only the year in which the survey took place (and not the time of year), except for the 2008 data, for which it is possible to identify whether a survey took place in the spring or autumn. Taken together, these 19 organisations covered approximately 14,500

employees[1]. This was roughly 15% of the entire workforce, or about 45% of employees at those organisations that had become engaged in workplace travel planning.

Survey response rates were variable, between as little as 3% and as much as 91%. Looking at the most recent date for which each organisation had carried out a survey, the overall response rate (i.e. total number of responses / total number of employees at all participating organisations) was 23%.

The surveys distinguished between 'drive alone' and 'car share', with the other possible responses being 'cycle', 'walk', 'bus', 'train' and 'other'. Peterborough City Council supplied us with percentage modal splits, rounded to the nearest whole number, rather than the raw numbers. The data set used is given in the annex to this chapter.

11.2.2 Changes in car use at individual organisations

In order to understand changes in levels of car use, the number of cars per 100 employees was calculated for each survey at each organisation as follows:

Cars per 100 employees = 100*[(percentage 'drive alone') + 0.5*(percentage 'car share')]

This assumes that employees who reported they were travelling as a 'car share' travelled with just one other person. This is a conservative assumption (i.e. it tends to over-estimate the number of cars per 100 employees, since some cars will carry more than two people).

The size of the organisations surveyed differed by two orders of magnitude (from under 50 staff to several thousand staff), and this meant that the change in the number of cars being driven to work could be large even if the percentage change in car use was small (for a large organisation), and vice versa (for a small organisation). It is therefore useful to examine the absolute change in the number of cars being driven to each organisation between its first survey and its most recent survey, as well as the percentage change in car use.

The results for individual employers are summarised in Table 11.1 and illustrated in Figures 11.1-11.3.

Of the 19 employers with monitoring data, seven had achieved reductions in the number of cars per 100 employees of 10% to 20% between their first and most recent monitoring surveys. Six organisations had achieved a smaller reduction of between 0% and 10%. At one organisation there was no change, and at five organisations car use had increased. However, the two organisations with the largest percentage increase in car use were two of the smallest organisations surveyed, with 70 and 32 employees respectively. (In the first case, the change in car use was equivalent to eight extra people driving to work, and in the second case, the change in car use was equivalent to two extra people driving to work.) Thus, the general picture is that efforts to reduce car commuting in Peterborough were successful in – roughly speaking – about two-thirds of the organisations which

[1] For some organisations, the city council supplied us with more than one figure for the number of employees. Where this was the case, we used the lower figure in calculating the total number of employees covered by monitoring data, so 14,500 is a conservative estimate of the number of employees at organisations with monitoring survey results.

became sufficiently engaged to carry out workplace surveys, covering 8% of the entire workforce.

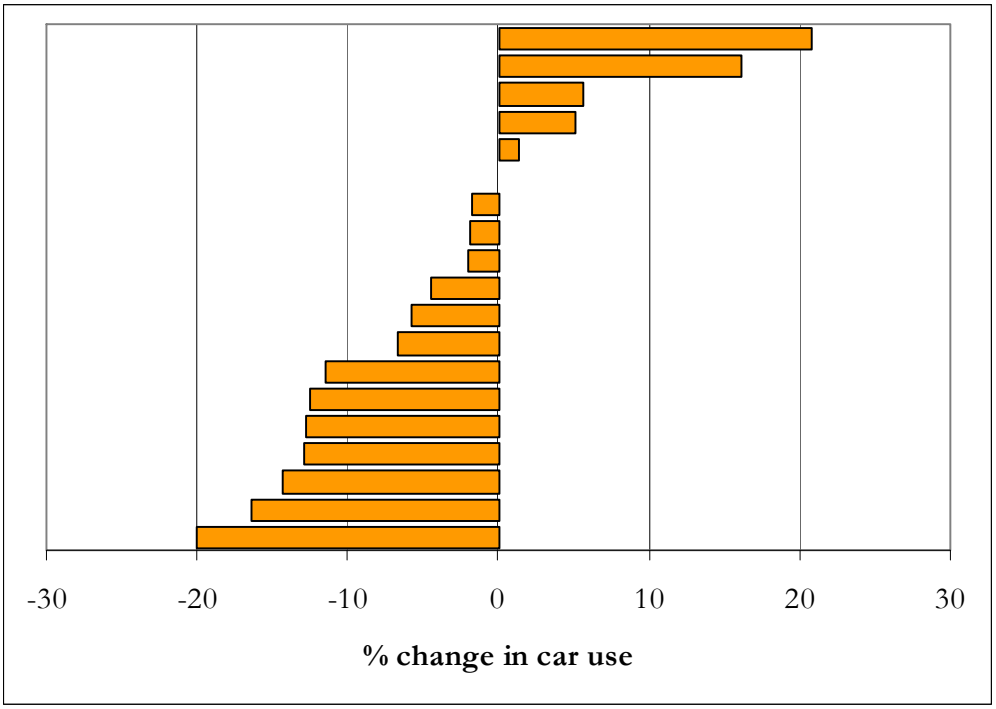
Comparing the number of cars per 100 employees in the first and most recent surveys at each organisation, a paired sample one-tailed T-test gives a p-value of 0.02, which is statistically significant at the 95% confidence level (or 0.002 if the two smallest organisations with very large increases in car use are excluded).

