

Wirral's Area Forums



Greasby Frankby Irby Upton and Woodchurch Area Forum

Wednesday 10th February 2010

**St Joseph's Primary School
St Josephs Primary School, Moreton Road, Upton,
CH49 6LL**

7.00-9.00pm

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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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Area Forum

Wednesday 10th February 2010

7.00pm

AGENDA

- 1 Welcome, introduction and apologies
- 2 Area Co-ordinators Report
Including:
-Matters Arising from October 09
-You Decide Results for Greasby Frankby Irby Upton and
Woodchurch
- 3 Equality and Diversity Question and Answer Session
- 4 Bus Service Providers Question and Answer Session
- 5 Public Question Time
- 6 Area Plan Update.
- 7 Area Forum Partner updates
- 8 Any Other Business
- 9 Future meetings/presentations
Thursday 10th June 2010 (Venue to be confirmed)

Section One

Minutes

Previous minutes

Monday 19 October 2009

Present:-

Chair:	Councillor J Quinn
Councillors:	T Smith, G Gardiner, P Reisdorf
Lead Officer:	David Smith (Deputy Director of Finance)
Area Co-Coordinator:	Andy Brannan
Merseyside Police:	Inspector Brian Griffiths
Merseyside Fire & Rescue:	Sarah Patterson
Wirral University Teaching Hospital NHS Foundation Trust:	Pat Higgins
NHS Wirral:	Glen Coleman
Community Safety Officer:	Jim Thompson
Streetscene Manager:	Dave Green (Director of Technical Services)
Community Representative:	Ron Green (Greasby Community Association), Jean Robinson (Overchurch Residents Association), Mark Stevenson (Woodchurch Neighbourhood Board Member), John Smith (Greasby Community Association), Maureen Cain (Woodchurch Board Member)
Council Officers:	Jo Burrell (Woodchurch Neighbourhood Management Board Co-ordinator)
In attendance:	Tony McDonough (Merseytravel), Tony Garret (Secretary for Wirral Transport) Ema Boddison (Minute Taker)

1. WELCOME, INTRODUCTIONS AND APOLOGIES

The Chair, Councillor J Quinn, welcomed forum members and 21 members of the public to the Greasby, Frankby, Irby, Upton and Woodchurch Area Forum meeting being held at Greasby Methodist Church, Greasby Road, Greasby.

2. MATTERS ARISING FROM MINUTES OF LAST MEETING including Area Co-ordinators report

Area Co-ordinator went through previous minutes pointing out the matters arising on page 14 and highlighted the fact that the results of the 'You Decide' surveys were now all submitted and awaiting perusal. He explained again what the 'You Decide' scheme was and invited anyone with any questions to contact him personally and he would be happy to help. The results of how the 'You Decide' money is spent will be brought to the next are forum in February.

2.1) Q – There is no return address on these questionnaires regarding the You Decide Scheme.

Andy Brannan – The questionnaires have a return free post address for Mott McDonald on the front of them. They are an independent research company who are collating the questionnaires and results on behalf of the Community Engagement Team.

2.2) Mark Stevenson (Woodchurch Neighbourhood Board Member) asked if he could receive a hard copy of the minutes before each Forum as he did not receive them via e-mail and now feels unprepared for this forum.

Andy Brannan (Area Co-ordinator) – you are on my distribution list and I will see you get hard copy in the future.

2.3) Q – Why are the papers not on the internet from the last meeting?

Andy Brannan – The minutes are usually placed on the internet by the Community Engagement Team. Unfortunately due to a misunderstanding in communication within our team, this was not done this time.

Chair – I would like to know what the problem was so it can be prevented in the future.

2.4) Q – It is not good that we only see the minutes the night of the forum; we should have access one month after the forum has been held.

Andy Brannan- give me your details at the end and I will make sure you get a copy.

Chair – it used to be that whoever signed in on the night can get a copy.

Andy Brannan – This can be arranged.

Chair – I would like to know what the process for the minutes is at the moment.

Agreed: that all documents should be available on the website in good time and sent out electronically or in hard copy as necessary/requested

2.5) Q – Why do we have to wait until after the meeting to bring up our points?

Andy Brannan- People can raise issues with me anytime in between the forums. They don't have to wait until the meeting itself. My contact details are always on the front of the coordinators report and I am more than happy to take people's issues if they contact me.

2.6) Page 7 of previous minutes – member of the public asked is this to be carried out? (pruning of overhanging trees)

Jim Thompson – Was checked for the health of the trees.

Dave Green – 30,000 trees are under contract with Amenity Tree Care to check trees over 3 years for safety or to prevent a hazard. We have different priorities, priority 1 being dangerous and priority 3 being hanging over people's gardens etc. We are trying to work through it.

Tony Garnett (Secretary for Wirral Transport) – trees were cut back along bus routes that were hitting buses.

2.7) John Smith (Greasby Community Association) – with reference to page 9, giving power back to the people, we are a joint Management Committee established since 1984. We have a meeting with Jim Wilkie to discuss repairs and take the transfer forward. In 2011 the Council will close Greasby Community Centre so we need support if you want the Community Centre to be under our control.

2.8) Ron Green – page 8 of previous minutes – would like to point out that we have discovered it is not the PCTs responsibility to supply lighting to help with parking for the new dentists on the car park at Coronation Park. WBC has drawn up a plan and can supply lighting at a reduced cost although GOAL's application to the Lottery for funding was turned down therefore GOAL needs to raise the money to pay for the lighting.

Page 12 – there was a questionnaire re activities people would like in Greasby sent out in the last Greasby Messenger and the results have now been printed in the latest addition.

3 AREA PLANS UPDATE

The Chair explained to the members of the public what the area plan is and the fact that it is a few years old now needed to be renewed. Members of the public are being encouraged to voice their opinion and it was suggested by the Forum that some sort of road show was put in place to promote area plans.

3.1) Q – Does this include assets?

Chair – Yes

Cllr Gardiner – I think we need a whole session really just on this topic.

Q – Can we see it online?

Andy Brannan – www.wirral.gov.uk under ‘area forum’. We want people to comment on how to do it and we are really interested in getting everybody’s opinion.

Q – How soon can we have the meeting, as it’s important to see the plans before we can comment?

Chair – I agree that people need to have the current plans to work from and feel we need a meeting dedicated to this one evening or in the afternoon.

Q – People would still prefer to have a hard copy of the Area Plan. Everything on this agenda should have been sorted a long time ago.

Andy Brannan – the area forums are all about listening to residents’ issues.

Chair – I think people are not happy with how the paperwork is dealt with and it is a valid point and we need to take it back and look into it – we only have 3 of these per year and different people attend each time so it is difficult to send paper information to everyone.

Cllr Smith – How are the area forums and plans advertised?

Andy Brannan – We advertise in the local press, posters, GP surgeries, dentists, libraries. However anyone can raise an issue with the Community Engagement Team anytime in the year.

3.2) Q – Is it feasible to get something for November with regards to the asset review?

Chair -We will see what can be done. We can raise this issue on the next forum

Chair –If anyone wants electronic information please let us have your e-mail address at the end.

Agreed: to request a special area forum meeting to discuss the Area Plan with format and date to be arranged

4. MERSEYTRAVEL QUESTIONS AND ANSWERS

4.1) Tony Garrett - There is now a service every 10 minutes to Birkenhead and Arrowe Park Hospital so I would just like to say well done however my friend lives in a side street and has to walk a long way, with walking sticks, to get to the bus stop. You need to take that into consideration.

