



Area Forum (Heswall and Pensby & Thingwall)

Date:	Thursday, 18 June 2009
Time:	7.00 pm
Venue:	Heswall United Reformed Church, Telegraph Road, Heswall, Wirral CH60 7SE

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AGENDA

1. **WELCOME, INTRODUCTIONS AND APOLOGIES**
2. **AREA CO-ORDINATOR'S REPORT (Pages 1 - 36)**
 - Minutes of last meeting and matters arising
3. **YOU DECIDE**
4. **PARTNER ORGANISATIONS UPDATE**
 - Streetscene Integrated Transport Block Funding
 - NHS Wirral
 - Wirral University Teaching Hospital NHS Foundation Trust
 - Merseyside Police/Community Safety
 - Fire Service
 - Older Peoples parliament
5. **PUBLIC QUESTION TIME**

6. DATE OF FUTURE MEETINGS

- Wednesday 21st October 2009

Wirral's Area Forums



Heswall Pensby and Thingwall Area Forum

Papers for the forum meeting

Thursday 18th June 2009

Heswall United Reformed Church
Telegraph Road, Heswall
Wirral, CH60 7SE

7.00pm

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Community Engagement Team, Corporate Services, Town Hall, Brighton Street,

AGENDA

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CH60 7SE

1. Welcome introductions and apologies
2. Area co-ordinators report
 - Minutes of last meeting and matters arising
3. You Decide
4. Partner Updates
 - Streetscene Integrated Transport Block Funding
 - NHS Wirral
 - Wirral University Teaching Hospital NHS Foundation Trust
 - Merseyside Police/Community Safety
 - Fire Service
 - Older Peoples parliament
5. Public question time
6. Dates of future meetings - Wednesday 21st October 2009

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

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Section One

Minutes

AREA FORUM (HESWALL AND PENSBY & THINGWALL)

Thursday, 12 February 2009

Present:

Councillor	R Wilkins (Chairman)
Councillors	A Hodson , P Johnson, S Quinn, P Reisdorf , L Rowlands
<u>Member of Parliament</u>	Stephen Hesford
<u>Community Representatives</u>	Tony Garrett, Mark Johnston
<u>Older People's Parliament</u>	Sandy Cameron
<u>Faith Representative</u>	Toni Gibbs
<u>Lead Officer</u>	David Armstrong, Head of Finance and Resources, Children and Young People's Department
<u>Area Service Co-ordinator</u>	Tracey Smith
<u>Streetscene Manager</u>	Phil Miner
<u>Wirral NHS</u>	Russell Favager
<u>Wirral University Teaching hospital NHS Trust</u>	Pippa Roberts
<u>Merseyside Police</u>	Inspector Kate Cunningham
<u>Merseyside Fire and Rescue Service</u>	John Davies
<u>Council Officers</u>	Hazel Edwards (Corporate Services), Andrew Fraser

1 WELCOME, INTRODUCTIONS AND APOLOGIES

Cllr. Wilkins welcomed everyone to the meeting, and reported that he had, sadly, to report the death of Graham Ashdown. Graham Ashdown was a regular attendant at the Forum, and participated in community matters regularly. He has done a great deal of work in the area, and will be sadly missed. Cllr. Wilkins asked that, as a mark of respect and remembrance, the audience stand for a minute in silence.

2 AREA CO-ORDINATORS REPORT

Tracey Smith asked whether there were any amendments to the Minutes, and reported there were no matters arising. It was agreed that the Minutes were a true record. Tracey asked that, as there were many items to get through, anyone who had any queries regarding any of the headings, please get in touch with her.

3 LOCAL DEVELOPMENT FRAMEWORK

Andrew Fraser from Corporate Services Department gave a presentation on how to become involved in the new Framework Development Plan for Wirral. A slide presentation was shown as he spoke. The plan will tell people where development will be allowed to take place, and for what purpose. The latest regional strategy had been issued in September 2008, which covers the whole of the Borough and is part of the Spatial Plan. Decisions on Planning applications will be announced, and the public will be told where the development will take place. It will tell you 'who is to do what, when, where' and there will be targets and indicators to let you know whether they are reaching the targets. At the end of the process there will be a Public Enquiry (which is now called An Examination) and an Inspector will look at it to test it and see if it is correct.

They are looking at the vision for a stronger economy, and it is hoped that this Vision will take us to 2025, and there are four documents which are available at the moment relating to this. One of the first (with the three other documents) is an Electricity Sustainability Appraisal Report on previous consultations.

The next stage will be policy and options once the vision and publications are set, they will then be looking at the alternatives and another set period of consultation. The public will be asked what their views are, and then the Council will look at the results and publish the Preferred Options Stage. Another period of consultation, and after this the public will see the full plan, which will be submitted to the Secretary of State. Date possibly 2011. Forum members will already have copies of the documents, but if you do not have one, please ask and it will be sent to you free of charge. You can also be connected to the contact data-base, and it will keep you up to date over the next couple of years. If you have comments, they must be made in writing, by e-mail or fax, but ALL WILL BE PUBLISHED at some point. They will begin on-line on the 27th March at 5 p.m.

Questions.

Ken Gethin asked whether this was going to be cheaper than the old way of consultation because we are supposed to be trying to save money.

Andrew Fraser could not answer that, but stated that it was unlikely to be cheaper.

Ken reported after the meeting the name of the system that might be worth contacting, as he understands it is completely free. **LINUX SYSTEM.**

Tony Garrett stated that he is very pleased with this document which is including the very comprehensive proposal for the electrification of the Bidston/Wrexham line, and

he hopes that this will happen. He does see that there is a necessity for land to be set aside near stations to provide for 'Park and Ride'

4 PARTNER ORGANISATIONS UPDATE

Streetscene. Phil Miner reported that funding has been made available to the Local Authority by the Government, and the decision has been made to spend it on a Pedestrian Refuge at Telegraph Road/Lightfoot Lane also the provision of dropped kerbs as Old Wood Road and other roads in Pensby.

NHS Wirral. Russell Favager reported that there has been a national recommendation in Lord Darzi's review that, as the public did not always know what the PCT did or where the boundaries were between organisations, they are now to be called Wirral NHS. He reported that there has been an unprecedented 12.5% increase in the call-out for ambulances, and there was very high levels of usage of A&E. Up to 50% of the patients in A&E could have been treated by more appropriate NHS services such as Walk-In Centres, GP's Pharmacist and NHS Direct.

A comment was made that the Walk-In Centre was closed, what should people do? Russell Favager commented that he was not aware the WIC was closed, there had been some re-furbishment going on but he didn't think it had closed.

