



Area Forum (Heswall and Pensby & Thingwall)

Date:	Thursday, 12 February 2009
Time:	7.00 pm
Venue:	Pensby Recreation Centre, 406 Pensby Road, Pensby CH61 9PE

Contact Officer: Tracey Smith
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AGENDA

1. **WELCOME, INTRODUCTIONS AND APOLOGIES**
2. **AREA CO-ORDINATORS REPORT (Pages 1 - 26)**
 - Minutes of last meeting and matters arising
3. **LOCAL DEVELOPMENT FRAMEWORK**
4. **PARTNER ORGANISATIONS UPDATE**
 - Merseyside Police/Community Safety
 - Fire Service
 - Wirral University Teaching Hospital NHS Foundation Trust
 - NHS Wirral
 - Older Peoples Parliament
5. **PUBLIC QUESTION TIME**
6. **DATE OF NEXT MEETING**

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YOUR SAY



Heswall Pensby Thingwall (Including Barnston)

Area Forum

Papers for the forum meeting
Thursday 12th February 2009

Pensby Recreation Centre
406 Pensby Road
Pensby, Wirral CH61 9PE

7.00pm – 9.00pm

Tracey Smith

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Code of Conduct for Area Forum Meetings.

Indicate to the Chairperson when you would like to speak

Let invited speakers finish what they have to say

Respect others right to be heard

Do not use abusive or offensive language

Do not make any discriminatory remarks

Do not have private conversations while meeting is in progress

AGENDA

1. Welcome introductions and apologies
2. Area co-ordinators report
 - Minutes of last meeting and matters arising
3. Local Development Framework
4. Partner Updates
 - Streetscene Integrated Transport Block Funding
 - NHS Wirral
 - Wirral University Teaching Hospital NHS Foundation Trust
 - Merseyside Police/Community Safety
 - Fire Service
 - Older Peoples parliament
5. Public question time
6. Dates of future meetings

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Information

We are very pleased to announce that the new Local Strategic Partnership website is now live.

We would really appreciate it, if you could browse the website and let us have your views. Some areas of the website are still under development, it is expected that the site will be fully operational by March 2009. Your input and ideas would be really helpful, particularly at this initial stage.

The website address is <http://wirral-lsp.org/>. Please can you inform as many people as possible.

- Maxine Joynson 0151 691 8266 maxinejoynson@wirral.gov.uk

Section One

Minutes

Minutes from last meeting

15TH OCTOBER 2008

Present	
Chairman	Cllr. Les Rowlands.
Ward Councillors	Andrew Hodson, Peter Johnson, Sarah Quinn, Mike Redfern, Bob Wilkins.
Lead Officer	Chris Batman (Head of Branch, Planning and Resources, Children and Young People's Department)
Area Service Co-ordinator	Tracey Smith.
Community Representatives	Tony Garrett.
Older People's Parliament	Sandy Cameron.
Technical Services	Brian Smith.
Wirral Primary Care Trust	Russell Favager.
Wirral University Teaching Hospital Foundation Trust	Pippa Roberts.
Faith Representative	Toni Gibbs
Merseyside Police	Inspector Kate Cunningham.
Merseyside Fire & Rescue Service	John Davies

Minute 1. Welcome and apologies.

Cllr. Rowlands welcomed everyone to the meeting, and reported that there was one apology from Mark Johnston, Community Representative.

Minute 2. Minutes of the last meeting and matters arising.

Mr. Garrett referred to Page 5 and the condition of Dee View Road. The pot holes were filled in after a fashion, but due to the extremely heavy traffic on one side of this road, because of residents' parking, it needs to be done again. This is extremely dangerous for motor cyclists and cyclists and urgently needs attention. Cllr. Hodson said that he drives up this road every day, and he has spoken to the Director, who said that it will be looked into in the next few weeks, and that something will be done.

Graham Ashdown – Page 7 second paragraph. There has been no difference in the wagons delivering to Aldi. It is still as bad as ever. Why have they not been banned on these roads coming through Wirral and why cannot they come off the Motorway and along the A.540? Tracey Smith reported that there is a response from Technical Services on Page 11 of the Minutes of the last meeting.

Mrs. Alison Jones asked what has been done about the request for a crossing on Telegraph Road, also the reduction from 40mph to 30 mph. A petition has been given in with 108 names on it. Cllr. Hodson replied that this will be handed to the Council at the meeting on 22nd October. Mrs. Jones said that she cannot over emphasize how dangerous this road is for children crossing, and that parents will not now walk their children to school, but take them by car, and this is just as difficult, trying to get out on to Telegraph Road. She said that the Councillors had been asked to come one morning and see for themselves just what the conditions are like, but no-one had come. If something is not done soon, there will be a very serious accident.

Cllr. Bob Wilkins pointed out that Page 9, paragraph 3, in connection with the proposed “supermarket” on Pensby Road should read 32 objections, not 3.

Tracey Smith stated that she had revised the form of the Reports somewhat to make them more easily understood, and drew attention to the fact that there is still funding available - £12,303.59. for Community Initiative Funding and £4,570.00. in the Primary Care Trust Fund. Tracey asked that anyone who wished to apply should give their name and address at the end of the meeting.

Minute 3. “You Decide”

Cllr. Rowlands reported the Council have given an additional £20,000.00. to each Forum, to be spent on services in their area, and 212 people had returned the form for the Heswall, Pensby Thingwall area.

The top three choices were sport and youth activity, cleanliness and education in relation to library books, DVD's, CD's and foreign language books. The £20,000 was allocated as follows

- £12,00.00 for Sport and Youth Activity
- £5,000.00 for litter bins (10 litter bins)
- £3,000.00 for Library Books etc

Other Forums have received very similar results, and the priorities are along the same lines. It would be very remiss of us if we did not take the views of the public and use the money in the ways suggested.

Mrs. Alison Jones said that she thought it was not easy to be specific in the Questionnaire, and that very few people knew anything about it.

Tracey Smith replied that it was a pilot scheme, and it is hoped that next year it will be more clear, and also that there will be more money in the scheme.

Tracey also asked that people should contact her to say where they feel that the additional litter bins should be placed.

