

# Wirral's Area Forums



## **Leasowe/Moreton/Saughall Massie Area Forum**

**Monday 4 October 2010**

**Sandbrook Community Centre,  
Chapelhill Road, Moreton, CH46 9SE**

**7.00pm – 9.00pm**

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Leasowe, Moreton & Saughall Massie  
Area Forum

Sandbrook Community Centre,  
Chapelhill Rd,  
Moreton

Monday 4<sup>th</sup> October 2010  
7.00pm - 9.00pm

## **AGENDA**

- 1. Welcome introductions and apologies**
- 2. Area co-ordinators report**
  - **Minutes of last meeting and matters arising**
- 3. Wirral's Future be a part of it presentation**
- 4. Funds For You update**
- 5. Public Question Time**
- 6. Partner Updates**
  - **NHS Wirral**
  - **Wirral University Teaching Hospital NHS Foundation Trust**
  - **Merseyside Police/Community Safety**
  - **Fire Service**
  - **Older Peoples Parliament**
- 7. Dates of future meetings- Wednesday 2<sup>nd</sup> February 2011**

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### **Code of Conduct for Area Forums**

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

# Section One

## Minutes and Matters arising

Tuesday, 8<sup>th</sup> June 2010  
Eastway Community Centre, Knutsford Road, Moreton, CH46 8TN

Present:

Councillor	S Mountney (Chair)
Councillors	C Blakeley, I Lewis, S Williams, R Abbey, A McCardle
Lead Officer	Carolyn Curr (Head of Corporate Policy)
Community representative	Jane McLear
Area Service Co-ordinator	Tracey Smith
Merseyside Police	Inspector Peter Kolokotroni
Merseyside Fire and Rescue Service	Ian Maxwell
Wirral University Teaching Hospital NHS Foundation Trust	Amanda Farrell
NHS Wirral Council Officers	Martin McEwan Mike Collins (Community Safety), Sarah Risnes (minute taker)
Apologies:	None

### 1 WELCOME, INTRODUCTIONS AND APOLOGIES

Councillor Simon Mountney opened the meeting and welcomed 20 members of the public to the meeting. He introduced and welcomed Aidan Ryan a Youth Representative to the meeting and forum members agreed Aidan Ryan would join the forum members and attend the next meeting.

**Minute decision: Resolved that Aidan Ryan will become an Area Forum member and attend the next forum.**

### 2 AREA CO-ORDINATOR'S REPORT

Tracey Smith informed the forum that the area co-ordinators report included the minutes of the last meeting and partner updates. She asked if there were any proposed amendments or matters arising – None were raised and the minutes were agreed as a true record.

Tracey advised the forum that Streetscene have £18,200 to spend on dropped kerbs, road signs and cycle paths as part of the new Integrated Transport Model questionnaire which gives residents a chance to say what they would like in their area. She invited forum attendees to fill in the questionnaire at the back of the room after the meeting and responses would be returned to Streetscene.

Tracey also advised that due to bad weather conditions over the winter each area forum now has £5000 to spend on grit bins and if any of the attendees have suggestions for locations of the new grit bins they should fill in the form and return it at the end.

**Minute decision: Resolved that the Area coordinator be thanked for her report and the minutes be accepted as a true record.**

### 3 UNITED UTILITIES UPDATE

The Chair welcomed Gaynor Kenyon, Scott Bear and Simon Chadwick from United Utilities to the forum, to give a presentation on the recent water problems in the Moreton / Wallasey area.

Scott Bear started the presentation by thanking the forum for giving United Utilities this opportunity to attend and explain the issues which have arisen during recent weeks. Scott apologised for the inconvenience caused and explained that there were 3 incidents which lead to the problems in Wirral but that they were still conducting ongoing investigations.

The first issue involved the planned work in Reeds Lane on 20<sup>th</sup>-21<sup>st</sup> May to fix a 21inch leak in the water main, which all 11,500 residents affected were notified in writing in advance of the work commencing. Scott explained that when the excavation began the scale of the leak was more than they had originally anticipated and that normally they would abort the job at that point. The split in the pipe was getting worse and at this point they had no choice but to continue the work. They admit that residents were not notified of this extension to the repair work but this was because they were still confident that they would have the leak repaired by 6am. At 4am they realised it was going to take longer than expected but that most residents were restored to the water supply by 12pm. United Utilities was liaising with the local media all morning to inform residents of their return to the water supply and were confident that everything was back to normal.

On the Friday afternoon some residents were still reporting no water or low pressure in the Wallasey / Liscard area. United Utilities did not know why this was as all computer reports were showing that the pipe in Reeds Lane was fully repaired. United Utilities then decided to retrace the problem back along the water supply and found another isolated incident by the M53 which was a broken 36inch water valve.

United Utilities found it very difficult to fix this problem quickly as there were several overhead electricity cables directly above the ground where the valve was and this meant they had to Liaise with the electricity company to ensure there was no power around when excavation and repair began, as the valve was 36inches long the excavation for this repair was huge. Scott showed some photos in the presentation which highlighted the scale of the challenge faced by the company. The repair on the valve took one week in which time was the hottest weekend of the year so far. This caused more problems as the levels of water in the reservoir dropped. This meant that water pressure was low and affected all of the North East of the Wirral for the whole of Sunday. United Utilities continued to monitor this situation and dispatched water bottles to residents. The normal procedure would have been to pump water straight into the mains but due to the broken valve this could not happen. This repair work was a hugely complex procedure for United Utilities and they did try to communicate with residents but they acknowledge they could have done more.

Investigations have shown that the valve which caused the majority of problems was installed 30 years ago and it had a defect which meant instead of moving in a circular motion to let water pass it had become stuck. Now United Utilities will be checking the area to ensure any other valves which were installed at the same time do not contain the same defects.

The forum then asked United Utilities the following questions:

**Member of the public:** Will residents be given compensation and how much?

**United Utilities:** Yes compensation will be given to those affected; the amount will be determined by the scale of problems each individual household experienced as some residents were back to the water supply sooner than others. Customers who are in credit on their bill will receive a cheque and those who are in arrears on their bill will receive credit on their bill. Letters have been sent out to all affected households and residents should expect to receive them next week. If anyone wishes to dispute the level of compensation given they may appeal by contacting United Utilities directly.

**Member of the public:** Informed the forum that she was one of those affected by the water problems and that she had no notification from United Utilities that any work was being carried out.

**United Utilities:** We apologise for this however letters were distributed to 11,500 households and unfortunately sometimes letters can get mixed up between newspapers and junk mail. This feedback will be taken back to the relevant department within the company and United Utilities are open to other forms of communication if any resident have suggestions of how this can be done better.

**Member of the Public:** Has Reeds Lane opened yet?

**United Utilities:** Yes Reeds Lane is now fully open and operating as normal.

**Jane McLearn:** What did United Utilities do to ensure that vulnerable groups such as the elderly were not as affected by the problems as a lot of older people in her area were not notified and did not know what to do when the problems occurred? Also small businesses in the area were not able to operate and have therefore lost money due to these problems.

**United Utilities:** Simon Bear explained that all residents should have been notified but understands there seems to have been some error after hearing of people's experiences in the area. The bottled water given out to residents at the stage when United Utilities knew they would not be able to fix the

problem for the hot weekend was given to vulnerable groups first but United Utilities admit they need to get better at identifying where the most vulnerable people live.

Carolyn Curr suggested that United Utilities link up to the council's and NHS vulnerable people database and ensure that both lists within United Utilities and the council match to ensure a coherent response to this type of situation should it ever happen again.

Cllr Ian Lewis also agreed with this action as he was concerned about the shortage of a comprehensive vulnerable people list within United Utilities.

Simon bear also explained that any businesses who feel they have lost out due on income due to these problems can apply for compensation by writing to United Utilities and listing the details of how they were affected.

**Minute decision: Resolved that United Utilities be thanked for attending and if anyone has any questions there are forms which can be filled in at the back of the room.**

#### 4 YOU DECIDE

Lead officer Carolyn Curr gave a presentation to the forum on You Decide. She explained to the attendees that this was the 3<sup>rd</sup> year of You Decide and that this time around the process has been changed. Previously You Decide was a questionnaire for residents to fill in, now it is a small selection card for residents to tick which options they would like to see in their area. It is hoped that this new approach will make the process more pro-active and quicker.

Each area forum has £20,000 to spend on additional services in their area, and the top 5 choices out of all the responses would be funded. The public should think of locations of some of the services listed and write them on the slip where possible.

Carolyn advised the forum that some of the options need long term community involvement and to think of the feasibility of this before selecting this as a choice.

The following questions were raised by the forum:

**Member of the public:** how will CCTV law affect the selection of CCTV in the You Decide process?

**Carolyn Curr:** The CCTV and Alley gate options are subject to public consultation and therefore any area which applies for it would have to be in agreement before it could go ahead.

**Member of the public:** How are the options in You Decide additional services, this is what the council should provide as part of its day to day services.

**Carolyn Curr:** The options given are additional services which are above and beyond what the council already provides. This is for local areas to choose what they have in their area as some people may have different opinions on what they would like to see in their area.

**Member of the public:** Why doesn't the council just take the money and decide what to spend it on?

**Chair:** There are many people who want to see the council's elected members spend the money but there are just as many people who want to have a say on what additional services are provided in their area. This process is a middle ground between the two options.

**Member of the public:** Will people who have not attended the forum be able to have a say in the You Decide process for example Moreton Umbrella group – youth meeting is tonight so they are unable to attend.

**Carolyn Curr:** Yes, there are plenty of You Decide selection cards which can be taken away and given to people who want to participate for them to fill in and send back to the Area Forum team.

**Member of the public:** How will this get the youths off the streets?

**Carolyn Curr:** There are several You Decide options which if chosen would enable young people to become involved in other activities. Such as the Youth Sports night and the work of the Sports Development Officer.

**Member of the public:** Looking at the logistics of placing bins in parks etc should not be done by the public this should be done by the council when designing the park from the start. The placement of bins outside fast food restaurants should also be part of the planning application process.

**Carolyn Curr:** Litter bins are a requirement of planning applications and fast food restaurants must put this in to be approved?!

**Member of the public:** The planting of new trees should be taken in caution as spreading roots can cause problems later on.

**Chair:** Thanked the member of the public for this comment and said this would be taken on board for future reference.

## 5 PUBLIC QUESTION TIME

The following questions / issues were raised:

**Member of the public:** Has there been a planning application submitted for the re-opening of Sorellas in Moreton with a music license until 12am weekdays and 1am Friday and Saturday?

**Chair:** Yes there has been a planning application submitted as Tesco have applied to build a new store on the current site where the Plough Inn stands the owners have decided to open 'Cross Bar' on the old Sorella's site. The license request is for music and alcohol to be served until 11.30pm on a weekday and 12.30pm at weekends. If any residents have concerns and wish to object to the application a letter must be given in writing to the council by the 1<sup>st</sup> of July to the licensing committee. A letter will be distributed to the surrounding residents this week to ask for their views on the application.

**Member of the public:** Will supersaver be closed as part of the new Tesco site?

**Chair:** No, Supersavers will not be affected by the Tesco site.

**Member of the public:** Residents in Sunningdale flats in Moreton received a visit from Merseyside Fire & Rescue Service (MFRS) insisting the building must be sterile and everything must be removed from the hallways, including small pot plants. Why is this all of a sudden?

**MFRS:** Incidents nationally which have led to deaths has prompted the review of certain policies and MFRS have advised Wirral Partnership Homes (WPH) who own Sunningdale flats to carry out a risk assessment on the flats. WPH must have deemed the potted plants to be a risk on the assessment and this is why they will have been removed. If residents still have issues with this they must ask WPH to redo their risk assessment of the building and maybe downgrade the level of risk attributed to small pot plants.

**Member of the public:** There was a drain cleaning machine on Hoylake Road during the early hours and the machinery made huge amounts of noise disturbing residents in the area. No notification was given and neither United Utilities nor Wirral Council will admit to sending the machine.

