

**Wirral's Area Forums**



# **Greasby Frankby Irby Upton and Woodchurch**

**Papers for the forum meeting**

**Greasby Methodist Church  
Greasby Road  
Greasby  
CH49 3ND**

**Monday 19th October 7.00-9.00pm**

---

**Andy Brannan- Community Engagement Co-ordinator**

**Tel: 0151 691 8391 Fax: 0151 691 8159**

**Textphone: 18001 0151 691 8391**

**Email: [andrewbrannan@wirral.gov.uk](mailto:andrewbrannan@wirral.gov.uk)**

**Website: [www.wirral.gov.uk](http://www.wirral.gov.uk)**

**Community Engagement Team, Corporate Services, Town Hall, Brighton Street,**

**Wallasev. Wirral CH44 8ED**

# **Contents**

<b><u>Section One</u></b>	<b>Agenda</b>	<b>Page 3</b>
	<b>Minutes from last Meeting</b>	<b>Page 4</b>
<b><u>Section Two</u></b>	<b>Local Updates</b>	<b>Page 17</b>
	<ul style="list-style-type: none"><li>• Wirral Youth Service</li></ul>	<b>Page 18</b>
	<ul style="list-style-type: none"><li>• Merseyside Fire and Rescue Service</li></ul>	<b>Page 20</b>
	<ul style="list-style-type: none"><li>• Streetscene Update</li></ul>	<b>Page 23</b>
	<ul style="list-style-type: none"><li>• Wirral University Teaching Hospital NHS Foundation Trust</li></ul>	<b>Page 28</b>
	<ul style="list-style-type: none"><li>• Equality and Diversity</li></ul>	<b>Page 30</b>
	<ul style="list-style-type: none"><li>• Wirral's Anti Social Behaviour Team update</li></ul>	<b>Page 33</b>
	<ul style="list-style-type: none"><li>• Community Safety Team</li></ul>	<b>Page 37</b>
	<ul style="list-style-type: none"><li>• NHS Wirral Update</li></ul>	<b>Page 41</b>

---

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

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

# **AGENDA**

**1** Welcome / Introductions / Apologies

**2** Area Co-ordinators Report

Including:

-Matters Arising from June 09

-You Decide Results for Greasby Frankby Irby Upton and  
Woodchurch

**3** Area Plans Update

**4** Merseytravel Questions + Answers

**5** Public Question Time.

**6** Area Forum Partner updates

**7** Future meetings/presentations

Wed 10<sup>th</sup> February 2010 (Venue to be confirmed)

**8** Any Other Business

# Section One

## Minutes

### Previous minutes

*AREA FORUM (GREASBY/FRANKBY/IRBY/UPTON/WOODCHURCH)*

*Monday, 8 June 2009*

Present

Chair

Councillor T Smith

Councillors

T Anderson, G Gardiner, J George, P Reisdorf, J Quinn.

Community Representatives

Ron Green [Greasby Community Association, Bert Grunnill, Upton Churches Together, Jean Robinson [Overchurch Residents' Association]. Mark Stevenson, Woodchurch Neighbourhood Board Member.

Lead Officer

David Smith [Deputy Director of Finance]

Area Service Co-ordinator

Andy Brannan

Street Scene Manager

Mark Traynor

Wirral Hospital NHS Trust.

Pat Higgins

NHS Wirral

Glen Coleman

Merseyside Police

Inspector Brian Griffiths.

Merseyside Fire & Rescue

Sarah Patterson

Council Officers

Jo Burrell [Woodchurch Neighbourhood Management Board Co-ordinator), Mark Cambourne, Health, Safety and Resilience Operations Manager [items 1-4]

Apologies

Maureen Cain, John Smith.

#### **Minute 1 - Welcome, introductions & apologies**

The Chair, Councillor Tony Smith, opened the meeting and welcomed forum members and 30 members of the public to the Area Forum meeting in Woodchurch. Apologies for absence were received from Maureen Cain and John Smith. The Chair invited Forum members to introduce themselves.

## **Minute 2 - Minutes & matters arising from previous forum**

The minutes of the Area Forum meeting of 11 February 2009 were incorporated into the Area Service Co-ordinator's report.

### **Matters arising.**

The Area Forum Co-ordinator's report contained updates under the headings –

- Traffic management schemes that can be funded through the Local Transport Plan Integrated Transport Block allocation.
- Measures to alleviate traffic problems in Sunny bank Close and Houghton Road
- Asbestos at the St Benedict's site
- Traffic counts on Greasby Road.

