

Wirral's Area Forums



**Leasowe Moreton Saughall Massie
Area Forum**

**Leasowe Community Centre
Twickenham Drive
Leasowe
CH46 1PF**

**Papers for the forum meeting
Thursday 8th October 2009**

7.00pm

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Code of Conduct for Area Forums

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

AGENDA

Leasowe Community Centre
Twickenham Drive
Leasowe
CH46 1PF

1. Welcome introductions and apologies
2. Area co-ordinators report
 - Minutes of last meeting and matters arising
3. You Decide Results
4. Area Plans
5. Community Sports Development Update
6. Public Question Time
7. Partner Updates
 - Streetscene
 - Primary Care Trust
 - NHS Foundation Trust
 - Merseyside Police/Community Safety
 - Fire Service
 - Older Peoples parliament
8. Dates of future meetings - **Tuesday 2nd February 2010**

Section One

Minutes

AREA FORUM (LEASOWE, MORETON AND SAUGHALL MASSIE)

Tuesday, 9 June 2009

Present:

Councillor	S Mountney (Chair)
Councillors	RL Abbey, C Blakeley, IO Coates, I Lewis, S Moseley
Community Representatives	Bruce Martin (Faith Representative), B Seddon
Lead Officer / Area Service Co-ordinator	Tracey Smith
Merseyside Police	Inspector Peter Kolokotroni
Merseyside Fire and Rescue Service	John Davies
Wirral University Teaching Hospital NHS Foundation Trust	Alistair Bardsley
Council Officers	Mike Collins, Community Safety Brian Smith, Street Scene, Technical Services Department
Apologies	Jason Borlase, Jane McLear

1 WELCOME, INTRODUCTIONS AND APOLOGIES

The Chair, Councillor S Mountney, welcomed Forum members and 15 members of the public to the meeting of the Leasowe, Moreton and Saughall Massie Area Forum in Moreton.

Apologies for absence were received from Jane McLear and from Jason Borlase, Faith representative. Jason Borlase's work has taken him away from the area and he is no longer able to attend meetings of the area forum.

The Chair invited Forum members to introduce themselves.

Minute decision:

Resolved: That Jason Borlase be thanked for all his efforts on behalf of the Area Forum.

2 AREA CO-ORDINATORS REPORT AND YOU DECIDE

The minutes of the last meeting were incorporated into Section 1 of the Area Service Co-ordinator's report. There were no matters arising.

Section 2 of the Area Service Co-ordinator's report contained Local Updates on Community Safety, Merseyside Fire and Rescue Service, Equality and Diversity, Wirral University Teaching Hospital, NHS Wirral, Wired, Youth update, Transport update and Wirral's Older People's Parliament. Anyone who wishes to raise questions, or receive a copy of the report in advance, should contact the Area Service Co-ordinator [details on the front cover of the report].

The Area Service Co-ordinator reminded the meeting that the area forum received £20,000 in 2008 for additional Council services. The funding had been used to provide benches and additional litter bins in the Moreton and Saughall Massie areas, and on sports facilities in Leasowe. She introduced Jane Smith Community Sports Development Co-ordinator, who was in the audience.

A further grant of £20,000 will be available to spend in 2009. Further information is available in the 'Funds for You' application pack.

At the last meeting, the Area Forum voted in favour of receiving a share of the Integrated Transport Block. As a result, £18,200 has been devolved to this Area Forum and can be used for local schemes such as lowered kerb crossing, modest local signposting and road lining schemes. Members of the public are asked for suggestions for spending this year's transport block allocation by completing a survey.

Minute decision:

Resolved: That

- i the minutes of the Area Forum meeting of 25 February 2009 be confirmed as a true record;**
- ii the Area Co-ordinator be thanked for her report.**

3 SEVEN WAVES RADIO

The Chair welcomed John Martin, Community Development Officer for 7 Waves Community Radio.

7 Waves Community Radio is a state of the art media centre housed in a new building opened in July 2008 in Twickenham Drive, Leasowe, on the site of the old community centre.

7 Waves is a registered charity and any profits made are invested in the community. The station has been awarded a 5-year licence by Ofcom and broadcasts live 24 hours a day/7 days a week on 92.1.FM. The target audience is the whole Wirral population. Daytime programming is focused on the 25-55 age groups, and offers a mix of essential local information, local news and music. Specialist evening shows give added value to the offer.

7 Waves non-music features include global, international and local news, traffic and travel, weather, faith interviews, local sports events and interviews, community events, topical debate, health concerns and awareness, business interviews, job and training vacancies, leisure news, school news and events.

The new media training centre has two radio training suites, two broadcasting suites, a news suite and a live room for use by local bands and artistes.

7 Waves radio runs 12-week radio production courses using industry standard equipment, that enables students to learn all aspects of the radio industry, including editing, writing radio commercials, voice-overs, interviewing, making jingles and presentation skills. Students are given the opportunity to broadcast on air at the end of the course.

Minute decision:

Resolved: That John Martin be thanked for a most interesting presentation.

4 AGE CONCERN

Pat Lloyd explained that Age Concern has been running as a Charity on Wirral for 61 years. It started with one person in 1948, and now has 80 paid staff and hundreds of volunteers.

Wirral has a higher-than average number of older people, with about 75,000 over the age of 60. The fastest growing group is the over 80's, with 3,000 over the age of 90. Income to support the services provided is raised through charity shops and insurance services.

In a comprehensive presentation, Pat described the services and facilities provided in Wirral for people over the age of 50, and on the support provided for older people by volunteers.

A guide to services and leaflets giving contact details were available at the meeting.

Pat answered questions on eligibility for disability living allowance, attendance allowance, the befriending service, and the vetting process used in the recruitment of volunteers.

Minute decision:

Resolved: That Pat Lloyd be thanked for a most useful and informative presentation.

5 PUBLIC QUESTION TIME

Prior to accepting questions from members of the public, the Chair invited Brian Jenkins, United Utilities, to discuss the major road works scheme in Hoylake Road, and to address any questions raised on the impact on the local community.

Brian Jenkins explained that United Utilities are relaying the water main along Hoylake Road from Chadwick Street to Carr Lane. A mobile information centre had been set up at the Sacred Heart site in May, Press releases have been issued, and there have been leaflet drops in the local area. In the main, responses have been received from local businesses, with minimal interest shown by the general public.

The existing main, which was made from PVC, has broken down over time resulting in a number of leaks. The work will progress in 100m stretches and at all stages will comply with traffic management arrangements agreed with Wirral Council. Foam based concrete, which gives a smoother finish, will be used to infill the excavations. The work is currently behind schedule due to engineering problems, but is scheduled for completion in three months' time. Regular updates will be given via the Area Service Co-ordinator and on United Utilities' website.

Brian Jenkins responded to questions about the arrangements for traffic management at major road junctions, the role of the customer liaison staff working with local businesses, and the arrangements to leaflet households along the route as the work progresses.

Brian Jenkins explains that there are no current plans for work to reduce flooding in Reeds Lane/Reedsville Grove, but he would investigate the issue.

General questions from members of the public:

Q I wish to bring your attention to the nuisance caused by the Plough Inn. There is a lot of noise caused by people who sit outside drinking, they are intimidating to people who are passing by, the area at the side of the pub is a mess with abandoned furniture etc. The area around the Plough Inn needs to be cleaned up; it is a disgrace and an eyesore in Moreton.

A [Cllr Blakeley] the premises are licensed for the consumption of alcohol outside the premises, but I will speak to the Council's Licensing Section about nuisance being caused by patrons. The land is privately-owned, and whilst we can talk to the owners about cleaning it up, there is little the Council can do unless it is a harbour for rats and vermin.

[Police] No complaints have been received from local residents about problems caused by patrons who drink outside the Plough. However, the matter will be investigated.

Q Is Birkenhead Town Hall definitely for sale?

A [Cllr. Abbey] the use of Birkenhead Town Hall has changed over the years. It used to be the focal point for Council meetings for the old Birkenhead County Borough Council. When local government was re-organised in 1974, the Council Chamber for Wirral Council was relocated to Wallasey Town Hall. The building was included in the Strategic Assets Report, which has just been published.

