

**Wirral's Area Forums**



## **Greasby Frankby Irby Upton and Woodchurch Area Forum**

**Papers for the forum meeting**

**Overton Community Centre, 160 Royden Road, Wirral,  
CH49 4RH**

**Wednesday  
13th October  
October 2010**

**7.00pm-9.00pm**

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## Code of Conduct for Area Forums

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

**October 2010**

**7.00pm**

## **AGENDA**

- Welcome, Introduction & Apologies
  - Minutes & matters arising (previous meeting – June 2010)
  - Wirral's Future – be a part of it
- Parks and Open Countryside information
  - Public Question Time
  - Area Forum Partner Updates
- Energy Projects Plus (EPP) – “working towards a sustainable future”, officers will be attending our forum to promote the Warmer Wirral project that is managed by EPP and funded by Wirral Council

### **Next Area Forum Meeting**

- Thursday 17<sup>th</sup> February 2011 – venue to be confirmed

# Section One

## Minutes

### Previous minutes

Wednesday 10<sup>th</sup> June 2010

#### PRESENT:

<b>Chair</b>	Councillor P Reisdorf
Councillors	Tom Anderson, Wendy Clements, Stuart Whittingham
Community Representatives	Jean Robinson (Overcurch Residents Association) Bert Grunnill (Upton Churches Together) John Smith (Greasby Community Association)
Lead Officer	David Smith (Deputy Director of Finance)
Area Service Co-ordinator	Andy Brannan
NHS Wirral Council	Glen Coleman
Wirral University Teaching Hospital NHS Foundation Trust	John Vanderwerff
Merseyside Police	Peter Grant – Upton Police Station Matt Gibson – Woodchurch Police Station
Merseyside Fire & Rescue Service	John Davies
Community Safety	Steve Preston
In Attendance	Jayne Elliott (Minute Taker)

#### 1 WELCOME, INTRODUCTIONS AND APOLOGIES

The Chair, Councillor Peter Reisdorf welcomed the Forum members and 33 members of the public to the Greasby, Frankby, Irby & Woodchurch Area Forum meeting held at Irby Methodist Church Hall.

**Apologies:**

Councillor Gill Gardiner  
Inspector Brian Griffiths  
Councillor Tony Smith  
Ron Green

**2. MATTERS ARISING FROM MINUTES OF LAST MEETING, INCLUDING AREA CO-ORDINATORS REPORT**

The Area Co-ordinator gave an overview of the Area Co-ordinators Report which high-lighted the minutes and matters arising from February's Forum.

(4.6) It was reported that the correct name for the Women's Forum should read "British Federation of Women's Graduates"

(5.3) Population Statistics - It was asked why this was not in the matters arising. Apologies were made for this and it was agreed to check on this matter and report back at the next meeting.

It was agreed that the minutes would be read page to page and discuss any issues.

(3.2) It was asked if the rules for disabled concessionary travel alters at the weekend. The rules are stated on the bus pass.

The question was raised as to how far the apologies extend to the forum. Apologies are for the Top Table only.

(4.6) Mersey rail is not responsible for Upton station, Arriva Trains North Wales are the responsible organisation that Upton, Heswall and Bidston stations.

(6.7) The paved area outside Greasby shops is adopted highway, and is therefore owned and managed by the Council.

Andy Brannan, Area Co-ordinator asked if anyone has any questions regarding the report/minutes, they should contact him. Contact details at front of report.

**3. YOU DECIDE 2010 – VOTING**

The 'You Decide' Scheme gives local people the opportunity to make a difference in how council funding is spent in this area. Each area forum has £20,000 to spend on additional council services.

David Smith gave a presentation on the You Decide Scheme, and explained how the voting would take place.

At the end of the presentation, discussions took place on the areas for the fund to be distributed. The vote took place after the discussion, using a new computerised system. Each person had a voting hand set, they placed their vote and the results

were registered on the computer. All the results will be collated, including the completed location cards and will be reported back at the next meeting.

Councillor Reisdorf thanked everyone for their patience and participation during the vote.

