

Special Community Action Team Meeting (CAT) 15 October 2019 – Ferneham Hall

Special CAT Meeting on Fareham Town Centre Issues

Who was there?

Chairman: Cllr Tom Davies

Speakers

- Executive Leader of Fareham Borough Council, Cllr Seán Woodward
- Chief Inspector Mark Lewis, Hampshire Police
- Gwennan Harrison-Jones, Headteacher Cams Hill School
- Executive Member for Health and Public Protection, Cllr Trevor Cartwright

Present: Cllr Clubley, Cllr Trott, Cllr Fazackarley, Cllr Cartwright, Mayor of Fareham Cllr Bryant, Cllr Mandry, Cllr Ellis, Cllr P Davies, Cllr Keeble, Cllr Dugan, Cllr Ford

Attendance: approx. 170

What was talked about?

1. Context

Approximately one hundred and seventy people attended the Special CAT meeting on 15th October 2019 at Ferneham Hall to hear updates on measures taken to tackle drug use, street drinkers and associated anti-social behaviour in the town centre.

In a meeting held in June 2019, residents and local businesses expressed concern about individuals aggressively approaching people for money; witnessing drug use; associated paraphernalia; drug dealing and an increase in people sleeping rough and leaving their belongings out around the town.

2. Presentations were made by Cllr Seán Woodward ([pdf](#)), Chief Inspector Mark Lewis ([pdf](#)) and Gwennan Harrison-Jones Headteacher Cams Hill School ([pdf](#))

Cllr Seán Woodward explained how the Council had listened to the concerns of residents at the last meeting in June and taken significant steps to deal with some of the issues. This has resulted in three Criminal Behaviour Orders being issued by the Council and two addresses repossessed in response to evidence from the community and police.

He explained that the Council recognises there are some genuinely vulnerable people, and it is important that they can access the help they need. The Two Saints outreach service has been given additional funding to enable this. However, a small number of people who have targeted Fareham, might be described as 'professional beggars' and they will not be

tolerated. The Council has committed funds for a private security firm to be deployed to patrol the town centre in the coming months. They will have a number of powers including to require individuals involved in anti-social behaviour to provide their name and addresses; young people to surrender alcohol and to deal with begging.

Cllr Woodward thanked the community and local businesses for the help they are providing in tackling the issues alongside the Council and Police.

Chief Inspector Mark Lewis explained that following on from community intelligence and on the ground police work a number of drug supply investigations had led to positive court results. He stressed that Partnership working with colleagues across the Community Safety Partnership is key to the Police being able to carry out their specific role. Different agencies have a part to play in law enforcement and prevention and the Police need to use their resources appropriately. When reports come in they must assess their priority based on Threat, Harm, Opportunity and Risk. This assessment determines the response required such as:

- Immediate deployment
- Further investigation
- Safeguarding
- Suitable for telephone resolution
- No further police action required

The other critical element is the right sort of reporting from the community and he provided some detail on the various routes that should be used including 999 for emergencies, 101 for less urgent calls including intelligence and emailing non-urgent items to the local team at Fareham.police@Hampshire.pnn.police.uk.

The Chief Inspector was also keen to explain that policing is no longer just about uniform officers on the beat, but there is a highly complex back scene operation where most policing actually takes place. This ranges from Cyber teams, serious crime specialists, public protection teams, high harm teams and armed response to neighbourhood policing, intelligence and the control room.

Gwennan Harrison-Jones described the initiatives and programmes that the school has been instrumental in setting up for Cams Hill and has rolled out across other schools in the area. She showed how safeguarding is an integral part of the curriculum and forms part of the core ethos of the school. This is supported by an absolute Zero Tolerance message.

The school has developed specific projects and initiatives underpinned by comprehensive staff training. There have been assemblies and tutor time activities, pupil leadership opportunities, and online information and a parents plus forum. A rota has been set up for Drug detection dog visits in local schools with each school having at least two visits. They have also initiated stop and search activities, set up an anti-bullying collective and have trained ambassadors.

3. Round table discussions

Cllr Tom Davies introduced this part of the evening and reminded people to complete the survey (results on pg 12 of this report).

In order to enable more people to be able to make a contribution and capture the views of all the people in the meeting it followed a round table discussion format. Facilitators at the tables were asked to guide their group through some discussion points intended to prompt debate and capture ideas.

