



Area Forum (Birkenhead & Tranmere and Rock Ferry)

Date:	Thursday, 11 February 2010
Time:	7.00 pm
Venue:	Rock Ferry Community Centre

Contact Officer: Andy Brannan
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AGENDA

1. WELCOME, INTRODUCTIONS AND APOLOGIES
2. AREA CO-ORDINATOR'S REPORT (INCLUDING MATTERS ARISING FROM PREVIOUS MEETING) (Pages 1 - 48)
3. PUBLIC QUESTION TIME
4. FUNDING ROADSHOW

There will be exhibition stands and information from groups that the area forum funding has contributed to including:

- *Wirral High Flyers*
- *Wirral Grandparents Active Group*
 - *Rock Ferry Partnership*

5. FUTURE MEETINGS / PRESENTATIONS

Tuesday 15th June 2010 (Venue to be confirmed)

6. ANY OTHER BUSINESS

Wirral's Area Forums



Birkenhead Tranmere and Rock Ferry Area Forum

Thursday 11th Feb 2010

**Rock Ferry Community Centre
259 Old Chester Road
Rock Ferry
CH42 3TD**

7.00-9.00pm

Andy Brannan- Community Engagement Co-ordinator

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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
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Area Forum

Thursday 11th February 2010

7.00pm

AGENDA

1 Welcome, Introductions and Apologies

2 Area Co-ordinators Report

Including:

-Matters Arising from June 09

3 Public Question Time

4 Funding Roadshow

There will be exhibition stands and information from groups that the area forum funding has contributed to including:

- Wirral High Flyers
- Wirral Grandparents Active Group
 - Rock Ferry Partnership

5 Future meetings/presentations

Tuesday 15th June 2010 (Venue to be confirmed)

6 Any Other Business

Section One

Minutes

Previous minutes

Wednesday, 14 October 2009

<u>Present:</u>	Councillor	P Davies (Chair)
<u>In attendance:</u>	Councillors	C Meaden WJ Davies, M McLaughlin
<u>Community Representatives:</u>		Peter Exley
<u>Lead Officer:</u>		David Ball
<u>Area Service Co-ordinator:</u>		Andy Brannan
<u>Wirral University Teaching Hospital Foundation Trust</u>		Sandra Shannon
<u>NHS Wirral:</u>		Tina Long
<u>Merseyside Police:</u>		Inspector Mick Blease
<u>Merseyside Fire and Rescue service:</u>		Richie Clarke
<u>Area Street Scene Manager</u>		Garry Cummings
<u>Council Officers</u>		Ian Lowrie (Community Safety Team, Carol Sharratt (minute taker)
<u>Apologies</u>	Councillors	B Kenny, J Stapleton Lenny McCormick , Hazel Roberts (Together)

1 WELCOME, INTRODUCTIONS AND APOLOGIES

Councillor Phil Davies informed the Forum that the Chair, Councillor Jean Stapleton, was unable to attend the meeting due to feeling unwell and that he would be chairing the meeting. He opened the meeting, welcomed the Forum members and thanked the 7 members of the public who had made the effort to attend this Area Forum meeting in Well Lane Primary School. He invited the Forum members to introduce themselves.

Apologies were received from Cllr Jean Stapleton, Cllr Brian Kenny, Hazel Roberts and Lenny McCormick.

2 AREA CO-ORDINATOR'S REPORT, INCLUDING MATTERS ARISING FROM JUNE 09 AND YOU DECIDE RESULTS FOR BIRKENHEAD, TRANMERE AND ROCK FERRY

The Area Co-ordinator, Andy Brannan, thanked everyone for attending and informed the Forum that copies of the report were available at the meeting, and included:

- the minutes from the last meeting, on page 4
- matters arising, on pages 10-11, covering issues raised at the last Forum meeting

Andy added that he would be happy to deal with any questions / issues arising from the report and that his contact details were included on the report.

Peter Exley mentioned that he was still waiting for confirmation of how much each yellow sign costs. David Ball confirmed that Gary Cummings would find out and contact Peter about this.

You Decide 09/10 – Andy informed the Forum that this was the second year of the project and confirmed that £20,000 was available for additional Council services and that the top results of the recent questionnaire were as follows:

- Positive outdoor activity days for young people
- Temporary CCTV
- Household security
- Deployment of 3 youth respect workers
- Community sports festival and community environment day

In addition to this £18,200 was available for highway and road safety improvements, with the following top results:

- More street lighting
- Additional dropped kerbs

The area should see some positive results from these additional services / improvements.

Andy also informed the Forum that consultations were taking place for the following:

- Shoreline Management Plan
- Governance Review

Information on these, along with details of how to get involved and have your say, was available at the meeting.

The Chair thanked Andy for his report / update and asked if there were any issues / questions. None were received.

Minute Decision:

Resolved that:

- (i) The Area Co-ordinator be thanked for his report / update**
- (ii) Garry Cummings contact Peter Exley re: cost of yellow signs**

3 AREA PLANS UPDATE

David Ball informed the Forum that the Area Plan needs to be refreshed and discussions were taking place with the Chair on how this should be done. Information on this will be sent out in the next few weeks and it is hoped that a draft plan will be available for discussion at the next Forum meeting.

4 PUBLIC QUESTION TIME

The following questions / issues were raised:

1. Jim Cadwallader – are there any plans to try and reduce the carbon footprint for police / emergency / council vehicles? The Council could look at putting resources into place for this, e.g. setting up a green energy petrol station, where fuel is produced from waste, for such vehicles
2. The Chair asked if there were any initiatives on this from public agencies. David Ball informed the Forum that carbon reduction was important and that some work was going on nationally on the introduction of electric vehicles, but that not enough facilities were available at present. He agreed to see if he could get any more information on this.
3. Inspector Blease added that Merseyside Police had trialled a dual fuel vehicle (in Heswall) but that the results were not available on this yet. All police vehicles went to diesel, but the expected savings were not made, and prove to be very costly.
4. Peter Exley added that bio-fuel has to be refined and filters and requires additives. It is sought after and can be purchased, but demand is leading to the production of crops for fuel rather than food. Electric vehicles are not suitable for police cars.
5. Richie Clarke informed the Forum that he had been on various conferences about this. A lot of effort was being made both nationally and locally, to reduce energy consumption and the Carbon Trust are putting resources into reducing the carbon footprint. Bio-diesel is not suitable for emergency vehicles as they are too big but initiatives, such as replacing ancillary vehicles more often, are in place.
6. Peter Exley – Rock Ferry shore was mentioned at the previous Forum. £10m of funding is required to put into place plans to sort out the wall between Rock Ferry and Seacombe, is this dependent on private or council funding?
7. David Ball – the funding will need to come from external sources and will form part of a larger scheme, including:
 - a. Yacht club - improving facilities, access to water, opening up the pier, the esplanade
 - b. Shorefields area – New Ferry
 - c. Bromborough Landfill Site – part of a major scheme through Newlands Phase 2 programme

d. International Business Park down to Eastham

8. The next step will be to get external funding and the whole project will take several years to complete.
9. Peter Exley – Which external sources are being looked at to fund the above project?
10. David Ball – North West Development Agency, National Lottery, English Heritage. The local MPs (Mr Chapman and Mr Field) are in support of this, along with the local ward councillors.
11. Richie Clarke – Are there any plans for the disused jetty, as this is a safety issue?
12. David Ball – the Admiral PH is to be demolished to make way for a new yacht club and boat storage area adjacent to the slipway. It is proposed that the structure of the jetty will be refurbished for use as a public view point. The plans are at a very early stage and will be discussed in more detail when the amount of funding available is known. Consultation will then take place with relevant agencies and planning permission will be sought.
13. Councillor McLaughlin added that the councillors are supportive of this scheme.
14. Garry Cummings – will the Yacht club keep their current premises?
15. David Ball – Yes, this is a Grade II Listed Building, and this may be used as offices, but the detail still has to be agreed.
16. David added that detailed discussions need to take place re: access through the residential area and the possibility of an access off the by-pass. The Police will be invited to comment on this.
17. Peter Exley expressed his disappointment that the Admiral PH was being demolished.
18. David Ball - confirmed that the plans include the demolition of the PH but that the quality of the new build will be impressive.
19. Jim Crocker – the Yacht club premises is older than Birkenhead and could be used as a visitors centre.
20. David Ball – confirmed that the history had been looked at in detail, and that the aim was to blend the historic into the new development. He was not sure about the feasibility of a visitors centre, but this would be considered. The Heritage Trail tries to pick up such sights.
21. Councillor Bill Davies – the Yacht club building is listed and there are always three rooms in use, what state is it in? On a health and safety note the number of people living in the area may need to be considered due to its proximity to the Shell refinery.
22. David Ball – It is not in a good state of repair but it does have a lot of history. The plan is to keep and improve the building but the future use has not yet emerged. The project will be discussed with the Health and Safety Executive and other Statutory Authorities when more detailed plans are drawn up.

23. The Chair confirmed that the Forum would be kept updated on this project.
24. Jim Cadwallader - dealers bringing drugs into the country should be treated as terrorists, as money used to buy arms that may be used against English forces abroad.
25. Inspector Blease – the Misuse of Drugs Act 1971 is fit for purpose when dealing with drug dealers. Anti-terrorist laws wouldn't add any more power to the police when dealing with such matters.
26. Collette McDonagh – Could the Birkenhead CSO's patrol the Harden Avenue / Grange Road West area on Saturday afternoons and weekend evenings? There are groups of youths walking alongside elderly people and young girls walking in the area and knocking them into the road.

Inspector Blease – agreed to look into this. Ian Lowrie also agreed to look into this

Collette also raised the issue of disabled access to Merseyrail stations at Rock Ferry, Hamilton square and Green Lane. David Ball said he would refer these issues to Merseytravel for a response and report back to the next meeting of the Forum.

