

Wirral's Area Forums



Oxton and Prenton Papers for the Area Forum Meeting

Wednesday 23rd June 2010
Tranmere Rovers FC, Belmont Room,
Borough Road, Birkenhead
CH42 9PT
7pm - 9pm

YOU DECIDE

Have your say on where money should be spent in your neighbourhood.

Your local Area Forum has £20,000 to spend on additional Council services and **You Decide** how it should be spent.

A wide range of options are available, including:

- activities for young people
- learning courses for adults
- a litter pick and tidy-up of a local grot spot

**So come along to your area forum meeting
to tell us what you want**

For more information about Area Forums or the funding available through You Decide please contact Louise Harland-Davies Community Engagement Co-ordinator on 0151 691 8695 or email louiseharlanddavies@wirral.gov.uk or visit our webpage at www.wirral.gov.uk/areaforums

**OXTON AND PRENTON AREA FORUM
WEDNESDAY 23 JUNE 2010**

**Tranmere Rovers FC
Belmont Suite, Borough Road
Birkenhead, CH42 9PY
7pm to 9pm**

AGENDA

- 1. Welcome and introductions**
- 2. You Decide: Have your say where money should be spent in your neighbourhood**
- 3. Area Forum business: Election of Chair**
- 4. Minutes and Area Co-ordinator's report**
- 5. Public question time**
- 6. Partner updates**
- 7. Future meetings: Tuesday 19 October venue to be confirmed**

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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.

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 Denise Realey
Prenton Ward
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Councillor S.E. Kelly
Oxton Ward
0151 653 3648
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Councillor Alan Brighthouse
Oxton Ward
0151 652 6041
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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

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

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,

Section One

Minutes of the meeting at the Williamson Art Gallery

Wednesday, 3 February 2010

Present:

Councillor	P Williams (Chair)
Councillor	A Bridson, F Doyle, S Holbrook, P Southwood
Community Representatives	Alan Dollery, Sarah Goulding, Patrick Toosey
Lead Officer	Rob Beresford, Head of Regulation
Area Service Co-ordinator	Louise Harland-Davies
Streetscene	Mark Smith, Head of Service, Streetscene Garry Cummings, Streetscene Manager
NHS Wirral	Martin McEwan. Paul Edwards
Wirral University Teaching Hospital: NHS Foundation Trust	Christina Saint-Martin.
Merseyside Police	Inspector Brian Griffiths
Merseyside Fire and Rescue Service	Ian Maxwell
Community Safety	Mike Collins
Apologies:	Jack Cuffe (Older People's Parliament), Inspector Roy McGregor (Merseyside Police). Cllr S Kelly

1 Welcome

The Chair, Councillor P Williams, welcomed Area Forum members and 18 members of the public to the meeting in Oxtou.

2 Minutes and Matters arising from the October Forum.

The Area Co-ordinator drew attention to Appendix 1 of matters arising from the October 2009 meeting relating to the topics:-

Euston Grove. Building Control Officers have contacted the owner's agent regarding the wall and have been advised that details of the costs of repairs are awaited from the surveyor/contractor. Advice on the anticipated start date on site to carry out the repairs to the wall will be advised as soon as the costs have been received.

Streetscene's Call Monitoring Procedures: The Contact Centre Team Leader had advised that contact centre advisors initially take the customer's details – name, address and phone number – and log the request for service on to the Customer Relationship Management system (CRM). At the end of the call, a CRM reference

number is given, and the customer is given an expectation as to what will happen next, including timescales.

If the customer calls about an existing enquiry, the advisor will interrogate CRM to see if there are any progress notes. The advisor can also arrange call backs and can also log emails received from members of the public and third parties such as Neighbourhood Wardens, on to CRM.

The Chair explained that one of the areas of concern was that people get through to Streetscene and they are put on hold whilst the advisor contacts another Department.

Mark Smith, Streetscene Manager: replied that a rigorous approach is taken to dealing with calls through the calls centre. The operators should be dealing with the issue at source, and not refer to colleagues in other Council Departments. Set scripts are issued to ensure a consistent approach is taken to dealing with standard queries. When an unusual query is received, the operator would take the details and speak to the service manager in the back office.

A member of the public pointed out that a reference is not always given at the end of the call, and it is necessary to ask for one. In his experience, there is a delay, the call appears to be disconnected, before it is reconnected and the reference number is given.

Mark Smith replied that all enquiries should have a reference number. He asked for practical examples where the correct procedures are not being followed and they will be investigated.

Councillor Doyle had contacted Streetscene earlier in the day on behalf of a colleague who had a problem with their bin. He was given a reference number as a matter of course, and told the enquiry would be logged.

Appendix 1 included an update on spending on **You Decide 09/10**.

The sum of £10,037 has been allocated for Youth Activities and young people are being identified to participate in the activities.

Andy Wild's post as Community Sports Officer, was funded in 2008/09. The report shows his success in the area and should be applauded.

The Area Co-ordinator apologised for the delay in issuing the Area Forum Streetscene Update – January 2010, copies of which were on chairs.

Ruth Shaw stated that a question had been raised about the cost of respite for Mental Health.

Martin McEwan: NHS Wirral, replied that the total spend in 2009/10 was £40 million, made up of £30 million for statutory organisations [NHS/LA]; £8 million on private providers for mental health, £2 million on voluntary organisations, and £259,000 on carer support services.

Alan Dollery: advised that after the decision had been made to site a bench near the War Memorial in Osmaston Road, a local lad, Steven Boote, had been killed on 3 November whilst serving in Afghanistan. Steve's parents had welcomed the suggestion that a plaque with his name is placed on the bench.

The Chair agreed that the proposal is an excellent idea and one she would support.

The Chair undertook to enquire if Steven Boote's name will be added to the War Memorial in Hamilton Square.

Patrick Dowling asked for an update on the state of the building and how the roof had coped with the recent heavy fall of snow.

The Area Co-ordinator stated that she had clarified the issues raised with the co-ordinator for the Gallery, who had given an assurance that the grant has been approved, the funding has not yet been received but repairs will begin shortly. As venues alternate between Oxton and Prenton, the Williamson was chosen for this round of forums.

The Area Co-ordinator explained that as part of the forum "*Have your Say*" had been held before the meeting from 4pm onwards. Members of the public had been invited to come along and meet local service providers and complete questionnaires about the area. The responses received would be included in the area plan.

Robbie Bell had stood down as Community Representative at the last meeting. The vacancy will be advertised across the two Wards and in the local Press. Nominations will be welcome for anyone who is interested in becoming a community representative. Nominations would also be welcome for a Business Representative and for a Faith Representative.

The Chair asked for nominations to be sent to the Area Co-ordinator using the contact details given on the front of her report. The Chair gave an assurance that all nominations received will be dealt with appropriately.

A member of the public commented that the minutes record that 40 members of the public had attended the last area forum. He would like more people to attend as there were lots of groups who simply do not know that the Area Forum exists.

Rob Beresford replied that the forums are constantly being reviewed. He was unable to offer a solution this evening, but he was prepared to feedback the comments received into the review.

Alan Dollery stated that he is aware personally of everything that is going on, as are members of his association. The way the Area Forums are advertised cannot go further than they are already with notification through posters, advertisements in the local Press, and stressed that meeting are always well supported when there is an issue that people are interested in. Between 200/300 people had turned up when there was a threat of a landfill site in Prenton and there had been a good turnout over the library closures. Area forum meetings are here for people who want to come and they will attend if there is a need.

The question was raised:

Do members of the public appreciate the purpose of the Forum and the representation?

Who elected the community representatives we have here and who are they representative of?

Do forums provide value for money?

Area Co-ordinator replied vacancies are advertised in the press, those interested complete applications forms which are passed to the elected members.

