AREA FORUM (LISCARD AND SEACOMBE)

Tuesday, 20 October 2009

Present:

Councillor L Fraser (Chair)

Councillors K Hayes

AER Jones

J Keeley, D Knowles

J Salter

Community Representatives Ken Harrison, Carole Thomas

Faith Representative Father Leon Ostaszewski

Older Peoples' Parliament Stan Thompson

Lead Officer Mark Camborne

Area Service Co-ordinator Michelle Gray

Street Scene Manager Chris Jones

Community Safety CSO Karl Cunningham, CSO Pat Harvey

Wirral NHS Andrew Cooper, Shymal Mukerjee

Wirral University Teaching

Hospital NHS Foundation Trust

Jo Goodfellow

Merseyside Police Inspector Julie Fletcher

Merseyside Fire and Rescue

Service

John Davies

Council Officers Christina Jones (Regeneration)

In Attendance Pat Lloyd, Age Concern

<u>Apologies</u> Margi Allen, Diane Ledder, Joe Lee

1 WELCOME, INTRODUCTIONS AND APOLOGIES

The Chair, Councillor Leah Fraser, welcomed the forum members and 9 members of the public to the meeting.

2 MINUTES AND MATTERS ARISING FROM PREVIOUS FORUM - JUNE 2009

The following points / matters arising were raised from the minutes of last meeting held on 10th June 2009:

Page 6, item 3 – question 3: Dave Hanlon confirmed that the situation re: traffic problems in Sir Thomas Street were still chaotic, especially between 4pm – 6pm.

Page 6, item 3 – question 5: Carole Thomas asked what was happening with the delivery of the new buses, which were due in September 2009.

Page 8, item 4 – question 6: Carole Thomas requested that "the Stanton Park Partnership" should read "the Central Park Partnership". The Area Co-ordinator agreed to get this amended.

Page 9, item 4 – question 10: Father Leon Ostaszewski asked when the road improvements on Belvidere Road were due to be finished, as it was a hazard due to barriers falling down.

Chris Jones confirmed that the present phase of works was coming to an end, but that work was being carried out in phases over a number of years, due to the length of the road. The footways work was finishing this week and the carriageway being attended to. A further phase is due to begin next year.

Dave Hanlon asked how many phases were involved and Chris agreed to discuss this in more detail at the end of the meeting.

Page 9, item 4 – question 10: Father Leon Ostaszewski asked what is happening to the ABC site.

The Chair confirmed that this was being followed up, and the owner was being asked to tidy up the site.

Page 9, item 4, minute decision: Carole Thomas asked if there was a representative of the youth service at the meeting.

The Area Co-ordinator confirmed that a representative would be invited to the next meeting. The Chair introduced Mark Newman from the Youth and Play Service who was in attendance at the meeting.

Minute Decision:

Resolved that:

(i) The Area Co-ordinator to e-mail Merseytravel to ask what is happening about the traffic congestion problems in Sir Thomas Street and Simon Finnie from Arriva re: provision of new buses due to be in operation in September 2009

- (ii) The Area Co-ordinator to arrange for item 4 question 6 of the minutes of last meeting to be amended so that "the Stanton Park Partnership" reads "the Central Park Partnership".
- (iii) The Area Co-ordinator to invite a member of the youth service to the next forum meeting

3 AGE CONCERN

The Chair welcomed Pat Lloyd from Age Concern, to give a presentation on the work of Age Concern.

Pat informed the forum that Age Concern was responsible for managing an information, advice and advocacy service for Wirral aimed at people aged 50+, and that Wirral now has a larger population of people aged 90+..

- The information and advice service is available on any subject, but the main areas are:
- Finances and maximising income (there is over £3.5m if unclaimed benefits). The biggest benefit is attendance allowance, people do not have to have someone at home caring for them to be eligible for this as it is available to people with a health problem that affects their personal care.
- Community Care, including grants, care home legislation, hospital discharges
- Housing

The Age Concern Headquarters is at Hamilton Square, Birkenhead and offers the following services:

