



Area Forum (Bidston and Claughton)

Date:	Wednesday, 13 October 2010
Time:	7.00 pm
Venue:	Miriam Medical Centre, Birkenhead Medical Building, 31 Laird Street, Wirral CH41 8DB

Contact Officer: Michelle Gray
Tel: 0151 691 8213
e-mail: michellegray@wirral.gov.uk
Website: <http://www.wirral.gov.uk>

AGENDA

1. **WELCOME, INTRODUCTION & APOLOGIES**
2. **MINUTES AND MATTERS ARISING FROM PREVIOUS FORUM (JUNE 2010)**
3. **WIRRAL'S FUTURE - BE A PART OF IT**
4. **COMMUNITY ENGAGEMENT (Pages 1 - 26)**
 - What's been happening in your area
5. **PUBLIC QUESTION TIME**
 - Opportunity to ask questions to any of the forum members
6. **REFRESHMENTS/OPEN FORUM**
7. **ENERGY PROJECTS PLUS**
 - Energy Projects Plus (EPP) – “working towards a sustainable future”, officers will be attending our forum to promote the Warmer Wirral project that is managed by EPP and funded by Wirral Council

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Wirral's Area Forums



Bidston & Claughton Area Forum

Wednesday 13th October 2010

**Miriam Medical Centre
Birkenhead Medical Building
31 Laird Street
Birkenhead, Wirral
CH41 8DB**

Starts at 7.00pm

Michelle Gray - Community Engagement Co-ordinator

Tel: 0151 691 8213

Fax: 0151 691 8159 **Textphone:** 18001 0151 691 8213

Email: michellegray@wirral.gov.uk

Website: www.wirral.gov.uk

Community Engagement Team

Corporate Services - Town Hall, Brighton Street

Wallasey

Wirral

CH44 8ED

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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

Section One

AREA FORUM Minutes (BIDSTON AND CLAUGHTON)

Tuesday, 8 June 2010

Present:

Councillor D Roberts (Chair) Councillors J Crabtree, S Foulkes H Smith

Lead Officer John Webb, Director of Adult Social Services

Council Officers Jan Johnson (minute taker), Nancy Kitch, Louise Harland-Davies

Area Service Co-ordinator Michelle Gray

Streetscene Manager Garry Cummings

Merseyside Police Sergeant Dave Hill

Merseyside Fire and Rescue John Davies

NHS Wirral Cathy Gritzner

Wirral University Teaching Hospital NHS Foundation Trust Dr Joyce Magennis, Joyce Jackson
(Public Governor)

Apologies: Councillor George Davies, Councillor Ann McLachlan, Pat Landsborough. Jean McIntosh & Ken McDermott

1 WELCOME A welcome to St Bede's Community Centre and Chapel an extended welcome to Steve Mansfield the Vicar at St Bede's. The Chair, Councillor Denise Roberts also welcomed forum members and 31 members of the public to the Bidston & Claughton Area Forum. A loop system was installed for anyone with a hearing impairment.

2 MINUTES AND MATTERS ARISING (PREVIOUS MEETING FEBRUARY 2010) The minutes of the Area Forum meeting of 2 February 2010 were agreed a true record. Matters Arising Item 3 – referred to 2 public houses on the Beechwood area. One of these has since reopened, however the other had a recent fire and a query was raised about what was happening about this. Councillor Smith confirmed that a series of actions had been taken, the most recent being an order for demolition, against which the owner of the premises has now appealed.

3 COMMUNITY ENGAGEMENT (WHAT'S BEEN HAPPENING IN YOUR AREA)

NHS Wirral – Dr Abhi Mantgani A full update was given on page 15 of the Forum papers. Dr Mantangi drew attention to the following activities: A new drop in services for patients suffering from neurological/mental health conditions and their families at Parkfield Medical Centre. Contact GP practice for more details. Health Trainers – would be attached to practices in the most challenged areas for people at high risk, to get support to change lifestyle. Support would be provided on a 1:1 basis. Have Your Say – encouraging patients and the public to provide feedback on GPs, hospital and community services and to help improve services. Listen Up – radio programme and phone in on 7 Waves Radio. Patient Participation Groups – encouraging to have a say on how services are delivered. Contact GP practices or NHS Wirral if interested in joining a group. Birkenhead Medical Building – now open and was a fantastic facility. It would include a Minor Injuries Centre, specialist services such as podiatry, physiotherapy and also hoped that Social Services would have an input. Woodchurch Road Surgery – would be relocating to a new building in Townfield Close, Noctorum and able to offer improved health services in the area. Leasowe Medical Centre – this centre has closed. Anyone having any difficulty registering with a GP practice should contact NHS Wirral.

Q - What is the point of having a Walk In when not able to see a doctor?

A - **Walk In Centres are generally nurse-led. We try to reduce the number of people going to Accident and Emergency with minor injuries so they can be treated at Walk In Centres.**

Q - Expectation was that would see a doctor.

A - **If that impression was given, this is incorrect so would feed that back to ensure that staff explain this to patients when they arrive**

Wirral University Teaching Hospital – Director David Rowlands A full update was given on page 20 of Forum papers. David Rowlands drew the Forum's attention to the following: Challenges Ahead – all public services were now facing challenges over reduction in budgets whilst providing highest

possible quality healthcare services. Locally looking at a reduction around £14million over the next 3-4 years. Planned improvements – 12 bed Heart Assessment Unit, creation of new Haematology Day Unit, development of a new Respiratory Lab, new TIA (“mini stoke”) clinic to be established to enhance provision of services for stroke patients. Capital Investment – continuing with the £30million, 3 year development programme at Arrowe Park Hospital. This includes an £11.5million investment to provide a dedicated Woman and Children’s Hospital, bringing together all acute hospital services for women and children. Childrens Outpatient Department – this opened at end of 2009, with a new ‘Ronald McDonald House’ facility to benefit families who need to stay close to their sick children. New Surgical Elective Admissions Lounge (SEAL) – opened to patients on 24 May. Infection Control – putting measures in to reduce infection rates, which have already gone down significantly. Care Quality Commission – Arrowe Park Hospital awarded unconditional registration to provide healthcare services under a new, tougher system for regulating standards in the NHS. Arrowe Park Hospital in the top 40 hospitals for the third year. Come and Join Us – we want to involve members of the public to help shape future services. Currently we have 8,500 Public Members and would like to recruit more. Also if anyone would like to stand as a Public Governor we would encourage you to put your name forward.

Merseyside Fire and Rescue Service – Dave Watson A full update provided on page 12 of the Forum papers and Dave highlighted the following activities: House Fires – trying to keep to a minimum and campaigns have been very successful. The target was to reduce by 12%. We would encourage people to take advantage of home fire safety checks and if you know anyone who might benefit let us know. Contact details are given on page 14 and we will arrange a visit. Bidston Hill – recent number of fires and we have taken steps to reduce these. Wirral Community Patrol and Rangers are assisting us in this. 2 youths were caught setting fires through these patrols. We want to encourage vigilance and people should get in touch with Community Fire Stations.

Q – reported 4-5 times fires on Bidston Hill and found jacket which Police had checked and then discarded in bin.

A – **Inspector McGreggor would check details at end of the meeting.**

Q – Fly tipping reported to Street Scene, delay and then rubbish can then be set on fire. Are you working to try and see that rubbish is cleared?

A – **There were a number of groups who try to get up there regularly and incidents should be kept to a minimum. Please go through the usual reporting mechanisms.**

Q – from a resident of a local 8 year housing estate. Small kitchens means a large number of smoke alarms go off and people have removed or disabled them. Could you factor that in to your visits?

A – **Police offered to produce a letter and deliver to make sure people are aware this is a safety issue and get Police Community Support Officers to deliver. Please pass details on at end of Forum.**

Merseyside Police – Inspector Roy McGreggor Full stats were available for people to take away this evening and Inspector McGreggor highlighted the following: Burglary/vehicle crime has never been lower. Trying to get more engagement with community so you can tell us what your priorities are. Antisocial behaviour is a crime that concerns people so doing a lot of our work on that at the moment and recently undertaken a door knock exercise to get views about issues. Some intelligence had been given which enabled us to do drug warrants. Identified 10 young people causing majority of anti social behaviour and referred them to the Anti Social Behaviour Team and Wirral Partnership Homes to see if breaching tenancy agreements. We were trying to engage with the young people who cause anti social behaviour and provide alternatives, such as football and circuit training. Another issue reported to us was dogs and dog fouling and we are now able to issue ‘on the spot’ penalty fines. Issue raised at the last Forum was Neighbourhood Action Groups (NAGs) and it was felt that these weren’t reflective of residents needs. Hoping to know have regular monthly residents meetings in 10 set locations. Advance notice would be advertised and if anyone wanted to leave their email address, they would be emailed about the date. These new residents meetings should provide key information on what is happening in your area and what you want us to tackle, with the residents themselves setting the priorities. Staffing levels – Inspector McGreggor confirmed that the Police Station at Laird Street covered 4 wards and each has 1 dedicated Police Officer and 2 Community Support Officers. There were also an additional 3 sergeants and 9 constables to support them. Lot of reports recently around motor bikes and an initiative took place on Sunday at Bidston Moss, which we hope to repeat regularly

Q – what action is being taken regarding the man exposing himself on Bidston Hill? I was recently subject to this, as was my daughter and am also aware of others.

A – **all incidents need to be reported to the Police. I will get details from you after the meeting. Since the area forum the man in question has been arrested & charged.**

Q – do you deal with cars parked up on pavements? Heather Brow particularly bad as people have to walk on the road and emergency vehicles can't get down.

A – **have to use some discretion as some roads are narrow and people do try and keep the roads clear. However obstructions can be dangerous.**

Q – you said that Neighbourhood Action Groups don't appear to be working. I raised at the last Forum that we only got late notification of meetings taking place.