The Chair stated that the issues have been discussed at previous meetings.

The additional comments were made:

I think they are advertised well, on the community board at Sainsbury's, and they do try their best.

[Councillor Holbrook] – People turn out if there is a crisis. It is disappointing for us as Councillors to see meetings not well attended. The area forums have been running for some time now, they were created in a certain way, and they still run in that way. The time is probably right to have a look at the formula used so far, and not just this one, but all eleven area forums, and see how they can be improved.

People can come along if there is a crisis and people say it is a useful place to go to if they have an issue.

Andrew Taylor: Attendance is not as bad as it looks. I represent quite a large number of people, even though they might not be here tonight. You have to factor this in. This is a good representative outcome, given the apathy in local politics, but shouting at people doesn't work.

Alan Dollery: I represent a lot of people in Prenton. The area forum is better than having nothing at all.

Leonora Brace: People were coming and going between 4 pm and 6 pm. They were leaving what they wanted to say in the box because they had other things to do.

The Area Co-ordinator stated that she would like to see a 'full house'. She asked if the public could help to advertise forums too by encouraging their neighbours and their local community to attend try and generate as much interest as possible. If everyone brought just one person each, the numbers would double.

The Chair encouraged everyone to give their suggestions on how to improve the situation at any time.

Minute decision: That the minutes of the meeting of the Area Forum of 6 October 2009 be confirmed as a true record.

3 Public Question Time

Mr Lennon I would like to express my concern about an arrangement between a voluntary organisation and Wirral Council.

It is my understanding that a Central Government initiative was responsible for Wirral undertaking a series of conservation area character appraisals which were conditional upon a withdrawal of central government funding in the event of any failure to implement the programme.

There are, I believe, 24 designated conservation areas throughout Wirral. For no obvious reason, only 16 of these areas were selected for inclusion in the programme of the preparation of character appraisals. Oxton Village conservation area, to the understandable consternation of the Oxton Society, was amongst those excluded from the programme.

The Oxton Society, anxious to discover the reasons for this exclusion, accepted the opportunity for a delegation from the Society to meet with senior officers from the Authority. Although no reason was given for the exclusion of Oxton Village conservation area from the appraisals

programme the Authority initially declined to reverse its decision. Desperate to ensure that Oxton Village would be able to share in the potential benefit of a character appraisal and the subsequent compilation of an Area Management Plan, the Society and the Authority agreed that the Oxton Society would provide a degree of expertise and that the Society and the Authority would share the £5,000 cost of engaging the services of specialist consultants

This is remarkably similar to a recent previous arrangement when, in return for the offer of a contribution of £1,000, again from the Oxton Society, the Authority agreed to engage specialist consultants to examine the case for an extension of Oxton Village Conservation area.

Primarily as a Council taxpayer, but also as a lifelong member of the Oxton Society, I have concerns about the current arrangement.

I have received no response from the Conservation Officer [Matthew Crook]. I believe that the Area Co-ordinator is aware that the Authority's record of response to correspondence is abysmal. I can give instances where the Local Authority has ignored correspondence.

In desperation, I sent a sheet containing 13 questions, and ask the Officers here this evening because the Local Authority has declined the opportunity to respond in any mature way.

Area Co-ordinator Matthew Crook has shared information with me, and I sent the responses to you by email this morning.

Chair You've raised serious matters, as the Conservation Officer is not here to deal with the matter and you have had a response by email I do not think that we can deal with the matter further at this meeting. There is an official complaints procedure you can go through if you remain dissatisfied.

Brian Christian
OPP forum Attendance at forums. We have 'away days.' If it is a subject of interest and you have an awareness programme you will get people to attend. Would it be possible to change the ethos of the forum and instead of getting the general public to bring questions, choose a subject which will affect the area directly, and this would generate interest. When people are interested in a particular subject they will attend.

Mr Taylor Can I ask at a future forum, we have information on how you become a conservation area and what the benefits are?

Chair A presentation at the next meeting?

Alan Dollery 1) There was a letter in the paper from David Green about grass verges. I have not seen anyone in the local paper being fined for such action. Prenton Dell is full of parked cars on pavements and grass verges. I wonder if David Green could enlighten us on whether they intend to prosecute people as they have been threatening to do for years and I cannot see any action in the Prenton area and I would like him to stop the practice.

2) The new Chief Constable. A few weeks ago there was a

comment from another Chief Constable saying people involved in antisocial behaviour are not committing a crime – they are not robbing or killing anyone. Antisocial behaviour is horrible and it is a crime. I would like to know the stance of our new Chief Constable.

Brian
Griffiths

The new Chief Constable is Mr Murphy. I worked with him 23 years ago when he was a Detective Sergeant in Wallasey – he has served the majority of his service on Merseyside. I have seen a number of communications from him so far. One of the main issues is that he is setting his stall out to gain public confidence. The main issue is what has been classed as low level anti social behaviour. However, anti social behaviour in my view is what affects people's lives; day to day anti social behaviour does affect people. I have had some good feedback locally and I work with Wirral anti-social behaviour team and with Wirral Partnership Homes. We have just had our first closure order for anti-social behaviour, the first on Wirral. This particular individual was removed from his house because of anti-social behaviour towards local residents. We are very proud of that and it has made a big difference to individuals in that area. Our partners are getting much smarter in dealing with ASBOs. For example, when an individual breached the order we received support from Wirral Magistrates who imprisoned the individual for 12/16 weeks at a time.

I would ask you to report any issues you have on antisocial behaviour.

Chair

Parking on grass verges. I have seen people contacted in Holm Lane.

Mark
Smith

There has been progress and a lot of interest recently from Elected Members of the Council on the progress we are making on this. About 18 months ago we brought in a policy to stop parking on verges. We introduced a relatively small number of trial streets across the Borough. One of the practical issues, some of the traffic signs require changing and we have added more signs in relation to those restrictions but the money set aside has not gone as far as we initially hoped.

We are taking a report to the Council's Overview and Scrutiny Committee and I can let Mr Dollery and other forum members have an update on that.

We are following on with the second phase, bearing in mind the limited financial resources we have.

Mr Dollery

Do you go out weekends and evenings to see perpetrators?

Mark
Smith

The Civil Enforcement Officers work at other times and weekends etc as necessary.

Brian
Griffiths
[Police]

If it would assist, I would be more than happy for my Officers to provide a photograph of the vehicle registration plate, if a vehicle is parked on a verge.

Paul
Haywood

It will give people no choice but to park on the road. If they park on both sides this will prevent access by emergency vehicles and bin lorries. The answer is asphalt over the grass verges or make parking bays.

Member of public The Police send Community Support Officers, but they said they could do nothing. They have to see the driver drive on to the grass verge before they can book them. We have so many cars parked on pavements we have to walk on the road.

Brian Griffiths [Police] I think you have been given wrong information. If you drive on a verge and you are causing damage to the verge it is criminal damage. I think you could go along those lines.

Patrick Dowling My question is about the consultation process, and about leadership of the Council.

In June, 22 members of the public attended to hear the Chief Executive Officer of the Council talk about the Local Government structure – an overview of how the Council functions and how decisions are made. The Council launched a consultation to give the public the opportunity to contribute. The exercise ended on 30 November, and I was one of only 40 [out of perhaps half a million residents on Wirral] who responded in writing, hence the headline ‘Apathy’ in the local Press.

What happened at that meeting on 21 December and how was the future of the Council decided?

Councillor Holbrook gave a full verbal account of the Council meeting on 21 December that culminated in a decision to approve and adopt the proposals relating to the Leader and Cabinet Executive model of governance. He described the questions raised about the voting system at the subsequent meeting, adding that personally he would like to see the system reviewed so that people are given a real opportunity to express their views and those views are evaluated and taken into account in reaching a decision.

