

# Wirral's Area Forums



## Leasowe, Moreton and Saughall Massie Area Forum

Papers for the forum meeting

Tuesday 9<sup>th</sup> June 2009

Christ Church Parish Centre  
Upton Road, Moreton  
Wirral, CH46 0PA

7.00pm

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## Code of Conduct for Area Forum Meetings.

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

# AGENDA

1. Welcome introductions and apologies
2. Area co-ordinators report and You Decide
  - Minutes of last meeting and matters arising
3. Seven Waves Radio
4. Age Concern
5. Public Question Time.
6. Partner Updates
  - **Streetscene**
  - **Primary Care Trust**
  - **NHS Foundation Trust**
  - **Merseyside Police/Community Safety**
  - **Fire Service**
  - **Older Peoples parliament**

Dates of future meetings - Thursday 8<sup>th</sup> October 2009

# **Contents**

<b><u>Section One</u></b>	Minutes from last Meeting	<b>Page 5</b>
<b><u>Section Two</u></b>	Local Updates	<b>Page 13</b>
	➤ Community Safety	<b>Page 14</b>
	➤ Merseyside Fire and Rescue Service	<b>Page 19</b>
	➤ Equality & Diversity	<b>Page 21</b>
	➤ Wirral University Teaching Hospital NHS Foundation Trust	<b>Page 23</b>
	➤ Wirral Primary Care Trust	<b>Page 25</b>
	➤ Wired	<b>Page 27</b>
	➤ Youth Update	<b>Page 29</b>
	➤ Transport Update	<b>Page 31</b>
	➤ Wirral's Older Peoples Parliament	<b>Page 33</b>

# Section One

## Minutes

### AREA FORUM (LEASOWE, MORETON AND SAUGHALL MASSIE)

Wednesday, 25 February 2009

<u>Present:</u>	Councillor	S Mountney (Chair)	
	Councillors	RL Abbey C Blakeley IO Coates	I Lewis S Moseley
<u>Community Representatives</u>		Bruce Martin (Faith Representative)	Mrs J McLear B Seddon
<u>Lead Officer</u>		Russ Glennon (Head of Corporate Policy)	
Area Service Co-ordinator Merseyside Police		Tracey Smith Inspector Peter Kolokotroni	
Merseyside Fire and Rescue Service		Lyndsey Kevan	
Wirral University Teaching Hospital NHS Foundation Trust NHS Wirral		Alistair Bardsley  No representation	
Council Officers		David Green, Director of Technical Services	Andrew Fraser, Forward Planning Section, Corporate Services Department
<u>Apologies</u>		Jason Borlase	

#### 1 WELCOME, INTRODUCTIONS AND APOLOGIES

The Chair welcomed Forum members and 20 members of the public to the meeting of the Leasowe, Moreton and Saughall Massie Area Forum in Moreton. Apologies for absence were received from Jason Borlase, Faith representative.

Two weeks ago, Councillor Moon, Cabinet member, had accepted an invitation to attend this evening to discuss the Strategic Asset Review. He had given two hours' notice that he was unable to attend.

**Councillor Blakeley expressed his extreme displeasure that Councillor Moon had not fulfilled the commitment to this area forum; the short notice was outrageous and did not allow time for a substitute Cabinet member to be invited.**

The Chair invited Forum members to introduce themselves.

## **2 AREA CO-ORDINATORS REPORT**

The minutes of the last meeting were incorporated into the Area Co-ordinator's report. Inspector Kolokotroni requested an amendment to the second sentence of the first paragraph of the Police update, to read that there has been a slight increase of one offence to nine offences, instead of nine offences this year compared with one offence for the same period last year.

There were no matters arising.

### **Minute decision:**

#### **Resolved: That**

- (i) the minutes of the Area Forum meeting of 2 July 2008 be confirmed as a true record, subject to the amendment highlighted;**
- (ii) the Area Co-ordinator be thanked for her report.**

## **3 LOCAL DEVELOPMENT FRAMEWORK**

Andrew Fraser, Strategic Development Department, Corporate Services, gave a presentation on the Local Development Framework.

He explained the new style Development Plan is a single document that replaces the Unitary Development Plan for Wirral dated February 2000, and will operate alongside the Regional Spatial Strategy. The framework provides guidance for assessing planning applications and allocating land for new developments for the next 15-20 years.

Consultation has just begun on the core strategy and Wirral Council will be pleased to receive comments on the various parts of the document.

The next stage will be to translate the objectives into spatial policy options and identify the preferred options. The draft core strategy will be compiled and after examination by an independent inspector will be submitted for approval by the Secretary of State. The aim is to adopt the Core Strategy in 2011.

Members of the public can become involved in the consultation by asking for a copy of the Plan, by adding their names to the contact database, or by submitting comments by letter, email or fax. The deadline for comments is 5 pm, on 27 March 2009. The contact details are: Strategic Development, Corporate Services, Town Hall, Wallasey. CH44 8ED. Email [hazeledwards@wirral.gov.uk](mailto:hazeledwards@wirral.gov.uk), phone: 691 8225 or fax 691 8188.

A report will be presented to Cabinet that summaries all the comments received and will explain how those comments have been taken into account for the next stage. At the end of the process, the document will go to full Council for final approval and adoption.

Councillor Blakely stressed the importance of the document that will shape the future of Wirral, and urged members of the public to respond to the consultation and have their say.

Andrew Fraser gave reassurance that the documents are straight-forward and easily understood, so people can grasp the principles quite quickly and respond.

Bob Seddon replied that he did not find the documents to be straight-forward. It is difficult to understand on first reading, but becomes easier as the information is absorbed. Most members of the public are not familiar with 'Council speak', it should be written in plain English and the language needs to be simplified.

**Minute decision:**

**Resolved: That Andrew Fraser be thanked for the presentation.**

**4 PUBLIC QUESTION TIME**

Q [Margaret] It's consultation, consultation, consultation at the moment. There needs to be better ways of keeping the people of Wirral informed on what is going on. The people sitting round the top table tonight almost exceeds the number in the audience. There needs to be less consultation and more publicity and notice about meetings.

Q The state of the pavements in Moreton. Iceland have done a very good job outside the store, but who is responsible for the rest?

A [Cllr Blakeley} We are informed by the manager that the whole area is under the control of Iceland stores. Iceland have said they will repair the whole area of 20 sq metres. We are finally getting the Council to take some action as a duty of care to make the area safe. Put a bollard in to stop people riding on the pavement.

Q Dangerous Parking. Most people are willing to pay 50p for Iceland's car park but there is parking on Borrowdale Road, including the pavements. The vision of motorists is obscured on both sides by parked vehicles. We have not got sufficient parking facilities in Moreton.

A [Cllr Blakely]: I agree all the roads are insufficient. All the roads are protected by waiting restrictions. The problem we have is that the Council will not act on dangerous parking unless you have an accident record, and whilst it is an offence to drive on pavements it has to be witnessed by eye witnesses.

A [David Green] In terms of double yellow lines or parking restrictions, we have to work within the financial resources we have. In terms of parking which causes obstructions, my parking wardens have no powers. The Police take action against people who are causing an obstruction. There is no law to stop people parking on pavements as long as they are not causing obstructions. We have implemented six regulation orders in specific areas, which prevent people parking on pavements, particularly on roads with terraced housing.

Q Parking on the pavements and also double-banking, especially in one-way streets.

Q The parking scheme the Council brought out about two years when the Council was offering to put carports in Council housing for a fee was very good.

Most residents at the Lingham end of the estate took up that option. The offer was £140 when they were doing repairs to the pavements. There is also a danger of double parking or triple parking.