Q [Bob Seddon] We have representation on this area forum from various Council Departments, but there is no representation from the Education Department. I suggest that Education needs to be represented

A [Area Service Co-ordinator]: We do not have representation from all Council Departments. If a specific issue is raised we would normally invite a representative from the relevant Department to attend and address the issue, or the matter would be passed to the appropriate Council Officer for action and/or response. Based on previous experience, it is unlikely that sufficient issues would be raised on education to justify representation on the Area Forum on a regular basis.

[Cllr. Abbey] Council Officers are called in on an ad hoc basis to address particular issues. Most questions are about Street Scene etc.

Q I understand recycling bins have been allocated to some blocks of flats. Can you give an update?

A [Brian Smith, Technical Services] A pilot scheme for multi-occupancy dwellings has been operating in difficult locations. If you can let me have your contact details I will give you an update on the particular properties you are interested in.

6 PARTNER ORGANISATIONS UPDATE

NHS Wirral: Martin McEwan apologised for the lack of representation by the Primary Care Trust at the last meeting. He drew attention to the launch of What? [Wirral Health and Alcohol Treatment], a campaign aimed at providing information about sensible drinking and signposting to services.

Wirral has a very high level of cardio-vascular disease compared with the rest of England, and there are vast differences in life expectancy of people who live in different parts of Wirral. In an effort to address the problem, everyone over the age of 40 will be invited to have a health check with a GP. People's waist sizes are a good indicator of their propensity for cardio-vascular disease and a tape measure will be included in a guide to health services, which will be distributed to all households in the coming months. People who have a concern do not have to wait for an invitation – they can contact their GP at any time and ask for a health check.

Swine Flu is well contained in Wirral with only one confirmed case to date. Plans are in place to deal with an expected outbreak of swine flu in the autumn/winter.

In response to a question on the availability of Dentistry Services in Wirral, Martin McEwan stated that a major consultation exercise had taken place that resulted in the identification of ten issues that are most important to the community. Dentistry had not been identified as a major priority for Wirral.

During a discussion on the number of private dentists operating in Wirral, a comment was made that people who live on Wirral have access to excellent dentistry services.

NHS Foundation Trust: Alistair Bardsley explained that the pack of materials available at the meeting included a Briefing Note for Local Area Forums and News Releases on Stroke Services and on the inclusion of the Trust in the country's top 40 performing hospital trusts for the third year in succession.

The issue of car parking charges had been raised at the last meeting. The car park at Arrowe Park Hospital is staffed by two attendants who are on duty from 8 am to 4.30 pm, Monday to Friday. The income generated from the car park charges is used to offset the cost of employing the attendants and the car park security that is provided. The alternative would be to meet the costs at the expense of another service, and for that reason there are no plans to abolish car parking charges.

Consideration has been given to increasing capacity by building a multi-storey car park but during discussion with Council officers it became apparent that the granting of planning approval for such a development would be highly unlikely. 16 additional spaces have been allocated for use by disabled patients and visitors.

Hazel Kelly, a public governor for the Trust, introduced herself. She can be contacted via the hospital switchboard – Governors' office.

Alistair Bardsley responded to a question from a member of the public on infection control. A microbiologist has looked at the issue and concluded that the practice of staff coming to and from work dressed in their uniforms is not a risk to patients. Staff who deal directly with patients that are infectious change from their uniform into 'theatre blues'. Staff have lockers which they use for personal belongings and they have the option of changing into their own clothing to travel to and from work, but they choose not to.

Police: Inspector Peter Kolokotroni reported that crime and antisocial behaviour continues to fall year on year. Half of reported thefts from vehicles were due to vehicles being left in insecure vehicles with items on display. Extra patrols, uniformed and non-uniformed, have been deployed to identify offenders in car crime areas.

Antisocial behaviour amongst young people has dropped dramatically over recent years. During the summer holidays, plans are in place to target parks and open spaces where children congregate and drink alcohol and cause rowdy behaviour. Police Officers attend assemblies in secondary schools to deliver key messages to pupils about the problems associated with under-age drinking and anti-social behaviour.

Diversionary activities for young people include organising five-a-side football matches. Working with the Army, groups of young people are spending a week at a barracks in Staffordshire. The initiative has been very successful so far.

A member of the public raised the issue of the problems caused by a group of young people who congregate around Moreton Methodist Church.

Inspector Kolokotroni replied that the problem is mainly concerned with 'free runners'. Apart from the danger and risk of serious personal injury, the practice of jumping from one building to another causes structural damage to roofs and coping stones. Problem solving groups, made up of people from the Local Authority, Youth Service, Police and Anti-social behaviour team, are working together to combat the problem.

Community Safety Mike Collins explained that the Community Safety Team works closely with the Police and other partner agencies in issues ranging from dealing with 'hot spots' for anti social behaviour to dog fouling when people are educated to be responsible pet owners.

Fire and Rescue Service John Davies reported that the fire services works proactively to reduce calls in the area, including anti social behaviour where young people light small fires etc.

Wallasey Fire Station is having an Open Day on 20 June between noon and 4 pm. Members of the public will be welcome to look at the fire appliances and equipment. Fund raising activities will be organised and the income generated will be donated to Claire House. Everyone will be welcome.

Older People's Parliament: People over the age of 50 are invited to become associate members of the Parliament. Associate members have the opportunity to have their voices heard on issues that are important to them, and they are eligible for election as a Public Member. A report on the activities of the Parliament is included on pages 33/34 of the Area Co-ordinator's report.

The next meeting of the Older People's Parliament will be on 4 September 2009 at 11 am in Wallasey Town Hall. A Crime & Respect event for the over 50's will take place at St Werburgh's Parish Centre, on Friday, 14 August 2009.

Minute Decision:

Resolved: That Inspector Peter Kolokotroni, John Davies, Alistair Bardsley, Martin McEwan, Mike Collins and Margaret Testo be thanked for the updates.

7 DATE OF NEXT MEETING - THURSDAY 8TH OCTOBER 2009

Minute decision: Resolved: That the next meeting of the Area Forum be held on Thursday, 8 October 2009 in Leasowe at a venue to be confirmed.

The Chair thanked everyone for their attendance and contribution and closed the meeting of the Area Forum at 8.45 pm.

Section Two

Local Updates

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

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

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

Equality and Diversity

Maxine Joynson – Equality and Diversity Officer

Diversity Day to be held at Wallasey Town Hall!

Diversity Day – Wednesday 4 November 2009, 2pm – 9pm,

We are delighted that our second diversity day will take place on **Wednesday 4th November at Wallasey Town Hall.**

This year the event will run from 2pm – 9pm and will be open to members of the public and our partners.

There will lots of activities taking place throughout the course of the day including:

- Samples of cultural food
- Various entertainment such as Lion dancers, signalong, Wirral Youth Theatre, tai chi, South Wirral High African Choir, Respect bus to name but a few!
- Talks from community groups and our partners
- Opportunity to visit stall holders
- Competition to win high street vouchers
- Debate in Council Chamber hosted by Executive Youth Parliament
- Much, much more!

Special thanks are extended to members of Wirral Equalities Forum - who are not only participating in the event, but have also very kindly supported the event financially.

If you would like to get involved in the event or offer support to help on the day, please contact Maxine Joynson on 691 8266 or email maxinejoynson@wirral.gov.uk

Look out in the next report for feedback from the event!!

Council to launch new Gender Identity Policy

As part of the Council's ongoing commitment to promoting equality and diversity and ensuring that our services and employment opportunities are accessible to all members of the community, the Council will launch its new Gender Identity Policy on 8th September, 2009 at Wallasey Town Hall and has pledged to:

- treat transgender people with respect and dignity
- support and consult with transgender employees and the wider transgender community
- strive to ensure that our policies meet the needs of the transgender community
- identify and remove any barriers that may exist for transgender people who wish to access employment and/or services

The policy will support transgender people i.e. those whose gender identity does not match their appearance and/or anatomy and who decide to adopt the opposite gender to the one they were born with or assigned at birth.

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

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

Positive Action vs. Positive Discrimination

Positive Action

Actions taken to attract applications and interest from under-represented groups.

