



News

Welcome to the third edition of the South West (Swindon) Warden Resource Centre newsletter. As always we will do our best to provide you with the latest information on our services, as well as other news that will be of interest to regional practitioners.

Time to train!

Our training facility is now up and running and we have successfully delivered our first Wardens' Core Training Programme during April. The feedback we have received on this training has been very positive.

The next batch of training begins shortly, with the programme being delivered in modules over the next 3 months. Details of available modules with dates and locations will be sent to each scheme in the near future.

Accredited Core Training

We will also be providing Managers' Training in June and will be in touch with you shortly to confirm dates. Modules will include:

- Project Management
- Customer Care
- Problem Solving
- Clean and Safe
- Promotion, Marketing & Fundraising
- Quality Standards
- Partnership Working
- Health & Safety
- Managing Time & Staff
- Monitoring & Evaluating impact.

South West Regional Wardens Resource Centre

"For Excellence in Neighbourhoods"

www.swindon.gov.uk/swresourcecentre

email: swresourcecentre@swindon.gov.uk

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We will be organising a "Train the Trainer" event to enable Warden Managers and Supervisors to deliver the Warden Core Training locally. If you are interested, contact Mark Walker on 01793 464605 for further details.

Remember that the Resource Centre is the only organisation in the South West authorised to deliver core training for Wardens and Warden Managers that leads to a nationally recognised qualification.

In addition to the core training, we would be happy to consider any further training needs you may have. If you would like any more information about any aspect of training please contact Lynn Jarvie on 07899 9965802.

Say Cheese!

Here are few snaps from the first warden's core training week – Street Wardens hard at work!



Below is also a comment from one of the delegates from the Core training week:

"I'm Al, Junior Street Warden Co-ordinator. I was originally appointed as a Street Warden in September 04. These Core training modules have been delivered in a learning method that is beneficial to both trainer and trainee. All modules inform, support and reiterate an understanding of street warden duties. Each module has given me a wider knowledge of my role, and reinforces my role in the community. Completing these modules with other wardens creates enthusiasm to be very caring and proactive in my community. This has highlighted my role and how all of us can make and will make a change – well done to our trainers!"



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Non-Accredited and Additional Training

The Resource Centre also provides optional (non-accredited) training modules, to enhance your wardens' skills. We can be very flexible about the delivery of these modules and will arrange courses around your working patterns.

If you wish to discuss this, arrange a meeting or have any further questions then please contact our Training Officer Lynn Jarvie either on 01793 463406 or 07899 965802.

We will also be starting our new Enforcement Power Training in late May 2005 so watch this space!

Extra..Extra!!

Scheme Support Training for Resource Centre Advisors

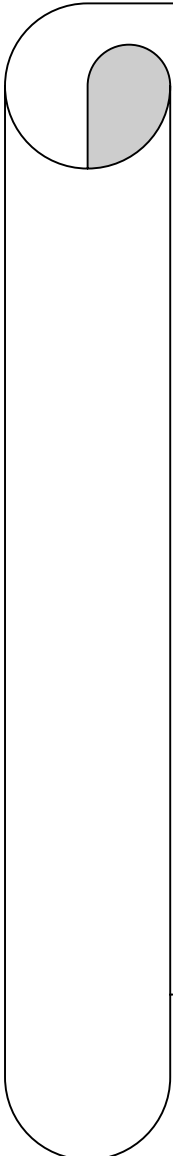
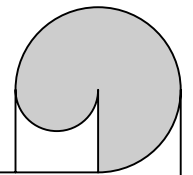
This is a new two day programme designed for Resource Centre Advisors and will be held in the near future - to be announced.

This will result in payment to your scheme of £350. If you are interested then please get in touch with us.

The aims of this course is to ensure that participants:

- fully understand the scheme support role of the RCA (Resource Centre Advisor)
- can organise and undertake a scheme support visit
- understand the key scheme support issues
- know the limitations of the RCA role, and
- are familiar with the required scheme support visit report forms.

If you require any further information on this or would like to attend the course then please get in contact with us.