Councillor Doyle added that the Council has a lot of work to do in the way it consults with people. A good example is the Libraries issue, and that is something that a group of Councillors are looking at to improve the system.

The Chair announced that the allocated time has been exceeded and further questions could not be accepted.

Minute decision:

Area co-ordinator to invite a representative from the Conservation Team to attend the next area forum meeting.

4 Partner Updates

Partner Updates were incorporated into Section Two of the Area Co-ordinator’s Report. Brian Griffiths drew attention to a ‘Face the Public’ meeting on 10 February at West Kirby Civic Centre, when senior officials from the Police, Local Authority and Primary Care Trust will be available to any questions that members of the public may have.

5 Date of Next Meeting Wednesday, 23 June 2010 at a venue to be advised. The Chair thanked everyone for their attendance and contribution and closed the meeting of the Area Forum at 8.35 pm.

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, NHS Wirral, University Teaching Hospital Trust, fire safety representatives etc 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.

Communities

EQUALITY AND COHESION UPDATE

What is Community Cohesion?

Community cohesion is what must happen in all communities to enable different groups of people to get on well together. People all want to fulfill their potential and feel that they belong and contribute to their local area.

Councils and their partners play a central role in providing services that are fair and promote equality and positive relationships. They are also taking an increasingly important and central role as community leaders and in 'place shaping'. Place shaping involves defining the positive aspects of a locality and promoting local pride and belonging.

Some examples of recent events that have taken place in Wirral are:

Wirral United Trophy football tournament November 2009 as part of Wirral's Diversity Day celebrations



The Wirral United Trophy entailed two events; the first one engaged male adults of various ages and ethnicity (white English, Chinese, Irish, Bengali, Indian, Sudanese and Polish) of which 18 teams participated in an all day football tournament.

(Pictured is Katrina Roberts, Chair of Black & Racial Minority staff diversity forum with Deputy Mayor and Mayoress of Wirral and drummer)

The second event engaged children aged 8 to 9 years old also from diverse cultural backgrounds (white English, south Asian and African) who took part in workshops.

The overall objectives were to: positively engage the community in activity; promote cohesion using football as a tool; promote access to services; promote fitness and healthy living; raise awareness around racism and empower young people/children



There was a need for the project because a number of race hate incidents had previously taken place within the borough, particularly in Birkenhead. Merseyside Police and the black and racial minority (BRM) community were keen for an activity to take place which demonstrated diverse racial groups could engage with each other.

Wirral Council's Black & Racial Minority Staff Forum effectively engaged community groups to set up and develop a project that specifically targeted the Black & Racial Minority community and men, as victims of the race hate incidents had been male and the perpetrator. In addition by engaging children and raising their awareness about racism and bullying is a mechanism to not only prevent racial incidents taking place, but also to equip and enable them to report incidents and intervene.

Wirral Council's Black & Racial Minority Staff Forum effectively

Elders African Caribbean Community Voice - Winter Celebration, Wallasey Town Hall



Deputy Mayor and Deputy Mayoress Alan Jennings and Cathy Jennings opened the Wirral Elders of African Caribbean Community Voice (ACCV) celebration at Wallasey Town Hall. The event organised by volunteers of the Elders group Rachel Wilson and Helen Renner was attended by over a 100 residents of all ages.

Everyone enjoyed the wide range of food which included English and African dishes. Children were entertained with a magician, Santa Claus and presents. Adults enjoyed the excellent disco specialising in African music.

The event was sponsored by Wirral Council's Equality and Cohesion team.

Birkenhead's worldly Woodlands Primary School (featured in Liverpool Echo – 2nd March)

Woodlands Primary School in Birkenhead has one of the most multi-cultured registers in the country with a quarter of pupils having English as a second language.

The children's mother tongues are made up of 11 countries as diverse as Sri Lanka, Sudan and China and 21% of pupils on the register are of Bangladesh descent.

And whether its Eid parties, a collective countdown of the Ramadan fasting period or making Japanese sushi – the school does all it can to celebrate globalism and build international links.

- Eid - the annual Muslim pilgrimage to Mecca which is one of the greatest religious observances in Islam
- Ramadan - is the name of the ninth month in the Islamic calendar. During Ramadan, all observant Muslims observe the Fast of Ramadan between dawn (fajr), and sunset (maghrib). Ramadan in 2010 will start on Wednesday, the 11th of August and will continue for 30 days until Thursday, the 9th of September

From the age of six, pupils study Japan with a focus on the country firmly embedded in all spectrums of the curriculum. For example, Japanese calligraphy and authentic kites are made in art and technology classes. An annual Japan day is held with pupils able to do everything from sushi making to wearing traditional Japanese dress.

Children are also in touch with their counterparts in Japan with the primary linked to Tanabe Higashi school in Kyonanabe. Pupils are also in regular contact with schools in Germany and France as part of French and German lessons – other permanent fixtures on the timetable.

The school has even set up a link with a school in Sierra Leone to complement a focus on Africa.

Even the staffing appointments address the multi-cultural roll, with four bilingual Bengali/English speaking teaching assistants and a Polish speaking teaching assistant employed.

The school's international focus has seen teachers working elsewhere in the borough and beyond to share ideas and see how it operates.

Training

Elumos: In December 2008 Wirral Council launched its first large-scale e-learning package called Elumos. The programme was a modular approach to raising awareness of Equality and Diversity amongst Wirral staff. Since its launch over 5000 staff and elected members have accessed the various modules and as we move into 2010 we have now launched the programme via the internet as well. This has

allowed us to provide access to a further 900 users and we are also looking at widening its access to our Local Strategic Partnership Groups.

Dealing with Diversity workshops: E-learning alone will not provide for all our learning requirements and we have decided to launch a series of theatre based face to face workshops for management staff starting in March 2010. These workshops are highly interactive and will provide thought provoking work based scenarios for managers to watch and then discuss openly in group. Using this method of training compliments the material delivered by Elumos by blending the two types of learning together to provide a much fuller understanding of Equality and Diversity in the workplace.

**'Theatre&' Equality and Diversity Training – Tuesday 16 March 2010
A member of Corporate Policy team reported the following;**

Attending the Theatre& course after I completed my Elumos training has given me a more in-depth understanding of how we use words/sentences could be interpreted other ways by people we don't know. Sometimes if we're used to an environment and the people in it, we don't always consider other people's feelings that are new to those environments.

This training has given me an insight in to people from different backgrounds and cultures that we may not always come across in everyday life and how their feelings could be hurt with 'banter' and 'stereotyping'.

This training is very useful and informative as the Theatre group were acting out different scenarios and getting the group involved which meant we weren't just spoken at which made it more enjoyable.



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

Wirral Older People's Parliament



Patrons: **Lady Grace Sheppard**
For Ethnic Minority Groups: **Lady Irene Chan**

Despite the cold start to the year, this has been a busy and fruitful period for Wirral Older People's Parliament. Membership is now about 850 and rising. We are a powerful voice for older people in Wirral. This works two ways. Firstly, we regularly tell the authorities about issues which are important for older people – and we are taken seriously. Secondly, we can get advance warning of issues which will affect all of us, and spread the information. We have members representing us on a number of policy making groups across the council and NHS locally. This means that we can inform YOU – the public about things which are changing.

Our activities are varied.

1. Regular quarterly Parliament meetings in Wallasey Town Hall on the first Friday of March, June, September and December 11am.
2. Monthly meetings of our Executive Committee.
3. Our popular "Away Days", usually in a central Birkenhead hall, lasting from 10-3, including a free lunch. These each have a theme of importance to older people.
4. Regular meetings of committees (Housing, Health and Social Care, Education, National Issues, Grandparents raising their grandchildren, Crime and Respect) Do join in.
5. Newsletters three or four times a year.