Minute Decision:

Resolved that:

- (i) **David Ball to find out if there was any further information on schemes to reduce carbon emissions**
- (ii) **Inspector Blease and Ian Lowrie to look into problem of youths knocking pedestrians into the road within the Harden Avenue / Grange Road West area**

5 AREA FORUM PARTNER UPDATES

The Chair invited the partners to give brief updates:

NHS Wirral:

Tina Long informed the Forum that a detailed briefing was available in the Area Co-ordinator's report and highlighted the following:

- Planning permission for the redevelopment of St Catherine's Hospital has been approved
- Swine Flu – Wirral still has a relatively low number of incidents, but this could increase in the winter months. In most cases the symptoms are fairly mild, but tammy flu vaccinations for vulnerable groups will start next week and people will be invited in by their GPs along with the seasonal flu vaccinations.

The Chair thanked Tina Long for her update and the following questions / issues were raised:

1. Jim Cadwallader – How often do specialist dieticians go into schools to ensure that issues such as children with celiac disease are picked up, as it can result in young people being chastised for creating a disruption when it could be that they have such a disease and that the food they have eaten has triggered off

their change in behaviour? I have been working in schools on a drumming project and am concerned about this.

Tina Long – we are doing a lot of work with schools and working with the Council to put sessions into schools looking at all aspects of health.

Wirral University Teaching Hospital Trust:

Sandra Shannon informed the Forum that she was pleased to be attending her first Forum. She confirmed that leaflets and information on the Trust were available at the meeting, and highlighted the following:

- Infection control – there has been a lot of successes in reducing infection with MRSA down by 50% from last year and bowel infection further reduced by 30% from last year.
- Improvements - there has been a big focus on improvements and capital investment, including:
 - £1.6m investment by NHS Wirral to provide a specialist stroke centre
 - Development of a multi-purpose women's / children's hospital service, including birthing pools, overnight facilities for parents, ward upgrades. Photos of the new facilities were available at the meeting
 - New dialysis unit
 - Installation of a second MRI scanner at Arrowe Park Hospital.

The Chair thanked Sandra Shannon for her update and the following questions / issues were raised:

2. Chair – when will the new hospital open?

Sandra Shannon – it will be a phased approach over the next 18 months. The Ronald MacDonald accommodation facility for parents has opened.

Police:

Inspector Mike Blease informed the Forum of the following:

- Robberies were down; there had been no robberies in the neighbourhood since 26 July 2009.
- Since 1 April 2009 we have had to improve public confidence levels re: anti-social behaviour, the police ran a survey on this and our neighbourhood had the best return figures (80%).
- We have been working hard at reducing crime and levels have dropped compared with the previous year
- Bernard Lawson is the temporary Acting Chief Constable and a new Chief Constable should be in place by January 2010
- New Police Station – planning permission has been approved and station should be ready by early 2012. Birkenhead and Laird Street Police Stations will close and Well Lane Police Station will remain.

The Chair thanked Inspector Blease for his update and the following questions / issues were raised:

Councillor Meaden

3. Have you noticed any decrease in incidents now that the alley gates have been secured?
4. At the Youth Parliament conference yesterday the young people asked for statistical information on anti-social behaviour (ASB) within age groups, as only read about bad youths not good youths in the media, yet mainly often only read about adult ASB in the newspapers.

5. At the previous Forum it was agreed that you would bring a Tsar gun to the meeting

Inspector Blease – (3) yes, since catching the perpetrator (the window cleaner) the gates are now secure and the quality of life for the residents has improved dramatically. (4) Older people (25+) would go straight to an ASB order whereas other options would be considered for younger people prior to issuing an ASB order, therefore need to be careful when using statistics. (5) This has been delayed as a de-activated gun is not yet available.

Councillor Bill Davies –

6. What is your view of the knife culture in Birkenhead?
7. Has the level of violence decreased at clubs and are detectors used to see if weapons are being carried?
8. Is there a fixed penalty for people riding bicycles through the Precinct, as the security staff say that they are not allowed to stop them?

Inspector Blease – (6) incidents are mainly domestic, it is very rare to see people on the streets with knives. (7) Incidents at night clubs are tackled to make them safer places, e.g. premises where glass has been used as a weapon is made to use plastic glasses to stop incidents. (8) The security staff does not have powers to stop cyclists, and the Police have to prioritise where to put resources.

(7) Ian Lowrie added that part of the condition of club licences is that they must have CCTV system to video image and if this is not available the club could lose its licence.

9. Peter Exley – Why are motorists being observed and cars being pulled in when coming out of the tunnel / train stations, causing delays?

Inspector Blease – spotters looking out for drivers using mobile phones, not wearing seat belts etc. pass on information and these drivers are stopped. The Police do not pull over all cars, such events are usually surveys, such as the census where the Police assist to ensure safety.

10. Jim Cadwallader – thanked Inspector Blease for help with building links with schools and Police through the CSOs.

Jim Crocker

11. Can something be done about the traffic in problem in Ionic Street, as this is getting out of hand?
12. Disabled access is required at railway stations – such as Rock Ferry.
13. Collette McDonagh – The lower level lift at Hamilton Square are being switched off causing difficulties for passengers.

(11) Inspector Blease agreed to look into this.

(12) & (13) The Chair requested that the Area Co-ordinator take these issues up with Merseytravel.

14. Collette McDonagh – can there be more co-ordination with Wirral Partnership Homes (WPH) on the dates of the Neighbourhood Action Group (NAG) meetings, as WPH had date of 7th October for meeting.

Inspector Blease – confirmed that the meeting is due to take place on 21st October and that WPH would be informed of this.

Community Safety:

Ian Lowrie informed the Forum that information on the work of the Community Safety team was included in the Area Co-ordinator's report and highlighted the following:

- We need to design out crime by putting into policies and checklists to aim to stop crime before it happens - an inter-agency meeting on serious inquisitive crime is taking place tomorrow.
- St Catherine's Hospital has been designed to stop crime happening.
- Crime and Reduction Partnership – involves a number of different agencies and meets quarterly. It is responsible for checking on crime and disorder and putting strategies into place.
- Face the public session – event will be held on 3rd November 2009, 9.30 – 1.00pm at the Belmont Suite, Tranmere Rovers (including lunch). Anyone interested in attending should contact Kim Harvey at Royal Standard House on 0151 644 4500
- Inside Justice Week – on 22nd October 2009 the courts will be closed for the day and sessions aimed at violent crime, e.g. mock trials, will be held. This will involve young people and will hopefully be effective in reducing crime and showing what is involved, such as witness protection.
- Hate Crime – there will be a conference early next year to look at the six strands of hate crime and to help ensure that this becomes a thing of the past.

The Chair thanked Ian Lowrie for his update and the following questions / issues were raised:

15. Jim Cadwallader – One in ten Caucasian young men find it difficult to read and write. Are you coming across these under the hate crime as they find it difficult to communicate?

Ian Lowrie – I have not come across this as an issue, but people that are arrested are assessed and helped through the process where appropriate.

Fire & Rescue Service

The Chair advised the Forum that Richie Clarke had to leave the meeting early, but that an update was available on page 15 of the Area Co-ordinator's report.

16. Peter Exley - the new recycling scheme requires van/trailers to have a permit at the recycle centre and wood is not treated as recyclable – why is this as wood can be used to make chipboard?

Garry Cummings – agreed to look into this issue and report back

Minute Decision:

Resolved that –

- (i) The partners be thanked for their updates**
- (ii) Inspector Blease to bring a tsar gun to the next meeting; look into traffic problem in Ionic Street; and contact WPH re: date of NAG meeting**
- (iii) Andy Brannan to contact Merseytravel re: disabled access at railway stations / lifts at Hamilton Square Station and report back on these issues**
- (iv) Garry Cummings to report back on the issue of wood as a recyclable product**

6 FUTURE MEETINGS / PRESENTATIONS

The Chair informed the Forum that there will be a report on the Area Plans and that it had been suggested that some of the groups that had been funded through the Forum could be invited to give a brief presentation on the project funded. It was agreed that this would be the main item at the next meeting.

The next meeting will take place on 11th February 2010 at Rock Ferry Community Centre.

Minute Decision:

Resolved that - Andy Brannan to organise an Area Plan update and presentations by groups funded through the Forum for the next meeting

7 ANY OTHER BUSINESS

Publicity / Forum attendance

The Chair – are residents groups informed of the Forum dates as part of the forum advertising?

Area Co-ordinator – the Forums are advertised in the Globe, Information Points (Libraries / GPs / Dentists etc.) and through the Voluntary and Community Sector Network. He explained that areas had been leafleted in the past, but this had not led to an increase in attendance at the meetings.

Bethany – commented that she went onto the Council website and only found dates of forums up to June 2009. The Area Co-ordinator agreed to look into this.

Collette McDonagh – could the Ward Councillors include details of the Forums in their quarterly newsletters?

Chair – felt that this was a good idea and agreed that this would be done.

Peter Exley – added that he was aware of at least five residents' representatives that had been told about this meeting, but that only one of them was at the meeting. He added that, with some co-ordination, information on the Forums could be included in the leaflets handed out by Tranmere Together.

The Chair requested that the Area Co-ordinator follow this up

Garry Cummings – the forum dates could be included on the bin calendars

David Ball – information on the forums could be sent by e-mail

Councillor Meaden added that a previous forum held workshops rather than a meeting over 100 people attended.

The Chair agreed that this would be considered for a future meeting.

Tranmere Together

David Ball informed the Forum that Tranmere Together Neighbourhood Management will merge with Lairdside Trust from 2nd November 2009.

Ian Lowrie informed the Forum that a fundraising event was taking place on 16th November 2009 – 7pm at Birkenhead School to raise funds to provide educational facilities and urged everyone to attend. Leaflets were available at the meeting.

Promenade Improvements

Jim Cadwallader – the costs for works on the promenade improvements could be kept down by the following:

- Working with the long-term unemployed, using them to work on the project and just paying their expenses / providing meals.
- Working with Jails to utilise skills of prisoners (such as scheme is in operation at Walton Jail).

