

# Neighbourhood Wardens

Community Development Team

Housing & Neighbourhoods

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# Community Development Team

## Programme Management



Jane Konopka



Gemma Maret



Daniel Morrallee

## Business Support



Rachel Bunyan



Lee Waller

## North Team



Sue Amey



Lee Taylor

## South Team



Oonagh Sherlock



Gemma O'Donnell

## Central Team



Paula Mills



Jack Konopka

## Town Centre & BBB

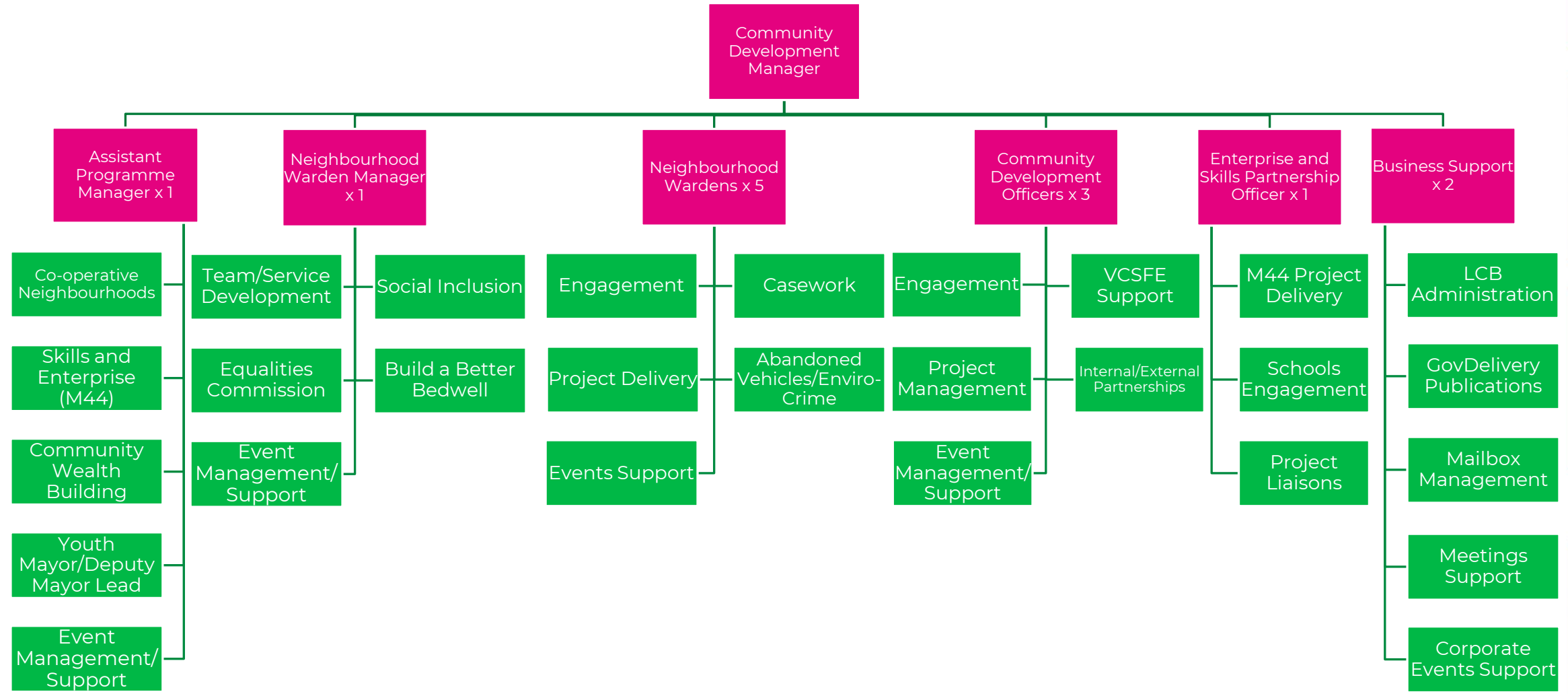


Aldon Patience



Stacey Ellis

# Community Development Team Functions



# How The Neighbourhood Warden Team Works

## Then

### South

- Based solely in area
- Silo working

### Central/Town Centre

- Unable to cover roles/single point of failure

### North

- Responsible for large town wide projects e.g. defibrillators

## Now

### Business as Usual (BAU)

- Centralised warden team
- Knowledge of all town wide projects, responsibilities and areas
- Can provide cover and support other business units in a joined-up way

