

HELPING PEOPLE LIVE TOGETHER

Neighbourhood warden



Neighbourhood wardens are the eyes and ears of a community. They listen to people's problems, solve those they can and alert the relevant agencies when they can't. They're a walking one-stop shop, giving out advice and information at street level. It could be helping someone who's sleeping rough to find a hostel or, just by being there, reassuring an old lady who's nervous about going to the bank. Wardens need to be open-minded, caring and confident, with a sense of fair play and the ability to stay calm in a crisis.

Degree needed

No degree is needed.

Good courses

No formal qualifications are needed, although literacy skills are important for keeping records. On appointment, wardens receive training and development leading to a recognised qualification, including NVQ certificates.

Facts and figures

Starting salary

From £16,000 (around £18,000 in London).

Working hours

35 per week, including shifts and unsocial hours.

Days' holiday per year

20-25.

Skills and experience

Neighbourhood wardens must be reasonably physically fit. They should be open minded and confident, with a sense of fair play and the ability to be non-judgemental.



Simon Christian at work
Community Warden, Basingstoke and Deane Borough Council



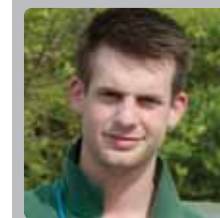
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Meet the expert
Simon Christian,
Basingstoke and Deane
Borough Council

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"We fill the gaps where other agencies don't have the resources - the police, the youth service, the housing association. If there's an incident, we're on the streets to coordinate a response."

Did you know?

A survey in 2003 found that neighbourhood wardens had saved the taxpayer an estimated £228 million by reducing crime. Without wardens, more than 114,400 more crimes would have been committed.

More information

- Find out about the National Wardens Network at www.nationalwardens.co.uk
- For details of local schemes contact the community safety officer in your local authority
- For a national perspective, contact the Neighbourhood Renewal Unit www.neighbourhood.gov.uk
- Read career descriptions at www.lgcareers.co.uk