Jo Burrell read out a progress report from the Director of Technical Services on the demolition of the former St Benedict's High School. All asbestos materials have been safely removed from the site and site clearance is scheduled for completion by 10 July

Members of the public reported that residents had seen lorries arriving and dumping rubbish on the site, that little work appeared to be taking place during the week, but there is increased activity at weekends, including bank holidays.

Councillor George replied that the contractor had located a crushing machine on the site and was using the equipment to break down rubble brought from another site in Wallasey. The agreement was that work would stop at the end of May

A member of the public reported that notices have been posted in Sunny Bank about double yellow lines, but he was concerned about the 5-metre gap for a vehicle crossing. There is a possibility that someone will park in the gap and create an access problem for the occupiers of No. 1 Sunny Bank. He was also concerned about traffic flow into and out of the road and safety issues. Mark Traynor undertook to follow up the suggestion that a post is erected to avoid parking in the gap.

**Minute decision: Resolved: That the minutes of the Area Forum meeting of 11 February 2009 be received.**

### **Minute Decision:**

**(i)-Mark Traynor undertook to follow up the suggestion that a post is erected to avoid parking in the gap in Sunnybank Road.**

**(ii)- Members of the public reported that residents had seen lorries arriving and dumping rubbish on the site, that little work appeared to be taking place during the week, but there is increased activity at weekends, including bank holidays.**

## **Minute 3 - Area Co-ordinator's report**

The Area Co-ordinator's report contained Local Updates on Merseyside Fire & Rescue Service, Community Safety Team, Wirral University Hospital Trust, Equality and Diversity, Wirral Youth Service, Travel, National Carers' Week, NHS Wirral, and Wirral's Older People's Parliament.

The Area Co-ordinator tabled additional information on the responses to the You Decide questionnaire for 2008/09, giving information on proposed sites for additional litter bins and additional litter pickups, funded from the grant of £20,000 received in 2008.

A further sum of £20,000 is available for additional Council services in this forum area in 2009, plus £18,200 devolved funding for Council highway and road safety schemes. Members of the public are being encouraged to tell the Council how the money should be spent by completing the You Decide Survey for 2009.

In response to a query from a member of the public, Councillor Gardner explained that new-style bins are being trialled in certain locations in Wirral. The plan is to use the pilot scheme to decide whether the bins are suitable and then roll out new bins across Wirral. The trial has been very successful so far, especially in Heswall.

Councillor Quinn responded to a query about the accumulation of rubbish in the area behind the shops in Greasby and in Upton. The land in Greasby is private land and is a major problem, which the Council has been trying to resolve for some time.

**Minute decision: Resolved: To thank the Area Forum Co-ordinator for his report.**

#### **Minute 4 - Local Resilience Arrangements [Emergency Planning]**

Mark Camborne, Health, Safety and Resilience Operations Manager, explained that his role with the Council is to ensure that adequate arrangements are in place to deal with foreseeable emergencies. He had attended this evening in response to a request from Councillor Quinn following the electricity blackout in Greasby and Upton, to give information on the arrangements in place to deal with emergencies, and to answer questions.

The Council has plans for all foreseeable emergencies and these are listed in a Community List register. The list is sent to all the agencies who work in partnership with the Council, including Health, Police, public utilities and people involved with the public and private sector who expect to be called out in an emergency.

The presentation included an overview of emergency planning responses to the current key threat assessment and clarified the roles and responsibilities of the Police, the Fire and Rescue Service, the Ambulance/Health Protection Agency, the Environment Agency, HM Coroner, the Local Authority and the voluntary sector.

Mark Camborne commented in general terms on the involvement of the utility companies in emergency planning and their response to local incidents, including the electricity failure in Greasby and Upton.

A member of the public compared the arrangements to the Civil Defence plans in place during and following World War 11. He enquired whether practices are organised to test the plans.

Mark Camborne replied that a three-year programme of exercises and tests is devised, working in conjunction with partnership agencies. Recent exercises included a test in the Mersey Tunnel and a decontamination exercise at a hospital. It is difficult to advertise for volunteers to take part in tests, and the tendency is to use existing resources. He would be interested in hearing from people who are willing to become volunteers to take part in exercises.

A member of the public enquired whether the Council has block insurance to cover people who are affected by major emergencies, such as flooding, who may not be able to obtain insurance for certain risks, or are unable to afford, insurance cover.

Mark Cambourne replied that property owners are responsible for taking out their own insurance, but he agreed that the issue is something that needs to be looked into nationally.

The Chair thanked Mark Cambourne for the presentation.

#### **Minute 5 –Public question time.**

##### **Questions received in advance of the meeting.**

**Q From Mr J Durrant about pruning of overhanging trees along Irby Road.**

**A** [Mark Traynor]. A safety assessment has been made of all trees along roads in Wirral. Major pruning work has been carried out on major bus routes from the town centre to West Kirby and Wallasey. There are no plans to undertake pruning work on trees on Irby Road, but the problem will be looked at.

