

*“For Excellence
in
Neighbourhoods”*



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www.swresourcecentre.org.uk Email: swresourcecentre@swindon.gov.uk

Welcome to the edition 13 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.

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Poolle Sports Pavilion Gets a Fruity Face Lift

Haskells Pavilion had become a target for extensive graffiti and was becoming an eyesore for everyone. This sports pavilion is located in one of the key areas where warden Brian Wood works. In his effort to get rid of the graffiti he decided to involve local schools in an art project to paint the building in a theme of sports and healthy living. Four schools were interested in this project but due to operational demands only three could get their students to design murals on the theme.

On Friday the 14th July children from the three schools with the help of a local artist painted some of their murals onto the longest wall, which is hidden from the road so tends to get most of the graffiti. This was achieved with the help of various departments in the council, a local DIY store and of course the schools. The project generated a lot of public interest and with the joint effort of the youngsters from the three schools the graffiti has been eliminated and we aim to paint the rest of the building before winter.





... Well, what a success!!!

NVQ Level 2 in Community Wardens and A1 candidate receiving their certificates from Sue King OBE

The South West Wardens Regional Conference

Our second annual Regional Conference was held in Bournemouth on 28 June 2006 on a gloriously hot day. Those of you who remembered last year's Conference may recall the sweltering heat in September – must be a knack the South West Wardens Resource Centre has for gauging perfect weather conditions!!

It was wonderful to see so many wardens and managers take part in the Network Meeting the day before and attend the dinner during the evening. (Lynn is still trying to locate a photo of her shoes – which happened to be a talking point for some throughout the evening! Anyone with a mysterious picture of one foot and a shoe, please forward to Lynn at the Resource Centre.)



35 wardens and managers attended the Conference with another 74 delegates

from organisations such as Fire & Police authorities, LAs, NM, GOSW and Housing Associations to name just a few, were also present.



It was encouraging to see organisations interested in setting up a warden scheme

attend this event and leave with a positive attitude towards street wardens and the benefits to the communities they work within. One of the aims of holding an annual South West Wardens Regional Conference

is to offer the chance for stakeholders to discuss with existing warden the part they play in addressing issues highlighted in their community and enhancing residents liveability.



We were also very proud to celebrate the success of 5 street wardens who have achieved their NVQ Level 2 in Community Wardening and 1 candidate who gained their A1 Award. Certificates were distributed by Sue King to the following colleagues:

NVQ Level 2 in Community Wardening

Becky Dudley

Lead Neighbourhood Warden - Swindon

Steve Roberts

Neighbourhood Warden – Swindon

Julie Broad

Neighbourhood Warden – Swindon

Nick Brain

Head of Street Wardens – Forest of Dean

Robin Morgan

Warden – Poole

now a PCSO in Dorset Police

A1 Award

Chris Cossey

Swindon Borough Council

Congratulations and well done to you all

We are very grateful to all our speakers and workshop facilitators who made the Conference such a success. Delegates enjoyed the opportunity of taking part in workshops that were aimed at giving you the chance to explore areas that may enhance your involvement in working within a diverse community.

We will be looking at suggestions from warden schemes as to where the next event could be held and the format you envisage.

As you can see from the Feedback, this year's Conference has been a great success. We would like to thank everyone who contributed.

Workshops

Delivering Services to People with Disabilities - which looked at understanding the needs of disabled customers and making sure you give them the service they really need.

Managing Cases of Anti Social Behaviour – which looked at using early interventions and choices we can make in addressing an offender's behaviour.

The Young Advisors – helping you to engage



with young people in your community.



Reminiscence Workshop – which introduced delegates to

reminiscence work and discussing where and how it can be used.

The feedback received from the Conference is as follows:

- 92% of delegates said that the Conference provided an opportunity to share ideas and good practice.
- 80% of delegates said that the Conference provided an opportunity to network and build contact with other people engaged in wardening.
- 90% of delegates said that they had benefited from attending the Conference.

Invite to House of Lords for Boscombe's Older People's Warden

The Help the Aged Older People's Warden Project in Boscombe celebrated its first anniversary with a visit to the House of Lords at the invitation of Baroness Andrews, Parliamentary Under-Secretary for the Department for Communities and Local Government. The invite was made because the warden project, run in partnership with Bournemouth Borough Council, has had an enormous impact on the everyday lives of older people in Boscombe.

Over the last year, Andrea Carvell has made more than 80 visits, with 75 older people referred on to a variety of agencies including community nursing and care services. Over 3,000 Help the Aged advice booklets have been distributed.

Andrea has provided a reassuring presence in the community through public events and patrols, and by working closely with local agencies, as concerns over rubbish, broken pavements and poor street lighting are a worry for Boscombe's older residents.

