

# Wirral's Area Forums



## Liscard & Seacombe Area Forum

### Papers for the forum meeting

**Wednesday 10<sup>th</sup> February 2010**

**Seacombe Library  
Liscard Road  
CH44 6LT**

**7.00pm**

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**Michelle Gray - Community Engagement Co-ordinator**

**Tel:** 0151 691 8213    **Fax:** 0151 691 8159

**Textphone:** 18001 0151 691 8213

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

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

**Community Engagement Team,**

**Corporate Services, Town Hall,**

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



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## Code of Conduct for Area Forums

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

# Section One

## AREA FORUM (LISCARD AND SEACOMBE) Tuesday, 20 October 2009

**Present:** Councillor L Fraser (Chair), Councillors K Hayes, AER Jones, J Keeley, D Knowles, J Salter. **Community Representatives:** Ken Harrison, Carole Thomas, Faith Rep Father Leon Ostaszewski, Older Peoples' Parliament Stan Thompson. **Lead Officer** Mark Camborne **Area Service Co-ordinator:** Michelle Gray. **Street Scene Manager:** Chris Jones **Community Safety:** CSO Karl Cunningham, CSO Pat Harvey, **Wirral NHS** Andrew Cooper, Shymal Mukerjee, **Wirral University Teaching Hospital NHS Foundation Trust:** Jo Goodfellow. **Merseyside Police:** Inspector Julie Fletcher. **Merseyside Fire and Rescue Service:** John Davies. **Council Officers:** Christina Jones (Regeneration). **In Attendance:** Pat Lloyd, Age Concern. **Apologies:** Margi Allen, Diane Ledder, Joe Lee

**1 WELCOME, INTRODUCTIONS AND APOLOGIES** The Chair, Councillor Leah Fraser, welcomed the forum members and 9 members of the public to the meeting.

### **2 MINUTES AND MATTERS ARISING FROM PREVIOUS FORUM – JUNE 2009**

The following points / matters arising were raised from the minutes of last meeting held on 10th June 2009: Page 6, item 3 – question 3: Dave Hanlon confirmed that the situation re: traffic problems in Sir Thomas Street were still chaotic, especially between 4pm – 6pm. Page 6, item 3 – question 5: Carole Thomas asked what was happening with the delivery of the new buses, which were due in September 2009. Page 8, item 4 – question 6: Carole Thomas requested that “the Stanton Park Partnership” should read “the Central Park Partnership”. The Area Co-ordinator agreed to get this amended. Page 9, item 4 – question 10: Father Leon Ostaszewski asked when the road improvements on Belvidere Road were due to be finished, as it was a hazard due to barriers falling down. Chris Jones confirmed that the present phase of works was coming to an end, but that work was being carried out in phases over a number of years, due to the length of the road. The footways work was finishing this week and the carriageway being attended to. A further phase is due to begin next year. Dave Hanlon asked how many phases were involved and Chris agreed to discuss this in more detail at the end of the meeting. Page 9, item 4 – question 10: Father Leon Ostaszewski asked what is happening to the ABC site. The Chair confirmed that this was being followed up, and the owner was being asked to tidy up the site. Page 9, item 4, minute decision: Carole Thomas asked if there was a representative of the youth service at the meeting. The Area Co-ordinator confirmed that a representative would be invited to the next meeting. The Chair introduced Mark Newman from the Youth and Play Service who was in attendance at the meeting.

Minute Decision: Resolved that:

- (i) The Area Co-ordinator to e-mail Merseytravel to ask what is happening about the traffic congestion problems in Sir Thomas Street and Simon Finnie from Arriva re: provision of new buses due to be in operation in September 2009
- (ii) The Area Co-ordinator to arrange for item 4 – question 6 of the minutes of last meeting to be amended so that “the Stanton Park Partnership” reads “the Central Park Partnership”.
- (iii) The Area Co-ordinator to invite a member of the youth service to the next forum meeting

**3 AGE CONCERN** The Chair welcomed Pat Lloyd from Age Concern, to give a presentation on the work of Age Concern. Pat informed the forum that Age Concern was responsible for managing an information, advice and advocacy service for Wirral aimed at people aged 50+, and that Wirral now has a larger population of people aged 90+.

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

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

- Home visits.
- Surgeries – these are held at GP surgeries and One Stop Shops.
- A day care service at the Devonshire Centre, Park Road North, Birkenhead – for older people with various forms of dementia and has an emphasis on activity. We are currently setting up early onset dementia support.
- Ten Luncheon clubs, with transport.
- Befriending service, this was set up a few months ago and there is already a waiting list for this.
- Bereavement Support – a project funded by NHS Wirral offering support and advice for bereaved people, this service has grown rapidly.

- Support for carers group.
- Active Age Centre, offering a variety of activities.
- Peace Project – this was funded two years ago from Comic Relief.
- Elder Abuse Project – we have a large white Superlamb-banana to highlight elder abuse which has caused good success in the reporting of this.
- Works in co-operation / partnership with the Older People's Parliament.
- Bathing service – this was launched last year, for older people unable to bathe themselves
- Fair Trades Scheme – we have done a lot of work with Wirral Trading Standards on this, scheme which only allows firms registered on the scheme to be recommended.
- United Utilities Password Scheme – this allows us to sort out bills / problems for people.

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

1. Father Leon Ostaszewski – do you organise meals on wheels? A. No, but we liaise with the organisation that deals with this.
2. Carole Thomas – what is attendance allowance? A. It is a benefit for people who are not mobile or who have difficulty with personal care aged 65+ years
3. Chair – is the bathing service only available at Pensall House Centre? A. it is available at two locations - Pensall House Centre, Pensby and Harvest Court Centre, Moreton. Andrew Cooper added that NHS Wirral also offer a bathing service.
4. Councillor Salter – are the receipt of scam letters covered under elder abuse? A. Yes, we would help deal with this. The Office of Fair Trading has a Scam Busters initiative to deal with this.
5. Dave Hanlon – Does Age Concern have any comments re: the state pension? A. Nobody needs to live on the state pension, this changed about three years ago. It is now Pension Credit and has to be claimed. There are campaigns to try and double / improve this.
6. Dave Hanlon – would like to see Age Concern as a regular panel member of the forum. A. Chair – Stan Thompson is the older peoples' representative on this already quite large forum, and Age Concern can feed back issues through Stan. Age Concern was invited along to the meeting as they gave a very interesting presentation at the Leasowe, Moreton and Saughall Massie area forum. Age Concern could be invited to give an update to the forum once a year. Pat added that Age Concern is involved in Away Days with the Older Peoples' Parliament.
7. Dave Hanlon – asked for contact details fro Age Concern. A. Pat informed the forum that there was a guide to services available at the meeting which included contact details.