Examples of positive action include:

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

Positive Discrimination

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

Building audits

New buildings have to be fully accessible for all users however the Council has many buildings each built to the standards relevant to when they were built. Also the buildings constantly change to accommodate the users and services provided out of them. So they may have alterations and additions to later standards.

With the Disability Discrimination Act coming into force and its subsequent public duties amendments we have now a duty to make all our buildings reasonably accessible to disabled people. An accessibility audit is a critical part of meeting this duty.

The purpose of an access audit is to establish how well a particular feature, usually a building, performs in terms of access and ease of use by a wide range of potential users, not only disabled people. The audit gives a snapshot of a building at one point in its life.

The audit should identify how a person:

- Gets there
 - Gets in
 - Gets around
 - Gets out especially in an emergency.
- And finally and most importantly

Even if the building meets all the current laws the way it is managed is crucial. Accessibility can be compromised by, for example untidy working practices

obstructing circulation spaces or causing tripping hazards or when over zealous polishing leads to slippery floors. It can also be compromised by subsequent purchasing of unsuitable furnishing and fittings.

To date over 100 council buildings have had their public areas assessed and recommendations have been made.

The recommendations are grouped under the following headings:

- **essential or immediate**

This is where there are hazards or where there is a potential for action being taken under the Disability Discrimination Act or there are health and safety implications. This could be the highlighting of steps, filling in of mat wells or releasing the emergency alarm in an adapted toilet or moving a display stand which is blocking a fire exit.

- **desirable**

Anything appearing under this category would improve the accessibility further, such as providing a portable induction loop for meetings or fitting a second handrail to steps or a ramp.

- **refurbishment**

This is where bringing up to the current standard when repairing or refurbishing such as when a door needs repairing make sure it has the current vision panels and fittings, when redecorating make sure the guidelines for tonal contrast are met or on a larger scale install a lift to the upper floors.

- **Maintenance**

These consist of minor items which can be accommodated within the day to day maintenance such fitting push plate or kick plates to doors, sweeping up leaves on ramps in winter or moving furniture or displays to allow circulation space.

Once an audit is completed it is discussed with the building manager and a copy sent to the service manager. Also some of the works can be prioritised to be undertaken using the DDA budget. By undertaking repeat audits every five years means that an accurate picture of improvements undertaken can be built up.

For further information contact Steve Foden, Access Officer or Ged Smyth, Equalities and Access officer within the Equality and Diversity Section, Corporate Services on 619 8212 or by email stevefoden@wirral.gov.uk or gerardsmyth@wirral.gov.uk

Do you want to become a member of Equality Watch?

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

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

We are waiting to hear from you!



Merseyside Fire & Rescue Service

Operations.

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

As previously reported we have made a commitment to risk assess every home in Merseyside and now are proactively targeting those homes that are still outstanding an initial assessment.

To ensure that every home on Merseyside has had a Home Fire Risk Assessment/**Vulnerable Property Assessment** (VPA's) by the end of the current fiscal year we commenced a new strategy of targeted campaigns in April 09. In addition to normal operations, we have run 7 campaigns across Wirral targeting those at risk properties resulting in an additional 929 HFSC being completed, 1471 VPA being passed and the identification of a further 136 vulnerable properties where there was a need for additional support and intervention in conjunction with partner agencies.

Within the first 6 months we have achieved 55% of the annual VPA target for Wirral.

In addition to the above work has continued in respect of reducing the risk of death and injury across the area. Attached are statistics for Deliberate Fires & Road Traffic Collisions which show a continuing year on year decline.

MFRS has a statutory duty to maintain operational readiness and training is a key element of that. The Service has carried out a number of realistic training exercises with some of our major industry partners on the Wirral including, Camel Lairds, Uni-Lever, Shell and Costains to ensure that we are operationally prepared for any incident that may occur.

Wirral Deliberate Fires Statistics

The tables below show the figures for deliberate fires in Wirral from April 2006 until August 2009. The trend shows a year on year decline in Deliberate Fires from April 2006 to April 2009. The table also includes the first 6 months figures for April – August 2009 inclusive and indicates that we are likely to see another reduction for the year 2009-10.

Deliberate fires for Wirral

National Indicator	2006/07	2007/08	2008/09	April - August 2009	Grand Total
NI33a - Deliberate Primary	409	310	295	128	1142
NI33b - Deliberate Secondary	2376	1639	1434	643	5449
Grand Total	2785	1949	1729	771	6463

Environment.

Merseyside Fire & Rescue Service has set a goal to become an environmentally regenerative service and to reduce our carbon footprint with the ultimate aim of becoming carbon positive. The aim of which is to leave the climate in better shape at the end of each year.

This goal will take a sustained effort over a number of years and will require radical change in how we operate as a business, whilst we maintain our high levels of service, intervention and response to the people of Merseyside. In 2004 we became the first Fire Authority to be certified to ISO 14001 for our Environmental Management System. In addition we received in 2008 an award for our Bike wise scheme in the Merseyside Annual Transport Awards as 10% of our staff has taken up the offer of our salary sacrifice scheme to purchase bikes to travel to work.

Recently we received a British Standards Institute Award for our **Energy Efficiency Accreditation**, and a Certificate from the Carbon Trust in recognition and appreciation of our efforts in the field of carbon management, emission reduction and the mitigation of climate change. These awards will be converted over to the Carbon Trust's Carbon Standard in November.

Partnerships.

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

A partnership has been set up between MFRS and **Wirral Roadsafe Partnership** to impact on RTC Reduction National Indicators. We have trained staff to check Child Car seat fitting for safety and to give advice on type and legal requirements. A number of events have been arranged where MFRS, along with Wirral Road Safety, will be on hand to provide child restraint checking information and advice. Two events were held in September and 2 further events will be held in November, further dates to be scheduled.

- Saturday 14th November – Aldi, Heswall
- Saturday 21st November – Morrisons, West Kirby

A partnership has been set up between MFRS and Wirral Community Patrol with a view to tackling anti-social behaviour on the beaches in Wirral. Over the summer period Wirral Community Patrol and MFRS personnel patrolled the beach areas and interacted with youths, providing them with information and education on issues of anti-social behaviour, its effects on the local community, alcohol use by young people and anti-social behaviour fires. Although only in its early stages the partnership approach has been well received by the youths and local community alike. It is envisaged that the campaign will continue when the weather or the circumstances dictate the likelihood of youths being present on the beach.

Following on from the success of our previous collaborative **Bonfire Strategies**, which have seen a significant reduction in the number of bonfires requiring Fire Service attendance and decrease in the illegal selling and storing of fireworks, we are again working in partnership with the Police, Trading standards, Probation Service and Community Safety Team to ensure the same impact over the bonfire period this year. We continue to encourage safe & responsible use of fireworks during this period.

However, if anyone has any concerns over build up of bonfire materials, they can contact MFRS on **Freephone 0800 731 5958** similarly any concerns over the illegal selling of fireworks can be reported on **0151 296 4607**.

Wallasey Youth Centre is a joint project currently underway involving MFRS and Wirral Borough Council Youth Service. The scheme involves the development of facilities at Wallasey Community Fire Station to provide amenities for young persons to interact; these will include meeting area, I.T.C suite, dance studio and a number of activity rooms. The overall design was developed in conjunction with young persons who will ultimately be using the facility. Work is due to commence on site at the beginning of October and the facilities should be available by the end of the current fiscal year.

This scheme will complement the recently completed Lifestyle Centre at Wallasey and will provide an opportunity for interaction between all age groups.

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

Fire Support Network are promoting Fire Safety during Winter Time with the continuation of their **Winter Warm Campaign!**

As in previous years they will be offering Electric Blanket Testing and **free** replacement blankets should they be deemed unsafe, **Free Home Fire Safety Checks** and **Free Carbon Monoxide Detectors** to the first **50** people at each event.

In addition, as chip pans can pose a potential risk of fire if not closely monitored, this year they are also offering to exchange chip pans for Deep Fat Fryers and provide **Free Energy Efficient Light Bulbs**.

