



## Area Forum (Oxton and Prenton)

<b>Date:</b>	<b>Tuesday, 6 October 2009</b>
<b>Time:</b>	<b>7.00 pm</b>
<b>Venue:</b>	<b>Tranmere Rovers FC, Prentonian Suite, Borough Road, Birkenhead CH42 9PY</b>

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## AGENDA

1. WELCOME, INTRODUCTIONS AND APOLOGIES
2. MINUTES AND MATTERS ARISING FROM JUNE 2009 FORUM
3. AREA CO-ORDINATOR'S REPORT (Pages 1 - 36)
4. AREA PLANS
5. MENTAL HEALTH ISSUES - NHS WIRRAL
6. PUBLIC QUESTION TIME
7. PARTNER UPDATES
8. DATE OF FUTURE MEETINGS  
  
Wednesday 3 February 2010
9. DROP IN SESSION: MEET YOUR LOCAL COUNCILLORS AND REPRESENTATIVES FROM:

## **Merseyside Fire and Rescue Service**

### **Community Safety**

**Older People's Parliament**

**Wirral University Teaching Hospital NHS Foundation Trust**

**Merseyside Police**

**Streetscene**

- **NHS Wirral** - Meet representatives providing support and services around mental health

**Department of Adult Social Service (DASS)**

**Citizens Advice Bureau (CAB)**

**Cheshire and Wirral Partnership Trust (CWP)**

**Advocacy in Wirral**

# Wirral's Area Forums



## Oxton and Prenton Area Forum

### Papers for the forum meeting

**Tuesday 6 October 2009**

**Tranmere Rovers FC, Prentonian Suite,  
Borough Road, Birkenhead CH42 9PY  
7.00pm – 9.00pm**

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Community Engagement Team,

Corporate Services,

Town Hall, Brighton Street,

Wallasey, Wirral CH44 8ED

## Oxton and Prenton Area Forum

Tuesday 6 October 2009 7pm – 9pm

Tranmere Rovers FC  
Prentonian Suite, Belmont Room and Aldo's  
Borough Road, Birkenhead  
CH42 9PY

### AGENDA

1. Welcome, introductions and apologies
  2. Minutes and matters arising from June 2009 forum
  3. Area Co-ordinator's Report
  4. Area Plans
  5. Mental Health Matters: NHS Wirral
  6. Public Question Time
  7. Partner updates
  8. Future meetings: Wednesday 3 February 2010
  9. Drop in session: Meet your local councillors and representatives from:  
**Merseyside Fire and Rescue Service**  
**Community Safety**  
**Older People's Parliament**  
**Wirral University Teaching Hospital NHS Foundation Trust**  
**Merseyside Police**  
**Streetscene**
- **NHS Wirral** - Meet representatives providing support and services around mental health

**Department of Adult Social Service (DASS)**  
**Citizens Advice Bureau (CAB)**  
**Cheshire and Wirral Partnership Trust (CWP)**  
**Advocacy in Wirral**

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## Code of Conduct for Area Forums

- 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

## Introduction: Membership of the area forum

Area Forums involve local ward councillors, Merseyside Police, Wirral Primary Care Trust, Merseyside Fire and Rescue Service representatives, along with nominated local community representatives and officers from various departments of the Council, who regularly attend to support the work of the forum.

### Oxton and Prenton Councillors all belong to the Liberal Democrat Party

#### **Councillor Simon Holbrook**

(Leader of the Liberal Democrat Group)  
Prenton Ward  
0151 513 5656  
simonholbrook@wirral.gov.uk

#### **Councillor Ann Bridson**

Prenton Ward  
0151 201 7310  
annbridson@wirral.gov.uk

#### **Councillor Frank Doyle**

Prenton Ward  
0151 652 9488  
frankdoyle@wirral.gov.uk

#### **Councillor S.E. Kelly**

Oxton Ward  
0151 653 3648  
stuartkelly@wirral.gov.uk

#### **Councillor Paula Southwood**

Oxton Ward  
mobile: 07718 582 397  
paulasouthwood@wirral.gov.uk

#### **Councillor Mrs Patricia Williams (Chair)**

Oxton Ward  
0151 653 7166  
patriciawilliams@wirral.gov.uk

#### **Louise Harland-Davies**

**Area Co-ordinator**  
Tel 0151 691 8695  
louiseharlanddavies@  
wirral.gov.uk

#### **Alan Stennard**

**Chief Officer** Director of Regeneration,  
responsible for housing, regeneration,  
regulation and cultural services in the  
borough. **0151 691 8395**

#### **Rob Beresford**

**Lead Officer** - Robert Beresford is Head of  
Regulation and has responsibility for  
Licensing, Environmental Health, Trading  
Standards and Community Safety in the  
borough. **0151 691 8208**

#### **Patrick Toosey**

**Community Representative, Oxton**  
Oxton Society

#### **Sarah Goulding**

**Community Representative, Oxton**  
Friends of the Arno and Oxton Fields

#### **Robbie Bell**

**Community Representative, Prenton**  
Devonshire Park Resident's Association

#### **Alan Dollery**

**Community Representative, Prenton**  
Chair of Prenton Tenants & Residents  
Association, Chair of the Prenton  
Partnership, Member of Wirral Federation of  
Tenants & Residents Association

#### **Inspector Roy McGregor (Oxton)**

**0151 709 6010**

#### **Inspector Brian Griffiths (Prenton)**

**0151 709 6010**

#### **Merseyside Fire and Rescue**

**Birkenhead Fire Station**  
**0151 296 5325**

**All Ward Councillors can be contacted by post or via their email. They represent all residents regardless of political persuasion. You can write to your local councillor at Wallasey Town Hall, Brighton Street, Wallasey, Wirral, CH44 8ED**

# Section One

## Minutes

Tuesday 16 June 2009  
St Saviour's Parish Centre, Bidston Road, Oxton CH43 2JZ

### Items

#### No. Item

#### 1. Welcome and Introductions

##### Minutes:

Cllr Williams welcomed 22 members of the public to the meeting and introduced the evening's two presentations.

#### 2. Minutes and matters arising from February 2009

##### Minutes:

There were no matters arising and the minutes were agreed.

#### 3. [Area Co-ordinator's report / You Decide update](#) PDF 894 KB

##### Minutes:

Louise Harland-Davies introduced herself and outlined the following initiatives

##### i. Older People's Parliament pg 34 of the co-ordinator's report

ii. **You Decide:** Oxton and Prenton area forum have an extra £20,000 to spend on additional services in the local community. Questionnaires for 2009/10 are available now

##### **Feedback from You Decide 2008/09**

£5,000 has been allocated towards new bins

£10,000 has been allocated for Community Sports Development worker and youth sports night. Andrew Wild introduced himself outlining his intentions to work with the police and local councillors to engage with young people in the community. He invited any suggestions or ideas from the public for setting up projects with the aim of targeting hotspot problem areas.

£5,000 for environmental works including £3,600 trees and £1,400 on 2 benches.

**iii. Funds for You:** funding open to local voluntary and community groups, closing date for applications is 30 June 2009

#### **4. Local government structure (Steve Maddox)**

Steve Maddox gave a presentation on Local Government Structure, an overview of how the Council functions and how day-to-day decisions are made. He explained how the Council sets its priorities and outlined the five strategic objectives of the Corporate Plan which are evidence-based to address critical and significant issues in the borough. He highlighted the example of inequalities of health and wellbeing and how the Local Authority is working with other partnerships to reduce this. He emphasized the Authority's objective to create more jobs, improve the local economy, generate investment opportunities and attract new businesses and explained the importance of working in partnership with other agencies and the voluntary sectors.

He outlined the difficulties the Authority faces with increased expectations for services with limited budget. A key issue is to get people to accept more responsibility for things that traditionally they have expected the Local Authority to do and this is the approach that the Authority is hoping to take.

Some points raised by audience

1. Preference to return to previous Executive Committee structure for decision making.
2. What is the Authority's policies on employing local firms?: - The Council does try to use local businesses, especially smaller ones, by giving them information on the tendering process; however, Councils can experience legal and practical problems in only employing local firms. Recent initiatives include the apprenticeship scheme where companies working for the Authority must include trainees in their workforce and Business Forum, where over 600 businesses have registered.

Cllr Holbrook highlighted the Construction Integrator Scheme which provides greater employment opportunities for young people.

Richard Neale: Thanked Steve Maddox for his excellent presentation and raised points which gave rise to a debate on the political pressures by Central Government. Mr Maddox explained the effectiveness of working in partnership with other local authorities to solve problems which are common in all areas such as unemployment.

#### **Minute decision**

**Steve Maddox be thanked for his informative presentation**

#### **5. Seven Waves Community Radio**

Glyn and John were introduced from local radio station Seven Waves Community Radio based in Leasowe, where all the presenters are volunteers.