### Area Based Role (ABR)

- Specific to neighbourhood areas
- Support for Community Development officers
- Support for residents in area

# Business As Usual Responsibilities

## Resident Issues

- Respond to report It, Your Say
- Area patrols

## Abandoned Vehicles

- Report, monitor and address
- Liaise with Business support to process

## Defibrillator & Bleed Control Kit checks and Upkeep

- Monthly checks added to national register
- Ensure batteries and resources in date
- Attend and restock if used

## Update Area Noticeboards

- Remove out of date information and put new posters in

## Neighbourhood Centre Audits

- Check for and report issues with infrastructure (benches etc).
- Check for and report Graffiti

## Housing Resident Involvement

- Support resident work with housing e.g. repairs surveys, resident surveys

## Attendance and support at Corporate Events

- Stevenage Day, Older Peoples day

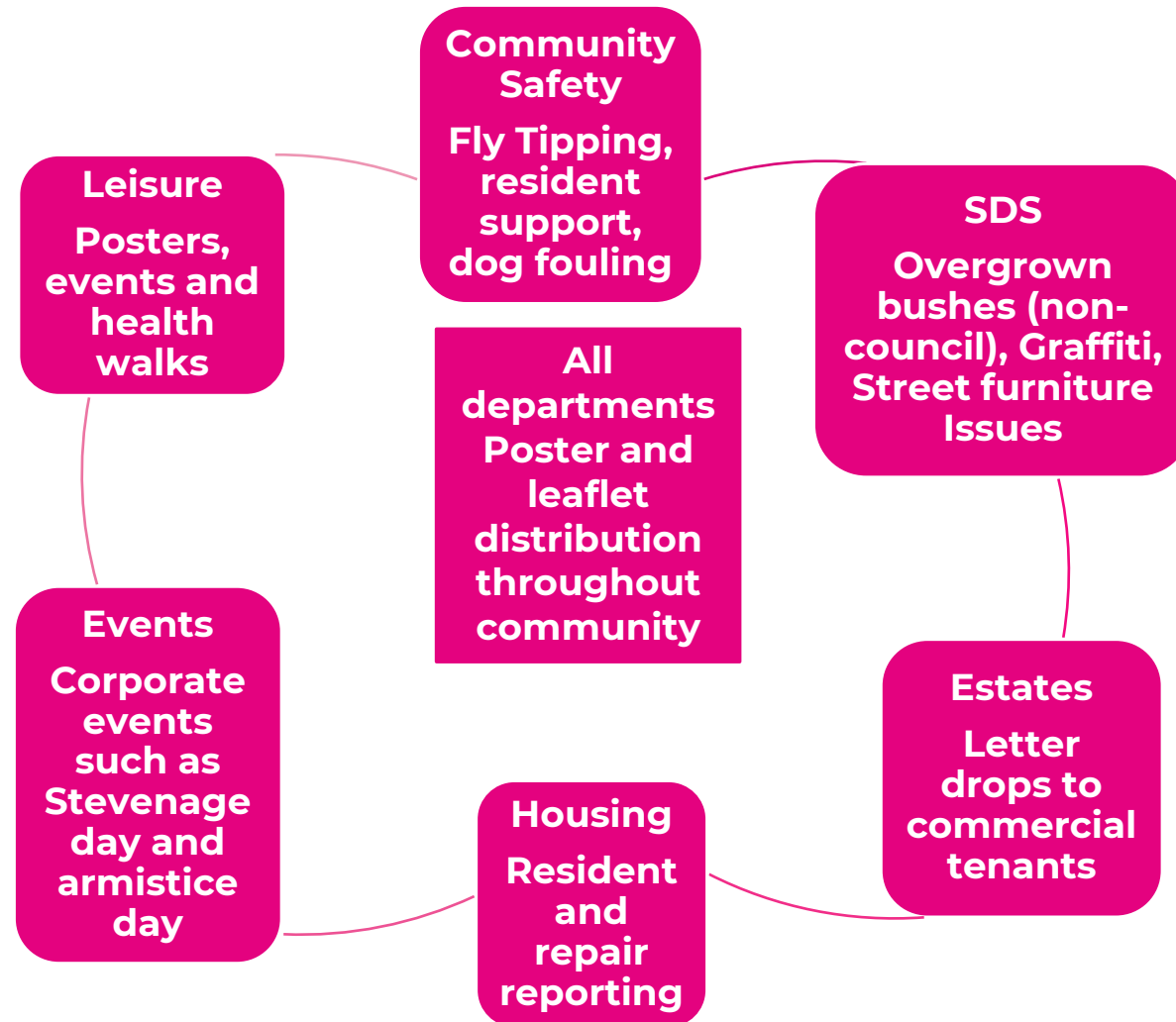
## Support in Town centre and the Building a Better Bedwell Project

