



## Area Forum (Liscard and Seacombe)

<b>Date:</b>	<b>Wednesday, 10 June 2009</b>
<b>Time:</b>	<b>7.00 pm</b>
<b>Venue:</b>	<b>Committee Room 1 - Wallasey Town Hall, Brighton Street, Wallasey CH44 8ED</b>

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## AGENDA

1. **WELCOME**
2. **COMMUNITY ENGAGEMENT (Pages 1 - 20)**
  - Update from forum members "what's been happening in your area"
3. **PUBLIC QUESTION TIME**
  - opportunity to raise your issues & concerns
4. **ARRIVA NORTHWEST**
  - opportunity to raise travel issues
5. **VISIT OUR EXHIBITION STANDS**

**Help yourself to refreshments and visit the following exhibition stands:**

- **“You Decide” 2009 – 2010** (take a few minutes to complete our questionnaire on what additional services you would like to see in your area)
- **“Funds for You”** (funding available for local community groups)

**6. NEXT AREA FORUM MEETING**

- **Tuesday 20<sup>th</sup> October 2009** – Wallasey Town Hall, Brighton Street, Wallasey, Wirral CH44 8ED



# Wirral's Area Forums

## Liscard & Seacombe Area Forum

Papers for the forum meeting

Wednesday 10<sup>th</sup> June 2009

Wallasey Town Hall  
Brighton Street, Wallasey  
Wirral, CH44 8ED

7.00pm

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**Community Engagement Team,**

**Corporate Services, Town Hall,**

**Brighton Street, Wallasey, Wirral CH44 8ED**

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## Code of Conduct for Area Forums

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

# Section One

Minutes from last meeting February 2009

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## AREA FORUM (LISCARD AND SEACOMBE)

Wednesday, 11 February 2009

Present: Councillor K Hayes (Chair), Councillors J Keeley, D Knowles, J Salter

In attendance: Community Representatives: Ken Harrison, Carole Thomas. Faith Representatives Fr. Leon Ostaszewski Lead Officer Mark Camborne. Area Service Co-ordinator Michelle Gray/Street Scene Manager Chris Jones. NHS Wirral (formerly PCT) Dr Shymal Mukerjee. Wirral University Teaching Hospital NHS Foundation Trust Jo Goodfellow. Merseyside Police Inspector Julie Fletcher, Merseyside Fire and Rescue Service Tony Mooney. Arriva Simon Finnie, Council Officers Mike Collins (Community Safety), Christina Jones, Carol Sharratt (minute taker). Apologies Councillor(s) L Fraser, AER Jones, Margi Allen, Diane Ledder, Joe Lee

### 1 WELCOME, INTRODUCTIONS AND APOLOGIES

The Chair, Councillor Karen Hayes, welcomed the forum members and four members of the public to the meeting. Apologies were received from Councillor Leah Fraser, Councillor Adrian Jones, Diane Ledder, Joe Lee, Margi Allen.

Councillor John Salter informed the forum that the Deaf Society were unable to provide signers for this meeting, as there are only 28 signers for Merseyside, but the Chief Executive of the Society had guaranteed that signers will be available for all future meetings, if enough notice is provided.

### 2 MINUTES AND MATTERS ARISING FROM PREVIOUS FORUM

The following points / matters arising were raised from the minutes of last meeting held on 13<sup>th</sup> October 2008: Page 6 – Dave Hanlon asked for clarification re: meeting of Friends of Liscard Hall. Carole Thomas confirmed that the view was from members of the Central Park Steering group, who are part of the Friends of Liscard Hall. It was agreed that the last paragraph of item 5 in the minutes be amended to read “Carole Thomas informed the forum that members of the Central Park Steering Group expressed the view that there should be no residential accommodation in the park.” Page 8 – Fr. Leon Ostaszewski clarified that question 5 under item 6 was referring to parking problems in Liscard Road by the zebra crossing near the Boot Inn and at the bus stop at the corner of Belvidere Road and Wallasey Road. He added that drama school clients parking cause difficulties for people alighting from the 9 and 409 buses and that both of these sites are major hazards. Page 8, question 1 under item 7 – Fr. Leon Ostaszewski commented that he had reported the problem of plaster falling off the walls at the Earlston Road Library in June last year but nothing had been done about this. Chris Jones informed the forum that Belvidere Road had been included in next year’s budget for improvement. Resolved that: The minutes of the last meeting held on 13<sup>th</sup> October 2008 be agreed, subject to the last paragraph of item 5 being amended to read “Carole Thomas informed the forum that members of the Central Park Steering Group expressed the view that there should be no residential accommodation in the park.”

### 3 COMMUNITY ENGAGEMENT UPDATE

The Community Engagement Co-ordinator gave a brief overview of her report, highlighting the following: Page 2 - Launch of new Local Strategic Partnership (LSP) website (<http://wirrallsp.org>). This is in its early stages and will be fully operational by March 2009 and comments on this would be valued. The contact for the website is Maxine Joynson (0151 691 8266 / [maxinejoynson@wirral.gov.uk](mailto:maxinejoynson@wirral.gov.uk)) You Decide Results – the reports on the £20,000 allocation had been forwarded to the relevant departments (Technical Services and Regeneration). The Chair asked if there were any questions on this and none were raised. Minute decision: Resolved: That the Community Engagement Coordinator be thanked for her report.

### 4 INTEGRATED TRANSPORT BLOCK FUNDING

Mark Camborne gave an update on the Integrated Transport Block (ITB) Funding. In Autumn 2006 the forums were consulted on how this funding would be allocated. Nine of the forums requested that

the funding remain in a central pot for funding larger schemes. Two of the forums (Heswall/Pensby/Thingwall and Bromborough/Eastham) requested that the funding be allocated by the forums. The success of this initiative piloted in 2007/08 in these two Area Forums, has led to continued de-centralisation of funds for 2008/09 for the two forums and officers being requested to consult with the remaining nine Forums to determine if they wish to receive de-centralised funding (this will be approximately £18,000 per area forum) for allocation on traffic schemes. If the forums decide to opt for this the funding they will be supported by an officer from Technical Services, who will offer guidance, advice, ideas and information on costs, risks, pitfalls etc. The funding would have to be spent within the financial year it is allocated. A report on the forums' recommendations will be taken to Cabinet on 19<sup>th</sup> March 2009, so the decision needs to be made by 13<sup>th</sup> February 2009.

The Forum debated this proposal and the following questions / issues were raised:

1. Councillor Keeley – raised concerns over amount of funding available as would not cover the cost of larger schemes and felt that it would be better to leave it in the central pot if want larger schemes to be implemented.

