

## South West Neighbourhood Resource Centre

“For Excellence in Neighbourhoods”

June 2009  
Edition  
FOI No. 237

Hello and welcome to the June edition of our newsletter. Hopefully everyone is enjoying some seasonal good weather. If you have any feedback about the newsletter, or items you would like to see included, please let us know!

### Teignbridge Environment Wardens Achieve Community Safety Qualification



6 of the team of Teignbridge Environment Wardens who recently passed their City & Guilds Community Safety Accredited Person award.

Teignbridge District Council's team of Environment Wardens have recently completed the City and Guilds Level 2 Certificate in Community Safety for Accredited Persons (CSAS). They are amongst the first people in the country to achieve this particular qualification.

The wardens' role includes dealing with environmental issues across Teignbridge District Council's area and issuing fixed penalty notices to deal with fly-tipping, littering and dog fouling.

The scheme is seeking CSAS accreditation to enhance the way that they work in partnership with the police to create a safe and clean environment.

Teignbridge Neighbourhood Wardens were amongst the first in the country to be accredited when the CSAS scheme was launched in 2005. Since then 3 of the original team have gone on to become Environment Wardens.

Accreditation is granted by the Chief Constable, provided the organisation and staff meet a high level of vetting and have undergone an approved training programme (including this City & Guilds award). This then allows closer working and greater information sharing between the organisation and the police authority.

This is the first time that the Resource Centre has run the City & Guilds programme and we were thrilled that everyone passed on their first attempt, especially as they had to sit 2 separate test papers – one on conflict management and the other on topics such as legislation, crime reduction, managing crime and incident scenes and solving community problems.

## Resource Centre News

By Lynn Jarvie, Resource Centre Training Officer

In our last newsletter we invited you to the Launch of the Stronger Communities Agenda and it was great that so many of you managed to come along. We had around 90 people on the day, and apart from a minor hiccup with the technology (how did we manage without technology!), everything ran smoothly and the feedback was excellent.

We would like to thank Paul Clarke and his colleagues at the Regional Improvement and Empowerment Partnership for the opportunity to work with them on this event. For those of you who weren't able to make it, or if you would like to revisit any of the information, copies of all the presentations and links to Wiltshire Council's podcast are on our website at: <http://www.swresourcecentre.org.uk/swrc-index/eventsandconferences.htm>

Last month I spent a week in Newton Abbot with the Teignbridge Environment Wardens. I'm afraid I worked them very hard! After wading through a whole lot of reading before I arrived, we had some very intensive few days training to cover all the topics they needed to sit the test at the end. It was the first time we had used the on-line testing system, so the technology was untried and we were unable to put the final touches to getting it up and running properly until the morning of the test. I'm not sure who was more nervous on the day, the wardens or myself!

However, my tried and tested method of dealing with PCs (if in doubt, keep pressing the button) worked a treat.

All 8 wardens showed that they had actually been listening to me and all passed with flying colours. Actually the wardens were great fun to work with and we had a really good week (or I did at any rate!) They all worked really hard and their success in achieving the qualification was well deserved.

Our next training event is the Restorative Justice training on 7 & 8 July at Drove Centre in Swindon. We still have a couple of places still available. Please contact Mathew or myself for details.

The wardens who did their core training in March now have (or will soon be receiving) their certificates. Here are Stroud Wardens Dan, Pete and Andy being presented with their certificates by Community Safety Manager Paul Helbrow.



We are just waiting for final CRB checks to be though on some new recruits before confirming the date for the next Warden Core Training, but are hoping to do this before the holiday season gets into full swing. If you have a warden who needs to be trained, please let us know.

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## Torbay Wardens Cry Foul on Irresponsible Dog Owners

From Pam Woods, Lead Warden

Torbay's Street wardens are involved in the Council's It's Foul! Campaign to target offenders who do not pick up their dogs' mess!!!

The council is highlighting the health issues caused by dog faeces, which can contain a parasitic worm called Toxocara. If transferred to humans this can cause an illness called Toxocariasis where the worm larva becomes trapped in the eye, potentially causing visual impairment and possible blindness.

The campaign highlights the fact that young children are at a higher risk of developing Toxocariasis, as they are more likely to come into contact with soil or sand that contains faeces (for example when they are playing in a park or on a beach). Cases of Toxocariasis have also been found in sportspeople where dog faeces have been left on recreational play areas and sports pitches.

The campaign encourages residents to take a stand against dog fouling in Torbay by reporting offences to the council's Community Protection Team. The Dog Wardens can then use this information to plan their patrols and target persistent offenders.