**Carolyn Curr:** This issue will be taken back to the Streetscene department and an update will be provided at the next meeting.

**Member of the public:** Why do kids who do bad things get rewarded with treats to try and get them to become good kids when kids who don't do anything wrong don't get anything?

**Inspector Peter Kolokotroni:** A few years ago all the funding given to the Police to treat kids was for the children who were on the brink of offending but now there is also funding out there to reward good kids who haven't done anything wrong. The money is used in hotspot areas for both good children and children on the verge of offending.

**Member of the public:** The pigeon droppings previously reported outside Sayers in Moreton has not been dealt with and it is still there.

**Tracey Smith:** Will follow up with Streetscene and report back at the next meeting.

**Member of the public:** There is a grid missing by Moreton station and it could cause an accident as a small child's foot could easily get stuck down the gap.

**Response:** There was a phone number left by United Utilities for issues like this to be flagged up so this will be done as soon as possible.

**Member of the public:** The parks and play areas around Leasowe and Moreton always get refurbished and then vandalized again by the teenagers who rip up the rubber surface. What can be done about this?

**Response:** The Parks team is to meet with the Councilors to see if a solution can be reached and explore the possibility of using a different type of material for the surface of the play areas. Also, if any particular community groups have anything they would like to do to the play areas they can put a bid into the area forums via the Community Initiatives Fund.

**Member of the public:** There are too many children playing on the War Memorial Cenotaph in Moreton cross and it should be fenced in.

**Response:** The area is an open public space and unfortunately a favourite spot of free-runners due to its height. It is seen as a gathering area.

**Member of the public:** In the winter when the snow and ice was causing huge problems there was no gritting around the Sunningdale flats and shopping area, as this is for elderly residents this was extremely dangerous.

**Tracey Smith:** Explained to the area forum about the yellow slips which they had received to allocate the £5,000 for grit bins to be placed in certain areas, and that this was most certainly one of the locations that had been mentioned in the Moreton area. Tracey advised the group to make their selections and hand back the slips at the end of the meeting.

## 6 PARTNER UPDATES

### NHS Wirral

Martin McEwan advised the forum that NHS Wirral have provided a full report in the meeting pack. Highlights include a new patient group in Wallasey in which patients can become directly involved in decision making about how services should be run in the area. There is also a new Minor Injuries Clinic at Victoria Central Hospital so Martin advised the forum if they have any minor injuries such as sprains etc they should attend this clinic rather than arriving at Accident and Emergency.

### Wirral University Teaching Hospital NHS Foundation Trust

Amanda Farrell advised the forum that there is a full report in the meeting pack. The forum was informed of a brand new facility for people having operations which has been open for 2-3 weeks and that feedback on the new facility was extremely positive. The new facility is a relaxed and open environment with separate areas for men and women to use before their operations and it is light and bright and right next to the theatre ward.

A member of the public raised an issue about his experiences at both Arrowe Park Hospital and Clatterbridge Hospital. He felt there was a distinct lack of communication between himself and Arrowe Park Hospital which led to having an unpleasant experience at Arrowe Park, whereas the experience and communication at Clatterbridge Hospital was excellent.

Amanda Farrell welcomed this feedback and said she would pass this through to the relevant people to see how they can learn from this feedback. Amanda pointed out that Arrowe Park and Clatterbridge were different types of hospital but that if one hospital had good practices then the other hospital may be able to use some of these to improve its services.

Hazel Kelly advised the forum that she was a governor for Arrowe Park Hospital and attends all meetings on behalf of patients and if anyone would like to raise anything they can contact her at the membership office at Arrowe Park Hospital

### Merseyside Police

Inspector Kolokotroni would like to pass on his condolences for John Cooper who died of a heart attack after an incident of Anti-social behaviour in Moreton.

Inspector Kolokotroni also advised the forum that there is a newsletter from the Police on their chairs. There is a new and reformed resident's group taking place soon called 'have your say'. The monthly meetings are for each ward and are with the Neighbourhood Policing Teams. Details of the meetings can be found in the newsletter.



All crime is down by 144, burglary and ASB is down 75 offences and vehicle crime is down 65 offences. There has been an increase of 3 in violent crimes. There were 6 robberies in the Wallasey area within a short space of time for things such as mobile phones and Ipods and 5 people were arrested 3 of which are now serving jail terms.

The forum was advised there would be an increased police presence in the area during the world cup tournament to try and discourage and ASB or disorder. This would also be the case during the summer around the park areas to dispose of alcohol. 80 bottles of alcohol were confiscated in May.

The forum was also advised that Moreton Police Station would be opening on a Saturday on a trial basis from 9am-5pm.

Cllr Ian Lewis thanked Inspector Kolokotroni for his prompt update on John Cooper and also the community helpers thanked him for his hard work and the improved links with the community.

### **Merseyside Fire & Rescue Service**

Ian Maxwell advised the group that there was a newsletter at the back of the room. On pg.17 there is a section on Home Fire Safety Checks which have helped to reduce the number of fires over the last few years and levels of people who haven't had one are really low. If anyone would like one done for there home please contact them on the Freephone number 0800 731 5958.

The forum was advised that Wallasey Fire Station had become too big for just the Fire Service to use so it is also being used for the new Wallasey Youth Hub.

More community patrols will be around during the next couple of months to help tackle small fires which occur in summer.

**Member of public:** If a smoke alarm is damaged can they be replaced.

**A:** Yes free of charge just contact the Freephone number 0800 731 5958.

### **Older Peoples Parliament**

An update on the older Peoples Parliament can be found on pages 38-39 of the area coordinators report. There is a new campaign in Wirral directed at residential and care homes inviting people to attend the away day at Arrow Part to discuss older people at home.

The Older People's Parliament has over 850 members now and if anyone over 50 would like to join please contact Brian Christian on 666 2220.

### **Community Safety**

The forum was advised that the respect bus would be in the Sandbrook area on 11<sup>th</sup> & 25<sup>th</sup> June from 6pm – 9pm to ask any questions about Anti Social Behaviour.

Moreton Umbrella Group advised that they need volunteers for a fundraising day on 21<sup>st</sup> August; they are raising money to spend on children's activities in the area. If anyone would like to help please come and ask for more details at the end of the meeting.

## **7 DATE OF FUTURE MEETINGS**

The Chair advised the forum that he would be resigning as Chair of this area forum with immediate effect and that another chair would be appointed by the forum.

Councillor Chris Blakely nominated Councillor Ron Abbey for the position of chair and this was seconded by a member of the public.

The Chair thanked everyone for attending, informed the forum that the next meeting would be held on 4<sup>th</sup> October 2010 and closed the meeting at 9:00pm.

## Section Two

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.

### LICENSING ACT 2003

The Licensing Act 2003 has been the responsibility of Wirral Borough Council since November 2005. In December 2004 a Statement of Licensing Policy was produced which sets out the principles the Council will generally apply to promote the licensing objectives when making decisions under the Act. It is a requirement under the Licensing Act 2003 that the Statement of Licensing Policy is reviewed every three years. The Council is currently reviewing the 2007 Statement of Licensing Policy which has been amended and is now subject to consultation. The Council welcomes your views. You may find it useful to consult the Statutory Guidance issued under Section 182 of the Act when making comments to the Statement of Licensing Policy. The Statutory Guidance is available at [www.culture.gov.uk](http://www.culture.gov.uk). Your views are important to the Council in reaching a fair and proportionate Licensing Policy that discharges the Licensing Objectives. Please ensure we receive your views no later than **Monday, 1 November 2010**. Full consultation on this document is also being undertaken with: - The Chief Officer of Police, The Fire Authority, Bodies representing local holders of premises licences Bodies representing local holders of club Certificates, Bodies representing local holders of personal licences Bodies representing businesses and residents, Other interested parties

**If you have any further enquiries please contact Richard Leyland on 0151 691 8043**

### Local Development Framework for Wirral - Core Strategy Development Plan Document - Preferred Options Report

The next stage of consultation on the Core Strategy is expected to take place in November 2010 when the Council will set out its Preferred Options for the future land-use strategy for the Borough which will replace parts of the Unitary Development Plan for Wirral adopted in February 2000. A draft report will be considered by the Council's Cabinet on 23 September 2010 and must be endorsed by a meeting of the full Council on 18 October 2010. Because the final document will not be approved until October 18 it will not be possible to provide a presentation to each of the Area Forums as part of this cycle but an Open Day is being arranged to which all Area Forum members will be invited. The Open Day (which will include an evening session) will be along the lines of the Open Day held at Wallasey Town Hall in January 2010 as part of the previous consultation on Spatial Options, with a series of repeated presentations throughout the day, copies of documents provided and officers available to answer any questions. A verbal update will be provided at the Area Forum meeting to provide any further details if they are available.

**Andrew Fraser Forward Planning Manager Strategic Development, Corporate Services, North Annexe, Wallasey Town Hall, Brighton Street, Wallasey, Wirral CH44 8ED. Tel: 0151 691 8218 Fax: 0151 691 8188**



Wirral remains one of the safest places within the North West stretching from Cumbria, through Lancashire and Greater Manchester to Cheshire and Merseyside. At the end of 2009 - 2010 Wirral recorded the 8th lowest level

of crime in the whole of the North West. This year between April - July Wirral has continued to reduce all crime still further.

**WIRRAL  
ANTI-SOCIAL  
BEHAVIOUR  
TEAM**

Wirral now has the 6th lowest level of crime in the North West and we have reduced crime by a further 7.3% compared to the same period last year which means there are 424 fewer people who have been a victim of crime. The Home Office which produces this information also compares Wirral to 14 other Community Safety Partnerships across England and Wales. Home Office analysis judges that Wirral is not only better performing than areas similar to ourselves but that we are also Clearly Improving.

Moving from strength to strength is making Wirral and even safer place to live work and visit and this performance is delivered by the Community Safety Partnership for Wirral and the work of the Joint Community Safety Team on Wirral.

**Respect Watch for Wallasey (May 2010)**

Wirral Council's Anti-Social Behaviour Team, in partnership with Merseyside Police and landlord Wirral Partnership Homes, designated Hillcroft and Willowcroft Roads in Wallasey as a Respect Watch scheme area. The initiative is designed to protect residents who have already suffered at the hands of anti-social individuals and can be implemented where anti-social behaviour has occurred that is so serious that legal action has been taken by the Council's Anti-Social Behaviour Team. The adoption of the scheme, which received unanimous support, includes a Local Lettings Agreement with residents and a commitment from Wirral



Partnership Homes that steps will be taken to ensure that applicants for housing within that area or members of their household, guilty of previous unacceptable behaviour, will not be housed within the area. Private landlords have also been encouraged to participate. Signs have been erected in the area, which incorporates 79 properties the majority of which are privately owned; indicating to all who enter and pass through that the area is designated as a Respect Watch Scheme. The scheme will be reviewed in March 2011.



**Mobile police stationed in Birkenhead (May 2010)** Wirral's Community Mobile Police Station has been deployed to Birkenhead to tackle anti-social behaviour. The unit, a partnership between Wirral Council and Merseyside Police and managed by Wirral Anti-Social Behaviour Team, is located on Keightley Street, off Conway Street, Birkenhead. The area was identified as a 'hot-spot' for anti-social behaviour and for targeted activity by a range of agencies to address a variety of issues. The unit is

located within the area, as a central hub, for tackling crime and disorder within the neighbourhood. A Police Community Support & Traffic Officer (PCSTO) is seconded to work alongside the Anti-Social Behaviour Team for the duration of the station's deployment to support the community and other agencies to ensure that any work undertaken is sustainable by the community following the withdrawal of the unit later this year.

#### **Truancy crackdown in Wirral (May 2010)**

Wirral Council and Merseyside Police joined forces to crackdown on truants. An anti-truancy blitz stopped more than 132 young people during an eight-day period between March 2010 and May 2010. The crackdown on truancy saw officers from the Police and Council return to the streets of Wirral and used information from schools and members of the public to target known truancy hotspots. Between December 2009 and May 2010, 22 parents were prosecuted for their children's none attendance at school. There were also 21 fixed penalty notices issued by Education Social Workers. Anyone with information on truancy can contact the 'It's Your Call' hotline on 606 2020.