The Chair thanked Jim for these suggestions and David Ball confirmed that he was aware of such initiatives and agreed to consider using such schemes.

The Chair thanked everyone for attending at the meeting closed at 8.40pm

Minute Decision:

Resolved that –

- (i) Andy Brannan to look at updating Council website with forum dates and to liaise with Tranmere Together to arrange for the Forum dates to be included in their leaflets**
- (ii) Councillor Phil Davies to arrange for forum dates to be included in the Councillor's quarterly newsletters**
- (iii) The Chair to consider workshop style format for future meeting**

Matters arising

1. Garry Cummings contact Peter Exley re: cost of yellow signs

The signs cost approximately £23,000 themselves and the cost of erecting all 49 was approximately £20,000. In terms of value for money, we consider that by raising road safety issues with drivers, if these signs save one accident over a year – then they would achieve over 200% 'rate of return'.

2. David Ball to find out if there was any further information on schemes to reduce carbon emissions

A verbal update will be given on the night.

3. Inspector Blease and Ian Lowrie to look into problem of youths knocking pedestrians into the road within the Harden Avenue / Grange Road West area

Extra attention has been given to the area of Grange Road West at the times specified. Following this no other incidents have been recorded.

4. Inspector Blease to bring a tsar gun to the next meeting; look into traffic problem in Ionic Street; and contact WPH re: date of NAG meeting

It is hoped that a tsar gun will be brought to the next forum. This depends on if the gun is in use somewhere else within the police force..

5. Andy Brannan to contact Merseytravel re: disabled access at railway stations / lifts at Hamilton Square Station and report back on these issues

A verbal update will be given on the night.

6. Garry Cummings to report back on the issue of wood as a recyclable product at the recycling centre.

Wood can be recycled, however to discourage businesses taking advantage of this and depositing lots of wood the centre made the decision to limit 'van' visits to 4 per year. Hopefully this is a reasonable compromise for private and trade users.

7. Andy Brannan to organise an Area Plan update and presentations by groups funded through the Forum for the next meeting

February's area forum will concentrate on area forum funding by highlighting some of the groups that have received funding, show residents how funding has been used in the area and offer funding advice to other groups and organisations.

8. Andy Brannan to look at updating Council website with forum dates and to liaise with Tranmere Together to arrange for the Forum dates to be included in their leaflets

The dates for the next forum have been updated on the area forum section of the council website and details were forwarded on to the residents who attend the Tranmere Together meetings.

9. Councillor Phil Davies to arrange for forum dates to be included in the Councillor's quarterly newsletters

The future area forums will be advertised in the newsletters wherever possible.

10. The Chair to consider workshop style format for future meetings

February's forums will focus on a funding roadshow style event, showcasing some of the projects that have received funding through the area forum and offering funding advice to other groups in the area.

The Community Engagement Team is continually looking at improving the area forums and the proposal to re-introduce a workshop style format to June's forum will be fully discussed with the area forum members.

Section Two

Local Updates

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

They involve local ward councillors, police, 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.

Anti Social Behaviour Team

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

Reported October 2009:

- 41-year old male from Osbourne Grove, New Brighton was issued with an eviction order due to convictions for offences including Possession of Class C drugs, Possession of Cannabis with intent to supply and Possession of Class A, B and C drugs. The order was postponed for one year on condition he complies with the terms of his tenancy agreement*;
- Female evicted from Birkenhead issued with an eviction order following offences committed by her sons; two of which had been subject to an Acceptable Behaviour Contract (ABC) and a 3-year Anti-Social Behaviour Order respectively. The order was postponed for two years on condition she complies with the terms of her tenancy agreement and her eldest son does not reside at the property*;
- 25-year old male from New Chester Road, New Ferry, issued with a 2-year Anti-Social Behaviour Order for threatening behaviour towards an officer employed by Wirral Council at The Oval, Bebington;
- 21-year old male from Mainwaring Road, Bromborough, had an Anti-Social Behaviour Order against him extended for a further year due to breaches*.

Reported November 2009:

- 35-year old female from St Oswalds Avenue, Beechwood, was issued with an eviction order due to multiple breaches of her tenancy agreement for a range of offences committed by her and/or members of her household and/or visitors to her property. The order was suspended for two years on condition that the tenant complies with the terms of her tenancy agreement**.
- 34-year old male and 42-year old female of Rodney Street, Birkenhead, were issued with 2-year Anti-Social Behaviour Orders, following a catalogue of anti-social and criminal behaviour related to aggressive street drinking;

Reported December 2009:

- 40-year old male from New Hey Road, Woodchurch, issued with an Anti-Social Behaviour Injunction following an alleged serious incident involving a neighbouring household. As part of the order he is banned from returning home for four months;
- 51-year old male from Victoria Road, Tranmere, issued with an interim Anti-Social Behaviour Injunction due to alleged threatening behaviour towards a Wirral Partnership Homes' employee. A further hearing is awaited*;
- 37-year old male of no fixed abode issued with an interim Anti-Social Behaviour Order following a catalogue of alleged anti-social behaviour. The order bans him, amongst other things, from parts of Greasby, Arroe Park, Woodchurch & Upton. A further hearing is awaited.

* issued in partnership with Wirral Partnership Homes.

** issued in partnership with Beechwood & Ballantyne Community Housing Association.

Additional activity has included:

□ Youth Respect Team

The Anti-Social Behaviour Team's youth outreach team (Youth Respect Team) has operated in Seacombe, Poulton, North Birkenhead, Bidston, Bebington and Noctorum;

□ Badges identify team members in a flash (October 2009)

Wirral Anti-Social Behaviour Team officers have come up with a bright idea to help them be more visible on duty as the winter nights draw in. The team, whose aim is to prevent and tackle anti-social behaviour, started wearing a uniform in 2007 to help identify them on the streets. The bright red outfit, which is also worn by the Youth Respect Team, is now a well-known sight among adults and young people alike. Now the team has added LED badges to its uniform to increase its visibility at night. The badges scroll the name of the team member and the team they represent in bright red.

□ Partners line up for Not In My Neighbourhood week (November 2009)

Wirral residents and agencies took to the streets for a week of action to tackle crime and anti-social behaviour. 'Not in My Neighbourhood Week' ran across the country from 2-6 November 2009 to promote what is being done locally to tackle crime and anti-social behaviour and encourages the police, public services and communities to work together to keep streets safe. Police led activity took place in Seacombe, Poulton, Moreton, Wallasey, West Kirby, Heswall, Bromborough, Noctorum and Tranmere.

□ Local children take a starring role with new anti-social behaviour vehicle (November 2009)

Wirral Council's Anti-Social Behaviour and Housing Market Renewal Initiative (HMRI) Teams together launched a new resource to help prevent and tackle anti-social behaviour. The partnership saw the launch of a new 'Community Reassurance Vehicle', equipped with CCTV, and is designed to be deployed primarily into the Housing Market Renewal areas. The vehicle will be used as an information point for residents and will be operated by an Enforcement Officer, funded to work specifically in the HMRI area, who will use the vehicle as a resource to raise levels of awareness amongst adults, children and young people around anti-social behaviour and its consequences. The vehicle will also be used to provide reassurance and act as a deterrent to unacceptable behaviour.

At the launch event at Wallasey Town Hall, Caroline Laing, Manager of Wirral Anti-Social Behaviour Team, congratulated children and young people from across Wirral and North Wales for taking part in a competition held at this year's Wirral Show. At the show, the Team called upon budding young sleuths to investigate their way around their promotion stands, answering simple questions about alcohol that enabled them to enter a competition for the chance to visit a professional mobile studio at the Show and have a photograph taken, either by themselves or with their friends or siblings.

It was left to the children and young people's imagination how to make the photograph as interesting as possible using the investigation themed props such as binoculars and magnifying glasses. Those who took part also received a free 'respect' key ring containing their photograph. The twenty-one winners, whose photographs included single, couple and group shots, were invited to attend the

launch with their families to witness the grand unveiling of the new vehicle. The vehicle was officially launched with a ceremonial cutting of the ribbon by 7 year-old Jack Wallace of Woodchurch, who is pictured on the vehicle posing with magnifying glass and walkie talkie.

□ Section 30 areas hailed as success in Seacombe (December 2009)
Action earlier this year, which designated two areas of Seacombe as dispersal zones to tackle anti-social behaviour, was hailed a success. In January 2009, the Brougham Road and Percy Road areas of Seacombe were designated as Section 30 dispersal zones for six months by Merseyside Police, in partnership with Wirral Anti-Social Behaviour Team, to tackle increasing problems with anti-social behaviour by young people in the area. The powers, under the Anti-Social Behaviour Act, mean that police officers can move youths on and make arrests on those who return within 24 hours.

A random survey of local residents was carried out by the police to find out what impact the Section 30 designations had on the problems. Surveys were completed in February 2009 at the start of the designations and again eight months later. The designations expired in July 2009 but were reinstated later that month within smaller areas in the Brougham Road and Percy Road areas to specifically focus and target activity upon the most problematic roads. These further designations were linked into wider activity with partners that included youth engagement and diversion; environmental catwalks with agencies and residents to identify and address issues such as graffiti and flytipping; high visibility policing and enforcement and advice surgeries for residents.

Analysis released by the Joint Community Safety Team shows that the number of residents who considered youth disorder to be a serious problem reduced from 70% to 37%. Questions were also asked around how safe residents felt at home, near their home and in the park during the day and evening. Feelings of safety improved in ten out of the twelve questions asked, with the percentage of people answering that they felt 'very safe' increasing in all but one question.

Further perception surveys will be completed at the conclusion of the current designations in the area.

