



Area Forum (Birkenhead & Tranmere and Rock Ferry)

Date:	Tuesday, 15 June 2010
Time:	7.00 pm
Venue:	Wirral Multicultural Organisation, 111 Conway Street, Birkenhead, Wirral, CH41 4AF

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AGENDA

1. **WELCOME, INTRODUCTIONS AND APOLOGIES**
2. **AREA CO-ORDINATORS REPORT - INCLUDING: MATTERS ARISING FROM FEBRUARY 2010 (Pages 1 - 40)**
3. **YOU DECIDE 2010 VOTING**
 - Come along and choose how you would like to spend £20,000 in your area
4. **PUBLIC QUESTION TIME**
5. **PARTNER UPDATE**
6. **ANY OTHER BUSINESS**
7. **FUTURE MEETINGS/PRESENTATIONS**
 - Tuesday 5th October 2010 – venue to be confirmed

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Wirral's Area Forums



Birkenhead Tranmere and Rock Ferry Area Forum

Tuesday 15th June

Wirral Multicultural Centre
111 Conway Street
Birkenhead
Wirral
CH41 4AF
(Opposite Europa Pools)

7.00pm-9.00pm

Andy Brannan- Community Engagement Co-ordinator

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Wallasev. Wirral CH44 8ED

You Decide...

June's area forum will give you the opportunity to tell us how you would spend **£20,000** on additional council services in your area. Do you think your area needs more activities for young people, bins or benches, signs for your local park? Come along and choose from a wide range of council activities....

In previous years, we have asked residents to fill in questionnaires. However this year, to have your say, you will have to attend the area forum.

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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
-

Area Forum

Tuesday 15th June

7.00pm

AGENDA

1 Welcome, introduction and apologies

2 Area Co-ordinators Report

Including:

-Matters Arising from February 2010

3 You Decide 2010 voting

Come along and choose how you would like to spend £20,000 in your area

4 Public Question Time

5 Partner Update

6 Any Other Business

7 Future meetings/presentations

Tuesday 5th October 2010 (Venue to be confirmed)

Section One

Minutes

Previous minutes

Thursday, 11 February 2010

Present:

Councillor P Davies (Chair)

In attendance:

Councillors B Kenny
C Meaden
WJ Davies
M McLaughlin

Community Representatives: Peter Exley

Lead Officer: David Ball

Area Service Co-ordinator: Andy Brannan

Wirral NHS: Tina Long

Wirral University Teaching
Hospital NHS Foundation Trust Pat Higgins

Merseyside Police: Inspector Mick Blease

Merseyside Fire and Rescue
service: Ian Maxwell

Streetscene Manager: Garry Cummings

Community Safety: Ian Lowrie

In Attendance: Ema Boddison (minute taker)
Hazel Roberts (Together Board)

Apologies

Councillors

J Stapleton

1 **WELCOME, INTRODUCTIONS AND APOLOGIES**

The Chair, Councillor P Davies, welcomed forum members and 50 members of the public to the public forum meeting. Apologies were received from Cllr Jean Stapleton. The Chair informed the forum of a change in format – there will be a funding roadshow with exhibition stands at the end and a drumming demonstration from a group funded through the area forum. Partners will not be giving a verbal update and have also been asked to bring along exhibition stands so people will have an opportunity to visit their stands at the end. He invited the forum members to introduce themselves.

2 **AREA CO-ORDINATOR'S REPORT (INCLUDING MATTERS ARISING FROM PREVIOUS MEETING)**

Area Service Co-ordinator, Andy Brannan thanked everyone for attending and informed them that copies of the report were available which included minutes from previous meeting starting on page 4 which were very detailed and matters arising from the previous meeting start on page 13. He added that he would be happy to deal with any queries at the end of the meeting or alternatively his contact details are included on the report.

Minute Decision update: Lead Officer, David Ball reported that the update on disabled access at Hamilton Square and Rock Ferry train station is in the process of being completed and it would be brought to the next meeting. This also applies to the Carbon reduction update will be circulated within the next few weeks.

3 **PUBLIC QUESTION TIME**

The Chair asked if people could say their name before asking a question.

3.1) – Pauline Kirwan – the proposal to merge Park High and Rock Ferry high school is giving people concerns on accessibility?

Chair – the formal process of establishing an Academy is at the feasibility stage. There will be an opportunity to express concerns as there will be a meeting at the schools and everyone is welcome. There has been no final decision made yet.

Peter Exley – Can we have it dated in the minutes when we know then?

3.2) - Martin Hesketh (Chair of Viking Youth Club) – we have a building that facilitates office space and tea and coffee area and it is not being used. Developers are going to Byrne Avenue to duplicate what we have already. I would just like it minuted what we have to offer.

3.3) – Hugh Langford – With regards to the disabled access at Hamilton Square station the Tranmere access to the Train Station in Green Lane is worse in my opinion. There are no lifts and no disabled access.

Chair – We also need to add Green Lane as a concern.

David Ball – we have a meeting with Merseytravel in the next few weeks so I will mention it.

3.4) - Dave Pearson (Honorary Treasurer for Jo Jo's club) - I would like to thank everyone who helped us with funding. Our 'Love to Learn' programme received funding and the kids have done an awful lot. The funding is much appreciated however, what can be done to increase funding?

Chair – funding is never easy. We are coming into difficult times at the moment but we are lobbying hard to try and increase funding. Testimonials like yours do help.

3.5) – Becky (Forum Housing) – Can we secure any funding to assist with anti social behaviour and educational needs for our tenants to further their future. People think we are a nuisance but there a lot of our tenants who actually want to learn.