There were three themes:

- a) What more can health, schools and other support agencies do to get people to address their substance misuse and/or dissuade people from drug use? How can the community help?
- b) If people can't be forcibly brought into mental health services, how can people with acute mental health problems be encouraged to engage?
- c) How can we work together to enforce the law and reduce criminality?

People were invited to feed their views in through the facilitators. They could write their own questions and were advised all questions would be answered in this report. In this way we captured over 190 individual comments and questions (see pg 5). The summary of the themes is shown here. The full comments are available on the links by [Question area](#) or by [Theme](#)

Better Communication (17)	Overwhelmingly participants wanted to know what services are available and what information is available for the community to know how to offer support
Intel provided for Police (11)	Eleven specific locations were identified
Observations (35)	Observations were mostly focussed on three issues - how there are insufficient/cut back services; views that in an ideal world the police should be managing security (not private firms) and observations about the impact on the town of beggars/drug users/rough sleepers
Prevention and Education (14)	Calls for more awareness-raising about the harm of drugs
Suggestions and service suggestions (22)	There were some very specific suggestions made which, like all the comments, will be considered at the Partnership Action Group
Tougher response required (10)	Calls for more powers and action by Police
Service interventions (14)	What other services/approaches could have an impact
Homeless Perspective (5)	There were a number of homeless/ex homeless service users present and they had particular perspectives

4. Questions from the floor:

Question 1:

The questions all consider how the community can support the authorities to tackle homelessness in Fareham but there are no contact details of the people to work with to enable a coordinated approach.

Councillor Woodward responded: Fareham Street Aid is the focal umbrella in Fareham for all agencies working with the homeless. One partner is the Two Saints Charity who you can donate funds to. They employ Outreach Workers who support homeless people across the area with an aim to get them into housing. The Fareham Street Aid posters provide the contact details for this organisation. They also detail One Community Charity. They have a shop opposite Millets in Fareham Shopping Centre and collect goods and equipment for homeless people.

Could we please have the telephone numbers for the other agencies who support the homeless, to help with coordination?

Chief Inspector responded: We will make this an action.

Councillor Woodward: The Fareham Street Aid website lists all of the partners involved and has links to their websites where you will find their contact information.

Question 2:

Mental Health is an issue across the community and the Crisis Centre is closed. How can we provide support without this important service?

Councillor Woodward responded: The funding for the Crisis Centre was from the National Health Service, so this would be a question for them.

Two Saints representative: Two Saints access funding from Fareham Borough Council and Hampshire County Council. We continue to work with the NHS around accessing appropriate accommodation for people with mental health needs.

Question 3:

Two Saints have reported that they have been awarded additional funding for Fareham. How will they use this money?

Councillor Woodward responded: The additional funding to Two Saints is being used directly to support increased Outreach for homeless people on the streets of Fareham.

Two Saints representative: The extra funding has led to an increase in Outreach staff from 1 to 2.5 full time equivalent.

Is there space in the hostel for more beds?

Two Saints representative: All the space in the hostel is used to its capacity. We have already converted a number of service rooms to accommodation.

How often is the hostel at capacity?

Two Saints representative: The hostel is at capacity every day.

Councillor Woodward responded: We are able to accommodate homeless people elsewhere.

Chief Inspector: Both the Community Mental Health Team and Two Saints are active partners in the Community Safety Partnership, where the agencies come together to identify concerns and develop coordinated action to address them.

Question 4:

When homelessness is tackled in Fareham Town Centre, it simply relocates the problems to The Gillies. Will Two Saints be patrolling The Gillies too?

Councillor Woodward responded: Agencies patrol surrounding areas including The Gillies.

Question 5:

How much does it cost to provide a bed at Two Saints per year?

Two Saints responded: Two Saints receive Housing Benefit from their clients, and there are also service charges that help to fund the support costs. As far as the cost of providing a bed is concerned, we will come back with an accurate figure.

5. Street Aid Update – Cllr Trevor Cartwright

I'd like to give an update on the Fareham Street Aid partnership. As you may be aware, this is a group of statutory and voluntary agencies who work together in Fareham to identify and support people who are sleeping rough.

The group holds a monthly meeting which is used to discuss any concerns. By meeting regularly, they try to ensure all the support that they may need is in place and, where appropriate, fill in the gaps.

