



Communities and Equalities Scrutiny Committee

Date: Wednesday, 11 March 2020

Time: 2.00 pm

Venue: Council Antechamber, Level 2, Town Hall Extension

Everyone is welcome to attend this committee meeting.

There will be a private meeting for members of the Committee at 1.30 pm in Committee Room 6, Room 2006, Level 2 of the Town Hall Extension.

Access to the Council Antechamber

Public access to the Council Antechamber is on Level 2 of the Town Hall Extension, using the lift or stairs in the lobby of the Mount Street entrance to the Extension. That lobby can also be reached from the St. Peter's Square entrance and from Library Walk. **There is no public access from the Lloyd Street entrances of the Extension.**

Filming and broadcast of the meeting

Meetings of the Communities and Equalities Scrutiny Committee are 'webcast'. These meetings are filmed and broadcast live on the Internet. If you attend this meeting you should be aware that you might be filmed and included in that transmission.

Membership of the Communities and Equalities Scrutiny Committee

Councillors - Hacking (Chair), Andrews, Battle, Chambers, Collins, M Dar, Doswell, Douglas, Evans, Grimshaw, Hitchen, Kirkpatrick, Rawlins and Rawson

Agenda

1. Urgent Business

To consider any items which the Chair has agreed to have submitted as urgent.

2. Appeals

To consider any appeals from the public against refusal to allow inspection of background documents and/or the inclusion of items in the confidential part of the agenda.

3. Interests

To allow Members an opportunity to [a] declare any personal, prejudicial or disclosable pecuniary interests they might have in any items which appear on this agenda; and [b] record any items from which they are precluded from voting as a result of Council Tax/Council rent arrears; [c] the existence and nature of party whipping arrangements in respect of any item to be considered at this meeting. Members with a personal interest should declare that at the start of the item under consideration. If Members also have a prejudicial or disclosable pecuniary interest they must withdraw from the meeting during the consideration of the item.

4. Call In: To make a Public Spaces Protection Order in respect of the City Centre for a maximum of 3 years

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The decision of the Strategic Director (Neighbourhoods) has been called in by Councillor Hacking (Chair of Communities and Equalities Scrutiny Committee) in accordance with paragraph 13.3 of the Scrutiny Procedure Rules.

The terms of the call in are:

“To hear from the Decision Maker that the concerns raised at the Communities and Equalities Scrutiny Committee at its meeting on the 7 November 2019 have been taken fully into account prior to the decision being made.”

A copy of the Decision Notice is attached.

Members of the Committee are asked to consider whether or not they will refer the decision back to the decision maker for reconsideration.

4a. Officer Report - To make a Public Spaces Protection Order in respect of the City Centre for a maximum of 3 years

9 - 160

Report of the Strategic Director (Neighbourhoods) attached

This report provides background to the reason the decision was taken to make a Public Spaces Protection Order in respect of the City Centre for a maximum of 3 years.

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| 4b. Call In Protocol (for information) The Council's Call In Protocol is attached for information | 161 - 164 |
| 4c. Call In Guidance for questioning witnesses (for information) The Council's Call In guidance is attached for information | 165 - 166 |

Information about the Committee

Scrutiny Committees represent the interests of local people about important issues that affect them. They look at how the decisions, policies and services of the Council and other key public agencies impact on the city and its residents. Scrutiny Committees do not take decisions but can make recommendations to decision-makers about how they are delivering the Our Manchester Strategy, an agreed vision for a better Manchester that is shared by public agencies across the city.

The Communities and Equalities Scrutiny Committee examines the work of the Council and its partners relating to reducing levels of crime, community cohesion, older people and equality and inclusion.

The Council wants to consult people as fully as possible before making decisions that affect them. Members of the public do not have a right to speak at meetings but may do so if invited by the Chair. If you have a special interest in an item on the agenda and want to speak, tell the Committee Officer, who will pass on your request to the Chair. Groups of people will usually be asked to nominate a spokesperson. The Council wants its meetings to be as open as possible but occasionally there will be some confidential business. Brief reasons for confidentiality will be shown on the agenda sheet.

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Agenda, reports and minutes of all Council Committees can be found on the Council's website www.manchester.gov.uk.

Smoking is not allowed in Council buildings.

Joanne Roney OBE
Chief Executive
3rd Floor, Town Hall Extension,
Albert Square,
Manchester, M60 2LA.

Further Information

For help, advice and information about this meeting please contact the Committee Officer:

Rachel McKeon
Tel: 0161 234 4497
Email: rachel.mckeon@manchester.gov.uk

This agenda was issued on **Tuesday, 3 March 2020** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension (Lloyd Street Elevation), Manchester M60 2LA

Decision taken

Made by an Executive Member or Chief Officer



MANCHESTER
CITY COUNCIL

Notice of Decision Made

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| Decision maker | Strategic Director (Neighbourhoods) |
| Date of decision | Monday 2 March 2020 |
| What is the decision? | <p>(1) To make a Public Spaces Protection Order in respect of the City Centre for a maximum of 3 years</p> <p>Area 1</p> <p>Article 1: Consumption of alcohol No person shall consume alcohol in a public place in the Restricted Area (save for those places identified in section 62 of the ASB Crime and Policing Act).</p> <p>Article 2: Discarding a hypodermic needle or syringe No person shall discard, other than in an appropriate sharps container, a hypodermic needle or syringe in a public place in the Restricted Area.</p> <p>Article 3: Urination or defecation No person shall urinate or defecate in a public place in the Restricted Area. This prohibition does not apply to urinating or defecating in a legitimate toilet facility.</p> <p>Area 2</p> <p>Article 4: Commercial waste - storage No person shall leave commercial waste in a public place in the Restricted Area other than in secure, commercial waste company containers or commercial waste company sacks. Any such waste shall be left in a manner that prevents escape of waste into the public place.</p> <p>Article 5: Commercial waste - collection No person shall leave commercial waste company bins, or commercial waste company sacks in a public place in the Restricted Area for the purposes of collection more than 2 hours prior to their contracted collection time.</p> <p>Article 6: Health and/or safety risks - obstruction A person in a public place in the Restricted Area who causes a health and/or safety risk by:</p> <ul style="list-style-type: none"> • obstructing the entrance to or exit from any building; or • obstructing the free passage of pedestrians on or in a stairwell; or • causing an obstruction which prevents or hinders street cleansing activity; or • causing an obstruction which prevents or hinders the free passage of pedestrians or vehicles |

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| | <p>shall, upon valid request of a Constable or an Authorised Person, move from that location within a reasonable time as specified in writing by that Authorised Person.</p> <p>Article 7: Health and/or safety risks - tents and structures A person who has erected or is occupying a tent or other temporary structure in a public place in the Restricted Area in a manner that:</p> <ul style="list-style-type: none"> • attracts or is likely to attract vermin; or • creates or is likely to create a health and/or safety risk for any other person <p>shall, upon valid request of a Constable or an Authorised Person, move from that location within a reasonable time as specified in writing by that Authorised Person.</p> <p>Article 8: Provision of information upon request A person who an Authorised Person reasonably suspects of breaching any of the prohibitions or requirements in this Order shall, upon request of that Authorised Person, provide their name, address and date of birth to that Authorised Person.</p> <p>Article 9: Commercial waste - clearance A person who has placed commercial waste in a public place in the Restricted Area for collection shall, upon a valid request of a Constable or an Authorised Officer, immediately clear that place of any such commercial waste that escapes from their control.</p> <p>A requirement under this Article is not valid if the Authorised Person is asked by the person subject to the requirement to show evidence of their authorisation and they fail to do so.</p> <p>(2) To authorise the advertisement of Public Spaces Protection Order in respect of the City Centre</p> <p>(3) To arrange the discharge of the existing PSPO (which transitioned from a Designated Public Places Order originally introduced in 2006), the provisions of which took effect from 20th October 2017 as though they were PSPOs once the period of challenge has expired or any such challenge has been determined.</p> |
| <p>Reasons for the decision (but excluding any exempt or confidential information)</p> | <p>The Strategic Director (Neighbourhoods) is satisfied that the conditions as set out in section 59 of the Act have been met and that by introducing the PSPOs, this will prohibit certain activities or require specified activities be carried out by persons to ensure compliance with the Orders. In order to make the decision about PSPO for the City Centre the following has been taken into consideration:</p> |

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| | <ul style="list-style-type: none"> • The evidence of the issues of concern • Consultation responses from the consultation undertaken from 12 February 2019 to 8 April 2019, including 1996 survey responses, 7 written submissions and 3 complaints specific to the consultation. • Proposals for the PSPO that were presented at Communities and Equalities Scrutiny Committee on 7 November 2019 • Feedback from Communities and Equalities Scrutiny Committee on 7 November 2019 |
| Alternatives considered and rejected | The Strategic Director (Neighbourhoods) considered not making the PSPO however it was decided that the use of existing powers was not sufficient to address the issues that the PSPO seeks to address. |
| Interests Declared | None |
| Officer contact details For any further information | Name: Fiona Sharkey Position: Head of Compliance, Enforcement and Community Safety Tel 0161 234 1220 Email: f.sharkey@manchester.gov.uk |

Register of Key Decisions

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| Register of Key Decisions Reference | 2019/03/01O |
| OR – if not published in the Register of Key Decisions | |
| Reasons for special urgency such that this was not published in a Register of Key Decisions | |

Scrutiny Call In

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| Call-in deadline | 4.00pm on Monday 9 March 2020 |
| OR – if Exempt from Call-in | |
| Advice as to how any delay would seriously prejudice the legal or financial position of the Council | |
| Scrutiny Chair who agreed the urgency | |

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| Date this notice was published | Monday 2 March 2020 |
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Report from: Fiona Sharkey, Head of Compliance and Community Safety,
Samantha Stabler Community Safety Lead, Neighbourhoods.

Report to: Fiona Worrall, Strategic Director, Neighbourhoods

Date: 31 January 2020

Subject: City Centre Public Space Protection Order

Executive Summary

This report relates to the making of Public Spaces Protection Orders (PSPOs), under the Anti-social Behaviour, Crime and Policing Act 2014 (“the Act”) to address anti-social behaviour in the City Centre by setting out, in numbered articles, various prohibitions and requirements.

We are satisfied that we have met the conditions as set out in section 59 of the Act and that by introducing the PSPOs, this will prohibit certain activities or require specified activities be carried out by persons to ensure compliance with the Orders.

This report sets out the proposed prohibitions and requirements and provides details of consultations carried out, both with partner agencies and the residents of Manchester and seeks approval for the advertising and making of the Orders as proposed.

Recommendations

That the Director of Neighbourhoods:

1. Makes Public Spaces Protection Orders (PSPOs) in respect of the City Centre for a maximum of 3 years
 2. Authorises the advertisement of Public Spaces Protection Orders (PSPOs) in respect of the City Centre
 3. Arranges the discharge of the existing PSPO (which transitioned from a Designated Public Places Order originally introduced in 2006), the provisions of which took effect from 20th October 2017 as though they were PSPOs once the period of challenge has expired or any such challenge has been determined.
 4. Ensures that there is a 6 monthly review of the implementation and impact of the PSPO
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Background Documents

- Antisocial Behaviour, Crime and Policing Act 2014
- Antisocial Behaviour, Crime and Policing Act 2014: Reform of anti-social behaviour powers – Statutory guidance for frontline professionals
- Manchester City Council Corporate Enforcement Policy
- Manchester City Council ASB Policy and Procedures

The Proposed Order Public Spaces Protection Order

Area 1 (city centre defined in Appendix 2)

Article 1: Consumption of alcohol

No person shall consume alcohol in a public place in the Restricted Area (save for those places identified in section 62 of the ASB Crime and Policing Act).

Article 2: Discarding a hypodermic needle or syringe

No person shall discard, other than in an appropriate sharps container, a hypodermic needle or syringe in a public place in the Restricted Area.

Article 3: Urination or defecation

No person shall urinate or defecate in a public place in the Restricted Area. This prohibition does not apply to urinating or defecating in a legitimate toilet facility.

Area 2 (commercial areas within the city centre defined in Appendix 3)

Article 4: Commercial waste - storage

No person shall leave commercial waste in a public place in the Restricted Area other than in secure, commercial waste company containers or commercial waste company sacks. Any such waste shall be left in a manner that prevents escape of waste into the public place.

Article 5: Commercial waste - collection

No person shall leave commercial waste company bins, or commercial company waste sacks in a public place in the Restricted Area for the purposes of collection more than 2 hours prior to their contracted collection time.

Article 6: Health and/or safety risks - obstruction

A person in a public place in the Restricted Area who causes a health and/or safety risk by:

- obstructing the entrance to or exit from any building; or
- obstructing the free passage of pedestrians on or in a stairwell; or
- causing an obstruction which prevents or hinders street cleansing activity; or
- causing an obstruction which prevents or hinders the free passage of pedestrians or vehicles

shall, upon valid request of a Constable or an Authorised Person, move from that location within a reasonable time as specified in writing by that Authorised Person.

Article 7: Health and/or safety risks - tents and structures

A person who has erected or is occupying a tent or other temporary structure in a public place in the Restricted Area in a manner that;

- attracts or is likely to attract vermin; or
- creates or is likely to create a health and/or safety risk for any other person

shall, upon valid request of a Constable or an Authorised Person, move from that location within a reasonable time as specified in writing by that Authorised Person.

Article 8: Provision of information upon request

A person who an Authorised Person reasonably suspects of breaching any of the prohibitions or requirements in this Order shall, upon request of that Authorised Person, provide their name, address and date of birth to that Authorised Person.

Article 9: Commercial waste - clearance

A person who has placed commercial waste in a public place in the Restricted Area for collection shall, upon a valid request of a Constable or an Authorised Officer, immediately clear that place of any such commercial waste that escapes from their control.

A requirement under this Article is not valid if the Authorised Person is asked by the person subject to the requirement to show evidence of their authorisation and they fail to do so.

WHAT HAPPENS IF A PERSON FAILS TO COMPLY WITH THIS ORDER?

ALCOHOL

Section 63 of the Anti-Social Behaviour Crime, and Policing Act 2014 provides that where a constable or authorised person has reason to believe that a person has been consuming alcohol in breach of this PSPO or intends to consume alcohol in circumstances which would be a breach of this PSPO, the constable or authorised person may require that person not to consume alcohol or anything which is reasonably believed to be alcohol and/or surrender anything believed to be alcohol or a container for alcohol. Failure to comply without having a reasonable excuse is an offence. A requirement is not valid if, when asked to do so, the constable or authorised person, fails to show evidence of their authorisation. Section 62 (set out in full below) contains a list of exceptions where the ban on consuming alcohol does not apply).

CRIMINAL OFFENCE

Section 67 of the Anti-Social Behaviour Crime, and Policing Act 2014 says that it is a criminal offence for a person without reasonable excuse:

(a) to do anything that the person is prohibited from doing by a public space protection order, or

(b) to fail to comply with a requirement to which the person is subject under a public spaces protection order.

PENALTY

A person who is guilty of an offence under this Order shall be liable to a £100.00 Fixed Penalty Notice, or upon summary conviction to a fine not exceeding level 3 (£1000) on the standard scale.

APPEALS

Any challenge to this order must be made in the High Court by an interested person within six weeks of it being made. An interested person is someone who lives in, regularly works in or visits the Restricted Areas. This means that only those who are directly affected by the restrictions have the power to challenge. The right to challenge also exists where an order is varied by the Council. Interested persons can challenge the validity of this order on two grounds: that the Council did not have the power to make the order, or to include particular prohibitions or requirements; or that one of the requirements of the legislation has not been complied with. When an application is made the High Court can decide to suspend the operation of the order pending the court's decision, in part or in totality. The High Court has the ability to uphold or quash the order or any of its prohibitions or requirements.

LEGISLATION

Section 62

62 Premises etc to which alcohol prohibition does not apply

(1) A prohibition in a public spaces protection order on consuming alcohol does not apply to—

- (a) premises (other than council-operated licensed premises) authorised by a premises licence to be used for the supply of alcohol;
- (b) premises authorised by a club premises certificate to be used by the club for the supply of alcohol;
- (c) a place within the curtilage of premises within paragraph (a) or (b);
- (d) premises which by virtue of Part 5 of the Licensing Act 2003 may at the relevant time be used for the supply of alcohol or which, by virtue of that Part, could have been so used within the 30 minutes before that time;
- (e) a place where facilities or activities relating to the sale or consumption of alcohol are at the relevant time permitted by virtue of a permission granted under section 115E of the Highways Act 1980 (highway-related uses).

(2) A prohibition in a public spaces protection order on consuming alcohol does not apply to council-operated licensed premises—

- (a) when the premises are being used for the supply of alcohol, or
- (b) within 30 minutes after the end of a period during which the premises have been

used for the supply of alcohol.

(3) In this section—

“*club premises certificate*” has the meaning given by section 60 of the Licensing Act 2003;

“*premises licence*” has the meaning given by section 11 of that Act;

“*supply of alcohol*” has the meaning given by section 14 of that Act.

(4) For the purposes of this section, premises are “council-operated licensed premises” if they are authorised by a premises licence to be used for the supply of alcohol and—

(a) the licence is held by a local authority in whose area the premises (or part of the premises) are situated, or

(b) the licence is held by another person but the premises are occupied by a local authority or are managed by or on behalf of a local authority.

Section 63 Consumption of alcohol in breach of prohibition in order

(1) This section applies where a constable or an authorised person reasonably believes that a person (P)—

(a) is or has been consuming alcohol in breach of a prohibition in a public spaces protection order, or

(b) intends to consume alcohol in circumstances in which doing so would be a breach of such a prohibition.

In this section “*authorised person*” means a person authorised for the purposes of this section by the local authority that made the public spaces protection order (or authorised by virtue of section 69(1)).

(2) The constable or authorised person may require P—

(a) not to consume, in breach of the order, alcohol or anything which the constable or authorised person reasonably believes to be alcohol;

(b) to surrender anything in P's possession which is, or which the constable or authorised person reasonably believes to be, alcohol or a container for alcohol.

(3) A constable or an authorised person who imposes a requirement under subsection (2) must tell P that failing without reasonable excuse to comply with the requirement is an offence.

(4) A requirement imposed by an authorised person under subsection (2) is not valid if the person—

(a) is asked by P to show evidence of his or her

authorisation, and

(b) fails to do so.

(5) A constable or an authorised person may dispose of anything surrendered under subsection (2)(b) in whatever way he or she thinks appropriate.

(6) A person who fails without reasonable excuse to comply with a requirement imposed on him or her under subsection (2) commits an offence and is liable on summary conviction to a fine not exceeding level 2 on the standard scale.

Offences

67 Offence of failing to comply with order

(1) It is an offence for a person without reasonable excuse—

(a) to do anything that the person is prohibited from doing by a public spaces protection order, or

(b) to fail to comply with a requirement to which the person is subject under a public spaces protection order.

(2) A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 3 on the standard scale.

(3) A person does not commit an offence under this section by failing to comply with a prohibition or requirement that the local authority did not have power to include in the public spaces protection order.

(4) Consuming alcohol in breach of a public spaces protection order is not an offence under this section (but see section 63).

1.0 Introduction

To achieve our strategic objectives of a safe, clean and welcoming city centre the Council and the police use a wide range of informal and formal powers to protect the public and tackle crime and antisocial behaviour. These measures include community resolution, warnings, Acceptable Behaviour Agreements, Community Protection Notices, injunctions, dispersal powers, arrests, prosecution and Criminal Behaviour Orders, alongside appropriate offers of intervention and support.

The use of these powers has enabled the Council and Police to address some of the ASB that occurs in the city, however there are limitations to these powers. Current powers do not always facilitate an appropriate response to some of the problems that are frequently reported in the City Centre, like urination and defecation, health and safety hazards caused by the erection of tents and obstruction of exits, and build-up of commercial waste on the city streets.