- Home visits.
- Surgeries these are held at GP surgeries and One Stop Shops.
- A day care service at the Devonshire Centre, Park Road North, Birkenhead –
 for older people with various forms of dementia and has an emphasis on
 activity. We are currently setting up early onset dementia support.
- Ten Luncheon clubs, with transport.
- Befriending service, this was set up a few months ago and there is already a waiting list for this.
- Bereavement Support a project funded by NHS Wirral offering support and advice for bereaved people, this service has grown rapidly.
- Support for carers group.
- Active Age Centre, offering a variety of activities.
- Peace Project this was funded two years ago from Comic Relief.
- Elder Abuse Project we have a large white Superlamb-banana to highlight elder abuse which has caused good success in the reporting of this.
- Works in co-operation / partnership with the Older People's Parliament.
- Bathing service this was launched last year, for older people unable to bathe themselves
- Fair Trades Scheme we have done a lot of work with Wirral Trading Standards on this, scheme which only allows firms registered on the scheme to be recommended.
- United Utilities Password Scheme this allows us to sort out bills / problems for people.

The Chair thanked Pat for her presentation and the following questions / issues were raised:

- 1. Father Leon Ostaszewski do you organise meals on wheels?
- A. No, but we liaise with the organisation that deals with this.
- 2. Carole Thomas what is attendance allowance?

A. It is a benefit for people who are not mobile or who have difficulty with personal care aged 65+ years

- 3. Chair is the bathing service only available at Pensall House Centre?
- A. it is available at two locations Pensall House Centre, Pensby and Harvest Court Centre, Moreton.

Andrew Cooper added that NHS Wirral also offer a bathing service.

- 4. Councillor Salter are the receipt of scam letters covered under elder abuse? A. Yes, we would help deal with this. The Office of Fair Trading has a Scam Busters initiative to deal with this.
- 5. Dave Hanlon Does Age Concern have any comments re: the state pension? A. Nobody needs to live on the state pension, this changed about three years ago. It is now Pension Credit and has to be claimed. There are campaigns to try and double / improve this.
- 6. Dave Hanlon would like to see Age Concern as a regular panel member of the forum.
- A. Chair Stan Thompson is the older peoples' representative on this already quite large forum, and Age Concern can feed back issues through Stan. Age Concern was invited along to the meeting as they gave a very interesting presentation at the Leasowe, Moreton and Saughall Massie area forum. Age Concern could be invited to give an update to the forum once a year.

Pat added that Age Concern is involved in Away Days with the Older Peoples' Parliament.

- 7. Dave Hanlon asked for contact details fro Age Concern.
- A. Pat informed the forum that there was a guide to services available at the meeting which included contact details.

4 COMMUNITY ENGAGEMENT - "WHAT'S BEEN HAPPENING IN YOUR AREA"

Police

Inspector Julie Fletcher informed the forum that there were information packs and a newsletter available at the meeting, and that anyone wishing to receive regular updates could add their details onto the community engagement list — this information can be posted out if required. She introduced the new Sergeant for Seacombe, Sergeant Dave Hird, who has replaced Sergeant Paul Parry, and gave the following updates:

- Section 30 Orders there are two new areas covered by S30 orders in the Seacombe Area (Brougham Road; Percy/Palatine Road) running from 4pm each evening from 31st July 2009 to 31st January 2010. This allows for groups of youths to be moved on from the area, they can be arrested if they return within a 24 hour period. We are working closely with Youth Services and the Respect Tem to point them to activities available.
- Halloween / Bonfire Night an environmental / visual audit will be carried out on Wednesday and Thursday to make sure the area is as clean as possible prior to these. A clean up will start next week following completed questionnaires received from 73 residents.
- Army Initiative this involved identifying young people, channelled through the Anti-Social Behaviour (ASB) Team, and engaging them with Army / police Officers to get them to try and re-educate them and show them the problems anti-social behaviour causes. The initiative is not to reward bad behaviour but to reduce crime / ASB. This has been successful and has led to the following:
 - Males three have joined the Army and three more are in the process of joining the Army; one has found full-time employment and three are in college
 - Females three are attending a 13 week Army preparation course and one is joining the Navy.