Some dog owners think that they can get away with not picking up after their pet if a Dog Warden is not around, but if the whole community works together and more and more people come forward to report dog fouling offences, irresponsible dog owners may start to think twice about their actions.

The Council is using hard hitting imagery to get the message across and to back up the campaign, a Fixed Penalty Notice for £75 may be issued by The Street Wardens, Dog Wardens or PCSOs to people caught offending. They are also receiving support from Police Community Support Officers.

## Swimming with Wardens for Over 60s



The Street wardens are also promoting a Swim 4 life activity for the over 60's. Four local swimming pools are taking part in the 'splash' initiative which includes a free membership.

The wardens are engaging with the relevant age group and will be getting them to sign up and then actually taking them for a swim. The aim is for them to then form their own swimming group and go on their own. This will improve their mobility and social interaction.

There is also funding available for swimming lessons or maybe even scuba diving if that's what the older residents would like!!

## The Wombles of Teignbridge

From Kevin Arnold, Senior Environment Warden

The Tidy Teignbridge campaign which runs from 25 May until the end of June is aimed at encouraging individuals and the community as a whole to take pride in their district and help keep it free from litter. The first week of the campaign was timed to coincide with half term and to help get the message across, the council enlisted the help of those well known anti-litter campaigners – The Wombles.

Two wombles accompanied the council's street cleaners and resort staff on their daily cleaning duties. Residents who spotted a Womble could ring into the local radio station with details of their whereabouts for the chance to win a prize.

Hiding in one of the womble costumes was warden Peter Howell. As you can imagine it was hot work but fortunately fellow warden Steve Finch, and other Teignbridge staff were on hand with a deckchair to give Peter the chance to sit down once – but only once his work was done, of course!

During the first week of the campaign 226 bags of litter were collected from Dawlish, Dawlish Warren, Teignmouth and Newton Abbot. This weighed just over a tonne - 1.01 tonnes to be exact!



Wombling free in Teignbridge

These bags were included in a heap, which has been on display to demonstrate the amount of time and resources that goes in to keeping Teignbridge's streets clean. The rubbish was then sorted to identify recyclable materials to minimise the amount going to landfill. 72 bags of litter were able to be recycled as a result.

Further events are now planned for later in the year.

## Exeter Patrollers Update

From Bob Denford, Senior Patroller



Pedal Power!

Exeter Community Patrollers have been enjoying the recent sunny weather by getting out and about on two wheels. Patroller Ben Holmes is clearly doing his bit to combat climate change by doing his patrol on pedal power!

The Exeter team have now been given extended duties of investigating cases where rubbish is being put out too early or too late by shops and residents in the city. The patrollers look for evidence of identity in any bags they come across and if they can identify the perpetrator, call on them to educate them about the problem this causes. They also then make sure they know when and where their bins should be put out for collection.

They have also stepped their work on dealing with noise complaints as Exeter Council is getting tougher on persistent offenders.

## Swindon Warden News

From Nick Brock, Joan Woods and Rob Anscombe, Lead Neighbourhood Wardens

### Keeping The Estates of Swindon Safe & Clean

Team 1 wardens Keith Fellows and Dave Pestana were checking empty buildings while on patrol in Penhill when they came across a drug den. The area, which is only a couple of minutes walk from the local primary school, is currently being redeveloped and buildings are becoming empty as people move out.

As well as reporting it to the police and to the housing department, the wardens helped clear out the area and made it safe. The buildings have now been demolished and the wardens are making regular checks on the remaining empty buildings in the area.



The drug den found by Swindon Wardens on their patrol



Team 2 in action at Waste Amnesty

Team 2 Neighbourhood Wardens have held a Compost and Waste Amnesty event for the residents of the Tree Courts in Pinehurst. Activities on the day included finding out about home composting, recycling and the opportunity for children could make their very own Wormery to take home. As a result 19 residents have requested compost bins and commit to reducing waste that normally goes to landfill.

Another part of the day was a One Off Waste Amnesty where the Neighbourhood Wardens joined forces with the Waste Wardens to clear any unwanted items. This was a major success and the area was cleared of over 5 tonnes of rubbish.

### Having Fun with Community Engagement

Team 3 warden Warrick Lynham is also a very talented artist, a skill which his team put to very good use. Warrick has recently created a very colourful game which the wardens can take to School Fetes, Fun Days and Community days. This is the 3rd board Warrick has made to help the wardens engage with local children and I am sure you will all agree he had done a fantastic job again.