2. Stan Thompson (representative of the Older People's Parliament and the small community at Mariners Park) – asked if there was an avenue of approach to the decision makers, as a pelican crossing is needed in the Mariners Park area as the average age of people crossing the road to the bus stop is 75 years. The Chair confirmed that this had been on the list for some time and that if forum decide to de-centralise the funding they would get together and discuss how and where it would be allocated. Carole Thomas added that the community representatives can be contacted through the Liscard / Seacombe Partnership and offered to provide further details on this at the end of the meeting. Chris Jones confirmed that if the other area forums decide to keep their allocation then this comes off the central pot, but that forums could pool funds to carry out a larger scheme in one forum area one year and one in the other forum area the following year. Mark Camborne added that it may also be able to be added to other funding pots, such as You Decide.

3. Fr. Leon Ostaszewski – could the fund be used in conjunction with Merseytravel, as it would be beneficial to have an rendezvous point for buses in the Liscard area with an information kiosk (as at Heswall bus station) to make the area safer? Mark Camborne – the fund would probably not be enough to cover such a scheme.

4. Dave Hanlon – £36,000 for a crossing is a drop in the ocean from the Streetscene budget. Mark Camborne – the £18,000 is in addition to the normal funding for the structural maintenance programme and the local transport plan. Chris Jones added that streetscene has a budget to maintain what is already in place and would use this budget to maintain structure of works funded under the ITB funding.

5. Tony Ford – would ramps for prams / wheelchairs need to come from this budget, as a ramp disappeared following a road re-surface 18 months ago (this was reported 12 months ago but the ramp has not been re-instated)? Also what is the position re: inadequate ramps? Chris Jones – confirmed if something is taken away following works then this would be replaced out of the streetscene budget, but that he was not aware of this issue and agreed to take more details at the end of the meeting and look into this. Mark Camborne added that any dropped crossings already in place would be covered by the streetscene budget, but that is the fund is de-centralised it could be used to put in more dropped crossings and the forum would have more control as to where they would be placed.

6. Carole Thomas – raised reservations re: use of You Decide as matched funding, as this was a great success with a high level of public input. Mark Camborne – this is only one option and it would be for the forum to decide, some of the You Decide funding was used on road safety schemes. The Chair deferred the decision and requested that the members of the forum submit their recommendations and any further questions to the Community Engagement Coordinator by 12<sup>th</sup> February 2009. Mark Camborne confirmed that if the forum do not put forward a recommendation then it is likely that the fund will remain in the central pot.

**Minute decision: Resolved that:**

- (i) Chris Jones look into issue of reinstatement of ramp that disappeared following a road re-surface
- (ii) The members of the forum pass recommendations re: the allocation of the ITB fund to Michelle Gray by Thursday 12<sup>th</sup> February 2009 for forwarding to Technical Services by Friday 13<sup>th</sup> February 2009

## 5 ARRIVA - QUESTION & ANSWER SESSION

Simon Finnie, general manager at Arriva buses on Wirral introduced himself to the forum and agreed to answer any questions in relation to this. The following questions / issues were raised:

1. Councillor Keeley – has there been any progress on the provision of numbers on the back of the buses (this issue was raised at a previous forum meeting)?

A - all new buses have the number on the back, side and front and it is automatically updated. The capital expenditure being allocated will result in 60% of buses at Laird Street having the number on the back, side and front.

2. Fr. Leon Ostaszewski – confirmed that he had raised the issue of the number on the back of the buses with Neil Scales and was told that the numbers should always be on the back of the buses as the drivers are responsible for changing the indicators.

A. the older buses have had so many destinations added that it can be difficult to find the correct destination. This is much easier on the new buses, and 15 new single decker buses are due to be introduced in March 2009.

3. Ken Harrison and Stan Thompson – welcomed the new buses and congratulated Arriva.

4. Dave Hanlon – can anything be done about the following:

- the chaos of the number of buses stopping at Sir Thomas Street between 4 - 6.30pm
- provision of more buses from Wallasey to Liverpool in the evening (since the removal of the First Bus 32 /33 services buses are only every 20 minutes and sometimes the buses don't stop at Scotland Road)

A – Since Liverpool One opened the bus stop has become more congested as the buses to Bootle also go form here. When Liverpool City Council deal with the issues in the City Centre there will be a stop just for Wirral services that will be nearer to Liverpool One, but this will not be in place until towards the end of the year.

- The competition from the introduction of the 32/33 service generated extra passengers. Now that First Bus has withdrawn the service we have been left with more passengers. We recognise that something needs to be done and the new vehicles are being introduced to generate more passengers and from the end of May 2009 we will be sending three buses back out during the evening peak from 3.30 – 6.30pm. It is not in our interest not to stop and collect passengers.

5. Tony Ford • The 413 route from Liscard to Seacombe is poor, I wanted to travel here by public transport, but at this time of the evening it can mean a wait of an hour between buses. This is an important route for those wishing to get places such as the Town Hall, Guinea Gap Baths, Seacombe Ferry and Liscard. Dave Hanlon added that he got the bus at 6.20pm and the next bus wasn't due until 7.25pm so had to get on the 409 and walk down.

- The Government has been proposing to give more local control to bus services, but this has still not come into force. This forum should take up this issue with Central Government and put objections to the delays in writing.

- In past years when complaints have been made to Merseytravel the response has been that complaints could only be dealt with by the bus companies.

A Simon Finnie - the new buses will be allocated to the 413 service so should resolve some of the issues by improving reliability. We are reviewing all service frequencies and demand for people wishing to travel to places such as Liverpool One and the Floral Hall in the evenings and on Sundays. The car is our biggest competition so we need to make buses more competitive.

- Councillor Knowles – the Local Transport Act 2008 gave local partnership arrangements, and this has led to Arriva, Stage Coach and First bus companies becoming more responsive to work in partnership with the authority to make buses work for the benefit of the public and make the service the best it can be. The Government wants local authorities to regulate buses not to re-nationalise them. The authority could take over the running of the buses, but this would be a last resort. In the last ten years Merseytravel have gone from putting £7m to £25m for subsidising services. A subsidised service should never cost more than £1 per journey. If the number of users of public transport increases then some of the subsidy could be given back to Merseytravel. Bus companies are doing their best to make their service work for older people and it is free for the over 60's, and are working on a scheme to offer the same service for young people.

- Councillor Knowles – the Transport Act gives us more power and there is now a committee which includes the bus companies and Merseytravel where issues and problems can be dealt with, so please inform us / Merseytravel of problems so that we can build up evidence sheets and raise these at the committee meetings. He agreed to discuss this in more detail at the end of the meeting.
- Chair – the Older Peoples Parliament and the Youth Parliament wrote to Merseytravel and their views were taken on board.

6. Carole Thomas – buses need to stop outside Lime Street Station if they are to compete with cars. If you have cases you have to get a taxi as the nearest bus stop is at Queens Square.

A. – this issue has been raised previously, the cross river service used to stop at Lime Street but this was stopped to improve punctuality. Some buses have a layover of 10-15 minutes in the city centre, so will look at the possibility of sending these on a loop system and report back on this at the next meeting.

7. Carole Thomas – don't all of the buses stopping in Lime Street have the same punctuality problem?

A. – many of the Liverpool buses go along Lime Street or the top end of Central Station, so the problem is more for Wirral routes with concerns re: hold ups knocking the bus timetable.