Tony McDonough (Merseytravel) – if he is registered disabled then we do have a 'link' bus which can get him to the bus stop.

Chair – we have done a survey for that reason – we were hoping to be able to provide a bus through all the little estates but the cost was in excess of the funds available. However we do have an application in to accessibility funds for an additional system of volunteer drivers to get people to their GP surgery etc.

4.2) Tony Garrett – there is no service after 6:30pm on Sundays and Bank Holidays – can you update us on this?

Tony McDonough – we are getting 'new powers' and when they come into force we will work closely with the Council. 80% are commercially operated who take a revenue risk. 20% is what I run because people don't want to because it is not commercially viable i.e. small buses to Arrowe Park Hospital – our team are dedicated and will look into this. If anybody has got any concerns I will take them back with me and I will definitely return with a response.

4.3) Q – We don't have a direct school bus from Woodchurch to Wallasey. I have to get the bus at 7:20am to get to school

Tony McDonough – We do provide local school buses and unfortunately if you have decided to go to a non local school I am afraid I could not help you with that as an individual. It costs £60k per year to run a school bus. All I can do is apologise.

4.4) Q – Compared to before privatisation, what do we get from our services?

Tony McDonough – will look at everything more even split, we have a good service and work with operators so buses are more often and hopefully in the future we can look at pricing. We will never get back to how it was but with our strategy, we will get better.

4.5) Q - After a residents forum 2 months ago we were getting reports from young people that they get charged full fare when they are in full time education. Can teachers sign some sort of ID? I just feel that the attitude of bus drivers is quite bad and sometimes the young people don't have the money to pay full fare.

Tony McDonough – drivers have been fully trained and they should never leave anybody behind.

Q – Avon buses did – they left a young girl behind.

Tony McDonough – I will take these issues back to my team and we work closely with schools.

4.6) Maureen Cain – why are we down on buses on the Woodchurch?

Tony McDonough I cannot comment on that I am afraid. Maybe it was because it was not profitable. Maybe invite someone from that bus company next time.

4.7) Tony Garrett First Bus have old double decker buses on school routes, is this right?.

Tony McDonough – we do have standards, so old buses should not be utilised.

Chair - Shall we invite the bus companies to the next Area Forum to clarify some of the issues raised tonight?

Public – agreed

4.8) Q – There is no zebra crossing by where I live so we can't see properly to cross the road

Chair – This is not really a matter for Merseytravel

Dave Green – I will speak to you at the end. A traffic engineer can come out and meet you.

Chair – I think Joseph Smith is already looking into this so you will need to speak to him as well.

4.9) Tony Garrett – I would just like to point out that it is very hard to get private companies to come to these meetings. We have tried in the past.

Tony McDonough If you do have any questions I will try and answer them. I can do a bulletin of answers and feed them back to Andy.

5 PUBLIC QUESTION TIME

5.1) Q – I was hoping Climate Change Department was here so I could get some news on the Carbon Footprint.

Andy Brannan – unfortunately there as no one available to attend today. Member of the public did not ask his questions in advance.

6 AREA FORUM PARTNER UPDATES

Inspector Brian Griffiths Merseyside Police

Went over his newsletter as to what is going on in the area which is available to all residents and should have been posted. If it is not posted you can contact them or it can be accessed on line via Merseyside police. Brian Griffiths requested that members of the public be more vigilant as burglary rates have gone up slightly in the area mainly from sheds. He then proceeded to explain how the Police are working in partnership with the Fire service to put in place new bonfire strategies (pg 21 of previous minutes).

Brian Griffiths also explained how his team have spent the last 2 Fridays taking alcohol of youths after doing 'spot checks' which has been extremely successful, confiscating over 400 bottles/cans. He would like to encourage people to call the Police if they do see groups of youths 'hanging around'. This may decrease the

number of thefts from off licences as well although it is not just children it is adults with alcohol problems as well and we are working closely with the ASB team.

6.1) Q – It was claimed in the newspaper that a local MP said that 300 children were involved with the ASB team on the Woodchurch alone?

Brian Griffiths- We cover Prenton, Upton and Greasby as well and my target is 3 per day in relation to ASB and I rarely go over that – sometimes it can go up to 5 over a busy weekend.

Member of the public stated that he was just upset as he lives on the Woodchurch and didn't like the fact that it was being labelled with a bad name.

Brian Griffiths – I agree – there is not over 300 youths involved in ASB on the Woodchurch alone.

6.2) Maureen Cain – The One Stop Shop (Convenience Store) on the Woodchurch is selling to under age children.

Public – Upton is a hot spot lately

Brian Griffiths- I will definitely look into it and report back to the forum

6.3) Q. Ron Green – the whole of Wirral is to become an alcohol free zone which would include Coronation Park. Where do we stand on that?

Brian Griffiths – I will have to get back to you on that.

Jim Thompson – there are a number of places on the Wirral. I believe it is down to discretion. They are mainly put in places were there is an identified problem.

Brian Griffiths – OK – I would like to know where exactly on the Woodchurch is alcohol free.

6.4) Ron Green – People regularly gather in Coronation Park, especially youths to drink. If anyone sees issues like this please call the Police if they ever see this happening. It doesn't matter how many times people ring, just keep ringing each time you see it.

Brian Griffiths – We are aware of this and it is being looked in to.

Pat Higgins Wirral Hospital NHS Trust

Brief note contained in the pack that everyone received. MRI scanner will be ready at the end of the month. The Ronald McDonald house has now been opened for parents with sick children. It is free to parents and is excellent

If anybody would like to be a member of the NHS Trust they can get a pack at the end of the forum.

6.5) Tony Garrett – Have you got the new Park and Ride bus yet?

Pat Higgins- It hasn't arrived yet.

Tony Garrett – I would just like to add that I am aware that you now have 86 new parking spaces for blue badge holders which is amazing.

Ron Green Greasby Community Association

Informed forum of the fact that he has now secured funding for 2 new benches at the top of Wood Lane.

John Smith Greasby Community Association

Explained to forum how a small group of volunteers have planted bulbs around the Community Centre and the Library and asked that if anybody spots anything wrong with the trees to let him know. Will update everybody on the Christmas lights in the Greasby Messenger.

Sarah Patterson Merseyside Fire and Rescue

Read over her extensive report enclosed in pack. Confirmed the new Bonfire strategy put in place in partnership with Merseyside Police and ASB team which actually started today.

6.6) Q – How are you reducing your Carbon Footprint?

Sarah Patterson – we perform house checks, reduce our diesel, reduce our heating at the fire stations and we get checked constantly.

6.7) Q – We have asked a few times to use the fire station garden, community room and have been denied. Could you tell me why?

Sarah Patterson – I don't understand why you were denied – you should have been allowed to use it.

Maureen Cain Woodchurch

The Woodchurch is going to Southport on Thursday to get an award for 'Woodchurch in Bloom' which is a great achievement. Young people have been awarded the 'Peoples Champions Award' – one girl teaches 30 children to dance each week in her own time.

Jean Robinson Overchurch Residents Association

Thanked Inspector Brian Griffiths on behalf of residents for the section 30 as they feel the area has improved.

6.8) Mark Stevenson Woodchurch Board Member

Stated that he asked in the last forum for somebody from Equality and Diversity to be here and they have not attended and have had no explanation as to why therefore could not give an update. Stressed that he felt like he was letting his residents down due to the fact that he did not have time to read the previous minutes as he did not receive them until the day of the forum.