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

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

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

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

1. Councillor Jones – congratulated the Police on the Army Initiative as this was a first class approach leading to prevention of young people going down a criminal path by catching them early. Dave Hale added his congratulations and felt that this was the way forward, but asked if people with three previous convictions were barred from the armed forces, or if being part of this initiative would mean that they may be accepted. A. The Army has a problem with recruitment, criminal convictions do not necessarily bar people from joining the armed forces, unless the crimes are very serious. It may be that the person is not allowed to join for 12 months, to show that they can behave responsibly, and we have support measures in place to help with this.
2. Carole Thomas – Is Mischief Night the same night as Halloween. A. Mischief Night is an American tradition and is often used by young people to behave badly. It is the night before Halloween, and we count this as a key date. This year we are looking at 30th, 31st October; and 1st November (as this is a

Sunday) along with 5th November.

3. Member of the public – at about 10pm last night there was a group of boys sitting on the awning over the shops in Poulton Road (about 1/3rd of the way along the road up on the left from the traffic lights) and there was a group of about 10/20 outside Tesco's. A. Chair – agreed to discuss this with Sergeant Hird at the end of the meeting.

4. Stan Thomson – congratulated the Police on their work with young people, for the monthly newsletter and for their help at Mariners Park.

5. Dave Hanlon – Thanked the Police, through Inspector Fletcher, for their help in the area last Saturday, and raised the following issue: In August at Central Park one of the referees was assaulted by a footballer, who subsequently ran off. What is the procedure regarding such incidents, should they be reported to the Police or to the Football Association? A. It would depend on the level of assault. Normally the Football Association is consulted, but if it was serious then the Police would deal with the matter without such consultation.

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

**Danger of Fire** – there have been two fires, leading to deaths, in flats above shops within 200 yards of Wallasey Town Hall, and there are about 10 deaths per year caused by fires in flats over shops across Merseyside. The fires were not connected, but we had tried and failed to access the properties to carry out home fire safety checks in the past, it is therefore important that we are able to carry out fire safety checks on such properties so we have run a hotspot campaign in the area to try and encourage people to have smoke alarms fitted. If you know of anyone without a smoke alarm please get them to contact us on freephone 0800 731 5958.

**Mischief Night** – this is now seen as Mischief week and initiatives will start on 21st October and run through to 8th November 2009. Bonfires cause concern and damage, so we try to remove bonfires as they are being built. We do this in collaboration with the Community Safety Team and the Probation Service, if anyone has any concerns please telephone and report them on freephone 0800 731 5958. We also work with Trading Standards to prevent the sale of illegal fireworks.

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

6. Councillor Salter – What period are shops allowed to sell fireworks? A. Fireworks can be sold from 15th October to 10th November. Traders have to apply for a licence to sell and store fireworks and have to follow a code of practice for this. If anyone has any concerns over this (e.g. sale of fireworks to children / large stores of fireworks) please let us know.

7. Carole Thomas – raised concern over only one fire engine being stationed in Wallasey, and asked if the policy had changed as thought that it was that two engines would be stored in the area. What would happen if there was a large blaze in the area? A. Fire engines are placed where we consider the risk is going to be. The control room moves the engines to where they are required. One engine was taken away temporarily for strike training, to ensure that engines can be operated in the event of strike action. Birkenhead Station is down the road and can cover the community of Wallasey if needed. Appliances can be moved wherever they are required to maintain a minimum level of cover and resources are moved to maintain attendance time.

8. Dave Hale – thanked the Police for getting in touch with the Fire Service when an explosive device was put through his letterbox, who came along and fitted a bag at the door. He agreed to send out information on this to residents in the local area (700 houses).

9. Dave Hanlon – The period for selling fireworks was too long and we should campaign nationally to get this reduced. A. Agree, but this is set by National Legislation and Merseyside are pro-active at Parliamentary level on this issue.

10. Dave Hanlon – asked if John was standing in for Tony Mooney or if he had retired. John confirmed that he was just standing in for Tony.

**Older Peoples Parliament (OPP)** Stan Thompson informed the forum that there was information on the OPP at the meeting, and highlighted the following initiatives / progress of the OPP:

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

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

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

12. Area Co-ordinator – can people from Liverpool call and receive advice from the Wirral Grandparents Group? A. Stan agreed to discuss this at the end of the meeting.

13. Councillor Karen Hayes – When will the Grandparents Group conference take place? A. No date has been agreed for this. The Chair requested an update on this for the next meeting.

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

- Swine Flu – there are collection points for the anti-viral treatments at Health Centre at Arrowe Park, Tescos in Bidston and Asda in Liscard.

- Health Campaign – involving placing a dental bus in Seacombe to work with the dentist to carry out six-week baby checks to aim to get through to siblings and parents.

- Eastham Walk-in Centre – this is now available and is open from 8am to 8pm seven days a week. There will be a doctor on site and minor injuries / ailments can be dealt with there, as well as access to x-ray facilities.

- Voice of Wallasey Group – a public feedback group has been set up following on from expressions of interest from the Have Your Say campaign. A care forum of 20 people now meets on a monthly basis, and we want the chair of the group to sit on the locality board and to become actively involved in decision making.

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

14. Father Leon Ostaszewski – I was a member of the Patient and Public Health group - what was the difference between these? A. The Voice of Wallasey Group is not duplication; it is based on looking at health needs and is provision orientated.

15. Councillor Denis Knowles – are you aware of the health checks being carried out at Guinea Gap Baths, where there is a steady flow of people taking this up. Health checks are also taking place at Seacombe Community Centre, but are poorly attended as it does not seem to be widely advertised.

A. Dr Shymal Mukherjee agreed to feed this back to the relevant department and advised that health checks were also available at GP surgeries. He added that a huge campaign was being carried out on this and that it will be part of a rolling programme over the next few years.

16. Stan Thompson – if someone wants a health check do they need to go through the GP surgeries?

A. Dr Mukherjee – you can go through your GP to arrange this.

**Wirral University Teaching Hospital NHS Foundation Trust** Jo Goodfellow informed the forum that there was an update on pages 17-18 of the forum papers, and highlighted the following: The Trust worked closely with NHS Wirral on provision of a new assessment facility next door to the Accident and Emergency unit, which has helped to speed up services and work better for patients. Improving our services: - The Trust has been rated as one of the top 40 performing hospitals for the third year running. We have had a 30% decrease in the number of Clostridium difficile cases compared to the same quarter last year.

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

17. Dave Hale – Isn't CDLC more about hand washing, and how many cases of infection were involved in the 30% decrease? A. We are building a new contamination control area, and there are much tighter regulations on this. The decrease was 81 down to 56 cases, and this is continuing to decline.