**Q Anti-social behaviour, including young people drinking alcohol and general misdemeanours in the wooded area in Cheverton Close.**

Members of the public gave examples of the types of behaviour witnessed by young people who congregate in the sheltered area on the left hand side of the close. The residents accept that the Police are busy and they do not report incidents.

**A** [Inspector Griffiths] Problems in this area have not been brought to the attention of the Police. He emphasised the need to report all incidents so they can be logged.

He had talked to members of the public before the meeting about the issue of young people drinking cider, particularly on Friday and Saturday nights. Successful prosecutions have been brought against off-licences who supply alcohol to under-age people, and adults who purchase alcohol for children and young people. The Police work closely with the Licensing Team and test purchases are made by young people. An off-licence in Greasby has had its licence taken away for seven days after failing three test purchases. The staff in many off-licences report to the Police where they suspect adults are purchasing alcohol for young people. The problem is not confined to Woodchurch; it is Wirral-wide and nation-wide.

A member of the public commended the Police on their fast response to a recent incident in which the culprit had been apprehended.

##### **Questions raised at the meeting**

**Q Children are using the bus stop in Ganneys Meadow for drinking purposes, and they have set fire to paper.**

**Q There are many problems in the Hoole Road area, and the measures put in place to address these are not working. People report things but nothing is happening. Perhaps a different strategy needs to be used in Hoole Road.**

**A** [Police]. The Police respond to the information they receive from the public. If they are not told, the Policy cannot do anything.

[Mr Stevenson]: The Woodchurch Estate is one of the biggest estates in the country, but it does not have a community shop. A community shop would provide more community cohesion and would help resolve most of the

problems concerned with anti-social behaviour in Hoole Road and other areas.

**Q I understand there are problems regarding alcohol-free zones and the actual signage used. Is it still going ahead for the whole of Wirral? I would like to know how many tickets have been issued in the Woodchurch area - I suspect that the Woodchurch has the least number of people who have been reprimanded or fined.**

**A [Police]** It is proposed that the whole of Wirral will become an alcohol-free area, which means that it will be an offence for anyone to drink in the street. However, there has to be some discretion. There is a difference between someone who drinks the odd can in the street and does not cause any problems and someone who is a drunken idiot full of white lightning. Anyone under the age of 18 who is drinking alcohol would be arrested and referred to the appropriate support service, ie Wirral Alcohol Service or the Youth Service.

**Q What is the planning and organisation for filling in holes in the roads, especially in Irby? Is there a contractor going round, or is there no money to do the repairs?**

**A [Mark Traynor]:** There is money available and a new contractor has taken over road maintenance for the next eight years. There have been one or two teething problems but all the potholes marked with white paint will be repaired.

**[Cllr. Quinn]:** An independent organisation undertakes an annual assessment of the state of every road in Wirral. Where the Council is made aware of a dangerous pothole there is a protocol that says it has to be fixed within 24/48 hours.

**Q Has the Council any control of the bus services on the Woodchurch? Prior to taking buses off during evenings and weekends, the operator increased the fares substantially for daily fares and day tickets. Another company now provides the services that were removed, but will not accept day tickets for the return journey.**

**Q Next year, who will be accountable and who will take over the assets? What will the money be spent on? That money was brought in to enhance the Woodchurch and we were led to believe it was for the residents of the Woodchurch and it would be a shame if people cannot access that. There is a lot of money being held and it should be set up as a legacy for us. The money is meant to be spent on enhancing the estate. There is concern that we will lose that in March.**

**A [Cllr George]:** I chair the management board, and the board has asked for a report for the next meeting on who funds the assets and who has control. I will look into the issue.

**Q [Ron Green]:** I have been approached with the following questions, which should be referred to the Primary Care Trust, and expect replies.

**The new dental practice in Greasby. The practice has organised access to the practice from the car park in Coronation Park. This will enable people to drive their car into the park and enter by the rear entrance to the practice. That means that during dark evenings in the winter, residents will be going into the car park and as there is no lighting that will be a definite hazard. The suggestion is that some form of lighting is provided in the car park.**

**People who have allotments have complained that the car park becomes congested and they cannot drive their vehicles in with trailers.**



**The issues need to be addressed by the PCT and answers provided.**

**A** [Glen Coleman]: I don't have an answer to the dental issue.

**Q** **What is happening at the Warrens, and the idea of a polyclinic etc on the site?**

**A** [Glen Coleman]: A great deal of work has been going on between colleagues in the PCT and the Council following the rejection of the original planning application. An alternative site has been identified alongside the old nursery building and Wirral Council has entered into an agreement with the PCT to lease the land for a Health Centre facility. It is hoped that planning approval will be given in the very near future for work to start in September.