A – **lot of good work in the Neighbourhood Action Groups, however it was not working for residents to have a voice and give us their priorities. Community involvement is an important issue and Police need to be more proactive with the community and not rely on you to bring information to us.**

Q – teachers from School and people attending Quaker Church are parking on pavements in Slatey Road. There were a lot of older people in the area and mothers with children who are having to walk out on into the road. Can anything be done?

A – **once a month each ward officer has a spotlight traffic day. Also will send out letters to the school and church to remind them, to try and alleviate this.**

Q – Slatey Road area also has a vandalism problem again.

A – **do you report that to Police, as we can only respond to what we know. There is Police Officer attached to Park High School and will alert him to that.**

Q – people are too frightened of consequences to report incidents.

A – **officers will go where problems are, but they do need to know. When incidents are reported, Police do not have to call at their address, so please pass that message on.**

Q - Councillor Smith reported, as a regular attendee at Neighbourhood Action Groups, it was always local area reps that were invited and a lot of action was taken subsequently. Main problem has been late notification of meetings, so for the residents meeting could you please give as much notice as possible.

A – **would be advertised on the website and Newsletter and meetings would be on regular dates and at set locations.**

Q – Problems of youths drinking in Hoylake Road area.

A – **it is an issue, we will be running operations in the summer to target.**

Community Safety – Cathy Newman Update given on page 7 of Forum papers and Cathy highlighted the following: Community Safety Team works in partnership with Merseyside Fire & Rescue Service and Merseyside Police. Makes people aware of crime and how to avoid being a victim. There are nearly 1000 various Neighbourhood Watch Groups including Business Watch and the newly formed Allotment Watch. Domestic Violence work and safety for those families has been recognised nationally as good practice. Now developing a Hate Crime MARAC covering all the strands around diversity. Holding a workshop in Birkenhead Park Pavilion in June and hoping for reps from community to put Hate MARAC Committee together. Seasonal security issues – awareness raising for people to be vigilant.

Q – some residents fear going out at night can anything be done to give them greater confidence?

A – **Crime Prevention Officers within the Community Safety Team who could go and talk to them.**

4 PUBLIC QUESTION TIME - Covered under each of the partner updates.

5 YOU DECIDE FUNDING John Webb gave a presentation on You Decide Funding. Various information was available around the room, on the past years funding for the Bidston and Claughton Area Forum, voting papers, etc. There was a £20,000 allocation to fund various projects. Once all votes had been received, they would be collated and priorities voted for would be taken forward. Asking you to exercise your choice and give priorities. Think about where you want those services. In addition, we are also asking you to look at things you would like to fund with the Integrated Transport Block Funding (ITB) which is an allocation of £18,200 including a further £5,000 for additional grit bins in your local area where there is a need.

Q – looking at the list for last year, why was Grange Road Sports Centre not on the list. It is a centre in need of updating and funding.

A – **Michelle would go back and speak to Mike Withy (Youth & Sport) and feedback to forum members and member of public.**

Q – can you present an idea which doesn't fall into category?

A – **the idea is try and get as much information as possible. Need a mechanism where people representing a wider group can go back and have a discussion with those people as well.**

Please forward any other ideas in to Michelle. We want to be as representative as possible.

Deadline will be the end of June 2010.

Q – do you know numbers of CCTV cameras?

A – **these were for areas which were vulnerable, more about general situation rather than individual surveillance.**

Q – Date of end of consultation?

A – **After last Area Forum on 23 June. Cards have been given out at shops, colleges, schools, etc and on the website and internet. Tonight was the launch of this opportunity to give people the power to spend money on real issues.**

Q – issue about motorbikes on Bidston Rise. Are you going to continue with initiatives around stolen bikes or was it a one off?

A – **Will continue after the summer.**

Councillor Foulkes referred to the ITB funding and said that if anyone could recollect any particular areas during the winter that would benefit from grit bins, they could consider putting that forward. John Webb referred to a note he had received informing of a consultation about the proposals for Merseyside and Halton Waste Plan. An event was being planned next Wednesday, 16 June at Wallasey Town at 6.00 for the presentation (5.00 for anyone to look at proposals). This was an opportunity to ask questions and provide feedback.

6 NEXT AREA FORUM MEETING The Chair thanked people for attending and St Bede's Community and Chapel for the use of the venue. Next Area Forum is on Wednesday 13th October 2010.

Issue Raised: Re Grange Road West

- **There is a Youth Sports Night at Grange Road West Sports Centre on Fridays, 8 – 9pm that Wirral Council currently supports. There is also a Youth Sports Night on Saturday evening that the Oxtan & Prenton Forum funds. There is also a full report detailing the progress for youth activity that will be available of the next area forum.**

Section Two

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.

LICENSING ACT 2003

The Licensing Act 2003 has been the responsibility of Wirral Borough Council since November 2005. In December 2004 a Statement of Licensing Policy was produced which sets out the principles the Council will generally apply to promote the licensing objectives when making decisions under the Act. It is a requirement under the Licensing Act 2003 that the Statement of Licensing Policy is reviewed every three years. The Council is currently reviewing the 2007 Statement of Licensing Policy which has been amended and is now subject to consultation. The Council welcomes your views. You may find it useful to consult the Statutory Guidance issued under Section 182 of the Act when making comments to the Statement of Licensing Policy. The Statutory Guidance is available at www.culture.gov.uk. Your views are important to the Council in reaching a fair and proportionate Licensing Policy that discharges the Licensing Objectives. Please ensure we receive your views no later than **Monday, 1 November 2010**. Full consultation on this document is also being undertaken with: - The Chief Officer of Police, The Fire Authority, Bodies representing local holders of premises licences Bodies representing local holders of club Certificates, Bodies representing local holders of personal licences Bodies representing businesses and residents, Other interested parties

If you have any further enquiries please contact Richard Leyland on 0151 691 8043

Local Development Framework for Wirral - Core Strategy Development Plan Document - Preferred Options Report

The next stage of consultation on the Core Strategy is expected to take place in November 2010 when the Council will set out its Preferred Options for the future land-use strategy for the Borough which will replace parts of the Unitary Development Plan for Wirral adopted in February 2000. A draft report will be considered by the Council's Cabinet on 23 September 2010 and must be endorsed by a meeting of the full Council on 18 October 2010. Because the final document will not be approved until October 18 it will not be possible to provide a presentation to each of the Area Forums as part of this cycle but an Open Day is being arranged to which all Area Forum members will be invited. The Open Day (which will include an evening session) will be along the lines of the Open Day held at Wallasey Town Hall in January 2010 as part of the previous consultation on Spatial Options, with a series of repeated presentations throughout the day, copies of documents provided and officers available to answer any questions. A verbal update will be provided at the Area Forum meeting to provide any further details if they are available.

Andrew Fraser Forward Planning Manager Strategic Development, Corporate Services, North Annexe, Wallasey Town Hall, Brighton Street, Wallasey, Wirral CH44 8ED. Tel: 0151 691 8218 Fax: 0151 691 8188



Wirral remains one of the safest places within the North West stretching from Cumbria, through Lancashire and Greater Manchester to Cheshire and Merseyside. At the end of 2009 - 2010 Wirral recorded the 8th lowest level

**WIRRAL
ANTI-SOCIAL
BEHAVIOUR
TEAM**

of crime in the whole of the North West. This year between April - July Wirral has continued to reduce all crime still further.

Wirral now has the 6th lowest level of crime in the North West and we have reduced crime by a further 7.3% compared to the same period last year which means there are 424 fewer people who have been a victim of crime. The Home Office which produces this information also compares Wirral to 14 other Community Safety Partnerships across England and Wales. Home Office analysis judges that Wirral is not only better performing than areas similar to ourselves but that we are also Clearly Improving.

Moving from strength to strength is making Wirral and even safer place to live work and visit and this performance is delivered by the Community Safety Partnership for Wirral and the work of the Joint Community Safety Team on Wirral.

Respect Watch for Wallasey (May 2010)

Wirral Council's Anti-Social Behaviour Team, in partnership with Merseyside Police and landlord Wirral Partnership Homes, designated Hillcroft and Willowcroft Roads in Wallasey as a Respect Watch scheme area. The initiative is designed to protect residents who have already suffered at the hands of anti-social individuals and can be implemented where anti-social behaviour has occurred that is so serious that legal action has been taken by the Council's Anti-Social Behaviour Team. The adoption of the scheme, which received unanimous support, includes a Local Lettings Agreement with residents and a commitment from Wirral



Partnership Homes that steps will be taken to ensure that applicants for housing within that area or members of their household, guilty of previous unacceptable behaviour, will not be housed within the area. Private landlords have also been encouraged to participate. Signs have been erected in the area, which incorporates 79 properties the majority of which are privately owned; indicating to all who enter and pass through that the area is designated as a Respect Watch Scheme. The scheme will be reviewed in March 2011.



Mobile police stationed in Birkenhead (May 2010) Wirral's Community Mobile Police Station has been deployed to Birkenhead to tackle anti-social behaviour. The unit, a partnership between Wirral Council and Merseyside Police and managed by Wirral Anti-Social Behaviour Team, is located on Keightley Street, off Conway Street, Birkenhead. The area was identified as a 'hot-spot' for anti-social behaviour and for

targeted activity by a range of agencies to address a variety of issues. The unit is located within the area, as a central hub, for tackling crime and disorder within the neighbourhood. A Police Community Support & Traffic Officer (PCSTO) is seconded to work alongside the Anti-Social Behaviour Team for the duration of the station's deployment to support the community and other agencies to ensure that any work undertaken is sustainable by the community following the withdrawal of the unit later this year.

