



## Area Forum (Heswall and Pensby & Thingwall)

<b>Date:</b>	<b>Wednesday, 21 October 2009</b>
<b>Time:</b>	<b>7.00 pm</b>
<b>Venue:</b>	The Hope Centre (formerly Pensby Community Centre), Fishers Lane, Pensby, CH61 5XE

**Contact Officer:** Tracey Smith  
**Tel:** 0151 691 8026  
**e-mail:** [traceysmith@wirral.gov.uk](mailto:traceysmith@wirral.gov.uk)  
**Website:** <http://www.wirral.gov.uk>

---

### AGENDA

1. WELCOME, INTRODUCTIONS AND APOLOGIES
2. AREA CO-ORDINATOR'S REPORT (Pages 1 - 40)
  - Minutes of last meeting and matters arising
  - Area Plans
3. YOU DECIDE RESULTS
4. GOVERNANCE REVIEW CONSULTATION ARRANGEMENTS
5. SHORELINE MANAGEMENT PLAN
6. PUBLIC QUESTION TIME
7. PARTNER ORGANISATIONS UPDATE

- Streetscene
- NHS Wirral
- Wirral University Teaching Hospital NHS Foundation Trust
- Merseyside Police/Community Safety
- NHS Wirral
- Fire Service
- Older Peoples Parliament

**8. DATE OF FUTURE MEETINGS**

**Thursday 25<sup>th</sup> February 2010**

# Wirral's Area Forums



## Heswall Pensby Thingwall (Including Barnston)

### Area Forum

The Hope Centre  
Fishers Lane  
Pensby  
CH61 5XE

Papers for the forum meeting  
**Wednesday 21st October 2009**

**7.00pm**

---

Tracey Smith Senior Community Engagement Co-ordinator

Tel: 0151 691 8026 Fax: 0151 691 8159

Textphone: 18001 0151 691 8391

Email: [traceysmith@wirral.gov.uk](mailto:traceysmith@wirral.gov.uk)

Website: [www.wirral.gov.uk](http://www.wirral.gov.uk)

# Contents

**Section One**      **Agenda**      **Page 4**

**Minutes from last Meeting**      **Page 5**

**Section Two**      **Local Updates**

- Equalities & Diversity      **Page 14**
  
- Merseyside Fire & Rescue Service      **Page 17**
  
- Streetscene      **Page 20**
  
- Wirral University Teaching Hospital NHS Foundation Trust      **Page 25**
  
- Wirral Youth Service      **Page 27**
  
- Wirral NHS      **Page 29**
  
- Community Safety      **Page 31**

## **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

# AGENDA

Wednesday 21<sup>st</sup> October 2009  
7.00pm

The Hope Centre  
Fishers Lane  
Pensby  
CH61 5XE

1. Welcome introductions and apologies
2. Area co-ordinators report
  - Minutes of last meeting and matters arising
3. You Decide Results
4. Governance Review Consultation arrangements
5. Shoreline Management Plan
6. Public question time
7. Partner Updates
  - Streetscene Integrated Transport Block Funding
  - NHS Wirral
  - Wirral University Teaching Hospital NHS Foundation Trust
  - Merseyside Police/Community Safety
  - Fire Service
  - Older People's parliament
8. Dates of future meetings - **Thursday 25<sup>th</sup> February 2010**

# Section One

## Minutes

### **AREA FORUM (HESWALL AND PENSBY & THINGWALL)**

Thursday, 18 June 2009

Present:

Councillor	L Rowlands (Chair)
Councillors	P Johnson, R Wilkins
Community Representatives	Tony Garrett, Mark Johnston
Older People's Parliament	Sandy Cameron
Lead Officer	David Armstrong (Head of Finance and Resources, Children and Young People's Department)
Area Service Co-ordinator	Tracey Smith
Streetscene Manager	Phil Miner
NHS Wirral	Russell Favager
Wirral University Teaching hospital NHS Trust	Larry Doherty
Merseyside Police	Inspector Kate Cunningham
Merseyside Fire and Rescue Service	Tony Mooney
Council Officers	Mike Collins (Community Safety, Corporate Services)

## 1 WELCOME, INTRODUCTIONS AND APOLOGIES

Cllr. Rowlands welcomed everyone to the meeting, and wished to draw everyone's attention to the Code of Conduct on Page 2 of the Introduction because there have been different thoughts on how the Area Forums are conducted. This document has been produced so that everyone knows how to behave during the Area Forums. The document states what the Area Forums are for and that everyone should have a chance to speak and air their views.