Chair apologised and proceeded to ask if he had any particular points.

Mark Stevenson replied that his points were the same points he brought up in the last forum but no one has attended from Equality and Diversity to answer his questions.

Glen Coleman NHS Wirral

Read an extensive report enclosed in the papers. Informed the forum that it is now time to go and get their seasonal flu vaccine – this does not cover the H1N1 (swine flu) therefore if you get an invite for either of the flu jabs then please go for them.

6.9) Tony Garrett – are Dentists in each ward doing NHS work?

Glen Coleman - I am not an expert on Dentists I am afraid – I can get details for next time.

7 FUTURE MEETINGS

The next Area Forum was confirmed for Wednesday 10th February with a venue to be confirmed.

8 ANY OTHER BUSINESS

8.1) Q –there was £18k put aside for transport – what are the results of how spent?

Andy Brannan – I can give you the results at the end.

8.2) Q – Carbon footprint – what is happening in the domestic properties

Cllr Gardner – we have Wirral Warm Front Zones where we offer free insulation is available for those on benefits and over 70s there is information on the Council website which will tell you what grants are available in your area.

Q – Are Climate Change Officers going to help?

Cllr Gardner- Yes. They have only been in post one month. It depends on the funding so we have put a bid in for extra funding for insulation and there are grants available.

Q – What about solar panels?

Cllr Gardner – The Council has now obtained approval from the landlord to install solar panels in the Cheshire Lines building

8.3) Q – Are we going to receive something in writing in relation to you decide?

Andy Brannan – some decisions still need to be made and approved yet between the panel, Community Representative and Councillors and we will get back to you at the next forum. We do this as there may be issues we come across i.e. somebody may not want a bin by their house etc.

8.4) Q – Library report – do the public get a copy of this?

Cllr Gardner – it is not down to us to make that decision – it is a Government decision.

Chair – the Secretary of State will decide if and when the report will be available to the public.

Q – The public deserve to know about this and have access to it.
Cllr Gardner – it is not our report and it is not our decision.

The Chair and Area Co-ordinator thanked everyone for their attendance and the meeting was concluding at 9pm

Matters arising

2.3-2.4) Area Forum Documents to be out in good time both electronically and in hard copy where necessary/requested.

ACTION: Andy Brannan

Completed

2.2) Mark Stevenson (Woodchurch Neighbourhood Board Member) will receive a hard copy of the Agenda and Minutes for the Area Forum in plenty of time for the next meeting.

ACTION Andy Brannan

Completed

3.1) Special Meeting to be arranged to discuss Area Plan

ACTION: Andy Brannan

This has been organised for 25th January 2010. Information from this meeting will be used in the process of reviewing the area plans across all the 11 area forums.

3.2) Information re the Asset Review to be supplied by November

ACTION: Andy Brannan

4.2) Tony McDonough –Will answer any concerns people may have about lack of buses after 6.30 pm

ACTION: Tony McDonough and Andy Brannan

Tony confirmed that he liaised with a number of residents after the meeting and answered their issues.

A number of bus operators have agreed to attend the forum to discuss any issues.

4.5) Buses must not leave vulnerable children behind (especially Avon Buses). Also lack of buses on the Woodchurch

ACTION 1. Tony McDonough – to take this back to his team who work closely with schools.

Avon's policy when presented with passengers who don't have the correct change is that they are allowed to board the bus and the passenger will pay when the bus driver has the adequate change further on the route.

If a child does not have enough money for the fare then it is up to the individual driver to use their own discretion. Avon continually monitors their complaints procedure and will give internal training to any staff member who does not adhere to their policies.

ACTION 2. Andy Brannan to invite bus companies to the next Area Forum

Representatives from First Group, Arriva and Avon Buses confirmed in November 2009 that they would attend the forum to listen to resident's questions and concerns.

4.8) Investigate the need for a new pedestrian crossing in Greasby for lady with visual impairment

ACTION: Dave Green to take details and arrange for a traffic engineer to meet her on site.

An officer from the Council's Technical Services Department met with the resident to discuss the issue. Following this, traffic surveys are being conducted with a view to installing a puffin crossing on Greasby Road.

6.2) The One Stop Shop (Convenience Store) on the Woodchurch is selling to under age children.

ACTION Brian Griffiths- to look into it and report back to the forum

Test purchase operations are regularly carried out by the Council and Police. There have been no failures by the One Stop Shop. If anyone has any information to support the possibility that they have been please contact the Police.

6.4) Is Wirral an alcohol free zone which would include Coronation Park?

ACTION: Brian Griffiths to report back

Some areas of Wirral are alcohol free zones. The Council is currently discussing making all of Wirral alcohol free zones, if this is agreed it will be fully publicised throughout the Borough.

Under the legislation an alcohol free zone needs to have signs in the area. There are a few signs currently up on Hoole Road and the Meadow so officially these areas can be enforced. However each case will be treated on its merits and Police Officers have been targeting Hoole Road.

Coronation Park is not currently a designated area and would have to be designated.

Since 1st July there have been only 4 calls to Coronation Park re disorder (rowdy behaviour) issues. Only one referred to alcohol and there have been no calls since September.

In addition to this patrols do visit the park and have not recovered any alcohol or had any issues.

6.7) Sometimes people have been unable to use Community facilities at the Fire Station

ACTION: Sarah Patterson to find out why.

All fire stations within Merseyside Fire & Rescue Service are community stations however, due to the size of some of the stations there are obvious limitations. Upton Fire station is a small single storey fire station and the only room available for the community to use is the lecture room/fire-fighters mess area. Within this area there is seating and a smart board, but as it has joint uses there is also a large pool table.

The inquiry about for the meeting had to be declined because it was for a large number of people and unfortunately this could not be accommodated at Upton fire station.

There are however community meeting facilities available for larger groups at other fire stations on Wirral, these include Birkenhead and Wallasey. Both these stations have rooms which can be used by community groups free of charge.

6.8) A council representative to attend the next Area Forum from Equality and Diversity to answer Mark Stevenson's questions.

ACTION: Andy Brannan

Jacqui Cross the Council's Corporate Equality & Cohesion Manager will be attending the forum to answer any resident's questions.

6.9) Are Dentists in each ward doing NHS work?

ACTION: Glen Coleman to get details for next time.

A list of dentists has been sent to Mr Garrett.

Section Two

Local Updates

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

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

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

Anti Social Behaviour Team

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

Reported October 2009:

- 41-year old male from Osbourne Grove, New Brighton was issued with an eviction order due to convictions for offences including Possession of Class C drugs, Possession of Cannabis with intent to supply and Possession of Class A, B and C drugs. The order was postponed for one year on condition he complies with the terms of his tenancy agreement*;
- Female evicted from Birkenhead issued with an eviction order following offences committed by her sons; two of which had been subject to an Acceptable Behaviour Contract (ABC) and a 3-year Anti-Social Behaviour Order respectively. The order was postponed for two years on condition she complies with the terms of her tenancy agreement and her eldest son does not reside at the property*;
- 25-year old male from New Chester Road, New Ferry, issued with a 2-year Anti-Social Behaviour Order for threatening behaviour towards an officer employed by Wirral Council at The Oval, Bebington;
- 21-year old male from Mainwaring Road, Bromborough, had an Anti-Social Behaviour Order against him extended for a further year due to breaches*.