□ Truancy crackdown re-launched in Wirral (December 2009)
Wirral Council and Merseyside Police joined forces to crackdown on truants. An anti-truancy blitz stopped more than 90 young people during a four-day period in November and December. The relaunched crackdown on truancy will see officers from the Police and Council return to the streets of Wirral in the New Year and use information from schools and members of the public to target known truancy hotspots. Anyone with information on truancy can contact the 'It's Your Call' hotline on 606 2020.

□ Confiscation Cops hit the streets at Christmas (December 2009)
A partnership between Merseyside Police and Wirral Council's Anti-Social Behaviour Team hit the streets again for the festive season following its successful operation over the summer holidays. The dedicated patrol of police officers, branded as the 'Confiscation Cops', patrolled the borough focusing on removing alcohol from young people. The officers were visiting locations across Wirral, both in a high visibility vehicle and on foot, to patrol areas where young people congregate, responding to public concerns. Targeting hot-spot locations of alcohol-fuelled anti-social behaviour, identified by analysis of data from police and other partner agencies, which includes calls from the public, the officers confiscated alcohol from young people.

During August 2009, operating on Friday, Saturday and Sunday evenings, the dedicated patrol spoke to 245 young people. 90 units of alcohol were seized and 18 young people were signposted to support services.

The 'Confiscation Cops' patrols are funded by the government's Youth Taskforce as one of a number of initiatives to tackle alcohol fuelled anti-social behaviour by young people. Residents can report locations where young people are engaging in alcohol misuse to the police on 709 6010.

Equality and Diversity

Wirral Council is accredited at level 3 of the Equality Standard!

The Equality Watch team are thrilled to announce that Wirral Council has been awarded level 3 status of the current Equality Standard for Local Government (ESLG).

A peer challenge team from the Improvement and Development Agency were on site for 2 days at Wallasey Town Hall (20th/21st May) and re-visited us on 20th November for final assessment. Over the 2 day period Councillors, Chief Officers, staff, representatives from partner organisations, members of the equality watch scheme, local strategic partnership members and community representatives took part in focus groups and interviews.

We would like to take this opportunity to thank EVERYONE who took part in the process both behind the scenes, leading up to the assessment and over the 2 day challenge itself. A huge thank you is extended to Departmental Equality Groups, Staff Diversity Forums, Corporate Equality and Inclusion Group, Equality Watch Team and staff who have worked so tirelessly over the last 18 months to get us where we are today!

The 'Standard' has changed recently, with effect from March 2009 a new framework has been introduced which will be fully implemented by September 2009, called the 'Equality Framework for Local Government' (EFLG). Under the new framework Wirral has migrated to 'achieving' status which replaces level 3 and we aim to reach excellent status by 2012.

Second annual Diversity Day event hailed a huge success!

Wirral's second annual Diversity Day event was held on Wednesday 4th November 2009 at Wallasey Town Hall between 2pm – 9pm.

The event was organised by Equality Watch, the council's equality and diversity programme team and built on last year's event which was aimed specifically at employees. This year the event was open to members of the public, over 800 people visited the event throughout the course of the day / evening. Everyone was invited to drop-in on the event and sample cultural food, see what services are provided by our local communities, talk to colleagues who have joined a staff diversity forum and see what services our partners are providing. Diversity Week is designed to raise awareness and involve staff and citizens in the promotion of equality and diversity.

Promoting equality of opportunity is about ensuring that people from different groups do not suffer discrimination. Recognising diversity means understanding how people's similarities and differences can be harnessed for the benefit of the whole community.

Diversity Week is also a platform to learn more about your community, challenge misconceptions, promote community relations and develop innovative ideas to achieve equality and promote diversity.

The Equality Watch event was opened by the Mayor Andrew Hodson and the Chief Executive Steve Maddox. The event was closed by the Deputy Mayor Alan Jennings.



The Equality Watch team would like to thank the organisations that helped to sponsor the event:

- Merseyside Police
- NHS Wirral
- Wirral Partnership Homes
- Merseyside Fire & Rescue Service
- Wirral University Teaching Hospital NHS Foundation Trust.

A wide range of activities were provided throughout the day and we would like to thank all those entertainers who provided a wonderful atmosphere which helped to make the day successful. Some of the activities that took place in the civic hall were: Lion Dance, Sign along with Wirral Taiko Dragon Drummers, Bell Dancer, String Quartet, Polish Folk Musician, Wirral Youth Theatre. Other activities include the Respect bus being situated outside the town hall, a lantern parade competition involving day centres and a diverse football tournament in conjunction with Tranmere Rovers Football Club. The Council Chamber hosted a debate by members of the Executive Youth Board

The food was a great success, People enjoyed the variety of Greek, Chinese, Thai and Polish food.

Lantern parade was one of the highlights the day. The lantern competition yielded a high standard of entries and the judging panel decided to award three third places.

The lantern competition results are:

First Place - Riverside People's Centre

Second Place - Prenton Resource Centre

Joint Third Place - Highcroft People's Centre, Moreton Centre, Christine Gaze Forum Housing

The prize draw was drawn by the Council Chief Executive Steve Maddox on Monday 9th November 2009. The results are:

First Prize - M Hears

Second Prize - Sheila from Women's Enterprise Breakthrough

Third Prize - R Perry

Youth Voice Conference

The Equality Watch team were privileged to be invited to deliver three Equality & Diversity workshops at this year's Youth Voice conference which took place at Wallasey Town Hall on Tuesday 13 October. The theme of this year's conference was 'Perceptions of Young People'. There were 132 young people at the conference from across Wirral and the Equality Watch team would like to thank Maureen McDaid, Lindsay Davidson and Debbie McCabe from the Youth Service for their

support. Special thanks of course to all the young people who took place in the workshops for making them so interactive and interesting!

Launch of new Gender Identity Policy

Wirral Council's new Gender Identity Policy was launched by the Mayor of Wirral, Cllr Andrew Hodson on 8th September, 2009 at Wallasey Town Hall. Also in attendance were Wirral Council's Chief Executive, Chief Officers, council officers, elected members, members of Wirral's transgender community, representatives from the Council's employee diversity forums and from the community and voluntary sectors. The Mayor welcomed people to the event and the Chief Executive re-affirmed the Council's pledge 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

At the launch members of the transgender community gave a 'from the heart' and moving account of the issues that affect transgender people, both before and after their transition to their acquired gender.

Members of the audience commented that they found the event very informative and it was an ideal opportunity for people from different sectors of the community to network and learn about other people's experiences.

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 0151 691 8430 or Andrea Morrell-Foulkes on 0151 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, and finally and most importantly, Gets out especially in an emergency.

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. To date over 100 council buildings have had their public areas assessed and recommendations have been made. The recommendations are grouped under the following headings:

- essential or immediate This is where there are hazards or where there is a potential for action being taken under the Disability Discrimination Act or there are health and safety implications. This could be the highlighting of steps, filling in of mat wells or releasing the emergency alarm in an adapted toilet or moving a display stand which is blocking a fire exit.
- desirable Anything appearing under this category would improve the accessibility further, such as providing a portable induction loop for meetings or fitting a second handrail to steps or a ramp.
- refurbishment This is where bringing up to the current standard when repairing or refurbishing such as when a door needs repairing make sure it has the current vision panels and fittings, when redecorating make sure the guidelines for tonal contrast are met or on a larger scale install a lift to the upper floors.
- Maintenance These consist of minor items which can be accommodated within the day to day maintenance such fitting push plate or kick plates to doors, sweeping up leaves on ramps in winter or moving furniture or displays to allow circulation space. 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 or 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

Youth Service Update

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.

The Viking Youth Centre is open for main three sessions a week Tuesday, Wednesday and Thursday 7.00pm – 10.00pm. In addition the Trustees run additional weekly sessions for younger children, called the Bantams at teatimes on Wednesday, Thursdays and Fridays. The Youth Club members enjoy a varied programme of sport and creative arts and play a full and active role in the activities of the Youth Federation. Recent activities have included creative cookery, sports nights, discussions on programme planning and a trip to Alton Towers

Birkenhead Youth Action Project undertakes streetwork in different locations in the area including Bedford Road, Victoria and Mersey Parks, the Borough Road, and the Woodlands/ Clifton Park Estate. On a Saturday night, support has been given to the youth club at the Grange Baptist Church. The BYAP liaises with numerous agencies in the area and works closely with a number of community groups, for example, one group of young people who have been involved in consultations for the development of the Woodlands Park are exploring sources of funding to support this initiative. At October half term, the young people participated in a 5 a side competition at the Soccer Dome and others regularly play badminton. Promoting personal safety is of great importance and issues relating to bullying, alcohol awareness and knife crime have been on the discussion agenda with the young people.

Charing Cross Methodist Youth Club continues to be very busy, particularly the Special Needs group who is attracting over 70 young people. The success of the group is attributable to the atmosphere generated by the staff and members that make it a very welcoming environment and the huge array of activities available each session. The club is open on four occasions through out the week Mondays and Wednesdays 6.30 – 9.30 and Thursday 7.00 – 10.00 and Saturdays 4.30 – 7.30. Mondays and Thursday are dedicated to work with special needs young people who come from a wide range of localities and the other two sessions serve the needs of

the local community. The programme for both groups include extensive variety of craft workshops, discos and games and the Club makes full use of a garden area to enjoy games and activities in the outdoors. Fund raising project for Stroke victims led to a member of the club abseiling down the Cunard building dressed as Dracula this raised over £200. Christmas was great fun as we went to the Pantomime this is always popular.

Callister Youth Club is open on Monday and Thursday evenings and has a small regular membership. It is also the base for Senior Member Training

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.

The Trust looks back on 2009 as a year of progress. We now have more than 8,500 Public Members and 5,000 Staff Members, represented by 19 elected Public Governors and five elected Staff Governors. We very much value the contribution that our Members and Governors make to help shape the services we provide.