Facilities available to the community including soundproof studio where local bands can rehearse, I.T. suite housing 16 P.C.s, training studios. Live interviews with local politicians and community leaders can be conducted on air and they are proposing to set up a forum of approximately twenty local people whose



purpose would be to give feedback on performance. More than 200 local people have been trained in radio production and some students have subsequently progressed on to media production courses. It has given many people increased confidence and has been a useful community tool by giving community groups a good platform to get their message across.

Points raised by the public

1. The building is within proximity to the local leisure centre is this a separate enterprise?:- Yes, completely separate
2. Where does funding come from? Funding was a £2.2m match funding bid from Europe and has a five year licence which may or may not be renewed. Advertising is allowed however this is capped and other funding comes through training.

Graham Bell, Merseyside Police: Is funding available for directing youths and possibly new recruits for community projects towards their facilities? - John Martin to have further discussion after the meeting.

**Minute decision;**

**John and Glyn be thanked for attending meeting**

## **6. Public question time**

Issues raised:

1. Mr Holt, Holm Lane, Oxtou: Concerned about the serious road traffic problems, namely inconsiderate parking, access to properties, blocking off closes, noise levels, speeding and parking on pavements. Unable to back out of his drive because of cars parked on pavements and stated that he has been in communication with the Council for approximately twenty years regarding these problems. He expressed concern that, although pavement parking is illegal, no-one enforces it and people are not being prosecuted. All the residents are affected and annoyed by the problems and are asking for yellow lines and fines, particularly around the school area.

Cllr Williams agreed that she also experiences the same problems but that it is at least two years since she has received a letter from him. She believes that there are plans for double yellow lines but does not know at this stage how far they will be extended, although it should be at least down to Holm View Close; however, this will not stop people dropping off children. She confirmed that he will receive a response to his complaint.

Mr Holt stated that he feels the Police should be more involved. Graham Bell, Merseyside Police agreed that yellow lines are a deterrent, however, there are four other schools in the same area which also have parking problems

Cllr Williams stated that the school is trying to work with local residents to improve the situation. Cllr Doyle said that parking problems are common to every school in Wirral but are made worse in Holm Lane due to it being used as a short cut to Woodchurch Road.

2. Alan Dollery: Problems around the recycling bins which were located near the flats in Prenton and have had to be removed due to local youths playing football and lighting fires and asked how this problem will be solved - Cllr Bridson confirmed the flats belong to Wirral Partnership Homes and agreed it is a difficult situation which is currently on hold while it is being reconsidered. She offered to contact them again to try to resolve the problem.

3. June Foster: Concerned about non-enforcement of the laws regarding illegal parking, litter and dog fouling- Steve Maddox confirmed that fixed penalty notices are in fact issued to people who drop litter and that people are prosecuted for dog fouling. The key is to educate people to stop doing these things in the first place.

Alan Stennard commented that there was a policy to issue a press release relating to people who had been prosecuted for dropping litter and dog fouling however these go unnoticed as media decide that local people prefer to read about ASBOs. More educational work is being done and a new scheme is in place where people are being rewarded for being socially responsible. Other council officers including the Park Service and Community Patrols can become involved in the enforcement process, consequently people are cleaning up after their dogs. Society's attitudes need to change young people need to be educated as to what is acceptable. There is also a need to encourage fast food and take-away businesses to support this and sponsor more bins.

4. Richard Neale: The parking situation at West Knowe, raised at the previous area forum meeting, possibly involving members of the congregation of St Saviour's Church - the Police confirmed that parking around West Knowe has decreased.

5. Richard Neale: Local people being unable to park near local shops which appears to be at odds with the Council's policy of supporting local businesses, as stated in Steve Maddox' presentation, citing the example of a local newsagent on Woodchurch Road where people were unable to park outside. Mr Maddox suggested that this newsagent could join the Business Forum and if he communicated with him, he would receive a response. Cllr Bridson confirmed that this area of Prenton has seen a problem with confusion over parking for many years and that several businesses have closed down. Mr Maddox felt that many of these problems are as a direct result of the large number of cars on the roads.

Louise referred back to the February papers which included a report from Technical Services explaining parking restrictions on Woodchurch Road at the request of Cllr Kelly.

6. Alan Chape, Oxtun Society: Problems around dog fouling and informed the meeting they are trying to set up a scheme in Oxtun where people can help themselves from a receptacle containing bags for dog dirt which has been successful in other areas; however, they have been told that this requires planning permission. Alan Stennard stated that he would like to support this scheme and will have further discussions with Technical Services and report back to him.

7. A member of the public referred to the minutes of the last meeting when it was agreed to hold a further meeting regarding car parking in Osmaston Road. He felt that there has been no improvement and that the issue has "gone quiet": Cllr Holbrook stated he was very supportive to the suggestions made at that meeting but that there is a minority of residents who are opposed to parking restrictions, making it difficult to impose a solution. There is currently no solution which all residents are in agreement with.

Andrew Taylor: Access protection markings, would residents have to pay for this themselves? Also suggested that the Council is continuing to give planning

permission for businesses with no thought for subsequent parking problems.- Cllr Holbrook commented that the problems in Osmaston Road are largely due to Sainsbury's enforcing parking restrictions in their car park for commuters.

8. A member of the public: request for the PCT to include a separate report regarding mental health issues and dementia which is an increasing issue. Abhi Mantgani: the PCT report only touched on current issues, given the size and nature of their organisation, however the PCT have invested heavily in mental health services and offered to obtain details of these services.

Cllr Bridson mentioned that the Select Committee which she chairs for Social Services is currently undertaking a review into dementia and will be liaising with Wirral Health and Mr Mantgani agreed that mental health services is an area where more needs to be done.

Louise had received a report from Cheshire and Wirral Partnership Trust for previous meetings however apologised for not requesting one for this meeting

Cllr Williams stated that the Authority's partners should be congratulated for their initiatives in the reports and for the work that goes into them.

9. Mr Dowling: Although he had enjoyed the presentation by Steve Maddox felt there should have been a bigger audience at the Forum and that the public should be given more information on what the Council are doing. Mr Maddox confirmed that they will explore ways for more people to engage in decision making.

A member of the public requested the Forum Agenda be advertised in the local press- this already takes place however not all communities receive these papers.

10. A member of the public: Why has the Council given the contract to repair West Kirby Marine Lake wall to a firm from Anglesey which had gone out of business?: - Mr Maddox confirmed that the business concerned had fully met all the stringent financial checks put in place by the Council and, in fact, this is the first time this situation has occurred.

**Minute decision:**

- i. Area co-ordinator to contact Technical Services regarding parking and traffic congestion in Holm Lane.**
- ii. Cllr Bridson to contact Wirral Partnership Homes regarding recycling bins for flats in Prenton area**
- iii. Alan Stennard to liaise with Oxtton Society regarding dog fouling bag dispenser scheme.**
- iv. Area co-ordinator to contact Mark Smith, Technical Services for a final update on Osmaston Road.**

Cllr Williams thanked the public and forum members for attending and closed the meeting at 9.15 p.m.

**7. Future meetings: Tuesday 6th October venue to be confirmed**

## Matters arising

- **Holm Lane.** Parking restrictions have been endorsed by the Sustainable Communities Overview & Scrutiny Committee on 21 September 2009 and have now been approved for implementation.
- **Recycling bins for flats in Prenton area:** grey recycling bins have been distributed to various addresses in Prenton
- **Dog fouling bag dispenser scheme in Oxton:** Mark Smith Technical Services has met with the Oxton Society and further discussions will be taking place to develop the scheme
- **Parking in Osmaston Road:** Mark Smith, Technical Services has had further discussions with Mr Bird and at this stage no proposals to take further action.

## Section Two Local Updates

# Merseyside Fire and Rescue Service



## Merseyside Fire & Rescue Service

### Operations.

The Fire Service on Wirral is delivered through 6 community fire stations located at Birkenhead, Bromborough, Heswall, Upton, West Kirby and Wallasey.

As previously reported we have made a commitment to risk assess every home in Merseyside and now are proactively targeting those homes that are still outstanding an initial assessment.

To ensure that every home on Merseyside has had a Home Fire Risk Assessment/**Vulnerable Property Assessment** (VPA's) by the end of the current fiscal year we commenced a new strategy of targeted campaigns in April 09. In addition to normal operations, we have run 7 campaigns across Wirral targeting those at risk properties resulting in an additional 929 HFSC being completed, 1471 VPA being passed and the identification of a further 136 vulnerable properties where there was a need for additional support and intervention in conjunction with partner agencies.

Within the first 6 months we have achieved 55% of the annual VPA target for Wirral.

In addition to the above work has continued in respect of reducing the risk of death and injury across the area. Attached are statistics for Deliberate Fires & Road Traffic Collisions which show a continuing year on year decline.

MFRS has a statutory duty to maintain operational readiness and training is a key element of that. The Service has carried out a number of realistic training exercises with some of our major industry partners on the Wirral including, Camel Lairds, Uni-Lever, Shell and Costains to ensure that we are operationally prepared for any incident that may occur.