The events will run from 10am to 2pm at the following locations on the Wirral

MON 12th OCT BIRKENHEAD FIRE STATION (Exmouth Street, CH41 4AX)
TUE 13th OCT WALLASEY FIRE STATION (Mill Lane, CH44 5UE)

FSN will also be running a campaign on the lead up to Christmas, testing tree lights and replacing any that are declared unsafe – details of these events will be published in the local media nearer the time.

FSN are looking to recruit a total of 60 volunteers for their **Bright Spark** programmes running in October, January and February. The principal criteria for volunteers are that they should not currently be in Employment, Training or Education and should be aged between 16 and 25.

The principal objective of the programme is to work in the most vulnerable parts of Wirral encouraging residents to take advantages of some of the free services available to them in order to make their home safer, warmer and more energy efficient during the winter months. There are lots of incentive activities as well which are sure to maintain interest and enthusiasm throughout the 4 week programme. Cadets will be involved in a huge variety of activities which should enhance many of their skills and hopefully enable them. If you could circulate the programme to your partner agencies in the hope that they might have young people they would like to

nominate. Further details can be obtained by contacting Isabelle Walker, Project Delivery Officer on **0151 296 5346 / 07837 113330**

Community Fire Stations Contact Numbers

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

**For a FREE Home Fire Safety Check, including FREE smoke alarm installation if required please contact Fire Service Direct on
FREEphone 0800 731 5958**

STREETSCENE UPDATE

New Highway Maintenance Partner

Our new Highways Maintenance Partner Colas Limited officially began works on 1st April.

You may have noticed the newly branded vehicles around the borough as a planned programme of works is well underway.

Since April 2009 Colas have completed a series of surfacing treatments on roads and footways and 30 new dropped pedestrian crossings have been introduced along with 80 private vehicle crossings.

As part of our road safety improvements 3 traffic safety schemes have been completed along with the installation of 2 Puffin crossings, 1 Toucan crossing and 1 pedestrian refuge.

Across the borough 70 new street name plates have been replaced and new signage installed for the 'U boat story' and Floral Pavilion.

32,000 gullies have also been cleansed as part of the planned programme of works.

The new partnership is an example of true efficiency savings for the Council, and will result in many improvements in service delivery and the introduction of new technologies.

Traffic Management Schemes

Traffic Safety Schemes – the following safety schemes have recently been completed:

- Heron Road, Saughall Massie – Local Safety Scheme
- (Bring Accidents to Zero Campaign – 7 new sites)

Pedestrian Facilities:

- Pedestrian Dropped Kerb Programme – Various Locations

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

Road Safety

Initiatives under the Roadsafe partnership with Merseyside Police and Merseyside Fire & Rescue Service continue to be rolled out and regular coordination meetings ensure progress made / corrective action taken.

The numbers of people killed or seriously injured continued to fall towards the LAA and DfT targets. In 2008 there were 145 KSI casualties on Wirral - this is the 3rd consecutive year the figure has reduced, however we accept that this is still too high and we and our partners are committed to reducing this figure.

In partnership with Merseyside Fire and Rescue we will be holding 4 car seat checking events across Wirral. Merseyside Fire and Rescue Service will be on hand to provide child restraint checking information and advice on:

- Sept 19th (Sat): Asda, Bromborough, 10am-1pm
- Sept 26th (Sat): Junction one retail park, Wallasey, 10am-1pm
- Nov 14th (Sat): Aldi, Heswall, 10am-1pm
- Nov 21st (Sat): Dee Lane Car-park, West Kirby, 10am-1pm

‘Bring Accidents down 2 Zero’

A pilot scheme, ‘Bring accidents down 2 zero’ took place in 2008. The initiative is a community based project that works to address the concerns of residents.

The initiative encourages drivers to slow down to 20mph in areas of high collision rates, without the need for expensive traffic calming measures such as speed bumps or chicanes.

Feedback from residents and drivers within the areas the scheme was piloted showed that 74% of drivers preferred the new scheme, with the voluntary 20mph speed limit to physical speed reducing measures. 89% of drivers thought that the scheme should be provided in other areas of Wirral.

Cabinet at its March meeting agreed 14 areas for the next phase of the scheme. These sites will be rolled out in 2 phases and all areas will receive signage on a cyclic basis. The first 7 areas are:

Moreton

Sandbrook Lane, Wyvern Road, Carnsdale Road, Chapelhill Road, Burnely Road, Wimbrick Hey, Stuart Avenue, Stavordale Road, Cherry Tree Road, Croft Drive, Grampian Way, Napier Drive, Temby Drive, Pinetree Grove, Millhouse Lane, Town Meadow Lane, Alnwick Drive, Belford Drive, Carr House Lane, Broster Avenue, Bermuda Road, Ely Avenue, Edgehill Road, MacDonald Drive, Kestrel Road, Burden Road, Hardie Avenue, Smilie Avenue, Mallard Way, Tern Way, Wastable Drive, Kestrel Road, Neva Avenue, Doreen Avenue, Francis Avenue, Douglas Drive, Joan Avenue

The new areas were selected following suggestions from members of the public, Councillors and Area Forums.

Community Speed Watch

Along with Merseyside Police, we continue to recruit volunteers for our Community Speedwatch Scheme, where residents and community groups can use our radar guns and hi-viz jackets to perform speed checks on problem roads. All data captured can be passed back to the police and action may be taken.

School Travel Plans

During 08/09 we worked with 13 primary schools to produce School Travel Plans, to date 87 primary schools, 19 secondary schools and 2 nursery schools have all produced a School Travel Plan.

Personal Travel Training Project

Since May 2009 residents in Heswall, Pensby, Irby and Thingwall have been taking part in a pioneering TravelWise initiative, which aims to reduce peak-time congestion on the main routes into Birkenhead and Liverpool city centre. The TravelWise Personal Travel Planning project set out to challenge around 10,000 households in the area to opt for greener modes of travel - such as public transport, walking or cycling - instead of jumping in the car. The project ran until end September offering free personalised travel service for residents to help them to cut the cost, time, hassle and carbon emissions from their journeys. Participants were offered free support, information and discounts to help them try out smarter ways to travel. Headline results for the project will be available early December.

West Kirby Marine Lake

Following extensive civil engineering works to West Kirby Marine Lake, the Lake was officially reopened on 1st August.

During the works the lining to the outer perimeter wall has been replaced and the perimeter walkway has been resurfaced, refurbishment of the jetties has also taken place. Replenishment works to the rock armour which provides additional protection to the lake has been completed.

During the refurbishment works a change of contractor took place with minimum disruption to the work, and allowing the 60th anniversary of the Wilson Trophy to take place.

Recycling Update

Recycling figures continue to increase since the launch of the scheme; we have exceeded the LAA recycling Target of 34%, recycling 36.33 % of household waste in 2008/9.

We have finalised plans to provide recycling facilities for residents in flats and communal properties and work is now underway to roll out a collection service across the borough.

Brown bins – garden waste

Well done to Wirral residents using the garden waste recycling collection service. You have all played a part in the success of the scheme and in helping the borough to improve its recycling and composting performance. Between April 2008 and March 2009, you have contributed 18,879 tonnes of garden waste.

Love Food Hate Waste

Merseyside Waste Partnership has secured £195,000 funding for a Merseyside wide Love Food Hate Waste Campaign. Up to a third of the food we throw away could have been eaten. The campaign aims to reduce the amount of food thrown away while saving residents money. For more information contact Streetscene or visit www.lovefoodhatewaste.com

Tidy Business Awards

We are working closely with local businesses through the Tidy Business Award scheme; working with them to improve their waste management practices and meet their statutory obligations. In July 34 Wirral businesses were awarded Tidy Business awards from Wirral Council at a 'Tidy Business Conference, 33 Silver awards and 1 gold award.

Since the scheme began in August 2008 over 60 businesses have now received Tidy Business Awards.

The Tidy Business Award scheme is a national campaign led by Tidy Britain. The scheme encourages businesses to implement initiatives for waste minimisation, reuse and recycling schemes, and practical efforts to improve the local environment. This includes ensuring they store and dispose of their waste responsibly and take ownership of their shop frontages to help keep them free of litter and graffiti.

