

South West Warden Resource Centre

"For Excellence in Neighbourhoods"

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September 2005

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Welcome to Edition 6 of the South West (Swindon) Warden Resource Centre Newsletter. September has proved a very busy month for all, not only did we have the National Conference in London but also our Regional Wardens Conference in Torquay. Read on to find about the National Wardens Conference in this issue. Thank you Chris Acock for your '..... day in the life of ' feature. The October's Newsletter will cover in detail the Regional Wardens Conference.

National Wardens Conference 2005, London

The National Wardens Conference this year was held in London and the theme was 'Building Respect in the Community'. The 5th annual Warden Achievement Awards were presented during the conference to a remarkable group of men and women whose dedication and hard work is making a real difference to the lives of people living in communities up and down the country.

The delegates were asked to vote on a range of questions about respecting the community. The results can be seen below.

74.7% said respect was about both age groups showing equal respect to each other equally.

77.6% said respect could only be built through the active participation of young people.

96% said Wardens' actions and initiatives were helping communities respect and improve their local environment.

87.7% said, generally, Neighbourhood Wardens can help respond to most anti-social behaviour in the community.

Quote of the Conference

"Compared to the Oscars, this is far better because this is about real heroes, not people who put on an act."

Will Patchett from Tameside Patroller Cadets on the National Warden Achievement Awards 2005.

A word from Sue King, OBE,

Head of Neighbourhood Renewal Unit at the ODPM

"The Neighbourhood Wardens programme has created a new generation of people working in communities for that community and many of them have such credibility because they live in that community. Wardens really are well placed to build respect between people and respect for the place that they live in".

NVQ Certificates Awarded

This year's conference did the South West Warden Resource Centre proud as Joe Montgomery from the ODPM awarded four Wardens from the Swindon Street Warden Scheme, **Becky Dudley**, **Julie Broad**, **Steve Roberts** and **Michael Middleton** their NVQ Level 2 in Community Wardening.

Well done Becky, Julie, Steve and Michael

Julie Broad with Joe Montgomery while Becky Dudley waits in the wings.



Neighbourhood Wardens Pilot in Swindon

The Swindon Borough Council launched its pilot project in West Swindon, combining the services of the street wardens and caretakers to form the **Neighbourhood Wardens**. The new service builds on the council's successful street wardens.

Two wardens and two caretakers have joined as a team for a 12-week pilot. Based on the outcome, Swindon Borough council wants to promote it borough-wide. The wardens will help, support and co-ordinate campaigns across the estates.

A busy day in the life of Chris Acock, Stroud Neighbourhood Warden

07:45am

Arrive on duty at the District Council Offices, liaise with fellow Warden working the same shift. Complete Neighbourhood Warden vehicle check, collect literature for delivery to local Parish and Town Councils. Drive to local primary school to prepare to deliver "Stranger Danger" presentation with local Police Community Support Officer (PCSO). Fly poster advertising an event at a local Garden Centre removed from local roundabout and returned to the Garden Centre Manager. Provide "Factor 4" leaflet for those planning to advertise an event or function by fly posting. This leaflet outlines how to avoid prosecution or penalties under the Anti Social Behaviour Act 2003.

Resident reported that young people under the age of 16 were riding motorbikes with no tax and insurance after 17:00 hours and during the weekend, up and down a local lane, causing a nuisance to local residents and road safety implications for motorbike users. PCSO informed and joint patrol planned.

09:00am

Lollypop lady at school gate reports that an older boy from the local secondary school is regularly bullying two school pupils on the way to school. Talk to the two young pupils who provide details and the name of the perpetrator. Deliver "Stranger Danger" presentation and talk to the headmaster about reported bullying.

10:00am

Welfare check on colleague (phone fellow Warden) then visit local secondary school and share concerns about reported bullying with the deputy headmaster who said that they would investigate and talk to the individual in question, and would provide feedback.

Stroud District Council Officer from Environmental Department requested an inspection of local lay-bys. Inspections found littering and fly tipping. Both matters reported back to Environmental Department and local environment contractor to arrange clean up of these areas.

11:00am



Attend coffee morning at pensioners club and talk to around 12 residents. One pensioner handed in a ladies purse and mobile phone, which they had found.

Contents of purse recorded, local address and phone number found. Phone and purse returned to owner.

Attend with PCSO a neighbour dispute in rural village, involving tenants of local authority housing. Resident reported that their neighbour's car was causing an obstruction, and had refused to move it. Owner talked to and agreed to move car. Ascertained that these difficulties have arisen over historic problems with ownership of land and poor parking. Reported to Stroud District Council Housing Officer to investigate further.

12:00 noon

Welfare checks on colleague (telephone fellow Warden).

Resident who is disabled reported that a new neighbour is parking their car on the pavement, and she had difficulty in getting past. Resident also stated that they had concerns in approaching their new neighbours as they have been informed that they can be very aggressive. Agreed to patrol area and approach owner of the offending vehicle without involving disabled lady or divulging personal details.