Cllr. Rowlands reported that as this was the first meeting of the new session, it would be necessary to elect a new Chairman. It was suggested, and everyone agreed that there should be two Chairmen – Cllr. L. Rowlands for Heswall and Cllr. Wilkins for Pensby and Thingwall.

Mike Collins seconded this proposal, and the meeting unanimously agreed the arrangement

All the members of the panel introduced themselves and who they represented.

## 2 AREA CO-ORDINATOR'S REPORT

Tracey Smith had prepared the Minutes and Cllr. Les Rowland proposed they be accepted and Mark Johnson seconded, and it was agreed that they were a true record.

Tracey asked anyone who had any queries to contact her, and details to where to contact her are on the front of the papers.

Tony Garrett asked whether the dental practice at 44 Ridgewood Drive was accepting NHS patients, also the new one at 336 Pensby Road, and he understood there is a new one in Irby.

Russell Favager reported that the one in Pensby is open, and it is a NHS dentist, but he was not aware of a new dentist in Irby but that a former NHS dentist had gone private, and he stated that, if they wished, all dentists could carry out private work.

Tony Garrett reported that Heswall Hills Station has a free car park, and there are always many cars parked there, but he reiterated that the car park should only be used by people using the train, not people in the area or people shopping.

## 3 YOU DECIDE

Tracey Smith reported the £20,000. was spent last year on Council services, particularly sport and youth activity, cleanliness and education. Ten rubbish bins had been purchased, and these had been fitted at Thingwall Road, near the bus shelter, Fishers Lane at the start of the footpath

Irby Road by the Spar, the bus stop near Rosemead Avenue and Thingwall Road East. There are still three left, and she asked for suggestions as to where they might be useful.

Liz Ashdown suggested one in the vicinity of the Chiropractic clinic on Pensby Road or one somewhere mid-way between the Chip Shop and Belmont Drive, going toward Heswall. Tony Garrett said that he had asked last time for one, with a top on, for the Banks Road car park. Beryl Crocker said that one would be useful on Whitfield Lane Common.



£10,000.00. is also available for the Community, and Tracey introduced Joanne (who was sitting at the back) who is working with young people. Anyone with any ideas should speak to her with their suggestions.

There is also £3,000. to go towards library books, DVDs and CDs etc. This has not yet been spent, but it will be. Cllr. Johnson pointed out that Heswall and Pensby Library might share.

£20,000. for the area. Please fill in the details on Page 4. There is a delegated budget of

£18,200. for the roads, the integrated transport plan. Dropped kerbs, pedestrian routes. Tracey will send out details to any who wants a copy.

A request was made for Pensby Primary School to be sent 200 You Decide Questionnaires.

Cllr. Rowlands stated that he thought this scheme was working well, and that the money is being spent where it is needed. A crossing is to be constructed in Telegraph Road, near to the Gayton roundabout where many people have trouble, especially at school times, and it is to be hoped that this will be installed shortly. He proposed that all the Officers be thanked on behalf of the constituents.

#### 4 **PARTNER ORGANISATIONS UPDATE**

##### **Merseyside Police/.Community Safety.**

Inspector Kate Cunningham reported that crime in Heswall is low compared to other places on Wirral. For the period April to May crime was down by 25%. There were a couple of unpleasant burglaries in Heswall recently, and detailed investigation is going on into this.

One of the dedicated PCOs is at the back of the Hall, Alistair, and please talk to him if you wish. Three more burglaries were committed than last year, but we have caught someone, who has admitted to some in Pensby, and he is now in custody. If anyone would like their property marking, we will come and do so. Surgeries are held regularly in Tesco and Aldi.

Anti-social behaviour figures show a decline 33% and 20% over the past two years. In the summer months priority will be patrolling Whitfield Common, the Beacons and Dawstone Park. We have meeting every two months with local people and our priorities are at the moment in Irby to reduce under-age drinking and in Ridgewood Park, Pensby, to monitor young people around the bus station, the Puddydale and Dawstone Park. We want the young people to have a good time, but not to cause too much disturbance. The Police are responding within ten minutes for 94% of the time to calls, and a little longer for less urgent cases. Wirral as a whole is more satisfied with the services they get from the Police than the fifteen other areas in the country. They are showing an improvement across the board, and our work is of a high standard.

Sandy Cameron said that the Police produce a very accurate web page, and Inspector Cunningham said there is a card if people wish to fill one in and receive the monthly report.

