



## Area Forum (Greasby/Frankby/Irby, Upton, Woodchurch)

<b>Date:</b>	Thursday, 17 February 2011
<b>Time:</b>	7.00 pm
<b>Venue:</b>	Brookdale Primary School, Escolme Drive, Greasby, Wirral CH49 1SE

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### AGENDA

1. WELCOME, INTRODUCTIONS AND APOLOGIES
2. MINUTES AND MATTERS ARISING (PREVIOUS MEETING OCTOBER 2010) (Pages 1 - 36)
3. CENSUS 2011 - INFORMATION
4. PARKS & COUNTRYSIDE SERVICES PROCUREMENT EXERCISE
5. PUBLIC QUESTION TIME
6. AREA FORUM PARTNER UPDATES

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# Wirral's Area Forums



## Greasby Frankby Irby Upton and Woodchurch Area Forum

Papers for the forum meeting

Brookdale Primary School  
Escolme Drive, Greasby, CH49 1SE

Thursday 17<sup>th</sup> February 2011.

7.00pm-9.00pm

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## Code of Conduct for Area Forums

- Indicate to the Chairperson when you would like to speak
- Let invited speakers finish what they have to say
- Respect others right to be heard
- Do not use abusive or offensive language
- Do not make any discriminatory remarks
- Do not have private conversations while meeting is in progress

# **Area Forum**

**October 2010**

**7.00pm**

## **AGENDA**

- Welcome, Introduction & Apologies
- Minutes & matters arising  
(previous meeting – October 2010)
- Census 2011 Information.
- Parks and Countryside Services Procurement Exercise
- Public Question Time
- Area Forum Partner Updates

# Section One

## Minutes

### Previous minutes

Wednesday, 13 October 2010

Present:	T Smith (Chair)
Councillors	P Reisdorf, W Clements, S Whittingham
Community Rep:	Ron Green (Greasby Community Association), Jean Robinson (Overchurch Residents Association), John Smith (Greasby Community Association), Bert Grunnill (Upton Churches Association)
Lead Officer:	David Smith (Deputy Director of Finance)
Area Service Co-ordinator:	Andy Brannan
Community Safety Officer:	Mike Collins
Wirral University Teaching Hospital NHS Foundation Trust:	Amanda Farrell
NHS Wirral:	Paul Edwards
Merseyside Police:	Inspector Brian Griffiths
Merseyside Fire and Rescue Service:	Sarah Patterson
In Attendance:	Jane Elliott (Minute Taker)
Apologies:	Councillors Tom Anderson & Gill Gardiner

#### **1 WELCOME, INTRODUCTIONS AND APOLOGIES**

The Chair, Councillor Tony Smith welcomed the Forum members and 30 members of the public to the Greasby, Frankby, Irby & Woodchurch Area Forum meeting held at Overton Community Centre.

Apologies: Councillor Tom Anderson & Councillor Gill Gardiner

#### **2 MINUTES & MATTERS ARISING PREVIOUS MEETING (JUNE 2010)**

- 2.1 (4.10) The Girl Guides from Frankby have been re-housed in Greasby Infant School.
- 2.2 Andy Brannan reported that there is funding available for Community Voluntary Groups. If there are any groups that require funding, application forms are available.
- 2.3 Andy Brannan introduced the Energy Project Plus Information Stand. This is "working towards a sustainable future" The Officer from Energy Project Plus will

answer any questions at the end of the meeting.

### **3 WIRRAL'S FUTURE - BE A PART OF IT**

David Smith explained to the Forum Members the Council's Consultation Process which is taking place across the borough. The idea of the process is to ask Wirral residents "How to spend future resources". The Council has estimated to find savings of £108 million over the next 4 years.

Task Groups have been set up:

Children's Services

Adult Services

Economy

Living Environment

A questionnaire has been set up and they will be available at various locations around the borough for Wirral residents to complete. All forms are to be completed by 31st October 2010. They will be analysed and sent back to the Task groups to prepare a final paper ready for the Council's Cabinet Meeting at the end of November. This meeting will also have the Budget proposals for the next financial year.

- 3.1 Q. Have answered the questionnaire on line, but couldn't print off a copy.  
A. Will take this issue back to the Website Organisers and apologise for this error.
- 3.2 Q. B Moore received a questionnaire but was unsure where it came from. She felt that it was not publicised and was full of loaded questions which were not objective, just subjective.  
A. The questionnaire was sent to all who has registered for the Area Forums. Everyone's views are valid; the questions are not intended to be loaded. Jean Robinson from Overchurch Residents Association has been involved with the process and informed the forum that the Task Force Committee is independently chaired.
- 3.3 Q. A questionnaire had been received, but it was not the same as the Wirral's Future questionnaire.  
A. Andy Brannan reported that the questionnaire received was for the Localism Consultation.
- 3.4 Q. How many people have received the questionnaire?  
A. Council Officers have been at various locations around the Wirral, e.g.: Major shops – ASDA, Sainsbury's, Morrison's – The questionnaires are available from the Libraries and other public buildings around Wirral. They are available to take away this evening. Encourage everyone, friends, neighbours and relatives to complete and return the questionnaires.

### **4 PARKS & OPEN COUNTRYSIDE INFORMATION**

David Green explained to the Forum members about why Parks & Open Countryside will be taken over by a private company. The section in the department is quite disjointed and is a massive service and it needs to improve the level of its service. Consultants have been engaged and looked at the various options and the decision was to opt for a Single Service Provider. The option to put it in one package and offer it to an external contractor can save the Council approx £1.5 million per year. The tender will be a European advert, looking to get the contractor approx September 2011 and start mobilising around December 2011 – January 2012. An external

contractor can provide a better service. There will be public consultations in November:

3rd November - Sports

8th November - Golf

10th November - Bereavement Services

11th November - Parks & Heritage Groups

Q. All staff are accountable and managers are accountable. If the Golf Courses and Beach Patrol were costed properly, there would not be a need to sell off. The services this section provides are specialist.

A. Dave Green: Lots of contractors can provide this service. We are confident that this can be done. There has been extensive research with 5 other councils, who have done this. The option of the external contractor is £1.5 cheaper than it would be with the existing staff. An advantage of a private contractor is that they can invest in the service, whereby the council has not got the money to invest.

Q. Where is the £1.5 million saving coming from?

A. An external contractor is better at managing staff and can react to changes in services than it is sometimes possible for a Local Authority.

Q. Will the staff be sacked and they bring in new people? Working on a Golf Course is specialised.

A. 200 members of staff will be transferred over. The new contractor does not have to keep the staff and they can change their conditions of service. The bins were transferred over to BIFFA. They have invested in plant machinery, staff have retained their jobs and had pay rises and they are happy. Their work practices have changed. One contractor will provide the specialist service and will be better at managing staff.

Q. Is it possible to block pave around the roundabout at Ackers Road as it gets flooded and muddy? Also could the grass be cut at the football pitches at Arrowe Park as it is so long?

A. Yes, this will be looked at.

Q. Parks and Gardens stores equipment at Woodchurch Leisure Centre – Could this be moved as it will free up the stores for the Boxing Club

A. This will be looked at.

Q. Beach Patrol and the Rangers do an excellent job, will the staff be looked after.

A. Staff will be transferred over to the new contractor.

Q. Why were the Managers not allowed to submit a tender?

A. They do not have the knowledge to construct a bid and would have cost them £200k more than other tenders. A private contractor will save £1.5million per year.

Q. When it goes over to a single contractor, could it be noted that they don't damage the trees with the trimmers. It is putting the trees at risk.

A. Will put this in the tender.

Q. Would it be possible to take note that along the Wirral Way and in Arrowe Park, the wooden posts are too narrow and make it inaccessible for wheelchair users?

A. This will be looked at.

Q. How can one company run all this section as it is so varied and specific? Would it be better to sub-divide?

A. It is impossible to talk about this, it will be a single provider and this will have greater savings.

Q. Work has taken place on Pemberton Road, Woodchurch by COLAS on 29<sup>th</sup> July 2010. It has been 11 weeks and the road has still not been finished off. What is going to be done about this?

A. Brian Smith, Street scene apologised for the delay in the completion of the road. The road needs to be planed and the areas to be repaired marked out. The repairs will be done and then re-surfaced. The work will commence 8th November 2011.

