



Area Forum (Birkenhead & Tranmere and Rock Ferry)

Date:	Thursday, 18 June 2009
Time:	7.00 pm
Venue:	Rock Ferry Community Centre, 259 Old Chester Road, Rock Ferry CH42 3TD

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AGENDA

1. WELCOME, INTRODUCTIONS AND APOLOGIES
2. AREA CO-ORDINATOR'S REPORT (Pages 1 - 36)
 - Including: Matters Arising from February 09
3. PUBLIC QUESTION TIME
4. PARTNER ORGANISATIONS UPDATE
5. FUTURE MEETINGS/PRESENTATIONS
 - 14th October 2009 (Venue to be confirmed)
6. ANY OTHER BUSINESS

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Wirral's Area Forums



Birkenhead & Tranmere / Rock Ferry Area Forum

Papers for the forum meeting

Thursday 18th June 2009

**Rock Ferry Community Centre
259 Old Chester Road, Rock Ferry
Wirral, CH42 3TD**

7.00pm

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Code of Conduct for Area Forums

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

Area Forum

Thursday 18th June 2009

**Rock Ferry Community Centre
259 Old Chester Road, Rock Ferry
Wirral, CH42 3TD**

7.00pm

AGENDA

- 1 Welcome / Introductions / Apologies
- 2 Area Co-ordinators Report
Including: Matters Arising from February 09
- 3 Local Presentations on:
 - Personal Budgets (Adult Social Services)
 - 7 Waves Radio
- 4 Public Question Time
- 5 Area Forum Partner updates
- 6 Future meetings/presentations
14th October 2009 (Venue to be confirmed)
- 7 Any Other Business
- 8 Information stands from:
 - Wirral Magistrates Service

Section One

Minutes

AREA FORUM (BIRKENHEAD & TRANMERE AND ROCK FERRY)

Wednesday, 25 February 2009

Present:

Councillor	J Stapleton (Chair)
Councillors	P Davies, B Kenny, C Meaden, M McLaughlin
<u>Community Representatives:</u>	Peter Exley, Myrtle Lacey
<u>Lead Officer:</u>	David Ball
<u>Area Service Co-ordinator:</u>	Michelle Gray
<u>NHS Wirral (formerly PCT):</u>	Tina Long
<u>Wirral University Teaching Hospital NHS Foundation Trust</u>	Pat Higgins
<u>Merseyside Police:</u>	Acting Inspector Chris Lucan
<u>Merseyside Fire and Rescue service:</u>	John Davies
<u>Council Officers</u>	John Entwistle (Corporate Services), Ian Lowrie (Community Safety Team, Carol Sharratt (minute taker), Mark Smith (Technical Services), Fay Williams (Corporate Services)
<u>Apologies</u>	Gary Cummings, Mark Hesketh, Lenny McCormick, Mike Parkinson, Hazel Roberts, Stephanie Reid

1 WELCOME, INTRODUCTIONS AND APOLOGIES

The Chair, Councillor Jean Stapleton, opened the meeting and welcomed the forum members and 15 members of the public to the Area Forum meeting at the Birkenhead Town Hall. She invited the forum members to introduce themselves and to give a brief update. She informed the forum that Mike Parkinson had resigned as a community representative, due to personal commitments, and requested that the forum be thanked as he had enjoyed his time as a forum representative. She accepted his resignation and thanked Mike for his input on the forum.

Apologies were received from Stephanie Reid, Hazel Roberts, Lenny McCormick, Mark Hesketh, Gary Cummings and Mike Parkinson.

Resolved that: Mike Parkinson's resignation from the forum be noted.

2 MINUTES AND MATTERS ARISING FROM PREVIOUS FORUM

Michelle Gray informed the forum that the matters arising from the last meeting, dealt with by Andy Brannan, were detailed on pages 12-14 of the community engagement report (copies of the report were available at the meeting).

You Decide Results – the reports on the £20,000 allocation had been forwarded to the relevant departments (Technical Services and Regeneration). Information on where the projects will take place was being co-ordinated and further feedback on this will be given at the June forum meeting.

The community engagement report also included the minutes from the last meeting, held on 28th October 2008, which were accepted as a true record.

Resolved that: The community engagement officer be thanked for the report, and the minutes of the last meeting held on 28th October 2008 be agreed.

3 LOCAL DEVELOPMENT FRAMEWORK

John Entwistle (Corporate Services) gave a presentation on the Local Development Framework (LDF) – copies of which were available at the meeting.

The LDF is a new style development plan that will replace Wirral's Unitary Development Plan (UDP) and be used alongside the Regional Spatial Strategy, covering the North West of England, issued by the Secretary of State. The LDF will be a key legal document covering 15-20 years and will consist of a Core Strategy and a spatial plan, and there are opportunities to consult on this at each stage of a long process until its submission to the Secretary of State. The proposed adoption date for the LDF is 2011.

Forum members had already received a copy of the Issues, Vision and Objectives consultation document, covering issues, vision (to 2025 with 15 main elements linked to the Sustainable Community Strategy) and 29 objectives. Anyone wishing to get involved can request a copy of the consultation document by adding their details to the list available at the meeting or by contacting Hazel Edwards (0151 691 8225 / hazeledwards@wirral.gov.uk). The deadline for comments is **5pm on 27 March 2009**. Anyone wishing to be kept involved in the LDF process can request to be added to our contact database again by contacting Hazel Edwards.

