

**Wirral's Area Forums**



## **Bidston & Claughton Area Forum**

**Wednesday 2<sup>nd</sup> February 2011**

**St James Centre, 344 Laird Street  
Birkenhead, Wirral, CH41 7AL**

**Starts at 7.00pm**

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# Contents

<b><u>Section One</u></b>	<b>Minutes from last Meeting</b>	<b>3 - 6</b>
<b><u>Section Two</u></b>	<b>Local Updates</b>	
• Anti-Social Behaviour Team		<b>6 - 8</b>
• Cheshire & Wirral Partnership NHS Foundation Trust		<b>8</b>
• Fire & Rescue Service		<b>8 - 10</b>
• NHS Wirral		<b>10</b>
• No Cold Calling		<b>10</b>
• Older People's Parliament		<b>11 - 14</b>
• Streetscene		<b>15 - 18</b>
• Wirral University Teaching Hospital Trust		<b>18 - 20</b>
• Youth Service		<b>21 - 22</b>

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

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

# Section One

## AREA FORUM Minutes (BIDSTON AND CLAUGHTON) Wednesday, 13 October 2010

Present: Councillor D Roberts (Chair), Councillors G Davies, S Foulkes, AR McLachlan, H Smith  
Lead Officer: Peter Tomlin, Community Engagement Co-ordinator: Michelle Gray  
Streetscene Manager: Garry Cummings, Community Safety: Jim Thompson and Stephen Preston  
Merseyside Police: Inspector Roy McGregor, Merseyside Fire and Rescue: Dave Watson  
NHS Wirral: Dr Abhi Mantgani and Fiona Johnstone (Public Health)  
Wirral University Teaching Hospital NHS Foundation Trust: Joyce Jackson (Public Governor)  
Minute Taker: Ema Boddison/In attendance: Phil Cowderoy (Energy Project Plus)  
Apologies: Luke Redman (WUTH), Councillor Jim Crabtree, Pat Landsborough, Jean McIntosh

**1 WELCOME, INTRODUCTION & APOLOGIES** The Chair, Councillor Denise Roberts, welcomed forum members and 22 members of the public to the Bidston and Claughton Area Forum being held for the first time at the Miriam Medical Practice, Birkenhead Medical Building, Laird Street, Birkenhead. Councillor Roberts explained that it was the first time a Forum had been held in this location and they were very happy to be here.

**2 MINUTES, MATTERS ARISING FROM PREVIOUS FORUM (JUNE 2010)** Community Engagement Co-ordinator Michelle Gray, explained that at the previous Area Forum in June, there was an opportunity to spend funding of £20,000 whereby members of the public filled out You Decide "activity cards" and list their 5 top priorities. Michelle Gray collated all the results and shared these with the forum, panel agreed to fund the top priorities which includes:

Activities/Opportunities for young people in youth clubs £4,400  
Foot Patrol by Enforcement Officers £3,750  
Household Security £2,330  
Temporary use of CCTV £2,500  
Big Tidy Up with strategic partners and community £1,200  
Community Sports Development Officer (CSDO) £4,500  
Allotment Tenants site cleanup day £720  
Sports Festival Days £600

Michelle then explained that if anyone wanted to be kept updated and/or to be involved in any of the activities above to contact her direct 0151 691 8213, [michellegray@wirral.gov.uk](mailto:michellegray@wirral.gov.uk).

Michelle also gave an update on "grit bin suggestions" the following where suggestions made by members of the public and forum members at the last area forum in June.

- Tollemache Road (Dip/traffic lights and Ashburn Road Corner)
- Heather Brow
- Upton Road shop area
- Claughton Village shop area (coffee shop/funeral place)
- Merebank, Noctorum (top of cul-de-sac)
- Hurrell Road
- Hoylake Road (bottom of Lower Arkle Road)
- Manor Hill (junction with Egerton or Grosvenor Road)
- Bassenthwaite Avenue, Noctorum place (top by central reservation/Island)
- Lingdale Road North (where it meets Valerian Road)
- Alderley Avenue (near junction of Valerian Road CH41 near Claughton Village)

Michelle informed the forum that all bins should be in place by mid November 2010, and advised that anyone wanting further information to speak to her at the end of the meeting.

**3 WIRRAL'S FUTURE - BE A PART OF IT** Lead Officer, Peter Tomlin explained about Wirral's Future 'be part of it' whereby the Council are asking public members to fill out a questionnaire for their input in what needs improving and what is most important in a bid for delivering Council services to make savings of £30 – 40 million over the next 3 years. He also explained how Wirral Council will have a budget gap of £108 million over the next 4 years and action is required. Peter Tomlin explained that there will be restructure in the Council to reduce duplication and cost. Better use of technology will be in force and cutting down on the number of Council Buildings and how much is spent on them. All contracts are in the process of being renegotiated and customer

service will be improved. This is the biggest Consultation that the Council have ever undertaken and advised the public that their help was needed to help decide on how their money should be invested in the future.

Peter Tomlin explained that four task forces have been established for this made up of private, public, voluntary and community sector. Each Task Force is considering what the Councils priorities should be. He then proceeded to read over a few of the questions so public members could get an idea of what the questionnaire contained and mentioned that the sections included are:-

- Living in Wirral
- Children and Young Peoples Services
  - Adult Social Services
- Economy and Regeneration

He advised that copies of the questionnaire are available from all Council buildings and can be accessed on the internet and also staff members have been out in various places such as Asda, Libraries, Leisure Centres and Schools handing out and advising public members of the process.

Q – Public Member – I attended a local partnership assembly as an elected member and this item was on the agenda. I received a copy in the post and filled it in and took it to a one stop shop. I felt that the opposition party had a problem with the questionnaire. If people have concerns then it is clarity that they need!

Councillor Steve Foulkes – We all found out about this through a press release. The Task Forces created the questions, we did not know who the Task Force were and how they were chosen. The length and style of the questionnaire is why the response is low. Up to now we have given out over 30,000 and had had 2,500 back to date. It seems that all Council services hope that when the budget is set that people's comments are considered. Use the 'other comments' box wisely at the back of the questionnaire and say what you actually want to. All comments that are made on the questionnaire are being collated.

Jim Thompson – The most important part of the whole survey is the comments box where you can enter free text. Also include suggestions and ideas.

Q – Public Member – Who is the Task Force?

Councillor Steve Foulkes – Those people that are on the task force, some of them I know. Some of them may have an interest in that particular service that is mentioned in the questionnaire, if they do they should not have been allowed to be in the Task Force as they have an interest. They should have stepped down.

Q – Public Member – Can I find list of those Task Force names on the website?

Councillor Steve Foulkes – All this information can be found on the website including minutes of their meetings etc.

Q – Public Member – The scale of cuts is so high, whatever consultation is done would be criticised.

Councillor Ann McLachlan – The Task Force Members are not elected representatives like Councillors that the public elect!

Councillor Steve Foulkes – Task Force Members are people who do not have to declare an interest!

The Chair, Councillor Denise Roberts introduced Phil Cowderoy from Energy Projects Plus and apologises for not introducing him earlier. Cllr Roberts then went on to say he would be available at the end for people to talk to.

#### **4 COMMUNITY ENGAGEMENT**

NHS Wirral – Dr Abhi Mantgani – Introduced Fiona Johnstone, Public Health.

Welcomed everyone to the Medical Centre and thanks them for coming. He went on to explain about the Practice Based Commission which consists of Consortiums who have worked together now for 4 years. 23 practices across Wirral are involved and they want to form a Patient Council whereby the patients will be able to vote and will be responsible for public money. He urged the public to be more proactive as it would be for the benefit of the patients. GP surgeries will get money and they are trying to meet with Councillors as they want to share their ideas with them to provide a better healthcare.

Q – Cllr George Davies – I have just come back from London and one thing we discussed was budgets held by GPs. How do we narrow that gap between East and West. Council and NHS need to come together and sit down and discuss how we can prolong life expectancy for those areas.

Councillor Harry Smith – There is an 11 year gap between East and West.