Q. Are there plans to do Hoole Road?

A. Due to a bad winter the roads have deteriorated. This road is not included in the maintenance programme. It will need to be planed, repaired and re-surfaced.

Q. At a Public Meeting on 7th October it was announced that the work on Pemberton Road would be completed.

A. Apologies were given for the delay in completion; the delays were due to previous jobs running over.

Q. On Moreton Road, the barriers on the paths are too close together and cause a problem for bikes with trailers and tandems. This is also the case on the Wirral Way.

A. This will be brought to the attention of the Cycle Forum.

Q. Due to the recent road works and new traffic lights on Woodchurch Road by ASDA, cars are now avoiding the lights and driving through Woodchurch Estate. This is causing a problem of increased traffic on the estate.

A. Investment has been made in this area due to the number of accidents in the past few years. ASDA asked and paid for the traffic lights outside the shop to be changed so traffic could turn right after leaving the store, reducing the amount off traffic on the roundabout.

Q. With the additional lights on Woodchurch road and cars now cutting through the estate, this will cause more accidents on the Estate.

A. The road works have caused people to divert onto the estate, but this should cease when the road works have been completed.

Q. How much did it cost for the appointment of the Consultancy Agency that looked into the options for Parks and Open Countryside?

A. £130k – netted off as it has been built into the savings that will be achieved  
Councillors should take a 5% cut in pay.

## **5 PUBLIC QUESTION TIME**

5.1 Q. As a resident of Warwick Road, there is an increasing problem of parents parking on double yellow lines outside the school. A police officer should have booked the cars parked on the yellow lines, but did not. This problem is getting reported at least four times a week and it is not getting sorted. The road is narrow and if the problem is not addressed it will cause an accident.

A. The police cannot give out tickets for parking on double yellow lines, but they can issue a penalty notice for causing an unnecessary obstruction. This problem will be passed onto the Council Enforcement Officers. Letters have also been sent out to parents at the school of the problem they are causing.

5.2 Q. Mark Stevenson asked why there was no representation on the Forum for Woodchurch estate. The board is not up to scratch on Diversity and Equality and who do we address with issues relating to Woodchurch?

A. The Community Representatives are designated on a ward basis – 2 Community Reps per ward. As Woodchurch is in the Upton ward, the Upton Representatives cover the Woodchurch area. Any issues relating to Woodchurch can be forwarded to Jean Robinson and Bert Grunnill who are more than happy to feed issues into the forum.

5.3 Q. The United States have a good system when dropping children off at school. They have a one-way system for cars, so not causing the problem of cars parking everywhere. Could this be done at Warwick Road School?

A. Andy Brannan to look at this system and report back.

5.4 Q. It states in the local paper that the Council is getting rid of 50% of the workforce. So this will have an impact on Council Services, so are the residents getting a 50% reduction in the Council Tax?

A. Letters have gone out to 6,000 white-collar staff in the Council, offering them the opportunity to take Early Voluntary Retirement or a Severance payment or for staff to reduce their working week. The 50% figure stated is incorrect. Service Continuity will be maintained, the idea of the saving is through natural wastage and not all applications will be accepted.

5.5 Q. Some of the roads in Woodchurch, particularly Hoole Road have worn out double yellow lines. Could they be re-painted?

A. Yes, this will be arranged.

5.6 Q. Parking on Saughall Massie Lane, by the school is causing a problem for people getting out of their drive way.

A. The police can only issue a penalty if the car is causing an obstruction. Parking outside your own house is not a given right – anyone can park.

5.7 Q. The impression this Forum gives is that Woodchurch is difficult to deal with. The Neighbourhood Management Team is finished and now there is no representative for Woodchurch. We want our own representative for Woodchurch to deal with the issues ourselves and feel that the equality on the board is not right.

A. Andy Brannan explained that every Forum is set up the same. There are 2 representatives covering ward areas. The representation for this period is up in January 2011.

5.8 Q. The lines of communication through the Neighbourhood Management Team have now finished, and we want to be able to represent ourselves.

A. The issues are understood and we will talk to officers about the composition of the group. Again, representation can be applied for in January 2011. The present 2 representatives are willing to take up any issues anyone has regarding Woodchurch.

5.9 Q. Where does Tom Anderson hold his surgeries?

A. Andy Brannan will find out and report back. Tony Smith and Peter Reisdorf hold their surgeries at Meadowside. The details of the councillor's surgeries can be found on the council website.

## **GENERAL**

Q. The fire at the Pavilion in Coronation Park was caused by an electrical fault. Mr R Green (Community representative) regularly clears up bottles and beer cans around the Pavilion. Would it be possible to make this area and Alcohol Free Area? Would it be possible to put signs up?

Q. Warwick Park is an alcohol free area and the youths still drink there. They need to be encouraged to use the bins.

A. Brian Griffiths: There is a maximum fine of £500 – These are rarely enforced.

Agreed that the signs don't often work. Police Officers will speak to the youths and will take the alcohol off the young people. There is a picture on the newsletter of the amount of alcohol taken off people. Shops are much better now at not selling alcohol to children.

• John Smith: There are some Greasby Messenger Booklets available for people to take away. Negotiations are taking place over the Greasby Community Centre

• Jean Robinson thanked people for their donations to the Woodland Fund – It is ready for completion next Thursday (21.10.10). The asset transfer of Overton Community Centre will be completed by March/April 2011.

**ANY OTHER BUSINESS** None.

**DATE OF NEXT MEETING** 17th February 2010. Venue: Greasby, Frankby Irby ward. Venue to be agreed.

## **6 AREA FORUM PARTNER UPDATES**

### **Merseyside Police**

Newsletters are available with details of recent court results. Updates are regularly updated.

### **Community Safety Team**

See pages 11 and 12 for a more comprehensive report. There are forms to complete for a consultation with local residents, asking for their priorities. Take a form and please complete. There are 6 Dog Fouling Officers on patrol around Wirral.

Q. Is there any way that a barrier could be placed on the Alleyway in Coombe Road as there is a problem of nuisance youths.

A. This area is the responsibility of Wirral Partnership Homes. This information will be taken away and Andy Brannan will report back. The information will also be passed onto the Police, so they can patrol this area.

Q. There has been a problem of numerous break-ins in the area (Coombe Road) A. The police are aware of the situation.

Q. The Community Patrol Officer was praised for his great work around this area.

### **Wirral University Teaching Hospital NHS Foundation Trust**

There have been a few changes to Arrowe Park Hospital –

The following have recently opened: Children's Ward, Maternity Ward, Children's Theatre, 2nd MRI scanner.

Q. With the proposed cuts, will it be possible to run the 2nd MRI scanner

A. There are no cuts proposed with the MRI.

### **Merseyside Fire & Rescue Service**

See pages 18 – 22 for a more comprehensive report. Leaflets are available on keeping safe on Bon Fire Night. There is a new campaign to be more kitchen safe, called "Watch what you heat" Adverts will be running for 12 weeks on Radio City and leaflets have been given out to landlords.

### **NHS Wirral**

See pages 23 & 24 for a more comprehensive report. A new Lifestyle Service is available on a Saturday morning at 30 Argyle Street, Birkenhead. It is an opportunity to drop in and meet with a Health Trainer to offer support to develop a personalised action plan for better health and well-being.

Q. Would it be possible to alter the parking at Arrowe Park Hospital by building a multi-storey car park?

A. This will be looked at, but don't think this is feasible.

## 7 ENERGY PROJECT PLUS

Energy Projects Plus (EPP) – “working towards a sustainable future” Were in attendance at the forum to promote the Warmer Wirral project that is managed by EPP and funded by Wirral Council, she was available at the end of the meeting for anyone who wanted any advice on this project.

### Matters arising

-Q. Is it possible to block pave around the roundabout at Ackers Road as it gets flooded and muddy? Also could the grass be cut at the football pitches at Arrowe Park as it is so long?