The Chair thanked John Entwistle for his presentation and the following questions / issues were raised:

1. What is land use?
 - A. Land use covers all aspects of the use of all land within the borough – such as development, protection, and infrastructure.

2. Is the framework concentrating on a particular area?
 - A. The framework covers the whole of Wirral, documents dealing with particular areas / topics will be looked at later in the process.

3. Would someone be available to attend a resident's group meeting to discuss the framework?
 - A. Yes, please see me at the end of the meeting to arrange this.

4. Philip Barton – anyone with an interest in land use should get in touch now, as by the time it is submitted to the Inspector it will be too late to make significant changes. Most people do not understand the old system, therefore it is essential that the consultation is done properly - more workshops are needed to increase involvement from different sections of society throughout the process, improve people's knowledge and generate more interest in this. Up until recently Inspectors have been bowing to public pressure, but the government is tackling this.
 - A. This is a new and complex system that has been brought in across the country; the comments raised will be taken on board. There will be more consultation as we go through the later stages of the process.

5. Peter Exley – is this seen as a strategic special review and are some types of land statutorily protected, therefore safe (e.g. parks)?
 - A. David Ball – It is a land use planning document, covering all of the Wirral, identifying large scale areas of land and our vision for this (e.g. how do we want Birkenhead to be in 15 years time – should it still be a retail centre / should it be expanded?). Conservation areas, parks and open spaces are important to areas. The later stages of the process will look at areas in more detail and people will be encouraged to get involved. Once the options are set up proposals can be shown in a more graphic way, enabling the key issues for Wirral (and this forum area) to be highlighted.

David suggested that sessions could be set up to look at this in more detail before or after the forum meetings.

Councillor McLaughlin added that the framework addresses all land within the borough and is concerned with the use, not the disposal of, land.

Philip Barton supported David's suggestion and felt that it would be useful if the area forum had a sub-group to look at this; he added that the Wirral Globe is not received by everyone therefore the consultation needs to be advertised in other ways.

The Chair agreed that this would be looked into.

David Ball added that other ways of communication include area forums, Tranmere Together, e-mails and word of mouth (people can help by spreading the message).

Resolved that:

- (i) **John Entwistle be thanked for his presentation**

- (ii) **John Entwistle to look into the forum setting up a sub group to look at the framework proposals and comment on these**

4 INTEGRATED TRANSPORT BLOCK FUNDING

Mark Smith gave an update on the Integrated Transport Block (ITB) Funding (detailed on pages 22-25 of the Community Engagement report).

In Autumn 2006 the forums were consulted on how this funding would be allocated. Nine of the forums requested that the funding remain in a central pot for funding larger schemes. Two of the forums (Heswall/Pensby/Thingwall and Bromborough/Eastham) requested that the funding be allocated by the forums. The success of this initiative piloted in 2007/08 in these two Area Forums, has led to continued de-centralisation of funds for 2008/09 for the two forums and officers being requested to consult with the remaining nine Forums to determine if they wish to receive de-centralised funding (this will be approximately £18,000 per area forum) for allocation on traffic schemes. If the forums decide to opt for this the funding they will be supported by an officer from Technical Services, who will offer guidance, advice, ideas and information on costs, risks, pitfalls etc. The funding would have to be spent within the financial year it is allocated. A report on the forums' recommendations will be taken to Cabinet on 19th March 2009, so the decision needs to be made by within the next few days. The main advantage would be that the forum would be able to decide how the money is spent. The main disadvantage – it is a small pot of money and would only fund small scale schemes, whereas if it remained in a central pot there would be a good chance that the area would receive a large scale traffic calming scheme every 2-3 years.

The Chair thanked Mark Smith for his update, the Forum debated this proposal and the following questions / issues were raised:

1. Peter Exley – is this in addition to the amount that the Council would normally spend in the area?
 - A. The £200,000 (approx £18,000 per forum) comes from the central LTP pot and there is discretion on how it can be allocated, as no criteria has to be applied or satisfied, enabling the option of decisions being determined locally.
2. Councillor McLaughlin – Rock Ferry has had some big schemes put in place, which may not have been carried out if the funding was decentralised, what are the costs of some of the significant sized projects?
 - A. There has been a good deal of expenditure in this area, and smaller projects usually have less of an impact. Examples of approximate costs included:
 - typical puffin crossing - £25,000 - £30,000
 - small residential traffic calming scheme - £35,000 - £40,000
 - large residential traffic calming scheme - £60,000 - £70,000
 - pedestrian refuge - £5,000 - £7,000
 - road markings - £3,000 - £4,000

Councillor Meaden added that two puffin crossings and six central walkways had been installed in the Rock Ferry ward within the last 18 months.

3. Councillor Kenny – how would it be guaranteed that a forum would receive the funding in the second year if it pooled its resources with another forum in the first year for a project within that area?
 - A. The £18,000 is provided on a recurring basis, once the decision has been delegated it would be up to the forum to decide how it is spent.

4. Member of the public – could three forums pool the funding?
 - A. Yes, it would be up to the forums to decide how it is spent.

5. Michelle Gray – if an area forum decided to accept the fund, but not have enough for a project would this never be carried out?
 - A. The funding comes from the Department of Transport, and there is no other funding for this type of scheme, however sometimes external funding is available.

6. Michelle Gray – would a dedicated officer be available to assist and advise the forum on the process?
 - A. Yes, the department are committed to assisting / giving technical advice to the forums.

