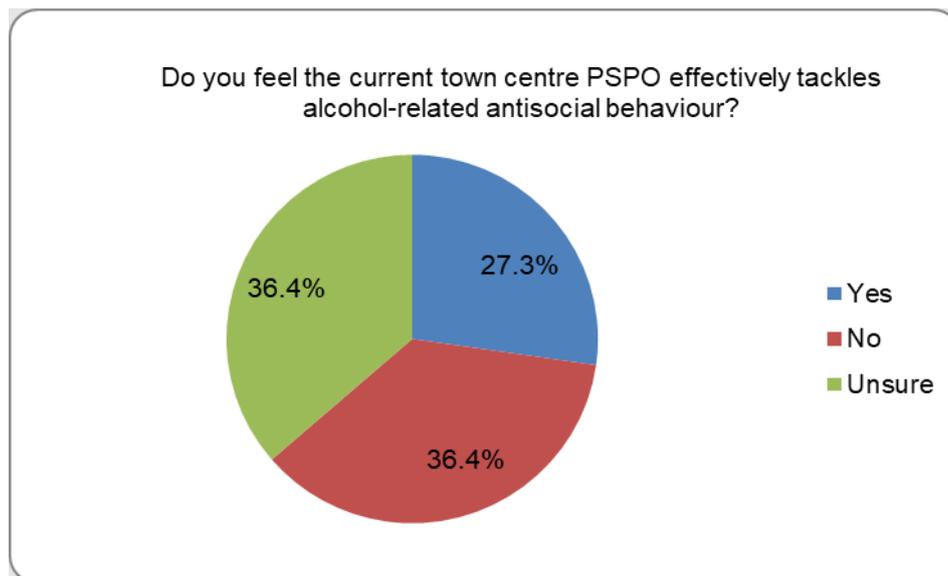


## Appendix 7 summary of key evidence

1. This appendix provides a summary of the key evidence gathered, analysed, and discussed with partners, through the process of the review.
  - 1.1 Appendix 4 of this report provides reference to the evidence sources referred to in this appendix including where applicable, the periods covered, the range, scope, purpose, and context of the evidence.
2. **Response to the existing PSPO**
  - 2.1 To assess the need for an additional or amended PSPO we reviewed the current town centre PSPO. The impact and perception of the current PSPO is important to understand, to be able to ascertain whether a new PSPO is the right measure and, if so, how it should be enforced and communicated.

### *Partner survey*

- 2.2 When asked about the effectiveness of the current PSPO in tackling alcohol related ASB the partner survey respondents gave mixed answers, with only 27% saying they thought it was effective. An equal proportion of respondents were unsure of its effectiveness compared to those who thought it was not effective (Figure 1).



**Figure 1: Partner survey question relating to the effectiveness of the current town centre PSPO**

- 2.3 It is important to understand the reasons for these responses. A low response to effectiveness of the current PSPO does not automatically justify an additional or amended PSPO. Understanding the reasons, the current PSPO is perceived to be ineffective may help determine measures to increase impact of future PSPOs.

### *Intergraph Computer Aided Dispatch System (ICADs)*

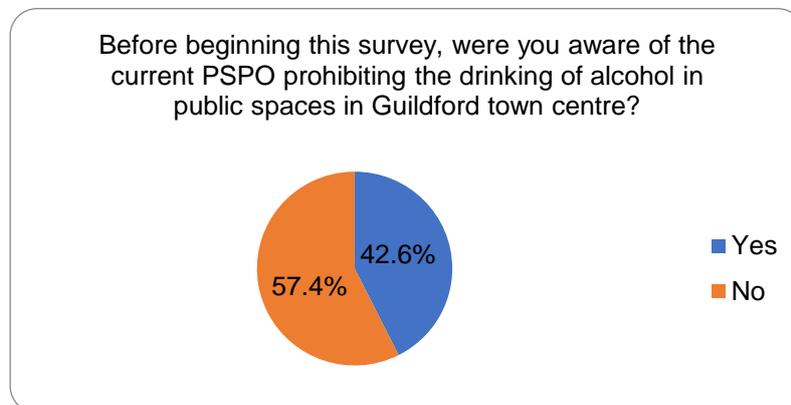
- 2.4 An ICAD is a reference given when the Police are dispatched to respond to a call. The record includes detail of the type of behaviour when it was dealt with and its

location. We collected data on ASB related ICADs to analyse and understand the behaviours and locations in Guildford (referenced in Appendix 4).

