



South West Neighbourhood Resource Centre

“For Excellence in Neighbourhoods”

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Welcome to our April newsletter about the work of our centre and the warden schemes in the South West Region. We hope you find it interesting.

Sanctuary Champions in Swindon

Swindon has been allocated funding from the Migrants Impact Fund to help public services support communities. One of the ways Swindon has chosen to do this is to recruit volunteers from the BME community to be Sanctuary Champions.

The Sanctuary Champions will play a key role in welcoming people to the town, helping them settle here and enabling them to access the information and services that they need. They will be a friendly face, helping to make people feel that Swindon is a safe place, and will be able to help people with issues such as registering with a GP, finding a school for their children, sorting out utilities, contacting council departments and even understanding the dos and don't of recycling!

We have been recruiting volunteers through existing community groups and information evenings since early in the year and now have 12 Sanctuary Champions undertaking training.

Accredited Training for Community Champions

The volunteers are receiving training which includes what communication, problem solving, community engagement, community safety, environmental issues and working in partnership with public services. This training is currently being accredited as a Level 2 Certificate for Community Champions with the awarding body NCFE. This training is suitable for many community volunteers including Street Reps Health Reps and Village Agents.

As well as receiving a qualification from the training, we will also be providing the champions with opportunities for work experience and help with job applications, writing CVs and interview skills.

The training is being delivered in modules over the next few months (the first session has just taken place) and we will update you on how the Sanctuary Champions are getting on when they start volunteering in the community. If you would like more information about this project, please contact Lynn or Mathew at the Resource Centre.

Resource Centre News

By Lynn Jarvie, Training Officer

Its that time of year again when we become envious of the wardens being out in the fresh air and sunshine – not that we were quite so envious when it was snowing!

In our last newsletter we told you all about the Cirencester Good Neighbours Project which is one of the best practice case studies we are working on. This time we have focussed on the High View School Project in Efford, Plymouth and we will be featuring the other case studies in future editions. We will also be promoting these case studies through a series of regional road shows throughout June.

The pilot for the Problem Solving NVQ with Skills for Justice is also keeping us busy. It has been fascinating to see how different organisations are tackling problem solving using a variety of tools. My first candidate has now completed (subject to verification). Congratulations to PC Michael Sharpe, Problem Solving Advisor with Southwark Police for getting all his evidence together so quickly. Sue and I were both really impressed with the work Mick does and his knowledge of his area. Our other candidates are making good progress and hopefully won't be too far behind!

The training for Sanctuary Champions in Swindon started yesterday and we will be holding regular sessions during the rest of the year. The first session was about identifying the challenges facing people when they first move to a new country. The volunteers

kindly told us about their own experiences which gave us a better insight into the issues that are most important to people. After a couple more sessions the Champions will be out and about in the community.

Our next Warden Core Training will be from 24 – 27 May in Swindon and we still have a few places available. As well as being of value to new wardens, the core training is also a useful refresher to people who have been doing the job for a while, particularly if they have never had the chance to complete the accredited course. If you would like any more information, please contact me.

Over 20 wardens attended the March regional network meeting in Swindon. After the meeting we visited Swindon Fire Station where Partnership Officer Graham Weller told us about the partnership working the fire service do, and in particular the work being done with young people. Before we left, Graham took us to their smoke house where we had to find our way through a building filled with artificial smoke. Even with a rope to hold to guide us through it was difficult. I now understand why the fire service advise you to have an escape route planned in case of emergency!

Many thanks to Graham for an interesting afternoon.

Our next meeting is in Torquay on 2 July and is open to anyone with an interest in the work of wardens.

High View School, Efford, Plymouth

One of the best practice case studies the South West Neighbourhood Resource Centre is working on is the planning, design and building of a new school to serve the Efford area of Plymouth.

Efford had been served by 2 primary schools (High Field and Plym View schools). Both schools served the same age group of children and were only ½ mile apart. However, the communities and the challenges they faced were very different.

Both schools were in a poor state of repair. Also, as the demographics of the population has changed in both areas, the intake of both schools has declined. This meant the schools had a lot of surplus capacity and Plymouth City Council decided to amalgamate both to build a brand new school that was more accessible for everyone in the community.

The area of Efford has a strong community partnership group called The Heart of Efford Community Partnership. This group is well established within the area and was used as a sounding board to gauge people's feelings about the changes. The Heart of Efford group then consulted with the community using surveys and residents meetings.