Andy Brannan – we will speak at the end as I need to know what you are doing. A meeting has been arranged, any progress on this issue will be fed back to the forum.

Ian Lowrie – This is also an issue that the Community Safety Team could assist with.

3.6) – Peter Barnett – The pot holes around Clifton Road and Clifton Park are terrible and not due to the bad weather, they have been there for years. I have tripped over them before now. – Roads have been getting fixed for 10 years. People will end up suing the Council.

Gary Cummings – I will get an Inspector out tomorrow to have a look. The problem is when a pothole is repaired it doesn't always to alleviate the problem as the whole road needs to be repaired.

Peter Barnett – Can we look into a different venue for the forum as well?

Chair – we will look into the roads as the Council has agreed additional funding of £250k. We do try and alternate venues and we are hoping to look for another.

3.7) – Addie – accessibility of transport in Wirral has always been bad. There are always buses that can't get a wheelchair on.

Chair – it is difficult as bus companies are private businesses so it is hard to control them. They are not actually controlled by the council.

David Ball – I will be meeting with Merseytravel so this issue can be raised with them.

3.8) – Sue Tomlinson (Bebington Road Allotment Society) – Over the last few months there have been a lot of thefts and vandalism at the site. People have no faith in the Police so they don't call them. Where can we get advice on how to get security?

Insp Mick Blease – I am aware of this and 6 months ago we recovered a lot of property that had been stolen. You can talk to my CPOs and set up a group. Keith Winstanly, Crime Prevention Officer in the Community Safety Team, can help you.

Ian Lowrie – Roger Calvert , within the Council's Leisure Department is setting 'Allotment Watch' which will hopefully lead to better security at all allotment sites.

Sue Tomlinson – why don't we know about this?

Ian Lowrie – I will take your details back to Roger Calvert and ask him to get in touch. We have been providing smart water and the custody suite have a lamp so they can identify stolen goods.

3.9) – Brenda – Tenants from the Bridge in Birkenhead is getting moved to a block of flats here. We feel that Mick Blease has improved the area and we are bothered that if we bring people here of 'lower behaviour' we will go back down again. Can the Councillors get involved and can we get more PCOs.

Cllr Meaden – I have had a meeting with Forum Housing and Wirral Partnership Homes – it did raise concerns and Forum are still awaiting funding so we don't know what is to happen yet.

Insp Mick Blease – I became aware that they will move to Thorseway because the Bridge needs renovating. Wirral Partnership Homes have been asked to assist and came up with Thorseway. There were concerns and I have spoken to Forum. Hopefully it will work and can benefit the area as there are a lot of good people in the Bridge – trust me and it will only be for 8 – 12 months with approximately 25 people. There will be increased security, support for the young people and PCOs will stay in place but we don't have more funding.

Cllr Meaden – There are 12 floors in Thorseway and only 2 in the Bridge so only the lower levels will be getting used anyway.

Forum Housing Representative – The Bridge is supported accommodation for 16 – 25 year olds, not a hostel. When they are there, there is support and advice given to the young people who want it.

Forum Housing Tenants – Not all of the tenants in the Bridge cause anti social behaviour, and sometimes we are discriminated against as most people believe we all do. I have just moved out of the Bridge last week and I work and I am in college. It is not always a bad place and people need to change their perspective of young people. Without places like this a lot of young people would not even have GCSEs.

3.10) – Public Member – My project received funding 2 years ago to do competitions in memory of my father Charles Skarrett. It was the centenary of his birth and we wanted to do something. We got enough money raised for a competition whereby any youngster under 20 can apply as long as they are musical in some way. I would just like to say a big thank you to everybody

3.11) – Graham – did they decide to put a cap of funding at the Participatory Budgeting events to limit the amount so one group didn't get lots more funding than another?

Andy Brannan – Last year instead of the usual funding panels made of councillors and community representatives to allocate area forum funding, each group voted on each other rather than have a panel. Unfortunately because there was underspend every group received the money they asked for.

3.12) Chair thanked everybody for attending and informs public that everything will be recorded in the minutes and will be followed up. Encourages people to look at the display stands and speak to Andy with regards to funding. And Introduces Peter Crawford from Rock Ferry Partnership for drumming demonstration.

Peter Crawford – Rock Ferry Partnership – thanked the forum for all the support he has received. They have a lovely new van. Thanked Insp Mick Blease and PCOs

as Anti Social Behaviour has gone down. Explained he started at Townfield School teaching deaf people how to play drums and we have now talked to hospitals to see if can go there. Peter then introduced Eastham Adult Centre playing drums. He informed the forum that he goes there every Thursday and some people are unable to hear, see or speak and would like to thank everybody again for their support.

Matters arising

3.3) – Hugh Langford – With regards to the disabled access at Hamilton Square station the Tranmere access to the Train Station in Green Lane is worse in my opinion. There are no lifts and no disabled access.

Chair – We also need to add Green Lane as a concern.

David Ball – we have a meeting with Merseytravel in the next few weeks so I will mention it.

A verbal update will be given on the evening.

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Andy Brannan – we will speak at the end as I need to know what you are doing. A meeting has been arranged, any progress on this issue will be fed back to the forum.

Ian Lowrie –This is also an issue that the Community Safety Team could assist with.

An initial meeting was held with Forum Housing to discuss the needs of the younger people and what ideas they have. Following this information was obtained for Forum Housing on potential funding streams, free educational courses offered through Wirral Council and different organisations in Wirral.

Forum Housing have taken advantage of this information and are engaging with these organisations with a view to directing their younger people in educational courses in the future. Forum Housing would like to thank the Area Forum for the assistance they received.