Capital Investment

2009 saw the start of our £30million, three year development programme at Arrowe Park Hospital. This includes an £11.5million investment to provide a dedicated Women and Children's Hospital at Arrowe Park. This will bring together under one roof, for the first time, all acute hospital services for women and children. A leaflet outlining the changes, the benefits they will bring and the schedule of the dates when various improvements will be open, is enclosed.

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.**

We have already opened a brand new Children's Outpatient Department and December saw the official opening of 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-furbished 20 bed Orthopaedic Unit with 10 en-suite single rooms. We are also investing nearly £1million in adapting our wards to comply with Department of Health guidance on eliminating mixed sex accommodation for patients.

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

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

To meet targets set by the Strategic Health Authority and NHS Wirral we aim to reduce the number of MRSA bloodstream infections (bacteraemias) to no more than 18 in 2009/10 and the number of *Clostridium difficile* cases to no more than 190 in the same period.

We are well on track to achieve this goal and figures released by the Health Protection Agency show that between April and December 2009 there were 118 cases of *Clostridium difficile* compared with 161 cases during the same period in 2008 - a **27%** decrease and, in the same period, recorded cases of MRSA bloodstream infection reduced to 12, a reduction of nine from the same period in 2008.

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's Services Unit at Arrowe Park is also MRSA bloodstream infection free.

'Working Together to Keep It Clean' is 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 Standards

- The Trust was awarded the title 'Best Large Hospital*' in the Dr Foster Good Hospital Guide 2008 which compares services and treatment outcomes at all hospitals across the country.
- 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
- 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 & 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 feature

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 8,500 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.

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



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.

We are committed to innovative and imaginative change in order to help make our communities safer and stronger. We are also committed to integrated working with other authorities, agencies and the voluntary sector to improve public safety and well being.

We have an **Integrated Risk Management Plan** which is a local strategic plan that outlines the measures intended to be taken to continue the modernisation and improvement of services to the people of Merseyside. Past and current I.R.M.P can be viewed online at www.merseyfire.gov.uk or copies of the latest plan are available

at local community fire stations across the district, public libraries and One-Stop shops.

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 several campaigns across Wirral targeting those at risk properties. Over 5,000 properties on Wirral have been visited by crews over the last quarter.

In addition to the above, work has continued in respect of reducing the risk of death and injury across the area. 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. Multiple high rise exercises also took place at the end of January, we worked with the local housing trust to secure a block off flats for the month 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. 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. We have also 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.

Youth Engagement

The Youth Engagement Team commenced a 12 week **Beacon Course** in January for students living on the Wirral. Referrals have all come from Wirral Alternative Schools Programme. The course is running out of Birkenhead Fire Station, is for 1 day a week over the 12 wks and is designed for children aged 11-16yrs. This is a partnership project to engage young people at risk of exclusion from mainstream education and involvement in arson related crime. The course participants are given a learning experience outside the school environment to build their confidence and self-esteem. The course combines practical drill ground and scenario based training with classroom centred activities and workshops-including community fire safety

The course concludes 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

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 successful events were held across Wirral where MFRS, along with Wirral Road Safety, provided child restraint checking information and advice

Fire Fighting Equipment for Wirral Wardens and Rangers

As part of our strategy for Small Fires in Parkland portable fire fighting equipment has been provided to Park Rangers and Community Patrol Wardens. The issue of the equipment will decrease environmental impact by extinguishing small fires on discovery and therefore reducing the Carbon emissions.

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.

Funding has now been agreed to supply the PacLider Portable Water Fire Extinguisher to wardens in Wirral. It was granted by North West Improvement and Efficiency Partnership via North West Fire Service Sustainability Network. MFRS will be providing full training to the wardens and rangers in the safe use of the equipment.

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 scheme will be aimed at young people across Wirral and be a diversionary activity as well as contributing towards the health and education of the young people involved. The partners hope to encourage interaction with the young people and others in the community and to promote health and safe cycling together with citizenship through a club based environment. The workings of the partnership are still in its infancy and progress will be reported at future Forums

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 well under way now 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 or contact via telephone on 0151 296 4600.

FSN are looking to recruit volunteers for the last of their **Bright Spark** programmes running in 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**

Wirral Older People's Parliament



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

Report on our activity in the past few months.

Membership continues to grow, and is currently about 800. Please join if you are 50 plus and live in the Wirral. It is free to join, and you get various benefits:-

1. You receive newsletters and information about events which you can attend free
2. You can contact us with any issues you have about services for older people. We try to take them up with the authorities, and usually get some satisfaction
3. You can get involved in one of a number of different groups and projects we are running or involved in.

Our December full parliament meeting in the Town Hall was addressed by Angela Eagle, our Wallasey MP, in her new role as Minister for Pensions and the Aging Society. A number of questions were addressed to her, and she answered them well.

We had one of our Away Days during the autumn. The topic was "Home Alone". Speakers covered a range of topics of importance to older people on their own, including doorstep crime, suitable housing, and how to downsize; avoiding loneliness ; befriending others and more. We were very grateful to Wirral Partnership Homes for sponsoring the day. Such events can accommodate up to 100, and a lunch is provided free. There is another day planned for this month (February 10th) specially for grandparents caring full time for grandchildren. Do let us know of any such households – they are often really stressed. On March 19th we have booked the Williamson Art Gallery for a big event to coincide with National Dying Awareness Week. We will have solicitors, bereavement workers, and an opportunity to let the NHS and Adult Social Services know just what we want from them when the end of life draws near for us.

We had a number of people coming to us last year about some fairly undignified incidents in hospital. These include aspects of clothing (undignified hospital issue, and difficulties for some in getting their own things laundered); people admitted in an emergency often don't have things they need from home, and have sometimes left

their home in a worrying state, or have a pet or a fire left on; some people with hearing or visual handicaps are not receiving the care

and support they need and some patients with mobility problems are having difficulty getting to and from the toilet. We collected some of these accounts and sent a letter to the hospital chief executive and others, making sure that we also reported on the high degree of satisfaction of many patients. We have been delighted with the response. Several consultants contacted us, and the Matron for older people's wards came to meet with a number of us. She is taking all the issues very seriously. Since the letter, we have also had reports of some people not getting sufficient fluid and nutrition in hospital, and this is an issue of which they are aware.

We met with the head of the Community Podiatry (Chiropody) Service in the autumn, and he told us of recent improvements in service. We gave him the clear message that older people want to maintain maximum mobility, and this means good feet amongst other things. We support any expansion of this service.

We are, in conjunction with others in Wirral, trying to set up a project to look at quality of care in our many residential and nursing homes. Some are excellent. Some receive less good reports. We are applying for a large sum of money over three years to run a project to try and identify what we want from every care home in Wirral. We will need a number of volunteers who will be trained and expenses covered, to visit regularly. Please contact the office if you might be interested.

We would like more people to get involved with our public transport group. Do you have any problems using your travel pass? Are there some journeys you want to make, but the bus and train routes are not there for you? We also want more older people with an interest in lifelong learning and adult education. If you have a national focus – pensions, human rights, age discrimination etc, we have a very active national issues organiser, who wants to know what we all want from the system. And there are some exciting developments in the Wirral over housing for older people needing support.

Finally, our Chair for our first three years of existence, Jack Cuffe, has just handed over the reins to me. We are most grateful for all his efforts, and are delighted that he will accept the new role of President.

Sandra Wall (Chair)
13.01 2010.

STREETSCENE UPDATE

New Highway Maintenance Partner

The following schemes have been constructed by our new Highway Maintenance Partner, Colas Limited, since the last Area Forum.

Over 40,000 sq metres of carriageway surfacing has taken place across the borough, along with over 1200 minor highway works.

Street lighting improvements have taken place in Broadway Avenue, Prenton Dell Road, Rodney Street, Christchurch Road and Torrington Road.

Across the borough, over 40 new street nameplates and 40 new street seats have been installed.

As part of our road safety improvements two pedestrian refuges and one puffin crossing have been completed along with signage improvements on Kings Parade and a number of other smaller safety schemes.

Traffic Management Schemes

Traffic Safety Schemes - the following have been completed since the last Area Forum:

- St Albans School, Liscard - Safer Routes to School (Awaiting Scottish Power connections)
- A41 New Chester Road / Allport Road - Local Safety Scheme
- Meadowside School, Woodchurch - Safer Routes to School
- St Anselms College, Claughton - Safer Routes to School Scheme

Pedestrian Facilities:

- Park Road South / Slatey Road, Birkenhead - Pedestrian Refuge

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

Personal Travel Plan Project

In 2008 the Merseyside Transport Partnership (MTP) commenced a three year Personal Travel Planning (PTP) project as part of the partnership's TravelWise programme to help people make smarter travel choices. JMP Consultants were contracted to support management and delivery of the project. Transport and Travel Research (TTR) provide research and evaluation services in support of the TravelWise Merseyside programme and were contracted to provide independent evaluation of the PTP project.

Following a pilot in Liverpool during summer 2008 a larger project was delivered in Wirral between May & September 2009 contacting 10,000 households, with a goal of engaging with 50% of these. In particular, residents of Heswall, Irby, Pensby & Thingwall were targeted.

The PTP project has the following aims:-

- a) Reduce private motor vehicle kms among participants particularly for morning peak trips into Liverpool city centre and Birkenhead town centre;
- b) Reduce travel and establish sustainable travel patterns among participants; and
- c) Reduce carbon emissions from travel.

Wirral Project

The area of Heswall, Irby, Pensby & Thingwall was selected due to its possible impact to the congestion corridor management programme. It provided the most potential for reducing car use and meeting the programme aims, including high level of car ownership and usage for work trips, comparable car and bus journey times along corridor during 8am-9am peak and capacity on 472 / 71 / 72 bus services.