The Chair thanked Inspector Fletcher; and congratulated the Police on their successes within the area. The following questions / issues were raised:

- 1. Councillor Jones congratulated the Police on the Army Initiative as this was a first class approach leading to prevention of young people going down a criminal path by catching them early.
 - Dave Hale added his congratulations and felt that this was the way forward, but asked if people with three previous convictions wee barred from the armed forces, or if being part of this initiative would mean that they may be accepted.
 - A. The Army has a problem with recruitment, criminal convictions do not necessarily bar people from joining the armed forces, unless the crimes are very serious. It may be that the person is not allowed to join for 12 months, to show that they can behave responsibly, and we have support measures in place to help with this.
- 2. Carole Thomas Is Mischief Night the same night as Halloween. A. Mischief Night is an American tradition and is often used by young people to behave badly. It is the night before Halloween, and we count this as a key date. This year we are looking at 30th, 31st October; and 1st November (as this is a Sunday) along with 5th November.
- 3. Member of the public at about 10pm last night there was a group of boys sitting on the awning over the shops in Poulton Road (about 1/3rd of the way along the road up on the left from the traffic lights) and there was a group of about 10/20 outside Tescos.
 - A. Chair agreed to discuss this with Sergeant Hird at the end of the meeting.

- 4. Stan Thomson congratulated the Police on their work with young people, for the monthly newsletter and for their help at Mariners Park.
- 5. Dave Hanlon Thanked the Police, through Inspector Fletcher, for their help in the area last Saturday, and raised the following issue: In august at Central Park one of the referees was assaulted by a footballer, who subsequently ran off. What is the procedure regarding such incidents, should they be reported to the Police or to the Football Association?

A. It would depend on the level of assault. Normally the Football Association is consulted, but if it was serious then the Police would deal with the matter without such consultation.

Fire Service

John Davies informed the forum that there was an update on pages 12 -13 of the forum papers, and highlighted the following:

- Danger of Fire there have been two fires, leading to deaths, in flats above shops within 200 yards of Wallasey Town Hall, and there are about 10 deaths per year caused by fires in flats over shops across Merseyside. The fires were not connected, but we had tried and failed to access the properties to carry out home fire safety checks in the past, it is therefore important that we are able to carry out fire safety checks on such properties so we have ran a hotspot campaign in the area to try and encourage people to have smoke alarms fitted. If you know of anyone without a smoke alarm please get them to contact us on freephone 0800 731 5958.
- Mischief Night this is now seen as Mischief week and initiatives will start on 21st October and run through to 8th November 2009. Bonfires cause concern and damage, so we try to remove bonfires as they are being built. We do this in collaboration with the Community Safety Team and the Probation Service, if anyone has any concerns please telephone and report them on freephone 0800 731 5958. We also work with Trading Standards to prevent the sale of illegal fireworks.

The Chair thanked John Davies for his update and the following questions / issues were raised:

- 6. Councillor Salter What period are shops allowed to sell fireworks? A. Fireworks can be sold from 15th October to 10th November. Traders have to apply for a licence to sell and store fireworks and have to follow a code of practice for this. If anyone has any concerns over this (e.g. sale of fireworks to children / large stores of fireworks) please let us know.
- 7. Carole Thomas raised concern over only one fire engine being stationed in Wallasey, and asked if the policy had changed as thought that it was that two engines would be stored in the area. What would happen if there was a large blaze in the area?
 - A. Fire engines are placed where we consider the risk is going to be. The control room moves the engines to where they are required. One engine was taken away temporarily for strike training, to ensure that engines can be operated in the event of strike action. Birkenhead Station is down the road and can cover the

- community of Wallasey if needed. Appliances can be moved wherever they are required to maintain a minimum level of cover and resources are moved to maintain attendance time.
- 8. Dave Hale thanked the Police for getting in touch with the Fire Service when an explosive device was put through his letterbox, who came along and fitted a bag at the door. He agreed to send out information on this to residents in the local area (700 houses).
- Dave Hanlon The period for selling fireworks was too long and we should campaign nationally to get this reduced.
 A. Agree, but this is set by National Legislation and Merseyside are pro-active at Parliamentary level on this issue.
- 10. Dave Hanlon asked if John was standing in for Tony Mooney or if he had retired. John confirmed that he was just standing in for Tony.