Reported November 2009:

- 35-year old female from St Oswalds Avenue, Beechwood, was issued with an eviction order due to multiple breaches of her tenancy agreement for a range of offences committed by her and/or members of her household and/or visitors to her property. The order was suspended for two years on condition that the tenant complies with the terms of her tenancy agreement**.
- 34-year old male and 42-year old female of Rodney Street, Birkenhead, were issued with 2-year Anti-Social Behaviour Orders, following a catalogue of anti-social and criminal behaviour related to aggressive street drinking;

Reported December 2009:

- 40-year old male from New Hey Road, Woodchurch, issued with an Anti-Social Behaviour Injunction following an alleged serious incident involving a neighbouring household. As part of the order he is banned from returning home for four months;
- 51-year old male from Victoria Road, Tranmere, issued with an interim Anti-Social Behaviour Injunction due to alleged threatening behaviour towards a Wirral Partnership Homes' employee. A further hearing is awaited*;
- 37-year old male of no fixed abode issued with an interim Anti-Social Behaviour Order following a catalogue of alleged anti-social behaviour. The order bans him, amongst other things, from parts of Greasby, Arrowe Park, Woodchurch & Upton. A further hearing is awaited.

* issued in partnership with Wirral Partnership Homes.

** issued in partnership with Beechwood & Ballantyne Community Housing Association.

Additional activity has included:

□ 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 (October 2009)

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 (November 2009)

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 (November 2009)

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.

□ Section 30 areas hailed as success in Seacombe (December 2009)
Action earlier this year, which designated two areas of Seacombe as dispersal zones to tackle anti-social behaviour, was hailed a success. In January 2009, the Brougham Road and Percy Road areas of Seacombe were designated as Section 30 dispersal zones for six months by Merseyside Police, in partnership with Wirral Anti-Social Behaviour Team, to tackle increasing problems with anti-social behaviour by young people in the area. The powers, under the Anti-Social Behaviour Act, mean that police officers can move youths on and make arrests on those who return within 24 hours.

A random survey of local residents was carried out by the police to find out what impact the Section 30 designations had on the problems. Surveys were completed in February 2009 at the start of the designations and again eight months later. The designations expired in July 2009 but were reinstated later that month within smaller areas in the Brougham Road and Percy Road areas to specifically focus and target activity upon the most problematic roads. These further designations were linked into wider activity with partners that included youth engagement and diversion; environmental catwalks with agencies and residents to identify and address issues such as graffiti and flytipping; high visibility policing and enforcement and advice surgeries for residents.

Analysis released by the Joint Community Safety Team shows that the number of residents who considered youth disorder to be a serious problem reduced from 70% to 37%. Questions were also asked around how safe residents felt at home, near their home and in the park during the day and evening. Feelings of safety improved in ten out of the twelve questions asked, with the percentage of people answering that they felt 'very safe' increasing in all but one question. Further perception surveys will be completed at the conclusion of the current designations in the area.

□ Truancy crackdown re-launched in Wirral (December 2009)
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 (December 2009)
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.

Equality and 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 (20th/21st May) and re-visited us on 20th 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!

The 'Standard' has changed recently, with effect from March 2009 a new framework has been introduced which will be fully implemented by September 2009, called the 'Equality Framework for Local Government' (EFLG). Under the new framework Wirral has migrated to 'achieving' status which replaces level 3 and we aim to reach excellent status by 2012.

Second annual Diversity Day event hailed a huge success!

Wirral's second annual Diversity Day event was held on Wednesday 4th 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 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 9th November 2009. The results are:

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 8th 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.

Members of the audience commented that they found the event very informative and it was an ideal opportunity for people from different sectors of the community to network and learn about other people's experiences.

Many thanks go to the Corporate Equality and Diversity Team, the Council's Employee Diversity Forums and TransWirral who all worked with Corporate Human Resources to produce the policy.

If you would like further information please contact Jan Evans on 0151 691 8430 or Andrea Morrell-Foulkes on 0151 691 8584.

Positive Action vs Positive Discrimination

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

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

Positive Discrimination

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

Building audits

New buildings have to be fully accessible for all users however the Council has many buildings each built to the standards relevant to when they were built. Also the buildings constantly change to accommodate the users and services provided out of them. So they may have alterations and additions to later standards. With the Disability Discrimination Act coming into force and its subsequent public duties amendments we have now a duty to make all our buildings reasonably accessible to disabled people. An accessibility audit is a critical part of meeting this duty.

The purpose of an access audit is to establish how well a particular feature, usually a building, performs in terms of access and ease of use by a wide range of potential users, not only disabled people. The audit gives a snapshot of a building at one point in its life. The audit should identify how a person: Gets there, Gets in, Gets around, and finally and most importantly, Gets out especially in an emergency.

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

- essential or immediate This is where there are hazards or where there is a potential for action being taken under the Disability Discrimination Act or there are health and safety implications. This could be the highlighting of steps, filling in of mat wells or releasing the emergency alarm in an adapted toilet or moving a display stand which is blocking a fire exit.
- desirable Anything appearing under this category would improve the accessibility further, such as providing a portable induction loop for meetings or fitting a second handrail to steps or a ramp.
- refurbishment This is where bringing up to the current standard when repairing or refurbishing such as when a door needs repairing make sure it has the current vision panels and fittings, when redecorating make sure the guidelines for tonal contrast are met or on a larger scale install a lift to the upper floors.
- Maintenance These consist of minor items which can be accommodated within the day to day maintenance such fitting push plate or kick plates to doors, sweeping up leaves on ramps in winter or moving furniture or displays to allow circulation space. Once an audit is completed it is discussed with the building manager and a copy sent to the service manager. Also some of the works can be prioritised to be undertaken using the DDA budget. By undertaking repeat audits every five years means that an accurate picture of improvements undertaken can be built up. For further information contact Steve Foden, Access Officer or Ged Smyth, Equalities and Access officer within the Equality and Diversity Section, Corporate Services on 619 8212 or by email stevefoden@wirral.gov.uk or gerardsmyth@wirral.gov.uk

Do you want to become a member of Equality Watch?

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

member of equality watch and would like to register please email:
equalitywatch@wirral.gov.uk

Transport

Personal Travel Plan project

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.

Following a pilot in Liverpool during summer 2008 a larger project was delivered in Wirral between May & September 2009 contacting 10,000 households, with a goal of engaging with 50% of these. In particular, residents of Heswall, Irby, Pensby & Thingwall were targeted.

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.

Wirral Project

The area of Heswall, Irby, Pensby & Thingwall was selected due to its possible impact to the congestion corridor management programme. It provided the most potential for reducing car use and meeting the programme aims, including high level of car ownership and usage for work trips, comparable car and bus journey times along corridor during 8am-9am peak and capacity on 472 / 71 / 72 bus services.

Specific objectives were set for the Wirral programme, including;

- 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 for other trips to and from the project area in order to reduce traffic growth and encourage sustainable travel behaviour.
- c) Improve efficiency of trips made by car in order to reduce CO2.
- d) Improve perception of sustainable modes of travel and awareness of information sources.
- e) Increase understanding and awareness of TravelWise

Project Delivery

A project office and team of travel advisors was established above Heswall Post Office in May 2009. A community partner launch event was hosted by Councillor Jean Quinn at Heswall Hall on 27th May to gain local media coverage and raise awareness. Prior to this, a before survey was conducted in April with 1000 residents to set a baseline of current travel behaviour.

The project was delivered across four zones, starting in Lower Heswall and Barnston and moved northwards, finishing in Irby & Thingwall by the end of September. At the beginning, a leaflet was sent to homes in each zone outlining the project and inviting participation followed, by three attempts to contact people at home on weekdays, weekday evenings, and Saturdays.