4. Public Question Time.

Mr. Garrett asked whether the Chairman of the Residents' Association for Banks Road and The Moorings was at the meeting, but he was not, and Mr. Garrett explained that letters had been sent to each councillor regarding the Sheldrakes Restaurant, who have been making life very difficult over the past five years with regard to loud music played very late, and repeated planning applications. There seems to be no control by Officers on Planning Restrictions. Cllr. Hodson said that he is Chairman of Licensing, but cannot chair when these problems are raised. He reported that Sheldrakes have, at this moment, gone to appeal over the veranda, and there is an Enforcement Order in place. Cllr. Hodson has written to Sheldrakes about the playing of loud music at all hours, and he offered to go and talk to the Residents' Committee about the problem.

Inspector Cunningham reported that the Police had been called on several occasions, but they have not found the music and noise to be excessive when they have arrived there, except perhaps people when they are going to their cars.

Dave Steel asked whether there was any feedback from the patients of the Heswall and Pensby Practice over the consultation for the new Centre to be built opposite Tesco, and the closure of the Pensby Road surgery.

Russell Favager replied that the consultation does not end until the 27th October, and of the 700 or so responses, the majority are in favour of the project. It is the G.P's who wish to have this building, and the Pensby surgery is no longer suitable.

Val Curtis said that she understood that the BMA are against the provision of these huge facilities or "Polyclinics", and that people were not all in favour of the closure of local facilities, and these mini-hospitals. Representatives from the PCT, including the Chief Executive Kathy Doran, replied that the preferences were not for Polyclinics which were very much larger – but for modernised premises which could offer a range of services, thus avoiding the need for many patients to travel beyond their local surgery for treatment etc. There was some heated discussion The Chairman requested that order be maintained, and Kathy Doran continued in response that the PCT have to try to respond to the requirements of three hundred and thirty thousand people, and this is very difficult sometimes. There are clinics in London which serve 50,000, In Wirral that could be the equivalent of 6 surgeries whereas we currently have over 60. In Liscard, three Practices are coming into one building providing all types of medical facilities, and the people are happy.

In Heswall there is a plot to be developed, and the consultation has not yet finished. If people say that is what they want, then we will go ahead, but we do have to recognize that there has to be a balance over everyone's views.

Mr. Tripp asked why do we need two hospitals. Mrs. Doran replied that we

will not have two hospitals, the PCT are trying to bring the two Practices together and provide more services on the one site.

Mrs. Iris Stubbs asked “please will you tell me how much you have spent on your pursuit of the Warrens to date?” Kathy Doran replied £74,000.00. A member of the public asked how much the PCT is spending on the advertising campaign in the Heswall News etc. for stopping smoking, mental health etc., rather than using the money to reduce waiting times in the Pain Clinic where weeks ago 200 patients were awaiting attention. Kathy Doran replied that she did not have the figures with her, but would provide them if required. She added that she was not aware that any waiting times have been so bad.

The reason for doing these adverts is so that we know the people of Wirral are aware of the services available and the huge range that are available. Sandy Cameron said he would like to correct what Russell Favager said about G.P’s all wanting the new clinics, as he has a letter asking him to write his objections to the local press. Russell Favager asked if he could see it. A member of the public asked why patients should have to move from Pensby to Heswall if this plan goes ahead. Some people cannot walk very far, and for many others, the parking will not be sufficient.

Val Curtis said that she has no objection to the Heswall Health Centre, and this is important, because at the meeting tonight we have six councillors and the local press. She would like the forum meeting to know that not all objectors object to the same thing. Tomorrow night there is a council meeting where the Warrens will be discussed without the general public, and if the Council are serious about the way things are done, the community need their voice to be heard, and need to engage with democracy She had received a letter from the Committee Clerk explaining why this particular agenda item was exempt as some issues need to be kept confidential until the Cabinet deems it is possible to make it public. She explained her view that the meeting should be open to the public and asked Councillors to take her views on board.

Frank Kinlan stated that he had been in Heswall over 50 years, and could remember the closure of the Childrens’ Hospital, the Cleaver Hospital, the Oldfield Maternity Home and the Clinic. The company he worked for took eight years to build Arrowe Park Hospital, and he added that there has been plenty of land in Heswall available to build the new health centre. Mr. Kinlan stated that he is a transplant patient.

Sandy Cameron asked why has it got to be in the Green Belt, right in the middle of the trees and green areas, (this was addressed to Kathy Doran). Kathy Doran replied that they had been approached by the Council to look at the whole of the site there without the loss of any green or trees. Sandy Cameron stated that he thought that this was not true, and could not be achieved, and that a true answer should be forthcoming. Kathy Doran said she would respond directly to Mr Cameron.

Mrs. I. Rafferty, Barnston Conservation Society, said that they feel the Council is trying to write them off the map. There is no mention of Barnston in the Area Forums, and there are no signs stating BARNSTON. The whole Area has been cut in half – part in Wirral South, part in Wirral West, and we would like to be brought to the forefront now and again, and perhaps the Councillors would like to remember us now and again.

Cllr. Rowlands replied that the Area Forums were named according to the

Ward names, and this was a Government decision, and that it did go out to review. Mrs. Rafferty answered that they had replied and got nowhere. Tracey Smith stated that she could include Barnston in the title of the Area Forum correspondence, and the councillors would be happy to help with any problems. Cllr. Bob Wilkins said that he would like to go to the Barnston Conservation Society meetings if they wish to invite him along.

Mrs. Ashdown from Pensby reported that the three empty shops which were closed after the last Forum had been subject to fly posting, many of which advertised Eskimo, Hoylake. She and her husband took them down, as it is an offence to fly post. Cllr. Quinn said that she will investigate this matter.

Heather Jones Burden, Cornelius Drive/Kings Drive – the drains need to be de-silted. It is now several years since the work was carried out, and they are now overflowing when the rain is heavy. She has photographs to show the damage. Cllr. Quinn said that she has written to United Utilities asking them to come and look at the problems. They have already had the Council's Emergency Team out, to look at it and they were shocked at the flooding.

Alan Wilson, Lower Heswall. There are no name plates at either end of Village Road, and it is difficult for people trying to find their way round. Please would the Council provide some? The pavement between Roscoe Close and the centre of the village is in a dreadful state. The parapet is at the same level as the road, and the whole pavement needs to be repaired, as cars pass through the village very quickly. There is only an 18" wide pavement on the other side of the road and many children use this route to school. Mr. Wilson has lived there for five years, and nothing has been done during that time. This was picked up by Brian Smith who was representing Streetscene.