The Chair confirmed that last time the forum agreed it would benefit from keeping the funding centralised and recommended that this continues. The forum voted and agreed this recommendation.

Resolved that:

- (i) **Mark Smith be thanked for his update**
- (ii) **Mark Smith to report the forum recommendation, to leave the funding in the central pot, to Cabinet**

5 PUBLIC QUESTION TIME

The following questions / issues were raised:

The Community Engagement Co-ordinator gave details of a question raised prior to forum.

1. What is the situation re: car parking at Arrowe Park Hospital (we have been there three times recently, the first time we collected a ticket on entering the car park and paid £2 only to find this wasn't necessary; we did the same the second time, thinking it was a one-off; however we were wiser the third time. The pay machines are not blocked off; in fact one had an apology notice on it stating that it was out of order. I asked the question at the Help Desk, only to be met with a giggle and 'Oh, I didn't know.')?
 - A. The charge to park for patients and visitors is £2.00 per visit. Due to equipment failure there are occasions when the fee cannot be taken and we raise the barrier and allow free exit from the relevant car park. The Trust is upgrading the car park equipment and work should be completed by March 2009. The new pay stations will be located at Arrowe Park and Clatterbridge Hospitals.

2. Philip Barton - what has happened at Byrne Avenue Baths (though it was run by the Trust the Council objective was to work with communities to keep facilities open)? The closure means residents and groups (such as the Birkenhead Swimming Club having to travel further to facilities).
 - A. David Ball – Byrne Avenue Baths was run by the Trust and was supported by the Council. The Trust made the decision to go into voluntary liquidation, over cash flow issue, and called in the receivers. This should have been run as a business, but over the years the cost of maintenance has increased and the Trust were unable to keep up with this. The Council does work with Trusts, but it is not always possible to keep things going if they are not sustainable.

Peter Exley added that despite the grants and dealing with the health and safety issues, the running costs for the baths were too high (particularly the cost of fuel to maintain the pool temperature.

3. Hugh Langford – closures such as this end up depriving the community twice, but we need to look to the future. Other council facilities that are closing may be able to be taken over, and the Council should ensure that thrust get support to run the business in an effective way.
- A. David Ball – Community asset transfers won't take place until the Council has looked at issues such as business plans / viability / sustainability / external support. We are working with various organisations to support local groups looking to do asset transfer.

Councillor Davies added that advice needs to be provided on large scale asset transfers, and that an extra £50,000 has been allocated in the Council's budget next year. This could be used for consultancy / support staff to help communities.

Myrtle Lacey added that community groups wanting to take on a building can work with the Local Authority and the Voluntary and Community Sector Network to ensure that any transfer is done in a safe way and the right thinking is done to avoid the re-occurrence of situations such as the closure of Byrne Avenue Baths.

4. Peter Exley – how many people attended the special area forums re: the strategic asset review and what percentage was in favour of the proposals? If the feedback was 99% against the proposals what were the point of the special area forums?
- A. Councillor McLaughlin – the overall attendance was about 3,000, and several hundred forms were completed. A large number of people were very vocal, but not everyone spoke at the meetings.

David Ball added that many people attended to protest about specific proposals, and the attendance level was not high in proportion to the number of residents.

Councillor Kenny added that he had received from someone who had wanted to put forward a constructive idea but had felt intimidated. The Chair confirmed that the atmosphere of the meetings made people reluctant to offer constructive ideas.

Councillor Davies added that changes were made to the proposals, following the meeting, including Woodchurch, Upton and Pensby libraries being saved.

5. Philip Barton – the suddenness of the process was disturbing, and it was difficult for disabled users to make comments. Nothing was said at the Lauries about Social Services, even though the Director was there. The proposals do not seem to be evidence based. The management at Highcroft are already taking about taking over the facility and managing the building themselves. This should not be excluded from public debate.
 - A. Councillor McLaughlin – there is a huge piece of work in Social Services, and I will ask someone from Social Services to give a presentation on how the delivery will change with the introduction of personalised budgets. We are not that far along the process to compare this with the strategic asset review, and can't anticipate changes to clinics at this stage. The handing over of facilities, such as Highcroft, can't be ruled out, but we are nowhere near that stage and lots of investigation would need to take place before any decisions are made.
6. Hugh Langford – there are problems re: parking for development opposite Green Lane station and a residents parking scheme was requested, but the Council said that this was too expensive.
 - A. Mark Smith – a report was taken to Cabinet about 18 months ago and the proposal was considered against a clear council policy on residents parking

schemes, which includes that if the Council receives no direct funding for the scheme it will need to be self-funded by the residents or a local developer.

7. Philip Barton - why wasn't a section 106 agreement set up with the developer?
 - A. Mark Smith - a section 106 agreement can only be set where a clear link with traffic problems are proven under highway traffic grounds. Mark agreed to discuss this in more detail at the end of the meeting.
8. Hugh Langford – the development site was formerly a car park, so there was bound to be residual parking problems. The site was needed as a park and ride facility and this was a short sighted move, he expressed regret at not objecting to the proposal.
 - A. Councillor Meaden – the site was formerly shops (Bills cafe – triangle), Green Lane still has two car parks.

The Chair agreed to look into this issue.