**Wirral Deliberate Fires Statistics**

The tables below show the figures for deliberate fires in Wirral from April 2006 until August 2009. The trend shows a year on year decline in Deliberate Fires from April 2006 to April 2009. The table also includes the first 6 months figures for April – August 2009 inclusive and indicates that we are likely to see another reduction for the year 2009-10.

**Deliberate fires for Wirral**

National Indicator	2006/07	2007/08	2008/09	April - August 2009	Grand Total
NI33a - Deliberate Primary	409	310	295	128	1142
NI33b - Deliberate Secondary	2376	1639	1434	643	5449
<b>Grand Total</b>	<b>2785</b>	<b>1949</b>	<b>1729</b>	<b>771</b>	<b>6463</b>

**Environment.**

Merseyside Fire & Rescue Service has set a goal to become an environmentally regenerative service and 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. In 2004 we became the first Fire Authority to be certified to ISO 14001 for our Environmental Management System. In addition we received in 2008 an award for our Bike wise scheme in the Merseyside Annual Transport Awards as 10% of our staff has taken up the offer of our salary sacrifice scheme to purchase bikes to travel to work.

Recently we received a British Standards Institute Award for our **Energy Efficiency Accreditation**, and a Certificate from the Carbon Trust in recognition and appreciation of our efforts in the field of carbon management, emission reduction and the mitigation of climate change. These awards will be converted over to the Carbon Trust's Carbon Standard in November.

**Partnerships.**

The Fire Service are committed to working in partnership to achieve strategic objectives within the Local Area Agreement, examples of this are

A partnership has been set up between MFRS and **Wirral Roadsafe Partnership** to impact on RTC Reduction National Indicators. We have trained staff to check Child Car seat fitting for safety and to give advice on type and legal requirements. A

number of events have been arranged where MFRS, along with Wirral Road Safety, will be on hand to provide child restraint checking information and advice. Two events were held in September and 2 further events will be held in November, further dates to be scheduled.

- Saturday 14<sup>th</sup> November – Aldi, Heswall
- Saturday 21<sup>st</sup> November – Morrisons, West Kirby

A partnership has been set up between MFRS and Wirral Community Patrol with a view to tackling anti-social behaviour on the beaches in Wirral. Over the summer period Wirral Community Patrol and MFRS personnel patrolled the beach areas and interacted with youths, providing them with information and education on issues of anti-social behaviour, its effects on the local community, alcohol use by young people and anti-social behaviour fires. Although only in its early stages the partnership approach has been well received by the youths and local community alike. It is envisaged that the campaign will continue when the weather or the circumstances dictate the likelihood of youths being present on the beach.

Following on from the success of our previous collaborative **Bonfire Strategies**, which have seen a significant reduction in the number of bonfires requiring Fire Service attendance and decrease in the illegal selling and storing of fireworks, we are again working in partnership with the Police, Trading standards, Probation Service and Community Safety Team to ensure the same impact over the bonfire period this year. We continue to encourage safe & responsible use of fireworks during this period.

However, if anyone has any concerns over build up of bonfire materials, they can contact MFRS on **Freephone 0800 731 5958** Similarly any concerns over the illegal selling of fireworks can be reported on **0151 296 4607**.

**Wallasey Youth Centre** is a joint project currently underway involving MFRS and Wirral Borough Council Youth Service. The scheme involves the development of facilities at Wallasey Community Fire Station to provide amenities for young persons to interact; these will include meeting area, I.T.C suite, dance studio and a number of activity rooms. The overall design was developed in conjunction with young persons who will ultimately be using the facility. Work is due to commence on site at the beginning of October and the facilities should be available by the end of the current fiscal year.

This scheme will complement the recently completed Lifestyle Centre at Wallasey and will provide an opportunity for interaction between all age groups.

**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](http://www.firesupportnet.org.uk) or contact via telephone on 0151 296 4600.

Fire Support Network are promoting Fire Safety during Winter Time with the continuation of their **Winter Warm Campaign!** As in previous years they will be offering Electric Blanket Testing and **free** replacement blankets should they be deemed unsafe, **Free Home Fire Safety Checks** and **Free Carbon Monoxide Detectors** to the first **50** people at each event.

In addition, as chip pans can pose a potential risk of fire if not closely monitored, this

year they are also offering to exchange chip pans for Deep Fat Fryers and provide **Free Energy Efficient Light Bulbs.**

**The events will run from 10am to 2pm at the following locations on the Wirral**

**MON 12<sup>th</sup> OCT      BIRKENHEAD FIRE STATION (Exmouth Street, CH41 4AX)**  
**TUE 13<sup>th</sup> OCT      WALLASEY FIRE STATION                      (Mill Lane, CH44 5UE)**

FSN will also be running a campaign on the lead up to Christmas, testing tree lights and replacing any that are declared unsafe – details of these events will be published in the local media nearer the time.

FSN are looking to recruit a total of 60 volunteers for their **Bright Spark** programmes running in October, January and February. The principal criteria for volunteers are that they should not currently be in Employment, Training or Education and should be aged between 16 and 25.

The principal objective of the programme is to work in the most vulnerable parts of Wirral encouraging residents to take advantages of some of the free services available to them in order to make their home safer, warmer and more energy efficient during the winter months. There are lots of incentive activities as well which are sure to maintain interest and enthusiasm throughout the 4 week programme. Cadets will be involved in a huge variety of activities which should enhance many of their skills and hopefully enable them. If you could circulate the programme to your partner agencies in the hope that they might have young people they would like to nominate. Further details can be obtained by contacting Isabelle Walker, Project Delivery Officer on **0151 296 5346 / 07837 113330**

#### **Community Fire Stations Contact Numbers**

- **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**

## **Community Safety Team**

**Roles of Wirral Community Patrol** Wirral Community Patrol is Wirral Council's service that is tasked with providing security for all of their premises 24 hours a day 7 days a week. The team consists of over 20 officers dedicated to "Helping make Wirral a safer place to live and work."

Security of Local Authority property remains a major responsibility of the Community Patrol. Mobile patrols play an active role across the Authority, dealing with various types of incident. These include responding to intruder and fire alarm activations as and when they occur.

**Improve the Environment** Promoting a clean, secure environment by reducing the presence of litter, graffiti, fly-tipping and generally improving the physical appearance and management of your area.

**Tackling Anti-social Behaviour and Nuisance** Working together with the public and other agencies to identify problems and try to apply long term solutions. Providing public re-assurance on community safety issues by attending community meetings and patrolling problem areas.

**Enforcement and Intelligence gathering** Working with other council departments and partner agencies to report, record and analyse occurrences to develop appropriate measures to prevent and combat future offences.

**Partnership Working** The officers work closely with many other agencies to promote Community Safety, you will often find Officers accompanying the police on neighbourhood patrols. They work closely with Merseyside Fire and Rescue Service, Merseyside Police, British Transport Police, the Environmental Services and Wirral Partnership Homes and other housing associations.

**Friend on the street** Working within all communities to provide peace of mind, support and offer public reassurance. Regularly attending resident and community meetings, ward walks with area and neighbourhood managers. The officers remain accessible to listen and respond to local people's needs

**Authority** Wearing smart, visible uniforms and patrolling in a variety of ways. The officers presence alone provides a deterrent to any potential criminal. The officers are in direct contact with the Community Safety control room and the police via radio to ensure support is always available. The officers have the power to issue fixed penalty notices to offenders for a variety of offences.

Wirral Community Patrol Officers are involved in a number of community safety activities and schemes. Regular daily patrols of the borough are carried. Often with the police particularly at events. If you are aware of any anti-social behaviour and environmental crime in your area, please contact

**Wirral Community Patrol 0151 666 5265.**

Frequently Asked Questions

**What do the Wirral Community Patrol Officers Do?** The team are tasked with the security of all council premises including responding to alarm activations. The officers also help tackle anti-social behaviour, keep an eye on the local environment and provide a friendly, reassuring face in the community.

**2) What kind of problems are they tackling?** Environmental crime like graffiti, vandalism, abandoned cars, dog-fouling, litter and other low-level nuisance crime are among the things they help tackle.

**3) How do we know who they are?** The officers are a uniformed service and use distinctive liveried vehicles bearing the Wirral Community Patrol Officers logo. You may well have seen them around the district recently.

**4) Why do we keep hearing so much about 'Crime & Grime' at the moment?** Crime and anti-social behaviour, and environmental issues such as street cleansing and abandoned cars, are high on the public's priority list. We know this because



residents have told us. The Wirral Community Patrol are just one of the measures initiated by the council this year to help tackle these issues - often in partnership with local agencies like the police.

**5) What hours do they work?** The Wirral Community Patrol Officers are available seven days per week 24 hours per day.

**6) Do the officers work closely with the community?** Working with local residents - particularly the more vulnerable elements like the young, the elderly and minority groups - is a key part of the job.

