

APPENDIX A: FULL QUESTIONNAIRES FOR ALL STAKEHOLDER INTERVIEWS

1. Key Actors

1. Role of soup runs

- What do you think of soup runs?
- Who uses soup runs and why?
- What do they do? What benefits do they bring?
- What are the problems associated with them?
- Do you think people who use soup runs depend on them? Where else do they get food for example: hostels, day centres, shops etc?
- Are there alternatives to soup runs for example: inside a church hall/community centre? Problems with this?
- What would happen if soup runs were to disappear? What is their future?

2. Wider context of homelessness/rough sleeping strategy and services

- What do you think about current policy towards rough sleeping and homeless services?
- What do you know about Westminster Council services for the homeless?
- Where does your organisation fit in?
- Where else do homeless/vulnerable people in Westminster look for help/support?
- What gaps are there in homelessness/rough sleeping services? Does this apply in Westminster? And more widely?

2. Soup run providers

1. Wider context of homelessness/rough sleeping strategy and services

- What do you think of Westminster Council services for the homeless?
- Where else do people look for help/support?
- What gaps are there in homelessness/rough sleeping services? Does this apply in Westminster? And more widely?

2. Role of soup runs

- What do you think of soup runs?
- Who uses soup runs? And why?
- What do they do? What benefits do they bring? What problems?
- Do you think people who use soup runs depend on them? Where else do they get food for example: hostels, day centres, shops etc?
- Are there alternatives to soup runs for example: inside a church hall/community centre? Problems with this?
- What would happen if soup runs were to disappear? What is their future?

Appendices

3. Soup run/Westminster service users

1. Soup run information – practicalities, benefits, problems etc

- What do you think of soup runs?
- Who uses soup runs?
- Which soup runs do you use? Are some more popular than others?
- Why do you use soup runs? What do they offer? What benefits do they bring?
- Is there ever **trouble** at soup runs? Arguments? Complaints from residents or local businesses? Do the police tend to get involved? What is their attitude?

2. Other forms of support

- What do you think of **Westminster Council services** for the homeless?
- Have you used them? Which ones? What do people say about them?
- Where else do you look for help/support? Which other services do you access?

3. Role of soup runs

- How much do people who use soup runs depend on them? Where else do they get food for example: hostels, day centres, shops etc?
- Is there any better alternative to soup runs for example: inside a church hall/community centre? Problems with this?
- What would happen if soup runs were to disappear?

4. Demographic information – if not already covered

- What is your housing status at the moment?
- How far have you travelled to come to this soup run?
- Do you work?

4. Soup run neighbours – local residents/businesses

1. Do soup runs affect you? If so, how?
2. What do you think should be done about them?
3. If you find them problematic, how do you think the problems they create should be dealt with?
4. How do you think the problems they are trying to solve should be dealt with? Alternatives to soup runs?

APPENDIX B: FULL QUESTIONNAIRES FOR ALL STAKEHOLDER INTERVIEWS

Month	Soup runs	Day Centres	Other meetings – key actors/service providers
May			Steering group meeting (14.05.08)
June			Soup Run Forum (03.06.08) Alastair Murray (27.06.08)
September			Janet Haddington, WCC (10.09.08) Soup Run Forum (11.09.08) Steering group meeting (16.09.08) Service User Forum (17.09.08)
October	The London Run (Strand/Temple 07.10.08) Simon Community Street Café (St Mary le Strand 13.10.08) Observation of Lincolns Inn Fields		
November	Observation of Lincolns Inn Fields		Pre-meeting with Sister Ellen, Ligia Teixeira and WCC (20.11.08) Westminster Building Based Services Managers Team (21.11.08) Steering Group meeting (21.11.08) Service User Forum (26.11.08) Andy Soloman-Osborne, Thames Reach (28.11.08)
December	Simon Community Street Café (St Mary le Strand 15.12.08) Observation of Lincolns Inn Fields		Becky Rice, Broadway (12.12.08) Soup Run Forum (15.12.08)
January	The London Run (Strand 05.01.09) Simon Community (Temple 15.01.09) Simon Community Street Café at St Mary le Strand (21.01.09) Sacred Heart (Victoria Howick Place 30.01.09) Core (Victoria, Howick Place 30.01.09) Anon Soup Run (Victoria, Howick Place 30.01.09) Observation of Lincolns Inn Fields	Passage (10.01.09) Passage (24.01.09)	BBS Outreach – CSTM (05.01.09) Distributing questionnaires to local businesses and residents (Victoria 06.01.09) BBS Outreach – CSTM (15.01.09) Danny Strickland, WLCHC (20.01.09) Service User Forum (21.01.09) Steering Group Meeting (26.01.09) Peter Cockersell and Alexia Murphy, St Mungos (27.01.09) Distributing questionnaires to local businesses (Strand 30.01.09)
February	Streetlytes (Victoria 21.02.09) Simon Community (Temple, Victoria 26.02.09) Observation of Lincolns Inn Fields	CSTM (07.02.09) CSTM (10.02.09) Passage (17.02.09) Passage (24.02.09)	Martin Goodwin, Homeless Link (03.02.09) José Espineira and Michelle Binfield, CLG (04.02.09) Inspector Martin Rees, Met Police Safer Streets Unit (06.02.09) Paul Perkin, Look Ahead (10.02.09) Steve Davies, King Georges Hostel (11.02.09) Westminster Area Forum (Victoria 11.02.09)

Appendices

Month	Soup runs	Day Centres	Other meetings – key actors/service providers
March	Simon Community Street Café (St Mary le Strand 16.03.09) London Run (Strand/Temple 16.03.09) Streetlytes (Victoria Howick Place, 21.03.09) Simon Community Tea Run (Temple/Victoria and other sites 22.03.09) Temple and Strand, and Victoria (23.03.09)	CSTM (10.03.09)	Hannah Hunter, St Mungos (02.03.09) CARG (03.03.09) Westminster CC Area Forum (West End 03.03.09) Crisis (Duncan and Ligia 06.03.09) ASLAN Entertainment Evening (07.03.09) Collette Gamble, Salvation Army (Rochester Row 09.03.09) Steering Group Meeting (16.03.09) BBS Outreach – Passage Streetlink (16.03.09) Mark McPherson, Look Ahead (18.03.09)
April	MRCT, Victoria (14.04.09) Coptic Church, Victoria (14.04.09) ASLAN Tea Run (25.04.09)		Soup Run Forum (06.04.09) Service User Forum (08.04.09)

APPENDIX C: SOUP RUN TIMETABLE FROM THE SOUP RUN FORUM (MAY 2009)

SOUP RUN TIMETABLE

last revised May 2009

MONDAY

Approx times	Kentish Town	Camden Town	Kings Cross	St Pancras Euston	St Mary's Islington	Hinde Street, W1	Marble Arch	Victoria/House of Fraser	Lincoln's Inn	The Strand	Temple	Waterloo
6.00am												
6.30				SC								
7.00										SC		
7.30									SC			
8.00								SC				
8.30							SC					
9.00							SC					
9.30												SC
12.30	HK											
13.00		HK										
13.30			HK									
17.00 - 19.00										SC		
19.30									HK, SB			
20.00											HK	
20.30									LS			
21.00										FHG/LS	LS	LS
21.30								MC				
22.00								CCC				

TUESDAY

Approx times	Kentish Town	Camden Town	Kings Cross	St Pancras Euston	St Mary's Islington	Hinde Street, W1	Marble Arch	Victoria/House of Fraser	Lincoln's Inn	The Strand	Temple	Waterloo
12.30	HK											
13.00		HK										
13.30			HK									
20.00									HR		?	
20.30									WM	H		
21.00								CC, MR		H		
21.30								SH, H				
22.00												

Appendices

SOUP RUN TIMETABLE

last revised May 2009

WEDNESDAY

Approx times	Kentish Town	Camden Town	Kings Cross	St Pancras Euston	St Mary's Islington	Hinde Street, W1	Marble Arch	Victoria/House of Fraser	Lincoln's Inn	The Strand	Temple	Waterloo
10.00										SC		
10.30										SC		
11.00										SC		
12.00										SC		
12.30	HK											
13.00		HK										
13.30			HK									
19.30									HK			
20.00				SC					SVC		LS, HK	
20.30						SC		DT?				
21.00									TC		SC	
21.30										HK		SC
22.00								SC/TC				

THURSDAY

Approx times	Kentish Town	Camden Town	Kings Cross	St Pancras Euston	St Mary's Islington	Hinde Street, W1	Marble Arch	Victoria/House of Fraser	Lincoln's Inn	The Strand	Temple	Waterloo
12.30	HK											
13.00		HK										
13.30			HK									
19.30									HK		HK	
20.00				SC				SF	SVC			
20.30						SC						
21.00										KT	SC	
21.30												SC
22.00								SC				

SOUP RUN TIMETABLE

last revised May 2009

FRIDAY

Approx times	Kentish Town	Camden Town	Kings Cross	St Pancras Euston	St Mary's Islington	Hinde Street, W1	Marble Arch	Victoria/House of Fraser	Lincoln's Inn	The Strand	Temple	Waterloo
12.30	HK											
13.00		HK										
13.30			HK									
19.3								Q				
20.00									SVP		FHSR	
20.30								LCI			FHSR	KT
21.00										KT		
21.30								SH		C		
22.00								C	W			

SATURDAY

Approx times	Kentish Town	Camden Town	Kings Cross	St Pancras Euston	St Mary's Islington	Hinde Street, W1	Marble Arch	Victoria/House of Fraser	Lincoln's Inn	The Strand	Temple	Waterloo
6.30										AS		
7.40												AS
PM												
12.30	HK											
13.00		HK										
13.30			HK									
14.00 - 16.00		SC	Street Café St Giles in the Fields/Denmark Street									
18.00											SJV	
19.30								SL				
20.00											LS	
20.30											IG	
21.00											VC	

Appendices

SOUP RUN TIMETABLE

last revised May 2009

SUNDAY

Approx times	Kentish Town	Camden Town	Kings Cross	St Pancras Euston	St Mary's Islington	Hinde Street, W1	Marble Arch	Victoria/House of Fraser	Lincoln's Inn	The Strand	Temple	Waterloo
6.00am				SC	SC							
6.30						SC				HB		
7.00										SC, HB		
7.30								SC		SC, HB		
8.00								SC				
8.30								SC				SC
9.00							SC					SC
PM												
2.30 - 4.30										HTB	SWLV	
20.00 -21.00									IC	7 D	GS + ?	
21.00-22.00								HCR				

KEY

Red Monthly or Bi-Monthly Soup Runs
 7 D 7th Day Adventists – different groups on different days
 A Agape (group from Kingston)
 AS ASLAN (All Souls Local Action Network) Every Saturday.
 B+J Beryl and Joyce
 C The Core
 CC Coptic Church. Every Tuesday evening.
 CCC Celestial Church of Christ every 1st and 3rd Monday
 DT De Paul Trust may operate a run every 2nd Wednesday?
 FHRS Friends of the Homeless Soup Run. Every Friday.
 FHG Food for the Homeless Group (St John's Wimbledon)
 GS Good Samaritan
 H Hampshire Run. Last Tuesday of the month. Clothes only.
 HB House of Bread. Hot breakfasts. Every Sunday.
 HK Hare Krishna Food for Life. Every Monday-Saturday
 HCR Harlow Chocolate Run
 HTB Holy Trinity Brompton Rd. First Sunday
 IC Imperial College Soup Run. Every Sunday.
 IG St. Ignatius Soup Run. Every Saturday.
 KT Kensington Temple
 LCI Lighthouse Chapel International

LS

runs.