Figure 11.2 shows the absolute change in the number of cars being driven to work at each organisation. From this it is clear that four organisations accounted for more than three-quarters of the reduction in the number of cars being driven to work.

Table 11.1: Percentage change in car use between first survey and most recent survey at Peterborough employers

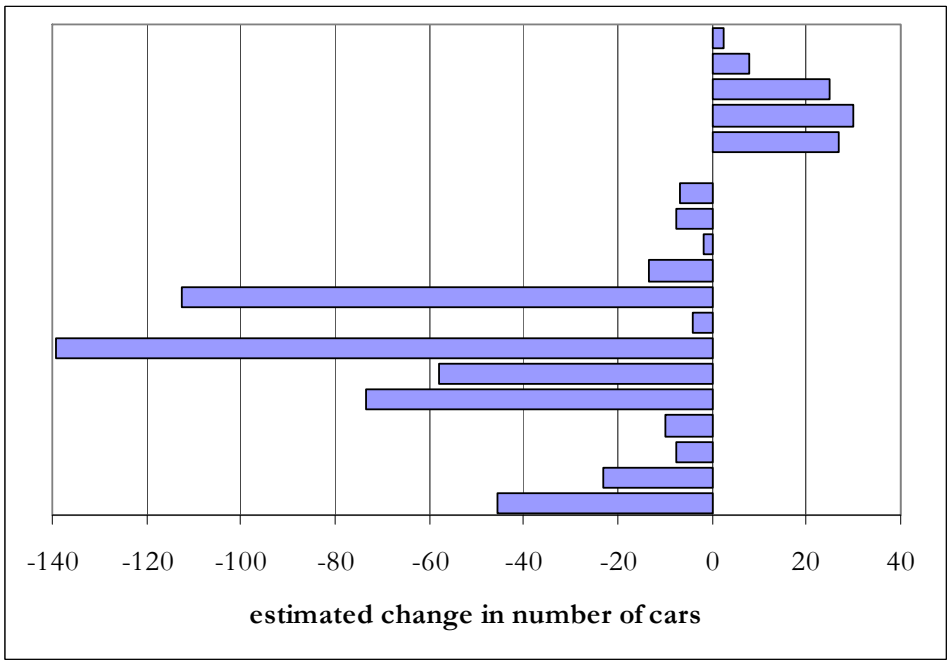
	Change in car use	Number of employers
Reduction	Over 20%	0
	15-20%	2
	10-15%	5
	5-10%	2
	0-5%	4
	No change	1
Increase	0-5%	1
	5-10%	2
	10-15%	0
	15-20%	1
	Over 20%	1

Figure 11.1: Percentage change in car use between first and most recent survey at Peterborough employers