Older Peoples Parliament (OPP)

Stan Thompson informed the forum that there was information on the OPP at the meeting, and highlighted the following initiatives / progress of the OPP:

- Crime and Respect Away Day organised by Age Concern this was well attended and received. It involved many agencies (Police, Magistrates, Fire Service, Trading Standards, Community Safety), as well as Stephen Hesford MP. It looked at how the Government was tackling the crime issue. It was well attended and there was lots of positive feedback, so thank you to everyone who attended.
- Care Services / changes to look at consultation document to explore options as there is a higher population of older people and therefore a need for more care services.
- Shaping the future of care together looking at different options for accessing /funding care services put forward by the Government for consultation.
- Housing Conference to be held in May 2010
- Grandparents caring for grandchildren OPP has a specialised group offering support to grandparents, so if you know of anyone in that position please put them in touch.

The Chair thanked Stan Thomson for his update and the following questions / issues were raised:

11. Dave Hanlon – advised the forum that he had attended the Crime and Respect Conference where he had asked Stephen Hesford MP about the issue of the possible removal of travel passes and received a response, but that a recent article in the paper answered the question thoroughly. He added that he felt that maybe too much was covered in the one day.

- 12. Area Co-ordinator can people from Liverpool call and receive advice from the Wirral Grandparents Group?
 - A. Stan agreed to discuss this at the end of the meeting.
- 13. Councillor Karen Hayes When will the Grandparents Group conference take place?
 - A. No date has been agreed for this. The Chair requested an update on this for the next meeting.

NHS Wirral

Andrew Cooper informed the forum that there was an update on pages 19-20 of the forum papers, and highlighted the following:

- Swine Flu there are collection points for the anti-viral treatments at Health Centre at Arrowe Park, Tescos in Bidston and Asda in Liscard.
- Health Campaign involving placing a dental bus in Seacombe to work with the dentist to carry out six-week baby checks to aim to get through to siblings and parents.
- Eastham Walk-in Centre this is now available and is open from 8am to 8pm seven days a week. There will be a doctor on site and minor injuries / ailments can be dealt with there, as well as access to x-ray facilities.
- Voice of Wallasey Group a public feedback group has been set up following on from expressions of interest from the Have Your Say campaign. A care forum of 20 people now meets on a monthly basis, and we want the chair of the group to sit on the locality board and to become actively involved in decision making.

The Chair thanked Andrew Cooper for his update and the following questions / issues were raised:

- 14. Father Leon Ostaszewski I was a member of the Patient and Public Health group what was the difference between these?A. The Voice of Wallasey Group is not duplication; it is based on looking at health
 - needs and is provision orientated.
- 15. Councillor Denis Knowles are you aware of the health checks being carried out at Guinea Gap Baths, where there is a steady flow of people taking this up. Health checks are also taking place at Seacombe Community Centre, but are poorly attended as it does not seem to be widely advertised.
 - A. Dr Shymal Mukherjee agreed to feed this back to the relevant department and advised that health checks were also available at GP surgeries. He added that a huge campaign was being carried out on this and that it will be part of a rolling programme over the next few years.
- 16. Stan Thompson if someone wants a health check do they need ot go through the GP surgeries?
 - A. Dr Mukherjee you can go through your GP to arrange this.

Wirral University Teaching Hospital NHS Foundation Trust

Jo Goodfellow informed the forum that there was an update on pages 17-18 of the forum papers, and highlighted the following:

- The Trust worked closely with NHS Wirral on provision of a new assessment facility next door to the Accident and Emergency unit, which has helped to speed up services and work better for patients.
- Improving our services: -
 - The Trust has been rated as one of the top 40 performing hospitals for the third year running.
 - We have had a 30% decrease in the number of *Clostridium difficle* cases compared to the same quarter last year.

The Chair thanked Jo Goodfellow for her update and the following questions / issues were raised:

17. Dave Hale – Isn't CDLC more about hand washing, and how many cases of infection were involved in the 30% decrease?

A. We are building a new contamination control area, and there are much tighter regulations on this. The decrease was 81 down to 56 cases, and this is continuing to decline.

Dr Mukherjee added that all patients are screened for MRSA and given a wash to help clear this. Antibiotics can cause *Clostridium difficile* in the stomach, so GPs have reduced the provision of these and it is hoped that this will disappear within the next 6 to 8 months.

18. Councillor Denis Knowles – Is there any more news on the issue of same sex wards, raised by Carole Thomas several months ago?
A. Work is underway, but this is a long process. Intensive care facilities do have mixed sex wards, to ensure that we make the best use of facilities. Building works to separate out wards, and some have separate toilet blocks – we are moving in the right direction.