Truancy crackdown in Wirral (May 2010)

Wirral Council and Merseyside Police joined forces to crackdown on truants. An anti-truancy blitz stopped more than 132 young people during an eight-day period between March 2010 and May 2010. The crackdown on truancy saw officers from the Police and Council return to the streets of Wirral and used information from schools and members of the public to target known truancy hotspots. Between December 2009 and May 2010, 22 parents were prosecuted for their children's none attendance at school. There were also 21 fixed penalty notices issued by Education Social Workers. Anyone with information on truancy can contact the 'It's Your Call' hotline on 606 2020.

Partnership to tackle ASB sees results (June 2010)



Leasowe Community Homes and Wirral Anti-Social Behaviour Team formed a new partnership to tackle anti-social behaviour. Leasowe Community Homes, social landlord for over 980 properties, contracted enforcement services from Wirral Council's Anti-Social Behaviour Team to deal with its most persistent and serious cases of anti-social behaviour.

Graffiti busting partnership (June 2010) Wirral Council has expanded its graffiti busting partnership to strengthen its approach to tackling an issue that plagues communities through the support and commitment of a number of social landlords and a major utility supplier. Graffiti is being tackled forcefully as part of Wirral's strategy to tackle anti-social behaviour and improve the environment and quality of life for local residents. 2008 saw a new approach between the Council's Streetscene service, Wirral Anti-Social Behaviour Team and Together Neighbourhood Management Pathfinder based in Tranmere. A key element of this approach was the provision of a wider service to local residents; for the first time allowing homeowners, tenants and small business to have general graffiti removed for free. The Council's tough stance on removing racist and other offensive graffiti within 24 hours remained. Strength was added through the partnership's expansion to include social housing landlords Wirral Partnership Homes, Beechwood & Ballantyne Community Housing Association and Riverside. Utility provider ScottishPower Energy Networks also joined the collaboration which sees affected electricity sub-stations cleared of graffiti on a rolling programme. This partnership is not only working together to see the prompt and effective removal of graffiti, but also to gather intelligence on perpetrators and take robust enforcement action, coupled with strengthening preventative work in schools targeting the peak age group for committing graffiti of 14-17 years old.

Graffiti campaign targets 'taggers' in Seacombe (June 2010)



A partnership to tackle graffiti has undertaken a campaign to target graffiti 'taggers' in Seacombe. Wirral Council and its graffiti busting partners targeted a hot spot for graffiti tags to identify the perpetrators and highlight that graffiti is unacceptable and will not be tolerated. The Council's Anti-Social Behaviour Team and Streetscene service, Lairdsie Communities Together, social housing landlord Wirral Partnership Homes and Merseyside Police



came together to tackle a spate of graffiti tags in the Demesne Street area of Seacombe. The campaign saw a timetable of activity to tackle graffiti in the area. The Anti-Social Behaviour Team's Respect Bus was used as a hub for activity which started with a walking audit of graffiti in the area. A demonstration of graffiti removal was undertaken close to the playground area off Demesne Street by Lairdsie Communities Together's 'Graffiti Busters' team using a high-pressured water jet. Throughout the campaign messages were targeted at mobile telephones using Bluetooth technology to appeal for information on the identity of two prolific 'taggers' known as 'ACE' and 'TRANE'. The event concluded with a 'Have Your Say' session on the Respect Bus for residents to report issues in their area to a range of agencies. Graffiti for removal can be reported to 'It's Your Call', the borough-wide reporting service for anti-social behaviour on 606 2020, any Council One Stop Shop or directly to the relevant social landlord. Residents can provide information in confidence regarding the identity of graffiti offenders to Wirral's Anti-Social Behaviour Team on 637 6400.

➤ Respect awards presented to primary schools (July 2010)

Primary school pupils from across Wirral were rewarded for completing an anti-social behaviour awareness programme. Designed by Wirral Council's Anti Social Behaviour Team, the seven-week Respect Programme aims to steer youngsters away from anti-social behaviour and crime, making pupils



aware of what anti-social behaviour is - and the possible consequences if they were to get involved in it. During the course, pupils took part in a number of classroom sessions and two location-based activities, which



included a trip to the Old Courthouse in Wallasey - a decommissioned courtroom - where the pupils take part in a mock courtroom session supported by real life magistrates and legal advisors from Wirral Magistrates' Court. The schools who had taken part throughout the academic year were brought together at Tranmere

Rovers Football Club to take part in an inter-school quiz, answering questions about anti-social behaviour and the consequences, the children demonstrating well just how much they had learnt! The event was attended by Dermot Collins, Respect Manager for the Football Association, who spoke with the children about negative perceptions among some adults of children playing football and asked for their views about issues around those perceptions.

At the ceremony that followed, pupils from schools that had taken part were presented with certificates by Cllr Sheila Clarke, Wirral's Cabinet Member for Children's Services and Lifelong Learning. The Anti-Social Behaviour Team worked with pupils from St Michael's Primary School, Portland Primary School, Prenton Primary School, Grove Street Primary School, St Peter's Primary School, Manor Primary School, St Werburgh's Primary School, Somerville Primary School, St Joseph's Primary School, Castleway Primary School, and Woodchurch Road Primary School. The programme is led by an education social worker and police officer seconded to the Anti-Social Behaviour Team and key elements are delivered by other agencies including Arriva, Merseyrail, British Transport Police, HM Courts Service, Tranmere Rovers Football Club, Merseyside Fire & Rescue Service and the Council's Dog Wardens. The agencies were also presented with certificates for their participation, presented by Councillor Chris Blakeley, Wirral's Cabinet Member for Housing & Community Safety.

Wirral Community Patrol - Serving the Wirral Community

In the last 3 months Wirral Community Patrol attended over 3000, incidents. This is an increase of over 50% on the same period last year. This is **not** due to an increase in crime or disorder, but a reflection of the increased role played by Wirral Community Patrol in response to the request of Wirral residents. Between 1st June and 7th September 2010, Wirral Community Patrol attended 3,109 incidents. (Compared to 1,934 in the same period last year). The figures below give a breakdown of the means by which Wirral Community Patrol were involved in assisting people who live work and visit Wirral. Summer 2010 June, July, August to 7 September (2009 in brackets) include:

906 alarm activations (777), 2 assaults on females (3), 264 incidents of criminal damage (50), 15 fires 1 being a fire at a school which was extinguished before it was able to cause any major damage. (12), **4 floods** 3 on education property all reported before any major damage caused (4), **15 incidents of property found** which were either returned to the owner or handed in to the police. (8) **3 Injured Residents** Patrol officers dealt with 3 members of the public. (0) **8 reports of intruders** on council premises 3 people were detained (4) **54 incidents of suspicious behaviour** in most cases Wirral Community Patrol attended and found nothing to report thus saving police time (27) **395 safety issues** ranging from missing lifebelts to dangerous pavements (142) **268 incidents of unauthorised activity** including camping, flytipping and motorcycles on council property (95) **802 incidents involving youths causing annoyance (590) 32 incidents involving alcohol (10) 1 Missing Child.** An 8 year old child missing from shopping centre found by Wirral Community Patrol after 1 ½ hours.

The Wirral Community Patrol service continues to use specially equipped vehicles, but has also increased its flexibility of response by introducing a cycle patrol which can more effectively reach areas such as parks and open spaces, whilst reducing costs and helping to protect our environment.

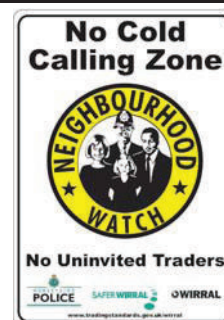
Dog Fouling Not a very nice subject to talk about and even less to experience! Dog fouling has been identified as a priority for Wirral residents on many occasions. **Wirral Community Patrol** has increased the team of dog fouling and litter enforcement wardens to six wardens and 1 admin assistant.

Wearing a highly visible uniform, they patrol the whole of the Wirral commuting along with the public it serves on public transport and bicycles to tackle known hot spots. Whilst out and about in local communities, officers have not only dealt with fly-tipping and irresponsible dog owners but have also referred problems of graffiti, criminal damage and abandoned bikes. The Dogs (Fouling of Land) Act 1996 currently applies to the whole of the Wirral. This means that, by law, dog excrement must be removed straight away from land that has public access, whether or not warning signs are displayed. If people have any information about offenders, want to highlight a problem area, they are urged to contact StreetScene call centre on 0151 606 2004.

New Signs Detering Doorstep Crime

No Cold Calling Zones' are being established in Wirral to prevent 'doorstep crime'. These zones prohibit unknown callers from calling on households without an agreed appointment.

Typically 'doorstep crime' means stranger(s) masquerading as legitimate tradesmen calling unannounced at the resident's door, looking for any opportunity to illegally acquire property. 'Distraction burglary' is an example whereby the offender distracts the



householder in order to steal. Whilst this type of crime is rare in Wirral, perpetrators target vulnerable members of the community, often with devastating effects. Research Shows

- Establishment of *No Cold Calling Zones* reduces associated crimes by up to 80%
- Over 90% of home owners object to cold calling

The Wirral Joint Community Safety Team is working in conjunction with Trading Standards and the Police, both to raise awareness amongst residents and deter potential criminals. An analysis has been made across all Wirral including all Neighbourhood Watch Scheme areas. Street signs bearing the title 'Neighbourhood Watch' and 'No Cold Calling' will replace existing signs. Letters are currently being sent out to Neighbourhood Watch Coordinators requesting their participation in the scheme with residents. Following the establishment of the schemes, questionnaires will be sent out to each area. The Community Safety Team would appreciate as many responses as possible in order to best evaluate the success of this initiative.

There are 366 Neighbourhood Watch Schemes across Wirral, as well as 'Business Watch' and 'Allotment Watch' Schemes, and we are keen to establish even more.

If you want to become part of a Neighbourhood Watch, Allotment Watch or Business Watch Scheme please contact wallasey@crime-prevention.co.uk or telephone - 0151 606 5457.