3.6) – Peter Barnett – The pot holes around Seymour Street are terrible and not due to the bad weather, they have been there for years. I have tripped over them before now. – Roads have been getting fixed for 10 years. People will end up suing the Council.

Gary Cummings – I will get an Inspector out tomorrow to have a look. The problem is when a pothole is repaired it doesn't always to alleviate the problem as the whole road needs to be repaired.

Seymour Street has been approved for resurfacing by committee and is in this year's programme of repair work.

Peter Barnett – Can we look into a different venue for the forum as well?

The Area Forum on 15th June 2010 will be held in the Wirral Multicultural Organisation Centre, 111 Conway Street, Birkenhead, CH41 4AF. (opposite Europa Pools)

3.7) – Addie – accessibility of transport in Wirral has always been bad. There are always buses that can't get a wheelchair on.

Chair – it is difficult as bus companies are private businesses so it is hard to control them. They are not actually controlled by the council.

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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.

Merseyside Fire and Rescue Service



Operations.

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

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

We have an **Integrated Risk Management Plan** which is a local strategic plan that outlines the measures intended to be taken to continue the modernisation and improvement of services to the people of Merseyside. Integrated Risk Management Plans have now been produced locally to facilitate the management of specific local priorities. Although the Wirral is inherently a safe place to live, there are pockets of risk and your Fire Service works proactively to reduce these risks, we constantly review our strategies to ensure they maintain their effectiveness.

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

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

Environment.

Merseyside Fire & Rescue Service has set a goal to become an environmentally regenerative service and to reduce our carbon footprint with the ultimate aim of becoming carbon positive. The aim of which is to leave the climate in better shape at the end of each year.

This goal will take a sustained effort over a number of years and will require radical change in how we operate as a business, whilst we maintain our high levels of service, intervention and response to the people of Merseyside. In 2004 we became the first Fire Authority to be certified to ISO 14001 for our Environmental Management System following an external audit we have secured recertification.

We have achieved the Carbon Trust's Carbon Standard, in recognition and appreciation of our efforts in the field of carbon management, emission reduction and the mitigation of climate change.

Forward Look

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

- Waste Management Project: Zero waste to landfill
- Pollution Prevention on our own sites: Drain and emergency planning.
- Reduction of CO2 emissions: Biofuels trial, buildings and vehicle projects.
- Reduction of water use: Rainwater harvesting trial and washroom optimisation.
- Reduction of transport impacts: Trial of electric cars, travel booking systems, Cycle to Work Scheme 2010.
- Environmental Management System: Seeking accreditation of all sites to ISO14001:2004 and EMAS accreditation (the highest level of accreditation).
- Sustainable Procurement: Provision of a system to:
 - Assess the competency and risk of contractors
 - Undertake lifecycle assessment of key/ high environmental risk goods and services.

Youth Engagement

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

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

Partnerships.

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

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

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

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

Road Safety.

Through participation in the **Wirral Roadsafe Partnership** MFRS are taking action to impact on RTC Reduction National Indicators. We have trained staff to check Child Car seat fitting for safety and to give advice on type and legal requirements. A number of successful events have been held across Wirral where MFRS, along with Wirral Road Safety, checked child restraint and provided parents and carers with information and advice

Fire Fighting Equipment for Wirral Wardens and Rangers

Wirral has:-

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

These sites are either patrolled by Wirral's Community Patrol, Wirral Park Rangers and/or National Trust Rangers.

As part of our strategy for tackling Small Fires in such areas portable fire fighting equipment has been provided to Park Rangers and Community Patrol Wardens. Training has now been completed and PacLider Portable Water Fire Extinguishers have been distributed to wardens. The issue of the equipment will decrease environmental impact by extinguishing small fires on discovery and therefore reducing the Carbon emissions.

Wirral 'Trailblazers' Mountain Bike Club

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

The aims of the project are:

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

Wallasey Youth Hub is a joint project currently underway involving MFRS and Wirral Borough Council Youth Service. The scheme involves the development of facilities at Wallasey Community Fire Station to provide amenities for young persons to interact, these will include meeting area, I.T.C suite, dance studio and a number of activity rooms. The overall design was developed in conjunction with young persons

who will ultimately be using the facility. Work is nearing completion and there will be a formal opening by the Mayor of Wirral in June 2001.

This scheme will complement the recently completed Lifestyle Centre at Wallasey, which provides a heartbeat gym, kitchen and community meeting facilities. These two projects will provide an opportunity for interaction between all age groups.

Equality & Diversity

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

Fire Support Network is a non-profitable registered charity which works in partnership with the Fire Service on Merseyside to promote fire safety to the local communities through volunteers and partner organisations. Volunteer roles vary from working directly with the fire-fighters, leafleting and replacing batteries in smoke detectors to providing an after fire care service and fund raising. Anyone interested in becoming a volunteer can register online at www.firesupportnet.org.uk or contact via telephone on 0151 296 4600.

Community Fire Stations Contact Numbers

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

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

Wirral Community Safety Team

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



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

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

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

We have commenced a quality assurance inspection of the work of the **Domestic Violence MARAC** (Multi Agency Risk Assessment Conference) which will be completed by the end of this year.

The work of the **Hate Crime MARAC** is developing well which now includes all six strands of diversity • Age • Disability • Race • Religion or Belief • Gender • Sexual Orientation. This group are also subject to close monitoring through the CAA (Comprehensive Area Assessment).

The CAA, is a new way of assessing local public services in England. It examines how well councils are working together with other public bodies to meet the needs of the people they serve. It's a joint assessment made by a group of six independent watchdogs. Assessments will be made publicly available every year and will provide an annual snapshot of quality of life in the area.