Those available and willing to participate were then engaged in a 10-15 minute conversation to identify information and incentives that would meet an individual's travel needs and encourage sustainable travel behaviour. For those that requested one, an information pack was delivered within 5 days containing incentives and information e.g. cycle maps, walking guides and public transport timetables. Households where no contact could be made after 3 attempts were sent a 'Missed You' leaflet allowing residents to arrange a consultation at their convenience. Participating individuals were also encouraged to take part in a TravelWise

Challenge for at least one day in the fortnight period after engagement in an attempt to encourage more sustainable travel. Incentives included a week's free bus travel, walking pedometer and a cycle discount voucher. In return householders were asked to record which challenge they'd agreed to, the date(s) they'd taken part and what their thoughts were on the experience. Forms received by the project office went into a prize draw.

Throughout the engagement period a dedicated page on the TravelWise website was established, www.LetsTravelWise.org/Wirral to communicate the project and its progress.

A customer aftercare service was carried out by the travel advisors during engagement to ensure participants were happy with the level of service they were receiving. At the end of the project, JMP produced a report highlighting the numbers and type of people who took part, the challenges that were undertaken and the number of resources that were requested.

Project Results

In October an independent evaluation of the project was conducted by TTR using a telephone after survey involving 400 participants and 400 non-participants to assess whether the aims of the project had been met. Respondents were asked to recall their travel the previous weekday, any changes of use in modes of transport over the previous and future 3 months and their opinions and awareness of bus travel, cycling and the TravelWise campaign.

The headline results from the engagement and evaluation are as follows;

4940 households participated
30,732 pieces of information were requested and distributed
3741 challenges were accepted

Comparing all participants with the control group saw a shift in favour of sustainable modes of transport of 9.1% and a reduction in car trips of 7.1%.

Participants who changed behaviour reduced car mileage by 5.6km (3.5 miles) per day, resulting in a reduction of CO2 emissions of 18.2%.
Car use from the project area along the congestion corridor for peak hour trips to Birkenhead was reduced, but not for journeys to Liverpool.

The greatest impact was made on short trips with people switching away from motorised modes to walking and cycling.

Post Project activity

All partners in the project wish to maintain the sustainable travel habits established as a result of the engagement and learn how a third project could be delivered even more successfully elsewhere on Merseyside in 2010.

It is proposed that a series of Focus Groups be held at the end of January with participants, non participants and those who did not hear of the project. As a result we should understand;

a) what determines whether someone goes on to change behaviour having spoken to a PTP advisor and how we can help them maintain or increase this change and,

b) the reasons for non participation and non contact.

There is also the intention to repeat the evaluation survey in 2010 to establish what level of behavioural change is maintained after a period of 12 months.

Youth Service Update

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

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

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

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

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

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

Much of the work of the Youth Service takes place in one of fourteen open access youth clubs located across the Borough. Street work teams of youth workers make

contact with young people who do not access the service elsewhere, build relationships with them and in negotiation with the young people, develop programmes which address their specific needs. This work is delivered on the streets, through project work and on mobile Kontaktabuses.

Response

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

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

International Work

Each year the Youth Service runs a comprehensive programme of International Youth Exchanges. Young people from Wirral take part in a number of international opportunities.

Duke of Edinburgh's Award

The Youth Service holds the operating licence for administering and running the DofE. The Youth Service is therefore able to issue individual operating licences to single units such as schools, youth clubs and uniformed organisations. Young people within the borough are able to participate in at Bronze, Silver and Gold levels and are offered a wide and diverse menu of opportunities.

A well equipped Open Award Centre is able to provide comprehensive and quality expedition training for those wishing to attempt their expedition or exploration. Young people are encouraged to make improved use of their leisure time and by participating in the DofE they are guided towards, helping their own communities, acquiring new skills, keeping fit and taking on new and exciting challenges.

Anyone aged between 14 and 25 can take part in the DofE regardless of background or ability and participants are able to increase their own self confidence and self esteem, make new relationships and develop fresh skills.

Wirral Youth Theatre/Youth Arts

Wirral Youth Theatre operates across the Borough to enable young people to access a wide range of performing arts related activities. Art forms such as drama, dance, music, technical theatre and new media are used to help young people to develop personally and socially as well as developing theatre and media related skills.

Fender Youth Club are running a project called RE:ACT. Twelve young people have been delivering workshops to other young people from Woodchurch High School around the dangers of carrying knives. This consisted of the young people delivering workshops around why and who carries knives, the dangers and the law. This was followed by two sessions of graffiti art putting what they have learnt into art form and this work will shortly be made into posters and postcards which will be displayed around schools and other youth clubs. Young People are also going to work with the

Youth Theatre to help with their new touring production which is around knife crime and are going to make a DVD about people's experiences of knife crime. Fender Youth Club has now received the Bronze award in Health Promoting Youth units. Since October Fender youth club has had 581 attendances.

Greasby Youth Club has been awarded the Bronze award in Health Promoting Youth units. The club has had two well attended parties for Halloween and Christmas with lots of Party games. Response staff has been coming in once a week to offer advice and guidance. There have been workshops on Safety in Fireworks night and sexual health. Since October the club has had 122 attendances.

Deeside Young People's Project has continued to work in the mid and west Wirral areas using streetwork and the Kontakta Bus to engage with young people. 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 youth workers are supporting the young people in activities which interest them.

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.

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-furnished 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

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

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 (NHSLA) at Level 2, with an exceptionally high level of achievement. This shows our commitment to delivering the highest quality and safety in our patient care.
- 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 & Dignity</i>
<i>Arrowe Park</i>	Excellent	Good	Good
<i>Clatterbridge</i>	Excellent	Good	Good

For more information...

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

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

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 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 and County Durham NHS Foundation Trust.



Merseyside Fire & Rescue Service

Operations.

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

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.

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 several campaigns across Wirral targeting those at risk properties. Over 5,000 properties on Wirral have been visited by crews over the last quarter.

In addition to the above, work has continued in respect of reducing the risk of death and injury across the area. 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. Multiple high rise exercises also took place at the end of January, we worked with the local housing trust to secure a block off flats for the month in order to practice the full High Rise Procedure including use of Dry Risers and search procedures.

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. We have also 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.

Youth Engagement

The Youth Engagement Team commenced a 12 week **Beacon Course** in January for students living on the Wirral. Referrals have all come from Wirral Alternative Schools Programme. The course is running out of Birkenhead Fire Station, is for 1 day a week over the 12 wks and is designed for children aged 11-16yrs. This is a partnership project to engage young people at risk of exclusion from mainstream

education and involvement in arson related crime. The course participants are 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 course concludes with an end of course presentation at the Training & Development Academy in Croxteth for the students and their families.

Partnerships.

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

A partnership has been set up between MFRS and **Wirral Roadsafe Partnership** to impact on RTC Reduction National Indicators. We have trained staff to check Child Car seat fitting for safety and to give advice on type and legal requirements. A number of successful events were held across Wirral where MFRS, along with Wirral Road Safety, provided child restraint checking information and advice

Fire Fighting Equipment for Wirral Wardens and Rangers

As part of our strategy for Small Fires in Parkland portable fire fighting equipment has been provided to Park Rangers and Community Patrol Wardens. The issue of the equipment will decrease environmental impact by extinguishing small fires on discovery and therefore reducing the Carbon emissions.

