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Welcome to the edition 15 of our newsletter. This newsletter provides you with information and activities within schemes around the South West. It also shows the diverse work that everyone is involved and the benefits of their work to local communities.

Our thanks to everyone who has contributed to this newsletter and we welcome any good practice stories and information about your scheme that you would like to see featured in the next regional newsletter.

New schemes developing in the South West

It is always exciting when a new warden scheme has started or an existing scheme has expanded in the South West region. It just proves that local authorities, parish councils and housing associations are convinced that wardens get the job done, encourage community cohesion, enhance the lives of residents and are value for money to their community.

Helston Town Council are in the process of recruiting a warden and we look forward to meeting him or her in the near future during our network meetings and training courses.

The South West Wardens Resource Centre is liaising also with a number of housing associations in the South West who are looking at wardens to work with residents to combat environmental issues and promote community engagement. We will be keeping you informed of progress!

Whilst welcoming warden schemes, I would like to mention Oxford City Council who have recently joined the South West region. Oxford City Council have 17 street wardens who operate around the City. Again, welcome and we look forward to meeting you during our network meetings and training courses.

Due to the contribution wardens make to their community, we are working very closely with fire authorities across the region to explore ways of a closer working relationship. One fire authority has offered fire awareness training to wardens, specifically highlighting fire management,

abandoned vehicles and potential hazards in void properties. Wardens are being asked to identify vulnerable people who may need assistance and education in home fire prevention. We will be working with other fire authorities to see whether good working relationships can be formed. Again, we will keep you posted.

We would like to thank you for all your good practice stories that we publish in our Newsletters and also promote to other regions. We have excellent warden schemes in the South West and one of our roles is to ensure that others are aware of the good work you all do and your achievements are shared.

The Resource Centre constantly strives to ensure that you receive the best possible training to help you deliver a quality service to your community. We would just like to highlight a few courses we are offering.

- **Disability Awareness Training**
- **City & Guilds Level 2 Certificate in Conflict Management**
- **Community Safety Accredited Persons Training**

All these courses are featured further in this Newsletter. Please take a few moments to look and contact us if you require any further information or would like to reserve a space.

Sue Stevens
Development Officer

Article in 'The Citizen', Thursday 28 September 2006 sent by Amy James, Ranger from Gloucester



An Army of mini rangers are now operating at a Gloucester primary school. A new junior division of the neighbourhood rangers has been set up at Kingsholm Primary School in Gloucester.

Sporting easily recognisable caps and badges the youngsters will be patrolling the school grounds and clearing up litter as well as helping other pupils. They will also be armed with a certificate signed by a real city council neighbourhood ranger. The neighbourhood rangers act as the eyes and ears of the council and play an important role in keeping the city clean by reporting problems such as abandoned vehicles, fly tipping and graffiti. They also get involved with local community projects and oversee the use of parks in their neighbourhood.

Carol Dovey, the council's Parks & Environmental Manager said, *'the mini rangers would also be on hand to help other pupils'*. She further added, *'Just like the big rangers, the junior rangers will be high profile so other children will know who to come for help'*.

School Head teacher Jan Buckland said she was pleased that Kingsholm Primary School could be part of the exciting initiative. She further added, *'this is a great opportunity for the children to appreciate the work of the rangers and what they do to help improve our environment and now the children are looking forward to emulating their senior counterparts and do their bit around the school'*.

Thanks to Nick Brain, Warden Supervisor from Forest of Dean for this article

It was a beautiful summers day in Newent, one of Forest of Dean's four lovely market towns. Every year for as long as I can remember there has been an onion fair. Around 15,000 people attend the fair each year and this one certainly lived up to its reputation.

There were many stalls set up by local traders, some of who sell yes you have guessed ONIONS, however the fair had many other attractions including live music from many different stages set up around the town.

There were many fair rides and fun and games for all the family to enjoy. One of the most important activity of the day was the onion eating competition were people eat as many very hot onions as possible.

The Street Wardens from the Forest of Dean were invited along to the fair by the local town council, which we gratefully accepted.



Nick Brain, Rob Carpenter, and young people attending the fair

On the day Nick and Rob got to Newent bright and early. They set up their stall and it was not long before people stopped to talk to wardens some with problems, some just to say how nice was to see the wardens at the fair, and some to ask who we are, what we do, and why haven't they got wardens where they come from.

We gave out leaflets on a wide range of subjects including the warden's service! We gave out some freebies to the children and generally had a great time meeting the public.



Children and young people in Torbay are making a real contribution to their local environment and community by learning to work together by taking part in a junior warden scheme. The scheme was launched in October with an adventure away day where children from Torquay got together and decided what they want to do as junior wardens.

Street wardens and representatives from Torbay Youth Service helped them plan a programme of community projects, and organise adventure and team building activities. The scheme will help improve relationships within communities, improve the local environment and provide positive, fun activities for the young people in the scheme. The junior wardens have been given hoodies with the JSW Crew logo in graffiti font. By doing this we tried to show that young people wearing hoodies are not necessarily causing problems, they can in fact, be a very positive asset to a community.

The JSW Crew will concentrate on the Environment, Helping Others, the Community and Rewards and a range of projects and activities will be prepared to enable the children to make a positive contribution in their area. Tara Fowler, Principal Community Protection Officer at Torbay Council, said: *"Our street wardens already work with children within schools to increase their awareness of the quality of the local environment and the impact of anti-social behaviour".* *"Having talked to young people, they really want to help and make a difference".* Since the warden scheme has started young people have always supported the wardens in any community events that have been undertaken.