Sandy Cameron asked if the change of title will be a further cost, and is it the end of the need for Town Planning for the Health Centre, as he understood it had been withdrawn. Kathy Doran had said that the cost of the Health Centre so far was in the region of £75,000., but a month later a letter had been received asking for a breakdown of the cost and it had jumped to £117,000. How much more has it gone up since November? A letter had been received from the Architects including their fees for planning, drawings for buildings etc. with the figure of £117,000. Russell Favager said that he did not have a detailed breakdown of the costs but he doubted if the increase had occurred just in the last few months. It was more likely the original figure quoted by Kathy Doran was direct costs on the scheme and the written figure now included all associated costs such as legal fees. A comment was made that they are applying for the glasshouse site, and that the area has been drawn with an access road from Woodchurch Road. This is felt by some people to be an extremely dangerous junction, and there will be a serious accident (or many) if this does go ahead. Many people were very unhappy about the proposal for The Warrens, particularly with the entrance at the road junction.

Mrs. Ite Rafferty had a letter stating that the purchase has gone ahead, the Cabinet have taken all into account, and have agreed, but she understands that there is a second letter out. David Armstrong replied that the position is that the Council will enter into the sale of the land, subject to the Planning Permission being granted. Russell Favager commented that it was actually a lease of the land.

Sandy Cameron asked, in view of the proposed changes of the Local Development framework, are these relevant. Andrew Fraser said that the document will not come into force until 2011, and until then, nothing will change. A remark was made that it is to be hoped that the Councillors will take this on board, and there was a great deal of opposition to the proposal, particularly because of the entrance to the site.

Frank Kinlan stated that he has said for the last four years that there has been land in Heswall for the proposed larger surgeries. Russell Favager said that they had looked at many sites over the last 8 years some of which had been mentioned, but none of them were suitable, and that 85% of the patients and 78% of local residents were in favour of the change of sites. Further uproar, with many suggestion various sites, but none had met the criteria required. A site at the corner of Pensby Road and Irby

Road was mentioned, but it was pointed out that this was, again, a very busy junction, and it had been a garage, so there might be pollution, even though petrol had not been sold there. Townsend Avenue was a larger site than was required, and they would not consider this site because it is Council property.

Clare, who is a patient of the Practice in Heswall, is in favour of it. She had a DVT and could not get treatment needed because there was, literally, nowhere to go, and these new Practice Surgeries are needed. The work has to be done fairly soon, because they cannot go upstairs at Thingwall. The new scheme should also provide for the Citizen Advice Bureau to go into surgeries so that people can see them more easily, and avoid having to go to Heswall Library. (Another nail in the libraries?)

Sandy Cameron asked Stephen Hesford whether he still supports the need for the new Health Centre. He replied that this has been going on for ten years, and he still supports it. Sandra Tripp said there is 100% need for the Green Belt, but there is 100% need for the new Health Centre. She had met a Doctor and asked him "have you had any luck?" He replied "We are going for the Warrens, and we are not looking anywhere else".

Someone else pointed out that the Doctor's surgery at Thingwall had a house for sale next door, which could have been demolished, and this could have been purchased, and might have been suitable for the Health Centre.

Mrs. Sutton asked "have Mr. Hesford and the other members of the Council any comments to make on the Irby Road site, because there is adequate room and car parking space?"

Mr. Hesford responded that there must be an end to this. "Arrowe Park has been built on since 1930, it is not part of the Park, it is a secluded site and it does not interfere with anyone's enjoyment. In terms of finance, it is on a main bus route, but if it is such a dangerous corner, there will have to be traffic lights and crossings. Mr. Hesford said that those who oppose are a small minority, but they are entitled to their view, but he does think that they are wrong.

Townsend is in Green Belt, it is a private site. The petrol station site – any re-development of a petrol site has to be a de-contamination site, which is very costly. A member of the public stated that it has never been a petrol station.

Merseyside Police have admitted that Thingwall Road is one of the most dangerous places on Wirral.

Sandy Cameron said that the original application was not in the Green Belt, and the buildings now are shown on the area that has buildings on it. The previous support was wrong. Mr. Hesford "I was right then and still am. The reason that the Council turned it down was because the site was Green Belt".

It was pointed out that 85% of people are in favour – could we see a show of hands from the people here. Russell Favager said that the straw poll in the community centre was not representative of the general view

Cllr. Rowlands said that he was a member of the Planning Committee, and resented the remarks from Mr. Hesford that the Committee behaved disgracefully. He said "your Government had given guide lines for the Green Belt. It was an 'all party' decision (with the exception of a couple of councillors), and it was decided that it was not appropriate. The Council was not disgraceful in its duty". Mr. Hesford responded "it is not helpful to try and obscure the issue by bringing in a policy which has been there for many years, possibly brought in by the Attlee Government after the Second World War. I think the Planning decision was very wrong, and I still remain of that view. It was looked at very carefully, and the PCT looked at many sites, and everything was checked many times, and the Planning Officers applied the law, and

they said it should go ahead. It is very rare that the Council Officers were right and the Planning Committee was wrong”.

Mr. Hesford was asked whether he had ever stood on Thingwall Road at 5 p.m. and 8 a.m. The lady asking said that her daughter cannot park outside her house when leaving her daughter with her on her way to work.

Another lady wished to ask the Police whether they are happy with the traffic arrangements, and how are they going to resolve the situation. “Mrs. Tripp raises a very important point, and the reason it was turned down last time was on the sole criteria of Green Belt. You are right to demand that if there is a Planning application, the local people should be asked about the problems they have, and that is a proper consideration for the Planning Committee to take. When this becomes a Planning application (it already has – it is a foregone conclusion) there is no point in telling this meeting if you do not want this. There is a problem now, what will it be like when the Centre is built? The Arrowe Park roundabout was the worst thing that the Traffic Department installed.

Russell Favager repeated there has been a consultation of all patients of these surgeries, and 85% were in favour. When the Planning application goes in, all the information will be in there including road access to the surgery and everyone is entitled to put in an objection if they disagree with the proposal and due process will take place.

Lady asked Mr. Hesford “why do you need such a huge area of land for this Centre?” Mr. Hesford replied “I understand the point you are making. At the moment there was an application which was refused and the Appeal that was due withdrawn, so at the moment there is no application”.

Mr. Garrett asked about the dental practice at 44 Ridgeway Drive. A letter came out stating that they were going private, but the PCT stopped that. Many people in this area have no dentist to go to now. Mr. Garrett had approached the PCT, and was informed that they were writing to all the dentists in the area to see how many were still NHS dentists. Russell Favager replied that when the practice went private which they are entitled to do, they commissioned work immediately for the NHS but it takes time to set up a new dentists but in the meantime the PCT had commissioned additional work from local dentists.

Mr. Hesford said that Dr. Chan put out some mis-information about the change to private practice. He is pleased to say that there is another Practice setting up opposite the Post Office – the intention is that at the end of this month they will be writing to everybody asking if they wish to join.