A. Possibly. This will be looked at.

*Highways Inspectors have been in the area during heavy rain and no flooding of the roundabout occurred. The surrounding gullies have also been checked and they are working correctly. Because of this and the cost associated with paving the roundabout, no work is planned at this stage.*

*However if people find this to be an issue in the future they provide dates, times and possible photographs, it will be looked at.*

-Q. Parks and Gardens stores equipment at Woodchurch Leisure Centre – Could this be moved as it will free up the stores for the Boxing Club

A. This will be looked at.

*The Parks and Countryside Service use a small messroom for grounds maintenance staff that operate from the site and is essential to providing our service. There are no plans to vacate this space.*

*The boxing club could approach the Leisure Centre Manager to discuss using other space within the building.*

-Q. Would it be possible to take note that along the Wirral Way and in Arrowe Park, the wooden posts are too narrow and make it inaccessible for wheelchair users?

A., this will be looked at.

*All the access points to the Wirral Way and Arrowe Park where post are located are being checked and modified if necessary to ensure access to wheel chair users.*

-Q. Work has taken place on Pemberton Road, Woodchurch by COLAS on 29<sup>th</sup> July 2010. It has been 11 weeks and the road has still not been finished off. What is going to be done about this?

A. Brian Smith, Street scene apologised for the delay in the completion of the road. The repairs will be done and then re-surfaced. The work will commence 8th November 2011.

*Concrete work completed and carriageway resurfaced by the middle of November as planned. Wirral Council's Technical Services Department would like to thank the residents in the area for their cooperation during the works.*

**-Q.** On Moreton Road, the barriers on the paths are too close together and cause a problem for bikes with trailers and tandems. This is also the case on the Wirral Way.  
**A.** This will be brought to the attention of the Cycle Forum.

*More information is needed to identify the exact location of the barriers along Moreton Road.*

**-Q.** The United States have a good system when dropping children off at school. They have a one-way system for cars, so not causing the problem of cars parking everywhere. Could this be done at Warwick Road School?  
**A.** Andy Brannan to look at this system and report back.

*The school realise that this is an issue for residents and have discussed ways to improve the problem. Highways Enforcement Officers have gave tickets out to parents parking on the double yellow lines in the past, however as soon as the enforcement officers leave, parents park on the lines again.*

*The school has also discussed clearing some of the trees at the front of the site to have a drive in, drive out system. Unfortunately the trees are protected and cannot be cut down.*

**-Q.** Some of the roads in Woodchurch, particularly Hoole Road have worn out double yellow lines. Could they be re-painted?  
**A.** Yes, this will be arranged.

*This issue has been passed to the Council's contractor to instruct them to undertake the work. Repainting the lines will depend on the weather, as they cannot be painted if the weather is too cold or raining as the paint will not dry sufficiently.*

**-Q.** Where does Tom Anderson hold his surgeries?  
**A.** Andy Brannan will find out and report back. Tony Smith and Peter Reisdorf hold their surgeries at Meadowside. The details of the councillor's surgeries can be found on the council website.

*Cllr Anderson's contact details can be found on the Wirral Council website, [www.wirral.gov.uk](http://www.wirral.gov.uk)*

**-Q.** Is there any way that a barrier could be placed on the Alleyway in Coombe Road as there is a problem of nuisance youths.  
**A.** This area is the responsibility of Wirral Partnership Homes. This information will be taken away. The information will also be passed onto the Police, so they can patrol this area.

*Coombe Road has a number of Wirral Partnership Homes and privately owned houses. Because of this, Wirral Partnership Homes only own some alleyways in the road and have not received any reports regarding anti social behaviour.*

*Wirral Partnership Homes have asked for further information, including exactly which alleyway the issue refers to. Once received the issue can be addressed.*

# **Section Two**

## **Local Updates**

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

They involve local ward councillors, police, NHS Wirral, University Teaching Hospital Trust, fire safety representatives etc along with community representatives and officers from various departments of the council.

Forums also provide information about current services, how they can be accessed and ultimately raise awareness of local council initiatives.

## Tranmere Rovers FC proposals

Tranmere Rovers Football Club proposes to relocate its training facilities from Ingleborough Road playing field to a site in Woodchurch, releasing the Ingleborough Road site for housing development. Planning permission would be required if the football club wants to dispose of the Ingleborough Road site for a use other than its current use as a playing field.

This is a complex issue and the Council must be assured that the local communities around the Ingleborough site and in Woodchurch, have been fully consulted of the club's plans and support them.

The Council has therefore asked Tranmere Rovers to prepare a public consultation exercise that fully engages with local communities and provides those communities with all the information that they require to come to a clear understanding of the issues.

The results of the football club's consultation exercise would be used by the Council's Planning Committee if and when the club submits planning applications for the re-use of the Ingleborough site for new housing and for new sports facilities in Woodchurch.



Additional activity has included:

➤ **Multi-agency crackdown in Beechwood (October 2010)**

More than 1,400 households were targeted with hot-off-the-press information about efforts to tackle anti-social behaviour in their community. Residents on the Beechwood and Ballantyne estates were provided with information by officers from Wirral Anti-Social Behaviour Team, Merseyside Police and Beechwood & Ballantyne Community Housing Association (BBCHA) following a combined crackdown on anti-social behaviour. The enforcement action was taken against a number of adults and young people whose behaviour had negatively affected the quality of life of many residents.

Wirral's multi-agency Challenge & Support process, which deals with all young people engaged in, or at risk of engaging in, anti-social behaviour, saw 23 young people from the estates dealt with over recent months. 15 of those young people received formal warnings for their behaviour, 5 were issued with Acceptable Behaviour Contracts and 2 issued with Anti-Social Behaviour Orders. One household was served with notice of eviction by the social landlord, BBCHA, and multiple households received warnings about the risk to their tenancies if the behaviour continued.

The combined action culminated in a property, which was a hot-bed of anti-social behaviour on the Ballantyne estate, being targeted by the agencies following repeated complaints by the public and an application was made by Merseyside Police for a Closure Order to seal the property for three months.

As a result, the tenant relinquished their tenancy and left, ending a catalogue of complaints related to alleged drug dealing and nuisance, including large gatherings of young people causing intimidation, fighting, engaging in threatening behaviour, cars speeding and the use of weapons.

The day long blitz saw all households on the Beechwood and Ballantyne estates updated with the outcome of this action, the result of which was in no small part down to the role that residents played in reporting incidents to the authorities.

➤ **Safety put first on Bonfire Night (October 2010)**

HAVE FUN - BE SAFE – BEHAVE was the shared message being given by community safety agencies this bonfire period. Residents were urged to make Bonfire Night safe by attending an organised firework display instead of holding their own. Free displays were organised at a number of venues across the borough and residents were encouraged to participate in and support these activities. Agencies including Wirral Council, Merseyside Police and Merseyside Fire & Rescue Service worked together with partners to proactively prevent and reduce the problems that can be associated with this time of the year.



Residents were asked to ensure that no potentially flammable materials were left lying around and parents were asked to do their part by helping to reiterate the dangers and consequences associated with fire setting and firework misuse to their children. Public assistance was also sought to help stop Merseyside Fire & Rescue Service's valuable resources being overstretched by attending deliberate fires such as bonfires, wheelie bin fires and rubbish fires associated with anti-social behaviour. Members of the public were encouraged to report unauthorised bonfires for removal by a quick response team.

As part of Operation Banger, the multi-agency plan of activity for this time of year, work was undertaken with children and young people in schools about the hazards associated with this period and the consequences of engaging in anti-social behaviour. Other activities included high visibility policing; advice to shops regarding the sale of alcohol, fireworks, flour and eggs to young people; seizing illegal fireworks; carrying out test purchases and engaging young people in positive activities.

➤ **It was all about Respect (October 2010)**

Wirral hosted a week-long programme of events and activities to tackle anti-social behaviour and promote respect. The activities for "Respect Wirral 2010 – It's All About Respect", co-ordinated by Wirral Council's Anti-Social Behaviour Team -were supported wholeheartedly by a range of agencies

including Merseyside Police, Merseyside Fire and Rescue Service, social landlords and local community groups.



More than 2,000 properties in hot-spot locations of anti-social behaviour were targeted with information to assist in the identification and reporting of incidents. In addition, more than 400 members of the public were provided with information about how to report anti-social behaviour.

