



## Area Forum (Liscard and Seacombe)

<b>Date:</b>	<b>Tuesday, 20 October 2009</b>
<b>Time:</b>	<b>7.00 pm</b>
<b>Venue:</b>	<b>Committee Room 1 - Wallasey Town Hall</b>

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## AGENDA

- 1. WELCOME, INTRODUCTIONS AND APOLOGIES**
- 2. MINUTES AND MATTERS ARISING FROM PREVIOUS FORUM - JUNE 2009**
- 3. AGE CONCERN**

Information given on a wide range of services and activities run by Age Concern Wirral which exist to respond to a whole spectrum of needs and interests for the residents of Wirral who are aged 50 and over.
- 4. COMMUNITY ENGAGEMENT - "WHAT'S BEEN HAPPENING IN YOUR AREA" (Pages 1 - 28)**
- 5. PUBLIC QUESTION TIME**
- 6. DATE OF FUTURE MEETINGS**

Wednesday 10 February, 2010

### Exhibition Stands

- "Funds for You" - What funding has been given out to our local community groups
- "You Decide" 2009/2010 - What has been agreed for the local area
- "Funds for You" 2nd round 2009/2010 - funding available for groups to apply for

## **RESPECT Bus**

Have a look around the RESPECT Bus, which is active within the community and is part of the respect campaign, to engage with all young people across Wirral.

**Wirral's Area Forums**



## **Liscard & Seacombe**

### **Area Forum**

**Papers for the forum meeting**

**Thursday 20<sup>th</sup> October 2009**

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

**7.00pm**

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**Community Engagement Team,**

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

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## **Code of Conduct for Area Forums**

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

# Section One

## AREA FORUM (LISCARD AND SEACOMBE) Wednesday, 10 June 2009

**Present:** Councillor L Fraser (Chair), Councillors K Hayes, AER Jones, Keeley, D Knowles, J Salter, **Community Representatives** Ken Harrison, Dianne Ledder, Joseph Lee, Carole Thomas Faith Representative Fr. Leon Ostaszewski **Lead Officer** Mark Smith, Streetscene (for Mark Camborne) **Area Service Co-ordinator** Michelle Gray **Street Scene Manager** Mark Traynor **Community Safety** Jim Thompson **Wirral NHS** Dr Shymal Mukherjee **Wirral University Teaching Hospital NHS Foundation Trust** Jo Goodfellow **Merseyside Police** Sgt. Justin Diggins **Merseyside Fire and Rescue Service** Tony Mooney **Council Officers** Christina Jones **Apologies** Margi Allen, Chris Jones In attendance Simon Finnie, Arriva

### 1 WELCOME

The Chair, Councillor Leah Fraser, welcomed the forum members and 15 members of the public to the meeting. Apologies were received from Margi Allen and Chris Jones. Best wishes were sent to Chris Jones, who had been involved in an accident, on behalf of the forum with the hope that he gets well soon. The Chair informed the forum that the interpreters from Merseyside Society for Deaf People would be filming and would only be recording their interpreting and asked if anyone had any objections. None were received.

### 2 COMMUNITY ENGAGEMENT

The following points / matters arising were raised from the minutes of last meeting held on 11<sup>th</sup> February 2009:

Fr. Leon Ostaszewski clarified the following, from the February forum Page 3 – clarified that the parking problems mentioned in the minutes related to Wallasey Road. Page 4 – The information kiosk mentioned was at Birkenhead Bus Station. Councillor Leah Fraser added that information was available on benefits available to grandparents who have been left to look after their grandchildren, and agreed to pass this onto Carole Thomas.

The Community Engagement Co-ordinator gave a brief overview of her report, highlighting the following: You Decide Survey 2009/10 – a questionnaire was made available to vote on what local people would like to see in their area. There are two pots of funding per forum £20,000 for the provision of additional services / activities and £18,200 for the provision of road safety initiatives. She urged people to complete and return the questionnaire and offered to give further information and advice on this at the end of the meeting. The Chair added that the questionnaire was available to all Wirral residents and asked the forum to get as many residents as possible to complete the questionnaire. The Chair asked if there were any questions on this and none were raised.

### Partner Updates

Merseyside Police – Sgt. Diggins highlighted the following:

An initiative to tackle knife crime took place last week and led to

8 people being arrested locally for carrying knives

8 retail stores being tested

9 primary schools, 4 youth clubs and local internet cafes being visited, in relation to crime prevention and the danger of carrying knives

Safety Arch – this was used in the Liscard and Seacombe area in the evenings. This is basically a large metal detector and was used on people entering licensed premises to check for knives etc.

S30 Dispersion Order – a few zones have been subject to S30 orders this year, which are to conclude in July. Customer community questionnaires were issued prior to the start of the order and want feedback to ascertain whether these have been effective.

Operation Staysafe – a pilot for Wirral, to be operated from the Allandale Centre, is due to start on 19<sup>th</sup> June 2009. This will involve taking young, vulnerable people along to the centre and contacting their parents. The scheme will be advertised in the press in the near future and will run every 4/5 weeks during the summer. Tackling drugs / changing lives, initiatives targeting drug related problems have led to : Seizure of £50,000 of controlled drugs from one address in Seacombe, based on community intelligence information. Local Newsletter issued by the Manor Road Police Station, copies of which were available at the meeting Policing Pledge Information, issued by the Home Office, which is a 10 point plan setting out what can be expected from the Police Service. Further information on this was available at the meeting. Sgt. Diggins agreed to discuss this in more detail after the meeting. The Chair thanked Sgt. Diggins for his update and the following question was raised:

1. Dave Hanlon - where was the safety arch used (a similar exercise is run by Merseytravel at Central Station)? A. It was used at licensed public houses.

Community Safety – Jim Thompson informed the forum that the safe place initiative, which was developed in Wirral and taken on by Liverpool, involves working with other major agencies and feeding into lots of processes (such as medical, youth teams). The crime rate and Anti-social behaviour order (ASBO) rate have fallen in this forum area, but are still higher than the rate for Wirral. Seacombe used to stand out with a high ASBO, but this has plummeted due to six months of hard work by the team and the Police. The team is bidding for funding from Central Government to help secure homes. Wirral as a borough is a very safe place to live, as is Seacombe, and we are working to make it safer. The Chair thanked Jim Thompson for his update and the following questions / issues were raised:

2. Fr. Leon Ostaszewski – is the team still based at the Courthouse? A. Yes, for the moment, a new site has been mentioned but will probably remain where we are for 12 months. The team is unlikely to be disbanded as it was the second best in the country at reducing crime.

The Chair added that there had been an audit of the council buildings, and there were assurances that the services will remain in the same area.

3. Carole Thomas – asked if there was any information on the 27 club, Manor Road, as building work was being undertaken. A. Chair confirmed that no decisions had been made on the future of buildings in Liscard. Christina Jones added that social club are carrying out improvements to the building.

4. Councillor Knowles – complaints about the area around Tesco's (graffiti, broken windows in the new build) and ASB in the Hawthorne Grove and Percy Road area have been made at recent councillor surgeries. A. Jim Thompson agreed to pass this to the ASB team.

Fire & Rescue Service – Tony Mooney informed the forum that there was an update on pages 11-12 of the forum papers, and highlighted the following: Home Fire Risk Assessment – the St Paul's area will be targeted on the 20<sup>th</sup> June 2009, there will be more appliances in the area and we will be aiming to assess as many properties, both vacant and occupied, as we can.

Funding has been allocated to develop the hearty beat gym at Wallasey, including new toilet and kitchen facilities and a new meeting room that will be available for the community to use free of charge. There will be an Open Day at the Wallasey Fire Station, Mill Lane on 20<sup>th</sup> June 2009, and everyone is welcome to come along. We will be there with our partners to demonstrate the equipment / facilities available. The Chair thanked Tony Mooney for his update and the following questions / issues were raised:

5. Mike Connor from the service has been seconded to work with community groups; will this secondment carry on when he retires? A. The commitment to groups will remain

6. Dave Hanlon – mentioned 999 calls re: fires after midnight set after midnight. A. There are fewer calls now due to the additional work put into place, team work and extra resources to tackling such issues.

7. David Hale – asked about what provisions were in place to reduce risks from

other fumes, not just smoke? A. The key priority is reducing fire risk, but limited work has been carried out on other risks and a second level visit would be arranged if there seemed to be a risk on this level.

8. Free audio smoke alarms are not suitable for deaf people, what provisions are made for the supply of visual alarms? A. Alternative smoke alarms, such as light or vibrating pads, are available and the appropriate system will be used dependant on the specific risk.

9. Carole Thomas – how do people get assessed for the heart beat gym? A. The gym is run in partnership; people are assessed at St Catherine’s Hospital following treatment and are given a fitness programme that they can follow at gyms based in all six fire stations as part of their recuperation. Dr Shymal Mukherjee added that the hospital do extensive heart checks prior to referring patients to the gyms.

Older Peoples Parliament (OPP) – Audrey Moore informed the forum that there was an update on pages 18-19 of the forum papers, and highlighted the following:

The Social Care Team gave a presentation to the OPP on elderly abuse, and suggested that this presentation could be made to the forum The OPP has liaised with Adult Social Services on examining domiciliary care, to ensure that it is reliable and trustworthy, The OPP has been involved in a system set up by NHS Wirral in the Wallasey area involving liaison with GPs, so please let the OPP know if you have a problem that the health service could help with The OPP is looking at the issue of support for people with mental health problems once they are discharged The Chair thanked Audrey Moore for her update and informed the forum that the OPP was open to new members, the date of the next meetings were included on page 19 of the papers. She also added that Help the Aged could offer more information on the topics raised.

Dave Hanlon added that he had joined the OPP and attended his first meeting last week, he encouraged more people to join the parliament, which can be done by contacting Brian Christian on 0151 666 2220.

Dr Shymal Mukherjee added that the liaison with the GPs is a listening exercise at which NHS Wirral act on what it hears. NHS Wirral – Dr Shymal Mukherjee informed the forum that there was an update on page 16 of the forum papers, and added the following: A guide was being delivered to all Wirral residents giving health information and advice and a measuring tape, What alcohol misuse campaign – the campaign is about sensible drinking and needs to be supported by everyone.