Chair thanked Simon Finnie for attending the meeting and apologised for the poor public attendance at the meeting. She invited Simon to come along to the next meeting.

**Minute decision: Resolved that:**

- (i) Simon Finnie be thanked for attending and be invited to the next forum meeting.
- (ii) Simon Finnie to report back at the next meeting on the possibility of sending buses on a loop system to stop at Lime Street.

**6 PARTNER ORGANISATIONS UPDATE**

**Merseyside Police** – Inspector Julie Fletcher informed the forum that there had been lots of enforcement action taken in the last quarter. A total of 23 warrants had been executed in the forum area, leading to 24 arrests and the discovery of a cannabis farm. In January two S30 dispersal orders were obtained for Brougham Road and Percy Road / Palatine Road area (maps detailing the areas covered were available at the meeting). The orders allow groups of 3 or more young people to be directed to leave and can be arrested if they return within 24 hours. Section 27 dispersal orders can be applied for to deal with people over the age of 16. Action to tackle anti-social behaviour has led to 13 arrests, 10 fixed penalty notices being issued, 3 summonses and 98 dispersal notices being given out. The action has dramatically reduced calls reporting incidents of anti-social behaviour. Monthly newsletters are now being produced by each neighbourhood inspector, only 500 of these are being printed at present (copies were available at the meeting). Anyone wishing to receive regular updates can receive this via e-mail if they let us have their details. (Dave Hanlon added that copies of the newsletter were being handed out at Asda a few weeks ago). On Friday a five year anti-social behaviour order (most are normally only issued for two years) was secured for 19 year old Daniel Berry following a long history of antisocial and criminal behaviour, he was banned from entering the Sherlock Lane area of Poulton. We worked closely with Caroline Laing, Manager of Wirral Anti-Social Behaviour Team, to secure this. Inspector Fletcher thanked Councillor Salter for his support on this. The residents of the area had been intimidated by this young person for a number of years. Press notices will be going out this week showing the boundaries and details of the order and posters (with photo) will be placed in the area by the Anti-social Behaviour Team. Last Sunday there was an open day at Wallasey Police Station, including a guided tour and history of the station along with a demonstration of the technology used. 90 people wanted to visit so a further open weekend has been arranged for 9<sup>th</sup>-10<sup>th</sup> May 2009, anyone wishing to attend should telephone 0151 777 2052/2053 to arrange this. The Chair thanked Inspector Fletcher for her update and congratulated the Police on the success of the action taken within the Poulton area. The following questions /issues were raised:

- 1. Carole Thomas – what is a fixed penalty notice?  
A. – it is an on the spot fine given for criminal damage, minor crimes and traffic offences.
- 2. Fr. Leon Ostaszewski – are you based at the Courthouse with the Community Safety Team and is this due to close at the end of March?



A. – Inspector Fletcher confirmed that the Inspectors are not based at the Courthouse. Councillor Keeley confirmed that the Courthouse is earmarked for closure but that a date has not been confirmed for this. Mike Collins added that the Community Safety Team facility will be available at the new offices.

3. Christina Jones – what impact has the Section 30 order had on neighbouring areas?

A. – no displacement problems have been noticed, but the neighbouring areas have been leafleted and we are monitoring these areas.

4. Dave Hanlon – did Daniel Berry live in Sherlock Lane? A. no, he has no fixed address.

**Merseyside Fire & Rescue Service** – Tony Mooney Tony Mooney informed the forum that there was a detailed update on pages 13-14 of the Community Engagement Report. The service has a list of companies storing gas bottles that are still in business and contacts for the companies that are no longer in business, if anyone has any concerns over the storage of gas bottles please call the fire station or email [lowellwilliams@merseyfire.gov.uk](mailto:lowellwilliams@merseyfire.gov.uk) and this will be looked into. An anti-social behaviour exercise held in the Borough Road area was successful with many positive outcomes.

The Chair thanked Tony Mooney for his update and the following questions / issues were raised:

5. Fr. Leon Ostaszewski – what progress has been made on the community room?

A. – the lifestyle section should be ready by the end of March 2009, providing increased and improved facilities, such as improved shower / toilet facilities and disabled access.

6. Carole Thomas – what is happening in the Fire Service re: youth provision?

A. – the Service is building on this provision by offering activities such as cycling from the fire station base. The Service is also working with the Council, as part of the Aiming High Initiative, and capital monies are available for this. Council officers will co-ordinate the activities, but this is still in its early stages, and he agreed to provide further details on this at the next forum.

**Wirral University Teaching Hospital NHS Foundation Trust** Jo Goodfellow informed the forum that an update was available at the meeting. The Trust has been very busy over the last few months due to flu outbreaks and sickness bugs, leading to an increase in waiting times, but the situation is settling down. The Trust has been working hard to ensure that no-one has been turned away and avoiding the cancellation of planned operations. The Trust is putting a lot of effort into tackling infections and has opened an isolation ward. £1.4m was spent on Ward 14. The ward has been renovated and is now a state of the art ward with self-contained en-suite bays. The Trust was awarded best district hospital in England in the Dr Foster Good Hospital Guide last year, which compares services and treatment outcomes at all hospitals across the country. The Chair congratulated the Trust and thanked Jo Goodfellow for her update, there were no questions raised.

**NHS Wirral (formerly PCT)** – Dr Shyamal Mukherjee Dr Shyamal Mukherjee informed the forum that the Victoria Central Hospital (VCH) walk in centre at Wallasey is now open from 8am – 9pm Monday to Fridays and 8am – 7pm at weekends and Bank Holidays. There is a doctor on site, and the centre and deal with minor injuries and has x-ray facilities. The new build at the VCH site houses NHS Wirral activities. The centre can now deliver more services in the area and will take the pressure from Arrowe Park. NHS Wirral was assessed and received the highest score in three areas:

- Strategic planning
- Financial planning
- Governance

The Chair thanked Dr Shyamal Mukherjee for his update and the following questions / issues were raised:

7. Carole Thomas – will patients from other practices be able to use the new facilities at the Manor practice?

A. – patients will be able to access the services nearest to them e.g. phlebotomy – a patient can ring and choose an appointment at any clinic within Wallasey.