'Operation Rolla' **Preventing Persistent Vehicle Nuisance**



Wirral residents have made a numerous complaints regarding antisocial behaviour on quad bikes and motocross bikes on council owned land near Old Hall Road in Bromborough. Not only is this a noise nuisance and trespass but it could also be considered as criminal damage to property as the ground has been specifically prepared for future development.



A joint task force was instigated coordinating the activities of officers from both Merseyside Police and Wirral Council's Community Patrol in order to prevent and deter anti social or illegal activity.

Initially, notices were posted informing potential trespassers that it was an offence to use any motorised vehicle on the site.



Having been given ample warning 'Operation Rolla' was put in practise on Sunday 12th September 2010. 2 motocross bikes and 1 quad bike were confiscated.

This enforcement action also serves as a strong deterrent to others and the task force remained in attendance to help explain the operation to members of the public.

Merseyside Police and Wirral Community Patrol officers will continue to take action on any illegal use of motorised vehicles and these will be confiscated where appropriate.

Telephone/e.mail/postal scams



Fraud or 'white collar' crime has been a growth market over recent years. Many people will be aware, or may have already received, unsolicited phone calls, E. Mails or letters through the post, that are clearly an attempt by fraudsters to access their personal bank account details. Some of these are more obvious than others. Unfortunately, there are still some members of the public who fall victim to these scams, which are becoming more sophisticated and plausible. The general adage 'If it seems to good to be true, it probably is' applies to all these scams. Fraudsters prey on vulnerable people in order to cheat them out of their savings. The following is a list of some of the more common scams. However, people should always be mindful of any unauthorised communication, particular where attempts are made to obtain personal details of any nature.

Parcel Delivery Service This involves the householder receiving a card through the letterbox from Parcel Delivery Service or PDS, stating they had called at the address to deliver a parcel but had been unable to get a reply. The card provides a number 0906 661 1911 for the householder to contact and arrange a re-delivery of the parcel. This is a hoax number and anyone using it would automatically be charged £15. If you receive delivery cards through your door, of doubtful origin, you can contact Phonepay Plus on 0800 500 212 (Mon-Fri. 08.00am to 6.00 pm) for further guidance or visit their website on phonepayplus.org/output/FAQ.aspx

BT Phone Bill This fraud involves the householder receiving a phone call, allegedly from B.T. telling them they have an outstanding phone bill of £31 and that immediate payment is required to prevent their line from being disfraudneted. If the householder states that they don't believe this to be an authentic call, the caller offers to demonstrate this and asks the householder to put the phone down and try phoning. If the householder does this and lifts the receiver up to make a call, the line appears to be dead and there is no dial tone. This is because the bogus BT caller stays on the line and presses the mute button on the phone. He then waits until the victim has unsuccessfully tried to make a call, rings them back, and asks them for their credit card details to arrange payment for the outstanding bill.

Mobile Phone Scam The caller rings a mobile phone, and tells the recipient that they are a company engineer, from the phone network in question, and are checking the receiver's phone signal is working okay. Should you receive such a call, where the caller asks you to press #09 or #90 on your handset, terminate the call immediately. If entered, this code allows the caller to access your Sim card, and make unlimited phone calls at your expense.

Euro Millions Lottery This was a letter fraud in circulation last year that was received in various parts of the northwest and involves the old theme of telling residents that they have won a cash prize in the Euro Millions Lottery draw. The letter allegedly came from Madrid and has a 'Diamond Trust' claim processing form attached to it. The 'lucky winner' is to complete and return providing details of their name, address, phone number and full bank details. These letters are completely bogus and should be immediately discarded.

Bogus E.Mails A lot of fraudsters are taking advantage of websites, email addresses etc in an attempt to access bank account details to cheat people out of their money. As mentioned, it doesn't take 'rocket science' to identify bogus E mails, and the obvious advice is to immediately delete them, even if they appear to have an air of truth about them. If you have any doubts about any E mail you receive at your home address, you can fraudtact 'Fraudsumer Direct on 08454 04 05 06. Or your bank's Customer Services if the email claims to come from your bank. Bogus emails can also be forwarded to scams@oft.gsi.gov.uk

Counterfeit Cheque This is a less common fraud and involves a householder receiving a counterfeit cheque or traveller's cheque through the post with instructions to pay the cheque into their bank account. The sender also asks that the householder forward them a cheque, of a much lower amount than they received, to a PO box address.

HM Revenue and Customs email A number of people have received an authentic looking Email, allegedly from the HM Revenue and Customs, suggesting the recipient is eligible to receive a tax rebate of £327.54p. The document also requires the householder's bank details to pay the money into and, again, the person's bank account is subsequently plundered. Currently fraudsters are already sending out fraudulent emails claiming to be from HM R&C pertaining to the various tax liabilities.

Credit Card Scam This is a slick and sophisticated telephone/credit card scam. The intended target receives a phone call from a caller who actually provides the victim with most of their personal information, obviously obtained through identity theft, except the one piece of information they are after. The bogus caller tells the victim that they are calling from the Visa & Mastercard Security and Fraud Department, and quotes a false name/badge number. They tell the recipient that their card has been 'flagged up' for an unusual purchase pattern. They are allegedly calling to verify it has been authorised by the cardholder, quoting the cardholder's issuing Bank's name. When the victim states they haven't made any unusual purchases, the caller reassures them that no cash will be debited from their account and that they are investigating the matter. The caller asks the victim to confirm they are still in possession of their card and also to confirm the last 7 numbers of the back of their Visa Card. The 1st four numbers being part of the card holders number and the last three are security numbers. If this is done, the caller will confirm that these details are correct, ask the victim if they require any further information and hang up. Within minutes of providing the information, the victim's account can lose substantial amounts of money. The essence of the scam is that the caller provides the victim with most of their details, making them think the call is genuine. Credit / debit card finance / bank institutions already know their customer's details and would never ask for them over the phone.

There is a very good Home Office website which provides advice on avoiding being a victim of such offences, on www.identitytheft.org.uk

New Joint Director of Public Health for the NHS and Local Authority

Fiona Johnstone has been appointed the new Joint Director of Public Health, succeeding Marie Armitage who is retiring. Fiona will be joining us in the autumn from NHS Halton & St Helens, where she is the current Director of Public Health. Fiona qualified as a public health specialist in 1995, and has been a Director of Public Health since May 2002. She has developed a wide range of experience including leadership on clinical and non-clinical issues, and has a particular interest in health inequalities, having conducted one of the first equity audits in the country looking at the differences in how people access services. She has considerable experience of working in primary care and Local Authority settings, as well as in the academic sector within a teaching and research environment. Fiona lives in Bebington on the Wirral.

NHS Wirral commended was commended in a recent national magazine feature report after being ranked in the top two Primary Care Trusts in the North West. The feature in the Health Service Journal (HSJ) by editor Alastair McLellan stated that Wirral are one of a handful of primary care trusts in the country “well positioned” to provide a smooth transition into the future.

Focus on Sexual Health The National Chlamydia Screening Programme (NCSP) is a control and prevention programme targeted at the highest risk group for chlamydia infection in England - young people under 25 who are sexually active. The NCSP set targets for 2009/10 for PCTs to test 25% of their target population. For NHS Wirral this meant that we had to carry out 10,000 chlamydia tests in 12 months. A combination of effective collaboration with our local health settings, marketing to our under 25 population and frequent outreach work in local schools and colleges resulted in the Wirral screening programme exceeding the 09/10 target.

If you or anyone you know is concerned about Chlamydia or any other sexual health matter please contact the team via the contact details below.

Health Action Areas Health Action teams provide a range of free health and wellbeing activities designed to help local residents become more active and to lead healthier lifestyles. The type of activities provided are based on what local residents, health practitioners and voluntary organisations told us was needed, combined with evidence of what really works from other areas of the country.

Activities include Weight Management courses, Chair Based Exercise, Gym sessions, Group Walks, Allotments, Healthy Cookery, Relaxation, Stop Smoking sessions.

The ‘Community Programme’ can:

- support people to make positive lifestyle changes
- maximise community resources and signpost residents to activities close to where they live
- help patient reduce the risk of cardiovascular disease (e.g. stroke)
- support people to tackle obesity, poor diet, smoking, anxiety and aid recovery from alcohol and drug dependency.

Everyone is welcome to attend the activities on offer and research shows that the following groups will particularly benefit from getting involved:

families who want to get more active and achieve a healthy weight

- men aged over 40 (particularly men over 55)
- people with anxiety and depression
- people who have completed alcohol or drug treatment programmes.

The Community Programme is updated on a monthly basis (1st of each month). A copy of the latest update is available to download from the NHS Wirral website – www.wirral.nhs.uk/yourhealth/healthandwellbeing

For Further information on any of the matters raised or services highlighted above please contact Have Your say on: Freephone 0800 085 1547 or HAVEYOURSAY, Freepost, or at www.wirral.nhs.uk/haveyoursay

STREETSCENE UPDATE

Highway Maintenance *Winter Maintenance* The 2009 / 2010 winter season was the worst experienced in Wirral for a number of years, resulting in 49 days where gritting was carried out. It was also necessary to carry out extensive treatment to footways in shopping areas and in the vicinity of public buildings such as schools and Social Services properties. The severity of the weather nationally over a prolonged period resulted in the Government implementing the Salt Cell operation, which took control of salt supplies to highway authorities, ensuring that authorities had minimum stocks available for emergency situations.

There was a requirement to reduce salt usage by up to 60%, which resulted in priority being given to the primary route network and spread rates being kept to a minimum. Alternative materials were used on footways and in grit bins, such as wind blown sand and white salt (not suitable for highway use). Salt stocks for 2010 / 2011 have been replenished during the summer and a review of routes has been undertaken to take account of Government requirements to reduce salt usage.

Major safety scheme for Junction 3 M53/ Woodchurch Road, In June work began on a major highway safety scheme at junction 3 of the M53 at Woodchurch. The work aims to reduce the number of people killed or seriously injured at the junction, and reduce traffic congestion and delay on the roundabout at the interchange.

