

“For Excellence in Neighbourhoods”



South West Warden Resource Centre

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Inside this issue:

- o Becky meets the PM
- o Successful Study Visits
 - Exeter
 - Stroud
- o Swindon's New Neighbourhood Warden Service
- o Regional Network Meeting
- o Contact Us

Hello and welcome to Edition 11 of the South West (Swindon) Warden Resource Centre Newsletter providing you with an update on what's been happening around the South West. In this edition we look at Becky's meeting with the PM. We also look at the 2 successful study visits that we have had since our last newsletter.

Finally a 'Huge Thank you' to all those people that have contributed to make this edition. This newsletter is for our regional schemes and we welcome articles to share the excellent and far ranging work that you do.

Earth Action Day – Bulb and Bagalicious, Working together for a better environment

This activity was organised by the Torbay Street Wardens as part of a national six-month campaign called 'Environment Agency Action Earth'. Two grants of £50 were obtained to fund the 2-day event.



This event involved 20 local children and residents of Colridge Court, a sheltered accommodation, with the aim to improve links between the young and old within the community.

It is hoped that this improved understanding will help create a bond and thereby reduce the amount of litter and graffiti around Coleridge Court.

The aim was not only to gain respect for the environment within which they live, but for both age groups to have a better understanding of each other.

During the two-day event the children decorated planters filled with herbs and presented them to the residents of Colridge Court, to use in their gardens and homes.

The children also tidied the garden area with the assistance of the Street Wardens. The residents of Colridge Court were delighted at the efforts of the children and baked cakes for them as a thank you for their hard work.



Seen in the photo are the wardens along with the children who participated and residents of Coleridge Court

Becky meets the PM

On a recent trip to Swindon, the Prime Minister visited Swindon Borough Council's pilot Neighbourhood Warden project area at Toothhill. The Prime Minister launched his new Respect Action Plan containing a raft of measures to stamp out anti-social behaviour.

Mr Blair said, 'Respect is about being considerate of the consequences of our behaviour for others and there is strong public concern where it is disregarded'. He further said, 'The challenge is to nurture and, where needed, to enforce a modern culture of respect which the majority of people want'.



While at Toothill he chatted to community workers about the respect agenda and helped clean up some graffiti.

He then went on to Pinehurst People's Centre to record an episode of Newsnight for the BBC where he had tea with Swindon Lead Neighbourhood Warden Becky Dudley. As you can see, Becky was thrilled by the experience.

During his visit, Mr Blair spoke about the importance of Swindon as an example of a town where measures to combat anti-social behaviour were already in place. He further said, 'It was very interesting to see some of the things that were working at the two locations we visited'.



Becky Dudley, Assistant Street Warden Supervisor having tea with Tony Blair

South West Regional Conference 2006

Durley Hall Hotel, Bournemouth
28 June 2006

Remember to complete and send your booking form to secure a space for the event

We have launched our new website

www.swresourcecentre.org.uk

visit to find news on the South West

New Training

We are now able to provide City & Guilds 1884 Level 2 Certificate in Conflict Management

Successful Study Tour, Exeter Community Patrollers

On a very wet and windy 24 March, the Exeter Patrollers kindly gave a presentation of the work they do and a tour of successful projects in the area.

It was great to see that most schemes in the South West had at least one representative attend the event and local authorities looking for further information about Warden schemes were also present.



Bob Denford gave a cracking presentation about the Patrollers and what they do. Bob said that he thoroughly enjoyed giving the presentation - although it was a little nerve racking!!

Well done Bob 😊

Delegates heard about the history of the Exeter Patrollers, their expansion, their work today and how it has changed over the past 15 years. When the scheme started there were just two patrollers working solely on the council housing estates. So successful was the initial pilot that the following year, the patrol service proper was born.

Today there are 10 full time Patrollers working from 7am to midnight – 7 days and week – 363 days a year! They now cover the whole of the City and all parks and open spaces.

At an early stage the Exeter Patrollers realised that a major part of their time would be devoted to youth related issues. This not only meant dealing with residents' intolerance, fear and reporting of antisocial behaviour, but also involving youths in projects that would enable them to become involved in their community.



Initiatives such as the *Youth Sculpture Project* and the *Exeter Chill Zone* were set up. These were the two areas that we explored in the afternoon, then back to the hall for a warm-up coffee before leaving the Exeter Patrollers with satisfied smiles on their faces!

The South West Wardens Resource Centre would like to say thank you to all the Exeter Patrollers who put in such an effort to make this event a huge success.

Stroud Neighbourhood Warden Study Tour



What a difference a month can make – weather wise!!! On a fine and sunny 26 April, The Stroud Neighbourhood Wardens delivered an impressive event which gave an insight into the challenges working in a rural community.