**7) What training have the officers had to undergo?** The officers have undergone intensive training to help them prepare for their role in the community. Members of the team also have a wealth of experience behind them from working in a range of relevant jobs and professions in the past. All officers are SIA licensed and CRB checked.

### **Dog Fouling Campaign 2009**

The campaign included education of dog walkers and if necessary enforcement of Dogs (Fouling of Land) Act 1996.

In 2008 Wirral council's cabinet allocated a sum of money (£40,000) for a summer dog fouling campaign. The campaign to be managed by Wirral Community Patrol. All members of Wirral Community Patrol received training in enforcement of the Dogs (Fouling of Land) Act 1996. The areas designated for the campaign were the waterfront areas of Wirral coast. It was decided to allocate an area, each month, to be covered by all agencies these being:

- May- New Brighton
- June- Moreton
- July- Moreton
- August- West Kirby

In addition to these areas additional areas were allocated as designated by the project manager in consultation with Principal Officer Environmental Health  
These areas included:

- Vale Park.
- Central Park.
- Birkenhead Park.
- Eastham Country Park.
- Thurstaston Country Park.
- Wirral Way.
- Claughton & Oxton villages.
- Additional "hot spot" areas.

Other council sections and outside agencies were involved in the summer campaign which has developed working partnerships. These include:

- **Wirral animal control and welfare section.** All members of the section already enforce the dogs (fouling of land) act 1996.
- **Wirral coastal lifeguard section.** WCP have worked closely with Tony Jones and two bye law officers from his section received the appropriate training in enforcement of the dogs (fouling of land) act 1996. He also gave additional support including the loan of an ATV to assist with the patrolling of the

promenade, beaches and embankment. TJ and his staff were enthusiastic in the education of dog walkers and the distribution of “poo” bags.

- **Merseyside Police PCSTOs.** 15 PCSTOs were trained in the enforcement of the dogs (fouling of land) act 1996.
- **Environmental health department.** 4 pest control officers were trained in the enforcement of the dogs (fouling of land) act 1996.
- **Wirral ranger service.** 10 rangers were trained in the enforcement of the dogs (fouling of land) act 1996.
- **Birkenhead park rangers and security staff.** All of Birkenhead park rangers and security staff were trained in the enforcement of the dogs (fouling of land) act 1996. All of them have taken an enthusiastic approach to the campaign. The May winner of the reward prize draw was a dog owner from Birkenhead park.
- **Council press and publicity department** provided assistance and publicity.
- **Beanbag volunteers.** These volunteers have been handing out reward cards and “poo” bags to dog walkers in the Seacombe, new ferry and north end areas.

It was decided that the campaign would take advantage of summer events the campaign caravan and staff attended the following events to highlight the campaign:

- **Wirral show.** The display caravan was situated on one of the roundabouts which proved a focal point for those interested in dog matters. Over 7,500 dog owners/walkers spoken to and 10,000 “poo” bags given out. 4,500 free items with the campaign’s logo were given out to members of public. During the show in excess of 1,000 dogs were present and the owners were provided advice on dog legislation when required.
- **Tranmere Show and fun day.** 2,000 dog owners/walkers spoken to and 5,000 “poo” bags given out. The show had a dog display and besides our own stall the dog display area had posters and tri-signs displayed in full view of the visitors. In excess of 300 dogs were seen at the fun day.
- **Port Sunlight fun day.** Over 3,000 dog owners/walkers spoken to and 10,000 “poo” bags given out. We were provided with a stall next to the fun dog show arena giving access to all dog owners and we were able to provide support and advice to a large number. Approximately 300 dogs were seen at the fun day.
- **Poulton Park family and fun day.** Over 500 dog owners/walkers spoken to and 7,000 “poo” bags given out. The attendance at the fun day is a continuation of the ACWS work regarding animal welfare and issues.
- **Warwick Park family and fun day.** Wirral Community Patrol attended at the request of the friends of Warwick Park. Approximately 100 dog owners/walkers spoken to and 500 “poo” bags given out.

The local papers were informed of the campaign and we received publicity in the Wirral Globe. Tranmere Rovers Football Club and its mascot (Rover) have been involved in the campaign in partnership with MBW . WCP are in discussions regarding an event at a televised football match.

To increase the campaign’s publicity a prominent display board at Tranmere Rovers F.C. has been purchased. As part of additionality, campaign staff advised dog

walkers that the leaving of used “poo” bags on trees and bushes etc was littering and that the bags should be deposited in litter bins.

Further publicity events are being planned to provide continuity for the campaign. Throughout the campaign all participants were informed that anyone not picking up their dog’s fouling were to receive a Fixed Penalty Notice (FPN) or to be prosecuted. No member of the campaign has issued a FPN because when staff observed a dog fouling the dog walker always picked up the fouling.

To ensure that this continued when there were no uniformed personnel around members of Wirral Community Patrol patrolled the areas out of uniform. They observed all dog walkers picking up their dog fouling. When staff observed dog walkers picking up their dog’s fouling they gave the dog walker a reward card which was entered into a monthly draw for £50 of vouchers. A monthly draw was held each month and the winner notified. Over 2,000 reward cards were issued by the campaign participants.

When staff were out on duty the majority of dog walkers were stopped and spoken to, which highlighted the campaign. Advice and bags were given when necessary. When members of the public were spoken to, the campaign was positively met with enthusiasm and support. Any negative comments made by members of the public were focussed on the lack of bins on a variety of areas as well as the lack of consideration of irresponsible dog walkers. Numerous members of public have positively commented on the reduction in dog fouling being left on the ground. A runner involved in this year’s tunnel run commented “ for the last few years the run along the prom was like running through a dog \*\*\* minefield. This year it was great the prom was clear.” There have been numerous similar comments. Reduction of dog fouling waste left in park areas will assist in achieving green flag status. Reduction of dog fouling waste left in beach areas will assist in improving the national status of Wirral’s beaches.

Over the campaign period over 60,000 “poo” bags given out.

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## Anti-Social Behaviour Team

### Tackling Anti-Social Behaviour May 2009 – September 2009

Legal action against the perpetrators of anti-social behaviour has included:

Reported (end of) May 2009:

- 33-year old female from Hillcroft Road, **Wallasey**, issued with an eviction order due to anti-social behaviour by her son.

Reported June 2009:

- 43-year old female from Walby Close, **Woodchurch**, and 24-year old male from Houghton Road, **Woodchurch** (mother and son), gave a 12-month Undertaking and was issued with a 3-year Anti-Social Behaviour Injunction respectively following alleged threatening behaviour.

Reported July 2009:

- 40-year old female from Mill Park Drive, **Eastham**, issued with an eviction order due to threatening behaviour, verbal abuse and intimidation primarily by her 17-year old son;
- 58-year old male from Moreton Road, **Upton**, issued with an eviction order postponed for two years on condition that he complies with the terms of his

tenancy agreement. This was following aggressive and threatening behaviour towards employees of a contractor of Wirral Partnership Homes;

- 35-year old female from Park Street, **Birkenhead**, issued with an interim Anti-Social Behaviour Injunction due to alleged threatening behaviour;
- 49-year old male from Glebe Hey Road, **Woodchurch**, issued with a 12-month Anti-Social Behaviour Injunction following threatening behaviour towards an elderly resident;
- 29-year old female from Price Street, **Birkenhead**, issued with an interim Anti-Social Behaviour Injunction following alleged threatening behaviour towards a neighbour.

Reported August 2009:

- 49-year old male from Glebe Hey Road, **Woodchurch**, issued with an eviction order suspended on condition that he complies with the terms of his tenancy agreement. This was following him being verbally abusive and threatening to torch a 78-year old neighbour's flat. The male had previously been made subject to a 12-month Anti-Social Behaviour Injunction in September 2008;
- 51-year old from Windmill Gardens, **Beechwood**, issued with an interim Anti-Social Behaviour Injunction pending a full trial, following repeated complaints about her dog. This case was dealt with in partnership with Beechwood & Ballantyne Community Housing Association.

Reported September 2009:

- 45-year old female from Needham Crescent, **Noctorum**, issued with an eviction order postponed on condition that she complies with the terms of her tenancy agreement. This action was due to anti-social behaviour by her, her partner and her three sons;
- 51-year old from Windmill Gardens, **Beechwood**, gave a 2-year Undertaking following repeated complaints about her dog (see above);
- 43-year old female from Sandbourne, **Moreton**, issued with an interim Anti-Social Behaviour Order pending a further hearing. She had previously been evicted from her tenancy in Inman Road, **Overchurch**, in November 2008 due to loud music, parties and problem visitors;
- 42-year old female from Price Street, **Birkenhead**, was issued with an eviction order due to anti-social behaviour by her ex-partner and 20-year old son.

All the cases above were dealt with in partnership with Wirral Partnership Homes except where indicated.