The Police have also been out with speed guns on Pensby Road and Fishers Lane, and it is a good thing.

##### **Street Scene.**

Phil Miner reported that there has been a major change with the day to day Partnership works.

The name of the company now carrying out all related works is COLAS. They started in April, and so far it has shown a good improvement.

##### **Wirral NHS**

Russell Favager drew attention to Pages 26 to 29 of the Forum Papers, which show the main issues – National Carers Week and the link with your G.P. and the opening of a new All Day Health Centre ON THE Arrow Park site There is also a swine flu update included.

### **Merseyside Fire and Rescue Service.**

Tony Mooney reported a comprehensive update in the Forum note. He pointed out that, locally, they have been carrying out risk assessments, but there are some households that have not had full fire risk assessments. If there are any buildings where we have noted work is needed, we leave a note. With the better weather the danger of gorse etc. fires increases, and patrols are in place, and he asked the public to let them know if they have any information as to where youths are gathering. They have dedicated members of staff to deal with the arson misfits. He also reported that they do a great deal of work with the other emergency services, and in Wallasey on Saturday there will be a show of everyone – Police, Coastguards, Ambulance etc.

### **Community Safety.**

Mike Collins reported that there are a number of diversionary issues going on across Wirral

Linking up with the Fire Service and other Agencies to keep the young people interested during the summer holidays. The dog fouling argument which has been in the press recently, which is mostly centred on the waterfront, but also the Beacons and Whitfield Common. Please let us know any other spots and we will look into it. We will be linking up with the Inspectors on the Community Patrol and will be working with the Police and their patrols to make sure everything is safe. We are also training staff about litter enforcement in the area.

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

Gary Doherty said that he had information at the back with examples of where the hospital is being compared with to other hospitals, and that it has come out as one of the best in the country, and you will see that there is a great deal of building going on at Arrow Park hospital. Some further information is available at the end if you wish, and in the pack how you can become a Member of the Trust.

### **Older Peoples' Parliament.**

Sandy Cameron reported that this is of great benefit to older people on Wirral, and it does not cost anything to join.

Peter Scammell asked 'what are you doing'? Sandy Cameron replied that he looks after the interests of all the older people on Wirral by links with the older peoples' clubs and associations, and keeping them up to date with changes in policies over transport, pensions etc. and bringing all the information together so that everyone is aware of what is going on.

Cllr. Rowlands pointed out that there is a large proportion of old people in the area, and it is not always possible to keep track of all the changes and advise them, and the work undertaken by the Older Peoples' Parliament is of assistance when someone needs some help or advice.

## **5 PUBLIC QUESTION TIME**

Mr. Keith Dawson who lives near the Church in Boundary Lane. He wished to ask a question of the Police regarding the speed vehicles travel up and down the road. It is very, very difficult if you are pushing a pram, and you are taking your life in your hands. Alistair and Kim (CSOs) are aware of the problem, also the parking in the road. A few parking tickets were given out, and this certainly helped, and it is hoped

that word will get out that more tickets might be issued. Inspector Cunningham stated that the CSOs have noticed the parking, and it might be a proposal to put double yellow lines. The parking on the pavement is difficult, as sometimes people are causing an obstruction, and they can be given a ticket.

Liz Ashdown said that the same should apply to people parking on the grass verges. Lady from Belmont Drive rang the Police Station (Heswall was closed) because there were so many cars parked it was dangerous for her to try and get out. She was told to ring the Council as it was Street Scene's responsibility. Is there any way you can put a notice up that people must not park in a particular position? Inspector Cunningham said that there is now only one non-urgent line to the Police, but she apologized and said that if you could not get out, they should have done something about it.

The same lady also stated that Downham Road South, up the hill, when collecting children from school and trying to get into Downham Road North. She had spoken to a Community Police Officer, and was told, again, it was the Council. Inspector Cunningham said the Council are responsible for the double yellow lines, and she is consulted. She will visit and view the situation.

Phil Miner, Street Scene said there are Enforcement Officers who go round schools and they try to educate parents to walk to school. Regulations have to be adhered to, and a list of places that need to have yellow lights is already quite excessive. He said he will take the problem

back and report again. Everyone here would know an area where they would like yellow lights. The criteria mentioned should be in the public domain. The guide lines are national, and the Council base on the statistics.

Douglas George stated that driving between May Road and Pensby Road it is often impossible to get through because of parked vehicles. People park to go over to the cash point at Lloyds.