A member of the public reported that Irby and Thurstaston Women's Institute have cleaned up and worked hard in Irby village and the surrounding areas. There is one particular area where rubbish is being dumped – this is behind the bus stop in the centre of the village, and is disgraceful. They have asked Street Scene some planters which the shop keepers and people were prepared to pay for and maintain. Brian Smith said that he will speak to the Cleansing Dept., however the Council do already clean it out, and they have planted trees and bushes there. The reply was that it would be easier without the bushes and trees, and please could they be removed. Brian Smith replied that in Hoylake the planters are cared for by the businesses there, and they are looking at local people doing this. It is, however, much better to write in and explain the position and what the community is prepared to do, and then all the necessary information is in the system.

A resident of Pensby Road wished to thank Street Scene for stopping the sale of vehicles on Pensby Road, which was causing a serious problem to people living nearby. She reported one, and within 24 hours a notice was put on, and the vehicle removed.

Brian Smith reported that the Integrated Transport Block has been allocated £16,500. that has not yet been allocated. Mrs. Alison Jones said that she has to report back to the residents who signed the petition she handed in and wishes to know whether the crossing will be installed. Brian Smith replied that it will be discussed soon. There is one criteria that must be adhered to, and it must be seen that everything is being done. Innia Hughes showed photographs of a lamp post which had been knocked down, and what

might have happened if children had been in the vicinity. This was to highlight the need for the reduction of the 40mph to 30mph on this stretch of road. Inspector Cunningham clarified the actual position with regard to that incident and the current evidence the police have on this road, but they are watching the situation. The Department of Transport have to monitor the situation and make the final decision.

Mrs. Jones asked that if the situation was being monitored for speed, would it be possible not to be in full view. Inspector Cunningham asked for some volunteers for Speed Watch Slow Down, which really only requires people to be in the area wearing a yellow jacket – not necessarily for long periods, but when the children are going to and coming from school possibly. It was stated that the children all have to walk because it is so difficult to get the car out onto Telegraph Road at the morning school rush hour.

Keith Alsop, Barnston Road, Barnston. He would like to ask Wirral PCT why is he being barred from the Wirral Phlebotomy Clinic from 21st October? Pippa Roberts reported that users were complaining about the service, and this will go out to tender, and will be carried out at the local surgeries. Some patients will be able to go to their own surgeries, and they want to extend the service to satisfy patients' needs. Silverdale Centre is open to others than their own patients. Details and information will be sent out.

5. Partner Updates.

John Davies of Merseyside Fire and Rescue Service reported there had been an increase in fires caused by electric blankets, particularly in an elderly community..

He wished to draw attention to page 19 of the area co-ordinators report if you take your electric blanket to various places, they will check it, and if it is not in working order, you will get a new one.

Brian Smith – Technical Services – Street Scene. No report.

Police – Inspector Kate Cunningham.

Neighbourhood Action Group held on 2nd September with representatives from the community and the Council. Discussed the fact that there was an improvement in anti-social behaviour – 12% down this year on last year. There was one incident in Heswall in September where 21 cars were damaged in one night. There has been an increase in drug detections and crime overall, which is good. All information is available on the website. On this year, we are improving on last year in the area. We no longer cover Greasby and Frankby. At the above mentioned meeting, two of the priorities related to Greasby and Frankby and one to Clatterbridge. One for this area was the gathering of young people in the area of Fishers Lane, Pensby. The number of Support Officers in that area has been increased, and linked in with Youth Service.

There is an influx of people coming into the area from West Kirby and Woodchurch areas. They are being encouraged to behave in a reasonable manner, and it is a great help when we know the people who may cause problems. Neighbourhood Team took 60 young people for football training, and held a tournament and certificates were given out. They also trained 50 young people in cycle training, who also received certificates. An increase at the moment in auto-crime, not a high level, more in Pensby

rather than Heswall in the theft of number plates. If you can get Anti-Tamper number plates.

Mrs. Tripp said that she would like to thank the Police for their help to-day in removing a car which was blocking their driveway.

Russell Favager, Wirral Primary Care Trust. The consultation period of a draft UK- wide constitution setting out NHS values finishes on 17th October and will be available soon after. All four of our main units received excellent reports from the Health Authority.

Sandy Cameron, Older Peoples' Parliament. There are now more people over 60 than under 16. We work closely with hospitals, Police, Fire Brigade and will deal with problems right across the board when requested.

Pippa Roberts, Wirral PCT Pharmacy. They are really keen for members of the public to become members of the Trust, and you can fill in a form. Public Health Strategy is in a leaflet with external assessments.

Councillor Hodson said that all Councillors would like to thank the PCSO's and the Police, who are doing an excellent job, especially with the work they are doing with the youth, and attending many local meetings, such as the CAB.

7. Date of next meeting.

Thursday, 12th February 2009.

The Chairman thanked everyone for their attendance and closed the meeting.-

Section Two

Local Updates

Area forums provide an opportunity for people who live or work in Wirral to have a greater say on local issues and be more active in decision making and shaping local services.

They involve local ward councillors, police, Wirral Primary Care Trust, fire safety representatives along with community representatives and officers from various departments of the council. Forums also provide information about current services, how they can be accessed and ultimately raise awareness of local council initiatives.

Wirral Anti-Social Behaviour Team- September 2008 – January 2009

In addition to ongoing enforcement action against the perpetrators of anti-social behaviour, specific activity has included:

Graffiti busting campaign given green light (September 2008)

A new anti-graffiti campaign was launched as part of Wirral's strategy to tackle anti-social behaviour and improve the environment and quality of life for local residents. This new approach saw a partnership between the Council's Streetscene service, Anti-Social Behaviour Team and Together Neighbourhood Management Pathfinder based in Tranmere; working closely with Wirral Youth Offending Service and Probation Services and supported by Merseyside Fire & Rescue Service. This wider service for the first time allows homeowners, tenants and small business to have general graffiti removed for free. The Council's tough stance on removing racist and other offensive graffiti within 24 hours remains. A key element of this new approach is a detailed strategy that focuses not only upon the prompt and effective removal of graffiti, but also gathering intelligence on the perpetrators and taking robust enforcement action, coupled with strengthening preventative work in schools targeting the peak age group for committing graffiti of 14-17 years old. Information campaigns and reward schemes will also feature as part of the new approach.

Anti-Social Behaviour Advice Surgeries

A six-month programme of advice surgeries for residents in the private sector suffering with anti-social behaviour concluded in October 2008. This saw the Anti-Social Behaviour Team's Respect Bus taken into communities and staffed with Enforcement Officers who took complaints directly from the public and provided comprehensive advice.