The board was launched at the Housing Information Fayre on Thursday 7th May in the Eldene area of Swindon. All the children attending were encouraged to compete and the person who managed to throw most hoops onto the pegs received a £20 gift voucher



Warrick's board is a hit with children at Eldene Housing Information Fayre. Warden Ray Bennet is keeping score

**Plymouth Wardens**  
From Alex Thomas, Neighbourhood Warden

**Solve It – Early intervention project**

Solve It is a trailblazing project recently launched in the North Prospect area of Plymouth. It's aim is to nip neighbourhood disputes in the bud before the Police or Council have to be called in.

It works by addressing problems between local residents at an early stage by the intervention of specially trained “resolvers” and is targeted at those experiencing problems with low level issues such as parking or children’s behaviour. Often in North Prospect neighbours do not communicate with each other about these issues because of a person or family’s reputation, or because they hope that the problem will go away. This often leads to problems getting out of hand, requiring more formal intervention by the police and/or housing officers, or people taking things into their own hands.

The Neighbourhood Management Team, the Housing Officers, PCSO’s, Resident Street Reps and other partners have trained to be ‘Resolvers’. When we are acting as ‘Resolvers’ it is important that we act independently of our ‘day’ job. This can sometimes be a challenge as we need to focus on the resident dispute and not get distracted by issues that we may usually raise in our day to day role. There is a code of confidentiality that we keep to, but welfare issues and more serious crimes will be reported.

The Solve It referrals come into a voluntary sector partner organisation, through referrals from residents and community workers and the most suitable resolvers are identified for each particular case.

So far our cases have demonstrated that often one party is oblivious that they are causing a problem or that sometimes both sides feel they are the victim. Generally on talking to both parties they agree that they each have their faults and agree to address those or at least discuss any issues that arise in the future. We are not necessarily expecting residents to become friends, just to agree to listen to each other’s concerns before they get upset with each other.

The following case explains the benefits this sort of approach can have:

We had a report that Mrs. A’s child had been called a racially abusive name by Mrs. B’s child (both about 10 years old). We visited both parties and listened to each side of the story. A number of different issues were raised and addressed. These included talking to parents about using and dealing with racist and sexist language, cultural awareness, attitudes towards ex offenders and using confrontational or threatening language. Both parties admitted they had reacted inappropriately to some of the issues. They agreed to sign and adhere to an informal “Neighbour Agreement” which we drew up for them. They basically agreed that they will listen to each others concerns and work to find a solution or compromise to problems. The result has been a big improvement in their relationship and the two children playing together again. Mrs B who was in a dispute with another neighbour in the street, also apologised to her about her behaviour. – SOLVED !!!

If anyone would like any further information on this project, then please contact us on 01752 306243.

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## Partnership Working Pays Off for Weston Wardens

From Shane Edwards, Community Warden

Shane Edwards and James Clayton the Connect 4 Community Wardens in Weston Super Mare have been put forward for the Networkrail partnership awards in the category of Good Line Side Neighbour.

The nomination is due to some work the wardens did with Network Rail last year and they are doing similar work again this year.

While attending residents meetings the wardens were approached by residents concerned about the amount of fly tipping and other rubbish under and around the foot bridges over the rail lines. Shane and James contacted Network Rail and explained the situation, arranging a meeting to look and access the areas that were an issue. The work was then carried out in September and October when waste was removed from the area including 50-60 black bags, tyres, bike frames and shopping trolleys along with a variety of other items.

This co-operation between the wardens and Network Rail allowed the works to go ahead quickly and smoothly and without any disruption to the public.

Since doing this work there has been less of a problem in these areas. It has also proved to the residents that they now have a line of communication and that something will now be done about their concerns in a good time frame.

We hope to hear whether the nomination will go further in the next couple of weeks and if it does will be invited to attend an event in July where the winners are announced.

Fingers crossed we will soon be toasting another award for the South West wardens!

## Regional Network Meeting

The next meeting will be held on :

Friday 10 July

Venue:

The For All Healthy Living Centre  
68 Lonsdale Avenue  
Weston Super Mare  
BS23 3SJ  
from 10.30am – 3pm.



Wardens and scheme managers on an estate walkabout during a network meeting.

These quarterly meetings are aimed at giving Warden Schemes across the South West the chance to share ideas and best practice and to see how schemes operate in different areas.

However, it is open to anyone who feels they would benefit from attending. We are also happy to welcome guest speakers and give them the opportunity to make the schemes more aware of the work that they do.