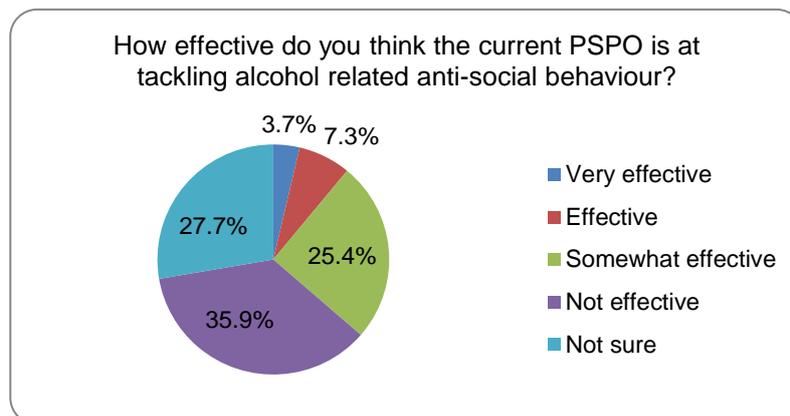
- 2.5 Out of the more than 2,600 incidences between 1<sup>st</sup> January 2019 and 23<sup>rd</sup> March 2021, only 53 related to street drinking. This could suggest the PSPO is effective at preventing alcohol consumption. However, it is also possible that alcohol consumption leads to more serious and frequent offences such as ‘rowdy and inconsiderate behaviour’ which is a different ICAD category of behaviour. Furthermore, not all street drinking incidences need recording through an ICAD and therefore conclusions cannot be drawn from this finding.

#### Public survey

- 2.6 57% of respondents to the public survey were not aware of the current PSPO in the town centre (figure 2). Additionally, 35.9% of respondents to the public survey did not think the current PSPO is effective (figure 3).



**Figure 2: Public survey question relating to awareness of the existing PSPO**



**Figure 3: Public survey relating to effectiveness of the existing PSPO**

- 2.7 Over half of the remaining responses (53.1%) to the public survey regarding effectiveness of the PSPO (Figure 3), were either not sure or thought it was somewhat effective. Only 11% of respondents felt the PSPO was either very effective or effective.

2.8 Public perception of the effectiveness of the current PSPO is important as it helps us understand how the restrictions are impacting residents and how they could be better enforced. The feedback received from residents will also help us plan and publicise any additional or amended PSPOs.

#### *Joint Action Group (JAG)*

2.9 JAG agendas from the past three years were studied and those most frequent locations (21) which were also identified through the partner and public surveys were analysed.

2.10 The evidence from reviewing the JAG agendas is not quantifiable or robust in isolation. However, it does provide an additional lens through which to consider the persistent nature of behaviours and reoccurrence of locations featuring ASB relating to alcohol. Used alongside the other evidence, it has been used when considering a geographical extension of the PSPO.

2.11 In summary:

- Persistent behaviour refers to locations on the JAG agenda that appeared in more years than one.
- 13 of the 21 locations analysed were within the current PSPO boundary.
- Over half of the 13 locations within the boundary had alcohol as an offending behaviour. This ratio is consistent with those locations outside of the boundary.
- 11 of the 21 locations were persistent.
- 10 of the 11 persistent locations featured alcohol.
- 6 of the 10 persistent behaviours featuring alcohol were within the current PSPO boundary.

2.12 The above suggests locations with alcohol related ASB are more likely to be a persistent problem and therefore an effectively enforced PSPO would be suitable to address this behaviour.

#### *Outcomes- existing PSPO*

2.13 The feedback from partners and results of the public survey demonstrated that the enforcement and awareness of the current PSPO are key areas that need to be improved. In response, actions to review our corporate Enforcement Policy and to deliver a public communications campaign are included in the action plan set out in Appendix 3 of the report.

2.14 The newly established Compliance Team have engaged fully in this review and have progressed the review of our corporate Enforcement Policy in line with the new service structure and available resources. The revised draft policy and procedure sets out enforcement of PSPOs. This revised draft policy, and the updated procedures are an agenda item for Executive on 28 April 2022.

### 3. Locations

#### Partner survey

- 3.1 Partners reported that the town centre was the most common location for ASB for all behaviours listed except noise and fireworks – both of which were rated more common in residential areas (Figure 4).
- 3.2 The most frequently cited areas in response to this question were in the town centre but Stoughton Road and the recreation ground were also mentioned.