News on Study Visits

We have now arranged a date for a Study Visit, which is due to be held in Swindon on Wednesday 1st June. If you are interested in coming along, then please let us know by filling in the enrolment form which can be found in our resource centre web site www.swindon.gov.uk/swresourcecentre and send it back to us at swresourcecentre@swindon.gov.uk

We want to encourage Wardens to share ideas and best practice. This Study Visit will focus on the Junior Warden Youth Engagement, Environmental and Play Project. Study Visits provide an excellent platform for Wardens to meet each other and exchange success stories from their day-to-day work.

Delegates are welcome both from within and outside the South West region.

If you have any best practice or, specific queries on junior warden schemes you would like to share before the study visit, please can you forward them to us on swresourcecentre@swindon.gov.uk

Are you aware of other Schemes?... then let us know!

As mentioned in our previous newsletter, we have tried our best to identify all the schemes in the South West region but we might have overlooked some, and they could be in need of Training and other services that we can supply!

If you know of any local Warden Schemes around your area, big or small, we would very much appreciate it if you could please let us know who they are because we don't want them to miss out!
We look forward to hearing from you.

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Time to Share!

Remember we want you to share your best practice stories with us and let your fellow colleagues from around the region know what your schemes have achieved!

So go ahead and send your news to us so we can share your brilliant ideas with the rest of the region!!

Regional Network Meetings

The next meeting of the South West Regional Network will be on May 13th at the Taunton Holiday Inn M5 JCT.25.

At the last regional network meeting it was decided that the regional meetings will take place at the Taunton Holiday Inn every other month. Below are the dates for the next six meetings, going into next year:

- 13 May
- 15 July
- 16 September
- 25 November
- 13 January
- 17 March

Here is a direct link to the hotel web page where you can get your map and directions

<http://www.superbreak.com/home.cfm?GroupID=3600&content=hotel>

Please put these dates in your diaries, as it would be great to see more delegates attending the regional network meetings!!

National Warden Network

Reminder! ...

Wardens! How you can contribute to an exciting national proposal

As mentioned in our previous newsletter, we are currently looking at ways to strengthen the National Wardens network. To this end we will be working with other practitioners from across the UK in developing a Wardens Service Charter. Once created, this document will outline the common service aims of all Wardens, and go some way in explaining the massive scope of your day-to-day work. Of course, you are the only people with a genuine grasp of that work, so the Charter must be built around the stories of Wardens at work.

Please tell us what you would like to be included in this Charter; it could be related to the aims of the job, or maybe you have an experience that you feel would help explain the Warden ethos.

We are eagerly waiting to hear your views so, without any delay, please let us know by leaving your suggestions in our resource centre mailbox at: swresource@swindon.gov.uk

We look forward to hearing your views.

Breaking News!

A National Wardens' Week is due to take place running from Saturday 10th until Thursday 15th September 2005, culminating in a National Conference on 15th September in London.

Here are a few things that have been drawn up for the week:

- children's day, working with children in the community (to be held on the Saturday)
- clean up day, promoting the Clean & Safe agenda
- working with older people/Help the Aged
- getting schools involved
- garden fete/Autumn fare
- barbecue
- sponsored cycle
- get local sports clubs/football clubs involved
- get sponsorship for your event from partners
- raft/canoe race – building our own raft!
- charity event

If you have any other ideas for the event then please do don't forget to pass them on! You can send your ideas to the resource centre mailbox.

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Getting Involved

In the following pages are remarkable stories given to us from schemes around the region who would like to share their achievements with us! We thank them for their co-operation.

Exeter Community Patrol Service

The Patrollers from Exeter came up with this great idea to reduce the threat of bogus callers:

Planning for the launch of the 'I do not recognise you' posters went ahead this month with the patrollers obtaining funding for the posters from the estate management team. The first round of posters, which feature a picture of a community patroller, will be distributed to every sheltered housing resident in the city. Planning is also under way for a second poster featuring a picture of a police officer to be produced and made available to any elderly or vulnerable residents living in private accommodation in Exeter. The hope is that a message will be sent out to bogus callers in the area that the police and council are taking the matter seriously and they should think twice before knocking on our elderly residents doors!