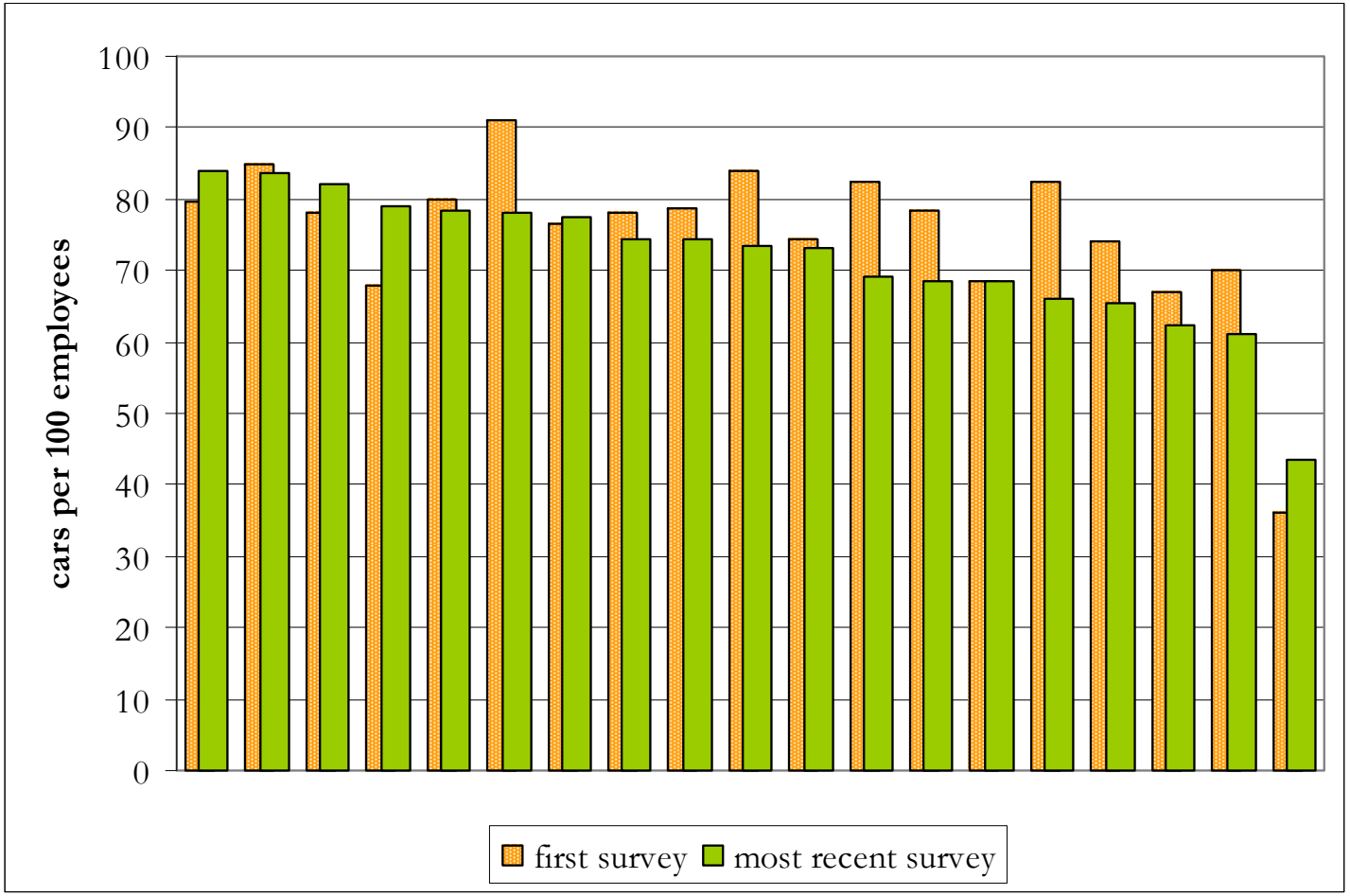
Notes: Dates of 'first' surveys range from 2005 to 2007; 'most recent' surveys range from 2007 to 2009. Figures are % changes (*not* %-point changes) in the number of cars per 100 employees.

Figure 11.2: Change in absolute number of cars between first survey and most recent survey at Peterborough employers



Notes: Organisations are ranked in same order as in Figure 11.1. Estimated change in number of cars = (%-point change in cars per 100 staff between first and most recent survey)*(number of staff at time of most recent survey).

Figure 11.3: Cars per 100 employees at Peterborough employers, at time of first survey and at time of most recent survey



Note: Dates of 'first' surveys range from 2005 to 2007; 'most recent' surveys were from 2007 to 2009.

11.2.3 Overall change in car use for commuting

In principle, there are two possible approaches to assess the overall change in car use for commuting. The first is to compare figures from the *earliest* survey for which data are available with figures from the *most recent* survey for each organisation, and to combine the change in car use for individual organisations, weighted according to employee numbers. This approach has the merit that it includes all organisations for which monitoring data are available.

The second approach is to compare changes in car use in sub-sets of organisations which have monitoring data for the same years. This approach has the benefit that the time interval, and 'before' and 'after' survey dates, are the same for all organisations considered within each sub-set. However, it only makes use of data from a proportion of organisations (those with monitoring data in both years).

In the assessment of overall change in travel mode for the journey to school (reported in the next chapter), we were able to use both of these two approaches. However, the limited number of organisations for which commute-mode surveys are available means that it is not possible to use the second approach to assess the overall change in car use for commuting.

Thus, in evaluating the overall change in car use for commuting in Peterborough, we have only used the first approach. The results are shown in Table 11.2.

Using this approach, car use across all Peterborough employers with monitoring data fell by 3.5% between their earliest and most recent surveys. At employers with 'fully-fledged' travel plans, car use fell by 4.2%. (A fully-fledged travel plan was one judged by the city council travel plan officer to include a comprehensive package of measures, which comprised restraint measures, such as parking management, as well as incentives, information and improvement of sustainable alternatives to driving alone.) Looking just at organisations which had achieved a reduction in car use (whether or not their travel plan was judged to be fully-fledged), the figure is a fall of 8.4%.