Wirral Businesses that would like to get involved in the voluntary scheme should contact Daniel Molyneux, Trade Waste Officer, at Streetscene, 0151 606 2004.

Waste Permit Scheme

If you drive a van or use a large trailer then from 1st October 2009 you will need a Permit to use Wirral's Recycling Centres.

All recycling centres are paid for by Council taxpayers and therefore should only be used for disposing or recycling household waste.

However commercial businesses and traders attempt to use these facilities free of charge. This isn't fair and is illegal.

By using a Permit Scheme (as is used in lots of other areas across the country) we will continue to make sure householders have exclusive access to what is rightfully theirs.

You will need a permit if you use:

- A van
- Any 'flatback' or 'pickup' vehicle
- An estate/hatchback/4x4/car with rear seats permanently removed and/or blanked out side/rear windows
- A trailer between 2 and 3 metres long

Every householder can apply for an ANNUAL PERMIT. This covers frequently arising recyclable waste like garden clippings, newspapers, cans etc.

If you want to dispose of bulky household items like TVs, rubble or furniture you will need a TEMPORARY PERMIT.

Both Permits are free and you can apply for either by ringing 0151 236 0305 or logging on to www.merseysidewda.gov.uk

Schools Recycling

We are continuing to work with primary and secondary schools to educate people on the importance of reducing waste and 96% of schools are now taking advantage of our recycling collection service.

Wirral's first School environment awards took place in April at Pacific Road Arts Centre. Nine of Wirral's schools received awards for their achievements in environmental projects. The awards will take place again next year and schools are invited to nominate themselves for awards in 2009/2010.

The winning schools for 08/09 were:

- Tranmere Rovers Green team award: Pensby High School for Boys
- Mayor's Outstanding contribution Award: Grove Street Primary School
- Wildlife Conservation Award: Orretts Meadow Primary School
- Biffa Schools Recycling Award: Woodchurch High School
- Junior Road Safety Officer Award: St. Albans RC Primary School
- Community Environment Award: Hoylake Holy Trinity CE Primary School
- Energy Awareness Award: Prenton Primary School
- Road Safety Participation Award: Oldershaw High School
- Green Facilities Champion: The Observatory School

Street Cleansing and Litter Bins

Daily audits on street cleansing and inspections carried out yearly in July, November and March indicate that street cleansing is at a satisfactory level. We are continually monitoring and looking to improve our performance. Our aim is to provide continual improvements by looking at alternative methods of working and employing the most appropriate way to deploy resources where they are most needed.

You Decide Litter Bins

Area Forums have requested a total of 94 litterbins and the instructions to install them have been passed to the contractor for installation. Only four locations are outstanding because of particular installation problems and we are working to resolve these.

Coastal Litter Bins

In the past the provision of litterbins around the coastal area has been a problem in terms of vandalism and the erosion to the bins due to the severity of the weather conditions.

These bins are to be replaced during the next few months with stainless steel bins that will match the standard litter bin in appearance.

Litter Bin Survey

A new survey is being undertaken and is nearly complete. This will allow us to map the location, type and condition of all the litterbins out there and improve the service.



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.....
 - 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 September show that between April and June 2009 there were 56 cases of *C.difficile* compared with 81 cases during the same quarter in 2008 - a 30% decrease.
 - In the same period, recorded cases of MRSA bloodstream infection reduced to four, a reduction of eight from the same quarter in 2008.
 - 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
 - ‘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.
 - In June 2009 we were delighted to receive accreditation by the NHS Litigation Authority (NHSLA) at Level 2, with an exceptionally high level of achievement.

This shows our commitment to delivering the highest quality and safety in our patient care.

- 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 2009 -

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

- **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 1st June our brand new **Children's Outpatients Department** opened 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.
- A new **accommodation facility for parents** of children being treated at Arrowe Park Hospital will open at the beginning of October. Funded by Ronald McDonald House Charity, this is the granting of the Jellybean Kid's Appeal third wish.
- 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
 - 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

- Annual Report...
 - Our full Annual Report and Accounts for 2008/09 is now available to view in the About Us section of the Trust website. A summary version, 'Highlights of the Year 2008/09', together with a summary version of our Annual Plan for 2009/10 and our Goals entitled 'Moving Forward', are also available either on the website or in hard copy from the Foundation Trust Membership Office at Arrowe Park Hospital ☎ 0800 0121 356

- 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 or complete the pink form in this information packs and return it to the Freepost address given.

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

WIRRAL YOUTH SERVICE

Introduction

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

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

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

- Youth clubs
- Street work projects
- "Kontaktabuses"
- "Wirral Youth Theatre" and Youth Arts
- "Response" – Advice, support, advocacy and information service and Substance Misuse Service
- International exchanges

- Duke of Edinburgh's Award
- Outdoor activities
- Projects in schools

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

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

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

Response

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

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

International Work

Each year the Youth Service runs a comprehensive programme of International Youth Exchanges. Young people from Wirral take part in a number of international opportunities 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 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 Dof E regardless of background or ability and participants are able to increase their own self confidence and self esteem, make new relationships and develop fresh skills.

Wirral Youth Theatre/Youth Arts

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

personally and socially as well as developing theatre and media related skills. 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, Moreton and Saughall Massie.

Leasowe Youth Project had trips to laser quest and bowling. There were three teams entered into a five aside competition which was held in the Soccerdome. Young people are taking part in a DVD with Response and Wirral Youth Theatre looking at risk taking behaviour, this is due to be launched in the coming months.

Moreton Youth Club for Condom week produced poster and delivered workshops on safe sex and STI's, Young people took part in workshops for Skin care month. Workshops focused on sun damage, use of sun beds, skin cancer and caring for skin in summer time. Virtual baby course, three young people and a worker are participating in a course being run at Fender youth club. Young people took part in awareness sessions around personal hygiene. Young people took part in games with toiletry items for prizes. Young people saw the production of SWINGS & ROUNDABOUTS performed by Wirral Youth Theatre. Senior members are delivering Creative Cooking Project to junior members

Wirral NHS

St Catherine's Health Centre, Tranmere

At a cost of £32 million, the new St Catherine's Health Centre will provide a new home for clinical services currently housed in outdated Victorian buildings on the current Church Road site.

It will enable local people to access a range of new services including outpatient clinics, minor and day case surgery facilities, X-rays and other tests, and health and lifestyle advice closer to where they live. In addition, there will be two GP practices, a pharmacy as well as a Walk-in Centre.

On the 10th September Wirral Council Planning Committee approved planning permission for the scheme. The next steps are to await the further decision of the Regional Government Office and to submit a full business case to the Strategic Health Authority to obtain permission to use the funding identified for the scheme.

Seasonal Flu and Swine flu

Seasonal flu season is approaching and its important that those people who are at risk of infection take up the offer of vaccination. This includes those people involved in caring for family or friends. Your GP will be able to advise you if you or your carers are at risk and will call you should this be the case. It is important to remember that the viruses in the vaccine are not live and cannot cause flu. The seasonal flu jab does not protect against swine flu but does give 70-80% protection against seasonal flu infection.

With regards to swine flu there has been a continued reduction in the rates of flu-like illnesses in recent weeks. The majority of cases continued to be mild and there is no sign that the virus is changing. However, flu rates are higher than normal for this time of year and a second wave of infection is expected although its timing cannot be accurately forecast. A swine flu vaccine will become available in the Autumn and at risk groups have been identified:

- ❑ Those aged 6 months and up to 65 who have underlying chronic health conditions such as asthma or diabetes or breathing difficulties.
- ❑ All pregnant women
- ❑ Household contacts of people with illnesses which effect their immune system
- ❑ People aged over 65 who have underlying chronic health conditions
- ❑ Frontline health and social care workers

As with seasonal flu, your GP will call you if you are in any of these risk groups.

The collection point for antiviral treatments is now the All Day Health Centre on the Arrowe Park Hospital site.

For further information about both seasonal and swine flu go to the following websites:

www.direct.gov.uk/swineflu
www.hpa.org.uk
www.dh.gov.uk
www.nhsdirect.nhs.uk

Eastham Walk-in Centre is on its way

A new Walk-in Centre in Eastham will open its doors to Wirral residents in Autumn 2009 and is to offer patients in South Wirral a wide range of nurse-led health services.