Community Mobile Police Station relocated to Birkenhead (October 2008)

The station, a 40 x 12 x 10 foot converted shipping container, was relocated to north Birkenhead to tackle anti-social and criminal behaviour. The specially made unit is equipped with a public enquiry desk and a wide range of literature for community safety, support groups and local activities and is a partnership between Wirral Council and Merseyside Police. The unit is managed by a Community Development Officer, who is based within Wirral Anti-Social Behaviour Team, and whose role it is to co-ordinate multi-agency activity within the deployment area.

Parents 4 Parents support group launched (October 2008)

A new support group run by parents for parents with children engaged, or at risk of engaging, in anti-social behaviour, was launched with the support of Wirral Anti-Social Behaviour Team. The group provides a friendly non-judgemental atmosphere for parents to share experiences and be given support; offering a ear to listen or a shoulder to cry on if needed. The group specifically offers a weekly drop-in service; speakers on relevant topics; signposting to services and one-to-one and group discussions. The group is run by four committed parents who have come together, with the support of Wirral Anti-Social Behaviour Team's parenting service, to provide a route for parents who want help and support from other parents who understand the difficulties of dealing with difficult behaviour by children and young people. Parents 4 Parents can be accessed by contacting Bobbie Crawford (Parenting Co-ordinator) or Alison Sendall (Parenting Support & Intervention Worker) on 606 5773 or 606 5757.

'Sportsmobile' launched to tackle anti-social behaviour in hot spot areas (October 2008)

The Council's Anti-Social Behaviour Team and Sports Development Unit launched an exciting new project aimed at preventing and tackling anti-social behaviour; the 'sportsmobile'. The vehicle is equipped with sporting equipment, staffed by Sports Development Workers, and deployed into hot-spot areas to divert young people from anti-social behaviour. A lighting rig on the roof allows for dark and poorly lit spaces to be floodlit. Seventeen young people, who were successful in winning a photograph competition run by Wirral Anti-Social Behaviour Team at last year's Wirral Show, were adorned on the vehicle.

Wirral Family Intervention Project celebrated a year's successful operation (November 2008)

Launched in 2007, the Family Intervention Project (FIP) was created to work with the most problematic families engaged in anti-social behaviour, by both challenging unacceptable behaviour and providing and co-ordinating support and interventions to address the underlying causes of their behaviour. In the last year, more than 30 families have been referred and more than 80% of the families allocated to Project Workers have engaged with the service. Complaints of anti-social behaviour across the families has reduced by 71%. School attendance has also improved. The project has recently recruited for additional Project Workers due to the demand for the service. The FIP is delivered on behalf of the Council by registered charity Action for Children (formerly NCH). The project delivers support to families through outreach work in their homes and through dispersed tenancies.

Respect Watch Scheme for Bidston Rise (November 2008)

Wirral Anti-Social Behaviour Team, in partnership with Merseyside Police and landlord Wirral Partnership Homes, has designated the Bidston Rise area of Birkenhead as a Respect Watch Scheme area. The initiative is designed to protect residents who have already suffered at the hands of anti-social individuals and includes a Local Lettings Agreement with residents. The scheme will run for 12 months and covers over 400 properties within this area.

New powers to tackle anti-social behaviour (December 2008)

Community safety partners in Wirral received significant new powers to tackle anti-social behaviour. New Closure Order powers came into force nationally that enable a property where persistent disorder is reported to be closed temporarily. The powers work in a similar way to current 'Crack House' Closure Order powers that allow premises, where the misuse of Class A drugs is causing serious disorder to local residents, to be closed for a period of time. The new Closure Order powers for persistent nuisance or disorder allow for any premises to be closed for a three month period where there is significant and persistent disorder or persistent serious nuisance to a community. The powers, which are available to both police and local authorities, are tenure-neutral and therefore apply to any tenure, including owner-occupied properties. Premises can also include residential properties, common areas adjacent to properties, factories, shops, pubs and clubs, public buildings, community centres or halls and car parks. Properties closed can remain sealed for a further three months, up to a maximum of six months, but other interventions will be used alongside the power to resolve the problem in the longer-term.

Joint Community Safety Team report

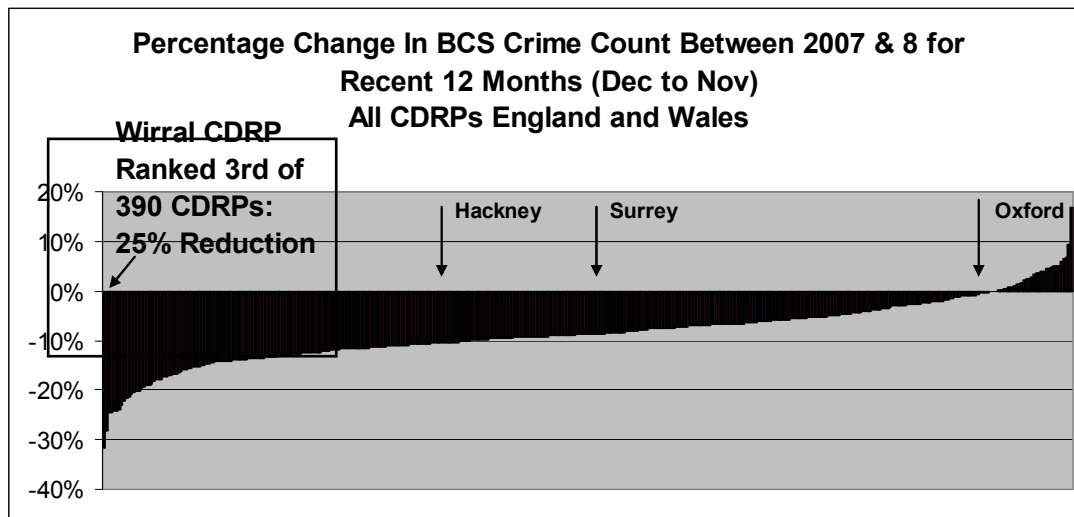
Assessment of Wirral Crime and Disorder Reduction Partnership

The Assessments of Policing and Community Safety (APACS) framework was introduced in April 2008 and applies to all police forces in England and Wales. It covers key services delivered by the police working on their own or in partnership, complementing (but not substituting) performance arrangements being developed by other partners. These are used to assess and monitor performance to the public and, critically, to help partners in England and Wales deliver and improve performance against national and local priorities.