The work included new traffic signals, extensive resurfacing, improvements to street lighting, a new cycle route, improved traffic signs and environmental and noise reduction measures all with the purpose of improving the safety of motorists and pedestrians. As a further boost to road safety, Asda funded the construction of a right turn facility from its superstore on Woodchurch Road with new traffic signals at the junction of the westbound exit slip road from the M53 interchange and Woodchurch Road. This facility and the associated traffic signals are now in operation.

Bayswater Road/Harrison Drive, Wallasey We are currently looking at a proposal to construct a roundabout at this junction, to reduce queuing. Cycle ways will be included in the scheme.

Upton Road/ Noctorum Avenue, Upton Upton Road/ Noctorum Avenue is an improvement scheme currently under preliminary design. Proposals include the provision of traffic signals at the junction to reduce congestion and assist with turning movements to and from Noctorum Avenue. The scheme will also provide improved controlled pedestrian crossing facilities.

Birkenhead North Station- Proposed Park and Ride. This scheme, funded by Merseytravel, is to provide a car park to Birkenhead North train station on the land between the station and Beaufort Road. The scheme will reduce the parking congestion in Station Road and the surrounding area. It is currently under detailed design and is due to commence on site January 2011.

Carriageway resurfacing The following carriageways have been resurfaced since April 2010:

Hot Rolled Asphalt Telegraph Road, Clarendon Road, Beaumaris Drive, Pool Lane, A41 Allport Road junction, Watson Street, Greenbank Road, Beaumaris Drive

Dense Bitumen Macadam Grasswood Road, Upland Road, Greenwood Road, Delavor Road, Cook Street, Midland Street, Shaw Street, Quarry Bank, Russell Road, Queen Street, Sycamore Road, New Hey Road, Whaley Lane and New Hey Road

Surface Dressing Thornton Common Road, Willow Lane, Raby Road, Upper Raby Road, Raby Mere Road, Rivacre Road, The Green, Shrewsbury Road, Brimstage Road, Raby Hall Road and Mount Road

Micro-Asphalt – Ralumac

- New Brighton - Denton Drive, Hale Road, Osbourne Grove and Warwick Drive
- Oxtun - Prestbury Close, Birch Road, Fairview Close, Rosemount Close, Shavington Avenue, Bennets Hill and Bentley Road
- Pensby & Thingwall Barleyfield - Overdale Avenue, Private Drive, and Napps Way
- Prenton Prenton - Village Road
- Rock Ferry - Thorsway / Lees Avenue, Platt Grove and Cargill Grove
- Seacombe - Birnam Road, Eastcroft Road, Hillcroft Road, Willowcroft Road, Rufford Road, Hartsmere Road, Northbrook Road and Walsingham Road
- Bebington - Mount Avenue / Drive
- Bidston & St James - Buccleuch Street, Edgar Court, Tyrer Street Lincoln Street and St Annes Street
- Bromborough - Venables Drive, Mill Road and Palatine Road
- Cloughton - Cavendish Road, Grafton Street and Sandalwood Drive
- Eastham - Adaston Avenue
- Heswall - Moorland Close and Baskerfield Road
- Leasowe & Moreton East - Cherry Tree Road, Fordhill View, Wheatfield Close, Ross Avenue, Willow Grove, Rosslyn Drive, Barnston Lane and Garrick Avenue
- Saughall Massie & Moreton West - Curlew Way and Kestrel Road
- Upton - Fleet Croft Road
- West Kirby & Thurstaston West Kirby Concourse

Footways The following footways have been reconstructed since April 2010:

Border Road, Guilford Street, Latham Avenue, Mosslands Drive (part only), Holmlands Drive (3rd phase), Liscard Road (part), Torrington Gardens, Dalmorton Road (3rd phase) Richmond Way and Fox Hey Road

The following footways have been surface treated with Paveseal since April 2010:

- Leasowe & Moreton East - Heyes Drive, Stuart Close, Wimbrick Hey, Ross Avenue (lay-by) and Wimbrick Close
- Moreton West & Saughall Massie Glazier Road, The Cedars, Wastdale Drive, Edgehill Road Curlew Way (lay-by) and Birchfield
- Greasby Robert Drive, Caulfield Drive, Neale Drive and Appleton Drive
- Upton Derwent Drive, Old Wood Road, Old Meadow Road and Kylemore Way
- Pensby & Thingwall Rusland Avenue, Nicholls Drive, Bennets Walk, Cheshire Walk, Kentmere Drive and Portal Road
- Bebington Town Lane, Woodhey Road, Ash Road, Beech Road, Elm Road, Buckingham Avenue and Wellington Road
- Clatterbridge & Eastham Valleybrook Grove, Venables Close, Venables Drive and Maelor Close

- New Brighton Nelson Street, Orrell Road, Westmorland Road, Dalton Road, Hale Drive, Denton Drive, Elgin Drive, Lincoln Road and Caithness Drive
- Bidston Laird Street
- Rock Ferry Orchard Court, Corinthian Street, Eldon Road, Wycliffe Street, Mulberry Road, Rockville Street, Ashley Street, Moore Avenue, Fletcher Avenue, Solly Avenue, Platt Grove, Dell Grove, Cargill Grove

Street Lighting The Council will be introducing a trial of a new Central Management System to allow the remote, dynamic control of street lights connected to the system. The new management system will allow the levels of lighting to be varied throughout the night and the dusk and dawn switching times to be adjusted to shorten burning hours to the minimum.

The system would also eliminate the problem of lights burning during the day and, most importantly, it can be used to measure the amount of electricity used. The trial of 250 streetlights will take place in the New Brighton area bounded by Rowson Street, Seabank Road, Manor Lane, Magazines Promenade, Tower Promenade and Marine Promenade. During the trial, no lights will be switched off completely at night; lights will remain illuminated and it is thought that residents will hardly notice the slight dimming of the light.

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

- Castleway Primary School, Leasowe – Safer Routes to School Scheme
- Conningsby Drive / Merton Road, Wallasey – Cycling Strategy Scheme
- Mount Pleasant Road / Mount Road, Wallasey – Cycling Strategy Scheme
- Rake Lane / Earlston Road, Wallasey – Cycling Strategy Scheme
- Liscard Centre Cycle Link, Mill Lane – Cycling Strategy Scheme

Area Forum Improvements

Leasowe, Moreton & Saughall Massie Forum

- Manor Drive, Moreton – Vehicle Activated Sign
- Borrowdale Road / Overchurch Road, Moreton – Vehicle Activated Sign
- Upton Road, Moreton – Vehicle Activated Sign

Birkenhead, Tranmere & Rock Ferry Forum

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

New Brighton & Wallasey Forum

- Seabank Road / Osbourne Road – Vehicle Activated Sign
- Bayswater Road – Vehicle Activated Sign
- Albion Street – Pedestrian dropped kerbs
- Kingsway – Pedestrian dropped kerbs
- Sandy Lane – Pedestrian dropped kerbs

Bebington & Clatterbridge Forum

- Peter Prices Lane – Vehicle Activated Sign
- Lever Causeway – Vehicle Activated Sign
- Jackson Close - Pedestrian dropped kerbs
- Allport Road – Pedestrian dropped kerbs

West Wirral

- Village Road, West Kirby – Vehicle Activated Sign
- Saughall Massie Road – Vehicle Activated Sign
- Meols Drive – Vehicle Activated Sign

Greasby, Frankby, Irby, Upton, Woodchurch Forum

- Mill Lane – Vehicle Activated Sign
- Manor Drive – Vehicle Activated Sign
- Hoole Road – Pedestrian dropped kerbs
- Coombe Road – Pedestrian dropped kerbs

Bromborough & Eastham Forum

- Bolton Road – Vehicle Activated Sign
- Bridle Road – Vehicle Activated Sign
- Adaston Avenue / Glenburn Avenue – Pedestrian dropped kerbs
- New Chester Road / Poolbank Road – Pedestrian dropped kerbs
- Port Sunlight Area – Pedestrian dropped kerbs

Bidston & Claughton Forum

- Worcester Road – Pedestrian Refuge
- Noctorum Avenue – Vehicle Activated Sign
- Fender Way – Vehicle Activated Sign

- Gilbrook Square – Pedestrian Dropped Kerb
- Upton Road – Pedestrian Dropped Kerbs

Heswall, Pensby & Thingwall Forum

- Pensby Road (sth of Whaley Lane) – Vehicle Activated Sign
- Irby Road (nth of Somerset Road) – Vehicle Activated Sign

Traffic Schemes – the following schemes have recently been completed:

- Fender Lane, Bidston – Local Safety Scheme
- Arrowse Park Road, Upton – Local Safety Scheme
- Mount Road, Clatterbridge – Local Safety Scheme
- Raby Hall Road, Bromborough – Local Safety Scheme
- Thornton Common Road, Raby – Local Safety Scheme
- Willaston Road, Clatterbridge – Local Safety Scheme
- Stanton Road, Bebington – Safer Routes to School Scheme
- Storeton Road, Oxton – Pedestrian Refuge (Area Forum)
- Prenton Hall Road, Prenton – Pedestrian Refuge (Area Forum)
- Dibbinsdale Road, Bromborough – Hardstanding (Area Forum)
- New Chester Rd/Corniche Road, Bromborough – Puffin crossing conversion (Due completion Sept 10)
- Allport Rd/Allport Lane, Bromborough – Installation of pedestrian signal phase (Due completion Sept 10)

‘Bring Accidents down 2 Zero’ A pilot scheme, ‘Bring accidents down 2 zero’ took place in 2008. The initiative is a community-based project that works to address the concerns of residents. The initiative encourages drivers to slow down to 20mph in areas of high collision rates, without the need for expensive traffic calming measures such as speed bumps or chicanes. Feedback from residents and drivers within the areas the scheme was piloted showed that 74% of drivers preferred the new scheme, with the voluntary 20mph speed limit to physical speed reducing measures. 89% of drivers thought that the scheme should be provided in other areas of Wirral.