If someone is subject to Hate Crime, they could report it to Merseyside Police or through a third-party reporting agency such as -



<http://www.stophateuk.org/>



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

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

Seasonal security issues -

At this time of the year (dependant upon weather conditions!!) we are often tempted to leave windows and doors open to cool ourselves down but please consider that a number of burglaries and thefts of and from cars occur through windows being left open or insecure.

If you have a UPVC door ensure that when you are in the house, it is locked from the inside as many are insecure and can be opened from the outside otherwise you may find an unwanted intruder!

Whilst the number of house burglaries on the Wirral continues to fall, garden sheds remain popular targets for thieves due to their potential rich pickings and often low-level resistance. Sheds can be overlooked when home security is considered despite the fact that the value of the contents, such as mowers, power tools, garden furniture and cycles etc, can often add up to several hundred pounds. A burglar can also use garden tools, to break into a house.

Use a means of securing items together in the shed such as a good quality chain and padlock. A number of other security measures can be taken such as property marking using uv pens, SmartWater, Selecta, DNA, Redweb or similar.

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

Don't forget, Wirral is a safe place and let us collectively keep it that way!

Wirral University Hospital Trust

Wirral University Teaching Hospital 
NHS Foundation Trust

The Trust is pleased to be able to participate in the Local Area Forums and welcomes the opportunity to brief Wirral residents and our partner organisations on topical issues. Representing the Trust will be an Executive Director or Senior Manager and the elected Public Governor for the host constituency. This report sets out the main challenges and opportunities for the Trust over the coming months and highlights achievements and service developments:

1. The Challenges Ahead

All public services, including the NHS, are now facing the consequences of the worldwide recession and the need to reduce the national debt. In line with all other healthcare organisations, this Trust must therefore strive to provide the highest possible quality healthcare services in a tighter fiscal climate, accepting that expenditure will no longer grow at the rate it has over the past decade.

To meet increasing demand, stemming from a growing and ageing population, new technology and high patient expectation, and to absorb increasing costs, the Department of Health expects all NHS organisations to concentrate on improving productivity and eliminating waste, while focussing on clinical quality. Overall, the Chief Executive of the NHS has indicated that the service nationally must identify £15 – 20 billion of efficiency savings by the end of 2013/14 that can be reinvested in the service to deliver year on year quality improvements.

○ **The local picture**

Translated locally, Wirral University Teaching Hospital NHS Foundation Trust is required to make efficiency savings in the order of £14.3 million in 2010/11, with further, similar levels of savings being required in the foreseeable future.

The Trust has set its budget for 2010/11 based on its contract with NHS Wirral. This year, the national tariff (the schedule of payments for activity undertaken under Payment by Results) has not increased, which means that the Trust has to meet the cost of inflation. This equates to £10 million of the £14.3 million efficiency savings required in 2010/11. This tariff applies to every acute trust in the NHS.

○ **Meeting the financial obligations**

The Trust has initiated a wide variety of internal austerity measures to contribute to the 2010/11 efficiency target, including a freeze on recruitment to posts that do not directly affect patient care, energy reduction measures, hospitality restrictions and reducing the range of goods and services that the Trust purchases.

These measures will not be sufficient to meet the target and each of our Divisions is reviewing its services to seek out waste and inefficiency, while at the same time maintaining and improving service quality for our patients.

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

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

The planned improvements include:

- the creation of a 12 bed Heart Assessment Unit to be located alongside other medical assessment facilities
- cardiology inpatient services being brought together on Ward 32
- the creation of a new Haematology Day Unit to reduce the demand on the haematology outpatient area on Ward 30

- the development of a new Respiratory Laboratory on Ward 37 to house services for testing and treating patients with breathing conditions
- a new TIA (“mini stroke”) clinic to be established on Ward 23 to enhance the provision of services for stroke patients.

These improvements are taking place on a phased basis over the next six months and will allow the Trust to reduce its overall in-patient bed base while continuing to be able to meet the surges in demand that occur each winter.

There will be a number of staff posts affected by these changes but the Trust has given a commitment that there will be no compulsory redundancies thanks to a range of measures including vacancy control, redeployment and voluntary severance. Close liaison is being maintained with staff side representatives and staff affected by the changes.

○ **Involving Partner Organisations**

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

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

2. Capital Investment

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

The development includes:

- A major refurbishment of the **maternity wards**, providing all patients with single rooms and en-suite facilities
- A brand new **maternity delivery suite** featuring five new delivery rooms, including two with birth pools and additional facilities to allow partners to stay overnight
- **Creation of an attractive single front entrance and reception area to welcome patients and visitors.**

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

On the general side of the Hospital we have just installed a second MRI Scanner and opened Ward 12 as a fully re-furbished 20 bed Orthopaedic Unit with 10 en-suite single rooms. We have also invested nearly £1million in adapting our wards to

comply with Department of Health guidance on eliminating mixed sex accommodation for patients. Our new Surgical Elective Admissions Lounge (SEAL) opened to patients on 24th May. This facility brings all pre-operative assessment services together to provide a more streamlined process and much better environment for patients admitted for elective surgical procedures. A new, 'state of the art' Decontamination Unit has also recently opened to ensure that we are able to provide the highest standards of sterilisation for surgical equipment.