Crime rates can change as a national trend due to environmental factors such as improved security. It has therefore been increasingly important to measure performance against other areas using the same criteria with data which is as recent as possible.

Local Area Agreements have been made between Wirral Crime and Disorder Reduction Partnership and Government Office. Local measures, as well as the '198 National Indicator' measures have been used to monitor and ensure improved performance. Overall performance is monitored by APACS measures

British Crime Survey Comparator Crime is a measure taken from a basket of crime categories. Although this is no longer a target, it is still monitored in Wirral as it reflects the trends measured nationally by the British Crime Survey. Government Office targeted reductions of 20% by March 2008 were met and surpassed.



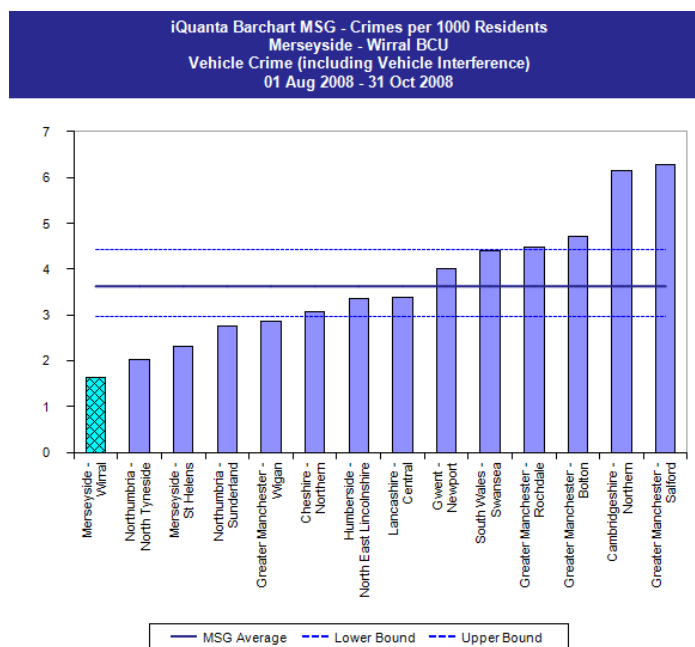
Theft of a Vehicle

Despite being a stretch target, performance has been sufficiently dramatic that the Partnership is confident the target of 941 car thefts in 2009/10 will be easily met.

Success in reducing the rate of car theft has meant that the forecast for 2008/9 is to be less than 600 crimes. This equates to a 75% drop in the annual number of thefts from vehicles in the three years since the target baseline.

Comparable statistics are not available for theft of a vehicle, but when measured together with **Theft From A Vehicle** and **Vehicle Interference** and compared to demographically similar areas:

Wirral has the lowest vehicle crime rate per population in our most similar family;

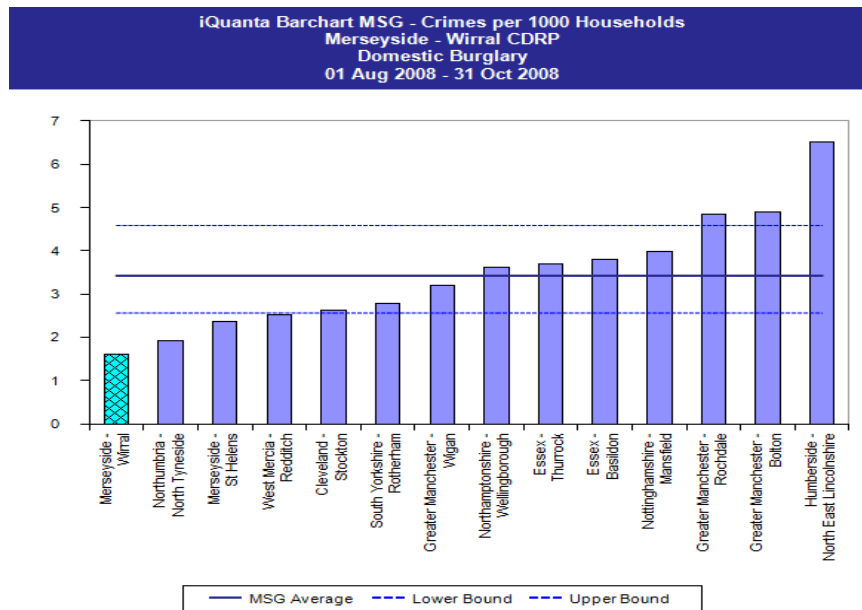


Burglary

This stretch target is for domestic burglary. Performance has been consistently beyond targets every year since they were set. The target for 2008/09 is 1500 burglaries whilst the year end projection is only 837. This means that the final target of 1205 burglaries in 2009/10 will also be achieved. This has meant the rate of burglaries for Wirral has been reduced 67% over four years from 2539 to 837.

Compared to demographically similar areas:

Wirral has the lowest domestic burglary rate per population in our most similar family;



Domestic Violence

There are two LAA Stretch targets for domestic violence. The first is to increase the number of crimes reported to the Police, and the second to reduce the number of victims reporting abuse who have previously reported in the past twelve months. These two targets are specifically aimed to promote reporting this ‘hidden’ crime and thus enable victims to access support more easily. The support is provided as a package by a wide range of agencies coordinated to reduce the likelihood of repeated victimisation. One of the difficulties in combating domestic violence has been the high incidence of under-reporting and hence the cycle of abuse being allowed to continue.

The LAA target is to increase the number of domestic violence victims reporting to the Police from 3325 in 2006/07 to 5522 that is projected to be achieved by 2008/09.

- This is a 66% increase in two years.

The LAA target to decrease the victims reporting to the Police who have reported in the previous 12 months is also forecast to be achieved by the end of 08/09. This achievement would mean repeat victimisation is reduced from 43% to 26%.

These two LAA targets have been met through the dedication of a wide range of agencies increasing their commitment and care for victims, focussed and coordinated through the MARAC process.

Merseyside Fire & Rescue Service

The Fire Service on Wirral is delivered through 6 community fire stations located at Birkenhead, Bromborough, Heswall, Upton, West Kirby and Wallasey. We are committed to innovative and imaginative change in order to help make our communities safer and stronger. We are also committed to integrated working with other authorities, agencies and the voluntary sector to improve public safety and well being. We have an **Integrated Risk Management Plan** which is a local strategic plan that outlines the measures intended to be taken to continue the modernisation and improvement of services to the people of Merseyside. Past and current I.R.M.P can be viewed online at www.merseyfire.gov.uk or copies of the latest plan are available at local community fire stations across the district, public libraries and One-Stop shops.