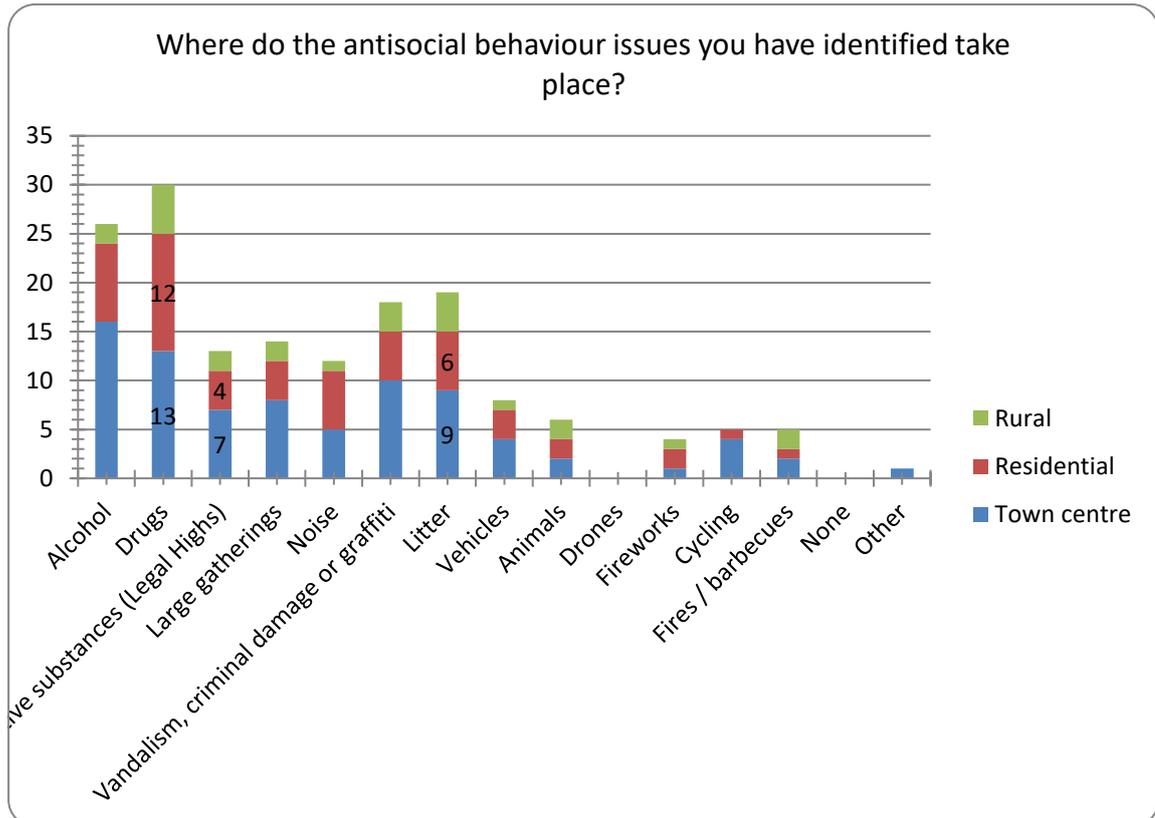
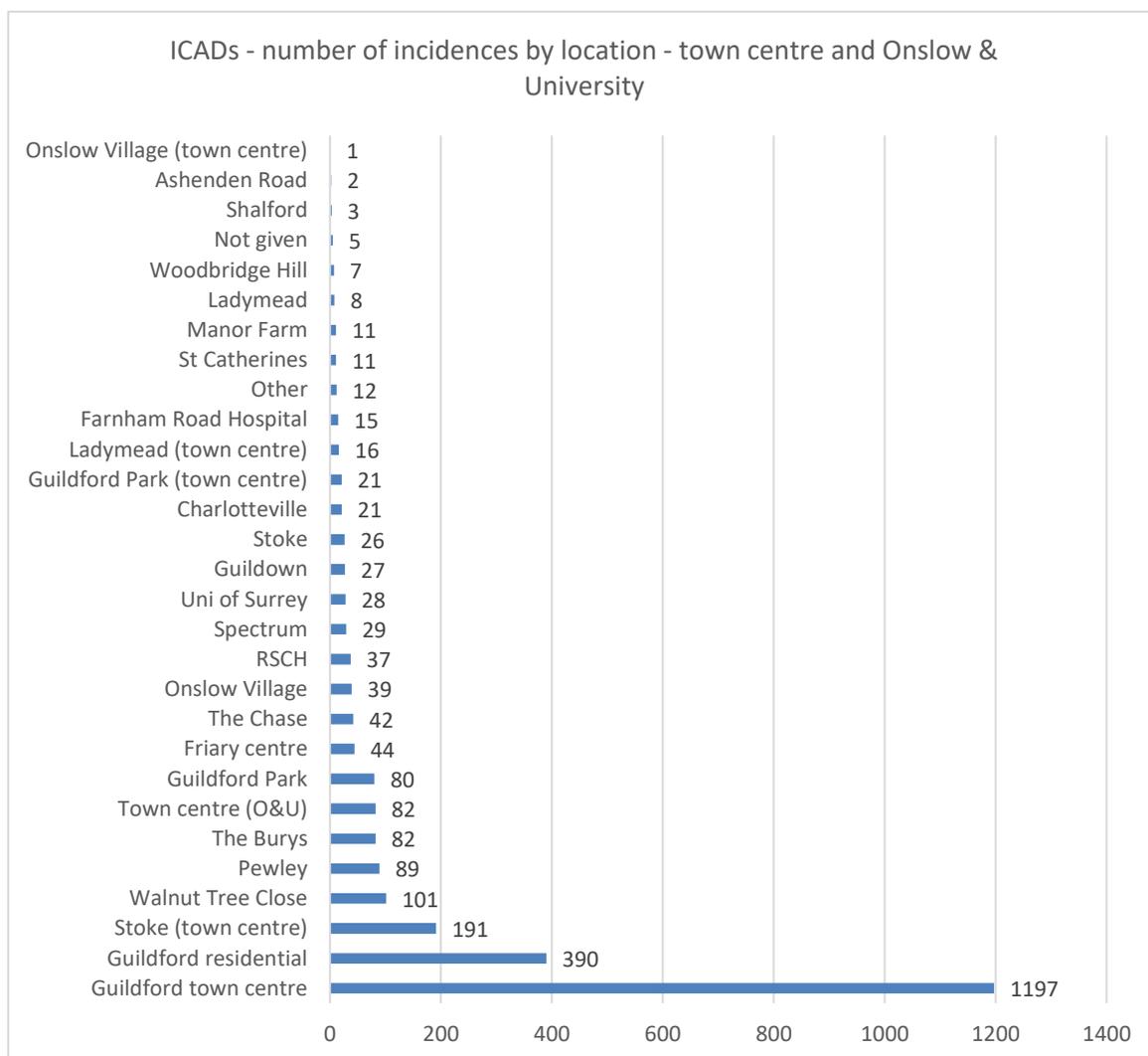