#### **Partnership to tackle ASB sees results (June 2010)**



Leasowe Community Homes and Wirral Anti-Social Behaviour Team formed a new partnership to tackle anti-social behaviour. Leasowe Community Homes, social landlord for over 980 properties, contracted enforcement services from Wirral Council's Anti-Social Behaviour Team to deal with its most persistent and serious cases of anti-social behaviour.

**Graffiti busting partnership (June 2010)** Wirral Council has expanded its graffiti busting partnership to strengthen its approach to tackling an issue that plagues communities through the support and commitment of a number of social landlords and a major utility supplier. Graffiti is being tackled forcefully as part of Wirral's strategy to tackle anti-social behaviour and improve the environment and quality of life for local residents. 2008 saw a new approach between the Council's Streetscene service, Wirral Anti-Social Behaviour Team and Together Neighbourhood Management Pathfinder based in Tranmere. A key element of this approach was the provision of a wider service to local residents; for the first time allowing homeowners, tenants and small business to have general graffiti removed for free. The Council's tough stance on removing racist and other offensive graffiti within 24 hours remained. Strength was added through the partnership's expansion to include social housing landlords Wirral Partnership Homes, Beechwood & Ballantyne Community Housing Association and Riverside. Utility provider ScottishPower Energy Networks also joined the collaboration which sees affected electricity sub-stations cleared of graffiti on a rolling programme. This partnership is not only working together to see the prompt and effective removal of graffiti, but also to gather intelligence on perpetrators and take robust enforcement action, coupled with strengthening preventative work in schools targeting the peak age group for committing graffiti of 14-17 years old.

#### **Graffiti campaign targets 'taggers' in Seacombe (June 2010)**





A partnership to tackle graffiti has undertaken a campaign to target graffiti 'taggers' in Seacombe. Wirral Council and its graffiti busting partners targeted a hot spot for graffiti tags to identify the perpetrators and highlight that graffiti is unacceptable and will not be tolerated. The Council's Anti-Social Behaviour Team and Streetscene service, Lairdside Communities Together, social housing landlord Wirral Partnership Homes and Merseyside Police came together to tackle a spate of graffiti tags in the Demesne Street area of Seacombe. The campaign saw a timetable of activity to tackle graffiti in the area. The Anti-Social Behaviour Team's Respect Bus was used as a hub for

activity which started with a walking audit of graffiti in the area. A demonstration of graffiti removal was undertaken close to the playground area off Demesne Street by Lairdside Communities Together's 'Graffiti Busters' team using a high-pressured water jet. Throughout the campaign messages were targeted at mobile telephones using Bluetooth technology to appeal for information on the identity of two prolific 'taggers' known as 'ACE' and 'TRANE'. The event concluded with a 'Have Your Say' session on the Respect Bus for residents to report issues in their area to a range of agencies. Graffiti for removal can be reported to 'It's Your Call', the borough-wide reporting service for anti-social behaviour on 606 2020, any Council One Stop Shop or directly to the relevant social landlord. Residents can provide information in confidence regarding the identity of graffiti offenders to Wirral's Anti-Social Behaviour Team on 637 6400.

➤ **Respect awards presented to primary schools (July 2010)**

Primary school pupils from across Wirral were rewarded for completing an anti-social behaviour awareness programme. Designed by Wirral Council's Anti Social Behaviour Team, the seven-week Respect Programme aims to steer youngsters away from anti-social behaviour and crime, making pupils



aware of what anti-social behaviour is - and the possible consequences if they were to get involved in it. During the course, pupils took part in a number of classroom sessions and two location-based activities, which

included a trip to the Old Courthouse in Wallasey – a decommissioned courtroom - where the pupils take part in a mock courtroom session supported by real life magistrates and legal advisors from Wirral Magistrates' Court. The schools who had taken part throughout the academic year were brought together at Tranmere Rovers Football Club to take part in an inter-school quiz, answering questions about anti-social behaviour and the consequences, the children demonstrating well just how much they had learnt! The event was attended by Dermot Collins, Respect Manager for the Football Association, who spoke with the children about negative perceptions among some adults of children playing football and asked for their views about issues around those perceptions.

At the ceremony that followed, pupils from schools that had taken part were presented with certificates by Cllr Sheila Clarke, Wirral's Cabinet Member for Children's Services and Lifelong Learning. The Anti-Social Behaviour Team worked with pupils from St Michael's Primary School, Portland Primary School, Prenton Primary School, Grove Street Primary School, St Peter's Primary School, Manor Primary School, St Werburgh's Primary School, Somerville Primary School, St Joseph's Primary School, Castleway Primary School, and Woodchurch Road Primary School. The programme is led by an education social worker and police officer seconded to the Anti-Social Behaviour Team and key elements are delivered by other agencies including Arriva, Merseyrail, British Transport Police, HM Courts Service, Tranmere Rovers Football Club, Merseyside Fire & Rescue Service and the Council's Dog Wardens. The agencies were also presented with certificates for their participation, presented by Councillor Chris Blakeley, Wirral's Cabinet Member for Housing & Community Safety.

## Wirral Community Patrol - Serving the Wirral Community

In the last 3 months Wirral Community Patrol attended over 3000, incidents. This is an increase of over 50% on the same period last year. This is **not** due to an increase in crime or disorder, but a reflection of the increased role played by Wirral Community Patrol in response to the request of Wirral residents. Between 1<sup>st</sup> June and 7<sup>th</sup> September 2010, Wirral Community Patrol attended 3,109 incidents. (Compared to 1,934 in the same period last year). The figures below give a breakdown of the means by which Wirral Community Patrol were involved in assisting people who live work and visit Wirral. Summer 2010 June, July, August to 7 September (2009 in brackets) include:

**906 alarm activations (777), 2 assaults on females (3), 264 incidents of criminal damage (50), 15 fires** 1 being a fire at a school which was extinguished before it was able to cause any major damage. (12), **4 floods** 3 on education property all reported before any major damage caused (4), **15 incidents of property found** which were either returned to the owner or handed in to the police. (8) **3 Injured Residents** Patrol officers dealt

with 3 members of the public. (0) **8 reports of intruders** on council premises 3 people were detained (4) **54 incidents of suspicious behaviour** in most cases Wirral Community Patrol attended and found nothing to report thus saving police time (27) **395 safety issues** ranging from missing lifebelts to dangerous pavements (142) **268 incidents of unauthorised activity** including camping, flytipping and motorcycles on council property (95) **802 incidents involving youths causing annoyance** (590) **32 incidents involving alcohol** (10) **1 Missing Child**. An 8 year old child missing from shopping centre found by Wirral Community Patrol after 1 ½ hours.

**The Wirral Community Patrol service continues to use specially equipped vehicles, but has also increased its flexibility of response by introducing a cycle patrol which can more effectively reach areas such as parks and open spaces, whilst reducing costs and helping to protect our environment.**

**Dog Fouling** Not a very nice subject to talk about and even less to experience! Dog fouling has been identified as a priority for Wirral residents on many occasions. **Wirral Community Patrol** has increased the team of dog fouling and litter enforcement wardens to six wardens and 1 admin assistant.

Wearing a highly visible uniform, they patrol the whole of the Wirral commuting along with the public it serves on public transport and bicycles to tackle known hot spots. Whilst out and about in local communities, officers have not only dealt with fly-tipping and irresponsible dog owners but have also referred problems of graffiti, criminal damage and abandoned bikes. The Dogs (Fouling of Land) Act 1996 currently applies to the whole of the Wirral. This means that, by law, dog excrement must be removed straight away from land that has public access, whether or not warning signs are displayed. If people have any information about offenders, want to highlight a problem area, they are urged to contact StreetScene call centre on 0151 606 2004.

## New Signs Detering Doorstep Crime

'No Cold Calling Zones' are being established in Wirral to prevent 'doorstep crime'. These zones prohibit unknown callers from calling on households without an agreed appointment.

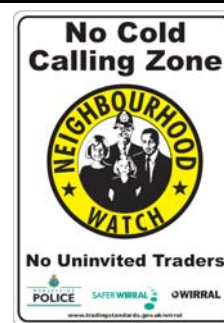
Typically 'doorstep crime' means stranger(s) masquerading as legitimate tradesmen calling unannounced at the resident's door, looking for any opportunity to illegally acquire property. 'Distraction burglary' is an example whereby the offender distracts the householder in order to steal. Whilst this type of crime is rare in Wirral, perpetrators target vulnerable members of the community, often with devastating effects. Research Shows

- Establishment of *No Cold Calling Zones* reduces associated crimes by up to 80%
- Over 90% of home owners object to cold calling

The Wirral Joint Community Safety Team is working in conjunction with Trading Standards and the Police, both to raise awareness amongst residents and deter potential criminals. An analysis has been made across all Wirral including all Neighbourhood Watch Scheme areas. Street signs bearing the title 'Neighbourhood Watch' and 'No Cold Calling' will replace existing signs. Letters are currently being sent out to Neighbourhood Watch Coordinators requesting their participation in the scheme with residents. Following the establishment of the schemes, questionnaires will be sent out to each area. The Community Safety Team would appreciate as many responses as possible in order to best evaluate the success of this initiative.

There are 366 Neighbourhood Watch Schemes across Wirral, as well as 'Business Watch' and 'Allotment Watch' Schemes, and we are keen to establish even more.

If you want to become part of a Neighbourhood Watch, Allotment Watch or Business Watch Scheme please contact [wallasey@crime-prevention.co.uk](mailto:wallasey@crime-prevention.co.uk) or telephone - 0151 606 5457.



## 'Operation Rolla' Preventing Persistent Vehicle Nuisance



Wirral residents have made a numerous complaints regarding antisocial behaviour on quad bikes and motocross bikes on council owned land near Old Hall Road in Bromborough. Not only is this a noise nuisance and trespass but it could also be considered as criminal damage to property as the ground has been specifically prepared for future development.



A joint task force was instigated coordinating the activities of officers from both Merseyside Police and Wirral Council's Community Patrol in order to prevent and deter anti social or illegal activity.



Initially, notices were posted informing potential trespassers that it was an offence to use any motorised vehicle on the site.

Having been given ample warning 'Operation Rolla' was put in practise on Sunday 12<sup>th</sup> September 2010. 2 motocross bikes and 1 quad bike were confiscated.

This enforcement action also serves as a strong deterrent to others and the task force remained in attendance to help explain the operation to members of the public.

Merseyside Police and Wirral Community Patrol officers will continue to take action on any illegal use of motorised vehicles and these will be confiscated where appropriate.

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## **Telephone/e.mail/postal scams**



Fraud or 'white collar' crime has been a growth market over recent years. Many people will be aware, or may have already received, unsolicited phone calls, E. Mails or letters through the post, that are clearly an attempt by fraudsters to access their personal bank account details. Some of these are more obvious than others. Unfortunately, there are still some members of the public who fall victim to these scams, which are becoming more sophisticated and plausible. The general adage 'If it seems too good to be true, it probably is' applies to all these scams. Fraudsters prey on vulnerable people in order to cheat them out of their savings. The following is a list of some of the more common scams. However, people should always be mindful of any unauthorised communication, particular where attempts are made to obtain personal details of any nature.

**Parcel Delivery Service** This involves the householder receiving a card through the letterbox from Parcel Delivery Service or PDS, stating they had called at the address to deliver a parcel but had been unable to get a reply. The card provides a number 0906 661 1911 for the householder to contact and arrange a re-delivery of the parcel. This is a hoax number and anyone using it would automatically be charged £15. If you receive delivery cards through your door, of doubtful origin, you can contact Phonepay Plus on 0800 500 212 (Mon-Fri. 08.00am to 6.00 pm) for further guidance or visit their website on [phonepayplus.org/output/FAQ.aspx](http://phonepayplus.org/output/FAQ.aspx)

**BT Phone Bill** This fraud involves the householder receiving a phone call, allegedly from B.T. telling them they have an outstanding phone bill of £31 and that immediate payment is required to prevent their line from being disfraudnected. If the householder states that they don't believe this to be an authentic call, the caller offers to demonstrate this and asks the householder to put the phone down and try phoning. If the householder does this and lifts the receiver up to make a call, the line appears to be dead and there is no dial tone. This is because the bogus BT caller stays on the line and presses the mute button on the phone. He then waits until the victim has unsuccessfully tried to make a call, rings them back, and asks them for their credit card details to arrange payment for the outstanding bill.