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

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

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

- Highway Maintenance the Council has a new Highway Maintenance Partner – Colas Limited, a single source contractor who will carry out all highway works. We need feedback and comments on works carried out so that we can make sure that Colas are providing a good service.

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

19. Ken Harrison – mentioned that he had heard lots of complaints about the resurfaced roadway at St Albans Road – going into Wallasey Road seems like a skating rink and will become an even bigger problem when it is frosty. A. This has been resurfaced with high PSO with skid resistance, as it was not possible to get chips on the road at that point. No problems on this stretch of road have been reported to Streetscene.

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

20. Councillor Karen Hayes – people were not given enough notice when roads were being re-surfaced. A. Chris apologised for the inconvenience, and assured the forum that the contractor was being informed of what is expected, and that a protocol was being put in place to ensure that fair warning is given to residents. These are teething troubles, and it is why we want feedback to ensure that a decent service that offers value for money is provided.

21. Dave Hale – mentioned slippery area where some pot holes had been filled in by the Nat West Bank and that his wife had slipped over, which will only get worse when it is frosty. A. Chris agreed to discuss this at the end of the meeting.

22. Councillor Adrian Jones – thanked the officers for their fast responses and work carried out on trees etc.

23. Stan Thompson – expressed gratitude to Councillor Leah Fraser for finding the funding for a pedestrian refuge in the Mariners Park area. He added that the vehicle activated speed sign funded through the Area Forum was fitted on the wrong side of the road; Streetscene was notified of this and are to have this moved. Chair suggested that the bus stop could be moved and a permanent vehicle activated sign be placed in the area.

24. Councillor Denis Knowles – Is it true that Colas groups jobs together to take advantage of economies of scale; this could lead to jobs at the beginning of the list having to wait longer? A. The more we can put together a programme of work the more we can get for our money e.g. the more name plates we order the cheaper the price; and programming work can increase efficiency. Work is issued to the Contractor two times per month and if it is a priority it may not wait until get more value for money. Mark Camborne added that jobs relating to safety issues do not wait, and that economies of scale benefit everyone.

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

- Youth problems – the names of offenders had been passed to the Police and are being monitored by partner agencies.
- Dog Fouling Campaign – this was a successful campaign run over the
- Summer.
- Community Support Officers are out and about 24 hours a day and deal with all sorts of problems, including:
  - Working with partners
  - Holding keys re: fire alarms etc.
  - Visiting older people's home after hours
  - Removing racist graffiti – there was an incident where graffiti was removed and the perpetrators arrested within one hour

25. Stan Thompson added that there was a noticeable improvement re: dog fouling at Egremont.

26. Member of the Public – reported problem of dog dirt at Kings Street. A. Karl Cunningham – we are aware of problem areas, but have noticed a vast improvement overall. Pat Harvey added that problem areas should be reported, through the Streetscene call centre, and these will be targeted. Mark Camborne – informed the forum that consultations were taking place for the following:

- Shoreline Management Plan - looking at sea defences and dealing with issues such as climate change / rising sea levels
- Governance Review – an important consultation about Council management arrangements – to be responded to by the end of November 2009. Information on these, along with details of how to get involved and have your say, was available at the meeting and Mark agreed to discuss these in more detail at the end of the meeting, if required.

27. Carole Thomas – how is this information being put out to the public? A. The Area Co-ordinator confirmed that the consultations documents were available at Libraries and Council Receptions and that the Area Forum Coordinators had passed details to the Forum's Community Representatives – to pass on the information. Mark added that it was advertised in the free press last week and was being mentioned at all the Area Forum meetings, he requested everyone to raise awareness of these.

28. Dave Hale – if residents are to be consulted then it should be done directly, by mail to each household to ensure that all residents are reached, and not through third parties. A. Each district has been asked to consult on this, following clear guidelines. We are mentioning this in as many public places as possible.

Minute Decision: Resolved that:-

- (i) The partners be thanked for their updates.
- (ii) Stan Thomson to give an update on the Grandparents Group conference at the next meeting.

(iii) Dr Mukherjee to feed back re: lack of advertising of health checks at Seacombe Community Centre

**5 PUBLIC QUESTION TIME** The following questions / issues were raised:

1. Ken Harrison – residents in Seacombe are not able to get to Mill Lane Hospital by bus. A. The Area Co-ordinator agreed to raise this with Arriva and report back to forum members on this. Dave Hanlon added that the 433 goes to Mill Lane, but Ken confirmed that this did not stop near the hospital. The Chair confirmed that Arriva would be asked for information on the available routes.
2. Carole Thomas – What is happening re: youth provision for Wallasey, is this to be provided at the Fire Station? A. Chair confirmed that the Area Co-ordinator will arrange for a presentation on this at the next forum meeting.
3. Dave Hanlon – A report to the Sustainable Communities Overview & Scrutiny Committee on 21 September 2009 included the information on expenditure programmes for parks, including £60k for Central Park – what is this to going to be spent on? A. The Area Co-ordinator confirmed that this is not yet known and the Chair agreed to contact Parks and Gardens to find out more on this and report back.
4. Carole Thomas asked if this information could be shared with all of the Community representatives and the Area Co-ordinator agreed to arrange this.
5. Dave Hanlon – raised issue of survey / consultation arrangements covered by National Indicator Nos. NI 4 and NI 7; covering involvement of residents and local authority requirements on participation with the community and voluntary sector. A. Chair requested that Dave e-mail this issue to Mark Camborne who will respond directly. Carole Thomas added that NI 7 had been sent by the Voluntary and Community Sector to the Third Sector for a response.
6. Member of the Public – could we have an update on the libraries, as I use Earlston library on a weekly basis? A. Chair – my understanding is that the Council going to bring libraries back up to standard. Mark Camborne added that all libraries are to remain open and resources (staffing and equipment) are to be brought back to status prior to the closures.
7. Member of the public – there were some positive proposals with in the Strategic Asset Review, such as the hub for Liscard. Have these proposals been abandoned and are we to be consulted on these? A. Chair – The £20m that the Council was going to borrow is no longer being sought. There is no longer a need to put parts of libraries into the hubs as the libraries are to stay open. Mark Camborne added that the Strategic Asset Review is still underway, and the libraries were part of phase one, and the hubs are no longer being considered. Mark agreed to request a report / detailed presentation on this for the Liscard / Seacombe area for the next forum meeting.