From the results of the consultations it was clear that the community was happy to embrace the new school and that they wanted the better facilities for young people. It was agreed that the new school will have a sports hall, a performing arts hall, a studio with changing rooms for community use, meeting rooms and a media suite, as well as a nursery, a Children's Centre and space for sports and arts for the community.

Following consultation with the community, work started on the new school in October 2009 with a ceremony to mark the start of the construction. Cllr Grant Monahan, Plymouth City Council's cabinet member for Children and Young People said: "The regeneration of Efford has already started and this new building will help the next generation and their families to flourish. The council has worked closely with the schools and the Efford Community Partnership to ensure that this place will be something special for the entire neighbourhood."



How the new school building will look

Headteacher designate of High View School, Kim Dorian Kemp, said: "This is a very exciting time for the whole community. The children have been active in helping to influence the design of the new building and are eager to move in.

Meanwhile, the amalgamated schools opened in September as High View School in temporary accommodation.

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Swindon Neighbourhood Wardens

By Nick Brock and Warrick Lynham, Lead Neighbourhood Wardens

Assembly Time

Team 1 Wardens Nick, Dave and Rob are back doing school assemblies in their areas. This time it was the turn of Ruskin Primary School in Upper Stratton.

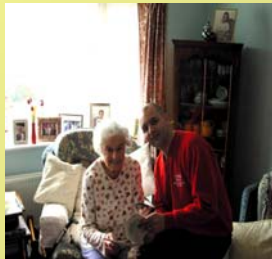


Rob, Dave and Nick in Action at Ruskin School Assembly

The team make the assemblies as interactive as possible, as this helps keep the interest.

Nick explains "We talk to them about litter, and what they can do to help keep where they live tidy, road safety, the dangers of discarded needles and stranger danger, amongst other things. This one is probably the best assemblies we have done so far. The children were really interested and there were so many questions at the end. What stood out for me though was when I said good morning, they responded with good morning Nick. I thought that was great."

Wardens Tune In



Warrick with the grateful resident

Team 2 Lead Warden Warrick Lynham was recently making a home visit to an elderly resident in his area. During the visit the lady, who is 85, told him that she was concerned about the TV switch over as she didn't know what she had to do and had no-one to help her.

Warrick kept in touch with the resident throughout this switch over period, so she knew what was going to happen. He also sourced a spare free view and installed it for her, leaving her with full instructions on how to use it.

The lady was very happy with all the help she has received, and hopes the warden service will continue for a long time.

Teignbridge Environmental Wardens Stamp on Dog Fouling

By Kevin Arnold, Senior Community Environment Warden

Teignbridge Dog Warden Sid Rollinson was recently involved in a joint operation with the local policing team to combat dog fouling along the length of Lemon Walk in Newton Abbot which was identified at a recent PACT meeting as being a 'Hot Spot' for irresponsible dog owners who fail to clean up after their pets.

The patrol was undertaken from 6.00 AM to 9.00 AM the time identified as being the most likely period in which to catch those responsible for the problem. During the patrol two Official Cautions were issued by the Dog Warden for fouling and littering. The local press also sent someone along on the patrol and it is hoped that the realisation that people have been caught and fined will encourage people to change their behaviour.

Further patrols are also planned.

Torbay Council Team Poop Scoops Prestigious Awards!

By Tara Fowler, Principle Community Protection Officer

Congratulations to Torbay's Community Protection Team who have poop scooped two prestigious national Keep Britain Tidy awards for their work in tackling dog fouling across Torbay.

In 2009 the team launched a campaign which featured hard - hitting artwork as well as local radio advertising. Torbay not only won the "Preventative Approaches" category but also went onto to receive the "Overall Award" for its efforts.

The best environmental schemes from councils across the country were showcased at last months Keep Britain Tidy Conference.

Leading figures from local authorities, housing associations and other land managers attended the two-day event at the Midland Hotel, Manchester. Organised by the Keep Britain Tidy Network, the conference focused on making England's communities, towns and cities better places to live.



Comedienne Ruby Wax hosted the awards ceremony, which honoured a range of innovative schemes by councils tackling problems such as dog fouling and litter. Pictured with Ruby is Tara Fowler the manager for Torbay and some of her Community Protection team.