Swine Flu – this is not a problem on Wirral, Victoria Central – the new building has brought heart back into Wallasey and offers mental health, x-ray, walk-in facilities. We are delighted with this 21<sup>st</sup> Century community health service. The Chair thanked Dr Mukherjee for his update and the following questions /issues were raised:

10. Chair – requested confirmation that parking at the new health centre was free, as she had received a few queries from residents re: parking issuing of parking tickets on the way into the car park. A. Parking is free for patients; the barriers are there to be used if there are any problems

11. Chair – the information booklet was very good, but did not include dentistry. A. Dr Mukherjee – agreed to take this issue back and get this added to the next edition. Wirral is reported to provide the best dentistry in the North West, but this still needs to be improved.

12. It is difficult to get information about services available for people with dementia, despite an increasing amount of dementia. All services should cooperate and work together to provide advice and guidance on this. A. This is a very relevant point, as dementia levels are predicted to rise considerably over the next 20-30 years. Work has been done on this area and we are about to commission a whole pathway of dementia which will be launched soon, as we need to offer advice and support to carers. The waiting time from referral to treatment is two years, but have introduced an intermediate service where patients diagnosed are given tablets straight away.

Councillor Knowles – added that he had recently used the walk-in at Victoria Central and that it was an excellent service. He also confirmed that reduction in levels of alcohol drinking was an important issue.

13. Carole Thomas – What is Albert Lodge used for? A. It is used for an integrated community service to deal with problems like dementia, which is on the rise; and chronic obstructive pulmonary disease (COPD) - a progressive condition that usually affects smokers (it is similar to emphysema) and needs to be managed properly or the sufferer may die within 5 years. The management involves pulmonary exercise to help treat COPD early to enable patients to live longer and have a better quality of life. A huge amount of work has been done, with GP practices receiving training on this.

Wirral University Teaching Hospital NHS Foundation Trust – Jo Goodfellow informed the forum that there was an update on page 14 of the forum papers, and highlighted the following:  
Work has started on the women's and children's buildings, The new children's outpatients department opened, designed to give children a better experience, New parents accommodation is being built, Improvement work is being carried out on the maternity unit / ward, £1m of funding is being invested on mixed sex wards, and plans were signed off this week for bathroom / toilet area improvements and the installation of partition doors, A second MRI scanner is being installed, Pandemic flu – a lot of work has been carried out to ensure that we have extensive plans in place for coping with this  
The Chair thanked Jo Goodfellow for her update and no questions were raised.

Minute decision Resolved that:

- (i) Jim Thompson to pass on complaints about the area around the Tesco store (graffiti, broken windows in the new build) and ASB in the Hawthorne Grove and Percy Road area to the ASB team.
- (ii) Dr Mukherjee to ensure that dentistry is included in the next health information booklet.

### 3 ARRIVA NORTHWEST

The Chair thanked Simon Finnie from Arriva for attending the forum again and Simon gave the following update: New vehicles used on the 432/433/437 routes have improved the punctuality and reliability of these services, and passenger numbers have increased in excess of 5%, 15 new low floor buses will be introduced on the 403/413/423 routes will be introduced in September 2009, The recent increase of the afternoon 432/433 services has had a positive result and led to an increase in passenger numbers, The issue of connections to Lime Street Station has been looked into, and there is scope on the 432/433/437 to service this on an hourly loop basis. The problem is the amount of building work still going on in Liverpool City Centre, causing grid locking problems. Once we are satisfied that the work outside Lewis's is complete we will look at this again, probably around September 2009, as this is high on our agenda, We work closely with Merseytravel on improving service provision The following questions / issues were raised:

1. Carole Thomas – are there any plans to service Norton Street Coach Station from the Wirral? A. We want to get buses through the tunnel as quickly as possible, if we were to take the 432/433 services through this area it could cause delays to these, but it is something that we will look at with provision of service to Lime Street.
2. There is no 433 service after 6.60 pm or at weekends, leaving many elderly people stranded as would need to go to Poulton Road to get a bus to Liverpool. The off-peak service for the 433 should be extended to remedy this. A. This will be looked into and considered for our September 2009 route amendments. From a business point of view weekends and evenings are areas we would look at to grow our service, especially with more leisure facilities being available in New Brighton and Liverpool One.
3. Dave Hanlon – What is the situation re: traffic problems in Sir Thomas Street; could something be done re: 1hour+ gap in the 413 evening service from Liscard to Wallasey Town Hall? A. The issue re: Sir Thomas Street is being looked at with Merseytravel. The issue re: 413 evening service will be considered at the next review of evening and weekend services.
4. David Hale – can the issue re: 413 evening service be resolved by the next forum meeting? A. The next service change is due in September 2009 (we try to keep changes to a minimum to avoid problems for users and bus drivers) so this should be done prior to the next meeting.
5. Carole Thomas – we had been assured that the new buses were to be in place by the end of May 2009. A. There was a delay due to another large bus operator placing an order with the firm that supplies the new vehicles, then cancelling this. The cancelling of the order led to staff at the firm supplying the vehicles being laid off which led to industrial action. We have now had confirmation that the vehicles are on track for a September delivery.



6. Bins are needed at bus stops, as rubbish and cigarette butts are being dumped at stops. A. Mark Smith confirmed that bins at bus stops are primarily a Council responsibility, and we do look carefully at all locations for bin placements. Please register any specific locations causing problems with our Streetscene call centre so these can be looked into.

7. Carole Thomas – most bus stops do not have bins by them A. Chair – Streetscene could look at this issue Minute Decision Resolved that:

Arriva to look at connections from Wirral to Lime Street and Norton Street; 433 off-peak service and 413 evening service at their September review

Streetscene to look at issue of lack of bins at bus stops

4 PUBLIC QUESTION TIME The Chair gave an update on the following:

Liscard Hall – an update on this is due, will contact council officers and request that they write to community groups on what is happening on space in the park. Public Inquiry on library closures – this took place over last two days, and was run by Sue Charteris, who will send her recommendation to the Secretary of State for a decision. There will be a 14 day period for interested parties and the Council to make further representations and respond to these. The decision should be made within the next six months.

1. Diane Ledder – when giving the council submission Alan Stennard said that the submission was to be taken to the area forums and created the impression that there had been ongoing discussions on this with the forums. Chair added that he was probably referring to the special area forum meetings that took place in the parliamentary constituency areas, despite requests that these be taken to the local area forums. She added that on Friday she was informed of an audit of the Council's assets had taken place, and that she was surprised that the councillors had not been involved in this. Brian Kendall added that he felt that consultations should be more local than area forum level and that he wanted to get more people from the Seacombe area involved in the Wallasey Village Campaign.

2. Dave Hanlon – there are few youth services in this end of the borough. Mosslands youth club was a thriving place 10-20 years ago but has declined in recent years, besides this there are only the Wallasey YMCA and the Allandale centre. There is no provision in Wallasey village and there should be more provision in the area for young people. Chair – requested that the forum discuss youth provision and activities within the Wallasey and Egremont area, as there was not one answer to this, and the following discussion took place:

Joseph Lee – we are trying to tackle this problem in partnership, we need to break youth into younger and older sets, bring back role models, respect and give young people a focus. The Allandale centre is only looking at 8-13 year olds and has very limited resources.

Jo McCourt – the three main areas of youth provision (Wallasey YMCA, Allandale Centre and Mosslands Youth Club) used to be run with staff employed by the local authority. Changes in policies mean that they now have no staffing from the council and have to rely on external funding, so have reasonable youth provision buildings with no-one prepared to pay for the staffing of these, leading to an inability to provide adequate services for young people. The YMCA building is owned by the council but the responsibility for all repairs lies with the YMCA.

Tony Mooney – the Fire Station Centre is still being developed. We have been working with partners, such as the Anti-Social Behaviour (ASB) Team to do outreach work with young people using the station and service vehicles, and NHS Wirral organising activities for young people. Young people are comfortable with the station environment. There was some consultation with the voluntary and community representatives on the use of existing provision.

3. David Hale – partners are made up of Council, Police, Fire and Health services and voluntary sector representatives, and residents are not included in the partnership. Engagement needs to be made with residents to create a better spirit of community.

Jim Thompson – the Neighbourhood Action Group (NAG) meetings held at Manor Road are a key consultation element that is open to all members of the community that wish to be involved.

4. Public (OPP) – what is happening to Woolworths in Liscard? Chair confirmed that no planning permission had been applied for, but consent would not be required if it was to remain as retail use. Carole Thomas added that she had heard that repairs were being made to damage on roof and that staff were being interviewed by Poundland.

5. Brian Kendall – the public should have been consulted on the siting of the hub for Wallasey (Fire Station for the Youth Service and Liscard for all other departments) not just on how this is to be furnished. Chair confirmed that there is to be one hub in Liscard, and that potential areas are being considered and will be consulted on before a final choice is made. The Fire Station provision is separate and not connected to the hub.

6. Carole Thomas – the Stanton Park Partnership has discussed the Gateway Review on Parks, and raised concern that there are no Wallasey Councillors on the Cabinet to voice concerns for the area, and asked if anything could be done about this? Public (deaf gentlemen) – added that the situation was the same for Moreton. Chair – this was because no party has an overall majority on the Council.

Mark Smith – assured the forum that Gateway process is clearly reported and takes account of the views from partnerships on how the parks services are delivered in the future. As this is a key cabinet decision there will be an evidence trail on how the decision was made.

Diane Ledger added that she was a member of the Wallasey Central Park Forum who had not received any consultations on this.

Mark Smith agreed to notify any partnership groups wishing to be consulted on the review if they forward their details to him.

7. Diane Ledger – raised the following question, on behalf of a local resident with an interest in amateur dramatics. Can the Council confirm that the Floral Pavilion will remain available for local groups and that the pavilion will remain within the public sector?