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

3. Have you been 'Treated Well' at our hospitals?

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

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

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

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

4. Controlling Infection

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

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

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

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

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

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

5. Care Quality Commission

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

6. Improving Standards

- Our Renal Dialysis Unit has become an accredited Practice Development Unit making it the first of its kind in the country to gain this prestigious accreditation for delivering clinical excellence and for its successful patient and relative involvement.
- We have been named, for the third year running, as one of the country's Top 40 performing hospitals by an independent benchmarking company that compares our performance in 20 key areas – including infection rates, mortality rates and waiting times – against other, similar hospitals.
- In June 2009 we were delighted to receive accreditation by the NHS Litigation Authority (NHSLA) at Level 2, with an exceptionally high level of achievement. This shows our commitment to delivering the highest quality and safety in our patient care.
- In the most recent (2008/09) Care Quality Commission Annual Health Check we scored 'excellent' for our use of resources and 'good' for the quality of our services
- An external assessment of our standards by the Patient Environment Action Team resulted in the following scores being awarded to the Trust for 2009 -

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

For more information...

Our easy access website can provide lots of useful information for patients, the public, staff and GPs about the Trust and its services. Go to www.whnt.nhs.uk

The website is speech enabled for browsers with sight related problems and the easy click, 'email a patient' facility continues to be a popular feature

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.

Equality and Diversity Update

What is Community Cohesion?

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

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

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

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



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

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

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

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



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

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

Elders African Caribbean Community Voice - Winter Celebration, Wallasey



Town Hall

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

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

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

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

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

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

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

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

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

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

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

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

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

Elumos: In December 2008 Wirral Council launched its first large-scale e-learning package called Elumos. The programme was a modular approach to raising awareness of Equality and Diversity amongst Wirral staff. Since its launch over 5000 staff and elected members have accessed the various modules and as we move into 2010 we have now launched the programme via the internet as well. This has allowed us to provide access to a further 900 users and we are also looking at widening its access to our Local Strategic Partnership Groups.

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

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

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

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



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

Human Rights

What are human rights and where do they come from?

In 1948 a group of prominent men and women from all over the world came together to draft one of the most famous rights charters known today. The Universal Declaration of Human Rights is based on a simple idea – that we are all human and thus entitled to basic rights and freedoms.

Now the Human Rights Act sets out how human rights fit into British society and legislation. Its aim is to make the guiding principles behind human rights part of our law and part of how we treat each other.

At their most basic, human rights are about how we treat each other. As a result they are particularly important for some of the more vulnerable or less powerful in our society, such as people in care, young children or people with learning difficulties.

Human Rights are based on five core principles:

Respect
Equality
Dignity
Autonomy

Who do human rights apply to?

Regardless of the way human rights are sometimes reported, they apply to everyone. They belong to each and every one of us and they apply close to home as well as abroad.

How do human rights work?

By making public authorities accountable for their decisions, human rights can help to protect vulnerable individuals against public bodies such as government departments, hospitals, schools or local councils.

They provide a consistent and fair method of weighing up situations to help tackle important social issues by finding the best solution for all involved. They also enable us to strike a balance between protecting individual rights and the rights of the wider community.

Human rights work in practical and straightforward ways, bringing common sense into situations where bureaucratic procedures and systems lose sight of people and their individual needs.

They are relevant to your day-to-day life and protect your freedom to control your own life, effectively take part in decisions made by public authorities, which impact upon your rights and get fair and equal services from public authorities.

They help you to flourish and fulfill your potential through:

- [being safe and protected from harm](#)
- [being treated fairly and with dignity](#)
- [living the life you choose](#)
- [taking an active part in your community and wider society](#)

The Convention Rights

There are 16 basic rights in the Human Rights Act, all taken from the European Convention on Human Rights. They not only affect matters of life and death like freedom from torture and killing; they also affect people's rights in everyday life: what they say and do, their beliefs, their right to a fair trial and many other similar basic entitlements.

Article 1 – this article is introductory and is not included in the Human Rights Act.

Article 2: Right to life – everyone's right to life must be protected by law. There are only very limited circumstances where it is acceptable for the state to use force against a person that results in their death, for example a police officer can use reasonable force in self-defence.

Article 3: Prohibition of torture – everyone has the absolute right not to be tortured or subjected to treatment or punishment that is inhuman or degrading.

Article 4: Prohibition of slavery and forced labour – everyone has the absolute right not to be treated as a slave or to be required to perform forced or compulsory labour.

Article 5: Right to liberty and security – everyone has the right not to be deprived of their liberty except in limited cases specified in the Article (for example where they are suspected or convicted of committing a crime) and provided there is a proper legal basis in UK law for the arrest or detention.

Article 6: Right to a fair trial – everyone has the right to a fair trial and public hearing within a reasonable period of time. This applies to both criminal charges brought against them, and in cases concerning their civil rights and obligations. Hearings must be before an independent and impartial court or tribunal established by law. It is possible to exclude the public from the hearing (though not the judgement) if that is necessary to protect things like national security or public order. A person who is charged with a criminal offence is presumed innocent until proven guilty according to law and must also be guaranteed certain minimum rights in relation to the conduct of the criminal investigation and trial.

Article 7: No punishment without law – everyone has the right not to be found guilty of an offence arising out of actions which, at the time they were committed, were not criminal. People are also protected against later increases in the maximum possible sentence for an offence.

Article 8: Right to respect for private and family life – everyone has the right to respect for their private and family life, their home and their correspondence. This right can only be restricted in specified circumstances.

Article 9: Freedom of thought, conscience and religion – everyone is free to hold a broad range of views, beliefs and thoughts, and to follow a religious faith. The right to manifest those beliefs maybe limited only in specified circumstances.

Article 10: Freedom of expression – everyone has the right to hold opinions and express their views on their own or in a group. This applies even if these views are unpopular or disturbing. This right can be restricted only in specified circumstances.