**Mobile Phone Scam** The caller rings a mobile phone, and tells the recipient that they are a company engineer, from the phone network in question, and are checking the receiver's phone signal is working okay. Should you receive such a call, where the caller asks you to press #09 or #90 on your handset, terminate the call immediately. If entered, this code allows the caller to access your Sim card, and make unlimited phone calls at your expense.

**Euro Millions Lottery** This was a letter fraud in circulation last year that was received in various parts of the northwest and involves the old theme of telling residents that they have won a cash prize in the Euro Millions Lottery draw. The letter allegedly came from Madrid and has a 'Diamond Trust' claim processing form attached to it. The 'lucky winner' is to complete and return providing details of their name, address, phone number and full bank details. These letters are completely bogus and should be immediately discarded.

**Bogus E.Mails** A lot of fraudsters are taking advantage of websites, email addresses etc in an attempt to access bank account details to cheat people out of their money. As mentioned, it doesn't take 'rocket science' to identify bogus E mails, and the obvious advice is to immediately delete them, even if they appear to have an air of truth about them. If you have any doubts about any E mail you receive at your home address, you can fraudtact 'Fraudsumer Direct on 08454 04 05 06. Or your bank's Customer Services if the email claims to come from your bank. Bogus emails can also be forwarded to [scams@oft.gsi.gov.uk](mailto:scams@oft.gsi.gov.uk)

**Counterfeit Cheque** This is a less common fraud and involves a householder receiving a counterfeit cheque or traveller's cheque through the post with instructions to pay the cheque into their bank account. The sender also asks that the householder forward them a cheque, of a much lower amount than they received, to a PO box address.

**HM Revenue and Customs email** A number of people have received an authentic looking Email, allegedly from the HM Revenue and Customs, suggesting the recipient is eligible to receive a tax rebate of £327.54p. The document also requires the householder's bank details to pay the money into and, again, the person's bank

account is subsequently plundered. Currently fraudsters are already sending out fraudulent emails claiming to be from HM R&C pertaining to the various tax liabilities.

**Credit Card Scam** This is a slick and sophisticated telephone/credit card scam. The intended target receives a phone call from a caller who actually provides the victim with most of their personal information, obviously obtained through identity theft, except the one piece of information they are after. The bogus caller tells the victim that they are calling from the Visa & Mastercard Security and Fraud Department, and quotes a false name/badge number. They tell the recipient that their card has been 'flagged up' for an unusual purchase pattern. They are allegedly calling to verify it has been authorised by the cardholder, quoting the cardholder's issuing Bank's name. When the victim states they haven't made any unusual purchases, the caller reassures them that no cash will be debited from their account and that they are investigating the matter. The caller asks the victim to confirm they are still in possession of their card and also to confirm the last 7 numbers of the back of their Visa Card. The 1<sup>st</sup> four numbers being part of the card holders number and the last three are security numbers. If this is done, the caller will confirm that these details are correct, ask the victim if they require any further information and hang up. Within minutes of providing the information, the victim's account can lose substantial amounts of money. The essence of the scam is that the caller provides the victim with most of their details, making them think the call is genuine. Credit / debit card finance / bank institutions already know their customer's details and would never ask for them over the phone.

**There is a very good Home Office website which provides advice on avoiding being a victim of such offences, on [www.identitytheft.org.uk](http://www.identitytheft.org.uk)**

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## **New Joint Director of Public Health for the NHS and Local Authority**



Fiona Johnstone has been appointed the new Joint Director of Public Health, succeeding Marie Armitage who is retiring. Fiona will be joining us in the autumn from NHS Halton & St Helens, where she is the current Director of Public Health. Fiona qualified as a public health specialist in 1995, and has been a Director of Public Health since May 2002. She has developed a wide range of experience including leadership on clinical and non-clinical issues, and has a particular interest in health inequalities, having conducted one of the first equity audits in the country looking at the differences in how people access services. She has considerable experience of working in primary care and Local Authority settings, as well as in the academic sector within a teaching and research environment. Fiona lives in Bebington on the Wirral.

**NHS Wirral commended** was commended in a recent national magazine feature report after being ranked in the top two Primary Care Trusts in the North West. The feature in the Health Service Journal (HSJ) by editor Alastair McLellan stated that Wirral are one of a handful of primary care trusts in the country "well positioned" to provide a smooth transition into the future.

**Focus on Sexual Health** The National Chlamydia Screening Programme (NCSP) is a control and prevention programme targeted at the highest risk group for chlamydia infection in England - young people under 25 who are sexually active. The NCSP set targets for 2009/10 for PCTs to test 25% of their target population. For NHS Wirral this meant that we had to carry out 10,000 chlamydia tests in 12 months. A combination of effective collaboration with our local health settings, marketing to our under 25 population and frequent outreach work in local schools and colleges resulted in the Wirral screening programme exceeding the 09/10 target.

**If you or anyone you know is concerned about Chlamydia or any other sexual health matter please contact the team via the contact details below.**

**Health Action Areas** Health Action teams provide a range of free health and wellbeing activities designed to help local residents become more active and to lead healthier lifestyles. The type of activities provided are based on what local residents, health practitioners and voluntary organisations told us was needed, combined with evidence of what really works from other areas of the country.

Activities include Weight Management courses, Chair Based Exercise, Gym sessions, Group Walks, Allotments, Healthy Cookery, Relaxation, Stop Smoking sessions.

### **The 'Community Programme' can:**

- support people to make positive lifestyle changes
- maximise community resources and signpost residents to activities close to where they live
- help patient reduce the risk of cardiovascular disease (e.g. stroke)
- support people to tackle obesity, poor diet, smoking, anxiety and aid recovery from alcohol and drug dependency.

Everyone is welcome to attend the activities on offer and research shows that the following groups will particularly benefit from getting involved:

families who want to get more active and achieve a healthy weight

- men aged over 40 (particularly men over 55)
- people with anxiety and depression
- people who have completed alcohol or drug treatment programmes.

The Community Programme is updated on a monthly basis (1<sup>st</sup> of each month). A copy of the latest update is available to download from the NHS Wirral website – [www.wirral.nhs.uk/yourhealth/healthandwellbeing](http://www.wirral.nhs.uk/yourhealth/healthandwellbeing)

**For Further information on any of the matters raised or services highlighted above please contact Have Your say on: Freephone 0800 085 1547 or HAVEYOURSAY, Freepost, or at [www.wirral.nhs.uk/haveyoursay](http://www.wirral.nhs.uk/haveyoursay)**

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## **STREETSCENE UPDATE**

**Highway Maintenance *Winter Maintenance*** The 2009 / 2010 winter season was the worst experienced in Wirral for a number of years, resulting in 49 days where gritting was carried out. It was also necessary to carry out extensive treatment to footways in shopping areas and in the vicinity of public buildings such as schools and Social Services properties. The severity of the weather nationally over a prolonged period resulted in the Government implementing the Salt Cell operation, which took control of salt supplies to highway authorities, ensuring that authorities had minimum stocks available for emergency situations.

There was a requirement to reduce salt usage by up to 60%, which resulted in priority being given to the primary route network and spread rates being kept to a minimum. Alternative materials were used on footways and in grit bins, such as wind blown sand and white salt (not suitable for highway use). Salt stocks for 2010 / 2011 have been replenished during the summer and a review of routes has been undertaken to take account of Government requirements to reduce salt usage.

Major safety scheme for Junction 3 M53/ Woodchurch Road, In June work began on a major highway safety scheme at junction 3 of the M53 at Woodchurch. The work aims to reduce the number of people killed or seriously injured at the junction, and reduce traffic congestion and delay on the roundabout at the interchange.

The work included new traffic signals, extensive resurfacing, improvements to street lighting, a new cycle route, improved traffic signs and environmental and noise reduction measures all with the purpose of improving the safety of motorists and pedestrians. As a further boost to road safety, Asda funded the construction of a right turn facility from its superstore on Woodchurch Road with new traffic signals at the junction of the westbound exit slip road from the M53 interchange and Woodchurch Road. This facility and the associated traffic signals are now in operation.

**Bayswater Road/Harrison Drive, Wallasey** We are currently looking at a proposal to construct a roundabout at this junction, to reduce queuing. Cycle ways will be included in the scheme.

**Upton Road/ Noctorum Avenue**, Upton Upton Road/ Noctorum Avenue is an improvement scheme currently under preliminary design. Proposals include the provision of traffic signals at the junction to reduce congestion and assist with turning movements to and from Noctorum Avenue. The scheme will also provide improved controlled pedestrian crossing facilities.

**Birkenhead North Station- Proposed Park and Ride**. This scheme, funded by Merseytravel, is to provide a car park to Birkenhead North train station on the land between the station and Beaufort Road. The scheme will reduce the parking congestion in Station Road and the surrounding area. It is currently under detailed design and is due to commence on site January 2011.

**Carriageway resurfacing** The following carriageways have been resurfaced since April 2010:

**Hot Rolled Asphalt** Telegraph Road, Clarendon Road, Beaumaris Drive, Pool Lane, A41 Allport Road junction, Watson Street, Greenbank Road, Beaumaris Drive

**Dense Bitumen Macadam** Grasswood Road, Upland Road, Greenwood Road, Delavor Road, Cook Street, Midland Street, Shaw Street, Quarry Bank, Russell Road, Queen Street, Sycamore Road, New Hey Road, Whaley Lane and New Hey Road

**Surface Dressing** Thornton Common Road, Willow Lane, Raby Road, Upper Raby Road, Raby Mere Road, Rivacre Road, The Green, Shrewsbury Road, Brimstage Road, Raby Hall Road and Mount Road

**Micro-Asphalt – Ralumac**

- New Brighton - Denton Drive, Hale Road, Osbourne Grove and Warwick Drive
- Oxtun - Prestbury Close, Birch Road, Fairview Close, Rosemount Close, Shavington Avenue, Bennets Hill and Bentley Road



- Pensby & Thingwall Barleyfield - Overdale Avenue, Private Drive, and Napps Way
- Prenton Prenton - Village Road
- Rock Ferry - Thorsway / Lees Avenue, Platt Grove and Cargill Grove
- Seacombe - Birnam Road, Eastcroft Road, Hillcroft Road, Willowcroft Road, Rufford Road, Hartsmere Road, Northbrook Road and Walsingham Road
- Bebington - Mount Avenue / Drive
- Bidston & St James - Buccleuch Street, Edgar Court, Tyrer Street Lincoln Street and St Annes Street
- Bromborough - Venables Drive, Mill Road and Palatine Road
- Claughton - Cavendish Road, Grafton Street and Sandalwood Drive
- Eastham - Adaston Avenue
- Heswall - Moorland Close and Baskerfield Road
- Leasowe & Moreton East - Cherry Tree Road, Fordhill View, Wheatfield Close, Ross Avenue, Willow Grove, Rosslyn Drive, Barnston Lane and Garrick Avenue
- Saughall Massie & Moreton West - Curlew Way and Kestrel Road
- Upton - Fleet Croft Road
- West Kirby & Thurstaston West Kirby Concourse

**Footways** The following footways have been reconstructed since April 2010:

Border Road, Guilford Street, Latham Avenue, Mosslands Drive (part only), Holmlands Drive (3rd phase), Liscard Road (part), Torrington Gardens, Dalmorton Road (3rd phase) Richmond Way and Fox Hey Road

**The following footways have been surface treated with Paveseal since April 2010:**

- Leasowe & Moreton East - Heyes Drive, Stuart Close, Wimbrick Hey, Ross Avenue (lay-by) and Wimbrick Close
- Moreton West & Saughall Massie Glazier Road, The Cedars, Wastdale Drive, Edgehill Road Curlew Way (lay-by) and Birchfield
- Greasby Robert Drive, Caulfield Drive, Neale Drive and Appleton Drive
- Upton Derwent Drive, Old Wood Road, Old Meadow Road and Kylemore Way
- Pensby & Thingwall Rusland Avenue, Nicholls Drive, Bennets Walk, Cheshire Walk, Kentmere Drive and Portal Road
- Bebington Town Lane, Woodhey Road, Ash Road, Beech Road, Elm Road, Buckingham Avenue and Wellington Road
- Clatterbridge & Eastham Valleybrook Grove, Venables Close, Venables Drive and Maelor Close
- New Brighton Nelson Street, Orrell Road, Westmorland Road, Dalton Road, Hale Drive, Denton Drive, Elgin Drive, Lincoln Road and Caithness Drive
- Bidston Laird Street
- Rock Ferry Orchard Court, Corinthian Street, Eldon Road, Wycliffe Street, Mulberry Road, Rockville Street, Ashley Street, Moore Avenue, Fletcher Avenue, Solly Avenue, Platt Grove, Dell Grove, Cargill Grove

**Street Lighting** The Council will be introducing a trial of a new Central Management System to allow the remote, dynamic control of street lights connected to the system. The new management system will allow the levels of lighting to be varied throughout the night and the dusk and dawn switching times to be adjusted to shorten burning hours to the minimum.