MC Missionaries of Charity
 MR Michael Roberts Charitable Trust. 2nd Tuesday of the month
 Q Quaker Run (Winchmore Hill). 2nd Friday
 SB Sai Baba Run. Monday and Wednesday.
 SC Simon Community: Every Monday, Wednesday and Thursday.
 SF St Francis (Stratford) last Thursday of the month
 SH Sacred Heart Church. Every Tuesday and Friday.
 SJV Saint John Vianni
 SL Streetytes
 SVC Sachu Vaswani Centre
 SVP St Vincent de Paul
 SWLV South West London Vineyard. Every Sunday.
 TC St. Thomas of Canterbury, Woodford Green every other Wednesday
 VC Victory Church
 W Watford Group
 WM Wycombe and Marlow Churches
 other groups details unknown at present

List compiled by Alastair Murray at Housing Justice www.housingjustice.org.uk
 Email corrections to a.murray@housingjustice.org.uk

Notes

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City of Westminster



APPENDIX 5

Food Provision in Westminster

Timetable created by Soup Run Outreach worker, employed by the Passage
Includes food provision by commissioned day centres, but not hostels that provide food

Key:	Day Centre	Soup Run	Soup Kitchen
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	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	Connection at St Martin's 9am-1pm	Connection at St Martin's 9am-1pm	Connection at St Martin's 9am-12:30pm	Connection at St Martin's 9am-1pm	Connection at St Martin's 9am-1pm	Connection at St Martin's 9am-1pm	Connection at St Martin's 9am-1pm
	The Passage 8-11am	The Passage 8-11am	The Passage 8-11am	The Passage 8-11am	The Passage 8-11am	The Passage 9am-12pm	The Passage 9am-12pm
	Simon Community Tea Run 7am-9am (across Westminster)	West London Day Centre 8:45-11:30am	West London Day Centre 8:45-11:30am	West London Day Centre 8:45-11:30am	West London Day Centre 8:45-11:30am	ASLAN Tea Run 5:30-8am (across Central Westminster)	Simon Community Tea Run 7am-9am across Westminster
AM	West London Day Centre 8:45-11:30am					Lobby Lunch at Westbourne Grove Church (first Sat of the month except Jan & Aug)	
	The Passage 11:30am-2pm	The Passage 11:30am-2pm	The Passage 11:30am-2pm	The Passage 11:30am-2pm	The Passage 11:30am-2pm	St John Vianney 5:30-6pm (Embankment)	Love to the Nation's Ministries 4pm (2nd Sunday of the month - Charing Cross)
	Good Samaritan Network at King George's Hostel 7-8pm	Connection at St Martin's 4:30-7:30pm	Simon Community 8:30-10:30pm (across Westminster)	Connection at St Martin's 4:30-7:30pm	Simple Church 8-9pm (Victoria)	Agar Street sandwiches 7:30-8:30pm	Quaker Run 7pm (2nd Sunday of the month - Victoria)

Missionaries of Charity (Victoria) 10pm	Streets at King George's Hostel 6-9pm	Love to the Nation's Ministries 7pm Charing Cross	St James the Less 7-9:30pm (fortightly)	Street Souls 8pm (1st and 3rd Fri, Nov-March - Victoria)	Joseph Squad from Winner's Chapel (2nd & 4th Sat of month - Victoria)	Lion's Club of Fairlop 6pm (2nd & 4th Sundays, Charing Cross)
Farm St Church Soup Run 8 - 10:30pm (Oxford St)	The Sacred Heart 9pm (Victoria)	Agar Street sandwiches 7:30-8:30pm	St Anne's Anglican Church 6pm	The Sacred Heart 9pm (Victoria)		
Agar Street sandwiches 7:30-8:30pm	The Coptic Church 9pm (Victoria)	Jesus Army (2nd week of the month) 9pm at National Portrait Gallery	Steps of Faith 8:30-10pm (Victoria)	Agar Street sandwiches 7:30-8:30pm		
Food for the Homeless (Adelphi Theatre) 9pm	Agar Street sandwiches 7:30-8:30pm	D&G (not during winter - different locations across Central Westminster)	Plaitow Women's Group 9pm (Victoria)			
Jesus Army (2nd week of the month) 9pm at National Portrait Gallery	Jesus Army (2nd week of the month) 9pm at National Portrait Gallery	Wednesday Club @ Hyde Street Methodist Church 5-8pm	Simon Community 8:30-10:30pm (across Westminster)			
	Liss Homeless Run (last Tues of the month) 8pm Strand Palace Hotel		Agar Street sandwiches 7:30-8:30pm			
	London City Aid (2nd Tues of the month) 8:30-11pm (Victoria)					

PM

APPENDIX 6



PRIORITY 5

Soup Runs

Reduce number of soup runs entering Westminster particularly from other parts of London and beyond.

Seek to minimise the level of street hand outs in Westminster and promote targeted support from within existing buildings.

Why is this a priority?

- In July 2009 the London School of Economics (LSE) published an independent, objective study on soup runs in Westminster. The study confirmed that there is overprovision, that many soup run users are not rough sleepers, and recommended greater collaboration and coordination to reduce duplication and overprovision
- Excessive soup run activity can help to maintain a street lifestyle for people unwilling to come indoors. In some cases soup runs draw people out of accommodation and back into street culture.
- Anti Social Behaviour is a problem before, during and after soup runs, and turns public areas into no-go areas for many residents.

Our objectives

- Reduce the number of soup runs in

operation in Westminster, in particular the over provision in the Victoria, Temple Gardens and Strand areas.

- Rationalise, integrate and co-ordinate provision and tie-in volunteers with existing frameworks of support for rough sleepers.
- To work with Crisis, Housing Justice, the Greater London Authority and Communities and Local Government (CLG) to develop and implement an Action Plan based on the LSE recommendations.
- Where appropriate, use preventative and enforcement measures to deal with anti-social behaviour during soup run visits.
- To treat individuals with dignity and respect which is not achieved by standing on street corners to receive a food handout.

Activity to date

For many years the council has been in discussion with soup run providers aimed at reducing over provision and coordinating the provision of services for rough sleepers.

Work has included:

- A commissioned study 'Soup Runs in Central London' undertaken by the London School of Economics and published in 2009. This research was funded by the CLG and jointly commissioned by the City Council and Crisis to provide an independent and objective perspective on soup run provision in the City of Westminster. An Action Plan has been produced to take forward the recommendations of the researchers.
- Pioneering work by King George's Hostel and other organisations to bring a soup run providers and users indoors.
- A Group Dispersal Zone (GDZ), that includes the Cathedral Piazza and surrounding environs, has been employed by the police

to deal with groups of two or more people involved in anti social behaviour including, littering, urination, intimidation of the passing public, street drinking and noise by those arriving to use the soup runs.

- Legal powers have been explored and are constantly under review for targeted areas - in particular the Cathedral Piazza and surrounding environs. The employment of enforcement actions remain under constant review including the use of ASBO's, Acceptable Behaviour Agreements, byelaws, Group Dispersal Zones and other legislation.
- We will continue to highlight the ludicrous situation whereby some soup run providers travel into Westminster to distribute free food whilst at the same time some individuals also travel into Westminster from the communities in which the soup run providers are based to receive the food and then return.

Key targets and actions

Years 1, 2 and 3:

- Take forward and implement the Joint Action Plan which includes reducing over provision in the Strand and Victoria area and promote alternatives.
- Maintain a dialogue with the Soup Run Forum group by presenting and debating alternative forms of productively engaging and assisting the street homeless other than through the provision of free food.
- To promote alternative volunteering options that will utilise the good will of soup run volunteers to better meet the needs of service users.
- Increase knowledge of the anti social aspects of soup run activity that blight residential areas. Including litter, noise, street drinking and urination.

APPENDIX 7

GDZ & Sec Offs - Dispersion/Operations
 Report of Police 1202150

Date	time	Disorderly	Location	First Name	Last Name	GDZ / S27 area / SOHO	Duration	ORB&ER(Edgware Road)/WESTMINSTER (please note which GDZ is being used not what team the officer works on)
12/08/2008	1300	anti social	Wilton Rd. SW1			s27	12hrs	
02.09.08	1510		Piazza SW1			s.27	48hrs	
02.09.08	1640	ASB	Piazza SW1			s.27	24hrs	
02.09.08	1640	ASB	Piazza SW1			s.27	24hrs	
02.09.08	1640	ASB	Piazza SW1			s.27	24hrs	
09/10/2008	2320	Anti social behaviour, drunk and	Victoria St			S27	24	
15/10/2008	1010	dis possession	victoria st sw1			sec27	12hrs	
15/10/2008	1455	of alcohol	Piazza/victoria st, sw1			sec27	12hrs	
2.JAN.2009	1600	DRUNK	victoria st sw1			S27	24HRS	WESTMINSTER
2.JAN.2009	1600	DRUNK	VICTORIA ST, SW1			S27	24HRS	WESTMINSTER
06/01/2009	1505	asb-drinking	bressenden place			s27	24hrs	WESTMINSTER
06/01/2009	1505	asb-drinking	victoria st/bressenden place			s27	24hrs	WESTMINSTER
06/01/2009	0:00	asb-drinking	victoria st/bressenden place			s27	24hrs	WESTMINSTER
25/01/2009	835	asb drinking	victoria st sw1			s27	24hrs	WESTMINSTER
25/01/2009	835	asb drinking	victoria st sw1			s27	24hrs	WESTMINSTER
25/01/2009	835	asb drinking	victoria st sw1			S27	24hrs	WESTMINSTER
25/01/2009	835	asb drinking	victoria st sw1			S27	24hrs	WESTMINSTER
29-Mar-2009	1624hrs	Street Drinking	Victoria St. SW1			sec27	12hrs	westminster
15-Apr-2009	1000	Street Drinking	Piazza Victoria St			GDZ	24hrs	WESTMINSTER
27-May-2009	1755	Street drinking	WILCOX PLACE, SW1			SEC 27	24HRS	WESTMINSTER
28-May-2009	00:30	Street drinking	WILCOX PLACE, SW1			SEC27	24HRS	WESTMINSTER
4-Jun-2009	2000	drinking street	PIAZZA SW1			S.27	12hrs	WESTMINSTER
4-Jun-2009	2300	drinking Drunk in	PIAZZA SW1			s.27	24hrs	WESTMINSTER
13-Jul-2009	14:00	street drinking in	PIAZZA SW1			S27	24 hrs	AD SNT
7-Aug-2009	1525hrs	street drinking in	Victoria piazza			S27	48hrs	Westminster
7-Aug-2009	1525hrs	street drinking in	Victoria piazza			s27	48hrs	Westminster
18-Sep-2009	16:10	drinking street	PIAZZA, SW1			S27	48hrs	Westminster
18-Sep-2009	21:09	drinking street	PIAZZA, SW1			S27	24Hrs	Westminster
18-Sep-2009	22:00	drinking street	PIAZZA, SW1			S27	24Hrs	Westminster
18-Sep-2009	22:00	drinking street	PIAZZA, SW1			S27	24Hrs	Westminster
18-Sep-2009	22:00	drinking street	PIAZZA, SW1			S27	24Hrs	Westminster
18-Sep-2009	22:00	drinking street	PIAZZA, SW1			S27	24Hrs	Westminster
25-Sep-2009	16:15	asb	the piazza sw1			s27	48hrs	westminster
25-Sep-2009	16:15	asb	the piazza sw1			s27	48hrs	westminster
25-Sep-2009	16:15	asb	the piazza sw1			s27	48hrs	westminster
25-Sep-2009	2300	Street Drinking	PIAZZA, SW1			S27	48hrs	Westminster
25-Sep-2009	2300	Street Drinking	PIAZZA, SW1			S27	48hrs	Westminster
2-Oct-2009	1640hrs	drinking Street	the piazza sw1			S27	48	Westminster
2-Oct-2009	164hrs	drinking Street	the piazza sw1			S27	48	Westminster
18-Oct-2009	18:30	Drunk & anti social behaviour	o/s McDonalds in Victoria st.			S27	24	ORB
18-Oct-2009	18:30	Drunk & anti social behaviour	o/s McDonalds in Victoria st.			S27	24	ORB
18-Oct-2009	18:30	Drunk & anti social behaviour	o/s McDonalds in Victoria st.			S27	24	ORB
6-Nov-2009	14:25	drink fuelled asb	PIAZZA, SW1			sec27	48	westminster
22-Nov-2009	09:50	Antisocial Behaviour	the piazza sw1			s27	12hrs	westminster
1-Dec-2009	15:55	Drinking disorderly ASB & possession	Victoria Street			S27	48hours	Westminster
7-Dec-2009	15:40	of Alcohol anti-social	PIAZZA, SW1			S27	24HRS	CW
16-Dec-2009	08:30	behaviour anti-social	the piazza sw1			GDZ	24hrs	Westminster
16-Dec-2009	08:30	behaviour anti-social	the piazza sw1			GDZ	24hrs	Westminster
16-Dec-2009	1320	Anti social behaviour	PIAZZA, SW1			GDZ	24hrs	Westminster
21-Dec-2009	08:15	anti-social behaviour	the piazza sw1			GDZ	24hrs	Westminster
21-Dec-2009	08:15	anti-social behaviour	the piazza sw1			GDZ	24hrs	Westminster
21-Dec-2009	08:15	anti-social behaviour	the piazza sw1			GDZ	24hrs	Westminster
21-Dec-2009	08:15	anti-social behaviour	the piazza sw1			GDZ	24hrs	Westminster