Mrs. Sutton, 336 Pensby Road asked whether the parking problem had been looked into for the new dental surgery proposed near Belmont Drive. Mr. Hesford said it will be dealt with.

Mrs. Sutton replied that there is a bus stop at the end of the Road, and there are only two parking spaces for the dentists’ cars. David Armstrong replied that Highways Engineer will be asked to comment on it, and to check that the site will be in order. He said that he regretted he did not know the details, but he was told that the plans show two rooms for two surgeries.

A further comment was made that not only is there a bus stop there, but they will have to lower the pavement. There is limited parking outside the shops opposite, and further up the road there are double yellow lines. No provision has been made for the surgery, and people will park in Belmont Drive. Objections must be in very soon, and it is impossible to read the notice details, which are tied to lamp posts in

plastic bags. Russell Favager commented parking was an issue for the Council through its planning department.

Mr. Kinlan also reported that the surgery further up Pensby Road, near Tower Road South, is having work done, and it is like a building site. People cannot park there, and it is in a dangerous situation, being right opposite the British Legion. The British Legion had been asked whether their parking space could be used sometimes by patients, but they had refused.

Wirral University Teaching Hospital NHS Foundation Trust.

Pippa Roberts reported that there is literature about the new Teaching Hospital and the new services being provided, and there are many positive stories in it.

Sandy Cameron asked whether the proposed development will include disabled access at the new entrance.

Clare said that she sometimes sends them an e-mail, and always receives a reply.

A question was asked about whether there was any information about the transfer of the Oncology Department over to Liverpool.

Russell Favager replied that there have been some initial discussions about the Centres for Cancer services across Merseyside. Sites have been discussed, both in Wirral and Merseyside. They are looking for one large site, but this will be discussed over the next three years and if agreement reached a business case will be produced for consultation, however nothing is likely to happen for (probably) five years.

Merseyside Police/Community Safety.

Inspector Kate Cunningham was very pleased to report that they have had a really good period, and the list of January figures was the lowest since 1999 in terms of crime across the board. They have not received any complaints about the time taken by Police to arrive at an incident, or not arriving. This compares well with other similar areas all over the country. Out of eleven areas, Heswall has the lowest crime rate, and is performing the best. Whilst the crimes are going down, in the last twelve months 8% more were caught.

Inspector Cunningham introduced some of her team, and said that she wished us to meet them, and how proud she is of all her team. They were given a great welcome, and many wished to express their thanks to the various members. They had also brought some sheets giving the times and venues for the various surgeries for people to take away.

One lady asked what the duties of the Community Police Officers are.

Inspector Cunningham replied that they can hold someone for thirty minutes if they have been misbehaving, and they can issue Fixed Penalty Notices.

Inspector Cunningham also said that she is in the process of setting up a meeting with the Local Authority regarding the parking on grass verges. People must actually be seen by a Policeman when they are driving up onto the verge.

Mrs. Pauline Sutton said that she has had many dealings with the Merseyside Police and Wirral MBC, and she has found the Police in Heswall are splendid and wished to thank them all. Concern was expressed about the loss of Irby Library and the Police e Surgery held there. Inspector Cunningham said that, if possible, an alternative venue would be found.

PCSO Sue Fowles will be giving a talk at Pensby Library about her work in the force.

A question was asked about the cars crossing from Heswall car park into Aldi. Extra signage has been put up (it has still been ignored by some) and the PCSOs have been giving the tickets out – 20 in half an hour. In the long term, Inspector Cunningham is hoping that the entrance will be moved so that it is more difficult to cross over.

Ken Gethin said that he was concerned about the number of signs being erected. He felt that if he read every one, he would have, or cause, an accident. Inspector Cunningham said the Police are doomed if they put them up, but they are doomed if they do not – they simply cannot win. Sadly, Wirral has an excessively high level of death on the roads, and the targets must be met to try and reduce this. Inspector Cunningham wants people to **THINK** about their driving, not listening to the radio etc. They are constantly reviewing what can be done to make people concentrate on their driving.

Mr. Garrett asked out of the 47 incidents, how many were burglaries, and the answer was three, and fourteen were people driving away without paying for the petrol and eight were vehicle crime – theft from cars.

Clare said when her Mother comes through Barnston Dale, the traffic sign shows more than 30, and her Mum never does that. Inspector Cunningham said that perhaps the signals need re-calibrating.

Merseyside Fire and Rescue Service.

John Davies was happy to report that, as in the notes of the previous Heswall, Pensby, Thingwall and Barnston Forum, this is a very safe area in which to live. The Service has a target to visit 200 homes in the area to carry out checks for fire alarms etc. and fit them where necessary.

Ken Gethin said that the Fire and Rescue Service form a very valuable part of our community and we would all like to thank them.

Older Peoples' Parliament.

Sandy Cameron reported that articles in the Newsletters are a source of valuable information. Cllr. Rowlands thanked Sandy for all the work he does on behalf of the elderly of Wirral.

5 PUBLIC QUESTION TIME

Mrs. Swinnerton asked whether the railings at the junction of Barnston Road and Brimstage Road around the coppice there could be replaced, as they are in a very bad state. Roger Calvert has stated that they are beyond repair, but subject to funding, they will renew a short section at that junction. The Heswall Society has intimated that they will help financially.

Heswall Hill shops. Heswall Hills station has a free car park, and there are shops opposite where there are always a great many cars parked. This road is now being used more since the Lower Village Post Office was closed. This road is narrow, and if you are driving past the shops, and a car comes in the other direction, it is very difficult. It would make it safer if this road could be made one way. -Tracey Smith reported that she is awaiting a response.

Douglas George representing members of Probus Club. Now that the Alexander Hall future has been published when are we going to get some information, and when are the Community groups going to be made aware that Heswall Hall is going to be closed?

Cllr. Hodson replied that the three Heswall Councillors had attended the meeting at Hulme Hall, and Probus are looking at the possibility of taking over the running of Alexander Hall. Mr. George stated that he had requested the accounts from the Director of Regeneration, but had not yet received them. David Armstrong said that he understood that this information could not be given out before a decision is made. 24 premises had been identified and these premises were to be transferred to the Community, and this had been agreed on Monday, and the Director of Regeneration will attend a meeting to explain about this.

Mrs. Ite Rafferty went to the West Kirby meeting, and all they said was that Heswall Library was safe.

Mr. Kinlan attended the meeting at Hulme Hall, and what was not told was how many assets have been lost. Are the Council proud of what they have done to Wirral? Why don't they spend some money on Arrowe Park? He had to visit there recently, and was kept in the corridor. The comment was passed that the only company doing well on Wirral is Peel Holdings.

Irby is losing everything, and with the closure of the Library, some of the shops will suffer.