#### **4. PUBLIC QUESTION TIME & PARTNER UPDATE**

- 4.1. It was raised that the hourly bus service through Irby (Glenwood Road/Coombe Road) is irregular – this is due to the roads being blocked by cars and the bus can't get through. Can this issue be looked at for solutions – eg: Yellow lines/use the grass verge to make road wider. This road problem is also a problem for refuse collections. This issue will be taken away and discussed and will report back at the next meeting.
- 4.2 PCT – What progress is being made on the Warrens development?
- A. Planning permission is required, there are some ecological issues to be discussed with the developer.
- 4.3 Would it be possible to have a breakdown of monies spent to date? Has it gone up from £430k.
- A. There are no figures as yet.
- 4.4. How could it be that a music festival can take place and cost the council money, when they had closed Ivy Farm because of savings.
- A. The music festival was privately funded. There may have been legal fees involved, unsure of how much, but will find out for the next meeting.
- 4.5 When reporting a fault to Street Scene, is there a time limit for responses? There have been a number of issues reported and no letters or replies have been received.
- This is not acceptable or satisfactory.
- Some of the issues reported are:
- Sign to be replaced at Coniston Road – 9 month wait
  - Clean up of roads – We did a litter sweep
  - Tree replacements for Greasby Road
  - Crab Apple Tree – Irby Village – Causing a hazard with the fallen apples on the road.
- A. The normal response to complaints should be within 30 days. This issue will be raised with the Director of Street Scene and will report back at the next meeting.
- 4.6 One of the You Decide activities for the money to be spent is £500 for notice boards at allotment sites. Mersey Travel sourced their old notice boards and donated them to each allotment site.
- 4.7. Who's idea was it to place the large yellow road signs to state how many accidents had happened on various roads around Wirral. What happens with the numbers when another accident occurs?

- A. It is a National Inspired Scheme, paid for by a government grant. The idea is to make motorists aware of hazardous parts of the roads and to reduce the risk for any future accidents. The first signs appeared in a neighbouring authority.
- 4.8 Could the signs be removed?
- A. The signs are part of a grant and cannot be removed. The grant is to get the balance right with the risks and seriousness on the roads, trying to keep residents and visitors safe. The motive of the signs is good, to educate and make people aware of the risks on the roads.
- 4.9. Greasby library is currently being extended to include a children's centre. Congratulations were extended to the previous administrator who made this decision.
- 4.10 The Girl Guides in Frankby are not able to use the church hall as their base anymore. This is very disappointing for the group as they are unable to find another venue for their meetings. Would it be possible to approach the church for them to reconsider?
- A. The Children's Centre is welcomed in Greasby. With regards to re-housing of the Girl Guides, it is hoped that they find alternative accommodation soon. John Smith is trying to help them find alternative accommodation.
- 4.11 Is it possible to received the Agenda, Minutes and reports earlier than receiving them on the day.
- A. All the above is available on line and they are available in the one-stop shops 2 weeks prior to the meeting. Alternatively, requests can be made on the signing in sheets.
- 4.12 Why is it that when treated at one hospital (Southport - eg. Xray, records) and then return to the local hospital (Arrowe Park) the records are not forwarded to them. Is there a facility for this information to be transferred?
- A. This is an issue for a Trust Member – The present system is traditionally for the records to remain at the hospital. There is a new computer system being introduced with a large infrastructure. It is intended for all records to be accessed and for hospitals to share information for on-going care. This is an ongoing and expensive scheme.
- 4.13 Is there an email address or contact point to receive information on issues in the minutes/report?
- A. The email address for is [engage@wirral.gov.uk](mailto:engage@wirral.gov.uk). Or speak to Andy Brannan at the end of the meeting.
- 4.14 There has been a problem regarding the appointment procedure at Arrowe Park Hospital. The dates have been written down incorrectly, name not pronounced correctly and basically a very poor and upsetting time for the lady concerned.

- A. Apologies were made to the lady concerned and was asked to discuss this matter with the representative from PCT at the end of the meeting – A proper reply and apology will be sorted.