The system would also eliminate the problem of lights burning during the day and, most importantly, it can be used to measure the amount of electricity used. The trial of 250 streetlights will take place in the New Brighton area bounded by Rowson Street, Seabank Road, Manor Lane, Magazines Promenade, Tower Promenade and Marine Promenade. During the trial, no lights will be switched off completely at night; lights will remain illuminated and it is thought that residents will hardly notice the slight dimming of the light.

**Traffic Management Schemes** The following Traffic Management schemes have been completed since April:

- Castleway Primary School, Leasowe – Safer Routes to School Scheme
- Conningsby Drive / Merton Road, Wallasey – Cycling Strategy Scheme
- Mount Pleasant Road / Mount Road, Wallasey – Cycling Strategy Scheme
- Rake Lane / Earlston Road, Wallasey – Cycling Strategy Scheme
- Liscard Centre Cycle Link, Mill Lane – Cycling Strategy Scheme

### **Area Forum Improvements**

#### **Leasowe, Moreton & Saughall Massie Forum**

- Manor Drive, Moreton – Vehicle Activated Sign
- Borrowdale Road / Overchurch Road, Moreton – Vehicle Activated Sign
- Upton Road, Moreton – Vehicle Activated Sign

#### **Birkenhead, Tranmere & Rock Ferry Forum**

- Derby Road, Birkenhead – Pedestrian dropped kerbs

- Lees Avenue / Thorsway – Pedestrian dropped kerbs

#### **New Brighton & Wallasey Forum**

- Seabank Road / Osbourne Road – Vehicle Activated Sign
- Bayswater Road – Vehicle Activated Sign
- Albion Street – Pedestrian dropped kerbs
- Kingsway – Pedestrian dropped kerbs
- Sandy Lane – Pedestrian dropped kerbs

#### **Bebington & Clatterbridge Forum**

- Peter Prices Lane – Vehicle Activated Sign
- Lever Causeway – Vehicle Activated Sign
- Jackson Close - Pedestrian dropped kerbs
- Allport Road – Pedestrian dropped kerbs

#### **West Wirral**

- Village Road, West Kirby – Vehicle Activated Sign
- Saughall Massie Road – Vehicle Activated Sign
- Meols Drive – Vehicle Activated Sign

#### **Greasby, Frankby, Irby, Upton, Woodchurch Forum**

- Mill Lane – Vehicle Activated Sign
- Manor Drive – Vehicle Activated Sign
- Hoole Road – Pedestrian dropped kerbs
- Coombe Road – Pedestrian dropped kerbs

#### **Bromborough & Eastham Forum**

- Bolton Road – Vehicle Activated Sign
- Bridle Road – Vehicle Activated Sign
- Adaston Avenue / Glenburn Avenue – Pedestrian dropped kerbs
- New Chester Road / Poolbank Road – Pedestrian dropped kerbs
- Port Sunlight Area – Pedestrian dropped kerbs

#### **Bidston & Claughton Forum**

- Worcester Road – Pedestrian Refuge
- Noctorum Avenue – Vehicle Activated Sign
- Fender Way – Vehicle Activated Sign
- Gilbrook Square – Pedestrian Dropped Kerb
- Upton Road – Pedestrian Dropped Kerbs

#### **Heswall, Pensby & Thingwall Forum**

- Pensby Road (sth of Whaley Lane) – Vehicle Activated Sign
- Irby Road (nth of Somerset Road) – Vehicle Activated Sign

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

- Fender Lane, Bidston – Local Safety Scheme
- Arrowse Park Road, Upton – Local Safety Scheme
- Mount Road, Clatterbridge – Local Safety Scheme
- Raby Hall Road, Bromborough – Local Safety Scheme
- Thornton Common Road, Raby – Local Safety Scheme
- Willaston Road, Clatterbridge – Local Safety Scheme
- Stanton Road, Bebington – Safer Routes to School Scheme
- Storeton Road, Oxton – Pedestrian Refuge (Area Forum)
- Prenton Hall Road, Prenton – Pedestrian Refuge (Area Forum)
- Dibbinsdale Road, Bromborough – Hardstanding (Area Forum)
- New Chester Rd/Corniche Road, Bromborough – Puffin crossing conversion (Due completion Sept 10)
- Allport Rd/Allport Lane, Bromborough – Installation of pedestrian signal phase (Due completion Sept 10)

**‘Bring Accidents down 2 Zero’** A pilot scheme, ‘Bring accidents down 2 zero’ took place in 2008. The initiative is a community-based project that works to address the concerns of residents. The initiative encourages drivers to slow down to 20mph in areas of high collision rates, without the need for expensive traffic calming measures such as speed bumps or chicanes. Feedback from residents and drivers within the areas the scheme was piloted showed that 74% of drivers preferred the new scheme, with the voluntary 20mph speed limit to physical speed reducing measures. 89% of drivers thought that the scheme should be provided in other areas of Wirral.

Following on from consultation undertaken together with requests and officer input, a further 14 discrete areas were identified. Cabinet at its meeting in February 2010 agreed to continue the rolling programme on a cyclic basis returning to the initial 7 pilot areas including an additional area in Claughton. The areas are:

- **Bromborough** Oteley Avenue, Bradmoor Road, Valley Road, Dale Avenue, Ashfield Crescent, Forwood Road, Mossley Avenue, Hawthorn Lane, Meadowside Road, Beechwood Road, The Oaks, Park View, Ashfield Road, Oakfield Road
- **New Ferry** Thorburn Road, Easton Road, Seafield Road, Henthorne Road, Shorefields, Samaria Avenue, Mersey Bank Road, Napier Road, Ingleby Road, Woodford Road, Cecil Road
- **Oxton** Rose Mount, Village Road, Palm Hill, Christchurch Road, Derwent Road, Victoria Mount, Normanston Road, Bennets Hill, Fairview Road, Poplar Road, Mount Pleasant Fairclough Lane, Roslin Road
- **Greasby** Macdonald Drive, Lloyd Drive, Rigby Drive, Dodd Avenue, Howell Drive, Ferguson Avenue, Hall Drive, Harvey Avenue, Leslie Avenue, Carmichael Avenue, Barker Lane, Shaw Lane, Danefield Road, Allangate Close
- **West Kirby** Westbourne Grove, Westbourne Road, North Road, Park Road, Dunraven Road, Ashton Grove, Church Road, Eaton Road, South Road, Victoria Road, Mostyn Avenue, Hydro Avenue, Madeley Drive, St. Bridgets Lane, Rectory Road
- **Meols** Newlyn Road, Guffits Rake, Centurion Drive, Park Road, Park Way, Cleveley Road, Station Approach, Derwent Road
- **Liscard/New Brighton** Sheen Road, Steel Avenue, Penkett Road, Zig Zag Road, Bridgecroft Road, Kimberley Road, Withens Lane, Glencoe Road, Durban Road, Carrington Road, Strathcona Road, Longland Road, Urmson Road
- **Cloughton** Manor Hill, St. Vincent Road, Grosvenor Road, Grosvenor Place, Egerton Road, Forset Road, Hanover Close, St. Aidens Terrace, Howbeck Road, Sandy Way, Alton Road, Devonshire Place, Beresford Road

*These new area were selected following suggestions from members of the public, Councillors and Area Forums.*

**Community Speed Watch** Along with Merseyside Police, we continue to recruit volunteers for our Community Speedwatch Scheme, where residents and community groups can use our radar guns and hi-viz jackets to perform speed checks on problem roads.

All data captured can be passed back to the police and action may be taken. School Travel Plans During 09/10 we worked with 16 schools to produce school travel plans. To date we have adopted 124 schools out of 136 (91%).

	Primary	Secondary	Nursery	Special	Independent	Total
	<b>90</b>	<b>21</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>124</b>
<b>Total no schools:</b>	<b>92</b>	<b>22</b>	<b>3</b>	<b>13</b>	<b>7</b>	<b>136</b>

**School Keep Clear Audit** Wirral Council recently undertook an audit of 'School Keep Clear' markings in the areas around schools in an effort to improve safety for school children. Following the audit, it is proposed to remove some redundant markings, make amendments to some existing ones and to provide new markings where required. Additionally, at a small number of locations, we intend to introduce additional waiting restrictions as appropriate. We are also proposing to install signage at some locations to make it clearer to motorists the days and hours at which it is inappropriate to stop on the road markings.

These proposals will bring the road markings into line with the most recent guidelines regarding the protection of school access points and should improve visibility for and of children as they enter and leave school. We believe that this audit and any changes required will help the continuing good progress we have made in making Wirral's roads safer.

**Sustainable Travel Pilot – Transition Years A** sustainable travel project was piloted in the summer term to address issues between the transitions from year 6 to year 7. The initiative was centered on year 9 'Gifted and Talented' pupils at Hilbre High School; they developed a campaign to support sustainable travel and personalised the message to four feeder primary schools. Travelwise supported and funded the initiative so that the year 9 pupils could spend a day away from the school environment with travel experts and staff from a marketing agency in order to develop their ideas. The result was a leaflet designed and written by the pupils, which was distributed to the year 6 pupils in the feeder schools; a power point presentation aimed at each school was also produced and presented to the year 6 pupils by the year 9 pupils. Feedback has been excellent, both from the teacher responsible for co-ordinating the project at Hilbre High School plus the year 6 pupils and staff from the primary schools. A hands up survey will be conducted by Hilbre High School to determine the influence the message has had on the now year 7 pupils on the journey to their new school.

Travelwise do not have the funding to support such a project during this academic year, however they are currently exploring alternative funding streams. If the funding is not available it is anticipated that Wirral will work independently on the project, which will go ahead in a slightly different format with the intention of working with more secondary schools in the borough.

**Speed Limit Review** As part of a Department for Transport (DFT) statutory requirement, Wirral Council have undertaken a review of speed limits on their A and B roads. In addition we have also taken the opportunity to review the speed limits on a number of other strategic routes in Wirral in order to provide a consistent approach to the whole road network. A panel of experts including Wirral Council traffic management and road safety officers, Merseyside Police and an independent consultant have taken into account various considerations including existing speed / traffic flow data, existing conditions including road characteristics and recorded accident data. The panel have recommended various speed limit proposals. A formal statutory advertising process will take place during September until 15<sup>th</sup> October 2010. This includes the provision of public notices in the local press, on-site and delivery of consultation leaflets to frontages directly affected by the schemes. In addition to this study, Wirral Council are also reviewing Traffic Regulation Orders on all A and B roads. Part of the review involves identifying areas that would benefit from the introduction of waiting restrictions to prevent / reduce personal injury accidents and reduce congestion and delay on the road network. This review is currently on-going.