Dr Abhi Mantgani – we have targeted resources for example Cardiovascular disease is the worse and we are asking patients to come in for checks. People are asking why do we need different Consortiums, why not just one? But our patients needs are different. We are sensitive to people in the

North End of Birkenhead. The budget is not to benefit GPs and I fully agree that we need to sit down and talk. Increasing lifetime expectancy is a long process.

Q – Public Member – How many Consortiums will there be?

Dr Abhi Mantgani – technically it will not come into force until 2013 as the PCT are still there. The estimation is that there will be 3 Consortiums.

Q – Public Member – will it be North, South, West?

Dr Abhi Mantgani – I don't think it will be split by Geography

Q – Public Member – how do we become part of the Patient Council?

Dr Abhi Mantgani – we are asking practices to nominate or give ideas at the Area Forums.

Q – Public Member – what is aimed at the younger generation?

Fiona Johnston – Public Health – I live on the Wirral so I am keen to serve the community that I am part of. There is a lot of work to link with young people. We are looking to invest in health services in Schools i.e smoking and sexual health – I serve this Borough.

Dr Abhi Mantgani – there are a lot of services being promoted for young people.

Q – Public Member – when will Woodchurch Road Surgery be complete?

Dr Abhi Mantgani – December time. They will most probably shift Christmas week and open New Year. It is an excellent practice and I would like to thank all the Councillors here who have been involved.

Merseyside Fire and Rescue - Dave Watson – A full update was given on pages 19 – 22. 'Watch what you Heat' campaign was highlighted whereby the Fire Service visited over 22,000 homes delivering home fire safety checks as part of a comprehensive accidental dwelling fire strategy. Also highlighted was the Bonfire Strategy 2010 which includes bonfire removal. This initiative is to commence on Monday 18th October until approximately 1 week after bonfire night. Went on to say that they will be working closely with Wirral Partnership Homes and hoping to run 'waste stations'. WPH will leaflet their properties advising when their waste removal vehicles will be in the area for any unwanted items.

Q – Public Member – Lots of rubbish on Bidston Hill – are you removing that?

Dave Watson – can be reported and will be risk assessed and then would be dealt with either by us or the local authority.

Councillor Harry Smith – thanked the Fire Service for the excellent PR job in Beechwood.

Q – Public Member – the Fire Service has a brilliant initiative working with WPH but is there any way of linking it to Wirral Homes as well to get them to use the initiative?

Wirral Partnership Homes Officer – I work for Wirral partnership Homes and I will take that back with me and report back to forum members.

Cllr Steve Foulkes – Informed the forum that about two years ago the crime/callout statistics for Bonfire nights they were the worst on Merseyside. A group involving Ridgeway High School, Merseyside Police, Merseyside Fire & Rescue Service, Local Residents, and Local Ward Councillors got together and organised a safe and supervised event, last year the statistics were the best. It is being repeated this year with the School providing a community bonfire night event.

Councillor Steve Foulkes wanted to congratulate all those involved and hopes for a safe trouble free Bonfire night this year.

Merseyside Police – Inspector Roy McGregor – Went over extensive report contained in the forum papers and highlighted the fact that they will be making visits to local schools and writing to local retailers with regards to the sale of flour and eggs around Halloween. Inspector Roy McGregor also explained what the 'have your say' cards were about and how important they are. Members of the public can fill them out with regards to anything criminal that they witness but urges people to be specific i.e if you are reporting youths drinking then please state times and places. 'These cards are useful as this is how it came to our attention about the 'flasher' on Bidston Hill, who was arrested and charged.

Cllr Ann McLachlan – Thanked the Police for their help on the Ballantyne Estate which is a good example of how everyone comes together and works on improving areas it shows partnership working with organisations and residents.

Community Safety – Jim Thompson – a full update was given across pages 7-11 in the area forum papers. Jim Thompson asked public members that there is a form for them to fill out with regards to what they consider to be their community safety priorities, he welcomed everyone to complete one.

## 5 PUBLIC QUESTION TIME

Q – Public Member – I live on the Noctorum and there is a circular of bungalows in Needham Crescent. There is no access for fire and disabled people live there. Can Sorrell Close be opened up for this?

Cllr George Davies – You would have to speak to Wirral Partnership Homes.

Public Member – I have spoken to them and the Council and I am getting nowhere.

Cllr George Davies – I will co-ordinate this for you. Give me the details at the end of the meeting.

Q – Public Member – Have you been to Grange Road recently? There is an increase in pigeons and sparrows as there is a lady feeding them?

Cllr George Davies – I can help with that – it might be the same lady who was removed from Liscard. I will deal with this.

Cllr Steve Foulkes – It needs to stop as if it gets too bad would have to go to harsh measures to get rid of them.

Public Member – I had baby in the pram and a sparrow just missed her eye!! It is a hazard. Also another important issue is that I thought all dogs are to be kept on leads – especially in shopping areas and parks where children are? It is dangerous and something should be done.

Cllr Harry Smith – With regards to dogs kept on leads, Wirral does not seem to have a byelaw to keep dogs on leads just a requirement. Why do we not consider one particularly in shopping areas.

Insp Roy McGregor – Dogs dangerously out of control is a criminal offence it can also just be that you believe the dog is dangerous or is to do something dangerous.

Dr Abhi Mantgani – I support this lady – it is inappropriate. If other Councils have a byelaw then we should be able to have one.

Steve Preston/Jim Thompson - From a community safety point of view, will look into this and report back to Michelle Gray the area co-ordinator. Officers to keep members up to date to feedback to residents.

The Chair Denise Roberts closed the meeting and invited people to talk to Phil Cowderoy with regards to Energy Projects Plus. Phil Cowderoy – Mentioned that this was a scheme to promote a warmer Wirral that is funded by Wirral Council. Anyone is eligible and do not have to be on a low income. Cllr George Davies – It is a fantastic scheme and in-fact I am getting my loft insulation done next week. Phil Cowderoy – It is free to anybody and you can get a free electricity monitor. There is targeted areas but anyone can apply.

**6 REFRESHMENTS/OPEN FORUM** This is an opportunity for members of the community to network with any of the forum members

**7 ENERGY PROJECTS PLUS** Energy Projects Plus (EPP) – “working towards a sustainable future”

Phil Cowderoy attended the forum to promote the Warmer Wirral project that is managed by EPP and funded by Wirral Council, he was available at the end of the meeting for anyone who wanted any advice on this project.

The Chair Denise Roberts thanked Phil and all who attended and closed the meeting. The next area forum would take place on Wednesday 2nd February 2011.

## Section Two

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



### Wirral Council's Anti-Social Behaviour Team

**Multi-agency crackdown in Beechwood (October 2010)** More than 1,400 households were targeted with hot-off-the-press information about efforts to tackle anti-social behaviour in their community. Residents on the Beechwood and Ballantyne estates were provided with information by officers from Wirral Anti-Social Behaviour Team, Merseyside Police and Beechwood & Ballantyne Community Housing Association (BBCHA) following a combined crackdown on anti-social behaviour. The enforcement action was taken against a number of adults and young people whose behaviour had negatively affected the quality of life of many residents.

Wirral's multi-agency Challenge & Support process, which deals with all young people engaged in, or at risk of engaging in, anti-social behaviour, saw 23 young people from the estates dealt with over recent months. 15 of those young people received formal warnings for their behaviour, 5 were issued with Acceptable Behaviour Contracts and 2 issued with Anti-Social Behaviour Orders. One household was served with notice of eviction by the social landlord, BBCHA, and multiple households received warnings about the risk to their tenancies if the behaviour continued.

The combined action culminated in a property, which was a hot-bed of anti-social behaviour on the Ballantyne estate, being targeted by the agencies following repeated complaints by the public and an application was made by Merseyside Police for a Closure Order to seal the property for three months. As a result, the tenant relinquished their tenancy and left, ending a catalogue of complaints related to alleged drug dealing and nuisance, including large gatherings of young people causing intimidation, fighting, engaging in threatening behaviour, cars speeding and the use of weapons.

The day long blitz saw all households on the Beechwood and Ballantyne estates updated with the outcome of this action, the result of which was in no small part down to the role that residents played in reporting incidents to the authorities.