Figure 4: Partner survey relating to locations of identified anti-social behaviour

## ICADs

- 3.3 Like the results of the partner survey, the ICADs show the town centre as the most common location for ASB. 'Guildford residential' is second most common which is to be expected given the term 'residential' covers a significantly larger area than any other. The volume of incidents attributed to Stoke is significant, particularly as it is nearly double those of the next most frequently cited location (Figure 5).



**Figure 5: ICAD's no of incidences by location**

- 3.4 Appendix 8 of the report provides a map of the ICAD's, demonstrated by red dots. The mapped areas covered within the review are provided in Appendix 4. Most incidences are within the central town centre with 'hotspots' such as York Road, Bedford Road, North Street and the High Street. These locations are already within the PSPO boundary. The 3 areas not already within the PSPO boundary with a high number of ICAD's are Stoke Park, Joseph's Road and The Mount.

## Public survey

- 3.5 Of the 74% of respondents that said they had been directly affected by or witnessed ASB, over 57% said their experience was near where they live (or near their business premises if they completed the survey as a business owner). More than 65% said their experience was in the town centre with just 18.6% and 13.6% saying it was in 'other residential' or 'rural'.
- 3.6 The orange shapes on the map in Appendix 8 represent the locations of the 186 respondents that said the ASB was near where they live or their business premises. The highest concentration is within the town centre area which supports the appropriateness for an additional or amended PSPO.
- 3.7 Over 170 respondents provided the names of specific locations where the anti-social behaviour they have witnessed or experienced takes place. The specific locations that were mentioned more than four times are included in the table below, those that are greyed out are within the existing PSPO boundary.

Bedford Road (including car park)	Allen House Grounds
Bushy Hill	Bridge Street
Leapale Road car park	High Street
North Street	Town centre
Stoke Park	Walnut Tree Close
The Mount	York Road (including car park)

**Table 1: ASB locations cited more than 4 times in public survey**

- 3.8 Most of these locations are within the town centre and the vast majority have featured on JAG agendas in the last three years. This is consistent with the town centre being the most appropriate area for an additional or amended PSPO. It also indicates that the JAG agendas are a reliable source of information on ASB that reflects the experiences of the public. It is notable that Stoke Park and The Mount have featured as common locations for ASB in both the ICAD data and the public survey.
- 3.9 There were 2 additional locations for ASB mentioned more than 4 times in the public survey responses. Kingston Meadows and Raymond Crescent. The ICAD data does not cover as far north-east as Kingston Meadows and Raymond Crescent does not feature on any JAG agendas either as a one-off or reoccurring.

- 3.10 Not all areas with ICADs or postcode markers are appropriate for including in a PSPO due to a lack of additional evidence and/or inability to meet the legal tests. However, the public survey provides a useful understanding of the perception of ASB in Guildford. The map and data will be shared with the JAG as supporting information when considering location-based solutions to ASB.

#### *Joint Action Group*

- 3.11 Most locations highlighted repeatedly through the partner and public surveys featured on at least one JAG agenda from the last 3 years. This correlation suggests those locations are the key ones to consider for any amendments to the current PSPO, if they are not already covered.
- 3.12 There were five locations that featured more than once on a JAG agenda not covered by the current PSPO. Those locations were:
- Joseph's Road
  - Lido Road car park
  - The Mount
  - Ash (general, Coronation Gardens, Winchester Road and Ash Ranges)
  - Kingston Meadows in East Horsley