In response to these concerns and in conjunction with the police, the Council agreed to explore whether a Public Spaces Protection Order (PSPO) would be an appropriate additional tool to address these behaviours.

This report provides information to support the decision with regard to the proposed Public Spaces Protection Order for the city centre. This includes a summary of the evidence that led to a public consultation, the findings from the consultation and the rationale for the resulting proposed order. It includes the key points raised at the Communities and Equalities Scrutiny on 7 November 2019 and a response to the points raised.

2.0 Evidence of Issues of Concern in Manchester city centre

2.1 The Manchester city centre Survey, which took place from 27 July to the 24 August 2018, received a total of 3002 responses. The survey asked respondents questions about their perception of the city centre. Themes identified through the survey as being problematic issues included alcohol, begging, on street defecation and urination and the overall cleanliness of the area. Nearly half of the respondents were city centre residents.

The following information was also considered in order to better identify the issues that were being reported and experienced in Manchester city centre.

- 2018 -2021 Community Safety Strategy consultation responses
- Greater Manchester Police data from April 2016 to March 2018
- Manchester City Council data on reports of anti-social behaviour and environmental issues
- Community Impact Statements

A summary of the issues and concerns are detailed below.

2.2 Alcohol: Over the previous year a third of arrests in the city centre were recorded as involving alcohol intoxication. More arrests in the city centre

involved alcohol intoxication in comparison to the rest of Manchester. Street drinking is sometimes associated with antisocial behaviour including rowdy and nuisance behaviour, harassment and intimidation of passers-by, as well as the littering of cans and bottles. (If introduced the PSPO will replace the existing city centre PSPO previously known as a Designated Public Place Order which puts restrictions on public drinking). An officer may require an individual to not consume alcohol or surrender their alcohol and failure to comply without a reasonable excuse is a breach of the order.

- 2.3 Begging:** Over the previous three years Manchester city centre accounted for 75% of all incidents in Manchester coded as begging or vagrancy. Members of the public reported that they had been intimidated by people who beg near to cash machines and the entrances of commercial premises. Concerns were also raised about people begging approaching people to ask for money. Examples of the reports received involved incidents of verbal abuse and intimidation associated with begging activity.

The City Centre generated approximately 1328 incidents on GMP systems relating to people begging or asking for money over the three years to March 2018. There are also usually additional elements to those incidents which are reported – e.g. people becoming abusive or aggressive when refused money, or people begging who seem to be particularly vulnerable.

- 2.4 Obstruction of entrances and exits of premises:** Reports continue to be received from residential and commercial premises about people obstructing the entrance or exit of premises, including fire exits. On occasions this has created problems for businesses in terms of them opening or closing their stores. Obstructing a fire exit causes a significant health and safety risk for those inside the building. Residents are fearful when attempting to enter or leave their homes and the access route is obstructed. Several reports have been received that relate to people being verbally abused when they have asked individuals to stop obstructing the entrance or exit to their premises. There were 281 incidents reports to the police that included blocked fire exits or escapes in the three years to March 2018.

- 2.5 Urination and defecation:** The reports received from residents and people working in the city centre inform us that there is a problem with people urinating and defecating outside residents' homes, on the streets and in the vicinity of pubs, clubs and restaurants. The detrimental effect is the odour, the low level health risk, how this type of human waste is often offensive in nature when present in a public space and for those that witness it taking place. In addition reports are received that when people are asked not to urinate or defecate there have been incidents of verbal abuse and intimidation. Analysis of GMP incident data in the three years to March 2018 showed approximately 416 references to people defecating or urinating in a public place over the past 3 years in the City Centre.

Urination and defecation in public spaces can involve indecent exposure of body parts. Reports have been received of individuals exposing themselves in the presence of children and other adults. A report made to the police involved an individual being ejected from a premises who then pulled their pants down

outside the premises and defecated. Another report to the police involved an individual defecating outside a premises and when asked to clean up the faeces they told the victim that if he saw him in the street he would hit him with a bottle.

- 2.6 Disposal of needles:** It has been identified that discarded needles are a significant concern for people living, working in and visiting the city centre. This conduct can have a negative psychological impact, particularly for residents. Concerns have been raised about the potential health and safety risks of needles being disposed of in public spaces without using an appropriate sharps container. Manchester City Council data includes 132 records about drug waste from December 2017 to August 2018.

Biffa (waste contractor) provided reports from their operatives that included "On 3 July 2018, in Piccadilly Gardens, a Biffa operative found a carrier bag full of needles dumped on the seating area quite near to the children's play area. The bag was removed so the needles could be safely disposed."

- 2.7 Tents and other structures:** Reports have been received of tents obstructing the highway and the entrances and exits of commercial and residential buildings. Within and surrounding some tents there is evidence of an accumulation of drug paraphernalia, human waste, discarded food items, broken glass and vermin. This has a detrimental impact on the people occupying the tents and the wider community. Existing legislation to address the erection of tents and structures on public land can take time to progress and is ineffective for some circumstances that are presented in the city centre.

An example of a report received in the city centre relating to tents involved the tent causing a fire risk by blocking a fire escape door. It was reported that a group of people occupying the tent had been taking drugs and urinated in the fire escape area. Concerns were expressed that residents could not encourage the group to move due to the risk of verbal aggression. Another report was received involving a tent erected in a car park. It was reported that lots of people were coming and going and there was screaming and shouting coming from the tent. It was stated that the group were defecating on the car park and there was lots of debris around the tent. This report stated that the situation had been ongoing for several days. Officers have described how on occasions they have attended to engage with people occupying tents and found vermin attracted to food and debris. In addition officers report that sometimes tents can become a base for drug use and at times have found tents with drug paraphernalia including used syringes with uncapped needles.

- 2.8 Litter:** There is already legislation in place for the Council to take action when a person commits the offence of littering. Litter and hazardous waste have an impact on the public in terms of health and safety considerations, in addition to being unpleasant visually. The accumulation of items in public places, that create an opportunity to conceal objects, are considered a security risk and should be removed quickly.
- 2.9 Commercial Waste:** The city centre has a high number of and densely located commercial premises that operate across different business models

and at different hours of the day and night. The impact of these businesses not adequately managing their waste is detrimental to the visual amenity of the city centre. There are frequent instances of rat infestation in these areas, which is encouraged by the ready supply of food waste and other materials, often as a result of split bags, where waste has been left out on the street for a prolonged period of time or by individuals going through bags. This is then made worse by the lack of cleansing by premises following incidents of spillage.

- 2.10 Areas for the PSPO:** The areas for the PSPO to cover have been arrived at based on the findings from the city centre survey, data on reports of crime and ASB and taking into account the possibility of displacement. The area also replicates the area of the existing alcohol PSPO that has been in place from when it was originally introduced as a Designated Public Places Order in 2006, transitioning to a PSPO in October 2017. The area of the prohibitions and requirements of the proposed PSPO is identified in Appendix 1. The area for the commercial waste elements of the PSPO is identified in Appendix 2.

3.0 Consultation on a PSPO

- 3.1** The Council undertook an eight week consultation from 12 February 2019 to 8 April 2019. Information and an online survey was published on the Council's website. In accordance with relevant guidance the information included;

- Why the Council was undertaking the consultation together with a summary of the evidence in relation to each of the behaviours
- A draft PSPO including the proposed behaviours, requirements and maps outlining the geographical areas where the terms may apply
- The consequences of breaching a PSPO
- The right to appeal a PSPO.

- 3.2** The survey included closed and open questions regarding the proposed order. Respondents were given the option to choose which questions they answered in relation to each of the behaviours and requirements. The respondents were able to complete free text fields to provide additional feedback and suggestions.

The draft proposed order which was the subject of the consultation and lists the prohibitions and requirements which were originally under consideration can be found at **Appendix 3**.

- 3.3** Awareness of the consultation was promoted extensively through a communications and stakeholder plan which is detailed in Appendix 1. Methods of communication included social media, city centre advertising boards and hard copies of the survey were available in Central Library. It was reported extensively in the media and promoted on the council's social media channels and website. Officers undertook on street engagement with members of the public to raise awareness of the consultation in the city centre and the North, Central and South areas and completed surveys with people

who did not have access to the internet. Engagement with residents in the China Town area of the city centre involved utilising an interpreter and translated copies of the consultation survey which enabled residents whose first language was not English to participate in the consultation.

- 3.4** Awareness of the consultation was raised through resident and business groups, councillors, licensed premises, the Community Safety and the Homelessness Partnership, Macc and members of the Safety, Violence and Policing Meeting (voluntary and community organisations), Manchester's housing providers, the faith network, safeguarding boards, taxi licensing, hate crime reporting centres and other city centre Integrated Neighbourhood Management partners. Young people and students were informed of the consultation through contact with Young Manchester, youth providers, Manchester College, Manchester Universities and the Student Safety Group. Written correspondence was sent to owners and occupiers of land in the proposed area inviting them to participate in the online survey.
- 3.5** Offers were made to facilitate focus groups with people who may be affected by a PSPO to enable them to participate in the consultation via organisations in the Homelessness Partnership. One organisation accepted this offer and a focus group was held attended by a member of staff and engaged former or current service users and their representatives. Other groups and organisations expressed a preference to meet with their service users and clients, without the involvement of Council officers, directly to support them in contributing to the consultation. Officers attended a Youth Council meeting to provide information about the consultation. The young people expressed a preference to participate by completing the survey online.

Consultation took place with statutory consultees;

- Greater Manchester Police
- Police and Crime Commissioner
- Community representatives
- Occupiers and owners of land in the city centre

4.0 Consultation Responses

- 4.1** The consultation received over two thousand responses which have been reviewed and analysed. This included 1996 survey responses, 7 written submissions and 3 complaints specific to the consultation.

Analysis of the survey responses can be found at **Appendix 4**. An independent organisation was commissioned to provide an analysis of the free text fields completed in the consultation. This analysis is provided in **Appendix 5**.

4.2 Statutory Consultee Responses:

Greater Manchester Police (GMP) supports the implementation of a PSPO stating that a PSPO would enhance the Neighbourhood Teams' ability to reduce crime and disorder and maintain public safety. The consumption of alcohol, begging in a manner that causes nuisance, annoyance, fear or distress, the erection and abandonment of tents in public places and obstruction were noted as particular issues that place a significant demand on the Local Policing Team. In regard to begging GMP provided feedback that the teams already demonstrate a sensible use of statutory powers acting proportionately and in a way designed to achieve meaningful progressive outcomes for the community and the individuals concerned.

The Mayor of Greater Manchester (fulfilling the Police and Crime Commissioner statutory obligation to consult) responded to say that these issues need to be dealt with proportionately and sensitively by providing advice for businesses or the individuals committing the unacceptable behaviour. If that advice is not heeded, then firmer action may be required for the benefit of the majority. The response expressed the need to balance the management of the city centre so that it is a welcoming place for visitors and the need to appropriately challenge behaviour that is anti-social, aggressive, intimidating or prevents others from going about their lawful business.

The views of community representatives and owners / occupiers of land were captured through the consultation survey.

4.3 Written responses were received from:

- Psychologists for Social Change
- Chair of Manchester Health & Care Commissioning and MHCC Clinical Lead for Homelessness
- Liberty
- Transport for Greater Manchester (TFGM)
- Manchester Metropolitan University, Programme Leader, MSc Urban Policy and Analytics

These responses were considered alongside the survey responses.

4.4 All the consultation responses are considered in relation to each of the specific behaviours and requirements contained within the draft PSPO and with reference to the legal threshold. It is important to consider each behaviour individually to ensure the legal threshold for that behaviour is met, rather than comparing the survey results across the different behaviours. Proposals have been made as to whether or not the evidence justifies the prohibition/requirement being included in the final Order or if any amendments should be made. The proposed PSPO has taken into consideration, initial evidence that demonstrated the grounds to consult, further evidence provided from the consultation responses, support for the PSPO, alternative

suggestions and local and national developments since the consultation was undertaken.

5.0 Consideration of the articles for a PSPO

Prohibitions

5.1 Alcohol

Article 1 - No person shall consume alcohol in a public place in the Restricted Area (save for those places identified in section 62 of the ASB Crime and Policing Act).

- 5.1.1** 697 respondents believe alcohol to be a major city centre problem. 211 of 1416 survey respondents reported that people drinking alcohol in public places makes them feel unsafe. Respondents also reported a detrimental effect in terms of a noise disturbance, nuisance or annoyance, verbal abuse, physical harm and littering. 621 survey respondents have personally experienced problems with the consumption of alcohol in a public place on either a daily or weekly basis. One third of the arrests in the city centre involve alcohol intoxication. Consumption of alcohol places significant demand on GMP due to the associated crime and disorder. The PSPO will replace the existing city centre PSPO ("Alcohol Restriction Zone"). 907 respondents agreed it should be in the PSPO.
- 5.1.2** If the restriction on public consumption of alcohol was removed it is likely that problems associated with alcohol related disorder would significantly increase as GMP currently use the existing Order to seize and dispose of alcohol.
- 5.1.3** It is proposed that this article will be included in a PSPO.

5.2 Begging with associated ASB

Article 2 - No person shall beg for money or any other item in a public place in the Restricted Area in a manner that causes or is likely to cause nuisance, annoyance, fear or distress for or to any other person.

- 5.2.1** 766 out of 1597 respondents reported that begging in this manner had a detrimental effect on their quality of life. 391 respondents stated that the behaviour made them feel unsafe. 995 respondents reported experiencing this problem on a daily or weekly basis. Begging was one of the most significant concerns raised through the city centre survey completed in 2018 and causes significant demand for GMP. 1025 respondents reported that this conduct was a major city centre problem. 962 respondents agreed that it should be in the PSPO and 529 disagreed.
- 5.2.2** The sanction for breaching a prohibition or requirement included in a PSPO is solely a monetary penalty - either a Fixed Penalty Notice (£100) or a prosecution, criminal conviction and a fine (up to £1000). The PSPO legislation does not allow for requirements to be formally attached to breach proceedings either by issuing a Fixed Penalty Notice or prosecuting an individual at court. On conviction for breach of a PSPO requirement the court

has no power for example to impose a Drug Rehabilitation Requirement (DRR), a Community Order or a 'positive requirement' to engage with services such as homelessness, mental health or substance misuse. Issuing a monetary sanction against a person who has no means to pay has been identified as a concern within a number of responses provided. It is acknowledged that both homeless and accommodated people beg in the city centre. 520 respondents stated that begging in such a manner could be reduced by providing more support to individuals. Unlike other behaviours the analysis of the free text showed that the majority of respondents do *not* agree with enforcing against people begging in an aggressive way or people begging in a non-aggressive way. However, 196 people believed that begging should be dealt with by more enforcement and fines.

- 5.2.3** The Ministry of Housing, Communities and Local Government is currently undertaking a review of the Vagrancy Act 1824. This was a commitment of a wider legislative review outlined in the Government's Rough Sleeping Strategy (2018). Members of the city centre Integrated Neighbourhood Management (INM) Team are actively engaged with the review which has a specific focus on the support and enforcement work in Manchester city centre.
- 5.2.4** Southampton Council has experience of a change in approach in terms of a PSPO begging prohibition. In practice Southampton found that trying to control begging through a PSPO was not effective and did not achieve behaviour change. During the three year period 32 Fixed Penalty Notices were issued for begging and there was one prosecution resulting in a conviction and a conditional discharge. Very few of the FPNs were paid. A review of the approach to enforcement available to tackle begging was undertaken and other interventions were found to have a greater deterrent effect. These interventions include the use of dispersal powers by the police; issuing persistent beggars with Community Protection Notices; and seeking Criminal Behaviour Orders from the Court for those who continued to beg aggressively. Southampton decided to remove controls on begging in the extended order.
- 5.2.5** City centre INM partners continue to evolve their approaches to begging raising awareness of the issues and a 'what works' approach engaging with custody suites, the courts, the public, probation, voluntary and community organisations and substance misuse services. A funded project working with people who beg and are accommodated continues to achieve success through engaging people in their residential localities outside of the city centre and increasing use of the accommodation provision. This had led to people stopping or significantly reducing their time spent begging. These developments in policy and practice continue to inform our approach in the city centre. GMP data shows that the number of recorded incidents of begging or people asking for money in the city centre has declined.
- 5.2.6** Whilst there is evidence of detriment and persistence, this should be balanced by the ongoing work to address this issue in ways more likely to have an impact which has been demonstrated by the experiences in Southampton.
- 5.2.7** It is proposed that this article will not be included in the PSPO.

5.3 Needles

Article 3 - No person shall discard, other than in an appropriate sharps container, a hypodermic needle or syringe in a public place in the Restricted Area.

- 5.3.1** 523 people describe this behaviour as a major problem. 389 respondents out of 1094 said this behaviour had a detrimental effect with 118 people describing the effect caused by seeing or personally having to dispose of needles. 353 respondents said they experienced the problem daily or weekly and 560 said they experienced the problem less frequently or never. In addition to having to see or dispose of needles 76 people expressed health and safety concerns. 774 respondents agreed it should be included in the PSPO, 241 disagreed.
- 5.3.2** It is recognised that these issues are particularly detrimental for those people that live in the city centre. Analysis of those individuals that had a city centre postcode showed that a higher proportion of those that responded to the question experienced a more persistent issue found it to be more unreasonable and detrimental. 142 out of 212 saying it was a major problem and 120 out of 204 citing that it was detrimental.
- 5.3.3** The detriment has been demonstrated specifically for city centre residents.
- 5.3.4** It is proposed that this article will be included in the PSPO.

5.4 Urination and Defecation

Article 4 - No person shall urinate or defecate in a public place in the Restricted Area. This prohibition does not apply to urinating or defecating in a legitimate toilet facility.

- 5.4.1** 575 respondents said urination had a detrimental effect and 708 respondents said it did not. 680 respondents stated they experienced this problem on a daily or weekly basis and 702 respondents said this is a major problem for the city centre. 921 respondents agreed that it should be included in the PSPO.
- 5.4.2** 394 respondents said that defecation had a detrimental effect and 669 said it did not. 394 people describe defecation as a major problem in the city centre whereas 564 people state this is a minor problem or not a problem. 751 respondents agreed that it should be in the PSPO. Analysis of the impact on city centre residents also demonstrated that the impact of this behaviour was greater for those city centre residents that responded to the question with 131 out of 208 identifying a detriment and 118 out of 212 citing as a major problem.
- 5.4.3** For both urination and defecation the respondents suggested that as an alternative to using a PSPO to address these issues there was a need to improve public services. Further analysis was undertaken to identify how respondents believed public services could be improved. Overwhelmingly a specific suggestion made by 735 respondents was improved public toilet facilities in the city centre. In response to these concerns the Council has

made a commitment to extending the opening hours of the Lloyd Street public toilet provision.

5.4.4 Evidence of detriment and harm has been demonstrated for urination in the consultation responses and defecation has been identified as a greater concern for city centre residents. As noted above improved availability to toilet facilities has been sought as a result of the consultation.

5.4.5 It is proposed that this article will be included in the PSPO.

5.5 Tents

Article 5 - No person shall erect or keep a tent or other temporary structure in a public place in the Restricted Area in a manner that:

- attracts, or is likely to attract, vermin; or
- creates, or is likely to create, a health and/or safety risk to any person

5.5.1 339 respondents stated this had a detrimental impact in comparison to 974 who said it did not. The main detriment identified was that tents were visually unsightly which has a relatively low harm impact on individuals. 524 respondents stated they experienced a problem with this behaviour on a daily or weekly basis. 441 described this as a major problem and 864 respondents said this was a minor problem or not a problem for the city centre. 617 respondents agreed that it should be included in a PSPO, 632 disagreed. When asked about alternative actions 501 respondents suggested that more support should be provided to individuals and 164 respondents said that people should not be criminalised in regard to tents. 88 respondents suggested removal and enforcement.