Streetscene

Chris Jones informed the forum that there was an update on pages 14-16 of the forum papers, and highlighted the following:

The Chair thanked Chris Jones for his update and the following questions / issues were raised:

19. Ken Harrison – mentioned that he had heard lots of complaints about the resurfaced roadway at St Albans Road – going into Wallasey Road seems like a skating rink and will become an even bigger problem when it is frosty.

A. This has been resurfaced with high PSO with skid resistance, as it was not possible to get chips on the road at that point. No problems on this stretch of road have been reported to Streetscene.

The Chair asked if Chris had inspected the resurfacing work, and Chris confirmed that he had and that he had been assured that it had sufficient skid resistance.

- 20. Councillor Karen Hayes people were not given enough notice when roads were being re-surfaced.
 - A. Chris apologised for the inconvenience, and assured the forum that the contractor was being informed of what is expected, and that a protocol was being put in place to ensure that fair warning is given to residents. These are teething troubles, and it is why we want feedback to ensure that a decent service that offers value for money is provided.
- 21. Dave Hale mentioned slippery area where some pot holes had been filled in by the Nat West Bank and that his wife had slipped over, which will only get worse when it is frosty.
 - A. Chris agreed to discuss this at the end of the meeting.
- 22. Councillor Adrian Jones thanked the officers for their fast responses and work carried out on trees etc.
- 23. Stan Thompson expressed gratitude to Councillor Leah Fraser for finding the funding for a pedestrian refuge in the Mariners Park area. He added that the vehicle activated speed sign funded through the Area Forum was fitted on the wrong side of the road; Streetcene was notified of this and are to have this moved. Chair suggested that the bus stop could be moved and a permanent vehicle activated sign be placed in the area.
- 24. Councillor Denis Knowles Is it true that Colas groups jobs together to take advantage of economies of scale; this could lead to jobs at the beginning of the list having to wait longer?
 - A. The more we can put together a programme of work the more we can get for our money e.g. the more name plates we order the cheaper the price; and programming work can increase efficiency. Work is issued to the Contractor two times per month and if it is a priority it may not wait until get more value for money.

Mark Camborne added that jobs relating to safety issues do not wait, and that economies of scale benefit everyone.

Community Safety

Karl Cunningham and Pat Harvey informed the forum that there was an update on pages 24-26 of the forum papers, and highlighted the following:

 Youth problems – the names of offenders had been passed to the Police and are being monitored by partner agencies.

- Dog Fouling Campaign this was a successful campaign run over the Summer.
- Community Support Officers are out and about 24 hours a day and deal with all sorts of problems, including:
 - Working with partners
 - Holding keys re: fire alarms etc.
 - Visiting older people's home after hours
 - Removing racist graffiti there was an incident where graffiti was removed and the perpetrators arrested within one hour.
- 25. Stan Thompson added that there was a noticeable improvement re: dog fouling at Egremont.
- 26. Member of the Public reported problem of dog dirt at Kings Street.
 - A. Karl Cunningham we are aware of problem areas, but have noticed a vast improvement overall. Pat Harvey added that problem areas should be reported, through the Streetscene call centre, and these will be targeted.

Mark Camborne – informed the forum that consultations were taking place for the following:

- Shoreline Management Plan looking at sea defences and dealing with issues such as climate change / rising sea levels
- Governance Review an important consultation about Council management arrangements to be responded to by the end of November 2009.

Information on these, along with details of how to get involved and have your say, was available at the meeting and Mark agreed to discuss these in more detail at the end of the meeting, if required.

- 27. Carole Thomas how is this information being put out to the public?
 - A. The Area Co-ordinator confirmed that the consultations documents were available at Libraries and Council Receptions and that the Area Forum Co-ordinators had passed details to the Forum's Community Representatives to pass on the information. Mark added that it was advertised in the free press last week and was being mentioned at all the Area Forum meetings, he requested everyone to raise awareness of these.
- 28. Dave Hale if residents are to be consulted then it should be done directly, by mail to each household to ensure that all residents are reached, and not through third parties.
 - A. Each district has been asked to consult on this, following clear guidelines. We are mentioning this in as many public places as possible.