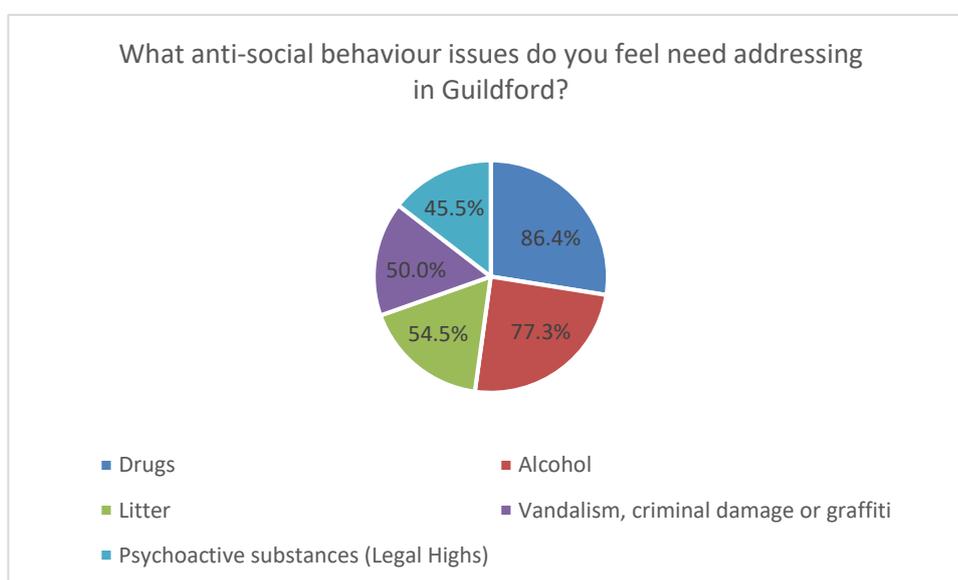
#### *Outcomes- Locations*

- 3.13 Joseph's Road, The Mount and Lido Road car park featured on the JAG agendas and have multiple ICADs recorded. Additionally, The Mount was raised consistently in the public survey results.
- 3.14 The Mount and Stoke Park both feature on the JAG, ICADs and the public survey.
- 3.15 The location evidence supports the extension of the existing PSPO to include The Mount and Stoke Park. The proximity to Stoke Park of Lido Road and Joseph's Road is significant. Extending the boundary to include those areas, will ensure clarity of boundaries and prevent displacement of behaviours.
- 3.16 The scope of additional evidence collected for this PSPO review was limited to the town centre area. The action plan in Appendix 3 contains further information on how the issues raised through the public survey and the review of JAG agendas will be taken forward.

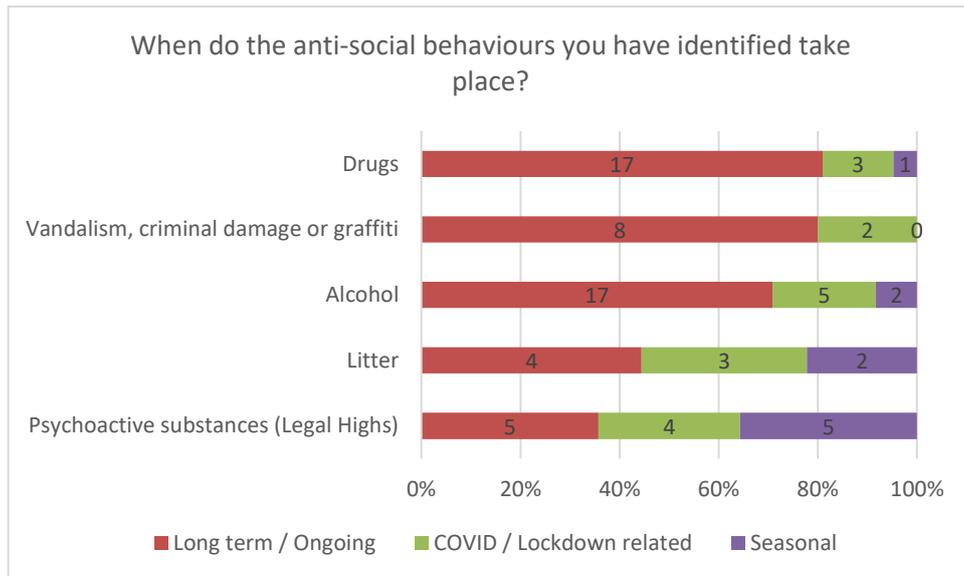
## 4 Behaviours

### Partner survey

- 4.1 The partner survey questions asked were intentionally broader and the possible answers provided were more extensive, as the results from this survey were used to form the basis for the questions in the public survey.
- 4.2 The ASB covered by a PSPO must be evidenced to be persistent. Acknowledging the impact of Covid 19, partners were asked to describe each behaviour as long-term/ongoing, COVID-19/lockdown related or seasonal.
- 4.3 When asked what anti-social behaviours need addressing in Guildford, the highest response was drugs, with alcohol the second most popular and litter the third (Figure 6).