**Safety put first on Bonfire Night (October 2010)** HAVE FUN - BE SAFE – BEHAVE was the shared message being given by community safety agencies this bonfire period. Residents were urged to make Bonfire Night safe by attending an organised firework display instead of holding their own. Free displays were organised at a number of venues across the borough and residents were encouraged to participate in and support these activities. Agencies including Wirral Council, Merseyside Police and Merseyside Fire & Rescue Service worked together with partners to proactively prevent and reduce the problems that can be associated with this time of the year.

Residents were asked to ensure that no potentially flammable materials were left lying around and parents were asked to do their part by helping to reiterate the dangers and consequences associated with fire setting and firework misuse to their children. Public assistance was also sought to help stop Merseyside Fire & Rescue Service's valuable resources being overstretched by attending deliberate fires such as bonfires, wheelie bin fires and rubbish fires associated with anti-social behaviour. Members of the public were encouraged to report unauthorised bonfires for removal by a quick response team.

As part of Operation Banger, the multi-agency plan of activity for this time of year, work was undertaken with children and young people in schools about the hazards associated with this period and the consequences of engaging in anti-social behaviour. Other activities included high visibility policing; advice to shops regarding the sale of alcohol, fireworks, flour and eggs to young people; seizing illegal fireworks; carrying out test purchases and engaging young people in positive activities.



### **It was all about Respect (October 2010)**

Wirral hosted a week-long programme of events and activities to tackle anti-social behaviour and promote respect. The activities for "Respect Wirral 2010 – It's All About Respect", co-ordinated by Wirral Council's Anti-Social Behaviour Team -were supported wholeheartedly by a range of agencies including Merseyside Police, Merseyside Fire and Rescue Service, social landlords and local community groups.

More than 2,000 properties in hot-spot locations of anti-social behaviour were targeted with information to assist in the identification and reporting of incidents. In addition, more than 400 members of the public were provided with information about how to report anti-social behaviour.



The week began with high-visibility activity in the Rock Ferry and Seacombe areas by the Council, Police and social landlords engaging with adults and young people. Issues with vehicle nuisance were tackled head-on with modified car users in a hot-spot location spoken to and warned about the risk of their cars being seized by the police if nuisance continued to be caused to neighbouring properties.



The Grange Park area of West Kirby saw environmental improvements led by the Friends of Grange Park residents' group with the planting of cherry trees and a lantern making workshop with children and young people. Tower Grounds in New Brighton saw local residents lead on an environmental audit with agencies. Work was undertaken in partnership with Leasowe Community Homes, taking the opportunity to speak with residents and young people attending the annual 'Unity in our Community' Halloween fancy dress party.

**Grange Park, West Kirby** Throughout the week, members of the public were invited to step on board the Anti-Social Behaviour Team's Respect Bus to report issues or find out how to deal with anti-social behaviour problems.

### **Respect Bus**

**Truancy crackdown in Wirral (December 2010)** Wirral Council and Merseyside Police joined forces to crackdown on truants. An anti-truancy blitz stopped nearly 70 young people over three and a half days in November and December. The crackdown on truancy saw officers from the Council's Education Social Welfare Service and Anti-Social Behaviour Team, join together with Police Officers, to return to the streets of Wirral. Using information from schools and members of the public, known truancy hotspots across the borough were targeted. Nearly 65% of the young people challenged did not have a valid reason for being absent from school. Three quarters of these were shopping and a significant number were accompanied by an adult.

**Cheshire & Wirral Partnership Trust challenges stigma through art**



CWP premiered fine art produced in collaboration with service users as part of its 'Challenging Stigma' campaign and the Liverpool Independents Biennial Festival. Cheshire and Wirral Partnership NHS Foundation Trust (CWP) challenged

stigma associated with mental health, learning disabilities and drug and alcohol issues at 'Stigma – the person behind the picture' exhibition within The Six Rooms Gallery, in Birkenhead. A photo gallery of the art is available online via CWP's website [www.cwp.nhs.uk](http://www.cwp.nhs.uk)

**Interactive sofa proves a hit...**

More than 500 people attended this year's Wirral Recovery Convention at New Brighton's Floral Pavilion. The December event was held for the third consecutive year and marked successful partnership working across Wirral for its drug and alcohol services, including CWP.

**Mental health Trust urges public not to be S.A.D. this winter**

CWP are urging those members of the public who feel more lethargic or experiencing any kind of depression during the winter months due to changes in day length and weather to seek help from a health professional. Seasonal affective disorder (S.A.D.) is commonly referred to as the 'winter blues'.



**Merseyside Fire & Rescue Service**

**Operations** The Fire Service is delivered through 6 community fire stations located at.

- |  |               |
|--|---------------|
| 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**

**Comprehensive Spending Review.** Like most public bodies the Service has seen its budgets severely reduced as part of the Governments Comprehensive Spending Review.

Commenting on the Government's public spending announcement, Tony McGuirk, Chief Fire Officer for Merseyside Fire and Rescue Service said: Merseyside Fire and Rescue Service faces unprecedented cuts in its income from Government over the next two years totalling £7.7 million. The Government, however, has indicated that the four-year financial settlement is 'back-loaded' which, along with other financial changes,

means a forecast total deficit of £18 million – 25% of our current £73 million budget. It is the most significant financial challenge the Authority has ever faced and will put great pressure on our ability to maintain our current very high standards of prevention and emergency response. Almost 80% of our costs are staff related and much of the rest involves running and managing our buildings and equipment. The Fire Authority will be meeting over the next few months before setting its budget in February 2011. (At the time of drafting this report no decisions have been made)

Despite the current financial difficulties the Government has given approval for 7 new fire stations one of which will be at Birkenhead. Work on site is scheduled to commence next year (2012). MFRS news can be followed via our website [Merseyfire.gov.uk](http://Merseyfire.gov.uk) we can also be found on social network sites - @Merseyfire on Twitter or visit our Facebook page - [www.facebook.com/merseyfire](http://www.facebook.com/merseyfire).

**Community Fire Safety** Wirral Community Fire Safety are working collaboratively with a number of partners including; Wirral NHS, Wirral Assistive Technology Team, Merseyside Society for Deaf and Visual Impairment Team, Wirral Advocacy, Safeguarding Adults, Community Mental Health. These partnership arrangements have proved successful in targeting the most vulnerable members of our community, in the most hard to reach areas, and have facilitated multi agency interventions.

**Youth Engagement** Partnership working has seen the development of some new youth intervention initiatives. **P.H.S.C.E.** - working with Livesafe MFRS produced a new programme for youth engagement specifically designed for PHSCE lesson within secondary schools. (136 yr8 pupils at Prenton High school have completed this course to date) **Fire Science** - 180 yr7 pupils at Bebington High school have completed this course to date. **Alive and Kicking** –an intervention programme for yr 6 pupils developed in conjunction with Merseyside Police. 4 schools and 1,400 pupils have completed this course to date. These sessions, which have been a great success are to be continued in 2011 and are to be offered to schools that are surrounding the Hot spot areas for ASB and Secondary Fires.

**Road Safety** MFRS is currently reviewing our RTC reduction Strategy with a view of maintaining a proactive role in RTC Reduction. We continue to be part of the wider Wirral Road Safety Partnership working with Wirral Road Safety Team our trained staff are planning to put on more events to check Child Car seat fitting for safety and to give advice on type and legal requirements, whilst delivering Home Fire Safety advice we are also issuing leaflets compiled in conjunction with the team giving advice on Road Safety. Approval is imminent to place hard hitting road safety messages on the side of Fire Appliances throughout the Wirral. e.g. " POLICE CAR IF YOU'RE LUCKY, AMBULANCE IF YOU'RE NOT. SLOW DOWN."