Resolved that:

- (i) **Councillor McLaughlin to arrange for a presentation by Social Services on the introduction of personalised budgets**
- (ii) **Streetscene Manager / Technical Services to look into parking issue at Green Lane**

6 PARTNER ORGANISATIONS UPDATE

Community Safety

Ian Lowrie informed the forum that there was a detailed update on pages 17 - 19 of the Community Engagement Report, and highlighted the following:

- There has been a 75% drop in the annual number of thefts from vehicles
- The domestic burglary performance has remained consistent
- The LAA targets for domestic violence have been met through the dedication of / working with partner agencies
- Anti Social Behaviour Advice Surgeries have been set up, involving taking the Respect Bus into communities giving advice and taking complaints directly from the public

He added that the Respect Bus was at the meeting, and encouraged everyone to visit this at the end of the meeting.

The Chair thanked Ian Lowrie for his update and the following questions / issues were raised;

1. Philip Barton – when will the schedule 1 vehicle be purchased?
 - A. There is no date for this at the moment, but will take this issue on board.
2. Peter Exley – what lighting is used in the Respect Bus?
 - A. The lights are run from a small generator, but more details on this can be given by Alf Mullen, who is on the Respect Bus this evening.

Police

Acting Inspector Chris Lucan gave the following update:

- Gary Finlay is now in custody, for murder
- Alleygate success – James Elwin Norman is to be sentenced on 24th March for superglueing alleygate locks
- Bogus official burglary warning – this forum area has been targeted by people posing as water board / council officials to carry out burglaries, so please check credentials carefully.

Crime levels in the area, in comparison to the previous year, are as follows:

- All crime has fallen from 3974 to 3536
- Violent crime has increased from 882 to 884, but we have gained an extra beat
- Robbery has fallen from 43 to 34
- Burglary of dwellings has fallen from 147 to 127
- Theft of motor vehicles has fallen from 122 to 89
- Theft from motor vehicles has fallen from 157 to 104
- Woundings have fallen from 443 to 398
- Common Assault has increased from 182 to 204, but account needs to be taken of addition of an extra beat and more reporting of assaults due to volume of police officers in Birkenhead

Position, in comparison with other police authorities:

- All Crime – First
- Violence – First
- Robbery – Second
- Burglary – First

The Chair thanked Acting Inspector Chris Lucan and the following questions / issues were raised by members of the public:

3. Where was Gary Finlay picked up?

A. He was picked up locally, after considerable investigation.

4. What is happening at Well Lane Police Station?

A. The roof is being replaced, but the station is still fully operational.

Fire Service

John Davies informed the forum that pages 15/17 of the Community Engagement Co-ordinator's report contained a comprehensive update on the Service in Wirral, and highlighted the following:

- We are one of the two excellent fire services in the country
- Fires in dwellings - we are achieving / exceeding our targets
- Deliberate small fires – we are working well on reducing these
- Home Fire Safety Checks – the target for Birkenhead is 440 private dwellings per month. If your home has not been checked please take up this offer by calling us on 0800 731 5958

The Chair added that the fire service was working well on Merseyside and thanked John Davies for his update, no questions / issues were raised.

Voluntary and Community Sectors Network

Myrtle Lacey, on behalf of the Network, informed the forum that a network conference will be held in May covering the economic downturn, its affects and what can be done. This will be an important event for voluntary and community organisations.

The structure of the Network will need to be looked at to ensure that it is appropriate, following changes to the Local Area Agreement.

The Network is working with the Local Authority around the strategic asset review, to ensure that the Network are kept fully informed, and to provide a voice for the community, raise their concerns and ensure opportunities are realised.

Wirral University Hospital Trust

Tina Long informed the forum that a briefing note was available at the meeting.

Tunnels at St Catherine's Hospital – at the last meeting an enquiry was raised about the possibility of opening the tunnels as a tourist attraction prior to the redevelopment. The head of estates at the hospital, Doug Barber, cannot find any records or evidence of the tunnels, but would be happy to meet with anyone who has knowledge of these – please see me at the end of the meeting if you would like to discuss this further.

The PCT has changed its name to NHS Wirral, as the name is more familiar to the public, but is still a legal entity as a PCT. There will be new signage / letterheads to reflect the name change.

NHS Wirral was assessed and received the highest score in three areas:

- Strategic planning
- Financial planning
- Governance

There was pressure on the hospitals and GP practices over the winter period, dealing with people with flu and with the vomiting sickness. The Choose Well campaign was initiated to encourage people to use these services correctly.

The Chair thanked Tina long for her update and the following questions / issues were raised by members of the public:

5. Two surgeons from Clatterbridge hospital came to the Fir Trees restaurant in their theatre clothing, masks around their necks and their plastic aprons still on. There was no PALS representative available at the hospital so I raised my concern with another PALS representative. Why were two senior members of the hospital dressed like this in a public area, especially with MRSA?
 - A. There is no MRSA at Clatterbridge, but Pat Higgins will look into this. Pat added that new scrubs would be put on if the surgeons went back into theatre, but agreed that she would follow this up with PALS and report back on this.

NHS Wirral

Pat Higgins informed the forum that pages 26/27 of the Community Engagement Co-ordinator's report contained a comprehensive update, and highlighted the following:

Clatterbridge and the Women's Services Unit are both MRSA infection free

The Trust was awarded best district hospital in England in the Dr Foster Good Hospital Guide last year, which compares services and treatment outcomes at all hospitals across the country.