Mark Smith – this question would need to be answered by the Director of Regeneration, and agreed to raise this and report back.

8. David Hale (CLARA) raised the following, on the Strategic Asset Review (SAR) as it affects East Wallasey, with Councillor Jones: I understand that you did not participate in the consultation exercise or the debates in Council, as you were the mayor at that time. As you are no longer the mayor, the consultation ended some time ago and the Charteris Review has concluded do you feel able to:  
§ Share your view of the SAR, specifically as it affects East Wallasey  
§ Tell us whether, as a Seacombe Councillor, you contributed to the Charteris Review?

Councillor Jones - In response to a question from Mr David Hale Cllr Adrian Jones agreed that during his term as Mayor it was not appropriate for him to become publicly involved in political controversy, including matters associated with the Strategic Asset Review, as the Mayor's duty is to guide the process of Council decision making with demonstrable impartiality. He explained that as the Mayor has no public voice on controversial matters he instead wrote to the Leader of the Council, before the public consultation meetings took place, setting out his views. He described to the Area Forum what his views were. A copy of the letter had been given to the Charteris Inquiry.

Fr. Leon Ostaszewski – added that Churches Together had submitted views to Sue Charteris. He added that the Peel Holding development on the dock estate will increase the need for a library in the area.

9. Mr Forder – the youth service update did not include details of how many young people are being served and what is being achieved in the area. Could we have a presentation on the youth service at the next forum? Chair informed the forum that the forum was considering inviting a young person from the youth parliament to the next meeting.

Christina Jones confirmed that she was now employed within the Regeneration department, and no longer has responsibility for or direct links with the youth service.

She added that funding for youth activities projects was now available and that more information could be found at the Council's website ([http://www.wirral.gov.uk/LGCL/100002/200095/828/content\\_0000847.html](http://www.wirral.gov.uk/LGCL/100002/200095/828/content_0000847.html)) or by telephoning the Children's Contracts Team on 0151 666 5580 / 4307. She added that a survey of young people through schools was taking place to find out what services young people want, and Seacombe was identified as a hot spot. Christina agreed to discuss this in more detail at the end of the meeting.

Jo McCourt – this is only short term funding, and there was still a need for someone to drive these forward.

Dave Hanlon added that the youth council used to meet at the town Hall once a month, and added that an invite to a member of the youth parliament to attend the next meeting would be welcomed. He also suggested that a senior officer from the Youth Service be requested to attend the meeting.

The Chair agreed to organise this.

10. Fr. Leon Ostaszewski – congratulated Streetscene on the start of road improvements in the Belvidere Road area which are due to be completed this year, and asked what was happening to the Capital / ABC site.

Chair – the owner has boarded up the site, but planning permission has not been applied for.

Minute Decision Resolved that: The Chair to invite a member of the youth parliament and a senior officer from the youth service to the next forum meeting

#### 5 VISIT OUR EXHIBITION STANDS

The Chair thanked everyone for attending the meeting and invited them to look at the exhibition boards, and requested that they complete the You Decide questionnaires. The meeting closed at 9pm

#### 6 NEXT AREA FORUM MEETING

The next area forum will be held on Tuesday 20<sup>th</sup> October 2009 at Wallasey Town Hall, Brighton Street, Wallasey, Wirral CH44 8ED

# Section Two

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

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.



## Diversity Day to be held at Wallasey Town Hall!

**Diversity Day – Wednesday 4 November 2009, 2pm – 9pm,**

We are delighted that our second diversity day will take place on **Wednesday 4<sup>th</sup> November at Wallasey Town Hall**. This year the event will run from 2pm – 9pm and will be open to members of the public and our partners.

There will lots of activities taking place throughout the course of the day including:

- Samples of cultural food
- Various entertainment such as Lion dancers, signalong, Wirral Youth Theatre, tai chi, South Wirral High African Choir, Respect bus to name but a few!
- Talks from community groups and our partners
- Opportunity to visit stall holders
- Competition to win high street vouchers
- Debate in Council Chamber hosted by Executive Youth Parliament
- Much, much more!

Special thanks are extended to members of Wirral Equalities Forum - who are not only participating in the event, but have also very kindly supported the event financially. If you would like to get involved in the event or offer support to help on the day, please contact Maxine Joynson on 691 8266 or email [maxinejoynson@wirral.gov.uk](mailto:maxinejoynson@wirral.gov.uk) Look out in the next report for feedback from the event!!

## Council to launch new Gender Identity Policy

As part of the Council's ongoing commitment to promoting equality and diversity and ensuring that our services and employment opportunities are accessible to all members of the community, the Council will launch its new Gender Identity Policy on 8<sup>th</sup> September, 2009 at Wallasey Town Hall and has pledged to:

- treat transgender people with respect and dignity
- support and consult with transgender employees and the wider transgender community
- strive to ensure that our policies meet the needs of the transgender community
- identify and remove any barriers that may exist for transgender people who wish to access employment and/or services

The policy will support transgender people i.e. those whose gender identity does not match their appearance and/or anatomy and who decide to adopt the opposite gender to the one they were born with or assigned at birth. Many thanks go to the Corporate Equality and Diversity Team, the Council's Employee Diversity Forums and TransWirral who all worked with Corporate Human Resources to produce the policy.

If you would like further information please contact Jan Evans on 691 8430 or Andrea Morrell-Foulkes on 691 8584.

## Positive Action vs Positive Discrimination

### Positive Action

Actions taken to attract applications and interest from under-represented groups. Examples of positive action include:

- Designing job adverts to reach members of under-represented groups and encourage their applications, e.g. through use of the ethnic minority press.
- Using employment agencies and careers offices in areas where under-represented groups are concentrated.
- Encouraging employees from under-represented groups to apply for promotion or transfer opportunities
- Providing career development training for employees of under-represented groups who lack particular expertise but show potential

### Positive Discrimination

Making decisions which actively favour an under-represented group e.g. women, minority ethnic groups etc. Positive discrimination is illegal as it results in people within majority groups being unfairly disadvantaged.

## Building audits

New buildings have to be fully accessible for all users however the Council has many buildings each built to the standards relevant to when they were built. Also the buildings constantly change to accommodate the users and services provided out of them. So they may have alterations and additions to later standards.

With the Disability Discrimination Act coming into force and its subsequent public duties amendments we have now a duty to make all our buildings reasonably accessible to disabled people. An accessibility audit is a critical part of meeting this duty.

The purpose of an access audit is to establish how well a particular feature, usually a building, performs in terms of access and ease of use by a wide range of potential users, not only disabled people. The audit gives a snapshot of a building at one point in its life.

The audit should identify how a person:

- Gets there, Gets in, Gets around, And finally and most importantly, Gets out especially in an emergency.

Even if the building meets all the current laws the way it is managed is crucial. Accessibility can be compromised by, for example untidy working practices obstructing circulation spaces or causing tripping hazards or when over zealous polishing leads to slippery floors. It can also be compromised by subsequent purchasing of unsuitable furnishing and fittings. To date over 100 council buildings have had their public areas assessed and recommendations have been made.

Once an audit is completed it is discussed with the building manager and a copy sent to the service manager. Also some of the works can be prioritised to be undertaken using the DDA budget. By undertaking repeat audits every five years means that an accurate picture of improvements undertaken can be built up.

For further information contact Steve Foden, Access Officer or Ged Smyth, Equalities and Access officer within the Equality and Diversity Section, Corporate Services on 619 8212 or by email [stevefoden@wirral.gov.uk](mailto:stevefoden@wirral.gov.uk) or [gerardsmyth@wirral.gov.uk](mailto:gerardsmyth@wirral.gov.uk)

## 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

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

To ensure that every home on Merseyside has had a Home Fire Risk Assessment/ **Vulnerable Property Assessment** (VPA's) by the end of the current fiscal year we commenced a new strategy of targeted campaigns in April 09. In addition to normal operations, we have run 7 campaigns across Wirral targeting those at risk properties resulting in an additional 929 HFSC being completed, 1471 VPA being passed and the identification of a further 136 vulnerable properties where there was a need for additional support and intervention in conjunction with partner agencies. Within the first 6 months we have achieved 55% of the annual VPA target for Wirral. In addition to the above work has continued in respect of reducing the risk of death and injury across the area. Attached are statistics for Deliberate Fires & Road Traffic Collisions which show a continuing year on year decline. MFRS has a statutory duty to maintain operational readiness and training is a key element of that. The Service has carried out a number of realistic training exercises with some of our major industry partners on the Wirral including, Camel Lairds, Uni-Lever, Shell and Costains to ensure that we are operationally prepared for any incident that may occur.

**Wirral Deliberate Fires Statistics** The tables below show the figures for deliberate fires in Wirral from April 2006 until August 2009. The trend shows a year on year decline in Deliberate Fires from April 2006 to April 2009. The table also includes the first 6 months figures for April – August 2009 inclusive and indicates that we are likely to see another reduction for the year 2009-10.

## Deliberate fires for Wirral

National Indicator	2006/07	2007/08	2008/09	April - August 2009	Grand Total
NI33a - Deliberate Primary	409	310	295	128	1142
NI33b - Deliberate Secondary	2376	1639	1434	643	5449
<b>Grand Total</b>	<b>2785</b>	<b>1949</b>	<b>1729</b>	<b>771</b>	<b>6463</b>

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

This goal will take a sustained effort over a number of years and will require radical change in how we operate as a business, whilst we maintain our high levels of service, intervention and response to the people of Merseyside. In 2004 we became the first Fire Authority to be certified to ISO 14001 for our Environmental Management System. In addition we received in 2008 an award for our Bike wise scheme in the Merseyside Annual Transport Awards as 10% of our staff has taken up the offer of our salary sacrifice scheme to purchase bikes to travel to work.

Recently we received a British Standards Institute Award for our **Energy Efficiency Accreditation**, and a Certificate from the Carbon Trust in recognition and appreciation of our efforts in the field of carbon management, emission reduction and the mitigation of climate change. These awards will be converted over to the Carbon Trust's Carbon Standard in November.