Date	Time	Offence	Location	Offender	Police Station	Hours	Notes
2-Jan-2010	1110	Alcohol anti-social Behaviour	The Piazza SW1	[REDACTED]	S27	48	Westminster
02-Jan-2010	1350	ASB	The Plaza SW1	[REDACTED]	S30	24	Westminster
02-Jan-2010	1350	ASB	The Plaza SW1	[REDACTED]	S30	24	Westminster
4-Jan-2010	830	Anti social behaviour	Victoria Street	[REDACTED]	GDZ	24	Westminster
4-Jan-2010	1345	Anti social behaviour	Victoria Street	[REDACTED]	GDZ	24	Westminster
4-Jan-2010	1345	Anti social behaviour	Victoria Street	[REDACTED]	GDZ	24	Westminster
9-Jan-2010	1300	Anti-Social Behaviour	Victoria Plaza	[REDACTED]	GDZ	24	CW
9-Jan-2010	1330	anti-social Behaviour	Victoria Plaza	[REDACTED]	GDZ	24	CW
6-Feb-2010	20:15	Anti-Social Behaviour	PIAZZA, SW1	[REDACTED]	gdz	24	snt
26-02-2010	1115	unacceptable behaviour language	plazza victoria st,sw1	[REDACTED]	sec30	24	westminster
6-Mar-2010	1735	Drinking disorderly behaviour	The Piazza SW1	[REDACTED]	s27	24hrs	Westminster
6-Mar-2010	1750	Disorderly behaviour	The Piazza SW1	[REDACTED]	gdz	24hrs	westminster
6-Mar-2010	1750	Disorderly behaviour	The Piazza SW1	[REDACTED]	GDZ	24HRS	WESTMINSTER
17-Mar-2010	1439	drinking in public place	victoria street piazza sw1	[REDACTED]	GDZ	24hrs	westminster
20-Mar-2010	14:40hrs	ASB	Piazza SW1	[REDACTED]	GDZ	24	Westminster
20-Mar-2010	14:40hrs	ASB	Piazza SW1	[REDACTED]	GDZ	24	Westminster
20-Mar-2010	14:40hrs	ASB	Piazza SW1	[REDACTED]	GDZ	24	Westminster
21-Mar-2010	11:10	possession of alcohol	victoria street piazza sw1	[REDACTED]	GDZ	24Hrs	Westminster
31-Mar-2010	16:30	ASB	Victoria St SW1: Piazza	[REDACTED]	gdz	24hrs	Westminster
3-Apr-2010	15:30	disorder	piazza sw1	[REDACTED]	gdz	24hrs	westminster
3-Apr-2010	15:30	disorder	piazza sw1	[REDACTED]	gdz	24hrs	westminster
8-Apr-2010	1330	Antisocial behaviour	PIAZZA, SW1	[REDACTED]	s27	24hrs	WESTMINSTER
8-Apr-2010	1500	Antisocial behaviour	PIAZZA, SW1	[REDACTED]	s27	24hrs	Westminster
9-Apr-2010	1815	Antisocial behaviour	PIAZZA, SW1	[REDACTED]	GDZ	24hrs	Westminster
9-Apr-2010	1815	Antisocial behaviour	PIAZZA, SW1	[REDACTED]	GDZ	24hrs	Westminster
12-Apr-2010	1640	Obstructing pedestrians	Piazza, Victoria st.	[REDACTED]	GDZ	24hrs	Westminster
12-Apr-2010	1640	Obstructing pedestrians	Piazza, Victoria st.	[REDACTED]	GDZ	24hrs	Westminster
28-Apr-2010	08:10	drinking	victoria street, sw1	[REDACTED]	s27	24hrs	westminster
28-Apr-2010	08:20	drinking	victoria street, sw1	[REDACTED]	s27	24hrs	westminster
	1430	drinking/anti social behaviour	victoria street, sw1	[REDACTED]	s27	24hrs	Westminster
	1430	drinking/anti social behaviour	victoria street, sw1	[REDACTED]	s27	24 hrs	CW
	1430	drinking/anti social behaviour	victoria Street, sw1	[REDACTED]	s27	24 hrs	CW
	1530	drinking/anti social behaviour	victoria street, sw1	[REDACTED]	s27	24 hrs	CW
1-May-2010	1345	drinking/anti social behaviour	Piazza, Victoria st.	[REDACTED]	GDZ	24 hrs	CW
1-May-2010	1405	drinking/anti social behaviour	Piazza, Victoria st.	[REDACTED]	S 27	48 hrs	CW
1-May-2010	1405	drinking/anti social behaviour	Piazza, Victoria st.	[REDACTED]	S 27	48 hrs	CW
01.may 2010	2005	ASB	Piazza,Victoria St,SW1	[REDACTED]	GDZ	24hours	CW
5-May-2010	1545	ASB	Piazza,SW1	[REDACTED]	GDZ	24	CW
5-May-2010	1545	ASB	Piazza,SW1	[REDACTED]	GDZ	24	CW
5-May-2010	1545	ASB	Piazza,SW1	[REDACTED]	GDZ	24	CW
5-May-2010	1545	ASB	Piazza,SW1	[REDACTED]	GDZ	24	CW
5-May-2010	20:00	asb	victoria piazza sw1	[REDACTED]	gdz	24	cw
5-May-2010	20:00	asb	victoria piazza sw1	[REDACTED]	gdz	24	cw
5-May-2010	20:00	asb	victoria piazza sw1	[REDACTED]	gdz	24	cw
6-May-2010	10:15	ASB	victoria piazza sw1	[REDACTED]	GDZ	24hrs	Cw
6-May-2010	10:15	ASB	victoria piazza sw1	[REDACTED]	GDZ	24hrs	CW
7-May-2010	1445	ASB	victoria piazza sw1	[REDACTED]	GDZ	24	
7-May-2010	1540	Asb	victoria piazza sw1	[REDACTED]	GDZ	24	
7-May-2010	1530	Asb	victoria piazza sw1	[REDACTED]	GDZ	24	
11-May-2010	1430	disorderly conduct drinking	plazza victoria street sw1	[REDACTED]	gdz	24hrs	CW
11-May-2010	1430	disorderly conduct drinking	PIAZZA VICTORIA ST,SW1	[REDACTED]	GDZ	24HRS	CW
11 MAY 2010	1500	DRINKING STREET	PIAZZA VICTORIA ST,SW1	[REDACTED]	GDZ	24HRS	CW
11-May-2010	1500	DRINKING STREET	PIAZZA VICTORIA ST,SW1	[REDACTED]	GDZ	24HRS	CW
13-May-2010	710	disorderly conduct drinking	WILCOX PLACE, SW1	[REDACTED]	GDZ	24 Hours	CW
13-May-2010	710	disorderly conduct drinking	WILCOX PLACE, SW1	[REDACTED]	GDZ	24 Hours	CW
14-May-2010	1330	Drinking Street	Victoria street	[REDACTED]	GDZ	24HRS	
14-May-2010	1330	Drinking Street	Victoria street	[REDACTED]	GDZ	24HRS	
15-May-2010	08:50	asb	The Piazza SW1	[REDACTED]	s27	24hrs	
15-May-2010	14:45	Drinking	The Piazza SW1	[REDACTED]	S27	24hrs	Westminster
16-May-2010	15:00	ASB	PIAZZA	[REDACTED]	GDZ	24HRS	WESTMINSTER
20-May-2010	1146	ASB	Piazza,Victoria st,sw1	[REDACTED]	gdz	24hrs	westminster
20-May-2010	1149	ASB	Piazza, Victoria st.	[REDACTED]	gdz	24hrs	westminster
29-May-2010	09:45	ASB	Piazza SW1	[REDACTED]	GDZ	24hrs	
29-May-2010	09:45	ASB	Piazza SW1	[REDACTED]	GDZ	24hrs	

2-Jun-2010	11:07	ASB	victoria street piazza sw1	[REDACTED]	GDZ	24hrs	
2-Jun-2010	11:07	ASB	victoria street piazza sw1	[REDACTED]	GDZ	24hrs	
16-Jul-2010	1930	ASB	street	WILCOX PLACW.W1	S.27	12HRS	WESTMINSTER
23-Jul-2010	1230	drinking	Sreet	victoria street.sw1	S27	12HRS	HOMELESS UNIT
23-Jul-2010	1230	Drinking	victoria street.sw1	[REDACTED]	S27	12HRS	HOMELESS UNIT
18-Aug-2010	15:00	ASB	Victoria St.SW1	[REDACTED]	GDZ	24hrs	Westminster
10-Sep-2010	1830	consuming alcohol	Piazza, Victoria st.	[REDACTED]	s27	24hrs	

APPENDIX 8

WITNESS STATEMENT

CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Statement of **Tim Casey** URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Officer 184258**

This statement (consisting of: **2**..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: Date: **7/12/2010**

Tick if witness evidence is visually recorded (supply witness details on rear)

I am a serving Police Sergeant with the Metropolitan Police Service. I have been based in Westminster for the past nineteen years. I am currently 18 months into my second posting on the Safer Streets Homeless Unit based at Charing Cross Police Station.

The work of the Unit is centred on the policing of the homeless community and a wider group of individuals that includes those who may be in temporary or unstable accommodation. This wider group may be referred too as the 'street population'.