There will not be a polyclinic on the Warrens site, but there will be a large practice catering for about 14,000 patients, with about eleven GPs. There is additional space on the site to develop other services, such as Counselling Services, a dual-purpose leg ulcer suite, in addition to the normal community clinics. The plan is to relocate the District Nursing Team from Heswall to the site. There are no plans to duplicate the clinics and services that are available at Arrowe Park Hospital.

**Q** **There has been a lot of talk about giving power back to the people etc and the use of buildings by the community when the libraries close. I have a report here, which is a progress report, and that states power will be devolved back to the people and the community using the library buildings**

**A** [Cllr. Anderson]: What we have said is we will devolve power to the people and the community. The Ombudsman's public inquiry into the libraries starts tomorrow. Please go along and ask your questions, and see what local councillors are doing in your name.

**Q** **How can people in Woodchurch get to the Floral Pavilion? There is no transport from this estate. Things going on this estate will be discussed, but we can't get there because there is no transport.**

**Q** **I need an answer to these questions this evening. Jill Harvey, a Woodchurch resident became involved in the Save the Library Fund. The report says you are looking to an Adult Reading Scheme being set up. I want to know whether the Beechwood and Woodchurch Library buildings have been saved.**

**A** [Chair]: We cannot proceed in any way until the inquiry ends and we have the results. I have not seen the report you refer to. I am not sure that this is the place to deal with the library issue. We are investing £20 million in libraries but we cannot proceed until the inquiry is concluded. Perhaps you could come back at the next meeting with that issue.

**Q** **Can I ask the community representative for Greasby if you have set up a Management Committee for the Greasby Community Centre, and have you tried to get information from Wirral Council? I was told that Heswall Hall cannot get any information from Wirral Council.**

**A** [Ron Green]: A number of meetings have been held with Wirral Council staff, two in Bromborough. Plans were outlined and as a result of those meetings Greasby Community Centre, Westbourne Hall and Hoylake have put a committee together with a proposal that all three work in conjunction with each other and use of the resources of all three. They are waiting a response from the Council on this proposal. Over and above that, the community centre in Greasby is used on two evenings by the Youth Club, and the initial proposal was that could merge with Woodchurch, and youths from Greasby could go to

Woodchurch, and vice versa. John Smith, the Chair of the Joint Management Committee for Greasby Community Centre, had made it clear that was not his proposal. The point was noted. .

**Q The last area forum ran out of time before my question to the PCT could be addressed. Over the last three weeks, Andy Brannan has been trying to help me make contact with someone in the PCT who can give me answers.**

**The questions are concerned with the fluoridisation of drinking water in Wirral. and whether there are plans to enforce fluoridisation, but I cannot get a reply from the PCT**

**Can I ask the PCT representative here tonight to give me contact details of the person I should speak to, and to give a commitment that the question will be answered at the next meeting?**

**A [Glen Coleman]:** I apologise publicly that we have not delivered that for you. I am more than happy to give you my contact details this evening and on hearing from you I will make sure that your query is passed on.

**Resolved that:**

**(i)**-Anti-social behaviour, including young people drinking alcohol and general misdemeanours in the wooded area in Cheverton Close.

**(ii)**-Children are using the bus stop in Ganneys Meadow for drinking purposes, and they have set fire to paper.

**(iii)**-There are many problems in the Hoole Road area, and the measures put in place to address these are not working. People report things but nothing is happening. Perhaps a different strategy needs to be used in Hoole Road.

**(iv)**-I understand there are problems regarding alcohol-free zones and the actual signage used. Is it still going ahead for the whole of Wirral? I would like to know how many tickets have been issued in the Woodchurch area - I suspect that the Woodchurch has the least number of people who have been reprimanded or fined

**(v)**-Has the Council any control of the bus services on the Woodchurch? Prior to taking buses off during evenings and weekends, the operator increased the fares substantially for daily fares and day tickets. Another company now provides the services that were removed, but will not accept day tickets for the return journey

**(vi)**-Next year, who will be accountable and who will take over the assets? What will the money be spent on? That money was brought in to enhance the Woodchurch and we were led to believe it was for the residents of the Woodchurch and it would be a shame if people cannot access that. There is a lot of money being held and it should be set up as a legacy for us. The money is meant to be spent on enhancing the estate. There is concern that we will lose that in March

**(vii)**-I have been approached with the following questions, which should be referred to the Primary Care Trust, and expect replies.