8. Councillor Knowles – will there be a directory advertising these services?

A. – the GP practices are the cornerstone of the NHS and patients need to keep up relationships with their own doctor.

**Older People's Parliament** – Stan Thompson informed the forum that a newsletter was available at the meeting. An annual report to the Parliament gave details of the achievements and activities over the last 12 months, including the following:

- An increased local input and credibility linked to an increased membership.
- Running three themed day-conferences, which were successful with very positive feedback:
- Crime and Respect, this was successful and was attended by a Judge, a Police Inspector and representatives from various local agencies, covering what is being done to help keep us safe and listening to our concerns
- Housing, covering an overview on retirement villages, sustainable housing and a discussion with local planners on what older residents want in Wirral
- Waste Collection, covering what is involved in waste collection services, how it is dealt with and how we can assist the local authority in recycling / disposing of the waste
- Monthly Active Health and Social Care Group meetings, resulting in a big survey of peoples' experiences about going home from hospital. We are pleased that that our findings are being taken very seriously and changes being made, the hospital has already taken steps to have a short stay area at the side of the hospital, near the discharge lounge, for patients to be collected.
- Having Parliament representatives on many policy forming boards.
- Lifelong Learning; crime and Respect; Housing and Supporting Grandparents groups that all meet regularly.
- Appointment of a member to lead our input on national issues, we are affiliated to the National Pensioners Convention and Better Government for Older People.
- The work carried out by Brian Christian, based at Age Concern, who has produced two excellent newsletters and tries to keep us in some sort of order! As our second year comes to an end we must thank Wirral Borough Council (in particular Steve Maddox, Tracey Smith and John Webb); NHS Wirral (in particular Kathy Doran and Tina Long); The Hospital Trust; Riverside Housing (in particular Jayne Branch Murray) and Age Concern (in particular Jamie Anderson). If anyone is interested in joining the Parliament please complete application form (copies available at the meeting) and help us to ensure our third year is even more successful. John Thompson apologised for the lack of support from the public at this meeting. The Chair congratulated the Parliament on its success, hoped that this would continue and thanked Stan Thompson for his update. He received a round of applause from the forum. The following questions / issues were raised:

9. Carole Thomas – there are many grandparents in the Seacombe area who have been left to look after their grandchildren, are they receiving any additional benefits for this (on top of the family allowance), if not can the forum try and take this issue forward?

A. – no, the situation is still the same. The Chair agreed to look into this.

10. Dave Hanlon – applauded Stan for his update, confirmed that he had joined the Parliament, and asked how many members were on the Parliament.

A. - I do not have the number of members with me, and we are still recruiting associate members, but will report back on this at the next meeting.

**Minute decision: Resolved that:** (i) The partners be thanked for their updates  
(ii) Tony Mooney to provide an update on the Aiming High Initiative for the next forum meeting  
(iii) Stan Thompson to report back on membership of the Older Peoples Parliament  
(iv) Councillor Karen Hayes to look into possibility of the forum taking forward issue of financial assistance for grandparents looking after their grandchildren

## **7 PUBLIC QUESTION TIME**

## **8 DATE OF NEXT MEETING**

The next meeting will be held on Wednesday 10<sup>th</sup> June 2009, at a venue to be confirmed. There was no further business and the meeting closed at 8.40pm

# Section Two

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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.

## Wirral Anti-Social Behaviour Team

### January 2009 – May 2009

#### Reported February 2009:

- 19-year old **Wallasey** man of no fixed abode was issued with a 5-year Anti-Social Behaviour Order following a long history of anti-social and criminal behaviour;

#### Additional activity has included:

##### ➤ **Youth Respect Team**

The Anti-Social Behaviour Team's youth outreach team has operated in **Seacombe, Poulton, Liscard, Bromborough, Beechwood, North Birkenhead, Central Birkenhead, Rock Ferry and Tranmere.**

##### ➤ **Respect Watch Scheme implemented in Bidston Rise, Birkenhead (January 2009)**

Wirral Anti-Social Behaviour Team, in partnership with Merseyside Police and landlord Wirral Partnership Homes, designated the Bidston Rise area as a Respect Watch Scheme Area. The Scheme is designed to provide further protection to residents who have suffered anti-social behaviour so serious that it has warranted legal action by the Anti-Social Behaviour Team. The Scheme includes a local lettings agreement with residents and a commitment from Wirral Partnership Homes that steps will be taken to ensure that applicants for housing within that area or members of their household, guilty of previous unacceptable behaviour, will not be re-housed within the area. The Scheme has supplemented activity around the deployment of the Community Mobile Police Station in the north Birkenhead area.

##### ➤ **Mobile CCTV camera relocated (February 2009)**

The Anti-Social Behaviour Team's mobile 3G CCTV camera was relocated to Sherlock Lane, Poulton.

##### ➤ **Team raises £700 for Comic Relief (March 2009)**

Officers from Wirral Anti-Social Behaviour Team were out in force in Liscard Town Centre with its Respect Bus raising awareness about anti-social behaviour whilst supporting a good cause. The activity saw the Team's Senior Youth Worker, Alf Mullin, and Enforcement Officer, Andy O'Rourke, sat in a bath of red custard. A colleague and analyst from the Joint Community Safety Team, Sai Maing, joined in the activity having been sponsored to work all day in his pyjamas. In total the activity raised £718.25 for Comic Relief.

##### ➤ **Opportunities knock for Wallasey teenagers (May 2009)**

A group of young people came together to celebrate a successful application to the Youth Opportunities Fund that saw them pay a visit to the country's seat of power. The group of ten young people, aged between thirteen and eighteen, from the Seacombe and Liscard areas gave a presentation to their local ward councillors about their trip to the Houses of Parliament and the Home Office, which was funded by

the Youth Opportunities Fund. The young people were brought together by the Youth Respect Team which was working in the area to address complaints of anti-social behaviour. At the celebration at Wallasey Town Hall, the young people outlined the positives they had got out of the trip; this included increased confidence, experience of teamworking and many new skills, including leadership.

During the event the (annual) Sheila Jordan Respect Champion Trophies were presented (Sheila was a local resident who was instrumental in developing activities for local young people and who died at Christmas 2007). The Junior Shield was presented to one of the young people (15 years old) from the trip as he had been the driving force behind the trip, taking a strong leadership role and now wishes to volunteer with the Youth Respect Team. The Senior Shield was presented to an 18-year old who had originally participated in football sessions in the area organised by the Youth Respect Team and progressed to volunteering with Wirral's Positive Futures led programme on Friday and Saturday evenings in Seacombe, co-ordinated by Wirral's Community Sports Development Unit.

➤ **Pupils earn respect from range of agencies (May 2009)**

Representatives from a range of local organisations joined together with primary school pupils to celebrate the completion of another year of Wirral Anti-Social Behaviour Team's awareness programme designed to steer youngsters away from anti-social behaviour. The Respect Programme for Primary Schools is a seven-week modular interactive programme which makes pupils aware of what anti-social behaviour is and the possible consequences if they were to get involved in it. The programme includes a number of classroom sessions and two location-based activities, including a trip to the Old Courthouse in Wallasey – a decommissioned courtroom - where the pupils take part in a mock courtroom session.