**Partnerships.** The Fire Service are committed to working in partnership to achieve strategic objectives within the Local Area Agreement, examples of this are: A partnership has been set up between MFRS and **Wirral Roadsafe Partnership** to impact on RTC Reduction National Indicators. We have trained staff to check Child Car seat fitting for safety and to give advice on type and legal requirements. A number of events have been arranged where MFRS, along with Wirral Road Safety, will be on hand to provide child restraint checking information and advice. Two events were held in September and 2 further events will be held in November, further dates to be scheduled for: Saturday 14<sup>th</sup> November – Aldi, Heswall and Saturday 21<sup>st</sup> November – Morrisons, West Kirby

A partnership has been set up between MFRS and Wirral Community Patrol with a view to tackling anti-social behaviour on the beaches in Wirral. Over the summer period Wirral Community Patrol and MFRS personnel patrolled the beach areas and interacted with youths, providing them with information and education on issues of anti-social behaviour, its effects on the local community, alcohol use by young people and anti-social behaviour fires. Although only in its early stages the partnership approach has been well received by the youths and local community alike. It is envisaged that the campaign will continue when the weather or the circumstances dictate the likelihood of youths being present on the beach.

Following on from the success of our previous collaborative **Bonfire Strategies**, which have seen a significant reduction in the number of bonfires requiring Fire Service attendance and decrease in the illegal selling and storing of fireworks, we are again working in partnership with the Police, Trading standards, Probation Service and Community Safety Team to ensure the same impact over the bonfire period this year. We continue to encourage safe & responsible use of fireworks during this period. However, if anyone has any concerns over build up of bonfire materials, they can contact MFRS on **Freephone 0800 731 5958** Similarly any concerns over the illegal selling of fireworks can be reported on **0151 296 4607**.

**Wallasey Youth Centre** is a joint project currently underway involving MFRS and Wirral Borough Council Youth Service. The scheme involves the development of facilities at Wallasey Community Fire Station to provide amenities for young persons to interact; these will include meeting area, I.T.C suite, dance studio and a number of activity rooms. The overall design was developed in conjunction with young persons who will ultimately be using the facility. Work is due to commence on site at the beginning of October and the facilities should be available by the end of the current fiscal year. This scheme will complement the recently completed Lifestyle Centre at Wallasey and will provide an opportunity for interaction between all age groups.

**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.

Fire Support Network are promoting Fire Safety during Winter Time with the continuation of their **Winter Warm Campaign!** As in previous years they will be offering Electric Blanket Testing and **free** replacement blankets should they be deemed unsafe, **Free Home Fire Safety Checks** and **Free Carbon Monoxide Detectors** to the first **50** people at each event. In addition, as chip pans can pose a potential risk of fire if not closely monitored, this year they are also offering to exchange chip pans for Deep Fat Fryers and provide **Free Energy Efficient Light Bulbs**. (The events will run from 10am to 2pm at the following locations on the Wirral)

**MON 12<sup>th</sup> OCT BIRKENHEAD FIRE STATION** (Exmouth Street, CH41 4AX)  
**TUE 13<sup>th</sup> OCT WALLASEY FIRE STATION** (Mill Lane, CH44 5UE)

FSN will also be running a campaign on the lead up to Christmas, testing tree lights and replacing any that are declared unsafe – details of these events will be published in the local media nearer the time. FSN are looking to recruit a total of 60 volunteers for their **Bright Spark** programmes running in October, January and February. The principal criteria for volunteers are that they should not currently be in Employment, Training or Education and should be aged between 16 and 25.

The principal objective of the programme is to work in the most vulnerable parts of Wirral encouraging residents to take advantages of some of the free services available to them in order to make their home safer, warmer and more energy efficient during the winter months. There are lots of incentive activities as well which are sure to maintain interest and enthusiasm throughout the 4 week programme. Cadets will be involved in a huge variety of activities which should enhance many of their skills and hopefully enable them. If you could circulate the programme to your partner agencies in the hope that they might have young people they would like to nominate. Further details can be obtained by contacting Isabelle Walker, Project Delivery Officer on **0151 296 5346 / 07837 113330**

#### **Community Fire Stations Contact Numbers**

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

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

# Streetscene Update

## New Highway Maintenance Partner

Our new Highways Maintenance Partner Colas Limited officially began works on 1<sup>st</sup> April. You may have noticed the newly branded vehicles around the borough as a planned programme of works is well underway.

Since April 2009 Colas have completed a series of surfacing treatments on roads and footways and 30 new dropped pedestrian crossings have been introduced along with 80 private vehicle crossings. As part of our road safety improvements 3 traffic safety schemes have been completed along with the installation of 2 Puffin crossings, 1 Toucan crossing and 1 pedestrian refuge. Across the borough 70 new street name plates have been replaced and new signage installed for the 'U boat story' and Floral Pavilion. 32,000 gullies have also been cleansed as part of the planned programme of works.

The new partnership is an example of true efficiency savings for the Council, and will result in many improvements in service delivery and the introduction of new technologies.

**Traffic Management Schemes** *Traffic Management Schemes* – the following been completed since April 2009:

- Old Chester Road / Town Lane, Bebington – Toucan Crossing
- Woodchurch Rd / Osmaston Rd, Prenton – Puffin Crossing (Complete Oct 09)
- Claughton Road Bus Station, Birkenhead – Puffin Crossings
- Central Park, Wallasey – Cycling Strategy Scheme
- You Decide (2008/09) – Bebington / Clatterbridge – "Slow" carriageway markings

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

- Heron Road, Saughall Massie – Local Safety Scheme
- Brimstage Road, (Phase 1) – Local Safety Scheme
- Barnston Road, Barnston – Local Safety Scheme
- Cathcart Street, Birkenhead – Local Safety Scheme
- Rock Ferry By-pass (Phase 2) – Local Safety Scheme
- St Albans School, Liscard – Safer Routes to School Scheme (Complete Oct 09)
- Bring Accidents to Zero Campaign – 7 new sites

**Pedestrian Facilities:**

- Pedestrian Dropped Kerb Programme – Various Locations
- Telegraph Road, Heswall – Pedestrian Refuge

Further details on completed schemes and future proposed schemes can be obtained from Streetscene.

**Road Safety Initiatives** under the Roadsafepartnership with Merseyside Police and Merseyside Fire & Rescue Service continue to be rolled out and regular coordination meetings ensure progress made / corrective action taken. The numbers of people killed or seriously injured continued to fall towards the LAA and DfT targets. In 2008 there were 145 KSI casualties on Wirral - this is the 3rd consecutive year the figure has reduced, however we accept that this is still too high and we and our partners are committed to reducing this figure. In partnership with Merseyside Fire and Rescue we will be holding 4 car seat checking events across Wirral. Merseyside Fire and Rescue Service will be on hand to provide child restraint checking information and advice on:

- Sept 19th (Sat): Asda, Bromborough, 10am-1pm
- Sept 26th (Sat): Junction one retail park, Wallasey, 10am-1pm
- Nov 14th (Sat): Aldi, Heswall, 10am-1pm
- Nov 21st (Sat): Dee Lane Car-park, West Kirby, 10am-1pm

**'Bring Accidents down 2 Zero' A pilot scheme**, 'Bring accidents down 2 zero' took place in 2008. The initiative is a community based project that works to address the concerns of residents. The initiative encourages drivers to slow down to 20mph in areas of high collision rates, without the need for expensive traffic calming measures such as speed bumps or chicanes.

Feedback from residents and drivers within the areas the scheme was piloted showed that 74% of drivers preferred the new scheme, with the voluntary 20mph speed limit to physical speed reducing measures. 89% of drivers thought that the scheme should be provided in other areas of Wirral. Cabinet at its March meeting agreed 14 areas for the next phase of the scheme. These sites will be rolled out in 2 phases and all areas will receive signage on a cyclic basis. The first 7 areas are:

Bebington Higher Bebington Road, Acreville Road, Pulford Road, Tudorville Road, Green Lance, Acres Road, Townfield Lane, Oaklands Drive, Wellington Road, Barlow Avenue, Stonehill Avenue, Beresford Avenue



West Kirby Jubilee Drive, Kington Road, Bridge Road, Darmonds Green, Lang Lane, Marine Park, Birkett Road, Grainger Avenue, Boulton Avenue, Broxton Avenue, Raeburn Avenue, Gresford Avenue

Eastham Lowfields Avenue, Nordley Avenue, Kingsley Avenue, Kelsall Avenue, Thornleigh Avenue, Tarvin Road, Crosthwaite Avenue

Prenton Westbank Road, South Road, Clarence Road, Greenbank Road, Willowbank Road, Hawthorne Road, Rockybank Road, Heathbank Road, Stuart Road, Mallory Road, Ben Nevis Road, Snowdon Road, Irvine Road, Ingleborough Road, Everest Road

Bidston Morley Road, Limekiln Lane, Balfour Road, Kendall Road, Surrey Street, Clayton Lane, Rankin Street

Liscard Lymington Road, Palmerston Road, Monmouth Road, Willoughby Road, Station Road, Dawlish Road, Cliff Road, Brackley Close, Kent Street, Millbank Road, Thorncliffe Road, Stourcliffe Road

Moreton Sandbrook Lane, Wyvern Road, Carnsdale Road, Chaplehill Road, Burnely Road, Wimbrick Hey, Stuart Avenue, Stavordale Road, Cherry Tree Road, Croft Drive, Grampian Way, Napier Drive, Temby Drive, Pinetree Grove, Millhouse Lane, Town Meadow Lane, Alnwick Drive, Belford Drive, Carr House Lane, Broster Avenue, Bermuda Road, Ely Avenue, Edgehill Road, MacDonald Drive, Kestrel Road, Burden Road, Hardie Avenue, Smilie Avenue, Mallard Way, Tern Way, Wastable Drive, Kestrel Road, Neva Avenue, Doreen Avenue, Francis Avenue, Douglas Drive, Joan Avenue

The new areas where selected following suggestions from members of the public, Councillors and Area Forums.