Article 11: Freedom of assembly and association – everyone has the right to assemble with other people in a peaceful way. They also have the right to associate with other people, which includes the right to form a trade union. These rights may be restricted only in specified circumstances.

Article 12: Right to marry – men and women have the right to marry and start a family. The national law will still govern how and at what age this can take place.

Article 13: This article is not included in the Human Rights Act.

Article 14: Prohibition of discrimination – in the application of the other Convention rights, people have the right not to be treated differently because of their race, religion, sex, political views or any other personal status, unless there is an 'objective justification' for the difference in treatment. Everyone must have equal access to the Convention rights, whatever their status.

Article 1 of Protocol 1: Protection of property – everyone has the right to the peaceful enjoyment of their possessions. Public authorities cannot usually interfere with a person's property or possessions or the way that they use them except in specified limited circumstances.

Article 2 of Protocol 1: Right to education – everyone has the right not to be denied access to the educational system.

Article 3 of Protocol 1: Right to free elections – elections for members of the legislative body (for example Parliament) must be free and fair and take place by

secret ballot. Some qualifications may be imposed on who is eligible to vote (for example a minimum age).

Article 1 of Protocol 13: Abolition of the death penalty – this provision prohibits the use of the death penalty.

(A ‘protocol’ is a later addition to the Convention).

A recent poll undertaken by the Human Rights Commission found that 43% people asked thought that human rights only applied to terrorists and people in prison.

Principles into practice, real case studies – S was the same-sex partner of a woman with a mental health condition who had been detained as a patient. Liverpool Council refused to recognise S as being her partner’s ‘nearest relative’. Being someone’s nearest relative is a statutory role with important responsibilities when it comes to making decisions about a patient’s detention and treatment.

With heterosexual couples the wife or husband automatically qualifies for nearest relative status and couple living together qualify after a six month period. For any other category of relationship the Mental Health Act states that people must have been living together for at least five years. S had only lived with her partner for three years. She argued that the right to respect for private and family life (Article 8) includes issues of sexual orientation, personal choice and identity.

Following her case, the definition of nearest relative was found to be discriminatory and the court applied an identical qualifying period for all couples, regardless of the sexual orientation.

In 2005, Mr & Mrs D, both aged 89, were separated when Mr D needed residential and nursing care. Mrs D was told that she didn’t qualify for a subsidised place in the council-run home and went to live with her son.

Human rights experts and older people’s organizations pointed out that this was breach of the couple’s right to respect for their private and family life (Article 8), which is protected by the Human Rights Act.

Following the publicity and a campaign by the family, Mrs D’s needs were reassessed and Gloucestershire County Council offered her a subsidised place in the same care home as her husband.

In East Sussex, two disabled sisters living with their parents in a specially adapted house had a dispute with the local authority. They needed help in order to move around but the local authority claimed that manual lifting was too great a health and safety risk for it’s employees. As a result the sisters were unable to move or to leave their home.

The judge who heard the case drew on human rights principles to establish the state’s obligation to enable disabled people to participate in community life. He said that it had a responsibility to respect their dignity while doing so. He ordered the local authority to revisit its policy to strike a balance between the human rights of service users and the rights of carers to a safe working environment.

As a result of the case, East Sussex local authority amended its code of practice on manual handling to include the dignity and rights of those being lifted. The code was circulated to other local authorities, NHS trusts and care providers.

To find out more about human rights, please visit The Equality and Human Rights Commission's website: www.equalityhumanrights.com

Do you want to become a member of Equality Watch?

This will entitle you to receive copies of equality watch newsletters, regular updates on national and local equality and diversity headlines and the opportunity to be involved in the council's equality watch initiatives. If you are interested in becoming a member of equality watch and would like to register please email: equalitywatch@wirral.gov.uk



Wirral Youth Service

Introduction

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

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

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

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

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

issues that are important to them.

Much of the work of the Youth Service takes place in one of fourteen open access youth clubs located across the Borough. Street work teams of youth workers make contact with young people who do not access the service elsewhere, build relationships with them and in negotiation with the young people, develop programmes which address their specific needs. This work is delivered on the streets, through project work and on mobile Kontaktabuses.

Response

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

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

International Work

Each year the Youth Service runs a comprehensive programme of International Youth Exchanges. Young people from Wirral take part in a number of international opportunities.

Duke of Edinburgh's Award

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

A well equipped Open Award Centre is able to provide comprehensive and quality expedition training for those wishing to attempt their expedition or exploration. Young people are encouraged to make improved use of their leisure time and by participating in the DofE they are guided towards, helping their own communities, acquiring new skills, keeping fit and taking on new and exciting challenges.

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

Wirral Youth Theatre/Youth Arts

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

Wirral Youth Service Outreach Team

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

Birkenhead District Outreach Team. As part of the Wirral Youth Service reconfiguration, Wirral Youth Service Outreach Team has been reorganised into districts.

The Team covering this area is the North Birkenhead Outreach Team. This team is being developed and will give a report at the next Forum about its activities.

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

Birkenhead, Tranmere and Rock Ferry

Charing Cross is open for four evenings a week and caters for a large group of young people with additional needs have been the realisation of the target in the Clubs campaign to raise funds for a mini bus. Addition work funded by DAF has enabled a very successful music workshop to take place weekly and there are plans to extend this provision further. The Centre now hosts the West African Caribbean Club and links are already made to broaden both groups' activities.

The Club is open for young people in the immediate neighbourhood on Wednesday 6.00 pm – 9.00 pm and Saturday 4.30 – 7.30. Monday 6.30 – 9.30 and Thursday 7 00 pm – 10.00 pm focuses on young people with additional needs.