The week began with high-visibility activity in the Rock Ferry and Seacombe areas by the Council, Police and social landlords engaging with adults and young people. Issues with vehicle nuisance were tackled head-on with modified car users in a hot-spot location spoken to and warned about the risk of their cars being seized by the police if nuisance continued to be caused to neighbouring properties.

The Grange Park area of West Kirby saw environmental improvements led by the Friends of Grange Park residents' group with the planting of cherry trees and a lantern making workshop with children and young people. Tower Grounds in New Brighton saw local residents lead on an environmental audit with agencies. Work was undertaken in partnership with Leasowe Community Homes, taking the opportunity to speak with residents and young people attending the annual 'Unity in our Community' Halloween fancy dress party.



**Grange Park, West Kirby**

Throughout the week, members of the public were invited to step on board the Anti-Social Behaviour Team's Respect Bus to report issues or find out how to deal with anti-social behaviour problems.



**Respect Bus**

➤ **Tuancy crackdown in Wirral (December 2010)**

Wirral Council and Merseyside Police joined forces to crackdown on truants. An anti-truancy blitz stopped nearly 70 young people over three and a half days in November and December.

The crackdown on truancy saw officers from the Council's Education Social Welfare Service and Anti-Social Behaviour Team, join together with Police Officers, to return to the streets of Wirral. Using information from schools and members of the public, known truancy hotspots across the borough were targeted.

Nearly 65% of the young people challenged did not have a valid reason for being absent from school. Three quarters of these were shopping and a significant number were accompanied by an adult.

## Cheshire and Wirral Partnership challenges stigma through art

CWP premiered fine art produced in collaboration with service users as part of its '*Challenging Stigma*' campaign and the Liverpool



Independents Biennial Festival. Cheshire and Wirral Partnership NHS Foundation Trust (CWP) challenged stigma associated with mental health, learning disabilities and drug and alcohol issues at 'Stigma – the person behind the picture' exhibition within The Six Rooms Gallery, in Birkenhead. A photo gallery of the art is available online via CWP's website [www.cwp.nhs.uk](http://www.cwp.nhs.uk)

**Interactive sofa proves a hit...**

More than 500 people attended this year's Wirral Recovery Convention at New Brighton's Floral Pavilion. The December event was held for the third consecutive year and marked successful partnership working across Wirral for its drug and alcohol services, including CWP.



## Mental health Trust urges public not to be S.A.D. this winter

CWP are urging those members of the public who feel more lethargic or experiencing any kind of depression during the winter months due to changes in day length and weather to seek help from a health professional. Seasonal affective disorder (S.A.D.) is commonly referred to as the 'winter blues'.



## Merseyside Fire & Rescue Service

### Operations.

The Fire Service on Wirral is delivered through 6 community fire stations located at.

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

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

### Comprehensive Spending Review.

Like most public bodies the Service has seen its budgets severely reduced as part of the Governments Comprehensive Spending Review.

Commenting on the Government's public spending announcement, Tony McGuirk, Chief Fire Officer for Merseyside Fire and Rescue Service said:

Merseyside Fire and Rescue Service faces unprecedented cuts in its income from Government over the next two years totalling £7.7 million.

The Government, however, has indicated that the four-year financial settlement is 'back-loaded' which, along with other financial changes, means a forecast total deficit of £18 million – 25% of our current £73 million budget.

It is the most significant financial challenge the Authority has ever faced and will put great pressure on our ability to maintain our current very high standards of prevention and emergency response.

Almost 80% of our costs are staff related and much of the rest involves running and managing our buildings and equipment.

The Fire Authority will be meeting over the next few months before setting its budget in February 2011.

At the time of drafting this report no decisions have been made

Despite the current financial difficulties the Government has given approval for 7 new fire stations one of which will be at Birkenhead. Work on site is scheduled to commence next year (2012).

MFRS news can be followed via our website [Merseyfire.gov.uk](http://Merseyfire.gov.uk) we can also be found on social network sites - @Merseyfire on Twitter or visit our Facebook page - [www.facebook.com/merseyfire](http://www.facebook.com/merseyfire).

### **Community Fire Safety**

Wirral Community Fire Safety are working collaboratively with a number of partners including;

Wirral NHS

Wirral Assistive Technology Team, Merseyside Society for Deaf and Visual Impairment Team

Wirral Advocacy

Safeguarding Adults

Community Mental Health

These partnership arrangements have proved successful in targeting the most vulnerable members of our community, in the most hard to reach areas, and have facilitated multi agency interventions.

### **Youth Engagement**

Partnership working has seen the development of some new youth intervention initiatives.

**P.H.S.C.E.** - working with Livesafe MFRS produced a new programme for youth engagement specifically designed for PHSCCE lesson within secondary schools. (136 yr8 pupils at Prenton High school have completed this course to date)

**Fire Science** - 180 yr7 pupils at Bebington High school have completed this course to date.

**Alive and Kicking** –an intervention programme for yr 6 pupils developed in conjunction with Merseyside Police. 4 schools and 1,400 pupils have completed this course to date.

These sessions, which have been a great success are to be continued in 2011 and are to be offered to schools that are surrounding the Hot spot areas for ASB and Secondary Fires.

### **Road Safety**

MFRS is currently reviewing our RTC reduction Strategy with a view of maintaining a proactive role in RTC Reduction. We continue to be part of the wider Wirral Road Safety Partnership working with Wirral Road Safety Team our trained staff are planning to put on more events to check Child Car seat fitting for safety and to give advice on type and legal requirements, whilst delivering Home Fire Safety advice we are also issuing leaflets compiled in conjunction with the team giving advice on Road Safety. Approval is imminent to place hard hitting road safety messages on the side of Fire Appliances throughout the Wirral. e.g. " POLICE CAR IF YOU'RE LUCKY, AMBULANCE IF YOU'RE NOT. SLOW DOWN."

### **Healthy Homes Initiative.**

During October 2010, MFRS and its partners piloted the Healthy Homes initiative to cut the number of deaths and accidents at home, and. It was piloted in the New Brighton area visiting over 1000 properties and offering residents a free home safety check, identifying potential hazards around the house and giving advice to help remove them. The scheme seeks to improve the safety, health and wellbeing of the public by providing a home fire safety check, smoke detectors, carbon monoxide

detectors, insulation and central heating for low income tenants and anyone aged over 60, Wirral's free loft and cavity wall insulation scheme residents in the borough, and incident reporting via Merseyside Police. The agencies working in partnership for Healthy Homes includes MFRS, Merseyside Police, NHS Wirral, Wirral Council, Housing, Reach out, Age Concern, Welfare Rights and Popin. The initiative is currently being trialled by fire crews throughout the Wirral to reduce risk, and contribute to the Local Area Agreement strategic objective of making Merseyside a safer, stronger, healthier community.

### **Equality & Diversity**

Merseyside Fire and Rescue Service is one of the first Services in the country to be recognised as excellent in equality and diversity. West Yorkshire Fire and Rescue Service is the only other Fire Service to achieve this standard.

The Government report says the approach to equalities is clearly led strongly by elected members and senior managers and underpinned by the widespread commitment and enthusiasm of staff at all levels.

The Peer Review confirmed Merseyside has a well embedded approach to equality and diversity and has translated the approach into a wide number of highly effective outcomes for local communities and their own staff. The Review specifically commends the work of the fire service community advocates commenting; of particular note is the work undertaken by the advocates. They are largely recruited from these vulnerable communities and are making a positive contribution to prevention work. The review also makes a number of recommendations including Merseyside sharing good practice possibly mentoring another fire and rescue service which is at the developing level. Mike Hagen, Deputy Chief Fire Officer and CFOA lead on Diversity, added this recognition is great news for our communities and our staff who have worked so hard to reach and influence those who need us the most. I am sure the outcome of the assessment will encourage us to go even further in the future.

### **Fire Support Network**

FSN is a non-profitable registered charity which works in partnership with the Fire Service on Merseyside to promote fire safety to the local communities through volunteers and partner organisations. Volunteer roles vary from working directly with the fire-fighters, leafleting and replacing batteries in smoke detectors to providing an after fire care service and fund raising.

Anyone interested in becoming a volunteer can register online at [www.firesupportnet.org.uk](http://www.firesupportnet.org.uk) or contact via telephone on 0151 296 4600.