The Foundation Trust is always seeking public members, so if anyone was interested in becoming a member please let me know. She added that she was pleased to see three members of the Trust who had given up their time to attend this meeting (Myrtle Lacey, Evelyn Hurren and Hugh Langford)

£10m has been allocated to upgrade the women's and children's services

A diabetes workshop will be held on 4th March 2009 to look at issues and allow service users to help shape the services in this area. Further details of this were included in the newsletter available at the meeting or could be obtained by telephoning 0800 012 1356

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

6. Peter Exley – has there been a definite increase in diabetes?

A. There is a definite link to obesity and there are more instances at a younger age

Philip Barton – For the last three successive Saturdays I have been unable to get access to the EMISS to book appointments and repeat prescriptions from the Whetstone Lane surgery. It looks like the surgery switches the pc's off at the weekends.

A. Tina Long agreed to look into this and report back.

Resolved that:

- (i) The partners be thanked for their updates**
- (ii) Pat Higgins to follow up issue re: scrubs being worn outside theatre at Clatterbridge and report back on this**
- (iii) Tina Long to look into problem of on-line access to Whetstone Lane surgery at the weekends and report back on this**

7 DATE OF NEXT MEETING

The next meeting will be held on Thursday 18th June 2009 at a venue to be confirmed.

8 ANY OTHER BUSINESS

Peter Exley – it would have been helpful to have had a contents page in the community engagement report. Michelle Gray informed the forum that she would report this back to Andy Brannan.

There was no further business and the Chair thanked everyone for attending and urged them to visit the exhibition stand on Wirral Special Educational Needs Partnership and the RESPECT Bus.

The meeting closed at 8.40pm.

Resolved that: Michelle Gray to pass request re: contents page for the community engagement report to Andy Brannan

Matters arising

Minute decision: Resolved – To

1. John Entwistle to look into the forum setting up a sub group to look at the framework proposals and comment on these

Any sub-group set up to looking at the issues around the Local Development Framework will be the responsibility of the area forum. The council's forward planning team are responsible for consulting residents through out Wirral.

If residents or members of the forum would like to set up a sub-group, this can be discussed at the forum.

2. Mark Smith to report the forum recommendation, to leave the funding in the central pot, to Cabinet

After the report was presented to Council it was decided that all area forums would have control of their own ITB allocated as 9 of the 11 area forums decided they would like to control this pot of funding themselves, leaving just 2 that wished to leave it in the central pot.

Because of this it was decided that the Integrated Transport Block Allocation be decentralised with each Area Forum receiving a one-eleventh share amounting to approximately £18,200 in 2009/10 to carry out scheme(s) of a traffic management/road safety nature in the local area.

3. Councillor McLaughlin to arrange for a presentation by Social Services on the introduction of personalised budgets

A presentation on personalised budgets is on the agenda

4. Streetscene Manager / Technical Services to look into parking issue at Green Lane

We have started preliminary investigations into this issue. The councils Technical Services Department will be carrying out traffic surveys and further investigatory work, in liaison with Merseytravel, with a view to providing a comprehensive response before the next Forum.

5. Pat Higgins to follow up issue re: scrubs being worn outside theatre at Clatterbridge and report back on this

This issue was investigated via PALs and The Infection Control Team Debbie Kretzner Team Leader for Infection Prevention Control contacted Mr Morgan.

Mr Morgan complained that he had witnessed members of staff in theatre scrubs covered by a gown (the clothing was not visibly contaminated) in the Firtrees Restaurant

It was explained to Mr Morgan that if the staff members clothing was visibly clean and his scrubs were covered by a gown this was not against policy as Personal Protective Equipment and staff are able to go into the restaurant to eat in or take away a meal and that this approach does not compromise patient safety.

6. Tina Long to look into problem of on-line access to Whetstone Lane surgery at the weekends and report back on this

Patients of Whetstone Medical Centre may register for internet access that allows them to book appointments and order prescriptions on line. After a patient approached the practice due to experiencing difficulties, the practice assured the patient that the computers are not turned off of an evening.

After an internal investigation it appears that while the computer is updating the records for the day, it is not possible for patients to access the online booking system. Because of the size of the practice and the amount of information collected takes approx from 9am to between 2am & 4am to back up the files. He practice are exploring options of speeding up this process, until then relevant information about online booking will be shown on registration forms.

Section Two

Local Updates

Merseyside Fire and Rescue Service



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

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

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

Community engagement remains the cornerstone of our proactive activities, in particular the delivery of the **Home Fire Safety Checks** and the provision of free smoke detectors where necessary. Our HFSC campaign has been in existence for over ten years and despite all our efforts and undertaking nearly 6000 Home Fire Safety checks since the last area forums, there still remain areas within the borough which have proven difficult to access and have never received a HFSC.

We have made a commitment to risk assess every home in Merseyside and now are proactively targeting those homes that are still outstanding an initial assessment. We are utilising a variety of intelligence methods to identify these homes. It is the intention of the Authority to ensure that every home on Merseyside has had a Home Fire Risk Assessment/ Vulnerable Property Assessment by the end of the current fiscal year.

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

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

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

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

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

A number of forums recently funded a **Beacon Programme** which was run out of Birkenhead Fire Station. This was run 1 day a week for 12 weeks and was designed for children aged 11-16yrs, although there were younger children who attended. The course participants were given a learning experience outside the school environment to build their confidence and self-esteem.