Following on from consultation undertaken together with requests and officer input, a further 14 discrete areas were identified. Cabinet at its meeting in February 2010 agreed to continue the rolling programme on a cyclic basis returning to the initial 7 pilot areas including an additional area in Claughton. The areas are:

- **Bromborough** Oteley Avenue, Bradmoor Road, Valley Road, Dale Avenue, Ashfield Crescent, Forwood Road, Mossley Avenue, Hawthorn Lane, Meadowside Road, Beechwood Road, The Oaks, Park View, Ashfield Road, Oakfield Road
- **New Ferry** Thorburn Road, Easton Road, Seafield Road, Henthorne Road, Shorefields, Samaria Avenue, Mersey Bank Road, Napier Road, Ingleby Road, Woodford Road, Cecil Road
- **Oxton** Rose Mount, Village Road, Palm Hill, Christchurch Road, Derwent Road, Victoria Mount, Normanston Road, Bennets Hill, Fairview Road, Poplar Road, Mount Pleasant Fairclough Lane, Roslin Road
- **Greasby** Macdonald Drive, Lloyd Drive, Rigby Drive, Dodd Avenue, Howell Drive, Ferguson Avenue, Hall Drive, Harvey Avenue, Leslie Avenue, Carmichael Avenue, Barker Lane, Shaw Lane, Danefield Road, Allangate Close
- **West Kirby** Westbourne Grove, Westbourne Road, North Road, Park Road, Dunraven Road, Ashton Grove, Church Road, Eaton Road, South Road, Victoria Road, Mostyn Avenue, Hydro Avenue, Madeley Drive, St. Bridgets Lane, Rectory Road
- **Meols** Newlyn Road, Guffits Rake, Centurion Drive, Park Road, Park Way, Cleveley Road, Station Approach, Derwent Road
- **Liscard/New Brighton** Sheen Road, Steel Avenue, Penkett Road, Zig Zag Road, Bridgecroft Road, Kimberley Road, Withens Lane, Glencoe Road, Durban Road, Carrington Road, Strathcona Road, Longland Road, Urmson Road
- **Claughton** Manor Hill, St. Vincent Road, Grosvenor Road, Grosvenor Place, Egerton Road, Forset Road, Hanover Close, St. Aidens Terrace, Howbeck Road, Sandy Way, Alton Road, Devonshire Place, Beresford Road

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

Community Speed Watch Along with Merseyside Police, we continue to recruit volunteers for our Community Speedwatch Scheme, where residents and community groups can use our radar guns and hi-viz jackets to perform speed checks on problem roads.

All data captured can be passed back to the police and action may be taken. School Travel Plans During 09/10 we worked with 16 schools to produce school travel plans. To date we have adopted 124 schools out of 136 (91%).

	Primary	Secondary	Nursery	Special	Independent	Total
	90	21	3	8	2	124
Total no schools:	92	22	3	13	7	136

School Keep Clear Audit Wirral Council recently undertook an audit of 'School Keep Clear' markings in the areas around schools in an effort to improve safety for school children. Following the audit, it is proposed to remove some redundant markings, make amendments to some existing ones and to provide new markings where required. Additionally, at a small number of locations, we intend to introduce additional waiting restrictions as appropriate. We are also proposing to install signage at some locations to make it clearer to motorists the days and hours at which it is inappropriate to stop on the road markings.

These proposals will bring the road markings into line with the most recent guidelines regarding the protection of school access points and should improve visibility for and of children as they enter and leave school. We believe that this audit and any changes required will help the continuing good progress we have made in making Wirral's roads safer.

Sustainable Travel Pilot – Transition Years A sustainable travel project was piloted in the summer term to address issues between the transitions from year 6 to year 7. The initiative was centered on year 9 'Gifted and Talented' pupils at Hilbre High School; they developed a campaign to support sustainable travel and personalised the message to four feeder primary schools. Travelwise supported and funded the initiative so that the year 9 pupils could spend a day away from the school environment with travel experts and staff from a marketing agency in order to develop their ideas. The result was a leaflet designed and written by the pupils, which was distributed to the year 6 pupils in the feeder schools; a power point presentation aimed at each school was also produced and presented to the year 6 pupils by the year 9 pupils. Feedback has been excellent, both from the teacher responsible for co-ordinating the project at Hilbre High School plus the year 6 pupils and staff from the primary schools. A hands up survey will be conducted by Hilbre High School to determine the influence the message has had on the now year 7 pupils on the journey to their new school.

Travelwise do not have the funding to support such a project during this academic year, however they are currently exploring alternative funding streams. If the funding is not available it is anticipated that Wirral will work independently on the project, which will go ahead in a slightly different format with the intention of working with more secondary schools in the borough.

Speed Limit Review As part of a Department for Transport (DFT) statutory requirement, Wirral Council have undertaken a review of speed limits on their A and B roads. In addition we have also taken the opportunity to review the speed limits on a number of other strategic routes in Wirral in order to provide a consistent approach to the whole road network. A panel of experts including Wirral Council traffic management and road safety officers, Merseyside Police and an independent consultant have taken into account various considerations including existing speed / traffic flow data, existing conditions including road characteristics and recorded accident data. The panel have recommended various speed limit proposals. A formal statutory advertising process will take place during September until 15th October 2010. This includes the provision of public notices in the local press, on-site and delivery of consultation leaflets to frontages directly affected by the schemes. In addition to this study, Wirral Council are also reviewing Traffic Regulation Orders on all A and B roads. Part of the review involves identifying areas that would benefit from the introduction of waiting restrictions to prevent / reduce personal injury accidents and reduce congestion and delay on the road network. This review is currently on-going.

The Third Local Transport Plan Consultation We want to hear YOUR views on the future of transport in Merseyside. Transport affects us all, and it is crucial that we involve as many people as possible in planning for the future. The public consultation on the Preferred Strategy for the Third Local Transport Plan (LTP3), was launched by the Merseyside Transport Partnership on 8th September 2010. The Merseyside Transport Partnership (MTP) consists of Merseytravel and the five local authorities of Knowsley, Liverpool, St Helens, Sefton and Wirral. The Local Transport Plan is not just about public transport. Buses and trains are vital ways of getting from A to B and they can help towards cleaner air by reducing the numbers of cars on the road and cutting congestion. However, Merseyside's transport network is wider than this and the next Local Transport Plan will include how we plan to help more people walk and cycle, how to move goods around the region more efficiently and how we can keep roads well maintained. Merseyside's Third Local Transport Plan will start in April 2011. Action plans, to help achieve the overall transport vision, will set out the projects planned over the first few years, during which time the country's economy is expected to recover. Forecasts anticipate increased economic and transport growth from around 2015, so the LTP3 will also set out what is likely to be the region's transport needs until 2024.

The goals we have set out in the Preferred Strategy are as follows;

- To ensure the transport system supports the priorities of the Liverpool City Region and its Local Strategic Partnerships.
- To provide and promote a clean and low carbon transport system.
- To ensure the transport system promotes and enables improved health and wellbeing.
- To ensure the transport system allows people to connect easily with employment, services and social activities.

- To ensure the transport network supports the economic success of LCR by the efficient movement of people and goods.
- To maintain our assets to a high standard.

We want to hear your views on our ideas. We look forward to hearing what you or your organisation needs from transport to help you carry out your journeys and/or business efficiently. The consultation aims to engage as many sectors and people as possible. Your views will be used to help shape the final version of LTP3, which will start from April 2011. You have until 30th November to take part in this important consultation.

To take part in the consultation please visit www.transportmerseyside.org where you can read the Preferred Strategy, Evidence Base and all Companion Documents or alternatively telephone 0151 330 1294 or email info@transportmerseyside.org for hard copies of the documents and questionnaire.

Waste and Recycling Update On street recycling bins, 23 new on-street recycling bins have been installed across the borough in a bid to encourage shoppers, workers and visitors to recycle empty drinks cans, drinks bottles, newspapers and magazines when they are out and about. The new bins can be found in Bromborough, New Ferry, Eastham, Bebington, Birkenhead, Upton, West Kirby, Seacombe, Moreton, New Brighton, Hoylake, West Kirby and Thornton Hough. The move follows a successful pilot in Heswall, Birkenhead, Liscard and Bromborough last year. Six of the new sites were suggested via the 'You Decide' programme run through the Area Forums. The bins are purpose built with two separate containers – one side of the bin is for recyclables and the other side for all other litter.

Home Composting As part of the new scheme, which is being run in partnership with Straight plc, low price compost bins are available to residents from as little as £14 for a 220 litre Compost Converter or £17 for a 330 litre model. A wide range of other home composters and composting accessories are also available to residents, including wormeries, kitchen caddies and bases as well as water butts. Residents can take advantage of these special offers by visiting www.getcomposting.com. Alternatively, residents can order their home compost bins by calling 0844 571 4444. On this number, residents can also receive helpful composting tips and advice from the composting team on how to get started. Composting is a cost effective and natural process that transforms kitchen and garden waste into a valuable resource. Compost is a nutrient-rich food product for the garden, which helps to improve soil structure, maintain moisture levels, and keeps the soil's PH balance in check while helping to suppress plant disease. More than a third of household waste is made up of organic material which can be composted. For example, garden waste such as grass cuttings, leaves, hedge trimmings and unwanted plants or fruit and vegetable peelings and even tea bags are all ideal for composting.