"The children kept on asking when we would run another litter pick or community event with them, so we decided to launch the scheme formally."



Cllr Jeanette Richards, Cabinet Member for Community Services, said: *"This is an excellent idea, encouraging young people to get involved in positive initiatives in their local communities."*

Thanks to Phil Vandenhove, Torbay Council for this article

TRAINING OPPORTUNITIES

City & Guilds Level 2 Certificate in Conflict Management



This programme will arm delegates with the knowledge and skills they need when dealing with a situation where customers or members of the public become aggressive or even violent. This training which is accredited by City & Guilds will help your staff recognise when a situation is becoming confrontational and take steps to diffuse and calm the situation.

Who Should Attend:

Community & Neighbourhood Wardens

ASB Coordinators

Police Community Beat Managers and Beat Officer and Police Community Support Officers

Fire and Rescue Service Officers

Nursing Staff

Elected Members of Councils

Local Authority Enforcement Officers and Environmental Health Officers

Housing Officers and Estate Managers

Outreach and Detached Youth Workers

Community Safety Managers and Officers

Regeneration Officers

Community Development Officers

Learning Outcomes:

At the end of the two-day course participants will be able to:

- Carry out risk assessment measures, which eliminate or reduce risks.
- Apply a process of continually assessing the level of threat faced in a developing situation, evaluating the options and responding accordingly.
- Identify the most common triggers and situations where there is a risk of escalation into violence.
- Choose responses to de-escalate a potentially aggressive situation by defusing and calming a person who is behaving in an angry or aggressive way.
- Describe the basic elements of communication and the blocks to communication in an aggressive or violent situation.
- Choose appropriate assertive behaviour when confronting examples of unacceptable behaviour.
- Describe what action to take if a situation is escalating to high risk conflict, including describing exit strategies.
- Explain the law regarding self-defence.
- Report and record incidents of workplace violence.
- Describe the reactions which may be experienced by a victim of workplace violence and know how to access support.

This two-day programme, which is accredited by City & Guilds, will be run at the South West Neighbourhood Resource Centre in Swindon, Wiltshire. However, should your organisation require training at a location more convenient to you, please contact the Resource Centre to discuss your requirements.

TRAINING DATES

10 & 11 January 2007

27 & 28 February

28 & 29 March

Please contact South West Resource Centre to reserve a space

Community Safety Accredited Persons Training

It is recognised that individuals who work to provide a safe and secure environment must have a broad range of skills and a clear understanding of their role in supporting Community Safety Accreditation Schemes (CSAS). It is essential that all Accredited Persons undergo a structured learning programme resulting in recognised qualifications if they are to be effective and professional in their role.

The South West Neighbourhood Resource Centre is a recognised centre to deliver Accredited Persons under the Community Safety Accreditation Schemes (CSAS) in England and Wales

The following 12 modules of learning have been designed to be delivered over a 60 hour learning programme:

<ul style="list-style-type: none">• The extended police family and Community Safety Accreditation Scheme	<ul style="list-style-type: none">• Solving Problems Association with community safety
<ul style="list-style-type: none">• Legislation relevant to Community Safety Accreditation Schemes Accredited Persons and the powers that may be exercised	<ul style="list-style-type: none">• Dealing with emergencies and incidents within the community
<ul style="list-style-type: none">• Diversity and social inclusion within communities	<ul style="list-style-type: none">• Crime reduction in communities
<ul style="list-style-type: none">• Interpersonal social skills in the community	<ul style="list-style-type: none">• Crime or incident scene management
<ul style="list-style-type: none">• Risk assessment and personal safety	<ul style="list-style-type: none">• Using communications equipment
<ul style="list-style-type: none">• Conflict Management and assertiveness	<ul style="list-style-type: none">• Recording evidence and details of incidents

Please contact the South West Resource Centre on 01793 464006 if you would like further information on this training

Disability Awareness Training

We have teamed with Total Communication Training to provide you with half day training on disability awareness on **1 December and 8 January 2007**.

This course, unlike most disability awareness training, which focuses on legislation, is designed to give an insight to and an understanding of the lives and needs of Disabled people, giving comprehensive training in communicating with disabled people and, above all, giving them the confidence to do so. Being able to communicate with a person who has a disability and / or communication difficulty is important to the role of a warden or anyone working within the community.

Please contact the South West Resource Centre on 01793 464006 if you would like to reserve a space on this course

Forthcoming Training Courses At the Resource Centre



Warden Manager Training: 20-22 February 2007

Warden Core Training: 27 November to 1 December, Exeter and 29 January to 2 February in Swindon

Conflict Management Training: 10,11 January 2007, 27, 28 February and 28, 29 March 2007

Evaluation Toolkit Training: 16 January 2007

Congratulations



Congratulations to Chris Acock and Hannah Beech for successfully completing their NVQ Level 2 in Community Wardening

Regional Network Meeting

The next meeting of the South West Regional Network will be held on **8 December 2006 at Rugby Football Club, Taunton**. Here is a direct link to their website where you can get your map and directions. [Taunton Rugby Football Club](#)

Date for your Diary for future meeting of the South West Regional Network at Rugby Football Club, Taunton

2 March 2007
14 September 2007
14 December 2007
14 March 2008



Have you visited our website www.swresourcecentre.org.uk which contains useful information and links about our activities and forthcoming events.

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