The new dental practice in Greasby. The practice has organised access to the practice from the car park in Coronation Park. This will enable people to drive their car into the park and enter by the rear entrance to the practice. That means that during dark evenings in the winter, residents will be going into the car park and as there is no lighting that will be a definite hazard. The suggestion is that some form of lighting is provided in the car park.

People who have allotments have complained that the car park becomes congested and they cannot drive their vehicles in with trailers

(viii)- The last area forum ran out of time before my question to the PCT could be addressed. Over the last three weeks, Andy Brannan has been trying to help me make contact with someone in the PCT who can give me answers.

The questions are concerned with the fluoridisation of drinking water in Wirral and whether there are plans to enforce fluoridisation, but I cannot get a reply from the PCT

Can I ask the PCT representative here tonight to give me contact details of the person I should speak to, and to give a commitment that the question will be answered at the next meeting?

## **- Partner Updates**

### **Merseyside Fire and Rescue Service.**

Sarah Patterson drew attention to the comprehensive report on pages 13-15 of the Area Co-ordinator's report. She highlighted the availability of free Home Fire Safety checks and a commitment to risk assess every home on Merseyside. [FREEphone 0900 731 5958 for Free Home Fire Safety Check, with free smoke alarm installation if required].

Wallasey Community Fire Station are holding an Open Day on 20 June from noon to 4 pm. Any voluntary donations received on the day will be given to Claire House. Everyone will be welcome.

Sarah responded to comments about the community facilities at Upton Fire Station as follows:

- The gym facilities are not to the standard available at other fire station due to space restrictions at Upton Fire Station.
- Comments or complaints about the Wirral Heartbeat equipment should be referred to the Heartbeat Manager.
- The facilities, including the community room and the community garden, are available for use by the community at any time.

### **Community Safety Team**

A report on the activities of the Community Safety Team was given on pages 15/20 of the Area Co-ordinator's report.

Jim Thompson gave a statistical analysis of crime in Wirral, emphasising that Wirral is a very safe place to live, and is becoming safer. The emphasis for the next twelve months will be on addressing antisocial behaviour, dealing with violent crime, particularly domestic violence, hate crime, political offenders and crime hot spots including Birkenhead Town Centre, whilst at the same time ensuring value for money.

Mark Stevenson noted that the areas where the Youth Respect Team has operated excluded Woodchurch. Inspector Griffiths replied that the resources had been placed in the areas where most incidents of anti-social behaviour had been reported. It could be that residents of Woodchurch had not reported incidents.

### **Wirral University Hospital Trust**

Pat Higgins highlighted the section of the report dealing with Controlling Infection. Reducing the incidents of MRSA and Clostridium difficile is a very high priority for the Trust and figures released in April show a 60% reduction in case of Clostridium difficile in the last quarter of 2008 compared to the same period in 2007. NHS Wirral

has invested £1.6 million in a hyper-acute stroke centre. The maternity unit was judged to be one of the 'best performing' in the country in the Health Commission's review and 'best in the region' in a national survey of new mothers and mothers-to-be. Work has just started on a £11 million scheme that will radically change the face of the maternity services building and create a centre of excellence bringing together under one roof all acute hospital services for women and children.

A member of the public stated that during a recent hospital visit, she had noticed that visitors could not access the hand sanitizer because a laundry trolley had been parked in front of it.

### **Equality and Diversity**

Mark Stevenson commented that a representative from the Equality and Diversity Team was not present to answer questions.

**The Chair gave a commitment to ensuring that a representative is present at the next area forum meeting.**

### **Youth Service**

A comprehensive Overview of Wirral Youth Services' activities were included on pages 24/26 of the Area Co-ordinator's report. No questions were raised.

### **Travel**

Following a successful pilot in Childwall, Liverpool, a Personal Travel Planning project to reduce car use is due to be implemented in Heswall, Pensby and Irby in 2009/10.

A suggestion was made that it would be useful to invite a representative from Merseytravel to a future meeting of the area forum.

**Jo Burrell undertook to find out if there is a link person between Merseytravel and the Council with a view to inviting a representative from Merseytravel to the next meeting.**

### **NHS Wirral**

Glen Coleman gave a verbal update on Swine Flu. He explained that he has regular meetings with Mark Cambourne to talk about preparations for any potential pandemic. He drew attention to the advice given on page 29 of the report about hygiene messages. The UK is one of the most prepared nations and is in the best possible position to put plans into action.

A member of the public suggested that it would be more cost effective to vaccinate everyone in the country than to distribute leaflets and pay for advertisements. Glen Coleman confirmed that plans are in place to ensure that antivirals are made available to the public very rapidly in the event of swine influenza being confirmed in the UK.