During this academic year the Anti-Social Behaviour Team worked with more than 500 pupils from Year 5 or Year 6 from primary schools including Liscard, Our Lady of Lourdes, Egremont, Woodchurch Road, Black Horse Hill Juniors, Holy Cross, Woodslee, Woodlands, Bidston Village, Raeburn and Bidston Avenue. The programme is lead by an Education Social Worker and Police Officer seconded to the Anti-Social Behaviour Team and key elements are delivered by other agencies and Council departments, including Arriva, Merseyrail, Merseyside Fire & Rescue Service, HM Courts Service, Tranmere Rovers FC and the Dog Wardens;

## Equality & Diversity



### Equality Standard for Local Government



Wirral Council was assessed for level 3 of the Equality Standard on the 20 and 21 May but unfortunately did not meet the full criteria. However, the Council was commended for the progress it has made regarding equality and diversity over the last 12-18 months, and has been given until September 2009 to submit further evidence in order to be awarded level 3. A peer challenge team from the Improvement and Development Agency were on site for 2 days at Wallasey Town Hall.

Over the 2 day period Councillors, Chief Officers, staff, representatives from partner organisations, members of the equality watch scheme, local strategic partnership members and community representatives took part in focus groups and interviews. We would like to take this opportunity to thank EVERYONE who has played a major part in the whole process both behind the scenes, leading up to the assessment and over the 2 day challenge itself.

### Equality Watch Scheme

The Equality Watch Scheme is the Council's equality and diversity action plan for the period April 2009 to March 2012, covering all six equality strands, also taking into consideration multi-forms of discrimination

**Gender (including transgender), Disability, Race, Sexual Orientation, Age, Religion or Belief**

The Equality Watch Scheme details the actions that will be taken across the whole Council to eliminate any discriminatory practices and to promote equality and recognise diversity within employment and service delivery. The scheme will also provide the framework for the Council achieving the different levels of the Equality Standard for Local Government. The three year action plan is split into four sections and will be reviewed on an annual basis.

The Equality Watch Scheme replaces the Council's Race, Disability and Gender Equality Schemes. However, this proposed scheme does take into account the Council's statutory equality duties under the Race Relations Act 1976, the Sex Discrimination Act 1975, and the Disability Discrimination Act 2005. The Equality Watch Scheme also gives appropriate regard to the forthcoming Single Equality Act relating to sexual orientation, age, religion or belief. Most comments received from the two consultation events held in January along with comments received via email and telephone, have been incorporated into the final draft. The updated document will be presented to Cabinet on 28<sup>th</sup> May 2009 for final endorsement, following this it will be published on the Local Strategic Partnership and Council's websites.

### **All Together Now magazine**

The Council have distributed this free magazine through our one stop shops and libraries since it was launched several years ago. They have now presented a distribution box, which is located in the Wallasey Town Hall foyer and branded with our Equality Watch logo.

The award-winning All Together Now! magazine is aimed at EVERYONE — but especially anyone whose lives are affected by disability, long-term health conditions, or, age - plus health professionals.

With the help of NHS Trusts, local authorities and community groups, 73,000 FREE copies are distributed across Merseyside, Cheshire and North Wales. The full colour tabloid magazine promotes full social inclusion in all aspects of life. There are strong regional/national news sections, plus sections on employment, education and training, housing, welfare benefits, holidays, transport, motoring, aids and equipment, the arts, leisure and recreation, gardening, and sport.

The All Together NOW! charity plan to publish the magazine every two months.  
*So get your free copy of All Together Now! when you next visit the Town Hall.*

### **Do you want to become a member of Equality Watch?**

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

**Merseyside Fire & Rescue Service**



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

We are committed to innovative and imaginative change in order to help make our communities safer and stronger. We are also committed to integrated working with other authorities, agencies and the voluntary sector to improve public safety and well being. We have an **Integrated Risk Management Plan** which is a local strategic plan that outlines the measures intended to be taken to continue the modernisation and improvement of services to the people of Merseyside. Past and current I.R.M.P can be viewed online at [www.merseyfire.gov.uk](http://www.merseyfire.gov.uk) or copies of the latest plan are available at local community fire stations across the district, public libraries and One-Stop shops. Community engagement remains the cornerstone of our proactive activities, in particular the delivery of the **Home Fire Safety Checks** and the provision of free smoke detectors where necessary. Our HFSC campaign has been in existence for over ten years and despite all our efforts and undertaking nearly 6000 Home Fire Safety checks since the last area forums, there still remain areas within the borough which have proven difficult to access and have never received a HFSC. We have made a commitment to risk assess every home in Merseyside and now are proactively targeting those homes that are still outstanding an initial assessment. We are utilising a variety of intelligence methods to identify these homes. It is the intention of the Authority to ensure that every home on Merseyside has had a Home Fire Risk Assessment/ Vulnerable Property Assessment by the end of the current fiscal year. In addition we are running a series of



specific targeted campaigns in our highest risk areas, in order to make our community safer. The Service has set challenging performance targets and we are pleased to report that Wirral stations regularly achieve and exceed these targets.

Merseyside Fire & Rescue Service has set a goal to become an environmentally regenerative service. We will carry out investigations to reduce our carbon footprint with the ultimate aim of becoming carbon positive. The aim of which is to leave the climate in better shape at the end of each year. This goal will take a sustained effort over a number of years and will require radical change in how we operate as a business, whilst we maintain our high levels of service, intervention and response to the people of Merseyside. The Fire Service are committed to working in partnership to achieve strategic objectives within the Local Area Agreement, examples of this are

The Fire Service have been working with partners to develop facilities at Wallasey Fire station as part of an integrated healthier lifestyle project. Work has now been completed on a new **Lifestyle Centre** which incorporates a Wirral HeartBeat gym and new community meeting and welfare facilities. The gym facilities are now being used by the Wirral Heartbeat members and the community meeting facilities are now available.

A number of forums recently funded a **Beacon Programme** which was run out of Birkenhead Fire Station. This was run 1 day a week for 12 weeks and was designed for children aged 11-16yrs, although there were younger children who attended. The course participants were given a learning experience outside the school environment to build their confidence and self-esteem. The course combines practical drill ground and scenario based training with classroom centred activities and workshops-including community fire safety. The group of youngsters successfully passed out from the course in July at the Fire Service Training & Development Academy and were presented with their certificates by the Mayor of Wirral in front of family, friends and representatives from the Local Area Forums.

In conjunction with **Wirral Road Safety Partnership** we are continuing to work towards reducing road traffic accidents across the district through the development of an educational training package, which is to be delivered to students by FS personnel. Fire Support Network volunteers will also be utilised in the overall strategy to assist in reducing speeding and other contributory factors of road traffic collisions. The Service continues to maintain a high level of operational preparedness and has carried out an number of realistic training exercises with some of our major industry partners on the Wirral. Merseyside Fire & Rescue Service will soon be hosting thirteen Fire Officers from the Kuwait. These delegates will be undertaking a 2 year course through the National Fire Service College following which they will return to Kuwait to take on the role of managers. During their 4 weeks in Merseyside they will be spending time on Wirral stations to enhance their knowledge in terms of practical fire-fighting. With summer approaching fast, and hopefully the nice weather with it, there is an increased risk of grass fires. In order to tackle this MFRS have organised a number of campaigns which include -

**SPARC campaign** – this is aimed at parks and recreational spaces and will be run in conjunction with the Fire Support Network, directly engaging with park users to highlight the risks associated with dry weather conditions within these areas. Further details of these campaigns will be published in the local press nearer to the time. Wirral has a number of areas of natural heath land which are recognised to be Sites of Special Scientific interest. These areas attract large numbers of visitors and this increases the risk from accidental fires which can severely affect the flora and fauna. MFRS are working in partnership with Wirral Ranger Service, Natural England, local Police and other interested groups to proactively engage and educate the public in the risks that exist. We would ask all members of the community to be vigilant during the season and to report any suspicious activities.