## **5. PARTNER UPDATE**

### **Community Safety Team**

The Community Safety Team also has the responsibility for the Community Patrol. All officers are now fully qualified The Security Industry Authority (SIA.)

Community Patrol staff now carry the personal CCTV, the images can be used by the Police as evidence.

It means Community Patrol is fully licensed to undertake their security role. In addition, the staff in the Council CCTV Control Room are also registered in order to view images. In both cases they have to qualify to be licensed and it's not just a 'paper exercise' but a qualification to undertake their duties

There are 4 extra officers to enforce Dog Fouling.

- 5.1 With regards to the dog fouling in the local parks, the bins are placed well in Coronation Park, so dog fouling can be disposed of easily. However, there are not many bins around Arrowe Park, so causing a problem.

- A. This information will be passed onto the wardens, and the need for more bins.

### **Wirral Hospital Trust**

Any questions regarding the trust and the report, then speak to the representative at the end of the meeting.

### **NHS Wirral**

There is now funding for drop in centres for Carers and Dementia. This is to provide support for patients and carers suffering with dementia. If anyone wishes to volunteer or offer support, then contact the number on 0151 630 5206 – All support will be welcomed

## **6. ANY OTHER BUSINESS**

As well as the You Decide Funding, there is a small grant available for Community & Voluntary Groups. Applications are available until 2<sup>nd</sup> July 2010. For more information, speak to Andy Brannan.

Leaflets are available on the Local Police Stations – Upton is now open on Saturday mornings. The Upton Priority Setting meeting stated in the newsletter is being held on 22<sup>nd</sup> June and not the 23<sup>rd</sup>.

A thank you was given to the Police for their mobile police station in Rosslyn Road, Irby. It was a worthwhile and successful day.

## **7. FUTURE MEETINGS/PRESENTATIONS**



It was decided that it would be useful if Street Scene did a presentation for the next meeting.

There being no further business, the meeting closed a 9.00pm.

## **Matters arising**

4.5 When reporting a fault to Street Scene, is there a time limit for responses? There have been a number of issues reported and no letters or replies have been received.

This is not acceptable or satisfactory.

Some of the issues reported are:

- Sign to be replaced at Coniston Road – 9 month wait
- Clean up of roads – We did a litter sweep
- Tree replacements for Greasby Road
- Crab Apple Tree – Irby Village – Causing a hazard with the fallen apples on the road.

A. The normal response to complaints should be within 30 days. This issue will be raised with the Director of Street Scene and will report back at the next meeting.

**Dave Green, Director of Technical Services, will be attending the forum to give an update on Parks and Open Countryside and can answer any questions on how Streetscene responds to complaints.**

# **Section Two**

## **Local Updates**

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

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

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

## Community Safety

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 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.

### **Wirral Community Patrol Summer Safety – 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.

## **Cheshire and Wirral Partnership NHS Foundation Trust** **update**

### 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 9th 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."

## **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 about the Licensing Policy please contact Richard Leyland on 0151 691 8043.

**Tackling Anti-Social Behaviour  
Wirral Council's Anti-Social Behaviour Team  
May 2010 – September 2010**

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

Reported July 2010:

- 84-year old male from Larchwood Close, **Pensby**, was issued with a 2-year Anti-Social Behaviour Order following a catalogue of harassment against his neighbours by making loud and excessive noise causing sleep deprivation;

Reported August 2010:

- Action was taken to close a nuisance property by Merseyside Police in partnership with Wirral Anti-Social Behaviour Team and Beechwood & Ballantyne Community Housing Association. Merseyside Police served 48 hours notice on the tenant of the property on the Ballantyne estate in **Bidston**, setting out its intention to seek closure of the privately rented property for a period of three months. This was following repeated complaints of anti-social behaviour including drug dealing both at the property and by people connected to the property in its locality, large groups of young people causing intimidation, fighting, engaging in threatening behaviour, cars speeding and the use of weapons. Many residents were in contact with Wirral Anti-Social Behaviour Team regarding young people in the area who were causing problems and as a result were referred into Wirral's Challenge & Support project. Beechwood & Ballantyne Community Housing Association also identified further residents who were suffering and this enabled Wirral Anti-Social Behaviour Team to gather evidence and draft anonymous witness statements, which were used as evidence by the Police together with details of incidents reported, arrests made and intelligence gathered.