### **Police**

Copies of the monthly neighbourhood newsletter for June were available at the meeting. The newsletter can be accessed at [www.merseyside.police.uk](http://www.merseyside.police.uk) - follow the links to Upton, Prenton and Greasby. If preferred contact details can be given at Upton Police Station, and a paper copy will be delivered to the home address each month.

### **Reports from Community Representatives.**

Ron Green reported that all residents in Greasby should have received a copy of the Summer 2009 edition of 'Greasby Messenger'. A Stop Press at the bottom of page 3 reinforces the message given by Inspector Griffiths this evening, that any apparent or actual criminal acts are reported immediately to Merseyside Police. It is important to

report every incident, every time it happens. The Police have CCTV cameras that can be brought into an area for surveillance.

This month's edition provides an opportunity for everyone to have their say about future developments in Greasby and Frankby, through the GOAL questionnaire. Everyone is invited to respond to the invitation and state what they would like to be done for young people and for the general community in Greasby.

Mark Stevenson quoted extracts from a newsletter sent to every household in Woodchurch, giving details of activities in the area.

Mark Stevenson stated that he had only received the Area Co-ordinator's report on Friday last. He would appreciate it if it could be distributed more in advance of meetings in future.

**Minute decision: Resolved: That partners, their representatives and community representatives be thanked for their written and verbal reports.**

**Resolved that:**

(i)- A suggestion was made that it would be useful to invite a representative from Merseytravel to a future meeting of the area forum.

Jo Burrell undertook to find out if there is a link person between Merseytravel and the Council with a view to inviting a representative from Merseytravel to the next meeting.

**Minute 8 - Date of next meeting.**

**Minute decision: Resolved: That the next meeting of the Area Forum be held in 19 October 2009 at a venue to be confirmed.**

The Chair thanked everyone for their attendance and closed the meeting at 9.10 pm.

## Matters arising

**1)** Mark Traynor undertook to follow up the suggestion that a post is erected to avoid parking in the gap in Sunnybank Road.

A verbal update will be given on the night

**2)** Members of the public reported that residents had seen lorries arriving and dumping rubbish on the St Benedict site, that little work appeared to be taking place during the week, but there is increased activity at weekends, including bank holidays. This issue has been monitored through the council's customer relations management system to see if anymore activity was reported. Since the forum no more unusual activity was raised through to the council's Streetscene Department.

**3)** Anti-social behaviour, including young people drinking alcohol and general misdemeanours in the wooded area in Cheverton Close.

A young person was arrested for breaking into a couple of sheds in Cheverton.

**4)** Children are using the bus stop in Ganneys Meadow for drinking purposes, and they have set fire to paper.

An Operation designed to tackle anti social behaviour was run over the area on Friday 21st August and was repeated on Friday 28th August. Operation Staysafe is aimed at engaging with young people who are or may be at risk of becoming the victims of crime or being involved in Criminal or anti- social behaviour and stopping such behaviour.

Police patrols searched for young people who were in possession or who had consumed alcohol, those engaged in anti-social behaviour or who were in the company of adults who might be involved in anti-social behaviour or crime.

Those young people identified can be taken to a place of safety and parents or guardians informed. The young person can be assessed or referred to Social Services and there is follow up from the Children and Young Peoples Department

As well as enforcement there is an element of education in the operation to enlighten young people as to the problems they cause as well as the dangers that they leave themselves open to

All parts of the area were covered including Woodchurch, Overchurch, Upton Village, Norwich Drive, Greasby and Prenton. Uniform and plain-clothes patrols worked with partners and visited all those areas where young people and drinking have been an issue. Police and partners pooled their knowledge of "drinking dens" to target offenders.

The Operation resulted in the following:

### 21st August

Over 350 young people spoken to during the evening.

2 bottles vodka / 28 cans lager / 3 litres cider recovered.

3 x dispersal orders issued

2 x 15 year old females removed to the place of safety because of alcohol.

1 x 14 year old female arrested for damage

2 adults arrested one for drunkenness and one for being found on enclosed premises for unlawful purpose.

19 off licence visits were completed to reinforce the issues of young people and alcohol.

No reports of anti-social behaviour on the area during the evening.

28th August

Over 400 young people spoken to during the evening

1 bottle vodka/43 bottles cans beer/15 litres cider

18 young people referred to brief interventions with Response

36 visits to licenced premises

2 Calls for anti social behaviour during the evening.

**5)** There are many problems in the Hoole Road area, and the measures put in place to address these are not working. People report things but nothing is happening. Perhaps a different strategy needs to be used in Hoole Road.

There is a new dedicated officer Matt Gibson and he has been given directive to look at Hoole Road. Following this, a successful arrest was made with one regular with an ASBO, breached and got 4 months imprisonment.