A [David Green]: We do offer a reduced rate whilst we are re-constructing the pavements, but if it is not part of re-construction, we have to charge the actual cost. The Council do not make a profit and cannot offer a subsidy, it is the actual cost of doing the job.

Q The pavements around Moreton are a disgrace.

Q Consultation. Why have I never been consulted, and never been told when this building is going to close? Where will we be, how big an area will be given? What are we talking about? 28 days notice to get out? Where will the new building be built? Will it include the Youth Club? In the meantime, who will respond to all the people who want to use the building, including yourselves? Even people like you who use the building are not prepared to give any information on the timescale for closure. When is the Council going to get in touch with people who are renting the building?

A [Police] Parking on the pavement can cause an obstruction and people can be prosecuted. We targeted Borrowdale Road about 12 months ago and a number of motorists were given fixed penalties. We need a note of what you are saying and we will look into it. Damage is caused to cars by double parking and it is a safety hazard. Let me know and we will target the area.

Q Can the Police and other authorities be around at school pick up and drop off times. In some roads you can't get between the cars parked and people have to walk in the middle of the road, which causes inconvenience to parents taking and picking up their children from school.

A [Police] A number of issues were raised in Wallasey Village area and the Police, local authority, schools and residents were all involved. It is a major problem throughout Wirral and we are looking at it.

A [David Green] We accept that parking outside schools is a major problem. We have a car fitted with a camera and the Secretary of State has given powers to base prosecutions on video evidence. We hope the use of CCTV cameras will encourage people to park correctly outside schools. We are trying to modify people's behaviour by that means.

[Cllr Moseley] The 20 is Plenty pilot. Are there any in Moreton?

[David Green] The six areas in the pilot have been a success and we are seeking suggestions to place the signs in another 14 areas.

Q [Cllr Blakeley] Who controls the CCTV?

A [David Green] There is a contract with a company and their job is to enforce and issue tickets based on the evidence they receive.

Q Can I have an answer to my question about the closure of this building?

A [Cllr Blakeley]: Councillor Moon has not attended. He is a Cabinet member and the Cabinet has responsibility for the closures under the Strategy Asset review. Russ Glennon, Lead Officer, will take back and ask the people responsible for implementation.



A [David Green] I am not responsible for buildings and asset management – I deal with roads and carriageways and with issues to do with Streetscene. I want to help and accept that people want to know what the Asset Management Review means to them. I cannot give answers to specific questions, but I can confirm that a report is being prepared and will be considered by the Cabinet in March. The Cabinet will consider the detail and how it will be implemented at that meeting.

Q People have been phoning wanting to use this hall. I am taking bookings [for children's parties etc], and the luncheon club is continuing etc., but I don't want to disappoint people and cancel bookings at the last moment.

Why did we find out about this through the local newspaper, without being properly consulted? I have been doing this for 30 years because we love helping people, but I am not getting any help from you. There will be a lot more young people on the streets causing trouble and older people who are not getting a hot meal. You don't think what the public want.

Q I have heard that part of the plan is to close the youth club. I actually work as a youth club worker, and I think they are vital to the community, and provide a vital service in addressing drugs and alcohol use.

A [Chair] The answer is no-one knows. The information is not in the public domain. Whether someone has made a decision, I don't know, it is not in the public domain as to when things will happen. It will go to Cabinet, and I don't know if the information is available now.

A [Cllr Blakely] A decision was made to close buildings, but not decided what will replace them. It would seem more sensible to determine how you will provide the provision before you take it away.

Q There has to be adequate means for us to go somewhere and provide the same service as we do now – a service to the community.

Q Is everything signed and sealed from the asset review? Is everything finalised as far as the asset review is concerned, or is there any scope for changes etc.?

Q I can answer that. I am a resident of the area and on Hoylake Library Action Group and involved in an organisation set up by Wirral TUC to fight the entire review. One of the things we have done is to engage a barrister and we are looking at pursuing action on the lines of a judicial review. Stephen Hesford presented a report to the Local Government Ombudsman in York on Friday, and I gather that the Ombudsman has promised a reply within a month. It is the right of everyone who doesn't want the review to go through to complain to the Council.

Q [Cllr Blakeley]: The Ombudsman cannot change a Council decision but he can ask the Council to look at it again. The Culture Secretary has said it is up to individual Councils to function as they want. If we get the Ombudsman's decision in our favour, we can take to the Council and say, 'You have the power to call in the decision'.

As a party, we have given a commitment to re-open everything that Labour closes, if and when we take over control the Council.

Q We will help you with that.

Bob Seddon: I raise an objection. This is a non-political meeting.

## 5 PARTNER ORGANISATIONS UPDATE

### **Streetscene – Integrated Transport Block Funding.**

David Green, Director of Technical Services, explained that in the 2007/08 financial year, two of the eleven Area Forums have already opted to have a share of the Integrated Transport Block at their disposal to fund local schemes. The delegation of the funding gives area forums the opportunity to think creatively of the improvements they would like to see introduced in their areas.

The Council's Cabinet had received very positive feedback on the success of the scheme in the two areas involved, and is now inviting each area forum to consider whether it wishes to receive de-centralised funding in 2009/10. The money can be used to provide lowered kerb crossings, modest local signposting and road lining schemes. Officer input will be available to all area forums to guide them in the decision-making process. The total budget for the Integrated Transport block is now £200,000 which, apportioned across the eleven Area Forums, would equate to around £18,000 per Area Forum. The alternative would be to administer the funding centrally.

The Council's Cabinet wishes to receive feedback on the consultation at its meeting on 19 March.

The 20's Plenty Initiative is related matter and the views of area forums are being sought on areas for inclusion in next year's programme. The pilot has operated successfully in other areas, and suggestions are invited for roads in this locality that would be suitable for the scheme.

Members of the Area Forum expressed their views on the proposal, but did not reach a consensus view. Members of the public contributed to the debate.

The Chair advised that only Councillors and Community Representatives on the Area Forum are entitled to vote. He agreed that it would be useful to ask members of the public to express their views informally on whether the money should be delegated, before a formal vote is taken.

Members of the public demonstrated by a show of hands that they were all in favour of the proposal to de-centralise the funding.

Minute decision: Resolved: That this Area Forum is in favour of receiving an equal share of the Integrated Transport Block.

**NHS Wirral:** Councillor Blakely expressed dissatisfaction that there is no representative present from the Primary Care Trust, despite it being a huge organisation with ample personnel and resources.

**NHS Foundation Trust:** Alistair Bardsley advised that literature was available to the public at the back of the room. There is information on what is happening in terms of new buildings and improvements in facilities. The Trust is working very hard to reduce the number of 'super bugs'. For the three months July – September 2008 the number of Clostridium difficile cases reduced by 37% - from 124 cases to 78.

The Foundation Trust is keen to involve public members in helping it shape future services, and to recruit more members. Application forms and more information were

available at the back of the room. Public Members for this area can take any issues members of the public wish to raise to the Governing Body.

Members of the public raised the issues: -

Uniform policy for staff: control of patients' who smoke; a suggestion to create a smokers' room; Clatterbridge Oncology Unit – and the lack of control over smoking; any plans to abolish parking charges; the lack of attendants in car parks; charging people to use prime locations in the hospital grounds; insufficient parking spaces.

Alistair Bardley stated that he had noted the issues and would he would take them back.

### **Police:**

Inspector Peter Kolokotroni reported that Anti social behaviour continues to reduce in the neighbourhood and across Wirral as a whole. All crime has reduced across the board compared with the same period last year by 250 incidents, violence by 72, robbery is exactly the same with 14 for both years, burglary of a dwelling is down by 9, theft of motor vehicles down by 33, criminal damage down by 182 offences.