Viking Youth Club takes place on Tuesday, Wednesday and Thursday 7.00- 10.pm. In addition the Trustees run sessions for the younger age group at teatimes during the latter part of the week. The District Activity Fund is currently supporting a Friday night sit off session with dance. Recent activities have included health related work in preparation for No Smoking day and visits to the Youth Theatre.

The Callister Youth Club is open on two evenings a week on Monday and Thursday 7.00 – 10.00 pm. It offers integrated facilities for all young people and a broad and interesting programme of educational visits, arts, crafts and sport.

Birkenhead District Team As part of the Wirral Youth Service reconfiguration, Wirral Youth Service Outreach Team has been reorganised into districts.

The Team covering this area is the South Birkenhead Outreach Team. This team is being developed and will give a report at the next Forum about its activities.

District	Team	Wards	Operational times	Staffing	Office base
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To be appointed.	South Birkenhead Outreach Team	Rock Ferry, Birkenhead & Tranmere, Bidston & St James (east)	5 nights per week including Friday & Saturday.	1 full time District Youth Worker 54 hrs/18 sessions of YSW per week.	NEYPP base now Birkenhead District Youth Office 652 3128
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Wirral Older Peoples Parliament



Chair: Lady Grace Sheppard

For Ethnic Minority Groups: Lady Irene Chan

REPORT FOR THE FIRST HALF OF 2010.

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

Our activities are varied.

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

Our four Away Days so far this year have been excellent

1. A day for grandparents who have full time care of grandchildren. Plenty of input from our Childrens' Services department of the council and from solicitors. A visitor from the Midlands commented on how well the group was working with council officers. A member has been very successful in the London Marathon raising awareness of the issues.

2. We booked the Williamson Art Gallery for a powerful day on End of Life Care. All aspects of preparing for death were covered. Sounds gruesome? No – it was inspiring, and even funny at times. It comes to us all, so lets make sure we have a good death.
3. Our day on National Issues involved our local MP Angela Eagle (Minister for Pensions and the Ageing Society since last summer), Esther McVey for the Tories and (direct from London) Dot Gibson, the inspiring General Secretary of the National Pensioners Convention. We also had Tina Long from NHS Wirral, telling us about the “2010 Year of Health” which is urging us all to take responsibility for our own well-being.
4. A day on Housing for older people, covered the sort of help which is available to make sure we are in housing to meet our needs as we get older, using the latest technology to keep safe. We heard Wirral officials talk about local plans.

Future Plans.

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

Thanks.

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

All members are volunteers, but we need to thank our two members of staff, Brian Christian and Anne McCabe, without whom we could not begin to function. Anyone over 50, living in Wirral, can sign to join. It costs nothing. Benefits can be enormous. The more members, the more powerful our voice.

Sandra Wall (Chair) May 2010.

NHS Wirral

Area initiatives

- NHS Wirral have started a drop-in services for patients that are suffering from neurological (nerve) conditions, and their families – based at **Parkfield Medical Centre**. Please contact your GP Practice Manager for more details.
- **Health Trainers** will be based at a variety of community locations across the area over the next few weeks to carry out Health Checks on those aged 40 – 74, as part of the NHS Health Check programme. This is like a Health ‘MOT’, and patients will receive advice on reducing their risk of developing conditions

such as Heart Disease and Diabetes. Please contact your GP Practice Manager for more details.

- NHS Wirral is encouraging patients and the public to provide feedback about peoples experiences of local health services through the **Have Your Say** service. To play your part you can free phone 0800 085 1547, write to HaveYourSay, Freepost or visit www.wirral.nhs.uk

- **Listen Up**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

What's On where?

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

Practice specific initiatives

- **Miriam and Cavendish Medical Centres** will be moving into the **Birkenhead Medical Building**, a new purpose-built facility on Laird Street. There will also be a Minor Injuries Centre operating from this site, along with services such as Podiatry, Physiotherapy and Counselling.
- **Woodchurch Road Surgery** will be relocating to a new building in Townfield Close, Noctorum, this November. Building will incorporate District Nursing and Health Visiting Services, and will also have space to accommodate a range of community services.
- Funding has been made available from NHS Wirral to local GP practices to support the development of **Patient Participation Groups** across the Wirral. Patient participation groups (PPGs) are forums providing opportunities for patients to communicate with their practice and NHS Wirral about their experiences of practice services, to exchange ideas and make suggestions about the development of existing services and the planning of future ones. PPGs currently up and running at:
 - **Miriam Medical Centre**
 - **Fender Way Health Centre**
 - **Gladstone MC**
 - **Cavendish MC**
 - **Greenway Road Surgery**
 - **Heatherlands MC**
 - **Hamilton MC**
 - **Moreton HC**
 - **Moreton MC**
 - **Parkfield Chesters**
 - **Prenton Surgery**
 - **Villa MC**
 - **Vittoria Murty**
 - **Whetstone Lane Surgery**

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

Streetscene Update

Highway Maintenance

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

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

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

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

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

Traffic Management Schemes

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

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

- Old Chester Road / Town Lane – Toucan Crossing
- Woodchurch Road / Osmaston Road – Puffin Crossing
- Brimstage Road (Phase 1) – Local Safety Scheme
- Barnston Road – Local Safety Scheme
- Cathcart Street – Local Safety Scheme
- Rock Ferry By-pass Phase 2 – Local Safety Scheme
- Bring Accidents to Zero Campaign – Various Sites Phase 2