Minute Decision:

Resolved that:-

- (i) The partners be thanked for their updates.
- (ii) Stan Thomson to give an update on the Grandparents Group conference at the next meeting.
- (iii) Dr Mukherjee to feed back re: lack of advertising of health checks at Seacombe Community Centre

5 **PUBLIC QUESTION TIME**

The following questions / issues were raised:

1. Ken Harrison – residents in Seacombe are not able to get to Mill Lane Hospital by bus.

A. The Area Co-ordinator agreed to raise this with Arriva and report back to forum members on this.

Dave Hanlon added that the 433 goes to Mill Lane, but Ken confirmed that this did not stop near the hospital. The Chair confirmed that Arriva would be asked for information on the available routes.

- 2. Carole Thomas What is happening re: youth provision for Wallasey, is this to be provided at the Fire Station?
- A. Chair confirmed that the Area Co-ordinator will arrange for a presentation on this at the next forum meeting.
- 3. Dave Hanlon A report to the Sustainable Communities Overview & Scrutiny Committee on 21 September 2009 included the information on expenditure programmes for parks, including £60k for Central Park what is this to going to be spent on?
- A. The Area Co-ordinator confirmed that this is not yet known and the Chair agreed to contact Parks and Gardens to find out more on this and report back.
- 4. Carole Thomas asked if this information could be shared with all of the Community representatives and the Area Co-ordinator agreed to arrange this.
- Dave Hanlon raised issue of survey / consultation arrangements covered by National Indicator Nos. NI 4 and NI 7; covering involvement of residents and local authority requirements on participation with the community and voluntary sector.
- A. Chair requested that Dave e-mail this issue to Mark Camborne who will respond directly.

Carole Thomas added that NI 7 had been sent by the Voluntary and Community Sector to the Third Sector for a response.

- 6. Member of the Public could we have an update on the libraries, as I use Earlston library on a weekly basis?
- A. Chair my understanding is that the Council going to bring libraries back up to standard. Mark Camborne added that all libraries are to remain open and resources (staffing and equipment) are to be brought back to status prior to the closures.
- 7. Member of the public there were some positive proposals with in the Strategic Asset Review, such as the hub for Liscard. Have these proposals been abandoned and are we to be consulted on these?
- A. Chair The £20m that the Council was going to borrow is no longer being sought. There is no longer a need to put parts of libraries into the hubs as the libraries are to stay open. Mark Camborne added that the Strategic Asset Review is still underway, and the libraries were part of phase one, and the hubs are no

longer being considered. Mark agreed to request a report / detailed presentation on this for the Liscard / Seacombe area for the next forum meeting.

Minute Decision - resolved that:

- (i) The Area Co-ordinator to request information on bus routes from Seacombe to Mill Lane Hospital
- (ii) The Area Co-ordinator to arrange for a presentation, on youth provision to be given at the next forum meeting.
- (iii) The Chair to report back on proposed expenditure at Central Park and the Area Co-ordinator to share this information with the Community Representatives.
- (iv) Mark Camborne to respond directly to Dave Hale on issue re: National Indicators NI 4 and NI 7
- (v) Mark Camborne to arrange for report / detailed presentation on the Strategic Asset Review in relation to the Liscard / Seacombe area for the next forum meeting

6 DATE OF FUTURE MEETINGS

The Chair informed the forum that it was proposed to hold the next meeting at Seacombe Library and asked for views on this suggestion.

Mark Camborne requested that the library staff be consulted on this prior to any agreement. It was agreed that the Area Co-ordinator to contact the library to discuss this.

Dave Hale asked if the pa system was portable and the Chair confirmed that a pa system would not be required as it was a smaller venue.

It was agreed that the next meeting would be held at Seacombe Library, on 10th February 2010, subject to confirmation with library staff.

Minute Decision – Resolved that: the next meeting to be held on 10th February 2010 at Seacombe Library (subject to confirmation).

7 ANY OTHER BUSINESS

Father Leon Ostaszewski informed the forum that 1977 was the Centenary of Birkenhead as a borough, next year it will be the centenary of Wallasey as a Municipal borough. There will be an exhibition at Wallasey Central Library, on 21st July 2010 for one month. There will be a book of photos available at Williamson Museum for a cost of about £12-£14. The site of the other Wallasey Town Hall, bombed during World War II, will be included and there will be a vintage fire engine brought over from Waterloo for the event.

The Chair thanked everyone for attending, closed the meeting at 9pm, and requested that people visit the stands / Respect Bus.