**Healthy Homes Initiative.** During October 2010, MFRS and its partners piloted the Healthy Homes initiative to cut the number of deaths and accidents at home, and. It was piloted in the New Brighton area visiting over 1000 properties and offering residents a free home safety check, identifying potential hazards around the house and giving advice to help remove them. The scheme seeks to improve the safety, health and wellbeing of the public by providing a home fire safety check, smoke detectors, carbon monoxide detectors, insulation and central heating for low income tenants and anyone aged over 60, Wirral's free loft and cavity wall insulation scheme residents in the borough, and incident reporting via Merseyside Police. The agencies working in partnership for Healthy Homes includes MFRS, Merseyside Police, NHS Wirral, Wirral Council, Housing, Reach out, Age Concern, Welfare Rights and Popin. The initiative is currently being trialled by fire crews throughout the Wirral to reduce risk, and contribute to the Local Area Agreement strategic objective of making Merseyside a safer, stronger, healthier community.

**Equality & Diversity** Merseyside Fire and Rescue Service is one of the first Services in the country to be recognised as excellent in equality and diversity. West Yorkshire Fire and Rescue Service is the only other Fire Service to achieve this standard.

The Government report says the approach to equalities is clearly led strongly by elected members and senior managers and underpinned by the widespread commitment and enthusiasm of staff at all levels. The Peer Review confirmed Merseyside has a well embedded approach to equality and diversity and has translated the approach into a wide number of highly effective outcomes for local communities and their own staff. The Review specifically commends the work of the fire service community advocates commenting; of particular note is the work undertaken by the advocates. They are largely recruited from these vulnerable communities and are making a positive contribution to prevention work. The review also makes a number of recommendations including Merseyside sharing good practice possibly mentoring another fire and rescue service which is at the developing level. Mike Hagen, Deputy Chief Fire Officer and CFOA lead on Diversity, added this recognition is great news for our communities and our staff who have worked so hard to reach and influence those who need us the most. I am sure the outcome of the assessment will encourage us to go even further in the future.

**Fire Support Network** FSN 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.

## NHS Wirral

**NHS Wirral Community Trust** NHS Wirral has received approval from the Department of Health for our provider arm to become a community trust. Following a positive consultation with stakeholders and the public, we will now proceed with our plans to launch the new Trust on 1 April 2011. This means that management of community health services such as community nursing, physiotherapy etc. remains focused on the improvement of these services within the NHS. Frances Street, previously the Chairman of NHS Wirral, will become the Chairman of the new Trust, and John South, previously Director of Primary Care and Provider Services at NHS Wirral, will be interim Chief Executive until March 2012. About 1400 staff will transfer to the new organisation.

James Kay has been appointed Acting Chair of NHS Wirral.

**GP Consortia** Under the Coalition Government's proposals, groups of GPs (consortia) will come together to commission most health services for their populations, taking over this responsibility from Primary Care Trusts (ie NHS Wirral). In Wirral, 3 GP Consortia, representing 57 practices across Wirral will be "pathfinder consortia", working under the auspices of the PCT until they take over the reigns fully in 2013.

**Public Health** The Government has also published a White Paper on the future of Public Health, transferring most responsibilities from the NHS to Local Authorities, and creating Public Health England. NHS Wirral and Wirral Council are working closely together on the transition to the new arrangements.

## No Cold Calling Zones

Community Safety work closely with partners in order to reduce crime and disorder. As part of that process, Wirral Council and Wirral Partnership Homes teamed up to develop a '**No Cold Calling Zone**' scheme specifically designed to protect the social landlord's tenants. No cold calling zones have been set up in various other parts of Wirral but this latest scheme at Brookdale Close in Greasby represents the first time that an area of social housing has been covered.

'**No Cold Calling Zones**' are designed to deter unwanted visits by doorstep salespeople. Brian Simpson, Chief Executive of Wirral Partnership Homes, said: "Because our tenants live in rented accommodation they are generally not targeted by rogue home improvement companies. However, they do receive unwanted visits from doorstep sales people using high pressure tactics to sell products such as mobility needs and burglar alarms. Promoting this scheme will give tenants the confidence and support to say no to some very glib salesman."

Cllr. Gill Gardner, Wirral Council's Cabinet Member for Environment, added: "Trading Standards have set up a number of cold calling zones in a number of owner/occupier areas in the borough. These schemes are intended to remind doorstep sellers and consumers that there are cancellation rights in place for these types of contracts. This is the first time that we have extended the principle to social housing and I applaud this partnership and look forward to it developing in the future."

### 1. These are the Doorstep Selling Regulations

- a) The Cancellation of Contracts made in a Consumer's home or place of work etc Regulations (2008) give you protection when you buy goods or services from a trader on the doorstep or in the home (or in someone else's home), at your place of work, or when you buy from a trader on an excursion they have arranged away from their business premises.
- b) If you change your mind about a purchase **above the value of £35**, you have at least seven calendar days to cancel the contract (the 'cooling-off' period). **It does not matter whether you invited a trader into your home or not** - the Regulations cover both solicited (invited) and unsolicited (uninvited visits or 'cold calling').
- c) A trader must advise you **in writing** that you can cancel the contract – this information must usually be set out in your contract and should be legible and have equal prominence to any other part of the agreement. If there is no written contract, you must still be given this information in writing at the time you agree.
- d) If you are not given this information in writing the trader can't hold you to anything in the contract. The trader may also be guilty of a criminal offence, and may be investigated by your local authority Trading Standards Service.

**Summary** - This report describes the history and structure of Wirral Older People's Parliament; our vision, and our achievements. It shows how we have increasingly become a significant part of the life of Wirral, involved in policy-making across the borough. It indicates our future plans, and the resources which we will need to achieve these. We are looking to the business community of Wirral, as well as the statutory and voluntary organisations, for this sponsorship.

**Our History** - Ideas about forming a strong, representative voice for the older people of Wirral appear to have surfaced in about 2005. At the time, Age Concern Wirral housed a very successful "Senior Citizens' Forum", and the Director of Adult Social Services at the time considered the possibility of expanding this to become a more powerful and influential voice. In the early years of the decade, the National Service Framework for Older People, a central government initiative, had started the process of lay representation in policy making, and the Senior Citizens' Forum had provided an articulate body from which to draw these representatives. During 2006, the elected members of the council considered the proposal that the council should support (both financially and in practical ways) the formation of an expanded older people's organisation, and there was 100% support across all political parties. In January 2007, an invitation was sent to hundreds of older citizens from the Age Concern group and from the council data base of involved older people, to attend a meeting to discuss the idea. About 60 attended, and almost all wished to be involved in the proposal. The debate, structured and led by older people present, produced the start of the vision which has grown over the years. We work with statutory and voluntary agencies, to maximise the quality of life for our older citizens. From this was born Wirral Older People's Parliament. It had strong support from council officers, elected members, and the Primary Care Trust ; with Age Concern Wirral always there with encouragement and advice.

The original idea was to form a body with two elected members from each of the 22 wards across the four parliamentary constituencies which comprise the borough. Wirral has had a well-established system of Area Forums. These are council organised public meetings, each covering two local authority wards, held three times a year, with a panel of six ward councillors, community representatives, health service and police spokespeople and for the past four years, one of our WOPP members. The Area Forums have an agenda of issues of local interest. Our initial meeting visualised four elected members from each Area Forum, and from this group of 44 would be elected an executive group of about 10. All other citizens of the Wirral, aged 50 or above, could become associates. This has not come about, for various reasons. The cost and complexity of the electoral process, and the lack of enough candidates in every ward, led to a re-think.

**Constitutional Development** - An executive core group was identified at the inaugural meeting, and this formed the basis for launching the organisation. During the first year, with an initial promise of annual funding of £15,000 from the council, a part time worker was appointed, and given a desk in Age Concern. We were very anxious, from the start, that the WOPP (as we chose to call ourselves) should be independent of the statutory authorities and of the political parties. Our home within Age Concern Wirral brings us numerous advantages. Our funds are ring-fenced within their accounts, and we benefit from their charitable status. We moved from a single desk to a good sized office in Age Concern's central Birkenhead base, and we have the advantages of sharing their telephone and switchboard, their computer network and photocopiers (although we do make a contribution for all of these facilities)

Within months, it became clear that we needed a coordinator with a wider range of skills, and extra administrative assistance. Our part time worker wished to move on and we appointed first Brian Christian as a full time coordinator, and then Anne McCabe as his part time administrator. This is our present set-up.