Table 11.2 Overall changes in car trips to work, using earliest survey at each employer as baseline

Employers included	All employers with monitoring data	All employers with fully-fledged ('FF') travel plans and monitoring data	Employers which achieved reductions in car use
Number of employers	19	10	13
Proportion of Peterborough workforce at these organisations	15%	8%	8%
Date selected for baseline survey#	Earliest survey for each employer	Earliest survey for each employer	Earliest survey for each employer
Date of most recent survey~	Most recent survey for each employer	Most recent survey for each employer	Most recent survey for each employer
Cars per 100 staff 'before'	75.7	73.6	78.5
Cars per 100 staff 'after'	73.0	70.5	71.9
Change in car use between baseline and most recent surveys	-3.5%	-4.2%	-8.4%

Notes: Figures for cars per 100 staff and change in car use are weighted by employee numbers. # Date of earliest available survey ranges from 2005 to 2007. ~ Date of most recent survey ranges from 2007 to 2009.

11.2.4 Change in walking and cycling for commuting

Encouraging more people to travel by active means was not a specific objective of the workplace travel intervention in Peterborough, but it is nevertheless interesting to investigate whether the number of trips to work by foot or cycle increased.

Of the 19 organisations with monitoring data, 12 had achieved a net increase in active travel (i.e. walking or cycling) between their first monitoring survey and their most recent survey, as shown in Table 11.3.

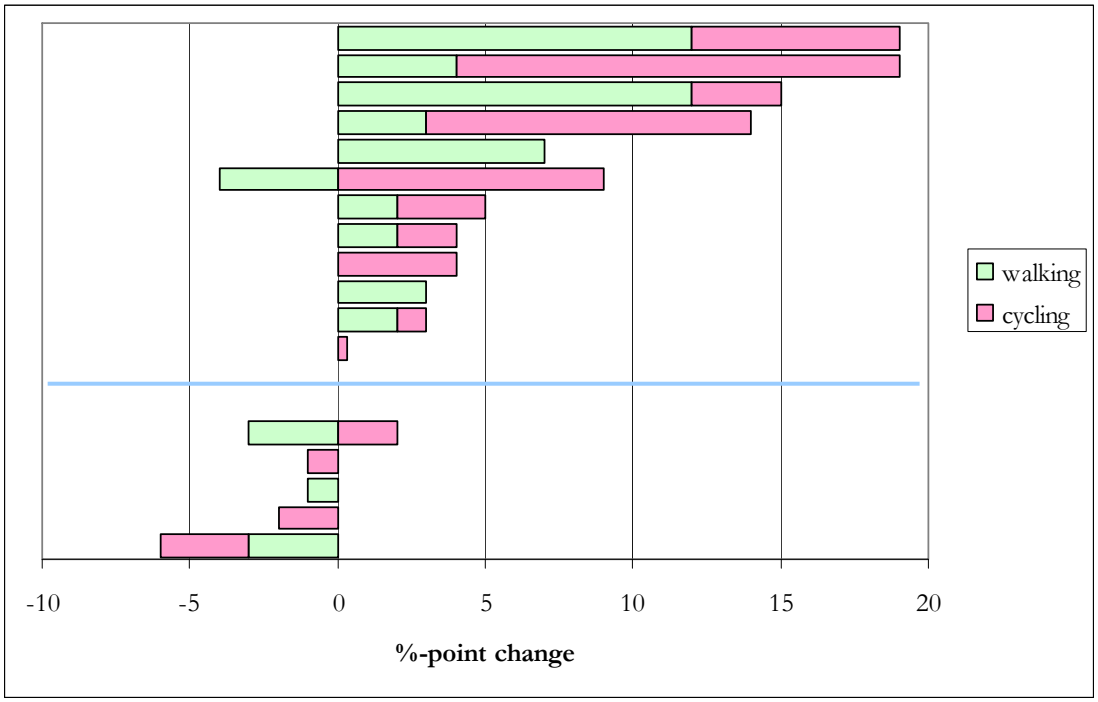
The results for individual employers are illustrated in Figure 11.4. The picture is fairly varied, but amongst those organisations where active travel had increased, the most common pattern is for this to be due to increases in both walking and cycling, with little evidence of an increase in one mode being offset by a decrease in the other.