#### Additional activity has included:

- **Youth Respect Team**  
The Anti-Social Behaviour Team's youth outreach team (Youth Respect Team) has operated in Wallasey, North Birkenhead, Bidston, Bebington, Rock Ferry and Tranmere
- **Bluetooth enables Respect message to spread (June 2009)**  
Wirral Anti-Social Behaviour Team launched its use of Bluetooth proximity marketing to keep the public up-to-date with efforts to tackle anti-social behaviour by the Council and its partners. The Bluetooth technology allows animated messages and information to be sent to mobile telephones within a particular radius. When members of the team and partners are working in an area, important information can be sent to the public. People can choose to accept or reject a message and over time the technology will be used for social marketing purposes delivering information about anti-social behaviour related issues such as alcohol misuse.
- **Wirral Anti-Social Behaviour Team's stands drew the crowds at Wirral Show (July 2009)**

Visitors to the show were attracted to the team's Wild West Saloon to have fun, but hear serious messages about alcohol misuse. The Saloon was run by Senior Youth Worker and Sheriff for the weekend, Alf Mullin, whose team attracted young people and adults with the Beer Goggles Game. This involved throwing a ball into a bucket whilst wearing goggles that simulate the effects of alcohol, showing the impact that the varying levels of alcohol has on our senses. Displays also outlined the calorie content of popular alcoholic drinks amongst young people. The Team also called upon budding young sleuths to investigate their way around their stands, answering simple questions that enabled them to enter a competition for the chance to visit the professional mobile studio and have a photograph taken, either by themselves or with their friends. It was left to their imagination how to make the photograph as interesting as possible using the investigation themed props such as binoculars and magnifying glasses. The most creative image will be selected to be printed onto a new community reassurance vehicle to be launched in partnership with the Council's Housing Market Renewal Team. Every young person who entered also received a free 'Respect' key ring with their photograph in to take away.

➤ **Graffiti Busters (July 2009)**

Artwork produced by a talented young student from Prenton High School for Girls is providing eye-catching support to a team which is helping to tackle graffiti problems in Wirral. Jade Chen of Year 10 came up with the winning entry in a competition run by the school in association with Wirral's Graffiti Buster service to design the livery for a vehicle being used by the team in their work. Jade got the chance to see for the first time how her depiction of the former Birkenhead Town Hall building transferred onto the side of the vehicle when the Graffiti Busters brought the van to her school.

The Graffiti Buster service, a partnership between the Council's Streetscene service, Anti-Social Behaviour Team and Together Neighbourhood Management Pathfinder based in Tranmere and was officially launched on July 31st at the Pyramids Centre in Birkenhead. The service will remove graffiti from public and private property, all people have to do is call the Council's anti-social behaviour hotline 'It's Your Call' on 0151 606 2020 and the team will be dispatched in their new van. Residents reporting graffiti can also report who they believe is responsible for it if they have reason to suspect a particular offender.



➤ **Confiscation cops hit the streets (August 2009)**

A partnership between Merseyside Police and Wirral Council's Anti-Social Behaviour Team saw a dedicated patrol of police officers specifically focused on removing alcohol from young people. The dedicated patrol, launched on Saturday 8th August, is working at peak times to tackle alcohol misuse by young people. Targeting hot-spot locations of alcohol fuelled anti-social behaviour, identified by analysis of police and partner data which includes calls from the public, the officers confiscate alcohol from young people. The officers, branded as the 'Confiscation Cops', are patrolling the borough in a high visibility vehicle, responding to public concerns. The officers are, however, seeking out young people on foot in areas where they congregate. The 'Confiscation Cops' patrols were funded by the government's Youth Taskforce for the summer months as one of a number of initiatives to tackle alcohol fuelled anti-social behaviour by young people, but are a regular feature at peak times from September onwards.

➤ **Step on board for help with problem neighbours (August 2009)**

Wirral Anti-Social Behaviour Team embarked on a new timetable of street-based surgeries for 2009. The timetable sees the team's Respect Bus visit locations across Wirral staffed with Enforcement Officers who can take complaints in confidence from the public and provide detailed advice and guidance. The team expanded its service into the private sector in 2003, at which point it opened its doors to private tenants and owner occupiers having problems with other residents in the private sector. The team receives at least one new complaint of anti-social behaviour in the private sector every day.

Timetable:

**13th October 2009 at 11am-1pm: Allport Lane Precinct, Bromborough**

**28th October 2009 at 11am-1pm: Cool Trader, Hoylake Road, Moreton**

**10th November 2009 at 11am-1pm: Birkenhead Precinct**

**8th December 2009 at 11am-1pm: Liscard Precinct**

➤ **Mobile Police stationed in Noctorum (August 2009)**

Wirral's Community Mobile Police Station has been deployed to Noctorum to tackle anti-social behaviour. The unit, a partnership between Wirral Council and Merseyside Police, managed by Wirral Anti-Social Behaviour Team, has been located on land at the top of Ormond Way. Noctorum has been identified as a 'hot-spot' for anti-social behaviour and the unit is located within the area, as a central hub, for tackling crime and disorder within the neighbourhood. The Community Mobile Police Station, a 40 x 12 x 10 foot converted shipping container, was introduced in Wirral in January 2006. 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. It also contains a meeting area that can be used for a variety of purposes and is equipped with the technology necessary to help with a wide range of activities, such as meetings, workshops and group sessions. A Police Community Support Officer (PCSO) from the police neighbourhood has been seconded to work alongside the Anti-Social Behaviour Team for the duration of the station's deployment. The officer is working alongside the community and other agencies, and in particular Wirral Partnership Homes, to ensure that any work undertaken is sustainable by the community following the withdrawal of the unit.

➤ **Landlords working together to tackle anti-social behaviour (September 2009)**

A consortium of social landlords has signed up to a new information sharing protocol to tackle anti-social behaviour. The Respect Consortium was created

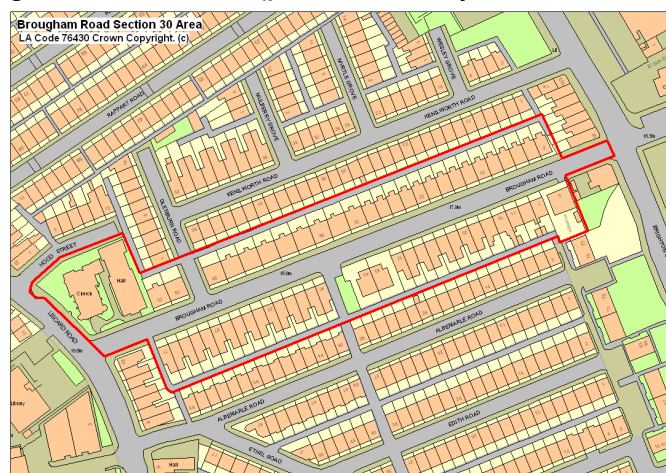
in 2007, co-ordinated by Wirral Anti-Social Behaviour Team, to work together to tackle anti-social behaviour in Wirral. This partnership was solidified through signing up, both individually and as a local consortium, to the Respect Housing Management Standard. The consortium meets on a monthly basis to prevent and tackle anti-social behaviour and promote respect, share good practice and develop initiatives. This includes sharing information about individuals who have been charged with committing offences in, or connected to, social landlord stock, through monthly analysis conducted by the Joint Community Safety Team. This assists landlords to take consistent action against individuals who have breached tenancy conditions and provide protection for tenants and wider residents. The new Information Sharing Protocol, which encompasses the sharing of data and information across a wide range of agencies, has been signed up to by 15 social landlords. Mark Armstrong, Chair of the Respect Consortium and Head of Policy & Strategy with landlord Wirral Partnership Homes, signed the protocol on behalf of the consortium. The following social landlords signed up to the new Information Sharing Protocol:

Arena Housing Association & Leasowe Community Homes, Beechwood & Ballantyne Community Housing Association, Cosmopolitan Housing Association, Family Housing Association, Forum Housing Association, Liverpool Housing Trust, Pierhead Housing Association, Pine Court Housing Association, Plus Dane Housing, RegendaFirst (Maritime), Riverside Housing, Venture Housing Association, Wirral Methodist Housing Association, Wirral Partnership Homes

➤ **Section 30 Dispersal Areas**

Three areas have been designated by the Police and Council as (Section 30 Order) Dispersal Areas. The Orders are just one of a number of tools used to tackle anti-social behaviour. The powers under the Anti-Social Behaviour Act 2003 mean that police officers can move youths on and make arrests on those who return within 24 hours. The areas are outlined below:

**Wallasey:** Brougham Road area (period: 31 July 2009 – 31 January 2010)



**Wallasey:** Percy Road/Palatine Road area (period: 31 July 2009 – 31 January 2010)







- Our Women's Services Unit at Arrowe Park is also MRSA bloodstream infection free
- 'Working Together to Keep It Clean' – an on-going campaign that aims to raise the Infection Control profile even higher at the Trust and to increase awareness amongst staff, patients and visitors of how important it is to 'Keep it Clean'
- **Improving Our Standards.....**
  - The Trust has been awarded the title of 'Best Large Hospital\*' in the Dr Foster Good Hospital Guide 2008 which compares services and treatment outcomes at all hospitals across the country.
  - We are proud to have been named, for the third year running, 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 June 2009 we were delighted to receive accreditation by the NHS Litigation Authority (NHSLA) at Level 2, with an exceptionally high level of achievement. This shows our commitment to delivering the highest quality and safety in our patient care.
  - Our Stroke Services have been rated as among the best in the country by the Royal College of Physicians following a recent audit and we will be improving services even further when we become a hyper-acute stroke centre thanks to an investment of £1.6million from NHS Wirral
  - In the most recent (2007/08) Healthcare Commission Annual Health Check we scored 'excellent' for our use of resources and 'good' for the quality of our services
  - Our **Maternity Unit** was judged to be one of the '**best performing**' in the country according to the 2008 Healthcare Commission's Maternity Services Review and was named '**best in the region**' in a national survey of new mothers and mothers-to-be.
  - **An external assessment of our standards by the Patient Environment Action Team resulted in the following scores being awarded to the Trust for 2009 -**

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

- **Providing New Services.....**
  - The Trust has announced a major capital investment in services for **Women and Children** at Arrowe Park Hospital. The £11million scheme, due for completion in spring 2011, will radically change the face of the current Maternity services building and will create a 'centre of excellence' by bringing together under one roof, all acute hospital services for women and children. The development will include:
    - A major refurbishment of the **maternity wards**, providing all patients with single rooms and en-suite facilities
    - A brand new **maternity delivery suite** featuring five new delivery rooms, including two with birth pools and additional facilities to allow partners to stay overnight
    - Creation of an attractive single **front entrance and reception area** to welcome patients and visitors.
  - On 1<sup>st</sup> June our brand new **Children's Outpatients Department** opened at Arrowe Park Hospital. Re-located from the main hospital building, this is the first phase in our plan to bring all children's services together.

- A new **accommodation facility for parents** of children being treated at Arrowe Park Hospital will open at the beginning of October. Funded by Ronald McDonald House Charity, this is the granting of the Jellybean Kid's Appeal third wish.
  - Over the course of the next two years we will be **upgrading wards** in the main hospital block at Arrowe Park on a rolling programme to provide more single rooms and better sanitary facilities.
  - A second **MRI scanner** is currently being installed at Arrowe Park.
  - We are investing nearly £1million in adapting our wards to comply with Department of Health guidance on **eliminating mixed sex accommodation** for patients.
  - 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.
- 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](http://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
- Annual Report...
    - Our full Annual Report and Accounts for 2008/09 is now available to view in the About Us section of the Trust website. A summary version, 'Highlights of the Year 2008/09', together with a summary version of our Annual Plan for 2009/10 and our Goals entitled 'Moving Forward', are also available either on the website or in hard copy from the Foundation Trust Membership Office at Arrowe Park Hospital ☎ 0800 0121 356
- Come and Join Us!
    - As a Foundation Trust we want to involve our Public Members in helping us to shape future services – we currently have 8,000 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 on-line go to [www.whnt.nhs.uk](http://www.whnt.nhs.uk) or complete the pink form in this information pack and return it to the Freepost address given.

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

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# Wirral Youth Service

## **Introduction**

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 25<sup>th</sup> 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
- "Kontaktabuses"
- "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 fourteen 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. They have recently hosted a group from Germany; this is done in partnership with Upton Hall School

### *Duke of Edinburgh's Award*

The Youth Service holds the operating licence for administering and running the DofE. The Youth Service is therefore able to issue individual operating licences to single units such as schools, youth clubs and uniformed organisations. Young people within the borough are able to participate in at Bronze, Silver and Gold levels and are offered a wide and diverse menu of opportunities.

A well equipped Open Award Centre is able to provide comprehensive and quality expedition training for those wishing to attempt their expedition or exploration.

Young people are encouraged to make improved use of their leisure time and by participating in the DofE they are guided towards, helping their own communities, acquiring new skills, keeping fit and taking on new and exciting challenges.

Anyone aged between 14 and 25 can take part in the DofE regardless of background or ability and participants are able to increase their own self confidence and self esteem, make new relationships and develop fresh skills.

### *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

### **Oxton and Prenton.**

**Noctorum Young People's Project** works with young people in public places that include the Noctorum Estate, the Townfield Lane vicinity and the Arno. Where appropriate, some of this work is undertaken with the support of Response substance misuse workers and on occasion, with Community Support Officers. Throughout the summer, young people have had the opportunity to participate in outdoor social activities such as barbeques and picnics.

**Shaftesbury Youth Club.** The current regular programme includes Tae Kwon-do, Football training/coaching/fitness, Badminton, Volleyball, Basketball, Table tennis, I.T. Art, Residential work, Group work/Issue based discussions and outings. The Club is open from Monday to Thursdays. (6.00 – 9.00) During the daytime a very successful project has now become established, a number of schools have commissioned Shaftesbury to deliver a range of personal development courses for student who for a range of reasons are need extra support. Over 50 young people are currently signed up and have a high expectation of gaining a recognized award. Recent Club activities have included projects of a summer sports camp, cricket, dance, soft tennis and circuit training.

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**NHS Wirral**

*St Catherine's Health Centre, Tranmere*

**NHS**  
**Wirral**

At a cost of £32 million, the new St Catherine's Health Centre will provide a new home for clinical services currently housed in outdated Victorian buildings on the current Church Road site.

It will enable local people to access a range of new services including outpatient clinics, minor and day case surgery facilities, X-rays and other tests, and health and

lifestyle advice closer to where they live. In addition, there will be two GP practices, a pharmacy as well as a Walk-in Centre.

On the 10<sup>th</sup> September Wirral Council Planning Committee approved planning permission for the scheme. The next steps are to await the further decision of the Regional Government Office and to submit a full business case to the Strategic Health Authority to obtain permission to use the funding identified for the scheme.

### *Seasonal Flu and Swine flu*

Seasonal flu season is approaching and its important that those people who are at risk of infection take up the offer of vaccination. This includes those people involved in caring for family or friends. Your GP will be able to advise you if you or your carers are at risk and will call you should this be the case. It is important to remember that the viruses in the vaccine are not live and cannot cause flu. The seasonal flu jab does not protect against swine flu but does give 70-80% protection against seasonal flu infection.

With regards to swine flu there has been a continued reduction in the rates of flu-like illnesses in recent weeks. The majority of cases continued to be mild and there is no sign that the virus is changing. However, flu rates are higher than normal for this time of year and a second wave of infection is expected although its timing cannot be accurately forecast. A swine flu vaccine will become available in the Autumn and at risk groups have been identified:

- ❑ Those aged 6 months and up to 65 who have underlying chronic health conditions such as asthma or diabetes or breathing difficulties.
- ❑ All pregnant women
- ❑ Household contacts of people with illnesses which effect their immune system
- ❑ People aged over 65 who have underlying chronic health conditions
- ❑ Frontline health and social care workers

As with seasonal flu, your GP will call you if you are in any of these risk groups. The collection point for antiviral treatments is now the All Day Health Centre on the Arrowse Park Hospital site.

For further information about both seasonal and swine flu go to the following websites:

**[www.direct.gov.uk/swineflu](http://www.direct.gov.uk/swineflu)**

**[www.hpa.org.uk](http://www.hpa.org.uk)**

**[www.dh.gov.uk](http://www.dh.gov.uk)**

**[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)**

### *Eastham Walk-in Centre is on its way*

A new Walk-in Centre in Eastham will open its doors to Wirral residents in Autumn 2009 and is to offer patients in South Wirral a wide range of nurse-led health services.

The Walk-in Centre, in Eastham Rake, will be able to offer an extended health service seven days a week – weekdays 5pm to 9pm and weekends and bank holidays 8am to 6pm. An out-of-hours GP service will also be based here later in the year.

There are more than 20,000 people living within one mile of Eastham Clinic who will be able to 'walk-in' to this service during the out of hours period when other local services are closed.

**The Walk-in Centre will provide advice and treatment for Wirral residents with the following:**

- Assessment for everyone by an experienced NHS professional  
Leg Ulcer Clinics (Dressing care)
- Emergency contraception and advice
- Hayfever, bites and stings
- Health promotion: diet and exercise
- Indigestion, constipation, vomiting and diarrhoea
- Information on staying healthy/local services
- Men's and women's health problems
- Minor cuts and wounds - care, dressings  
Phlebotomy (taking blood)
- Skin complaints - rashes, sunburn, headlice
- Stitching for small cuts
- Treatment for minor illnesses and injuries

If you arrive at the Walk-in Centre and your condition requires services not supplied at the Centre, you will be guided and then referred to the appropriate service elsewhere.

*Wirral welcomes new Dental Practice*

From Monday 3rd August 2009 people in Wirral have been able to access more dental services courtesy of a new practice in Greasby.