Theft from motor vehicles has increased by 25. Car crime is mainly theft from inside vehicles, where items are taken from unlocked vehicles etc. The Police have introduced a number of initiatives to tackle thefts. As a result a male was arrested and charged with four offences and a young male has been arrested for theft from motor vehicles.

Nationally, there is a Government drive to reduce knife crime. No weapons or knives were identified in a knife arch operation in Moreton in November. Future operations will be more co-ordinated and focus on railway stations, football matches etc.

Several drug raids have taken place in the area, one of which resulted in a crack house closure at an address in Curlew Way. Alcohol has been confiscated from youths and the licensee of a local pub has been prosecuted for the sale of alcohol to three, 15-year-old females. Police Officers and Education Welfare Officers carried out joint truancy sweeps in January and February. Seven young people were returned to school in January and 24 in February.

The Police provide a range of diversionary activities for young people. The young people sign a code of conduct, which means that they behave themselves, both in and outside school. If they breach the Code, they are not allowed to take part in the diversionary activities.

The neighbourhood team is trying to be more accessible to the public. There is a web site and monthly newsletters give email addresses, names and telephone numbers. In each ward, there will be a day each month when officers will vacate the station and go and knock on doors, give out short questionnaires, issue copies of the latest newsletter and ask people what their priorities are.

Moreton Police Station will have an Open Day from 12 to 4 pm, on Saturday 7 March 2009, when people can meet their local officers and see the latest technology used to fight crime.

Inspector Kolokotroni responded to issues raised by members of the public on – the action taken to remove racist graffiti; the grading system when incidents are reported and Police; and the reasons Moreton Police Station is closed at weekends.

### **Fire and Rescue Service:**

Lyndsey Kevan drew attention to the report in the Area Co-ordinator's Report.

She explained she was new in post and was unable to answer questions, but she would report back at a later date to any questions raised.

### **Older People's Parliament:**

Margaret, Public Member for this area, drew attention to the information on the Older People's Parliament at the back of the room. The Annual General Meeting will be on Thursday, 6 March 2009. She explained the committee system and reported on the topics discussed at meetings of the various committees and groups.

#### **Minute decision:**

**Resolved: That David Green, Alistair Bardsley, Inspector Kolokotroni, Lyndsey Kevan, and Margaret be thanked for the updates.**

#### **6 DATE OF FUTURE MEETINGS**

**Minute decision: Resolved: That the next meeting be held on 10 June 2009 at St Mary's Centre, Saughall Massie Road.**

The Chair thanked everyone for their attendance and contribution and closed the meeting of the Area Forum.

# **Section Two**

## **Local Updates**

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

They involve local ward councillors, police, Wirral Primary Care Trust, fire safety representatives along with community representatives and officers from various departments of the council. Forums also provide information about current services, how they can be accessed and ultimately raise awareness of local council initiatives.

# Community Safety

## Area Forums: ASB (Wirral Anti-Social Behaviour Team)

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

Reported January 2009:

- 34-year old male from Fairbrook Drive, **Birkenhead**, issued with an interim Anti-Social Behaviour Injunction following alleged verbal abuse and threatening behaviour to refuse collectors employed by Biffa;
- 28-year old male of no fixed abode was issued with a 2-year Anti-Social Behaviour Order after allegedly holding a knife against the throat of a member of the public attending **Rock Ferry** One Stop Shop;
- 48-year old female from Rundle Street, **Birkenhead**, issued with an eviction order due to criminal behaviour by her children, postponed on condition that she complies with the terms of her tenancy agreement;
- 38-year old female from Price Street, **Birkenhead**, gave a 12-month legal Undertaking following alleged threatening behaviour. The female was also served with two months' notice to leave her tenancy with Wirral Partnership Homes;
- 35-year old male from Neston Gardens, **Birkenhead**, issued with a 12-month Anti-Social Behaviour Order following threats of violence to his ex-partner.
- 19-year old female of Royden Road, **Overchurch**, issued with an eviction order to leave her home within 14 days due to anti-social behaviour;
- 42-year old female of Inman Road, **Overchurch**, gave a legal Undertaking following complaints of anti-social behaviour. She was also ordered to leave her tenancy with Wirral Partnership Homes;
- 42-year old female from Rosalind Avenue, **Bebington**, gave a legal Undertaking following criminal offences committed by her sons;
- 21-year old male from Thorsway, **Rock Ferry**, issued with an eviction order due to anti-social behaviour and a criminal conviction for possession of an offensive weapon;
- 79-year old female from Home Farm Close, **Woodchurch**, issued with a further eviction order following a long history of anti-social behaviour involving her adult son.

Reported February 2009:

- 31-year old female from Laird Street, **Birkenhead**, issued with a further 2-year Anti-Social Behaviour Injunction due to abusive and threatening behaviour. She was subsequently sentenced to 28 days' imprisonment, suspended until January 29th, 2010, for breach of an earlier Anti-Social Behaviour Injunction;
- 40-year old female from Devon Gardens, **Rock Ferry**, gave a 12-month legal Undertaking due to alleged threatening behaviour;
- 15-year old male from Stanley Road, **Birkenhead**, issued with an interim Anti-Social Behaviour Order due to alleged repeated incidents of anti-social behaviour, primarily in the Beechwood area;
- 19-year old **Wallasey** man of no fixed abode was issued with a 5-year Anti-Social Behaviour Order following a long history of anti-social and criminal behaviour;
- 21-year old female from Hillburn Drive, **Birkenhead**, was issued with a stern warning by the courts that she faced a prison sentence if she committed a further breach of a legal Undertaking;

- 39-year old female from Avon Street, **Birkenhead**, was issued with an immediate eviction order due to repeated anti-social and criminal behaviour at her home;

Reported March 2009:

- 34-year old male from Fairbrook Drive, **Birkenhead**, issued with a 12-month Anti-Social Behaviour Injunction following verbal abuse and threatening behaviour to refuse collectors employed by Biffa (see January 2009);
- 17-year old male from Millersdale Close, **Eastham**, issued with a 4-year Anti-Social Behaviour Order;

Reported April 2009:

- 35-year old female from Needham Crescent, **Noctorum**, ordered to leave her home due to anti-social behaviour by her and her 18-year old son;
- Joint operation between the Anti-Social Behaviour Team and Merseyside Police saw the man responsible for thousands of pounds worth of criminal damage to alleyways identified and successfully prosecuted. The 46-year old from Palmwood Close, **Prenton**, conditionally discharged for two years and ordered to pay compensation to Wirral Council;
- 32-year old male from Neston Gardens, **Birkenhead**, issued with an eviction order to leave his home and pay costs, following complaints of anti-social behaviour including loud music;
- 40-year old female from Devon Gardens, **Rock Ferry**, issued with a 12-month Anti-Social Behaviour Injunction due to alleged threatening behaviour and verbal abuse (see February 2009). The female was also served two months' notice to leave her property;
- 35-year old male from Neston Gardens, **Birkenhead**, sentenced to three months' imprisonment suspended until December 2009 for repeatedly breaching an Anti-Social Behaviour Injunction (see January 2009);

Reported May 2009:

- 43-year old female from Walby Close, **Woodchurch**, and 24-year old male from Houghton Road, **Woodchurch** (mother and son), issued with interim Anti-Social Behaviour Injunctions following alleged threatening behaviour.

