

South West Neighbourhood Resource Centre

*"For Excellence in Neighbourhoods"*



South West Neighbourhood Resource Centre

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[www.swresourcecentre.org.uk](http://www.swresourcecentre.org.uk)

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## ***Shaping Communities in the South West***

The South West Neighbourhood Resource Centre is an established training and support hub, with its roots embedded in neighbourhood working. Funded by Communities and Local Government (CLG) since 2004, our aim is to provide real opportunities for those that live, work and manage in communities that will enhance their liveability and enable government targets to be achieved.

Threaded throughout services the South West Neighbourhood Resource Centre provides is the promotion of community empowerment, equality and the tackling of exclusion.

CLG defines community engagement as  
**“The process whereby public bodies reach out to communities to create empowerment opportunities”**  
and Empowerment as  
**“The giving of confidence, skills and power to communities to shape and influence that public bodies do for and with them”.**

If we fail to consider the views and experiences of all members of our communities when drawing up our plans, then we run the risk that services will not offer value for money or meet local needs.

Our training programmes are designed to help support current and emerging national, regional and local Government agendas around Local Area Agreements. As empowerment will be mainstreamed as an improvement priority, officers, councillors and residents need training and support in order to engage effectively and then empower residents, especially hard to reach groups, to ensure improved performance of public services and quality of life.

In today’s economic climate it is so important that people are presented with the best skills and tools to enable them to carry out their job more effectively. We all have to provide a service that is value for money and meet Government targets. By upskilling staff, you are showing your appreciation of time and money invested in them and offering *smarter* ways of working, which results in cost efficiency savings and time for additional responsibilities.

### ***Filling the Skills Gap!***

Do employers realise the skills their staff have – are they in the correct post? By taking stock of what skills your employees have, you can find out where the skills gaps are in your organisation and, with training and upskilling, these gaps may be absorbed internally.

If you want to find out how the South West Neighbourhood Resource Centre can help you with a skills audit, email us at [swresourcecentre@swindon.gov.uk](mailto:swresourcecentre@swindon.gov.uk) and we will be more than happy to discuss this with you.

## ***Capacity Building***

We also believe that resident and voluntary organisations can make a huge difference and that each individual is capable of increasing their value to the community. Our training packages offer an excellent opportunity to help individuals prepare for work by building confidence, developing skills and helping achieve the right skills to add value in their communities.

If you are a resident, part of a neighbourhood or tenants group, or anyone interested in their community and wanting to take part in initiatives to support sustainability, we are able to provide a range of opportunities to help you, confidentially, influence real change in your neighbourhood.

## ***Meeting Your Needs***

We have well equipped premises with training facilities, meeting rooms and renewal information materials. Our trainers provide centre-based learning, however we will travel and deliver training at venues that are more convenient to you if you wish.

Our training programmes can be tailored to meet your specific needs and adapted to ensure that issues relevant to your organisational and local priorities are identified and focused on.



## **What Our Clients Say About Us**

Feedback from our customers is very important to us. We endeavour to constantly review our working practices to ensure that we meet the needs of those that live, work and manage in our communities.

Below are just some examples of the excellent feedback received from our customers.

The South West Neighbourhood Resource Centre has been strongly influential in the operation and set up of the Swindon Neighbourhood Wardens. As the new Wardens were brought in to work on the estates, they were given core training in their new job roles.

These were not only essential for their job role, but important skills in the confidence to do the job. The Resource Centre has always been available for us to ask, if we feel we need advice or direction we know we can go to them.

The training we have received has been detailed and of high quality. As well as the range of options being wide spread and worthy. I certainly believe that the Swindon Neighbourhood Wardens would not be where they are now without the total support from the Resource Centre.

*Nick Brock, Lead Neighbourhood Warden  
Penhill and Upper Stratton, Swindon Borough Council*

"My experience of using the South West Neighbourhood Resource Centre has been extremely positive. Right from the start when we were setting up our scheme, staff from the Resource Centre came to visit us to offer support and advice to ensure we had everything covered for a smooth start.

