

## Contacting us

You can speak to our Wardens when they are out on patrol.  
You can also contact them in any of the following ways.

Phone: 01294 314690

Fax: 01294 314680

E-mail: [communitywardens@north-ayrshire.gov.uk](mailto:communitywardens@north-ayrshire.gov.uk)

By writing to:  
Community Warden Services  
ASB/CSS  
PO Box 8319  
Irvine  
KA12 2AL.

## Other useful phone numbers

Housing Benefit enquiries .....0845 603 0595

Community Housing Advocacy Project (CHAP) 01294 313137

Police (non-emergency) Irvine .....01294 404400

Kilwinning .....01294 552520

Saltcoats .....01294 404500

Repairs enquiries.....0800 019 6444

Cleansing Services.....0845 603 0594

Noise Team.....0800 731 0410

Domestic abuse helpline.....0800 027 1234

North Ayrshire Mediation Service .....0800 232 1781

Victim Support.....0845 603 9213

Women's Aid.....01294 602424

## Useful contact numbers

### Area Housing Offices

Ardrossan Housing Office .....01294 605258

Dalry and Beith Housing Office .....01294 835355

Dreghorn Housing Office.....01294 221860

Irvine Housing Office .....01294 324870

Kilbirnie Housing Office .....01505 685177

Kilwinning Housing Office .....01294 552261

Largs Housing Office .....01475 687590

Saltcoats Housing Office .....01294 602611

Stevenston Housing Office .....01294 605281

### Registered social landlords (housing associations)

ANCHO .....01294 313121

Cunninghame Housing Association .....01294 467752

Irvine Housing Association .....01294 271128

[www.north-ayrshire.gov.uk](http://www.north-ayrshire.gov.uk)



**NORTH AYRSHIRE**  
COUNCIL

Hous 08-01/0018

# COMMUNITY WARDENS



*If you ask, we can give you a copy of this leaflet in other formats and in other languages.*

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

Na życzenie Klienta, informacje te mogą być udostępnione w innych językach oraz formatach.



**NORTH AYRSHIRE**  
COUNCIL

## Community Wardens

Community Wardens have an important role to play in preventing crime and antisocial behaviour within neighbourhoods. Our Wardens work in the following areas of North Ayrshire.

- Ardeer, Stevenston
- Bourtreehill and Broomlands, Irvine
- North Ardrossan
- North Saltcoats
- Pennyburn, Kilwinning
- Redburn and Vineburgh, Irvine

Community Wardens regularly patrol your estate and build up a good relationship with residents. They will either deal with crime or antisocial behaviour direct or report it to the relevant authorities, for example the police or Victim Support.

Community Wardens work from a local base and will patrol the estate each day, wearing their easily recognisable red tops and navy-blue trousers. Each Community Warden will have received training before they go on patrol and they all carry identification. They patrol from early afternoon to late evening every day except Wednesdays.

Community Wardens have regular meetings with local agencies, including the police, area housing offices and registered social landlords (another name for housing associations) and they are involved in the neighbourhood compacts.

Neighbourhood compacts are made up of a number of partner agencies (such as the police and local landlords) and community representatives who meet every three months to discuss antisocial behaviour in the areas where Community Wardens work.

Wardens will work with the community to help make your estate a more pleasant place to live. They aim to:

- Reduce and prevent crime and antisocial behaviour.
- Improve the quality of your environment.
- Increase public confidence.

### Community Wardens will do this by:

- Patrolling the estate.
- Reporting any evidence of fly-tipping, graffiti, abandoned vehicles and faulty street lighting they find.
- Working with our housing officers and estate caretakers to make sure that our tenants do not break the terms of their tenancy agreements.
- Helping and reassuring vulnerable tenants (for example, frail and elderly or disabled tenants) and, where appropriate, referring them to other agencies who can help them.
- Talking to young people in the area and identifying their needs (for example, facilities they can use and places they can go that will keep them off the streets and out of trouble).

- Supporting neighbourhood compacts and other community groups in the area helping to promote residents' pride in their community.
- Being the 'eyes and ears' for local residents and working with them to create safer, friendlier communities.

Community Wardens have five 'service standards' that we expect them to meet so that residents get the service they want from them.

### The five service standards are:

- To carry out at least two foot patrols every day except Wednesdays.
- To respond to requests for help in dealing with antisocial behaviour within one hour of receiving the call.
- To respond to general enquiries and requests for help with environmental issues (for example graffiti or fly-tipping) within three working days.
- To report relevant information to other services about abandoned vehicles, faulty street lighting, graffiti, fly-tipping and repairs within one working day.
- To attend community group meetings and help to promote them if we are asked to do so.