Mark Johnston – Fishers Lane Community Group was massively under-used, and they would like to take it over, and they have bent over backwards to help them start. One lady said her husband was part of the beginning and worked very hard there, and the Council never put one penny into the building, and it ran very successfully until they got tired. The roof is damaged and the Pioneer People came in and members came to help out. All the money being made was helping keep the doors open. The Community Association gave up their charitable status, and she is delighted that the Pioneer People have taken over, and would like it recorded that this is the case.

f) Is there any change of Heswall getting a public toilet again? Tony Garrett reported that the library has a public toilet, and Heswall Hall have a male and female toilet.

g) A question was asked as to why every library is closed on a Wednesday afternoon. It would appear there is nothing that can be done. Sue Powell asked this question, and also whether it might be possible to have a rota.

Clare said that some of them are going to be open for longer hours to compensate for the closures. The mobile library has been dropped because the Council did a feasibility study, and it was not viable.

h) David Hall stated that this week has seen the climax to the worst week of turmoil on Wirral. No less than 11 of the libraries are due to close. If the three Lib-Dems had voted (there was a free vote) this would not have happened. On the night of the Cabinet meeting the three Pensby councillors had told their Leader that they were not in favour, but you changed your minds. Cllr. Pat Williams should not be included in the destruction that you three have now helped to make, and he no longer considers you to be his representatives.

Please do not expect people like me to run the library, where paid professionals are required, and to take on the management, paying of bills etc. of all these buildings, and the responsibility for security, insurance etc.

i) Cllr. Sarah Quinn stated that the Forum should not be political, and that had been agreed.

Cllr. Hodson said that was correct, but that all that was being stated were the facts.

j) Sue Powell said that the dropped kerbs in Fishers Lane do not have the correct gradients, and there are pools of water everywhere. There was, unfortunately, no-one representing Arriva. It was agreed that most of the single decker buses are quite acceptable to the older people, but not the double deckers, as they are difficult to get into.

Phil Miner said that they are identifying areas where buses cannot get through, but this will only cover roads that Arriva have been given.

k) Cllr. Sarah Quinn stated that the Cabinet have actually saved £40,000,000. over the past four years. The question was asked what has happened to all these millions that have been saved, and the reply was that the savings have been out of Technical Services. They have moved from numerous offices to one block. They have also taken on a new Director who will be making savings for us.

l) The question was asked whether there will still be an opportunity for the public to discuss the new proposed plans for the proposed Supermarket in Pensby Road. The plans are now on the Internet. The closing date for objections is 20th February. It is proposed to knock down the three end shops, the flats are not in the new proposal, there will be parking spaces for 10 and two for the staff. The line of the buildings will

be as it is now, and the supermarket will be underneath, with a new façade, and roller shutters to close up.

The question was asked “where are the containers delivering going to reverse?” Will the opening times still be the same – opening at 7 a.m. and closing at 10 p.m.?”

They will be selling alcohol, and there will be litter and noise, especially for the people in Marks Way and those living opposite.

It was stated that another supermarket is not needed here, and we are going to be affected – you are not. There are youngsters who throw cans and litter all over the place, and there will be a great many problems for the district. There are already enough out of work, and we know that the Landlord wants out, but he thinks he can create more full-time jobs when everyone is becoming more short of money, and the Post Office will probably go as well.

There must be a planning reason for the Committee to turn it down.

6 DATE OF NEXT MEETING

June 18th 2009 - venue to be agreed.

Section Two

Local Updates

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

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

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

Community Safety

Area Forums: ASB (Wirral Anti-Social Behaviour Team)

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

Reported January 2009:

- 34-year old male from Fairbrook Drive, **Birkenhead**, issued with an interim Anti-Social Behaviour Injunction following alleged verbal abuse and threatening behaviour to refuse collectors employed by Biffa;
- 28-year old male of no fixed abode was issued with a 2-year Anti-Social Behaviour Order after allegedly holding a knife against the throat of a member of the public attending **Rock Ferry One Stop Shop**;
- 48-year old female from Rundle Street, **Birkenhead**, issued with an eviction order due to criminal behaviour by her children, postponed on condition that she complies with the terms of her tenancy agreement;
- 38-year old female from Price Street, **Birkenhead**, gave a 12-month legal Undertaking following alleged threatening behaviour. The female was also served with two months' notice to leave her tenancy with Wirral Partnership Homes;
- 35-year old male from Neston Gardens, **Birkenhead**, issued with a 12-month Anti-Social Behaviour Order following threats of violence to his ex-partner.
- 19-year old female of Royden Road, **Overchurch**, issued with an eviction order to leave her home within 14 days due to anti-social behaviour;
- 42-year old female of Inman Road, **Overchurch**, gave a legal Undertaking following complaints of anti-social behaviour. She was also ordered to leave her tenancy with Wirral Partnership Homes;
- 42-year old female from Rosalind Avenue, **Bebington**, gave a legal Undertaking following criminal offences committed by her sons;
- 21-year old male from Thorsway, **Rock Ferry**, issued with an eviction order due to anti-social behaviour and a criminal conviction for possession of an offensive weapon;
- 79-year old female from Home Farm Close, **Woodchurch**, issued with a further eviction order following a long history of anti-social behaviour involving her adult son.

Reported February 2009:

- 31-year old female from Laird Street, **Birkenhead**, issued with a further 2-year Anti-Social Behaviour Injunction due to abusive and threatening behaviour. She was subsequently sentenced to 28 days' imprisonment, suspended until January 29th, 2010, for breach of an earlier Anti-Social Behaviour Injunction;
- 40-year old female from Devon Gardens, **Rock Ferry**, gave a 12-month legal Undertaking due to alleged threatening behaviour;
- 15-year old male from Stanley Road, **Birkenhead**, issued with an interim Anti-Social Behaviour Order due to alleged repeated incidents of anti-social behaviour, primarily in the Beechwood area;
- 19-year old **Wallasey** man of no fixed abode was issued with a 5-year Anti-Social Behaviour Order following a long history of anti-social and criminal behaviour;
- 21-year old female from Hillburn Drive, **Birkenhead**, was issued with a stern warning by the courts that she faced a prison sentence if she committed a further breach of a legal Undertaking;

- 39-year old female from Avon Street, **Birkenhead**, was issued with an immediate eviction order due to repeated anti-social and criminal behaviour at her home;

Reported March 2009:

- 34-year old male from Fairbrook Drive, **Birkenhead**, issued with a 12-month Anti-Social Behaviour Injunction following verbal abuse and threatening behaviour to refuse collectors employed by Biffa (see January 2009);
- 17-year old male from Millersdale Close, **Eastham**, issued with a 4-year Anti-Social Behaviour Order;

Reported April 2009:

- 35-year old female from Needham Crescent, **Noctorum**, ordered to leave her home due to anti-social behaviour by her and her 18-year old son;
- Joint operation between the Anti-Social Behaviour Team and Merseyside Police saw the man responsible for thousands of pounds worth of criminal damage to alleygates identified and successfully prosecuted. The 46-year old from Palmwood Close, **Prenton**, conditionally discharged for two years and ordered to pay compensation to Wirral Council;
- 32-year old male from Neston Gardens, **Birkenhead**, issued with an eviction order to leave his home and pay costs, following complaints of anti-social behaviour including loud music;
- 40-year old female from Devon Gardens, **Rock Ferry**, issued with a 12-month Anti-Social Behaviour Injunction due to alleged threatening behaviour and verbal abuse (see February 2009). The female was also served two months' notice to leave her property;
- 35-year old male from Neston Gardens, **Birkenhead**, sentenced to three months' imprisonment suspended until December 2009 for repeatedly breaching an Anti-Social Behaviour Injunction (see January 2009);

Reported May 2009:

- 43-year old female from Walby Close, **Woodchurch**, and 24-year old male from Houghton Road, **Woodchurch** (mother and son), issued with interim Anti-Social Behaviour Injunctions following alleged threatening behaviour.

Additional activity has included:

- **Youth Respect Team**

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

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

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

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

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

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

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

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

A group of young people came together to celebrate a successful application to the Youth Opportunities Fund that saw them pay a visit to the country's seat of power. The group of ten young people, aged between thirteen and eighteen, from the Seacombe and Liscard areas gave a presentation to their local ward councillors about their trip to the Houses of Parliament and the Home Office, which was funded by the Youth Opportunities Fund. The young people were brought together by the Youth Respect Team which was working in the area to address complaints of anti-social behaviour. At the celebration at Wallasey Town Hall, the young people outlined the positives they had got out of the trip; this included increased confidence, experience of teamworking and many new skills, including leadership.

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

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

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

During this academic year the Anti-Social Behaviour Team worked with more than 500 pupils from Year 5 or Year 6 from primary schools including Liscard, Our Lady of Lourdes, Egremont, Woodchurch Road, Black Horse Hill Juniors, Holy Cross, Woodslee, Woodlands, Bidston Village, Raeburn and Bidston Avenue. The programme is lead by an Education Social Worker and Police Officer seconded to the Anti-Social Behaviour Team and key elements are

delivered by other agencies and Council departments, including Arriva, Merseyrail, Merseyside Fire & Rescue Service, HM Courts Service, Tranmere Rovers FC and the Dog Wardens;

Wirral stands as the second best achieving Crime and Disorder Reduction Partnership in Community Safety out of the 36 Metropolitan Districts, showing significant reductions in crime as a result of effective working with partners to achieve such results. We want to maintain and even improve upon such good results. Here are some of the initiatives in which we as a Crime and Disorder Reduction Partnership (CDRP) are doing -

Burglaries - There have been an ongoing number of Roadshows from Merseyside Police raising the profile of burglary and consequent reduction, highlighting the need for people to be aware such as ensuring windows are not left open when out of the house. In conjunction with the police initiatives, we have supplied SmartWater property marking kits to properties in what are 'hot-spot' areas to reduce the opportunities for burglars. Community Safety have linked in with RSL's such as the Roadshow put on by Wirral Partnership Homes to allocate SmartWater in their properties, again in the most needy areas. Similarly Regenda / Maritime and Riverside have similar projects ongoing with Community Safety to raise public and housing warden awareness.

Actions on the Burglary Day of Action 7 April -

Pier Project - Persistent Priority Offenders (PPO's) Team

- Ensure 'premium service' for all PPO's arrested for Burglary
- Proactive targetting of those PPO's in the community
- Monitor engagement and compliance with partner agencies

CID

- 'Arrest Day' targeting named offenders
- Burglary cars actively targeting offences
- Prison visits
- Executing Warrants

Neighbourhood Policing Teams

- Marketing in 'Hot Spot' locations in Hi-Viz
- Police Customer Focus - contacting victims of burglary and provided with updates / feedback

CDRP- other partner updates

- Neighbourhood Watch leaders updated through the 'Ringmaster' system (automated email / telephone)
- Community Patrol involved with N'hood Policing Teams
- Trading Standards linking in with CDRP partners to target second-hand dealers / car bootsales / 'No Cold Calling Zones' awareness

Operation 'ROGUE TRADER' on 20 May is a partnership with Trading Standards and is aimed at tackling doorstep crime. Rogue Trading, concerns incidents where consumers have been 'cold called'. It refers to the practice of deliberately overcharging for unsatisfactory services and/or goods. This includes charging for unnecessary work, damaging property deliberately in order to obtain money, leaving work unfinished and intimidating behaviour in order to extort money.

It is known that the offenders travel large distances to commit crime, and some of the teams exchange information with distraction burglars. It is well evidenced that there are considerable links between certain rogue traders (who look for business on the doorstep) and distraction burglars.

Although the above were particular 'Days of Action', yet the actions are ongoing but was more concentrated on those days

Car Crime

Continuing with working with the NCP Parking Wardens to identify vehicles where property has been left on display. The last registered keeper of the vehicle is sent a letter which states that their vehicle was seen recently with items on display (but not when or where) enclosing a crime reduction booklet in the hope that they will be more careful next time to avoid being a victim of crime.

Operation Pantha where covert police vehicles are left unattended in car crime areas. The vehicles are equipped with CCTV and Smartwater spray in order to identify the offenders.

3G CCTV - working in conjunction with Neighbourhood Management areas, there has been a roll-out of cameras in certain hot spot locations. They are allocated through the Neighbourhood Action Groups and consultation with community groups.

Hate Crime MARAC

Following on from three consultations with agencies and members of the community, the process gave consent to create a Hate Crime MARAC which includes all six strands of diversity i.e., Age, Disability, Gender, Race, Faith / Religion and Sexuality. The process is ongoing as Community Safety, working in partnership with many agencies and community representatives, develop that important aspect of community cohesion.

Marketing - the Police Volunteers who work within the Community Safety Team and manage Neighbourhood Watch regularly attend roadshows and distribute crime reduction literature and crime reduction products. We work with the Council and Police Press / PR teams to produce items which raise the profile of Community Safety and crime reduction messages.

Merseyside Fire & Rescue Service



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

We are committed to innovative and imaginative change in order to help make our communities safer and stronger. We are also committed to integrated working with other authorities, agencies and the voluntary sector to improve public safety and well being.

We have an **Integrated Risk Management Plan** which is a local strategic plan that outlines the measures intended to be taken to continue the modernisation and improvement of services to the people of Merseyside. Past and current I.R.M.P can be viewed online at www.merseyfire.gov.uk or copies of the latest plan are available at local community fire stations across the district, public libraries and One-Stop shops.