Minute Decision – resolved that:

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

**6 DATE OF FUTURE MEETINGS** The Chair informed the forum that it was proposed to hold the next meeting at Seacombe Library and asked for views on this suggestion. Mark Camborne requested that the library staff be consulted on this prior to any agreement. It was agreed that the Area Co-ordinator to contact the library to discuss this. Dave Hale asked if the pa system was portable and the Chair confirmed that a pa system would not be required as it was a smaller venue. It was agreed that the next meeting would be held at Seacombe Library, on 10<sup>th</sup> February 2010, subject to confirmation with library staff. Minute Decision – Resolved that: the next meeting to be held on 10th February 2010 at Seacombe Library

**7 ANY OTHER BUSINESS** Father Leon Ostaszewski informed the forum that 1977 was the Centenary of Birkenhead as a borough, next year it will be the centenary of Wallasey as a Municipal borough. There will be an exhibition at Wallasey Central Library, on 21<sup>st</sup> July 2010 for one month. There will be a book of photos available at Williamson Museum for a cost of about £12-£14. The site of the other Wallasey Town Hall, bombed during World War II, will be included and there will be a vintage fire engine brought over from Waterloo for the event. The Chair thanked everyone for attending, closed the meeting at 9pm, and requested that people visit the stands / Respect Bus.

**Merseytravel Update:** Most significantly in this area, are our plans to increase the frequencies of the 432 and 433 services. We are looking at increasing the number of buses on these routes Weekdays, Weekends and Saturdays and Sundays. Further to this it is likely that we will be operating both a 432 and a 433 in the evenings and Sundays. We are also going to increase the number of services that we operate on a Bank Holiday with special services for key events such as Mathew St Festival etc. I am hoping to have these services in place for around May 2010. We are currently looking at the feasibility of running Cross River Services to Lime Street station and if this is possible we will be doing this from may also. *Best regards Simon*



# Section Two

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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.

## Anti-Social Behaviour Team

**Youth Respect Team** The Anti-Social Behaviour Team's youth outreach team (Youth Respect Team) has operated in Seacombe, Poulton, North Birkenhead, Bidston, **Bebington** and Noctorum;

**Badges identify team members in a flash (Oct 09)** Wirral Anti-Social Behaviour Team officers have come up with a bright idea to help them be more visible on duty as the winter nights draw in. The team, whose aim is to prevent and tackle anti-social behaviour, started wearing a uniform in 2007 to help identify them on the streets. The bright red outfit, which is also worn by the Youth Respect Team, is now a well-known sight among adults and young people alike. Now the team has added LED badges to its uniform to increase its visibility at night. The badges scroll the name of the team member and the team they represent in bright red.

**Partners line up for Not In My Neighbourhood week (Nov 09)** Wirral residents and agencies took to the streets for a week of action to tackle crime and anti-social behaviour. 'Not in My Neighbourhood Week' ran across the country from 2-6 November 2009 to promote what is being done locally to tackle crime and anti-social behaviour and encourages the police, public services and communities to work together to keep streets safe. Police led activity took place in Seacombe, Poulton, Moreton, Wallasey, West Kirby, Heswall, Bromborough, Noctorum and Tranmere.

**Local children take a starring role with new anti-social behaviour vehicle (Nov 09)** Wirral Council's Anti-Social Behaviour and Housing Market Renewal Initiative (HMRI) Teams together launched a new resource to help prevent and tackle anti-social behaviour. The partnership saw the launch of a new 'Community Reassurance Vehicle', equipped with CCTV, and is designed to be deployed primarily into the Housing Market Renewal areas. The vehicle will be used as an information point for residents and will be operated by an Enforcement Officer, funded to work

specifically in the HMRI area, who will use the vehicle as a resource to raise levels of awareness amongst adults, children and young people around anti-social behaviour and its consequences. The vehicle will also be used to provide reassurance and act as a deterrent to unacceptable behaviour.



At the launch event at Wallasey Town Hall, Caroline Laing, Manager of Wirral Anti-Social Behaviour Team, congratulated children and young people from across Wirral and North Wales for taking part in a competition

held at this year's Wirral Show. At the show, the Team called upon budding young sleuths to investigate their way around their promotion stands, answering simple questions about alcohol that enabled them to enter a competition for the chance to visit a professional mobile studio at the Show and have a photograph taken, either by themselves or with their friends or siblings.

It was left to the children and young people's imagination how to make the photograph as interesting as possible using the investigation themed props such as binoculars and magnifying glasses. Those who took part also received a free 'respect' key ring containing their photograph. The twenty-one winners, whose photographs included single, couple and group shots, were invited to attend the launch with their families to witness the grand unveiling of the new vehicle. The vehicle was officially launched with a ceremonial cutting of the ribbon by 7 year-old Jack Wallace of Woodchurch, who is pictured on the vehicle posing with magnifying glass and walkie talkie.

**Tuancy crackdown re-launched in Wirral (Dec 09)** Wirral Council and Merseyside Police joined forces to crackdown on truants. An anti-truancy blitz stopped more than 90 young people during a four-day period in November and December. The relaunched crackdown on truancy will see officers from the Police and Council return to the streets of Wirral in the New Year and use information from schools and members of the public to target known truancy hotspots. Anyone with information on truancy can contact the 'It's Your Call' hotline on 606 2020.

**Confiscation Cops hit the streets at Christmas (Dec 09)** A partnership between Merseyside Police and Wirral Council's Anti-Social Behaviour Team hit the streets again for the festive season following its successful operation over the summer holidays. The dedicated patrol of police officers, branded as the 'Confiscation Cops', patrolled the borough focusing on removing alcohol from young people. The officers were visiting locations across Wirral, both in a high visibility vehicle and on foot, to patrol areas where young people congregate, responding to public concerns. Targeting hot-spot locations of alcohol-fuelled anti-social behaviour, identified by analysis of data from police and other partner agencies, which includes calls from the public, the officers confiscated alcohol from young people.



During August 2009, operating on Friday, Saturday and Sunday evenings, the dedicated patrol spoke to 245 young people. 90 units of alcohol were seized and 18 young people were signposted to support services.

The 'Confiscation Cops' patrols are funded by the government's Youth Taskforce as one of a number of initiatives to tackle alcohol fuelled anti-social behaviour by young people. Residents can report locations where young people are engaging in alcohol misuse to the police on 709 6010.

## Community Safety

**Equality and Diversity** The aim of Wirral' Hate Crime prevention development work is to prevent and tackle hate incidents including those which can relate to anti social behavior. Being targeted because of your race, religion, sexuality or disability is a profoundly isolating experience and one in which people from all communities have a legitimate right to expect protection from the prejudice and discrimination that are at the root of hate crime. The focus of the Crime and Disorder Reduction Partnership is on serious acquisitive crime and hate crime.

