

# Community Warden Service



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 لیے اس سے رابطہ کریں۔ تاکہ اس کے بارے میں بات کی جا سکے۔

मेवउ अमी सित साठवाडी ००वाडी चिंल हेत- द्याये ते तां रूप ततवे मैवउहेमस  
 रंवेतर मैतर हाऊ अंउरुव प्रती।

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 與 Accommodation Resource Centre 或 Neighbourhood Offices, One Stop Shops 聯  
 絡。在這本小冊子的末頁有一份聯絡地址和電話號碼。



**Falkirk Council**  
 Housing & Social Work Services



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## What is the Community Warden Service?

It's an initiative to tackle anti-social behaviour such as vandalism, graffiti, fly tipping and noise in local communities and to make them safer and more attractive areas to live, work and visit. The Community Warden Service, which is funded by the Scottish Executive, was set up in 2004 and is an important part of the Council's Anti-Social Behaviour Strategy.

## What do Community Wardens Do?

They play an important role in crime prevention and improving the environment of our housing estates. In a typical day a Community Warden can deal with a wide range of issues such as:

- *Speaking to local people who have concerns about their environment such as fly tipping, litter, dog fouling, discarded needles/syringes, vandalism, graffiti and noise pollution, and reporting these to the appropriate Council Service or to the Police*
- *Reducing crime and the fear of crime and giving reassurance to local people if they have been the victim of a crime*
- *Developing closer links with local young people*
- *Encouraging residents and young people to talk to each other where there are problems with young people gathering on street corners and outside local shops*
- *Reporting anti-social behaviour or crime to the appropriate Council Service or to the Police*
- *Providing advice and information on all Council Services*
- *Acting as a Professional Witness.*

As well as crime prevention and environmental issues, Community Wardens are an important link between local people and Council Services such as Education, Youth Justice, Community Education and FIRST - which is an anti-social behaviour investigation team. They also work with external agencies such as the Police, Fire and Rescue Service, Crimestoppers and Victim Support.



## Where do Community Wardens patrol?

Community Wardens work in pairs in six local communities throughout the Council area. These include Bo'ness, Camelon, Denny, Grangemouth, Hallglen and Stenhousemuir and their surrounding areas. The Community Wardens are highly visible in these areas and try to make sure that everyone living in the area or visiting the area can do so without fear of crime, annoyance or abuse.

## When will I see a Community Warden in my area?

Community Wardens will patrol Monday to Saturday between 08.45 - 21.00 in the winter months and 08.45 - 22.00 in the summer months. They aim to patrol your area daily, varying the times to ensure all aspects of anti-social behaviour can be monitored and reported.

## What do you think of our service?

We value your opinion of our service which is why in 2006 a survey was carried out within the areas receiving a Community Warden Service. The main aims of the survey were:

- To gain information about residents' perceptions of their community
- To gauge awareness of the Community Wardens Service
- To identify residents' priorities for improvements

## How was the survey carried out?

The survey was developed by a focus group which included 15 people from each of the community warden areas. From their local knowledge the group decided on the best places within their communities to carry out the survey. Face-to face interviews were carried out to get an accurate result.

## Who responded to the survey?

287 people responded to the survey. Details of the respondents are shown below:

- 83% of respondents live in the area the wardens are active in
- 30% of respondents were aged 25-49
- 17% were aged 16-24
- 12% were aged over 65
- 10% were aged under 16
- 61% of respondents were female
- 39% were male

## What happened to the information?

The results were analysed on an individual community basis and on an overall response basis. The results of the overall response are outlined below:

### Feeling safe

The respondents were asked if they felt safe in the neighbourhood, and the results showed that:

- 87% of people said they felt very safe or fairly safe in their neighbourhood *during the day*
- 69% of people said they felt very safe or fairly safe in their neighbourhood *in the evening/night time*

## Anti-social behaviour

When asked about problems with anti-social behaviour the results found that:

- 70% of people felt that their area suffers a lot or quite a lot from anti-social behaviour

## The Environment

The majority of respondents identified three main areas where they would like to see improvements made to their environment:

- Quicker repairs to acts of vandalism
- More litter collected and more litter bins provided
- More dog fouling bins provided

## Improving communities

When asked what their first choice would be to improve the community, the responses were:

- 39% felt there should be specifically equipped public places for young people to gather
- 22% said there needs to be more community pride and responsibility within neighbourhoods
- 20% want to see more facilities for young people

## Community Wardens

The respondents' views on Community Wardens are shown below:

- Over 66% of people said they knew that community wardens operated in their area
- 90% said that Community Wardens should continue to work in their area
- 42% said there was a specific geographical area within their community where the wardens should operate

If you would like a full report on the survey findings please contact Marie Dunbar, Tenant Participation Co-ordinator, The Forum, Callendar Business Park, Falkirk, FK1 1XR (Tel: 01324 590780)

## Contacts

For more information on our Community Warden Service please contact:

The Community Warden Service,  
The Hedges, Camelon, Falkirk FK2 4DZ  
Tel: 01324 503634  
Email: [community.wardens@falkirk.gov.uk](mailto:community.wardens@falkirk.gov.uk)

## Neighbourhood Offices/One Stop Shops

Bo'ness One Stop Shop  
24 East Pier Street,  
Bo'ness EH51 9AB  
T: 01506 778899  
F: 01506 778900  
E: [housing.boness@falkirk.gov.uk](mailto:housing.boness@falkirk.gov.uk)

Callendar Square One Stop Shop  
Callendar Square,  
Falkirk FK1 1ZF  
T: 01324 506868  
F: 01324 506860  
Minicom 01324 506920

Camelon One Stop Shop  
256 Main Street,  
Camelon FK1 4EQ  
T: 01324 503640  
F: 01324 503641  
E: [housing.camelon@falkirk.gov.uk](mailto:housing.camelon@falkirk.gov.uk)

Dawson Centre  
David's Loan,  
Bainford FK1 4EQ  
T: 01324 503640  
F: 01324 503641  
E: [housing.dawson@falkirk.gov.uk](mailto:housing.dawson@falkirk.gov.uk)

Denny One Stop Shop  
Carronbank House, Carronbank Crescent,  
Denny FK6 6GA  
T: 01324 504050  
F: 01324 504051  
E: [housing.denny@falkirk.gov.uk](mailto:housing.denny@falkirk.gov.uk)

Grangemouth One Stop Shop  
5 York Lane,  
Grangemouth FK3 8BD  
T: 01324 504550  
F: 01324 504551  
E: [housing.grangemouth@falkirk.gov.uk](mailto:housing.grangemouth@falkirk.gov.uk)

Stenhousemuir One Stop Shop  
398 Main Street,  
Stenhousemuir FK5 3JR  
T: 01324 503340  
F: 01324 503341  
E: [housing.stenhousemuir@falkirk.gov.uk](mailto:housing.stenhousemuir@falkirk.gov.uk)

For more information on the range of support and services we provide, visit our website [www.falkirk.gov.uk](http://www.falkirk.gov.uk)

## Other useful numbers:

Antisocial Behaviour 24 hour Helpline	08081003161
Special uplift	01324 504411
Dumb dumpers	08452304090
Litter Hotline	01324 504433
Pest control	01324 504981
Graffiti removal	01324 504981
Dog Wardens	01324 504981
Noise Team	01324 504982
Crimestoppers	0800555111
Victim Support	01324 633433
Police	01786 456000
Fire and Rescue	01324 716996