**Figure 6: Partner survey relating to ASB behaviours needing addressing**

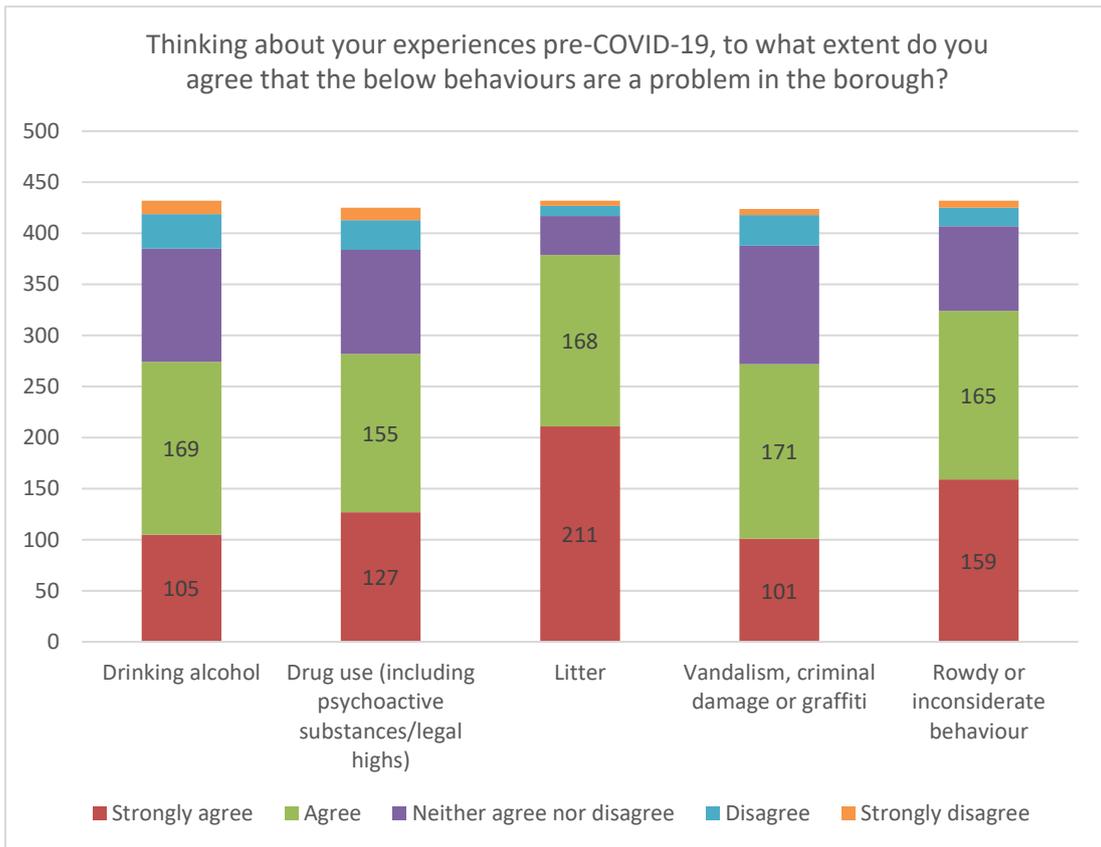


**Figure 7: Partner survey relating to persistent behaviours**

- 4.4 Figure 7 helps identify the persistence of those behaviours that were selected by at least half of respondents. Drugs, vandalism, criminal damage or graffiti and alcohol were most likely to be described as long-term/ongoing.

*Public survey*

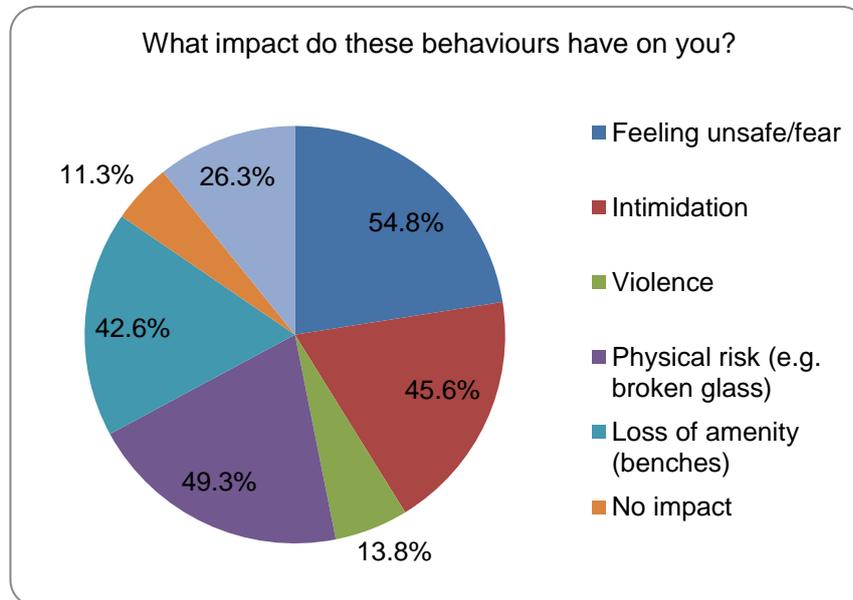
- 4.5 Respondents to the public survey were asked both if they had been directly affected or witnessed ASB and what their general view was about the types of behaviours that are a problem in the borough. Throughout the survey respondents were asked about their experiences of ASB pre-COVID-19 given that a new or varied PSPO may be in effect for three years, potentially outlasting the changes to ASB trends brought on by the pandemic and national restrictions.
- 4.6 As a result of feedback from partners, drugs and psychoactive substances were listed together in the public survey due to the perceived difficulty in determining whether ASB is linked to one or the other. 'Rowdy or inconsiderate behaviour' was also included as a possible answer as it was by far the most common category of behaviour listed in the ICADs from Surrey Police.
- 4.7 When asked about their general view of ASB, almost 50% of respondents strongly agreed that litter was a problem in the borough, and almost 40% agreed (Figure 8).