Lead Officer is working with partners in the development of a Prevention of Hate Crime - Multi Agency Risk Assessment Committee, but there is still more to do, such as ensuring victims have the confidence in reporting incidents and systems are in place to address the reported crime. Joined up working benefits all, it can improve efficiency and bring real benefits to the community. Collaboration is essential to the sensitive and effective delivery of services to victims of hate crime.

Wirral's Multi Agency Risk Assessment Committee for the prevention of Hate Crime will bring together partner agencies that can co-ordinate a package of support depending on risk and or need. In this way, individuals experiencing a hate crime will be provided with an effective and consistent range of support.

**Neighbourhood Watch Event** This event was held on Friday 6 November at Hulme Hall during 'Not in my Neighbourhood Week' 2 – 8 November 2009. All Neighbourhood Watch Leaders and Shop / Club / Pub Watch Leaders had been invited and Neighbourhood Inspectors. It gave an opportunity to discuss matters of importance for their respective neighbourhoods and areas of concern. Presentations included one provided by the leader of the Regional NH Watch. Our NW Co-ordinator spoke on N'hood Watch and there was a presentation by Trading Standards on 'No Cold Calling' Zones to prevent bogus callers and 'cold-calling' traders. The presentation included legislation about customer's rights.

**Christmas operation** - Over the Christmas period, the Community Safety Team in conjunction with Merseyside Police, Chamber of Commerce and Council Departments were involved with the overall operation to maintain public safety and security, particularly around the 'Night-time Economy' areas. As a result of the joint operation, the Christmas period was quiet with no major issues arising.

**National Recognition For Arrowe Park Hospital** The North West Public Health Observatory based at JMU arranged a regional conference "North West Accident and Emergency Department (AED) Data Sharing Summit" and the invitation to attend the conference included the following statement "*The North West region is being recognised nationally for its commitment to, and progress in, AED data sharing for the purpose of violence prevention.*" The NWPHO presentation was entitled "The Wirral Model" and was based upon the partnership work taking place between JMU the A&E Department at Arrowe Park Hospital and the Joint Community Safety Team. Feedback from JMU after the event was sent to the Community Safety Team stating that "*partners were expressing the need to have the 'Wirral model' implemented across the whole of Lancashire and Greater Manchester*".

**Awards For Wirral Joint Community Safety Team** Two members of the Joint Community Safety Team were winners at the Total Policing Awards held in November 2009. Simon Fitzpatrick won the Police Authority award for Improvement in efficiency/the effectiveness of Merseyside Police for his work on violence prevention and his work with schools, and Sophia Bridge won the award for 'Total Care for Victims' for the work she carries out with victims of domestic violence as part of the Family Safety Unit.

**Crime Rates Lowered** Of the 43 CDRPs within the North West Region Wirral has retained the 7<sup>th</sup> lowest recorded rate of crime of all 43 CDRP's within the North West at the end of quarter three and is lower than any of the boroughs on Merseyside. We have reduced all crime during the period April – December 2009 by 7.6% compared to the same period in 2008.

**Class A Drug Re-offending:** Latest figures demonstrate a 28.5% reduction in the offending rate.

## Equality & Diversity

### Wirral Council is accredited at level 3 of the Equality Standard!

**The Equality Watch team are thrilled to announce that Wirral Council has been awarded level 3 status of the current Equality Standard for Local Government (ESLG).**

A peer challenge team from the Improvement and Development Agency were on site for 2 days at Wallasey Town Hall (20<sup>th</sup>/21<sup>st</sup> May) and re-visited us on 20<sup>th</sup> November for final assessment. 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 took part in the process both behind the scenes, leading up to the assessment and over the 2 day challenge itself. A huge thank you is extended to



Departmental Equality Groups, Staff Diversity Forums, Corporate Equality and Inclusion Group, Equality Watch Team and staff who have worked so tirelessly over the last 18 months to get us where we are today!

## Second annual Diversity Day event hailed a huge success!



Wirral's second annual Diversity Day event was held on Wednesday 4<sup>th</sup> November 2009 at Wallasey Town Hall between 2pm – 9pm. The event was organised by Equality Watch, the council's equality and diversity programme team and built on last year's event which was aimed specifically at employees. This year the event was open to members of the public, over 800 people visited the event throughout the course of the day / evening. Everyone was invited to drop-in on the event and sample cultural food, see what services are provided by our local

communities, talk to colleagues who have joined a staff diversity forum and see what services our partners are providing. Diversity Week is designed to raise awareness and involve staff and citizens in the promotion of equality and diversity. Promoting equality of opportunity is about ensuring that people from different groups do not suffer discrimination. Recognising diversity means understanding how people's similarities and differences can be harnessed for the benefit of the whole community.



Diversity Week is also a platform to learn more about your community, challenge misconceptions, promote community relations and develop innovative ideas to achieve equality and promote diversity.

The Equality Watch event was opened by the Mayor Andrew Hodson and the Chief Executive Steve Maddox. The event was closed by the Deputy Mayor Alan Jennings.

The Equality Watch team would like to thank the organisations that helped to sponsor the event:

- Merseyside Police
- NHS Wirral
- Wirral Partnership Homes
- Merseyside Fire & Rescue Service
- Wirral University Teaching Hospital NHS Foundation Trust.



A wide range of activities were provided throughout the day and we would like to thank all those entertainers who provided a wonderful atmosphere which helped to make the day successful. Some of the activities that took place in the civic hall were: Lion Dance, Sign along with Wirral Taiko Dragon Drummers, Bell Dancer, String Quartet, Polish Folk Musician, Wirral Youth Theatre. Other activities include the Respect bus being situated outside the town hall, a lantern parade competition involving day centres and a diverse football tournament in conjunction with Tranmere Rovers Football Club. The Council Chamber hosted a debate by members of the Executive Youth Board. The food was a great success, People enjoyed the variety of Greek, Chinese, Thai and Polish food. Lantern parade was one of the highlights the day. The lantern competition yielded a high standard of entries and the judging panel decided to award three third places.

The lantern competition results are:

**First Place - Riverside People's Centre**  
**Second Place - Prenton Resource Centre**  
**Joint Third Place - Highcroft People's Centre, Moreton Centre, Christine Gaze**  
**Forum Housing**

The prize draw was drawn by the Council Chief Executive Steve Maddox on Monday 9<sup>th</sup> November 2009.