Other initiatives developed include the Safer Gardens scheme, in partnership with Dorset Police and a local voluntary organisation, whereby the warden contacts residents over the age of 60 who have been burgled in the previous 18 months to offer them the service which improves the security of their gardens.

Andrea also started an over 60's lunch club which now has over 20 regular attendees. The club has developed a strong sense of community amongst its members. Local experts are invited to give talks at the club, which increases awareness of other local services.

Emma Spragg, Neighbourhood Wardens Manager for Help the Aged, said: *"This invitation to the House of Lords is a recognition of the vital work that the*

Boscombe Older People's Warden has carried out over the past year. Andrea's achievements show that providing older people with a bespoke representative helps to make them feel safe and respected within their community."

Baroness Andrews, who has responsibility for neighbourhood wardens at DCLG, said: *"I am delighted to welcome the Help the Aged wardens to the House of Lords and thank them for all their hard work over the past year. They are helping some of the most vulnerable in society feel less isolated and feel part of their communities".*

"The wardens are providing a reassuring presence to older members of the community through home visits, patrols and community activities. They are also on hand to direct people to any services that they may need, including those which Help the Aged can provide."

Overall, the Help the Aged Older People's Warden project was developed in consultation with the Home Office Fear of Crime team and the wardens team from the Department for Communities and Local Government (former Office of the Deputy Prime Minister). The programme was part funded through a Government Special Grants Programme.



L to R: Emma Spragg, Baroness Andrews and Andrea

Bogus Caller Project, Exeter



The project is aimed at elderly and vulnerable residents to make them aware of the possibility of it happening to them and trying to make them feel safe in their homes. Bob Denford has been delivering the presentations for the past 2 years having himself been a victim. Two years ago when he was sat at home in his front room, his wife, working a late shift was asleep in the house. It was about 22:45, a very hot evening and he still had his back door open. The doorbell rang and when Bob answered the door found nobody was there so he walked down the front path but could not see anyone around. While he was on the front path someone came in through the back door and took away what they could. Bob did not realise until the next morning when he got up for work. There had been a recent increase in this sort of activity with elderly resident, so knowing how he felt being a victim; he wanted to make others aware about it. He contacted the Crime Prevention Officer and arranged a meeting where they both put together a flip chart presentation. They have visited all the 21 sheltered housing properties in Exeter targeting 551 residents in total. This project became extremely popular and they decided to take it further to the whole of Exeter. To make their presentation more effective they approached Exeter Community Safety Partnership with a proposal for a laptop, projector and screen which was readily agreed due to their tremendous success. Having a laptop has made delivering presentations much easier and they have done presentations to audiences from 3 to 100 people, and have started receiving bookings for 2007.



Youth Engagement with sports, Exeter



Now summer is finally here and the world cup just over, the Exeter Patrollers have played several football matches with the police against local youths. These matches allow them to get closer to the youngsters and help the youths to see the jolly side of the Patrollers and the Police. Along with other activities they have also organised play days in the parks and in these play days set up a penalty shoot out competition.

On each activity day they have had as many as 40 youths getting involved. To reward the participants joining in they have a final where the winner gets a football, which encourages the youths to join in. This has been very successful and keeps bored and idle youths from causing problems



Football match in progress along with Community Patrollers, Police and the local youths

Bournemouth Wardens Safer Garden Project

In January this year the Bournemouth wardens set up a Safer Garden scheme. This project is a new initiative run in partnership by Bournemouth Council; Help the Aged, and Dorset Police. The scheme, established by Andrea Carvell, the Older People's Street Warden and Helen Douthwaite, Burglary Reduction Officer aims to reduce the risk of burglary for the over 60's. It has long been known that certain gardens can attract the attentions of burglars; high bushes can provide cover while entering the property. Similarly over grown or unkempt gardens can indicate that the property's security is equally overlooked, or that a disabled or vulnerable person lives there.

To tackle this problem the Safer Garden Project offers a free service to older residents who have been victims of burglary or malicious damage. Andrea undertakes a survey of the garden, gives security advice and covers any other issues that might be bothering older residents. All necessary garden work is completed by local care provider Help & Care's volunteer gardening service, the Roots Project.



Poor garden maintenance is often linked with poor domestic security so the Safer Garden Project is also able to offer older residents quick access to Dorset Police & Bournemouth Council's Home Safe project. This provides a free service to upgrade home security by providing and fitting door and window locks and security lighting.

Many homes visited are also vulnerable to domestic fire so Andrea refers such residents on to Dorset Fire & Rescue Service who undertake a fire safety survey and provide excellent fire safety advice. Where necessary the DFRS fits free smoke detection units which have a 10-year battery, which are ideal for older physically vulnerable residents who are unable to reach a normal ceiling fitting to change the batteries annually. Residents who are particularly vulnerable either through physical / mental disability or the layout of their homes are added to the Fire Service's high risk register so crews are alerted to the issue should they receive an emergency call to the property.