Roger Crane
Control Centre Manager
Exeter City Council.

Bournemouth Street Wardens

Here is an extract from Bournemouth Street Wardens:

Reminiscence Groups

The Boscombe West and Springbourne Street Wardens have recently embarked upon a series of reminiscence groups with elderly residents in care homes and local community groups.

In January 2005 Street Wardens, Hannah Beech and Peter Elsey, travelled to London to undertake a course on how to run Reminiscence groups within the community, focussing on best practice in particular with elderly residents. Reminiscence groups are a great idea to begin to stimulate memories and conversation with these elderly residents.

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Reminiscence groups involve attempting to engage people in conversation about their past by the recollection of life experiences through a multi-sensory approach. Usually this involves using a selection of objects from the past as memory triggers allowing participants to see, touch, smell and sometimes even taste the objects. This work can be particularly important in nursing homes where many residents lose their sense of identity and therefore reminiscence can help to identify shared values and experiences among the participants.

Street Warden Hannah said, "Memories are precious things and those memories associated with everyday activities can easily be forgotten until one day something someone says, or something you touch or smell triggers that memory which may have been lost up until that moment. We found with one resident in particular that it only took one small object to bring many happy memories flooding back".

As well as sharing memories about the objects the Wardens also produced "Pearls of Wisdom" with the residents. Here the Wardens get the residents to remember old sayings such as "find a penny pick it up and all the day you'll have good luck" and "cleanliness is next to godliness" which are then written on colourful pieces of round card and strung together to make what looks like a large pearl necklace.

These are then hung on the wall and left for the residents as a reminder of the Wardens visit. The Wardens feel that these groups have been a great success, tailoring what they had learnt on their course and applying it to working in the most appropriate way with these residents who have all seemed to thoroughly enjoy the experience.

Michael Moon

Street Scene Manager, Bournemouth Borough Council

Get ready to applaud!!

Another Success for Housing – NVQ status awarded

The Street Wardens Regional Resource Centre for the South West has received centre approval from City and Guilds to run and assess NVQs from this new centre.

City and Guilds, the awarding body visited Swindon on Wednesday 30th March and the Council received notification of the Centre approval on Tuesday 11th April.

Cabinet Member for Housing, Cllr. David Renard says;

“ I am delighted that Housing has received this Centre approval and this will allow the South West Regional Resource Centre to run awards for Neighbourhood and Street Wardens throughout the South West.

I think this clearly shows that the Council is improving and providing valuable services to Swindon and in this instance across the South West Region.

I am pleased with this development and I look forward to seeing many qualifications awarded through the Centre”

From left to right:

Alpona Ahmed, Administrator; Mark Walker, Manager; Cllr. David Renard and Sue Stevens, Development Officer



Do you know how to deal with a deaf or hard of hearing customer?

We can provide a one day Deaf Awareness course here in Swindon. This course will provide the skills and knowledge to deal with deaf and hard of hearing customers *confidently, appropriately and professionally*. The course will cover:

- Deafness and its causes
- The different types of hearing aids
- An insight into lip reading
- Good communication tactics
- Finger spelling
- An insight into numbers and ages of people with deafness
- Different types of technical equipment
- Good practice
- An understanding of The DDA 1995

If you are interested in attending this training, or require further information – please e-mail Sue Stevens on swresource@swindon.gov.uk

Let Us Know!

As always, we would be very grateful if you can give us feedback on the Newsletter and advice on how we can improve it.

Also, if you would like us to include anything about your scheme in a future Newsletter, please let us know!

Thank you again to all who have participated in this Newsletter. I hope that in the next edition we will have even more schemes taking part! In the meantime if you have any queries or would like any further information please do not hesitate to get in contact with us.

Alpona B Ahmed
SW Resource Centre Administrator
01793 464370

SMILE!

Let's put a face to the names of our team at the resource centre!
Below is a picture of the team:



From left to right: Alpona Ahmed, Administrator; Mark Walker, Manager; Sue Stevens, Development Officer; Lynn Jarvie, Training Officer.