Additional activity has included:

- **Youth Respect Team**

The Anti-Social Behaviour Team's youth outreach team has operated in **Seacombe, Poulton, Liscard, Bromborough, Beechwood, North Birkenhead, Central Birkenhead, Rock Ferry and Tranmere.**

- **Respect Watch Scheme implemented in Bidston Rise, Birkenhead (January 2009)**

Wirral Anti-Social Behaviour Team, in partnership with Merseyside Police and landlord Wirral Partnership Homes, designated the Bidston Rise area as a Respect Watch Scheme Area. The Scheme is designed to provide further protection to residents who have suffered anti-social behaviour so serious that it has warranted legal action by the Anti-Social Behaviour Team. The Scheme includes a local lettings agreement with residents and a commitment from Wirral Partnership Homes that steps will be taken to ensure that applicants for housing within that area or members of their household, guilty of previous unacceptable behaviour, will not be re-housed within the area. The Scheme has supplemented activity around the deployment of the Community Mobile Police Station in the north Birkenhead area.

➤ **Mobile CCTV camera relocated (February 2009)**

The Anti-Social Behaviour Team's mobile 3G CCTV camera was relocated to Sherlock Lane, Poulton.

➤ **Team raises £700 for Comic Relief (March 2009)**

Officers from Wirral Anti-Social Behaviour Team were out in force in Liscard Town Centre with its Respect Bus raising awareness about anti-social behaviour whilst supporting a good cause. The activity saw the Team's Senior Youth Worker, Alf Mullin, and Enforcement Officer, Andy O'Rourke, sat in a bath of red custard. A colleague and analyst from the Joint Community Safety Team, Sai Maing, joined in the activity having been sponsored to work all day in his pyjamas. In total the activity raised £718.25 for Comic Relief.

➤ **Opportunities knock for Wallasey teenagers (May 2009)**

A group of young people came together to celebrate a successful application to the Youth Opportunities Fund that saw them pay a visit to the country's seat of power. The group of ten young people, aged between thirteen and eighteen, from the Seacombe and Liscard areas gave a presentation to their local ward councillors about their trip to the Houses of Parliament and the Home Office, which was funded by the Youth Opportunities Fund. The young people were brought together by the Youth Respect Team which was working in the area to address complaints of anti-social behaviour. At the celebration at Wallasey Town Hall, the young people outlined the positives they had got out of the trip; this included increased confidence, experience of teamworking and many new skills, including leadership.

During the event the (annual) Sheila Jordan Respect Champion Trophies were presented (Sheila was a local resident who was instrumental in developing activities for local young people and who died at Christmas 2007). The Junior Shield was presented to one of the young people (15 years old) from the trip as he had been the driving force behind the trip, taking a strong leadership role and now wishes to volunteer with the Youth Respect Team. The Senior Shield was presented to an 18-year old who had originally participated in football sessions in the area organised by the Youth Respect Team and progressed to volunteering with Wirral's Positive Futures led programme on Friday and Saturday evenings in Seacombe, co-ordinated by Wirral's Community Sports Development Unit.

➤ **Pupils earn respect from range of agencies (May 2009)**

Representatives from a range of local organisations joined together with primary school pupils to celebrate the completion of another year of Wirral Anti-Social Behaviour Team's awareness programme designed to steer youngsters away from anti-social behaviour. The Respect Programme for Primary Schools is a seven-week modular interactive programme which makes pupils aware of what anti-social behaviour is and the possible consequences if they were to get involved in it. The programme includes a number of classroom sessions and two location-based activities, including a trip to the Old Courthouse in Wallasey – a decommissioned courtroom - where the pupils take part in a mock courtroom session.

During this academic year the Anti-Social Behaviour Team worked with more than 500 pupils from Year 5 or Year 6 from primary schools including Liscard, Our Lady of Lourdes, Egremont, Woodchurch Road, Black Horse Hill Juniors, Holy Cross, Woodslee, Woodlands, Bidston Village, Raeburn and Bidston Avenue. The programme is lead by an Education Social Worker and Police Officer seconded to the Anti-Social Behaviour Team and key elements are



delivered by other agencies and Council departments, including Arriva, Merseyrail, Merseyside Fire & Rescue Service, HM Courts Service, Tranmere Rovers FC and the Dog Wardens;

Wirral stands as the second best achieving Crime and Disorder Reduction Partnership in Community Safety out of the 36 Metropolitan Districts, showing significant reductions in crime as a result of effective working with partners to achieve such results. We want to maintain and even improve upon such good results. Here are some of the initiatives in which we as a Crime and Disorder Reduction Partnership (CDRP) are doing -

**Burglaries** - There have been an ongoing number of Roadshows from Merseyside Police raising the profile of burglary and consequent reduction, highlighting the need for people to be aware such as ensuring windows are not left open when out of the house. In conjunction with the police initiatives, we have supplied SmartWater property marking kits to properties in what are 'hot-spot' areas to reduce the opportunities for burglars. Community Safety have linked in with RSL's such as the Roadshow put on by Wirral Partnership Homes to allocate SmartWater in their properties, again in the most needy areas. Similarly Regenda / Maritime and Riverside have similar projects ongoing with Community Safety to raise public and housing warden awareness.

#### **Actions on the Burglary Day of Action 7 April -**

##### Pier Project - Persistent Priority Offenders (PPO's) Team

- Ensure 'premium service' for all PPO's arrested for Burglary
- Proactive targetting of those PPO's in the community
- Monitor engagement and compliance with partner agencies

##### CID

- 'Arrest Day' targeting named offenders
- Burglary cars actively targeting offences
- Prison visits
- Executing Warrants

##### Neighbourhood Policing Teams

- Marketing in 'Hot Spot' locations in Hi-Viz
- Police Customer Focus - contacting victims of burglary and provided with updates / feedback

##### CDRP- other partner updates

- Neighbourhood Watch leaders updated through the 'Ringmaster' system (automated email / telephone)
- Community Patrol involved with N'hood Policing Teams
- Trading Standards linking in with CDRP partners to target second-hand dealers / car bootsales / 'No Cold Calling Zones' awareness

Operation 'ROGUE TRADER' on 20 May is a partnership with Trading Standards and is aimed at tackling doorstep crime. Rogue Trading, concerns incidents where consumers have been 'cold called'. It refers to the practice of deliberately overcharging for unsatisfactory services and/or goods. This includes charging for unnecessary work, damaging property deliberately in order to obtain money, leaving work unfinished and intimidating behaviour in order to extort money.

It is known that the offenders travel large distances to commit crime, and some of the teams exchange information with distraction burglars. It is well evidenced that there are considerable links between certain rogue traders (who look for business on the doorstep) and distraction burglars.

Although the above were particular 'Days of Action', yet the actions are ongoing but was more concentrated on those days

### **Car Crime**

Continuing with working with the NCP Parking Wardens to identify vehicles where property has been left on display. The last registered keeper of the vehicle is sent a letter which states that their vehicle was seen recently with items on display (but not when or where) enclosing a crime reduction booklet in the hope that they will be more careful next time to avoid being a victim of crime.

Operation Pantha where covert police vehicles are left unattended in car crime areas. The vehicles are equipped with CCTV and Smartwater spray in order to identify the offenders.

**3G CCTV** - working in conjunction with Neighbourhood Management areas, there has been a roll-out of cameras in certain hot spot locations. They are allocated through the Neighbourhood Action Groups and consultation with community groups.

### **Hate Crime MARAC**

Following on from three consultations with agencies and members of the community, the process gave consent to create a Hate Crime MARAC which includes all six strands of diversity i.e., Age, Disability, Gender, Race, Faith / Religion and Sexuality. The process is ongoing as Community Safety, working in partnership with many agencies and community representatives, develop that important aspect of community cohesion.

**Marketing** - the Police Volunteers who work within the Community Safety Team and manage Neighbourhood Watch regularly attend roadshows and distribute crime reduction literature and crime reduction products. We work with the Council and Police Press / PR teams to produce items which raise the profile of Community Safety and crime reduction messages.