During the early months, a number of special interest committees were set up, with a small core group running each one. The chair of each of these groups has an executive seat. By definition, an organisation such as the OPP has to work around the fact that members are often very elderly, and are all volunteers. Two executive members have sadly died during the four years of our existence, as has one of our two esteemed patrons, Lady Grace Sheppard. Others have developed significant health problems. Many members have caring duties for ailing family members or grandchildren. Others have extended periods away from home, on holiday or for other reasons. For these reasons, the activities of committees can fluctuate. Details of these committees are given later in the report.

Having reviewed the idea of an elected core, we decided on a single form of membership. This is open to anyone aged 50 or above, living in the borough, and is currently without charge. Membership grows steadily, despite a loss due to deaths or moving out of the area. We are currently just below 1,000. Members come from throughout the borough. We do not ask age (since we are an organisation wishing to overcome age discrimination), so cannot give an age profile. We know that many are in sheltered housing and some are in residential or nursing homes. Some members are still working, and many members are heavily involved in a variety of other community groups. Members receive at least four mail-shots a year, giving them newsletters, details of forthcoming meetings and events, minutes of the quarterly parliament meetings and details of various consultations etc.

**Committees and Meetings** - There are quarterly meetings for members in the council chamber at Wallasey Town Hall on the first Fridays of March, June, September and December, from 11am -1pm. At these meetings, we report on activity over the past three months and will normally have one or two invited speakers. We have featured a variety of local officials, from senior council officers, the Chief Constable and senior health managers, as well as MPs and councillors.

Executive Committee meets monthly, on the third Friday of the month in the Town Hall. Policy and constitutional issues are discussed, along with reports from the various committees. Activities are planned. Minutes are taken.

National Issues Committee has a small membership. It is extremely active in writing to politicians and civil servants, as well as many other national bodies, about issues raised by members. It is affiliated to the National Pensioners Convention. It has taken up a huge variety of topics of importance to older citizens. The quality of the replies has been very encouraging – our enquiries and concerns are being taken very seriously. Such correspondence is always copied to our four local MPs. This committee is responding to relevant central government consultations, and is seeking to influence policy which could impact throughout the country – not just in Wirral.

Health and Social Care Committee is very busy, vibrant and active group. The core group meets monthly. Originally we had open monthly meetings, with general business and a special topic. Numbers got unwieldy, so we now have special topic meetings every few weeks, planned by the core group. We have had significant influence on the discharge of older patients from hospital; disabled parking at the hospital; we helped to design a new Care Services Directory; we are planning a big project with GPs to identify voluntary carers of the long-term sick; we have worked with several care homes and domiciliary care providers; we have members sitting on a number of policy groups within the NHS and Social Care agencies.

Members of this committee and the National Issues Committee took an active part in the previous government's "Big Care Debate" as well as local consultation about transformation of care services.

One of our members represented us on the steering group which set up Wirral LINK three years ago, and she became Chair of Wirral LINK, ensuring that the voice of older people is prominent in our local health and social care watchdog.

**Crime and Respect Committee** works closely with the police and community safety department of the council. The committee has met with Crown Prosecution Service, the courts and probation. The committee was asked to provide an independent investigation following the death of an elderly Wirral resident, which the local media suggested (incorrectly, as we discovered) was the culmination of long term harassment.

Housing Committee has recently responded to a local consultation about development in the Wirral. They have been involved from the start in the Extra Care housing developments which are underway or recently completed. The problems associated with down-sizing one's home in later years; under-occupation of properties; maintenance costs on a low fixed income and more are under review. They have contact with local and national bodies involved with housing policy.

Grandparents who have full time care of grandchildren (GAP) This group is working very hard, locally and nationally to raise awareness of the issues of their situation. There are probably over 200 such households in the borough. The group works locally with schools and Childrens' Services. Many of these households have huge problems of lack of money; overcrowding; ill-health and exhaustion of the grandparents; ongoing legal problems with biological parents; and emotional problems for all concerned. The group has helped a number of households to increase their income. It has worked to improve the quality of advice available locally. It has taken a very active part in national lobbies.

Transport Committee has recently been revived after a period of dormancy. We have representatives on local and regional travel bodies, and on the local pedestrian forum. The difficulties some older and disabled people encounter with public transport are of concern.

Education Committee had a spell of great activity, liaising with the Life Long Learning department of the local authority. It is disappointing that there is relatively little in the way of subsidised leisure classes of interest to older people, run by the council. However, Wirral is well-served by a range of voluntary groups offering such activities at a fairly modest cost. Our desire is to get a comprehensive listing which is more publicly available than at present. This group has also tried to progress the idea of older volunteers offering their experience and time to local schools in a variety of ways.

**Intergenerational Work** - Several members are working jointly with others from the local authority and some independent groups to look at schemes which involve the young and the old. There are currently plans being made for two or three pilot projects, such as young people capturing accounts of evacuees in the 1940s. Some of these pilot projects need funding.

**Constitution Committee and Finance Committee** - These meet as needed – the former was active at first. The latter is currently becoming very active.

**Regional Involvement** - Members have represented the Wirral at North West meetings of Better Government for Older People, and its successor, the North West Forum on Ageing.

**Day Conferences** - These have been a popular feature of the OPP from its inception. We have had three or four of these a year, attracting up to 100 participants for a session from 10am till 3pm, with lunch and hot drinks, currently provided free to participants. Subjects have covered a range of topics, including keeping healthy; keeping safe; learning about local resources, and housing developments. The conference which attracted the largest audience of well over 100 was on End of Life issues. We had presenters from a legal firm, undertakers, palliative care specialists, bereavement workers, community health and social care teams. Our most recent Conference was hosted within the hospital education suite, and focussed on personal responsibility for one's health, choosing where to go for advice, showcasing of some different community health resources and an understanding of the role of the hospital in all this. The philosophy behind the staging of these Day Conferences is the wish to inform, consult, and signpost members to services, and to encourage peer support. They are consistently praised by members for achieving these aims.

**Next summer**, we are planning our most ambitious event to date. We have booked the Floral Pavilion Conference Centre for two full days at the end of May 2011 to showcase what Wirral has to offer its older population. There will be stalls displaying services available from health, the local authority, and a range of voluntary and independent groups. There will be a many leisure activities and special interest clubs, advertising their programmes. There will be entertainment by musicians and others throughout both days. There will be a series of workshops in one of the lecture rooms on a variety of topics. We are asking all participating organisations to contribute as much as they can to the funding of the event, the key costs of which are being met by Wirral University Teaching Hospital Foundation Trust.

**Achievements to date** - Over the four years of our existence, we have become a voice that is increasingly well known in the Wirral. Barely a week passes without a request for members to participate in some meeting to present the older person's perspective. As I write this, we have been approached by a company in London which has been asked by our Public Health Department to advise on ways of getting those aged 55 to 75 more physically active. Some members will attend a meeting next week, with the researchers. We have people on policy making committees within health, social care, community safety, safeguarding vulnerable adults, transport groups, the extra care housing planning group and regional older peoples meetings, vintage radio and more. We take up issues brought by members – normally not individual complaints, but a more general approach to a topic. For example, a member who had done GCSE examination invigilation for the authority for many years, was suddenly ignored one year. We made further enquiries and learnt that this was not an isolated case of experienced people being ignored. When we asked the Chief Executive to investigate, he learnt that the administrators were being told to choose the younger members from the bank of freelance invigilators. This was clearly discriminatory, and there were some red-faced officials. Another issue, which started as a particular concern in one sheltered housing complex, was the failure of post and parcel deliverers to wait long enough for a door to be answered when delivering packages. They leave a card with information about how to get the package. This scenario turned out to be widespread across the Wirral, and is particularly difficult for those with mobility problems, who can take some time to get from a chair to the door. Royal Mail and Parcel Force have responded in a very positive way, and we are assessing over the next few months the success of our campaign.