Community engagement remains the cornerstone of our proactive activities, in particular the delivery of the **Home Fire Safety Checks** and the provision of free smoke detectors where necessary. Our HFSC campaign has been in existence for over ten years and despite all our efforts and undertaking nearly 6000 Home Fire Safety checks since the last area forums, there still remain areas within the borough which have proven difficult to access and have never received a HFSC. We have made a commitment to risk assess every home in Merseyside and now are proactively targeting those homes that are still outstanding an initial assessment. We are utilising a variety of intelligence methods to identify these homes. It is the intention of the Authority to ensure that every home on Merseyside has had a Home Fire Risk Assessment/ Vulnerable Property Assessment by the end of the current fiscal year.

In addition we are running a series of specific targeted campaigns in our highest risk areas, in order to make our community safer.

The Service has set challenging performance targets and we are pleased to report that Wirral stations regularly achieve and exceed these targets.

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

The Fire Service are committed to working in partnership to achieve strategic objectives within the Local Area Agreement, examples of this are

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

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

In conjunction with **Wirral Road Safety Partnership** we are continuing to work towards reducing road traffic accidents across the district through the development of an educational training package, which is to be delivered to students by FS personnel.

Fire Support Network volunteers will also be utilised in the overall strategy to assist in reducing speeding and other contributory factors of road traffic collisions.

The Service continues to maintain a high level of operational preparedness and has carried out a number of realistic training exercises with some of our major industry partners on the Wirral.

Merseyside Fire & Rescue Service will soon be hosting thirteen Fire Officers from the Kuwait. These delegates will be undertaking a 2 year course through the National Fire Service College following which they will return to Kuwait to take on the role of managers. During their 4 weeks in Merseyside they will be spending time on Wirral stations to enhance their knowledge in terms of practical fire-fighting

With summer approaching fast, and hopefully the nice weather with it, there is an increased risk of grass fires. In order to tackle this MFRS have organised a number of campaigns which include -

SPARC campaign – this is aimed at parks and recreational spaces and will be run in conjunction with the Fire Support Network, directly engaging with park users to highlight the risks associated with dry weather conditions within these areas. Further details of these campaigns will be published in the local press nearer to the time.

Wirral has a number of areas of natural heath land which are recognised to be Sites of Special Scientific interest. These areas attract large numbers of visitors and this increases the risk from accidental fires which can severely affect the flora and fauna. MFRS are working in partnership with Wirral Ranger Service, Natural England, local Police and other interested groups to proactively engage and educate the public in the risks that exist. We would ask all members of the community to be vigilant during the season and to report any suspicious activities.

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

Anyone interested in becoming a volunteer can register online at www.firesupportnet.org.uk or contact via telephone on 0151 296 4600.

We are currently working closely with Wirral PCT on the **Smoke Free Homes Campaign**, the aim of which is to encourage smokers to make a pledge not to expose their family and friends to second hand smoke in their homes and cars, this will also assist in the reduction of accidental fires in properties and vehicles due to smoking related material. This scheme is currently being rolled out across the district, half of which is now included with the other station areas to follow shortly.

Community Fire Stations

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

For a FREE Home Fire Safety Check, including FREE smoke alarm installation if required please contact Fire Service Direct on

FREEphone 0800 731 5958

Equality & Diversity Update

Equality Standard for Local Government

Wirral Council was assessed for level 3 of the Equality Standard on the 20 and 21 May but unfortunately did not meet the full criteria. However, the Council was commended for the progress it has made regarding equality and diversity over the last 12-18 months, and has been given until September 2009 to submit further evidence in order to be awarded level 3.

A peer challenge team from the Improvement and Development Agency were on site for 2 days at Wallasey Town Hall.

Over the 2 day period Councillors, Chief Officers, staff, representatives from partner organisations, members of the equality watch scheme, local strategic partnership members and community representatives took part in focus groups and interviews.

We would like to take this opportunity to thank EVERYONE who has played a major part in the whole process both behind the scenes, leading up to the assessment and over the 2 day challenge itself.

Diversity Day to be held at Wallasey Town Hall!

Diversity Day – Wednesday 4 November 2009, 2pm – 9pm, more details will be made available in the next area forum report.

We are delighted to announce that our second diversity day will take place on Wednesday 4th November at Wallasey Town Hall.

This year the event will run from 2pm – 9pm and will be open to members of the public. We want to see you there!

There will be lots of activities taking place and a few surprises along the way.

If you would like to get involved with the event or offer support to help on the day, please contact Maxine Joynson on 691 8266 or email maxinejoynson@wirral.gov.uk

Look out for more details in the next report!

Equality Watch Scheme

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

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

The Equality Watch Scheme details the actions that will be taken across the whole Council to eliminate any discriminatory practices and to promote equality and recognise diversity within employment and service delivery. The scheme will also provide the framework for the Council achieving the different levels of the Equality Standard for Local Government.

The three year action plan is split into four sections and will be reviewed on an annual basis.

The Equality Watch Scheme replaces the Council's Race, Disability and Gender Equality Schemes. However, this proposed scheme does take into account the Council's statutory equality duties under the Race Relations Act 1976, the Sex Discrimination Act 1975, and the Disability Discrimination Act 2005. The Equality Watch Scheme also gives appropriate regard to the forthcoming Single Equality Act relating to sexual orientation, age, religion or belief.

Most comments received from the two consultation events held in January along with comments received via email and telephone, have been incorporated into the final draft.

The updated document will be presented to Cabinet on 28th May 2009 for final endorsement, following this it will be published on the Local Strategic Partnership and Council's websites.

All Together Now distribution bin

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

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

With the help of NHS Trusts, local authorities and community groups, 73,000 FREE copies are distributed across Merseyside, Cheshire and North Wales.
The full colour tabloid magazine promotes full social inclusion in all aspects of life.

There are strong regional/national news sections, plus sections on employment, education and training, housing, welfare benefits, holidays, transport, motoring, aids and equipment, the arts, leisure and recreation, gardening, and sport.

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

Do you want to become a member of Equality Watch?

This will entitle you to receive copies of equality watch newsletters, regular updates on national and local equality and diversity headlines and the opportunity to be involved in the council's equality watch initiatives.

If you are interested in becoming a member of equality watch and would like to register please email: equalitywatch@wirral.gov.uk

We are waiting to hear from you!