**Fire Support Network** is a non-profitable registered charity which works in partnership with the Fire Service on Merseyside to promote fire safety to the local communities through volunteers and partner organisations. Volunteer roles vary from working directly with the fire-fighters, leafleting and replacing batteries in smoke detectors to providing an after fire care service and fund raising. Anyone interested in becoming a volunteer can register online at [www.firesupportnet.org.uk](http://www.firesupportnet.org.uk) or contact via telephone on 0151 296 4600. We are currently working closely with Wirral PCT on the **Smoke Free Homes Campaign**, the aim of which is to encourage smokers to make a pledge not to expose their family and friends to second hand smoke in their homes and cars, this will also assist in the reduction of accidental fires in properties and vehicles due to smoking related material. This scheme is currently being rolled out across the district, half of which is now included with the other station areas to follow shortly.

### Community Fire Stations

- |   |               |
|---|---------------|
| • <b>Birkenhead:</b> Exmouth Street. Birkenhead.CH41 4AX. | 0151 296 5325 |
| • <b>Bromborough:</b> Dock Road South. Bebington.CH62 4SQ | 0151 296 5925 |
| • <b>Heswall:</b> Telegraph Road, Heswall, CH60 OAF.      | 0151 296 5805 |
| • <b>Upton:</b> Arrove Park Road. Upton.CH49 OUF.         | 0151 296 5895 |
| • <b>West Kirby:</b> The Concourse. West Kirby. CH48 4HX. | 0151 296 5955 |
| • <b>Wallasey:</b> 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**

# Personal Travel Planning Report

**Aim of Project** A Personal Travel Planning project is proposed for Wirral in 2009 which will contact 10,000 households in order to reduce car use.

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

The PTP project has the following aims:-

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

An area encompassing 3500 households in Childwall, Liverpool was selected for a pilot programme for delivery in summer 2008. Evaluation of the Merseyside pilot revealed similar levels of behaviour change to those seen in comparable projects elsewhere. Comparing the interviewer led travel diary data of all those who participated in the project with those who did not recall being asked to participate, reveals a 9.9% increase in trips made by sustainable modes and a 10.2% reduction in car use.

**Wirral Project, Area Selection** In preparing for the 2009/10 project it was recognised that a larger scale residential programme should be conducted and that this be designed in such a way as to contribute to the congestion corridor management programme. Heswall, Irby and Pensby were selected as providing the most potential for reducing car use and meeting the programme aims.

The following characteristics contribute to the potential of the area to meet the programme aims.

- a) Heswall has high level of car ownership (83%) and very high car usage for local work trips providing an opportunity to address local travel as well as travel to the city centre.
- b) High potential for people to use public transport as bus services originate in Heswall. Comparable car and bus journey times – bus quicker along corridor during 8am-9am peak.
- c) Suitable catchment area with larger numbers of people travelling to work by car along congestion corridor.
- d) Distinct local community.
- e) Capacity on 472 / 71 / 72 services (in project area).
- f) Potential to also impact other local trips (e.g. shopping, leisure, health and education).
- g) 10 primary schools and 2 high schools in area all working with TravelWise on travel plans.
- h) Amalgamation and relocation of GP surgeries in project area.

**Wirral Objectives** These specific objectives have been set for the Wirral programme

- a) Reduce car use from the project area for peak hour trips to Birkenhead / Liverpool in order to contribute to reduced car trips on the designated congestion corridor.
- b) Reduce car use between the project area and Arrowe Park hospital in order to reduce traffic / parking problems at the hospital.
- c) Reduce car use for other trips to and from the project area in order to reduce traffic growth and encourage sustainable travel behaviour.
- d) Improve efficiency of trips made by car in order to reduce CO<sub>2</sub>.
- e) Improve perception of sustainable modes of travel
- f) Improve awareness of information sources for sustainable modes of travel

- g) Increase understanding and awareness of TravelWise

**Planned Activity – the project** A team of advisors will be recruited and trained via JMP. A project office above Heswall post office, has been identified from which the programme will run. The project will be delivered in waves moving across the area – a sequence can be provided for this nearer the time. Initial contact leaflets, bearing the Wirral logo will be delivered to the first wave area mid May. Following training, residents will begin to be contacted in person from May 20th. All advisors will carry id and will wear red TravelWise t-shirts. It is proposed that media are informed about the project prior to the first information reaching households and that a launch event be held in the project office during w/c May 25th. Throughout the project opportunities for media coverage will be sought, utilising project participants etc and elected member participation will be sought for all such opportunities. Similarly the [www.LetsTravelWise.org](http://www.LetsTravelWise.org) website will be utilised to encourage communication of participants' achievements and project progress.

### Engagement Outline

- a) A before survey will be conducted end of April to set a baseline
- b) A leaflet will be sent to homes in the project area outlining the project and inviting participation from mid May (not more than 2 weeks before doorstep contact attempted).
- c) Three attempts to contact people at home will be made (i.e. weekday, weekday evening, Saturday) and if willing to participate a 10-15 minute conversation will be held to identify information and incentives that would help meet an individual's travel needs and encourage sustainable travel behaviour.
- d) An information pack will be delivered containing the incentives and information relevant to their needs within 5 days – eg cycle maps, discount bus tickets etc.
- e) JMP will make use of existing Merseytravel / Wirral / Merseyside resources and any relevant national campaigns (e.g. Change4Life, etc.)
- f) Additional resources and incentives will be developed for the project, including an Area Guide, Buses from Your Stop, Personal Journey Plans and a TravelWise Challenge.
- g) Challenge participants will be emailed and/or texted to encourage greater participation and to present further offers
- h) A Customer Aftercare service will be carried out by the Travel Advisors. This will be done using telephone and email follow-ups.
- i) An independent evaluation of the project will be conducted by TTR using a telephone after survey in October
- j) The target for Year Two is 5000 participants.

## Wirral University Teaching Hospital NHS Foundation Trust

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.

- **Controlling Infection.....**
  - Our Elective Surgical Unit at Clatterbridge remains MRSA bloodstream infection free – this Unit can undertake most planned surgical procedures including joint replacements.
  - Our Women's Services Unit at Arrowe Park is also MRSA bloodstream infection free
  - Reducing the incidence of MRSA and Clostridium difficile is a very high priority for the Trust and figures released by the Health Protection Agency in April show that between October and December 2008 there was a significant decrease – 60% - in cases of C.diff. compared to the same period in 2007.
  - 'Working Together to Keep It Clean' – an on-going campaign that aims to raise the Infection Control profile even higher at the Trust and to increase awareness amongst staff, patients and visitors of how important it is to 'Keep it Clean'
- **Improving Our Standards.....**
  - The Trust has been awarded the title of 'Best Large Hospital\*' in the Dr Foster Good Hospital Guide 2008 which compares services and treatment outcomes at all hospitals across the country.
  - We are proud to have been named, for the third year running, as one of the country's Top 40 performing hospitals by an independent benchmarking company that compares our



performance in 20 key areas – including infection rates, mortality rates and waiting times – against other, similar hospitals.