The course combines practical drill ground and scenario based training with classroom centred activities and workshops-including community fire safety. The group of youngsters successfully passed out from the course in July at the Fire Service Training & Development Academy and were presented with their certificates by the Mayor of Wirral in front of family, friends and representatives from the Local Area Forums.

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

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

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

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

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

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

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

Fire Support Network is a non-profitable registered charity which works in partnership with the Fire Service on Merseyside to promote fire safety to the local communities through volunteers and partner organisations. Volunteer roles vary from working directly with the fire-fighters, leafleting and replacing batteries in smoke detectors to providing an after fire care service and fund raising. Anyone interested in becoming a volunteer can register online at www.firesupportnet.org.uk or contact via telephone on 0151 296 4600.

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

Community Fire Stations

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

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

FREEphone 0800 731 5958

Community Safety Team

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

Reported January 2009:

- 34-year old male from Fairbrook Drive, Birkenhead, issued with an interim Anti-Social Behaviour Injunction following alleged verbal abuse and threatening behaviour to refuse collectors employed by Biffa;

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

Reported February 2009:

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

Reported March 2009:

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

Reported April 2009:

- 35-year old female from Needham Crescent, Noctorum, ordered to leave her home due to anti-social behaviour by her and her 18-year old son;

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

Reported May 2009:

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

Additional activity has included:

- Youth Respect Team

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

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

Wirral Anti-Social Behaviour Team, in partnership with Merseyside Police and landlord Wirral Partnership Homes, designated the Bidston Rise area as a Respect Watch Scheme Area. The Scheme is designed to provide further protection to residents who have suffered anti-social behaviour so serious that it has warranted legal action by the Anti-Social Behaviour Team.

The Scheme includes a local lettings agreement with residents and a commitment from Wirral Partnership Homes that steps will be taken to ensure that applicants for housing within that area or members of their household, guilty of previous unacceptable behaviour, will not be re-housed within the area. The Scheme has supplemented activity around the deployment of the Community Mobile Police Station in the north Birkenhead area.

- Mobile CCTV camera relocated (February 2009)

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

- Team raises £700 for Comic Relief (March 2009)

Officers from Wirral Anti-Social Behaviour Team were out in force in Liscard Town Centre with its Respect Bus raising awareness about anti-social behaviour whilst supporting a good cause. The activity saw the Team's Senior Youth Worker, Alf Mullin, and Enforcement Officer, Andy O'Rourke, sat in a bath of red custard. A colleague and analyst from the Joint Community Safety Team, Sai Maing, joined in

the activity having been sponsored to work all day in his pyjamas. In total the activity raised £718.25 for Comic Relief.

□ Opportunities knock for Wallasey teenagers (May 2009)

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

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

During the event the (annual) Sheila Jordan Respect Champion Trophies were presented (Sheila was a local resident who was instrumental in developing activities for local young people and who died at Christmas 2007). The Junior Shield was presented to one of the young people (15 years old) from the trip as he had been the driving force behind the trip, taking a strong leadership role and now wishes to volunteer with the Youth Respect Team.

The Senior Shield was presented to an 18-year old who had originally participated in football sessions in the area organised by the Youth Respect Team and progressed to volunteering with Wirral's Positive Futures led programme on Friday and Saturday evenings in Seacombe, co-ordinated by Wirral's Community Sports Development Unit.

□ Pupils earn respect from range of agencies (May 2009)

Representatives from a range of local organisations joined together with primary school pupils to celebrate the completion of another year of Wirral Anti-Social Behaviour Team's awareness programme designed to steer youngsters away from anti-social behaviour. The Respect Programme for Primary Schools is a seven-week modular interactive programme which makes pupils aware of what anti-social behaviour is and the possible consequences if they were to get involved in it.

The programme includes a number of classroom sessions and two location-based activities, including a trip to the Old Courthouse in Wallasey – a decommissioned courtroom - where the pupils take part in a mock courtroom session.

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

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

are some of the initiatives in which we as a Crime and Disorder Reduction Partnership (CDRP) are doing -

Burglaries - There have been an ongoing number of Roadshows from Merseyside Police raising the profile of burglary and consequent reduction, highlighting the need for people to be aware such as ensuring windows are not left open when out of the house. In conjunction with the police initiatives, we have supplied SmartWater property marking kits to properties in what are 'hot-spot' areas to reduce the opportunities for burglars.

Community Safety have linked in with RSL's such as the Roadshow put on by Wirral Partnership Homes to allocate SmartWater in their properties, again in the most needy areas. Similarly Regenda / Maritime and Riverside have similar projects ongoing with Community Safety to raise public and housing warden awareness.