Excellent presentations were given by a number of speakers, giving talks on the background of Neighbourhood Wardens, the role of the Wardens and challenges faced. I would like to mention two presentations:

Nigel Moore and Chris Acock talked about 'A Day in a Life of a Neighbourhood Warden' covering a typical day that included distribution of Stroud's new initiative 'Factor 4' leaflet to planners promoting events in the area (*I'm sure the Neighbourhood Wardens would send out leaflets if anyone would like further information.*) Joint patrols with the PCSOs in a dedicated area, discussions with the lollipop lady – always a very good source of community information, delivery of a presentation and talk to a headmaster, coffee morning with older residents.

..... and that's just the morning!!!!

Nigel and Chris did a presentation and then handed over to Ashley Nicholson who talked about our awareness of problems faced by people with disabilities.



Through spending

time with disabled residents in the area, Ashley discussed their issues and ways of finding solutions.

Through his insight into problems encountered, Ashley has now joined his local Stroud & District Disability Access Group so he can work to ensure all residents' needs are met.

After a very interesting morning it was on the coach to tour the rural areas in which the Neighbourhood Wardens work. Travelling to the areas we saw some stunning scenery along the way where the Wardens work was invaluable. As the weather was so nice we stopping for an ice cream and take in the breathtaking views. Travelling on, we stopped at a skateboard park which had recently been built for the younger community who asked for this activity. After discussions with youngsters and the surrounding residents, the project got the go-ahead, incorporating a football-pitch alongside.

We headed back to the Council Chambers at Stroud District Council for a final round-up of the day. The delegates went away with extremely useful information and an understanding of issues involved in other schemes. Two police officers who attended the event said that they were unaware of the Neighbourhood Wardens skills and the scope of their job role. They will be contacting the South West Wardens Resource Centre for further information about Street Wardens.



It just remains for us to thank all the Neighbourhood Wardens who took part in organising this Study Visit which was well attended and very well received, so thank you all.

Swindon's New Neighbourhood Warden Service

Swindon's new Neighbourhood Warden service began on April 3, 2006. Neighbourhood Wardens incorporate the roles previously carried out in various parts of our Borough by Street Wardens, Neighbourhood Caretakers, Estate Caretakers, and Residential Caretakers.



Our main activities will be:

- Regular patrolling of estates and providing an official uniformed presence from 8am to 9pm Monday to Friday and 8am to 4pm on Saturdays.
- Inspection and cleaning of communal areas of flat blocks at least once a month.

All Council tenants (except sheltered schemes) now pay a separate Warden / Caretaking charge along with their weekly rent to pay for this service. The charges range from £10.31 per week in high-rise blocks, £2.56 in low-rise flats with a communal entrance and £1.00 in all other properties. The Council's general fund makes a contribution to reflect the proportion of sold "Right-to-Buy" properties on our estates.

16 existing members of staff have now transferred to the new team. This includes the 9 staff that had been working as Street Wardens; the remainder are from a caretaking background. Another 16 colleagues will join this team in the next few months. We hope some of our new wardens will be with us by June and it is likely that the service will be fully operational in July 2006.

The Neighbourhood Wardens will shortly be setting up their main base sharing an office with the South West Warden Resource Centre at Swindon's Drove Training Centre.

Whilst the old Street Warden service operated on two of our larger estates we now cover every Council property in the Borough. We are maintaining the key elements of the Street Wardens but also providing a more practical "hands on" solution to many of the problems that are identified by tenants.

- Inspect all streets on a quarterly basis for defects and reporting any findings, e.g. streetlights, potholes, etc
- Removing litter, fly tipping and graffiti
- Reporting all abandoned vehicles and monitor their removal
- Carrying out minor repairs in communal areas, e.g. changing light bulbs, basic joinery repairs
- Working with the young, elderly and vulnerable to help resolve local issues.
- Assisting the Council's Neighbourhood Housing Officers in their day-to-day activities
- Co-ordinating campaigns to improve local areas working with other agencies, including the Police, Highways and Cleansing and delivering localised estate environmental improvements in conjunction with residents.

In addition to these activities the Junior Street Warden scheme is continuing in the Parks and Walcot area of Swindon, at least until February 2007. A full-time co-ordinator has been retained for the Junior Warden scheme and the Neighbourhood Wardens will continue to work with the juniors for projects and events during their school holidays.

The next meeting of the South West Regional Network will be held on 27 June at Durley Hall Hotel, Bournemouth from 15:30 to 18:00.



Here is a direct link to the hotel web page where you can get your map and directions. <http://www.durleyhall.co.uk/>



Our new training brochure for 2006-07 will soon be available. In the meantime please contact Lynn to discuss your training needs.



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