

“For Excellence in Neighbourhoods”



South West Warden Resource Centre

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www.swindon.gov.uk/swresourcecentre

Email: swresourcecentre@swindon.gov.uk

Inside this Issue:

South West Regional
Conference Update

Word of Appreciation

Warden Surgeries

Scheme Support Visits

A Day In The Life Of ...

Torbay Street Wardens

Congratulations

Regional Network
Meeting

Hello and welcome to Edition 7 of the South West (Swindon) Warden Resource Centre Newsletter. We had a busy last month with the National conference in London and then our very own First Regional Conference for the South West in Torquay, a very successful event.

This is your newsletter and we look forward to hearing your views on it. We would also appreciate receiving any best practice stories you may have which you would like to share with other schemes within the South West. So read on to find out about the excitement at the Regional Conference....

*Please let us know
if you want copies
of Regional
Conference Photos
available on disc*

Michael Yohans - Administrator

At the outset
let me
introduce
myself to
you....



Seen with Wilberforce from Hull

I joined the Resource Centre as an administrator in August 2005. Having spent the last two years as the scheme administrator with the Street Warden team in Swindon, I enjoyed working as part of a team where no two days have been the same. I have gained a wide variety of experience working closely with communities abroad and with the Swindon Street Wardens.

I started my career in India where I worked with World Vision India as Programme Coordinator for 3 years. I was in charge of a cluster of 23 villages, working within the rural community to encourage and challenge them to be self-dependent.

I moved on to working for a Christian mission hospital where for over 3 years I was in charge of the finances for a 125 bedded before coming to the UK. I am enjoying my role as administrator in the Resource Centre, working with schemes throughout the South West area and networking with likeminded people throughout the country.

The First Annual Conference of the South West Resource Centre

The First Annual Conference of the South West Resource Centre was held on Wednesday 21 September 2005 at the Grand Hotel, Torquay, Devon. The Conference aims were to celebrate the success of warden schemes in the region and to promote the benefits warden schemes have brought to the community. Mark Walker the Resource Centre Manger, welcomed delegates from Office of Deputy Prime Minister, Government Office South West, Warden Resource Centres, Warden Schemes from the South West, Fire Services, the Gloucestershire and Devon & Cornwall Constabulary.



The Role of the Resource Centre

Sue Stevens, Development Officer at the South West Resource Centre, during her speech, two microphones broke, and the IT equipment failed !!! Having decided not to entertain with a song and dance routine, Sue shared

the important role played by the centre to assist in the development of schemes within the southwest.

Keynote Speech



Sue King, OBE

Sue King, OBE, Head of Neighbourhood Management and Wardens Team, Neighbourhood Renewal Unit gave a presentation on the success of wardens and future opportunities. Citing various examples from the South West she said *'it is a renewal initiative that works and is well received by residents, agencies, Local Authorities and Housing Associations'*. Wardens are a new generation of neighbourhood officials that know the area, face the people and get the job done thereby reducing the fear of crime, anti social behaviour and helping improve the environment.



Sue Stevens

Councillor Chris Harris, Leader- Torbay Council spoke on the important role the wardens are playing in creating a safe environment and his commitment towards them.

Tara Fowler, Senior Environmental Protection Officer- Torbay Council, got on the stage and was in a mood for a karaoke but decided not to. She has the responsibility of managing the wardens at Torbay Council and shared how the warden scheme is growing in the area they cover and the number of staff, due to the huge impact made by them in the community.

Workshops at the Regional Conference

Borough of Poole's Experience of Community Warden



Ian Cooke, Anti-Social Behaviour Co-ordinator and Robin Morgan, Community Warden, gave a presentation on the Borough of Poole's experience of community wardens. They stated that among the benefits of having a community warden is a uniformed presence on the streets, reassurance to the public, point of contact within the community, act as eyes and ears of the local authority and police and act as a deterrent factor. They have a very good working relationship with the Police having weekly briefing with them to discuss local issues. Their wardens have access to the

Dorset Police computer system and have joint patrols with Community Beat Officers and Police Community Support Officers.

The Warden / Police Partnership

Rebecca Gordon, Crime and Disorder Officer, Mark Willis, Senior Community Safety Warden and Chief Inspector Chris Stephens, Geographic Inspector within the Teignbridge District Council gave a joint presentation on The Warden / Police Partnership. Their scheme focuses on community reassurance, addressing concerns about crime and anti social behaviour underpinned by enforcement when necessary. They have community safety accreditation and staffs are trained to national standards. Teignbridge is one of the Devon and Cornwall Constabulary's pilot schemes and they are based in police stations and in daily contact with Neighbourhood Beat Managers.



Community Entertainment

Vicky Clarke from Torbay Council, delivered a workshop on Community Entertainment, how they use it as a tool to interact with the community. One of the tools used was line dancing. The participants to this workshop got a flavour of line dancing which they all seemed to enjoy!! Vicky demonstrated how this tool could be used with people who have mobility difficulties.





Imogen Potter from the Government Office South West gave a presentation on Funding your Wardens. She looked into the different options available to running schemes, Lottery funding, Home Office grants and where they could be accessed.

Community
Entertainment



Lynn Jarvie presented a workshop on Getting the Most out of NVO's and how it could be linked to competency of the wardens. The Qualification is based on workplace assessment and does not require academic study. It improves standards of performance by developing staff against national standards. It gives an opportunity for candidates to achieve a nationally recognised qualification while carrying out their normal duties.