Actions on the Burglary Day of Action 7 April -

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

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

CID

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

Neighbourhood Policing Teams

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

CDRP- other partner updates

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

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

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

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

Car Crime

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

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

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

Hate Crime MARAC

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

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

Wirral University Hospital Trust

Wirral University Teaching Hospital 
NHS Foundation Trust

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

- **Controlling Infection.....**

- Our Elective Surgical Unit at Clatterbridge remains MRSA bloodstream infection free – this Unit can undertake most planned surgical procedures including joint replacements.
- Our Women's Services Unit at Arrowe Park is also MRSA bloodstream infection free
- Reducing the incidence of MRSA and Clostridium difficile is a very high priority for the Trust and figures released by the Health Protection Agency in April show that between October and December 2008 there was a significant decrease – 60% - in cases of C.diff. compared to the same period in 2007.
- 'Working Together to Keep It Clean' – an on-going campaign that aims to raise the Infection Control profile even higher at the Trust and to increase

awareness amongst staff, patients and visitors of how important it is to 'Keep it Clean'

- **Improving Our Standards.....**

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

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

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

- The Trust has announced a major capital investment in services for **Women and Children** at Arrowe Park Hospital. The £11million scheme, due for completion in spring 2011, will radically change the face of the current Maternity services building and will create a 'centre of excellence' by bringing together under one roof, all acute hospital services for women and children. The development will include:
 - A major refurbishment of the **maternity wards**, providing all patients with single rooms and en-suite facilities
 - A brand new **maternity delivery suite** featuring five new delivery rooms, including two with birth pools and additional facilities to allow partners to stay overnight
 - Creation of an attractive single **front entrance and reception area** to welcome patients and visitors.
- On 1st June our brand new **Children's Outpatients Department** will open at Arrowe Park Hospital. Re-located from the main hospital building, this is the first phase in our plan to bring all children's services together.
- Work has just started on building a new **accommodation facility for parents** of children being treated at Arrowe Park Hospital. Funded by Ronald McDonald House Charity, this is the granting of the Jellybean Kid's Appeal third wish and is due to open in the autumn.
- Over the course of the next two years we will be **upgrading wards** in the main hospital block at Arrowe Park on a rolling programme to provide more single rooms and better sanitary facilities.
- A second **MRI scanner** is currently being installed at Arrowe Park.

- We are investing nearly £1million in adapting our wards to comply with Department of Health guidance on **eliminating mixed sex accommodation** for patients.
- **The Trust is a designated Urology Cancer Centre for Wirral, Chester and Northern Cheshire patients requiring major cancer surgery**
- **We were the first NHS organisation in Merseyside and Cheshire to offer a new laser technique – the *greenlight laser* – that is transforming the treatment of prostate conditions for men**
- **A brand new, multi-million £ Dialysis Unit has opened at Clatterbridge Hospital to treat patients with renal (kidney) conditions.**
- **Easy to Use Website.....**
 - Our new-look, easy access website can provide lots of useful information for patients, the public, staff and GPs about the Trust and its services go to www.whnt.nhs.uk
 - The website is speech enabled for browsers with sight related problems
 - The new, easy click, 'email a patient' facility continues to be a popular feature
- **Come and Join Us!**
 - As a Foundation Trust we want to involve our Public Members in helping us to shape future services – we currently have 8,000 Public Members and are keen to recruit more. Public Members can get involved as much or as little as they like – from just receiving 'Public Membership News', our regular newsletter, to participating in surveys or standing for election as a Public Governor. To join on-line go to www.whnt.nhs.uk

Equality and Diveristy

Equality Standard for Local Government

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

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

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

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

Diversity Day to be held at Wallasey Town Hall!

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

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

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

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

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

Look out for more details in the next report!

Equality Watch Scheme

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

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

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

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

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

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

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

All Together Now distribution bin

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

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

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

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

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

Do you want to become a member of Equality Watch?

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

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

We are waiting to hear from you!

Wirral Youth Service

General Wirral Overview

Wirral Youth Service provides opportunities, which are open to all Wirral young people. Youth work helps young people learn about themselves, others and society, through informal educational activities which combine fun, challenge and learning. The Service works with young people aged 13-19 years, and specifically targeted young people aged 20 until their 25th birthday who have additional needs and need support with transition into adult life/services.

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

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

The Service is flexible and able to respond to the needs of young people and offers opportunities that are both universal and targeted. Youth work on Wirral is delivered

through joint working between the Local Authority, voluntary organisations and other agencies.

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

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

Response

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

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

International Work

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

Duke of Edinburgh's Award

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

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

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

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

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

Wirral Youth Theatre/Youth Arts

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

Birkenhead & Tranmere and Rock Ferry.

The Viking Youth Centre is open for main three sessions a week Tuesday, Wednesday and Thursday 7.00pm – 10.00pm. In addition the Trustees run additional weekly sessions for younger children, called the Bantams at teatimes on Wednesday, Thursdays and Fridays. The Youth Club members enjoy a varied programme of sport and creative arts and play a full and active role in the activities of the Youth Federation.

From the New Year onwards there have been sessions on Fridays and Saturdays to broaden the range of activities available. This has been possible by a joint funding bid between Viking and The Youth Federation and will enable young people to get out and try some new activities like cookery, climbing and a visit to Blackpool. Two young people have achieved the Young leaders Award.

Birkenhead Youth Action Project undertakes streetwork in different locations in the area including Bedford Road, Victoria and Mersey Parks, the Borough Road, and the Woodlands/ Clifton Park Estate. Work is being developed on a Friday and a Saturday night to engage young people in positive activities.

Charing Cross Methodist Youth Club

The Club continues to be very busy, particularly the Special Needs group who is attracting over 70 young people. The success of the group is attributable to the atmosphere generated by the staff and members that make it a very welcoming environment and the huge array of activities available each session. In addition to the sessions outlined below there are a number of sessions run in conjunction with the church on other evenings.