The practice was commissioned by NHS Wirral in January 2008 to ensure easy access to NHS dental services for residents affected by the move of three local dental practices into the private sector.

The practice team consists of two dentists and a dental therapist and will combine NHS dentistry services, which include routine and unplanned oral care, with flexible opening times and preventative orientated practice. The surgery will also be a training centre for future dentists and Dental Practitioners.

The new dental practice has cost approximately £800K to buy and develop, with 50% of the investment made by the practice owners and 50% investment in capital funding from NHS Wirral.

The new dental services will be called Greasby Dental Centre and is found at 230 Greasby Road, Greasby, Wirral CH49 2PW. The phone number is 0151 678 0199.

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## Streetscene

### **New Highway Maintenance Partner**

Our new Highways Maintenance Partner Colas Limited officially began works on 1<sup>st</sup> April. You may have noticed the newly branded vehicles around the borough as a planned programme of works is well underway.

Since April 2009 Colas have completed a series of surfacing treatments on roads and footways and 30 new dropped pedestrian crossings have been introduced along with 80 private vehicle crossings. As part of our road safety improvements 3 traffic safety schemes have been completed along with the installation of 2 Puffin crossings, 1 Toucan crossing and 1 pedestrian refuge.

Across the borough 70 new street name plates have been replaced and new signage installed for the 'U boat story' and Floral Pavilion. 32,000 gullies have also been cleansed as part of the planned programme of works.

The new partnership is an example of true efficiency savings for the Council, and will result in many improvements in service delivery and the introduction of new technologies.

### **Traffic Management Schemes**

*Traffic Management Schemes* – the following have been completed since April 2009:

- Old Chester Road / Town Lane, Bebington – Toucan Crossing
- Woodchurch Rd / Osmaston Rd, Prenton – Puffin Crossing (Complete Oct 09)
- Claughton Road Bus Station, Birkenhead – Puffin Crossings
- Central Park, Wallasey – Cycling Strategy Scheme
- You Decide (2008/09) – Bebington / Clatterbridge – “Slow” carriageway markings

*Traffic Safety Schemes* – the following safety schemes have recently been completed:

- Heron Road, Saughall Massie – Local Safety Scheme
- Brimstage Road, (Phase 1) – Local Safety Scheme
- Barnston Road, Barnston – Local Safety Scheme
- Cathcart Street, Birkenhead – Local Safety Scheme
- Rock Ferry By-pass (Phase 2) – Local Safety Scheme
- St Albans School, Liscard – Safer Routes to School Scheme (Complete Oct 09)
- Bring Accidents to Zero Campaign – 7 new sites

*Pedestrian Facilities:*

- Pedestrian Dropped Kerb Programme – Various Locations
- Telegraph Road, Heswall – Pedestrian Refuge

Further details on completed schemes and future proposed schemes can be obtained from Streetscene.

**Road Safety Initiatives** under the Roadsafe partnership with Merseyside Police and Merseyside Fire & Rescue Service continue to be rolled out and regular coordination meetings ensure progress made / corrective action taken.

The numbers of people killed or seriously injured continued to fall towards the LAA and DfT targets. In 2008 there were 145 KSI casualties on Wirral - this is the 3rd consecutive year the figure has reduced, however we accept that this is still too high and we and our partners are committed to reducing this figure.

In partnership with Merseyside Fire and Rescue we will be holding 4 car seat checking events across Wirral. Merseyside Fire and Rescue Service will be on hand to provide child restraint checking information and advice on:

- Sept 19th (Sat): Asda, Bromborough, 10am-1pm
- Sept 26th (Sat): Junction one retail park, Wallasey, 10am-1pm
- Nov 14th (Sat): Aldi, Heswall, 10am-1pm
- Nov 21st (Sat): Dee Lane Car-park, West Kirby, 10am-1pm

### **'Bring Accidents down 2 Zero'**

A pilot scheme, 'Bring accidents down 2 zero' took place in 2008. The initiative is a community based project that works to address the concerns of residents. The initiative encourages drivers to slow down to 20mph in areas of high collision rates, without the need for expensive traffic calming measures such as speed bumps or chicanes.

Feedback from residents and drivers within the areas the scheme was piloted showed that 74% of drivers preferred the new scheme, with the voluntary 20mph speed limit to physical speed reducing measures. 89% of drivers thought that the scheme should be provided in other areas of Wirral.

Cabinet at its March meeting agreed 14 areas for the next phase of the scheme. These sites will be rolled out in 2 phases and all areas will receive signage on a cyclic basis. The first 7 areas are:

#### **Bebington**

Higher Bebington Road, Acreville Road, Pulford Road, Tudorville Road, Green Lance, Acres Road, Townfield Lane, Oaklands Drive, Wellington Road, Barlow Avenue, Stonehill Avenue, Beresford Avenue

#### **West Kirby**

Jubilee Drive, Kington Road, Bridge Road, Darmonds Green, Lang Lane, Marine Park, Birkett Road, Grainger Avenue, Boulton Avenue, Broxton Avenue, Raeburn Avenue, Gresford Avenue

#### **Eastham**

Lowfirds Avenue, Nordley Avenue, Kingsley Avenue, Kelsall Avenue, Thornleigh Avenue, Tarvin Road, Crosthwaite Avenue

#### **Prenton**

Westbank Road, South Road, Clarence Road, Greenbank Road, Willowbank Road, Hawthorne Road, Rockybank Road, Heathbank Road, Stuart Road, Mallory Road, Ben Nevis Road, Snowdon Road, Irvine Road, Ingleborough Road, Everest Road

#### **Bidston**

Morley Road, Limekiln Lane, Balfour Road, Kendall Road, Surrey Street, Clayton Lane, Rankin Street

#### **Liscard**

Lymington Road, Palmerston Road, Monmouth Road, Willoughby Road, Station Road, Dawlish Road, Cliff Road, Brackley Close, Kent Street, Millbank Road, Thorncliffe Road, Stourcliffe Road



## **Moreton**

Sandbrook Lane, Wyvern Road, Carnsdale Road, Chaplehill Road, Burnely Road, Wimbrick Hey, Stuart Avenue, Stavordale Road, Cherry Tree Road, Croft Drive, Grampian Way, Napier Drive, Temby Drive, Pinetree Grove, Millhouse Lane, Town Meadow Lane, Alnwick Drive, Belford Drive, Carr House Lane, Broster Avenue, Bermuda Road, Ely Avenue, Edgehill Road, MacDonald Drive, Kestrel Road, Burden Road, Hardie Avenue, Smilie Avenue, Mallard Way, Tern Way, Wastable Drive, Kestrel Road, Neva Avenue, Doreen Avenue, Francis Avenue, Douglas Drive, Joan Avenue

The new areas were selected following suggestions from members of the public, Councillors and Area Forums.

## **Community Speed Watch**

Along with Merseyside Police, we continue to recruit volunteers for our Community Speedwatch Scheme, where residents and community groups can use our radar guns and hi-viz jackets to perform speed checks on problem roads. All data captured can be passed back to the police and action may be taken.

## **School Travel Plans**

During 08/09 we worked with 13 primary schools to produce School Travel Plans, to date 87 primary schools, 19 secondary schools and 2 nursery schools have all produced a School Travel Plan.

## **Personal Travel Training Project**

Since May 2009 residents in Heswall, Pensby, Irby and Thingwall have been taking part in a pioneering TravelWise initiative, which aims to reduce peak-time congestion on the main routes into Birkenhead and Liverpool city centre. The TravelWise Personal Travel Planning project set out to challenge around 10,000 households in the area to opt for greener modes of travel - such as public transport, walking or cycling - instead of jumping in the car. The project ran until end September offering free personalised travel service for residents to help them to cut the cost, time, hassle and carbon emissions from their journeys. Participants were offered free support, information and discounts to help them try out smarter ways to travel. Headline results for the project will be available early December.

## **West Kirby Marine Lake**

Following extensive civil engineering works to West Kirby Marine Lake, the Lake was officially reopened on 1<sup>st</sup> August.

During the works the lining to the outer perimeter wall has been replaced and the perimeter walkway has been resurfaced, refurbishment of the jetties has also taken place. Replenishment works to the rock armour which provides additional protection to the lake has been completed.

During the refurbishment works a change of contractor took place with minimum disruption to the work, and allowing the 60<sup>th</sup> anniversary of the Wilson Trophy to take place.

## **Recycling Update**

Recycling figures continue to increase since the launch of the scheme; we have exceeded the LAA recycling Target of 34%, recycling 36.33 % of household waste in 2008/9.

We have finalised plans to provide recycling facilities for residents in flats and communal properties and work is now underway to roll out a collection service across the borough.

#### **Brown bins – garden waste**

Well done to Wirral residents using the garden waste recycling collection service. You have all played a part in the success of the scheme and in helping the borough to improve its recycling and composting performance. Between April 2008 and March 2009, you have contributed 18,879 tonnes of garden waste.