We have had several projects in the field of health. Two years ago we surveyed older people who had been inpatients in hospital during the previous year, enquiring about their discharge. Our questionnaire was sent to several senior managers in health and social care before we finalised it, and the survey was funded in part by the PCT, who paid the freepost costs. The 200 respondents (from 700 questionnaires distributed) divided into half who were completely satisfied with the process of discharge and half who had experienced problems; some of which were quite significant. As a result of this work, several things followed. Firstly, the hospital immediately arranged some short stay parking spaces outside the discharge lounge, for family and friends who were collecting patients. Secondly, the Overview and Scrutiny Committee of councillors (which has co-opted OPP members) did a follow up investigation and report, interviewing numerous senior people and reinforced our recommendations. We now have a much more comprehensive discharge team, involving hospital, community health, social services and the new "Out of Hospital" service staffed by volunteers under paid supervision.

Our grandparents group has been a campaign in itself, and represents considerable achievement, with lots more to do before the problems are solved. They have established a close working relationship with the Childrens' Services Department of the council. (contacts from national grandparent carers groups are amazed at the cooperation) Several members have been helped to claim previously unclaimed tax credits and even child benefit. Members have successfully applied for Area Forum funding to work with schools to identify households where grandparents are the full time carers.

Two of our members sat on the Task Force to discuss how adult social care will manage the financial cuts, and to advise for the big public consultation which has just taken place, Some Wallasey residents worked with health and social care professionals in establishing the integrated care services which were developed there before the rest of Wirral.

We fought hard to secure on-going funding for a bereavement project for older people, hosted by Age Concern Wirral. This project is immensely successful, and is heavily used by GPs. Even now, the long term future is unsure, with the NHS changes pending.

**Finance** Our income has consisted of £15,000 a year from Wirral council since inception, and the PCT offered to pay the same soon after we were established. We also have smaller, but significant sums (some annual, some ad-hoc) from Wirral Partnership Homes, Belmar and Liston (undertakers), Haven Care, Wirral Methodist Homes, Riverside Housing, Lees solicitors, Wiltshire Farm Foods and Wirral University Teaching Hospital Foundation Trust. We have support in kind from Age Concern Wirral, and from Wirral Council through the services of one of its officers who is seconded onto the Executive Committee. We have also received a few smaller donations, all of which have helped. Thanks to these sponsors we have managed to build a thriving organisation, with a strong vision as an independent voice for older residents of the Wirral. The growth in membership, and our plans for future developments mean that our current income is barely adequate, and we have additional worries, described below.

The PCT will be replaced next April by three GP consortia. At this stage, the details are far from decided, and we can get no reassurance about ongoing health funding. The Local Authority is facing savage cuts from central government, and we can get no confirmation that our annual payment is safe. Clearly, much of our income – which employs our two workers and rents our room and facilities – is at risk. We are actively exploring all the options, to ensure our survival. Our members are all volunteers, giving their time freely, usually at personal expense, although we have paid travelling expenses to members from time to time, particularly for out of area meetings.

**Future Plans** - We aim to continue our success in attracting members, producing the stylish newsletters three times a year, and plan more day conferences and other shorter topic-based meetings. We hope to expand our involvement in various areas of the council and NHS. We will continue our close work with the emergency services. We will continue, on the national stage, to challenge our elected members and senior civil servants. We will work with the National Pensioners Convention and other national groups, including grandparent organisations. We will challenge energy suppliers and other suppliers of services and utilities as appropriate.

At a more detailed level, we have several local campaigns waiting for final blue-prints and funding. We are seeking funding, working with Age Concern Wirral, for a project worker to work with all GP practices in Wirral, trying to get early recognition of people (usually family members) who will be shouldering the long term care of someone with a progressive condition. The aim is to train a group of older volunteers who will be available to meet with newly identified carers, to point them in the direction of all the supports they will need as the demands on them increase. This funding would need to be in the order of £40,000 a year to cover a salary, some admin support and volunteer expenses. It would be good to get separate funding for our newsletters. We could then expand content and increase circulation. Currently they go to all members, and a further 8,000 are distributed as publicity to various centres and groups. Our newsletters are very popular. Each run of 9,000 newsletters costs £

Our website would benefit from an injection of time and money to get it better established. We wish to repeat our hospital discharge survey, to see how the changes implemented have actually benefited older patients. We estimate that £1,000 would cover freepost, printing of questionnaires and analysis of results. We wish to progress the ideas for Intergenerational work. The benefits to old and young are seen as improved understanding, sharing of history and culture, and a reduction in the anxiety so many older people have in the presence of adolescents. We wish to produce a promotional video. This could be a more powerful way of describing our work than reports such as this! It would also give the older population of Wirral more knowledge of what we are doing, empowering them to identify areas of concern. We are very conscious that the closest we have in Wirral to a listing of all learning and leisure activities, is the council-run Grapevine website. This facility is very hard to hear about and difficult to access. It is also far from complete and many leisure and learning organisations are unaware of it. We think that a project worker for at least a year, to actively seek out and promote listing on the website, would be enormously beneficial to all Wirral residents, but particularly the retired, who have more time to participate. This would also tick all the boxes of getting people more involved and active. The hope would be that once well established, the council would be able to maintain it.

Sandra Wall (Chair) December 2010, 42-44 Market Street, Birkenhead. CH41 5BT  
0151 666 2220 - [parliament@ageconcernwirral.org](mailto:parliament@ageconcernwirral.org).



M53 Junction 3 - Major Safety Scheme  
St Anselm's College, Claughton – Safer Routes to School Scheme  
Park Road West – 2 no. Vehicle Activated Signs  
Fender Way – Vehicle Activated Sign  
Claughton medical centre – Pedestrian Dropped Kerbs  
Upton Road / Alderley Avenue – Pedestrian Dropped Kerbs  
Upton Road / Intabene – Pedestrian Dropped Kerbs.

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

**The Third Local Transport Plan Consultation** - The consultation on the Preferred Strategy for the Third Local Transport Plan (LTP3) took place from **8th September to 30th November 2010.**

The consultation aimed to engage as many sectors and people as possible. The views collected will be used to help shape LTP3, which will be in place by April 2011.

Copies of the documents that went out to consultation are available to download from the LTP website which is [www.transportmerseyside.org](http://www.transportmerseyside.org) or by telephoning 0151 330 1294.

Road Safety

**'Kids Court'** A joint initiative run by Wirral Council's Road Safety team and Merseyside Police, as part of Road Safety week in November, saw children encouraging speeding motorists to 'Slow Down.' Drivers caught speeding near to Heswall Primary School had to explain their actions to the children they could have put at risk.

The speeding motorists had been caught by police speeding close to the school and had the choice of being fined and having points put on their licence, or being grilled by a panel of children from the school about their behaviour.

Motorists who faced the children commented that it was a fantastic campaign to slow people down and that the children had been more effective in making them aware of the dangers they posed, than if they had received the points on their licence and a fine.

The overwhelming message from children during Road Safety Week was a simple one: if we want to improve the safety and quality of life of kids using roads in our communities, we need to SLOW DOWN.

**Senior Road Users** Wirral Council is committed to offering education and training to a wide range of road users and have been working with road users in the age 55 and over group. In order to reach a wider audience, two available sessions 'Wiser Driver' and 'Wiser Walker' are to be further promoted across Wirral to encourage greater participation. For further details contact the Road Safety team through Streetscene.

**Schools Sessions** Every mainstream school on Wirral is offered a variety of both classroom based road safety lessons and practical roadside training which is available from Year 1 up to sixth form. These sessions are taken up by the vast majority of schools on Wirral. Tailored road safety sessions are now being rolled out more widely to special schools across Wirral.

As well as Road Safety Officers visiting schools and delivering these sessions, two new resources will be available early in 2011. These will allow teachers to deliver an element of road safety training within their own PHSE lessons as the resources include issues surrounding risk taking and making informed choices and also include activities on core subjects including maths.