**First Prize**                      **M Hears**  
**Second Prize**                 **Sheila from Women's Enterprise Breakthrough**  
**Third Prize**                     **R Perry**



## Youth Voice Conference

The Equality Watch team were privileged to be invited to deliver three Equality & Diversity workshops at this year's Youth Voice conference which took place at Wallasey Town Hall on Tuesday 13 October. The theme of this year's conference was 'Perceptions of Young People'. There were 132 young people at the conference

from across Wirral and the Equality Watch team would like to thank Maureen McDaid, Lindsay Davidson and Debbie McCabe from the Youth Service for their support. Special thanks of course to all the young people who took place in the workshops for making them so interactive and interesting!

## Launch of new Gender Identity Policy

Wirral Council's new Gender Identity Policy was launched by the Mayor of Wirral, Cllr Andrew Hodson on 8<sup>th</sup> September, 2009 at Wallasey Town Hall. Also in attendance were Wirral Council's Chief Executive, Chief Officers, council officers, elected members, members of Wirral's transgender community, representatives from the Council's employee diversity forums and from the community and voluntary sectors.

The Mayor welcomed people to the event and the Chief Executive re-affirmed the Council's pledge 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

At the launch members of the transgender community gave a 'from the heart' and moving account of the issues that affect transgender people, both before and after their transition to their acquired gender. If you would like further information please contact Jan Evans on 0151 691 8430 or Andrea Morrell-Foulkes on 0151 691 8584.

## 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)



**Operations** The Fire Service on Wirral is delivered through 6 community fire stations located at Birkenhead, Bromborough, Heswall, Upton, West Kirby and Wallasey. As previously reported we have made a commitment to risk assess every home in Merseyside and now are proactively targeting those homes that are still outstanding an initial assessment. To ensure that every home on Merseyside has had a Home Fire Risk Assessment/ **Vulnerable Property Assessment** (VPA's) by the end of the current fiscal year we commenced a new strategy of targeted campaigns in April 09. In addition to normal operations, we have run 7 campaigns across Wirral targeting those at risk properties resulting in an additional 929 HFSC being completed, 1471 VPA being passed and the identification of a further 136 vulnerable properties where there was a need for additional support and intervention in conjunction with partner agencies. Within the first 6 months we have achieved 55% of the annual VPA target for Wirral. In addition to the above work has continued in respect of reducing the risk of death and injury across the area. Attached are statistics for Deliberate Fires & Road Traffic Collisions which show a continuing year on year decline. MFRS has a statutory duty to maintain operational readiness and training is a key element of that. The Service has carried out a number of realistic training exercises with some of our major industry partners on the Wirral including, Camel Lairds, Uni-Lever, Shell and Costains to ensure that we are operationally prepared for any incident that may occur. **Wirral Deliberate Fires Statistics** The tables below show the figures for deliberate fires in Wirral from April 2006 until August 2009. The trend shows a year on year decline in Deliberate Fires from April 2006 to April 2009. The table also includes the first 6 months figures for April – August 2009 inclusive and indicates that we are likely to see another reduction for the year 2009-10.

### Deliberate fires for Wirral

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

**Environment** Merseyside Fire & Rescue Service has set a goal to become an environmentally regenerative service and to reduce our carbon footprint with the ultimate aim of becoming carbon

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

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

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

A partnership has been set up between MFRS and **Wirral Roadsafe Partnership** to impact on RTC Reduction National Indicators. We have trained staff to check Child Car seat fitting for safety and to give advice on type and legal requirements.

A 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 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**

## **Older People's Parliament**

Patrons: **Lady Grace Sheppard** Ethnic Minority Groups: **Lady Irene Chan**

Membership continues to grow, and is currently about 800. It is free to join, and you get various benefits:-

- 1 receive newsletters and information about events which you can attend free**
- 2 can contact us with any issues you have about services for older people. We try to take them up with the authorities, and usually get some satisfaction**
- 3 get involved in one of a number of different groups and projects we are running or involved in.**

**Full parliament meeting** was addressed by Angela Eagle, Wallasey MP, in her new role as Minister for Pensions and the Aging Society. Questions were addressed to her, and she answered them well.

**Away Days** during the autumn. The topic was "Home Alone". Speakers covered a range of topics of importance to older people on their own, including doorstep crime, suitable housing, and how to downsize; avoiding loneliness; befriending others and more. We were very grateful to Wirral Partnership Homes for sponsoring the day. Such events can accommodate up to 100, and a lunch is provided free. There is another day planned for this month (February 10<sup>th</sup>) specially for grandparents caring full time for grandchildren. Do let us know of any such households – they are often really stressed. On March 19<sup>th</sup> we have booked the Williamson Art Gallery for a big event to coincide with National Dying Awareness Week. We will have solicitors, bereavement workers, and an opportunity to let the NHS and Adult Social Services know just what we want from them when the end of life draws near for us.

We had a number of people coming to us last year about some fairly undignified incidents in hospital. These include aspects of clothing (undignified hospital issue, and difficulties for some in getting their own things laundered); people admitted in an emergency often don't have things they need from home, and have sometimes left their home in a worrying state, or have a pet or a fire left on; some people with hearing or visual handicaps are not receiving the care and support they need and some patients with mobility problems are having difficulty getting to and from the toilet. We collected some of these accounts and sent a letter to the hospital chief executive and others, making sure that we also reported on the high degree of satisfaction of many patients. We have been delighted with the response. Several consultants contacted us, and the Matron for older people's wards came to meet with a number of us. She is taking all the issues very seriously. Since the letter, we have also had reports of some people not getting sufficient fluid and nutrition in hospital, and this is an issue of which they are aware.

**Community Podiatry (Chiropody) Service** - told us of recent improvements in service. We gave him the clear message that older people want to maintain maximum mobility, and this means good feet amongst other things. We support any expansion of this service. We are, in conjunction with others in Wirral, trying to set up a project to look at quality of care in our many residential and nursing homes. Some are excellent. Some receive less good reports. We are applying for a large sum of money over three years to run a project to try and identify what we want from every care home in Wirral. We will



need a number of volunteers who will be trained and expenses covered, to visit regularly. Please contact the office if you might be interested.

We would like more people to get involved with our public transport group. Do you have any problems using your travel pass? Are there some journeys you want to make, but the bus and train routes are not there for you? We also want more older people with an interest in lifelong learning and adult education. If you have a national focus – pensions, human rights, age discrimination etc, we have a very active national issues organiser, who wants to know what we all want from the system. And there are some exciting developments in the Wirral over housing for older people needing support.

Our Chair for our first three years Jack Cuffe, has just handed over the reins to me. We are most grateful for all his efforts, and are delighted that he will accept the new role of President.

**Sandra Wall (Chair)**

## Wirral University Teaching Hospital NHS Foundation Trust

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. The Trust looks back on 2009 as a year of progress. We now have more than 8,500 Public Members and 5,000 Staff Members, represented by 19 elected Public Governors and five elected Staff Governors. We very much value the contribution that our Members and Governors make to help shape the services we provide.