Individuals from the 'street population' have access to many services provided by Westminster City Council and other voluntary agencies. These include day centres, such as Connections at St Martins and drop in / advice centres such as that provided by The Jesus Army in Margaret Street. Individuals are encouraged to access these services because, as well as providing food and drink, there may be opportunities to access a range of other services.

In Westminster, there is also the unofficial provision of food and drink by various organisations to the street population and others. This is commonly known as 'soup runs'. Soup runs operate by providing food and drink to individuals on the street. However, their activity can often be detrimental to both the street population and to all those who live, work and visit Westminster. There is clearly an overprovision of soup runs and many of the users are not homeless or from the street population. The bigger soup runs, such as those that go to Howick Place or The Strand, can attract as many as 80 people, many of whom are from socially excluded groups and whose behaviour can be anti social, threatening, lead to the increased fear of crime and disorder and generally have an adverse effect on the quality of life experience by the public. The activity inevitably results in large amounts of

Signature: Signature witnessed by:

Continuation of Statement of **Tim Casey**.....

litter being left in the street.

There have recently been incidents of violence associated with groups gathered at soup runs. In July 2010 there were reported incidents of fights between opposing groups. It was alleged that individuals were carrying knives and threatening other soup run users. As a result police had to organise Operation Gort where high visibility patrols were undertaken in the immediate vicinity of Howick Place soup run.

Some of those frequenting the soup runs are alcohol users from the street population known as 'street drinkers'. Their behaviour, when drunk, can be aggressive, intimidating and generally lead to anti social behaviour and the increased fear of crime and disorder experienced by the public.

The majority of soup run providers will not be trained in dealing with these volatile individuals and are thus are exposed to risks that they may present.

In my opinion, in general, soup runs result in an increase in anti social behaviour, increased crime and disorder, risks for the soup run providers and those attending, and unnecessary demands placed on police and street management teams. They do little to help those in need and can encourage and maintain a street lifestyle and discourage people from accessing accommodation and other service.

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Signature: Signature witnessed by:

Witness contact details

Home address:

Postcode:

Home telephone number Work telephone number **0207 321 7560**.....

Mobile/pager number Email address: **tim.casey@met.police.uk**.....

Preferred means of contact: **Charing Cross Police Station**.....

Male / ~~Female~~ (delete as applicable) Date and place of birth:

Former name: Ethnicity Code (16+1): Religion/belief:

Dates of witness non-availability

Witness care

- a) Is the witness willing and likely to attend court? **Yes**. If 'No', include reason(s) on MG6.
- b) What can be done to ensure attendance?
- c) Does the witness require a Special Measures Assessment as a vulnerable or intimidated witness? **No**. If 'Yes' submit MG2 with file.
- d) Does the witness have any specific care needs? **No**. If 'Yes' what are they? (Disability, healthcare, childcare, transport, , language difficulties, visually impaired, restricted mobility or other concerns?)

Witness Consent (for witness completion)

- a) The criminal justice process and Victim Personal Statement scheme (victims only) has been explained to me Yes No
- b) I have been given the Victim Personal Statement leaflet Yes No
- c) I have been given the leaflet 'Giving a witness statement to police — what happens next?' Yes No
- d) I consent to police having access to my medical record(s) in relation to this matter: (obtained in accordance with local practice) Yes No N/A
- e) I consent to my medical record in relation to this matter being disclosed to the defence: Yes No N/A
- f) I consent to the statement being disclosed for the purposes of civil proceedings e.g. child care proceedings, CICA Yes No
- g) The information recorded above will be disclosed to the Witness Service so they can offer help and support, unless you ask them not to. Tick this box to decline their services:

Signature of witness: Print name:

Signature of parent/guardian/appropriate adult: Print name:

Address and telephone number if different from above:

Statement taken by (print name): **PS 4093CW 184258 Tim Casey** Station: **CX**.....

Time and place statement taken:

Reeves, Alastair

From: Beki Winter [Beki.Winter@cstm.org.uk]
Sent: 11 February 2011 10:19
To: Reeves, Alastair
Subject: Soup Runs

Dear Alastair,

When coming across the majority soup runs in my area I find that the percentage of actual rough sleepers using them is very small. I do not know who the others are but I suspect the majority are economic migrants or those in hostels. My rough sleepers have reported back that the behaviour at soup runs (especially large ones such as on the Strand) often leads to antisocial behaviour and a lot of mess being left behind. This gives rough sleepers a bad reputation and leads to complaints from the community. Many rough sleepers have even stated that they won't use soup runs for fear of crime or bullying.

Soup runs in my experience act as both a magnet and a safety net for homeless individuals and those on low or no income. Having permanently housed a lot of long term rough sleepers they all reflect on their time on the street as being made easier because of the soup runs and they describe the ease and rapidity at which individuals new to the streets become part of a community that is less easy to step away from and more likely to introduce them to negative related behaviour such as substance misuse or crime.

There is a route out of homelessness for all the individuals my team works with but in many cases rough sleepers find it easier to stay on the streets, eat for free and avoid the expectations involved in living within our society; the biggest problem with this is that the longer they avoid taking the steps towards moving off the streets, the harder it becomes for them. By giving out free food the soup runs become the catalyst for rough sleeping become a way of life rather than temporary situation.

For the majority of people coming into Westminster, my team works hard to encourage the individual to return to their home area as this is where the most appropriate level of support is available to them and it is where they are entitled to services. For a lot of rough sleepers, the draws of Westminster (a large community of fellow rough sleepers, great begging opportunities and lots of free food) are too enticing to ignore and despite our best efforts and a strong coordinated multi agency (including the Metropolitan Police) approach, an individual determined to stick around eventually becomes entitled to services in Westminster. Soup runs obviously play a significant part in this.

Fundamentally I find the basic concept of the soup runs entirely flawed; homeless people are not in need of food. They may be in need of work, housing, support or advice but not food and giving out food in this way is unsightly and undignified.

Kind regards,

Beki Winter
S Team Manager
mobile: 07748 646 649
Tel: 020 7766 5521

 **The Connection**
at St Martin-in-the-Fields

helping homeless people
seven days a week

12 Adelaide Street, London, WC2N 4HW

telephone 020 7766 5544 fax 020 7930 9194

web
www.connection-at-stmartins.org.uk



[Facebook](#)



[Twitter](#)



WEST LONDON MISSION
HOMELESS CRIMINAL JUSTICE TEAM
134 Seymour Place, London W1H 1NT
Tel 0207 569 5910/1 Fax 0207 569 5919

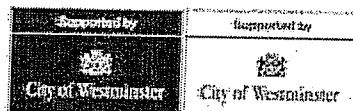
Re Soup Run Provision

HARRT is a specialist Team providing a service in Westminster for High Risk Offenders that have exhausted all Social Care avenues within Westminster.

As Manager of the HARRT Team I am aware that a number of our Clients use the Soup run provision. I am concerned that there is no risk assessment undertaken by the Organisations that provide this service in respect to engagement with our Client Group. It is often under these circumstances that our Clients are enabled to re-offend as there is no monitoring of behaviour or acknowledgement of the risk posed to other vulnerable individuals.

For those Clients that we have managed to house we believe that access to the soup run provision is not beneficial to their long term support plan and often hinders attempts at budget management; and in many cases enables the individual to spend more money on alcohol/drugs which in turn has consequences in behaviour and increases greater risk to the public.

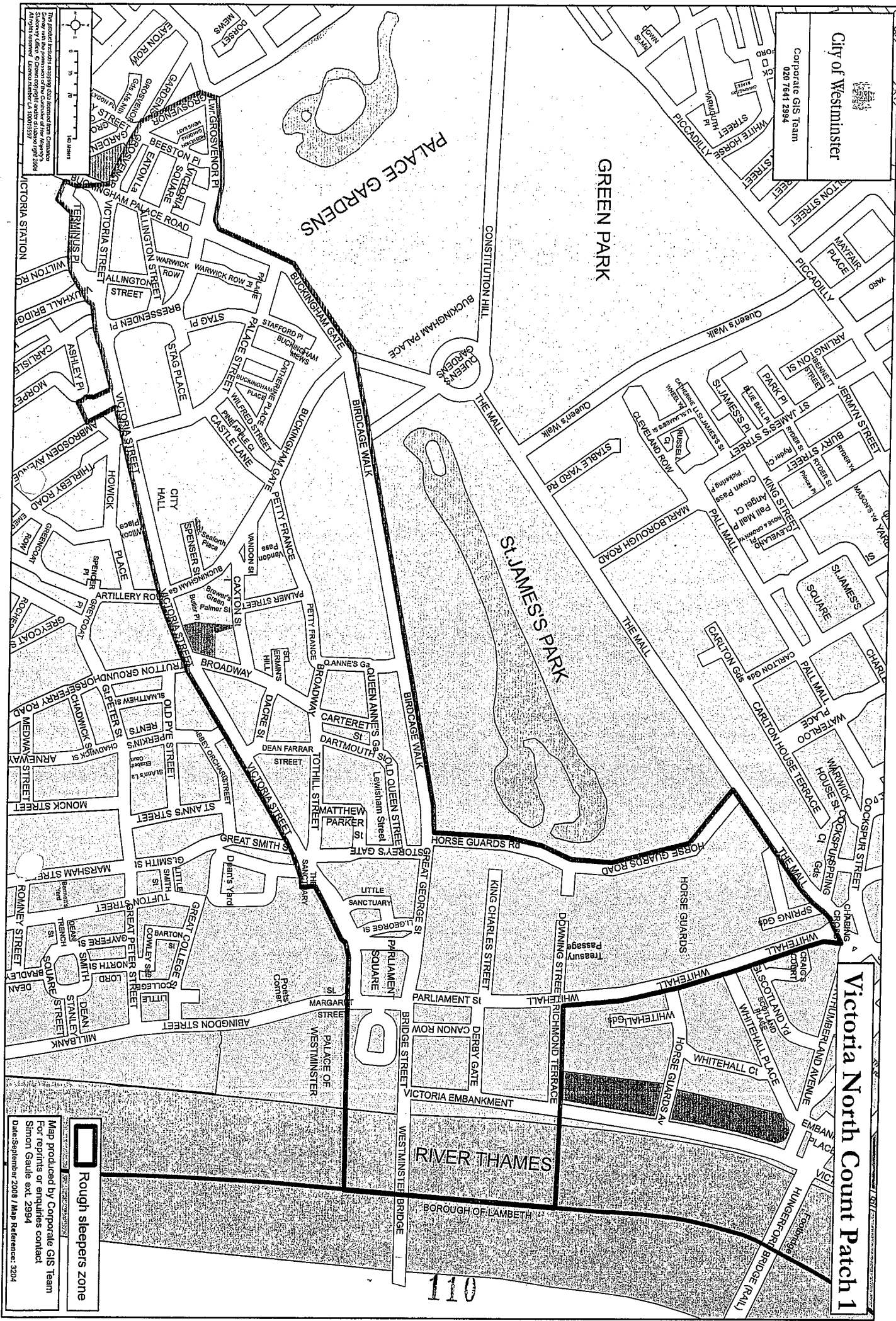
Helen Duncan
HARRT Manager
February 2011