- Our Stroke Services have been rated as among the best in the country by the Royal College of Physicians following a recent audit and we will be improving services even further when we become a hyper-acute stroke centre thanks to an investment of £1.6million from NHS Wirral
- In the most recent (2007/08) Healthcare Commission Annual Health Check we scored ‘excellent’ for our use of resources and ‘good’ for the quality of our services
- Our Maternity Unit was judged to be one of the ‘best performing’ in the country according to the 2008 Healthcare Commission’s Maternity Services Review and was named ‘best in the region’ in a national survey of new mothers and mothers-to-be.
- An external assessment of our standards by the Patient Environment Action Team resulted in the following scores being awarded to the Trust for 2008 –

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

- **Providing New Services.....**

- The Trust has announced a major capital investment in services for Women and Children at Arrowe Park Hospital. The £11million scheme, due for completion in spring 2011, will radically change the face of the current Maternity services building and will create a ‘centre of excellence’ by bringing together under one roof, all acute hospital services for women and children. The development will include:

- A major refurbishment of the maternity wards, providing all patients with single rooms and en-suite facilities
- A brand new maternity delivery suite featuring five new delivery rooms, including two with birth pools and additional facilities to allow partners to stay overnight
- Creation of an attractive single front entrance and reception area to welcome patients and visitors.
- On 1<sup>st</sup> June our brand new Children’s Outpatients Department will open at Arrowe Park Hospital. Re-located from the main hospital building, this is the first phase in our plan to bring all children’s services together.
- Work has just started on building a new accommodation facility for parents of children being treated at Arrowe Park Hospital. Funded by Ronald McDonald House Charity, this is the granting of the Jellybean Kid’s Appeal third wish and is due to open in the autumn.
- Over the course of the next two years we will be upgrading wards in the main hospital block at Arrowe Park on a rolling programme to provide more single rooms and better sanitary facilities.
- A second MRI scanner is currently being installed at Arrowe Park.
- We are investing nearly £1million in adapting our wards to comply with Department of Health guidance on eliminating mixed sex accommodation for patients.
- The Trust is a designated Urology Cancer Centre for Wirral, Chester and Northern Cheshire patients requiring major cancer surgery
- We were the first NHS organisation in Merseyside and Cheshire to offer a new laser technique – the *greenlight laser* – that is transforming the treatment of prostate conditions for men
- A brand new, multi-million £ Dialysis Unit has opened at Clatterbridge Hospital to treat patients with renal (kidney) conditions.

- **Easy to Use Website.....**

- Our new-look, 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
- The new, 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 8,000 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)

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



**Launch of What? alcohol misuse campaign** NHS Wirral has invested heavily in alcohol misuse treatment, prevention and care with spending rising from 845K to 2.2M by the end of 09/10. Part of this investment includes the development of the What? campaign aimed at providing information about sensible drinking and signposting to services. Look out for the campaign logo over the next few weeks. Try the website for more information. <http://www.wirralalcohol.co.uk>

**All Day Health Centre** In March 2009 a new facility opened on the Arrowe Park site. The 'All Day Health Centre' includes services from GPs and nurses 8am – 10pm, 365 days of the year. This additional service is designed to complement and support existing GP services currently available across Wirral. Since March, people have been able to book an appointment to see a GP at the new centre, up to a fortnight in advance. Patients can call the booking phone number 0151 201 4188 or 'drop-in' and see a nurse at any time between 8am and 10pm. Patients are not required to register but are able to do so if they wish.

**Carers week 8th-14th June '09** Six million people provide unpaid care to someone they know. 3 in 5 people will be carers at some point in their lives. Carers Week will highlight and celebrate the incredible contribution that carers make, sharing the positive experiences as well as the more difficult. For more information about the national campaign go to: <http://www.carersweek.org>

Locally NHS Wirral is working closely with Adult Social Services and Wired who are a local organisation involved in supporting the needs of unpaid carers. If you are caring for someone, your GP would like to know so they can ensure that you are provided with the support you need in this role. A full programme of events are planned including information and displays in all Wirral Libraries. For more information call the helpline below. If you wish to receive further information and support for you in your caring role then please contact the following helpline number: Wired on 0151 670 0777 or go online <http://www.wirralcarers.com>

**Swine Flu update** Work is well underway across Wirral to ensure that our pandemic flu plans are in place. NHS Wirral receives up to date information on a daily basis from our Wirral partners, and works with colleagues across Merseyside and the North West to co-ordinate intelligence and activity. There has only been one confirmed case of swine flu in Wirral to date. The patient who had returned from Mexico has fully recovered.

***It is important that the public pay particular attention to hygiene messages:***

1. Covering your nose and mouth when coughing or sneezing, using a tissue when possible.
2. Disposing of dirty tissues promptly and carefully.
3. Maintaining good basic hygiene, for example washing hands frequently with soap and water to reduce the spread of the virus.
4. Cleaning hard surfaces (e.g. door handles) frequently using a normal cleaning product.
5. Making sure children follow this advice.

Most importantly, advice to the public remains that anyone returning from Mexico or one of the affected countries who develops flu-like symptoms within a week or so of their return should stay at home and call their GP or NHS Direct on 0845 4647. There is also a health information line which is updated regularly: Tel: 0800 1 513 513 or visit [www.nhs.uk](http://www.nhs.uk).

**Is the NHS prepared for a possible pandemic?** The UK has been preparing for a flu pandemic for the last five years. We have established a stockpile of enough antivirals to treat more than 33 million people,. All NHS organisations have pandemic flu plans in place and the Department of Health is now working closely with the NHS to ensure that these plans can be put into action so that antivirals can be made available to the public very rapidly should we reach that stage.

**How will we keep the public up-to-date** We already have well advanced plans for providing information to the public in the event of a pandemic, in particular about what people can do to help themselves in the event of swine influenza being confirmed in the UK.

**How are we making sure that GPs and other staff are up-to-date?** We keep our plans under regular review. The Department of Health has published a range of guides that support health and social care services to develop pandemic action plans including acute trusts, (secondary or hospital care trusts) primary care trusts, ambulance trusts and social care trusts. They offer practical advice and suggestions for actions needed by GP practices now and in the event of a pandemic

**We recommend that you check the relevant web sites for the most recent information:**

**Latest health advice from the Health Protection Agency:**

[http://www.hpa.org.uk/webw/HPAweb&HPAwebStandard/HPAweb\\_C/1240732817824?p=1240732817665](http://www.hpa.org.uk/webw/HPAweb&HPAwebStandard/HPAweb_C/1240732817824?p=1240732817665)

**Patient advice from NHS Direct:** <http://www.nhs.uk/Conditions/Pandemic-flu/Pages/QA.aspx>

**Latest information from the Department of Health:** <http://www.dh.gov.uk/en/index.htm>

# 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, International exchanges, Duke of Edinburgh's Award, Outdoor activities, Projects in schools

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

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

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

Response 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.