**Capital Investment 2009** saw the start of our £30million, three year development programme at Arrowe Park Hospital. This includes an £11.5million investment to provide a dedicated Women and Children's Hospital at Arrowe Park. This will bring together under one roof, for the first time, all acute hospital services for women and children. A leaflet outlining the changes, the benefits they will bring and the schedule of the dates when various improvements will be open, is enclosed.

### **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.

We have already opened a brand new Children's Outpatient Department and December saw the official opening of a new 'Ronald McDonald House' facility to benefit families who need to stay close to their sick children. On the general side of the Hospital we have just installed a second MRI Scanner and opened Ward 12 as a fully re-furbished 20 bed Orthopaedic Unit with 10 en-suite single rooms. We are also investing nearly £1million in adapting our wards to comply with Department of Health guidance on eliminating mixed sex accommodation for patients. For more information about our full three year development programme, please take a look at the enclosed plan or go to the interactive plan on the homepage of our website [www.whnt.nhs.uk](http://www.whnt.nhs.uk)

**Controlling Infection** The Trust is committed to reducing the incidence of healthcare associated infections. We are one of the few trusts nationally to screen admitted medical & surgical patients for MRSA (meticillin resistant Staphylococcus aureus). This has reduced the risk of those patients who carry the germ harmlessly from developing an infection and reduces the risk of cross-infection to other patients.

We have implemented improved antibiotic prescribing practice and increased our isolation facilities. We also investigate **all** serious infections so that we can learn from them and take action to improve practice where necessary. We routinely publish our infection rates on our website and information can also be found on the Health Protection Agency's website [www.hpa.org.uk](http://www.hpa.org.uk)

To meet targets set by the Strategic Health Authority and NHS Wirral we aim to reduce the number of MRSA bloodstream infections (bacteraemias) to no more than 18 in 2009/10 and the number of *Clostridium difficile* cases to no more than 190 in the same period.



We are well on track to achieve this goal and figures released by the Health Protection Agency show that between April and December 2009 there were 118 cases of *Clostridium difficile* compared with 161 cases during the same period in 2008 - a **27%** decrease and, in the same period, recorded cases of MRSA bloodstream infection reduced to 12, a reduction of nine from the same period in 2008.

Our Elective Surgical Unit at Clatterbridge remains MRSA bloodstream infection free – this Unit undertakes most planned surgical and orthopaedic procedures including joint replacements. Our Women’s Services Unit at Arrowe Park is also MRSA bloodstream infection free.

‘Working Together to Keep It Clean’ is 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 Standards

- The Trust was awarded the title ‘Best Large Hospital\*’ in the Dr Foster Good Hospital Guide 2008 which compares services and treatment outcomes at all hospitals across the country.
- We 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 (NHS LA) 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.
- In the most recent (2008/09) Care Quality 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>	<i>Excellent</i>	<i>Good</i>	<i>Good</i>
<i>Clatterbridge</i>	<i>Excellent</i>	<i>Good</i>	<i>Good</i>

Our 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 and the easy click, ‘email a patient’ facility continues to be a popular feature. 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 8,500 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 that is enclosed in this information pack and return it to the Freepost address given.

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

**Working Together for a Healthier Future**



**Welcome to 2010 – The Year of Health and Wellbeing** 2010 is the Year of Health and Wellbeing and we would like to support and encourage Wirral residents to improve their health and wellbeing. This supplement will provide information on how you can improve your health and on how to get involved with activities that you may not have previously considered taking up. It will also help you to choose the right service (see Choose Well).

**A focus on good mental health and wellbeing** One in four people will suffer a mental health problem at some time in their life. Problems could include mild anxiety, stress or depression. Recognising the early warning signs and knowing what to do is really important.

**Help is available from:**

- Kooth (for young people aged 11-24) or visit: [www.kooth.com](http://www.kooth.com)
- CALM ( Campaign Against Living Miserably) Call 0800 585858 or visit: [www.thecalmzone.net](http://www.thecalmzone.net)
- Advocacy in Wirral Call 0151 650 1530 or visit: [www.aiw.org.uk](http://www.aiw.org.uk)
- MIND Call 0151 512 2200 or visit: [www.mind.org.uk](http://www.mind.org.uk)

The five ways to wellbeing, Evidence has shown that building actions on a daily basis from the following five ways can add seven and a half years to your life!

**1. Connect...** with the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community. These connections will support and enrich you every day.

**2. Be active...** Go for a walk or run. Step outside. Cycle. Do some gardening or dancing. Exercising makes you feel good. Discover a physical activity you enjoy and that suits your level of mobility and fitness.

**3. Take notice...** Savour the moment, whether you are walking to work in the snow, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters. Be curious. Catch sight of the beautiful. Remark on the unusual.

**4. Keep learning...** Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Mend a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy achieving.

**5. Give...** Do something nice for a friend, or a stranger. Thank someone with a smile - it doesn't cost anything! If you have spare time - volunteer some of it. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding.

**NEW YEAR - NEW YOU - 2010 THE YEAR OF HEALTH AND WELL-BEING**

**Book your free health check, The best things in life are free! Over 40? Book for your FREE NHS Health Check at your GP practice.** The Health Check will help prevent the onset of stroke, heart disease, diabetes and kidney disease. The Health Check is a few straightforward health tests and simple questions about your medical history. To book your appointment for your FREE Health Check call your GP practice. FREE NHS Health Check Helping you prevent heart disease, stroke, diabetes and kidney disease

**Get active**

- Why not consider cycling or walking to work?
- Walking 10,000 steps per day helps maintain a healthy heart.
- Half an hour's exercise per day will help you feel much better and it can help you lose weight
- Seven minutes of stair climbing per day halves the risk of a heart attack

**Eat healthily**

- Eating five portions of fruit and vegetables a day can help reduce the risks of cancer, coronary heart disease and other chronic illnesses by up to 20%.
- Too much salt can raise blood pressure, which triples your chances of heart disease and stroke.
- Cut down on saturated fats e.g. butter

NHS Wirral runs free MEND courses aimed at children who are above their ideal weight. The ten week course helps 5 to 13-year-olds and their families learn about food and how to eat more healthily, and discover fun ways to get fit.

Jean from Claughton said: "My 12-year-old-daughter absolutely loved doing the MEND course. She looked forward to it every week. We learnt so much and it was great meeting other parents and children with the same problems. MEND was so much fun, and now we all have a much healthier diet and lifestyle." For further information call 0151 630 8383

**Quit smoking** Stopping smoking is the most important step people can take for their health and if you smoke on average 20 cigarettes per day you can save £2,000 per year. NHS Wirral's Stop Smoking Service has helped more than 16,000 smokers quit. Ciggies... On your bike!

