Your magazine from August 2006

Special edition highlighting our vision and objectives for Fareham’s future

Your magazine from
FAREHAM BOROUGH COUNCIL
www.fareham.gov.uk
Introduction by the Executive Leader of Fareham Borough Council, Councillor Seán Woodward

Fareham is a good place to live with a strong community and excellent services. We, like you, want our borough to remain a good place to live - a place that is prosperous, safe and attractive.

Over the past five years we have achieved many good things in our communities, none of which could have been achieved without your continued support – for which I am grateful. Looking back now, I am delighted that we have met almost all the objectives that we set in 2000.

With your help we now need to look to the future. We need to be sure that we are setting the right objectives and our vision for Fareham's future must continue to be heavily influenced by our residents.

Within this special edition of Fareham Today, we’ll be looking at what we’ve achieved in the borough since 2000, as well as highlighting the vision that we have for the borough’s future. This vision is driven by seven clear aims:

fareham Borough Council will work to:
• Maintain and extend prosperity
• Protect and enhance our environment
• Create opportunities for leisure for health and fun
• Create a balanced housing market
• Make Fareham a safe and healthy place to live and work
• Support good health and work to reduce ill health
• Build strong and inclusive communities

As well as these overarching aims, we have identified a range of outcomes we think we should strive to achieve. We now wish to be sure that you too see these as the things you want us to concentrate on.

I urge you to read this special edition of Fareham Today, to consider those things we will work to achieve for the future of us all and to tell us whether we’ve got it right!

It is very important to us that we get the right priorities for Fareham's future. To this end we’re asking you to let us know what you think. Please send us your comments via email to: consultation@fareham.gov.uk or by mail to Fareham Borough Council, FREEPOST, Civic Offices, Civic Way, Fareham, Hants PO16 7PU.
Fareham Borough Council has worked with you to achieve many good things. The following are some of those things we have identified as key achievements.

### Objective 1 – Maintaining and extending prosperity
- The opening of the National Air Traffic Control Centre
- Satellite Teleport opens at Cams Hall Estate
- Construction of Faretech – a site for new business development (now fully let)
- Relocated town centre market to more popular West Street venue
- Opening of Market Quay developments (new shops, cinema and entertainment venues)
- Improvements to car parks with variable message signs and pay on foot facilities
- Completion of Henry Cort Sculpture Park

### Objective 2 – Protecting and enhancing our environment
- Environmental improvement schemes at Sarisbury Green, Castle Street, Town Quay, Crofton Lane, Highlands Road and Harper Way
- New parks provided at Locks Heath and Portchester, plus improvements to the green spaces at Hill Head
- Sponsored floral displays on roundabouts
- Annual awards achieved - South and South East In Bloom
- Introduced a fortnightly garden waste collection service (2005)
- Achieved a 35% recycling rate

### Objective 3 – Leisure for health and fun
- New community centres constructed at Portchester and Whiteley
- New seating provided at Ferneham Hall
- Major improvements to Fareham Leisure Centre, following management transfer
- New cinema opens (2005)
- Construction of neighbourhood facilities (skate parks etc) for young people at Portchester, Locks Heath, Stubbington and Whiteley
- Major refurbishment of equipped play areas across the borough
- Refurbishment of Westbury Manor Museum (2006)

### Objective 4 – A balanced housing market
- Achieving a target of no homeless families in bed and breakfast accommodation
- Completion of a housing options appraisal, with most tenants clearly wanting to remain under borough council management (2005)
- On target to achieve the ‘Decent Homes Standard for all Council Housing’ by 2010
- Enabled the construction of 321 affordable homes since 2000
- Work to prevent homelessness over the past two years has resulted in 60% fewer people presenting themselves as homeless to the borough council
- The construction of a direct access hostel for homeless people in Gosport Road
Objectives

Objective 5 – A safe and healthy place to live and work
• Development of a Community Safety Partnership with the Police and other agencies
• Development of the CCTV Partnership with Gosport Borough Council
• Established a new enforcement team to reduce ‘enviro’ crime – e.g. dog fouling and litter
• Introduced a ban on drinking in public places in Fareham town centre.
• Installed CCTV cameras in multi-storey car parks
• Development of a joint Building Control Service with Gosport Borough Council
• Installed a gas venting scheme at a landfill site at Hook (allowing recreational use of the site)
• Introduced ‘Walking to Health’ initiative
• Enabled the provision of a doctors’ surgery and pharmacy at Whiteley