### **Community Speed Watch**

Along with Merseyside Police, we continue to recruit volunteers for our Community Speedwatch Scheme, where residents and community groups can use our radar guns and hi-viz jackets to perform speed checks on problem roads. All data captured can be passed back to the police and action may be taken.

**School Travel Plans** During 08/09 we worked with 13 primary schools to produce School Travel Plans, to date 87 primary schools, 19 secondary schools and 2 nursery schools have all produced a School Travel Plan.

**Personal Travel Training Project** Since May 2009 residents in Heswall, Pensby, Irby and Thingwall have been taking part in a pioneering TravelWise initiative, which aims to reduce peak-time congestion on the main routes into Birkenhead and Liverpool city centre. The TravelWise Personal Travel Planning project set out to challenge around 10,000 households in the area to opt for greener modes of travel - such as public transport, walking or cycling - instead of jumping in the car. The project ran until end September offering free personalised travel service for residents to help them to cut the cost, time, hassle and carbon emissions from their journeys. Participants were offered free support, information and discounts to help them try out smarter ways to travel. Headline results for the project will be available early December.

**West Kirby Marine Lake** Following extensive civil engineering works to West Kirby Marine Lake, the Lake was officially reopened on 1<sup>st</sup> August. During the works the lining to the outer perimeter wall has been replaced and the perimeter walkway has been resurfaced, refurbishment of the jetties has also taken place. Replenishment works to the rock armour which provides additional protection to the lake has been completed. During the refurbishment works a change of contractor took place with minimum disruption to the work, and allowing the 60<sup>th</sup> anniversary of the Wilson Trophy to take place.

**Recycling Update** Recycling figures continue to increase since the launch of the scheme; we have exceeded the LAA recycling Target of 34%, recycling 36.33 % of household waste in 2008/9.

We have finalised plans to provide recycling facilities for residents in flats and communal properties and work is now underway to roll out a collection service across the borough.

**Brown bins – garden waste** Well done to Wirral residents using the garden waste recycling collection service. You have all played a part in the success of the scheme and in helping the borough to improve its recycling and composting performance. Between April 2008 and March 2009, you have contributed 18,879 tonnes of garden waste.

**Love Food Hate Waste** Merseyside Waste Partnership has secured £195,000 funding for a Merseyside wide Love Food Hate Waste Campaign. Up to a third of the food we throw away could have been eaten. The campaign aims to reduce the amount of food thrown away while saving residents money. For more information contact Streetscene or visit [www.lovefoodhatewaste.com](http://www.lovefoodhatewaste.com)

**Tidy Business Awards** We are working closely with local businesses through the Tidy Business Award scheme; working with them to improve their waste management practices and meet their statutory obligations. In July 34 Wirral businesses were awarded Tidy Business awards from Wirral Council at a 'Tidy Business

Conference, 33 Silver awards and 1 gold award. Since the scheme began in August 2008 over 60 businesses have now received Tidy Business Awards.

The Tidy Business Award scheme is a national campaign led by Tidy Britain. The scheme encourages businesses to implement initiatives for waste minimisation, reuse and recycling schemes, and practical efforts to improve the local environment. This includes ensuring they store and dispose of their waste responsibly and take ownership of their shop frontages to help keep them free of litter and graffiti. Wirral Businesses that would like to get involved in the voluntary scheme should contact Daniel Molyneux, Trade Waste Officer, at Streetscene, 0151 606 2004.

### **Waste Permit Scheme**

If you drive a van or use a large trailer then from 1st October 2009 you will need a Permit to use Wirral's Recycling Centres. All recycling centres are paid for by Council taxpayers and therefore should only be used for disposing or recycling household waste. However commercial businesses and traders attempt to use these facilities free of charge. This isn't fair and is illegal. By using a Permit Scheme (as is used in lots of other areas across the country) we will continue to make sure householders have exclusive access to what is rightfully theirs. You will need a permit if you use:

- A van
- Any 'flatback' or 'pickup' vehicle
- An estate/hatchback/4x4/car with rear seats permanently removed and/or blanked out side/rear windows
- A trailer between 2 and 3 metres long

Every householder can apply for an ANNUAL PERMIT. This covers frequently arising recyclable waste like garden clippings, newspapers, cans etc. If you want to dispose of bulky household items like TVs, rubble or furniture you will need a TEMPORARY PERMIT. Both Permits are free and you can apply for either by ringing 0151 236 0305 or logging on to [www.merseysidewda.gov.uk](http://www.merseysidewda.gov.uk)

**Schools Recycling** We are continuing to work with primary and secondary schools to educate people on the importance of reducing waste and 96% of schools are now taking advantage of our recycling collection service.

Wirral's first School environment awards took place in April at Pacific Road Arts Centre. Nine of Wirral's schools received awards for their achievements in environmental projects. The awards will take place again next year and schools are invited to nominate themselves for awards in 2009/2010.

The winning schools for 08/09 were:

- Tranmere Rovers Green team award: Pensby High School for Boys
- Mayor's Outstanding contribution Award: Grove Street Primary School
- Wildlife Conservation Award: Orretts Meadow Primary School
- Biffa Schools Recycling Award: Woodchurch High School
- Junior Road Safety Officer Award: St. Albans RC Primary School
- Community Environment Award: Hoylake Holy Trinity CE Primary School
- Energy Awareness Award: Prenton Primary School
- Road Safety Participation Award: Oldershaw High School
- Green Facilities Champion: The Observatory School

**Street Cleansing and Litter Bins** Daily audits on street cleansing and inspections carried out yearly in July, November and March indicate that street cleansing is at a satisfactory level. We are continually monitoring and looking to improve our performance. Our aim is to provide continual improvements by looking at alternative methods of working and employing the most appropriate way to deploy resources where they are most needed.

**You Decide Litter Bins** Area Forums have requested a total of 94 litterbins and the instructions to install them have been passed to the contractor for installation. Only four locations are outstanding because of particular installation problems and we are working to resolve these.

**Coastal Litter Bins** In the past the provision of litterbins around the coastal area has been a problem in terms of vandalism and the erosion to the bins due to the severity of the weather conditions. These bins are to be replaced during the next few months with stainless steel bins that will match the standard litter bin in appearance.

**Litter Bin Survey** A new survey is being undertaken and is nearly complete. This will allow us to map the location, type and condition of all the litterbins out there and improve the service.

The Trust is pleased to be able to participate in the Local Area Forums and welcomes the opportunity to brief Wirral residents and our partner organisations on topical issues. Representing the Trust will be an Executive Director or Senior Manager and the elected Public Governor for the host constituency.

## Controlling Infection.....

- 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 September show that between April and June 2009 there were 56 cases of *C.difficile* compared with 81 cases during the same quarter in 2008 - a 30% decrease.
- In the same period, recorded cases of MRSA bloodstream infection reduced to four, a reduction of eight from the same quarter in 2008.
- 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
- ‘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.
- In June 2009 we were delighted to receive accreditation by the NHS Litigation Authority (NHSLA) at Level 2, with an exceptionally high level of achievement. This shows our commitment to delivering the highest quality and safety in our patient care.
- 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 2009:

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

## 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** opened 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. A new **accommodation facility for parents** of children being treated at Arrowe Park Hospital will open at the beginning of October. Funded by Ronald McDonald House Charity, this is the granting of the Jellybean Kid’s Appeal third wish. 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

Annual Report.... Our full Annual Report and Accounts for 2008/09 is now available to view in the About Us section of the Trust website. A summary version, 'Highlights of the Year 2008/09', together with a summary version of our Annual Plan for 2009/10 and our Goals entitled 'Moving Forward', are also available either on the website or in hard copy from the Foundation Trust Membership Office at Arrowe Park Hospital ☎ 0800 0121 356

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) or complete the pink form in this information pack and return it to the Freepost address given.

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

## Wirral Youth Service

Introduction Wirral Youth Service provides opportunities, which are open to all Wirral young people. Youth work helps young people learn about themselves, others and society, through informal educational activities which combine fun, challenge and learning. The Service works with young people aged 13-19 years, and specifically targeted young people aged 20 until their 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

**Duke of Edinburgh’s Award** The Youth Service holds the operating licence for administering and running the DofE. The Youth Service is therefore able to issue individual operating licences to single units such as schools,

youth clubs and uniformed organisations. Young people within the borough are able to participate in at Bronze, Silver and Gold levels and are offered a wide and diverse menu of opportunities.

A well equipped Open Award Centre is able to provide comprehensive and quality expedition training for those wishing to attempt their expedition or exploration. Young people are encouraged to make improved use of their leisure time and by participating in the DofE they are guided towards, helping their own communities, acquiring new skills, keeping fit and taking on new and exciting challenges. Anyone aged between 14 and 25 can take part in the DofE regardless of background or ability and participants are able to increase their own self confidence and self esteem, make new relationships and develop fresh skills.

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

## **Liscard/Seacombe**

**Wallasey Young People's Project** has continued to work with young people in Wallasey, Liscard, Poulton and New Brighton. The Wirral Youth Theatre's performance of 'Swings and roundabouts' in Vale Park and Central Park which examined risk taking behaviour and its consequences, was well received by the young people.

**Seacombe Young People's Project** undertakes streetwork in the Seacombe area with particular emphasis on Friday and Saturday evening work and promoting participation in positive activities. St Joseph's Parish Church and Primary School have agreed to the evening use of the playground for football. The Wirral Youth Theatre's production of 'Swings and roundabouts,' which examined risk taking behaviour and its consequences, was well received by the young people.



## **St Catherine's Health Centre, Tranmere**

At a cost of £32 million, the new St Catherine's Health Centre will provide a new home for clinical services currently housed in outdated Victorian buildings on the current Church Road site.

It will enable local people to access a range of new services including outpatient clinics, minor and day case surgery facilities, X-rays and other tests, and health and lifestyle advice closer to where they live. In addition, there will be two GP practices, a pharmacy as well as a Walk-in Centre.

On the 10<sup>th</sup> September Wirral Council Planning Committee approved planning permission for the scheme. The next steps are to await the further decision of the Regional Government Office and to submit a full business case to the Strategic Health Authority to obtain permission to use the funding identified for the scheme.