Wirral has:-

- 10 Sites of Special Scientific Interest (SSSI) – more than any other district on Merseyside
- 70 Sites of Biological Importance (SBI)
- 220 designated green spaces in the current Unitary Development Plan for Wirral
- 24 Allotments

These sites are either patrolled by Wirral's Community Patrol, Wirral Park Rangers and/or National Trust Rangers.

Funding has now been agreed to supply the PaCLider Portable Water Fire Extinguisher to wardens in Wirral. It was granted by North West Improvement and Efficiency Partnership via North West Fire Service Sustainability Network.

MFRS will be providing full training to the wardens and rangers in the safe use of the equipment.

Wirral 'Trailblazers' Mountain Bike Club

MFRS in partnership with Merseyside Police, Wirral Youth Services and Anti Social Behaviour Teams are endeavouring to set up a Mountain Bike Club initiative based at Bromborough Fire Station. The scheme will be aimed at young people across Wirral and be a diversionary activity as well as contributing towards the health and education of the young people involved. The partners hope to encourage interaction with the young people and others in the community and to promote health and safe cycling together with citizenship through a club based environment. The workings of the partnership are still in its infancy and progress will be reported at future Forums

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 well under way now 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 or contact via telephone on 0151 296 4600.

FSN are looking to recruit volunteers for the last of their **Bright Spark** programmes running in 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

Wirral Older People's Parliament



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

Report on our activity in the past few months.

Membership continues to grow, and is currently about 800. Please join if you are 50 plus and live in the Wirral. It is free to join, and you get various benefits:-

1. You receive newsletters and information about events which you can attend free
2. You 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. You can get involved in one of a number of different groups and projects we are running or involved in.

Our December full parliament meeting in the Town Hall was addressed by Angela Eagle, our Wallasey MP, in her new role as Minister for Pensions and the Aging Society. A number of questions were addressed to her, and she answered them well.

We had one of our 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 10th) specially for grandparents caring full time for grandchildren. Do let us know of any such households – they are often really stressed. On March 19th 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.

We met with the head of the Community Podiatry (Chiropody) Service in the autumn, and he 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.

Finally, our Chair for our first three years of existence, 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)
13.01 2010.

STREETSCENE UPDATE

New Highway Maintenance Partner

The following schemes have been constructed by our new Highway Maintenance Partner, Colas Limited, since the last Area Forum.

Over 40,000 sq metres of carriageway surfacing has taken place across the borough, along with over 1200 minor highway works.

Street lighting improvements have taken place in Broadway Avenue, Prenton Dell Road, Rodney Street, Christchurch Road and Torrington Road.

Across the borough, over 40 new street nameplates and 40 new street seats have been installed.

As part of our road safety improvements two pedestrian refuges and one puffin crossing have been completed along with signage improvements on Kings Parade and a number of other smaller safety schemes.

Traffic Management Schemes

Traffic Safety Schemes - the following have been completed since the last Area Forum:

- St Albans School, Liscard - Safer Routes to School (Awaiting Scottish Power connections)
- A41 New Chester Road / Allport Road - Local Safety Scheme
- Meadowside School, Woodchurch - Safer Routes to School
- St Anselms College, Claughton - Safer Routes to School Scheme
- South Wirral High School, Eastham - Safer Routes to School Scheme
- Castleway Primary School, Leasowe - Safer Routes to School Scheme (under construction to be completed Jan 2010)
- St Georges Primary School, Wallasey - Safer Routes to School Scheme
- Irby Primary School, Irby - Safer Routes to School Scheme
- Mount Primary School, Wallasey - Safer Routes to School Scheme
- Weatherhead High School, Wallasey - Safer Routes to School Scheme
- Hoylake Holy Trinity School, Hoylake - Safer Routes to School Scheme
- A41 Hooton Interchange, Eastham - Local Safety Scheme
- Speed Barrier North Wallasey Approach Road, Wallasey - Major Safety Scheme (Under construction to be completed Mar 2010)

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

Personal Travel Plan Project

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.

Following a pilot in Liverpool during summer 2008 a larger project was delivered in Wirral between May & September 2009 contacting 10,000 households, with a goal of engaging with 50% of these. In particular, residents of Heswall, Irby, Pensby & Thingwall were targeted.

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.

Wirral Project

The area of Heswall, Irby, Pensby & Thingwall was selected due to its possible impact to the congestion corridor management programme. It provided the most potential for reducing car use and meeting the programme aims, including high level of car ownership and usage for work trips, comparable car and bus journey times along corridor during 8am-9am peak and capacity on 472 / 71 / 72 bus services.

Specific objectives were set for the Wirral programme, including;

- 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 for other trips to and from the project area in order to reduce traffic growth and encourage sustainable travel behaviour.
- c) Improve efficiency of trips made by car in order to reduce CO2.
- d) Improve perception of sustainable modes of travel and awareness of information sources.
- e) Increase understanding and awareness of TravelWise

Project Delivery

A project office and team of travel advisors was established above Heswall Post Office in May 2009. A community partner launch event was hosted by Councillor Jean Quinn at Heswall Hall on 27th May to gain local media coverage and raise awareness. Prior to this, a before survey was conducted in April with 1000 residents to set a baseline of current travel behaviour.

The project was delivered across four zones, starting in Lower Heswall and Barnston and moved northwards, finishing in Irby & Thingwall by the end of September. At the beginning, a leaflet was sent to homes in each zone outlining the project and inviting participation followed, by three attempts to contact people at home on weekdays, weekday evenings, and Saturdays.

Those available and willing to participate were then engaged in a 10-15 minute conversation to identify information and incentives that would meet an individual's travel needs and encourage sustainable travel behaviour. For those that requested one, an information pack was delivered within 5 days containing incentives and information e.g. cycle maps, walking guides and public transport timetables.

Households where no contact could be made after 3 attempts were sent a 'Missed You' leaflet allowing residents to arrange a consultation at their convenience.

Participating individuals were also encouraged to take part in a TravelWise Challenge for at least one day in the fortnight period after engagement in an attempt to encourage more sustainable travel. Incentives included a week's free bus travel, walking pedometer and a cycle discount voucher. In return householders were asked to record which challenge they'd agreed to, the date(s) they'd taken part and what their thoughts were on the experience. Forms received by the project office went into a prize draw.

Throughout the engagement period, a dedicated page on the TravelWise website was established, 'www.LetsTravelWise.org/Wirral' to communicate the project and its progress.

A customer aftercare service was carried out by the travel advisors during engagement to ensure participants were happy with the level of service they were receiving. At the end of the project, JMP produced a report highlighting the numbers and type of people who took part, the challenges that were undertaken and the number of resources that were requested.

Project Results

In October an independent evaluation of the project was conducted by TTR using a telephone after survey involving 400 participants and 400 non-participants to assess whether the aims of the project had been met. Respondents were asked to recall their travel the previous weekday, any changes of use in modes of transport over the previous and future 3 months and their opinions and awareness of bus travel, cycling and the TravelWise campaign.

The headline results from the engagement and evaluation are as follows;

- 4940 households participated
- 30,732 pieces of information were requested and distributed
- 3741 challenges were accepted

Comparing all participants with the control group saw a shift in favour of sustainable modes of transport of 9.1% and a reduction in car trips of 7.1%.

Participants who changed behaviour reduced car mileage by 5.6km (3.5 miles) per day, resulting in a reduction of CO2 emissions of 18.2%. Car use from the project area along the congestion corridor for peak hour trips to Birkenhead was reduced, but not for journeys to Liverpool. The greatest impact was made on short trips with people switching away from motorised modes to walking and cycling.