\* issued in partnership with Wirral Partnership Homes.

\*\* issued in partnership with Leasowe Community Homes.

Additional activity has included:

➤ **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.

➤ **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.



## Merseyside Fire & Rescue Service

### Operations.

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

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.
- 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**

- **Birkenhead:** Exmouth Street. Birkenhead.CH41 4AX. 0151 296 5325
  - **Bromborough:** Dock Road South. Bebington.CH62 4SQ 0151 296 5925
  - **Heswall:** Telegraph Road, Heswall, CH60 OAF. 0151 296 5805
  - **Upton:** Arrowe Park Road. Upton.CH49 OUF. 0151 296 5895
  - **West Kirby:** The Concourse. West Kirby. CH48 4HX. 0151 296 5955
  - **Wallasey:** Mill Lane. Wallasey. CH44 5UE. 0151 296 6180
- For a FREE Home Fire Safety Check, including FREE smoke alarm installation if required please contact Fire Service Direct on**

**FREEphone 0800 731 5958**

## **Input from NHS Wirral to Oct Area Forum report**

### **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**

NHS Wirral 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)

### **Additional information for Birkenhead Forum:**

#### **Lifestyle services**

From the start of September 2010 NHS Wirral is opening 30 Argyle Street, Birkenhead on Saturday mornings for all Lifestyle Services.

There will be individual 1:1 sessions with advisors, drop in sessions and the opportunity to meet a Health Trainer to support you in developing a personalised action plan for better health & wellbeing.

Services on offer will include support to:

- Help you quit smoking
- Lose weight and be more active
- Help if work affects your health
- Build your confidence to support you in employment/training/volunteering
- Information on free community activities local to you

For more information call: 0151 630 8383 or just drop in on Saturday

Venue: 30 Argyle Street, Birkenhead

Times: 10.00am – 12.00pm

**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)**



# **AREA FORUM STREETSCENE UPDATE – OCTOBER 2010**

## **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.

### *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.

### *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

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:

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

### **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.

### **Area Forum Improvements**

*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

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

- Fender Lane, Bidston – Local Safety Scheme
- Arrowe 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, Oxtun – Pedestrian Refuge (Area Forum)
- Prenton Hall Road, Prenton – Pedestrian Refuge (Area Forum)
- Dibbinsdale Road, Bromborough – Hardstanding (Area Forum)
- New Chester Road / Corniche Road, Bromborough – Puffin crossing conversion (Due for completion Sept 10)
- Allport Road / Allport Lane, Bromborough – Installation of pedestrian signal phase (Due for completion Sept 10)

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

### **'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:

#### 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

#### 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 number 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.





## New Signs Deterring 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.



## Equality & Diversity - An 'Excellent' Council

### What is Equality Watch?

The Corporate Equality and Cohesion team want to ensure council staff and Wirral's residents can easily recognise the equality programme of the Council and decided to generate a brand with the help of the Tourism and Marketing team.

Equality Watch and the accompanying jelly beans are now recognised widely across Wirral to promote equality and diversity events / projects, and to receive regular e-newsletters / bulletins.

The differently coloured jelly beans represent human 'beans' and depict that we all should be provided with opportunities to reach our full potential.

The Council also has an Equality Watch membership scheme, open to all staff, elected members and residents. To become a member and receive regular bulletins please email [equalitywatch@wirral.gov.uk](mailto:equalitywatch@wirral.gov.uk)

If you do not wish to become a member, you can always access guidance and information via the Council's intranet and website.

### What is Level 3?

In November 2009 the Council was awarded Level 3 of the Equality Standard for Local government, a management and policy framework to ensure a whole Council approach to bringing about change and breaking down any discriminatory barriers that may exist across the Council, in service delivery as well as in the provision of employment opportunities.