Objective 6 – Strong and inclusive communities
• 91% of those responding to our annual residents’ survey in 2005 stated that they were satisfied that Fareham is a prosperous, safe and attractive place to live
• 88% were satisfied with the way the council runs things and the overall service provided
• Opened a new Customer Service Centre to deal with 80% of enquiries at the first point of contact
• Agreed a new Community Strategy for the borough with partners and other agencies (2004)
• Provided leadership in responding to Government plans to introduce an accommodation centre for asylum seekers at the former HMS Daedalus site
• Provided leadership for the new Partnership for Urban South Hampshire (PUSH) in responding to planned housing requirements for the south east

Objective 7 – A dynamic, prudent, progressive & best practice council
• Rated as a ‘good’ council by the Audit Commission
• Rated as ‘performing well’ in an assessment into the use of resources (2006)
• Major investment in e-Government, enabling online transactions for council services
• Council Tax has been set below the rate of inflation for the last two years
• Excellent performance (when compared to other councils) in processing applications for services such as planning development control, housing and Council Tax benefits, environmental health and tax collection
• ‘Investors in People’ award
Our Vision

Fareham - the prosperous, safe and attractive place to be

Fareham has become a prosperous, safe and attractive place to live and work - not by accident, but by careful management of development and constant attention to the environment. Our vision for the future is that residents want to preserve all that's good about Fareham, whilst increasing prosperity and making it an even more inclusive and attractive place to live and work. Read on to find out our vision and priorities for the future.

Our Vision is guided by a set of values:

- Preserving people’s dignity and focusing on what our customers want
- Enhancing prosperity and conserving all that is good
- Being efficient and effective and providing value for money
- Leading our community and achieving beneficial change
- Listening and being responsive to our customers.

We will ensure that all residents have access to a range of leisure opportunities by:

- seeking to develop a new swimming pool and fitness suite in the west of the borough
- developing a partnership solution for the future development and management of Ferneham Hall
- working with local community groups, we will undertake a review of community centres and sports pavilions by 2007 and then modernise those buildings required by 2012
- continuing to provide a range of facilities for young people, such as skate parks and youth centres
- enabling local organisations to manage our sports pitches while preserving access for all
- ensuring public access to our coastline and rivers.

We want to create a balanced housing market that provides good quality housing with a range of dwelling types to meet local needs. To do this we will:

- working towards meeting affordable housing targets by providing accommodation for residents on lower incomes and those who otherwise would not obtain housing in the borough
- develop a new Tenancy Board giving council housing tenants a greater voice and influence over decision making
- undertake a review of sheltered housing provision in the borough.

If the South East Plan includes proposals for a major new residential area to the north of Fareham, we will ensure that there is an appropriate balance between private and social housing.

We will continue to support and promote the economic prosperity of the borough by:

- promoting sustainability in employment
- providing direct help and encouragement to local employers and entrepreneurs to provide a range of professional, service and manual jobs
- maintaining Fareham as an important shopping centre
- leading the regeneration of West Street
- exploring the possibility of new development to the north of Fareham Shopping Centre
- we will also work with others to deliver a food retail superstore within the town centre.

We will continue to safeguard and enhance the quality of our environment by:

- working with others to promote the need for energy conservation and improve environmental monitoring of land, air and water in the borough
- working with the local community to minimise the level of waste going to landfill and meet a challenging recycling target of 50% by 2010
- using our planning powers to control growth, improve the quality of design and make sure that new development enhances, rather than detracts from, the appearance of our borough
- improving our parks, woodlands and green spaces and enhancing the appearance of conservation areas and public spaces
- working with other agencies to reduce traffic congestion
- working with neighbouring authorities in south Hampshire, to ensure that the requirement for new housing is carefully planned with the right infrastructure (e.g. roads, schools, health and community facilities) in place to meet the needs of a growing population.

Customer Service Centre tel: 01329 236100 email: customerservices@fareham.gov.uk
Our Vision

Fareham should be a safe place where people do not feel afraid to go out at night. To help achieve this we will:

- strengthen enforcement through improved use of our network of CCTV cameras
- take a ‘zero tolerance’ approach to graffiti, vandalism, criminal damage, littering, fly-tipping, abandoned vehicles and anti-social behaviour
- work with the Police, developing the role of our enforcement officers into Accredited Community Safety Officers and taking on a new responsibility for on street parking enforcement.