5.5.2 The evidence is limited for this to be included as a prohibition, however it will be included as a requirement to enable a reasonable and proportionate response to be available to address the issue.

5.5.3 It is proposed that this article will not be included in the PSPO as a prohibition, however it is proposed that it is included as a requirement (see below).

5.6 Commercial Waste - Storage

Article 6 - No person shall leave commercial waste in a public place in the Restricted Area other than in secure, commercial waste company containers or commercial waste sacks. Any such waste shall be left in a manner that prevents escape of waste into the public place.

5.6.1 484 respondents experienced this problem on a daily or weekly basis and 468 respondents described this conduct as a major problem for the city centre. 384 respondents out of 809 said this conduct did have a detrimental effect and 425 said it did not. The main detrimental effects were littering or mess, visually unsightly and raised concerns about vermin. 662 respondents agreed that it should be included in the PSPO whilst 79 disagreed. Waste, unlike other

behaviours, involves the main respondent suggestion to tackle this issue being more enforcement or fines (159 suggestions).

5.6.2 Whilst the number of respondents for this article is lower, the proposal corresponds to a smaller area of the city and is therefore likely to impact fewer individuals.

5.6.3 The consultation responses demonstrated persistence and unreasonableness for those that responded and the article is supported by 80% of the 828 respondents

5.6.4 It is proposed that the article will be included in the PSPO.

5.7 Commercial Waste - Collection

Article 7 - No person shall leave commercial waste company bins, or commercial company waste sacks in a public place in the Restricted Areas for the purpose of collection more than 2 hours prior to their contracted collection time.

5.7.1 300 respondents said they experienced this problem on a weekly or daily basis out of 606 respondents. 222 respondents said this conduct had a detrimental effect on their quality of life and 347 said it did not. 269 respondents said this was a major problem for the city centre whilst 255 people said it was a minor problem or not a problem. 399 respondents agreed that this should be included in the PSPO and 84 disagreed.

5.7.2 It is proposed that this article will be included in the PSPO.

5.8 Requirements

5.8.1 The consultation responses in respect of the requirements included in the PSPO consultation are detailed below. Requirements are not blanket bans but support a formal request from an authorised officer. Currently there is no opportunity to require individuals to address these behaviours. The inclusion of requirements will give additional powers to both council and police officers to be able to formally request actions to address ASB.

| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Don't know | Response Total |
|--|-----------------------|----------------|-----------------------------------|-----------------|--------------------------|-------------------|-----------------------|
| Identification – give their name, date of birth and address to someone investigating | 42.7% (836) | 17.6% (345) | 6.6% (129) | 7.9% (154) | 23.2% (454) | 2.0% (40) | 1958 |

| | | | | | | | |
|---|-----------------|----------------|---------------|---------------|----------------|--------------|------|
| a breach of a PSPO | | | | | | | |
| Litter – immediately, when asked to pick up any litter or rubbish that they have dropped or left, and properly dispose of it. | 62.1% (1215) | 22.7% (445) | 4.4% (87) | 2.0% (39) | 7.5% (146) | 1.3% (26) | 1958 |
| Obstruction – move from an entrance, exit or stairway that they are obstructing, within a reasonable time | 46.1% (902) | 20.4% (400) | 7.4% (144) | 6.7% (131) | 17.5% (342) | 1.9% (38) | 1957 |
| Obstruction – move, within a reasonable time, if they are stopping street cleaning | 45.4% (889) | 24.2% (474) | 7.8% (153) | 6.6% (130) | 14.5% (283) | 1.5% (29) | 1958 |
| Obstruction – move, within a reasonable time, if they are stopping people or vehicles passing | 49.2% (958) | 22.9% (446) | 7.6% (148) | 5.8% (113) | 13.2% (257) | 1.3% (26) | 1948 |

| | | | | | | | |
|--|-----------------|----------------|---------------|---------------|----------------|--------------|------|
| Tent – move, within a reasonable time, a tent or other temporary structure that is attracting or is likely to attract vermin | 43.6% (851) | 15.5% (302) | 7.4% (144) | 9.4% (183) | 22.2% (434) | 1.9% (37) | 1951 |
| Tent – move, within a reasonable time, a tent or other temporary structure that is a health or safety risk | 44.7% (871) | 16.3% (317) | 7.6% (149) | 9.1% (178) | 20.4% (397) | 1.8% (36) | 1948 |
| Commercial waste – immediately clean up any spillages | 68.7% (1344) | 20.6% (402) | 3.7% (73) | 1.1% (21) | 4.5% (87) | 1.4% (28) | 1955 |
| | | | | | | answered | 1970 |
| | | | | | | skipped | 26 |

5.8.2 Consultation responses supported the inclusion of all the requirements, however having considered the consultation responses it is proposed that these requirements are amended as follows:

5.8.3 It is proposed that changes be made to the requirements concerned with obstructions and erection of tents and structures to clarify that these are intended to address health and safety risks. The amended requirements are: Health and/or safety risks - obstruction

A person in a public place in the Restricted Area who causes a health and/or safety risk by:

- obstructing the entrance to or exit from any building; or
- obstructing the free passage of pedestrians on or in a stairwell; or
- causing an obstruction which prevents or hinders street cleansing activity; or
- causing an obstruction which prevents or hinders the free passage pedestrians or vehicles

shall, upon valid request of a Constable or an Authorised Person, move from that location within a reasonable time as specified in writing by that Authorised Person.

Health and/or safety risks - tents and structures

A person who has erected or is occupying a tent or other temporary structure in a public place in the Restricted area in a manner that

- attracts or is likely to attract vermin; or
- creates or is likely to create a health and/or safety risk for any other person

shall, upon valid request of a Constable or an Authorised Person, move from that location within a reasonable time as specified in writing by that Authorised Person.

5.8.4 It has been identified that implementation of existing legislation to address littering is having a positive impact on the cleanliness of the city and as such additional provision in the PSPO is not considered to be necessary.

6.0 The Proposed PSPO

The resulting proposed Public Spaces Protection Order prohibitions and restrictions are detailed below:

Area 1 (city centre defined in Appendix 1)

Article 1: Consumption of alcohol

No person shall consume alcohol in a public place in the Restricted Area (save for those places identified in section 62 of the ASB Crime and Policing Act).

Article 2: Discarding a hypodermic needle or syringe

No person shall discard, other than in an appropriate sharps container, a hypodermic needle or syringe in a public place in the Restricted Area.

Article 3: Urination or defecation

No person shall urinate or defecate in a public place in the Restricted Area. This prohibition does not apply to urinating or defecating in a legitimate toilet facility.

Area 2 (commercial areas within the city centre defined in Appendix 2)

Article 4: Commercial waste – storage

No person shall leave commercial waste in a public place in the Restricted Area other than in secure, commercial waste company containers or commercial waste company sacks. Any such waste shall be left in a manner that prevents escape of waste into the public place.

Article 5: Commercial waste – collection

No person shall leave commercial waste company bins, or commercial company waste sacks in a public place in the Restricted Area for the purposes of collection more than 2 hours prior to their contracted collection time.

Article 6: Health and/or safety risks – obstruction

A person in a public place in the Restricted Area who causes a health and/or safety risk by:

- obstructing the entrance to or exit from any building; or
- obstructing the free passage of pedestrians on or in a stairwell; or
- causing an obstruction which prevents or hinders street cleansing activity; or
- causing an obstruction which prevents or hinders the free passage of pedestrians or vehicles

shall, upon valid request of a Constable or an Authorised Person, move from that location within a reasonable time as specified in writing by that Authorised Person.

Article 7: Health and/or safety risks - tents and structures

A person who has erected or is occupying a tent or other temporary structure in a public place in the Restricted Area in a manner that;

- attracts or is likely to attract vermin; or
- creates or is likely to create a health and/or safety risk for any other person

shall, upon valid request of a Constable or an Authorised Person, move from that location within a reasonable time as specified in writing by that Authorised Person.

Article 8: Provision of information upon request

A person who an Authorised Person reasonably suspects of breaching any of the prohibitions or requirements in this Order shall, upon request of that Authorised Person, provide their name, address and date of birth to that Authorised Person.

Article 9: Commercial waste - clearance

A person who has placed commercial waste in a public place in the Restricted Area for collection shall, upon a valid request of a Constable or an Authorised Officer, immediately clear that place of any such commercial waste that escapes from their control.

A requirement under this Article is not valid if the Authorised Person is asked by the person subject to the requirement to show evidence of their authorisation and they fail to do so.

7.0 Considerations from Communities and Equalities Scrutiny

7.1 The Communities and Equalities Scrutiny Committee received a report of the Head of Compliance, Enforcement and Community Safety which provided an update on the outcome of the consultation for the city centre proposed PSPO on 7 November 2019.

Officers referred to the main points and themes within the report, which included:

- Background information;
- Supporting people with vulnerabilities;
- Evidence of issues of concern in Manchester city centre;
- The consultation and consultation responses;
- Consideration of the articles for a PSPO;
- The proposed PSPO;
- Enforcement;
- Equality Impact Assessment (EIA) and Human Rights; and
- Next steps.

The following issues and discussion took place in response to the report.

7.2 Kathy Cosgrove from Greater Manchester Law Centre expressed concern about the lawfulness and fairness of the consultation. She advised that it did not include enough information, for example, on existing powers, to enable respondents to make an informed decision. She also stated that it was not balanced and that the way it was carried out as an online consultation meant that it did not target and was not accessible to some of the people who would be most impacted by the proposal, particularly homeless people. She also advised that the consultation responses were not presented fairly, not showing the full range of responses to the open text questions. She reported that the evidence presented did not demonstrate justification for the proposed PSPO, stating that it did not demonstrate that it would achieve its aims and that the benefits would outweigh the risk of harm. She expressed concern that the PSPO would indirectly discriminate against homeless people who could not avoid breaching it and were often members of other minority groups. She outlined the significant challenges facing homeless people and stated that the report did not address the additional risk of harm to this group which, she advised, the proposed PSPO would present. She stated that many professionals in this area of work and related fields were opposed to the proposed PSPO. She also reported that some other local authorities had

introduced similar measures which had not been successful. A Member supported her comments.

- 7.3** Dr Morag Rose from the University of Liverpool outlined her concerns about the consultation, stating that it included leading and ambiguous questions, that it had received very few responses from homeless people, that some shop workers in the area had been coerced by their managers to complete it and that the analysis was flawed. She advised that there was academic evidence against the use of PSPOs to address the behaviours outlined. She also expressed concern that the proposed PSPO could criminalise protest and that it sent a negative message about attitudes towards homeless people.
- 7.4** The Ward Councillors for the city centre wards of Deansgate and Piccadilly were invited to comment on the proposals. They provided a number of examples of the negative effect of the current situation on local residents, including repeated instances of people urinating and defecating outside their homes, alcohol consumption and associated litter and fighting, drug dealing and drug paraphernalia, receiving abuse and blocked entrances to residential buildings, which made residents feel intimidated going into and out of their home. A Ward Councillor for Deansgate noted that it was important not to penalise vulnerable people for unavoidable behaviour, that this had been given consideration in the proposals, and that this was the reason they had requested and obtained 24-hour access to the public toilets on Lloyd Street. He advised that it was important to provide support to people experiencing this issue from both sides and to find a solution that worked for everyone. Another Ward Councillor for Deansgate reported that begging in the city centre had increased and this was often not by people who were rough sleeping. She reported that local residents were sympathetic to the situation of vulnerable people but that the issue needed to be addressed. She reported that the police and Council officers did not just take enforcement action against vulnerable people but assessed their vulnerabilities and offered support to them. She outlined the dangers of people sleeping in tents and in doorways, which were often fire escapes.
- 7.5** The Deputy Leader of the Opposition reported that, while he accepted the points in the report about commercial waste and anti-social behaviour related to drinking and drug-taking, he was concerned about how the proposed PSPO would impact on vulnerable people living on the streets. He advised that the proposed PSPO would be a blunt tool to deal with complex issues and, in his opinion, it was the wrong approach. He commented that more 24-hour toilets were needed across the city. He highlighted that article 8 of the proposed PSPO required the individual to provide their address to the Authorised Person, which a homeless person could not do. He questioned how the Committee could consider the proposals without knowing the enforcement protocol. He emphasised the need to consider the disproportionate impact on those living on the streets and the necessity and proportionality of the proposals.

Some of the key points that arose from the Committee's discussions were:

- Recognition of the issues being experienced by city centre residents;
- The need to provide support to vulnerable people with complex needs;
- The importance of providing facilities such as 24-hour toilets and sharps bins for disposing of needles so that vulnerable people could avoid breaching the articles in the proposed PSPO;
- To ask what difference the PSPO would make and why this was preferable to using existing powers to tackle these issues;
- To question the appropriateness of fining vulnerable people with no means to pay a fine and the impact this would have on the relationship that Council officers were trying to build with these individuals to encourage them to engage with support services;
- Whether there was evidence that this would be effective;
- Whether a PSPO would just displace people outside the city centre rather than address the problem;
- That a significant number of the respondents to the consultation said the issues identified did not impact on their quality of life;
- How much money had been spent so far on the process for this PSPO, how much would it cost to implement and whether this money could be better spent on the valuable work the Council was already doing in this area; and
- That the Vagrancy Act 1824 should be reviewed.

7.6 The Committee decided:

- To ask the decision maker and Deputy Leader to take into account all the views raised when making their decision
- That if the decision maker wishes to respond to the Committee on any of the points raised, they are welcome to do so.

8.0 Response to issues raised at Community and Equalities Scrutiny Committee

8.1 Support for people with vulnerabilities

The discussion highlighted a significant level of concern about support for people with vulnerabilities in the city centre, this was also reflected in the consultation. It is recognised that in Manchester some people who are involved in behaviours that the PSPO is seeking to address have support needs and some may be rough sleeping or begging. The ambition for the city is to support each individual in addressing their particular situation thus reducing drivers leading to individuals committing ASB.

Both Council outreach teams and the dedicated GMP team commence engagement with an individual on the street with an offer of practical support and signposting to relevant services. A proactive outreach team from substance treatment provider *Change Grow Live (CGL)* is also part of the partnership and aims to motivate and support people to access treatment services including alcohol support.

The approach is supportive and assertive. We support the message and campaign driven by *Big Change* Manchester which seeks to encourage members of the public to donate to charities and groups working with people who are on the streets rather than give money to people who are on the streets. This is to ensure that resources are used to support people to move on and make positive changes in their lives

rather than sustaining a life on the streets. In Manchester city centre, there are free meals readily available provided by indoor services including those commissioned by the Council.

Whilst there has been success in many individual cases and our approach is making a positive difference, the impact is diminished when the bigger picture is considered as the city continues to see new people on the streets.

Our absolute priority remains to support anyone who is in need and connect them with the services which can help improve their lives. The introduction of the PSPO would not change our approach, but would provide an extra tool to address some of the challenges that we are experiencing in the city centre. The proposed PSPO is targeted to address anti-social behaviours therefore individuals will not be fined for rough-sleeping or homelessness.

8.2 Lawfulness and fairness of the consultation

It was raised that the online consultation did not allow those who were homeless or work with homeless people to know about the proposals. As detailed in section 3.0 of the report activity was undertaken to engage with both individuals and support services that worked with people who live or sleep on the street. This included provision of paper copies of the survey as well as on street engagement and the offer of sessions for support agencies including those in the Homeless Partnership.

Unlawful consultation - Legal advice has been sought throughout the process and the full details of the range of consultation that took place throughout the period this is enclosed in Appendix 1.

8.3 Justification that the PSPO will work

Members of the Committee asked whether there was evidence that the PSPO would be effective. Whilst there are no published evaluations of PSPOs with similar prohibitions and requirements, we are clear that this offers an additional tool to work with others to address anti-social behaviour. It is proposed that there be regular review of the use of the power so that the impact of the PSPO can be evaluated and reviewed.

8.4 Equality Impact Assessment (EIA)

Concern was raised that the order will disproportionately impact homeless people and that this is not captured in the EIA. Homelessness in itself is not a protected characteristic and consequently is not detailed specifically in the EIA. However it has been identified that articles 6 and 7 may have a greater impact on individuals within the street-based community who may be homeless, and that this may include a higher proportion of individuals that have physical or mental health disabilities. The EIA has therefore been reviewed to consider the disability disproportionate impacts in more detail. The EIA has been reviewed by the Equalities Team in Manchester City Council who are satisfied it addresses the required considerations. This has now been reflected

in an updated EIA (Appendix 6).

8.5 Provision of services

Improved availability to toilet facilities has been sought as a result of the consultation on the PSPO, with 24 hour access to the Lloyd Street facilities now available. Sharps bins are available from all needle exchanges. Needle exchange provision is also currently being reviewed as part of a wider piece of work to review Public Health primary care services in the city.

8.6 Displacement

There are partnership arrangements to address anti-social behaviour in local neighbourhoods across the whole city. Additional investment was identified in 2019/20 to double the capacity of the city-wide Antisocial Behaviour Action Team in response to concerns about ASB in local neighbourhoods. There are existing examples of multi-agency work that have been undertaken to address issues such as street drinking, tents and anti-social behaviour in areas outside of the City Centre, albeit not in the same volume. Learning from the city centre approach to these issues has been used to inform our responses in other areas of the city. Part of the implementation of the PSPO will be to monitor any displacement and ensure that it is responded to appropriately.

8.7 Convention Rights

In accordance with section 72 of the Human Rights Act, particular regard has been given to the rights of freedom of expression (Article 10) and freedom of assembly and association (Article 11) in the Human Rights Act when deciding whether to proceed with the proposal to make a PSPO.

It has been found that Article 10 is not directly impacted by the proposed PSPO. In consideration of Article 11, the statutory guidance for PSPOs has also been taken into account. The statutory guidance states that “It is important that councils do not inadvertently restrict everyday sociability in public spaces”

The order has been carefully drafted to ensure that it does not amount to a prohibition of people gathering and that the prohibitions and requirements specify the activity and behaviour that is having a detrimental impact on the community.

Article 8 of the Human Rights Act, a right to privacy and family life, has been considered in terms of the health and safety requirement for tents and other structures. It was noted that the effect on a private life is compromised by the fact that the order relates to a public place in the city centre, it would therefore not be appropriate to determine such areas as a private home. Article 8 also states that “there shall be no interference by a public authority with the exercise of this right except such as is in accordance with the law and is necessary in a democratic society in the interests of national security, public safety or the economic well-being of the country, for the prevention of disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others”. In response to the consultation and in order to allow a proportionate response to the issue, the article concerning tents has been made a requirement rather than a prohibition. This approach will allow officers to respond appropriately to the individual circumstances that are presented.

8.8 Enforcement

A number of issues raised around who would carry out enforcement and fining people who are homeless or have no means to pay a fine. The proposed PSPO will provide additional powers for both authorised Council and Police Officers to use when appropriate. The approach to enforcement remains as outlined in the Council's Corporate Enforcement Policy and the Anti Social Behaviour Policy and Procedure. To become authorised to enforce the PSPO officers will undertake the appropriate training and formal authorisation. Guidelines have also been drafted that will make the approach clear and ensure that officers understand the appropriate circumstances to issue a fine and consider whether a referral to other services or alternative action should be taken. Officers will continue to be proactive in the identification of vulnerability and provide appropriate advice, signposting and if necessary referrals to safeguarding or support services.