## Merseyside Fire & Rescue Service



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

We are committed to innovative and imaginative change in order to help make our communities safer and stronger. We are also committed to integrated working with other authorities, agencies and the voluntary sector to improve public safety and well being.

We have an **Integrated Risk Management Plan** which is a local strategic plan that outlines the measures intended to be taken to continue the modernisation and improvement of services to the people of Merseyside. Past and current I.R.M.P can be viewed online at [www.merseyfire.gov.uk](http://www.merseyfire.gov.uk) or copies of the latest plan are available at local community fire stations across the district, public libraries and One-Stop shops.

Community engagement remains the cornerstone of our proactive activities, in particular the delivery of the **Home Fire Safety Checks** and the provision of free smoke detectors where necessary. Our HFSC campaign has been in existence for over ten years and despite all our efforts and undertaking nearly 6000 Home Fire Safety checks since the last area forums, there still remain areas within the borough which have proven difficult to access and have never received a HFSC. We have made a commitment to risk assess every home in Merseyside and now are proactively targeting those homes that are still outstanding an initial assessment. We are utilising a variety of intelligence methods to identify these homes. It is the intention of the Authority to ensure that every home on Merseyside has had a Home Fire Risk Assessment/ Vulnerable Property Assessment by the end of the current fiscal year.

In addition we are running a series of specific targeted campaigns in our highest risk areas, in order to make our community safer.

The Service has set challenging performance targets and we are pleased to report that Wirral stations regularly achieve and exceed these targets.

Merseyside Fire & Rescue Service has set a goal to become an environmentally regenerative service. We will carry out investigations to reduce our carbon footprint with the ultimate aim of becoming carbon positive. The aim of which is to leave the climate in better shape at the end of each year. This goal will take a sustained effort over a number of years and will require radical change in how we operate as a business, whilst we maintain our high levels of service, intervention and response to the people of Merseyside.

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

The Fire Service have been working with partners to develop facilities at Wallasey Fire station as part of an integrated healthier lifestyle project. Work has now been completed on a new **Lifestyle Centre** which incorporates a Wirral HeartBeat gym and new community meeting and welfare facilities. The gym facilities are now being used by the Wirral Heartbeat members and the community meeting facilities are now available.

A number of forums recently funded a **Beacon Programme** which was run out of Birkenhead Fire Station. This was run 1 day a week for 12 weeks and was designed for children aged 11-16yrs, although there were younger children who attended. The course participants were given a learning experience outside the school environment to build their confidence and self-esteem. The course combines practical drill ground and scenario based training with classroom centred activities and workshops- including community fire safety. The group of youngsters successfully passed out from the course in July at the Fire Service Training & Development Academy and were presented with their certificates by the Mayor of Wirral in front of family, friends and representatives from the Local Area Forums.

In conjunction with **Wirral Road Safety Partnership** we are continuing to work towards reducing road traffic accidents across the district through the development of an educational training package, which is to be delivered to students by FS personnel.

Fire Support Network volunteers will also be utilised in the overall strategy to assist in reducing speeding and other contributory factors of road traffic collisions.

The Service continues to maintain a high level of operational preparedness and has carried out a number of realistic training exercises with some of our major industry partners on the Wirral.

Merseyside Fire & Rescue Service will soon be hosting thirteen Fire Officers from the Kuwait. These delegates will be undertaking a 2 year course through the National Fire Service College following which they will return to Kuwait to take on the role of managers. During their 4 weeks in Merseyside they will be spending time on Wirral stations to enhance their knowledge in terms of practical fire-fighting

With summer approaching fast, and hopefully the nice weather with it, there is an increased risk of grass fires. In order to tackle this MFRS have organised a number of campaigns which include -

**SPARC campaign** – this is aimed at parks and recreational spaces and will be run in conjunction with the Fire Support Network, directly engaging with park users to highlight the risks associated with dry weather conditions within these areas. Further details of these campaigns will be published in the local press nearer to the time.

Wirral has a number of areas of natural heath land which are recognised to be Sites of Special Scientific interest. These areas attract large numbers of visitors and this increases the risk from accidental fires which can severely affect the flora and fauna. MFRS are working in partnership with Wirral Ranger Service, Natural England, local Police and other interested groups to proactively engage and educate the public in the risks that exist. We would ask all members of the community to be vigilant during the season and to report any suspicious activities.

**Fire Support Network** is a non-profitable registered charity which works in partnership with the Fire Service on Merseyside to promote fire safety to the local communities through volunteers and partner organisations. Volunteer roles vary from working directly with the fire-fighters, leafleting and replacing batteries in smoke detectors to providing an after fire care service and fund raising.

Anyone interested in becoming a volunteer can register online at [www.firesupportnet.org.uk](http://www.firesupportnet.org.uk) or contact via telephone on 0151 296 4600.

We are currently working closely with Wirral PCT on the **Smoke Free Homes Campaign**, the aim of which is to encourage smokers to make a pledge not to expose their family and friends to second hand smoke in their homes and cars, this will also assist in the reduction of accidental fires in properties and vehicles due to smoking related material. This scheme is currently being rolled out across the district, half of which is now included with the other station areas to follow shortly.

### **Community Fire Stations**

- **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**

## **Equality & Diversity Update**

### **Equality Standard for Local Government**

Wirral Council was assessed for level 3 of the Equality Standard on the 20 and 21 May but unfortunately did not meet the full criteria. However, the Council was commended for the progress it has made regarding equality and diversity over the last 12-18 months, and has been given until September 2009 to submit further evidence in order to be awarded level 3.

A peer challenge team from the Improvement and Development Agency were on site for 2 days at Wallasey Town Hall.

Over the 2 day period Councillors, Chief Officers, staff, representatives from partner organisations, members of the equality watch scheme, local strategic partnership members and community representatives took part in focus groups and interviews.

We would like to take this opportunity to thank EVERYONE who has played a major part in the whole process both behind the scenes, leading up to the assessment and over the 2 day challenge itself.

### **Diversity Day to be held at Wallasey Town Hall!**

**Diversity Day – Wednesday 4 November 2009, 2pm – 9pm, more details will be made available in the next area forum report.**

We are delighted to announce that our second diversity day will take place on Wednesday 4<sup>th</sup> November at Wallasey Town Hall.

This year the event will run from 2pm – 9pm and will be open to members of the public. We want to see you there!

There will be lots of activities taking place and a few surprises along the way.

If you would like to get involved with the event or offer support to help on the day, please contact Maxine Joynson on 691 8266 or email [maxinejoynson@wirral.gov.uk](mailto:maxinejoynson@wirral.gov.uk)

Look out for more details in the next report!

## **Equality Watch Scheme**

The Equality Watch Scheme is the Council's equality and diversity action plan for the period April 2009 to March 2012, covering all six equality strands, also taking into consideration multi-forms of discrimination

- Gender (including transgender)
- Disability
- Race
- Sexual Orientation
- Age
- Religion or Belief

The Equality Watch Scheme details the actions that will be taken across the whole Council to eliminate any discriminatory practices and to promote equality and recognise diversity within employment and service delivery. The scheme will also provide the framework for the Council achieving the different levels of the Equality Standard for Local Government.

The three year action plan is split into four sections and will be reviewed on an annual basis.

The Equality Watch Scheme replaces the Council's Race, Disability and Gender Equality Schemes. However, this proposed scheme does take into account the Council's statutory equality duties under the Race Relations Act 1976, the Sex Discrimination Act 1975, and the Disability Discrimination Act 2005. The Equality Watch Scheme also gives appropriate regard to the forthcoming Single Equality Act relating to sexual orientation, age, religion or belief.

Most comments received from the two consultation events held in January along with comments received via email and telephone, have been incorporated into the final draft.