Since first launching Fareham Street Aid we've updated the posters in the town centre so they now have QR codes on them. This means people can scan the code and donate directly to the agencies that work with rough sleepers. We've got some leaflets here tonight that tell you a bit more about it.

We're also introducing a donation card and you can all have one before you leave. The purpose of this is so that when you're approached for money you can show the card and say that you're donating to a Fareham Street Aid partner. We hope you find this useful. Finally, if you've parked in one of the town centre car parks recently, you may notice that there's also a message on the reverse of the ticket asking people to donate using the QR code rather than give money directly to beggars. We'll be extending this car park ticket scheme to promote the new 'donate' card at the end of the year.

QR Code for instant donation



6. Questions report-back

What is the clear message to the community? That there are services available to support people?	Community Safety	We are taking on board questions and comments from the meeting about creating ways for people to know what services are available and their operational times and scope
Should we be criminalising people with addictions and MH problems?	Community Safety	We try not to criminalise people but take a supportive approach to encourage people to access services and address the issues that they are facing. Across the country use of the Vagrancy Act has become very unpopular and an engagement approach has been shown to be much more effective. If people do not wish to engage they cannot be forced to but all services continue to try to engage and work with them. If people do commit criminal acts they are dealt with by the Police and enter the Criminal Justice Service.
Homeless are penniless, trying not to beg, how can they get money?	Community Safety	Homeless people, including street homeless are still able to access benefits, they can use various service addresses and the support services are set up to enable this.
What are we doing in the evenings to tackle ASB?	Community Safety	Currently Y-Services, Two Saints and a number of other outreach services do provide support in the evenings. The security officers will also operate out of hours.
We need other volunteers to support it, how can we get a centralised approach?	Community Safety	To discuss with Fareham Street Aid partners
Ironmaster Pub - we get a lot of info through radio contact Pubwatch Radio - could we have it every night as it works really well	Community Safety	This is being addressed with Community Safety directly
Could Street Aid posters be attached to lamp posts in the town centre so they are more visible?	Community Safety	The design of the new lamp posts mean that posters need to be attached very high up so they can open the flap to access the controls. The poster would therefore not be visible.
How will security officers be targeted?	Council	The Council, in discussion with the Community Safety Partnership, will set the priorities for the security firm in the first instance
How can we make sure security officers are effective?	Council	The officers' performance will be monitored under a Service Level Agreement

What is the investment in the Town Centre? Why can it not be used for residential?	Council	There is not a specific budget for the town centre in this way. There are regeneration plans in process that will focus on economic development. The revised Local Plan will be important in approving future residential development across the Borough and brownfield sites are always a priority.
Can sleeping bags that have been left by known 'professional beggars' be collected up and disposed of by the council?	Council	If sleeping bags are contaminated with body fluids or drugs works they are deemed to be a risk to public health and can be removed. However, since people can get duvets and blankets through Fareham Street Aid there is little point in just disposing of them. People do not have homes for their personal possessions so we must be careful not to throw away people's belongings without good cause. Each case is considered on its own merits.
Will the security firm deal with cycling on pavements this is ASB too	Council	The security officers will have the following powers: Power to require giving of name and address Power to require giving of name and address for anti-social behaviour (including drug taking) Power to require persons aged under 18 to surrender alcohol Power to deal with begging (to be told to desist)
Would you pay 1p extra for your parking if it provided facilities for homeless people?	Council	Parking charges and income from parking form part of the annual budget
Why are unattended belongings not collected up? I can't leave my luggage anywhere, it would be considered a security issue. If I were a terrorist I would hide my explosives in my sleeping bag. Why is existing law not being enforced?	Council	If sleeping bags are contaminated with body fluids or drugs' works they are deemed to be a risk to public health and can be removed. However, since people can get duvets and blankets through Fareham Street Aid there is little point in just disposing of them. People do not have homes for their personal possessions so we must be careful not to throw away people's belongings without good cause. Each case is considered on its own merits.
What are the dates for the Welborne A32 new roundabout to start please?	Council	2019/20-2023/24 Construction of the new A32 Roundabout, alterations to the Knowle Road Roundabout; construction of Junction 10
The number of spaces for the disabled in the town centre is not sufficient and more should be provided	Council	The government recommends that where car parking provision is in excess of 50 spaces 4% should be reserved specifically for people with disabilities. In smaller car parks at least one space should be provided. Many car parks in Fareham exceed this minimum. The Fareham ShopMobility service provides mobility scooters, electric and manual wheelchairs to people with limited mobility, enabling them to access Fareham town centre and shop independently. It is situated at the ground level of the Osborne Road multi-storey car park