If you are interested in attending a network meeting, please contact Mathew Randall at the Resource Centre

## **Stroud Neighbourhood Warden News**

### **Community Safety - Home Security Surveying**

All Stroud District Council Neighbourhood Wardens have recently completed training to allow them to action Home Security Surveying. This training, provided by the Home Office Crime Reduction College, covers the 'Ten Principles of Prevention' - steps to reducing and preventing domestic crime.

The Wardens have now to complete a live survey of a local domestic premises under the watchful eye of PC Cindy Pickersgill the Stroud Crime Prevention Officer. Subject to them all meeting the National Standard they can add this important service to the growing list of services that they provide to the residents of Stroud District.

### **Clean and Safe – Pride in Your Neighbourhood Event**

On the 11<sup>th</sup> May 2009 the Community Safety team at Stroud District Council held the first Pride in Your Neighbourhood event of 2009.

The event was held in the Forest Green area of Nailsworth, just below the Forest Green rovers Football ground. The event was aimed at encouraging the residents to take pride in the area where they live, and report any problems or concerns. With this in mind there was a wide range of agencies on site during the day including the police, fire authority, neighbourhood wardens and local residents association.

The local shop has also signed up to the Good Trader agreement which aims to ensure that traders keep the area surrounding their business clean and tidy. It also encourages them to work with the local authority and partnerships to tackle anti-social behaviour by preventing the sale of alcohol and other goods to those believed to be using them in an anti-social manner.

The day was a success for both the residents and those agencies involved, with many tonnes of bulky items removed, graffiti cleaned and communication between residents and the various agencies.

### **New Warden Recognised for Youth Work**

Tracy Young the newly appointed Neighbourhood Warden for Stroud received an Award from Nailsworth Town Mayor Norman Kay at Nailsworth's Civic Reception in May for her work and dedication to the Young People of the Town. Norman spoke of how Tracy had worked exceptionally hard to improve the facilities and opportunities for young people in the Town and how the Youth Club had thrived under her leadership.

Tracy worked as the Nailsworth Youth Worker for 7 years before taking up her post with the Neighbourhood Warden Service for Stroud District Council in March this year.

# Community News

## Come out to play in east Bristol

By Stacy Yelland, Communications Officer  
Community at Heart

Children in Redfield and the surrounding areas will soon be able to make use of a host of new play equipment being installed in their local park.

Following investment from Community at Heart, the Department for Children, Schools and Families, Play Pathfinder programme and Bristol City Council, a new play area is being constructed on Netham Park this autumn.

The improvements will help to develop and secure the long-term future of the park and are part of a range of other measures the council has undertaken to enhance the park for community use.

The playground design has been developed with residents and local children, and will include natural play materials and landscaping, together with play equipment, which will provide challenge and interest. Along with traditional slides and swings there will also be table tennis, climbing poles and informal performance space. The playground will sit within a landscaped setting on the Avonvale Road side of the park.

In addition to the playground, the park will benefit from a focus on developing play opportunities, which started with the launch of the Play Rangers scheme last year and continues with the further development of a Play Strategy and increased funding from the council.

Alex Milne, resident Board member for Community at Heart who lives in Redfield said: "I used to take my kids to the Netham to play ... that was 20 years ago. Up until recently the same equipment was still there looking very worn out and sorry for itself. All that has been swept away now thank goodness. I have seen the plans for the new play area and it looks brilliant. The kids in the area are in for a treat when the installation is complete!"

The new play equipment on the Netham is being funded with £161,000 from Community at Heart and a further £50,000 from the DCSF Play Pathfinder programme and will be open for use in spring 2010. Details of the plans for the site can be downloaded from the news page of [www.communityatheart.co.uk](http://www.communityatheart.co.uk) or call Bristol Parks on 0117 922 3719.

## **Neighbourhood warden fire awareness day**

**By Greg Izon, Community Safety Technician, Wiltshire Fire & Rescue**

During March this year myself and fellow Community Safety Technician Gary New delivered two one-day fire safety awareness courses to Swindon neighbourhood wardens at Swindon Fire station.

The day consisted of a variety of interactive sessions aimed at building relationships between organisations, improving information exchange and achieving a variety of locally and nationally set targets.