Our four Away Days so far this year have been excellent

1. A day for grandparents who have full time care of grandchildren. Plenty of input from our Children's Services department of the council and from solicitors. A visitor from the Midlands commented on how well the group was working with council officers. A member has been very successful in the London Marathon raising awareness of the issues.
2. We booked the Williamson Art Gallery for a powerful day on End of Life Care. All aspects of preparing for death were covered. Sounds gruesome? No – it was inspiring, and even funny at times. It comes to us all, so lets make sure we have a good death.
3. Our day on National Issues involved our local MP Angela Eagle (Minister for Pensions and the Ageing Society since last summer), Esther McVey for the Tories and (direct from London) Dot Gibson, the inspiring General Secretary of the National Pensioners Convention. We also had Tina Long from NHS Wirral, telling us about the "2010 Year of Health" which is urging us all to take responsibility for our own well-being.
4. A day on Housing for older people, covered the sort of help which is available to make sure we are in housing to meet our needs as we get older, using the latest technology to keep safe. We heard Wirral officials talk about local plans.

Future Plans.

1. A fund raising Golf Challenge Cup at Heswall Golf Club on June 25th to raise money for dementia Care.
2. A campaign to look at all of Wirral's Residential and Nursing Homes for Older People. We want to ensure that every one of these meets the highest standards for dignity and respect. We need help. Please can you contact our office if you currently visit a care home or would like to become a volunteer visitor.
3. We plan an Away Day about Care Home life, and Arrowe Park Hospital would like to join with us to have an Away Day about issues for older people in hospital – and safe discharge home.
4. Another Away Day is planned about crime reduction, and living safely.

Thanks.

We would not exist without the support (financial and practical) from Wirral Council, NHS Wirral, Age Concern Wirral, Arrowe Park Hospital, Wirral Partnership Homes, Riverside Housing, Wirral Methodist Housing Association Wiltshire Farm Foods, Lees Solicitors, Haven Care and Belmar & Liston. Of special note is the regular input at meetings from Pat Lloyd, head of Age Concern's Advice Service and Shirley Tyler, Peace Project.

All members are volunteers, but we need to thank our two members of staff, Brian Christian and Anne McCabe, without whom we could not begin to function.

Anyone over 50, living in Wirral, can sign to join. It costs nothing. Benefits can be enormous. The more members, the more powerful our voice.

Sandra Wall (Chair) May 2010.



Highway Maintenance

The severe weather in January and February caused extensive surface damage to our carriageways. A recovery plan was put into operation, with Colas our highways contractor putting extra resources in place to cope with the extra works which had to be undertaken within a limited time frame.

To improve our response Colas provided a surfacing crew which allowed major surfacing during March and April of, Barnston Road, Park Road South, Slatey Road, Dunraven Road, Cumberland Road, Cardigan Road, Lathom Avenue, Coronation Avenue, Clarendon Road, Beaumaris Drive, Pool Lane, Telegraph Road (by Mere Lane), Grasswood Road and Greenwood Road.

In addition to this major patching has also taken place in Hoole Road, Ellens Lane, Noctorum Way, Rose Mount, Wexford Road, Clifton Avenue, Curlew Way, Arrowe Road, Greendale Road and a further 28 sites. Preparation work is in progress for our micro-asphalt surfacing which commences 17 May and footway slurry seal is also underway.

A number of Traffic works are on going, Mill Lane, Liscard, Worchester Road, Prenton Hall Road, with a further 8 schemes to complete by the end of May.

Lathom Avenue, Crosthwaite Avenue, and Newell Road have had the footways reconstructed with further schemes planned during June for Eastham Rake, Border Road, Dalmorton Road and Liscard Road (part only).

Traffic Management Schemes

We have been working with our Highways partner Colas Limited since April 2009. Over the past year you may have noticed the newly branded vehicles around the borough as a planned programme of works took place.

The following Traffic Management schemes have been completed since April 2009:

- Old Chester Road / Town Lane – Toucan Crossing
- Woodchurch Road / Osmaston Road – Puffin Crossing
- Claughton Road Bus Station – Puffin Crossings
- Bring Accidents to Zero Campaign – Various Sites Phase 2

Pedestrian Facilities

- Pedestrian Dropped Kerb Programme – Various Locations
- Telegraph Road, Heswall – Pedestrian Refuge
- Hoylake Road / Chapelhill Road, Moreton – Pedestrian Refuge
- Slaty Road / Park Road South, Birkenhead – Pedestrian Refuge

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

Local Transport Plan

The third Local Transport Plan (LTP) will play a key role in helping Merseyside achieve its vision of becoming a thriving international city region by 2030. Wirral Council works as part of the Merseyside Transport Partnership alongside Merseytravel and the other Merseyside district authorities.

The new Liverpool City Region clearly links transport into wider priorities, such as improving Merseyside's health, economy and social wellbeing. Transport also has an important role to play in supporting the work of the Local Strategic Partnerships.

The Partnership started its consultation with stakeholders at the Partnership's breakfast briefing on 3rd March. In addition a LTP consultation event was held with the public on 16th March. Thank you if you took part in this consultation which ended on 12th April. This looked at how you would like to see local transport improve in the long term. Although the consultation has now closed you can still view the public and stakeholder documents for information on the 'Challenges & Opportunities on the

website http://www.letstravelwise.org/content164_LTP3.html or by contacting the Local Transport Plan Support Unit on 0151 330 1294.

The responses are now being collated and will be used to look in detail at how we can begin to put these ideas into practice in the immediate future.

Once we have worked these ideas up we will be conducting a 12 week consultation in the Summer, asking for your views on these preferred options.

Please check the Travelwise website towards the end of June for details of this consultation, or contact 0151 330 1294 and request to be included in the consultation, and we look forward to your input then.

Recycling Update

Wirral's official recycling figure for 2009/10 is still being verified, but is expected to be about 36.5%. Residents can be proud of their continuing participation. One of the new initiatives developed in 2009/10 was to recycle the Borough's street sweepings. This initiative is still in its infancy, but it is hoped that when up and running correctly it will increase our recycling rate by 2-3% by recycling a further 200 tonnes of waste each month.

The Waste and Recycling team are welcoming six new staff in May, funded through the Future Jobs Fund (a scheme to provide work and experience to people long-term unemployed). The new Assistant Recycling Project Officers will be working primarily in designated areas, to provide face-to-face contact with residents to educate, help and respond to residents' questions regarding waste and recycling.

Two compost giveaways have been planned for June, to say thank you to residents for achieving a composting rate of 14.61% in 2009/10 (up from 13.96% in 2008/09)! A total of six tonnes of pre-bagged compost will be given away at road shows, taking place at Port Sunlight Garden Centre on the 5th June and Carr Farm Garden Centre on the 12th June. Residents are invited to come along and collect their free compost!

A new subsidised compost bin scheme is available to Wirral residents. Wirral Council has signed up to the National Compost Bin Framework, to provide cut-price composters, wormeries, water butts and accessories to our residents. For further details and to purchase your composters etc, visit <http://www.wirral.getcomposting.com/>, or call 0844 571 4444 (local rate number).

Wirral Council has signed up to WRAP's Waste Collection Commitment. This means that we are committed to providing waste and recycling services, which are good value for money and which meet the needs of our residents (something we believe we already did, but we are now proud to sign up to this national commitment). To see a signed copy of our commitment and for more details, please visit www.wirral.gov.uk/recycling.

We continue to recycle over 160million items each year and with the support of partners and residents, this year we can continue to make Wirral a greener place to live in.

Environmental Streetscene Update

Tidy Business National Award:

Wirral's 'Tidy Business Scheme' picked up a top award at the prestigious Keep Britain Tidy awards on March the 15th. The project won the Tidy Business category at the national annual ceremony, the first time the authority has earned the top prize at these national awards.