We also recognise the need to work with our partners in promoting measures that support good health and reduce ill health. To achieve this we will:

- provide a range of information and opportunities for those seeking to improve or maintain their health
- encourage the Primary Care Trust to provide a new Community Hospital in the borough
- aim to increase cemetery provision in the west of the borough.

We believe that it is important to protect the distinct communities that make up the borough of Fareham. Working with local people we will aim to develop strong and inclusive communities by ensuring that everyone has fair access to services.

We are required to identify a transit site for travellers and will work with residents and partner agencies to achieve this.

We also recognise the true value of the many hours of volunteering activity undertaken by Fareham residents. We will seek to strengthen our relationship with the voluntary sector to celebrate these achievements and encourage others to participate in volunteering.

We aim to achieve excellence in all the services that we provide, to a standard commensurate with the best performance of other district councils across the country. To do this we will:

- improve communication with our customers, understanding their needs and providing them with up to date information on our performance
- provide councillors with more training and support to increase levels of engagement with people in their local neighbourhoods
- develop our community leadership role and our relationships with other agencies to work together for the benefit of our local community and to avoid duplication.

We are also clear about those areas which are not our priorities for improvement. Whilst other local authorities invest heavily in tourism marketing, we do not actively promote the area as a long stay visitor destination. We wish to retain the rural nature of our beaches and will not encourage an increase in visitors to these areas.

We do, however, encourage day visitors to our main shopping centre by supporting the Town Centre Steering Group.

When we have asked residents in Fareham about arts provision, most people have not stated that it is a priority and in fact many local people look to the two neighbouring cities for participation in arts activities.

We do not wish to compete in this area and as a result our arts investment is mainly focused on Ferneham Hall as an entertainment venue as well as the provision of public art in the town centre.

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We also provide community grants to local arts groups. Beyond that, the council has decided that it does not wish to allocate resources to arts development.

In terms of economic development we do not actively seek inward investment by international companies as we are conscious of the detrimental impact on the local economy if a decision is taken to transfer that investment to another country.

It is very important to us that we get the right priorities for Fareham’s future. To this end we’re asking you to let us know what you think. Please send us your comments on our vision and objectives via email to: consultation@fareham.gov.uk or by mail to Fareham Borough Council, FREEPOST, Civic Offices, Civic Way, Fareham, Hants PO16 7PU.
This A-Z directory is a comprehensive listing of many of the services Fareham Borough Council provides and can be kept for your future reference. The following list of council services can all be contacted via tel: 01329 236100 or email: customerservices@fareham.gov.uk

More information is available on our website: www.fareham.gov.uk

A to C

A

Abandoned Vehicles
We investigate within one working day and if the vehicle does appear to have been abandoned, notices will be placed on the vehicle. Untaxed vehicles that do not appear abandoned should be reported to the Police, tel: 101.

Air Quality
Local authorities have a duty to review and assess air quality in their areas.

Allotments
There are eleven sites throughout the borough offering a range of plot sizes for those interested in organic gardening and growing their own produce.

B

Beach Huts
These are located in Hill Head at Monks Hill and Cliff Road. All huts are privately owned but are sited on council land therefore a charge is made for ground rent and non domestic rates. Due to the popularity of the huts, the low turn over and the length of the waiting list, the list is currently closed.

Bins
Green top refuse and blue top recycling wheeled bins plus filled garden waste sacks are collected fortnightly. Householders who cannot move their bins or garden waste sacks to the collection point due to ill health, infirmity or disability can apply for assistance. Compost bins can be purchased at a cheaper rate by contacting, tel: 0845 073 2002 or www.recyclenow.com/compost

Building Control
Applies construction standards and regulations required by Government for new and altered buildings, dealing with issues such as fire resistance, structural stability and energy conservation. It checks the technical design and inspects the new work on site.

Burials
For all religious denominations, burials are arranged through an undertaker in liaison with the council. There are eight cemeteries and five churchyards managed and maintained by the council. These provide a quiet and tranquil environment for the bereaved.

Bus Passes
Available to residents who are aged 60+ or registered disabled.

Business Rates
Deals with the billing and collection of Business Rates.