What hours will security guards patrol?	Council	The Council, in discussion with Community Safety Partnership, will set the priorities for the security firm in the first instance
Will we be able to contact the security guards e.g through Pubwatch?	Council	Yes, through the Town Centre scheme
What support is there for a business owner to access my business premises as it is being used by drug users overnight	Council	This is being addressed with the landlord, Fire Service and Council Streetscene team under public health duty
Why are boarded up properties not used - who owns them? Council bungalow empty, building behind Soothills boarded up for 10 years	Fareham Housing	If a council property is empty then the Tenancy Services team will want to know / deal with, likewise with housing association properties. Council properties are not left empty for long periods unless there are specific reasons for this. The council has options to help private owners to bring their homes back into use.
How many rough sleepers are there?	Fareham Housing	Each year the Council is obliged to send the Government a 'Snapshot Report' of people rough sleeping in their area. In the last three years the figures on that particular night were: 2016 - 18, 2017 - 10, 2018 - 19
What are number of homeless in Fareham?	Fareham Housing	The Council submits data to the Government on applications under the Homelessness criteria (this group is much broader than street homeless/ rough sleepers and includes for example homeless families and people in temporary accommodation. The most recent data shows that Fareham Housing assessed 88 applications in Jan-Mar 2019. The Council is currently reviewing its Homeless Strategy and this will be out for consultation in the next few months.
How are decisions made for who to give duvets out to?	One Community	We give out sleeping bags rather than duvets. The Two Saints Outreach workers come in and take what they need. They let us know if they are short of anything in particular, so for example sometimes they ask for more socks or toiletries. We put a shoutout on our Facebook and Fareham Aware and speak to our regulars and put a notice on our donation station. That way we can collect what is needed. But sleeping bags are always needed as they do get thrown away.
To what extent are the security services supplying hard drugs and have they supplied such drugs in the past?	Police	We don't provide anyone with illegal drugs

Facebook being used as a reporting tool - closed group - go to police station to report?	Police	We cannot comment on Facebook at this stage, although we do monitor it. Putting incidents on Facebook is not reporting a Crime and incidents still need to be reported via the usual methods.
Are there going to be increased police too?	Police	There is a planned uplift in Officer numbers over the next three years. We do not know specific details as to where they will be posted as yet and how this will be reflected in Fareham.
What about stop and search?	Police	Police use Stop and Search procedures when specific grounds as per legal guidelines exist.
Why is 101 a premium rate number at 15p?	Police	This would need to be addressed with Police centrally but it will become free from April.
Why don't we see police on the streets?	Police	Police do regular patrols and respond to calls across the District.
Restorative approach - can community court be used more?	Police	There is a very active Community Court in Fareham and this can be used for offences and offenders that fit the criteria.
County lines - are they involved in this area and if so what action is being taken?	Police	NB 'County Lines' is a term used when drug gangs from big cities expand their operations to smaller towns, using violence to drive out local dealers and exploiting children and vulnerable people to sell drugs.' We monitor the situation regarding County Lines and will act on intelligence regarding this. We take part in initiatives and deal with offences robustly, whilst taking account of vulnerability and working with other agencies to tackle the issues.
Who sets the police criteria of 'harm'?	Police	This has been set by Senior Officers with guidance provided to all Officers.
Identify the problem, who are they? It's the Police's job	Police	Police need assistance from all in order to identify the problems and issues in the area and deal with them appropriately.
What support is provided for low level criminals?	Police	There are a number of programmes in place for low level offenders, at both youth and adult level, as well as out-of-court disposals which offer support and guidance as part of the outcome in order to prevent further offences.
Is sitting organised begging?	Police	No. There has to be an act of asking for money.
Can drugs dogs be used on patrols in the town?	Police	Yes, they can, although there are limited numbers across the Force and this would not be done routinely without a specific purpose. Deployments would be based on identified Risk levels.
Social - be an ear - how to do this safely?	Police	We would never advise anyone to do anything that would put them at risk.