The honour, presented by TV comic Ruby Wax, is for Wirral's tireless work with its Tidy Business scheme, which it only signed up to back in August 2008. The authority hit the headlines towards the end of last year when it helped more than 90% of businesses in Oxton achieve Tidy Business status. It led to Keep Britain Tidy officially naming Oxton its first-ever Tidy Business Village.

Wirral's Tidy Business Team are now looking to build on this success and work with West Kirby Businesses to are aiming to announce West Kirby as England's 1st Tidy Business Town during 2010. The project itself is due to commence in June and a launch event is planned before the end of the summer.

School Environment Awards:

Wirral's School Environment Awards took place at the Pacific Road Arts Centre on Thursday the 25th March. The awards recognise the effort made by pupils and staff throughout the borough to improve their local environmental quality and reduce their carbon emissions. This is the second year the event has taken place and this year's winners were:

- TRANMERE ROVERS "GREEN TEAM" AWARD - Liscard Primary
- MAYOR'S OUTSTANDING CONTRIBUTION AWARD - Anna Cross (Teacher) Ridgeway High
- WILDLIFE CONSERVATION AWARD - Grove Street Primary
- ENERGY AWARENESS AWARD - Park High
- JUNIOR ROAD SAFETY OFFICER AWARD - St Jopsephs, Wheatland Lane
- ROAD SAFTEY PARTICIPATION AWARD - Liscard Primary
- BIFFA SCHOOLS RECYCLING AWARD – Ridgeway High
- COMMUNITY ENVIRONMENT AWARD - West Kirby Primary
- GREEN FACILITIES CHAMPION AWARD - Paul Wellsbury, Liscard Primary

Street cleansing and Litter Bins:

As from the 18 May the public can access a street cleansing database through the Council's website. This will allow residents, workers and visitors to see what day and date a given road will be cleansed and the frequency of cleansing for that road.

The list of locations for new litterbins put forward by the Area forums has been finalised and all the bins have arrived. They have been passed to a contractor ready for putting out across the borough as soon as possible. All new bins should be installed by the middle of June.

New Initiatives this year:

- Wirral's Environment Champions: A project to identify and work with a number of volunteer residents throughout the borough is due to commence over the coming months. These 'Environment Champions' will work closely with the authority's Waste and Recycling team to improve their local environmental quality and recycling rates within their neighbourhoods. A pilot in the Beechwood and Ballantyne area (in conjunction with BBCHA) is soon to get underway, this will then shape the form of the project as it is released boroughwide later on this year.
- Big Tidy Up Campaign: Wirral Council continue to support Keep Britain Tidy's 'Big Tidy Up' campaign. Community groups wishing to carry out a litter-pick can register on the 'Big Tidy Up' web site (<http://www.thebigtidyup.org>) all groups registered will receive a litter-pick kit, containing tabards and bags. In order to borrow litter-pickers and have the bags collected groups are requested to contact Streetscene in advance on 0151 606 2004.

Cheshire & Wirral Partnership NHS Foundation Trust

Developments / achievements

New adult eating disorder unit opens in Wirral A new 10 bedded in-patient eating disorder unit is to open at Springview Hospital, Clatterbridge. The service, provided by Cheshire and Wirral Partnership NHS Foundation Trust (CWP), will support both adults and young people from the age of 16 years with eating disorders. "Oaktrees" unit will ensure that people suffering with an eating disorder have access to the specialist care and treatment they need.

CWP combats health inequalities with three new appointments The Trust has employed three dedicated health facilitators to ensure service users receive the best possible physical healthcare as well as mental healthcare. One health facilitator will be based in Wirral.

Trust open two new older people's wards on the Wirral CWP opened two new older people's wards at Springview Hospital based in Clatterbridge. The design of Meadowbank, a 13 bedded unit and Brackendale, a 20 bedded had the close involvement of service users who will be using the service and the Alzheimer's Society.

Mental health innovation bursaries for key innovations CWP has won three out of four mental health regional innovation bursary awards in the North West to provide additional care in Cheshire and Wirral. The first two awards, presented by InnovateNoW, will be used to open an adult Attention Deficit Hyperactivity Disorder clinic in Wirral as well as pilot a mental health assessment and diagnosis tool within primary care services.

Learning disability leaflet produced for Wirral police Staff from CWP have provided training and developed a leaflet so custody teams within Merseyside Police can support and inform people with learning disabilities about the consequences of breaking the law in Wirral.

Wirral job coaches to help service users into work Since last September CWP has trained job coaches, employed by the Richmond Fellowship, who work alongside Wirral community mental health teams from the Trust to help service users find competitive jobs.

Jodie D'Enrico Public Relations Specialist Cheshire and Wirral Partnership NHS Foundation Trust Tel: 01244 397407

Community Safety

Community Safety is about the welfare of the community in regards to reducing crime and helping people to be made aware of crime and how to avoid being a victim. That's the reason why we support Neighbourhood Watch and the benefits that brings, such as pulling communities together. There are nearly one thousand various Neighbourhood Watch groups including Business Watch, the newly formed Allotment Watch and, of course, Neighbourhood Watch. We have attached details of the national scheme for information but you can form a new Neighbourhood Watch or become a member of an existing scheme by forwarding details to the Community Safety Team.



Neighbourhood
and Home Watch
Looking out for the
community



<http://www.mynhw.co.uk/>

Owing to Neighbourhood Watch Schemes and other initiatives, analysis shows that during 2009 -2010 we achieved a 10.1% overall reduction in the total number of crimes reported to Merseyside Police on Wirral –

- **14.6% reduction in serious violent crime**
- **7.9% reduction in assaults with less serious injury**
- **13.6% reduction in thefts from vehicles**
- **7.9% reduction in thefts of vehicles**
- **19.5% reduction in ASB**

We have commenced a quality assurance inspection of the work of the **Domestic Violence MARAC** (Multi Agency Risk Assessment Conference) which will be completed by the end of this year. The work of the **Hate Crime MARAC** is developing well which now includes all six strands of diversity • Age • Disability • Race • Religion or Belief • Gender • Sexual Orientation. This group are also subject to close monitoring through the CAA (Comprehensive Area Assessment). The CAA, is a new way of assessing local public services in England. It examines how well councils are working together with other public bodies to meet the needs of the people they serve. It's a joint assessment made by a group of six independent watchdogs. Assessments will be made publicly available every year and will provide an annual snapshot of quality of life in the area. If someone is subject to Hate Crime, they could report it to Merseyside Police or through a third-party reporting agency such as –

<http://www.stophateuk.org/>
<http://www.crimestoppers-uk.org/>

In the case of 'Crime Stoppers', we would encourage people to report through them for any information in regard to any type of crime.



Seasonal security issues - At this time of the year (dependant upon weather conditions!!) we are often tempted to leave windows and doors open to cool ourselves down but please consider that a number of burglaries and thefts of and from cars occur through windows being left open or insecure. If you have a UPVC door ensure that when you are in the house, it is locked from the inside as many are insecure and can be opened from the outside otherwise you may find an unwanted intruder!



Whilst the number of house burglaries on the Wirral continues to fall, garden sheds remain popular targets for thieves due to their potential rich pickings and often low-level resistance. Sheds can be overlooked when home security is considered despite the fact that the value of the contents, such as mowers, power tools, garden furniture and cycles etc, can often add up to several hundred pounds. A burglar can also use garden tools, to break into a house. Use a means of securing items together in the shed such as a good quality chain and padlock. A number of other security measures can be taken such as property marking using uv pens, SmartWater, Selecta, DNA, Redweb or similar.

If you require any further advice regarding security, contact the local Crime Reduction Officers on 0151 606 5484 / 5480 or visit Merseyside Police website <http://www.merseyside.police.uk> and access the personal security tab. Alternatively access the above Neighbourhood Watch website.

