South West Warden Resource Centre

"For Excellence in Neighbourhoods"

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Hello and Welcome…
To another packed issue. Many thanks to those who contributed this month with news of your events. Keep any news coming; it is your newsletter so we very much welcome your input.
We hope you enjoy this issue and find it useful.

Resource Centre Training Hots Up

by *Lynn Jarvie*
Resource Centre Training Officer

It's been a busy few months on the training front.
Sue and I are just about to complete a programme of Customer Service Training for all Swindon Borough Council Housing staff, including the 32 Neighbourhood Wardens. This is a half day course that builds on the warden core training module with a focus on how to use your behaviour to deal with difficult customers and includes a very amusing but highly relevant DVD starring Dawn French. By the end of the month we will have run over 20 sessions and now have the reassurance that if the DVD player stops working. Sue and I will be word perfect when we act out the film!!

Summer is traditionally a quiet time for training with so many people on holiday, but this year I'm being kept busy creating lots of upcoming courses for wardens, council staff and the Wiltshire Fire Authority.

Courses we will be running include graffiti removal, community engagement, letter writing, presentation skills, assertiveness and conflict management.

In October we have a really exciting project coming up with the fire service in Swindon. I will be delivering Conflict Management Training to over 100 fire fighters across Swindon's 3 fire stations. The training will be based on the City & Guilds Certificate in Conflict Management and for the scenarios we will be able to use a bay at the fire station, complete with a real fire engine! Thanks for all your offers of help with this one girls – it is a tough job, but I'm sure I can cope.

Remember if you have any training needs, or are interested in finding out more about any of the above courses please let me know.

Poole Community Wardens

Four Seasons Brightens Alderney Subway

By *Bryan Wood, Community Warden*

Alderney school children came together with Police and local Councillors to paint an exciting mural on the subway running under Ringwood Road which links the communities of Alderney West and Bourne Valley. The subway has recently been out of use due to increasing vandalism and residents have been using the crossing on the dual carriageway instead. Local children have had to use this new route to school, which is obviously not as safe as the subway.

The pupils from Manorside Combined and St Joseph's schools designed pictures in school, which were then used by artist, Hadley Newman to transfer onto the subway wall. With the help of Police Community Support Officers (PCSO) Kelly Mitchell and Peter Raymond, Councillor Lindsay Wilson and Council staff the young people and other residents painted the subway in bright colours depicting the four seasons of the year.

Two of the young participants Jamie Lyons aged 16 and his sister Carla aged 14 said, "This is a great way of getting our community involved in something worthwhile, and we both really enjoyed it".

Kelly Mitchell, PCSO for Alderney West comments, "It was vital that young people and their communities became involved in this project and I am delighted with their response. This project shows what can be achieved when we all work together".

Community Warden Bryan Wood also added his appreciation for the hard work of all involved and said, "The subway provides a safe link between the two areas of Alderney and it is a great shame that a few individuals vandalise this area and spoil it for their community. Due to the enthusiasm and hard work of all those involved we now have a brighter, more colourful, more inviting subway".

Cheltenham Community Wardens

News from St Paul's, St Peter's and the Moors

Sent by *Jane Gaskins, Neighbourhood Warden*

Exercise Day

Our coffee morning took on a different angle last Friday 22 June when we had a session with a lady who teaches the over sixties chair exercises. It was a really good session with everybody getting involved and joining in. Over twenty-two people joined in playing softball catch, baton swinging and pompoms shaking, but most of all everybody had a great time and laugher was top of the bill. Everybody left with a smile on their face and a little fitter.

Making hanging baskets

We had a lovely afternoon on 14 June 2007 making hanging baskets with the residents of St Pauls we completed 12 baskets. Our " man in a van" went round to each person who participated and put up the brackets for the baskets to hang on. The flowers really spruced up the area and made it look very pretty.

Swindon Neighbourhood Wardens

Pinehurst Clean the Stream Day

Written by *Caroline Henly*

After discussions with some the tenants in the Pinehurst area of Swindon, the Neighbourhood Wardens decided to spend one whole day clearing rubbish and Fly tipping from the stream in Pinehurst. This Stream was littered with shopping trolleys, wood, metal poles, tyres, dead trees and general bags of rubbish.

Ov Over the day we removed 246 items of fly tipping from the stream and collected 18 bags of litter.

We were delighted when some of the tenants and the Neighborhood ambassadors also arrived to help us. It was agreed by the wardens and tenants, alike this was a really successful day and hope we can arrange another similar day very soon.

Quiz

Which is the odd one out: Baker; Butler; Barber; Butcher?
In which country is the Bridge on the River Kwai?
Using the chemical symbols, what sort of drink can you make out of potassium, iridium, scandium and hydrogen?

Answers on the last page

We are introducing "getting to know you" as a new feature in our Newsletter and if you would like to take part please contact Barbara on 01793 464006 or email bpanczak@swindon.gov.uk

"Getting to know you"

Name: Nick Brock

Scheme: Swindon Neighbourhood Warden

Job title: Lead Warden for Upper Stratton and Penhill

How long have you been in this post? One year, one month

What is it you like about your job? The variety and appealing feature of interacting with the community, young and old.

Is there anything you don't enjoy about your work? Dealing with drug abusers and cleaning up after them especially dealing with body fluids.

What takes up most of your day? Meetings with other agencies, organising my team and administration work.

What would you like to be more involved with? It would be nicer to spend more time working with my team.

Any tips or advice you like to share? Try to be honest and open, I try not to make promises I cannot keep.

Any advice to a new starter? Take your time to learn the job properly and don't rush, as quality of the job is more important than speed.

Any hobbies or interests? Golf, football and walking my dog Wilf.

Favourite book? "London " by Edward Rutherfod

Favourite film? "Life of Brian" Monty Python

Favourite food? Spaghetti Bolognaise

Memorable holiday? Wales - taking my partner and family to the Gower Peninsular

Best moment in my life: The birth of my son Charlie

Forthcoming events

Exeter is holding a 'Community Information Day' involving many agencies on 22 August in Belmont Park for further information ring 0845 3511068

A 'Community Environmental Action Day ' where many agencies are getting together to tackle various problems in the area's of the town. is taking place in Cheltenham on 14 August

PLEASE NOTE THE NEXT NETWORK MEETING IS TO BE HELD ON

14 SEPTEMBER 2007 AT TAUNTON

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Last but not least

For those of you who are off on holiday. **Have a great time!!!**
Don't forget to call Barbara on the above number with any news or events you would like to share.

Answers

1. Butcher – the others are all surnames of post-war Conservative Cabinet minister.
2. Thailand
3. K-Ir-Sc-H