9.0 Recommendations

That the Director of Neighbourhoods:

1. Makes Public Spaces Protection Orders (PSPOs) in respect of the City Centre for a maximum of 3 years
2. Authorises the advertisement of Public Spaces Protection Orders (PSPOs) in respect of the City Centre
3. Arranges the discharge of the existing PSPO (which transitioned from a Designated Public Places Order originally introduced in 2006), the provisions of which took effect from 20th October 2017 as though they were PSPOs once the period of challenge has expired or any such challenge has been determined.
4. Ensures that there is a 6 monthly review of the implementation and impact of the PSPO

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Appendix 1

Stakeholders engagement details for City Centre PSPO

| Partner | Reach | Coverage | Engagement methods | Lead | Updates of activity that is planned/taken place |
|--------------------------------|--|-------------|---|---------------------------------|---|
| City Centre Neighbourhood Team | City Centre Residents, residents' groups and business fora, | City Centre | <ul style="list-style-type: none"> Face to face meetings email circulation | Neighbourhood Team MCC | NQ Forum 19.03.19 Craft Centre Community Drop in - 15 March 2.30-4 |
| Compliance Team | Night Time Economy groups. Licensed premises | City Centre | <ul style="list-style-type: none"> Face to face meetings email circulation | Compliance Team MCC | Crime Prevention Panel - emailed Pub and Club Network 05.03.19 |
| GMP | Chief Constable and Chief Superintendent | City Wide | <ul style="list-style-type: none"> email | MCC | Completed 12.02.19 |
| GMCA | PCC (deputy Mayor) | City Wide | <ul style="list-style-type: none"> email | Community Safety Team MCC (CST) | Completed 12.02.19 |
| Cityco | Businesses, BID, | City Centre | <ul style="list-style-type: none"> Face to face meetings, email circulation | Cityco MCC | <p>Oxford Road Corridor Group 26.02.19 BID Meeting 27.02.19 Petersfield Group 01.03.19</p> <p>Piccadilly Hoteliers Group TBC Manchester Hoteliers Association 21.03.19</p> <p>Chinatown business association 27.02.19</p> |
| Community Safety Partnership | Partner agencies that contribute to community safety across the City | City-wide | <ul style="list-style-type: none"> CSP Board Meeting Email circulation | CST | 19.02.19 - circulated to members of CSP Board and raised at meeting 28.02.2019 |
| Homelessness | Support | City-wide | <ul style="list-style-type: none"> Meetings | | CoR Meeting 13.02.19 |

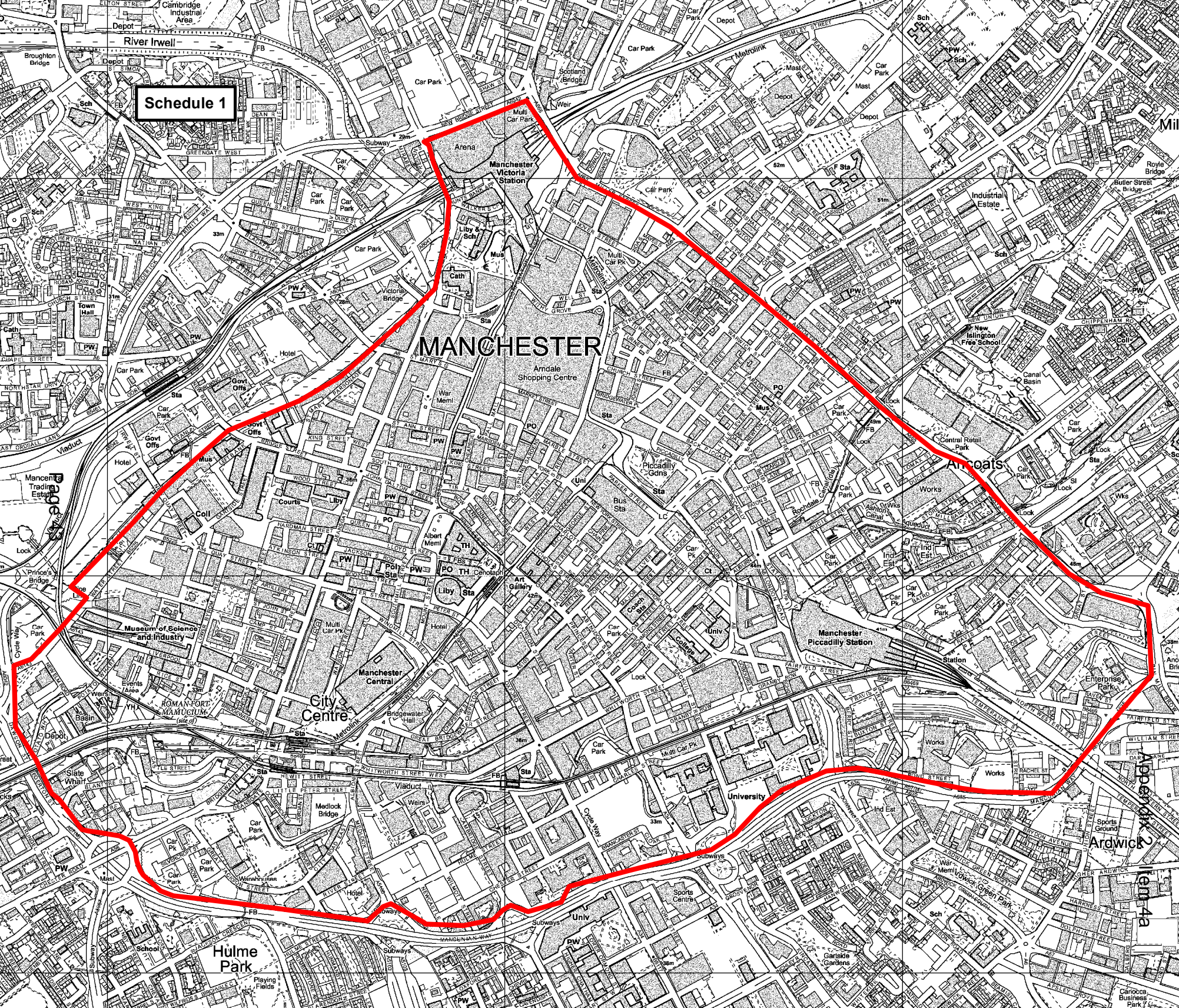
| | | | | | |
|---|--|-------------------------|--|---------------------|--|
| Partnership | agencies and organisations that work with Partnership and people with personal insight | | <ul style="list-style-type: none"> • 1:1 sessions | MCC | Manchester Homelessness Partnership Board 06.03.19 MHP Evening Provision Group 06.03.19 |
| Macc | Voluntary and Community Sector organisations across the city | City-wide | <ul style="list-style-type: none"> • Email Circulation | CST | 26.02.19 - Emailed Macc to circulate to wider groups. |
| City-wide Neighbourhood Team | Residents and business groups from across the City. | City-wide | <ul style="list-style-type: none"> • Email circulation • Ward meetings | Neighbourhood Teams | 12.02.19 - sent to neighbourhood teams all areas. |
| Young Manchester and youth providers | Young people from across the City | City-wide | <ul style="list-style-type: none"> • Face to face | CST | Attended Mcr Youth council - 11.03.19- circulated to Youth providers in the COM. |
| Manchester Safeguarding Boards | Partner agencies that contribute to safeguarding across the city | City-wide | <ul style="list-style-type: none"> • Email circulation | CST | Requested through Chair of Boards |
| Student Safety Group | Universities, student groups | City-wide | <ul style="list-style-type: none"> • Email Circulation • Partnership meeting | CST | 12.02.19 - taken to the Student Strategy Group. |
| Greater Manchester Community Safety Partnership | Partners agencies that contribute to Community Safety across GM | Greater Manchester wide | <ul style="list-style-type: none"> • Email circulation | CST | Emailed 27.02.19 |
| Communications Team | Social Media, Advertising | Greater Manchester wide | | MCC Comms | Launched |
| GMP | Social Media, City Centre | City Wide | <ul style="list-style-type: none"> • Social Media • face to face meetings | GMP | GMP to tweet on city centre feed and neighbourhoods. GMP Tweet 27.2.19. ASBAT Tweet 14.2.19, |

| | | | | | |
|------------------------------|---|---------------------------|---|------------------------|--|
| | | | | | 28.2.19. |
| Manchester Housing Providers | RP tenants | City Wide | <ul style="list-style-type: none"> Email circulation | CST | Email Sent 26.02.19 |
| Taxi Licensing | Taxi drivers | City Centre and City Wide | <ul style="list-style-type: none"> Network circulation | Licensing MCC | Completed |
| City Centre Integrated Team | INM partners and people potentially subject to the sanction | City Centre | <ul style="list-style-type: none"> Face to face engagement on street Drop ins | ASBAT Citycot | City Centre INM 27.2.19 Face to face session in Piccadilly Gardens 14.02.19 ChinaTown 5.3.19 Northern Quarter 15.3.19 THX Customer Services 19.3.18 Art Gallery 22.3.19 CGL 26.3.19 Webform Canal and River's Trust 4.3.19 Letter Network Rail 4.3.19 Email TFGM 4.3.19 Letter BTP 4.3.19 Email Waste Team) 16.3.19 Email to Barnabus - offer of focus group 16.3.19 Email to Centrepoint - offer of focus group 16.3.19 Email to Woodward Court - offer of focus group 16.3.19 Email to Fire Service 16.3.19 |
| Councillors | Residents and businesses | City Centre and City Wide | <ul style="list-style-type: none"> Face to face | Neighbourhood Team CST | Email sent to Councillors from Cllr Murphy 11.02.19 Meeting with City Centre Councillors 11.02.19 |
| Landowners | Main city centre landowners / occupiers of land | City Centre | <ul style="list-style-type: none"> Letter / email invite to participate | ASBAT Cityco | 12/02/19– City Tower, Piccadilly Schrodgers– Booth Street, Piccadilly (Mayfair Capital) Mayfair 16.3.19 |

| | | | | | |
|--|--|--|--|--|--|
| | | | | | <ul style="list-style-type: none"> – Newton Street and Stevenson Square (PD Properties) – Spinningfields (Allied London) Phone call, already aware. SD Allied London 16.3.19 AK 18/02/2019 – 196 Deansgate, High Street (CEG) email and phone message. SD 16.3.19 – Bridge Street & Princess Street Offices and Retail (Watch This Space properties)(SD 4.4.19) – Piccadilly Basin (TCS) – passed on to Abby consulting who sent to tenants at Carvers Warehouse and Ducie House – Portland Street (Property Alliance) (SD 4/4/19) AK 20/02/2019 Various offices and retails across the city centre (Bruntwood) (SD 4.4.19 online form)Manchester Arndale (CBRE)(SD Arndale online form 4.4.19) Great Northern Warehouse (SD 4.4.19) . Portland Street, Spring Gardens etc. (Aviva Investors) (SD 4.4.19) – Stevenson Square (PD Properties) and tenants – Urban Bubble – various properties. SD 04/3/19 team@thealbertestate.com – own property to the side of Albert Square, including Whipples etc. Urban and Civic – |
|--|--|--|--|--|--|

| | | | | | |
|------------------------------|-----------------------------------|---------------------------|---|-----|---|
| | | | | | Manchester New Square & Deansgate Renaissance SD 4.3.19 Capital and Centric@capitalandcentric.com SD 4.3.19) KAMPU (represents Scottish Widows who own Deansgate Locks(SD 4.3.19) @noma-manchester.com NOMA (SD 4.3.19) |
| SVP | VCS partners | City centre and city wide | <ul style="list-style-type: none"> • Face to face with partners • Link to consultation and offer to attend service user meetings if required. | CST | Email sent 28.2.19 To be raised at next SVP meeting. |
| Faith Network | Faith groups from across the city | City centre and city wide | <ul style="list-style-type: none"> • Email | CST | Emailed 01.03.19 to circulate to all faith contacts across the city |
| Manchester College | Students aged 16-21 | City centre and city wide | Email / social media | CST | 05.03.19 - Email to Mcr College to circulate to students |
| Manchester Universities | Students 18+ | City centre and city wide | Email / social media | CST | 05.03.19 Email to Mcr student services to circulate to students / networks. |
| Hate Crime Reporting centres | All ages | City centre and city wide | Emailed | CST | 06.03.19 - emailed reporting centres to circulate to networks |

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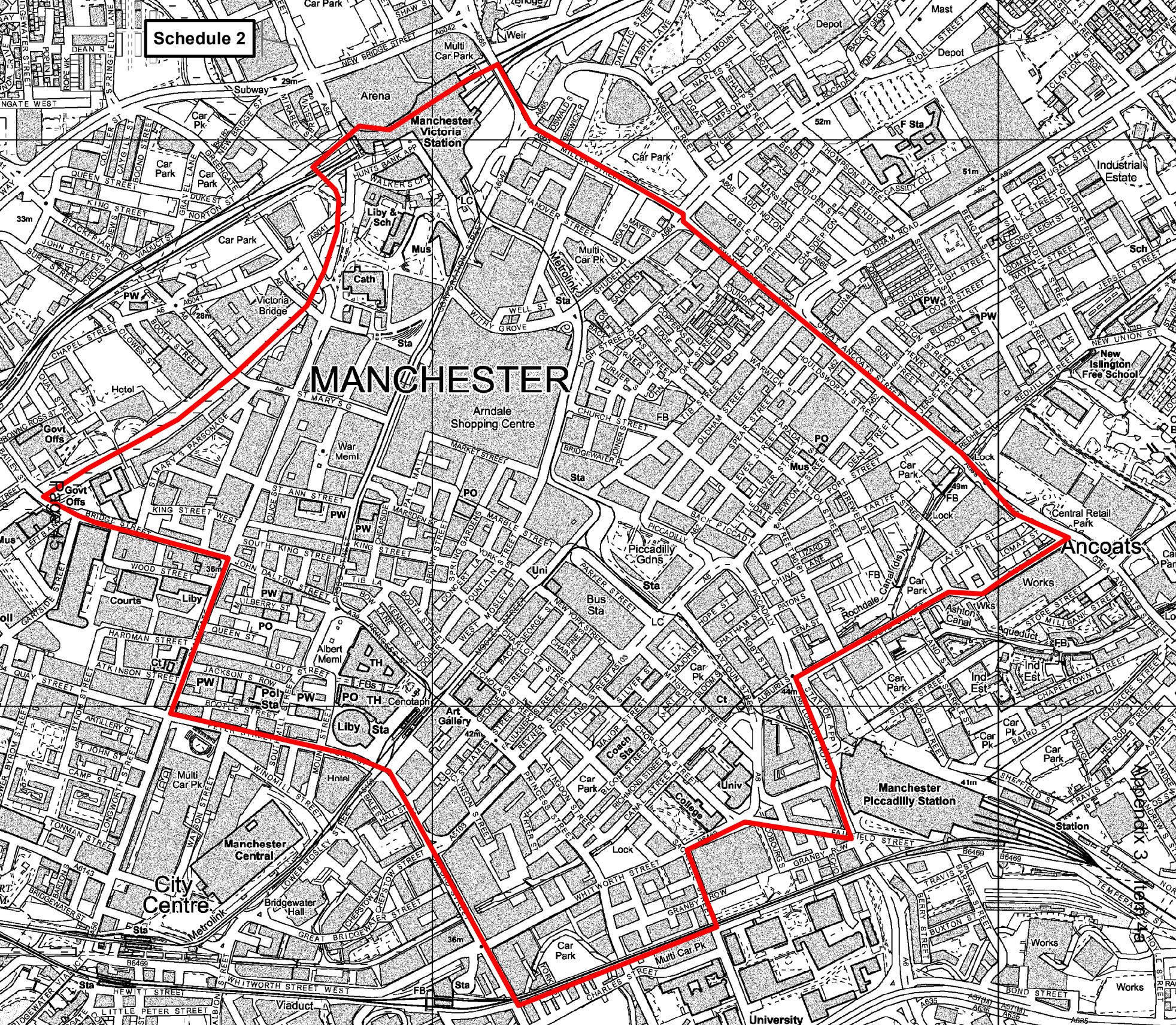
Schedule 1

MANCHESTER

Appendix Item 4a

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Schedule 2



Appendix 3
Schedule 2

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Public Space Protection Order

1. About you

| 1. Please select which of these best describes you: | | | | | | | Response Percent | Response Total |
|---|--|------|-----------------|------|--------------------|------|------------------|----------------|
| 1 | City centre resident | | | | | | 23.00% | 455 |
| 2 | Resident of Manchester | | | | | | 48.03% | 950 |
| 3 | Person working in Manchester city centre | | | | | | 38.27% | 757 |
| 4 | Person studying in Manchester city centre | | | | | | 4.60% | 91 |
| 5 | Local business owner or manager | | | | | | 4.25% | 84 |
| 6 | Visitor (tourist, shopper or business) to Manchester city centre | | | | | | 9.81% | 194 |
| 7 | Representative of a voluntary or community group working in Manchester city centre | | | | | | 3.44% | 68 |
| 8 | No fixed address | | | | | | 0.46% | 9 |
| Analysis | | | | | | | answered | 1978 |
| | Mean: | 3.6 | Std. Deviation: | 2.02 | Satisfaction Rate: | 32.6 | skipped | 18 |
| | Variance: | 4.06 | Std. Error: | 0.05 | | | | |

| 2. What is your postcode? | | | | | | | Response Percent | Response Total |
|---------------------------|---------------------|--|--|--|--|--|------------------|----------------|
| 1 | Open-Ended Question | | | | | | 100.00% | 1924 |
| | | | | | | | answered | 1924 |
| | | | | | | | skipped | 72 |

| 3. How often do you visit – or have you visited – Manchester city centre? | | | | | | | Response Percent | Response Total |
|---|--------------------------------------|--|--|--|--|--|------------------|----------------|
| 1 | Almost every day | | | | | | 62.96% | 1239 |
| 2 | At least once a week | | | | | | 24.80% | 488 |
| 3 | About once a month | | | | | | 8.89% | 175 |
| 4 | Within the last six months | | | | | | 2.34% | 46 |
| 5 | Within the last year | | | | | | 0.41% | 8 |
| 6 | Longer ago | | | | | | 0.46% | 9 |
| 7 | Never visited Manchester city centre | | | | | | 0.15% | 3 |

3. How often do you visit – or have you visited – Manchester city centre?

| | | | | | | | Response Percent | Response Total |
|----------|-----------|------|-----------------|------|--------------------|------|------------------|----------------|
| Analysis | Mean: | 1.54 | Std. Deviation: | 0.87 | Satisfaction Rate: | 9.07 | answered | 1968 |
| | Variance: | 0.75 | Std. Error: | 0.02 | | | skipped | 28 |





2. The Behaviours

4. Please select which behaviours you wish to answer questions on.

| | | | | | | | Response Percent | Response Total |
|----------|---|---------|-----------------|-------------|--------------------|--------|---------------------|-------------------|
| 1 | Alcohol | | | <div></div> | | | 72.43% | 1421 |
| 2 | Commercial waste – not putting waste in secure containers | | | <div></div> | | | 42.61% | 836 |
| 3 | Commercial waste – putting waste out more than 2 hours before the agreed time | | | <div></div> | | | 31.70% | 622 |
| 4 | Needles | | | <div></div> | | | 57.95% | 1137 |
| 5 | Urinating | | | <div></div> | | | 68.25% | 1339 |
| 6 | Defecating | | | <div></div> | | | 57.95% | 1137 |
| 7 | Begging – people begging in an aggressive or intimidating way | | | <div></div> | | | 81.96% | 1608 |
| 8 | Begging – people begging in a way that is not aggressive or intimidating. (This is not included in the proposed PSPO. However we would like to understand if it does have a detrimental impact on you). | | | <div></div> | | | 73.39% | 1440 |
| 9 | Tents | | | <div></div> | | | 70.03% | 1374 |
| 10 | Obstruction | | | <div></div> | | | 61.06% | 1198 |
| Analysis | Mean: | 35.75 | Std. Deviation: | 74.78 | Satisfaction Rate: | 328.66 | answered | 1962 |
| | Variance: | 5591.81 | Std. Error: | 1.69 | | | skipped | 34 |