The Walk-in Centre, in Eastham Rake, will be able to offer an extended health service seven days a week – weekdays 5pm to 9pm and weekends and bank holidays 8am to 6pm. An out-of-hours GP service will also be based here later in the year.

There are more than 20,000 people living within one mile of Eastham Clinic who will be able to 'walk-in' to this service during the out of hours period when other local services are closed.

The Walk-in Centre will provide advice and treatment for Wirral residents with the following:

- Assessment for everyone by an experienced NHS professional
Leg Ulcer Clinics (Dressing care)
- Emergency contraception and advice
- Hayfever, bites and stings
- Health promotion: diet and exercise
- Indigestion, constipation, vomiting and diarrhoea
- Information on staying healthy/local services

- Men's and women's health problems
- Minor cuts and wounds - care, dressings
Phlebotomy (taking blood)
- Skin complaints - rashes, sunburn, headlice
- Stitching for small cuts
- Treatment for minor illnesses and injuries

If you arrive at the Walk-in Centre and your condition requires services not supplied at the Centre, you will be guided and then referred to the appropriate service elsewhere.

Wirral welcomes new Dental Practice

From Monday 3rd August 2009 people in Wirral have been able to access more dental services courtesy of a new practice in Greasby.

The practice was commissioned by NHS Wirral in January 2008 to ensure easy access to NHS dental services for residents affected by the move of three local dental practices into the private sector.

The practice team consists of two dentists and a dental therapist and will combine NHS dentistry services, which include routine and unplanned oral care, with flexible opening times and preventative orientated practice. The surgery will also be a training centre for future dentists and Dental Practitioners.

The new dental practice has cost approximately £800K to buy and develop, with 50% of the investment made by the practice owners and 50% investment in capital funding from NHS Wirral.

The new dental services will be called Greasby Dental Centre and is found at 230 Greasby Road, Greasby, Wirral CH49 2PW. The phone number is 0151 678 0199.

Community Safety Update

Roles of Wirral Community Patrol

Officers

Wirral Community Patrol is Wirral Council's service that is tasked with providing security for all of their premises 24 hours a day 7 days a week. The team consists of over 20 officers dedicated to "Helping make Wirral a safer place to live and work." Security of Local Authority property remains a major responsibility of the Community Patrol. Mobile patrols play an active role across the Authority, dealing with various types of incident.

These include responding to intruder and fire alarm activations as and when they occur.

Improve the Environment

Promoting a clean, secure environment by reducing the presence of litter, graffiti, fly-tipping and generally improving the physical appearance and management of your area.

Tackling Anti-social Behaviour and Nuisance

Working together with the public and other agencies to identify problems and try to apply long term solutions. Providing public re-assurance on community safety issues by attending community meetings and patrolling problem areas.

Enforcement and Intelligence gathering

Working with other council departments and partner agencies to report, record and analyse occurrences to develop appropriate measures to prevent and combat future offences.

Partnership Working

The officers work closely with many other agencies to promote Community Safety, you will often find Officers accompanying the police on neighbourhood patrols. They work closely with Merseyside Fire and Rescue Service, Merseyside Police, British Transport Police, the Environmental Services and Wirral Partnership Homes and other housing associations.

Friend on the street

Working within all communities to provide peace of mind, support and offer public reassurance. Regularly attending resident and community meetings, ward walks with area and neighbourhood managers. The officers remain accessible to listen and respond to local people's needs

Authority

Wearing smart, visible uniforms and patrolling in a variety of ways. The officers presence alone provides a deterrent to any potential criminal. The officers are in direct contact with the Community Safety control room and the police via radio to ensure support is always available. The officers have the power to issue fixed penalty notices to offenders for a variety of offences.

Wirral Community Patrol Officers are involved in a number of community safety activities and schemes.

Regular daily patrols of the borough are carried. Often with the police particularly at events.

If you are aware of any anti-social behaviour and environmental crime in your area, please contact

**Wirral
Community Patrol
0151 666 5265.**

Frequently Asked Questions

What do the Wirral Community Patrol Officers Do?

The team are tasked with the security of all council premises including responding to alarm activations. The officers also help tackle anti-social behaviour, keep an eye on the local environment and provide a friendly, reassuring face in the community.

2) What kind of problems are they tackling? Environmental crime like graffiti, vandalism, abandoned cars, dog-fouling, litter and other low-level nuisance crime are among the things they help tackle.

3) How do we know who they are?

The officers are a uniformed service and use distinctive liveried vehicles bearing the Wirral Community Patrol Officers logo. You may well have seen them around the district recently.

4) Why do we keep hearing so much about 'Crime & Grime' at the moment?

Crime and anti-social behaviour, and environmental issues such as street cleansing and abandoned cars, are high on the public's priority list. We know this because residents have told us. The Wirral Community Patrol are just one of the measures initiated by the council this year to help tackle these issues - often in partnership with local agencies like the police.

5) What hours do they work?

The Wirral Community Patrol Officers are available seven days per week 24 hours per day.

6) Do the officers work closely with the community?

Working with local residents - particularly the more vulnerable elements like the young, the elderly and minority groups - is a key part of the job.

7) What training have the officers had to undergo?

The officers have undergone intensive training to help them prepare for their role in the community. Members of the team also have a wealth of experience behind them from working in a range of relevant jobs and professions in the past. All officers are SIA licensed and CRB checked.

Dog Fouling Campaign 2009

The campaign included education of dog walkers and if necessary enforcement of Dogs (Fouling of Land) Act 1996.

In 2008 Wirral council's cabinet allocated a sum of money (£40,000) for a summer dog fouling campaign. The campaign is to be managed by Wirral Community Patrol.

All members of Wirral Community Patrol received training in enforcement of the Dogs (Fouling of Land) Act 1996.

The areas designated for the campaign were the waterfront areas of Wirral coast.

It was decided to allocate an area, each month, to be covered by all agencies these being:

- May- New Brighton
- June- Moreton
- July- Moreton
- August- West Kirby

In addition to these areas additional areas were allocated as designated by the project manager in consultation with Principal Officer Environmental Health

These areas included:

- Vale Park.
- Central Park.
- Birkenhead Park.

- Eastham Country Park.
- Thurstaston Country Park.
- Wirral Way.
- Claughton & Oxton villages.
- Additional “hot spot” areas.

Other council sections and outside agencies were involved in the summer campaign which has developed working partnerships. These include:

- **Wirral animal control and welfare section.** All members of the section already enforce the dogs (fouling of land) act 1996.
- **Wirral coastal lifeguard section.** WCP have worked closely with Tony Jones and two by law officers from his section received the appropriate training in enforcement of the dogs (fouling of land) act 1996. He also gave additional support including the loan of an ATV to assist with the patrolling of the promenade, beaches and embankment. TJ and his staff were enthusiastic in the education of dog walkers and the distribution of “poo” bags.
- **Merseyside Police PCSTOs.** 15 PCSTOs were trained in the enforcement of the dogs (fouling of land) act 1996.
- **Environmental health department.** 4 pest control officers were trained in the enforcement of the dogs (fouling of land) act 1996.
- **Wirral ranger service.** 10 rangers were trained in the enforcement of the dogs (fouling of land) act 1996.
- **Birkenhead park rangers and security staff.** All of Birkenhead park rangers and security staff were trained in the enforcement of the dogs (fouling of land) act 1996. All of them have taken an enthusiastic approach to the campaign. The May winner of the reward prize draw was a dog owner from Birkenhead park.
- **Council press and publicity department** provided assistance and publicity.
- **Beanbag volunteers.** These volunteers have been handing out reward cards and “poo” bags to dog walkers in the Seacombe, new ferry and north end areas.