**Figure 8: Public survey relating to problem behaviours**

- 4.8 Three quarters of respondents said they strongly agreed or agreed, that rowdy or inconsiderate behaviour was a problem.
- 4.9 Drugs and alcohol were not deemed as much of a problem by the public respondents as were identified by partners.

4.10 When asked how frequently the behaviours listed in figure 8 take place 67% of respondents said at least weekly, with over 30% saying 2 or 3 times a week. This finding is important as the ASB covered by a PSPO must be persistent. Whilst it can be distressing, there are more suitable tools available than a PSPO to tackle one-off or infrequent ASB.

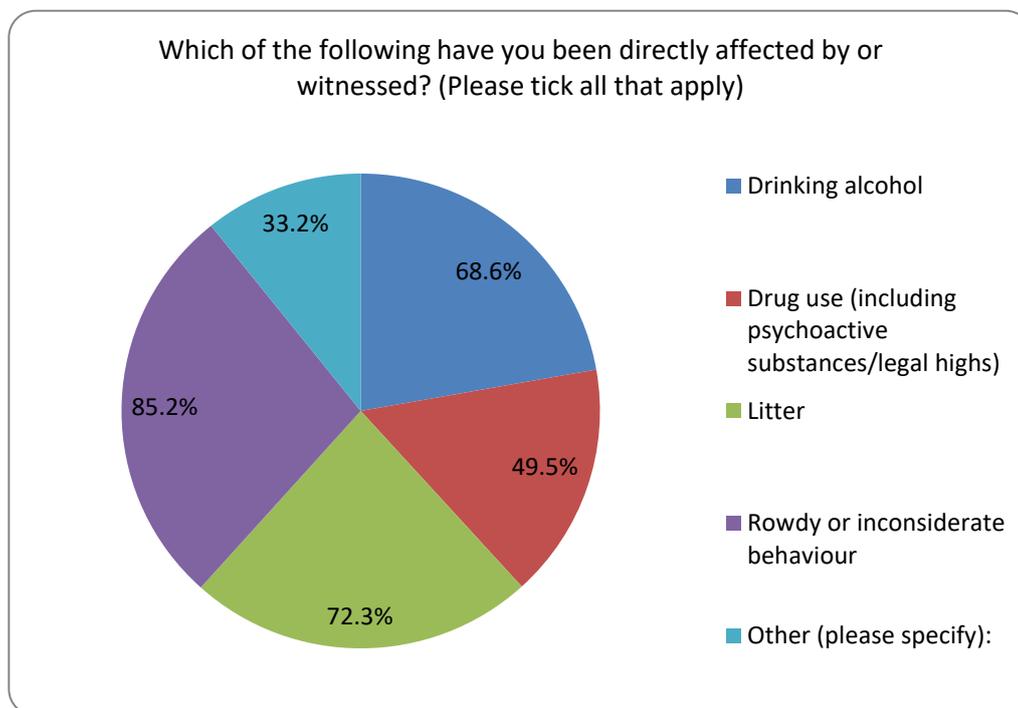


**Figure 9: Public survey relating to the impact of ASB on quality of life**

4.11 Respondents were asked to indicate the impacts the behaviours have on their quality of life. Six potential impacts were listed, with every respondent given the opportunity to list alternatives. The most common effect mentioned but not listed was loss of sleep, with 7% of respondents saying the ASB affected them in this way. Just over 11% said the ASB has no impact on them (Figure 9).

4.12 Respondents were also asked about their personal experiences of ASB. Nearly three quarters of respondents had been directly affected by or witnessed ASB, with around 67% of those saying it was persistent and had a detrimental impact on their quality of life. These results of the public survey show that the behaviours affecting the public are seen to be persistent and detrimental.

- 4.13 When asked which behaviours respondents had been directly affected by 'rowdy and inconsiderate behaviour' and litter were the most common, with 85% and 72% respectively (Figure 10).