3. Alcohol







5. How problematic do you think this is in Manchester city centre?

| | | | | | | Response Percent | Response Total |
|---|-----------------|---|--|--|--|------------------|----------------|
| 1 | A major problem |  | | | | 49.22% | 697 |
| 2 | A minor problem |  | | | | 37.64% | 533 |
| 3 | Not a problem |  | | | | 11.30% | 160 |
| 4 | Don't know |  | | | | 1.84% | 26 |
| | | | | | | answered | 1416 |







5. How problematic do you think this is in Manchester city centre?

| | | | | | | Response Percent | Response Total |
|-----------------|-----------|------|-----------------|------|--------------------|------------------|----------------|
| Analysis | Mean: | 1.66 | Std. Deviation: | 0.75 | Satisfaction Rate: | 21.92 | skipped |
| | Variance: | 0.56 | Std. Error: | 0.02 | | | 580 |



6. How often have you personally experienced problems with this behaviour?

| | | | | | | Response Percent | Response Total |
|-----------------|-----------------|---|-----------------|------|--------------------|------------------|----------------|
| 1 | Daily |  | | | | 18.59% | 263 |
| 2 | Weekly |  | | | | 25.30% | 358 |
| 3 | Monthly |  | | | | 13.78% | 195 |
| 4 | Less frequently |  | | | | 26.71% | 378 |
| 5 | Never |  | | | | 14.28% | 202 |
| 6 | Don't know |  | | | | 1.34% | 19 |
| Analysis | Mean: | 2.97 | Std. Deviation: | 1.4 | Satisfaction Rate: | 39.36 | answered |
| | Variance: | 1.95 | Std. Error: | 0.04 | | | 1415 |
| | | | | | | | skipped |
| | | | | | | | 581 |

7. Do you agree or disagree that this should be included in a PSPO?

| | | | | | | Response Percent | Response Total |
|-----------------|----------------------------|---|-----------------|------|--------------------|------------------|----------------|
| 1 | Strongly agree |  | | | | 41.71% | 589 |
| 2 | Agree |  | | | | 22.52% | 318 |
| 3 | Neither agree nor disagree |  | | | | 6.87% | 97 |
| 4 | Disagree |  | | | | 11.47% | 162 |
| 5 | Strongly disagree |  | | | | 15.93% | 225 |
| 6 | Don't know |  | | | | 1.49% | 21 |
| Analysis | Mean: | 2.42 | Std. Deviation: | 1.56 | Satisfaction Rate: | 28.37 | answered |
| | Variance: | 2.44 | Std. Error: | 0.04 | | | 1412 |
| | | | | | | | skipped |
| | | | | | | | 584 |

8. Has this had a detrimental effect on your quality of life?





| | | | | | | Response Percent | Response Total |
|-----------------|-----------|---|-----------------|------|--------------------|------------------|----------------|
| 1 | Yes |  | | | | 39.51% | 550 |
| 2 | No |  | | | | 60.49% | 842 |
| Analysis | Mean: | 1.6 | Std. Deviation: | 0.49 | Satisfaction Rate: | 60.49 | answered |
| | Variance: | 0.24 | Std. Error: | 0.01 | | | 1392 |
| | | | | | | | skipped |
| | | | | | | | 604 |

9. If you think there are other ways that this behaviour could be reduced, please say:







| | | Response Percent | Response Total |
|---|---------------------|------------------|----------------|
| 1 | Open-Ended Question | 100.00% | 629 |
| | | answered | 629 |
| | | skipped | 1367 |

4. Commercial Waste





10. How problematic do you think this is in Manchester city centre?

| | | | Response Percent | Response Total |
|-----------------|-----------------|---|------------------|----------------|
| 1 | A major problem |  | 56.52% | 468 |
| 2 | A minor problem |  | 35.02% | 290 |
| 3 | Not a problem |  | 3.26% | 27 |
| 4 | Don't know |  | 5.19% | 43 |
| Analysis | | Mean: 1.57 Std. Deviation: 0.79 Satisfaction Rate: 19.04 | answered | 828 |
| | | Variance: 0.62 Std. Error: 0.03 | skipped | 1168 |



11. How often have you personally experienced problems with this behaviour?

| | | | Response Percent | Response Total |
|-----------------|-----------------|---|------------------|----------------|
| 1 | Daily |  | 27.52% | 227 |
| 2 | Weekly |  | 31.15% | 257 |
| 3 | Monthly |  | 14.18% | 117 |
| 4 | Less frequently |  | 17.33% | 143 |
| 5 | Never |  | 6.30% | 52 |
| 6 | Don't know |  | 3.52% | 29 |
| Analysis | | Mean: 2.54 Std. Deviation: 1.39 Satisfaction Rate: 30.86 | answered | 825 |
| | | Variance: 1.95 Std. Error: 0.05 | skipped | 1171 |



12. Do you agree or disagree that this should be included in a PSPO?

| | | | Response Percent | Response Total |
|---|----------------------------|---|------------------|----------------|
| 1 | Strongly agree |  | 49.64% | 409 |
| 2 | Agree |  | 30.70% | 253 |
| 3 | Neither agree nor disagree |  | 7.77% | 64 |
| 4 | Disagree |  | 4.37% | 36 |

12. Do you agree or disagree that this should be included in a PSPO?

| | | | | | | | Response Percent | Response Total |
|-----------------|-------------------|---|-----------------|------|--------------------|-------|------------------|----------------|
| 5 | Strongly disagree |  | | | | | 5.22% | 43 |
| 6 | Don't know |  | | | | | 2.31% | 19 |
| Analysis | Mean: | 1.92 | Std. Deviation: | 1.26 | Satisfaction Rate: | 18.35 | answered | 824 |
| | Variance: | 1.58 | Std. Error: | 0.04 | | | skipped | 1172 |

13. Has this had a detrimental effect on your quality of life?





| | | | | | | | Response Percent | Response Total |
|-----------------|-----------|---|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | Yes |  | | | | | 47.47% | 384 |
| 2 | No |  | | | | | 52.53% | 425 |
| Analysis | Mean: | 1.53 | Std. Deviation: | 0.5 | Satisfaction Rate: | 52.53 | answered | 809 |
| | Variance: | 0.25 | Std. Error: | 0.02 | | | skipped | 1187 |

14. If you think there are other ways that this behaviour could be reduced, please say:

| | | | | | | | Response Percent | Response Total |
|---|---------------------|--|--|--|--|--|------------------|----------------|
| 1 | Open-Ended Question | | | | | | 100.00% | 310 |
| | | | | | | | answered | 310 |
| | | | | | | | skipped | 1686 |

5. Commercial Waste

15. How problematic do you think this is in Manchester city centre?

| | | | | | | | Response Percent | Response Total |
|-----------------|-----------------|---|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | A major problem |  | | | | | 44.03% | 269 |
| 2 | A minor problem |  | | | | | 32.57% | 199 |
| 3 | Not a problem |  | | | | | 9.17% | 56 |
| 4 | Don't know |  | | | | | 14.24% | 87 |
| Analysis | Mean: | 1.94 | Std. Deviation: | 1.05 | Satisfaction Rate: | 31.21 | answered | 611 |
| | Variance: | 1.1 | Std. Error: | 0.04 | | | skipped | 1385 |

16. How often have you personally experienced problems with this behaviour?

| | | | | | | | Response Percent | Response Total |
|----------|-----------------|-------------|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | Daily | <div></div> | | | | | 24.26% | 147 |
| 2 | Weekly | <div></div> | | | | | 25.25% | 153 |
| 3 | Monthly | <div></div> | | | | | 10.89% | 66 |
| 4 | Less frequently | <div></div> | | | | | 15.18% | 92 |
| 5 | Never | <div></div> | | | | | 12.38% | 75 |
| 6 | Don't know | <div></div> | | | | | 12.05% | 73 |
| Analysis | Mean: | 3.02 | Std. Deviation: | 1.72 | Satisfaction Rate: | 40.46 | answered | 606 |
| | Variance: | 2.95 | Std. Error: | 0.07 | | | skipped | 1390 |

17. Do you agree or disagree that this should be included in a PSPO?

| | | | | | | | Response Percent | Response Total |
|----------|----------------------------|------|-----------------|-------------|--------------------|-------|------------------|----------------|
| 1 | Strongly agree | | | <div></div> | | | 40.73% | 246 |
| 2 | Agree | | | <div></div> | | | 25.33% | 153 |
| 3 | Neither agree nor disagree | | | <div></div> | | | 13.08% | 79 |
| 4 | Disagree | | | <div></div> | | | 6.95% | 42 |
| 5 | Strongly disagree | | | <div></div> | | | 6.95% | 42 |
| 6 | Don't know | | | <div></div> | | | 6.95% | 42 |
| Analysis | Mean: | 2.35 | Std. Deviation: | 1.56 | Satisfaction Rate: | 26.99 | answered | 604 |
| | Variance: | 2.43 | Std. Error: | 0.06 | | | skipped | 1392 |

18. Has this had a detrimental effect on your quality of life?

| | | | | | | | Response Percent | Response Total |
|----------|-----------|------|-----------------|-------------|--------------------|-------|------------------|----------------|
| 1 | Yes | | | <div></div> | | | 39.02% | 222 |
| 2 | No | | | <div></div> | | | 60.98% | 347 |
| Analysis | Mean: | 1.61 | Std. Deviation: | 0.49 | Satisfaction Rate: | 60.98 | answered | 569 |
| | Variance: | 0.24 | Std. Error: | 0.02 | | | skipped | 1427 |

19. If you think there are other ways that this behaviour could be reduced, please say:

| | | | | | | | Response Percent | Response Total |
|---|---------------------|--|--|--|--|--|------------------|----------------|
| 1 | Open-Ended Question | | | | | | 100.00% | 168 |
| | | | | | | | answered | 168 |

19. If you think there are other ways that this behaviour could be reduced, please say:

| | Response Percent | Response Total |
|--|------------------|----------------|
| | skipped | 1828 |

6. Needles

20. How problematic do you think this is in Manchester city centre?

| | | | | | | | Response Percent | Response Total |
|----------|-----------------|------|-----------------|-------------|--------------------|-------|---------------------|-------------------|
| 1 | A major problem | | | <div></div> | | | 46.53% | 523 |
| 2 | A minor problem | | | <div></div> | | | 33.90% | 381 |
| 3 | Not a problem | | | <div></div> | | | 8.19% | 92 |
| 4 | Don't know | | | <div></div> | | | 11.39% | 128 |
| Analysis | Mean: | 1.84 | Std. Deviation: | 0.99 | Satisfaction Rate: | 28.14 | answered | 1124 |
| | Variance: | 0.98 | Std. Error: | 0.03 | | | skipped | 872 |

21. How often have you personally experienced problems with this behaviour?

| | | | | | | | Response Percent | Response Total |
|----------|-----------------|------|-----------------|------------------------|--------------------|----|------------------|----------------|
| 1 | Daily | | | <div><div></div></div> | | | 11.91% | 134 |
| 2 | Weekly | | | <div><div></div></div> | | | 19.47% | 219 |
| 3 | Monthly | | | <div><div></div></div> | | | 15.47% | 174 |
| 4 | Less frequently | | | <div><div></div></div> | | | 26.40% | 297 |
| 5 | Never | | | <div><div></div></div> | | | 23.38% | 263 |
| 6 | Don't know | | | <div><div></div></div> | | | 3.38% | 38 |
| Analysis | Mean: | 3.4 | Std. Deviation: | 1.42 | Satisfaction Rate: | 48 | answered | 1125 |
| | Variance: | 2.01 | Std. Error: | 0.04 | | | skipped | 871 |

22. Do you agree or disagree that this should be included in a PSPO?

| | | | | | | Response Percent | Response Total |
|---|----------------------------|--|--|--|--|------------------|----------------|
| 1 | Strongly agree | | | | | 52.45% | 588 |
| 2 | Agree | | | | | 16.59% | 186 |
| 3 | Neither agree nor disagree | | | | | 6.51% | 73 |
| 4 | Disagree | | | | | 7.67% | 86 |
| 5 | Strongly disagree | | | | | 13.83% | 155 |
| 6 | Don't know | | | | | 2.94% | 33 |

22. Do you agree or disagree that this should be included in a PSPO?

| | | | | | | | Response Percent | Response Total |
|----------|-----------|------|-----------------|------|--------------------|-------|------------------|----------------|
| Analysis | Mean: | 2.23 | Std. Deviation: | 1.6 | Satisfaction Rate: | 24.53 | answered | 1121 |
| | Variance: | 2.56 | Std. Error: | 0.05 | | | skipped | 875 |

23. Has this had a detrimental effect on your quality of life?

| | | | | | | | Response Percent | Response Total |
|----------|-----------|------|-----------------|-------------|--------------------|-------|------------------|----------------|
| 1 | Yes | | | <div></div> | | | 35.56% | 389 |
| 2 | No | | | <div></div> | | | 64.44% | 705 |
| Analysis | Mean: | 1.64 | Std. Deviation: | 0.48 | Satisfaction Rate: | 64.44 | answered | 1094 |
| | Variance: | 0.23 | Std. Error: | 0.01 | | | skipped | 902 |

24. If you think there are other ways that this behaviour could be reduced, please say:

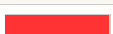
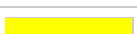
| | | Response Percent | Response Total |
|---|---------------------|------------------|----------------|
| 1 | Open-Ended Question | 100.00% | 477 |
| | | answered | 477 |
| | | skipped | 1519 |

7. Urinating





25. How problematic do you think this is in Manchester city centre?

| | | | | | | | Response Percent | Response Total |
|----------|-----------------|------|-----------------|------------------------|--------------------|-------|------------------|----------------|
| 1 | A major problem | | | <div><div></div></div> | | | 53.06% | 702 |
| 2 | A minor problem | | | <div><div></div></div> | | | 36.66% | 485 |
| 3 | Not a problem | | | <div><div></div></div> | | | 7.26% | 96 |
| 4 | Don't know | | | <div><div></div></div> | | | 3.02% | 40 |
| Analysis | Mean: | 1.6 | Std. Deviation: | 0.75 | Satisfaction Rate: | 20.08 | answered | 1323 |
| | Variance: | 0.57 | Std. Error: | 0.02 | | | skipped | 673 |







26. How often have you personally experienced problems with this behaviour?

| | | | | | | Response Percent | Response Total |
|---|--------|---|--|--|--|------------------|----------------|
| 1 | Daily |  | | | | 23.17% | 307 |
| 2 | Weekly |  | | | | 28.15% | 373 |



26. How often have you personally experienced problems with this behaviour?

| | | | | | | Response Percent | Response Total |
|-----------------|-----------------|---|-----------------|------|--------------------|------------------|----------------|
| 3 | Monthly |  | | | | 15.92% | 211 |
| 4 | Less frequently |  | | | | 21.51% | 285 |
| 5 | Never |  | | | | 9.74% | 129 |
| 6 | Don't know |  | | | | 1.51% | 20 |
| Analysis | Mean: | 2.71 | Std. Deviation: | 1.37 | Satisfaction Rate: | 34.2 | answered 1325 |
| | Variance: | 1.86 | Std. Error: | 0.04 | | | skipped 671 |

27. Do you agree or disagree that this should be included in a PSPO?

| | | | | | | Response Percent | Response Total |
|-----------------|----------------------------|---|-----------------|------|--------------------|------------------|----------------|
| 1 | Strongly agree |  | | | | 50.57% | 671 |
| 2 | Agree |  | | | | 18.84% | 250 |
| 3 | Neither agree nor disagree |  | | | | 7.01% | 93 |
| 4 | Disagree |  | | | | 8.97% | 119 |
| 5 | Strongly disagree |  | | | | 13.04% | 173 |
| 6 | Don't know |  | | | | 1.58% | 21 |
| Analysis | Mean: | 2.2 | Std. Deviation: | 1.52 | Satisfaction Rate: | 23.96 | answered 1327 |
| | Variance: | 2.32 | Std. Error: | 0.04 | | | skipped 669 |

28. Has this had a detrimental effect on your quality of life?

| | | | | | | Response Percent | Response Total |
|-----------------|-----------|---|-----------------|------|--------------------|------------------|----------------|
| 1 | Yes |  | | | | 44.82% | 575 |
| 2 | No |  | | | | 55.18% | 708 |
| Analysis | Mean: | 1.55 | Std. Deviation: | 0.5 | Satisfaction Rate: | 55.18 | answered 1283 |
| | Variance: | 0.25 | Std. Error: | 0.01 | | | skipped 713 |

29. If you think there are other ways that this behaviour could be reduced, please say:

| | | | | | | Response Percent | Response Total |
|---|---------------------|--|--|--|--|------------------|----------------|
| 1 | Open-Ended Question | | | | | 100.00% | 669 |
| | | | | | | answered | 669 |
| | | | | | | skipped | 1327 |

8. Defecating

30. How problematic do you think this is in Manchester city centre?



| | | | | | | | Response Percent | Response Total |
|----------|-----------------|------|-----------------|-------------|--------------------|-------|------------------|----------------|
| 1 | A major problem | | | <div></div> | | | 35.08% | 394 |
| 2 | A minor problem | | | <div></div> | | | 37.22% | 418 |
| 3 | Not a problem | | | <div></div> | | | 13.00% | 146 |
| 4 | Don't know | | | <div></div> | | | 14.69% | 165 |
| Analysis | Mean: | 2.07 | Std. Deviation: | 1.03 | Satisfaction Rate: | 35.77 | answered | 1123 |
| | Variance: | 1.06 | Std. Error: | 0.03 | | | skipped | 873 |

31. How often have you personally experienced problems with this behaviour?

| | | | | | | Response Percent | Response Total | |
|----------|-----------------|------------------------|-----------------|------|--------------------|------------------|----------------|------|
| 1 | Daily | <div><div></div></div> | | | | 12.86% | 144 | |
| 2 | Weekly | <div><div></div></div> | | | | 17.23% | 193 | |
| 3 | Monthly | <div><div></div></div> | | | | 12.77% | 143 | |
| 4 | Less frequently | <div><div></div></div> | | | | 23.39% | 262 | |
| 5 | Never | <div><div></div></div> | | | | 28.66% | 321 | |
| 6 | Don't know | <div><div></div></div> | | | | 5.09% | 57 | |
| Analysis | Mean: | 3.53 | Std. Deviation: | 1.5 | Satisfaction Rate: | 50.61 | answered | 1120 |
| | Variance: | 2.24 | Std. Error: | 0.04 | | | skipped | 876 |





32. Do you agree or disagree that this should be included in a PSPO?







| | | | | | | | Response Percent | Response Total |
|----------|----------------------------|------|-----------------|-------------|--------------------|------|------------------|----------------|
| 1 | Strongly agree | | | <div></div> | | | 48.84% | 547 |
| 2 | Agree | | | <div></div> | | | 18.21% | 204 |
| 3 | Neither agree nor disagree | | | <div></div> | | | 6.88% | 77 |
| 4 | Disagree | | | <div></div> | | | 7.68% | 86 |
| 5 | Strongly disagree | | | <div></div> | | | 14.46% | 162 |
| 6 | Don't know | | | <div></div> | | | 3.93% | 44 |
| Analysis | Mean: | 2.33 | Std. Deviation: | 1.64 | Satisfaction Rate: | 26.5 | answered | 1120 |
| | Variance: | 2.69 | Std. Error: | 0.05 | | | skipped | 876 |

| 33. Has this had a detrimental effect on your quality of life? | | | | | | | Response Percent | Response Total |
|--|-----------|---|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | Yes |  | | | | | 37.06% | 394 |
| 2 | No |  | | | | | 62.94% | 669 |
| Analysis | Mean: | 1.63 | Std. Deviation: | 0.48 | Satisfaction Rate: | 62.94 | answered | 1063 |
| | Variance: | 0.23 | Std. Error: | 0.01 | | | skipped | 933 |







| 34. If you think there are other ways that this behaviour could be reduced, please say: | | | |
|---|---------------------|---------------------|-------------------|
| | | Response Percent | Response Total |
| 1 | Open-Ended Question | 100.00% | 502 |
| | | answered | 502 |
| | | skipped | 1494 |