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

- We are proud to have been named, for the third year running, as one of the country's Top 40 performing hospitals by an independent benchmarking company that compares our performance in 20 key areas – including infection rates, mortality rates and waiting times – against other, similar hospitals.
- Our Stroke Services have been rated as among the best in the country by the Royal College of Physicians following a recent audit and we will be improving services even further when we become a hyper-acute stroke centre thanks to an investment of £1.6million from NHS Wirral
- In the most recent (2007/08) Healthcare Commission Annual Health Check we scored 'excellent' for our use of resources and 'good' for the quality of our services
- Our Maternity Unit was judged to be one of the 'best performing' in the country according to the 2008 Healthcare Commission's Maternity Services Review and was named 'best in the region' in a national survey of new mothers and mothers-to-be.
- An external assessment of our standards by the Patient Environment Action Team resulted in the following scores being awarded to the Trust for 2008 -

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

- **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 1st June our brand new **Children's Outpatients Department** will open at Arrowe Park Hospital. Re-located from the main hospital building, this is the first phase in our plan to bring all children's services together.
- Work has just started on building a new **accommodation facility for parents** of children being treated at Arrowe Park Hospital. Funded by Ronald McDonald House Charity, this is the granting of the Jellybean Kid's Appeal third wish and is due to open in the autumn.
- Over the course of the next two years we will be **upgrading wards** in the main hospital block at Arrowe Park on a rolling programme to provide more single rooms and better sanitary facilities.
- A second **MRI scanner** is currently being installed at Arrowe Park.
- We are investing nearly £1million in adapting our wards to comply with Department of Health guidance on **eliminating mixed sex accommodation** for patients.
- **The Trust is a designated Urology Cancer Centre for Wirral, Chester and Northern Cheshire patients requiring major cancer surgery**
- We were the first NHS organisation in Merseyside and Cheshire to offer a new laser technique – the *greenlight laser* – that is transforming the treatment of prostate conditions for men

- A brand new, multi-million £ Dialysis Unit has opened at Clatterbridge Hospital to treat patients with renal (kidney) conditions.
- **Easy to Use Website.....**
 - Our new-look, easy access website can provide lots of useful information for patients, the public, staff and GPs about the Trust and its services go to www.whnt.nhs.uk
 - The website is speech enabled for browsers with sight related problems
 - The new, easy click, 'email a patient' facility continues to be a popular feature
- **Come and Join Us!**
 - As a Foundation Trust we want to involve our Public Members in helping us to shape future services – we currently have 8,000 Public Members and are keen to recruit more. Public Members can get involved as much or as little as they like – from just receiving 'Public Membership News', our regular newsletter, to participating in surveys or standing for election as a Public Governor. To join on-line go to www.whnt.nhs.uk

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

Wirral Primary Care Trust

- **Launch of What? alcohol misuse campaign**

NHS Wirral has invested heavily in alcohol misuse treatment, prevention and care with spending rising from 845K to 2.2M by the end of 2009/10. Part of this investment includes the development of the What? campaign aimed at providing information about sensible drinking and signposting to services. Look out for the campaign logo over the next few weeks. Try the website for more information. <http://www.wirralalcohol.co.uk>

- **All Day Health Centre**

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

- **Carers week 8th-14th June '09**

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

Locally NHS Wirral is working closely with Adult Social Services and Wired who are a local organisation involved in supporting the needs of unpaid

carers. If you are caring for someone, your GP would like to know so they can ensure that you are provided with the support you need in this role.

A full programme of events are planned including information and displays in all Wirral Libraries. For more information call the helpline below.

If you wish to receive further information and support for you in your caring role then please contact the following helpline number:

Wired on 0151 670 0777 or go online <http://www.wirralcarers.com>

- **Swine Flu update**

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

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

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

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

Is the NHS prepared for a possible pandemic?

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

How will we keep the public up-to-date

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

How are we making sure that GPs and other staff are up-to-date?

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

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

Latest health advice from the Health Protection Agency:

http://www.hpa.org.uk/webw/HPAweb&HPAwebStandard/HPAweb_C/1240732817824?p=1240732817665

Patient advice from NHS Direct:

<http://www.nhs.uk/Conditions/Pandemic-flu/Pages/QA.aspx>

Latest information from the Department of Health:

<http://www.dh.gov.uk/en/index.htm>



This year CARERS WEEK is 8th-14th June '09 The theme this year is

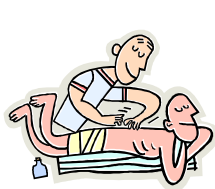
Carers... the UK's secret service

Six million people provide unpaid care to someone they know.

The UK's carers are, quite literally, indispensable. By providing unpaid care for someone they know who is ill, frail or disabled, they save the economy an incredible £87 billion.

3 in 5 people will be carers at some point in their lives - carers often face a lack of recognition in all areas of their lives.

This year to identify 'hidden' carers on the Wirral and sign post them to help and support that they maybe entitled to we are having a competition which will also be promoted in the Wirral Globe. To win a Health Farm Day donated by Roz Tranfield - Beauty Centre for Women and Men in Wallasey with a days paid care donated by Crossroads Caring for Carers, all you have to do is send to us in no more than 10 words what 'looking after someone means to you'.



Send your entry to WIRED Carers Team, Cavendish Enterprise Centre, Brassey Street, Birkenhead, CH41 8BY or email carers.support@wired.me.uk along with your contact details.

Closing date for entries by 4pm Friday 12th June. All entries will be judged by carers. The lucky winner along with the winning entry will be announced during Carers Week. Good Luck!!!!

[Carers Helpline 0151 670 0777](tel:01516700777)

National Carers Week 8th - 14th June 2009

The theme for National Carers Week this year is '**Carers...the UK's Secret Service**'.

Six million people provide unpaid care to someone they know.

The UK's carers are, quite literally, indispensable. By providing unpaid care for someone they know who is ill, frail or disabled, they save the economy an incredible £87 billion every year!

To reach out to the 37,500 carers across the Wirral, Tom Lang from Sarjeant's Confectionery in Hoylake has designed and donated a 'quantum of chocolate' engraved with the Wirral Carers Helpline number based within the Carers Team at WIRED (a local charity supporting carers and disabled people). The helpline number is 0151 6700777. The **0 07** part of the number will be highlighted in a lighter colour chocolate!!

Also a personally signed copy by **Daniel Craig- of James Bond fame-** the two -disc DVD special edition of the film 'Quantum of Solace'!!!!.

The delicious quantum of chocolate and the DVD will be raffled and the lucky winning ticket will be drawn at Sarjeant's Confectionery in Hoylake on Thursday 11th June

1pm (during Carers Week) by WIRED's very own James Bond wannabe...**Simon Le Bond!!!!**

Some of the proceeds of the raffle will be donated to Hoylake Cottage Hospital and will go towards a special lunch for their carers on Thursday 11th June.

Raffle tickets are £1 each and are available at Sarjeant's Confectionery in Hoylake, Shopmobility in Birkenhead Town Centre, Shopmobility in Liscard Town Centre, and Hoylake Cottage Hospital.



Wirral Youth Service

Wirral Youth Service provides opportunities, which are open to all Wirral young people. Youth work helps young people learn about themselves, others and society, through informal educational activities which combine fun, challenge and learning.