There were a number of public consultation meetings held at fire stations across the district and we would like to thank all those that attended for their input. This input will be considered as part of the consultation process before a final draft is published. The subsequent document will inform you of any new responsibilities that the service and the authority must comply with and will also demonstrate how we intend to provide compliance and any effects that it will have on the Service, its partners and our community.

Community engagement remains the cornerstone of our proactive activities, in particular the delivery of the **Home Fire Safety Checks** and the provision of free smoke detectors where necessary. We continue to improve our effectiveness by utilising intelligence led targeting of **HFSCs**. Unfortunately there are still some vulnerable groups within the communities we serve which have proven difficult to access. To ensure all efforts are made to reach these targeted properties, MFRS has developed a collaborative strategy with partner agencies to access these groups throughout the coming year. The Service has set challenging performance targets and we are pleased to report that Wirral stations regularly achieve and exceed these targets. During the last quarter the Fire Service visited nearly **6,000** homes on Wirral to complete Home Fire Safety Checks.

Merseyside Fire & Rescue Service has set a goal to become an environmentally regenerative service. We will carry out investigations to reduce our carbon footprint with the ultimate aim of becoming carbon positive. The aim of which is to leave the climate in better shape at the end of each year. This goal will take a sustained effort over a number of years and will require radical change in how we operate as a business, whilst we maintain our high levels of service, intervention and response to the people of Merseyside. The Fire Service are committed to working in partnership to achieve strategic objectives within the Local Area Agreement.

The Fire Service has been working with partners to develop facilities at Wallasey Fire station as part of an integrated healthier lifestyle project. Work is nearing completion on a new **Lifestyle Centre** which will incorporate a Wirral HeartBeat gym and new community meeting and welfare facilities. It is envisaged that this will be available for use early 2009.

Another such initiative, utilising forum funding, is the development of a **Beacon Programme** running out of Birkenhead Fire Station. This is run 1 day a week for 12 weeks and is designed for children aged 11-16yrs. This is a partnership project to engage young people at risk of exclusion from mainstream education and

involvement in arson related crime. The course participants are given a learning experience outside the school environment to build their confidence and self-esteem. The course combines practical drill ground and scenario based training with classroom centred activities and workshops-including community fire safety.

In conjunction with Merseyside Police and other partners we are working towards reducing road traffic accidents across the district through the development of an educational training package, which is to be delivered to students by FS personnel. Fire Support Network volunteers will also be utilised in the overall strategy to assist in reducing speeding and other contributory factors of road traffic collisions.

Fire Support Network is a non-profitable registered charity which works in partnership with the Fire Service on Merseyside to promote fire safety to the local communities through volunteers and partner organisations. Volunteer roles vary from working directly with the fire-fighters, leafleting and replacing batteries in smoke detectors to providing an after fire care service and fund raising. Anyone interested in becoming a volunteer can register online at www.firesupportnet.org.uk or contact via telephone on 0151 296 4600. The **F.S.N** are currently developing campaigns targeted towards the older people in the community and working with other relevant agencies to publicise further the facilities available to older people and the need to maintain fire safety in the home.

We are currently working closely with Wirral PCT on the **Smoke Free Homes Campaign**, the aim of which is to encourage smokers to make a pledge not to expose their family and friends to second hand smoke in their homes and cars, this will also assist in the reduction of accidental fires in properties and vehicles due to smoking related material. This scheme is currently being rolled out across the district, half of which is now included with the other station areas to follow shortly.

Community Fire Stations

- **Birkenhead:** Exmouth Street. Birkenhead.CH41 4AX. 0151 296 5325
- **Bromborough:** Dock Road South. Bebington.CH62 4SQ 0151 296 5925
- **Heswall:** Telegraph Road, Heswall, CH60 OAF. 0151 296 5805
- **Upton:** Arrowe Park Road. Upton.CH49 OUF. 0151 296 5895
- **West Kirby:** The Concourse. West Kirby. CH48 4HX. 0151 296 5955
- **Wallasey:** Mill Lane. Wallasey. CH44 5UE. 0151 296 6180

For a FREE Home Fire Safety Check, including FREE smoke alarm installation if required please contact Fire Service Direct on FREEphone 0800 731 5958

Equality & Diversity Update

The Council's first staff diversity event took place on Thursday 6th November 2008 in the Civic Hall, Wallasey Town Hall, as part of National Diversity week.

The Deputy Mayor of Wirral, Councillor Andrew Hodson opened the event along with Jim Wilkie Deputy Chief Executive, Wirral Council.

We were fortunate to be visited by Carole Eniffer from the Home Office who made a special trip from London to be with us. She attended in support of the Hate Crime promotion campaign that is currently underway. Andy Pownall from Government Office North West (GONW) also attended the event.



The Equality Watch team are delighted to report that over 400 people visited the town hall throughout the course of the day. Over 50 volunteers helped by staffing stalls and over 20 artistes performed. The Equality Watch team would like to thank **EVERYONE** who took part and all those who took time out of their working day to visit the event. The layout of the civic hall embodied the six equality strands. Community groups and council sections shared tables to reflect this. Some services that are 'cross cutting' were also in attendance:

Sexual Orientation - Wirral LGB&T forum (Lesbian, Gay, Bisexual & Transgender) and Terrence Higgins Trust

Age- Age Concern, Connexions and POPIN (Promoting Older People's Independence Network)

Gender - Trans Wirral, Women's Enterprise Breakthrough and Men's Health Group

Disability - WIRED (Wirral Information Resource for Equality & Disability) Access Improvements (Corporate Services/Technical Services), WIRED also arranged for PSS, Advocacy in Wirral and Merseyside Society for Deaf People to be in attendance.

Religion or belief - Merseyside of Council Faiths

Race - BRM Partnership (Black & Racial Minority), Irish Community Care Wirral Change, Wirral Multicultural Organisation, BME Supporting People

Cross cutting services – Streetscene, Human Resources, Staff Diversity Forums, Pensions, Customer Services (including One Stop Shops and Call Centre) Unison, Hate Crime, Child Support Agency (CSA)

A huge variety of activities took place with a whole host of performances throughout the day including demonstrations of tai chi and yoga, chinese lion dance, bag piper, service users from several of our day centres performing 'sign-along', Bengali musician, multi cultural band, cultural food, Indian dancers and our very own Tony Excell as DJ and Brian Jones as master of ceremonies!!