9. Begging



| 35. How problematic do you think this is in Manchester city centre? | | | | | | | Response Percent | Response Total |
|---|-----------------|---|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | A major problem |  | | | | | 64.22% | 1025 |
| 2 | A minor problem |  | | | | | 18.23% | 291 |
| 3 | Not a problem |  | | | | | 16.54% | 264 |
| 4 | Don't know |  | | | | | 1.00% | 16 |
| Analysis | Mean: | 1.54 | Std. Deviation: | 0.8 | Satisfaction Rate: | 18.11 | answered | 1596 |
| | Variance: | 0.64 | Std. Error: | 0.02 | | | skipped | 400 |

| 36. How often have you personally experienced problems with this behaviour? | | | | | | | Response Percent | Response Total |
|---|-----------------|---|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | Daily |  | | | | | 44.43% | 710 |
| 2 | Weekly |  | | | | | 17.83% | 285 |
| 3 | Monthly |  | | | | | 8.89% | 142 |
| 4 | Less frequently |  | | | | | 12.64% | 202 |
| 5 | Never |  | | | | | 15.33% | 245 |
| 6 | Don't know |  | | | | | 0.88% | 14 |
| Analysis | Mean: | 2.39 | Std. Deviation: | 1.55 | Satisfaction Rate: | 27.85 | answered | 1598 |
| | Variance: | 2.4 | Std. Error: | 0.04 | | | skipped | 398 |

37. Do you agree or disagree that this should be included in a PSPO?

| | | | | | | Response Percent | Response Total |
|-----------------|----------------------------|---|------|-----------------|------|--------------------|----------------|
| 1 | Strongly agree |  | | | | 50.78% | 810 |
| 2 | Agree |  | | | | 9.53% | 152 |
| 3 | Neither agree nor disagree |  | | | | 4.70% | 75 |
| 4 | Disagree |  | | | | 7.02% | 112 |
| 5 | Strongly disagree |  | | | | 26.14% | 417 |
| 6 | Don't know |  | | | | 1.82% | 29 |
| Analysis | | Mean: | 2.54 | Std. Deviation: | 1.79 | Satisfaction Rate: | 30.73 |
| | | Variance: | 3.19 | Std. Error: | 0.04 | | |
| | | | | | | | answered 1595 |
| | | | | | | | skipped 401 |

38. Has this had a detrimental effect on your quality of life?



| | | | | | | Response Percent | Response Total |
|-----------------|-----|---|------|-----------------|------|--------------------|----------------|
| 1 | Yes |  | | | | 49.20% | 766 |
| 2 | No |  | | | | 50.80% | 791 |
| Analysis | | Mean: | 1.51 | Std. Deviation: | 0.5 | Satisfaction Rate: | 50.8 |
| | | Variance: | 0.25 | Std. Error: | 0.01 | | |
| | | | | | | | answered 1557 |
| | | | | | | | skipped 439 |

39. If you think there are other ways that this behaviour could be reduced, please say:

| | | | | | | Response Percent | Response Total |
|---|---------------------|--|--|--|--|------------------|----------------|
| 1 | Open-Ended Question | | | | | 100.00% | 866 |
| | | | | | | answered | 866 |
| | | | | | | skipped | 1130 |

10. Begging

40. Has begging had a detrimental effect on your quality of life?

| | | | | | | Response Percent | Response Total |
|-----------------|-----|---|------|-----------------|------|--------------------|----------------|
| 1 | Yes |  | | | | 42.60% | 602 |
| 2 | No |  | | | | 57.40% | 811 |
| Analysis | | Mean: | 1.57 | Std. Deviation: | 0.49 | Satisfaction Rate: | 57.4 |
| | | Variance: | 0.24 | Std. Error: | 0.01 | | |
| | | | | | | | answered 1413 |
| | | | | | | | skipped 583 |

41. How often have you personally experienced problems with this behaviour?

| | | | | | | Response Percent | Response Total |
|-----------------|-----------------|------|-----------------|------|--------------------|------------------|----------------|
| 1 | Daily | | | | | 47.91% | 676 |
| 2 | Weekly | | | | | 18.85% | 266 |
| 3 | Monthly | | | | | 5.60% | 79 |
| 4 | Less frequently | | | | | 6.38% | 90 |
| 5 | Never | | | | | 20.06% | 283 |
| 6 | Don't know | | | | | 1.20% | 17 |
| Analysis | | | | | | answered | 1411 |
| | Mean: | 2.35 | Std. Deviation: | 1.63 | Satisfaction Rate: | 27.09 | |
| | Variance: | 2.66 | Std. Error: | 0.04 | | | skipped |
| | | | | | | | 585 |

42. How problematic do you think this is in Manchester city centre?

| | | | | | | Response Percent | Response Total |
|-----------------|-----------------|------|-----------------|------|--------------------|------------------|----------------|
| 1 | A major problem | | | | | 65.17% | 915 |
| 2 | A minor problem | | | | | 13.53% | 190 |
| 3 | Not a problem | | | | | 19.73% | 277 |
| 4 | Don't know | | | | | 1.57% | 22 |
| Analysis | | | | | | answered | 1404 |
| | Mean: | 1.58 | Std. Deviation: | 0.86 | Satisfaction Rate: | 19.23 | |
| | Variance: | 0.73 | Std. Error: | 0.02 | | | skipped |
| | | | | | | | 592 |

43. Do you agree or disagree that this should be included in a PSPO?

| | | | | | | Response Percent | Response Total |
|-----------------|----------------------------|------|-----------------|------|--------------------|------------------|----------------|
| 1 | Strongly agree | | | | | 39.58% | 560 |
| 2 | Agree | | | | | 8.34% | 118 |
| 3 | Neither agree nor disagree | | | | | 5.72% | 81 |
| 4 | Disagree | | | | | 8.69% | 123 |
| 5 | Strongly disagree | | | | | 36.04% | 510 |
| 6 | Don't know | | | | | 1.63% | 23 |
| Analysis | | | | | | answered | 1415 |
| | Mean: | 2.98 | Std. Deviation: | 1.83 | Satisfaction Rate: | 39.63 | |
| | Variance: | 3.34 | Std. Error: | 0.05 | | | skipped |
| | | | | | | | 581 |

44. If you think there are other ways that this behaviour could be reduced, please say:

| | | Response Percent | Response Total |
|---|---------------------|------------------|----------------|
| 1 | Open-Ended Question | 100.00% | 734 |
| | | answered | 734 |
| | | skipped | 1262 |

11. Tents

45. How problematic do you think this is in Manchester city centre?

| | | | Response Percent | Response Total |
|-----------------|-----------------|--|------------------|----------------|
| 1 | A major problem | | 32.57% | 441 |
| 2 | A minor problem | | 34.27% | 464 |
| 3 | Not a problem | | 29.54% | 400 |
| 4 | Don't know | | 3.62% | 49 |
| Analysis | | Mean: 2.04 Std. Deviation: 0.87 Satisfaction Rate: 34.74 | answered | 1354 |
| | | Variance: 0.76 Std. Error: 0.02 | skipped | 642 |



46. How often have you personally experienced problems with this behaviour?

| | | | Response Percent | Response Total |
|-----------------|-----------------|--|------------------|----------------|
| 1 | Daily | | 19.81% | 268 |
| 2 | Weekly | | 18.92% | 256 |
| 3 | Monthly | | 12.20% | 165 |
| 4 | Less frequently | | 17.44% | 236 |
| 5 | Never | | 29.19% | 395 |
| 6 | Don't know | | 2.44% | 33 |
| Analysis | | Mean: 3.25 Std. Deviation: 1.58 Satisfaction Rate: 44.92 | answered | 1353 |
| | | Variance: 2.48 Std. Error: 0.04 | skipped | 643 |



47. Do you agree or disagree that this should be included in a PSPO?

| | | | Response Percent | Response Total |
|---|----------------------------|--|------------------|----------------|
| 1 | Strongly agree | | 32.59% | 441 |
| 2 | Agree | | 13.01% | 176 |
| 3 | Neither agree nor disagree | | 5.40% | 73 |
| 4 | Disagree | | 8.35% | 113 |

47. Do you agree or disagree that this should be included in a PSPO?

| | | | | | | Response Percent | Response Total |
|-----------------|-------------------|---|-----------------|------|--------------------|------------------|----------------|
| 5 | Strongly disagree |  | | | | 38.36% | 519 |
| 6 | Don't know |  | | | | 2.29% | 31 |
| Analysis | Mean: | 3.14 | Std. Deviation: | 1.8 | Satisfaction Rate: | 42.75 | answered 1353 |
| | Variance: | 3.24 | Std. Error: | 0.05 | | | skipped 643 |

48. Has this had a detrimental effect on your quality of life?





| | | | | | | Response Percent | Response Total |
|-----------------|-----------|--|-----------------|------|--------------------|------------------|----------------|
| 1 | Yes |  | | | | 25.82% | 339 |
| 2 | No |  | | | | 74.18% | 974 |
| Analysis | Mean: | 1.74 | Std. Deviation: | 0.44 | Satisfaction Rate: | 74.18 | answered 1313 |
| | Variance: | 0.19 | Std. Error: | 0.01 | | | skipped 683 |

49. If you think there are other ways that this behaviour could be reduced, please say:







| | | Response Percent | Response Total |
|---|---------------------|------------------|----------------|
| 1 | Open-Ended Question | 100.00% | 743 |
| | | answered | 743 |
| | | skipped | 1253 |

12. Obstruction







50. How problematic do you think this is in Manchester city centre?

| | | | | | | Response Percent | Response Total |
|-----------------|-----------------|---|-----------------|------|--------------------|------------------|----------------|
| 1 | A major problem |  | | | | 36.43% | 427 |
| 2 | A minor problem |  | | | | 30.89% | 362 |
| 3 | Not a problem |  | | | | 25.26% | 296 |
| 4 | Don't know |  | | | | 7.42% | 87 |
| Analysis | Mean: | 2.04 | Std. Deviation: | 0.96 | Satisfaction Rate: | 34.56 | answered 1172 |
| | Variance: | 0.91 | Std. Error: | 0.03 | | | skipped 824 |



51. How often have you personally experienced problems with this behaviour?

| | | | | | | | Response Percent | Response Total |
|-----------------|-----------------|---|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | Daily |  | | | | | 23.61% | 275 |
| 2 | Weekly |  | | | | | 16.31% | 190 |
| 3 | Monthly |  | | | | | 8.07% | 94 |
| 4 | Less frequently |  | | | | | 18.11% | 211 |
| 5 | Never |  | | | | | 29.96% | 349 |
| 6 | Don't know |  | | | | | 3.95% | 46 |
| Analysis | | | | | | | | |
| | Mean: | 3.26 | Std. Deviation: | 1.67 | Satisfaction Rate: | 45.27 | answered | 1165 |
| | Variance: | 2.77 | Std. Error: | 0.05 | | | skipped | 831 |

52. Do you agree or disagree that this should be included in a PSPO?

| | | | | | | | Response Percent | Response Total |
|-----------------|----------------------------|---|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | Strongly agree |  | | | | | 33.76% | 395 |
| 2 | Agree |  | | | | | 15.04% | 176 |
| 3 | Neither agree nor disagree |  | | | | | 7.69% | 90 |
| 4 | Disagree |  | | | | | 8.03% | 94 |
| 5 | Strongly disagree |  | | | | | 31.20% | 365 |
| 6 | Don't know |  | | | | | 4.27% | 50 |
| Analysis | | | | | | | | |
| | Mean: | 3.01 | Std. Deviation: | 1.79 | Satisfaction Rate: | 40.14 | answered | 1170 |
| | Variance: | 3.21 | Std. Error: | 0.05 | | | skipped | 826 |

53. Has this had a detrimental effect on your quality of life?

| | | | | | | | Response Percent | Response Total |
|-----------------|-----------|---|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | Yes |  | | | | | 29.07% | 325 |
| 2 | No |  | | | | | 70.93% | 793 |
| Analysis | | | | | | | | |
| | Mean: | 1.71 | Std. Deviation: | 0.45 | Satisfaction Rate: | 70.93 | answered | 1118 |
| | Variance: | 0.21 | Std. Error: | 0.01 | | | skipped | 878 |

54. If you think there are other ways that this behaviour could be reduced, please say:

| | | | | | | | Response Percent | Response Total |
|---|---------------------|--|--|--|--|--|------------------|----------------|
| 1 | Open-Ended Question | | | | | | 100.00% | 476 |
| | | | | | | | answered | 476 |

54. If you think there are other ways that this behaviour could be reduced, please say:

| | Response Percent | Response Total |
|--|------------------|----------------|
| | skipped | 1520 |

13. Requirements**55. Requirements Do you agree or disagree that those responsible for enforcing the PSPO should have the power to require someone to:**

| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Don't know | Response Total |
|---|-----------------|----------------|----------------------------|---------------|-------------------|--------------|----------------|
| Identification – give their name, date of birth and address to someone investigating a breach of a PSPO | 42.7% (836) | 17.6% (345) | 6.6% (129) | 7.9% (154) | 23.2% (454) | 2.0% (40) | 1958 |
| Litter – immediately, when asked to pick up any litter or rubbish that they have dropped or left, and properly dispose of it. | 62.1% (1215) | 22.7% (445) | 4.4% (87) | 2.0% (39) | 7.5% (146) | 1.3% (26) | 1958 |
| Obstruction – move from an entrance, exit or stairway that they are obstructing, within a reasonable time | 46.1% (902) | 20.4% (400) | 7.4% (144) | 6.7% (131) | 17.5% (342) | 1.9% (38) | 1957 |
| Obstruction – move, within a reasonable time, if they are stopping street cleaning | 45.4% (889) | 24.2% (474) | 7.8% (153) | 6.6% (130) | 14.5% (283) | 1.5% (29) | 1958 |
| Obstruction – move, within a reasonable time, if they are stopping people or vehicles passing | 49.2% (958) | 22.9% (446) | 7.6% (148) | 5.8% (113) | 13.2% (257) | 1.3% (26) | 1948 |
| Tent – move, within a reasonable time, a tent or other temporary structure that is attracting or is likely to attract vermin | 43.6% (851) | 15.5% (302) | 7.4% (144) | 9.4% (183) | 22.2% (434) | 1.9% (37) | 1951 |
| Tent – move, within a reasonable time, a tent or other temporary structure that is a health or safety risk | 44.7% (871) | 16.3% (317) | 7.6% (149) | 9.1% (178) | 20.4% (397) | 1.8% (36) | 1948 |
| Commercial waste – immediately clean up any spillages | 68.7% (1344) | 20.6% (402) | 3.7% (73) | 1.1% (21) | 4.5% (87) | 1.4% (28) | 1955 |
| | | | | | | answered | 1970 |
| | | | | | | skipped | 26 |

Matrix Charts

| 55.1. Identification – give their name, date of birth and address to someone investigating a breach of a PSPO | | | | | | Response Percent | Response Total |
|---|----------------------------|-----------|------|-----------------|------|--------------------|----------------|
| 1 | Strongly agree | | | | | 42.7% | 836 |
| 2 | Agree | | | | | 17.6% | 345 |
| 3 | Neither agree nor disagree | | | | | 6.6% | 129 |
| 4 | Disagree | | | | | 7.9% | 154 |
| 5 | Strongly disagree | | | | | 23.2% | 454 |
| 6 | Don't know | | | | | 2.0% | 40 |
| Analysis | | Mean: | 2.57 | Std. Deviation: | 1.7 | Satisfaction Rate: | 31.47 |
| | | Variance: | 2.89 | Std. Error: | 0.04 | | |
| | | | | | | answered | 1958 |

| 55.2. Litter – immediately, when asked to pick up any litter or rubbish that they have dropped or left, and properly dispose of it. | | | | | | Response Percent | Response Total |
|---|----------------------------|-----------|------|-----------------|------|--------------------|----------------|
| 1 | Strongly agree | | | | | 62.1% | 1215 |
| 2 | Agree | | | | | 22.7% | 445 |
| 3 | Neither agree nor disagree | | | | | 4.4% | 87 |
| 4 | Disagree | | | | | 2.0% | 39 |
| 5 | Strongly disagree | | | | | 7.5% | 146 |
| 6 | Don't know | | | | | 1.3% | 26 |
| Analysis | | Mean: | 1.74 | Std. Deviation: | 1.25 | Satisfaction Rate: | 14.81 |
| | | Variance: | 1.56 | Std. Error: | 0.03 | | |
| | | | | | | answered | 1958 |

| 55.3. Obstruction – move from an entrance, exit or stairway that they are obstructing, within a reasonable time | | | | | | Response Percent | Response Total |
|---|----------------------------|-----------|------|-----------------|------|--------------------|----------------|
| 1 | Strongly agree | | | | | 46.1% | 902 |
| 2 | Agree | | | | | 20.4% | 400 |
| 3 | Neither agree nor disagree | | | | | 7.4% | 144 |
| 4 | Disagree | | | | | 6.7% | 131 |
| 5 | Strongly disagree | | | | | 17.5% | 342 |
| 6 | Don't know | | | | | 1.9% | 38 |
| Analysis | | Mean: | 2.35 | Std. Deviation: | 1.6 | Satisfaction Rate: | 26.97 |
| | | Variance: | 2.56 | Std. Error: | 0.04 | | |
| | | | | | | answered | 1957 |







| 55.4. Obstruction – move, within a reasonable time, if they are stopping street cleaning | | | | | | Response Percent | Response Total |
|--|----------------------------|--|--|--|--|------------------|----------------|
| 1 | Strongly agree | | | | | 45.4% | 889 |
| 2 | Agree | | | | | 24.2% | 474 |
| 3 | Neither agree nor disagree | | | | | 7.8% | 153 |
| 4 | Disagree | | | | | 6.6% | 130 |

| 55.4. Obstruction – move, within a reasonable time, if they are stopping street cleaning | | | | | | | Response Percent | Response Total |
|--|-------------------|------|------------------------|------|--------------------|-------|------------------|----------------|
| 5 | Strongly disagree | | <div><div></div></div> | | | | 14.5% | 283 |
| 6 | Don't know | | <div><div></div></div> | | | | 1.5% | 29 |
| Analysis | Mean: | 2.25 | Std. Deviation: | 1.51 | Satisfaction Rate: | 24.99 | answered | 1958 |
| | Variance: | 2.27 | Std. Error: | 0.03 | | | | |

| 55.5. Obstruction – move, within a reasonable time, if they are stopping people or vehicles passing | | | | | | | Response Percent | Response Total |
|---|----------------------------|------|-----------------|------|--------------------|-------|------------------|----------------|
| 1 | Strongly agree | | <div></div> | | | | 49.2% | 958 |
| 2 | Agree | | <div></div> | | | | 22.9% | 446 |
| 3 | Neither agree nor disagree | | <div></div> | | | | 7.6% | 148 |
| 4 | Disagree | | <div></div> | | | | 5.8% | 113 |
| 5 | Strongly disagree | | <div></div> | | | | 13.2% | 257 |
| 6 | Don't know | | <div></div> | | | | 1.3% | 26 |
| Analysis | Mean: | 2.15 | Std. Deviation: | 1.48 | Satisfaction Rate: | 22.99 | answered | 1948 |
| | Variance: | 2.18 | Std. Error: | 0.03 | | | | |

| 55.6. Tent – move, within a reasonable time, a tent or other temporary structure that is attracting or is likely to attract vermin | | | | | | | Response Percent | Response Total |
|--|----------------------------|------|------------------------|------|--------------------|-------|------------------|----------------|
| 1 | Strongly agree | | <div><div></div></div> | | | | 43.6% | 851 |
| 2 | Agree | | <div><div></div></div> | | | | 15.5% | 302 |
| 3 | Neither agree nor disagree | | <div><div></div></div> | | | | 7.4% | 144 |
| 4 | Disagree | | <div><div></div></div> | | | | 9.4% | 183 |
| 5 | Strongly disagree | | <div><div></div></div> | | | | 22.2% | 434 |
| 6 | Don't know | | <div><div></div></div> | | | | 1.9% | 37 |
| Analysis | Mean: | 2.57 | Std. Deviation: | 1.69 | Satisfaction Rate: | 31.37 | answered | 1951 |
| | Variance: | 2.87 | Std. Error: | 0.04 | | | | |

| 55.7. Tent – move, within a reasonable time, a tent or other temporary structure that is a health or safety risk | | | | | | | Response Percent | Response Total |
|--|----------------------------|------|------------------------|------|--------------------|-------|------------------|----------------|
| 1 | Strongly agree | | <div><div></div></div> | | | | 44.7% | 871 |
| 2 | Agree | | <div><div></div></div> | | | | 16.3% | 317 |
| 3 | Neither agree nor disagree | | <div><div></div></div> | | | | 7.6% | 149 |
| 4 | Disagree | | <div><div></div></div> | | | | 9.1% | 178 |
| 5 | Strongly disagree | | <div><div></div></div> | | | | 20.4% | 397 |
| 6 | Don't know | | <div><div></div></div> | | | | 1.8% | 36 |
| Analysis | Mean: | 2.5 | Std. Deviation: | 1.66 | Satisfaction Rate: | 29.95 | answered | 1948 |
| | Variance: | 2.77 | Std. Error: | 0.04 | | | | |

| 55.8. Commercial waste – immediately clean up any spillages | | | | | | Response Percent | Response Total |
|---|----------------------------|---|-----------------|------|--------------------|------------------|----------------|
| 1 | Strongly agree |  | | | | 68.7% | 1344 |
| 2 | Agree |  | | | | 20.6% | 402 |
| 3 | Neither agree nor disagree |  | | | | 3.7% | 73 |
| 4 | Disagree |  | | | | 1.1% | 21 |
| 5 | Strongly disagree |  | | | | 4.5% | 87 |
| 6 | Don't know |  | | | | 1.4% | 28 |
| Analysis | Mean: | 1.56 | Std. Deviation: | 1.1 | Satisfaction Rate: | 11.24 | answered |
| | Variance: | 1.21 | Std. Error: | 0.02 | | | |
| | | | | | | | 1955 |