Over the two days delegates listened to expert speakers and took part in workshops offering ideas and guidance on tackling issues such as litter, building stronger and cleaner communities, enforcement, anti-social behaviour, and continuing to maintain and improve local environmental quality efficiently in these challenging economic times.

For those that win a Keep Britain Tidy Award it is a high profile and visible way of demonstrating to the public, staff, stakeholders and customers that not only are you taking environmental responsibilities seriously but that you are leading the way in this area.



A poster from the winning campaign

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Stroud Neighbourhood Wardens News

By Chris Acock, Lead Neighbourhood Warden

Warden Tackles Tag Rugby

Pete Wilson has joined forces with the local PCSO's for Wotton under Edge to help take an after school class in Tag Rugby at Bluecoats Primary School Wotton.

The purpose of the lesson is preparing and coaching the kids in the skills of tag rugby leading to participation in a tournament later on in the year.



Pete Wilson and his tag rugby team!

The school have been very supportive with the work the Safer Communities Team have been doing after school, and they are content to give them a regular slot until the tournament commences.

Berkeley Honours Community Safety Team



Chris Acock and the Community Policing Team at the tree planting ceremony

Berkeley Town Council is so pleased with its policing service that it has planted a tree in honour of its police officers and neighbourhood warden.

The commemorative tree was planted by mayor Valerie Watts outside the Berkeley police station in recognition of the work that PC George Sharpe, PCSO Mike Trebble and Stroud District Council neighbourhood warden Chris Acock have done.

"George, Mike and Chris work extremely well together as a team. They have all been extremely helpful to the council over recent years and more importantly they are an accepted part of the community by the residents and traders who are quite happy to stop and talk to them," she said.

Regional Network Meeting

The next network meeting will be on Friday 2 July 10.30am – 3pm

At Torquay

If you would like to find out more about the work wardens are doing in the region, or have information that you would like to share with the warden network, you are welcome to come along.

Please contact a member of the Resource Centre Staff for more information.

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Weston-super-Mare Warden Update

By Neighbourhood Wardens Shane Edwards and James Clayton

Well its been a busy few months here in Weston for us, As well as our usual day to day duties we have got involved in many other things.

We have been attending resident meetings and coffee mornings in sheltered housing to get to know the concerns and worries of the older people in our area. This has been very useful to us and through it we have met some real characters and heard some great stories and, of course, information to help us with our work.

We have been involved in the month of action on the Bournville estate which has been a joint agency initiative covering everything from Police speed checks, environmental issues and the Fire Service doing home safety checks. As part of the month of action we had a multi agency walkabout. Last year there were over 30 issues picked up. This year there were only 16, so I think that's a well done to everyone from the agencies and the community for their continued hard work to make the area a cleaner, greener and safer place in which to work and live.

Through Jan/Feb we worked with Oldmixon Primary School on environmental issues such as litter and recycling, this was done as part of their Live Wire clubs on a Wednesday after school for 6 weeks. We did a combination of games, puzzles, fact sheets as well as a litter pick.

In December our scheme was 2 years old so we had a look at our statistics and figures which showed that we had seen a decrease in flytipping and other incidents by 40-50% in the time since we started. We are proud of this but will continue to improve on this all the time.

Junior Wardens have been busy with litter picks, an environmental survey and more recently bulb planting in a local shopping area.

We took 2 junior wardens with us to help do a presentation on engaging young people in the community to the Somerset County Tenants Forum where they proved a big hit and we got excellent feedback, so well done to Jade and Harry (JCW Crew).



Shane, James and the juniors take a short rest from bulb planting

With the recent planting came some media attention, articles and pictures in the Bristol Evening Post and Weston Mercury, but best of all BBC Radio Somerset interviewed James and Danielle two of our Junior Wardens live on their Breakfast Show at 7:30am. They were both stars!!!

Plymouth Wardens Update

By Donna Milne, Neighbourhood Warden

A Taste Of Royal Navy Life For Plymouth Youngsters

On Thursday 18th February, 23 residents from North Prospect and Stonehouse went on a visit to the Royal Navy Dockyard at Devonport. During the trip the group got to go onboard HMS Cumberland a Type 22 Frigate, and onboard the decommissioned submarine HMS Courageous. This trip was organised by North Prospect Neighbourhood Management as a thank you for the hard work the children had put in on previous action days in the local community.