Our Warden scheme has been in operation for nearly 2 years and the Resource Centre have been an integral part to their success, offering training and good practice guidance, as well as organising the Network Meetings which our wardens find invaluable. We have been lucky enough to hold a couple of the Network Meetings here in sunny Weston super Mare so that the wardens can show off the good work they are doing, and meet other Wardens who have similar experiences.

The team are extremely helpful and always willing to support us in whatever activities we are doing and they have helped our scheme to be the success that it is. We hope to continue working with them into the future."

*Victoria Rooke, Project Development Worker  
South Ward Neighbourhood Management Partnership  
North Somerset Council*

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## **Shaping Communities in the South West**

## Change Management

### **Aims:**

This course is designed to develop basic change management skills for those who are facing change and how this may affect them, specifically focusing on taking pro-active steps to manage change within a community setting. This course will help you clarify change issues and focus on its effects to individuals and the community as a whole.

### **Suitable for:**

This course is ideal for adapting to suit the needs of the participants.

### **Learning methods:**

Classroom, practical sessions.

### **Duration:**

One day

### **Cost:**

If you have more than eight members of staff to train, we can deliver this training course in-house at a venue to suit you. In house training can significantly reduce your costs, reducing travel time and accommodation expenses. Staff can also be trained to the same level and the programme can be adapted to better suit your issues and priorities.

#### *In house:*

£500 plus VAT per training programme (including all course materials)

If you are hosting this training programme, you will need to provide:

A suitable training room

Refreshments, including lunch

Trainer travel expenses (and accommodation if applicable)

## Community Development

### **Aims:**

To help delegates have a better understanding of ways to engage with the community including those who are hardest to reach. Identify the groups who make up the community and find suitable ways of involvement. Exploring fun and effective ways to encourage people to express their views, record and analyse the success of your programme.

### **Suitable for:**

All practitioners working in communities.

### **Learning method:**

Classroom, practical sessions.

### **Duration:**

One day

### **Cost:**

If you have more than eight members of staff to train, we can deliver this training course in-house at a venue to suit you. In house training can significantly reduce your costs, reducing travel time and accommodation expenses. Staff can also be trained to the same level and the programme can be adapted to better suit your issues and priorities.

#### *In house:*

£500 plus VAT per training programme (including all course materials)

If you are hosting this training programme, you will need to provide:

A suitable training room

Refreshments, including lunch

Trainer travel expenses (and accommodation if applicable)

## Community Engagement

### **Aims:**

To demonstrate the benefits of conducting an evaluation and to provide a range of tools that can be used to obtain the necessary information to measure the success of initiatives.

### **Suitable for:**

Those engaged in finding out real priorities within a community and anyone responsible for capturing data for measurement of success and sustainability.

### **Learning methods:**

Highly participative, with a range of exercises aimed at developing familiarity with the tools and giving delegates the opportunity to try the out in a safe environment.

### **Duration:**

One day

### **Cost:**

If you have more than eight members of staff to train, we can deliver this training course in-house at a venue to suit you. In house training can significantly reduce your costs, reducing travel time and accommodation expenses.

#### *In house:*

£500 plus VAT per training programme (including all course materials)

If you are hosting this training programme, you will need to provide:

A suitable training room

Refreshments, including lunch

Trainer travel expenses (and accommodation if applicable)

## Communication Skills

### **Aims:**

This course looks at ways of communication, what gets in the way of you being a more effective communicator and then tools and techniques to help you be more adept and self-assured. We will help you understand how communication works, gain active listening and responding skills and seeing things from other points of view.

### **Suitable for:**

Those who want a practical course designed to help develop choices in the way we communicate with others.

### **Learning methods:**

Classroom, practical session, with exercises and discussions.

### **Duration:**

One day

### **Fees:**

If you have more than eight members of staff to train, we can deliver this training course in-house at a venue to suit you. In house training can significantly reduce your costs, reducing travel time and accommodation expenses. Staff can also be trained to the same level and the programme can be adapted to better suit your issues and priorities.