Getting the Most out
of NVO's

Delegates in action during the conference



Lynn trying hard to concentrate



Recovered from the night before



Partial view of Conference in action



Our colleagues from other resource centres



Robin trying to make a point



Wasn't all hard work

I would just like to say a big thank you for the invitation down to Torquay to your regional conference, having only worked for the Eastern Warden Resource Centre since April I felt it was very informative on how warden schemes in different regions vary due to their geographical location and diversity of their communities. Also it was an ideal opportunity for the resource centres that did attend to share good practice. So thank you again and keep up the good work!

Jo Hill, Administrator Eastern Warden Resource Centre

Does your warden scheme carry out successful surgeries within their communities? Some do, some schemes would like to but are not too sure how to go about holding them.

The first priority is to decide where to hold your surgery and get permission. Somewhere that residents able to get to easily. Have a think about using a town council office – is there one available for a couple of hours a week? What about an area in the local library or the Citizens Advice Bureau?

You need somewhere where residents will feel confident that their enquiries, moans and concerns can be aired confidentially without the fear of being overheard! This is where a lot of good intelligence is gathered and can be actioned on.

You will always get one of two residence that come in for a coffee and a chat – they just want to be listened to and know that someone is ready to help them if needed.

You will need to ensure that you will be at your surgery at the time stated and remain there until the time is up. This might mean that nobody appears! But, residents will know that you are always there and ready to listen.

You will also need to think about advertising the surgery. Posters could be placed around your area – shops, libraries, schools, job centres, sheltered accommodation, playgroups etc – so that people know where to go for help and advice.

Some surgeries work with wardens only – others involve a Police Officer attending too. This will depend on your community and their needs –you are in an ideal position to find this out!

If you would like information about starting up a Warden Surgery in your area, please contact Sue Stevens who will be able to put you in touch with schemes already running surgeries.



Does your scheme need a little support to stay on track? The South West Resource Centre can provide Scheme Support Visits to neighbourhood warden schemes that can refocus your energy to ensure that you continue to deliver what you were set up to do!

If your scheme is new – a Scheme Support Visit may help you design and develop your scheme so you are sure about your purpose and have a clear sense of direction with key objectives in place. The visit will also assist you in the establishment of effective operational and staff management policies and produces.

Scheme Support Visits are semi-formal to assist you on developing a plan for overcoming any problems that you may be facing.

A Regional Resource Centre Advisor can offer you advice and suggest possible solutions. All Advisors possess extensive experience within the warden movement.

The initial Scheme Support Visit it free!

If you would like further information regarding this, please contact the South West Warden Resource Centre on 01793 464006

Day in the Life of Dean Treverton

The Stonehouse Wardens

Our thanks are due to senior warden, Dean Treverton, who has kindly written this article.

“Have you ever wondered what the Stonehouse Wardens (the ones with the Stonehouse logo on their jackets) get up to? Well ...

‘A day in the life’

What jobs can I do? What tool do I need? How can I maintain variety to stimulate both interest and maximise appearance and profile in the whole area? Will I need to arrange access? What are the safety issues?

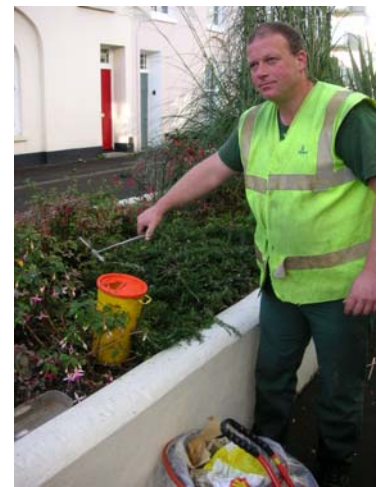
A man with his daughter approaches voicing frustration at meeting with blank efforts when enquiring as to when the overgrown thorny shrubs along the road to the school will get cut back.

The next time they walked there, it had been done. The man feels self-worth because his daughter witnessed her father having a voice and getting something done.

A young woman’s tears of woe turn to tears of joy now she can park her car with others in a clean, safe and accessible car park.

Where there were once drug-dens, now are attractive areas where children can play and people can admire and enjoy pride in their neighbourhood.

Dean retrieving a ‘sharp’ from a local planter – an all too frequent occurrence.



Safer Cleaner Streets making the difference.

Free Skip Collection Torbay Street Wardens

The Torbay Street Wardens held their 10th skip collection last month. This was initially started 3 years ago due to problems with fly tipping in the area.

The purpose of this scheme is to provide free collection service to those who do not have access to a vehicle or are physically unable to remove large bulky items.

This is a true example of partnership as it included the Probation service, Youth Offending Team, Riviera Housing Trust along with the wardens. Two days of work included 20 people, six vehicles thereby managing to remove 9 tons of rubbish. This has raised the profile of the wardens and enabled to impact the whole town in a positive way much appreciated by all.



Congratulations

Torbay Warden Scheme Expands.

Congratulations to Torbay Council who have successfully bid to increase their existing warden force from three to seven wardens.

Funds were secured over the next two and a half years from GOSW under the European Regional Development Fund (objective 2).

The Torbay wardens were introduced in Hele in 2002 then in addition Torre/Castle Circus area in 2004 and now Foxhill, Queen Elizabeth Drive and Watcombe areas of Torbay this autumn.

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



Resource Centre Website

www.swindon.gov.uk/swresourcecentre

Resource Centre Fax: 01793 464005

Resource Centre 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

Regional Network Meeting



The next meeting of the South West Regional Network will be held on **25 November 2005 at Taunton Holiday Inn**. Here is a direct link to the hotel web page where you can get your map.

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

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

13 January 2006

17 March 2006