The updated document will be presented to Cabinet on 28<sup>th</sup> May 2009 for final endorsement, following this it will be published on the Local Strategic Partnership and Council's websites.

## **All Together Now distribution bin**

The Council have distributed this free magazine through our one stop shops and libraries since it was launched several years ago. They have now presented a distribution box, which is located in the Wallasey Town Hall foyer and branded with our Equality Watch logo.

The award-winning All Together Now! magazine is aimed at EVERYONE — but especially anyone whose lives are affected by disability, long-term health conditions, or, age - plus health professionals.

With the help of NHS Trusts, local authorities and community groups, 73,000 FREE copies are distributed across Merseyside, Cheshire and North Wales.  
The full colour tabloid magazine promotes full social inclusion in all aspects of life.

There are strong regional/national news sections, plus sections on employment, education and training, housing, welfare benefits, holidays, transport, motoring, aids and equipment, the arts, leisure and recreation, gardening, and sport.

The All Together NOW! charity plan to publish the magazine every two months. So get your free copy of All Together Now! when you next visit the Town Hall.

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

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

**If you are interested in becoming a member of equality watch and would like to register please email: [equalitywatch@wirral.gov.uk](mailto:equalitywatch@wirral.gov.uk)**

**We are waiting to hear from you!**



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.

- Controlling Infection.....
  - Our Elective Surgical Unit at Clatterbridge remains MRSA bloodstream infection free – this Unit can undertake most planned surgical procedures including joint replacements.
  - Our Women's Services Unit at Arrowe Park is also MRSA bloodstream infection free
  - Reducing the incidence of MRSA and Clostridium difficile is a very high priority for the Trust and figures released by the Health Protection Agency in April show that between October and December 2008 there was a significant decrease – 60% - in cases of C.diff. compared to the same period in 2007.
  - 'Working Together to Keep It Clean' – an on-going campaign that aims to raise the Infection Control profile even higher at the Trust and to increase awareness amongst staff, patients and visitors of how important it is to 'Keep it Clean'
- Improving Our Standards.....
  - The Trust has been awarded the title of 'Best Large Hospital\*' in the Dr Foster Good Hospital Guide 2008 which compares services and treatment outcomes at all hospitals across the country.

- We are proud to have been named, for the third year running, as one of the country's Top 40 performing hospitals by an independent benchmarking company that compares our performance in 20 key areas – including infection rates, mortality rates and waiting times – against other, similar hospitals.
- Our Stroke Services have been rated as among the best in the country by the Royal College of Physicians following a recent audit and we will be improving services even further when we become a hyper-acute stroke centre thanks to an investment of £1.6million from NHS Wirral
- In the most recent (2007/08) Healthcare Commission Annual Health Check we scored 'excellent' for our use of resources and 'good' for the quality of our services
- Our Maternity Unit was judged to be one of the 'best performing' in the country according to the 2008 Healthcare Commission's Maternity Services Review and was named 'best in the region' in a national survey of new mothers and mothers-to-be.
- An external assessment of our standards by the Patient Environment Action Team resulted in the following scores being awarded to the Trust for 2008 -

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

- **Providing New Services.....**

- The Trust has announced a major capital investment in services for **Women and Children** at Arrowe Park Hospital. The £11million scheme, due for completion in spring 2011, will radically change the face of the current Maternity services building and will create a 'centre of excellence' by bringing together under one roof, all acute hospital services for women and children. The development will include:
  - A major refurbishment of the **maternity wards**, providing all patients with single rooms and en-suite facilities
  - A brand new **maternity delivery suite** featuring five new delivery rooms, including two with birth pools and additional facilities to allow partners to stay overnight
  - Creation of an attractive single **front entrance and reception area** to welcome patients and visitors.
- On 1<sup>st</sup> June our brand new **Children's Outpatients Department** will open at Arrowe Park Hospital. Re-located from the main hospital building, this is the first phase in our plan to bring all children's services together.
- Work has just started on building a new **accommodation facility for parents** of children being treated at Arrowe Park Hospital. Funded by Ronald McDonald House Charity, this is the granting of the Jellybean Kid's Appeal third wish and is due to open in the autumn.
- Over the course of the next two years we will be **upgrading wards** in the main hospital block at Arrowe Park on a rolling programme to provide more single rooms and better sanitary facilities.
- A second **MRI scanner** is currently being installed at Arrowe Park.
- We are investing nearly £1million in adapting our wards to comply with Department of Health guidance on **eliminating mixed sex accommodation** for patients.
- **The Trust is a designated Urology Cancer Centre for Wirral, Chester and Northern Cheshire patients requiring major cancer surgery**
- We were the first NHS organisation in Merseyside and Cheshire to offer a new laser technique – the *greenlight laser* – that is transforming the treatment of prostate conditions for men



- A brand new, multi-million £ Dialysis Unit has opened at Clatterbridge Hospital to treat patients with renal (kidney) conditions.
- **Easy to Use Website.....**
  - Our new-look, 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
  - The new, easy click, 'email a patient' facility continues to be a popular feature
- **Come and Join Us!**
  - As a Foundation Trust we want to involve our Public Members in helping us to shape future services – we currently have 8,000 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)

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

## **Wirral Primary Care Trust**

- **Launch of What? alcohol misuse campaign**

NHS Wirral has invested heavily in alcohol misuse treatment, prevention and care with spending rising from 845K to 2.2M by the end of 2009/10. Part of this investment includes the development of the What? campaign aimed at providing information about sensible drinking and signposting to services. Look out for the campaign logo over the next few weeks. Try the website for more information. <http://www.wirralalcohol.co.uk>

- **All Day Health Centre**

In March 2009 a new facility opened on the Arrowe Park site. The 'All Day Health Centre' includes services from GPs and nurses 8am – 10pm, 365 days of the year. This additional service is designed to complement and support existing GP services currently available across Wirral. Since March, people have been able to book an appointment to see a GP at the new centre, up to a fortnight in advance. Patients can call the booking phone number 0151 201 4188 or 'drop-in' and see a nurse at any time between 8am and 10pm. Patients are not required to register but are able to do so if they wish.

- **Carers week 8th-14th June '09**

Six million people provide unpaid care to someone they know. 3 in 5 people will be carers at some point in their lives. Carers Week will highlight and celebrate the incredible contribution that carers make, sharing the positive experiences as well as the more difficult. For more information about the national campaign go to: <http://www.carersweek.org>

Locally NHS Wirral is working closely with Adult Social Services and Wired who are a local organisation involved in supporting the needs of unpaid

carers. If you are caring for someone, your GP would like to know so they can ensure that you are provided with the support you need in this role.

A full programme of events are planned including information and displays in all Wirral Libraries. For more information call the helpline below.

If you wish to receive further information and support for you in your caring role then please contact the following helpline number:

Wired on 0151 670 0777 or go online <http://www.wirralcarers.com>

- **Swine Flu update**

Work is well underway across Wirral to ensure that our pandemic flu plans are in place. NHS Wirral receives up to date information on a daily basis from our Wirral partners, and works with colleagues across Merseyside and the North West to co-ordinate intelligence and activity. There has only been one confirmed case of swine flu in Wirral to date. The patient who had returned from Mexico has fully recovered.

It is important that the public pay particular attention to hygiene messages:

1. Covering your nose and mouth when coughing or sneezing, using a tissue when possible.
2. Disposing of dirty tissues promptly and carefully.
3. Maintaining good basic hygiene, for example washing hands frequently with soap and water to reduce the spread of the virus.
4. Cleaning hard surfaces (e.g. door handles) frequently using a normal cleaning product.
5. Making sure children follow this advice.