When we arrived at HMS Cumberland we were greeted by the second in command (the XO) and were then given a guided tour of the ship which included a visit to the Captains cabin, the bridge, the operations room and the mess decks, where the youngsters were quite amazed at the small quarters that the ships company live in.



Next we went onboard the submarine HMS Courageous and were shown things such as the emergency breathing equipment, torpedo room and control room. Despite the cold weather all enjoyed the day and even the parents braved the steep ladders into the submarine.

Thank you to all the Royal Navy staff who helped make the day possible.

And That's Not All!

The wardens have also been working with the local PCSO's in North Prospect to support their Easter soccer school.

Neighbourhood Management were on hand during the warm weather to help with activities and refreshments.



PCSO Lee Sheldon entertains the girls while the boys play football

Community News

Upper Horfield Scoops National Neighbourhood Award

By Scott Jacobs-Lange, Community Worker at BCHF

Keep Britain Tidy has just awarded the Upper Horfield Neighbourhood a Quality Mark after it demonstrated how it successfully manages clean, safe and green issues in the area using a successful partnership of agencies and local residents. The area is in the first ten in the country to receive such an award and is the first in the South West region.

The Pride of Place Action Group, which has been working hard to get the award, is led by Bristol Community Housing Foundation (BCHF) and involves local resident Street Reps, the Police, Safer Bristol, Bristol City Council and recycling company Sita. It was set up eighteen months ago to maintain the quality of the local area and help residents who have issues with their waste and recycling.



**The Upper Horfield
Neighbourhood Team**

The group meets monthly to identify issues and agree action. It carries out regular walk-about with BCHF's housing officers to inspect the estate and conduct litter picks. So far the group has secured additional litter bins on the main routes to schools, a new plastic bottle bank outside Filton Avenue library and trained volunteer Street Reps to conduct waste visits in the area. It is also able to escalate 'stubborn' issues about community safety to the Horfield and Lockleaze Partners and Communities Together (PACT) meetings.

This award gives recognition to the value of residents working together with their public sector partners. When residents identify a problem with Clean, Safe or Green issues, they know there is a place where they can speak directly to the officer responsible and the group monitors progress and reports back when the problem is fixed. It has created such a valuable local partnership and I believe it is a model for improving satisfaction in neighbourhood services.

PC Ben Lavender, Beat Manager for Horfield, said they were pleased to win this award as its national recognition for all of our hard work. It shows what can be achieved when local people work together in partnership with the agencies to make their community a better place to live.

Phil Wilson, a BCHF tenant from Upper Horfield commented that this is a huge reward for all the hard work put in over the past eighteen months. He said they would love to see more local people at meetings and walkabouts, explaining that it's fun as well as rewarding and it's also a good way to meet people.

Jenny Benson from the Safer Bristol Partnership said - "It's great that the work that residents have done to keep the area in such a good condition has been recognised. We are very pleased to be part of this scheme."

To find out more about the Pride of Place initiative contact Scott Jacobs-Lange on 0117 9319776 or email prideofplace@bchf.co.uk

News Round Up

Volunteering Bristol

Volunteering Bristol has launched a new Volunteer Support Project. The aim of the project is to improve people's experience of volunteering by working with organisations who refer volunteers, organisations who take them on and the volunteers themselves. The project operates around Bristol.

We are setting up a free 1:1 support service, which will support potential volunteers to get into volunteering. It will also work with these organisations and their volunteers through having a dedicated member of staff who can provide advice on a range of issues linked to supporting volunteers generally, as well as volunteers with additional support needs.

To find out more, please get in touch with Piers Cardiff at piers@bristolvolunteers.org.uk, or ring 0117 989 7734.

Level 2 Certificate in Warden Core Training

The next warden core training will be held at Drove Centre in Swindon from 24 – 27 May. This training is useful both to new wardens and as a refresher of best practice to more experienced wardens.

We still have some places available so please contact Lynn on 01793 464003 if you would like more information or would like to book a place.

A warm welcome to:

Tricia White, new Neighbourhood Warden with Transform North Devon, based in Ilfracombe.

New Arrival

Congratulations to Swindon Lead Warden Warrick Lynham and his wife on the birth of their daughter Kayla Beth who was born on 4 February. Kayla also has a sister Esha, aged 2

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