APPENDIX 9

City of Westminster
Corporate GIS Team
020 7641 2994

Victoria North Count Patch 1

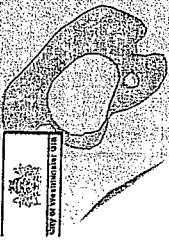
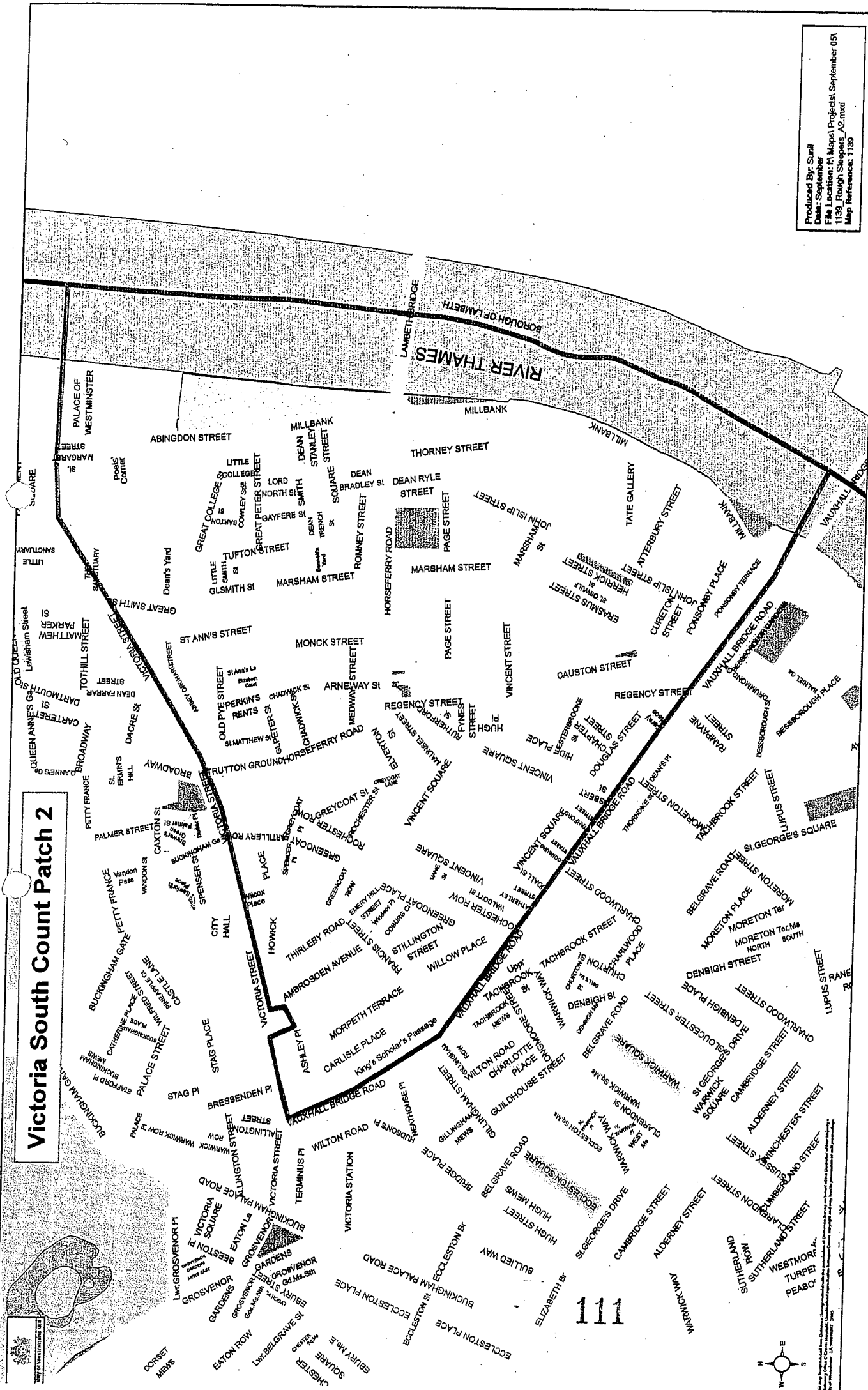


The product includes mapping data received from Ordnance Survey with the permission of the Controller of Her Majesty's Stationery Office. Licence number LA 10001597 dated 17th April 2008

Rough sleepers zone

Map produced by Corporate GIS Team
For reprints or enquiries contact
Simon Gault ext. 2994
Date: September 2008 / Map Reference: 3204

Victoria South Count Patch 2

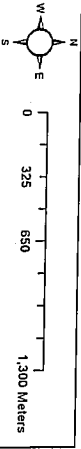


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Rough Sleeping Areas

- Central
- South
- West



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APPENDIX 10

WITNESS STATEMENT

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; MC Rules 1981, r.70)

Statement of Mark Chalmers URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: Neighbourhood Crime Reduction Officer.....

This statement (consisting of: pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: Date:

Tick if witness evidence is visually recorded (supply witness details on rear)

I am employed by Westminster City Council as a Neighbourhood Crime Reduction Officer working as part of Street Management based at: City Hall, 64 Victoria Street, London SW1E 6QP. I make this statement from my own personal knowledge and the contents are true and if they are not within my own personal knowledge are true to the best of my knowledge information and belief.

My role involves liaising with the police and other local partners in order to take a problem solving approach to reducing crime and disorder in part of Westminster. As part of this, my role involves collating information and intelligence provided by frontline officers and members of the public.

Between July and December 2009 City Guardians were specifically deployed to the Westminster Cathedral Piazza and its surroundings in response to complaints from residents and businesses about rough sleeping and anti-social behaviour in the area. This formed part of a larger partnership problem solving process.

During this time, City Guardians raised 37 intelligence reports relating to rough sleeping and anti-social behaviour in the vicinity of Westminster Cathedral Piazza. Twenty-two of these specifically detailed acts of anti-social behaviour that were either witnessed by or reported to City Guardians. Eight reported rough sleeping or evidence thereof. The behaviours detailed in these reports included, but were not limited to: street drinking, dog nuisance, drug-related anti-social behaviour, littering, alcohol-related anti-social behaviour and aggressive behaviour directed towards officers or other members of the public.

Signature: Signature witnessed by:

Continuation of Statement of

The majority of the specific individuals mentioned in these reports were known to be sleeping rough in the Victoria area of Westminster at the time.

Three examples of specific incidents are detailed below.

On 30/07/2009 City Guardians approached a male rough sleeper on the Piazza. They said good morning and asked if he was sleeping rough. He became aggressive towards a female officer who was clearly intimidated. City Guardians were then told to 'Fuck off away and leave him alone'.

On 26/08/2009 a City Guardian and a Police Community Support Officer approached a female asleep by McDonalds, Victoria Street. When they tried to wake her she became abusive. She appeared to be under the influence of drugs and was frothing at the mouth and unsteady on her feet.

On 18/12/2009 City Guardians visited the Cathedral Piazza where they found a large group of individuals including one bedded down. Officers engaged with the group most of which were polite and compliant. One female was being very aggressive towards other rough sleepers in the area and the police were called to assist. The female then tried to incite a group of about eight school children who were passing through the Piazza. City Guardians were able to have a word with her and diffuse the situation. She was also told to mind her language towards the public and City Guardians.

I have worked as a Neighbourhood Crime Reduction Officer covering the Safer Neighbourhood area of Vincent Square since late April 2009. During that time I have had considerable correspondence with residents and businesses in the Victoria area, either via e-mail or through phonecalls or meetings. I also attend the Vincent Square and St James's South Safer Neighbourhood ward panel. This is a panel of residents who discuss local crime and disorder problems and set the local priorities for the police Safer Neighbourhood Team. In this time, problems of anti-social behaviour linked to rough sleepers and the homeless community have been raised on a very regular basis. The Westminster Cathedral Piazza has been the focus of much of the activity and anti-social behaviour. As such, it has had considerable police, Council and other agency resources focused on it. Residents and businesses have reported to me that the large gatherings for the soup runs are intimidating and that they take alternative routes home to avoid certain areas.

Signature:

Signature witnessed by:

Continuation of Statement of

I have specifically received 24 e-mails that detail incidents of anti-social behaviour, a further 3 specifying complaints regarding rough sleeping solely and one detailing problems associated with anti-social behaviour linked to the soup runs that operate in the area. These e-mails outline a range of behaviours including, but not limited to: street drinking; alcohol-related anti-social behaviour; verbally abusive behaviour; noise nuisance; litter and drug paraphernalia. Throughout the latter part of 2009 and early 2010 there were specific problems of groups gathering under the colonnades on the eastern side of the Piazza. At times these groups were engaging in the anti-social behaviours outlined above. Membership of these groups regularly included individuals known to be sleeping rough in the Victoria area.

Specific examples of correspondence are included below.

On 19 June 2009 Street Management staff received an e-mail from a business owner in the Victoria area which made the following report. "Yesterday even one of my suppliers told me she felt intimidated and didn't really want to come into the shop. There was a long line of a dozen or so men and their various bags etc all along McDonalds and up to our door. Our takings reflect this. Tonight again we are surrounded. This is very unpleasant for the staff who have to go out of the front door and through this group."

On 8 September 2009 I was sent a copy of an e-mail, by PC Tim Ellis, received from someone who worked in the area around Westminster Cathedral. "We have had for most of the day a shifting group of 5-6 sitting outside, drinking surreptitiously." The e-mail went on to report that a customer had told the group that they were being a nuisance and asked them to move on. One of the group then became very verbally abusive and pursued the customer onto Ambrosden Avenue. "He was physically restrained by several of his drinking companions from actually assaulting the customer."

On 9 September 2009 I received an e-mail from an individual who works in the Victoria area. The e-mail included the following. "The general environment outside the shop during the day has become very intimidating - it can be difficult for our staff to step outside for a breath of fresh air, or a cigarette, without being repeatedly bothered by vagrants (asking for money, cigarettes, or just generally complaining). Several of our customers and suppliers, as well as friends and family of staff members,

Signature: Signature witnessed by:

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Continuation of Statement of

have also recently remarked on how threatening the area around the Bookshop has become. This is a particular concern to us in respect of our Saturday staff, which consists of two young women.

We do not want to be alarmist but, taken in the context of the incident yesterday afternoon, and the recent significant increase in the number and loudness of the people sitting outside our premises, and in the amount of drinking they seem to be doing, we are all of us here very concerned about the likely impact of this behaviour on our business, and on the safety and morale of our staff.”

On 28 September 2009 I received an e-mail from a member of the public reporting that he had just seen “approximately 7 white males and one female openly drinking cans of Stella in an encampment alongside the CTS bookshop”.

Signature: Signature witnessed by:

RESTRICTED - FOR POLICE AND PROSECUTION ONLY
(when completed)

Home address:

..... Postcode:

Home telephone number Work telephone number

Mobile/pager number Email address:

Preferred means of contact:

Male / Female (delete as applicable) Date and place of birth:

Former name: Height: Ethnicity Code:

Dates of witness non-availability

Witness care

- a) Is the witness willing and likely to attend court? Yes / No. If 'No', include reason(s) on MG6. What can be done to ensure attendance?
- b) Does the witness require 'special measures' as a vulnerable or intimidated witness? Yes / No. If 'Yes' submit MG2 with file.
- c) Does the witness have any specific care needs? Yes / No. If 'Yes' what are they? (Healthcare, childcare, transport, disability, language difficulties, visually impaired, restricted mobility or other concerns?)

