

EQUIP – Core Warden Training

West Midlands

Wolverhampton Wardens



Wolverhampton City Council had been through a city-wide restructuring process in respect of neighbourhood working, which resulted in the City being divided up into 15 distinct 'Local Neighbourhood Partnership' (LNP) areas; each comprising a number of frontline workers.

As part of the restructuring, the Council employed 30 wardens; 2 for each LNP, to work with local communities, businesses, service providers and other partner agencies to build positive relations in order to respond to community safety and anti-social behaviour issues, as well as providing a visible presence and reassurance service. Jan Hickman, LANA Co-ordinator for the Council co-ordinated the recruitment and induction processes of the wardens and turned to the NRCCE, as a recognised and established training providers in this field, to equip the wardens with the necessary knowledge, skills and attitude to perform their duties effectively.

Jan worked very closely with us to ensure that the training not only reflected the Council's approach to neighbourhood working but that it formed an integral part of their induction process. This proved to be a critical factor in the success of the training and this was borne out in the evaluations completed by participants. 100% of these said that the training was very relevant to their role and over 90% felt that the training was very good.

Two cohorts of wardens completed their training and were duly presented with their certificates at a presentation event. Feedback from wardens at that event confirmed they felt the training had equipped them well for the role that they were undertaking.