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

- Cathcart Street area, Birkenhead – Local Safety Scheme
- Rock Ferry By-Pass, Rock Ferry – Local Safety Scheme

Pedestrian Facilities

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

Area Forum Improvements

Birkenhead, Tranmere & Rock Ferry Forum

- Derby Road, Birkenhead – Pedestrian dropped kerbs
- Lees Avenue / Thorsway – Pedestrian dropped kerbs

Local Transport Plan

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

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

The Partnership started its consultation with stakeholders at the Partnership's breakfast briefing on 3rd March. In addition a LTP consultation event was held with the public on 16th March. Thank you if you took part in this consultation which ended on 12th April. This looked at how you would like to see local transport improve in the long term. Although the consultation has now closed you can still view the public and stakeholder documents for information on the 'Challenges & Opportunities on the website http://www.letstravelwise.org/content164_LTP3.html or by contacting the Local Transport Plan Support Unit on 0151 330 1294.

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

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

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

Recycling Update

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

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

Two compost giveaways have been planned for June, to say thank you to residents for achieving a composting rate of 14.61% in 2009/10 (up from 13.96% in 2008/09)!

A total of six tonnes of pre-bagged compost will be given away at road shows, taking place at Port Sunlight Garden Centre on the 5th June and Carr Farm Garden Centre on the 12th June. Residents are invited to come along and collect their free compost!

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

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

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

Environmental Streetscene Update

Tidy Business National Award:

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

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

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

School Environment Awards:

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

- TRANMERE ROVERS "GREEN TEAM" AWARD - Liscard Primary
- MAYOR'S OUTSTANDING CONTRIBUTION AWARD - Anna Cross (Teacher) Ridgeway High
- WILDLIFE CONSERVATION AWARD - Grove Street Primary
- ENERGY AWARENESS AWARD - Park High
- JUNIOR ROAD SAFETY OFFICER AWARD - St Jopsephs, Wheatland Lane

- ROAD SAFETY PARTICIPATION AWARD - Liscard Primary
- BIFFA SCHOOLS RECYCLING AWARD – Ridgeway High
- COMMUNITY ENVIRONMENT AWARD - West Kirby Primary
- GREEN FACILITIES CHAMPION AWARD - Paul Wellsbury, Liscard Primary
-

Street cleansing and Litter Bins:

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

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

New Initiatives this year:

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

Anti Social Behaviour Team Update

Summary for Area Forums

Tackling Anti-Social Behaviour (prepared by Wirral Anti-Social Behaviour Team)

January 2010 – May 2010

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

Reported January 2010:

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

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

Reported February 2010:

- 37 year-old male of no fixed abode was issued with a 2-year Anti-Social Behaviour Order following an alleged catalogue of anti-social behaviour which banned him from, amongst other things, a large area covering **Arrowe Park**, Arrowe Park Hospital and parts of **Greasby**;
- 15-year old male from Union Street, **Tranmere**, was issued with a 2-year Anti-Social Behaviour Order following a catalogue of anti-social behaviour;
- 65-year old male from Lansdowne Road, **Birkenhead**, was evicted from his home following alleged anti-social behaviour by him and visitors to his property, including loud parties, fighting and drunken behaviour*;
- 17 year-old male from Beatrice Avenue, **Bebington**, was issued with a 2-year Anti-Social Behaviour Order following alleged abusive and threatening behaviour, evidenced by officers from Merseyside Police, Wirral Community Patrol and the Oval Sports Centre (see above).

Reported March 2010:

- 29-year old male from Wellington Road, **Oxton**, was issued with a 2-year Anti-Social Behaviour Order following threatening behaviour and repeatedly forcing his way into a residential building where he did not live;
- 23-year old male from George Road, **Hoylake**, was issued with a 3-year Anti-Social Behaviour Order following previous anti-social behaviour within the Hoylake, Meols and West Kirby area and previous convictions for offences including assault, criminal damage, theft, burglary, handling stolen goods, fraud, public disorder, possession of an offensive weapon and breach of a previous Anti-Social Behaviour Order;
- 84-year old male from Larchwood Close, **Pensby**, was issued with an interim Anti-Social Behaviour Order following an alleged catalogue of anti-social behaviour;
- 44-year old female from Greenwood Road, **Woodchurch**, was given a final chance to maintain her tenancy following a catalogue of anti-social behaviour by her children. A warrant for possession of her property was suspended on condition, amongst other things, that she complies with the terms of her tenancy agreement related to conduct*.

* issued in partnership with Wirral Partnership Homes.

Additional activity has included:

- **School bus run targeted for non-payment (March 2010)**
Pupils who dodge bus fares travelling to and from school were the target of a multi-agency operation. Merseytravel's Revenue Protection Team, Merseyside Police, Happy Al's Bus Company and Wirral Council's Anti-Social Behaviour Team and Education Social Welfare Service took part in the operation and were tackling what had become a repeated issue of non-payment of fares by a number of school children, which had been identified by

Happy Al's Bus Company connected to a specific bus route. A high-visibility operation saw the officers stop the bus on its route and take the names and addresses of all young people not in possession of a valid ticket. Nineteen young people were identified for non-payment of fares. Their schools were notified and letters sent by Merseytravel to the children's parents outlining the consequences for non-payment;

➤ **Anti-Social Behaviour Strategy & Minimum Standards launched (March 2010)**

Wirral Community Safety Partnership launched its Anti-Social Behaviour Strategy which sets out planned activity to prevent and tackle anti-social behaviour, setting out 34 objectives that will seek to be achieved over the next two to three years by a range of partners. The Partnership also made a public commitment to deliver a minimum set of standards related to anti-social behaviour.

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