It was decided that the campaign would take advantage of summer events the campaign caravan and staff attended the following events to highlight the campaign:

- **Wirral show.** The display caravan was situated on one of the roundabouts which proved a focal point for those interested in dog matters. Over 7,500 dog owners/walkers spoken to and 10,000 “poo” bags given out. 4,500 free items with the campaign’s logo were given out to members of public. During the show in excess of 1,000 dogs were present and the owners were provided advice on dog legislation when required.
- **Tranmere Show and fun day.** 2,000 dog owners/walkers spoken to and 5,000 “poo” bags given out. The show had a dog display and besides our own stall the dog display area had posters and tri-signs displayed in full view of the visitors. In excess of 300 dogs were seen at the fun day.
- **Port Sunlight fun day.** Over 3,000 dog owners/walkers spoken to and 10,000 “poo” bags given out. We were provided with a stall next to the fun dog show

arena giving access to all dog owners and we were able to provide support and advice to a large number. Approximately 300 dogs were seen at the fun day.

- **Poulton Park family and fun day.** Over 500 dog owners/walkers spoken to and 7,000 “poo” bags given out. The attendance at the fun day is a continuation of the ACWS work regarding animal welfare and issues.
- **Warwick Park family and fun day.** Wirral Community Patrol attended at the request of the friends of Warwick Park. Approximately 100 dog owners/walkers spoken to and 500 “poo” bags given out.

The local papers were informed of the campaign and we received publicity in the Wirral Globe.

Tranmere Rovers Football Club and its mascot (Rover) have been involved in the campaign in partnership with MBW . WCP are in discussions regarding an event at a televised football match.

To increase the campaign’s publicity a prominent display board at Tranmere Rovers F.C. has been purchased. As part of additionality, campaign staff advised dog walkers that the leaving of used “poo” bags on trees and bushes etc was littering and that the bags should be deposited in litter bins.

Further publicity events are being planned to provide continuity for the campaign. Throughout the campaign all participants were informed that anyone not picking up their dog’s fouling were to receive a Fixed Penalty Notice (FPN) or to be prosecuted. No member of the campaign has issued a FPN because when staff observed a dog fouling the dog walker always picked up the fouling.

To ensure that this continued when there were no uniformed personnel around members of Wirral Community Patrol patrolled the areas out of uniform. They observed all dog walkers picking up their dog fouling. When staff observed dog walkers picking up their dog’s fouling they gave the dog walker a reward card which was entered into a monthly draw for £50 of vouchers. A monthly draw was held each month and the winner notified. Over 2,000 reward cards were issued by the campaign participants.

When staff were out on duty the majority of dog walkers were stopped and spoken to, which highlighted the campaign. Advice and bags were given when necessary. When members of the public were spoken to, the campaign was positively met with enthusiasm and support. Any negative comments made by members of the public were focussed on the lack of bins on a variety of areas as well as the lack of consideration of irresponsible dog walkers.

Numerous members of public have positively commented on the reduction in dog fouling being left on the ground. A runner involved in this year’s tunnel run commented “for the last few years the run along the prom was like running through a dog *** minefield. This year it was great the prom was clear.” There have been numerous similar comments.

Reduction of dog fouling waste left in park areas will assist in achieving green flag status. Reduction of dog fouling waste left in beach areas will assist in improving the national status of Wirral’s beaches. **Over the campaign period over 60,000 “poo” bags given out.**

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

May 2009 – September 2009

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

Reported (end of) May 2009:

- 33-year old female from Hillcroft Road, **Wallasey**, issued with an eviction order due to anti-social behaviour by her son.

Reported June 2009:

- 43-year old female from Walby Close, **Woodchurch**, and 24-year old male from Houghton Road, **Woodchurch** (mother and son), gave a 12-month Undertaking and was issued with a 3-year Anti-Social Behaviour Injunction respectively following alleged threatening behaviour.

Reported July 2009:

- 40-year old female from Mill Park Drive, **Eastham**, issued with an eviction order due to threatening behaviour, verbal abuse and intimidation primarily by her 17-year old son;
- 58-year old male from Moreton Road, **Upton**, issued with an eviction order postponed for two years on condition that he complies with the terms of his tenancy agreement. This was following aggressive and threatening behaviour towards employees of a contractor of Wirral Partnership Homes;
- 35-year old female from Park Street, **Birkenhead**, issued with an interim Anti-Social Behaviour Injunction due to alleged threatening behaviour;
- 49-year old male from Glebe Hey Road, **Woodchurch**, issued with a 12-month Anti-Social Behaviour Injunction following threatening behaviour towards an elderly resident;
- 29-year old female from Price Street, **Birkenhead**, issued with an interim Anti-Social Behaviour Injunction following alleged threatening behaviour towards a neighbour.

Reported August 2009:

- 49-year old male from Glebe Hey Road, **Woodchurch**, issued with an eviction order suspended on condition that he complies with the terms of his tenancy agreement. This was following him being verbally abusive and threatening to torch a 78-year old neighbour's flat. The male had previously been made subject to a 12-month Anti-Social Behaviour Injunction in September 2008;
- 51-year old from Windmill Gardens, **Beechwood**, issued with an interim Anti-Social Behaviour Injunction pending a full trial, following repeated complaints about her dog. This case was dealt with in partnership with Beechwood & Ballantyne Community Housing Association.

Reported September 2009:

- 45-year old female from Needham Crescent, **Noctorum**, issued with an eviction order postponed on condition that she complies with the terms of her tenancy agreement. This action was due to anti-social behaviour by her, her partner and her three sons;
- 51-year old from Windmill Gardens, **Beechwood**, gave a 2-year Undertaking following repeated complaints about her dog (see above);
- 43-year old female from Sandbourne, **Moreton**, issued with an interim Anti-Social Behaviour Order pending a further hearing. She had previously been evicted from her tenancy in Inman Road, **Overchurch**, in November 2008 due to loud music, parties and problem visitors;

- 42-year old female from Price Street, **Birkenhead**, was issued with an eviction order due to anti-social behaviour by her ex-partner and 20-year old son.

All the cases above were dealt with in partnership with Wirral Partnership Homes except where indicated.

Additional activity has included:

- **Youth Respect Team**
The Anti-Social Behaviour Team's youth outreach team (Youth Respect Team) has operated in **Wallasey, North Birkenhead, Bidston, Bebington, Rock Ferry and Tranmere.**
- **Bluetooth enables Respect message to spread (June 2009)**
Wirral Anti-Social Behaviour Team launched its use of Bluetooth proximity marketing to keep the public up-to-date with efforts to tackle anti-social behaviour by the Council and its partners. The Bluetooth technology allows animated messages and information to be sent to mobile telephones within a particular radius. When members of the team and partners are working in an area, important information can be sent to the public. People can choose to accept or reject a message and over time the technology will be used for social marketing purposes delivering information about anti-social behaviour related issues such as alcohol misuse.
- **Wirral Anti-Social Behaviour Team's stands drew the crowds at this year's Wirral Show (July 2009)**
Visitors to the show were attracted to the team's Wild West Saloon to have fun, but hear serious messages about alcohol misuse. The Saloon was run by Senior Youth Worker and Sheriff for the weekend, Alf Mullin, whose team attracted young people and adults with the Beer Goggles Game. This involved throwing a ball into a bucket whilst wearing goggles that simulate the effects of alcohol, showing the impact that the varying levels of alcohol has on our senses. Displays also outlined the calorie content of popular alcoholic drinks amongst young people. The Team also called upon budding young sleuths to investigate their way around their stands, answering simple questions that enabled them to enter a competition for the chance to visit the professional mobile studio and have a photograph taken, either by themselves or with their friends. It was left to their imagination how to make the photograph as interesting as possible using the investigation themed props such as binoculars and magnifying glasses. The most creative image will be selected to be printed onto a new community reassurance vehicle to be launched in partnership with the Council's Housing Market Renewal Team. Every young person who entered also received a free 'Respect' key ring with their photograph in to take away.
- **Graffiti Busters (July 2009)**
Artwork produced by a talented young student from Prenton High School for Girls is providing eye-catching support to a team which is helping to tackle graffiti problems in Wirral. Jade Chen of Year 10 came up with the winning entry in a competition run by the school in association with Wirral's Graffiti Buster service to design the livery for a vehicle being used by the team in their work. Jade got the chance to see for the first time how her depiction of the former Birkenhead Town Hall building transferred onto the side of the vehicle when the Graffiti Busters brought the van to her school.