**6)** I understand there are problems regarding alcohol-free zones and the actual signage used. Is it still going ahead for the whole of Wirral? I would like to know how many tickets have been issued in the Woodchurch area - I suspect that the Woodchurch has the least number of people who have been reprimanded or fined.

Alcohol free zones – Officers have been asked to give more attention to dealing with those drinking and causing problems.

**7)** The last area forum ran out of time before my question to the PCT could be addressed. Over the last three weeks, Andy Brannan has been trying to help me make contact with someone in the PCT who can give me answers.

The questions are concerned with the fluoridisation of drinking water in Wirral. and whether there are plans to enforce fluoridisation, but I cannot get a reply from the PCT

Can I ask the PCT representative here tonight to give me contact details of the person I should speak to, and to give a commitment that the question will be answered at the next meeting?

Mr Curtis was contacted by e-mail on the 9th June explaining a full response will be forwarded to him. A further e-mail which contained information on the subject was sent on the 16th June and a full response to all the questions raised was sent to Mr Curtis on the 26th June via our Executive Director and Senior Dental Advisor.

**8)** [Ron Green]: I have been approached with the following questions, which should be referred to the Primary Care Trust, and expect replies.

The new dental practice in Greasby. The practice has organised access to the practice from the car park in Coronation Park. This will enable people to drive their car into the park and enter by the rear entrance to the practice. That means that during dark evenings in the winter, residents will be going into the car park and as there is no lighting that will be a definite hazard. The suggestion is that some form of lighting is provided in the car park.

People who have allotments have complained that the car park becomes congested and they cannot drive their vehicles in with trailers.

A Project Officers from the Estates Team has spoken at length on occasions to a Mr Ron Green on this matter and that he has been advised that as the Car Park does not belong to NHS Wirral, his concerns about lighting and re-surfacing need to be raised with Streetscene as it is local authority owned.

The further issue about access from the current car park to the rear of the premises, apparently the gated entrance was already a part of the existing property and not something new that has been added so therefore it has not significantly changed any

aspect of the Car Park. As patients of the Dental Practice, who also in the main are likely to be fairly local residents may be using the public facility, and there is plenty of on street parking available in the area, the PCT have no plans to address this matter.

**9)** Jo Burrell undertook to find out if there is a link person between Merseytravel and the Council with a view to inviting a representative from Merseytravel to the next meeting

A representative from Merseytravel will be at the forum

**10)** Next year, who will be accountable and who will take over the assets? What will the money be spent on? That money was brought in to enhance the Woodchurch and we were led to believe it was for the residents of the Woodchurch and it would be a shame if people cannot access that. There is a lot of money being held and it should be set up as a legacy for us. The money is meant to be spent on enhancing the estate. There is concern that we will lose that in March

The NM team is collating a list of Woodchurch assets which have been funded through NM since the beginning of the programme. The asset list will be presented to the next board on 27th October and will outline what the asset is, where sited and who is responsible for it.

The remainder of the NM funds 2009-10 will be discussed at the next board meeting on 27th October, options will be proposed and the allocation of funds will be discussed at the board.



# **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.

## Wirral Council 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 holds the operating licence for administering and running the DofE. The Youth Service is therefore able to issue individual operating licences to single units such as schools, youth clubs and uniformed organisations. Young people within the borough are able to participate in at Bronze, Silver and Gold levels and are offered a wide and diverse menu of opportunities.

A well equipped Open Award Centre is able to provide comprehensive and quality expedition training for those wishing to attempt their expedition or exploration. Young people are encouraged to make improved use of their leisure time and by participating in the DofE they are guided towards, helping their own communities, acquiring new skills, keeping fit and taking on new and exciting challenges.

Anyone aged between 14 and 25 can take part in the DofE regardless of background or ability and participants are able to increase their own self confidence and self esteem, make new relationships and develop fresh skills.

### *Wirral Youth Theatre/Youth Arts*

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

### **Greasby/Frankby/Irby, Upton and Woodchurch.**

**Fender Youth Club** held a virtual baby open day to recruit for the next course. Eight young people signed up. Staff and young people have completed training the trainer for the virtual baby course, enabling them to deliver this to other young people. Young people have participated in a 'think you know' internet safety course. For the Woodchurch in bloom event young people alongside the community designed and made up. The re:act project runs every Tuesday looking at knife crime and dealing with managing aggression. The police community support officers from the area are involved in this project running sessions around weapons and the law. Young people visited the chill actor on the open weekend.

**Greasby Youth Club** have been taking part in sports coaching activities funded by goal in Coronation Park. There have been trips to laser quest and bowling over the summer. Young people from the youth club regularly maintain and water the planters outside the community centre. That has been project work in the pavilion in Coronation Park around skin care and sexual health.