Achieving Level 3 means that the Council has developed and implemented numerous systems, processes and projects in order to promote equality, eliminate any unlawful discrimination or harassment, promote good relations and positive attitudes, and promote involvement.

The Council was due to work towards the final levels of the Equality Standard, when it was replaced, by Government, with a new Equality Framework. Because the Council was already at Level 3, we automatically migrated to 'Achieving' level of the new framework. The next stage is to reach 'Excellent' level by November 2011.

Reaching 'Excellent' level will mean that the Council is generating best practice in equality and diversity and sharing that practice with others, that the Council is championing the needs of all Wirral's communities, that the inequalities that exist across Wirral are being addressed successfully, that the Council is providing excellent customer care, and that the Council is a modern employer and has a diverse workforce.

### What we need to get to grips with in the future

- Despite progress since 1997 to reduce the gender pay gap, women still earn, on average, 22.6% less per hour than men;
- Less academically able, but better off children, overtake more able, poorer children at school by the age of six;

- The gap between the employment rate of disabled people and the overall employment rate has decreased from 34.5% to 26.3% since 1998, but disabled people are still more than twice as likely to be out of work than non-disabled people;
- If you are from an ethnic minority, you were 17.9% less likely to find work in 1997 than a white person. The difference is still 13%;
- One in five older people are unsuccessful in getting quotations for motor insurance, travel insurance and car hire; and
- 6 out of 10 lesbian and gay schoolchildren experience homophobic bullying and many contemplate suicide as a result.

### **Equality Act**

From the first Race Relations Acts back in the 1960s, through legislation on race and gender equality in the 1970s and disability rights in the 1990s, to more recent new laws on religion or belief, sexual orientation and age, Great Britain has a strong framework of equality legislation. Great progress has been made in making Britain a fairer and more confident nation, but inequality and discrimination persist today.

The Equality Act 2010 received Royal Assent on 8 April 2010. The provisions in the Equality Act will come into force at different times to allow time for the people and organisations affected by the new laws to carefully prepare for them.

The Government will be consulting over the coming months on some of the detailed secondary legislation which will be needed to implement some of the new measures – for example, the integrated public sector Equality Duty and the ban on age discrimination in services and public functions.

### **‘The Wirral Cup’ Wirral Older People’s Parliament golf charity tournament**

‘Playing golf is great at the best of times, playing golf for charity and at the same time representing equality for women is even better!’

A small team of 4 keen women golfers took up the challenge to represent the Women’s Diversity Forum at a recent charitable event held at Heswall Golf Club. The team led by captain Caroline Reed had a clear focus - to enjoy the day, have fun, meet new people and play well and that they did! Heswall Golf Club was the perfect location.



Pictured are: Mary Dean, Linda Collins, Pat Rice and Caroline Reid, members of Wirral council’s women’s staff diversity forum who took part in the charity golf tournament on Friday 25<sup>th</sup> June 2010.

All proceeds from the event went to the dementia unit at Age Concern's Devonshire House.

### **Council wins North West Equality and Diversity award!**



We are delighted that the North West Employers Organisation has awarded the 'Wirral United trophy football tournament' event that took place in November 2009 a North West equality and diversity award!!

In October 2006, North West Employers launched an Equalities Award Scheme to highlight and promote awareness

and achievement within authorities in relation to equality and diversity issues.

This regional scheme celebrates and encourages creativity and innovation in promoting equality of opportunity for all.

The Award is made to the local authority/partnership of authorities, who are members of North West Employers within the region, which submits examples of innovative good practice of an activity or project which:

- Promotes Equality and Diversity in terms of Age, Disability, Gender, Race, Sexual Orientation, Faith, etc.
- Should note be prior to 2005
- Can demonstrate that fundamental changes have taken place that have advances existing practices



This year 41 submissions were received and the judging panel met on Friday 21 May. 12 projects have been successful in gaining the award for 2010 across the North West region.