Table 11.3: Percentage-point change in active travel (walking and cycling) between first survey and most recent survey at Peterborough organisations

	Net change in walking and cycling (%-point)	Number of employers
Increase	20-30% point	0
	10-20% point	4
	0-10% point	8
	No change	2
Reduction	0-10% point	5
	10-20% point	0
	20-30% point	0

Note: %-point change rather than percentage change used to group companies in this table, to avoid the skew that can occur when calculating percentage changes from a small baseline.

Figure 11.4: Percentage-point change in walking and cycling between first survey and most recent survey at 19 Peterborough organisations with monitoring data



Notes: Dates of 'first' surveys range from 2005 to 2007; 'most recent' surveys from 2007 to 2009. Figures are %-point changes. Employers are ranked according to net increase / decrease in combined levels of walking and cycling; employers with a net increase in walking + cycling are above the blue line.

To assess the overall change in active travel across the 19 organisations, the figures for changes in walking between each employer's first survey and its most recent survey were combined for all organisations, weighted according to staff numbers. This exercise was repeated for cycling, and for overall active travel (walking + cycling). The results are shown in Table 11.4.

Table 11.4: Overall changes in walking and cycling to work, using earliest survey at each organisation as baseline

Employers included	All employers with monitoring data	All employers with fully-fledged ('FF') travel plans and monitoring data	Employers which had achieved reductions in car use
Number of employers	19	10	13
Proportion of Peterborough workforce at these organisations	15%	8%	8%
Date selected for baseline survey#	Earliest survey for each employer	Earliest survey for each employer	Earliest survey for each employer
Date of most recent survey~	Most recent survey for each employer	Most recent survey for each employer	Most recent survey for each employer
Weighted change in walking between baseline and most recent surveys across these organisations	+53% or +2%-points *(from 3.1% to 4.7% of all trips to work)*	+68% or +3%-points *(from 4.1% to 6.9% of all trips to work)*	+75% or +2%-points *(from 2.9% to 5.0% of all trips to work)*
Weighted change in cycling between baseline and most recent surveys across these organisations	+14% or +1%-point *(from 5.6% to 6.4% of all trips to work)*	+28% or +1%-point *(from 4.7% to 6.1% of all trips to work)*	+51% or +2%-points *(from 4.2% to 6.3% of all trips to work)*
Weighted change in walking + cycling between baseline and most recent surveys across these organisations	+28% or +2%-points *(from 8.7% to 11.1% of all trips to work)*	+47% or +4%-points *(from 8.8% to 13.0% of all trips to work)*	+61% or +4%-points *(from 7.0% to 11.3% of all trips to work)*

Notes: # Date of earliest available survey ranges from 2005 to 2007. ~ Date of most recent survey ranges from 2007 to 2009.

Using this approach, changes across all 19 Peterborough organisations with monitoring data appear small: walking increased by 53% or 2%-points between first and most recent surveys, and cycling increased by 14% or 1%-point, giving a net increase in active travel of 28% or 2%-points. For this group, a paired sample one-tailed T-test on the figures for the overall change in active travel gives a p-value of 0.006, indicating that the change is statistically significant.

Looking at the organisations with 'fully-fledged' ('FF') travel plans, there was an increase in walking of 68% or 3%-points and cycling of 28% or 1%-point, giving a net increase in active travel of 47% or 4%-points (p-value 0.03, statistically significant at the 95% confidence level).

If we look just at those organisations which had achieved reductions in car use, walking increased by 75% or 2%-points, cycling by 51% or 2%-points and active travel by an

overall 61% or 4%-points. The increase in active travel is statistically significant, with a p-value of 0.005.

11.2.5 Summary of changes in commuter travel patterns in Peterborough

In summary, there appear to have been the following changes in commuter travel:

- During the period of the Sustainable Travel Town work, car trips to work decreased at some organisations in Peterborough, but increased at others. Roughly speaking, about two-thirds of organisations with monitoring data achieved reductions in car use.
- Looking at all organisations with monitoring data, it appears that overall levels of car use for the journey to work fell by about 3.5% over the period of the Sustainable Travel Town work.
- Active modes of travel (walking and cycling) showed a small net increase of about 2%-points (+28% compared to baseline levels of these modes).

11.3 Worcester

As explained in section 11.1, Worcestershire County Council had established an on-line travel survey about a year before our interviews, and this had been very effective in encouraging employers to undertake travel surveys. However, only one organisation based in Worcester – the council itself – had results for more than one monitoring survey, and this was for County Hall. This covered 1500 staff, which was roughly 10% of the employees at organisations in Worcester that had become engaged in travel planning.

Surveys had been carried out in 2004 and 2007, and they distinguished between 'drive alone' and 'car share', with the other possible responses being 'cycle', 'walk', 'bus', 'train' and 'other'. Worcestershire County Council supplied us with percentage modal shares, rather than the raw numbers.