Post Project Activity

All partners in the project wish to maintain the sustainable travel habits established as a result of the engagement and learn how a third project could be delivered even more successfully elsewhere on Merseyside in 2010.

It is proposed that a series of Focus Groups be held at the end of January with participants, non participants and those who did not hear of the project. As a result we should understand;

a) what determines whether someone goes on to change behaviour having spoken to a PTP advisor and how we can help them maintain or increase this change and,

b) the reasons for non participation and non contact.

There is also the intention to repeat the evaluation survey in 2010 to establish what level of behavioural change is maintained after a period of 12 months.

Recycling Update

Multi occupancy properties - A new recycling service has been introduced to the majority (420) of the multi-occupancy properties across Wirral, enabling residents to recycle plastic bottles, glass jars and bottles, cans, paper and cardboard. A further 57 sites are currently being consulted to enable them to be provided with recycling services. A series of roadshows are due to take place in April 2010 at many of the high-rise flats and sheltered accommodation properties, allowing residents to speak

to members of the recycling team and ask them any questions regarding the service. The Waste and Recycling Team will then focus their attentions on providing a recycling service to those in harder to reach areas, currently on a bag collection round for refuse. These are mainly rural locations in the more isolated spots of the Borough.

On-street recycling - Most of the large metal glass bins across the Borough are scheduled to be removed in March 2010. This is to make way for new on-street recycling bins, to be sited in shopping and tourist areas. The on-street recycling bins have been tested in Birkenhead, Liscard, Heswall and Bromborough and have been favourably received, with shoppers recycling an average of half a tonne of plastic bottles, paper and magazines, drinks cans and drinks bottles since their introduction in April/May 2009. The glass banks are being removed as we have found that many are almost solely being used by businesses, at a cost to Wirral residents. Glass banks will remain at a number of locations, including supermarkets (a full list of locations can be found on www.wirral.gov.uk/recycling)

Heart Wirral Green Month (Oct 09 to Nov 09) - The Waste & Recycling Team sponsored a Green Month with Heart FM Wirral, to promote recycling across the Borough. As part of the campaign, there were 4 different adverts educating listeners on what can be recycled, pages on their website with advice and information along with the public's recycling tips and information. A "Big Swap" was started at the beginning of the month on the breakfast show. The swap started with a budget no frills mobile and ended with a year's car servicing and MOTs worth several hundred pounds (in between there was a bicycle, meal and chauffeur service at a restaurant); this feature promoted the reuse message. The winner of this was chosen at random from those people who submitted their recycling tips.

Street Sweepings

From September 2009, the waste that is swept off the streets by the street sweeping vehicles has been sent for recycling. Approximately 80% of this waste is currently being recycled. This type of waste includes soil, dirt, grit, sand stone and leaf fall.

Wirral continue to recycle and compost approximately 36% of household waste, including street cleansing waste.

Tidy Business Scheme

Since the last report the number of businesses involved in the Tidy Business Scheme has doubled. This has mainly been due to a project naming Oxton Village England's first 'Tidy Business Village'.

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

School Environment Awards 2010

The annual school environment awards ceremony is will take place in Pacific Road Theatre on Thursday the 25th of March, 2010.

Wormery Project

From end of January we will be offering a wormery and critter lodge to every school. The wormeries are being made from recyclables and our primary partners are the Live Wirral Wardens and Cornerstone Training. At the same time we will be giving each school a Cherry Tree, which is being donated as part of the programme by the Cherry Tree Centre.

You Decide

The results of the Area Forums (You Decide) are beginning to come in and we will be organising the following:

- A Community Environment and Sports Day in Birkenhead and another in Tranmere
- A Big Giveaway Day in Bebington and a second in Clatterbridge

More events are expected to be added to this list as the Panels continue to report their findings. It is proposed that we wait until the full list of events under the You Decide Programme is known before we schedule the events.

Cascade Events

This centrally funded series of training events continues across the Borough. We are participating in this promoting Love Food Hate Waste and Recycling. The programme of events is being established for the months of January, February and March. In all it is expected that a further 18 events will take place during this period.

Rock Ferry Health Trainers

We are working with the Health Trainers to deliver Love Food Hate Waste information to persons participating in their Healthy Eating Course currently being run in the Rock Ferry Library. Should this prove successful we will extend our interest across the Borough.

Recycling Update/Technical Services Day with the Over 50's Parliament

On 26th February we are holding our second Annual Roadshow with the Over 50's Parliament. This year we are extending the programme to include informative talks from Street Lighting and Roads.

Art Exhibition (with workshops)

From the 17th to the 30th May in the Pavilion, Birkenhead Park we are holding an exhibition of Art from recyclables. At present we anticipate displays of fashion, handbags, statues, glassware, paintings, mosaics and musical instruments. The works are by both amateur and professional artists some of whom will conduct master-class workshops during the event.

For more information contact jim.smith@wirral.gov.uk

Street Cleansing and Litter Bins

A daily assessment of the standard of street cleansing conducted by Biffa is shows that in excess of 96% of streets inspected on a random basis are cleansed to a satisfactory standard. This is against a contractual minimum target of 95%. (January to November 2009 inclusive)

Narrowing the Gap

Keep Britain Tidy (formerly Encams) conducted a NI 195 survey in Wirral's 5% most deprived areas in March 2008 and again in September 2009. Results showed that from the roads inspected, acceptable levels for litter and detritus figures improved

from 67% to 87% respectively in the Super Output Areas. This demonstrates a significant improvement and is attributed to a range of preventative work carried out in these areas by a wide range of partner organisations, enhanced community engagement and changes in cleansing techniques. As a result of these improvements, the gap between the most deprived areas and the remainder of the borough has reduced from a difference of 22% in March 2008 to just 5% in September 2009.

Litter Bins

The litterbins on the coast, which are most exposed to the elements, have been replaced with litterbins made from stainless steel.

A procurement exercise for the general provision of litterbins is underway and this will provide for any outstanding requests for litterbins. Anyone who made a request that was not approved has been advised in writing.

NHS Wirral



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
- CALM (Campaign Against Living Miserably) Call 0800 585858 or visit: www.thecalmzone.net
- Advocacy in Wirral Call 0151 650 1530 or visit: www.aiw.org.uk
- MIND Call 0151 512 2200 or visit: 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. Theresa 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

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."

CHOOSE WELL

SELF CARE

The best choice to treat very minor illnesses and injuries

www.nhs.uk

If you need health advice or information about local health services, contact NHS Direct on **0845 4647** or visit 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

GP

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

Walk-in Centre

Walk-in Centres treat minor illnesses and injuries without an appointment.

Walk-in Centre and Minor Injuries unit based at Victoria Central Health Centre, Wallasey. (This centre also has x-ray 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 Arrowse 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

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.

Wirral Council Community Safety Team

Equality and Diversity - Reporting and recording of hate crime

The aim of Wirral's 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.

Wirral's Community Safety Team 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.

The Equality Bill is being used to strengthen protection, advance equality and simplify the law. It will bring together existing duties and extend to them to gender reassignment, age, sexual orientation and religion or belief.

- 6 equality strands: disability, gender, age, race, sexual orientation, religion and belief
- 7 strand to be agreed (narrowing the gap, anti-poverty)

It is the aim of Wirral's Multi Agency Risk Assessment Committee prevention of hate crime for agencies to share information with a view to identifying those at high

risk of suffering hate crime and there after jointly constructing a management plan in the provision of professional support to all at risk.