The other serious spot is in Pensby Road where people stop their car and go to Sayers for a lunch-time sandwich, or to the other cash point at HSBC. Phil Miner said that this had been pointed out and highlighted, and they will try to do something about it in the future, but all these measures have to be approved by the Government.

It was also pointed out that many mothers have difficulty pushing their prams in safety because of the obstruction of overhanging hedges and trees. Phil Miner said there is a team of officers who walk the area, and highlight any such problems.

Jonathan Birch reported that he keeps getting letters from the Lib-Dems about the failure of the super-market application in Pensby Road. It is unsightly, but with the current financial position, is there nothing going on across Wirral to try and get more businesses coming to the Wirral? Cllr. Rowlands said that these are private applications, but it is very difficult for the councillors to start handling private matters. Jonathan asked whether conditions round Wirral were being created where the Council have buildings which are becoming derelict and need to be demolished? Cllr. Johnson replied that in respect of the super market application, the Appeal may decide.

With regard to the state of buildings, they have to be in a derelict condition before the Council can step in.

Cllr. Wilkins said, on a general point, the Council does have some interest and finance in the large shopping areas of the Borough, but none for small shopping parades. There are many problems with those small shopping parades and there are also problems with environmental health conditions at the back of the shop and the pavements at the fronts. It is very difficult to find out who owns many of these shops. No-one wants to take responsibility, and there has been talk with the Re-generation people to try and get people to work to improve the shopping facilities for the benefit of everyone. That particular application is the subject of an Appeal now.

Someone asked “is the Agent aware that the owner of the premises evicted the tenants?”

Communications – it was stated that the Police are fantastic and the worst are Street Scene.

The lady said that she had never received a reply from Street Scene, and she regularly rings up.

Tracey Smith said that she has a line, and will give anyone who asks for it the number.

Peter Scammell asked about Asset Transfer and transferring an asset because the same will happen with Heswall Hall. There is a gap. What are the Council doing to focus on this?

Cllr. Rowlands replied that asset transfer is under consideration, and it was reported to the Secretary of State and an Enquiry has been held in New Brighton.

David Armstrong reported that the Inspector has requested some more information by 24th June, and the report will be ready by the end of July. There is an Officer called David Ball who reported yesterday on the terms of the halls, and indicated he had met with all the people and there were no more than three or four of these. He had been assured that the Council, and in particular Ian Brand, were taking every step to try and sort something out.

Diana Lane asked whether he could indicate if anything had come forward in regard to Heswall Hall. Mrs. Lane said that it had been rumoured that Birkenhead Town Hall has a possible purchaser.

David Armstrong replied that the deadline had not yet expired, and that Birkenhead Town Hall will be looked at by English Heritage.

Mrs. Lane said that it had been quoted to her that the loss of running Heswall Hall would be £164,000. per year.

David Armstrong replied that the people running them have been asked to let the figures be made known, and also a schedule of the state of the building has been put in hand. A process has been put in place to let the people interested in perhaps forming a Committee to run Heswall Hall have this information in order to give it serious consideration.

Cllr. Rowlands said that he will be keeping a very close eye on all that is happening, not just Heswall Hall. At the moment the stage has not been reached because the Officers are waiting for some information.

Peter Scammell said that, as far as he was aware, the annual running costs were £100,000 and the bookings in the region of £50,000.00.

Douglas George asked how the venue for this evening was confirmed, and why was it not held in Heswall Hall? Tony Garrett replied that Heswall Hall was not available, as they were taking blood transfusions this evening. Mr. George asked how are people informed, as he had only seen a small advertisement in Pensby Library.

Tracey Smith said that she had a mailing list of between 50 and 60, and that she would add Mr. George to it.

Inspector Cunningham said that if Tracey would let her have a pile of notices, they will be put out at the Police surgeries.

Lady said that she has spoke to Cllr. Sarah Quinn about the growing concern over the Pensby Hotel with their blackboard type advertising just about everything. A huge A board advertising many events, and this is on a corner position of a very busy road, and is causing a problem along the road. This is not a planning matter, this is to do with Street Scene.

Phil Miner said that if it is on his property, there is nothing they can do. It was stated that a fence has been erected just inside the property. Phil Miner said that someone will come down to check the safety aspect.

A request was made for the painting of the street lamps in Belmont Drive – they are rusty from top to bottom. The lady has lived there for 40 years, and she cannot remember them ever being painted in that time.