The Graffiti Buster service, a partnership between the Council's Streetscene service, Anti-Social Behaviour Team and Together Neighbourhood Management Pathfinder based in Tranmere and was officially launched on July 31st at the Pyramids Centre in Birkenhead. The service will remove graffiti from public and private property, all people have to do is call the Council's anti-social behaviour hotline 'It's Your Call' on 0151 606 2020 and the team will be dispatched in their new van. Residents reporting graffiti can also report who they believe is responsible for it if they have reason to suspect a particular offender.



➤ **Confiscation cops hit the streets (August 2009)**

A partnership between Merseyside Police and Wirral Council's Anti-Social Behaviour Team saw a dedicated patrol of police officers specifically focused on removing alcohol from young people. The dedicated patrol, launched on Saturday 8th August, is working at peak times to tackle alcohol misuse by young people. Targeting hot-spot locations of alcohol fuelled anti-social behaviour, identified by analysis of police and partner data which includes calls from the public, the officers confiscate alcohol from young people. The officers, branded as the 'Confiscation Cops', are patrolling the borough in a high visibility vehicle, responding to public concerns. The officers are, however, seeking out young people on foot in areas where they congregate. The 'Confiscation Cops' patrols were funded by the government's Youth Taskforce for the summer months as one of a number of initiatives to tackle alcohol fuelled anti-social behaviour by young people, but are a regular feature at peak times from September onwards.

➤ **Step on board for help with problem neighbours (August 2009)**

Wirral Anti-Social Behaviour Team embarked on a new timetable of street-based surgeries for 2009. The timetable sees the team's Respect Bus visit locations across Wirral staffed with Enforcement Officers who can take complaints in confidence from the public and provide detailed advice and guidance. The team expanded its service into the private sector in 2003, at which point it opened its doors to private tenants and owner occupiers having problems with other residents in the private sector. The team receives at least one new complaint of anti-social behaviour in the private sector every day.

Timetable:

13th October 2009 at 11am-1pm: Allport Lane Precinct, Bromborough
28th October 2009 at 11am-1pm: Cool Trader, Hoylake Road, Moreton
10th November 2009 at 11am-1pm: Birkenhead Precinct

➤ **Mobile Police stationed in Noctorum (August 2009)**

Wirral's Community Mobile Police Station has been deployed to Noctorum to tackle anti-social behaviour. The unit, a partnership between Wirral Council and Merseyside Police, managed by Wirral Anti-Social Behaviour Team, has been located on land at the top of Ormond Way. Noctorum has been identified as a 'hot-spot' for anti-social behaviour and the unit is located within the area, as a central hub, for tackling crime and disorder within the neighbourhood. The Community Mobile Police Station, a 40 x 12 x 10 foot converted shipping container, was introduced in Wirral in January 2006. The specially made unit is equipped with a public enquiry desk and a wide range of literature for community safety, support groups and local activities. It also contains a meeting area that can be used for a variety of purposes and is equipped with the technology necessary to help with a wide range of activities, such as meetings, workshops and group sessions.

A Police Community Support Officer (PCSO) from the police neighbourhood has been seconded to work alongside the Anti-Social Behaviour Team for the duration of the station's deployment. The officer is working alongside the community and other agencies, and in particular Wirral Partnership Homes, to ensure that any work undertaken is sustainable by the community following the withdrawal of the unit.

➤ **Landlords working together to tackle anti-social behaviour (September 2009)**

A consortium of social landlords has signed up to a new information sharing protocol to tackle anti-social behaviour. The Respect Consortium was created in 2007, co-ordinated by Wirral Anti-Social Behaviour Team, to work together to tackle anti-social behaviour in Wirral. This partnership was solidified through signing up, both individually and as a local consortium, to the Respect Housing Management Standard. The consortium meets on a monthly basis to prevent and tackle anti-social behaviour and promote respect, share good practice and develop initiatives. This includes sharing information about individuals who have been charged with committing offences in, or connected to, social landlord stock, through monthly analysis conducted by the Joint Community Safety Team. This assists landlords to take consistent action against individuals who have breached tenancy conditions and provide protection for tenants and wider residents.

The new Information Sharing Protocol, which encompasses the sharing of data and information across a wide range of agencies, has been signed up to by 15 social landlords. Mark Armstrong, Chair of the Respect Consortium and Head of Policy & Strategy with landlord Wirral Partnership Homes, signed the protocol on behalf of the consortium.

The following social landlords signed up to the new Information Sharing Protocol:

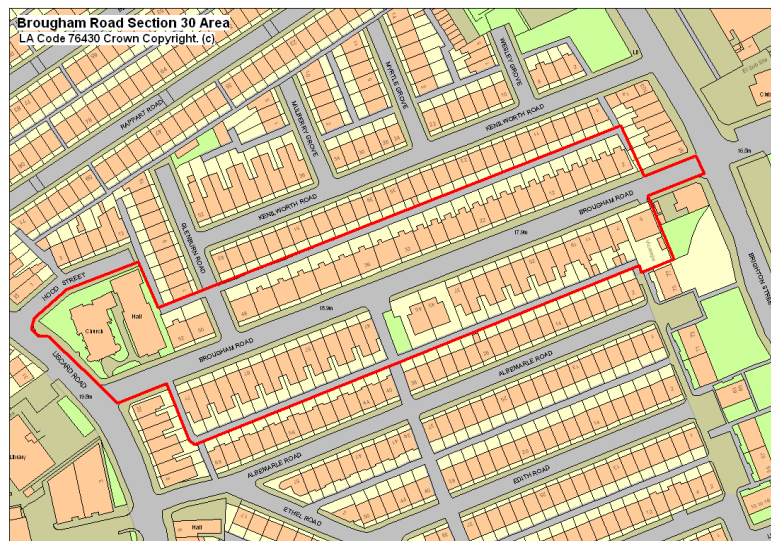
Arena Housing Association & Leasowe Community Homes
Beechwood & Ballantyne Community Housing Association
Cosmopolitan Housing Association
Family Housing Association
Forum Housing Association
Liverpool Housing Trust
Pierhead Housing Association
Pine Court Housing Association
Plus Dane Housing

RegendaFirst (Maritime)
Riverside Housing
Venture Housing Association
Wirral Methodist Housing Association
Wirral Partnership Homes

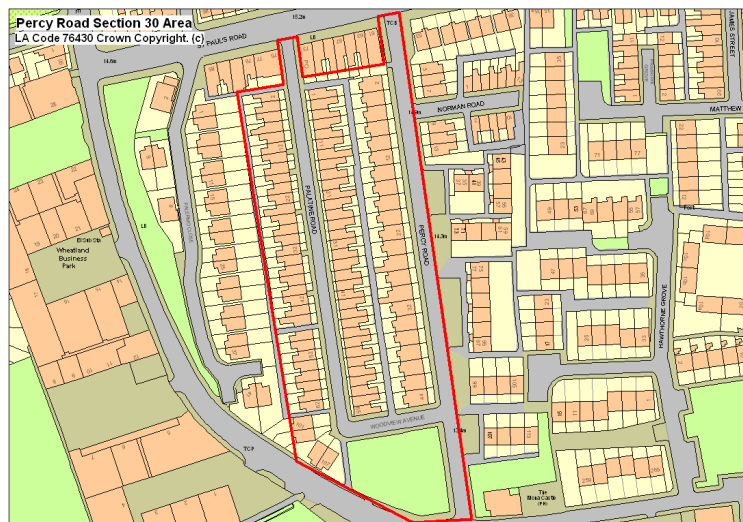
➤ **Section 30 Dispersal Areas**

Three areas have been designated by the Police and Council as (Section 30 Order) Dispersal Areas. The Orders are just one of a number of tools used to tackle anti-social behaviour. The powers under the Anti-Social Behaviour Act 2003 mean that police officers can move youths on and make arrests on those who return within 24 hours. The areas are outlined below:

Wallasey: Brougham Road area (period: 31 July 2009 – 31 January 2010)



Wallasey: Percy Road/Palatine Road area (period: 31 July 2009 – 31 January 2010)



Overchurch (period: 21 September 2009 – 21 January 2010)