**Deeside Young People's Project** has continued to work in the mid and west Wirral areas using streetwork and the Kontakta Bus to engage with young people. DYPP has developed a positive working relationship with the Police, targeting those young

people at risk of offending and involved in risk taking behaviour. The young people enjoyed the joint youth service/police summer holiday positive activities programme.



## 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
<b>Grand Total</b>	<b>2785</b>	<b>1949</b>	<b>1729</b>	<b>771</b>	<b>6463</b>

## 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 14<sup>th</sup> November – Aldi, Heswall
- Saturday 21<sup>st</sup> 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](http://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 12<sup>th</sup> OCT      BIRKENHEAD FIRE STATION (Exmouth Street, CH41 4AX)**  
**TUE 13<sup>th</sup> 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**

## **AREA FORUM STREETSCENE UPDATE – OCTOBER 2009**

### **New Highway Maintenance Partner**

Our new Highways Maintenance Partner Colas Limited officially began works on 1<sup>st</sup> 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 Management Schemes* – the following have been completed since April 2009:

- Old Chester Road / Town Lane, Bebington – Toucan Crossing
- Woodchurch Rd / Osmaston Rd, Prenton – Puffin Crossing (Complete Oct 09)
- Claughton Road Bus Station, Birkenhead – Puffin Crossings
- Central Park, Wallasey – Cycling Strategy Scheme

- You Decide (2008/09) – Bebington / Clatterbridge – “Slow” carriageway markings

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

- Heron Road, Saughall Massie – Local Safety Scheme
- Brimstage Road, (Phase 1) – Local Safety Scheme
- Barnston Road, Barnston – Local Safety Scheme
- Cathcart Street, Birkenhead – Local Safety Scheme
- Rock Ferry By-pass (Phase 2) – Local Safety Scheme
- St Albans School, Liscard – Safer Routes to School Scheme (Complete Oct 09)
- Bring Accidents to Zero Campaign – 7 new sites

*Pedestrian Facilities:*

- Pedestrian Dropped Kerb Programme – Various Locations
- Telegraph Road, Heswall – Pedestrian Refuge

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:

### **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 1<sup>st</sup> 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 60<sup>th</sup> 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](http://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](http://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.

BRIEFING NOTE FOR LOCAL AREA FORUMS – OCTOBER 2009

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 &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>Good</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** 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](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

- **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](http://www.whnt.nhs.uk) or complete the pink form in this information pack and return it to the Freepost address given.

## **Equality and Diversity**

### **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 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 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](mailto: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 8<sup>th</sup> 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



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

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](mailto:stevefoden@wirral.gov.uk) or [gerardsmyth@wirral.gov.uk](mailto: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](mailto:equalitywatch@wirral.gov.uk)

We are waiting to hear from you!



## 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 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:

11th August 2009 at 11am-1pm: Birkenhead Precinct

8th September 2009 at 11am-1pm: Liscard Precinct

30th September 2009 at 11am-1pm: Morrisons, West Kirby  
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  
8th December 2009 at 11am-1pm: Liscard 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.

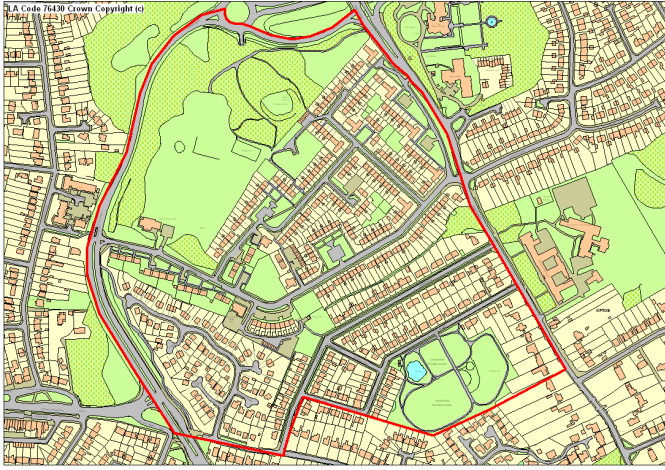
➤ **Landlords working together to tackle anti-social behaviour (September 2009)**

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.

➤ **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:

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



## **Wirral Community Safety Team Update**

**Roles of Wirral Community Patrol** 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 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 bye 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.

## **NHS Wirral Update**

*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 10<sup>th</sup> 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](http://www.direct.gov.uk/swineflu)**

**[www.hpa.org.uk](http://www.hpa.org.uk)**

**[www.dh.gov.uk](http://www.dh.gov.uk)**

**[www.nhsdirect.nhs.uk](http://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.