**BikeSafe** The Merseyside BikeSafe course is entering its seventh year in 2011. This is a motorcycle skills course aimed at riders with a full licence. It combines theory sessions, skills riding and on road observed rides with a view to encouraging riders to go on to undertake an advanced riding course. The course has been run as a partnership between Wirral Council, Merseyside Police, Merseyside Fire and Rescue Service and Hyperbaric Medicine and all partners are looking forward to another successful year. For further information call 606 2228 or visit [www.bikesafe.co.uk](http://www.bikesafe.co.uk).

**Geared and Go** is a new resource designed to educate young scooter and moped riders in road safety issues affecting powered two wheeler users. It is to be offered to schools, colleges and training centres predominantly for 15 to 17 year olds. The important topics included in the half day course are riding techniques, protective clothing, routes to your licence, tips on reducing the risks to them as riders but also enjoying the freedom that their bike gives them. This course will be rolled out across Wirral over the coming months.

**School Travel Plans** To date 92% of schools have adopted a School Travel Plan and we continue to work with them in maintaining their plans. A comparison across other Local Authorities shows that 92% is a good achievement. The School Travel Plan Team continues to engage with all schools to promote safe and

sustainable transport on the journey to and from school and a number of highly successful projects and initiatives have taken place.

The Junior Road Safety Officer campaign has proved popular with Primary Schools by empowering the school community to tackle issues relating to safety around their school gates. Crafty's News is a newsletter that is circulated to all Primary Schools once a term to raise important issues and share success stories from other schools, for example, a recent High Visibility day that a school held to promote the be bright, be seen message. This same school will also be holding a week long Parking Awareness Campaign, involving speed guns, banners and parking leaflets.

**School Keep Clear Audit** The 'School Keep Clear' review has come to its conclusion with proposals for the third and final batch of schools being completed. The aim of the borough-wide audit has been to improve road safety for school children and the local community. Following the audit, we have proposed to remove/make amendments to, or install new markings where pedestrian entrances were not covered. Associated signage is to be installed at these locations so that motorists are fully aware of the days and hours of restrictions. 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.

Once the work around schools has been completed, schools are offered support by School Travel Advisers to run Parking Awareness Campaigns around their schools, so far, the response has been very positive.

**Recycling** During July to December 2010, the Waste and Recycling team worked with 1224 properties across the borough, to resolve issues of contamination in recycling bins. Contaminated recycling bins are not emptied; Biffa report any instances of contamination to the Council, who contact the associated property by letter explaining why their bin has not been emptied and advising them on how they can resolve this problem. Participation officers visit properties that continually have problems with their recycling to offer advice and guidance on what can and can not be recycled. The Participation Officers efforts have been hugely successful to date in resolving issues of contamination. Were this approach has not worked and residents continue to put the wrong items into their bins, officers provide further advice along with a notice of intent, to issue a formal notice under Section 46 of the Environmental Protection Act if the issue is not resolved. During this six-month period only a small minority (66) of properties have received formal notices via this process.

Following the notice period any further reports of these addresses presenting contaminated bins for collection may be subject to £100 fixed penalty or prosecution in the Magistrates Court and, if convicted, a fine of up to £1,000.

Participation Officers will be continuing with this work across the borough to improve Wirral's recycling performance and avoid the need to resort to formal action against residents. Any resident requiring any assistance or advice with recycling their waste should contact Streetscene on 606 2004 or email to [streetscene@wirral.gov.uk](mailto:streetscene@wirral.gov.uk)

Through the Future Jobs Fund (FJF) scheme, 5 workers are working with the recycling participation officers to improve recycling rates and reduce contamination in recycling bins. They will also work on reducing the number of households presenting multiple residual (green) bins for collection. It is estimated that as many as 3000 households are presenting more than one residual (green) bin for collection; this has become problematic as it adds to the workload of our contractor, Biffa.

In certain circumstances, the Council does authorise additional collections from households but these must be agreed in advance with the Council. It is estimated that during the course of 2011, the FJF Team may be able to halve the number of multiple collections. So far the public have responded very positively to their efforts. We hope to have a third and final team of FJF officers by the end of March. Staff through the FJF scheme over the last year contributed much to improving our recycling performance.

**Home Composting** If you aren't already home composting, now is the time to give it a try! More and more people in Wirral are discovering the benefits of home composting, helped by a fantastic range of Home Composting bins from as little as £14. 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.

Home composting is an easy, feel good activity that you can do in your own garden or allotment. By composting at home, you can divert up to a third of your household waste which would otherwise be sent to landfill where it produces harmful greenhouse gases like methane. As well as the environmental benefits, your waste transforms into rich compost that can do wonders for your garden. Residents can take advantage of these special compost bin offers by visiting <http://www.merseyside.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.

**Environment Champions** Do you know someone who makes a special effort to look after and improve their local environment? Or perhaps you are a dedicated volunteer yourself who works hard to keep your neighbourhood clean and green? If so, register your interest to join the Wirral Environment Champions scheme. We are looking for people like you to help raise awareness of good environmental practice across Wirral by becoming a Wirral Environment Champion. Anyone can be an Environment Champion; individuals and groups, living in, working in or visiting Wirral. The only requirement is an interest in protecting and improving Wirral's environment.

As an Environment Champion you will be able to help raise awareness of issues such as waste minimisation, recycling, energy and water conservation, sustainable travel, conservation, and improving our Parks and Countryside. There are many existing groups already helping to improve the environment, by working on our 'Rights of Way', carrying out litter-picks and 'Big Tidy-Ups', or involved in the work of transition towns in order to provide a more sustainable local environment and reduce carbon emissions.

By bringing together Environment Champions and projects, the Council will gain a better understanding of the many diverse groups and individuals who, in one way or another, contribute to improving Wirral's environment. Environment Champions can share ideas with each other and work with the Council to create a better environment for us all.

By creating a register of interested groups the Council is taking the next step in developing the existing informal partnership, which exists between the Council's service providers and the community they serve.

A small piece of your time is all that is needed. From time to time the Council may ask you to put up posters, volunteer to help or set up your own environmental projects, attend and possibly organise events in your own area – however much you are able to do, it will all help our environment! To register please visit [www.wirral.gov.uk/recycling](http://www.wirral.gov.uk/recycling), email [envirochamps@wirral.gov.uk](mailto:envirochamps@wirral.gov.uk) or call Streetscene on 0151 606 2004.

**Dog Fouling** Following complaints from residents about dog fouling around Moreton Cross and neighbouring roads, the Council arranged for extra enforcement in the area to encourage owners to clear up after their pets. The complaint came via the Leasowe, Moreton and Saughall Massie Area Forum,

Last year, the Council launched a new enforcement team – part of Wirral Community Patrol - to tackle dog fouling and litter across the borough. These patrols focus on problem areas. Offenders face either prosecution through the courts or a £50 fixed penalty notice, which must be paid within 14 days. If it is not paid and the individual is found guilty by the court, they could be fined up to £1000 and end up with a criminal record. 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. It is the duty of every dog owner to clean up after their pet. Bags of dog dirt should be disposed of correctly in a litter bin or, suitably wrapped, in domestic refuse bins. Dumping the bag in a hedge or elsewhere is littering and carries a penalty of £70. If people have any information about offenders, want to highlight a problem area, or need to report vandalism of litter bins, they are urged to contact the Streetscene call centre on 0151 606 2004.

## Wirral University Teaching Hospital NHS Foundation Trust

The Trust is pleased to be able to participate in the Local Area Forums and welcomes the opportunity to brief Wirral residents and our partner organisations on topical issues. Representing the Trust will be an Executive Director or Senior Manager and the elected Public Governor for the host constituency. This report sets out the main challenges and opportunities for the Trust over the coming months and highlights achievements and service developments:

**1. The challenges ahead** Wirral University Teaching Hospital NHS Foundation Trust is required to make efficiency savings in the order of £14.3 million in 2010/11, with further, similar levels of savings being required in the foreseeable future. Like all public services, we are faced with making a contribution to reduce the national debt, and, in line with all other healthcare organisations, the Trust must therefore strive to provide the highest possible quality healthcare services in a tighter fiscal climate, accepting that expenditure will no longer grow at the rate it has over the past decade.