Using the same method as for Peterborough, the number of cars per 100 staff fell by 5% between 2004 and 2007 (from 83.3 cars per 100 staff to 79.0 cars per 100 staff).

Walking increased by 21% or 1%-point (from 4.8% to 5.8% of trips) and cycling also increased by 65% or 1%-point (from 2.0% to 3.3% of trips), giving an overall increase in active travel of 34% or 2%-points (from 6.8% to 9.1% of trips).

As will be seen from section 11.5, the reduction in car use at Worcestershire County Hall is the lowest of any of the local authority offices for which data have been collected in either the original smarter choices study (Cairns et al. 2004) or the current study. The reason for this is not clear.

11.4 Comparison with national benchmark

From the evidence presented in Section 10.2.2 and Table 10.3, it appears that the national trend in car driver mode share for commuter trips in medium sized urban areas was generally stable during the period for which we have reported monitoring data for Peterborough and Worcester. From National Travel Survey data, the proportion of commuting travel done as a car driver was roughly 55-57% (measured in trip stages) in each of the years between 2005 and 2008, without a consistent trend either up or down. It thus appears that the trend amongst the 19 organisations in Peterborough with monitoring data, and at Worcester County Hall, was different to the trend in comparable urban areas nationally.

11.5 Comparison with earlier evidence

It is interesting to compare the changes in car commuting in Peterborough and Worcester with the evidence in the original smarter choices report (Cairns et al., 2004) as to the 'typical' reduction in car trips to work achieved by local authorities which, at that time, were implementing workplace travel planning programmes.

The original smarter choices report included evidence from seven local authorities which had 'before' and 'after' data from a total of 26 organisations engaged in workplace travel initiatives. (The local authorities were Birmingham, Bristol, Buckinghamshire, Cambridgeshire, Merseyside, Nottingham and York.) Taken together, the 26 organisations had reduced car travel to work by 17.8%. From the range in performance of the 26 travel plans, the smarter choices report suggested that a workplace travel planning programme might reasonably be expected to result in a reduction in car use at 90% of engaged organisations. Cairns et al. (2004) further suggested that, for any group of organisations that became engaged in travel planning, 20% of organisations would reduce car use by less than 10%; 35% of organisations would reduce car use by 10-25%; 25% of organisations would reduce car use by 25-35%; and 10% of organisations would reduce car use by over 35%.

Table 11.5 summarises these figures and compares them with the results from Peterborough and Worcester. It is clear that the 'success rate' in Peterborough, both in terms of the proportion of organisations achieving any reduction in car travel, and in terms of the proportion of 'high-performing' organisations with cuts in car use of more than 25%, is somewhat lower than the conclusions of the original smarter choices report.

Table 11.5: Comparison of reductions in car use at organisations in Peterborough and Worcester and typical reductions in car trips to work from Cairns et al. (2004)

	Cairns et al (2004)	Peterborough	Worcester
Proportion of organisations achieving a reduction in car use	**90%**	68%	
Proportion of organisations *not* experiencing a reduction in car use	**10%**	32%	
Proportion of organisations where car use fell by 0-10%	**20%**	32%	One organisation (County Hall)
Proportion of organisations where car use fell by 10-25%	**35%**	37%	
Proportion of organisations where car use fell by 25-35%	**25%**	0%	
Proportion of organisations where car use fell by over 35%	**10%**	0%	
Overall reduction in car use across all organisations involved in travel planning	***18%***	*4%*	

There are four possible explanations for the lower success rate in Peterborough, examined in turn below:

The level of support for workplace travel planning in Peterborough may have been lower

It seems possible that this was the case. Across the five years from April 2004 to March 2009, the total revenue spent per employee targeted in Peterborough (including staff costs) was £9, equating to an annual spend of £1.80. Across the seven local authorities that were case studies for the original smarter choices research, four had comparable levels of spend per employee targeted (ranging from £0.70 to £2.00, 2003 figures or earlier), but the level of spend per head in Bristol, Nottingham and Buckinghamshire was rather higher (£3.80 to £5.00, 2003 figures or earlier). In both Bristol and Nottingham, part of the reason for the higher spend was that the local authorities ran a grants scheme for employers. There was nothing equivalent to this in Peterborough.

The organisations for which data were available at the time of the Cairns et al. (2004) study may have been atypical, or the figures may have been distorted by a few 'high performers'

At the time of the original smarter choices study, relatively few organisations had been engaged in workplace travel planning for long enough that they had carried out at least two travel surveys of their staff. It is plausible that these 26 organisations included a rather high proportion of strongly motivated companies, which had become involved in travel planning because they had particular reasons to reduce car use by their staff. However, a review of the 26 organisations in the original study suggests no obvious basis on which they could be described as 'atypical' *other than* their average success in cutting car use. (It should be noted that three had actually experienced increases in car use). They contain a mix of public and private sector organisations, of a range of sizes, and do not appear remarkable in terms of their known environmental credentials or any other factors.