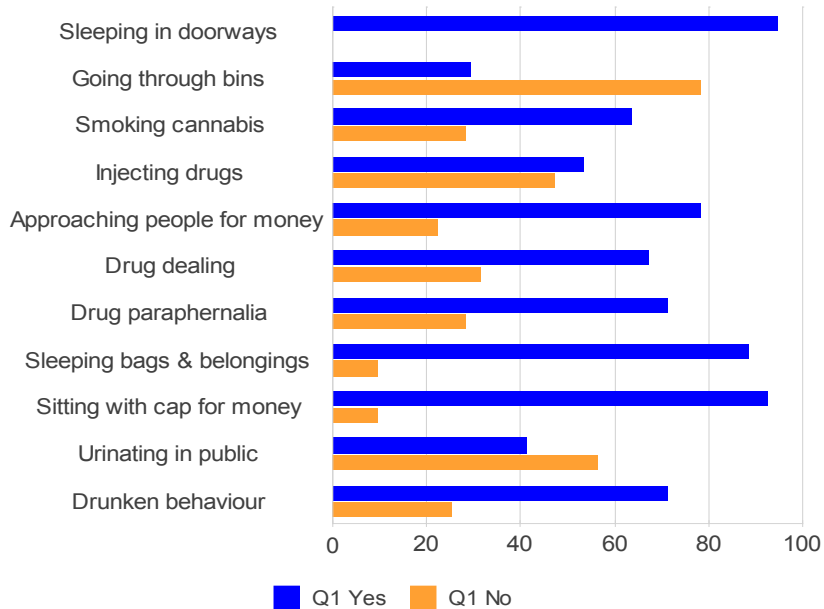
Have you identified the problem and quantity? - It is the police's job to record how many, who, why	Police	Police record all calls and offences reported to them
Is there an education programme across Fareham schools on the dangers of drugs and awareness of the issues surrounding it	School	Refer to the Cams Hill School Presentation
Are some schools in denial about having a drug problem?	School	Refer to the Cams Hill School Presentation, the Drugs Dog initiative involves all schools on a rotational basis, with at least two visits per school per year. Drugs awareness forms part of the PHSE curriculum.
If we refer to Two Saints and they don't have space what happens then?	Two Saints	There are other Two Saints Services such as our PEIRS Service which is designed to catch individuals before they reach crisis point and prevent evictions/homelessness. There is a drop-in in Fareham and Gosport every week. Our Outreach team can also support individuals to source and access other housing options.
Do people interview at Acton Lodge so they can move on?	Two Saints	All clients have support plans and this includes move on plans.
Lower 'top-up' repayments to hostel when living there	Two Saints	The top-up charge is made up of various charges that are not included in Housing Benefit. All residents that have a room at the hostel are provided with three meals a day. This is not included in housing benefit. These bills will be the same when a client moves on (even more) in their own accommodation. Clients do not have to pay for any food/laundry/hot and cold drinks all day as well as all bills included in these charges.
Can there be more constructive activities for people living in hostel	Two Saints	We have a range of life skills programmes. Cooking classes, numeracy and literacy activities, job searching, property searching and CV workshops. Fitness opportunities through leisure cards and individual classes at the hostel. Clients can participate in work-like activities through our peer mentoring and gain qualifications. There are also external activities for women that we have sourced and we are looking for other activities in the community i.e. an allotment. We are always trying to look at alternative activities to do.

<p>What is the cost of funding a bed at Two Saints?</p>	<p>Two Saints</p>	<p>A new property would be required to extend the service. There is no room to extend the hostel any further as we have utilised all areas and have additional rooms used as winter provision beds (in total 10 extra) from November to March. It costs £46.17 per day from Housing Benefit and a top up of £5.56 from client. This will provide all meals and use of all facilities. Two Saints have a variety of funding streams, including direct fundraising to support their work and provide support.</p>
<p>What happens at the weekend when Council offices are closed if someone is in Housing crisis?</p>	<p>Two Saints</p>	<p>Call Two Saints on 01329 281995 or visit www.streetlink.org.uk which exists to help end rough sleeping by enabling members of the public to connect people sleeping rough with the local services that can support them. If you are concerned about someone over the age of 18 that you have seen sleeping rough in England or Wales, you can use this website to send an alert to StreetLink. The details you provide are sent to the local authority or outreach service for the area in which you have seen the person, to help them find the individual and connect them to support. It is important to note that if you think the person you are concerned about is under 18 please do not contact StreetLink but instead call the police.</p>
<p>Capacity of 101 is 20 and 10 emergency - is this enough? If not, where do people go?</p>	<p>Two Saints</p>	<p>We also have additional accommodation in Fareham and work on other plans with individuals including private accommodation. The need is still great at the moment, better access to alternative move-on accommodation would enable us to have a faster housing pathway for those in need. To clarify we have 10 winter bed provisions from November to March not all year round.</p>
<p>Does the QR code on the donation card go straight to Fareham or Two Saints in general?</p>	<p>Two Saints</p>	<p>Yes, Two Saints will be able to tell us exactly how much has been raised through the QR codes and will be able to report on its spend in Fareham</p>