The sessions covered the following topics:

- Home fire safety- how to recognise people at risk and who to inform.
- Abandoned vehicles – how to recognise them, the impact they have on the fire service and how they are removed (this was more of a learning session for me and Gary!).
- Vehicles involved in fire – actions to be taken on discovering a vehicle fire and hazards. This involved getting out of the classroom to talk examine various vehicles the fire service use for training and to talk through the various hazards they create.
- Smoke Behaviour – hazards and risks of smoke, and the difficulties in escaping from a smoke logged building. This was carried out by putting the neighbourhood wardens into a synthetic smoke logged building and getting them to find their way out of the building. After escaping unaided, the wardens did it again using a thermal image camera, escaping in less than half the time taken first time round.
- High Rise fires – hazards and risks to firefighters from high rise fires, how the wardens can help the fire service reduce fires, and how the wardens can help in the event of a high rise fire.

The feedback from the wardens was very positive. Neighbourhood Warden Rob Stygall said it was a very worthwhile course and I gained a lot of knowledge which has been helpful in my job. It was also a great opportunity for information sharing between ourselves and the fire service. Other comments included 'very enjoyable and informative' and 'the best fire awareness course I have been on', 'I enjoyed having a lot of practical, out of classroom sessions'.

From a personal perspective the course taught me a lot about the good work of the neighbourhood wardens. In my operational role as a Crew manager it has enabled me to improve the safety of my crews through information that the neighbourhood wardens have provided. Instances of this include highlighting traps set by drug users, derelict garages full of LPG cylinders and availability of responsible persons for council high rise buildings.

Following on from the course, Gary and myself have been invited by the wardens to go on patrol with them, we both think this will be a good partnership, benefiting everybody involved.

## Training News

### **Level 2 Certificate in Restorative Approaches Training**

The update from Plymouth wardens in this edition demonstrates very clearly the problems that can happen when communication breaks down in a community. It also shows how early intervention can nip these problems in the bud, saving time and money for the police, local authority and housing provider and reducing stress for local residents.

The SW Neighbourhood Resource Centre, along with the other Resource Centres and experts in the field of Restorative Justice have put together a 2 day Level 2 Accredited Programme on Restorative Approaches. This programme is designed to give community workers the skills to identify and resolve these issues. Upon successful completion, delegates receive a Certificate in Restorative Approaches from the awarding body NCFE.

There are a still a few places left on the next programme which will be held at:

Drove Centre in Swindon

on 7 & 8 July 2009

If this doesn't suit we can deliver the programme for up to 12 delegates at a venue convenient for you. Please contact us for further details.

### **Warden Refresher Training**

Is it a long time since you or your wardens completed core training? Are there are aspects of the programme you would like to revisit, or cover in greater depth? Or maybe you haven't had the opportunity to attend core training but would like the chance to cover some of the topics.

We are planning to offer a 2 day Warden Refresher Training programme in Autumn 2009 covering topics such as:

- The Role of Wardens – how wardens can reduce crime and the fear of crime in communities
- Clean and Safe – what works
- Community Engagement
- Communication
- Building Partnerships

If you are interested in refresher training, please contact Mathew or myself to discuss your requirements.

For details of these programmes and all of our training go to [www.swresourcecentre.org.uk/trainingservices](http://www.swresourcecentre.org.uk/trainingservices)

## News Round Up

### Congratulations to:



Swindon Neighbourhood Wardens

**Rob Stygall**  
**Trevor Cole**

and to Stroud Neighbourhood Wardens

**Peter Gleed**  
**Simon Moulding**

on achieving their Community Warden  
Level 2 NVQ.

### A fond farewell to:

**Rob Anscombe**, Lead Neighbourhood Warden,  
Swindon who has taken up a new post as a  
Housing Officer

**Paul Helbrow**, Community Safety Manager,  
Stroud who will shortly be moving to Gloucester  
City Council where we will look after  
Community Safety.

### Bursaries for Third Sector Organisations

In February the Cabinet Office announced Real Help for Communities: Volunteers, Charities and Social Enterprises, which included a series of new funding programmes targeted at managing the impact of the recession on the third sector.

As part of this programme bursaries and grants will be distributed by Capacitybuilders until 17 July, targeted at third sector organisations providing services to those worst hit by the recession. The funding will be targeted at third sector organisations with an annual turnover of between £150,000 and £750,000, which are wholly or primarily engaged in recession-related services under the themes of:

- wellbeing and health
- advice, information and guidance
- loss of income, training and skills

If you think your organisation may be eligible for a bursary, more details are available at <http://www.modernisationfund.org.uk/>

### Contact details

**Recourse Centre website**

[www.swresourcecentre.org.uk](http://www.swresourcecentre.org.uk)

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