Even if the eight organisations which were responsible for the biggest share of the fall in car use amongst the original 26 are excluded[2], the weighted average reduction in car use across the remaining 18 organisations is still 10.6%, which is substantially higher than the average across the 19 organisations in Peterborough. In other words, it does not seem that a few high performing companies in the 2004 sample were distorting the overall results.

It may have been harder to reduce car use in Peterborough because the disincentives to driving (e.g. congestion and parking difficulties) were less
In assessing the likelihood of this hypothesis, it is interesting to compare the performance of Peterborough organisations with the performance of organisations from the 2004 study in the same sectors (Table 11.6).

In each case, the examples from Peterborough tend to be at the lower end of the range in terms of their performance, compared to the organisations in the 2004 study. Peterborough's hospital ranks in fifth place out of six hospitals for which we have monitoring data; the city council ranks in fifth place out of seven local authority departments or premises; Peterborough Regional College ranks in third place out of four FE / HE institutions; and the private sector companies in Peterborough also tend to be clustered towards the lower end of the range, although with several exceptions.

While this can only be circumstantial evidence, it lends support to the hypothesis that one factor making workplace travel planning less effective in Peterborough was some particular characteristic of the city, compared to the locations that were the subject of the 2004 study (Birmingham, Bristol, Aylesbury, Cambridge, Merseyside, Nottingham and York). It seems plausible that Peterborough's particularly low levels of congestion (and, indirectly, the desire of the local authority to maintain high levels of car 'accessibility') meant that there was little 'push' to commuters to try alternatives to driving, and that this made the work to reduce car commuting in Peterborough especially challenging.

[2] These were Addenbrookes Hospital Cambridge, Nottingham Hospital, Buckinghamshire County Council, Cambridge University, Orange Bristol, Boots Nottingham, Norwich Union Bristol, and Bristol University.

Table 11.6: Change in car use at Worcester and Peterborough organisations compared to organisations in the same sectors taken from Cairns et al. (2004)

Sector	Organisation	% change in car use
Local authority	Birmingham city council economic development department	-26.2
	Cambridge City Council	-26.0
	Buckinghamshire County Council	-25.8
	Cambridgeshire County Council (county hall)	-11.7
	Peterborough city council	-11.5
	Birmingham city council transportation department	-10.3
	Worcestershire County Hall	-5.2
Hospitals	Addenbrookes Hospital, Cambridge	>-33.8
	Priory Hospital, Birmingham	-26.8
	Nottingham City Hospital	-17.1
	Dental Hospital, Birmingham	-4.8
	Peterborough and Stamford NHS Hospital Trust	0.0
	Royal Orthopaedic Hospital, Birmingham	+10.6
Further / higher education	Cambridge University	-23.1
	St Helen's College Merseyside	-14.4
	Peterborough Regional College	-12.7
	University of Bristol	-11.1
Private sector over 100 staff	Orange, Bristol	-55.0
	WS Atkins, Birmingham	-43.3
	Norwich Union, Bristol	-43.2
	Royal Haskoning	-20.0
	Kiddicare	-12.9
	Bauer Consumer Media	-12.5
	Arup, Bristol	-7.3
	Thorpewood Business Park	-5.7
	Boots, Nottingham	-4.6
	Generics, Cambs	-2.3
	Coca Cola	-2.0
	Anglian Water	-1.9
	Norwich & P'boro Building Society	-1.8
	Perkins Engines	+1.3
	Ideal Shopping Direct	+5.1
	Travelex	+5.7
	Compass Group, Birmingham	+17.6

Notes: Within each group, organisations are ranked with greatest reduction in car use at the top and greatest increase in car use at the bottom. Peterborough organisations are highlighted in grey; Worcestershire County Hall in yellow. Four Peterborough organisations from this study are excluded as there are no comparable organisations in the group reported in the 2004 study, and six organisations from the 2004 study are excluded because there are no comparable organisations in Peterborough.