Specific objectives were set for the Wirral programme, including;

- a) Reduce car use from the project area for peak hour trips to Birkenhead / Liverpool in order to contribute to reduced car trips on the designated congestion corridor.
- b) Reduce car use for other trips to and from the project area in order to reduce traffic growth and encourage sustainable travel behaviour.
- c) Improve efficiency of trips made by car in order to reduce CO2.
- d) Improve perception of sustainable modes of travel and awareness of information sources.
- e) Increase understanding and awareness of TravelWise

Project Delivery

A project office and team of travel advisors was established above Heswall Post Office in May 2009. A community partner launch event was hosted by Councillor Jean Quinn at Heswall Hall on 27th May to gain local media coverage and raise awareness. Prior to this, a before survey was conducted in April with 1000 residents to set a baseline of current travel behaviour.

The project was delivered across four zones, starting in Lower Heswall and Barnston and moved northwards, finishing in Irby & Thingwall by the end of September. At the beginning, a leaflet was sent to homes in each zone outlining the project and inviting participation followed, by three attempts to contact people at home on weekdays, weekday evenings, and Saturdays.

Those available and willing to participate were then engaged in a 10-15 minute conversation to identify information and incentives that would meet an individual's travel needs and encourage sustainable travel behaviour. For those that requested one, an information pack was delivered within 5 days containing incentives and information e.g. cycle maps, walking guides and public transport timetables.

Households where no contact could be made after 3 attempts were sent a 'Missed You' leaflet allowing residents to arrange a consultation at their convenience.

Participating individuals were also encouraged to take part in a TravelWise Challenge for at least one day in the fortnight period after engagement in an attempt to encourage more sustainable travel. Incentives included a week's free bus travel, walking pedometer and a cycle discount voucher. In return householders were asked to record which challenge they'd agreed to, the date(s) they'd taken part and what their thoughts were on the experience. Forms received by the project office went into a prize draw.

Throughout the engagement period, a dedicated page on the TravelWise website was established, 'www.LetsTravelWise.org/Wirral' to communicate the project and its progress.

A customer aftercare service was carried out by the travel advisors during engagement to ensure participants were happy with the level of service they were receiving. At the end of the project, JMP produced a report highlighting the numbers and type of people who took part, the challenges that were undertaken and the number of resources that were requested.

Project Results

In October an independent evaluation of the project was conducted by TTR using a telephone after survey involving 400 participants and 400 non-participants to assess whether the aims of the project had been met. Respondents were asked to recall their travel the previous weekday, any changes of use in modes of transport over the previous and future 3 months and their opinions and awareness of bus travel, cycling and the TravelWise campaign.

The headline results from the engagement and evaluation are as follows;

- 4940 households participated
- 30,732 pieces of information were requested and distributed
- 3741 challenges were accepted

Comparing all participants with the control group saw a shift in favour of sustainable modes of transport of 9.1% and a reduction in car trips of 7.1%.

Participants who changed behaviour reduced car mileage by 5.6km (3.5 miles) per day, resulting in a reduction of CO2 emissions of 18.2%. Car use from the project area along the congestion corridor for peak hour trips to Birkenhead was reduced, but not for journeys to Liverpool. The greatest impact was made on short trips with people switching away from motorised modes to walking and cycling.

Post Project Activity

All partners in the project wish to maintain the sustainable travel habits established as a result of the engagement and learn how a third project could be delivered even more successfully elsewhere on Merseyside in 2010.

It is proposed that a series of Focus Groups be held at the end of January with participants, non participants and those who did not hear of the project. As a result we should understand;

- a) what determines whether someone goes on to change behaviour having spoken to a PTP advisor and how we can help them maintain or increase this change and,
- b) the reasons for non participation and non contact.

There is also the intention to repeat the evaluation survey in 2010 to establish what level of behavioural change is maintained after a period of 12 months.

Recycling Update

Multi occupancy properties - A new recycling service has been introduced to the majority (420) of the multi-occupancy properties across Wirral, enabling residents to recycle plastic bottles, glass jars and bottles, cans, paper and cardboard. A further 57 sites are currently being consulted to enable them to be provided with recycling services. A series of roadshows are due to take place in April 2010 at many of the high-rise flats and sheltered accommodation properties, allowing residents to speak to members of the recycling team and ask them any questions regarding the service. The Waste and Recycling Team will then focus their attentions on providing a recycling service to those in harder to reach areas, currently on a bag collection round for refuse. These are mainly rural locations in the more isolated spots of the Borough.

On-street recycling - Most of the large metal glass bins across the Borough are scheduled to be removed in March 2010. This is to make way for new on-street

recycling bins, to be sited in shopping and tourist areas. The on-street recycling bins have been tested in Birkenhead, Liscard, Heswall and Bromborough and have been favourably received, with shoppers recycling an average of half a tonne of plastic bottles, paper and magazines, drinks cans and drinks bottles since their introduction in April/May 2009. The glass banks are being removed as we have found that many are almost solely being used by businesses, at a cost to Wirral residents. Glass banks will remain at a number of locations, including supermarkets (a full list of locations can be found on www.wirral.gov.uk/recycling)

Heart Wirral Green Month (Oct 09 to Nov 09) - The Waste & Recycling Team sponsored a Green Month with Heart FM Wirral, to promote recycling across the Borough. As part of the campaign, there were 4 different adverts educating listeners on what can be recycled, pages on their website with advice and information along with the public's recycling tips and information. A "Big Swap" was started at the beginning of the month on the breakfast show. The swap started with a budget no frills mobile and ended with a year's car servicing and MOTs worth several hundred pounds (in between there was a bicycle, meal and chauffeur service at a restaurant); this feature promoted the reuse message. The winner of this was chosen at random from those people who submitted their recycling tips.

Street Sweepings

From September 2009, the waste that is swept off the streets by the street sweeping vehicles has been sent for recycling. Approximately 80% of this waste is currently being recycled. This type of waste includes soil, dirt, grit, sand stone and leaf fall.

Wirral continue to recycle and compost approximately 36% of household waste, including street cleansing waste.

Tidy Business Scheme

Since the last report the number of businesses involved in the Tidy Business Scheme has doubled. This has mainly been due to a project naming Oxton Village England's first 'Tidy Business Village'.

The Tidy Business Award scheme is a national campaign led by Wirral Council Officers in conjunction with Keep Britain Tidy. 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.

School Environment Awards 2010

The annual school environment awards ceremony is will take place in Pacific Road Theatre on Thursday the 25th of March, 2010.

Wormery Project

From end of January we will be offering a wormery and critter lodge to every school. The wormeries are being made from recyclables and our primary partners are the Live Wirral Wardens and Cornerstone Training. At the same time we will be giving each school a Cherry Tree, which is being donated as part of the programme by the Cherry Tree Centre.

You Decide

The results of the Area Forums (You Decide) are beginning to come in and we will be organising the following:

- A Community Environment and Sports Day in Birkenhead and another in Tranmere
- A Big Giveaway Day in Bebington and a second in Clatterbridge

More events are expected to be added to this list as the Panels continue to report their findings. It is proposed that we wait until the full list of events under the You Decide Programme is known before we schedule the events.

Cascade Events

This centrally funded series of training events continues across the Borough. We are participating in this promoting Love Food Hate Waste and Recycling. The programme of events is being established for the months of January, February and March. In all it is expected that a further 18 events will take place during this period.

Rock Ferry Health Trainers

We are working with the Health Trainers to deliver Love Food Hate Waste information to persons participating in their Healthy Eating Course currently being run in the Rock Ferry Library. Should this prove successful we will extend our interest across the Borough.

Recycling Update/Technical Services Day with the Over 50's Parliament

On 26th February we are holding our second Annual Roadshow with the Over 50's Parliament. This year we are extending the programme to include informative talks from Street Lighting and Roads.

Art Exhibition (with workshops)

From the 17th to the 30th May in the Pavilion, Birkenhead Park we are holding an exhibition of Art from recyclables. At present we anticipate displays of fashion, handbags, statues, glassware, paintings, mosaics and musical instruments. The works are by both amateur and professional artists some of whom will conduct master-class workshops during the event.

For more information contact jim.smith@wirral.gov.uk

Street Cleansing and Litter Bins

A daily assessment of the standard of street cleansing conducted by Biffa is shows that in excess of 96% of streets inspected on a random basis are cleansed to a satisfactory standard. This is against a contractual minimum target of 95%. (January to November 2009 inclusive)

Narrowing the Gap

Keep Britain Tidy (formerly Encams) conducted a NI 195 survey in Wirral's 5% most deprived areas in March 2008 and again in September 2009. Results showed that from the roads inspected, acceptable levels for litter and detritus figures improved from 67% to 87% respectively in the Super Output Areas. This demonstrates a significant improvement and is attributed to a range of preventative work carried out in these areas by a wide range of partner organisations, enhanced community engagement and changes in cleansing techniques. As a result of these improvements, the gap between the most deprived areas and the remainder of the borough has reduced from a difference of 22% in March 2008 to just 5% in September 2009.

Litter Bins

The litterbins on the coast, which are most exposed to the elements, have been replaced with litterbins made from stainless steel.

A procurement exercise for the general provision of litterbins is underway and this will provide for any outstanding requests for litterbins. Anyone who made a request that was not approved has been advised in writing.

NHS Wirral



Welcome to 2010 – The Year of Health and Wellbeing

2010 is the Year of Health and Wellbeing and we would like to support and encourage Wirral residents to improve their health and wellbeing.

This supplement will provide information on how you can improve your health and on how to get involved with activities that you may not have previously considered taking up.

It will also help you to choose the right service (see Choose Well).

A focus on good mental health and wellbeing

One in four people will suffer a mental health problem at some time in their life. Problems could include mild anxiety, stress or depression. Recognising the early warning signs and knowing what to do is really important.

Help is available from:

- Kooth (for young people aged 11-24) or visit: www.kooth.com
- CALM (Campaign Against Living Miserably) Call 0800 585858 or visit: www.thecalmzone.net
- Advocacy in Wirral Call 0151 650 1530 or visit: www.aiw.org.uk
- MIND Call 0151 512 2200 or visit: www.mind.org.uk

The five ways to wellbeing

Evidence has shown that building actions on a daily basis from the following five ways can add seven and a half years to your life!

