

SAFE AND SOUND

Our promise to you

We are committed to making the Ards and North Down borough a safer place to live, work, visit and invest. We will ensure that the actions of the team are effective, proportionate and achievable. Our response will be in line with the Council's enforcement policy and subject to our available resources.

Our staff will act fairly and be polite and helpful at all times. We will respond to all calls (except anonymous calls), identify ourselves and produce identification cards on request. We will give advice and information to customers about our work and confirm what action we have taken in response to requests for our assistance. We continually seek to improve the quality of our service and will actively seek feedback on our performance.

To report anti-social behaviour in the Ards and North Down area call our reporting line on 028 9182 4044.

* The reporting line is a 24/7 facility manned by call handling agents. Calls are logged immediately and referred to the Ards and North Down Community Safety Team for action during working hours. We do not provide an emergency response service. In an emergency please dial 999.

www.ardsandnorthdown.gov.uk/community-safety

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Community Safety Team



Reporting Line
028 9182 4044

Ards and North Down Borough Council's Community Safety Team works to make our borough a safer place by tackling anti-social behaviour.



What is anti-social behaviour?

Anti-social behaviour is acting in a way that causes alarm or distress to people in our community.

The Ards and North Down Community Safety Team typically deals with a range of issues, including :

- on street drinking of alcohol
- substance use issues
- noisy behaviour in the street
- damage to property
- nuisance caused by vehicles [off road]
- litter
- nuisance behaviour at events

The Community Safety Team can help by:

- responding to reported incidents of anti-social behaviour*
- conducting regular patrols of reported 'hotspots' for anti-social behaviour in order to deter, detect and report incidents
- assisting local people to develop community-led solutions to anti-social behaviour problems
- developing area specific plans to tackle anti-social behaviour in partnership with the PSNI, schools, community groups and other community organisations
- delivering youth and adult education programmes for schools and community groups to highlight community safety issues
- providing youth diversionary activities to help prevent anti-social behaviour

Developing lasting solutions

The most effective and long lasting way to deal with any dispute is by agreement between the parties. If you are being affected by anti-social behaviour, we would encourage you to simply talk to other parties in the first instance, where it is safe and appropriate to do so. Talking in a reasonable and friendly manner is more likely to help resolve the issues. The Community Safety Team can help with facilitating meetings and providing mediation between parties.

The Community Safety Team is committed to finding community led, effective solutions to all issues reported to us. This is the most sustainable way to resolve these matters in the medium to long term. We also work in partnership with colleagues in other council departments and external agencies such as PSNI to find long term solutions as well as immediate short term fixes.