**The Third Local Transport Plan Consultation** We want to hear YOUR views on the future of transport in Merseyside. Transport affects us all, and it is crucial that we involve as many people as possible in planning for the future. The public consultation on the Preferred Strategy for the Third Local Transport Plan (LTP3), was launched by the Merseyside Transport Partnership on 8th September 2010. The Merseyside Transport Partnership (MTP) consists of Merseytravel and the five local authorities of Knowsley, Liverpool, St Helens, Sefton and Wirral. The Local Transport Plan is not just about public transport. Buses and trains are vital ways of getting from A to B and they can help towards cleaner air by reducing the numbers of cars on the road and cutting congestion. However, Merseyside's transport network is wider than this and the next Local Transport Plan will include how we plan to help more people walk and cycle, how to move goods around the region more efficiently and how we can keep roads well maintained. Merseyside's Third Local Transport Plan will start in April 2011. Action plans, to help achieve the overall transport vision, will set out the projects planned over the first few years, during which time the country's economy is expected to recover. Forecasts anticipate increased economic and transport growth from around 2015, so the LTP3 will also set out what is likely to be the region's transport needs until 2024.

**The goals we have set out in the Preferred Strategy are as follows;**

- To ensure the transport system supports the priorities of the Liverpool City Region and its Local Strategic Partnerships.
- To provide and promote a clean and low carbon transport system.
- To ensure the transport system promotes and enables improved health and wellbeing.
- To ensure the transport system allows people to connect easily with employment, services and social activities.
- To ensure the transport network supports the economic success of LCR by the efficient movement of people and goods.
- To maintain our assets to a high standard.

We want to hear your views on our ideas. We look forward to hearing what you or your organisation needs from transport to help you carry out your journeys and/or business efficiently. The consultation aims to engage as many sectors and people as possible. Your views will be used to help shape the final version of LTP3, which will start from April 2011. You have until 30<sup>th</sup> November to take part in this important consultation.

To take part in the consultation please visit [www.transportmerseyside.org](http://www.transportmerseyside.org) where you can read the Preferred Strategy, Evidence Base and all Companion Documents or alternatively telephone 0151 330 1294 or email [info@transportmerseyside.org](mailto:info@transportmerseyside.org) for hard copies of the documents and questionnaire.

**Waste and Recycling Update** On street recycling bins, 23 new on-street recycling bins have been installed across the borough in a bid to encourage shoppers, workers and visitors to recycle empty drinks cans, drinks bottles, newspapers and magazines when they are out and about. The new bins can be found in Bromborough, New Ferry, Eastham, Bebington, Birkenhead, Upton, West Kirby, Seacombe, Moreton, New Brighton, Hoylake, West Kirby and Thornton Hough. The move follows a successful pilot in Heswall, Birkenhead, Liscard and Bromborough last year. Six of the new sites were suggested via the 'You Decide' programme run through the Area Forums. The bins are purpose built with two separate containers – one side of the bin is for recyclables and the other side for all other litter.

**Home Composting** As part of the new scheme, which is being run in partnership with Straight plc, low price compost bins are available to residents from as little as £14 for a 220 litre Compost Converter or £17 for a 330 litre model. A wide range of other home composters and composting accessories are also available to residents, including wormeries, kitchen caddies and bases as well as water butts. Residents can take advantage of these special offers by visiting [www.getcomposting.com](http://www.getcomposting.com). Alternatively, residents can order their home compost bins by calling 0844 571 4444. On this number, residents can also receive helpful composting tips and advice from the composting team on how to get started. Composting is a cost effective and natural process that transforms kitchen and garden waste into a valuable resource. Compost is a nutrient-rich food product for the garden, which helps to improve soil structure, maintain moisture levels, and keeps the soil's PH balance in check while helping to suppress plant disease. More than a third of household waste is made up of

organic material which can be composted. For example, garden waste such as grass cuttings, leaves, hedge trimmings and unwanted plants or fruit and vegetable peelings and even tea bags are all ideal for composting.

**Recycling** Wirral Council's Waste and Recycling team have employed six workers through the Future Jobs Fund scheme to help reduce contamination in the kerbside recycling scheme. The team have been working across Wirral with Biffa collection crews to identify areas with heavily contaminated recycling bins. They have then been working in six areas to improve recycling performance, visiting and educating households who were contaminating their recycling bins. The results so far have been as remarkable as they have been positive.

In the first week the team members found, on average, 84 heavily contaminated bins. Bins were labelled and a personal visit was made to the household to offer advice or provide written educational materials. The scheme has been running since May, and analysis of the results has shown a steady and substantial reduction in the incidence of heavy contamination. Each round, on average, has seen a 66% cut in heavy contamination with the last level recorded at 28 per round.

**Environment Champions** A project to identify and work with a number of volunteer residents throughout the borough is due to commence over the coming months. These 'Environment Champions' will work closely with the authority's Waste and Recycling team to improve their local environmental quality and recycling rates within their neighbourhoods. Residents will be able to sign up to this exciting new project, online from the beginning of October.

### Environmental Streetscene Update

**Litter bin installations** There are currently approx 65 litter bins awaiting installation and this includes the last of the 'You Decide' requests paid for out of the 09/10 allocation. We are mapping all litterbin locations through GIS and this is expected to be completed by the end of 2010. During this time there will be no new installations and any requests for litter bins at new sites will be recorded and held pending the completion of the mapping exercise.

**Refuse Collections** The latest figures show that the collection failure rate is at the lowest it has been since the start of the current contract. The main reason for this is that all the major changes to the collection rounds have been completed and apart from the disruption owing to bad weather during January there has been stability. Currently the missed bin figure is 25 per 100,000 which is equivalent to a 99.975% success rate.

**Street Cleansing** The Street cleansing schedule is now available on the Council's web site. Residents can type in the road/street name to find out the cleansing frequency and the date of the next scheduled cleanse.



Cheshire and Wirral Partnership   
NHS Foundation Trust

### Invitation to our Family Fun Day and Annual Members' Meeting

**Come and join CWP to celebrate World Mental Health Day at a 'Get Moving' themed Family Fun Day and Annual Members' Meeting on Saturday 9<sup>th</sup> October. The Annual Members' Meeting will be held from 10.30am – 11.15am and the Family Fun Day will begin at 11.15am until 3.30pm.**

**The event is free of charge and open to all Foundation Trust members, service users, carers, families, staff, friends and general public. Family entertainment will include face painting, dance, sport and arts. You can also learn more about the Trust's mental health, learning disability and drug and alcohol services. To find out times for the various activities visit our website [www.cwp.nhs.uk](http://www.cwp.nhs.uk)**

**CWP Alcohol Service launches** CWP Alcohol Service has launched in Birkenhead. The service, run by CWP, was formerly known as Wirral Alcohol Service and was based in Hamilton Square. It will now operate out of the Stein Centre within St Catherine's Hospital.

**Wirral mental health providers are best in the country** The Trust's Arrowe Park liaison psychiatry team were recently 'accredited as an excellent service' by the Royal College of Psychiatrists' Psychiatric Liaison Accreditation Network (PLAN) and were the first teams to gain this rating in the country. Of the 29 teams involved in the first wave of the accreditation process CWP's Wirral service, based at Arrowe Park Hospitals, was the first service to be 'accredited as excellent'.

**Mental health Trust scoops national Innovation award for Wirral project** CWP has been awarded £25,000 to pilot a key mental health project on the Wirral. The Trust were awarded the sum by InnovateNoW, the NHS regional innovations fund for the North West, to enable work to begin on neuro-behavioural rehabilitation for people with alcohol related brain damage.

**New scores show CWP provides polished performance in Wirral** Findings published by the National Patient Safety Agency show that the Trust provides 'excellent' patient environments, privacy and dignity and catering services. Springview Hospital in Clatterbridge came in the top 3% of all Trusts in England following a Patient Environment Action Team site assessment.

**Wirral resident made Trust Governor** Miss Jean Woods, 79, from Hoylake was elected to CWP's Council of Governors as a Wirral public governor. On her election success Miss Woods says: "I'm really pleased to be elected and will use my position to continue to champion the work of the Trust."

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## **Department of Adult Social Services**

**Adult Safeguarding** The council and partners want to make sure that Wirral is a safe and pleasant place for everyone to live. This includes older people and people with a disability or who are vulnerable in any way. We all have a responsibility to our neighbours and other people in the community.

If you are at all concerned about someone you know or someone local: maybe you think they are being neglected or not being looked after properly. Maybe you think they are being exploited or abused, ring and let us know in confidence.

If you feel a vulnerable adult is unable to make decisions for themselves and is likely to remain at risk of abuse, or you yourself are being abused, you should call:

**Central Advice and Duty Team, Phone: 0151 606 2006, Fax: 0151 606 2600, Email: [cadt@wirral.gov.uk](mailto:cadt@wirral.gov.uk)  
Opening hours: Monday to Friday 9am to 5pm**

If you need to call outside these hours then the Emergency Duty Team are available Monday to Friday from 5pm to 9am. This includes weekends and bank holidays (including Christmas, New Years Day and Easter).

**Phone: 0151 677 6557 Fax: 0151 677 5372**

If you believe the situation is very serious and the vulnerable adult is at immediate risk of harm you should report the matter to the Police by dialling 999.

Try not to be nervous about talking to the team. You do not have to give your name and the team will work with you to help to make decisions.

More information can be found at: <http://www.wirral.gov.uk/my-services/social-care-and-health/safeguarding-adults>

**Community Development Work** There are three Community Development Workers in the Department of Adult Social services. One for each of the localities. Their brief is to support vulnerable adults to access community facilities in order to prevent isolation that can lead to ill-health in later life.

The Community Development Worker for Birkenhead is Will Redfearn, who can be contacted on 666 5150. Like his two colleagues, Will has a number of areas of work, amongst which are :

1. The integration of Extra Care Housing – this is in two parts – identifying what activities, resources, services are available within a 1 mile radius of Harvest Court, for people living there to access, and secondly, discussing with providers or local services how they can integrate with the facility, either by coming in to provide goods and services, or by encouraging residents to go out. Funding is being sought to be able to produce a map of the immediate vicinity which highlights local services and amenities, together with details of how easy they are to access and any special facilities of interest to residents with disabilities.
2. Identifying potential personal assistants for Personal Budget holders – as an increasing number of people receive Personal Budgets with which to purchase their own services, there will be a need to identify people in the local community who can provide these. The Community Development Workers will be in a good position to identify people who could develop their role, perhaps because they are already supporting neighbours by cooking their meals or helping with their cleaning or gardening, etc.
3. Developing links with GPs (especially around Carers) – Carers are a valuable resource for supporting vulnerable people, but many people do not realise that they are Carers and eligible for financial, practical or emotional support. The Community Development Workers will work with GP Practices to help them to identify Carers and take up the support available.
4. Building community capacity by increasing volunteering – the Community Development Workers will develop and support local initiatives to increase volunteering at a local level to help to regenerate local communities, particularly focusing on ensuring that more vulnerable residents do not become excluded.

## **The Fire Service on Wirral is delivered through 6 community fire stations - Birkenhead, Bromborough, Heswall, Upton, West Kirby and Wallasey**

Recent changes to the management team on Wirral see John Davies moving to a post at Service Headquarters and Myles Platt replacing him as the new District Manager. Myles has recently completed two years as Community Fire Safety Manager for Merseyside but prior to this worked as a Station Manager on the District.

Accidental Dwelling Fires and Road Traffic Collisions where people are killed or seriously injured remain challenging. During 2009-10 we visited over 22,000 homes delivering Home Fire Safety Checks as part of a comprehensive Accidental Dwelling Fire Strategy. In the case of RTCs we work in partnership to develop initiatives aimed at raising awareness and reducing the number/severity of these incidents. We are currently running a kitchen safe campaign, "**Watch what you heat**", which is being funded by the top 10 Registered Social Landlords (RSLs) across Merseyside in partnership with 'Radio City 96.7'. The campaign was launched on 3<sup>rd</sup> September and Radio City, City Talk and Magic are all now running fire safety awareness advertisements for the next 12 weeks.