Each year the Youth Service runs a comprehensive programme of International Youth Exchanges. Young people from Wirral take part in a number of international opportunities including, Hong Kong and the Azores. They have recently hosted a group from Germany; this is done in partnership with Upton Hall School

The Youth Service is the Licensed Operating Authority for the whole of Wirral. Awards can be gained through a variety of approved operating units and access organisations made up of a combination of youth centres, schools, an open award centre and a selection of voluntary groups. Young people in Wirral consistently gain over 450 awards per year at bronze, silver and gold levels.

The DofE is available to all young people aged between 14 and 25 with the emphasis being the development of young people's leisure time. By taking part in the DofE, participants are able to increase their own self confidence and self esteem, make new relationships and develop fresh skills.

Duke of Edinburgh's Award staff continue to work with a group of Looked After Children who after successfully achieving their Bronze Award are now working towards their Gold. This group recently successfully bid for Youth Opportunity Funding to enable them to visit the Czech Republic. This visit, which involved studying social and foster care in a former communist state, satisfied the requirements of their DofE Gold Residential. A newly formed Bronze group is hoping to complete their expedition at the Oaklands centre in the forthcoming expedition season. In our drive to make the DofE available to everyone and to diversify its delivery we are now helping several new units to run the Award. This includes Meadowside Special School and the Observatory School where we will adapt the Award for pupils with learning difficulties.

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

**Wallasey Young People's Project** has continued to work with young people in Wallasey, Seacombe, Liscard, Poulton and New Brighton. The youth workers deliver a programme that addresses the needs of the young people both in terms of life skills and physical activity, including a climbing course at Awesome Walls. The young people have been involved in My Place consultations concerning the development of Wallasey Fire Station as a resource for young people. The Kontakta Bus has an ongoing presence in Central Park where young people's risk taking behaviour is addressed and they are encouraged to use the sports facilities appropriately.

**Seacombe Youth Project** has appointed of a full time worker to the project. This has enabled the development of Friday and Saturday activities. Much of this work is being undertaken in partnership with other agencies that have a presence in the area. Young people are being encouraged to participate in Wirral wide activities such as a young women's bowling competition and a Wallasey area football competition held on a Friday night.

**St Mary's School Youth Club** are running the D of E, they run Bronze Silver and Gold courses, young people learn and develop skills around navigation, first aid and physical fitness. Around ninety five young people from the unit are currently volunteering in the community. In March sixty five young people took part in orienteering events on the Wirral over two Saturdays.

**The Belvidere Centre** based in Wallasey and open on Monday, Tuesday, Wednesday and Thursday evenings. The club caters for disabled young people, together with their non disabled peers, and has a very successful Wednesday session for young people with Aspergers. The members are currently working towards the Health Promoting Youth Clubs award and other projects include workshops on a variety of current issues. There is an active Members Committee who have all successfully completed the Youth service senior members course. They are currently running workshops on Sexual health and relationships

**Wallasey Young People's Project** has continued to work with young people in Wallasey, Seacombe, Liscard, Poulton and New Brighton. The youth workers deliver a programme that addresses the needs of the young people both in terms of life skills and physical activity, including a climbing course at Awesome Walls. The young people have been involved in My Place consultations concerning the development of Wallasey Fire Station as a resource for young people.

## Older People's Parliament

We have continued to work towards improving the environment and services for the older population of Wirral. Our full parliamentary meetings, on the first Friday morning of March, June, September and December are held in the Town Hall, and provide a summary of our work, most of which takes place through monthly executive meetings and a great number of smaller groups. Our membership currently consists of 44 volunteers, 4 from each of the 11 Area Forums of the Wirral, plus several hundred associate members. We are preparing for formal elections in the year 2010. We are asking who is interested in becoming one of the 4 elected members from each Area Forum patch, and elections will be conducted by post amongst the associates from each area. Hopefully, by that time, we will have many more associates. It costs nothing to become part of this powerful voice for the over 50s. Please join if you are old enough. The bigger our electorate, the more influence we will have.

Our activities include:-

Regular liaison with police and magistrates. There will be a full day of presentations and discussion with a panel of experts on August 14<sup>th</sup> on aspects of safety for the older person.

Liaison with Adult Social Services. We want the best possible domiciliary and residential care for those of us who need it. We support the moves to personalise this, and are watching developments closely. We have members sitting on many policy and development groups in this area of the Council.

Liaison with NHS Wirral (our PCT) where again we are invited onto many committees and interview panels for senior posts which will be crucial in delivery of health care to the elderly. We are constantly supportive of moves for health and social care to work in tandem, and we also remind them all the time of the valuable role which voluntary bodies play in this area. More and more public funding is now going to voluntary groups to provide quality and flexible services.

Our Hospital Discharge survey has started a huge movement to improve and streamline discharge. We are keeping a close watch on this, and would welcome any reports, good or bad, from those who leave hospital.

We organised a very successful day conference entitled "Keeping warm next winter" The presentations focussed on home improvements, fuel costs, healthy eating, grants available and generally keeping fit when it is cold. We are very grateful for generous financial support from NHS Wirral, Riverside Housing, Oakhouse Foods and others.

We are in regular contact with providers of life long learning opportunities. We are also trying to encourage older people to get involved in local schools. This is very rewarding for both the volunteer and the children. We can arrange the necessary police check.

A very active subgroup is that of grandparents who have the permanent care of grandchildren, for whatever reason. They are working, both locally and nationally to highlight the huge gaps in provision and information.

We have members working at a national level with a variety of organisations which are trying to improve the financial and human rights status of older people.

We have a member working hard on aspects of public transport, and he needs more support with this. Housing developments for older people (extra care housing, a possible retirement village, and mapping the existing provision) are high on our agenda.

Whatever your interest, please contact us with ideas, problems enquiries and requests to join as an associate or stand for election.

### **Dates of Interest for your Diary**

#### **Parliament Meeting held at Wallasey Town Hall**

- Friday 4<sup>th</sup> September 2009 11am
- Friday 4<sup>th</sup> December 2009 11am

#### **Special Events**

#### **Crime & Respect (Information and Advice) for the over 50's**

St Werburghs Parish Centre, Birkenhead.

- Friday 14<sup>th</sup> August 2009  
10am to 3pm Refreshments and lunch provided.

**Committee Meetings please phone for Venue's and dates.**

**Phone Brian Christian on 666 2220**

**email [parliament@ageconcernwirral.org](mailto:parliament@ageconcernwirral.org).**

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