The service is very well received by older residents who can obtain a whole package of care facilitated by one identifiable person, the Warden, rather than having to deal with contacting a number of large and faceless organisations.

Cheltenham Borough Homes Neighbourhood Wardens Had Fun in the Sun



Clyde Crescent Cheltenham was transformed for the second annual Oakley Community Day. Hundreds of local children and parents came out to enjoy the sunshine and a wide range of activities. Circus performers joined break dancers and falcons to entertain the local community of Whaddon and Lynworth. Young people leapt about on the bouncy castle and scaled the heights of a climbing wall.

The park hosted many shows including flight displays from Falcon Duke and Hawk Red, while the Dolly Pom Poms (Local cheer leading group) danced for the crowds.

Young people tested their reactions at the Batak and attempted to be human tabletop football players. They pelted coconuts and fought for their honour in Sumo suits.

Lee Ilott, 14, who lives in Clyde Crescent, said, *"I like the rock climbing. It is good to have something to do while we are off school. There is a great atmosphere. We don't have a lot to do around here. I'd normally be sat at home without much to do.*

This is something different." (Quote taken from Gloucestershire Echo on June 3rd 2006).



The day was such a success that it looks certain to happen again next year. The event was co-ordinated by the local neighbourhood warden Ryan Barkle and many of the local agencies supported him in the running day. Most of the organisations involved form the Oakley Children and Young Persons' Action Group (CYPAG). Each organisation supported an activity and in return displayed information about their services and networked.



List of Activities and Sponsor, which Ryan would like to thank:

Climbing Wall – Gloucestershire County Council Extended Schools 'Big Lottery Fund'
Bouncy Castle and Human Table Top Football - Hereford Safety Environmental Ltd
Clown Striker and Batak – Gloucestershire Youth Service
Sumo Wrestling – Bullocks Construction
Face Painting – Whaddon, Lynworth and Priors Neighbourhood Project and Cheltenham Borough Councils (CBC) Social and Community Department
Under the Sea inflatable – CBC Social and Community
Bike Marking, Mobile Unit – Police Safer Communities Team
Circus Skills show and workshop, Break Dancing show and workshop, Samba Band workshop, Mask Making Workshop – HE Coombs and The Everyman Theatre
Falconry – static display and two flight displays – Mira Showers
Connexions Bus – Connexions
Kite making workshop, Guess the weight of Cake – Cornerstones Centre and St Michaels Church
Robins football coaching – Cheltenham Town Football Club Coaching in the Community
Badge Making, Treasure Hunt and First Aid – Cheltenham Borough Homes
Coconut Shy and general ferrying about – CBC Community Rangers
Fire Engine – The Fire Service
Dolly Pom Poms – Local cheer leading group
Wacky Races – Whaddon, Lynworth and Priors Neighbourhood Project
Raffle – Whaddon Residents Association (sold the tickets), Sainsburys (Supplied the prizes)
Balloon Race – (Gloucestershire Housing Association and Bromford Housing Association)
Food – Kempley Catering and Tartaglia's ice cream vans

TRAINING COURSES AVAILABLE AT THE CENTRE

Warden Managers Training 12-14 September

Warden Core Training: 25 to 29 September, Swindon, 16 to 20 October, Devon, 11 to 15 December, Swindon

Accredited Persons Training 12-16 February 2007

Conflict Management Training:
16,17, 29 and 30 November, 10,11 January 2007, 27, 28 February and 28,29 March 2007.

Evaluation Toolkit Training: 21 November

Child Protection Training: ½ Day training on 2 October

Supervisory Training: 20-22 February 2007

Housing Association community Wardens Seminar

The South West and South East Resource Centre along with National Housing Federation south will present the Respect conference titled, "Housing Association Community Wardens Seminar" on Wednesday 13 September 2006 at The Steam Museum, Swindon.

This event will be of particular interest to all Registered Social Landlords / Housing Associations across the South of England.

Please contact Sue Stevens for further information.

Regional Network Meeting

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

Date for your Diary for future meeting of the South West Regional Network at Rugby Football Club, Taunton on **8 December 2006**.



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

Resource Centre Fax: 01793 464005 **Email:** swresourcecentre@swindon.gov.uk

Training Officer Lynn Jarvie

ljjarvie@swindon.gov.uk

Telephone: 01793 464003

Development Officer Sue Stevens

sstevens@swindon.gov.uk

Telephone: 01793 464001

Administrator Michael Yohans

myohans@swindon.gov.uk

Telephone: 01793 464006