## **Seasonal Flu and Swine flu**

Seasonal flu season is approaching and its important that those people who are at risk of infection take up the offer of vaccination. This includes those people involved in caring for family or friends. Your GP will be able to advise you if you or your carers are at risk and will call you should this be the case. It is important to remember that the viruses in the vaccine are not live and cannot cause flu. The seasonal flu jab does not protect against swine flu but does give 70-80% protection against seasonal flu infection.

With regards to swine flu there has been a continued reduction in the rates of flu-like illnesses in recent weeks. The majority of cases continued to be mild and there is no sign that the virus is changing. However, flu rates are higher than normal for this time of year and a second wave of infection is expected although its timing cannot be accurately forecast. A swine flu vaccine will become available in the Autumn and at risk groups have been identified:

- Those aged 6 months and up to 65 who have underlying chronic health conditions such as asthma or diabetes or breathing difficulties.
- All pregnant women
- Household contacts of people with illnesses which effect their immune system
- People aged over 65 who have underlying chronic health conditions
- Frontline health and social care workers

As with seasonal flu, your GP will call you if you are in any of these risk groups. The collection point for antiviral treatments is now the All Day Health Centre on the Arroe Park Hospital site. For further information about both seasonal and swine flu go to the following websites:

[www.direct.gov.uk/swineflu](http://www.direct.gov.uk/swineflu)

[www.hpa.org.uk](http://www.hpa.org.uk)

[www.dh.gov.uk](http://www.dh.gov.uk)

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### **Eastham Walk-in Centre is on its way**

A new Walk-in Centre in Eastham will open its doors to Wirral residents in Autumn 2009 and is to offer patients in South Wirral a wide range of nurse-led health services. The Walk-in Centre, in Eastham Rake, will be able to offer an extended health service seven days a week – weekdays 5pm to 9pm and weekends and bank holidays 8am to 6pm. An out-of-hours GP service will also be based here later in the year. There are more than 20,000 people living within one mile of Eastham Clinic who will be able to ‘walk-in’ to this service during the out of hours period when other local services are closed.

### **The Walk-in Centre will provide advice and treatment for Wirral residents with the following:**

- Assessment for everyone by an experienced NHS professional  
Leg Ulcer Clinics (Dressing care)
- Emergency contraception and advice
- Hayfever, bites and stings
- Health promotion: diet and exercise
- Indigestion, constipation, vomiting and diarrhoea
- Information on staying healthy/local services
- Men's and women's health problems
- Minor cuts and wounds - care, dressings  
Phlebotomy (taking blood)
- Skin complaints - rashes, sunburn, headlice
- Stitching for small cuts
- Treatment for minor illnesses and injuries

If you arrive at the Walk-in Centre and your condition requires services not supplied at the Centre, you will be guided and then referred to the appropriate service elsewhere.

### **Wirral welcomes new Dental Practice**

From Monday 3rd August 2009 people in Wirral have been able to access more dental services courtesy of a new practice in Greasby. The practice was commissioned by NHS Wirral in January 2008 to ensure easy access to NHS dental services for residents affected by the move of three local dental practices into the private sector.

The practice team consists of two dentists and a dental therapist and will combine NHS dentistry services, which include routine and unplanned oral care, with flexible opening times and preventative orientated practice. The surgery will also be a training centre for future dentists and Dental Practitioners.

The new dental practice has cost approximately £800K to buy and develop, with 50% of the investment made by the practice owners and 50% investment in capital funding from NHS Wirral.

The new dental services will be called Greasby Dental Centre and is found at 230 Greasby Road, Greasby, Wirral CH49 2PW. The phone number is 0151 678 0199.

## **Anti-Social Behaviour Team**

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

Reported (end of) May 2009:

- 33-year old female from Hillcroft Road, **Wallasey**, issued with an eviction order due to anti-social behaviour by her son.

Reported June 2009:

- 43-year old female from Walby Close, **Woodchurch**, and 24-year old male from Houghton Road, **Woodchurch** (mother and son), gave a 12-month Undertaking and was issued with a 3-year Anti-Social Behaviour Injunction respectively following alleged threatening behaviour.

Reported July 2009:

- 40-year old female from Mill Park Drive, **Eastham**, issued with an eviction order due to threatening behaviour, verbal abuse and intimidation primarily by her 17-year old son;
- 58-year old male from Moreton Road, **Upton**, issued with an eviction order postponed for two years on condition that he complies with the terms of his tenancy agreement. This was following aggressive and threatening behaviour towards employees of a contractor of Wirral Partnership Homes;

- 35-year old female from Park Street, **Birkenhead**, issued with an interim Anti-Social Behaviour Injunction due to alleged threatening behaviour;
- 49-year old male from Glebe Hey Road, **Woodchurch**, issued with a 12-month Anti-Social Behaviour Injunction following threatening behaviour towards an elderly resident;
- 29-year old female from Price Street, **Birkenhead**, issued with an interim Anti-Social Behaviour Injunction following alleged threatening behaviour towards a neighbour.

Reported August 2009:

- 49-year old male from Glebe Hey Road, **Woodchurch**, issued with an eviction order suspended on condition that he complies with the terms of his tenancy agreement. This was following him being verbally abusive and threatening to torch a 78-year old neighbour's flat. The male had previously been made subject to a 12-month Anti-Social Behaviour Injunction in September 2008;
- 51-year old from Windmill Gardens, **Beechwood**, issued with an interim Anti-Social Behaviour Injunction pending a full trial, following repeated complaints about her dog. This case was dealt with in partnership with Beechwood & Ballantyne Community Housing Association.

Reported September 2009:

- 45-year old female from Needham Crescent, **Noctorum**, issued with an eviction order postponed on condition that she complies with the terms of her tenancy agreement. This action was due to anti-social behaviour by her, her partner and her three sons;
- 51-year old from Windmill Gardens, **Beechwood**, gave a 2-year Undertaking following repeated complaints about her dog (see above);
- 43-year old female from Sandbourne, **Moreton**, issued with an interim Anti-Social Behaviour Order pending a further hearing. She had previously been evicted from her tenancy in Inman Road, **Overchurch**, in November 2008 due to loud music, parties and problem visitors;
- 42-year old female from Price Street, **Birkenhead**, was issued with an eviction order due to anti-social behaviour by her ex-partner and 20-year old son.

All the cases above were dealt with in partnership with Wirral Partnership Homes except where indicated.

### **Youth Respect Team**

The Anti-Social Behaviour Team's youth outreach team (Youth Respect Team) has operated in Wallasey, North Birkenhead, Bidston, Bebington, Rock Ferry and Tranmere

### **Bluetooth enables Respect message to spread (June 2009)**

Wirral Anti-Social Behaviour Team launched its use of Bluetooth proximity marketing to keep the public up-to-date with efforts to tackle anti-social behaviour by the Council and its partners. The Bluetooth technology allows animated messages and information to be sent to mobile telephones within a particular radius. When members of the team and partners are working in an area, important information can be sent to the public. People can choose to accept or reject a message and over time the technology will be used for social marketing purposes delivering information about anti-social behaviour related issues such as alcohol misuse.

### **Wirral Anti-Social Behaviour Team's stands drew the crowds at Wirral Show (July 2009)**

Visitors to the show were attracted to the team's Wild West Saloon to have fun, but hear serious messages about alcohol misuse. The Saloon was run by Senior Youth Worker and Sheriff for the weekend, Alf Mullin, whose team attracted young people and adults with the Beer Goggles Game. This involved throwing a ball into a bucket whilst wearing goggles that simulate the effects of alcohol, showing the impact that the varying levels of alcohol has on our senses. Displays also outlined the calorie content of popular alcoholic drinks amongst young people. The Team also called upon budding young sleuths to investigate their way around their stands, answering simple questions that enabled them to enter a competition for the chance to visit the professional mobile studio and have a photograph taken, either by themselves or with their friends. It was left to their imagination how to make the photograph as interesting as possible using the investigation themed props such as binoculars and magnifying glasses. The most creative image will be selected to be printed onto a new community reassurance vehicle to be launched in partnership with the Council's Housing Market Renewal Team. Every young person who entered also received a free 'Respect' key ring with their photograph in to take away.

### **Graffiti Busters (July 2009)**

Artwork produced by a talented young student from Prenton High School for Girls is providing eye-catching support to a team which is helping to tackle graffiti problems in Wirral. Jade Chen of Year 10 came up with the winning entry in a competition run by the school in association with Wirral's Graffiti Buster service to design the livery for a vehicle being used by the team in their work. Jade got the chance to see for the first time how her depiction of the former Birkenhead Town Hall building transferred onto the side of the vehicle when the Graffiti Busters brought the van to her school.

The Graffiti Buster service, a partnership between the Council's Streetscene service, Anti-Social Behaviour Team and Together Neighbourhood Management Pathfinder based in Tranmere and was officially launched on July 31st at the Pyramids Centre in Birkenhead. The service will remove graffiti from public and private property, all people have to do is call the Council's anti-social behaviour hotline 'It's Your Call' on 0151 606 2020 and the

team will be dispatched in their new van. Residents reporting graffiti can also report who they believe is responsible for it if they have reason to suspect a particular offender.



### **Confiscation cops hit the streets (August 2009)**

A partnership between Merseyside Police and Wirral Council's Anti-Social Behaviour Team saw a dedicated patrol of police officers specifically focused on removing alcohol from young people. The dedicated patrol, launched on Saturday 8th August, is working at peak times to tackle alcohol misuse by young people. Targeting hot-spot locations of alcohol fuelled anti-social behaviour, identified by analysis of police and partner data which includes calls from the public, the officers confiscate alcohol from young people. The officers, branded as the 'Confiscation Cops', are patrolling the borough in a high visibility vehicle, responding to public concerns. The officers are, however, seeking out young people on foot in areas where they congregate. The 'Confiscation Cops' patrols were funded by the government's Youth Taskforce for the summer months as one of a number of initiatives to tackle alcohol fuelled anti-social behaviour by young people, but are a regular feature at peak times from September onwards.