#### *In house:*

£500 plus VAT per training programme (including all course materials)

If you are hosting this training programme, you will need to provide:

A suitable training room

Refreshments, including lunch

Trainer travel expenses (and accommodation if applicable)

## Conflict Management

City and Guilds Level 2 Certificate in Conflict Management – Qualification 1884

### Aims:

To arm delegates with the knowledge and skills they need when dealing with a situation where customers or members of the public become aggressive or even violent. This training programme which is accredited by City & Guilds will help you recognise when a situation is becoming confrontational and take steps to diffuse and calm the situation.

### Suitable for:

Anyone who may encounter such situations in the workplace, such as those working in the security, care, transport, health or education sectors.

### Learning Methods:

Classroom, group discussions, practical sessions. Final test to gain qualification.

### Duration:

Two days

Non-accredited Conflict Management training can also be provided over one or two days. There will be no final test for this training as it does not lead to a qualification.

### Cost:

If you have more than 12 members of staff to train, we can deliver this training course in-house at a venue to suit you. In house training can significantly reduce your costs, reducing travel time and accommodation expenses.

#### *In house Accredited programme:*

£1,200 plus VAT per training programme (including all course materials)

If you are hosting this training programme, you will need to provide:

A suitable training room for course duration

A suitable IT facility for on-line tests

Refreshments including lunch

Trainer travel expenses (and accommodation if applicable)

**Please contact the South West Neighbourhood Resource Centre for costs of non-accredited training programme**

"Excellent course – brilliant tutors"

"The training helped me to relate to different situations that we come across within the Service and how to deal with them."

*Quotes received from Fire Officers in Swindon and Wiltshire Fire and Rescue Service who received this training.*

## Core Warden Training Programme - NCFE Accredited Programme

### Aims:

To provide wardens and caretakers with the skills and knowledge they need to enable them to work effectively in the community. The programme is made up of a number of modules, relevant to the warden's role. These are:

- Basic Drugs Awareness
- Boundaries and Roles
- Clean and Safe
- Communications
- Community Cohesion
- Community Development
- Conflict Management
- Customer Care
- Health and Safety for Wardens
- Information Management
- Marketing and Publicity
- Partnership Working
- Problem Solving
- Working with Young People
- Working with Elderly People

### Suitable for:

Neighbourhood and Street Wardens, Community Caretakers, Housing Caretakers.

### Learning methods:

Classroom, group discussions, interactive exercises, video.

### Duration:

5 days (the training can be spread over a longer period, rather than run over 5 consecutive days)

### Costs:

Individual Accredited Programme

£150 plus VAT per delegate (including lunch, refreshments and course materials)

The South West Neighbourhood Resource Centre has provided Core Warden training for all our Neighbourhood Wardens. This has proved to be a really effective part of their induction and a great basis on which to start Warden work in Plymouth. They have all really enjoyed it and got a lot out of it. We have found the staff at the Centre very helpful, efficient and flexible to work with.

*Karen Renshaw, Neighbourhood Manager - North Prospect  
Strategic Housing, Development and Regeneration, Plymouth City Council*

## Introduction to Project Management

### **Aims:**

To demonstrate how the planning, budgeting, risk assessment and evaluation process can be used to contribute to the smooth running and overall success of a project.

### **Suitable for:**

Anyone who has to manage straightforward projects. Delegates will be asked to bring an example of a project they manage/plan to the workshop.

### **Learning Methods:**

Classroom, group discussions, practical sessions.

### **Duration:**

One day

### **Cost:**

If you have more than eight members of staff to train, we can deliver this training course in-house at a venue to suit you. In house training can significantly reduce your costs, reducing travel time and accommodation expenses. Staff can also be trained to the same level and the programme can be adapted to better suit your issues and priorities.

#### *In house:*

£500 plus VAT per training programme (including all course materials)

If you are hosting this training programme, you will need to provide:

A suitable training room

Refreshments including lunch

Trainer travel expenses (and accommodation if applicable)

## Partnership Working

### **Aims:**

The purpose of this training programme is to allow participants to develop their understanding of what is and could be involved in creating, maintaining and using effective partnerships for community engagement. The programme will focus on identifying the characteristics of effective partnerships and looking at some communication skills needed to enhance networks and partnerships.

### **Suitable for:**

All practitioners and residents working in communities.