Mr. Garrett also wished to follow up the complaints about Pensby Road and drivers stopping to buy a sandwich from Sayers, or use the cash machine at HSBC. He said the whole area is a disgrace during the daytime, double decker buses cannot get through when there are parked vehicles on both sides, and he did point out that some he has seen doing this, should know better. Inspector Cunningham said that she will follow this up.

Mr. Garrett also raised one other matter – the use of St. Peter's School as a Polling Centre. It is very difficult for the disabled to access, and even going round the side of the school means that there are steps to be negotiated, and you have to walk past the bins. He watched a gentleman with two sticks negotiating his way, and felt that this is unacceptable. Cllr. Johnson said that it had been suggested that the new St. Peter's Centre be used, but the Rector did not want to upset the shopkeepers by the loss of parking spaces. The disabled access and the siting of the bins have been raised with Lesley Hales, who is in charge of Polling Stations, and a request has been made for a rail down the steps.

Mr. Garrett said that all in Banks Road area are grateful for the work which has been done to Banks Road. The car park at the bottom is still rough. He wondered why Sheldrakes could not pay for re-tarmac it. Phil Miner will have a look at it with a view to doing some work.

David Steel asked Russell Favager what is the latest situation on the Heswall and Pensby surgeries regarding building a new facility here.

Russell Favager replied that Planning permission was refused by the Council.

Further discussions are being held with the GPs, and they are looking at the reasons why the Council rejected the proposal. Mr. Steel said that at the meeting before last he asked what has been the result of the peoples' survey. Russell Favager said that 907 had responded and which 78% were in favour of the development.

Cllr. Johnson said there are 26,000 patients in the two surgeries.

David Steel said that everyone he spoke to in Pensby said they were happy to go – the exercise would be good for them, but just for a GP visit you do not want to go a distance. This is not going forward – it is going backward. If you go into the history of it, Dr. Seagar had foresight to build this many years ago.

Russell Favager gave an update on the Warrens. A Planning application was submitted last week, and this is for building on the glass house area.

Sandy Cameron said that 85% were in favour of the one in Thingwall and 85/78% in Heswall.

The Planning Committee that turned it down was 100%.

If you quote all percentages 2700 responded, of which 2400 all strongly agreed the proposal.

I can only quote from the figures given me of the numbers of the patients 562 residents responded, 460 in favour. The Planning application at the Warrens affects the whole of the area – Heswall, Pensby, Thingwall and Irby.

Lady asked Mr. Favager whether the patients wanted Pensby surgery to close and everything to move to Heswall. It was put in the document that would you like the new facility but in the operation guide it didn't say that the Pensby surgery would close and everyone would move to Heswall.

Russell Favager said the consultation document stated quite clearly that there was going to be a complete re-organisation on the Heswall site and it did say that the Pensby surgery would be relocated to the new site.

Russell Favager said that as the Council had rejected it so they are talking to the GPs and looking at their options.

Ken Gethen said he would like to state how valuable our Fire Service is (no disrespect to the Police), but they responded in under four minutes to the house, and saved everything.

Tony Garrett asked what supervision is being taken over Heswall shore. There are a great many old boats (wrecks) left on the shore. Can Wirral Council do anything? There is a sign at the bottom of the road accessing the shore saying DO NOT COME DOWN ON THE SHORE BEYOND THIS POINT. Two months ago it was going to be replaced, and it seems that they have forgotten all about it.

Peter Scammell asked "is there a schedule for re-surfacing Brimstage Road to the Clatterbridge roundabout?

Cllr. Rowlands has brought this to the attention of the Highways Department, and the Officers are aware, and it is down on the list.

The question was asked "when was that road classified as an A road from a B road? Phil Miner will investigate.

A gentleman asked whether there is any update on the change of the Centre from Clatterbridge to Liverpool.

Russell Favager said the centre is a regional centre and not just for Wirral and that 70% of the patients come from across the river. An independent cancer expert has recommended that there should be some inpatient cancer beds located within Liverpool, preferably at the Royal with its close links to the University. Nothing has happened yet and there is no agreement, but they will be looking at different options over the next couple of years. Whatever the outcome there is no suggestion that there won't still be beds at Wirral. It is just about putting the right numbers in each area where the patients are. A full public consultation would take place before anything happened.

Susan Proudlove asked the Committee in February what about the dropped pavements in Old Wood Road? Can someone drive where the children's school is? It is very dangerous. Susan is a representative for the Burness Farm Group. The site proposed for the Warrens is not waste land, but the glass houses. In all the surgeries what is going on? The doctors are trying to get somewhere to improve access for patients, not just the specialist treatments. It is impossible to gain access to any of the doctors' surgeries, and I hope the Councillors here tonight will support the doctors. It has been going on for about ten years.