- Support for Town Centre warden
- Attendance at BBB sessions

## Support Community Payback

- Organise and support community payback projects across the town

# Support for Other Departments



# Building A Better Bedwell

## Parkguard

- Encourage community engagement through evening and weekend patrols.
- Improve community awareness of reporting mechanisms and processes.
- Increase reporting of issues to statutory bodies through engagement with community.

## BBB Neighbourhood Warden

- Building Cohesive Communities through;
- Engagement
- Provision of events
- Development of projects to improve wellbeing of Tower Block residents

## Support ongoing cohesion through

- Developing a resident's association for the Tower Blocks.
- Supporting an annual programme of community led events.
- Maintaining relationships with communities to sustain and improve communication with statutory bodies.

# Building A Better Bedwell – SPARX Charity



## SPARX CHARITY

- Train and support volunteers from Stevenage Community in retail.
- Support community projects in Bedwell via the Building a Better Bedwell Steering Group through SPARX Charity retail unit
- Facilitate and attend community events/projects in Stevenage Town Centre and Bedwell in partnership with organisations involved in the Building a Better Bedwell Project



# Building A Better Bedwell – Where We Are & Next Steps

## Where We Are

- **Secure by design doors installed at Brent & Harrow**
- **Activities in the town centre gardens**
- **Weekly drop-in sessions at all three blocks – gather info and reporting issues raised by residents**
- **Sparx Charity opening**
- **Visiting Community hubs e.g. church/community centres**
- **Engaging with residents on walkabouts – highlighting issues and reporting to relevant departments**
- **Liaising with Park guard and security in the flat blocks**

## Next steps

- **Community Gardens – Resident consultation**
- **Support & encourage the resident to form a resident committee Continue engagement with residents**
- **Refurbish the community room in Harrow Court**
- **Partnership working with Housing Tenancy Officer**

# Town Centre & High Street Role



# Town Centre & High Street Event Support

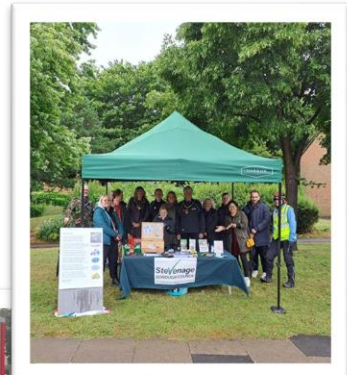
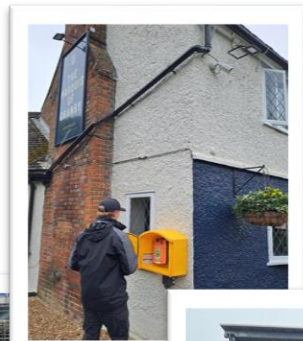


# Town Centre & High Street Partnerships



# Neighbourhood Wardens – Community Role

- Walking our areas to – Engage with residents and businesses, letter drops to residents, reporting environmental issues e.g. fly tipping, graffiti removal and reporting abandoned vehicles, monthly checks of the defibrillators, updating noticeboards and neighbourhood audits, work alongside the community centres, litter picks.
- Event support – Stevenage day , Remembrance Sunday , Fireworks , Town centre Events , Friends of Hampson Park events.
- Building Relationships with stakeholders - Everyone active , Pin Green Association , Shephall Residents Group , FOHP , Hertfordshire Health Walks, Police



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## Neighbourhood Wardens – Project Work

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Over the past year we have supported the Community Development Officers with project delivery as well as neighborhood improvements across the town:



# Neighbourhood Wardens - Consultations

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## Consultations:



Co-Operative Neighbourhoods Resident Priorities Survey



Green Spaces Consultation – MS form creation



Repairs poster design and distribution



Stevenage standard consultation poster and distribution

# Neighbourhood Wardens – Resident Feedback

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"I really appreciate you coming down and clearing the pathway, it's been an ongoing issue for the past couple of years"