Witness Consent (for witness completion)

- a) The criminal justice process and Victim Personal Statement scheme (victims only) has been explained to me Yes No
- b) I have been given the leaflet 'Giving a witness statement to police — what happens next?' Yes No
- c) I consent to police having access to my medical records in relation to this matter: Yes No N/A
- d) I consent to my medical record in relation to this matter being disclosed to the defence: Yes No N/A
- e) I consent to the statement being disclosed for the purposes of civil proceedings e.g. child care proceedings (if applicable) Yes No N/A
- f) The information recorded above will be disclosed to the Witness Service so they can offer help and support, unless you ask them not to. Tick this box to decline their services:

Signature of witness:

Statement taken by (print name):

Station:

Time and place statement taken:

Signature of witness:

WITNESS STATEMENT

CJ Act 1967. s.9: MC Act 1980. ss.5A(3)(a) and 5B: Criminal Procedure Rules 2005, Rule 27.1

Statement of **Martin REES** URN:

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Officer 175566**

This statement (consisting of: 1..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: Date: **9th February 2011**

Tick if witness evidence is visually recorded (supply witness details on rear)

I am a Police Inspector, currently posted to the Safer Streets Homeless Unit, at Charing Cross Police Station, Agar Street, WC2N 4JP. Part of my role, includes dealing with the crime and anti-social behaviour, committed by rough sleepers, within the borough of Westminster. Throughout my posting to the Safer Streets Homeless Unit, I have been aware of anti social behaviour committed by some rough sleepers, including at soup runs. Due to the large number of rough sleepers and soup run providers in Westminster, this anti social behaviour can occur at a large number of locations within the borough of Westminster, and is particularly problematic in the environs of the Cathedral Piazza. The use of S.4 Vagrancy Act 1824, has been considered in an attempt to combat the anti social behaviour occurring at soup runs, as well as regular anti social behaviour caused by rough sleepers. In my opinion, this piece of legislation does not fulfil the requirements to prevent such anti social behaviour. Prior to an arrest being made contrary to S.4 Vagrancy Act 1824, the offender must be directed to 'free, readily accessible accommodation'. Should the person concerned refuse to take up this offer, they are rendering themselves liable to arrest. This power of arrest is not applicable to all the users of soup runs as some already have accommodation. It would also be impractical to offer free readily accessible accommodation to all rough sleepers or soup run users, as it is not always available, and not all those individuals would legally be entitled to it. There would also be a possibility that rough sleepers would specifically be attracted to Westminster, if they believed their attendance at a soup run or bedding down on the street, would ensure that they are offered free readily accessible accommodation.

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Signature: Signature witnessed by:

Witness contact details

Home address: Postcode:

Home telephone number Work telephone number **020 7321 - 7560**.....

Mobile/pager number Email address: **Martin.Rees@met.police.uk**.....

Preferred means of contact: **Charing Cross Police Station, Agar Street, WC2N 4JP**.....

Male / Female (delete as applicable) Date and place of birth:

Former name: Ethnicity Code (16+1): Religion/belief:

Dates of witness non-availability

Witness care

- a) Is the witness willing and likely to attend court? **No**. If 'No', include reason(s) on MG6.
- b) What can be done to ensure attendance?
- c) Does the witness require a Special Measures Assessment as a vulnerable or intimidated witness?
No. If 'Yes' submit **MG2** with file.
- d) Does the witness have any specific care needs? **No**. If 'Yes' what are they? (Disability, healthcare, childcare, transport, , language difficulties, visually impaired, restricted mobility or other concerns?)

Witness Consent (for witness completion)

- a) The criminal justice process and Victim Personal Statement scheme (victims only) has been explained to me Yes No
- b) I have been given the Victim Personal Statement leaflet Yes No
- c) I have been given the leaflet 'Giving a witness statement to police — what happens next?' Yes No
- d) I consent to police having access to my medical record(s) in relation to this matter: (obtained in accordance with local practice) Yes No N/A
- e) I consent to my medical record in relation to this matter being disclosed to the defence: Yes No N/A
- f) I consent to the statement being disclosed for the purposes of civil proceedings e.g. child care proceedings, CICA Yes No
- g) The information recorded above will be disclosed to the Witness Service so they can offer help and support, unless you ask them not to. Tick this box to decline their services:

Signature of witness: Print name:

Signature of parent/guardian/appropriate adult: Print name:

Address and telephone number if different from above:

Statement taken by (print name): **Inspector 175566 Martin REES** Station: **Charing Cross**.....

Time and place statement taken:

120

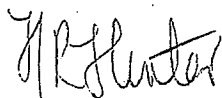
2nd February 2011

The remit of the Westminster Street Population Team (WSPT) is to work with individuals who are homeless or living in a hostel and are causing Anti-Social Behaviour on the streets of Westminster. The team work with the police and other agencies to co-ordinate enforcement and social care interventions with clients who are referred.

As manager of WSPT, I co-ordinate the Rough Sleepers ASB meeting which is attended by the police, drugs services and representatives from Westminster Council. The meeting discusses individuals who are causing harassment, alarm and distress by their street activities including street drinking, drug use or begging. The meeting meets monthly to review what evidence there is and what is needed to go towards an ASBO bundle. Decisions are also made around who should be referred to the Westminster Anti Social Behaviour Action Group (ASBAG), the monthly meeting which formally monitors and assesses if there is enough evidence to proceed with ASBO proceedings.

The process of obtaining an Anti Social Behaviour Order can be a lengthy one in the gathering of evidence and statements and awaiting court dates. Once a case is heard in court, there is no guarantee that an ASBO application will be agreed. In 2010, 51 names were monitored at the Rough Sleepers Anti Social Behaviour Meeting. Of that number 41 at some point during the year were monitored at Westminster's Anti Social Behaviour Action Group (ASBAG). From the list of 41 names, a total of 5 were given ASBO's and 2 interim ASBO's.

While ASBO's are a useful tool in keeping the community safe where there has been significant alarm and distress caused, they can take time to obtain and are not a quick solution to addressing anti social behaviour.



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APPENDIX 11



City of Westminster

**Westminster Piazza
302 Evaluation**

Author Alex Juon

Date 15/07/10

Protective Marking: Restricted

FOIA Exemption: Yes – Law Enforcement

Suitable for Publication Scheme: No

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1 Introduction

The Piazza in front of Westminster Cathedral is a large open paved space that has historically been subject to problems of anti social behaviour (ASB) associated with groups of people (some but by no means all linked to rough sleeping) loitering on the Piazza. Some of the behaviour is known to be linked to drink and drug use, and there have also been cases of threatening and intimidating behaviour.

In addition there was a perception issue, with local residents making regular complaints regarding activity in the Piazza and a perceived lack of intervention by the Partnership.

A problem solving 302 document was instigated on 16th July 2009 highlighting key aims and the possible options available to partners to achieve this aim.

The specified aims of the 302 are as follows:

- A reduction in the number of CAD calls related to ASB, rough sleeping and street drinking
- A reduction in the number of recorded rough sleepers
- To increase feelings of public safety and community confidence.

This report is an evaluation of that 302 so far, and will address the aims as set out in the 302 document, the methods used to achieve these aims and the effectiveness of these methods. The report will refer to the initial analysis carried out by Rebecca Booker in July 2009.

In addition to the 302 problem solving work a Group Dispersal Zone (GDZ) has been in operation since 14th December 2009. This GDZ covers a larger area than the Piazza but does not completely include the Piazza. An Action Plan for the Piazza¹ is also in existence (launched on 4th March 2009) and covers future development plans for the Piazza. Both will be referred to in this report.

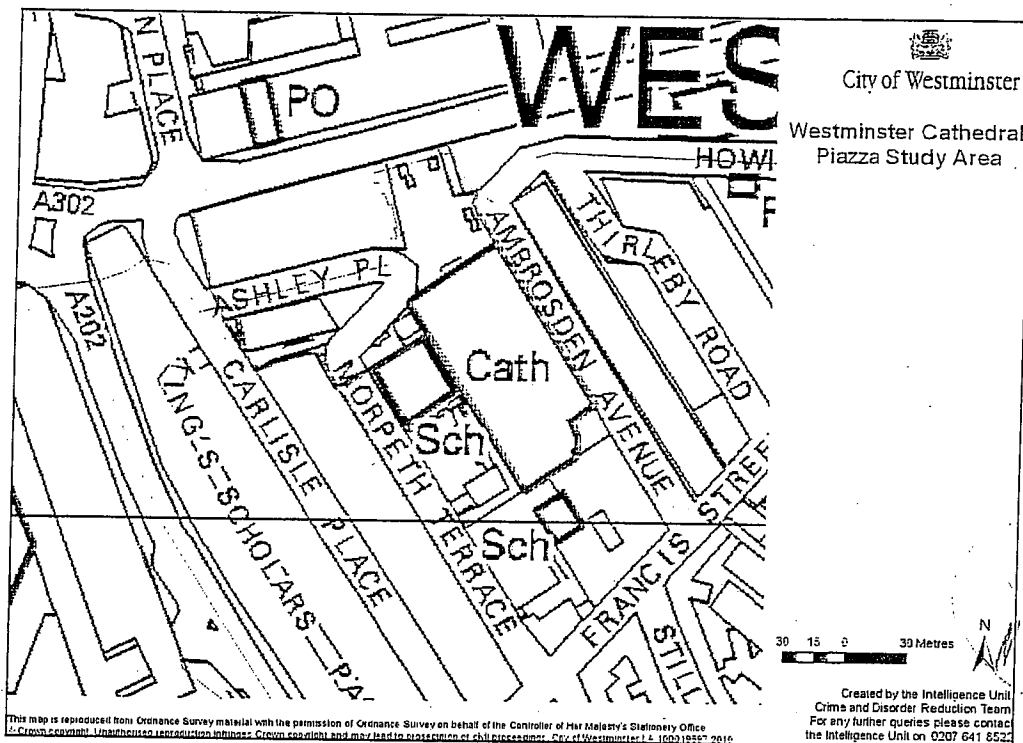
2 Methods & Caveats

For comparison purposes, the data used by R Booker in the initial analytical report will be referenced here.

Though there are no exact quantitative targets for the 302 itself, one of the aims was for a reduction in CAD calls related to ASB. CAD (or calls for service) calls are often used as a proxy measure for disorder and ASB and is provided by the Metropolitan Police. CAD data is geocoded (i.e. given x and y coordinates) by Westminster Council, though data is not always accurate as addresses are often partial and data may be geocoded to a particular street but not a specific address. This is especially true when looking at the Piazza where CAD calls are geocoded to Westminster

¹ Westminster Cathedral Piazza Action Plan

Cathedral because the Piazza is not a specific address. CAD calls can be police generated as well as from members of the public.



The area above includes the Cathedral (to which CAD calls relating to the Piazza are geocoded), the Piazza in front of the Cathedral, Ashley Place, and retail premises along Victoria Street to the west of the Piazza. These premises are included as they overhang the Piazza at their eastern edge, and some anti social behaviour linked to the Piazza is also linked to some of these premises, particularly McDonalds (the premises closest to the Piazza, and the Catholic Truth Society bookshop (behind McDonalds fronting the Piazza, but with an address on Ashley Place).

CAD calls within this area have been used in this report, though note that some of the CAD calls linked to premises on Victoria Street will not be linked to the Piazza.

City Guardian patrol times and the focus of their patrols change regularly, and will vary by team, as their work is reflective of local issues. Therefore an increase in City Guardian logs may not reflect an increasing problem, but may be indicative of them being tasked to look at a specific issue. Reports often relate to negative returns where no problems are observed.

City Guardian reports relating to the Piazza are all given an address of Ambrosden Avenue.

Qualitative data has been used throughout the report which has been collected from weekly updates and other information included on the 302 document.

The Safer Westminster Partnership (SWP) Survey is a council commissioned survey conducted four times a year. It asks questions regarding concerns around crime and anti social behaviour. Where used, this perception data will refer to the whole

ward/SNT area. The most recent survey was conducted in July 2010, though there was no survey in April 2010 due to the contract being re tendered.