## **NHS Wirral**

### **Changes in the NHS in Wirral**

#### **NHS Wirral Community Trust**

NHS Wirral has received approval from the Department of Health for our provider arm to become a community trust. Following a positive consultation with stakeholders and the public, we will now proceed with our plans to launch the new Trust on 1 April 2011.

This means that management of community health services such as community nursing, physiotherapy etc. remains focused on the improvement of these services within the NHS.

Frances Street, previously the Chairman of NHS Wirral, will become the Chairman of the new Trust, and John South, previously Director of Primary Care and Provider Services at NHS Wirral, will be interim Chief Executive until March 2012. About 1400 staff will transfer to the new organisation.

James Kay has been appointed Acting Chair of NHS Wirral.

### **GP Consortia**

Under the Coalition Government's proposals, groups of GPs (consortia) will come together to commission most health services for their populations, taking over this responsibility from Primary Care Trusts (ie NHS Wirral).

In Wirral, 3 GP Consortia, representing 57 practices across Wirral will be "pathfinder consortia", working under the auspices of the PCT until they take over the reigns fully in 2013.

### **Public Health**

The Government has also published a White Paper on the future of Public Health, transferring most responsibilities from the NHS to Local Authorities, and creating Public Health England. NHS Wirral and Wirral Council are working closely together on the transition to the new arrangements.

## **No Cold Calling Zones –**

Community Safety work closely with partners in order to reduce crime and disorder. As part of that process, Wirral Council and Wirral Partnership Homes teamed up to develop a '**No Cold Calling Zone**' scheme specifically designed to protect the social landlord's tenants. No cold calling zones have been set up in various other parts of Wirral but this latest scheme at Brookdale Close in Greasby represents the first time that an area of social housing has been covered.

'**No Cold Calling Zones**' are designed to deter unwanted visits by doorstep salespeople. Brian Simpson, Chief Executive of Wirral Partnership Homes, said: "Because our tenants live in rented accommodation they are generally not targeted by rogue home improvement companies. However, they do receive unwanted visits from doorstep sales people using high pressure tactics to sell products such as mobility needs and burglar alarms. Promoting this scheme will give tenants the confidence and support to say no to some very glib salesman."

Cllr. Gill Gardner, Wirral Council's Cabinet Member for Environment, added: "Trading Standards have set up a number of cold calling zones in a number of owner/occupier areas in the borough. These schemes are intended to remind doorstep sellers and consumers that there are cancellation rights in place for these types of contracts. This is the first time that we have extended the principle to social housing and I applaud this partnership and look forward to it developing in the future."

### **1. These are the Doorstep Selling Regulations**

a) The Cancellation of Contracts made in a Consumer's home or place of work etc Regulations (2008) give you protection when you buy goods or services from a trader on the doorstep or in the home (or in someone else's home), at your place of work, or when you buy from a trader on an excursion they have arranged away from their business premises.

b) If you change your mind about a purchase **above the value of £35**, you have at least seven calendar days to cancel the contract (the 'cooling-off' period). **It does not matter whether you invited a trader into your home or not** - the Regulations cover both solicited (invited) and unsolicited (uninvited visits or 'cold calling').

c) A trader must advise you **in writing** that you can cancel the contract – this information must usually be set out in your contract and should be legible and have equal prominence to any other part of the agreement. If there is no written contract, you must still be given this information in writing at the time you agree.

d) If you are not given this information in writing the trader can't hold you to anything in the contract. The trader may also be guilty of a criminal offence, and may be investigated by your local authority Trading Standards Service.

## WIRRAL OLDER PEOPLE'S PARLIAMENT . REPORT WINTER 2010-2011

This report describes the history and structure of Wirral Older People's Parliament; our vision, and our achievements. It shows how we have increasingly become a significant part of the life of Wirral, involved in policy-making across the borough. It indicates our future plans, and the resources which we will need to achieve these. We are looking to the business community of Wirral, as well as the statutory and voluntary organisations, for this sponsorship.

### 1. Our History.

Ideas about forming a strong, representative voice for the older people of Wirral appear to have surfaced in about 2005. At the time, Age Concern Wirral housed a very successful "Senior Citizens' Forum", and the Director of Adult Social Services at the time considered the possibility of expanding this to become a more powerful and influential voice. In the early years of the decade, the National Service Framework for Older People, a central government initiative, had started the process of lay representation in policy making, and the Senior Citizens' Forum had provided an articulate body from which to draw these representatives. During 2006, the elected members of the council considered the proposal that the council should support (both financially and in practical ways) the formation of an expanded older people's organisation, and there was 100% support across all political parties. In January 2007, an invitation was sent to hundreds of older citizens from the Age Concern group and from the council data base of involved older people, to attend a meeting to discuss the idea. About 60 attended, and almost all wished to be involved in the proposal. The debate, structured and led by older people present, produced the start of the vision which has grown over the years. We work with statutory and voluntary agencies, to maximise the quality of life for our older citizens. From this was born Wirral Older People's Parliament. It had strong support from council officers, elected members, and the Primary Care Trust ; with Age Concern Wirral always there with encouragement and advice.

The original idea was to form a body with two elected members from each of the 22 wards across the four parliamentary constituencies which comprise the borough. Wirral has had a well-established system of Area Forums. These are council

organised public meetings, each covering two local authority wards, held three times a year, with a panel of six ward councillors, community representatives, health service and police spokespeople and for the past four years, one of our WOPP members. The Area Forums have an agenda of issues of local interest. Our initial meeting visualised four elected members from each Area Forum, and from this group of 44 would be elected an executive group of about 10. All other citizens of the Wirral, aged 50 or above, could become associates. This has not come about, for various reasons. The cost and complexity of the electoral process, and the lack of enough candidates in every ward, led to a re-think.

## 2. Constitutional Development.

An executive core group was identified at the inaugural meeting, and this formed the basis for launching the organisation. During the first year, with an initial promise of annual funding of £15,000 from the council, a part time worker was appointed, and given a desk in Age Concern. We were very anxious, from the start, that the WOPP (as we chose to call ourselves) should be independent of the statutory authorities and of the political parties. Our home within Age Concern Wirral brings us numerous advantages. Our funds are ring-fenced within their accounts, and we benefit from their charitable status. We moved from a single desk to a good sized office in Age Concern's central Birkenhead base, and we have the advantages of sharing their telephone and switchboard, their computer network and photocopiers (although we do make a contribution for all of these facilities)

Within months, it became clear that we needed a coordinator with a wider range of skills, and extra administrative assistance. Our part time worker wished to move on and we appointed first Brian Christian as a full time coordinator, and then Anne McCabe as his part time administrator. This is our present set-up.

During the early months, a number of special interest committees were set up, with a small core group running each one. The chair of each of these groups has an executive seat. By definition, an organisation such as the OPP has to work around the fact that members are often very elderly, and are all volunteers. Two executive members have sadly died during the four years of our existence, as has one of our two esteemed patrons, Lady Grace Sheppard. Others have developed significant health problems. Many members have caring duties for ailing family members or grandchildren. Others have extended periods away from home, on holiday or for other reasons. For these reasons, the activities of committees can fluctuate. Details of these committees are given later in the report.

Having reviewed the idea of an elected core, we decided on a single form of membership. This is open to anyone aged 50 or above, living in the borough, and is currently without charge. Membership grows steadily, despite a loss due to deaths or moving out of the area. We are currently just below 1,000. Members come from throughout the borough. We do not ask age (since we are an organisation wishing to overcome age discrimination), so cannot give an age profile. We know that many are in sheltered housing and some are in residential or nursing homes. Some members are still working, and many members are heavily involved in a variety of other community groups. Members receive at least four mail-shots a year, giving them newsletters, details of forthcoming meetings and events, minutes of the quarterly parliament meetings and details of various consultations etc.

## 3. Committees and Meetings.

There are quarterly meetings for members in the council chamber at Wallasey Town Hall on the first Fridays of March, June, September and December, from 11am -1pm. At these meetings, we report on activity over the past three months and will normally have one or two invited speakers. We have featured a variety of local officials, from

senior council officers, the Chief Constable and senior health managers, as well as MPs and councillors.

Executive Committee meets monthly, on the third Friday of the month in the Town Hall. Policy and constitutional issues are discussed, along with reports from the various committees. Activities are planned. Minutes are taken.