Cllr Wilkins will follow up the dropped kerbs requirement, especially Ridgewood Road, and Fishers Lane where it is really bad. There should be some concrete decision on the doctors' surgery by the next Forum.

This is one of the worst areas for access for shops. Heswall and Pensby are a disgrace to what they used to be, and the Government should put more money into the Health resources. There is more money going into Birkenhead, and they are forgetting about it here, young families and old people. Pensby and Thingwall, Heswall and Irby should stand up for themselves.

Cllr. Rowlands thanked all the Officers for attending and answering the questions.

## 6 **DATE OF FUTURE MEETINGS**

The next Area Forum will be held on Wednesday, 21st October 2009 at 7 p.m. at the Hope Centre (formerly Pensby Community Centre) in Fishers Lane, Pensby with a presentation on Planning.

# **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.

# Equality and Diversity

**Maxine Joynson – Equality and Diversity Officer**

## **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
  - Gets out especially in an emergency.
- And finally and most importantly

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.

The recommendations are grouped under the following headings:

- **essential or immediate**

This is where there are hazards or where there is a potential for action being taken under the Disability Discrimination Act or there are health and safety implications. This could be the highlighting of steps, filling in of mat wells or releasing the emergency alarm in an adapted toilet or moving a display stand which is blocking a fire exit.

- **desirable**

Anything appearing under this category would improve the accessibility further, such as providing a portable induction loop for meetings or fitting a second handrail to steps or a ramp.

- **refurbishment**

This is where bringing up to the current standard when repairing or refurbishing such as when a door needs repairing make sure it has the current vision panels and fittings, when redecorating make sure the guidelines for tonal contrast are met or on a larger scale install a lift to the upper floors.

- **Maintenance**

These consist of minor items which can be accommodated within the day to day maintenance such fitting push plate or kick plates to doors, sweeping up leaves on ramps in winter or moving furniture or displays to allow circulation space.

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 were 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 s 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.

- Saturday 14<sup>th</sup> November – Aldi, Heswall
- 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.

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:** 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**

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

- Brimstage Road, (Phase 1) – Local Safety Scheme
- Barnston Road, Barnston – Local Safety Scheme
- 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 Roadsafe partnership 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:

- 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
- West Kirby
- Eastham
- Prenton
- Bidston
- Liscard
- Moreton

The new areas were 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 packs 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 Kontaktabus.

### **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 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 Dof E 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

**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. DYPP has developed a positive working relationship with the Police, targeting those young people at risk of offending and involved in risk taking behaviour. The young people enjoyed the joint youth service/police summer holiday positive activities programme.

# Wirral NHS

## *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 it's 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 affect 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.

## **Community Safety Update**

### **Roles of Wirral Community Patrol**

#### **Officers**

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 is 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 & Oxton 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 by 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.**

### **Tackling Anti-Social Behaviour (prepared by Wirral Anti-Social Behaviour Team) May 2009 – September 2009**

#### 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.

Additional activity has included:

➤ **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 this year's 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:

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

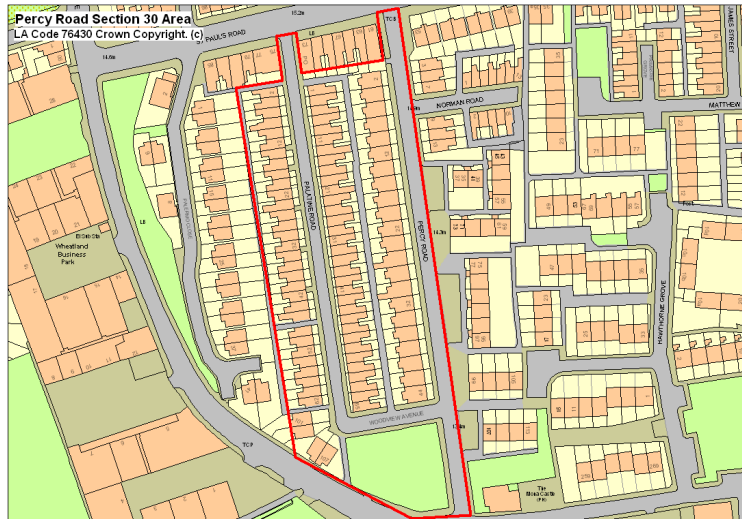
➤ **Section 30 Dispersal Areas**

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)**

