



South West Neighbourhood Resource Centre

“For Excellence in Neighbourhoods”

April 2008
Edition
FOI No. 237

Hello! and welcome to our April 2008 newsletter.

Many thanks to everyone who sent us information about their news and local events. Please keep them coming – without your contribution we can't produce a newsletter!



**South West Neighbourhood
Resource Centre is First for
First Aid Training**



As you may be aware, the Resource Centre is now accredited to run First Aid at work training. This includes the 4 day programme, 2 day fresher and 1 day appointed person's training.

Recently 20 of the Swindon wardens attended the Appointed Persons programme and training on use of defibrillation equipment. All of them passed the final assessment with flying colours and have been putting their skills to good use in the community.

First Aid Saves Lives

The training has already been put to good use by Neighbourhood Warden John Richins. A few days after he attended the course John was patrolling one of the estates when he was approached by a man who had come across an unconscious girl in an alleyway. John went to check the situation and found that she had cut both her wrists, one of them badly and there was a lot of empty tablet wrappers lying on the ground by her.

John immediately called an ambulance and managed to control the bleeding and monitor her breathing until the paramedic arrived to take over.

John said “The person who found the girl was in a state of panic but the first aid training was fresh in my mind so I knew what to do.

The girl is now fine, but has no recollection of the incident.

Neighbourhood warden Neville Seymour has also used his first aid training recently when he came across a road traffic accident.

Residents say “YES” to Swindon Wardens

By Lead Warden Nick Brock

Last year Bernie Brannan, Director of Housing promised tenants the chance to have their say on whether or not they wanted to continue to fund the Neighbourhood Warden Service. This is because the Swindon Neighbourhood Wardens are funded through tenants and leaseholders paying a pound a week each for the service.

A total of 9,300 voting slips were posted to Swindon Council tenants to give them the opportunity to comment on what they thought of the service, and whether they supported its continuation.



Lead Warden Joan Woods & her team
One of the 4 Swindon Warden teams

The Neighbourhood Wardens were a little nervous of voting apathy. The feedback we were getting on the streets was that people were happy with the work we were doing, but due to apathy were not bothering to vote.

So the Wardens went on the offensive. While we were out and about doing our usual good work we reminded people how important it was to vote if they wanted to keep their Wardens. We held surgeries in the daytime as well as evenings, to explain to anyone that was in any doubt, exactly what we do.

Well, the votes started to come in and after the first count of the day it was found that most people were voting to keep the Wardens. Around 80% of the first votes to be returned were yes votes. And I'm happy to say that percentage wise, it stayed more or less at that figure.

So we are here to stay. We have the overwhelming support of the tenants, and we can carry on with our good work, improving the environment for the residents of our estates.

The Big Switch

by **Bryan Wood**,
ex-community warden now Anti-social Behaviour Case Worker.



Bryan Wood

With 24 Police Community Support Officers plus other members of the Safer Neighbourhood teams on the streets of Poole, we decided that additional patrols by Community Wardens were no longer needed.

As reports of Anti Social Behaviour have increased, I was taken on as an Anti Social Behaviour Case Worker as was my new colleague Adrian Blow. This change has allowed us to provide a better service to residents who suffer from Anti-Social Behaviour.

I now deal with every complaint in the north of the town and Adrian with those in the south. Ian Cooke, in his role of Anti-social behaviour Co-ordinator takes on the more serious cases and those with major enforcement issues.

You may think that means we spend all our time in the office but that is not true.

We are out in the community spending time with victims of anti social behaviour, speaking to perpetrators and working very closely with the police, housing associations and children's services to name but a few.



Adrian Blow

There of course is some office time as every single complaint is logged on our Flare system. This includes every phone call or visit to victims or perpetrators. It can be difficult at times to know which job to do first as there is usually several cases going on at once.

The major changes to my job have been that I no longer wear a uniform, spend more time in the office phoning people and writing up cases and visit more people whether perpetrators or victims. I no longer do any patrolling, so save on shoe leather! However, I still am involved with projects in the town such as litter picks, Graffiti projects, youth drop in sessions etc.

It's All Been Happening In Torbay

Local Government Chronicle 'Sustainable Communities Award

Torbay's Street Wardens have received a highly commended award for their hard work on such projects as The Bus, community clean ups and the their Junior Warden programme. This achievement was in part due to the high level of partnership working that has taken place with Devon and Somerset Fire and Rescue and Torbay Care Trust.

Well Done Guys !!!!!



The Torbay Warden Team



The Litter Dragon

JSW Torbay Update

Torbay Junior Street Wardens (JSW Crew) are now able to record details of the work they have done and the impact it has had on the community by using a "Record of Achievement" book.

As well as helping the wardens assess what projects work well, it also provides the Junior Wardens with a record of the volunteering they have done. This then goes towards their 'Make a Difference Award'.

Litter Dragon

We set up this project to get youngsters from different areas working together on an environmental awareness project. They constructed a dragon from willow and then filled with recyclable materials that they had collected. That with a few finishing touches and a few fairy lights made a fantastic display at the local museum and then in the Council offices.

For more information on the work of the Torbay Wardens, please contact Tara Fowler on 01803 208017.

Other News from Around the Region

Teignbridge changes!