11.6 References

Cairns S, Sloman L, Newson C, Anable J, Kirkbride A and Goodwin P (2004) *Smarter Choices – changing the way we travel* Report for Department for Transport

Annex
Results of monitoring surveys for Peterborough organisations

	Survey date	Drive alone %	Car share %	Cycle %	Walk %	Bus %	Train %	Other %	*Cars per 100 staff*	*%-point change relative to first survey*	*% change relative to first survey*
Royal Haskoning	2005	71	23	3	3	0	0	0	*82.5*		
	2006	46	34	13	5	1	0	0	*63*	*-19.5*	*-23.6*
	2007	54	24	14	6	2	0	0	*66*	*-16.5*	*-20.0*
Peterborough Environment City Trust	2005	28	16	6	6	22	22	0	*36*		
	2007	26	15	13	7	26	13	0	*33.5*	*-2.5*	*-6.9*
	2008	38	11	21	10	10	10	0	*43.5*	*7.5*	*20.8*
Peterborough Primary Care Trust	2005	72	21	3	2	0	0	0	*82.5*		
	2006	64	10	6	14	3	3	0	*69*	*-13.5*	*-16.4*
Ideal Shopping Direct	2006	72	12	4	6	4	0	2	*78*		
	2007	70	10	6	7	4	0	3	*75*	*-3*	*-3.8*
	2008	72	20	1	3	2	0	0	*82*	*4*	*5.1*
Norwich & Peterborough Building Society	2007	76	18	1	2	2	0	0	*85*		
	2008	74	20	1	3	2	0	0	*84*	*-1*	*-1.2*
	2008(2)	73	21	2	1	3	0	0	*83.5*	*-1.5*	*-1.8*
	2009	75	17	1	1	3		3	*83.5*	*-1.5*	*-1.8*
Perkins Engines	2007	67	19	10	2	1	0	0	*76.5*		
	2008	68	19	9	2	0	0	2	*77.5*	*1*	*1.3*
Peterborough and Stamford NHS Hospital Trust	2007	61	15	6	4	10	2	0	*68.5*		
	2008	63	11	6	7	9	2	0	*68.5*	*0*	*0.0*
Travelex	2006	72	15	4	1	7	0	1	*79.5*		
	2007	71	12	3	4	7	2	1	*77*	*-2.5*	*-3.1*
	2008	77	14	4	1	2	1	0	*84*	*4.5*	*5.7*
Axiom Housing	2005	82	18	0	0	0	0	0	*91*		
	2007	70	9	2	12	4	0	2	*74.5*	*-16.5*	*-18.1*
	2008	72	12	0	7	7	0	2	*78*	*-13*	*-14.3*

	Survey date	Drive alone %	Car share %	Cycle %	Walk %	Bus %	Train %	Other %	*Cars per 100 staff*	*%-point change relative to first survey*	*% change relative to first survey*
Peterborough City Council	2006	68	12	5	7	4	1	1	*74*		
	2007	60	14	6	8	8	3	1	*67*	*-7*	*-9.5*
	2008	60	11	8	9	8	3	1	*65.5*	*-8.5*	*-11.5*
Mencap	2007	43	50	0	3	5	0	0	*68*		
	2008	58	35	4	0	4	0	0	*75.5*	*7.5*	*11.0*
	2008(2)	70	22	4		4			*81*	*13*	*19.1*
	2009	66	26	2		4		2	*79*	*11*	*16.2*
Thorpewood Business Park	2006	71.3	15	5.1	1.9	4.8	0.5	1.4	*78.8*		
	2008	65.8	17	5.4	1.9	9.7	0.2	0	*74.3*	*-4.5*	*-5.7*
Anglian Water	2007	76	8	8	2	1	1	4	*80*		
	2008	59	12	15	0	6	3	5	*65*	*-15*	*-18.75*
	2008(2)	74	16	4	2	2	1	1	*82*	*2*	*2.5*
	2009	71	15	6	2	1	2	2	*78.5*	*-1.5*	*-1.9*
Bauer Consumer Media	2008	77	14	4	1	2	1	1	*84*		
	2008(2)	64	19	5	3	5	2	2	*73.5*	*-10.5*	*-12.5*
Environment Agency	2007	70	16	6	2	2	1	0	*78*		
	2008	65	15	6	5	7	2	0	*72.5*	*-5.5*	*-7.1*
	2009	67	15	8	4	4	2		*74.5*	*-3.5*	*-4.5*
VFM Services	2008	39	56			5			*67*		
	2009	28	69			3			*62.5*	*-4.5*	*-6.7*
Kiddicare	2008	60	20	2	2	13		3	*70*		
	2009	48	26	6	2	15		3	*61*	*-9*	*-12.9*
Coca Cola	2008	69	11	1	7	11	0	1	*74.5*		
	2009	66	14	10	3	7	0	0	*73*	*-1.5*	*-2.0*
Peterborough Regional College	2008	71	15	0	0	3	6	5	*78.5*		
	2009	64	9	7	12	6	0	2	*68.5*	*-10*	*-12.7*