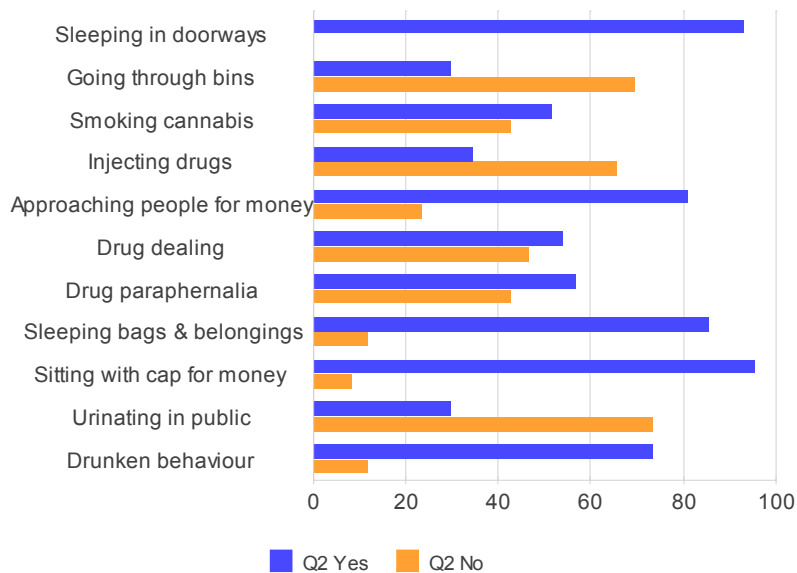
7. Anti social behaviour survey [\(ASB Survey results pdf\)](#)

Participants were asked to complete a survey at the event. The responses can be seen below.

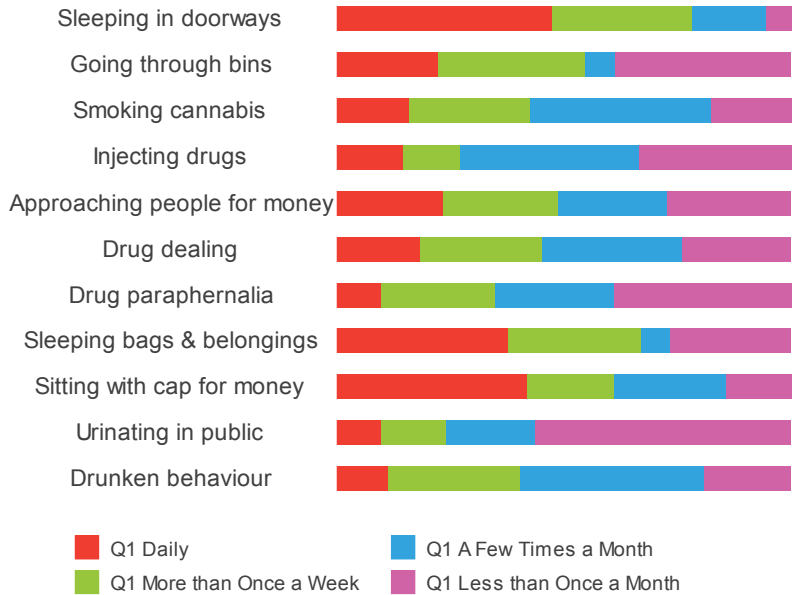
Others have told me about the following ASB %



I have seen the following ASB myself %



Frequency of how often others see the following ASB



Frequency of how often I have seen the following ASB