ANTI-SOCIAL BEHAVIOUR TEAM

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

Reported January 2010:

- 45-year old female from Ridings Hey, **Noctorum** was issued with an eviction order due to criminal behaviour by her partner. The Order was postponed for two years on condition that she does not invite her partner to her home or permit him to enter the property including the garden and driveway areas*;
- A court rejected the request from the mum of a family (formerly living in **New Brighton**) that was banned from Wirral in 2005 to have the Anti-Social Behaviour Order against her ended, following a challenge by Wirral Anti-Social Behaviour Team;

- 17 year-old male from Beatrice Avenue, **Bebington**, was issued with an interim Anti-Social Behaviour Order pending a further hearing following alleged abusive and threatening behaviour;
- The first Anti-Social Behaviour Closure Order was used in Wirral by Merseyside Police on a property in Big Meadow Road, **Woodchurch**. Working closely with Wirral Anti-Social Behaviour Team and Wirral Partnership Homes the property was closed for three months following serious nuisance caused to neighbours.

* issued in partnership with Wirral Partnership Homes.

Additional activity has included:

- **School bus run targeted for non-payment (March 2010)**
Pupils who dodge bus fares travelling to and from school were the target of a multi-agency operation. Merseytravel's Revenue Protection Team, Merseyside Police, Happy Al's Bus Company and Wirral Council's Anti-Social Behaviour Team and Education Social Welfare Service took part in the operation and were tackling what had become a repeated issue of non-payment of fares by a number of school children, which had been identified by Happy Al's Bus Company connected to a specific bus route. A high-visibility operation saw the officers stop the bus on its route and take the names and addresses of all young people not in possession of a valid ticket. Nineteen young people were identified for non-payment of fares. Their schools were notified and letters sent by Merseytravel to the children's parents outlining the consequences for non-payment;
- **Anti-Social Behaviour Strategy & Minimum Standards launched (March 2010)**
Wirral Community Safety Partnership launched its Anti-Social Behaviour Strategy which sets out planned activity to prevent and tackle anti-social behaviour, setting out 34 objectives that will seek to be achieved over the next two to three years by a range of partners. The Partnership also made a public commitment to deliver a minimum set of standards related to anti-social behaviour.



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
- "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.

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 school.

Wirral Youth Service Outreach Team: As part of the Wirral Youth Service reconfiguration, Wirral Youth Service Outreach Team has been reorganised into the four districts of Wirral: Birkenhead, Wallasey, West Wirral and South Wirral. Each outreach team will be managed by a District Youth Worker who will work in collaboration with the Hub managers to deliver a comprehensive Youth Offer to meet the needs of the young people in their district.

Shaftesbury Youth Club has been designated as the **Birkenhead District Hub** and has been granted funding from both YOF and YCF. The Youth Capital fund will allow the building of mixed media art facility and music room that will complete a splendid resource for the young people of Birkenhead. Following the appointment of a deputy the Club will be open six evenings a week including Friday and Saturday and will continue with its broad programme of activities and residential work. The social area adjacent to the coffee bar has been refurbished as has the room used for dance.

Birkenhead District Team As part of the Wirral Youth Service reconfiguration, Wirral Youth Service Outreach Team has been reorganised into districts. The Team covering this area is the North Birkenhead Outreach Team. This team is being developed and will give a report at the next Forum about its activities.

District	Team	Wards	Operational times	Staffing	Office base
Birkenhead Ria Modena	North Birkenhead Outreach Team	Claughton, Oxtan, Prenton, Bidston & St James (west)	5 nights per week including Friday & Saturday.	1 full time District Youth Worker 54 hrs/18 sessions of YSW per week.	NEYPP base now Birkenhead District Youth Office 652 3128 07730658467

MERSEYSIDE FIRE AND 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.



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. Integrated Risk Management Plans have now been produced locally to facilitate the management of specific local priorities. Although the Wirral is inherently a safe place to live, there are pockets of risk and your Fire Service works proactively to reduce these risks, we constantly review our strategies to ensure they maintain their effectiveness.

Accidental Dwelling Fires and Road Traffic Collisions where people are killed or seriously injured remain challenging. During 2009-10 we visited over 22,000 homes delivering Home Fire Safety Checks as part of a comprehensive Accidental Dwelling Fire Strategy. In the case of Road Traffic Collision we work in partnership to develop initiatives aimed at raising awareness and reducing the number/severity of these incidents.

In addition to the above, work has continued in respect of reducing the risk of death and injury across the area through Merseyside Fire & Rescue Service's statutory duty to maintain operational readiness and training is a key element of that. Earlier in the year we participated in numerous multiple high rise exercises working with the local housing trust to secure a block off flats in order to practice the full High Rise Procedure including use of Dry Risers and search procedures.

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 following an external audit we have secured recertification. We have achieved the Carbon Trust's Carbon Standard, in recognition and appreciation of our efforts in the field of carbon management, emission reduction and the mitigation of climate change.

Forward Look We will be concentrating on the following environmental priorities in 2010/11:

- Waste Management Project: Zero waste to landfill
- Pollution Prevention on our own sites: Drain and emergency planning.
- Reduction of CO2 emissions: Biofuels trial, buildings and vehicle projects.
- Reduction of water use: Rainwater harvesting trial and washroom optimisation.

- Reduction of transport impacts: Trial of electric cars, travel booking systems, Cycle to Work Scheme 2010.
- Environmental Management System: Seeking accreditation of all sites to ISO14001:2004 and EMAS accreditation (the highest level of accreditation).
- Sustainable Procurement: Provision of a system to:
 - Assess the competency and risk of contractors
 - Undertake lifecycle assessment of key/ high environmental risk goods and services.
 -

Youth Engagement The Youth Engagement Team commenced a 12 week **Beacon Course** in January for students living on the Wirral. Referrals came from Wirral Alternative Schools Programme. The course was run out of Birkenhead Fire Station and was 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 were given a learning experience outside the school environment to build their confidence and self-esteem. The course combined practical drill ground and scenario based training with classroom centred activities and workshops-including community fire safety

The course concluded in April with an end of course presentation at the Training & Development Academy in Croxteth for the students and their families.

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

Wirral Heartbeat, has been in partnership with MFRS for the last 10yrs. Heartbeat gyms are sited on fire stations across Wirral where persons suffering from heart related illness are offered structured fitness programmes in a safe and secure environment. At present some 1600/1700 member visits take place each month.

Working in conjunction with the PCT the partnership has made these facilities available for courses aimed at tackling lifestyle issues within the local community. One such project at Wallasey is aimed at tackling childhood obesity through a mixture of fitness training and cooking displays showing young people how they can cook a nutritious meal in the time it takes to buy fast food. This programme has been so successful that it is being rolled out to other areas of Wirral.

Other projects include a fitness project for over 40 males and a programme aimed at the BME community which provides lifestyle support in accordance with their religious and ethnic traditions.

Road Safety Through participation in the **Wirral Roadsafe Partnership** MFRS are taking action 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 successful events have been held across Wirral where MFRS, along with Wirral Road Safety, checked child restraint and provided parents and carers with information and advice

Fire Fighting Equipment for Wirral Wardens and Rangers

Wirral has:-

- 10 Sites of Special Scientific Interest (SSSI) – more than any other district on Merseyside
- 70 Sites of Biological Importance (SBI)
- 220 designated green spaces in the current Unitary Development Plan for Wirral
- 24 Allotments

These sites are either patrolled by Wirral's Community Patrol, Wirral Park Rangers and/or National Trust Rangers. As part of our strategy for tackling Small Fires in such areas portable fire fighting equipment has been provided to Park Rangers and Community Patrol Wardens. Training has now been completed and PaCLider Portable Water Fire Extinguishers have been distributed to wardens. The issue of the equipment will decrease environmental impact by extinguishing small fires on discovery and therefore reducing the Carbon emissions.