Wirral United Trophy entailed two events, the first one engaged male adults of various ages and ethnicity (white English, Chinese, Irish, Bengali, Indian, Sudanese and

Polish) of which teams participated in an all day football tournament.

A celebration event took place at the Lowry Hotel, Salford on 23<sup>rd</sup> June. Full details of all 2010 winners can be found at:



### **“How Cool is your School?”**

Wirral schools are committed to providing inclusive learning environments that are equally accessible for all children. Equality of opportunity for pupils, staff and parents who have disabilities is important to us all. Over the past years, Governors have received training on the changing legislation around disability. Initially being focussed on disability discrimination, this has broadened its horizons to the promotion of equal opportunities for people with disabilities.

As part of the latest Governors and Head Teachers continue to have a duty to review, refresh and publish their School Access Plan. This is a list of actions they plan to take in order to ensure that their school buildings are accessible for everyone who uses them.

There is a booklet which shows children how to walk around their school site and identify any parts which would represent a problem for people with disabilities. We recommend that it is done by the school council (all of which have a designated disability representative). We are lucky to have Steve who helped to develop the tool, available to train children in a small number of primary schools. Steve and his colleague Ged Smyth have already trailed the checklist and reported that the children are excellent at spotting barriers and keen to come up with solutions which “make it fair for everybody”.

The Local Authority supports schools to make any costly adaptations with funding that is specifically for increasing access to school buildings.



Pictured is Ged Smyth, Julie Hodson and school council members of Overchurch primary school

### **Reasonable adjustments for customers**

Do you know failing to make reasonable adjustments for disabled people could mean you are acting unlawfully which might result in a court case, a fine and negative publicity for the Council?

Disabled people may include those with mobility or sensory impairments, learning disabilities, mental ill health, severe facial disfigurements and certain other conditions. It is important to recognise that not all disabilities are obvious.

About 1 in 5 of the adult population have a disability which is covered by the Disability Discrimination Act. These people have rights under the Act and with an ageing population this ratio is set to rise. Part 3 of the Disability Discrimination Act makes it unlawful for service providers to discriminate against disabled people by failing to make reasonable adjustments. Included are reasonable adjustments to the physical features of the premises. Making your service more accessible will make it easier to use for other people including children, parents, older people and first time visitors.

A reasonable adjustment means making changes to your services, including the building the services are delivered from, so that it is not unreasonably difficult for the disabled person to use the service.

Reasonable adjustments vary from case to case. You can take into account the type of service being provided, its size and resources and the practicality of taking a particular step. The Act also says that you can provide a reasonable alternative method of providing a service if a disabled person cannot access it.

Physical features are any features arising from the design or construction of a building and cover any fixtures, fittings, furnishings and equipment on the premises. This could include paths, entrances, exits, entry systems, car parking, public phones, changing rooms, service counters, doors, toilets, stairs, shelves, waiting areas, signage, floor and wall coverings. This list is not exhaustive but it shows the variety of features which can present barriers and for which solutions have to be considered. You will have to anticipate the types of problems that could arise means when a disabled person requests a service, reasonable steps will already have been taken to overcome any access issues.

By taking an inclusive approach when reviewing services, commissioning building or refurbishment work, will mean that equal access and best practice fare included at the outset. You will need to plan to make improvements and ensure that once adjustments have been made you and your staff are able to maintain access to the service. Also it is good practice to let disabled people know about access to your service and premises.

### **Do you want to become a member of Equality Watch?**

**This will entitle you to receive copies of equality watch newsletters, regular updates on national and local equality and diversity headlines and the opportunity to be involved in the council's equality watch initiatives. If you are interested in becoming a member of equality watch and would like to register please email: [equalitywatch@wirral.gov.uk](mailto:equalitywatch@wirral.gov.uk)**



# **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 0151 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.

## **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.



# Wirral Older People's Parliament



Patrons: Lady Grace Sheppard : Lady Irene Chan

## Report for Area Forums October 2010.

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).

Sandra Wall

Chair of Wirral Older People's Parliament. September 2010.