Equality Watch Scheme Consultation

The Council's Equality Watch Team want your views on the draft 2009 – 2012 Action Plan. A public consultation process is now underway for people to have their say on Wirral Council's Equality Watch Scheme 2009 – 2012. The Equality Watch Scheme is the Council's equality and diversity action plan for the period April 2009 to March 2012, covering all six equality strands, also taking into consideration multi-forms of discrimination

The Equality Watch Scheme details the actions that will be taken across the whole Council to eliminate any discriminatory practices and to promote equality and recognise diversity within employment and service delivery. The scheme will also provide the framework for the Council achieving the different levels of the Equality Standard for Local Government.

The Equality Watch Scheme replaces the Council's Race, Disability and Gender Equality Schemes. However, this proposed scheme does take into account the Council's statutory equality duties under the Race Relations Act 1976, the Sex Discrimination Act 1975, and the Disability Discrimination Act 2005. The Equality Watch Scheme also gives appropriate regard to the forthcoming Single Equality Act relating to sexual orientation, age, religion or belief.

The Equality Watch Scheme will be co-ordinated by the Council's Corporate Equality and Diversity Co-ordinator, who will be supported by the Corporate Equality Watch Team and Departmental Equality Lead Officers. The Council will also work in partnership to actively promote involvement of external stakeholders, including voluntary and community sector projects and peers within other public sector organisations. An Equality Watch Review Group will be established made up of members from a variety of stakeholders.

The three year action plan is split into four sections and will be reviewed on an annual basis. More information can be found at www.wirral.gov.uk or contact the Equality Watch Team on **0151 691 8064** or email equalitywatch@wirral.gov.uk

The deadline for comments is 27 February 2009

Wirral University Teaching Hospital 
NHS Foundation Trust

The Trust is pleased to be able to participate in the Local Area Forums and welcomes the opportunity to brief Wirral residents and our partner organisations on topical issues. Representing the Trust will be an Executive Director or Senior Manager and the elected Public Governor for the host constituency.

- Controlling Infection.....
 - Our Elective Surgical Unit at Clatterbridge remains MRSA bloodstream infection free – this Unit can undertake most planned surgical procedures including joint replacements.
 - Our Women's Services Unit at Arrowe Park is also MRSA bloodstream infection free
 - Reducing the incidence of MRSA and Clostridium difficile is a very high priority for the Trust and staff continue to implement a comprehensive action plan to achieve this including a new 8 bed isolation unit for medical patients diagnosed with C.diff.
 - For the three months July – September 2008 the number of Clostridium difficile cases reported at the Trust reduced by 37% - from 124 cases to 78.
 - Our recently launched publicity campaign - 'Working Together to Keep It Clean' - aims to raise the Infection Control profile even higher at the Trust and to raise awareness amongst staff, patients and visitors of how important it is to 'Keep it Clean'

- In partnership with local GPs, our staff are working towards a more prudent use of broad-spectrum antibiotics that, if over-used, can make C.difficile infection more likely to develop.
- Improving Our Standards.....
- The Trust was awarded the accolade of 'Best Hospital*' in the Dr Foster Good Hospital Guide 2008 which compares services and treatment outcomes at all hospitals across the country.
- For the second year running we have been named as one of the country's Top 40 performing hospitals by an independent benchmarking company that compares our performance in 20 key areas – including infection rates, mortality rates and waiting times – against other, similar hospitals.
- In the 2007/08 Healthcare Commission Annual Health Check we scored 'excellent' for our use of resources and 'good' for the quality of our services
- Our Women's Services achieved a 'hat-trick of excellence' when they were awarded CNST Level 3 accreditation. Of the 156 Maternity Units in the country, only 17 others have achieved Level 3 and our Unit is the only one to have achieved 100% in every standard at every level.

Clinical Negligence Scheme for Trusts (CNST) Level 3 is evidence that our maternity services are extremely safe, well-managed and overall 'first-class'. This follows the Unit's score of 'best performing' in the Healthcare Commission's Maternity Services Review and being named 'best in the region' in a national survey of new mothers and mothers-to-be at the end of 2007

- An external assessment of our standards by the Patient Environment Action Team resulted in the following scores being awarded to the Trust for 2008

	<i>Environment</i>	<i>Food</i>	<i>Privacy & Dignity</i>
<i>Arrowe Park</i>	<i>Excellent</i>	<i>Good</i>	<i>Good</i>
<i>Clatterbridge</i>	<i>Excellent</i>	<i>Good</i>	<i>Excellent</i>

Providing New Services.....

- The Trust has just announced a major capital investment in services for Women and Children at Arrowe Park Hospital. Due to commence in May this year, the £10million scheme will create a 'centre of excellence' by bringing together under one roof, all acute hospital services for women and children. More information on this exciting development will appear in a special supplement to appear with the 'Wirral News' newspapers in w/c 9th February
- A state of the art ward (Ward 14) to treat patients diagnosed with urological conditions has recently opened at Arrowe Park Hospital after a £1.4million up-grade.
- The Trust is a designated Urology Cancer Centre for Wirral, Chester and Northern Cheshire patients requiring major cancer surgery
- We were the first NHS organisation in Merseyside and Cheshire to offer a new laser technique – the *greenlight laser* – that is transforming the treatment of prostate conditions for men
- A brand new, multi-million £ Dialysis Unit has opened at Clatterbridge Hospital to treat patients with renal (kidney) conditions.
- We now provide Sexual Health services in the community – closer to where people live and work
- Easy to Use Website.....
 - Our new-look, easy access website can provide lots of useful information for patients, the public, staff and GPs about the Trust and its services go to

- www.whnt.nhs.uk
- The website is speech enabled for browsers with sight related problems
- The new, easy click, 'email a patient' facility continues to be a popular feature
- Come and Join Us!
 - As a Foundation Trust we are keen to involve our Public Members in helping us to shape future services – we currently have more than 7,000 Public Members and are keen to recruit more. Public Members can get involved as much or as little as they like – from just receiving 'Public Membership News', our regular newsletter, to participating in surveys or standing for election as a Public Governor. To join, simply complete and return the attached Form or join on-line @ www.whnt.nhs.uk
- For more information.....
 - The Trust has published its Annual Report and Accounts for 2007/08. This can be accessed via our website www.whnt.nhs.uk or a copy can be obtained from the Membership Office at Arrowe Park Hospital ☎ 0800 0121 356

* Best large acute trust outside London – awarded jointly with Darlington and County Durham NHS Foundation Trust.