Recycling Wirral Council's Waste and Recycling team have employed six workers through the Future Jobs Fund scheme to help reduce contamination in the kerbside recycling scheme. The team have been working across Wirral with Biffa collection crews to identify areas with heavily contaminated recycling bins. They have then been working in six areas to improve recycling performance, visiting and educating households who were contaminating their recycling bins. The results so far have been as remarkable as they have been positive. In the first week the team members found, on average, 84 heavily contaminated bins. Bins were labelled and a personal visit was made to the household to offer advice or provide written educational materials. The scheme has been running since May, and analysis of the results has shown a steady and substantial reduction in the incidence of heavy contamination. Each round, on average, has seen a 66% cut in heavy contamination with the last level recorded at 28 per round.

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. Residents will be able to sign up to this exciting new project, online from the beginning of October.

Environmental Streetscene Update

Litter bin installations There are currently approx 65 litter bins awaiting installation and this includes the last of the 'You Decide' requests paid for out of the 09/10 allocation. We are mapping all litterbin locations through GIS and this is expected to be completed by the end of 2010. During this time there will be no new installations and any requests for litter bins at new sites will be recorded and held pending the completion of the mapping exercise.

Refuse Collections The latest figures show that the collection failure rate is at the lowest it has been since the start of the current contract. The main reason for this is that all the major changes to the collection rounds have been completed and apart from the disruption owing to bad weather during January there has been stability. Currently the missed bin figure is 25 per 100,000 which is equivalent to a 99.975% success rate.

Street Cleansing The Street cleansing schedule is now available on the Council's web site. Residents can type in the road/street name to find out the cleansing frequency and the date of the next scheduled cleanse.



Invitation to our Family Fun Day and Annual Members' Meeting

Come and join CWP to celebrate World Mental Health Day at a 'Get Moving' themed Family Fun Day and Annual Members' Meeting on Saturday 9th October. The Annual Members' Meeting will be held from 10.30am – 11.15am and the Family Fun Day will begin at 11.15am until 3.30pm.

The event is free of charge and open to all Foundation Trust members, service users, carers, families, staff, friends and general public. Family entertainment will include face painting, dance, sport and arts. You can also learn more about the Trust's mental health, learning disability and drug and alcohol services. To find out times for the various activities visit our website www.cwp.nhs.uk

CWP Alcohol Service launches CWP Alcohol Service has launched in Birkenhead. The service, run by CWP, was formerly known as Wirral Alcohol Service and was based in Hamilton Square. It will now operate out of the Stein Centre within St Catherine's Hospital.

Wirral mental health providers are best in the country The Trust's Arrowe Park liaison psychiatry team were recently 'accredited as an excellent service' by the Royal College of Psychiatrists' Psychiatric Liaison Accreditation Network (PLAN) and were the first teams to gain this rating in the country. Of the 29 teams involved in the first wave of the accreditation process CWP's Wirral service, based at Arrowe Park Hospitals, was the first service to be 'accredited as excellent'.

Mental health Trust scoops national Innovation award for Wirral project CWP has been awarded £25,000 to pilot a key mental health project on the Wirral. The Trust were awarded the sum by InnovateNoW, the NHS regional innovations fund for the North West, to enable work to begin on neuro-behavioural rehabilitation for people with alcohol related brain damage.

New scores show CWP provides polished performance in Wirral Findings published by the National Patient Safety Agency show that the Trust provides 'excellent' patient environments, privacy and dignity and catering services. Springview Hospital in Clatterbridge came in the top 3% of all Trusts in England following a Patient Environment Action Team site assessment.

Wirral resident made Trust Governor Miss Jean Woods, 79, from Hoylake was elected to CWP's Council of Governors as a Wirral public governor. On her election success Miss Woods says: "I'm really pleased to be elected and will use my position to continue to champion the work of the Trust."

Department of Adult Social Services

Adult Safeguarding The council and partners want to make sure that Wirral is a safe and pleasant place for everyone to live. This includes older people and people with a disability or who are vulnerable in any way. We all have a responsibility to our neighbours and other people in the community.

If you are at all concerned about someone you know or someone local: maybe you think they are being neglected or not being looked after properly. Maybe you think they are being exploited or abused, ring and let us know in confidence.

If you feel a vulnerable adult is unable to make decisions for themselves and is likely to remain at risk of abuse, or you yourself are being abused, you should call:

**Central Advice and Duty Team, Phone: 0151 606 2006, Fax: 0151 606 2600, Email: cadt@wirral.gov.uk
Opening hours: Monday to Friday 9am to 5pm**

If you need to call outside these hours then the Emergency Duty Team are available Monday to Friday from 5pm to 9am. This includes weekends and bank holidays (including Christmas, New Years Day and Easter).

Phone: 0151 677 6557 Fax: 0151 677 5372

If you believe the situation is very serious and the vulnerable adult is at immediate risk of harm you should report the matter to the Police by dialling 999.

Try not to be nervous about talking to the team. You do not have to give your name and the team will work with you to help to make decisions.

More information can be found at: <http://www.wirral.gov.uk/my-services/social-care-and-health/safeguarding-adults>

Community Development Work There are three Community Development Workers in the Department of Adult Social services. One for each of the localities. Their brief is to support vulnerable adults to access community facilities in order to prevent isolation that can lead to ill-health in later life.

The Community Development Worker for Birkenhead is Will Redfearn, who can be contacted on 666 5150. Like his two colleagues, Will has a number of areas of work, amongst which are :

1. The integration of Extra Care Housing – this is in two parts – identifying what activities, resources, services are available within a 1 mile radius of Harvest Court, for people living there to access, and secondly, discussing with providers or local services how they can integrate with the facility, either by coming in to provide goods and services, or by encouraging residents to go out. Funding is being sought to be able to produce a map of the immediate vicinity which highlights local services and amenities, together with details of how easy they are to access and any special facilities of interest to residents with disabilities.
2. Identifying potential personal assistants for Personal Budget holders – as an increasing number of people receive Personal Budgets with which to purchase their own services, there will be a need to identify people in the local community who can provide these. The Community Development Workers will be in a good position to identify people who could develop their role, perhaps because they are already supporting neighbours by cooking their meals or helping with their cleaning or gardening, etc.
3. Developing links with GPs (especially around Carers) – Carers are a valuable resource for supporting vulnerable people, but many people do not realise that they are Carers and eligible for financial, practical or emotional support. The Community Development Workers will work with GP Practices to help them to identify Carers and take up the support available.
4. Building community capacity by increasing volunteering – the Community Development Workers will develop and support local initiatives to increase volunteering at a local level to help to regenerate local communities, particularly focusing on ensuring that more vulnerable residents do not become excluded.



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

Recent changes to the management team on Wirral see John Davies moving to a post at Service Headquarters and Myles Platt replacing him as the new District Manager. Myles has recently completed two years as Community Fire Safety Manager for Merseyside but prior to this worked as a Station Manager on the District.

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 RTCs we work in partnership to develop initiatives aimed at raising awareness and reducing the number/severity of these incidents. We are currently running a kitchen safe campaign, "**Watch what you heat**", which is being funded by the top 10 Registered Social Landlords (RSLs) across Merseyside in partnership with 'Radio City 96.7'. The campaign was launched on 3rd September and Radio City, City Talk and Magic are all now running fire safety awareness advertisements for the next 12 weeks.

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. Firefighters in Merseyside took part in the largest exercise in UK fire service history at the beginning of September, **Operation Orion**. Live exercises took place within the Birkenhead Tunnel and at MFRS Training and Development Academy in Croxteth. This formed part of a national exercise aimed to test the UK's response to a catastrophic earthquake that simultaneously hit several parts of the country. The exercise ran for 48 hours and involved other emergency services from around the country working with MFRS crews. The exercise was very successful in identifying issues and sharing best practice across service areas.

MFRS news can be followed via social network sites - @Merseyfire on Twitter or visit our Facebook page - www.facebook.com/merseyfire.

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 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. MFRS were also awarded Travelwise Best Travel Plan (a package of practical measures and incentives, developed by employers and employees with the aim of reducing car dependency and encouraging the use of sustainable modes of transport)

Green & Healthy Transport week – March 2010 We brought over 130 staff to breakfast sessions at SHQ over the week, where we influenced travel behaviours and thought processes towards more sustainable travel alternatives. The sessions were there to facilitate car sharing (staff invited by postcode) and promote cycling, public transport and the Cycle to Work Scheme 2010

Community Fire Safety Forum housing is an organization that provides support to vulnerable young adults. It provides supported housing for individuals aged 16 – 24 who are homeless or seeking independence. CFS deliver monthly fire safety talks to vulnerable young adults to improve knowledge of fire safety and promote independent living.

Wirral NHS Health Trainers Partnership We are currently in the process of developing a formal partnership with Wirral NHS. The partnership will involve Wirral CFS Staff being trained as health champions who will deliver brief level 1 interventions to those living in areas of deprivation, this involves giving individual lifestyle leaflets on issues such as weight management, exercise, nutrition, exercise, alcohol consumption etc. It may also result in CFS staff signposting occupier to a Health Trainer for further support and advice. In turn Wirral NHS Health trainers will refer clients for HFSCs.

Wirral Advocacy (Mental Health) CFS are in the early stages on developing a partnership with Wirral Advocacy who are an organization that support individuals with mental health issues/drug and alcohol issues. We are hoping to sign a partnership agreement with Wirral Advocacy and develop a referral process.

Wirral Deaf Process – Assistive Technology and Merseyside Society for the Deaf Wirral CFS in partnership with Wirral Assistive Technology Team and Eldercare provide assistive technology equipment to those most vulnerable from fire. The partnership has been in place for over 3 years and we have many success stories. We are currently working with Merseyside Society for the deaf and Wirral Assistive Technology to develop partnership further and review process in place for providing deaf alarms to people living in the Wirral.