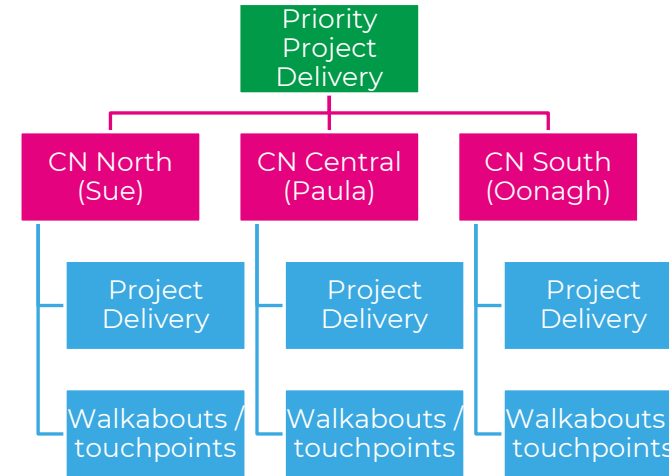
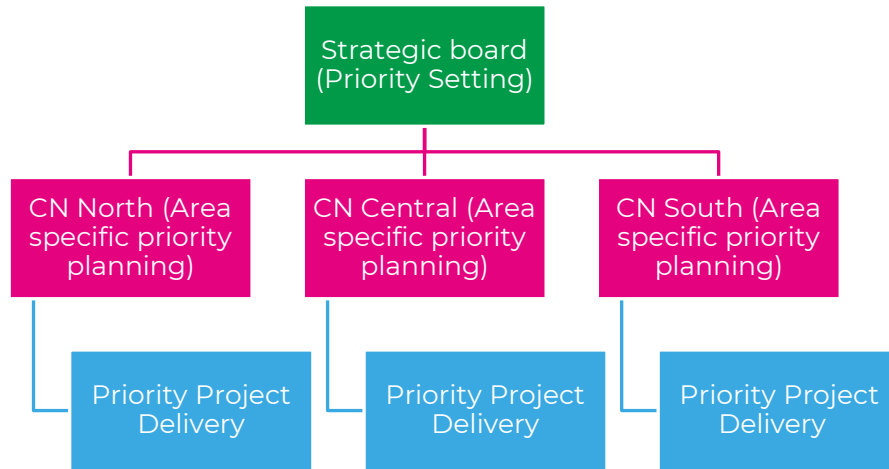
"We love the new dog park; it is ideal for our nervous dog and a great area to use"

"Thank you for organising the litter pick with the school, the children have really enjoyed themselves and learnt a lot"

"We've had some really good feedback from residents about the woodchip walk, they are really pleased! Well done and thank you for all your help."



# Co-operative Neighbourhood Meeting Structure



## ○ Strategic Board Priority Setting

- Coordinated neighbourhood action and reporting across North, Central, and South areas. This structure to police priority meetings to ensure integrated and strategic decision-making.

## ○ CN Area-Specific Priority Planning

- These meetings will take place after the strategic board meeting, either on the same evening or within 1-2 weeks.
- Teams will be divided into Community Neighbourhood (CN) specific areas: North, Central, and South.