Cathy Newman
Lead Officer for the Prevention of Hate Crime

Wirral Joint Community Safety Team

Serious Acquisitive Crime and Hate Crime Team

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.

Neighbourhood Watch Co-ordinator's report –

The Co-ordinator has had a busy year with the following commitments –

Serious Acquisitive Crime meetings
Neighbourhood Watch Schemes -
Established 12 new Neighbourhood Watch groups in Wirral
8 Neighbourhood Watch setup meetings,
5 Allotment setup meetings,
3 No Cold calling Zones
Neighbourhood Watch Consultation Conference,
Regional NHW meetings
4 Force Neighbourhood Watch meetings.

Training -

PCSO and Police Volunteer training meeting
3 Volunteer meetings, William Art Gallery
Vintage Radio - crime reduction talk.
Ringmaster Admin technology conference, Thames Valley, Port Sunlight police training Role Play.

Community Consultation / Information sharing -

2 Police station open days
Police Awards and Voluntary Awards
15 Community Crime Reduction Talks.
15 Community Crime Reduction Stands
3 Residents Sheltered Accommodation Talks and Crime Reduction Stands
6 Community engagement meetings

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.

Hate Crime and Diversity - The Council held an Equality / Diversity Day at Wallasey Town Hall on Wednesday 4 November to which the public were invited. Community Safety had a stand together with the police SIGMA team, who deal with Hate Crime. Both Community Safety and the SIGMA Team gave a presentation on the work of the units. The event was highly successful finishing about 9pm.

The consultation stages have all been completed with the consensus to proceed with a Hate Crime Multi-Agency Risk Assessment Conference (MARAC) to address all six strands of diversity i.e.,

- Age
- Disability
- Race
- Religion or Belief
- Gender
- Sexual Orientation

As a result of which, the necessary changes have been made to the computer database and documentation to capture all the relevant information. The most appropriate persons representing the strands have been invited to attend the MARAC meetings. We intend to increase reporting and reduce re-victimisation. Presently we are extending the amount of third-party reporting centres and enabling easy access to services for victims of Hate Crime.

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 7th 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 Reoffending:

Latest figures demonstrate a 28.5% reduction in the offending rate.

Tackling Anti-Social Behaviour (prepared by Wirral Anti-Social Behaviour Team)

October 2009 – January 2010

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

Reported October 2009:

- 41-year old male from Osbourne Grove, **New Brighton** was issued with an eviction order due to convictions for offences including Possession of Class C drugs, Possession of Cannabis with intent to supply and Possession of Class

A, B and C drugs. The order was postponed for one year on condition he complies with the terms of his tenancy agreement*;

- Female evicted from **Birkenhead** issued with an eviction order following offences committed by her sons; two of which had been subject to an Acceptable Behaviour Contract (ABC) and a 3-year Anti-Social Behaviour Order respectively. The order was postponed for two years on condition she complies with the terms of her tenancy agreement and her eldest son does not reside at the property*;
- 25-year old male from New Chester Road, **New Ferry**, issued with a 2-year Anti-Social Behaviour Order for threatening behaviour towards an officer employed by Wirral Council at The Oval, Bebington;
- 21-year old male from Mainwaring Road, **Bromborough**, had an Anti-Social Behaviour Order against him extended for a further year due to breaches*.

Reported November 2009:

- 35-year old female from St Oswalds Avenue, **Beechwood**, was issued with an eviction order due to multiple breaches of her tenancy agreement for a range of offences committed by her and/or members of her household and/or visitors to her property. The order was suspended for two years on condition that the tenant complies with the terms of her tenancy agreement**.
- 34-year old male and 42-year old female of Rodney Street, **Birkenhead**, were issued with 2-year Anti-Social Behaviour Orders, following a catalogue of anti-social and criminal behaviour related to aggressive street drinking;

Reported December 2009:

- 40-year old male from New Hey Road, **Woodchurch**, issued with an Anti-Social Behaviour Injunction following an alleged serious incident involving a neighbouring household. As part of the order he is banned from returning home for four months;
- 51-year old male from Victoria Road, **Tranmere**, issued with an interim Anti-Social Behaviour Injunction due to alleged threatening behaviour towards a Wirral Partnership Homes' employee. A further hearing is awaited*;
- 37-year old male of no fixed abode issued with an interim Anti-Social Behaviour Order following a catalogue of alleged anti-social behaviour. The order bans him, amongst other things, from parts of **Greasby, Arrowe Park, Woodchurch & Upton**. A further hearing is awaited.

* issued in partnership with Wirral Partnership Homes.

** issued in partnership with Beechwood & Ballantyne Community Housing Association.

Additional activity has included:

➤ **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 (October 2009)**

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 (November 2009)**

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 (November 2009)**

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.



➤ **Section 30 areas hailed as success in Seacombe (December 2009)**

Action earlier this year, which designated two areas of Seacombe as dispersal zones to tackle anti-social behaviour, was hailed a success. In January 2009, the Brougham Road and Percy Road areas of Seacombe were designated as Section 30 dispersal zones for six months by Merseyside Police, in partnership with Wirral Anti-Social Behaviour Team, to tackle increasing problems with anti-social behaviour by young people in the area. The powers, under the Anti-Social Behaviour Act, mean that police officers can move youths on and make arrests on those who return within 24 hours.

A random survey of local residents was carried out by the police to find out what impact the Section 30 designations had on the problems. Surveys were completed in February 2009 at the start of the designations and again eight months later. The designations expired in July 2009 but were reinstated later that month within smaller areas in the Brougham Road and Percy Road areas to specifically focus and target activity upon the most problematic roads. These further designations were linked into wider activity with partners that included youth engagement and diversion; environmental catwalks with agencies and residents to identify and address issues such as graffiti and flytipping; high visibility policing and enforcement and advice surgeries for residents.

Analysis released by the Joint Community Safety Team shows that the number of residents who considered youth disorder to be a serious problem reduced from 70% to 37%. Questions were also asked around how safe residents felt at home, near their home and in the park during the day and evening. Feelings of safety improved in ten out of the twelve questions asked, with the percentage of people answering that they felt 'very safe' increasing in all but one question.

Further perception surveys will be completed at the conclusion of the current designations in the area.

➤ **Truancy crackdown re-launched in Wirral (December 2009)**

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 (December 2009)**

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.



Section Three

You Decide Update

Some of the activities that were chosen through the 2009/2010 You Decide scheme are already being installed in this area forum area.

The activities that have been installed and are due to take place over the coming months are:

- Community Sports Worker in Greasby Frankby and Irby to work closely with the local community to carry out projects in the area.

- Youth Sports Nights in Upton to support activities that encourage youth engagement. These nights are to be spread evenly across the ward.

- Litter bins for Greasby Frankby and Irby to be located in

 - Glenwood Drive (Irby)

 - Irby Park

 - Mill Lane by the Coach and Horses pub

 - By the Cat pub, Greasby

- Litter bins for Upton to be located in Arrowe Park.

- Adult Learning (10 hour courses) split equally between Greasby Library and Greasby Community Centre a number at different times in the year.

- Big Tidy Up in the Upton ward to look at a number of smaller locations.

- Vehicle Activated Sign with Solar Panel 1 sign for Greasby Frankby and Irby to be located around Mill Lane 1 sign for Manor Drive in Upton

- Dropped Kerbs for Greasby Frankby and Upton located at the Commbe Road bus stops and Upton on Hoole Road

- Renewal of traffic signs and slow markings