C

Civic Offices Opening Times
Civic Offices - Monday to Thursday, 8.45am to 5.15pm
Friday, 8.45am to 4.45pm
Banking Hall - Monday to Thursday, 8.45am to 4.30pm
Friday, 8.45am to 4pm

Committee and Council Meetings
Held at the civic offices, details of the committees, members, dates of meetings, committee papers and a deputation scheme (which enables people who live or work in the borough to address councillors on a matter which is due to be discussed) are available from Democratic Services or www.fareham.gov.uk

Customer Service Centre tel: 01329 236100 email: customerservices@fareham.gov.uk
A-Z directory

C to H

Community Development
Aims to tackle poverty and promote social inclusion through a range of activities and projects.

Council Tax
This section deals with the billing and collection of Council Tax.

Council Tax & Housing Benefits
This section deals with the administration of Housing Benefit and Council Tax Benefit.

D

Dangerous Structures
If you're concerned about any type of building structure that appears to be in a dangerous condition contact building control partnership, tel: 01329 824823.

Development Control
Makes decisions on planning applications for development, the enforcement of planning control and related advice and enquiries.

Disabled Badges
Issued by Hampshire County Council Social Services Department, tel: 0845 600 4555.

Drainage Problems
Enquiries relating to blocked/defective drains/sewers should be directed to Southern Water Services, tel: 0845 278 0845. Council tenants should contact Housing Maintenance.

E

Election services
Election of councillors to Fareham Borough Council or to Hampshire County Council are generally held on the first Thursday of May. Registration as an elector in the borough is required by law, although there are some restrictions on who may register.

Enforcement
Deals with litter, dog fouling, fly tipping, graffiti and other environmental defacement and related issues. Offenders can now be fined with an on the spot £50 fixed penalty notice or face prosecution.

Environmental Health
Within the Department of Regulatory Services, Environmental Health covers a range of issues including noise and general nuisance, pest control, hygiene, licensing, etc.

F

Fareham in Bloom
This gardening competition is open to all residents and businesses, who contribute to the appearance of the borough by means of bright and cheerful planting schemes that enhance the local street scene.
**Fareham Leisure Card**

Offers discounts of between 5%-50% on a range of leisure activities including sport, entertainment and gardening across the borough, tel: 01329 824894.

**Fareham Leisure Centre**

Managed by SLM in partnership with the council. For membership or general enquiries, tel: 01329 233652 or email: farehaminfo@slm-ltd.co.uk, or visit www.slm-ltd.co.uk and www.bananafitness.net

**Fareham Town Centre Management**

An informal partnership committed to the vitality and vibrancy of the town centre, ensuring that it’s a clean and safe place to work, shop, live and enjoy leisure time.

**Ferneham Hall**

Fareham's well established prestigious venue and the hub of the town's arts and entertainments scene. The varied programme consists of films, shows, dance nights, fairs, exhibitions and an annual Christmas pantomime. Ferneham Hall box office, tel: 01329 231942.

**Floods**

Blocked gullies on the highway are dealt with by Hampshire Highways, tel: 01329 824519 or email: hampshirehighways.south@hants.gov.uk

If flooding is caused by high sea levels, please contact the Assistant Engineer within the Department of Planning and Transportation.

**Footpaths**

Issues regarding surfaced footpaths are dealt with by Hampshire Highways, tel: 01329 824519 or email: hampshirehighways.south@hants.gov.uk

Enquiries about unsurfaced or informal footpaths should be directed to Hampshire County Council, tel: 023 8045 5157.

**Fraud Hotline**

To speak to an investigating officer (in confidence), tel: 01329 824667. Alternatively, you can email: investigations@fareham.gov.uk. You can also report any kind of benefit fraud to the National Fraud Hotline, tel: 0800 854 440 or visit their website: www.targetingbenefitfraud.gov.uk

**Grass Cutting**

Carried out between March and November on all council managed and adopted land, which includes highway verges, public spaces and council housing areas.

**Have Your Say**

Do you have a comment, compliment or complaint about the council? Then contact, tel: 01329 236100 or email: comps@fareham.gov.uk

**Health Development**

Working with other statutory and voluntary organisations, including the NHS, to deliver and develop projects to promote good health and provide information and advice on a variety of 'health' topics.

**Henry Cort Sculpture Park**

This has transformed Fareham’s West Street, creating a unique and stylish thoroughfare with a new town square known as Millennium Square.
A-Z directory

H to T

Historic/Listed Buildings
Advice is given by the Department of Planning and Transportation to owners of listed buildings. This includes guidance on listed building consent for any alterations and the likely acceptability of proposals to alter or extend such buildings.