The Safer Streets Homeless Unit (SSHU) collect data on Westminster's Street Population (whether they are bedded down, or not) and this is recorded in a rolling spreadsheet. On occasions there are problems with data quality around the location of sightings (references to Piazza can also refer to Covent Garden).

3 Process Evaluation

A process evaluation helps us to answer the question 'Were the interventions put into place as planned and what alterations were required for implementation'. This does not refer to the results of the 302 but will highlight the degree to which the results are a direct result of the interventions that took place.

The 302 had a number of initial actions and a number of follow up actions which were identified during the course of the 302.

3.1 Initial Actions

The initial actions (and whether they have been completed) were as follows:

Intelligence

- *Regular intelligence sharing to establish a list of key individuals:*
 - *Engaging in illegal / anti-social activity on the Piazza*
 - *Sleeping rough*

There is evidence from police returns of consistent levels of data sharing between the police and The Passage and other partners.

- *Develop intelligence package, to include de-cannings, s27 dispersals, begging arrests/sightings around the Piazza to be completed on a monthly basis*

This has been undertaken and some of these have been included in the 302 document.

- *Intelligence to be gathered by Rough Sleeping teams in order to identify key individuals currently sleeping rough on the Piazza.*

There is significant evidence on intelligence gathering by way of updates on the 302 where reference is made to specific individuals and information exchange between the relevant partners on rough sleepers in the area.

- *Analytical product to be produced on The Piazza to consider both rough sleeping and illegal/anti-social activity.*

This product is an evaluation of the initial analysis completed by Rebecca Booker in July 2009. Other associated analytical products have been produced on the GDZ but not specifically referencing the Piazza itself.

Tackling illegal and anti-social activity

- *To develop a deployment plan for police and City Guardians so as to maintain a highly visible presence as often as possible, particularly at peak times.*

Patrols from both the police and City Guardians have increased, evidenced by the regular updates provided by both. City Guardian reports have doubled since the start of the 302 process, and the increased numbers of dispersals (S.27) and the number of GDZ dispersals and increased number of police originating CAD calls suggests a vastly increased regular police presence. This has also been backed up by daily returns from both teams.

- *Installation and use of two Wi-fi CCTV cameras located on Victoria St and Carlisle Place (both facing The Piazza) in order to identify individuals, provide reassurance and support the timely deployment of resources*

One camera has been installed. On a number of occasions the police have also operated with a CCTV van in the area. The 302 also suggests that there were discussions for Land Securities (the major land owner in the area) to use their CCTV to identify street drinkers, though it appears that this has not taken place.

- *Ensure those who are engaging in illegal activity are responded to appropriately, including arrests, ASB enforcement legislation, s27 dispersals and decannings.*

There is no way of accounting for all arrests specifically to the Piazza, however the returns by the SNT point to a number of arrests linked to the Piazza, including breaches of a S.27 order by a street drinker and an arrest of a male for assaulting a member of staff at McDonalds. The returns also point to a number of decannings and there have been 26 S.27's issued and over 100 dispersals from the GDZ (and at least seven arrests for breaching (as of 21/1/2010).

- *Proactive targeting of warm weather drinking schools across Westminster.*

There has been continued work with off licences across Westminster in respects to the sale of high strength alcohol. S.27 and GDZ dispersals have sought to disrupt street drinking in the Piazza.

- *Ensure that hostels and the Passage have Good Neighbour Protocols in practice and that Good Neighbour protocols are adopted by voluntary organisations working in the area.*

Though not referenced in the 302 this has been undertaken.

- *Regular 'washes' undertaken to ensure area is clean and remove waste and litter.*

Washes are currently undertaken almost every other day. However, due to potential icing up of the Piazza they were not carried out for periods during the winter. This may explain the increase in CAD calls in December, though calls fell between January and March when a number of cold periods were experienced.

Tackling Rough Sleeping & non-criminal and non-ASB related behaviour

- *The Passage to exclude any service users who behave badly or sleep in the Piazza (unless they have serious vulnerability such as MH issues)*

There policy is in place and there is continued reference to it throughout the entries on the 302 document. There is also considerable evidence of information sharing between the Police and The Passage on individuals sleeping in the Piazza.

- *The overhangs are temporarily designed out whilst the West End Team proceed with the larger redevelopment plans*

There has been work regarding the window sills between McDonalds and The Catholic Trust Bookshop and the installation of planters (though this has caused its own problems). However it is too costly to design out the overhangs and it was found to be impossible to remove them completely following consultation.

- *Regular 'washes' undertaken to ensure area is clean and remove waste and litter.*

As above.

Communication

- *To develop a proactive Communication Plan for engaging with residents and businesses, particularly around promoting success stories and updating them with progress being made towards the aims and objectives of this process.*

Residents are seen as stakeholders and so they have been in receipt of all updates during the course of the 302. This is reflected in the partial information we have from the CivicWatch Survey where the proportion of respondents who 'Feel well informed about what is being done by the police or council to tackle anti-social behaviour in your area' has risen from 28% in Wave 1 09/10 (May 09) to 42% in Wave 3 09/10 (Oct 09) to 50% in Wave 1 10/11 (July 10).

- *Regular updates to be provided to local Ward Councillors*

Weekly updates have been provided by the Neighbourhood Crime Reduction Officer (NCRO) to all stakeholders from June 2009 to November 2009 though as issues related to the Piazza have quietened down these are updates are no longer produced. The Stakeholder meetings still continue though

- *Meetings with Stakeholders in order to hear views, update on action being taken and manage expectations.*

There have been regular stakeholder meetings where updates have provided by the police and the NCRO. At these meetings the progress of all objectives and actions has been discussed. Stakeholder meetings are currently bimonthly.

The follow up actions were added towards the end of July 2009 and updated to stakeholders towards the end of October 2009:

- *To provide the SNT/City Guardian deployment pattern to stakeholders*

Completed and circulated to stakeholders, 17/08/09.

- *To explore possibilities around patrols on Sundays*

It was not possible to resource additional police or City Guardian patrols on the Piazza on Sundays, above those shown on the deployment roster.

- *To explore the possibility of extending dog control orders to the Piazza post the current Pilot phase*

Dog Control Orders have been extended beyond the initial pilot phase with the new orders coming in on 14th August 2010.

- *To circulate details and clarification of different powers and ASB to stakeholders*

Completed and circulated to stakeholders, 21/09/09.

- *To provide a single contact number for Piazza ASB problems*

This remains 999 for emergencies and incidents that are occurring and 0300 123 1212 in a non-emergency or to report a historic incident. Further information can be found here: <http://www.met.police.uk/contacts/contactnumber.htm>. This information was passed to all stakeholders.

- *The Passage to increase its intelligence gathering by providing additional external patrols over a three week period.*

The information was provided to agencies in mid-August 2009. This has been used to provide information and support interventions regarding those people identified at that time as frequenting the Piazza.

- *To look to extend the Passage's 'exclusion' policy to Castle Lane & Salvation Army, Rochester Row*

Castle Lane is a residential hostel and therefore the agreement regarding bedding-down does not apply. We have arrangements in place with the management of Castle Lane to share information regarding any individuals who engage in nuisance or anti-social behaviour in the area. They are willing to challenge the behaviour of their residents and use acceptable behaviour agreements where necessary. It is not possible to extend the Passage's 'exclusion' policy to the Salvation Army, Rochester Row because the latter is not commissioned or contracted through Westminster City Council. Further work will be done over the coming months in order to try and encourage the Salvation Army to reduce the negative impact that its services have on the surrounding area.

- Review the approach City Guardian's and PCSO's take when dealing with problematic individuals, to restate authority.

All front line Street Management staff were fully briefed on the situation on the Piazza and are aware of the key individuals who frequent the area. Therefore they know those whose behaviour is more problematic and gather intelligence or challenge them as much as possible within the service's overall standard operating procedures.

- Clarification of the distinction between A2, A8 and A10 Nationals

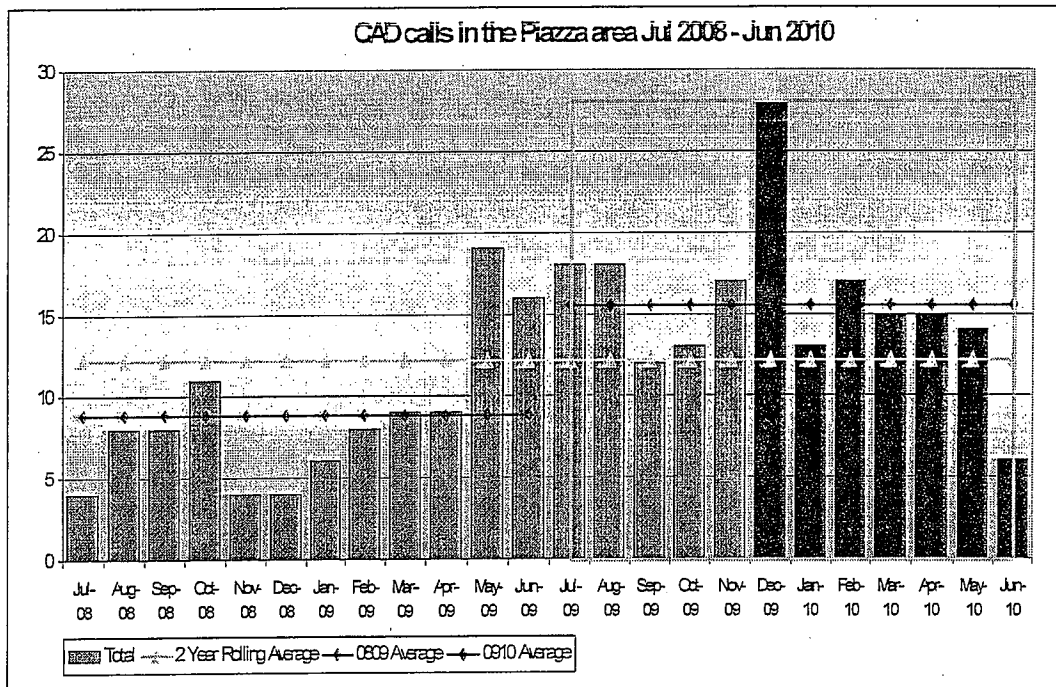
Completed and circulated to stakeholders, 01/09/09.

- Design and cost the gating proposals or alternative "Hybrid" solution if costs are prohibitive.

A gating brief was produced but gating has been ruled out as not being cost-effective.

4 Impact Evaluation

4.1 CAD calls



The average number of CAD calls associated with the Piazza over the last year was 12.2 per month. However before the 302 opened the average number of CAD calls was 8.8 per month whilst since the 302 opened (the area outlined in green) calls have averaged 15.5 per month. Since the GDZ commenced (the columns marked in dark blue) calls have averaged 15.4 per month.

Calls were lowest in mid to late 2008 where July, November and December 2008 all had four calls.

Over the past two years calls peaked at 28 in December 2009, the month the GDZ commenced. Considering that the GDZ was implemented in the middle of the month 13 CAD calls were prior to implementation and 15 CAD calls were post implementation. This peak in calls is statistically high when compared against all other months.

Closer inspection of CAD calls in December reveal that eight were police generated (four prior and four post implementation of the GDZ), one was City Guardian generated and a there were a number of repeat callers. A possible explanation relates to the absence of hot washes in periods of cold weather (due to health and safety reasons), though there was no similar peak in CAD calls in cold periods between January and March.