By Kevin Arnold, Senior Community Safety Warden

Changes are afoot in Teignbridge with the Warden Scheme taking on more responsibilities. In future the Community Safety Wardens will be known as Community Environment Wardens. In addition to dealing with anti-social behaviour, underage drinking, smoking and police tasking, they will be taking an active role in the prevention and reporting of fly tipping, dog fouling and other important environmental issues.

Although eventually the team will no longer work from within police stations in the area, it is envisaged that the strong ties and good relationships built up over the time spent working closely with the police will continue to the benefit of all concerned.

Youth Activities at Cheltenham Borough Homes

By Caroline Wheelhouse, Neighbourhood Warden

The Cheltenham Wardens have been running youth diversionary activities for their junior wardens for some time now.

Recent fun events included a First Aid course and cultural awareness events.

The first aid course was attended by 10 Junior Wardens and by warden Claire Young. Everyone thoroughly enjoyed the training and learned some useful first aid skills.

At one of the recent cultural awareness events, where the young people learn about different cultures and religions, a lady came along from the local Chinese community. As well as talking about her culture and beliefs, she also gave the audience a lesson in using chopsticks. As an incentive she brought along some sweets that people had to pick up with the chopsticks. There were a few disasters along the way, but techniques soon improved as no-one was going to let that chocolate go to waste!



Easter activities with the Boscombe and Springbourne Neighbourhood Wardens

The Boscombe and Springbourne Neighbourhood Wardens had a busy week following the Easter Weekend.

The Neighbourhood Wardens and Dorset Fire and Rescue Service joined forces with children and their families from Churchill Gardens in Boscombe and the surrounding area to undertake a community clean up. Around 25 children of all ages donned their fluorescent jackets and picked up their litter picks and managed to fill 12 bags with rubbish and leaves.

The weather managed to stay fine for an Easter Fun Day in Churchill Gardens where the Neighbourhood Wardens worked in partnership with Dorset Fire and Rescue Service, Dorset Police, The Recycling Team and The Food Co-op who all turned up to support the event and happily chat away to families and help the children answer their Easter Quiz Questions.

The Wardens were also over in Springbourne on a very wet and windy Friday at the end of March for another successful Clean up day. This time it was the turn of Corporation Road, Lytton Road and Northcote Road. Mechanical sweeping, drain clearing and the removal of fly tipping were just some of the actions that took place.

Warden Core Training

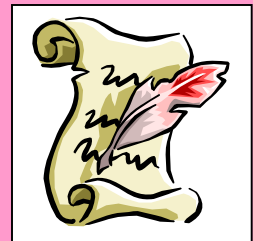
The External Moderator from NCFE will be visiting us on 12 May.

Following this visit we will be requesting certificates for everyone who attended the previous 2 training courses and should receive them within a few weeks.

Congratulations to:

Stroud Wardens Andy Foster and Kaz Elliott on completing their Community Warden NVQ.

and to John Tucker who has successfully achieved 4 of the 8 units.



Training Available from The Resource Centre

New Training

The South West Neighbourhood Resource Centre is now accreted to offer the Level 2 certificate in Community Safety for Accredited Persons through City & Guilds. This is highly recommended for staff in CSAS accredited schemes, but the content is also relevant for anyone working in communities, particularly where there is an enforcement element to their role.

Topics covered in the package include:

- Relevant legislation
- Equality and Diversity
- Communication
- Conflict Management
- Crime and Incident Management in the Community

Coming Soon

Physical Intervention Training

Sadly, dealing with the public does carry a risk of having to deal with violent individuals.

Physical Intervention training teaches you break and escape techniques which enable you to get yourself out of a threatening situation, should you need to.

The Resource Centre will be offering this training from June 2007. It can also be combined with our Conflict Management training programme to provide a coherent approach to dealing with conflict in the community.

Restorative Justice

Restorative Justice can be used in any situation where one person has harmed another. In the community, it is most often used to resolve neighbour disputes and anti-social behaviour.

In community mediation there is a high rate of resolution of disputes, for example enabling neighbours who have been in dispute for years, to be able to live together peaceably.

From August the Resource Centre will be offering training in carrying out Restorative Justice approaches in line with best practice guidelines issued by the Restorative Justice Consortium.

For information on any of the training offered by the resource centre, please contact Lynn on 01793 464003.

Don't forget we can also produce bespoke training packages to meet your individual needs.

The Future of Network Meetings

Those of us who were able to attend the last network meeting had a discussion about how future meetings would be run, given that the Resource Centre will not be in a position to fund the venue in future.

Everyone agreed that the meetings are very beneficial and it would be detrimental to lose that opportunity to share ideas, information and best practice. Therefore, we agreed that future meetings will be hosted by the schemes themselves. While this may sometimes involve a greater degree of travelling, depending on the location, we can share this out by moving the meetings around the region. We are also looking at the possibility of combining the meeting with a study-visit type of activity where you can get out and see first hand the issues faced in the area.

Next Meeting

Many thanks to Vicki, Shane and Darrel at Weston Super Mare, who have volunteered to host the first new style meeting which will be on **20 June from 10.30 – 3pm**. If there is anything in particular you would like to know about the work of the Weston Wardens or the local area, please let the Resource Centre know. Please also let us know if you would be willing to host a future meeting.

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