#### **Love Food Hate Waste**

Merseyside Waste Partnership has secured £195,000 funding for a Merseyside wide Love Food Hate Waste Campaign. Up to a third of the food we throw away could have been eaten. The campaign aims to reduce the amount of food thrown away while saving residents money. For more information contact Streetscene or visit [www.lovefoodhatewaste.com](http://www.lovefoodhatewaste.com)

#### **Tidy Business Awards**

We are working closely with local businesses through the Tidy Business Award scheme; working with them to improve their waste management practices and meet their statutory obligations. In July 34 Wirral businesses were awarded Tidy Business awards from Wirral Council at a 'Tidy Business Conference, 33 Silver awards and 1 gold award. Since the scheme began in August 2008 over 60 businesses have now received Tidy Business Awards.

The Tidy Business Award scheme is a national campaign led by Tidy Britain. The scheme encourages businesses to implement initiatives for waste minimisation, reuse and recycling schemes, and practical efforts to improve the local environment. This includes ensuring they store and dispose of their waste responsibly and take ownership of their shop frontages to help keep them free of litter and graffiti.

Wirral Businesses that would like to get involved in the voluntary scheme should contact Daniel Molyneux, Trade Waste Officer, at Streetscene, 0151 606 2004.

#### **Waste Permit Scheme**

If you drive a van or use a large trailer then from 1st October 2009 you will need a Permit to use Wirral's Recycling Centres. All recycling centres are paid for by Council taxpayers and therefore should only be used for disposing or recycling household waste.

However commercial businesses and traders attempt to use these facilities free of charge. This isn't fair and is illegal.

By using a Permit Scheme (as is used in lots of other areas across the country) we will continue to make sure householders have exclusive access to what is rightfully theirs.

You will need a permit if you use:

- A van
- Any 'flatback' or 'pickup' vehicle
- An estate/hatchback/4x4/car with rear seats permanently removed and/or blanked out side/rear windows
- A trailer between 2 and 3 metres long

Every householder can apply for an ANNUAL PERMIT. This covers frequently arising recyclable waste like garden clippings, newspapers, cans etc.

If you want to dispose of bulky household items like TVs, rubble or furniture you will need a TEMPORARY PERMIT.

Both Permits are free and you can apply for either by ringing 0151 236 0305 or logging on to [www.merseysidewda.gov.uk](http://www.merseysidewda.gov.uk)

### **Schools Recycling**

We are continuing to work with primary and secondary schools to educate people on the importance of reducing waste and 96% of schools are now taking advantage of our recycling collection service.

Wirral's first School environment awards took place in April at Pacific Road Arts Centre. Nine of Wirral's schools received awards for their achievements in environmental projects. The awards will take place again next year and schools are invited to nominate themselves for awards in 2009/2010.

The winning schools for 08/09 were:

- Tranmere Rovers Green team award: Pensby High School for Boys
- Mayor's Outstanding contribution Award: Grove Street Primary School
- Wildlife Conservation Award: Orretts Meadow Primary School
- Biffa Schools Recycling Award: Woodchurch High School
- Junior Road Safety Officer Award: St. Albans RC Primary School
- Community Environment Award: Hoylake Holy Trinity CE Primary School
- Energy Awareness Award: Prenton Primary School
- Road Safety Participation Award: Oldershaw High School
- Green Facilities Champion: The Observatory School

### **Street Cleansing and Litter Bins**

Daily audits on street cleansing and inspections carried out yearly in July, November and March indicate that street cleansing is at a satisfactory level. We are continually monitoring and looking to improve our performance. Our aim is to provide continual improvements by looking at alternative methods of working and employing the most appropriate way to deploy resources where they are most needed.

#### **You Decide Litter Bins**

Area Forums have requested a total of 94 litterbins and the instructions to install them have been passed to the contractor for installation. Only four locations are outstanding because of particular installation problems and we are working to resolve these.

#### **Coastal Litter Bins**

In the past the provision of litterbins around the coastal area has been a problem in terms of vandalism and the erosion to the bins due to the severity of the weather conditions.

These bins are to be replaced during the next few months with stainless steel bins that will match the standard litter bin in appearance.

#### **Litter Bin Survey**

A new survey is being undertaken and is nearly complete. This will allow us to map the location, type and condition of all the litterbins out there and improve the service.

# Equality and Diversity

## Diversity Day to be held at Wallasey Town Hall!

**Diversity Day – Wednesday 4 November 2009, 2pm – 9pm,**

We are delighted that our second diversity day will take place on **Wednesday 4<sup>th</sup> November at Wallasey Town Hall.**

This year the event will run from 2pm – 9pm and will be open to members of the public and our partners.

There will lots of activities taking place throughout the course of the day including:

- Samples of cultural food
- Various entertainment such as Lion dancers, signalong, Wirral Youth Theatre, tai chi, South Wirral High African Choir, Respect bus to name but a few!
- Talks from community groups and our partners
- Opportunity to visit stall holders
- Competition to win high street vouchers
- Debate in Council Chamber hosted by Executive Youth Parliament
- Much, much more!

Special thanks are extended to members of Wirral Equalities Forum - who are not only participating in the event, but have also very kindly supported the event financially.

If you would like to get involved in the event or offer support to help on the day, please contact Maxine Joynson on 691 8266 or email [maxinejoynson@wirral.gov.uk](mailto:maxinejoynson@wirral.gov.uk)

Look out in the next report for feedback from the event!!

## Council to launch new Gender Identity Policy

As part of the Council's ongoing commitment to promoting equality and diversity and ensuring that our services and employment opportunities are accessible to all members of the community, the Council will launch its new Gender Identity Policy on 8<sup>th</sup> September, 2009 at Wallasey Town Hall and has pledged to:

- treat transgender people with respect and dignity
- support and consult with transgender employees and the wider transgender community
- strive to ensure that our policies meet the needs of the transgender community
- identify and remove any barriers that may exist for transgender people who wish to access employment and/or services

The policy will support transgender people i.e. those whose gender identity does not match their appearance and/or anatomy and who decide to adopt the opposite gender to the one they were born with or assigned at birth.

Many thanks go to the Corporate Equality and Diversity Team, the Council's Employee Diversity Forums and TransWirral who all worked with Corporate Human Resources to produce the policy.

If you would like further information please contact Jan Evans on 691 8430 or Andrea Morrell-Foulkes on 691 8584.

### **Positive Action vs Positive Discrimination**

#### **Positive Action**

Actions taken to attract applications and interest from under-represented groups. Examples of positive action include:

- Designing job adverts to reach members of under-represented groups and encourage their applications, e.g. through use of the ethnic minority press.
- Using employment agencies and careers offices in areas where under-represented groups are concentrated.
- Encouraging employees from under-represented groups to apply for promotion or transfer opportunities
- Providing career development training for employees of under-represented groups who lack particular expertise but show potential

#### **Positive Discrimination**

Making decisions which actively favour an under-represented group e.g. women, minority ethnic groups etc. Positive discrimination is illegal as it results in people within majority groups being unfairly disadvantaged.

### **Building audits**

New buildings have to be fully accessible for all users however the Council has many buildings each built to the standards relevant to when they were built. Also the buildings constantly change to accommodate the users and services provided out of them. So they may have alterations and additions to later standards.

With the Disability Discrimination Act coming into force and its subsequent public duties amendments we have now a duty to make all our buildings reasonably accessible to disabled people. An accessibility audit is a critical part of meeting this duty.

The purpose of an access audit is to establish how well a particular feature, usually a building, performs in terms of access and ease of use by a wide range of potential users, not only disabled people. The audit gives a snapshot of a building at one point in its life.

The audit should identify how a person:

- Gets there
  - Gets in
  - Gets around
  - Gets out especially in an emergency.
- And finally and most importantly

Even if the building meets all the current laws the way it is managed is crucial. Accessibility can be compromised by, for example untidy working practices obstructing circulation spaces or causing tripping hazards or when over zealous polishing leads to slippery floors. It can also be compromised by subsequent purchasing of unsuitable furnishing and fittings.

Once an audit is completed it is discussed with the building manager and a copy sent to the service manager. Also some of the works can be prioritised to be undertaken using the DDA budget. By undertaking repeat audits every five years means that an accurate picture of improvements undertaken can be built up.

For further information contact Steve Foden, Access Officer or Ged Smyth, Equalities and Access officer within the Equality and Diversity Section, Corporate Services on 619 8212 or by email [stevefoden@wirral.gov.uk](mailto:stevefoden@wirral.gov.uk) or [gerardsmyth@wirral.gov.uk](mailto:gerardsmyth@wirral.gov.uk)

**Do you want to become a member of Equality Watch?**

**This will entitle you to receive copies of equality watch newsletters, regular updates on national and local equality and diversity headlines and the opportunity to be involved in the council's equality watch initiatives.**

**If you are interested in becoming a member of equality watch and would like to register please email: [equalitywatch@wirral.gov.uk](mailto:equalitywatch@wirral.gov.uk)**

**We are waiting to hear from you!**