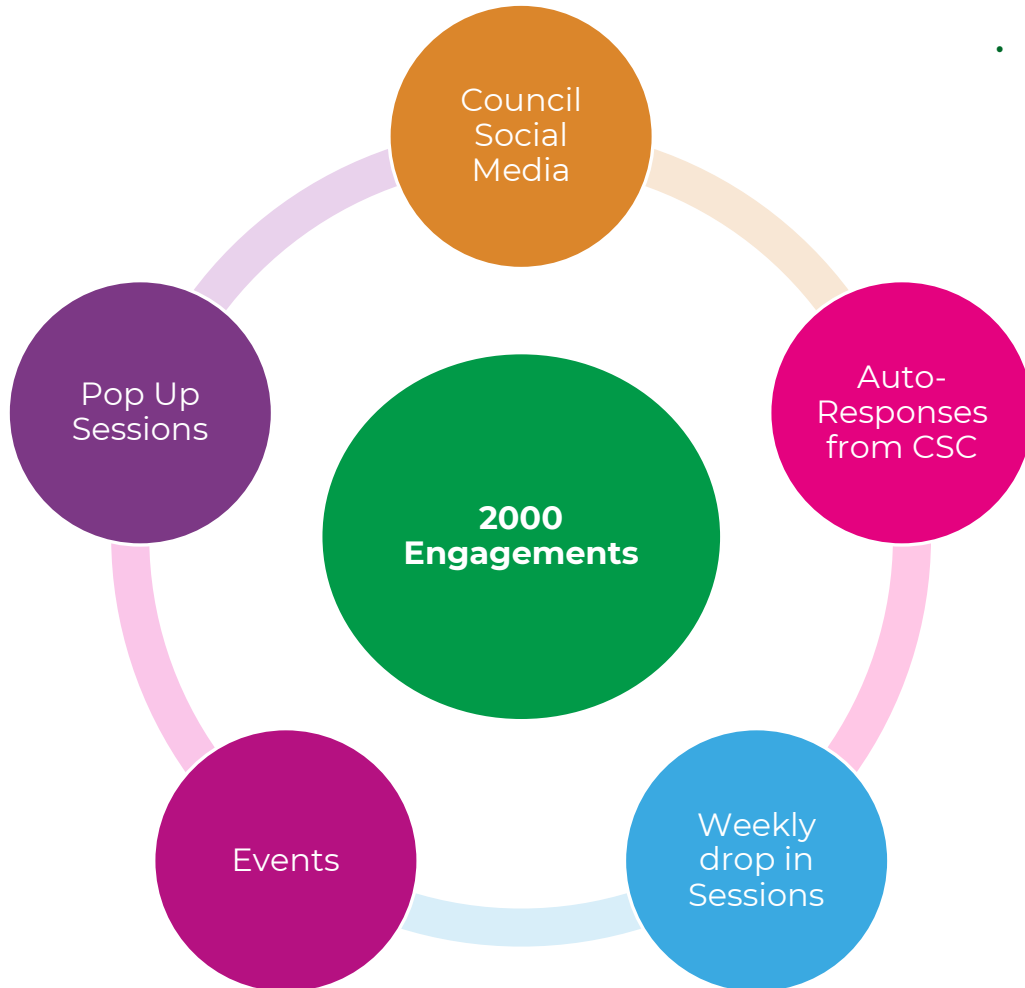
## ○ Priority Project Delivery

- This operational framework for Community Development Officers (CDOs) follows the strategic board and area-specific planning meetings. CDOs are required to schedule these meetings in with the delivery team.

## ○ Ward Level Touchpoints/Walkabouts

- Two formal ward walkabouts annually, with additional walkabouts scheduled as and when needed
- Neighbourhood Wardens will lead these walkabouts with front-line delivery teams.

# CN 3.0 & UKSPF – Engagement Overview



- This year we will not be commissioning an external engagement platform; we will be using Microsoft Forms from which we can:
  - Create paid promotions through our SBC social media accounts.
  - Carryout weekly drop-In session to resident groups and sheltered accommodations.
  - Actively speak to resident at events such as: The Tedy Bears Picnic, Bedwell Fun Day.
  - Utilising our customer service auto response function by adding the option to complete the survey.
  - Conducting pop up sessions at local neighbourhood centres.



## WHAT MATTERS TO YOU IN YOUR LOCAL AREA?

USE THE LINK TO TELL US YOUR THOUGHTS.

We want to hear your views on your neighbourhood, and what priorities you think we should focus on when making improvements.

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# CN 3.0 & UKSPF – Spend for neighbourhoods

## How are we delivering

- Walkabouts have taken place to identify potential improvements with ward members.
- Feasibility will be investigated by CDO's and Wardens and presented to ward members.
- Consultations with residents and ward members.
- Schedule works

## £25k – Common Themes

- Mural on walls
- CCTV
- Pathway levelling
- Lamppost painting
- Bin stores removed
- Shop infrastructure
- Car park lining
- Lighting

## £3k – Common Themes

- Notice boards
- Benches
- Planters
- Fencing repairs
- Bulb planting

## Rational of fund allocation

- Surrounding level of deprivation
- Size of the site - greater emphasis on those larger areas that are likely to have the most impact
- Visual audit by the Neighbourhood Warden team – based on state of the buildings/assets, cleanliness, state of pathways and thoroughfares

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**Thank you  
and any  
Questions?**