The Service works with young people aged 13-19 years, and specifically targeted young people aged 20 until their 25th birthday who have additional needs and need support with transition into adult life/services.

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

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

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

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

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

Response

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

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

International Work

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

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

Duke of Edinburgh's Award staff continue to work with a group of Looked After Children who after successfully achieving their Bronze Award are now working towards their Gold. This group recently successfully bid for Youth Opportunity Funding to enable them to visit the Czech Republic. This visit, which involved studying social and foster care in a former communist state, satisfied the requirements of their DofE Gold Residential

A newly formed Bronze group is hoping to complete their expedition at the Oaklands centre in the forthcoming expedition season.

In our drive to make the DofE available to everyone and to diversify its delivery we are now helping several new units to run the Award. This includes Meadowside Special School and the Observatory School where we will adapt the Award for pupils with learning difficulties.

Wirral Youth Theatre/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

Deeside Young People's Project has continued to work in the mid and west Wirral areas using Streetwork and the Kontakta Bus to engage with young people. On a Friday night, in areas where numbers of young people congregate, the youth workers focus on promoting personal safety, harm reduction for alcohol and drug use and reducing anti social behaviour. DYPP has developed a positive working relationship with the Police, targeting those at risk of offending and involved in risk taking behaviour. A successful joint youth service/police school holiday positive activities programme has been developed and this was well supported during February half term and Easter.

Transport Update

Aim of Project

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

Background

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

The PTP project has the following aims:-

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

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

Wirral Project

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

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

- a) Heswall has high level of car ownership (83%) and very high car usage for local work trips providing an opportunity to address local travel as well as travel to the city centre.
- b) High potential for people to use public transport as bus services originate in Heswall. Comparable car and bus journey times – bus quicker along corridor during 8am-9am peak.
- c) Suitable catchment area with larger numbers of people travelling to work by car along congestion corridor.

- d) Distinct local community.
- e) Capacity on 472 / 71 / 72 services (in project area).
- f) Potential to also impact other local trips (e.g. shopping, leisure, health and education).
- g) 10 primary schools and 2 high schools in area all working with TravelWise on travel plans.
- h) Amalgamation and relocation of GP surgeries in project area.

Wirral Objectives

These specific objectives have been set for the Wirral programme

- a) Reduce car use from the project area for peak hour trips to Birkenhead / Liverpool in order to contribute to reduced car trips on the designated congestion corridor.
- b) Reduce car use between the project area and Arrowe Park hospital in order to reduce traffic / parking problems at the hospital.
- c) Reduce car use for other trips to and from the project area in order to reduce traffic growth and encourage sustainable travel behaviour.
- d) Improve efficiency of trips made by car in order to reduce CO₂.
- e) Improve perception of sustainable modes of travel
- f) Improve awareness of information sources for sustainable modes of travel
- g) Increase understanding and awareness of TravelWise

Planned Activity – the project

A team of advisors will be recruited and trained via JMP. A project office above Heswall post office, has been identified from which the programme will run. The project will be delivered in waves moving across the area – a sequence can be provided for this nearer the time. Initial contact leaflets, bearing the Wirral logo will be delivered to the first wave area mid May. Following training, residents will begin to be contacted in person from May 20th. All advisors will carry id and will wear red TravelWise t-shirts. It is proposed that media are informed about the project prior to the first information reaching households and that a launch event be held in the project office during w/c May 25th.

Throughout the project opportunities for media coverage will be sought, utilising project participants etc and elected member participation will be sought for all such opportunities. Similarly the www.LetsTravelWise.org website will be utilised to encourage communication of participants' achievements and project progress.

Engagement Outline

- a) A before survey will be conducted end of April to set a baseline
- b) A leaflet will be sent to homes in the project area outlining the project and inviting participation from mid May (not more than 2 weeks before doorstep contact attempted).
- c) Three attempts to contact people at home will be made (i.e. weekday, weekday evening, Saturday) and if willing to participate a 10-15 minute conversation will be held to identify information and incentives that would help meet an individual's travel needs and encourage sustainable travel behaviour.
- d) An information pack will be delivered containing the incentives and information relevant to their needs within 5 days – e.g. cycle maps, discount bus tickets etc.
- e) JMP will make use of existing Merseytravel / Wirral / Merseyside resources and any relevant national campaigns (e.g. Change4Life, etc.)

- f) Additional resources and incentives will be developed for the project, including an Area Guide, Buses from Your Stop, Personal Journey Plans and a TravelWise Challenge.
- g) Challenge participants will be emailed and/or texted to encourage greater participation and to present further offers
- h) A Customer Aftercare service will be carried out by the Travel Advisors. This will be done using telephone and email follow-ups.
- i) An independent evaluation of the project will be conducted by TTR using a telephone after survey in October
- j) The target for Year Two is 5000 participants.

No progress" yet on Wrexham- Bidston electrification

There has been no recent progress on the plan to electrify the Wrexham-Bidston railway, the Welsh Assembly's transport minister Leuan Wyn Jones told the House of Commons Welsh Affairs Committee on March 24. Jones who is also the Welsh Assembly's deputy first minister, said: "We are looking at other ways of taking that forward. There should be an options appraisal to see if there are other things that we can do short of electrification that will actually improve that service." The options, apart from third rail electrification include 25kV overhead electrification and the use of dual-voltage stock, plus the extension of Arriva Trains Wales' diesel service through Birkenhead North.

Shadow Welsh Secretary David Jones said he was disappointed there were no firm plans coming together and little prospect of a breakthrough. He stressed that electrifying the Wrexham to Bidston line was badly needed, and important to the economy of North Wales as a whole. Electrifying the route would link it to the Merseyrail electric network, and is strongly supported by Merseytravel, the local integrated Transport Authority and local Welsh councils.

Speaking to *RAIL*, Merseytravel Director General Neil Scales said: "We have asked Network Rail to review their estimate costs for third rail electrification, and Merseytravel is also investigating the feasibility of overhead electrification of the line. There are 14,000 potential jobs on Deeside, and the people of Merseyside need access to them.

Wirral's Older Peoples Parliament

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

Our activities include:-

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

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

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

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

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

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

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

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

We have a member working hard on aspects of public transport, and he needs more support with this.

Housing developments for older people (extra care housing, a possible retirement village, and mapping the existing provision) are high on our agenda.

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

Dates of Interest for your Diary

Parliament Meeting held at Wallasey Town Hall

Friday 4th September 2009 11am

Friday 4th December 2009 11am

Special Events

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

St Werburghs Parish Centre, Birkenhead.

Friday 14th August 2009

10am to 3pm Refreshments and lunch provided.

Committee Meetings please phone for Venue's and dates.

Phone Brian Christian on 666 2220 or email parliament@ageconcernwirral.org.