Though the general trend for calls has been upward over the last two years, since the implementation of the GDZ there has been a downwards trend. In June 2010 calls were at their lowest since January 2009 (though not statistically significant). In fact since the commencement of the 302 there has also been a general downwards trend in calls. The overall number of calls in the last three months (35) is a reduction of 9 (20%) on the 44 calls seen in the same period last year.

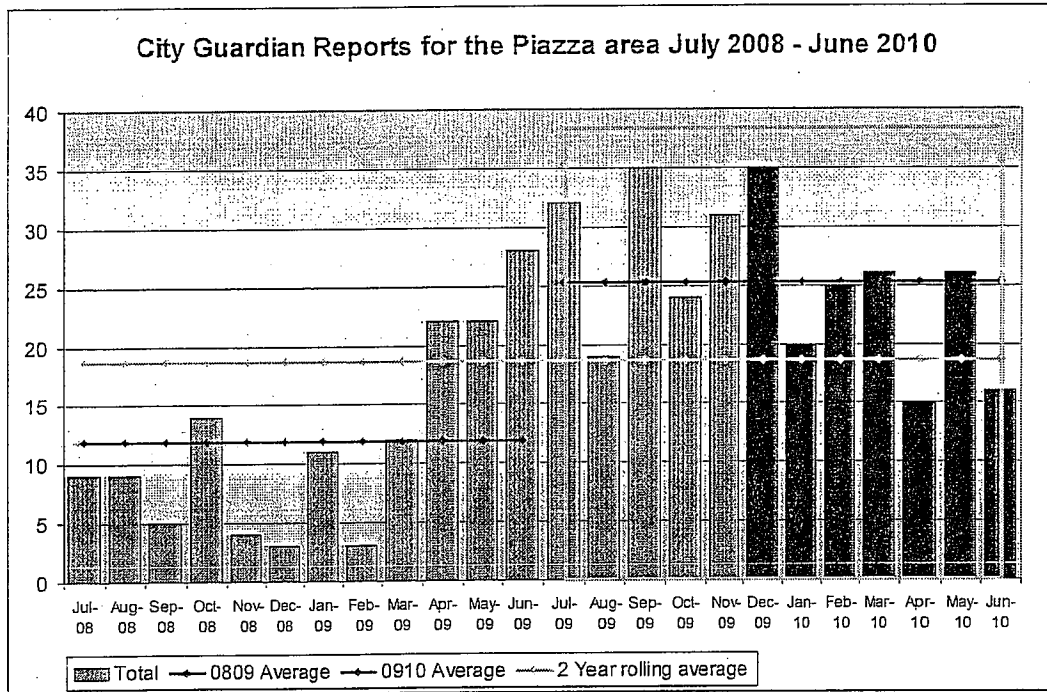
The aim specifically refers to ASB, rough sleeping and street drinking. The table below highlights the type of calls between from before and after the 302 commenced (though note it began in the middle of July 2009).

CAD Type	July 2008 – June 2009	July 2009 – June 2010
Abandoned Vehicle	1	1
Animal Problems	2	1
Begging/ Vagrancy	21	35
Civil Dispute	1	10
Domestic Incident	5	3
Drugs – Substance Misuse	5	6
Duplicate Incident	11	13
Hate Incident	1	1
Noise	1	6
Other Theft	0	1
Rowdy/Inconsiderate Behaviour	38	84
Rowdy/Nuisance Neighbours	0	1
Street Drinking	17	19
Suspicious Incident/Person	1	0
Trespass	1	0
Violence Against Person	1	5

Whilst Street Drinking calls have stayed relatively static, Rowdy/Inconsiderate CAD calls have more than doubled. This could be an increase in police generated CAD or as a result of increased calls from members of the public (including local residents) aware that ongoing problem solving work and a GDZ were in place. Since the 302 commenced around a third of CAD calls have been police generated.

City Guardian Reports

Enhanced City Guardian patrols were part of the range of options explored in the 302. Therefore it should be no surprise to see an increase in the number of reports, especially considering that as part of the enhanced patrols City Guardians have been filing weekly returns (and daily reports) for inclusion in the 302.



The average number of Guardian reports for the Piazza for the last two years was 18.6 per month whilst this increased to 25.3 after the introduction of the 302, over double the number of reports seen prior to instigation of the 302. However since the GDZ commenced there appears to be the start of a downwards trend in the number of reports. Increased numbers of reports, especially those since the beginning of the 302 are likely to be as a result of increased patrols, and the increase in patrols is consistently referred to in entries on the 302.

Risk – The City Guardian service has now been disbanded and so this resource is no longer available. It is therefore likely that any patrolling of the Piazza will have to be covered by the police.

4.2 Section 27 & GDZ dispersals

In the initial analysis it appeared that four Section 27 (S.27) dispersals were made from April 2008 (to June 2009) although this was actually seven (either for street drinking or undefined ASB). Between July 2009 and June 2010 there have been a further 26 S.27 dispersals. Of these, 19 related to street drinking or were alcohol-related. The other seven dispersals were for undefined ASB (though this could quite possibly be linked to alcohol).

Since the implementation of the GDZ there have been around 102 dispersals from the area². 54 of these related to the Piazza, a further five to Ashley Place and two to Ambrosden Avenue. The vast majority of dispersals were for undefined ASB, with street drinking/drunkenness also accounting for a large proportion of dispersals. The numbers of dispersals serve to highlight the amount of intervention and patrols carried out from the beginning of the 302.

4.3 Number of rough sleepers

Rough sleeper counts for the piazza over the last do not really indicate much in terms of the problem as they only take a snapshot and don't give a long term view of issues in the Piazza.

In terms of official street counts the following was observed:

3 people there in April 2010
3 people in Nov 09
1 person in Sept 09
0 people in March 09

Since the beginning of the financial year (until 23rd July) SSHU have recorded 209 reports regarding the street population in the area of Westminster Cathedral Piazza (including Ashley Place). Of these 110 were observed to be bedded down and 89 were not bedded down. Ten reports on individuals did not say whether they were bedded down and four reports involved no named individuals. This spreadsheet commenced this year and as such there is no direct comparison with the same period last year.

Just under 60% of individuals were observed once, just over 40% were observed more than once and just over 8.25% of individuals were observed more than five times in a period spanning roughly four months.

A comparison with a Rough Sleeper's Index for the same period last year, though not directly comparable, suggests that there has been a dramatic reduction in rough sleepers/street population seen in the area (from around 275 to 209, a reduction of 25%). Even though this is not based on comparable data sets, accompanying qualitative data suggests that rough sleeper numbers have reduced. Recent emails from local businesses and residents seem to suggest that the situation is better, especially in reference to the number of rough sleepers, however there is still some concern regarding day time anti social behaviour.

The UK Border Agency (UKBA) has been involved in a number of joint operations across Westminster to reduce the number of A10 nationals sleeping rough in Westminster. Three operations have taken place so far with noticeable reductions in A10 nationals. Though the operations haven't specifically focused on the Piazza, they have taken place in the Victoria area.

² Due to poor data quality this will not be an exact figure

4.4 Perception and feelings of safety

In the initial analysis, public perception of Begging and Rough Sleeping (the closest matching question to the problem being addressed) rose to peaks of around 30% in early 2008, which then levelled out between 20 and 25% through to mid 2009. However in 2011 perception of begging/rough sleeping has increased to 34% in January (Wave 4 2009/10) and this was also the case in July (Wave 1 2010/11). This increasing concern may be related to greater local knowledge about problems experienced around the Piazza through stakeholder engagement/communication. As the survey relates to the SNT area (Vincent Square) then concern may relate to some other part of the SNT area and not specifically to the Piazza.

Whilst it may appear that the 302 has failed to impact on perception, the lack of any specific perception questions/surveys regarding the Piazza means we cannot accurately assess the impact of the 302 (and GDZ) on perception levels.

There are also other questions in the survey that could help identify resident's perception of the Piazza and ASB (though bearing in mind that questions are not specifically related to the Piazza). Perception of 'People being drunk or rowdy in public places' being a problem has continuously fallen since January 2009, from 32% to 22% in October 2009, it then increased to 28% in January but by July 2010 had fallen to 16%. Drunkenness was a significant issue especially around the Piazza and this may be a sign that the problem has abated. Fear of crime and ASB has fallen with an ever increasing proportion of respondents saying it does not affect their daily routine in the area at all. Residents are also feeling increasingly well informed with half now saying they 'Feel well informed about what is being done by the police or council to tackle anti-social behaviour in your area' up from 28% in early 2009.

However other questions relating to perception of ASB and crime and the work of the police and council have either stayed the same, or in some instances fallen, suggesting that there may still be work to do regarding communication and engagement with the local population.

The Piazza itself has been removed as a specific ward priority though 'Rough Sleeping and Street Drinking' is still a priority for the ward as a whole. Communications from resident's and businesses suggest that the 302 has been largely successful. Prior to the 302 there was regular negative communication regarding perception of the area and the efforts of the police and council.

However recent communications from the same group of resident's and businesses suggest that the situation is not only better but that the ongoing work is being better communicated. **'Rough Sleeping and Street Drinking is now seen as a Ward-wide priority,** rather than simply around The Piazza area GDZ. Its clear that multi-agency focus and police persistence has been successful in abating the serious problems in the Piazza' is one of the comments provided by a resident, though this doesn't take away from the continued problem of rough sleeping and street drinking across the area.

5 Conclusions

In response to the key aims of the 302

- A reduction in the number of CAD calls related to ASB, rough sleeping and street drinking
- A reduction in the number of recorded rough sleepers
- To increase feelings of public safety and community confidence.

CAD calls do appear to have begun to reduce following the introduction of the GDZ in the area, though since the commencement of the 302 there have been on average double the number of CAD calls when compared with same period before. This is most likely to be the result of increased patrols and the associated increase in S.27 dispersals and dispersals from the GDZ. Also likely to have had an impact would be increased numbers of calls from members of the public aware of the 302 process through the enhanced communications strategy.

A reduction in rough sleepers appears to have been successfully achieved, though data sources are inconsistent. Perception from local residents (through direct communications with the council and police and not from the SWP survey data) suggests that rough sleeping is less problematic than it was.

Measuring perception levels specifically against the 302 is impossible because the survey relates to a much wider area. This aim would best be addressed with a more specific survey regarding the Piazza. Perception of rough sleeping and begging has increased though other forms of ASB such as drunkenness have fallen.

Encouragingly it seems that more and more residents feel well informed about the work of the police and council, and feelings of safety have improved, though static perception of crime and asb and the work of agencies in the area suggests that the 302 has not been entirely successful in reaching its aim of increasing feelings of public safety and community confidence.

In regards to the process evaluation, almost all objectives have been undertaken and completed as outlined in the 302 document. On the rare occasion that part of an objective has not been carried out this has been done with consultation and feedback to key stakeholders.

Perhaps more a sign of success than the numbers and observed reductions in the problem is that the Piazza has been removed as a priority by the Ward Panel and that policing of the area has been embedded into 'day to day' duties rather than requiring continuing levels of extra resources. A number of positive communications from local residents also point to an improving situation though this is not as yet mirrored in overall public perception levels.

6 Recommendations

Further monitoring of CAD levels in the Piazza, including origins of and reasons for calls.

Further analysis of perception levels through 2010, some of the positive impact of the 302 may not be fully realised until some time in the future.

Resources permitting, continued police patrolling of the Piazza. There will need to be some cover for the absence of City Guardians.

Continued ad hoc communication to stakeholders. Increased communication with stakeholders has been positively received and this should be continued where possible.