In addition to the above, work has continued in respect of reducing the risk of death and injury across the area through Merseyside Fire & Rescue Service's statutory duty to maintain operational readiness and training is a key element of that. Firefighters in Merseyside took part in the largest exercise in UK fire service history at the beginning of September, **Operation Orion**. Live exercises took place within the Birkenhead Tunnel and at MFRS Training and Development Academy in Croxteth. This formed part of a national exercise aimed to test the UK's response to a catastrophic earthquake that simultaneously hit several parts of the country. The exercise ran for 48 hours and involved other emergency services from around the country working with MFRS crews. The exercise was very successful in identifying issues and sharing best practice across service areas.

MFRS news can be followed via social network sites - @Merseyfire on Twitter or visit our Facebook page - [www.facebook.com/merseyfire](http://www.facebook.com/merseyfire).

**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 following an external audit we have secured recertification. We achieved the Carbon Trust's Carbon Standard, in recognition and appreciation of our efforts in the field of carbon management, emission reduction and the mitigation of climate change. MFRS were also awarded Travelwise Best Travel Plan (a package of practical measures and incentives, developed by employers and employees with the aim of reducing car dependency and encouraging the use of sustainable modes of transport)

**Green & Healthy Transport week – March 2010** We brought over 130 staff to breakfast sessions at SHQ over the week, where we influenced travel behaviours and thought processes towards more sustainable travel alternatives. The sessions were there to facilitate car sharing (staff invited by postcode) and promote cycling, public transport and the Cycle to Work Scheme 2010

**Community Fire Safety Forum housing** is an organization that provides support to vulnerable young adults. It provides supported housing for individuals aged 16 – 24 who are homeless or seeking independence. CFS deliver monthly fire safety talks to vulnerable young adults to improve knowledge of fire safety and promote independent living.

**Wirral NHS Health Trainers Partnership** We are currently in the process of developing a formal partnership with Wirral NHS. The partnership will involve Wirral CFS Staff being trained as health champions who will deliver brief level 1 interventions to those living in areas of deprivation, this involves giving individual lifestyle leaflets on issues such as weight management, exercise, nutrition, exercise, alcohol consumption etc. It may also result in CFS staff signposting occupier to a Health Trainer for further support and advice. In turn Wirral NHS Health trainers will refer clients for HFSCs.

**Wirral Advocacy (Mental Health)** CFS are in the early stages on developing a partnership with Wirral Advocacy who are an organization that support individuals with mental health issues/drug and alcohol issues. We are hoping to sign a partnership agreement with Wirral Advocacy and develop a referral process.

**Wirral Deaf Process – Assistive Technology and Merseyside Society for the Deaf** Wirral CFS in partnership with Wirral Assistive Technology Team and Eldercare provide assistive technology equipment to those most vulnerable from fire. The partnership has been in place for over 3 years and we have many success

stories. We are currently working with Merseyside Society for the deaf and Wirral Assistive Technology to develop partnership further and review process in place for providing deaf alarms to people living in the Wirral.

**Youth Engagement** The Youth Engagement Team recently ran a week long LIFE course at Birkenhead for youths living in Wirral. The course was booked and funded by Riverside Housing and all referrals came from them. The programme was run out of Birkenhead Fire Station and was designed for children aged 12-19yrs. This is a partnership project to engage young people with the aim of keeping youths off the streets and away from anti social behaviour. The service has recently appointed three School Fire Liaison Officer who will be based at Ridgeway, Hilbre and Wallasey High Schools. These schools are within areas where anti social behaviour has been identified as a problem. They will work one day per week to facilitate PHSE lessons which will include PE; fire safety awareness (hoax calls, arson, bonfire safety, attacks on firefighters, dangers in the home, fire escape plans, road safety and anti social behaviour)

**Partnerships.** The Fire Service are committed to working in partnership to achieve strategic objectives within the Local Area Agreement, examples of this are **Wirral Heartbeat** has been in partnership with MFRS for the last 10yrs. Heartbeat gyms are sited on fire stations across Wirral where persons suffering from heart related illness are offered structured fitness programmes in a safe and secure environment. At present some 1600/1700 member visits take place each month. Working in conjunction with the PCT the partnership has made these facilities available for courses aimed at tackling lifestyle issues within the local community. One such project at Wallasey is aimed at tackling childhood obesity through a mixture of fitness training and cooking displays showing young people how they can cook a nutritious meal in the time it takes to buy fast food. This programme has been so successful that it has now been rolled out to Bromborough. Other projects include a fitness project for over 40 males and a programme aimed at the BME community which provides lifestyle support in accordance with their religious and ethnic traditions.

**Healthy Homes Initiative.** The Healthy Homes project is now very developed. A range of partners are working together to deliver a single point risk assessment in the home, the assessment will identify a number of issues that will make peoples lives safer and healthier. The risk assessment has received a robust trial and the full pilot is taking place during September. A stakeholder day is planned at Wallasey Town Hall to engage with local communities and key stake holders to explain the aims of the project and try and secure success

**Road Safety** Through participation in the **Wirral Roadsafe Partnership** MFRS are taking action 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. During the summer period five child seat checking events took place at various locations throughout the Wirral involving MFRS and Wirral Road Safety Team. A review of the partnership will be taking place with a view to planning more events.

**Fire Fighting Equipment for Wirral Wardens and Rangers** 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. As part of our strategy for tackling Small Fires in such areas portable fire fighting equipment has been provided to Park Rangers and Community Patrol Wardens who have been trained in their use. The use of the equipment will decrease environmental impact by extinguishing small fires on discovery and therefore reducing Carbon emissions. Early reports have highlighted good use was made of the Pacliders on Bidston Hill and Eastham during the recent dry spell. Data will be collated and a report produced

**Wirral 'Trailblazers' Mountain Bike Club** MFRS in partnership with Merseyside Police, Wirral Youth Services and Anti Social Behaviour Teams have set up a Mountain Bike Club initiative based at Bromborough Fire Station. The aims of the project are:

- To promote community health.
- Provide training in cycle proficiency and off road riding skills for young people.
- To be inclusive of all young people initially in the area around Bromborough.
- To break down barriers between young people and agencies.
- To address issues including Arson Reduction, RTC Reduction, Anti Social Behaviour and obesity.
- MFRS have allocated a small pool of bikes to start the project and it is hoped that more bikes will be purchased through successful funding applications.
- A 20 bike Burtech Trailer has been purchased with funding from 'Your Wirral' and is now being stored at Bromborough Community Fire Station.
- The scheme was officially launched in August.

**Wallasey Youth Hub** is a joint project involving MFRS and Wirral Borough Council Youth Service. The scheme involved the development of facilities at Wallasey Community Fire Station to provide amenities for young



persons to interact; these 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 be using the facility. Works are now complete and the facility was formally opened by the Mayor in July 2010. It is open five evenings a week and proving very popular with young people. Local schools are also making use of the facilities during the daytime. This scheme complements the Lifestyle Centre at Wallasey, which provides a heartbeat gym, kitchen and community meeting facilities. These two projects will provide an opportunity for interaction between all age groups.

### Equality & Diversity

- **Single Equality Scheme:** Our single equality scheme has been approved by Authority and is in its final stages of consultation with the staff side organisations (FBU & Unison).
- **Pride-** We made an attendance at both Liverpool Pride and Manchester Pride
- **Recruitment** – We have achieved (and exceeded) our stretched recruitment targets as set out in the National FRS Equality & Diversity Strategy, for recruitment of women into the operational sector and recruitment of BME candidates, over the last quarter (targets: women 17.8%; BME; 17.6%....actual: women 33%; BME 33%)
- **Local Government Equality Framework:** Having been rated as an “Achieving” Authority under the local government equality framework in 2009, we are now working to the “Excellent” level, and hope to have a Peer Challenge against this some time in October 2010.
- **Regional event:** we are currently working with the other FRS across the NW region, in planning an event for members of the respective Fire Authorities to showcase the work each service is doing in respect of Equality & Diversity.
- **CFOA Lead:** Mike Hagen (DCFO) has been appointed as the Diversity Lead for CFOS (Chief Fire Officers Association).
- MFRS have continued to maintain a management presence at diversity and equality meetings across Wirral. As a member of the Wirral Equality Forum MFRS are actively engaged in the development of an Equality Charter for the Wirral. A consultation event was held in June to seek views and engage with the public to ensure that any Charter fully reflects the aspirations of all sectors of the community on Wirral.

### Bonfire Strategy 2010

- Bonfire removal - we hope to obtain and utilise approximately 5 additional tipper trucks. The initiative this year is from Monday 18<sup>th</sup> October until approximately a week after bonfire night depending on how much combustible material is left.
- Working closely with WPH we are hoping to run “Waste Stations” in hotspot areas at the beginning and end of October. WPH will leaflet their properties advising when their waste removal vehicles will be in the area, if residents have any unwanted items/combustible materials they should leave them at the front of their properties for free collection. This initiative will strictly not be advertised as “bonfire” waste removal as this will no doubt stop some people from putting waste out for collection. Our key messages will be included in a WPH newsletter which will go out to 13,000 tenants and we will also be writing a joint letter to WPH tenants in hotspot areas to remind them that any ASB or involvement in fire setting could affect their tenancy agreement.
- Wirral skip companies will be asked for their support over the period by monitoring their skips and having them collected promptly when full and to also enforce the load level so skips are not overloaded with combustibles.
- A letter will go out to all businesses on Wirral registered with the Chamber of Commerce. The Chamber of Commerce will do this via their newsletter. This will be a reminder about not leaving combustibles materials out i.e. cardboard.
- We will be utilising the Council and hopefully the RSL websites to deliver key messages relating to bonfire removal and arson prevention etc..
- Hotspot schools will be targeted with the bonfire/firework presentation.
- On the 3 key nights (3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> Nov), MFRS, Police and Wirral ASB Team will be funding a JCB and a tractor trailer with a Police escort to cover bonfire removal between 4pm and 10pm. .
- We also plan to write to parents of all young people currently going through challenge and support process, reminding them to ensure their son/daughter isn't getting involved in fire setting and firework misuse.
- Fire Crews will be utilised to patrol and “spot” bonfires in hotspot areas whilst they are mobile in the community.
- The telephone number for requesting bonfire removal is **08007315958**.

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

### **Community Fire Stations Contact Numbers**

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

Or **FREE Home Fire Safety Check, including FREE smoke alarm installation contact Fire Service Direct on FREEphone 0800 731 5958**

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## 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. This report sets out the main challenges and opportunities for the Trust over the coming months and highlights achievements and service developments:

**1. The challenges ahead** All public services, including the NHS, are now facing the consequences of the worldwide recession and the need to reduce the national debt. In line with all other healthcare organisations, this Trust must therefore strive to provide the highest possible quality healthcare services in a tighter fiscal climate, accepting that expenditure will no longer grow at the rate it has over the past decade. To meet increasing demand, stemming from a growing and ageing population, new technology and high patient expectation, and to absorb increasing costs, the Department of Health expects all NHS organisations to concentrate on improving productivity and eliminating waste, while focussing on clinical quality. Overall, the Chief Executive of the NHS has indicated that the service nationally must identify £15 – 20 billion of efficiency savings by the end of 2013/14 that can be reinvested in the service to deliver year on year quality improvements.

**The local picture** Translated locally, Wirral University Teaching Hospital NHS Foundation Trust is required to make efficiency savings in the order of £14.3 million in 2010/11, with further, similar levels of savings being required in the foreseeable future. The Trust has set its budget for 2010/11 based on its contract with NHS Wirral. This year, the national tariff (the schedule of payments for activity undertaken under Payment by Results) has not increased, which means that the Trust has to meet the cost of inflation. This equates to £10 million of the £14.3 million efficiency savings required in 2010/11. This tariff applies to every acute trust in the NHS.