**Step on board for help with problem neighbours (August 2009)** Wirral Anti-Social Behaviour Team embarked on a new timetable of street-based surgeries for 2009. The timetable sees the team's Respect Bus visit locations across Wirral staffed with Enforcement Officers who can take complaints in confidence from the public and provide detailed advice and guidance. The team expanded its service into the private sector in 2003, at which point it opened its doors to private tenants and owner occupiers having problems with other residents in the private sector. The team receives at least one new complaint of anti-social behaviour in the private sector every day.

#### **Timetable:**

11th August 2009 at 11am-1pm: Birkenhead Precinct

8th September 2009 at 11am-1pm: Liscard Precinct

30th September 2009 at 11am-1pm: Morrisons, West Kirby

**13th October 2009 at 11am-1pm: Allport Lane Precinct, Bromborough**

**28th October 2009 at 11am-1pm: Cool Trader, Hoylake Road, Moreton**

**10th November 2009 at 11am-1pm: Birkenhead Precinct**

**8th December 2009 at 11am-1pm: Liscard Precinct**

### **Mobile Police stationed in Noctorum (August 2009)**

Wirral's Community Mobile Police Station has been deployed to Noctorum to tackle anti-social behaviour. The unit, a partnership between Wirral Council and Merseyside Police, managed by Wirral Anti-Social Behaviour Team, has been located on land at the top of Ormond Way. Noctorum has been identified as a 'hot-spot' for anti-social behaviour and the unit is located within the area, as a central hub, for tackling crime and disorder within the neighbourhood. The Community Mobile Police Station, a 40 x 12 x 10 foot converted shipping container, was introduced in Wirral in January 2006. The specially made unit is equipped with a public enquiry desk and a wide range of literature for community safety, support groups and local activities. It also contains a meeting area that can be used for a variety of purposes and is equipped with the technology necessary to help with a wide range of activities, such as meetings, workshops and group sessions. A Police Community Support Officer (PCSO) from the police neighbourhood has been seconded to work alongside the Anti-Social Behaviour Team for the duration of the station's deployment. The officer is working alongside the community and other agencies, and in particular Wirral Partnership Homes, to ensure that any work undertaken is sustainable by the community following the withdrawal of the unit.

### **Landlords working together to tackle anti-social behaviour (September 2009)**

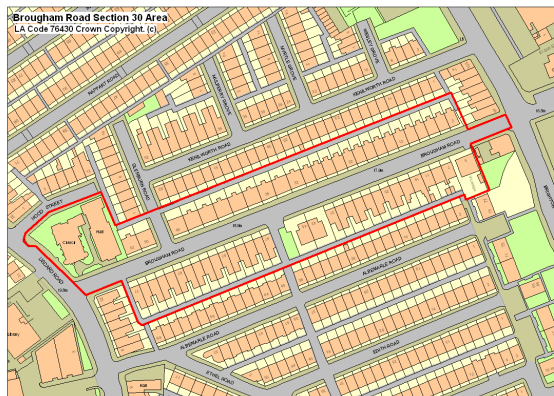
A consortium of social landlords has signed up to a new information sharing protocol to tackle anti-social behaviour. The Respect Consortium was created in 2007, co-ordinated by Wirral Anti-Social Behaviour Team, to work together to tackle anti-social behaviour in Wirral. This partnership was solidified through signing up, both



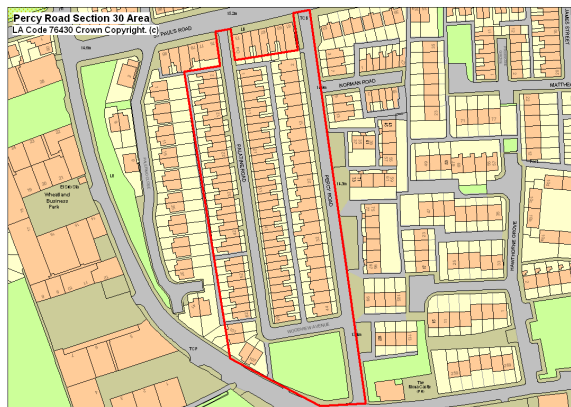
individually and as a local consortium, to the Respect Housing Management Standard. The consortium meets on a monthly basis to prevent and tackle anti-social behaviour and promote respect, share good practice and develop initiatives. This includes sharing information about individuals who have been charged with committing offences in, or connected to, social landlord stock, through monthly analysis conducted by the Joint Community Safety Team. This assists landlords to take consistent action against individuals who have breached tenancy conditions and provide protection for tenants and wider residents. The new Information Sharing Protocol, which encompasses the sharing of data and information across a wide range of agencies, has been signed up to by 15 social landlords. Mark Armstrong, Chair of the Respect Consortium and Head of Policy & Strategy with landlord Wirral Partnership Homes, signed the protocol on behalf of the consortium. The following social landlords signed up to the new Information Sharing Protocol: Arena Housing Association & Leasowe Community Homes, Beechwood & Ballantyne Community Housing Association, Cosmopolitan Housing Association, Family Housing Association, Forum Housing Association, Liverpool Housing Trust, Pierhead Housing Association, Pine Court Housing Association, Plus Dane Housing, RegendaFirst (Maritime), Riverside Housing, Venture Housing Association, Wirral Methodist Housing Association, Wirral Partnership Homes

**Section 30 Dispersal Areas** Three areas have been designated by the Police and Council as (Section 30 Order) Dispersal Areas. The Orders are just one of a number of tools used to tackle anti-social behaviour. The powers under the Anti-Social Behaviour Act 2003 mean that police officers can move youths on and make arrests on those who return within 24 hours. The areas are outlined below:

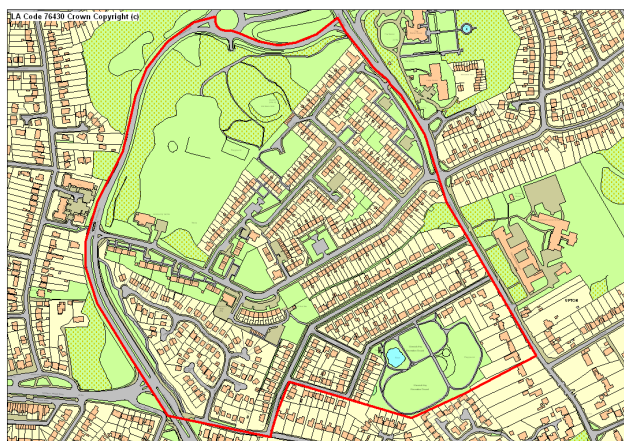
**Wallasey:** Brougham Road area (period: 31 July 2009 – 31 January 2010)



**Wallasey:** Percy Road/Palatine Road area (period: 31 July 2009 – 31 January 2010)



**Overchurch** (period: 21 September 2009 – 21 January 2010)



# Community Safety

**Roles of Wirral Community Patrol** Wirral Community Patrol is Wirral Council's service that is tasked with providing security for all of their premises 24 hours a day 7 days a week. The team consists of over 20 officers dedicated to "Helping make Wirral a safer place to live and work."

Security of Local Authority property remains a major responsibility of the Community Patrol. Mobile patrols play an active role across the Authority, dealing with various types of incident. These include responding to intruder and fire alarm activations as and when they occur.

**Improve the Environment** Promoting a clean, secure environment by reducing the presence of litter, graffiti, fly-tipping and generally improving the physical appearance and management of your area.

**Tackling Anti-social Behaviour and Nuisance** Working together with the public and other agencies to identify problems and try to apply long term solutions. Providing public re-assurance on community safety issues by attending community meetings and patrolling problem areas.

**Enforcement and Intelligence gathering** Working with other council departments and partner agencies to report, record and analyse occurrences to develop appropriate measures to prevent and combat future offences.

**Partnership Working** The officers work closely with many other agencies to promote Community Safety, you will often find Officers accompanying the police on neighbourhood patrols. They work closely with Merseyside Fire and Rescue Service, Merseyside Police, British Transport Police, the Environmental Services and Wirral Partnership Homes and other housing associations.

**Friend on the street** Working within all communities to provide peace of mind, support and offer public reassurance. Regularly attending resident and community meetings, ward walks with area and neighbourhood managers. The officers remain accessible to listen and respond to local people's needs

**Authority** Wearing smart, visible uniforms and patrolling in a variety of ways. The officers presence alone provides a deterrent to any potential criminal. The officers are in direct contact with the Community Safety control room and the police via radio to ensure support is always available. The officers have the power to issue fixed penalty notices to offenders for a variety of offences.

Wirral Community Patrol Officers are involved in a number of community safety activities and schemes. Regular daily patrols of the borough are carried. Often with the police particularly at events. If you are aware of any anti-social behaviour and environmental crime in your area, please contact

## **Wirral Community Patrol 0151 666 5265. (Frequently Asked Questions)**

**What do the Wirral Community Patrol Officers Do?** The team are tasked with the security of all council premises including responding to alarm activations. The officers also help tackle anti-social behaviour, keep an eye on the local environment and provide a friendly, reassuring face in the community.

**2) What kind of problems are they tackling?** Environmental crime like graffiti, vandalism, abandoned cars, dog-fouling, litter and other low-level nuisance crime are among the things they help tackle.

**3) How do we know who they are?** The officers are a uniformed service and use distinctive liveried vehicles bearing the Wirral Community Patrol Officers logo. You may well have seen them around the district recently.

**4) Why do we keep hearing so much about 'Crime & Grime' at the moment?** Crime and anti-social behaviour, and environmental issues such as street cleansing and abandoned cars, are high on the public's priority list. We know this because residents have told us. The Wirral Community Patrol are just one of the measures initiated by the council this year to help tackle these issues - often in partnership with local agencies like the police.

**5) What hours do they work?** The Wirral Community Patrol Officers are available seven days per week 24 hours per day.

**6) Do the officers work closely with the community?** Working with local residents - particularly the more vulnerable elements like the young, the elderly and minority groups - is a key part of the job.