National Issues Committee has a small membership. It is extremely active in writing to politicians and civil servants, as well as many other national bodies, about issues raised by members. It is affiliated to the National Pensioners Convention. It has taken up a huge variety of topics of importance to older citizens. The quality of the replies has been very encouraging – our enquiries and concerns are being taken very seriously. Such correspondence is always copied to our four local MPs. This committee is responding to relevant central government consultations, and is seeking to influence policy which could impact throughout the country – not just in Wirral.

Health and Social Care Committee is very busy, vibrant and active group. The core group meets monthly. Originally we had open monthly meetings, with general business and a special topic. Numbers got unwieldy, so we now have special topic meetings every few weeks, planned by the core group. We have had significant influence on the discharge of older patients from hospital; disabled parking at the hospital; we helped to design a new Care Services Directory; we are planning a big project with GPs to identify voluntary carers of the long-term sick; we have worked with several care homes and domiciliary care providers; we have members sitting on a number of policy groups within the NHS and Social Care agencies.

Members of this committee and the National Issues Committee took an active part in the previous government's "Big Care Debate" as well as local consultation about transformation of care services.

One of our members represented us on the steering group which set up Wirral LINK three years ago, and she became Chair of Wirral LINK, ensuring that the voice of older people is prominent in our local health and social care watchdog.

Crime and Respect Committee works closely with the police and community safety department of the council. The committee has met with Crown Prosecution Service, the courts and probation. The committee was asked to provide an independent investigation following the death of an elderly Wirral resident, which the local media suggested (incorrectly, as we discovered) was the culmination of long term harassment.

Housing Committee has recently responded to a local consultation about development in the Wirral. They have been involved from the start in the Extra Care housing developments which are underway or recently completed. The problems associated with down-sizing one's home in later years; under-occupation of properties; maintenance costs on a low fixed income and more are under review. They have contact with local and national bodies involved with housing policy.

Grandparents who have full time care of grandchildren (GAP) This group is working very hard, locally and nationally to raise awareness of the issues of their situation. There are probably over 200 such households in the borough. The group works locally with schools and Childrens' Services. Many of these households have huge problems of lack of money; overcrowding; ill-health and exhaustion of the grandparents; ongoing legal problems with biological parents; and emotional problems for all concerned. The group has helped a number of households to increase their income. It has worked to improve the quality of advice available locally. It has taken a very active part in national lobbies.

Transport Committee has recently been revived after a period of dormancy. We have representatives on local and regional travel bodies, and on the local pedestrian

forum. The difficulties some older and disabled people encounter with public transport are of concern.

Education Committee had a spell of great activity, liaising with the Life Long Learning department of the local authority. It is disappointing that there is relatively little in the way of subsidised leisure classes of interest to older people, run by the council. However, Wirral is well-served by a range of voluntary groups offering such activities at a fairly modest cost. Our desire is to get a comprehensive listing which is more publicly available than at present. This group has also tried to progress the idea of older volunteers offering their experience and time to local schools in a variety of ways.

Intergenerational Work. Several members are working jointly with others from the local authority and some independent groups to look at schemes which involve the young and the old. There are currently plans being made for two or three pilot projects, such as young people capturing accounts of evacuees in the 1940s. Some of these pilot projects need funding.

Constitution Committee and Finance Committee. These meet as needed – the former was active at first. The latter is currently becoming very active.

Regional Involvement. Members have represented the Wirral at North West meetings of Better Government for Older People, and its successor, the North West Forum on Ageing.

#### Day Conferences.

These have been a popular feature of the OPP from its inception. We have had three or four of these a year, attracting up to 100 participants for a session from 10am till 3pm, with lunch and hot drinks, currently provided free to participants. Subjects have covered a range of topics, including keeping healthy; keeping safe; learning about local resources, and housing developments. The conference which attracted the largest audience of well over 100 was on End of Life issues. We had presenters from a legal firm, undertakers, palliative care specialists, bereavement workers, community health and social care teams. Our most recent Conference was hosted within the hospital education suite, and focussed on personal responsibility for one's health, choosing where to go for advice, showcasing of some different community health resources and an understanding of the role of the hospital in all this. The philosophy behind the staging of these Day Conferences is the wish to inform, consult, and signpost members to services, and to encourage peer support. They are consistently praised by members for achieving these aims.

Next summer, we are planning our most ambitious event to date. We have booked the Floral Pavilion Conference Centre for two full days at the end of May 2011 to showcase what Wirral has to offer its older population. There will be stalls displaying services available from health, the local authority, and a range of voluntary and independent groups. There will be a many leisure activities and special interest clubs, advertising their programmes. There will be entertainment by musicians and others throughout both days. There will be a series of workshops in one of the lecture rooms on a variety of topics. We are asking all participating organisations to contribute as much as they can to the funding of the event, the key costs of which are being met by Wirral University Teaching Hospital Foundation Trust.

#### 4. Achievements to date.

Over the four years of our existence, we have become a voice that is increasingly well known in the Wirral. Barely a week passes without a request for members to participate in some meeting to present the older person's perspective. As I write this, we have been approached by a company in London which has been asked by our

Public Health Department to advise on ways of getting those aged 55 to 75 more physically active. Some members will attend a meeting next week, with the researchers. We have people on policy making committees within health, social care, community safety, safeguarding vulnerable adults, transport groups, the extra care housing planning group and regional older peoples meetings, vintage radio and more.

We take up issues brought by members – normally not individual complaints, but a more general approach to a topic. For example, a member who had done GCSE examination invigilation for the authority for many years, was suddenly ignored one year. We made further enquiries and learnt that this was not an isolated case of experienced people being ignored. When we asked the Chief Executive to investigate, he learnt that the administrators were being told to choose the younger members from the bank of freelance invigilators. This was clearly discriminatory, and there were some red-faced officials. Another issue, which started as a particular concern in one sheltered housing complex, was the failure of post and parcel deliverers to wait long enough for a door to be answered when delivering packages. They leave a card with information about how to get the package. This scenario turned out to be widespread across the Wirral, and is particularly difficult for those with mobility problems, who can take some time to get from a chair to the door. Royal Mail and Parcel Force have responded in a very positive way, and we are assessing over the next few months the success of our campaign.

We have had several projects in the field of health. Two years ago we surveyed older people who had been inpatients in hospital during the previous year, enquiring about their discharge. Our questionnaire was sent to several senior managers in health and social care before we finalised it, and the survey was funded in part by the PCT, who paid the freepost costs. The 200 respondents (from 700 questionnaires distributed) divided into half who were completely satisfied with the process of discharge and half who had experienced problems; some of which were quite significant. As a result of this work, several things followed. Firstly, the hospital immediately arranged some short stay parking spaces outside the discharge lounge, for family and friends who were collecting patients. Secondly, the Overview and Scrutiny Committee of councillors (which has co-opted OPP members) did a follow up investigation and report, interviewing numerous senior people and reinforced our recommendations. We now have a much more comprehensive discharge team, involving hospital, community health, social services and the new “Out of Hospital” service staffed by volunteers under paid supervision.

Our grandparents group has been a campaign in itself, and represents considerable achievement, with lots more to do before the problems are solved. They have established a close working relationship with the Childrens’ Services Department of the council. (contacts from national grandparent carers groups are amazed at the cooperation) Several members have been helped to claim previously unclaimed tax credits and even child benefit. Members have successfully applied for Area Forum funding to work with schools to identify households where grandparents are the full time carers.

Two of our members sat on the Task Force to discuss how adult social care will manage the financial cuts, and to advise for the big public consultation which has just taken place,

Some Wallasey residents worked with health and social care professionals in establishing the integrated care services which were developed there before the rest of Wirral.

We fought hard to secure on-going funding for a bereavement project for older people, hosted by Age Concern Wirral. This project is immensely successful, and is heavily used by GPs. Even now, the long term future is unsure, with the NHS changes pending.

