

Involving Residents

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Case Study 1

Swindon Warden Expansion Pilot

Background

- Initial warden scheme with 9 wardens covering 3 estates since 2002
- Combine caretaker services with warden services
- Expand and change the service to reflect local need
- Pilot to see impact on the area from local residents point of view
- Do the things that people want – expand throughout borough

Approach Taken

- Identify different groups within the community
- Identify opportunities to meet residents e.g. youth groups, residents meetings, coffee mornings
- Find interactive ways of getting people's views about what needed doing in the community
 - E.g. giving residents disposable cameras to allow them to take pictures of things that they didn't like – before and after

Positive Points

- Enthusiasm from some residents – sheltered housing residents most positive about being consulted
- Evaluation toolkit – encouraged interaction, gave structure, simple to use
- Enables residents to ensure the warden service focussed on the issues that were a priority for them
- Getting views over a period of time – start, middle & end of pilot

Problems

- Timescales – needed to be done in less than 6 months to fit in with financial year
- Challenging to make impact in that time
- Getting people from all sectors involved – e.g. youth didn't want their youth club time disturbed, apathy from local residents
- Not working evenings so unable to access all relevant groups

Outcome

- Survey conducted
 - 82% wanted service to continue
 - 61% felt safer in their home as a result of the wardens being deployed in their neighbourhood
 - 59% feel safer walking around their neighbourhood
 - 63% felt their area was cleaner and tidier
 - Almost 1/3 of residents felt they would like to get involved in a local forum
- Swindon now has a team of 32 Neighbourhood Wardens covering all council house properties across the Borough. Tenants pay £1 per week for the service

Following on....

- Residents have been involved in regular clean & safe days with a range of agencies
- Wardens regularly attend Neighbourhood Safety Team (NEST) meetings
- Street Meetings are held on a regular basis between residents, housing officers, wardens, environmental services and PCSOs.
- A further review was conducted in early 2008 where over 80% of residents said they wanted the service to continue and were happy to continue to pay for it

Doing what residents want



Community Working



Residents in Control



Case Study 2

Torbay – Pendennis Proud
Initiative

Background

- Small geographical area, mainly made up of 6 blocks of low rise flats owned by Riviera Housing Association
- Continual problems of vandalism to property, graffiti, fly-tipping and anti-social behaviour
- The majority of the problems were being caused by a minority of the residents
- Previous attempts to clear the area had not been successful e.g. free skip provision
- Resident's attitude had become "what's the point"

Before



Approach

- Get all the relevant agencies to commit to the project
- Set up meeting for local residents
- Knock on doors – tell residents face to face about the meeting
- Offer a prize draw to people attending meeting
- Provide childcare facilities to enable single parents to attend

Outcome

- Over 30 residents attended the meeting, including some who had been causing the problems
- Following the meeting a clean up day was planned for the community
- Over 100 hours of voluntary work was undertaken by the community
- Many different groups were involved including junior wardens, probation service, local residents
- Activities ranged from litter picking and graffiti removal to preparing lunches for the helpers

During



Feedback

- Flyers were sent to residents outlining what had been agreed
- A thank you to everyone who took part was printed in the local newsletter
- Residents were kept informed about the progress of issues that could not be resolved on the day
- Residents have now taken ownership of their area and police it themselves

After



Involving Residents

- Identify all the agencies who can help you achieve your goals
- Identify all the groups of residents who have an interest in/are affected by your project
- Are there already organised groups you can tap into
- What are the barriers that may stop people getting involved and how can you remove them:
 - Time your events when people are available
 - Can you offer help with childcare to enable people to attend
 - Do you need to take action to overcome language barriers
 - Are you able to offer incentives to combat apathy

Get out and talk to people – face to face contact really works!