### **Learning methods:**

Classroom, practical sessions

### **Duration:**

One day

### **Cost:**

If you have more than eight members of staff to train, we can deliver this training course in-house at a venue to suit you. In house training can significantly reduce your costs, reducing travel time and accommodation expenses. Staff can also be trained to the same level and the programme can be adapted to better suit your issues and priorities.

#### *In house:*

£500 plus VAT per training programme (including all course materials)

If you are hosting this training programme, you will need to provide:

A suitable training room

Refreshments including lunch

Trainer travel expenses (and accommodation if applicable)

## Presentation Skills

### **Aims:**

To develop the skills and confidence required to deliver presentations to a group. You will learn skills to control, manage and lose anxiety and fear. Our Presentation Skills course will empower you to look, sound and feel confident in your delivery. The programme will look at how to structure a presentation, ensuring you meet the needs of the audience.

### **Suitable for:**

Anyone who is required to give presentations. The programme focuses on formal presentations, however giving informal presentations can also be covered.

### **Learning methods:**

Classroom, practical sessions with interactive exercises.

### **Duration:**

On day

### **Cost:**

If you have more than eight members of staff to train, we can deliver this training course in-house at a venue to suit you. In house training can significantly reduce your costs, reducing travel time and accommodation expenses.

#### *In house:*

£500 plus VAT per training programme (including all course materials)

If you are hosting this training programme, you will need to provide:

A suitable training room

Refreshments including lunch

Trainer travel expenses (and accommodation if applicable)

## **Problem Solving and Decision Making**

### **Aims:**

This course will enable delegates to use a systematic approach to their problem solving and decision making. Individuals will increase their ability to analyse a situation, process the available information to make an informed decision for implementation.

### **Suitable for:**

All staff and residents.

### **Learning methods:**

Classroom, group discussions and practical sessions

### **Duration:**

One day

### **Cost:**

If you have more than eight members of staff to train, we can deliver this training course in-house at a venue to suit you. In house training can significantly reduce your costs, reducing travel time and accommodation expenses. Staff can also be trained to the same level and the programme can be adapted to better suit your issues and priorities.

#### *In house:*

£500 plus VAT per training programme (including all course materials)

If you are hosting this training programme, you will need to provide:

A suitable training room

Refreshments including lunch

Trainer travel expenses (and accommodation if applicable)

## Promoting Community Cohesion

### **Aims:**

This course will help delegates understand what are the key factors to promote a safer, stronger and a more vibrant community. The course will focus on understanding the history of migration and the impact on services today, preventing extremism, community tension management and working with others to make change happen.

### **Suitable for:**

All practitioners working in the community.

### **Learning methods:**

Classroom, practical sessions

### **Duration:**

One day

### **Cost:**

If you have more than eight members of staff to train, we can deliver this training course in-house at a venue to suit you. In house training can significantly reduce your costs, reducing travel time and accommodation expenses. Staff can also be trained to the same level and the programme can be adapted to better suit your issues and priorities.

#### *In house:*

£500 plus VAT per training programme (including all course materials)

If you are hosting this training programme, you will need to provide:

A suitable training room

Refreshments including lunch

Trainer travel expenses (and accommodation if applicable)

## Report Writing

### **Aims:**

This course has been designed to help delegates understand the report writing process and the importance of using a systematic and logical approach to its production. Delegates will also learn how to identify the needs of the readers and how to adapt the report to meet those needs.

### **Suitable for:**

Those who write report formally and informally.

### **Learning methods:**

Classroom, practical sessions

### **Duration:**

One day

### **Cost:**

If you have more than eight members of staff to train, we can deliver this training course in-house at a venue to suit you. In house training can significantly reduce your costs, reducing travel time and accommodation expenses. Staff can also be trained to the same level and the programme can be adapted to better suit your issues and priorities.