1. Connect... with the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community. These connections will support and enrich you every day.

2. Be active... Go for a walk or run. Step outside. Cycle. Do some gardening or dancing. Exercising makes you feel good. Discover a physical activity you enjoy and that suits your level of mobility and fitness.

3. Take notice... Savour the moment, whether you are walking to work in the snow, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters. Be curious. Catch sight of the beautiful. Remark on the unusual.

4. Keep learning... Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Mend a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy achieving.

5. Give... Do something nice for a friend, or a stranger. Thank someone with a smile - it doesn't cost anything! If you have spare time - volunteer some of it. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding.

NEW YEAR - NEW YOU - 2010 THE YEAR OF HEALTH AND WELL-BEING

Book your free health check

The best things in life are free!

Over 40? Book for your FREE NHS Health Check at your GP practice.

The Health Check will help prevent the onset of stroke, heart disease, diabetes and kidney disease.

The Health Check is a few straightforward health tests and simple questions about your medical history.

To book your appointment for your FREE Health Check call your GP practice

FREE NHS Health Check

Helping you prevent heart disease , stroke, diabetes and kidney disease

Get active

- Why not consider cycling or walking to work?
- Walking 10,000 steps per day helps maintain a healthy heart.
- Half an hour's exercise per day will help you feel much better and it can help you lose weight
- Seven minutes of stair climbing per day halves the risk of a heart attack

Eat healthily

- Eating five portions of fruit and vegetables a day can help reduce the risks of cancer, coronary heart disease and other chronic illnesses by up to 20%.
- Too much salt can raise blood pressure, which triples your chances of heart disease and stroke.
- Cut down on saturated fats e.g. butter

NHS Wirral runs free MEND courses aimed at children who are above their ideal weight. The ten week course helps 5 to 13-year-olds and their families learn about food and how to eat more healthily, and discover fun ways to get fit.

Jean from Claughton said: "My 12-year-old-daughter absolutely loved doing the MEND course. She looked forward to it every week. We learnt so much and it was great meeting other parents and children with the same problems. MEND was so much fun, and now we all have a much healthier diet and lifestyle."

For further information call 0151 630 8383

Quit smoking

Stopping smoking is the most important step people can take for their health and if you smoke on average 20 cigarettes per day you can save £2,000 per year.

NHS Wirral's Stop Smoking Service has helped more than 16,000 smokers quit.

Ciggies... On your bike!

Theresa, aged 46, from Wallasey, quit cigarettes after her dad died as a result of smoking. She said he suffered his first heart attack when he was just 47. Teresa has saved more than £1,000 and she's bought herself a new bike.

For FREE help and advice call 0151 630 8383 or visit <http://www.wirral.nhs.uk/yourhealth/stopsmoking/>

Alcohol .. Your Life back on track

Getting help with alcohol problems in Wirral

Chelsea was frequently severely intoxicated, being seen at A&E and in trouble with the police.

After being helped by the Wirral Alcohol Service she said: *"I feel as though I am in more control of my life".* Chelsea's life is back on course.

Look after your Sexual Health

Anyone, male or female, can use our free Wirral Sexual Health services. We have the expertise to discuss your contraceptive needs, and assess your sexual health issues. You will be seen by healthcare professionals in a comfortable and welcoming environment.

Call 0151 604 7290 for information on clinic details and opening times.

Get Back to Work

NHS Wirral has launched a new service to help people who are out of work due to health problems get back into employment, education or training in 2010.

Wirral Working for Health (WW4H) works with health professionals and community-based action teams to give people support and advice on the best way to manage health problems while at work, and directs them to services that can help them return to employment.

Call 0151 630 8383 or visit www.wirralworking4health.co.uk

Angela from Wallasey said: "The team helped me get the support I needed to overcome my anxiety and get my confidence back. I've now got a new job as a carer and I've been accepted to study for an NVQ level 3 Care in the Community. My life has changed dramatically and I'm happier than ever."

CHOOSE WELL

SELF CARE

The best choice to treat very minor illnesses and injuries

www.nhs.uk

If you need health advice or information about local health

services, contact NHS Direct on **0845 4647** or visit www.nhs.uk

Pharmacy

For fast, effective expert advice. Your pharmacist can provide advice on common health problems and the best medicines to treat them. To find your local pharmacy visit www.nhs.uk

GP

Find your local GP at <http://www.nhs.uk>
For emergency GP Out-of-Hours call **0151 678 8496**

Walk-in Centre

Walk-in Centres treat minor illnesses and injuries without an appointment.

Walk-in Centre and Minor Injuries unit based at Victoria Central Health Centre, Wallasey. (This centre also has x-ray facilities).

Open 7am until 10pm Monday to Friday
Open 9am until 10pm weekend and bank holidays

NEW Walk-in Centre, based at Eastham Rake, Eastham
Open 5pm – 9pm Monday to Friday and 8am – 6pm weekend and bank holidays (**Opening 1/2/2010**)

All Day Health Centre – based at Arrowe Park provides a nurse led Walk-in centre and you can book an appointment with a Doctor by calling 0151 201 4188. Open 8am – 10pm 7 days a week

A&E

Accident and Emergency departments should **only** be used in a critical or life threatening situation

Have Your Say

GPs, Dentists, Opticians, Pharmacies, Community Services or Health Service Planning

We're always interested in what you think about your local health services.

We'd love to hear your views on how we can improve our services. Please get involved with YOUR NHS – join our membership scheme today.

Call 0800 085 1547 or visit www.wirral.nhs.uk

Swine flu vaccination

Children aged six months to five years will be the next group of people to be offered the swine flu vaccine - there are about 18,000 children in this age category across Wirral. Marie Armitage, Joint Director for Public Health for NHS Wirral said: "Evidence shows that the under fives are vulnerable and are being particularly affected by the swine flu virus. They are the largest group needing hospital treatment at the moment and children who are otherwise healthy, are often affected."

Parents of children under five years are currently being contacted by their local NHS and will be invited to bring their young children into clinics for vaccination.

Marie's Grandson Sam Armitage gets his Swine Flu vaccination.
In total, 18,000 under 5s in Wirral will be invited to have the vaccination.

Wirral Council Community Safety Team

Equality and Diversity - Reporting and recording of hate crime

The aim of Wirral's Hate Crime prevention development work is to prevent and tackle hate incidents including those which can relate to anti social behavior. Being targeted because of your race, religion, sexuality or disability is a profoundly isolating experience and one in which people from all communities have a legitimate right to expect protection from the prejudice and discrimination that are at the root of hate crime. The focus of the Crime and Disorder Reduction Partnership is on serious acquisitive crime and hate crime.

Wirral's Community Safety Team Hate Crime Lead Officer is working with partners in the development of a Prevention of Hate Crime - Multi Agency Risk Assessment Committee, but there is still more to do, such as ensuring victims have the confidence in reporting incidents and systems are in place to address the reported crime.

Joined up working benefits all, it can improve efficiency and bring real benefits to the community. Collaboration is essential to the sensitive and effective delivery of services to victims of hate crime. Wirral's Multi Agency Risk Assessment Committee for the prevention of Hate Crime will bring together partner agencies that can co-ordinate a package of support depending on risk and or need.

In this way, individuals experiencing a hate crime will be provided with an effective and consistent range of support.

The Equality Bill is being used to strengthen protection, advance equality and simplify the law. It will bring together existing duties and extend to them to gender reassignment, age, sexual orientation and religion or belief.

- 6 equality strands: disability, gender, age, race, sexual orientation, religion and belief
- 7 strand to be agreed (narrowing the gap, anti-poverty)

It is the aim of Wirral's Multi Agency Risk Assessment Committee prevention of hate crime for agencies to share information with a view to identifying those at high risk of suffering hate crime and there after jointly constructing a management plan in the provision of professional support to all at risk.

Cathy Newman
Lead Officer for the Prevention of Hate Crime

Wirral Joint Community Safety Team

Serious Acquisitive Crime and Hate Crime Team

Neighbourhood Watch Event This event was held on Friday 6 November at Hulme Hall during 'Not in my Neighbourhood Week' 2 – 8 November 2009.

All Neighbourhood Watch Leaders and Shop / Club / Pub Watch Leaders had been invited and Neighbourhood Inspectors. It gave an opportunity to discuss matters of importance for their respective neighbourhoods and areas of concern. Presentations included one provided by the leader of the Regional NH Watch. Our NW Co-ordinator spoke on N'hood Watch and there was a presentation by Trading Standards on 'No

Cold Calling' Zones to prevent bogus callers and 'cold-calling' traders. The presentation included legislation about customer's rights.

Neighbourhood Watch Co-ordinator's report –

The Co-ordinator has had a busy year with the following commitments –

Serious Acquisitive Crime meetings
Neighbourhood Watch Schemes -
Established 12 new Neighbourhood Watch groups in Wirral
8 Neighbourhood Watch setup meetings,
5 Allotment setup meetings,
3 No Cold calling Zones
Neighbourhood Watch Consultation Conference,
Regional NHW meetings
4 Force Neighbourhood Watch meetings.

Training -

PCSO and Police Volunteer training meeting
3 Volunteer meetings, William Art Gallery
Vintage Radio - crime reduction talk.

Ringmaster Admin technology conference, Thames Valley, Port Sunlight police training Role Play.

Community Consultation / Information sharing -

2 Police station open days
Police Awards and Voluntary Awards
15 Community Crime Reduction Talks.
15 Community Crime Reduction Stands
3 Residents Sheltered Accommodation Talks and Crime Reduction Stands
6 Community engagement meetings

Christmas operation - Over the Christmas period, the Community Safety Team in conjunction with Merseyside Police, Chamber of Commerce and Council Departments were involved with the overall operation to maintain public safety and security, particularly around the 'Night-time Economy' areas. As a result of the joint operation, the Christmas period was quiet with no major issues arising.