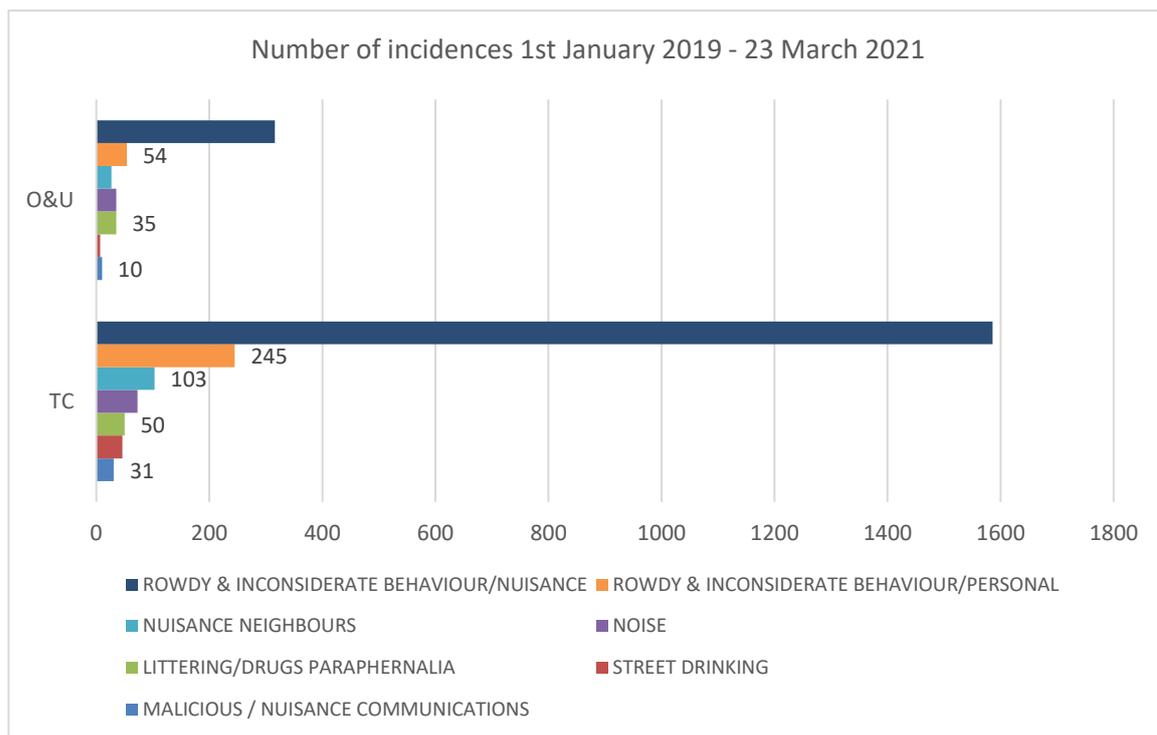


**Figure 10: Public survey relating to direct effect of behaviours**

- 4.14 Alcohol related ASB scored highly, with 68% of respondents saying they had been directly affected or witnessed it.
- 4.15 Drug use including psychoactive substances/legal highs scored just less than 50%.
- 4.16 Nearly 69% said alcohol affects them at least once a week with a quarter saying every day and another quarter saying 2 or 3 times a week. This frequency can be classed as persistent and therefore suggests that the ASB related continues to be relevant for a PSPO.

#### *ICADs*

- 4.17 The incidences recorded through ICADs have been categorised under one of seven types of ASB. Figure 11 shows the number of incidences for both Guildford Town and Onslow & University by type. Some data labels have been added to help show the scale.



**Figure 11: Number of ICAD incidences Guildford Town and Onslow & University by type**

4.18 Rowdy and inconsiderate behaviour is by far the most frequent behaviour recorded through the ICADs for both areas. When ordered by frequency the order of the behaviours is almost the same across the two different areas, with only 'nuisance neighbours' and 'noise' ranking slightly differently. This suggests both areas experience similar ASB issues, with the town centre experiencing them at a higher frequency – as is to be expected.

#### *Outcomes- Behaviours*

4.19 Consideration of behaviours to include in a PSPO must be given in the context of other tools that are available through legislation and of the impact and frequency.

4.20 Given the extensive number of ICADs categorised under 'rowdy and inconsiderate behaviour' and the fact that over 85% of public survey respondents who had directly experienced or witnessed ASB said this behaviour had affected them, 'rowdy and inconsiderate behaviour' is presented as persistent and detrimental.

4.21 Legal highs/psychoactive substances appeared as the fifth most common ASB according to partners whilst drugs/psychoactive substances ranked third on the public survey. Possession of psychoactive substances is not an offence, but the ASB associated with it can be argued to cause alarm and distress. Further consultation with Surrey Police suggests that including the possession and use of legal highs/psychoactive substances may prevent associated ASB.

4.22 Existing legislation is available to address illegal drug use, vandalism, criminal damage, and graffiti. These behaviours do not require additional PSPO powers to enforce against them.

- 4.23 Alcohol-related ASB is already covered in the existing PSPO. As highlighted earlier in this report, increased awareness of the existing restrictions alongside a revised enforcement approach is necessary to continue to address this ASB.
- 4.24 Whilst littering was ranked the behaviour most affecting the public, there was limited supporting evidence from other sources. Littering is also already an offence under the Environmental Protection Act 1990. PSPO powers are not required to enforce against littering. Our Compliance Team has committed to undertaking more detailed work to understand the nature of the littering affecting Guildford, including the locations and the days and seasons. The Appendix 3 action plan contains more information on this work.