14. Page 14





56. If you think we have missed any other behaviour that you think is antisocial and should be included in the PSPO please say.

| | | Response Percent | Response Total |
|---|---------------------|------------------|----------------|
| 1 | Open-Ended Question | 100.00% | 609 |
| | | answered | 609 |
| | | skipped | 1387 |

57. If you think we have missed any requirements in the PSPO please say.

| | | Response Percent | Response Total |
|---|---------------------|------------------|----------------|
| 1 | Open-Ended Question | 100.00% | 289 |
| | | answered | 289 |
| | | skipped | 1707 |





58. Do you think the council should introduce a PSPO in Manchester city centre including the proposed prohibitions and requirement?

| | | | Response Percent | Response Total |
|----------|-------------------------|---|------------------|--------------------------|
| 1 | Yes |  | | 48.27% |
| 2 | Yes – with some changes |  | | 17.64% |
| 3 | No |  | | 30.73% |
| 4 | Don't know |  | | 3.36% |
| Analysis | Mean: | 1.89 | Std. Deviation: | 0.96 |
| | Variance: | 0.91 | Std. Error: | 0.02 |
| | | | | Satisfaction Rate: 29.73 |
| | | | | answered |
| | | | | 1933 |
| | | | | skipped |
| | | | | 63 |




59. If you have any further comments about the introduction of a PSPO please say.

| | | Response Percent | Response Total |
|---|---------------------|------------------|----------------|
| 1 | Open-Ended Question | 100.00% | 688 |
| | | answered | 688 |
| | | skipped | 1308 |








15. Equality monitoring form
60. What is your gender?

| | | | | | | Response Percent | Response Total |
|-----------------|-------------------------|---|------|-----------------|------|--------------------|----------------|
| 1 | Female |  | | | | 46.41% | 899 |
| 2 | Male |  | | | | 45.48% | 881 |
| 3 | Prefer not to say |  | | | | 7.38% | 143 |
| 4 | Other (please specify): |  | | | | 0.72% | 14 |
| Analysis | | Mean: | 1.62 | Std. Deviation: | 0.65 | Satisfaction Rate: | 20.81 |
| | | Variance: | 0.43 | Std. Error: | 0.01 | | |
| | | | | | | answered | 1937 |
| | | | | | | skipped | 59 |


61. Do you identify with the gender you were assigned at birth? (e.g. male or female)

| | | | | | | Response Percent | Response Total |
|-----------------|-------------------|--|------|-----------------|------|--------------------|----------------|
| 1 | Yes |  | | | | 90.55% | 1725 |
| 2 | No |  | | | | 1.68% | 32 |
| 3 | Prefer not to say |  | | | | 7.77% | 148 |
| Analysis | | Mean: | 1.17 | Std. Deviation: | 0.55 | Satisfaction Rate: | 8.61 |
| | | Variance: | 0.3 | Std. Error: | 0.01 | | |
| | | | | | | answered | 1905 |
| | | | | | | skipped | 91 |




















62. What is your age?

| | | | | Response Percent | Response Total |
|---|---------------|---|--|------------------|----------------|
| 1 | Under 16 |  | | 0.05% | 1 |
| 2 | 16 - 25 years |  | | 11.71% | 226 |
| 3 | 26 - 39 years |  | | 32.38% | 625 |
| 4 | 40 - 49 years |  | | 19.84% | 383 |
| 5 | 50 - 64 years |  | | 23.37% | 451 |
| 6 | 65 - 74 years |  | | 6.17% | 119 |
| 7 | 75+ years |  | | 1.19% | 23 |

62. What is your age?

| | | | | | | Response Percent | Response Total |
|-----------------|-------------------|---|-----------------|------|--------------------|------------------|----------------|
| 8 | Prefer not to say |  | | | | 5.28% | 102 |
| Analysis | Mean: | 4.04 | Std. Deviation: | 1.49 | Satisfaction Rate: | 43.49 | answered 1930 |
| | Variance: | 2.23 | Std. Error: | 0.03 | | | skipped 66 |

63. I describe my ethnic origin as:

| | | | | | | Response Percent | Response Total |
|-----------------|---|---|-----------------|------|--------------------|------------------|----------------|
| 1 | British/English/Northern Irish/Scottish/Welsh |  | | | | 76.07% | 1437 |
| 2 | Irish |  | | | | 3.02% | 57 |
| 3 | Gypsy or Irish Traveller |  | | | | 0.11% | 2 |
| 4 | Other White |  | | | | 6.78% | 128 |
| 5 | White and Black Caribbean |  | | | | 0.64% | 12 |
| 6 | White and Black African |  | | | | 0.37% | 7 |
| 7 | White and Asian |  | | | | 0.69% | 13 |
| 8 | Other Mixed |  | | | | 1.01% | 19 |
| 9 | Indian |  | | | | 0.69% | 13 |
| 10 | Pakistani |  | | | | 1.91% | 36 |
| 11 | Bangladeshi |  | | | | 0.48% | 9 |
| 12 | Chinese |  | | | | 1.91% | 36 |
| 13 | Kashmiri |  | | | | 0.21% | 4 |
| 14 | Other Asian |  | | | | 0.53% | 10 |
| 15 | Caribbean |  | | | | 0.58% | 11 |
| 16 | African |  | | | | 0.74% | 14 |
| 17 | Somali |  | | | | 0.16% | 3 |
| 18 | Other Black |  | | | | 0.37% | 7 |
| 19 | Any Other Ethnic Group (please specify) |  | | | | 3.76% | 71 |
| Analysis | Mean: | 4.31 | Std. Deviation: | 5.58 | Satisfaction Rate: | 13.8 | answered 1889 |
| | Variance: | 31.1 | Std. Error: | 0.13 | | | skipped 107 |

64. Do you consider yourself to be a disabled person?

| | | | | | | Response Percent | Response Total |
|---|-----|---|--|--|--|------------------|----------------|
| 1 | Yes |  | | | | 8.84% | 169 |

| 64. Do you consider yourself to be a disabled person? | | | | | | | |
|---|-------------------|-------------|-----------------|------|--------------------|------------------|----------------|
| | | | | | | Response Percent | Response Total |
| 2 | No | <div></div> | | | | 84.41% | 1614 |
| 3 | Prefer not to say | <div></div> | | | | 6.75% | 129 |
| Analysis | Mean: | 1.98 | Std. Deviation: | 0.39 | Satisfaction Rate: | 48.95 | answered |
| | Variance: | 0.16 | Std. Error: | 0.01 | | | skipped |
| | | | | | | | 84 |

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Appendix 5 Open Analysis of Open Text Responses

Report
Coding of open text responses for the 2019
Manchester City Council PSPO consultation

ZK Analytics &
NatCen Social Research

Appendix 5 Open Analysis of Open Text Responses

1. The context of the report

Manchester City Council implemented a consultation to understand the views of residents with regards to a city centre Public Space Protection Order (PSPO) to address a number of issues that are being reported to the Council and the police. After the issues were described to them, residents were asked a series of questions about their views on the particular behaviours and whether these had a detrimental impact on their quality of life. Open text boxes were provided to allow participants to provide examples of how each issue affected them.

In addition, for each issue, respondents were asked whether they think Manchester City Council should put the restrictions in place. Each question included an open text box inviting participants to provide other ways that they think the issue in question could be reduced.

In this consultation, there were twenty-three questions that gave respondents the opportunity of providing open-ended explanations. The purpose of this project was to code and classify respondents' open text answers into insightful categories.

This report contains the results of this coding pertaining to each of the twenty-three questions. When coding, based on the content of the text, each question was assigned to one or more categories. The following sections display graphs that illustrate the results. We present overall counts (numbers of suggestion offered) and percentages for each question overall. We also include the results split according to whether respondents agreed or disagreed with the proposed change.

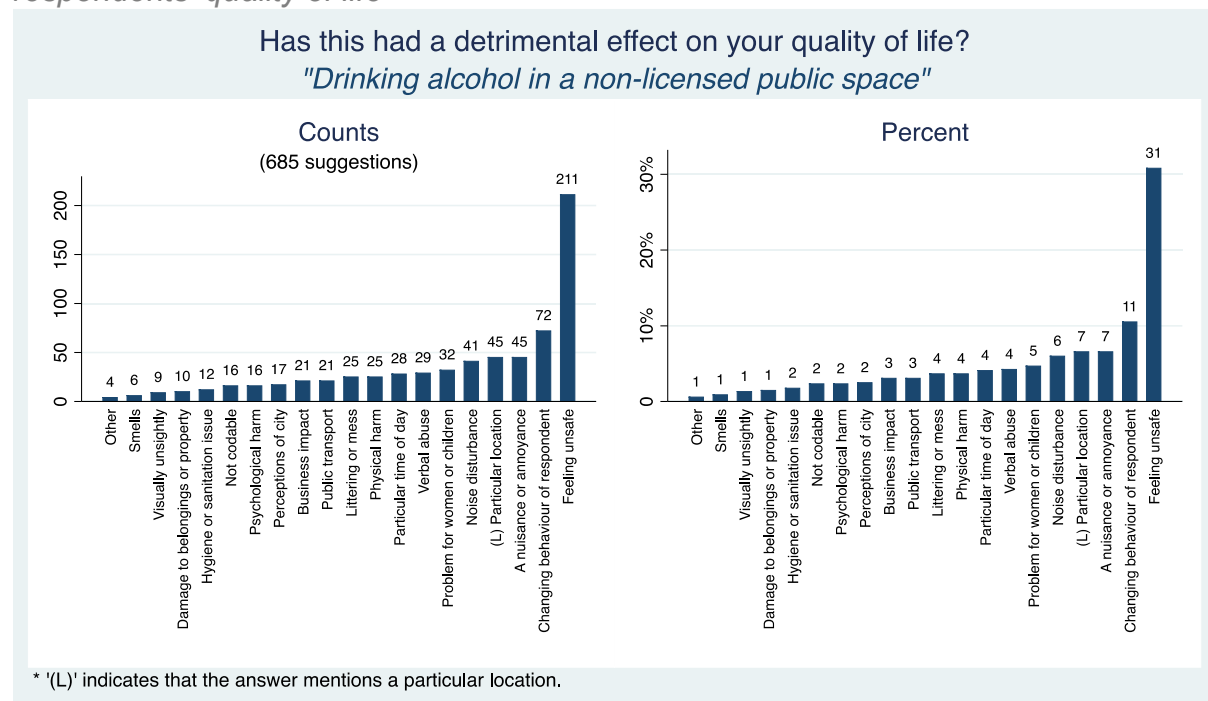
Appendix 5 Open Analysis of Open Text Responses

2. Detrimental effects on the quality of life

2.1 Drinking alcohol in a public space

Has this (drinking alcohol in a non-licensed public space) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 1 – Responses split by how this behaviour has had a detrimental effect on respondents' quality of life



In *Section 3 - Alcohol*, members of the public were asked in a closed question whether or not 'drinking alcohol in a non-licensed public space' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 685 responses. Of these, 2% (16 responses) were **not codable or not relevant** (responses that were out of context, unintelligible or presented particular situations without actually addressing the issue under consultation).

Most notably:

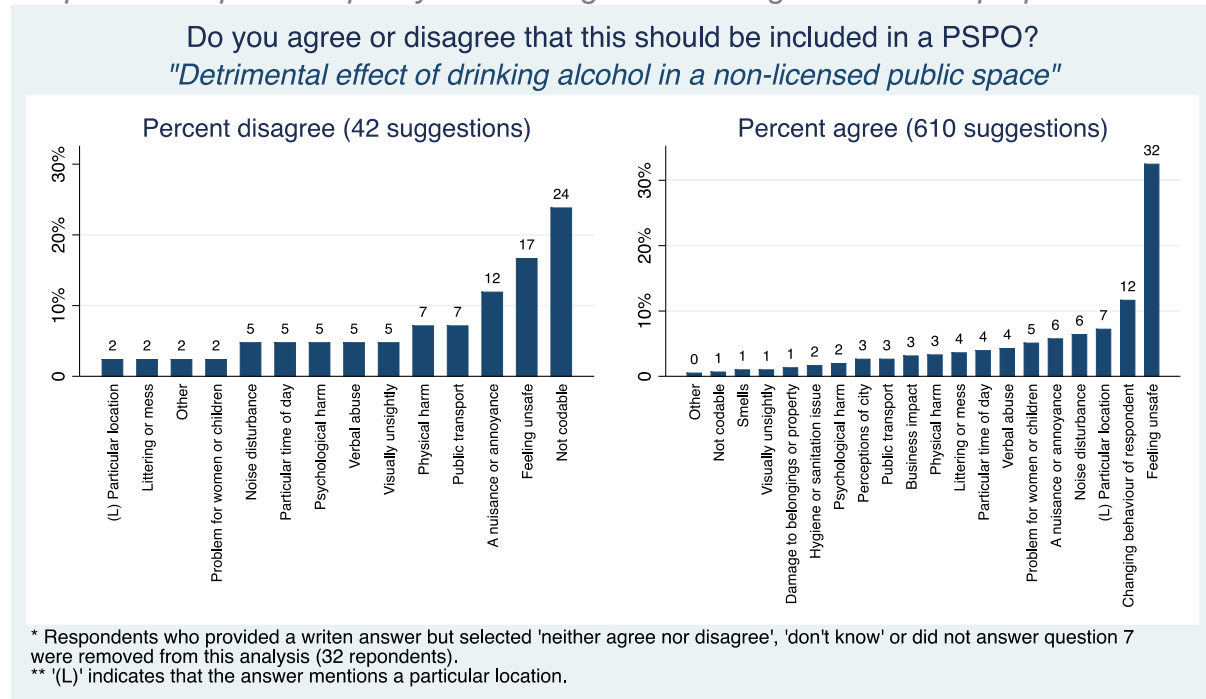
- 31% (211 responses) mentioned **feeling unsafe**, and
- 11% (72 responses) said it **changed the behaviour of the respondent**.
- 7% (45 responses) mentioned the behaviour occurring in a **particular location**, a further 6% (41 responses) explained how it caused **noise disturbance**, and another 7% (45 responses) said it was **a nuisance or annoyance**.
- 5% (32 responses) explained how it was a **problem for women or children**, and
- 4% (29 responses) mentioned examples of **verbal abuse**.

Appendix 5 Open Analysis of Open Text Responses

In addition, as seen in Graph 1, there were other responses that were cited less frequently. These include responses mentioning that the behaviour occurred at a **particular time of day** (4%), suffering **physical harm** (4%), and increased **littering or mess** (4%).

Do you agree or disagree that this (drinking alcohol in a non-licensed space) should be included in a PSPO?

Graph 2 – Responses split by whether agreed or disagreed with the proposal



Overall, 685 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 7). However, 33 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 7. They were **removed from this analysis**.

Overall, 94% (610 responses) were provided by respondents who were in favour of the proposal.

Results for those who **agreed** with the proposal:

Among the answers provided by respondents who agreed that 'drinking alcohol in a non-licensed public space' should be included in the PSPO:

- 32% (198 responses) explained how the respondent **felt unsafe**,
- 12% (71 responses) indicated that the problem **changed the behaviour of the respondent**,
- 7% (44 responses) reported a **particular location** where the behaviour occurs, and
- 6% (39 responses) cited **noise disturbance**.

Appendix 5 Open Analysis of Open Text Responses

As seen in Graph 2, there were additional answers that drew fewer responses such as the behaviour being a **nuisance or annoyance** (6%) or a **problem for women or children** (5%) or, as well as the occurrence of **verbal abuse** (4%), and the occurrence of the behaviour at a **particular time of day** (4%). A total of 1% of responses (6 responses) were **not codable**.

Results for those who **disagreed** with the proposal:

Among the 42 responses provided by respondents who disagreed with the proposal, a total of 24% (10 responses) were **not codable**.

Additionally:

- 17% (7 responses) reported **feeling unsafe**, and
- 12% (5 responses) said the behaviour was a **nuisance or annoyance**.
- 7% (3 responses) reported the negative effect of the behaviour on **public transport**, and another 7% reported suffering **physical harm**.