**Meeting the financial obligations** The Trust has initiated a wide variety of measures to achieve the 2010/11 efficiency target in its revenue budget, including a freeze on recruitment to posts that do not directly affect patient care, energy reduction measures, hospitality restrictions and reducing the range of goods and services that the Trust purchases. These measures will not be sufficient to meet the target and each of our Divisions is reviewing its services to seek out waste and inefficiency, while at the same time maintaining and improving service quality for our patients.

**2. Capital Investment** On the capital side, we are continuing with the £30million, three year development programme at Arrowe Park Hospital that commenced last year. This includes an £11.5million investment to provide a dedicated Women and Children's Hospital at Arrowe Park bringing together for the first time under one roof, all acute hospital services for women and children which includes:

- 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**
- **A brand new Children's Ward, which opened in mid-August**
- **A new Gynaecology Diagnostic and Treatment Centre, which is due to open in October**

Late 2009 saw the opening of our new Children's Outpatient Department and a new 'Ronald McDonald House' facility to benefit families who need to stay close to their sick children.

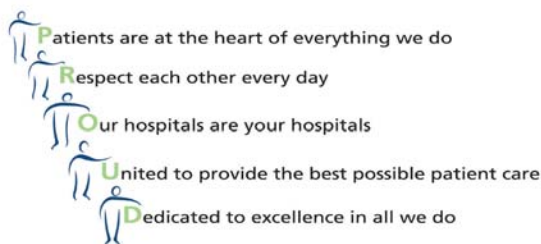
On the general side of Arrowe Park Hospital we have just installed a second MRI Scanner and opened Ward 12 as a fully re-furnished 20 bed Orthopaedic Unit with 10 en-suite single rooms. We have also invested nearly £1million in adapting our wards to comply with Department of Health guidance to provide single sex accommodation for patients. Our new Surgical Elective Admissions Lounge (SEAL) opened to patients in May. This facility brings all pre-operative assessment services together to provide a more streamlined process and much better environment for patients admitted for elective surgical procedures. A new, 'state of the art' Decontamination Unit has also recently opened to ensure that we are able to provide the highest standards of sterilisation for surgical equipment.

**For more information about our full three year development programme, please go to the interactive plan on the homepage of our website [www.whnt.nhs.uk](http://www.whnt.nhs.uk)**

**3. Wirral Millennium** At the end of May, the Trust switched on the first phase of a major new IT system – Wirral Millennium. The first phase involved the A&E Department, Medical Records Department, Information Governance and Clinical Trials. This new computer programme enables staff in the A&E department to record the patient journey electronically including registration, assessment and details of patient treatments. The implementation went smoothly and staff are enthusiastic about the benefits it brings. GPs have also expressed appreciation of the enhanced discharge information that they are now receiving about their patients who have attended A&E. Phase two of the new system is planned to take place during late November 2010. This will involve Outpatients, Theatres, Radiology, and Medical Records. A comprehensive staff training programme has commenced to ensure that the impact on patients is minimised and that 'business as usual' is maintained as far as possible while the new system is implemented.

**4. Trust Wide Goals** The Trust Board has recently approved the organisational goals for the 2010/11 financial year and a leaflet summarising these goals will be available at the Forum meeting for information.

**5. Our Core Values** One of our goals for 2009/10 was to develop a set of core values to which every member of staff could aspire, that could help shape our culture and character and guide decision-making. The Trust Board approved these Core Values in May 2009 and we are working with our managers and staff to embed these within the organisation.



**6. Maternity Services** New mums on Wirral have given glowing praise to the high quality maternity services provided at the Wirral Women and Children's Hospital at Arrowe Park. In the latest report of the *Listening to Patients - Survey of Women's Experience of Maternity Care*, from those Trusts surveyed by Quality Health, **90%** of new mums giving birth at the hospital rated their care during labour and birth as 'excellent' or 'very good'. This is a significant improvement on the result received by the Trust in the corresponding survey in 2007.

**The findings show that during labour and birth:**

98% of new mums had confidence and trust in the staff caring for them

90% of women felt that their partner/companion was made welcome by staff

88% of women were always spoken to in a way they could understand

81% of women said that they were always involved in decisions about their care

The survey also revealed that a high percentage of women at this Trust received a choice about where their antenatal check-ups would take place and where they could give birth to their baby.

The quality of our maternity services was also recognised when the team was judged to be the winner of the 'maternity services award for involvement of women in improving local maternity services' by the All-Party Parliamentary Group on Maternity (APPGM). Although more than 60 high standard entries were received nationally, the judges felt that the Trust's maternity team offered something different, that could inspire other trusts and be of great benefit to women and families in Wirral and beyond. Members of the team were presented with their award in July at the Houses of Parliament.

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

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

**MRSA Bacteraemias** – so far this year (from 1<sup>st</sup> April) we have had only 4 cases of MRSA bacteraemia across the Trust – less than the in the same period the previous year. This has been achieved as a result of many new trust-wide initiatives that all staff have incorporated within their daily practices.

**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 and Children’s Hospital at Arrowe Park is also MRSA bloodstream infection free.**

‘5 Moments for Hand Hygiene’ is a new campaign that aims to raise the Infection Control profile even higher at the Trust and to increase awareness amongst staff, patients and visitors of the importance of hand hygiene.

**8. Care Quality Commission** From 1<sup>st</sup> April 2010 the Trust acquired unconditional registration to provide healthcare services by the Care Quality Commission under a new, tougher system for regulating standards in the NHS.

**9. Improving Standards**

- Our Renal Dialysis Unit has become an accredited Practice Development Unit making it the first of its kind in the country to gain this prestigious recognition for delivering clinical excellence and for its successful patient and relative involvement.
- An external assessment of our standards by the Patient Environment Action Team resulted in the following scores being awarded to the Trust for 2010 -

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

**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](http://www.whnt.nhs.uk) The website is speech enabled for browsers with sight related problems and the easy click, ‘email a patient’ facility continues to be a popular feature. **Come and Join Us!** As a Foundation Trust we want to involve our Public Members in helping us to shape future services – we currently have 8,500 Public Members and are keen to recruit more. Public Members can get involved as much or as little as they like – from just receiving ‘Public Membership News’, our regular newsletter, to participating in surveys or standing for election as a Public Governor. To join on-line go to [www.whnt.nhs.uk](http://www.whnt.nhs.uk) or complete the pink form that is enclosed in this information pack and return it to the Freepost address given.

### **Wirral Youth Service**

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

The Youth Service in Wirral works with many young people in a variety of different settings, these include: Youth clubs, Street work projects, “Kontaktabuses”, “Wirral Youth Theatre” and Youth Arts, “Response” – Advice, support, advocacy and information service and Substance Misuse Service, International exchanges, Duke of Edinburgh’s Award

**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** 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.

**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 (WYT)** 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. WYT's young people's outreach company – "First Class" will be touring it's latest production "Somebody's Son", to youth HUBS and 6 secondary schools across Wirral during September. The production will premiere at Pacific Rd Arts Centre on 20<sup>th</sup> September. The piece explores the consequences of violent behaviour and peer pressure on all those concerned

**Leasowe Youth Project** has been working with Unity in the Community which is a group of youth providers in Leasowe developing a youth offer for young people. Some of the activities that have taken place include bowling, go-karting and a football competition. Young people have also been involved in the Coastal walk and a trip to the theatre to see Birkenhead Tale.

**Moreton Youth Club** hosted "It's a Knockout" Moreton Come Together Day on the 21<sup>st</sup> August which was a great success. Some of the activities that young people have taken part in include a quiz night, big volley ball night, go karting and a circus trip.

**West Wallasey Youth Outreach Project** is developing work with young people in the area using streetwork and the Kontakta Bus. Work is undertaken to increase awareness of the consequences of risk taking behaviour and to involve young people in positive activities. The youth workers are supporting the young people in activities which interest them which have included sports and trips outside the area. Young people planned a varied and exciting programme of activities and training opportunities and have been successful in securing Youth Opportunities Fund finance for the programme. In the summer, young people enjoyed the sand sculpture competition at New Brighton which was organised by Wallasey youth work staff.

## Wirral Older People's Parliament

Patrons: **Lady Grace Sheppard Lady Irene Chan**

The Older People's Parliament has had a busy summer. Our membership now tops 900, and we are finding that we are respected as a real voice for Wirral's over fifties. Our core Executive Group meets monthly, and we try to identify the areas where older people have concerns, planning our responses. We are trying strenuously to work closely with the senior officers in different departments of the council, the NHS, and organisations such as the police, housing associations and voluntary groups. Whilst many of our members, because they are busy in other fields, or because they are frail or disabled, do not take an active part in this work, a huge number have attended one or more of our special Day Conferences, and others contact us about issues. For example, at our recent quarterly Parliament meeting, a member from a sheltered housing complex, raised an issue on behalf of other residents. It appeared that both the Royal Mail and Parcel Force are at times guilty of not waiting for a slow moving person to get to the door, and they post a card with details of how to retrieve one's package. This situation was greeted with real understanding by many others at the meeting, who had experienced the same. As a result, we have written to both organisations – their national chief executives – and they are looking at what can be changed.



Our National Issues Group takes up many such concerns, writing to ministers, top civil servants and the Prime Minister. We are taken very seriously, and the quality of replies is usually excellent. We hope that our opinions will eventually influence national policy.

Our Housing Committee has been very busy. The chair of the group attended a national conference on older people's housing matters. Many people, whilst wanting to stay in their home of many years, find the size and running costs a problem, but the effort of down-sizing quite daunting. This is an issue we are exploring, both for the owner occupiers and those who rent. We are excited by the new Extra Care housing schemes which are opening and providing a real alternative for some to residential care.

Our group supporting households where grandparents have the full time care of grandchildren is constantly lobbying, both locally and nationally for recognition and support – both financial and practical. How would you like to be in sole charge of one or more youngsters in your later years – often doing it on a state retirement pension plus child benefit? You love the kids, and want to keep the family together, but one hasn't got so much energy second time round! One of our members walked from the Scottish border to Downing Street with a petition to the newly elected David Cameron asking for more support for the thousands of grandparent carers across the country.

The Crime and Respect Group ran a Day Conference at the Williamson Art Gallery recently, with top speakers – the Chief Constable of Merseyside, the Chief Executive of the Crown Prosecution service for Merseyside, and the chief of the Cheshire and Merseyside Victim Support Service. The speakers were all inspirational and informative, and our workshops identified the areas of safety in the community which bother people as they get older. In general, Wirral is a relatively safe place to live, but that is no consolation when something happens to you.

Health and Social Care matters are probably top of most people's minds as they age. We are extremely active in these fields. We have members involved in a huge range of policy groups, and we are always looking for new ways to extend our influence. We also want to help all of our older population to learn how to take maximum personal responsibility for their own health and well-being. We have supported the national theme for Older People's Day this month, which is "Active Ageing". We should all try and fill our free time with positive activity, exercising (in a safe way) our minds, bodies and social needs. Our general health will benefit, say the researchers. The council-run website, the Wirral Grapevine, <http://www.grapevine.learningwirral.org.uk/> is a great attempt to list a huge range of classes, hobby groups, sport and leisure groups and so on. Do look at it and make sure everything you know about is on there, whilst you shop around for something new to do. Don't forget, too, that volunteering in some way, can be immensely satisfying – and you are supporting the community.

Our Transport group has been revived recently. Getting about can be a huge problem for some older people, despite our wonderful free travel passes. Some of us are well served – other parts of the Wirral have problems. We were introduced to the work of Wirral Travel Trainers, who help vulnerable people to build up confidence to use public transport. It is a great service.

We have members on a Wirral-wide "Intergenerational Group" looking at ways of working constructively with the young. Any ideas?

Finally – join us! If you are over 50 and live in Wirral, it is free, and you can only benefit. You will get newsletters about 3 times a year. You will be able to attend our quarterly meetings, our Day Conferences and other events. Your problems will be discussed and probably looked into by one of our committees. You will learn about taking full advantage of all that Wirral has to offer its senior citizens.

Phone Brian or Anne on 666 2220 or email [parliament@ageconcernwirral.org](mailto:parliament@ageconcernwirral.org).