**7) What training have the officers had to undergo?** The officers have undergone intensive training to help them prepare for their role in the community. Members of the team also have a wealth of experience behind them from working in a range of relevant jobs and professions in the past. All officers are SIA licensed and CRB checked.

## Dog Fouling Campaign 2009

The campaign included education of dog walkers and if necessary enforcement of Dogs (Fouling of Land) Act 1996.

In 2008 Wirral council's cabinet allocated a sum of money (£40,000) for a summer dog fouling campaign. The campaign to be managed by Wirral Community Patrol. All members of Wirral Community Patrol received training in enforcement of the Dogs (Fouling of Land) Act 1996. The areas designated for the campaign were the waterfront areas of Wirral coast. It was decided to allocate an area, each month, to be covered by all agencies these being:

- May- New Brighton, June- Moreton, July- Moreton, August- West Kirby

In addition to these areas additional areas were allocated as designated by the project manager in consultation with Principal Officer Environmental Health

These areas included:

- Vale Park, Central Park, Birkenhead Park, Eastham Country Park, Thurstaston Country Park.
- Wirral Way, Claughton & Oxtton villages, Additional "hot spot" areas.

Other council sections and outside agencies were involved in the summer campaign which has developed working partnerships. These include:

- **Wirral animal control and welfare section.** All members of the section already enforce the dogs (fouling of land) act 1996.
- **Wirral coastal lifeguard section.** WCP have worked closely with Tony Jones and two bye law officers from his section received the appropriate training in enforcement of the dogs (fouling of land) act 1996. He also gave additional support including the loan of an ATV to assist with the patrolling of the promenade, beaches and embankment. TJ and his staff were enthusiastic in the education of dog walkers and the distribution of "poo" bags.
- **Merseyside Police PCSTOs.** 15 PCSTOs were trained in the enforcement of the dogs (fouling of land) act 1996.
- **Environmental health department.** 4 pest control officers were trained in the enforcement of the dogs (fouling of land) act 1996.
- **Wirral ranger service.** 10 rangers were trained in the enforcement of the dogs (fouling of land) act 1996.
- **Birkenhead park rangers and security staff.** All of Birkenhead park rangers and security staff were trained in the enforcement of the dogs (fouling of land) act 1996. All of them have taken an enthusiastic approach to the campaign. The May winner of the reward prize draw was a dog owner from Birkenhead park.
- **Council press and publicity department** provided assistance and publicity.
- **Beanbag volunteers.** These volunteers have been handing out reward cards and "poo" bags to dog walkers in the Seacombe, new ferry and north end areas.

It was decided that the campaign would take advantage of summer events the campaign caravan and staff attended the following events to highlight the campaign:

- **Wirral show.** The display caravan was situated on one of the roundabouts which proved a focal point for those interested in dog matters. Over 7,500 dog owners/walkers spoken to and 10,000 "poo" bags given out. 4,500 free items with the campaign's logo were given out to members of public. During the show in excess of 1,000 dogs were present and the owners were provided advice on dog legislation when required.
- **Tranmere Show and fun day.** 2,000 dog owners/walkers spoken to and 5,000 "poo" bags given out. The show had a dog display and besides our own stall the dog display area had posters and tri-signs displayed in full view of the visitors. In excess of 300 dogs were seen at the fun day.
- **Port Sunlight fun day.** Over 3,000 dog owners/walkers spoken to and 10,000 "poo" bags given out. We were provided with a stall next to the fun dog show arena giving access to all dog owners and we were able to provide support and advice to a large number. Approximately 300 dogs were seen at the fun day.
- **Poulton Park family and fun day.** Over 500 dog owners/walkers spoken to and 7,000 "poo" bags given out. The attendance at the fun day is a continuation of the ACWS work regarding animal welfare and issues.
- **Warwick Park family and fun day.** Wirral Community Patrol attended at the request of the friends of Warwick Park. Approximately 100 dog owners/walkers spoken to and 500 "poo" bags given out.

The local papers were informed of the campaign and we received publicity in the Wirral Globe. Tranmere Rovers Football Club and its mascot (Rover) have been involved in the campaign in partnership with MBW . WCP are in discussions regarding an event at a televised football match.

To increase the campaign's publicity a prominent display board at Tranmere Rovers F.C. has been purchased. As part of additionality, campaign staff advised dog walkers that the leaving of used "poo" bags on trees and bushes etc was littering and that the bags should be deposited in litter bins.

Further publicity events are being planned to provide continuity for the campaign. Throughout the campaign all participants were informed that anyone not picking up their dog's fouling were to receive a Fixed Penalty Notice (FPN) or to be prosecuted. No member of the campaign has issued a FPN because when staff observed a dog fouling the dog walker always picked up the fouling.

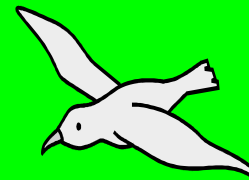
To ensure that this continued when there were no uniformed personnel around members of Wirral Community Patrol patrolled the areas out of uniform. They observed all dog walkers picking up their dog fouling. When staff observed dog walkers picking up their dog's fouling they gave the dog walker a reward card which was entered into a monthly draw for £50 of vouchers. A monthly draw was held each month and the winner notified. Over 2,000 reward cards were issued by the campaign participants.

When staff were out on duty the majority of dog walkers were stopped and spoken to, which highlighted the campaign. Advice and bags were given when necessary. When members of the public were spoken to, the campaign was positively met with enthusiasm and support. Any negative comments made by members of the public were focussed on the lack of bins on a variety of areas as well as the lack of consideration of irresponsible dog walkers. Numerous members of public have positively commented on the reduction in dog fouling being left on the ground. A runner involved in this year's tunnel run commented " for the last few years the run along the prom was like running through a dog \*\*\* minefield. This year it was great the prom was clear." There have been numerous similar comments. Reduction of dog fouling waste left in park areas will assist in achieving green flag status. Reduction of dog fouling waste left in beach areas will assist in improving the national status of Wirral's beaches.

Over the campaign period over 60,000 "poo" bags given out.



# Liscard & Egremont Partnership Newsletter. August 09. Issue number 10.



## LISCARD & EGREMONT PARTNERSHIP

**What Have We Been Doing?** We are a partnership of residents and organizations in Liscard Ward and Egremont aiming to ensure that our needs are raised with those who influence policy in Wirral. We are setting out our priorities in an Action Plan. **You can get a copy of the draft if you E-mail us on**

[liscardandegremontpartnership@googlemail.com](mailto:liscardandegremontpartnership@googlemail.com)

We are planning to hold a workshop later in the year to finalise the Plan. If you are interested in this let us know and we might be able to squeeze you in. E-mail us or phone Chair or Secretary – numbers below..

**Problems with Services?** Our representatives attend a number of advisory bodies. In particular if you have concerns about crime prevention, health and adult social services or transport, phone Fr. Leon Ostaszewski on 639 0145.

**Youth Services:** We are particularly concerned about our youth services and whether plans for the future are adequate. We have arranged for a presentation of these proposals at the East Wallasey Forum on Tues. Oct 20th. at 7.0 pm at Wallasey Town Hall. There will be an opportunity to questions and comment. If you think this is important, do come.

**Our Officers:** At our AGM in July Fr. Leon Ostaszewski ended his three year term as our Chair. A vote of thanks was passed for all his work on our behalf. The new Chair is **Tony Forder (639 4968)**, Vice-chair **George Sansom**. **Carole Thomas** continues as Secretary, and **Maureen Higgins** as Treasurer. (contact through VCAW at 639 4164)

**Members:** if we are to be truly representative we need many more individual and organizational members. Please consider joining if you live or operate in the Ward. Or just come to one of our meetings to see what is involved. We meet on the last Tuesday in each month except August and December at 7.0 pm either in The Old School, Liscard Road, or the YMCA in Manor Road.

## The Wallasey Central Park Forum is now the Wallasey Central Parks Partnership!

At its recent Forum AGM our new Partnership was created to develop a strategy, with the Local Authority, for the development and improvement of the Park.

### **Our Partnership members include**

The Football Clubs, the Parkfield Liscard Cricket Club, The Friends of Wallasey Central Park, Everyone's Café, Bowling Clubs, Angling Clubs, Dog Walkers Group, Walled Garden Parents/Carers Group, Love Lane Allotment Society, the Wildlife Protection Group, Live Wirral Wardens of Seacombe and Liscard, the various Schools, Wallasey Civic Society, Wallasey Historical Society, Local Area Partnership representatives (Seacombe/Poulton, Liscard/Egremont) and the Local Area Community representatives (Liscard/Seacombe Wards).

The Councillors from the Liscard and Seacombe Wards, the Park Manager, Park Ranger and certain Council Officers have also been invited on to the new Partnership

Our major concerns relate to the Development Plan and Strategy that has been prepared by the Council. Little has happened in recent years because of the Council's financial problems and the various groups in the Partnership feel that the Plan should be forwarded as quickly as possible. We have prepared a variety of amendments to the Plan (with likely costs) and are developing our own financial strategy, based on grants, to link to any financial input by the Council.

We, as a Partnership, are also looking beyond the Park and its user groups because our secondary aim is to develop the Partnership into a hub for all the Wallasey Open Space groups to allow us to have a place on the new Wirral Parks Partnership. This new group is representing all the various Open Space groups across the Wirral and is preparing a ten year strategy outlining what is going to happen in each area. Obviously we need to influence that strategy and so the opinions, ideas, aims and objectives of the Wallasey Open Space groups have to be forwarded by a representative body.

Through our new Officers we hope to drive forward the initiatives (our Officers include the President - Chris Davies, Chairperson - Diane Ledder, Vice-chair – Carole Thomas, Treasurer – Joe Lee, Sean Moonan – Secretary)

As you can see, a lot is happening over the next few months and we will keep you informed about what is happening. Please contact us at VCAW, Liscard Road, Wallasey or through the following e-mails:

[dledder2@btinternet.com](mailto:dledder2@btinternet.com), or [spm\\_27550@hotmail.co.uk](mailto:spm_27550@hotmail.co.uk)

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