#### 5. Finance.

Our income has consisted of £15,000 a year from Wirral council since inception, and the PCT offered to pay the same soon after we were established. We also have smaller, but significant sums (some annual, some ad-hoc) from Wirral Partnership Homes, Belmar and Liston (undertakers), Haven Care, Wirral Methodist Homes, Riverside Housing, Lees solicitors, Wiltshire Farm Foods and Wirral University Teaching Hospital Foundation Trust. We have support in kind from Age Concern Wirral, and from Wirral Council through the services of one of its officers who is seconded onto the Executive Committee. We have also received a few smaller donations, all of which have helped. Thanks to these sponsors we have managed to build a thriving organisation, with a strong vision as an independent voice for older residents of the Wirral. The growth in membership, and our plans for future developments mean that our current income is barely adequate, and we have additional worries, described below.

The PCT will be replaced next April by three GP consortia. At this stage, the details are far from decided, and we can get no reassurance about ongoing health funding. The Local Authority is facing savage cuts from central government, and we can get no confirmation that our annual payment is safe. Clearly, much of our income –which employs our two workers and rents our room and facilities - is at risk. We are actively exploring all the options, to ensure our survival. Our members are all volunteers, giving their time freely, usually at personal expense, although we have paid travelling expenses to members from time to time, particularly for out of area meetings.

#### 6. Future Plans.

We aim to continue our success in attracting members, producing the stylish newsletters three times a year, and plan more day conferences and other shorter topic-based meetings. We hope to expand our involvement in various areas of the council and NHS. We will continue our close work with the emergency services. We will continue, on the national stage, to challenge our elected members and senior civil servants. We will work with the National Pensioners Convention and other national groups, including grandparent organisations. We will challenge energy suppliers and other suppliers of services and utilities as appropriate.

At a more detailed level, we have several local campaigns waiting for final blue-prints and funding.

1. We are seeking funding, working with Age Concern Wirral, for a project worker to work with all GP practices in Wirral, trying to get early recognition of people (usually family members) who will be shouldering the long term care of someone with a progressive condition. The aim is to train a group of older volunteers who will be available to meet with newly identified carers, to point them in the direction of all the supports they will need as the demands on them increase. This funding would need to be in the order of £40,000 a year to cover a salary, some admin support and volunteer expenses.

2. It would be good to get separate funding for our newsletters. We could then expand content and increase circulation. Currently they go to all members, and a further 8,000 are distributed as publicity to various centres and groups. Our newsletters are very popular. Each run of 9,000 newsletters costs £

3. Our website would benefit from an injection of time and money to get it better established.

4. We wish to repeat our hospital discharge survey, to see how the changes implemented have actually benefited older patients. We estimate that £1,000 would cover freepost, printing of questionnaires and analysis of results.
5. We wish to progress the ideas for Intergenerational work. The benefits to old and young are seen as improved understanding, sharing of history and culture, and a reduction in the anxiety so many older people have in the presence of adolescents.
6. We wish to produce a promotional video. This could be a more powerful way of describing our work than reports such as this! It would also give the older population of Wirral more knowledge of what we are doing, empowering them to identify areas of concern.
7. We are very conscious that the closest we have in Wirral to a listing of all learning and leisure activities, is the council-run Grapevine website. This facility is very hard to hear about and difficult to access. It is also far from complete and many leisure and learning organisations are unaware of it. We think that a project worker for at least a year, to actively seek out and promote listing on the website, would be enormously beneficial to all Wirral residents, but particularly the retired, who have more time to participate. This would also tick all the boxes of getting people more involved and active. The hope would be that once well established, the council would be able to maintain it.

Sandra Wall (Chair) December 2010.  
42-44 Market Street, Birkenhead. CH41 5BT  
0151 666 2220  
parliament@ageconcernwirral.org.

## AREA FORUM STREETSCENE UPDATE – FEBRUARY 2011

### *Highway Maintenance M53 Jct 3 / Woodchurch Road, Prenton*

This major highway safety scheme has now been completed. Some minor remedials are likely to be required when the 12-month maintenance period expires later this year.

### *Upton Road / Noctorum Avenue, Upton*

This scheme has been designed and issued to Colas. Proposals include the provision of traffic signals at the junction to reduce congestion and assist with turning movement to and from Noctorum Avenue. The scheme will also provide improved controlled pedestrian crossing facilities. It is anticipated that works will commence on site week beginning 7 February 2011. However this start date is dependant on the completion of United Utilities water works scheme in the area.

### *Upton by Pass, Upton – Preventative treatment to carriageway*

This carriageway was treated with a product called Rhinophalt, which is a preservation material. Rhinophalt protects, preserves and extends the life of the carriageway and can only be used on structurally sound surfaces.

Initially the site was inspected and it was agreed that the northern end of the by pass (between the M53 Junction and Saughall Massie Road) should be excluded from the treatment process due to noticeable deterioration and chip loss in the area following the harsh winter of 2009/2010. Therefore, the carriageway treated was from Saughall Massie Road to the traffic lights at the junction with Ford Road.

The process involves Rhinophalt being sprayed onto the carriageway, penetrating the surface and sealing it against water and salt ingress. The carrier agent in the Rhinophalt solution softens the surface course, allowing the gilsonite-rich preservative to penetrate into the surface and restore the chemical balance of the bitumen binder. Asphalt is comprised of sand, stone and binder. It is the bitumen binder that begins to degrade, causing the sand and stone in the asphalt to loosen and become dispersed, which if left untreated can lead to potholing, cracking and rutting.

Part of the Upton by Pass was treated with Rhinophalt asphalt preservative as a trial in 2001. Since then little remedial work has been required on the site. With this success and the current and future budgetary constraints, it was an ideal site to continue to preserve the surfacing material whilst reducing future maintenance costs and CO2 emissions.

*Winter Maintenance*

The 2010 / 2011 winter season commenced one week in advance of the scheduled season. To date, a total of 2,400 tonnes of rock salt have been spread on the highway network.

It was also necessary to carry out extensive treatment to footways in shopping areas, railway station entrances and in the vicinity of public buildings such as schools and Social Services' properties. A further 175 tonnes was used in this process.

We also replenished the 207 grit bins, using more than 400 tonnes of a salt/sand mixture

The Council's arrangements for receiving detailed forecasts and for making decisions on gritting have proved to be excellent throughout the severe weather. In addition to the continued operational presence of standby staff from the Technical Services Department, Colas' resources were operational for over 1000 hours on gritting activities; a total of 500 hours was spent cleaning snow from shopping areas and a further 100 hours for filling grit bins.

*Carriageway Resurfacing*

The following carriageways have been resurfaced since August 2010:

Hot Rolled Asphalt:

Manor Road	Greasby
Pemberton Road	Woodchurch

Rhinophalt:

Upton By Pass	Upton
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*Footway Reconstruction*

The following footways have been reconstructed since August 2010:

Sherry Lane	Woodchurch
Cheshire Acre	Woodchurch
Eltham Green	Woodchurch

Eltham Close  
Penrhyd Road  
Backford Road  
Townsend Avenue

Woodchurch  
Irby  
Irby  
Irby

A total of 80 street nameplates have been installed since August 2010. This programme is ongoing.

## **Traffic Management Updates**

### *Traffic Management Schemes*

The following Traffic Management schemes have been completed since the last round of Area Forum reports:

- Arrowe Park Road, Upton – Local Safety Scheme

### *Greasby, Frankby, Irby, Upton, Woodchurch*

- Mill Hill Road – Vehicle Activated Sign
- Greasby Road / Broadway – Pedestrian dropped kerbs
- Ford Way, Upton – Pedestrian dropped kerbs



**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**

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.

Like all public services, we are faced with making a contribution to reduce the national debt, and, in line with all other healthcare organisations, the 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.

### **2. 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.

### 3. Capital Investment

**On the capital side, we are continuing with the £30million, three year development programme at Arrowse Park Hospital that commenced last year. This includes an £11.5million investment to provide a dedicated Women and Children's Hospital at Arrowse 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.

**We have also recently opened 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 Arrowse 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](http://www.whnt.nhs.uk)**

### 4. Public Car Parking Charges

With effect from Tuesday 1<sup>st</sup> February, the charge for car parking in the public car parks managed by the Trust at Arrowse Park and Clatterbridge Hospitals increased from £2 per visit to **£2.50 per visit**.

### 5. Wirral Millennium

In November 2010, the Trust successfully implemented the second phase (Phase 1b) of its major new IT system - Wirral Millennium. This followed the successful 'switch on' of Phase 1a in the Accident & Emergency Department at the end of May.