#### *In house*

£500 plus VAT per training programme (including all course materials)

If you are hosting this training programme, you will need to provide:

A suitable training room

Refreshments including lunch

Trainer travel expenses (and accommodation if applicable)

## Restorative Approaches - NCFE Accredited Two Day Programme

### Aims:

This programme has been designed to enable participants understand where restorative approaches could be used in situations of conflict and to gain confidence in facilitation of such events. An example of where a restorative approach may prove invaluable is in neighbourhood disputes - where neighbours can cause untold distress to those around them just because a 'minor disagreement' has escalated into major trauma as neighbours are not talking or listening to each other. Intervention by an NCFE Accredited Restorative Practitioner can work with neighbours, and those affected, to help them find a suitable solution to resolve the situation.

### Suitable for:

Anyone who may encounter such situations in the workplace, such as those working/volunteering in the community, housing, care, transport, health or education sectors, prisons.

### Learning methods:

Classroom, group discussions, practical and scenario-based sessions.

### Duration:

Two days

### Cost:

If you have more than 12 members of staff to train, we can deliver this training course in-house at a venue to suit you. In house training can significantly reduce your costs, reducing travel time and accommodation expenses.

#### *Individual Accredited programme:*

£250 plus VAT per delegate (including refreshments and course materials)

#### *In house Accredited programme:*

£1,200 plus VAT per training programme (including all course materials)

If you are hosting this training programme, you will need to provide:

A suitable training room for course duration

A suitable IT facility for on-line tests

Refreshments including lunches

Trainer travel expenses

(and accommodation if applicable)

*Police Sergeant Alex Reid,  
Corsham Police Station, Wiltshire Police*

"A well run, informative and enjoyable course in how to engage with social problems within communities, dealing with different mindsets and social skills. Highly recommended and of use to a wide variety of partnership agencies"

## **Filling the Skills Gap**

## Training Needs Analysis

In today's economic climate it is so important that people are presented with the best skills and tools to enable them to carry out their job more effectively. We all have to provide a service that is value for money and meet Government targets. By motivating and upskilling staff, you are showing your appreciation of time and money invested in them and offering *smarter* ways of working, which results in cost efficiency savings and time for additional responsibilities.

The South West Neighbourhood Resource Centre is able to assist you in identifying current skill levels in your organisation and highlight any development needs to enable you to improve efficiency and cost savings.

We can help you put together an action plan for motivating and upskilling your staff to meet your priorities. If you would like to discuss Training Needs Analysis further, please contact us at [swresourcecentre@swindon.gov.uk](mailto:swresourcecentre@swindon.gov.uk).

## Career Development

Coaching and training can be provided to individuals to help them identify and make the most of their skills. This can be to enable them to develop in their current role, or as part of their career progression.

## Team Development

We are also able to design team-building events to help team members get a better understanding of each other and of the benefits of working together.

These events are designed to meet the specific needs of your team and will be highly participative in nature. The focus will be on working together in a fun environment and the events will be designed to ensure everyone has the opportunity to take part.

We can use tools such as Belbin's Team Roles, or for a more in-depth study, Myers Briggs Type Indicator to add an additional dimension to these events.

## **Assessment/Development Centre Design**

The South West Neighbourhood Resource Centre staff are experienced in designing assessment centres to help you get the most out of your recruitment process.

Assessment Centre exercises include:

- Group exercises
- Role plays
- Presentations
- Scenario based
- In tray exercises

We can also provide qualified practitioners advice on making effective use of ability tests and personality questionnaires in your recruitment process.

## **Psychometric Tools**

Our staff are qualified to use a range of psychometric questionnaires and tests. We are able to provide a suite of ability tests for all levels of staff up to and including Director level. We are also able to provide the following personality instruments:

- SHL Occupational Personality Questionnaire (OPQ)
- Myers Briggs Type Indicator
- 360 Degree Feedback
- FIRO-B Questionnaire

We can advise you on the best tools to use to meet your recruitment and staff development needs.



If you would like further information on the types of training solution the South West Neighbourhood Resource Centre provides, or you would like to reserve a space on one of our programmes, please do not hesitate to contact us at;

South West Neighbourhood Resource Centre  
Drove People's Campus  
Drove Road  
Swindon  
SN1 3AH

Tel: 01793 464 001

Fax: 01793 464 005

Email: [swresourcecentre@swindon.gov.uk](mailto:swresourcecentre@swindon.gov.uk)

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