*Theresa, aged 46, from Wallasey, quit cigarettes after her dad died as a result of smoking. She said he suffered his first heart attack when he was just 47. Teresa has saved more than £1,000 and she's bought herself a new bike.*

For FREE help and advice call 0151 630 8383 or visit <http://www.wirral.nhs.uk/yourhealth/stopsmoking/>

**Alcohol .. Your Life back on track** Getting help with alcohol problems in Wirral Chelsea was frequently severely intoxicated, being seen at A&E and in trouble with the police. After being helped by the Wirral Alcohol Service she said: *"I feel as though I am in more control of my life".* Chelsea's life is back on course.

**Look after your Sexual Health** Anyone, male or female, can use our free Wirral Sexual Health services. We have the expertise to discuss your contraceptive needs, and assess your sexual health issues. You will be seen by healthcare professionals in a comfortable and welcoming environment. Call 0151 604 7290 for information on clinic details and opening times.

**Get Back to Work** NHS Wirral has launched a new service to help people who are out of work due to health problems get back into employment, education or training in 2010.

Wirral Working for Health (WW4H) works with health professionals and community-based action teams to give people support and advice on the best way to manage health problems while at work, and directs them to services that can help them return to employment.

Call 0151 630 8383 or visit [www.wirralworking4health.co.uk](http://www.wirralworking4health.co.uk)

*Angela from Wallasey said: "The team helped me get the support I needed to overcome my anxiety and get my confidence back. I've now got a new job as a carer and I've been accepted to study for an NVQ level 3 Care in the Community. My life has changed dramatically and I'm happier than ever."*

**SELF CARE**  
[www.nhs.uk](http://www.nhs.uk)

The best choice to treat very minor illnesses and injuries  
If you need health advice or information about local health services, contact NHS Direct on **0845 4647** or visit [www.nhs.uk](http://www.nhs.uk)

**Pharmacy**

For fast, effective expert advice. Your pharmacist can provide advice on common health problems and the best medicines to treat them. To find your local pharmacy visit [www.nhs.uk](http://www.nhs.uk)

**GP**

Find your local GP at <http://www.nhs.uk>  
For emergency GP Out-of-Hours call **0151 678 8496**

**Walk-in Centres treat minor illnesses and injuries without an appointment.** Walk-in Centre an facilities). Open 7am until 10pm Monday to Friday/Open 9am until 10pm weekend and bank holidays

**NEW Walk-in Centre, based at Eastham Rake, Eastham** Open 5pm – 9pm Monday to Friday and 8am – 6pm weekend and bank holidays (**Opening 1/2/2010**)

**All Day Health Centre** – based at Arrowe Park provides a nurse led Walk-in centre and you can book an appointment with a Doctor by calling 0151 201 4188. Open 8am – 10pm 7 days a week

**A&E** Accident and Emergency departments should **only** be used in a critical or life threatening situation

**Have Your Say GPs, Dentists, Opticians, Pharmacies, Community Services or Health Service Planning:** We're always interested in what you think about your local health services. We'd love to hear your views on how we can improve our services. Please get involved with YOUR NHS – join our membership scheme today. Call 0800 085 1547 or visit [www.wirral.nhs.uk](http://www.wirral.nhs.uk)

**Swine flu vaccination** Children aged six months to five years will be the next group of people to be offered the swine flu vaccine - there are about 18,000 children in this age category across Wirral. Marie Armitage, Joint Director for Public Health for NHS Wirral said: "Evidence shows that the under fives are vulnerable and are being particularly affected by the swine flu virus. They are the largest group needing hospital treatment at the moment and children who are otherwise healthy, are often affected." Parents of children under five years are currently being contacted by their local NHS and will be invited to bring their young children into clinics for vaccination. Marie's Grandson Sam Armitage gets his Swine Flu vaccination. In total, 18,000 under 5s in Wirral will be invited to have the vaccination.

# 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 Service is flexible and able to respond to the needs of young people and offers opportunities that are both universal and targeted. Youth work on Wirral is delivered through joint working between the Local Authority, voluntary organisations and other agencies. Youth workers work with young people in many different localities in Wirral. Having a variety of youth clubs and street work projects allows youth workers to work with young people in their neighbourhoods, meet their specific needs and respond to issues that are important to them. Much of the work of the Youth Service takes place in one of fourteen open access youth clubs located across the Borough. Street work teams of youth workers make contact with young people who do not access the service elsewhere, build relationships with them and in negotiation with the young people, develop programmes which address their specific needs. This work is delivered on the streets, through project work and on mobile Kontaktabuses.

Response is a Borough wide Youth Service provision, providing counselling, support, advocacy and information for young people. Many of these young people have complex needs requiring intensive support from the service including homelessness, abuse, poor health and poverty. The agency also has a team of specialist workers providing support to young people who have drug and alcohol problems. The team work with those individuals in a variety of settings including outreach street work and one to one work in their homes or wherever young people feel safe. The team also deliver educational programmes within schools and other youth settings on the risk, consequence and health implications of substance misuse. Partnership work plays an important role in targeting vulnerable, hard to reach groups of young people. Service level agreements and regular joint working ensures the needs of young people are met. Each year the Youth Service runs a comprehensive programme of International Youth Exchanges. Young people from Wirral take part in a number of international opportunities.

The Youth Service holds the operating licence for administering and running the DofE. The Youth Service is therefore able to issue individual operating licences to single units such as schools, youth clubs and uniformed organisations. Young people within the borough are able to participate in at Bronze, Silver and Gold levels and are offered a wide and diverse menu of opportunities. A well equipped Open Award Centre is able to provide comprehensive and quality expedition training for those wishing to attempt their expedition or exploration. Young people are encouraged to make improved use of their leisure time and by participating in the DofE they are guided towards, helping their own communities, acquiring new skills, keeping fit and taking on new and exciting challenges. Anyone aged between 14 and 25 can take part in the DofE regardless of background or ability and participants are able to increase their own self confidence and self esteem, make new relationships and develop fresh skills.

Wirral Youth Theatre 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.

**Wallasey Young People's Project** has continued to work with young people in Wallasey, Liscard, Poulton and New Brighton. Promoting personal safety is of great importance and issues relating to bonfire and firework safety, alcohol awareness and knife crime have been on the discussion agenda with the young people. The young people enjoyed the October Soccer Dome 5 a side tournament as well as participating in other activities such as bowling and ice skating. Together with Seacombe Young People's Project and Sports Development coaches, WYPP are running a Friday evening football session in Central Park.