Youth Engagement The Youth Engagement Team recently ran a week long LIFE course at Birkenhead for youths living in Wirral. The course was booked and funded by Riverside Housing and all referrals came from them. The programme was run out of Birkenhead Fire Station and was designed for children aged 12-19yrs. This is a partnership project to engage young people with the aim of keeping youths off the streets and away from anti social behaviour. The service has recently appointed three School Fire Liaison Officer who will be based at Ridgeway, Hilbre and Wallasey High Schools. These schools are within areas where anti social behaviour has been identified as a problem. They will work one day per week to facilitate PHSE lessons which will include PE; fire safety awareness (hoax calls, arson, bonfire safety, attacks on firefighters, dangers in the home, fire escape plans, road safety and anti social behaviour)

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 has now been rolled out to Bromborough. 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.

Healthy Homes Initiative. The Healthy Homes project is now very developed. A range of partners are working together to deliver a single point risk assessment in the home, the assessment will identify a number of issues that will make peoples lives safer and healthier. The risk assessment has received a robust trial and the full pilot is taking place during September. A stakeholder day is planned at Wallasey Town Hall to engage with local communities and key stake holders to explain the aims of the project and try and secure success

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. During the summer period five child seat checking events took place at various locations throughout the Wirral involving MFRS and Wirral Road Safety Team. A review of the partnership will be taking place with a view to planning more events.

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 who have been trained in their use. The use of the equipment will decrease environmental impact by extinguishing small fires on discovery and therefore reducing Carbon emissions. Early reports have highlighted good use was made of the Pacliders on Bidston Hill and Eastham during the recent dry spell. Data will be collated and a report produced

Wirral 'Trailblazers' Mountain Bike Club MFRS in partnership with Merseyside Police, Wirral Youth Services and Anti Social Behaviour Teams have 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.
- The scheme was officially launched in August.

Wallasey Youth Hub is a joint project involving MFRS and Wirral Borough Council Youth Service. The scheme involved the development of facilities at Wallasey Community Fire Station to provide amenities for young persons to interact; these 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 be using the facility. Works are now complete and the facility was formally opened by the Mayor in July 2010. It is open five evenings a week and proving very popular with young people. Local schools are also making use of the facilities during the daytime. This scheme complements the 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 made an attendance at both Liverpool Pride and Manchester Pride
- **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).
- MFRS have continued to maintain a management presence at diversity and equality meetings across Wirral. As a member of the Wirral Equality Forum MFRS are actively engaged in the development of an Equality Charter for the Wirral. A consultation event was held in June to seek views and engage with the public to ensure that any Charter fully reflects the aspirations of all sectors of the community on Wirral.

Bonfire Strategy 2010

- Bonfire removal - we hope to obtain and utilise approximately 5 additional tipper trucks. The initiative this year is from Monday 18th October until approximately a week after bonfire night depending on how much combustible material is left.
- Working closely with WPH we are hoping to run "Waste Stations" in hotspot areas at the beginning and end of October. WPH will leaflet their properties advising when their waste removal vehicles will be in the area, if residents have any unwanted items/combustible materials they should leave them at the front of their properties for free collection. The initiative will strictly not be advertised as "bonfire"

waste removal as this will no doubt stop some people from putting waste out for collection. Our key messages will be included in a WPH newsletter which will go out to 13,000 tenants and we will also be writing a joint letter to WPH tenants in hotspot areas to remind them that any ASB or involvement in fire setting could affect their tenancy agreement.

- Wirral skip companies will be asked for their support over the period by monitoring their skips and having them collected promptly when full and to also enforce the load level so skips are not overloaded with combustibles.
- A letter will go out to all businesses on Wirral registered with the Chamber of Commerce. The Chamber of Commerce will do this via their newsletter. This will be a reminder about not leaving combustibles materials out i.e. cardboard.
- We will be utilising the Council and hopefully the RSL websites to deliver key messages relating to bonfire removal and arson prevention etc..
- Hotspot schools will be targeted with the bonfire/firework presentation.
- On the 3 key nights (3rd, 4th and 5th Nov), MFRS, Police and Wirral ASB Team will be funding a JCB and a tractor trailer with a Police escort to cover bonfire removal between 4pm and 10pm. .
- We also plan to write to parents of all young people currently going through challenge and support process, reminding them to ensure their son/daughter isn't getting involved in fire setting and firework misuse.
- Fire Crews will be utilised to patrol and "spot" bonfires in hotspot areas whilst they are mobile in the community.
- The telephone number for requesting bonfire removal is **08007315958**.

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: Arroe 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 |

Or **FREE Home Fire Safety Check, including FREE smoke alarm installation contact Fire Service Direct on FREEphone 0800 731 5958**

Wirral University Teaching Hospital NHS Foundation Trust

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

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

The local picture Translated locally, Wirral University Teaching Hospital NHS Foundation Trust is required to make efficiency savings in the order of £14.3 million in 2010/11, with further, similar levels of savings being required in the foreseeable future. The Trust has set its budget for 2010/11 based on its contract with NHS

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

Meeting the financial obligations The Trust has initiated a wide variety of measures to achieve the 2010/11 efficiency target in its revenue budget, 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.

2. Capital Investment On the capital side, 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 which 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**
- **A brand new Children's Ward, which opened in mid-August**
- **A new Gynaecology Diagnostic and Treatment Centre, which is due to open in October**

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

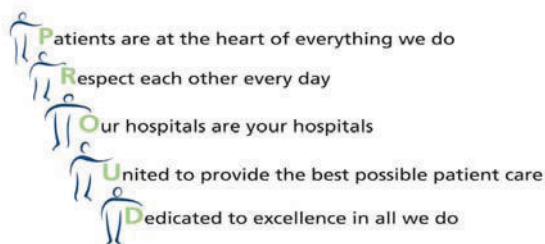
On the general side of Arrowe Park Hospital we have just installed a second MRI Scanner and opened Ward 12 as a fully re-furbished 20 bed Orthopaedic Unit with 10 en-suite single rooms. We have also invested nearly £1million in adapting our wards to comply with Department of Health guidance to provide single sex accommodation for patients. Our new Surgical Elective Admissions Lounge (SEAL) opened to patients in 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. Wirral Millennium At the end of May, the Trust switched on the first phase of a major new IT system – Wirral Millennium. The first phase involved the A&E Department, Medical Records Department, Information Governance and Clinical Trials. This new computer programme enables staff in the A&E department to record the patient journey electronically including registration, assessment and details of patient treatments. The implementation went smoothly and staff are enthusiastic about the benefits it brings. GPs have also expressed appreciation of the enhanced discharge information that they are now receiving about their patients who have attended A&E. Phase two of the new system is planned to take place during late November 2010. This will involve Outpatients, Theatres, Radiology, and Medical Records. A comprehensive staff training programme has commenced to ensure that the impact on patients is minimised and that 'business as usual' is maintained as far as possible while the new system is implemented.

4. Trust Wide Goals The Trust Board has recently approved the organisational goals for the 2010/11 financial year and a leaflet summarising these goals will be available at the Forum meeting for information.

5. Our Core Values One of our goals for 2009/10 was to develop a set of core values to which every member of staff could aspire, that could help shape our culture and character and guide decision-making. The Trust Board approved these Core Values in May 2009 and we are working with our managers and staff to embed these within the organisation.



6. Maternity Services New mums on Wirral have given glowing praise to the high quality maternity services provided at the Wirral Women and Children's Hospital at Arrowe Park. In the latest report of the *Listening to Patients - Survey of Women's Experience of Maternity Care*, from those Trusts surveyed by Quality

Health, **90%** of new mums giving birth at the hospital rated their care during labour and birth as 'excellent' or 'very good'. This is a significant improvement on the result received by the Trust in the corresponding survey in 2007.

The findings show that during labour and birth:

98% of new mums had confidence and trust in the staff caring for them

90% of women felt that their partner/companion was made welcome by staff

88% of women were always spoken to in a way they could understand

81% of women said that they were always involved in decisions about their care

The survey also revealed that a high percentage of women at this Trust received a choice about where their antenatal check-ups would take place and where they could give birth to their baby.

The quality of our maternity services was also recognised when the team was judged to be the winner of the 'maternity services award for involvement of women in improving local maternity services' by the All-Party Parliamentary Group on Maternity (APPGM). Although more than 60 high standard entries were received nationally, the judges felt that the Trust's maternity team offered something different, that could inspire other trusts and be of great benefit to women and families in Wirral and beyond. Members of the team were presented with their award in July at the Houses of Parliament.

7. 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 – so far this year (from 1st April) we have had only 4 cases of MRSA bacteraemia across the Trust – less than the in the same period the previous year. This has been achieved as a result of many new trust-wide initiatives that all staff have incorporated within their daily practices.

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

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

8. 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.

9. 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 recognition for delivering clinical excellence and for its successful patient and relative involvement.
- An external assessment of our standards by the Patient Environment Action Team resulted in the following scores being awarded to the Trust for 2010 -

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

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

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 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.

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 (WYT) 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. WYT's young people's outreach company – "First Class" will be touring it's latest production "Somebody's Son", to youth HUBS and 6 secondary schools across Wirral during September. The production will premiere at Pacific Rd Arts Centre on 20th September. The piece explores the consequences of violent behaviour and peer pressure on all those concerned

The Cavendish Youth Centre is open on Mondays and Wednesday evenings from 7.00 pm – 10.00pm. Dance, pilates and fitness have been the focus of the summer events. The staff have run a number of workshops and discussion groups on the subject of internet safety and alcohol awareness. The members committee are currently deciding on the autumn programme.

North Birkenhead Youth Outreach Project undertakes streetwork in the North End of Birkenhead, in Birkenhead Park and in the Beechwood and Ballantyne Estates. The Kontakta Bus is also used in some locations. Work is undertaken to increase awareness of the consequences of risk taking behaviour and to involve young people in positive activities. The young people made a successful Youth Opportunity Fund bid which has provided funds for a range of activities that aid their personal development as well as enabling them to make positive contribution to the community. In the summer, young people enjoyed the sand sculpture competition at New Brighton, attended a breakfast club at the project base and participated in school holiday activities.

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