Home Energy Conservation
Information is available on the methods, grant schemes and programmes designed to help residents cut energy costs and save money while helping to reduce climate pollution/damage.

House Alarms
Environmental Health Officers often receive complaints of noise associated with the persistent ringing of audible intruder alarms installed at domestic premises.

Housing
Responsibilities include homelessness and advice; improvement; maintenance; rent and arrears; sheltered; waiting list.

L

Land Charges
The council undertakes land searches on request whenever land or property is going to be sold. Searches are generally turned around in three working days.

M

Mayor’s Engagements
Fundraising events, Mayor’s chosen charities.

O

Ombudsman
The ombudsman for Southern England is Mr. J R White, Commission for Local Administration in England, The Oaks, 2 Westwood Business Park, Coventry CV4 8JB - Tel: 024 7682 0000; Fax: 024 7682 0001.

Out of Hours
For public health emergencies outside normal office hours, such as late night parties, misfiring house alarms, stray dogs, dangerous structures etc, tel: 0800 374485. If the emergency is after 11pm, you may receive a visit by an authorised officer.

P

Parks Events
These run from March until December and can be booked online or by telephoning the Parks and Open Spaces team.

Parking
If you have a general enquiry contact the Department of Regulatory Services. If you wish to appeal against the issue of a Standard Charge Notice, this will need to be in writing.

Pay It
The council provides several options for payment of services administered by the council. Various payment options are available: by Direct Debit, payment online, paying in person, by post, by telephone, by internet banking.

Pest Control
Treatment for rodents (rats/mice) is free for domestic properties treatment for fleas and wasps is a chargeable service. Commercial properties can be treated but a charge is made. The council doesn’t offer a service for foxes or squirrels.
Planning
Planning policies are developed within the Planning and Transportation Department, whilst enquiries relating to planning applications or the enforcement of planning control on specific sites are handled by the Development Control Division of the Department of Regulatory Services.

Planning – Local Development Framework
This sets out future planning strategy to manage how development will take place in Fareham and is progressed by the Department of Planning and Transportation.

Play Areas
These are provided for varying age groups within parks and open spaces throughout the borough and are managed by the Council.

Private Tenanted Accommodation/Shared Housing
If you’re living in poor or overcrowded conditions and your landlord is reluctant to improve the property, contact Regulatory Services.

Protected Trees
Enquiries should be directed to the Arborist within the Department of Planning and Transportation. Applications for works to trees in conservation areas and trees subject to tree preservation orders are handled by the Development Control Division of the Department of Regulatory Services.

Public Conveniences
There are 21 sites in the borough of which a number have disabled facilities on site.

Residential/Holiday Caravan Sites
Your site should comply with a licence issued by the Council. If you’re concerned about conditions on the site, contact Regulatory Services.

Street Cleansing
This is carried out by the in-house workforce on a contractual basis.

Street Lighting
Please report defective lighting or vandalism (remembering to give us the number on the column) to the reception desk, tel: 01329 824519 or email: hampshirehighways.south@hants.gov.uk.

Text the Council
You can text us on 07876 131415

Traffic Lights
Please report traffic signal faults to Hampshire County Council’s Traffic and Travel Information Centre, tel: 01962 860192.

Traffic Management
For general traffic enquiries please contact the Traffic Management and Design Manager in the Department of Planning and Transportation.
Water Quality
During the summer months (May to September) the Environment Agency carries out bacteriological testing of the sea water at the borough’s beaches. The results are posted on our noticeboards at Monks Hill, Salterns Road, and Hill Head Sailing club car parks.

Youth Strategy/Development
The Council has developed a strategy for young people recognising the contribution of Fareham’s young people to the well-being and strength of the borough.

Travel Tokens
You must be registered disabled (or have been in receipt of tokens prior to 31 March 2006) and there is a charge of £5 for £35 worth of tokens. These can be used in taxis, on buses and on trains. You can only apply for one pack of tokens in any 12 month period.

Vandalism
If you see any vandalism in the Fareham area please report the incident to the council. If you witness vandalism taking place, please report it to the police, tel: 101.

Walking to Health in Fareham
This is a led-walking scheme around the borough. Walks are led by trained volunteers and take place on different days of the week and at varying times. Ideal for beginners and those recovering from illness and injury, or those just wanting fresh air, good company and a stretch of the legs!