Most importantly, advice to the public remains that anyone returning from Mexico or one of the affected countries who develops flu-like symptoms within a week or so of their return should stay at home and call their GP or NHS Direct on 0845 4647. There is also a health information line which is updated regularly: Tel: 0800 1 513 513 or visit [www.nhs.uk](http://www.nhs.uk).

### **Is the NHS prepared for a possible pandemic?**

The UK has been preparing for a flu pandemic for the last five years. We have established a stockpile of enough antivirals to treat more than 33 million people. All NHS organisations have pandemic flu plans in place and the Department of Health is now working closely with the NHS to ensure that these plans can be put into action so that antivirals can be made available to the public very rapidly should we reach that stage.

### **How will we keep the public up-to-date**

We already have well advanced plans for providing information to the public in the event of a pandemic, in particular about what people can do to help themselves in the event of swine influenza being confirmed in the UK.

### **How are we making sure that GPs and other staff are up-to-date?**

We keep our plans under regular review. The Department of Health has published a range of guides that support health and social care services to develop pandemic action plans including acute trusts, (secondary or hospital care trusts) primary care trusts, ambulance trusts and social care trusts. They offer practical advice and suggestions for actions needed by GP practices now and in the event of a pandemic

We recommend that you check the relevant web sites for the most recent information:

Latest health advice from the Health Protection Agency:

[http://www.hpa.org.uk/webw/HPAweb&HPAwebStandard/HPAweb\\_C/1240732817824?p=1240732817665](http://www.hpa.org.uk/webw/HPAweb&HPAwebStandard/HPAweb_C/1240732817824?p=1240732817665)

Patient advice from NHS Direct:

<http://www.nhs.uk/Conditions/Pandemic-flu/Pages/QA.aspx>

Latest information from the Department of Health:

<http://www.dh.gov.uk/en/index.htm>



This year CARERS WEEK is 8th-14th June '09 The theme this year is

*Carers... the UK's secret service*

Six million people provide unpaid care to someone they know.

The UK's carers are, quite literally, indispensable. By providing unpaid care for someone they know who is ill, frail or disabled, they save the economy an incredible £87 billion.

3 in 5 people will be carers at some point in their lives - carers often face a lack of recognition in all areas of their lives.

This year to identify 'hidden' carers on the Wirral and sign post them to help and support that they maybe entitled to we are having a competition which will also be promoted in the Wirral Globe. To win a Health Farm Day donated by Roz Tranfield - Beauty Centre for Women and Men in Wallasey with a days paid care donated by Crossroads Caring for Carers, all you have to do is send to us in no more than 10 words what 'looking after someone means to you'.



Send your entry to WIRED Carers Team, Cavendish Enterprise Centre, Brassey Street, Birkenhead, CH41 8BY or email [carers.support@wired.me.uk](mailto:carers.support@wired.me.uk) along with your contact details.

Closing date for entries by 4pm Friday 12<sup>th</sup> June. All entries will be judged by carers. The lucky winner along with the winning entry will be announced during Carers Week. Good Luck!!!!

## **National Carers Week 8<sup>th</sup> - 14<sup>th</sup> June 2009**

The theme for National Carers Week this year is '**Carers...the UK's Secret Service**'.

Six million people provide unpaid care to someone they know. The UK's carers are, quite literally, indispensable. By providing unpaid care for someone they know who is ill, frail or disabled, they save the economy an incredible £87 billion every year!

To reach out to the 37,500 carers across the Wirral, Tom Lang from Sarjeant's Confectionery in Hoylake has designed and donated a 'quantum of chocolate' engraved with the Wirral Carers Helpline number based within the Carers Team at WIRED (a local charity supporting carers and disabled people). The helpline number is 0151 6700777. The **0 07** part of the number will be highlighted in a lighter colour chocolate!!

Also a personally signed copy by **Daniel Craig- of James Bond fame-** the two -disc DVD special edition of the film 'Quantum of Solace'!!!!!!.

The delicious quantum of chocolate and the DVD will be raffled and the lucky winning ticket will be drawn at Sarjeant's Confectionery in Hoylake on Thursday 11<sup>th</sup> June

1pm (during Carers Week) by WIRED's very own James Bond wannabe...**Simon Le Bond!!!!**

Some of the proceeds of the raffle will be donated to Hoylake Cottage Hospital and will go towards a special lunch for their carers on Thursday 11<sup>th</sup> June.

Raffle tickets are £1 each and are available at Sarjeant's Confectionery in Hoylake, Shopmobility in Birkenhead Town Centre, Shopmobility in Liscard Town Centre, and Hoylake Cottage Hospital.



## Wirral Youth Service

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

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

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

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

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

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

Much of the work of the Youth Service takes place in one of fourteen open access youth clubs located across the Borough. Street work teams of youth workers make contact with young people who do not access the service elsewhere, build relationships with them and in negotiation with the young people, develop programmes which address their specific needs. This work is delivered on the streets, through project work and on mobile Kontaktabuses.

### *Response*

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

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

### *International Work*

Each year the Youth Service runs a comprehensive programme of International Youth Exchanges. Young people from Wirral take part in a number of international opportunities including, Hong Kong and the Azores. They have recently hosted a group from Germany; this is done in partnership with Upton Hall School

### *Duke of Edinburgh's Award*

The Youth Service is the Licensed Operating Authority for the whole of Wirral. Awards can be gained through a variety of approved operating units and access organisations made up of a combination of youth centres, schools, an open award centre and a selection of voluntary groups. Young people in Wirral consistently gain over 450 awards per year at bronze, silver and gold levels.

The DofE is available to all young people aged between 14 and 25 with the emphasis being the development of young people's leisure time. By taking part in the DofE, participants are able to increase their own self confidence and self esteem, make new relationships and develop fresh skills.

Duke of Edinburgh's Award staff continue to work with a group of Looked After Children who after successfully achieving their Bronze Award are now working towards their Gold. This group recently successfully bid for Youth Opportunity Funding to enable them to visit the Czech Republic. This visit, which involved studying social and foster care in a former communist state, satisfied the requirements of their DofE Gold Residential

A newly formed Bronze group is hoping to complete their expedition at the Oaklands centre in the forthcoming expedition season.

In our drive to make the DofE available to everyone and to diversify its delivery we are now helping several new units to run the Award. This includes Meadowside Special School and the Observatory School where we will adapt the Award for pupils with learning difficulties.

### *Wirral Youth Theatre/Youth Arts*

Wirral Youth Theatre operates across the Borough to enable young people to access a wide range of performing arts related activities. Art forms such as drama, dance, music, technical theatre and new media are used to help young people to develop personally and socially as well as developing theatre and media related skills. A peer education company within the Wirral Youth Theatre have performed in parks and youth clubs a play about risk taking behaviour this is now going into schools

**Leasowe Youth Club** are working on developing a DVD Project in partnership with Response & Wirral Youth Theatre, the idea is that homeless young people from different areas are working together to create the DVD with the aim to prevent homelessness. The DVD will be shown in schools across the Wirral as part of a workshop. Eight young people and workers attended the Mother Goose Panto at the Everyman Theatre.

**Moreton Youth Club** are in the process of installing an MC room, the young people have been looking at health and safety, completing risk assessments and developing rules for the room. There have been workshops on stress and peer pressure linked to body image. Young people are also involved in a creative cooking project focusing on eating healthy.

# **Transport Update**

## **Aim of Project**

A Personal Travel Planning project is proposed for Wirral in 2009 which will contact 10,000 households in order to reduce car use.

## **Background**

In 2008 the Merseyside Transport Partnership (MTP) commenced a three year Personal Travel Planning (PTP) project as part of the partnership's TravelWise programme to help people make smarter travel choices. JMP Consultants were contracted to support management and delivery of the project. Transport and Travel Research (TTR) provide research and evaluation services in support of the TravelWise Merseyside programme and were contracted to provide independent evaluation of the PTP project.