After a busy and productive morning of activities I joined up with the Town Clerk for tea and biscuits in the Town Council Offices. Over tea, town clerk reported two problems: perpetrator had written racist and obscene graffiti on the Town football stand, and the Town youth club would not be able to open the following evening as the youth leader had no assistant. With the aim of at least covering up the graffiti before the weekend match, I prepared to complete a quick paint job on the graffiti. Following a phone call to my Manager, I changed my rota for the following day so that I would provide the cover for the youth club assistant.

13:00pm

Armed with a tin of white paint and an old paintbrush the graffiti was painted over. Prior to this work, photographs were taken of offensive graffiti and matter reported to Police as a racist incident. Any matter of Racist and Hate crime is taken very seriously by the District Council and forms one of the key objectives of the Stroud Crime and Disorder Partnership Strategy for 2005-08.

In accordance to local performance indicators, where Wardens are tasked with meeting one new vulnerable person per day. Visit local resident, a widower, who is frail and partially blind. Found resident agitated because the handyman who cuts their grass had not turned up and they could not contact him. Resident had dragged a heavy petrol grass mower up onto their lawn and was trying to start it. As clearly this was not safe for them to undertake this activity, I cut the lawn for them, and returned the mower to the shed. After a chat, agreement reached that they would not attempt to cut the grass again. I promised to try and contact the absent handyman.

Stroud District Council is committed towards supporting it's older and more

vulnerable residents, and consequently were awarded 'Beacon' status for 'Services to Older People' in 2004.

14:00pm

Welfare check on colleague (telephone fellow Warden). Patrol local canal marina at the request of the local police who are trying to locate a cabin cruiser owner, a possible drugs dealer. Cruiser located and police immediately informed.

Resident reported that they were concerned about their son, aged 16. Stated that son was smoking cannabis in the house, and had become so frustrated that they had threatened to throw son out of the family home. Concerns were also raised about the limited facilities for young people in the area, and through boredom, young people in the area were turning to drugs. Recently, I had been made aware of a vacancy with the Local Parish Council providing general maintenance works on their behalf. As the Parish Council were having trouble finding a replacement, I suggested that if their son was interested, they should write to the Parish Council applying for the vacancy. Also offered to provide counselling to their son on the drugs issue.

Resident also requested for the local Police officer to make contact, as their son and the Police officer had had a good relationship in the past. This I agreed to arrange.

Dog fouling in local Waterways car park. Reported to District Council Dog Warden.

15:00pm

Resident reported that a man with a white van was going 'door to door' telling older/vulnerable residents that they had a missing roof tile and that it needed replacing. As a 'Beacon' Council for 'Tackling Rural Crime' and under the auspices of the Bogus Caller initiative, this matter was reported to the Police for immediate action.

Provide Stroud District Council Environmental Officer with an environmental inspection report of an empty house in the local Parish.

Welfare check on colleague (telephone fellow Warden).

16:00pm

Attend Parish council meeting with area PCSO and provide short presentation on Neighbourhood Warden duties, and answered queries from the committee.

Following a foot patrol of the local play area found that someone had lit a bonfire in the play area which had got out of control. Fire brigade called, where quickly, scene was attended by local fire appliance and fire placed under control.

17:00pm

Local resident telephoned me to inform that two men were breaking into an empty property opposite their house. Stated they had parked a car at the side of the property and that the boot was open. As I wasn't in the neighbourhood I requested that the incident was reported to the Police immediately. Resident stated that they were not comfortable doing that, so I phone the Police to raise the alarm. Discovered later that Police had attended and it turned out to be a false alarm, they were surveying the property and hadn't got the right key, hence them breaking in.

Abandoned vehicle check completed on Fiat Marbella located at a Local Inn, requested removal via the District Council Abandoned Vehicles Officer.

18:00pm

End of Shift: Returned to District Council offices, checked over warden vehicle, completed daily time sheet, and ensured that pocket book entries for the day were accurate. Also, debriefed the Community Safety Manager and colleague with the events of the day, before returning home for a much-earned rest.



New additions to the Stroud team are Nigel and Andy

For further information on the Stroud Neighbourhood Warden Scheme, please contact:

Paul Helbrow
Community Safety Manager
Tel:01453 754281 / 07734 419693
or visit the website at:
<http://intranet.stroud.gov.uk/communitysafety/index.asp>

Regional Network Meeting

The next meeting of the South West Regional Network will be held on

25 November 2005
at
Taunton Holiday Inn

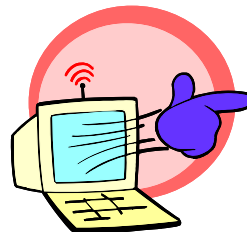
Dates for your Diary for future meetings of the South West Regional Network at Taunton Holiday Inn.

13 January 2006
17 March 2006



We had an excellent turn-out of wardens and managers to our last regional meeting. Please support your next meeting by booking a space. Michael Yohans will be sending out Agenda shortly. Please have a think about what you want to get out of the meeting and forward items you would like put onto the Agenda as soon as possible.

Contact Us



rcswind.org

You can now book training at any time from the comfort of your office desk via our online booking system at www.cbs-rcswind.org

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