Wirral 'Trailblazers' Mountain Bike Club MFRS in partnership with Merseyside Police, Wirral Youth Services and Anti Social Behaviour Teams are endeavouring to set up a Mountain Bike Club initiative based at Bromborough Fire Station.

The aims of the project are:

- To promote community health.
- Provide training in cycle proficiency and off road riding skills for young people.
- To be inclusive of all young people initially in the area around Bromborough.
- To break down barriers between young people and agencies.
- To address issues including Arson Reduction, RTC Reduction, Anti Social Behaviour and obesity.
- MFRS have allocated a small pool of bikes to start the project and it is hoped that more bikes will be purchased through successful funding applications.
- A 20 bike Burtech Trailer has been purchased with funding from 'Your Wirral' and is now being stored at Bromborough Community Fire Station.
- A "go live" date for Trailblazers has been set for June 2010.

Wallasey Youth Hub 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 nearing completion and there will be a formal opening by the Mayor of Wirral in June 2001. This scheme will complement the recently completed Lifestyle Centre at Wallasey, which provides a heartbeat gym, kitchen and community meeting facilities. These two projects will provide an opportunity for interaction between all age groups.

Equality & Diversity

- **Single Equality Scheme:** Our single equality scheme has been approved by Authority and is in its final stages of consultation with the staff side organisations (FBU & Unison).

- **Pride-** We are attending both Liverpool Pride (7th August) and Manchester Pride (28th August)
- **Recruitment** – We have achieved (and exceeded) our stretched recruitment targets as set out in the National FRS Equality & Diversity Strategy, for recruitment of women into the operational sector and recruitment of BME candidates, over the last quarter (targets: women 17.8%; BME; 17.6%....actual: women 33%; BME 33%)
- **Local Government Equality Framework:** Having been rated as an “Achieving” Authority under the local government equality framework in 2009, we are now working to the “Excellent” level, and hope to have a Peer Challenge against this some time in October 2010.
- **Regional event:** we are currently working with the other FRS across the NW region, in planning an event for members of the respective Fire Authorities to showcase the work each service is doing in respect of Equality & Diversity.
- **CFOA Lead:** Mike Hagen (DCFO) has been appointed as the Diversity Lead for CFOS (Chief Fire Officers Association).

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.

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

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. This report sets out the main challenges and opportunities for the Trust over the coming months and highlights achievements and service developments:

1. **The Challenges Ahead** All public services, including the NHS, are now facing the consequences of the worldwide recession and the need to reduce the national

debt. In line with all other healthcare organisations, this Trust must therefore strive to provide the highest possible quality healthcare services in a tighter fiscal climate, accepting that expenditure will no longer grow at the rate it has over the past decade. To meet increasing demand, stemming from a growing and ageing population, new technology and high patient expectation, and to absorb increasing costs, the Department of Health expects all NHS organisations to concentrate on improving productivity and eliminating waste, while focussing on clinical quality. Overall, the Chief Executive of the NHS has indicated that the service nationally must identify £15 – 20 billion of efficiency savings by the end of 2013/14 that can be reinvested in the service to deliver year on year quality improvements.

The local picture Translated locally, Wirral University Teaching Hospital NHS Foundation Trust is required to make efficiency savings in the order of £14.3 million in 2010/11, with further, similar levels of savings being required in the foreseeable future. The Trust has set its budget for 2010/11 based on its contract with NHS Wirral. This year, the national tariff (the schedule of payments for activity undertaken under Payment by Results) has not increased, which means that the Trust has to meet the cost of inflation. This equates to £10 million of the £14.3 million efficiency savings required in 2010/11. This tariff applies to every acute trust in the NHS.

Meeting the financial obligations The Trust has initiated a wide variety of internal austerity measures to contribute to the 2010/11 efficiency target, including a freeze on recruitment to posts that do not directly affect patient care, energy reduction measures, hospitality restrictions and reducing the range of goods and services that the Trust purchases. These measures will not be sufficient to meet the target and each of our Divisions is reviewing its services to seek out waste and inefficiency, while at the same time maintaining and improving service quality for our patients.

In our **Medical Services Division**, comprising the Trust's general medical services, as well as medicine for the elderly/rehabilitation, discussions with clinicians have identified scope to re-design some medical services in ways that:

- take advantage of reducing lengths of stay (e.g. more procedures being done on a day case basis)
- ensure greater collaboration with partner agencies to improve discharge processes and provide rapid assessment services
- introduce more streamlined ways of working e.g. improving the speed at which 'take home' drugs are available for discharged patients
- recognise new, improved methods of clinical practice
- continue to meet the needs and expectations of patients and improve the quality of services
- use resources more efficiently

The planned improvements include:

- the creation of a 12 bed Heart Assessment Unit to be located alongside other medical assessment facilities
- cardiology inpatient services being brought together on Ward 32
- the creation of a new Haematology Day Unit to reduce the demand on the haematology outpatient area on Ward 30
- the development of a new Respiratory Laboratory on Ward 37 to house services for testing and treating patients with breathing conditions

- a new TIA (“mini stroke”) clinic to be established on Ward 23 to enhance the provision of services for stroke patients.

These improvements are taking place on a phased basis over the next six months and will allow the Trust to reduce its overall in-patient bed base while continuing to be able to meet the surges in demand that occur each winter. There will be a number of staff posts affected by these changes but the Trust has given a commitment that there will be no compulsory redundancies thanks to a range of measures including vacancy control, redeployment and voluntary severance. Close liaison is being maintained with staff side representatives and staff affected by the changes.

Involving Partner Organisations The Chief Executives of Wirral University Teaching Hospital and NHS Wirral, together with Wirral Council’s Director of Social Services have attended the local authority’s Health & Wellbeing Overview & Scrutiny Committee to outline the ‘direction of travel’ for health and social care in Wirral over the coming years. They have explained that the Trust is an outlier in terms of length of in-patient stay for a number of conditions and the number of procedures we carry out on a day case basis when compared to our peers and with national ‘norms. We have highlighted that the future shape of care provided by the Wirral health economy would be less dependence on beds in the acute hospital sector and more on community based care provided closer to peoples’ homes, in line with the national vision for the NHS.

Also, in the autumn of 2009, a ‘Summit’ meeting of leaders of all organisations in the local health economy (including the local authority, NHS Wirral and health trusts) met to agree how they could work in partnership to improve the health and well-being of the people of Wirral within the resources available in the Borough’s public sector. One of the main themes of this meeting was recognition that there is potential to reduce inefficiencies and costs across the whole economy and this work is continuing.

2. Capital Investment We are continuing with the £30million, three year development programme at Arrowe Park Hospital that commenced last year. This includes an £11.5million investment to provide a dedicated Women and Children’s Hospital at Arrowe Park bringing together for the first time under one roof, all acute hospital services for women and children.

The development includes:

- 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.**

Late 2009 saw the opening of a brand new Children’s Outpatient Department and a new ‘Ronald McDonald House’ facility to benefit families who need to stay close to their sick children.

On the general side of the Hospital we have just installed a second MRI Scanner and opened Ward 12 as a fully re-furnished 20 bed Orthopaedic Unit with 10 en-suite single rooms. We have also invested nearly £1million in adapting our wards to comply with Department of Health guidance on eliminating mixed sex accommodation for patients. Our new Surgical Elective Admissions Lounge (SEAL) opened to patients on 24th May. This facility brings all pre-operative assessment services together to provide a more streamlined process and much better environment for patients admitted for elective surgical procedures. A new, 'state of the art' Decontamination Unit has also recently opened to ensure that we are able to provide the highest standards of sterilisation for surgical equipment.