Hate Crime and Diversity - The Council held an Equality / Diversity Day at Wallasey Town Hall on Wednesday 4 November to which the public were invited. Community Safety had a stand together with the police SIGMA team, who deal with Hate Crime. Both Community Safety and the SIGMA Team gave a presentation on the work of the units. The event was highly successful finishing about 9pm.

The consultation stages have all been completed with the consensus to proceed with a Hate Crime Multi-Agency Risk Assessment Conference (MARAC) to address all six strands of diversity i.e.,

- Age
- Disability
- Race
- Religion or Belief
- Gender

- Sexual Orientation

As a result of which, the necessary changes have been made to the computer database and documentation to capture all the relevant information. The most appropriate persons representing the strands have been invited to attend the MARAC meetings. We intend to increase reporting and reduce re-victimisation. Presently we are extending the amount of third-party reporting centres and enabling easy access to services for victims of Hate Crime.

Awards For Wirral Joint Community Safety Team

Two members of the Joint Community Safety Team were winners at the Total Policing Awards held in November 2009. Simon Fitzpatrick won the Police Authority award for Improvement in efficiency/the effectiveness of Merseyside Police for his work on violence prevention and his work with schools, and Sophia Bridge won the award for '*Total Care for Victims*' for the work she carries out with victims of domestic violence as part of the Family Safety Unit.

Crime Rates Lowered

Of the 43 CDRPs within the North West Region Wirral has retained the 7th lowest recorded rate of crime of all 43 CDRP's within the North West at the end of quarter three and is lower than any of the boroughs on Merseyside. We have reduced all crime during the period April – December 2009 by 7.6% compared to the same period in 2008.

Class A Drug Reoffending:

Latest figures demonstrate a 28.5% reduction in the offending rate.

Tackling Anti-Social Behaviour (prepared by Wirral Anti-Social Behaviour Team) October 2009 – January 2010

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

Reported October 2009:

- 41-year old male from Osbourne Grove, **New Brighton** was issued with an eviction order due to convictions for offences including Possession of Class C drugs, Possession of Cannabis with intent to supply and Possession of Class A, B and C drugs. The order was postponed for one year on condition he complies with the terms of his tenancy agreement*;
- Female evicted from **Birkenhead** issued with an eviction order following offences committed by her sons; two of which had been subject to an Acceptable Behaviour Contract (ABC) and a 3-year Anti-Social Behaviour Order respectively. The order was postponed for two years on condition she complies with the terms of her tenancy agreement and her eldest son does not reside at the property*;
- 25-year old male from New Chester Road, **New Ferry**, issued with a 2-year Anti-Social Behaviour Order for threatening behaviour towards an officer employed by Wirral Council at The Oval, Bebington;
- 21-year old male from Mainwaring Road, **Bromborough**, had an Anti-Social Behaviour Order against him extended for a further year due to breaches*.

Reported November 2009:

- 35-year old female from St Oswalds Avenue, **Beechwood**, was issued with an eviction order due to multiple breaches of her tenancy agreement for a range of offences committed by her and/or members of her household and/or visitors

to her property. The order was suspended for two years on condition that the tenant complies with the terms of her tenancy agreement**.

- 34-year old male and 42-year old female of Rodney Street, **Birkenhead**, were issued with 2-year Anti-Social Behaviour Orders, following a catalogue of anti-social and criminal behaviour related to aggressive street drinking;

Reported December 2009:

- 40-year old male from New Hey Road, **Woodchurch**, issued with an Anti-Social Behaviour Injunction following an alleged serious incident involving a neighbouring household. As part of the order he is banned from returning home for four months;
- 51-year old male from Victoria Road, **Tranmere**, issued with an interim Anti-Social Behaviour Injunction due to alleged threatening behaviour towards a Wirral Partnership Homes' employee. A further hearing is awaited*;
- 37-year old male of no fixed abode issued with an interim Anti-Social Behaviour Order following a catalogue of alleged anti-social behaviour. The order bans him, amongst other things, from parts of **Greasby, Arrowe Park, Woodchurch & Upton**. A further hearing is awaited.

* issued in partnership with Wirral Partnership Homes.

** issued in partnership with Beechwood & Ballantyne Community Housing Association.

Additional activity has included:

- **Youth Respect Team**
The Anti-Social Behaviour Team's youth outreach team (Youth Respect Team) has operated in Seacombe, Poulton, North Birkenhead, Bidston, Bebington and Noctorum;
- **Badges identify team members in a flash (October 2009)**
Wirral Anti-Social Behaviour Team officers have come up with a bright idea to help them be more visible on duty as the winter nights draw in. The team, whose aim is to prevent and tackle anti-social behaviour, started wearing a uniform in 2007 to help identify them on the streets. The bright red outfit, which is also worn by the Youth Respect Team, is now a well-known sight among adults and young people alike. Now the team has added LED badges to its uniform to increase its visibility at night. The badges scroll the name of the team member and the team they represent in bright red.
- **Partners line up for Not In My Neighbourhood week (November 2009)**
Wirral residents and agencies took to the streets for a week of action to tackle crime and anti-social behaviour. 'Not in My Neighbourhood Week' ran across the country from 2-6 November 2009 to promote what is being done locally to tackle crime and anti-social behaviour and encourages the police, public services and communities to work together to keep streets safe. Police led activity took place in Seacombe, Poulton, Moreton, Wallasey, West Kirby, Heswall, Bromborough, Noctorum and Tranmere.
- **Local children take a starring role with new anti-social behaviour vehicle (November 2009)**
Wirral Council's Anti-Social Behaviour and Housing Market Renewal Initiative (HMRI) Teams together launched a new resource to help prevent and tackle anti-social behaviour. The partnership saw the launch of a new 'Community Reassurance Vehicle', equipped with CCTV, and is designed to be deployed primarily into the Housing Market Renewal areas. The vehicle will be used as

an information point for residents and will be operated by an Enforcement Officer, funded to work specifically in the HMRI area, who will use the vehicle as a resource to raise levels of awareness amongst adults, children and young people around anti-social behaviour and its consequences. The vehicle will also be used to provide reassurance and act as a deterrent to unacceptable behaviour.

At the launch event at Wallasey Town Hall, Caroline Laing, Manager of Wirral Anti-Social Behaviour Team, congratulated children and young people from across Wirral and North Wales for taking part in a competition held at this year's Wirral Show. At the show, the Team called upon budding young sleuths to investigate their way around their promotion stands, answering simple questions about alcohol that enabled them to enter a competition for the chance to visit a professional mobile studio at the Show and have a photograph taken, either by themselves or with their friends or siblings.

It was left to the children and young people's imagination how to make the photograph as interesting as possible using the investigation themed props such as binoculars and magnifying glasses. Those who took part also received a free 'respect' key ring containing their photograph. The twenty-one winners, whose photographs included single, couple and group shots, were invited to attend the launch with their families to witness the grand unveiling of the new vehicle. The vehicle was officially launched with a ceremonial cutting of the ribbon by 7 year-old Jack Wallace of Woodchurch, who is pictured on the vehicle posing with magnifying glass and walkie talkie.



➤ **Section 30 areas hailed as success in Seacombe (December 2009)**

Action earlier this year, which designated two areas of Seacombe as dispersal zones to tackle anti-social behaviour, was hailed a success. In January 2009, the Brougham Road and Percy Road areas of Seacombe were designated as Section 30 dispersal zones for six months by Merseyside Police, in partnership with Wirral Anti-Social Behaviour Team, to tackle increasing problems with anti-social behaviour by young people in the area. The powers, under the Anti-Social Behaviour Act, mean that police officers can move youths on and make arrests on those who return within 24 hours.

A random survey of local residents was carried out by the police to find out what impact the Section 30 designations had on the problems. Surveys were completed in February 2009 at the start of the designations and again eight months later. The designations expired in July 2009 but were reinstated later that month within smaller areas in the Brougham Road and Percy Road areas

to specifically focus and target activity upon the most problematic roads. These further designations were linked into wider activity with partners that included youth engagement and diversion; environmental catwalks with agencies and residents to identify and address issues such as graffiti and flytipping; high visibility policing and enforcement and advice surgeries for residents.

Analysis released by the Joint Community Safety Team shows that the number of residents who considered youth disorder to be a serious problem reduced from 70% to 37%. Questions were also asked around how safe residents felt at home, near their home and in the park during the day and evening. Feelings of safety improved in ten out of the twelve questions asked, with the percentage of people answering that they felt 'very safe' increasing in all but one question.

➤ **Truancy crackdown re-launched in Wirral (December 2009)**

Wirral Council and Merseyside Police joined forces to crackdown on truants. An anti-truancy blitz stopped more than 90 young people during a four-day period in November and December. The relaunched crackdown on truancy will see officers from the Police and Council return to the streets of Wirral in the New Year and use information from schools and members of the public to target known truancy hotspots. Anyone with information on truancy can contact the 'It's Your Call' hotline on 606 2020.

➤ **Confiscation Cops hit the streets at Christmas (December 2009)**

A partnership between Merseyside Police and Wirral Council's Anti-Social Behaviour Team hit the streets again for the festive season following its successful operation over the summer holidays. The dedicated patrol of police officers, branded as the 'Confiscation Cops', patrolled the borough focusing on removing alcohol from young people. The officers were visiting locations across Wirral, both in a high visibility vehicle and on foot, to patrol areas where young people congregate, responding to public concerns. Targeting hot-spot locations of alcohol-fuelled anti-social behaviour, identified by analysis of data from police and other partner agencies, which includes calls from the public, the officers confiscated alcohol from young people.

The 'Confiscation Cops' patrols are funded by the government's Youth Taskforce as one of a number of initiatives to tackle alcohol fuelled anti-social behaviour by young people. Residents can report locations where young people are engaging in alcohol misuse to the police on 709 6010.



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