To meet increasing demand, stemming from a growing and ageing population, new technology and high patient expectation, and to absorb increasing costs, the Department of Health expects all NHS organisations to concentrate on improving productivity and eliminating waste, while focussing on clinical quality.

**2. Meeting the financial obligations** The Trust has initiated a wide variety of measures to achieve the 2010/11 efficiency target in its revenue budget, including a freeze on recruitment to posts that do not directly affect patient care, energy reduction measures, hospitality restrictions and reducing the range of goods and services that the Trust purchases.

These measures will not be sufficient to meet the target and each of our Divisions is reviewing its services to seek out waste and inefficiency, while at the same time maintaining and improving service quality for our patients.

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

- A major refurbishment of the maternity wards, providing all patients with single rooms and en-suite facilities
- A brand new maternity delivery suite featuring five new delivery rooms, including two with birth pools and additional facilities to allow partners to stay overnight
- Creation of an attractive single front entrance and reception area to welcome patients and visitors
- A brand new Children's Ward, which opened in mid-August
- A new Gynaecology Diagnostic and Treatment Centre.

We have also recently opened our new Children's Outpatient Department and a new 'Ronald McDonald House' facility to benefit families who need to stay close to their sick children.

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

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

**4. Public Car Parking Charges** With effect from Tuesday 1<sup>st</sup> February, the charge for car parking in the public car parks managed by the Trust at Arrowe Park and Clatterbridge Hospitals increased from £2 per visit to £2.50 per visit.

**5. Wirral Millennium** In November 2010, the Trust successfully implemented the second phase (Phase 1b) of its major new IT system - Wirral Millennium. This followed the successful 'switch on' of Phase 1a in the Accident & Emergency Department at the end of May. Phase 1b involved Outpatients, Theatres, Radiology, and Medical Records and a comprehensive staff training programme was put in place to ensure that the impact on patients was minimised and that 'business as usual' was maintained as far as possible whilst the new system was implemented.

Preparations for Wirral Millennium to replace the old IT systems in inpatients, maternity, prescribing and medicines administrations towards the end of 2011 are now well under way.

**6. Trust Wide Goals** A leaflet summarising the Trust's goals for 2010/11 will be included in the information packs that will be available at Forum meetings.

**7. Dr Jean Quinn** The Trust Board is delighted to announce that Dr Jean Quinn has been appointed as a Non Executive Director on the Board of Directors to replace Mr Michael Carr who took up the position of Trust Chairman from July 2010.

**8. Assembly of Governors** The Trust's Assembly of Governors meets in public at least 4 times year. Both Public and Staff Members of the Trust and members of the public are welcome to attend. The next meeting will be on Wednesday 16<sup>th</sup> March at 6.00pm in the Education Centre, Arrowe Park Hospital.

**9. Our Core Values** Some 12 months ago the Trust Board adopted a set of core values to help shape our culture and character and guide decision-making and to which every member of staff should aspire. We are working with our managers and staff to embed these within the organisation.

**10. Maternity Services** New mums on Wirral have given glowing praise to the high quality maternity services provided at the Wirral Women and Children's Hospital at Arrowe Park. In the 2010 National Maternity

Survey - *Listening to Patients - Survey of Women's Experience of Maternity Care* 90% of new mums giving birth at the hospital rated their care during labour and birth as 'excellent' or 'very good'. This is a significant improvement on the result received by the Trust in the corresponding survey in 2007.

The findings show that during labour and birth:

- 98% of new mums had confidence and trust in the staff caring for them
- 90% of women felt that their partner/companion was made welcome by staff
- 88% of women were always spoken to in a way they could understand
- 81% of women said that they were always involved in decisions about their care

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

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

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

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

**MRSA Bacteraemias** – we are pleased to be able to report that in the last quarter of 2010 (October to December), there have been NO cases of MRSA bacteraemia across the Trust and in the year to date (April to December) only 5 cases have been identified. This has been achieved as a result of many new trust-wide initiatives that all staff have incorporated within their daily practices.

The incidence of ***Clostridium Difficile*** has also significantly reduced over recent months and we are well on the way to being below the threshold number set by the PCT by the end of the financial year.

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

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

**13. Improving Standards**

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

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

**For more information...** Our easy access website can provide lots of useful information for patients, the public, staff and GPs about the Trust and its services. Go to [www.whnt.nhs.uk](http://www.whnt.nhs.uk) The website is speech enabled for browsers with sight related problems and the easy click, 'email a patient' facility continues to be a popular feature.

As a Foundation Trust we want to involve our Public Members in helping us to shape future services – we currently have 8,500 Public Members and are keen to recruit more. Public Members can get involved as much or as little as they like – from just receiving 'Public Membership News', our regular newsletter, to participating in surveys or standing for election as a Public Governor. To join on-line go to [www.whnt.nhs.uk](http://www.whnt.nhs.uk) or complete the form that is enclosed in this information pack and return it to the Freepost address given.

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

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

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

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

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

**Wirral Youth Theatre/Youth Arts (WYT)** Wirral Youth Theatre operates across the Borough to enable young people to access a wide range of performing arts related activities. Art forms such as drama, dance, music, technical theatre and new media are used to help young people to develop personally and socially as well as developing theatre and media related skills. WYT has now relocated to the Gilbrook School site in Birkenhead.

**You Decide Funding** There are projects being planned in a number of wards across the face of Wirral using the You Decide funding. The outputs of these projects will be maximised by the joint working of partners in the Integrated Youth Support Service including Youth sports and the Anti-social Behaviour team.

**The Cavendish Youth Centre** has seen an upsurge in attendances during the autumn period. Dance, pilates and fitness have been the focus of the girls group events and the member's group have organised a special Halloween party and have the Christmas plans finalised. The staff have run a number of workshops and discussion groups on the subject of alcohol awareness and appropriate behaviour on the streets.

**The North Birkenhead Youth Outreach Project** now has its main base at Gilbrook and has developed a strategic approach to ensure that its Youth Offer is available across the area. A number of satellite bases or points of contact at Gautby Road Play Centre and at the St James Centre are now being used to ensure a more local and responsive delivery of service to the young people. A comprehensive package of support, advice, guidance together with opportunistic interventions and structured group work have enabled the young people to consider sex and relationships, bullying, teenage pregnancy, disability and career development.

**Charing Cross Youth Club** has been busy with the establishment of monthly showcase events when the music project, in combination with volunteers, hosts an intergeneration big night for all members and people from the wider community. The Club is close to completing all the four awards of the HPYU accreditation. The Club is open for young people in the immediate neighbourhood on Wednesday 6.00 pm – 9.00 pm and Saturday 4.30 – 7.30. Monday 6.30 – 9.30 and Thursday 7.00 pm – 10.00 pm focuses on young people with additional needs. Fund raising is high on the agendas for both staff and young people and a monthly craft fair, has been

organised where over £1,000 has be raised to date. Partnership work with the West African Caribbean Club is developing and over 30 looked after children attend the group regularly. The Club is open for young people with additional needs on a Monday and Thursday evenings.

**Viking Youth Club** has a number of exciting events taking place. A group of young people have enjoyed a trip to Alton Towers for their firework display. A course of creative cookery resulted in a selection of delicious cakes.

**The Callister Youth Club** offers integrated facilities for all young people and a broad and interesting programme of educational visits, arts, crafts and sport. Working with Aiming High for Disabled Children, the club is publicising its programme and the numbers of young people regularly attending has increased.

**The South Birkenhead Youth Outreach Project** has relocated to Gilbrook and makes use of satellite bases and points of contact across the area. Collaborative work and joint work is being developed with other providers and streetwork is being undertaken in new locations so that vulnerable young people not previously in touch with the Youth Service can now have access to youth workers.

**The North Birkenhead Youth Outreach Project** now has its main base at Gilbrook and has developed a strategic approach to ensure that its Youth Offer is available across the area. Satellite bases or points of contact at Ridgeway High School, the Arno and the Prenton dell estate are now being used to ensure a more local and responsive delivery of service to the young people. A comprehensive package of support, advice, guidance together with opportunistic interventions and structured group work have enabled the young people to consider sex and relationships, bullying, teenage pregnancy, disability and career development.