The PTP project has the following aims:-

- a) Reduce private motor vehicle kms among participants particularly for morning peak trips into Liverpool city centre and Birkenhead town centre;
- b) Reduce travel and establish sustainable travel patterns among participants; and
- c) Reduce carbon emissions from travel.

An area encompassing 3500 households in Childwall, Liverpool was selected for a pilot programme for delivery in summer 2008. Evaluation of the Merseyside pilot revealed similar levels of behaviour change to those seen in comparable projects elsewhere. Comparing the interviewer led travel diary data of all those who participated in the project with those who did not recall being asked to participate, reveals a 9.9% increase in trips made by sustainable modes and a 10.2% reduction in car use.

## **Wirral Project**

In preparing for the 2009/10 project it was recognised that a larger scale residential programme should be conducted and that this be designed in such a way as to contribute to the congestion corridor management programme. Heswall, Irby and Pensby were selected as providing the most potential for reducing car use and meeting the programme aims.

The following characteristics contribute to the potential of the area to meet the programme aims.

- a) Heswall has high level of car ownership (83%) and very high car usage for local work trips providing an opportunity to address local travel as well as travel to the city centre.
- b) High potential for people to use public transport as bus services originate in Heswall. Comparable car and bus journey times – bus quicker along corridor during 8am-9am peak.
- c) Suitable catchment area with larger numbers of people travelling to work by car along congestion corridor.
- d) Distinct local community.
- e) Capacity on 472 / 71 / 72 services (in project area).
- f) Potential to also impact other local trips (e.g. shopping, leisure, health and education).
- g) 10 primary schools and 2 high schools in area all working with TravelWise on travel plans.
- h) Amalgamation and relocation of GP surgeries in project area.

### **Wirral Objectives**

These specific objectives have been set for the Wirral programme

- a) Reduce car use from the project area for peak hour trips to Birkenhead / Liverpool in order to contribute to reduced car trips on the designated congestion corridor.
- b) Reduce car use between the project area and Arrowe Park hospital in order to reduce traffic / parking problems at the hospital.
- c) Reduce car use for other trips to and from the project area in order to reduce traffic growth and encourage sustainable travel behaviour.
- d) Improve efficiency of trips made by car in order to reduce CO<sub>2</sub>.
- e) Improve perception of sustainable modes of travel
- f) Improve awareness of information sources for sustainable modes of travel
- g) Increase understanding and awareness of TravelWise

### **Planned Activity – the project**

A team of advisors will be recruited and trained via JMP. A project office above Heswall post office, has been identified from which the programme will run. The project will be delivered in waves moving across the area – a sequence can be provided for this nearer the time. Initial contact leaflets, bearing the Wirral logo will be delivered to the first wave area mid May. Following training, residents will begin to be contacted in person from May 20th. All advisors will carry id and will wear red TravelWise t-shirts. It is proposed that media are informed about the project prior to the first information reaching households and that a launch event be held in the project office during w/c May 25th.

Throughout the project opportunities for media coverage will be sought, utilising project participants etc and elected member participation will be sought for all such opportunities. Similarly the [www.LetsTravelWise.org](http://www.LetsTravelWise.org) website will be utilised to encourage communication of participants' achievements and project progress.

### **Engagement Outline**

- a) A before survey will be conducted end of April to set a baseline
- b) A leaflet will be sent to homes in the project area outlining the project and inviting participation from mid May (not more than 2 weeks before doorstep contact attempted).



- c) Three attempts to contact people at home will be made (i.e. weekday, weekday evening, Saturday) and if willing to participate a 10-15 minute conversation will be held to identify information and incentives that would help meet an individual's travel needs and encourage sustainable travel behaviour.
- d) An information pack will be delivered containing the incentives and information relevant to their needs within 5 days – e.g. cycle maps, discount bus tickets etc.
- e) JMP will make use of existing Merseytravel / Wirral / Merseyside resources and any relevant national campaigns (e.g. Change4Life, etc.)
- f) Additional resources and incentives will be developed for the project, including an Area Guide, Buses from Your Stop, Personal Journey Plans and a TravelWise Challenge.
- g) Challenge participants will be emailed and/or texted to encourage greater participation and to present further offers
- h) A Customer Aftercare service will be carried out by the Travel Advisors. This will be done using telephone and email follow-ups.
- i) An independent evaluation of the project will be conducted by TTR using a telephone after survey in October
- j) The target for Year Two is 5000 participants.

## **Wirral's Older Peoples Parliament**

We have continued to work towards improving the environment and services for the older population of Wirral. Our full parliamentary meetings, on the first Friday morning of March, June, September and December are held in the Town Hall, and provide a summary of our work, most of which takes place through monthly executive meetings and a great number of smaller groups. Our membership currently consists of 44 volunteers, 4 from each of the 11 Area Forums of the Wirral, plus several hundred associate members. We are preparing for formal elections in the year 2010. We are asking who is interested in becoming one of the 4 elected members from each Area Forum patch, and elections will be conducted by post amongst the associates from each area. Hopefully, by that time, we will have many more associates. It costs nothing to become part of this powerful voice for the over 50s. Please join if you are old enough. The bigger our electorate, the more influence we will have.

Our activities include:-

Regular liaison with police and magistrates. There will be a full day of presentations and discussion with a panel of experts on August 14<sup>th</sup> on aspects of safety for the older person.

Liaison with Adult Social Services. We want the best possible domiciliary and residential care for those of us who need it. We support the moves to personalise this, and are watching developments closely. We have members sitting on many policy and development groups in this area of the Council.

Liaison with NHS Wirral (our PCT) where again we are invited onto many committees and interview panels for senior posts which will be crucial in delivery of health care to the elderly. We are constantly supportive of moves for health and social care to work in tandem, and we also remind them all the time of the valuable role which voluntary bodies play in this area. More and more public funding is now going to voluntary groups to provide quality and flexible services.

Our Hospital Discharge survey has started a huge movement to improve and streamline discharge. We are keeping a close watch on this, and would welcome any reports, good or bad, from those who leave hospital.

We organised a very successful day conference entitled "Keeping warm next winter" The presentations focussed on home improvements, fuel costs, healthy eating, grants available and generally keeping fit when it is cold. We are very grateful for generous financial support from NHS Wirral, Riverside Housing, Oakhouse Foods and others.

We are in regular contact with providers of life long learning opportunities. We are also trying to encourage older people to get involved in local schools. This is very rewarding for both the volunteer and the children. We can arrange the necessary police check.

A very active subgroup is that of grandparents who have the permanent care of grandchildren, for whatever reason. They are working, both locally and nationally to highlight the huge gaps in provision and information.

We have members working at a national level with a variety of organisations which are trying to improve the financial and human rights status of older people.

We have a member working hard on aspects of public transport, and he needs more support with this.

Housing developments for older people (extra care housing, a possible retirement village, and mapping the existing provision) are high on our agenda.

Whatever your interest, please contact us with ideas, problems enquiries and requests to join as an associate or stand for election.

#### **Dates of Interest for your Diary**

**Parliament Meeting held at Wallasey Town Hall**

**Friday 4<sup>th</sup> September 2009 11am**

**Friday 4<sup>th</sup> December 2009 11am**

#### **Special Events**

**Crime & Respect (Information and Advice) for the over 50's**

**St Werburghs Parish Centre, Birkenhead.**

**Friday 14<sup>th</sup> August 2009**

**10am to 3pm Refreshments and lunch provided.**

**Committee Meetings please phone for Venue's and dates.**

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