The club is open on four occasions through out the week Mondays and Wednesdays 6.30 – 9.30 and Thursday 7.00 – 10.00 and Saturdays 4.30 – 7.30. Mondays and Thursday are dedicated to work with special needs young people who come from a wide range of localities and the other two sessions serve the needs of the local community. The programme for both groups include extensive variety of craft workshops, discos and games and the Club makes full use of a garden area to enjoy games and activities in the outdoors

Callister Youth Club is open on Monday and Thursday evenings and has a small regular membership. It is also the base for Senior Member Training and the Hong Kong Youth Exchange Group. Some members have gained Wirral PCT Certificates for the Healthy Cooking programme and are currently putting their new knowledge into practice

Travel

Personal Travel Planning Report – Heswall – Pensby - Irby

Aim of Project

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

Background

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

The PTP project has the following aims:-

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

An area encompassing 3500 households in Childwall, Liverpool was selected for a pilot programme for delivery in summer 2008. Evaluation of the Merseyside pilot revealed similar levels of behaviour change to those seen in comparable projects elsewhere.

Comparing the interviewer led travel diary data of all those who participated in the project with those who did not recall being asked to participate, reveals a 9.9% increase in trips made by sustainable modes and a 10.2% reduction in car use.

Wirral Project

Area Selection

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

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

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

Wirral Objectives

These specific objectives have been set for the Wirral programme

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

Planned Activity – the project

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

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

Engagement Outline

- a) A before survey will be conducted end of April to set a baseline
- b) A leaflet will be sent to homes in the project area outlining the project and inviting participation from mid May (not more than 2 weeks before doorstep contact attempted).

- c) Three attempts to contact people at home will be made (i.e. weekday, weekday evening, Saturday) and if willing to participate a 10-15 minute conversation will be held to identify information and incentives that would help meet an individual's travel needs and encourage sustainable travel behaviour.
- d) An information pack will be delivered containing the incentives and information relevant to their needs within 5 days – eg cycle maps, discount bus tickets etc.
- e) JMP will make use of existing Merseytravel / Wirral / Merseyside resources and any relevant national campaigns (e.g. Change4Life, etc.)
- f) Additional resources and incentives will be developed for the project, including an Area Guide, Buses from Your Stop, Personal Journey Plans and a TravelWise Challenge.
- g) Challenge participants will be emailed and/or texted to encourage greater participation and to present further offers
- h) A Customer Aftercare service will be carried out by the Travel Advisors. This will be done using telephone and email follow-ups.
- i) An independent evaluation of the project will be conducted by TTR using a telephone after survey in October
- j) The target for Year Two is 5000 participants.

National Carers Week



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

Carers... the UK's secret service

Six million people provide unpaid care to someone they know.

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

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

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

Send your entry to WIRED Carers Team, Cavendish Enterprise Centre, Brassey Street, Birkenhead, CH41 8BY or email carers.support@wired.me.uk along with your contact details. Closing date for entries by 4pm Friday 12th June. All entries will be judged by carers. The lucky winner along with the winning entry will be announced during Carers Week. Good Luck!!!!

Carers Helpline 0151 670 0777

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

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

- **All Day Health Centre**

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

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

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

Locally NHS Wirral is working closely with Adult Social Services and Wired who are a local organisation involved in supporting the needs of unpaid carers. If you are caring for someone, your GP would like to know so they can ensure that you are provided with the support you need in this role.

A full programme of events are planned including information and displays in all Wirral Libraries. For more information call the helpline below.
If you wish to receive further information and support for you in your caring role then please contact the following helpline number:

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

- **Swine Flu update**

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

1. Covering your nose and mouth when coughing or sneezing, using a tissue when possible.

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

Most importantly, advice to the public remains that anyone returning from Mexico or one of the affected countries who develops flu-like symptoms within a week or so of their return should stay at home and call their GP or NHS Direct on 0845 4647.

There is also a health information line which is updated regularly: Tel: 0800 1 513 513 or visit www.nhs.uk.

Is the NHS prepared for a possible pandemic?

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

How will we keep the public up-to-date

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

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

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

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

Latest health advice from the Health Protection Agency:

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

Patient advice from NHS Direct:

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

Latest information from the Department of Health:

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

Wirral's Older Peoples Parliament

We have continued to work towards improving the environment and services for the older population of Wirral. Our full parliamentary meetings, on the first Friday morning of March, June, September and December are held in the Town Hall, and provide a summary of our work, most of which takes place through monthly executive

meetings and a great number of smaller groups. Our membership currently consists of 44 volunteers, 4 from each of the 11 Area Forums of the Wirral, plus several hundred associate members. We are preparing for formal elections in the year 2010. We are asking who is interested in becoming one of the 4 elected members from each Area Forum patch, and elections will be conducted by post amongst the associates from each area. Hopefully, by that time, we will have many more associates. It costs nothing to become part of this powerful voice for the over 50s.

Please join if you are old enough. The bigger our electorate, the more influence we will have.

Our activities include:-

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

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

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

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

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

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

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

We have members working at a national level with a variety of organisations which are trying to improve the financial and human rights status of older people. We have a member working hard on aspects of public transport, and he needs more support with this.

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

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

Dates of Interest for your Diary

Parliament Meeting held at Wallasey Town Hall

Friday 4th September 2009 11am

Friday 4th December 2009 11am

Special Events

Crime & Respect (Information and Advice) for the over 50's
St Werburghs Parish Centre, Birkenhead.

Friday 14th August 2009

10am to 3pm Refreshments and lunch provided.

Committee Meetings please phone for Venue's and dates.

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