Phase 1b involved Outpatients, Theatres, Radiology, and Medical Records and a comprehensive staff training programme was put in place to ensure that the impact on patients was minimised and that 'business as usual' was maintained as far as possible whilst the new system was implemented.

Preparations for Wirral Millennium to replace the old IT systems in inpatients, maternity, prescribing and medicines administrations towards the end of 2011 are now well under way.

## 6. Trust Wide Goals

A leaflet summarising the Trust's goals for 2010/11 will be included in the information packs that will be available at Forum meetings.

## 7. Dr Jean Quinn

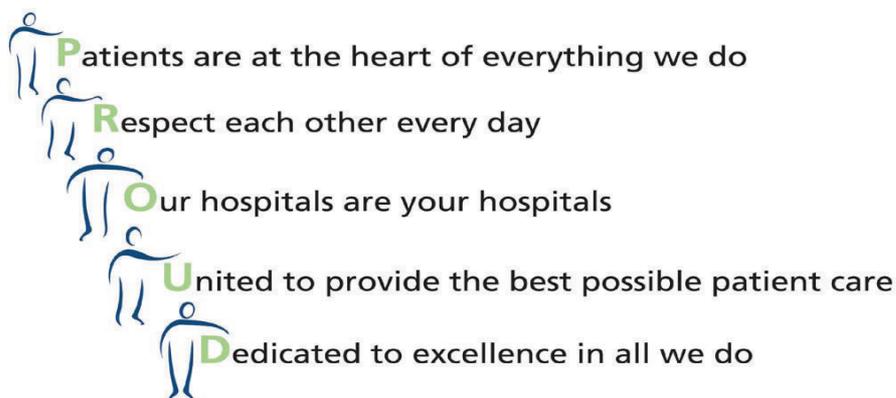
The Trust Board is delighted to announce that Dr Jean Quinn has been appointed as a Non Executive Director on the Board of Directors to replace Mr Michael Carr who took up the position of Trust Chairman from July 2010.

## 8. Assembly of Governors

The Trust's Assembly of Governors meets in public at least 4 times year. Both Public and Staff Members of the Trust and members of the public are welcome to attend. The next meeting will be on Wednesday 16<sup>th</sup> March at 6.00pm in the Education Centre, Arrowe Park Hospital.

## 9. Our Core Values

Some 12 months ago the Trust Board adopted a set of core values to help shape our culture and character and guide decision-making and to which every member of staff should aspire. We are working with our managers and staff to embed these within the organisation.



## 10. 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 2010 National Maternity Survey - *Listening to Patients - Survey of Women's Experience of Maternity Care* 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). From 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.

#### 11. 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](http://www.hpa.org.uk)

**MRSA Bacteraemias** – we are pleased to be able to report that in the last quarter of 2010 (October to December), there have been NO cases of MRSA bacteraemia across the Trust and in the year to date (April to December) only 5 cases have been identified. This has been achieved as a result of many new trust-wide initiatives that all staff have incorporated within their daily practices.

The incidence of ***Clostridium Difficile*** has also significantly reduced over recent months and we are well on the way to being below the threshold number set by the PCT by the end of the financial year.

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.

#### 12. Care Quality Commission

From 1<sup>st</sup> 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.

#### 13. 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 &amp; Dignity</i>
<i>Arrowe Park</i>	<b>Excellent</b>	<b>Excellent</b>	<b>Good</b>
<i>Clatterbridge</i>	<b>Good</b>	<b>Excellent</b>	<b>Good</b>

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](http://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](http://www.whnt.nhs.uk) or complete the form that is enclosed in this information pack and return it to the Freepost address given.

## Wirral Youth Service

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

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

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

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

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

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

## **Response**

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

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

### *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 has now relocated to the Gilbrook School site in Birkenhead.

**You Decide Funding** There are projects being planned in a number of wards across the face of Wirral using the You Decide funding. The outputs of these projects will be maximised by the joint working of partners in the Integrated Youth Support Service including Youth sports and the Anti-social Behaviour team.

**The West Wirral Youth Outreach Project** undertakes streetwork with groups of young people across the district and has worked with others to increase the uptake of positive activities. The Friday evening multi sports night run in partnership with DAF funded Sports Development coaches is well attended and the young people will have the opportunity to gain DofE accreditation for their involvement. In Greasby, the Thursday evening football session in Coronation Park is enjoyed and an indoor venue for the winter is being sought. The Project has played an active role in addressing anti social behaviour and has been an effective partner in a variety of localised initiatives. The District Youth Worker undertakes group work at Woodchurch High School as part of the PHSE curriculum.

**Greasby Youth Club** have been running projects working towards their health promoting status. They have covered topics around risk taking behaviour. During the

summer the pavilion had a fire through an electrical fault, since this has happened the project has not been able to run from that location.

**Fender Youth Club** has had a few staffing issues, which has meant the youth offer for young people has had to be reduced. Young people have access to the core facilities in the youth club i.e., computer room, coffee bar and pool tables. When there has not been enough staff to open the Youth Club, staff have done outreach on the estate, keeping young people in touch with what is happening for them in the area.

## Community Safety Update

### Achievements.

The Joint Community Safety Team are shortlisted under the category of Management Team for the 2011 LGC Awards. Results of the judging panel will be announced on 23<sup>rd</sup> March 2011.

The JCST have been invited to take part in the steering group chaired by the Regional Director of Public Health Ruth Hussey formed to enhance the violence and alcohol related harm prevention through use of A&E data. This follows on from previously reported achievements in this area of work

- NWPHE presentations regionally to improve the use of A&E data use entitled "The Wirral Model"
- Local Alcohol Profile results showing Wirral have reduced alcohol related crime and violence year on year for the last 5 years.

The JCST have also been selected by the Home Office to take part in a focus group to discuss improving the use made of A&E data to reduce crime.

CAADA Quality Assurance process for the domestic violence Multi-Agency Risk Assessment Conference (MARAC) produced its final report on Wirral in November 2010. CAADA found no red flagged areas during its inspection and noted that *"Wirral's performance should be commended. Clearly a great amount of work and resource has gone into making the MARAC process accessible to all agencies and improving awareness about risk in MARAC cases."* "We observed a clear culture of victim engagement in the process and would commend the amount of contact with the victim by a range of agencies both before and after the MARAC"

December 2010 saw the lowest monthly totals for recorded crime since April 2003 in the following categories;

- All crime
- BCS crime
- Woundings.

### Benchmarking.

In making comparison to our most similar family of CSPs Wirral was not the top performer in the following categories;

**Serious violent crime – placed 6th out of 15.**

**Assault with less serious injury – placed 2<sup>nd</sup> out of 15.**

The majority of areas performing better than Wirral break violence down into two key areas of strategy. Domestic Violence and Alcohol related violence. Wirral in national comparison perform well in both these areas.

Wirral do deploy the same tactics within night time economy areas as other areas the key difference however between Wirral and other areas is the level frequency with which these are deployed in the better performing areas.

In both categories of violence St Helens performed better than Wirral. The items of note to be taken from St Helens are the operations put into place every week end to reduce the opportunity for violence.

- Every week end in their night time economy areas Safety Arches are deployed and used to detect weapons.
- Every Friday and Saturday evenings a Police operation is run to confiscate alcohol from young people.

Stockton on Tees, who are the best performing partnership on issues of assault with less serious injury, hold joint agency, Police, Community Patrol, MFRS, Licensing Departments, visits every Friday and Saturday night. The purpose is to provide a visible uniform presence on the streets, display a united approach the Licensee's and to intervene early through use of Fixed Penalty Notices and Section 27 Notices (requirement to leave the area).

**Criminal damage – placed 2<sup>nd</sup> out of 15.**

**Serious acquisitive crime – placed 3<sup>rd</sup> out of 15.**

The area ahead of Wirral in both these areas is North Tyneside. We have spoken to their team at length and despite inclusion within the most similar family there are differences between North Tyneside and Wirral. Population is 140,000 less than Wirral and whilst it does have three urban areas it is in the main a very rural community. Crime rates are traditionally low within the area.

There are no target areas which are not being achieved