For more information about our full three year development programme, please go to the interactive plan on the homepage of our website www.whnt.nhs.uk

3. Have you been 'Treated Well' at our hospitals? If you have received exceptional care from a member of staff or one of our teams why not nominate them for a 'Treating You Well' award as part of our 2010 Foundation Awards?

The award is for staff who put our 'Treating You Well' philosophy into practice – by treating patients with outstanding care, courtesy and consideration. This category of our annual awards programme has now been expanded to accommodate two awards – a team and an individual.

So if you, or a friend, or a member of your family have received outstanding care from a member of our staff or one of our teams, why not nominate them for an award?

You can do this either by completing the form in the Public Membership News newsletter that accompanies this report or by going to the 'Treating You Well' button on the homepage of our website (available from the first week in June) www.whnt.nhs.uk

4. Controlling Infection The Trust is committed to reducing the incidence of healthcare associated infections. We are one of the few trusts nationally to screen admitted medical & surgical patients for MRSA (meticillin resistant Staphylococcus aureus). This has reduced the risk of those patients who carry the germ harmlessly from developing an infection and reduces the risk of cross-infection to other patients.

We have implemented improved antibiotic prescribing practice and increased our isolation facilities. We also investigate all serious infections so that we can learn from them and take action to improve practice where necessary. We routinely publish our infection rates on our website and information can also be found on the Health Protection Agency's website www.hpa.org.uk

MRSA Bacteraemias - we met the challenge to have no more than 18 cases of MRSA bacteraemia in 2009/10. **17** cases were identified, of these, eight were hospital acquired whilst nine were pre-48 hour cases and attributable to the community. This has been achieved as a result of many new trust-wide initiatives that all staff have incorporated within their daily practices.

Clostridium difficile - we met the challenge of no more than 190 cases in 2009/10, with **187** cases being identified.

Our Elective Surgical Unit at Clatterbridge remains MRSA bloodstream infection free – this Unit undertakes most planned surgical and orthopaedic procedures including joint replacements. Our Women and Children’s Hospital at Arrowe Park is also MRSA bloodstream infection free.

‘5 Moments for Hand Hygiene’ is a new campaign that aims to raise the Infection Control profile even higher at the Trust and to increase awareness amongst staff, patients and visitors of the importance of hand hygiene.

5. Care Quality Commission From 1st April 2010 the Trust acquired unconditional registration to provide healthcare services by the Care Quality Commission under a new, tougher system for regulating standards in the NHS.

6. Improving Standards

- Our Renal Dialysis Unit has become an accredited Practice Development Unit making it the first of its kind in the country to gain this prestigious accreditation for delivering clinical excellence and for its successful patient and relative involvement.
- We 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.
- In the most recent (2008/09) Care Quality Commission Annual Health Check we scored ‘excellent’ for our use of resources and ‘good’ for the quality of our services
- 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 & Dignity</i>	
<i>Arrowe Park</i>	Excellent	Good	Good
<i>Clatterbridge</i>	Excellent	Good	Good

For more information... Our 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 and the easy click, ‘email a patient’ facility continues to be a popular.

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 8,500 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 or complete the pink form that is enclosed in this information pack and return it to the Freepost address given.

Area initiatives

- NHS Wirral have started a drop-in services for patients that are suffering from neurological (nerve) conditions, and their families – based at **Parkfield Medical Centre**. Please contact your GP Practice Manager for more details.
- **Health Trainers** will be based at a variety of community locations across the area over the next few weeks to carry out Health Checks on those aged 40 – 74, as part of the NHS Health Check programme. This is like a Health ‘MOT’, and patients will receive advice on reducing their risk of developing conditions such as Heart Disease and Diabetes. Please contact your GP Practice Manager for more details.
- NHS Wirral is encouraging patients and the public to provide feedback about peoples experiences of local health services through the **Have Your Say** service. To play your part you can free phone 0800 085 1547, write to HaveYourSay, Freepost or visit www.wirral.nhs.uk

- **Listen Up**

Our communications and engagement team are always on the look out for innovative ways of getting our health messages across. And what better than to host our very own radio programme!

Once a month Senior Communications Manager Jane Cheater presents a special NHS Wirral show on 7 Waves Community Radio, broadcasting from it’s studio in Leasowe.

7 Waves can be heard across Wirral 24 hours a day seven days a week – so our programmes are a great opportunity to let people know about some of the services NHS Wirral has to offer.

Our last programme, ‘Children’s Weight – Why It Matters’ focused on the National Child Measurement Programme – how it’s delivered in schools across Wirral, and what services we have on offer to help children who are above their ideal weight lead a healthier lifestyle.

Jane was joined in the studio by Kath Ahearne, from the School Health Support Team, who goes into schools to weigh and measure children, and Deb Lowe, Health Improvement Specialist, who gave an overview of the many different services we have to help children and their families.

Former Everton and Tranmere player, Derek Mountfield, also spoke about the programme he runs to teach children and parents about healthy eating and physical activity.

7 Waves broadcasts on 92.1fm –Or you can listen back to previous programmes on line – go to www.7waves.co.uk and visit our podcast page.

If you would like information about any of the free services we offer to help with weight management, please see your GP

- **Can you help others drop in?**

Drop-in dementia cafés (which are funded by NHS Wirral) first started two years ago, and are proving such a huge success that more volunteers are now needed to enable them to expand even further.

The Wirral branch of The Alzheimer's Society first launched informal gatherings for carers and their loved ones at Port Sunlight Garden Centre in 2008, to give them some brief respite and help them feel less isolated in a pleasant, informal setting.

Co-ordinator Donna DiVito says carers welcome the opportunity to relax over a coffee while those they care for are supervised and entertained nearby.

She said: "The drop-ins are great as they give carers and the person they care for an opportunity to relax, enjoy a coffee, and chat with outreach workers and volunteers. The café initiative is just one aspect of the Dementia Outreach Project, which aims to extend support for carers and the person they care for into the community."

In Wirral there are 4,500 people over the age of 65 living with dementia. Across the UK 700,000 people have dementia and this number is set to rise to 1 million by 2025.

Carers wishing to attend the drop-in dementia café can do just that – drop in! Would-be volunteers can call Donna DiVito or Christine Henry for an informal chat on 0151 630 5206.

What's On where?

- **Birkenhead area Café:** Port Sunlight Garden Centre – 2nd June 10am -12 noon

Practice specific initiatives

- **Miriam and Cavendish Medical Centres** will be moving into the ***Birkenhead Medical Building***, a new purpose-built facility on Laird Street. There will also be a Minor Injuries Centre operating from this site, along with services such as Podiatry, Physiotherapy and Counselling.
- **Woodchurch Road Surgery** will be relocating to a new building in Townfield Close, Noctorum, this November. Building will incorporate District Nursing and Health Visiting Services, and will also have space to accommodate a range of community services.
- Funding has been made available from NHS Wirral to local GP practices to support the development of **Patient Participation Groups** across the Wirral. Patient participation groups (PPGs) are forums providing opportunities for

patients to communicate with their practice and NHS Wirral about their experiences of practice services, to exchange ideas and make suggestions about the development of existing services and the planning of future ones. PPGs currently up and running at:

- **Miriam Medical Centre**
- **Fender Way Health Centre**
- **Gladstone MC**
- **Cavendish MC**
- **Greenway Road Surgery**
- **Heatherlands MC**
- **Hamilton MC**
- **Moreton HC**
- **Moreton MC**
- **Parkfield Chesters**
- **Prenton Surgery**
- **Villa MC**
- **Vittoria Murty**
- **Whetstone Lane Surgery**

Patients of the above practices interested in becoming members of these groups should contact their practice manager.