Wirral Youth Service

Wirral Youth Service provides opportunities, which are open to all Wirral young people. Youth work helps young people learn about themselves, others and society, through informal educational activities which combine fun, challenge and learning. The Service works with young people aged 13-19 years, and specifically targeted young people aged 20 until their 25th birthday who have additional needs and need support with transition into adult life/services.

The Youth Service in Wirral works with many young people in a variety of different settings, these include:

- Youth clubs
- Street work projects
- "Kontakt abuses"
- "Wirral Youth Theatre" and Youth Arts
- "Response" – Advice, support, advocacy and information service and Substance Misuse Service
- International exchanges
- Duke of Edinburgh's Award
- Outdoor activities
- Projects in schools

The Service is flexible and able to respond to the needs of young people and offers opportunities that are both universal and targeted. Youth work on Wirral is delivered through joint working between the Local Authority, voluntary organisations and other agencies.

Youth workers work with young people in many different localities in Wirral. Having a variety of youth clubs and street work projects allows youth workers to work with young people in their neighbourhoods, meet their specific needs and respond to issues that are important to them.

Much of the work of the Youth Service takes place in one of sixteen open access youth clubs located across the Borough. Street work teams of youth workers make contact with young people who do not access the service elsewhere, build

relationships with them and in negotiation with the young people, develop programmes which address their specific needs. This work is delivered on the streets, through project work and on mobile Kontaktabuses.

Response

Response is a Borough wide Youth Service provision, providing counselling, support, advocacy and information for young people. Many of these young people have complex needs requiring intensive support from the service including homelessness, abuse, poor health and poverty.

The agency also has a team of specialist workers providing support to young people who have drug and alcohol problems. The team work with those individuals in a variety of settings including outreach street work and one to one work in their homes or wherever young people feel safe. The team also deliver educational programmes within schools and other youth settings on the risk, consequence and health implications of substance misuse. Partnership work plays an important role in targeting vulnerable, hard to reach groups of young people. Service level agreements and regular joint working ensures the needs of young people are met.

International Work

Each year the Youth Service runs a comprehensive programme of International Youth Exchanges. Young people from Wirral take part in a number of international opportunities including, Hong Kong and the Azores.

Duke of Edinburgh's Award

The Youth Service is the Licensed Operating Authority for the whole of Wirral.

Awards can be gained through a variety of approved operating units and access organisations made up of a combination of youth centres, schools, an open award centre and a selection of voluntary groups. Young people in Wirral consistently gain over 450 awards per year at bronze, silver and gold levels.

The DofE is available to all young people aged between 14 and 25 with the emphasis being the development of young people's leisure time. By taking part in the DofE, participants are able to increase their own self confidence and self esteem, make new relationships and develop fresh skills.

Duke of Edinburgh's Award staff continue to work with a group of Looked After Children who after successfully achieving their Bronze Award are now working towards their Gold. This group recently successfully bid for Youth Opportunity Funding to enable them to visit the Czech Republic. This visit, which involved studying social and foster care in a former communist state, satisfied the requirements of their DofE Gold Residential

A newly formed Bronze group is hoping to complete their expedition at the Oaklands centre in the forthcoming expedition season.

In our drive to make the DofE available to everyone and to diversify its delivery we are now helping several new units to run the Award. This includes Meadowside Special School and the Observatory School where we will adapt the Award for pupils with learning difficulties.

Wirral Youth Theatre/Youth Arts

Wirral Youth Theatre operates across the Borough to enable young people to access a wide range of performing arts related activities. Art forms such as drama, dance, music, technical theatre and new media are used to help young people to develop personally and socially as well as developing theatre and media related skills. A peer education company within the Wirral Youth Theatre have performed in parks and youth clubs a play about risk taking behaviour this is now going into schools

Pensby Youth Club has now ceased running as from the end of December, Pioneer People have taken on the lease and will be providing project based activities in the future.

Deeside Young People's Project (DYPP) has continued to work in the mid and west Wirral areas using street work and the Kontakta Bus to engage with young people. As a result of funding the young people received from the Youth Capital Fund, a new high tech Kontakta Bus is operational. On a Friday night, in areas where numbers of young people congregate, the youth workers focus on promoting personal safety, harm reduction for alcohol and drug use and reducing anti social behaviour. DYPP has developed a positive working relationship with the Police, targeting those at risk of offending and involved in risk taking behaviour. A successful joint youth service/police school holiday positive activities programme has been developed.

Transport Update

At Council meeting on 15th December 2008 the following agenda item was discussed

MOTION: BORDERLANDS ELECTRIFICATION

(1) This Council notes:

- its consistent support for the electrification of the Bidston to Wrexham Borderlands rail line;
- the importance of the Borderlands rail line to the Wirral economy by linking the industries of Deeside with North Birkenhead, where greater employment opportunities are required;
- recent Government statements on the economic downturn, particularly the need to fund public works now, in order to get people back into work when the downturn is over.

(2) Council is dismayed at the recent Network Rail estimate for the electrification and upgrade of the line of £207m and notes this is more than three times the cost estimated for this work by Merseytravel. Council is perplexed at such wildly different estimates, and requests that an independent review of costs is jointly commissioned by Network Rail and Merseytravel to establish the true cost.

(3) Council also notes the application made by Merseytravel to take control of the track of the Merseyrail Network from Network Rail. Council believes by integrating management of the infrastructure with service delivery, greater efficiencies and investment can be secured for the benefit of local people and therefore supports this proposal.

(4) Council therefore:

- (i) requests that Merseytravel should now widen these discussions to include the Welsh Assembly Government and seek agreement to take ownership of the Borderlands line as part of these proposals, so that its operation can be fully integrated into the Merseyrail network;
- (ii) supports the electrification of the Bidston to Wrexham Borderlands rail line being undertaken by Merseytravel, with the possibility of a 25kV overhead electrified line being considered as an alternative;
- (iii) calls upon Wirral's MPs and North West MEPs to lobby the Government on these proposals on the Council's behalf.

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