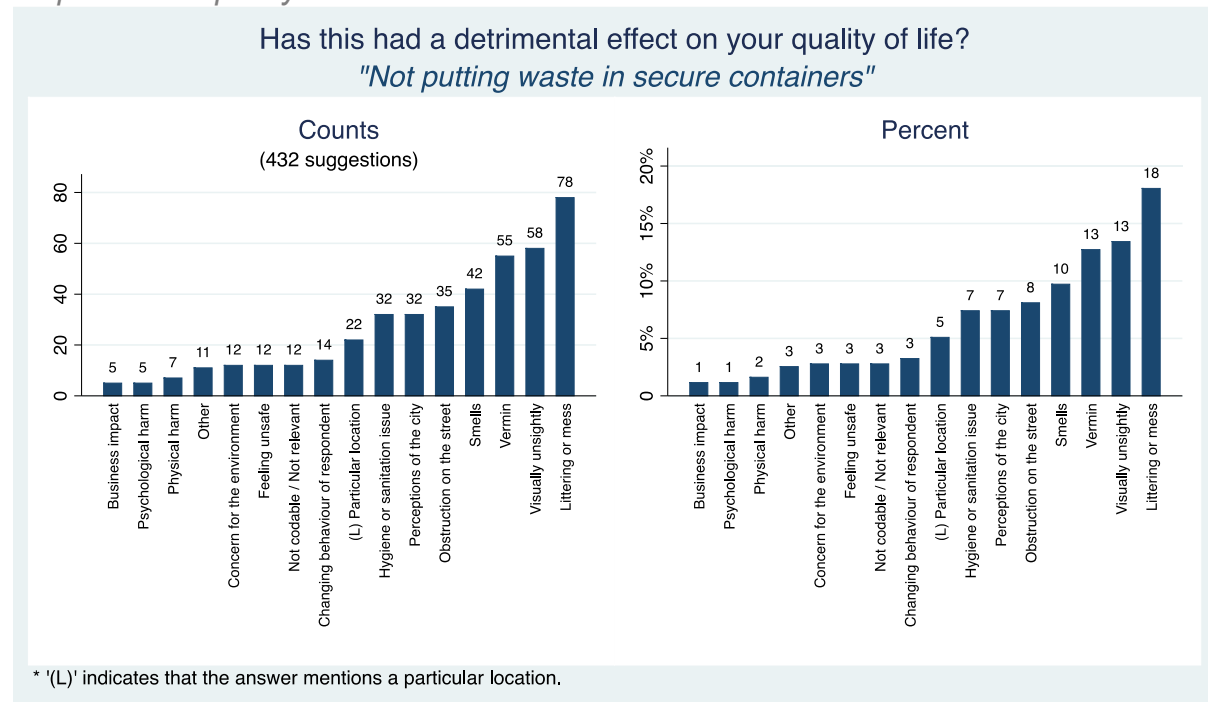
Again, as seen in Graph 2 there were additional responses regarding the effect of the behaviour on the respondent's quality of life. These included describing the behaviour as **visually unsightly** (5%), receiving **verbal abuse** (5%), suffering **psychological harm** (5%), and reports of the behaviour occurring at a **particular time of day** (5%).

2.2 Commercial Waste - not putting waste in secure containers or sacks and allowing waste to spill onto a public place

Has this (not putting waste in secure containers or sacks and allowing waste to spill onto a public space) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Appendix 5 Open Analysis of Open Text Responses

Graph 3 – Responses split by how this behaviour has had a detrimental effect on respondents' quality of life.



In *Section 4 - Commercial Waste*, members of the public were asked in a closed question whether or not 'not putting waste in secure containers or sacks and allowing waste to spill onto a public space' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 432 responses. Of these, 3% (12 responses) were **not codable or not relevant**.

Most notably:

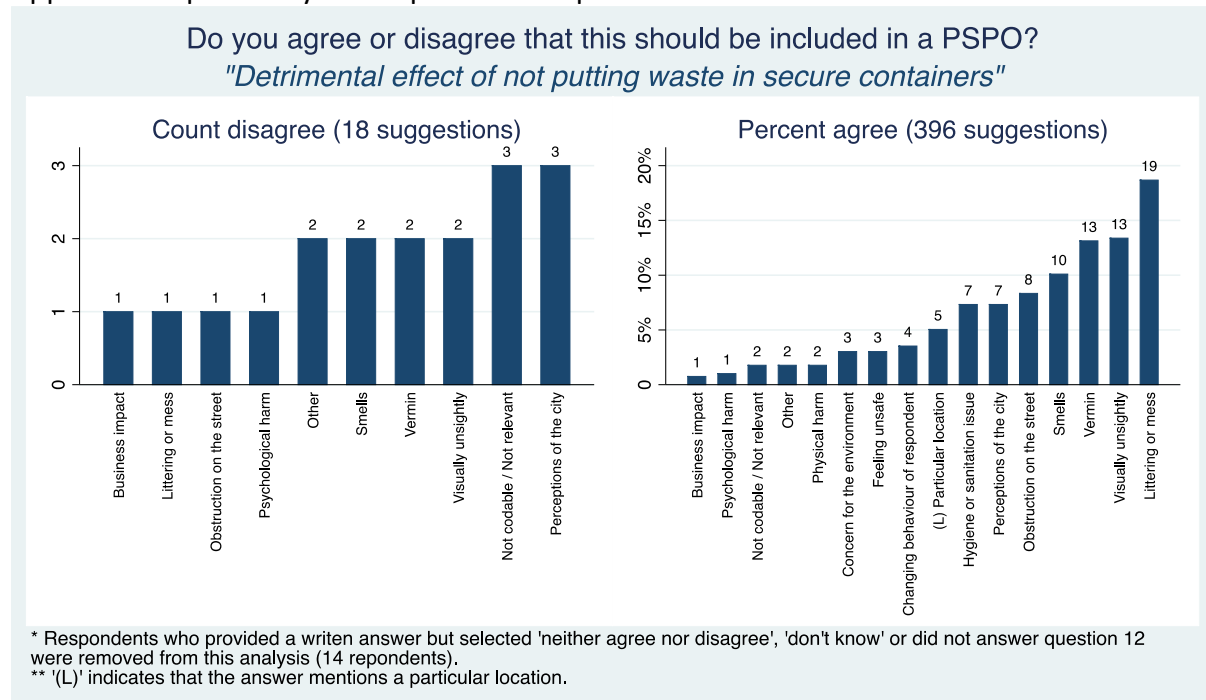
- 18% (78 responses) said that **littering or mess** affected their quality of life,
- 13% (58 responses) said it was **visually unsightly** and another 13% (55 responses) mentioned the incidence of **vermin**.
- 10% (42 responses) mentioned unpleasant **smells**,
- 8% (35 responses) said it caused **obstruction on the street**, another
- 7% (32 responses) said it affected the **perceptions of the city**, and
- 7% (32 responses) said it created a **hygiene or sanitation issue**.

As seen in Graph 3, there were additional answers that drew fewer responses including answers that cited **particular locations**, respondents **changing their behaviour** in response to this, and **feeling unsafe**.

Graph 4 – Responses split by whether agreed or disagreed¹ with the proposal

¹ The graph displaying the result pertaining to respondents who disagreed with the PSPO includes counts instead of percentages. We only present counts when the sample size is below 31 responses.

Appendix 5 Open Analysis of Open Text Responses



Overall, 432 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 12). However, 48 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 12. They were **removed from this analysis**.

Overall, 96% (396 responses) were provided by respondents who were in favour of the proposal.

Results for those who **agreed** with the proposal:

Among the answers provided by respondents who agreed that 'not putting waste in secure containers or sacks and allowing waste to spill onto a public space' should be included in the PSPO:

- 19% (74 responses) said **littering or mess** affected their quality of life,
- 13% (53 responses) mentioned its **visual unsightliness**, and another 13% (52 responses) mentioned the **vermin** it attracts.
- 10% (40 responses) cited the **smells** it causes, and
- 8% (33 responses) explained how it created **obstruction on the streets**.

As seen in Graph 4, other responses cited less frequently included changed **perceptions of the city** (7%), **hygiene or sanitation issues** (7%), **particular locations** (5%) where the behaviour occurs, and the respondent **changing their behaviour** as a result (4%). A total of 2% of responses were **not codable or not relevant**.

Results for those who **disagreed** with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Among respondents who disagreed with the proposal, 18 individuals provided answers regarding the effect of the behaviour on their quality of life.

Of these:

- 3 responses, mentioned how it changed the respondent's **perception of the city**.
- 2 responses said it was **visually unsightly**, another 2 said it attracted **vermin**, a further 2 said it **smells**, and another 2 gave **other** answers.
- 1 suggestion said it caused **psychological harm**, another one said it was an **obstruction on the street**, one said it caused **littering or mess**, and a final one said it **impacted on business**.

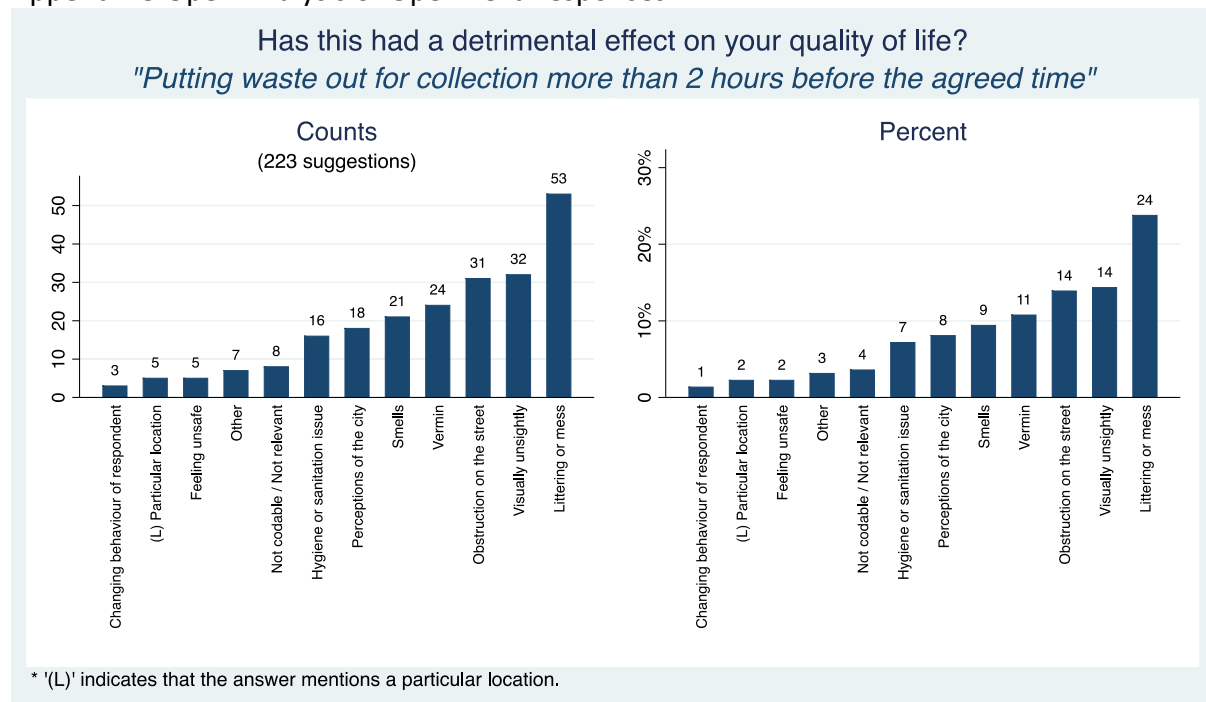
As shown in Graph 4, 3 responses were **not codable or not relevant**.

2.3 Commercial Waste – putting waste out for collection more than 2 hours before the agreed time

Has this (putting waste out for collection more than 2 hours before the agreed time) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 5 – Responses split by how this behaviour has had a detrimental effect on respondents' quality of life.

Appendix 5 Open Analysis of Open Text Responses



In *Section 5 - Commercial Waste*, members of the public were asked in a closed question whether or not 'putting waste out for collection more than 2 hours before the agreed time' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 223 responses. Of these, 4% (8 responses) were **not codable or not relevant**.

Most notably:

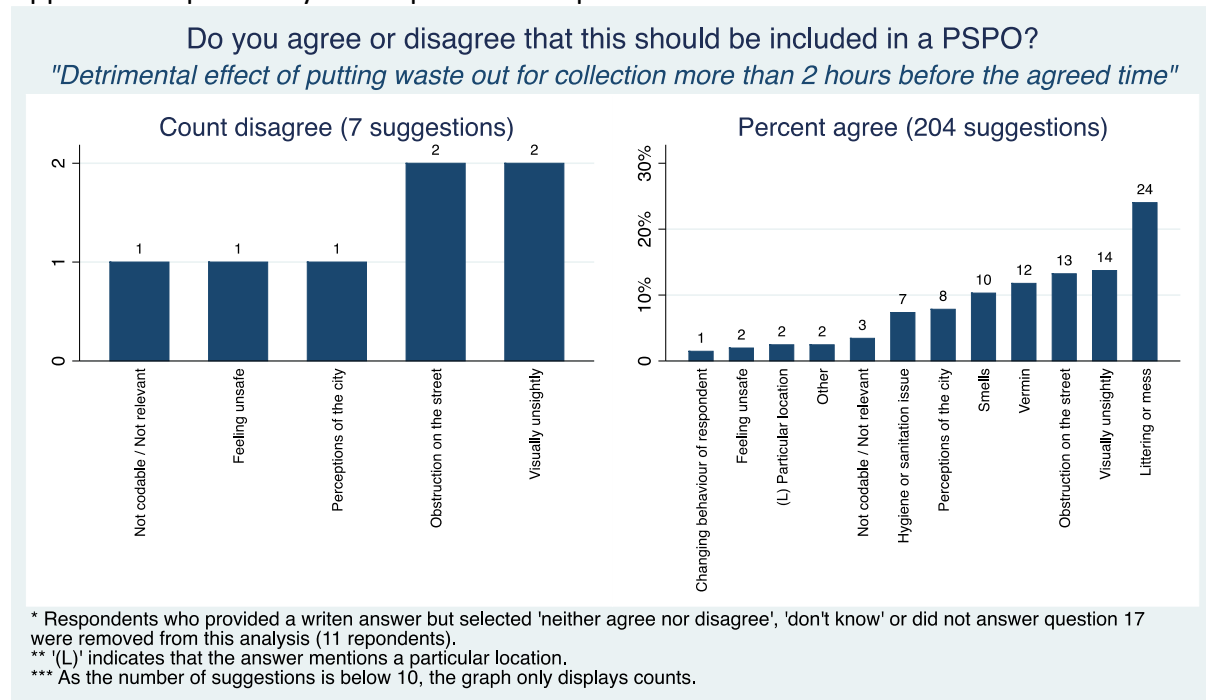
- 24% (53 responses) mentioned **littering and mess**,
- 14% (32 responses) said it was **visually unsightly**,
- 14% (31 responses) said it created an **obstruction on the streets**, and
- 11% (24 responses) said it attracted **vermin**.

As seen in Graph 5, there were other effects cited less frequently including **smells**, changed **perceptions of the city**, **hygiene or sanitation issues**, and **other** examples.

Graph 6 – Responses split by whether agreed or disagreed² with the proposal

² The graph displaying the result pertaining to respondents who disagreed with the PSPO includes counts instead of percentages. We only present counts when the sample size is below 31 responses.

Appendix 5 Open Analysis of Open Text Responses



Overall, 223 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 12). However, 12 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 12. They were **removed from this analysis**.

A total of 204 of the 211 suggestions were provided by members of the public who agree with the proposal.

Results for those who *agreed* with the proposal:

Among the 204 responses provided by respondents who agreed that 'not putting waste in secure containers or sacks and allowing waste to spill onto a public space' should be included in the PSPO:

- 24% (49 responses) said **littering and mess** affected their quality of life,
- 14% (28 responses) said it was **visually unsightly**,
- 13% (27 responses) mentioned it was an **obstruction on the street**,
- 12% (24 responses) said it attracted **vermin**, and
- 10% (21 responses) said it **smells**.

As shown in Graph 6, there were other responses cited less frequently. These include the effect the behaviour has on **perceptions of the city** (8%), **hygiene and sanitation** (7%), **other** examples (2%), the occurrence of the behaviour in **particular locations** (2%), **feeling unsafe** (2%), and **changing the behaviour of the respondent** (1%). A further 3% of responses were **not codable**.

Results for those who *disagreed* with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Among respondents who disagreed with the proposal, 7 individuals provided answers regarding the effect of the behaviour on their quality of life.

Of these:

- 2 responses said this was **visually unsightly**,
- 2 responses explained how it was an **obstruction on the street**,
- 1 respondent said it affected their **perceptions of the city**, and
- 1 respondent **felt unsafe**.

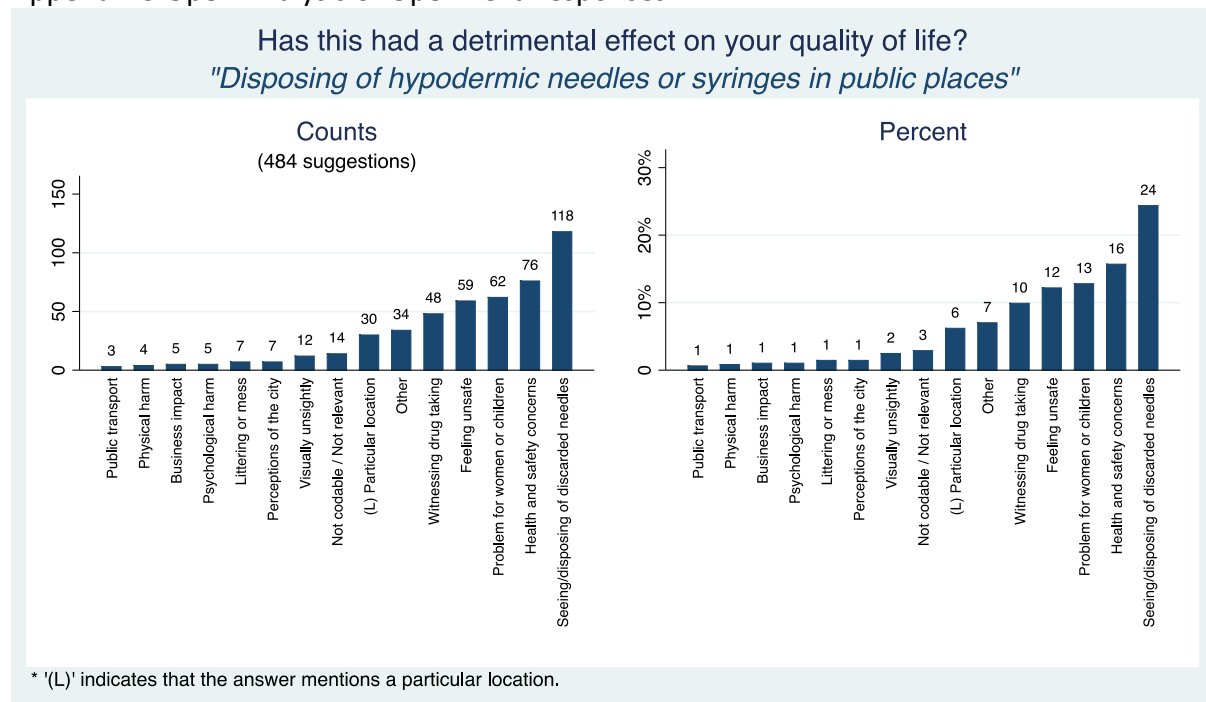
One further response was **not codable or not relevant**.

2.4 Needles

Has this (disposing of hypodermic needles or syringes in public places) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 7 – Responses split by how this behaviour has affected respondents' quality of life

Appendix 5 Open Analysis of Open Text Responses



In *Section 6 - Needles*, members of the public were asked in a closed question whether or not 'disposing of hypodermic needles or syringes in public places' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 484 responses. Of these, 3% (14 responses) were **not codable or not relevant**.

Notably:

- 24% (118 suggestions) said that **seeing or personally having to dispose of discarded needles** affected their quality of life,
- 16% (76 suggestions) said the behaviour provoked **health and safety concerns**,
- 13% (62 suggestions) said it was a **problem for women or children**,
- 12% (59 suggestions) said it made the respondent **feel unsafe**, and
- 10% (48 suggestions) mentioned **witnessing drug taking** as having a detrimental effect on respondents' quality of life.

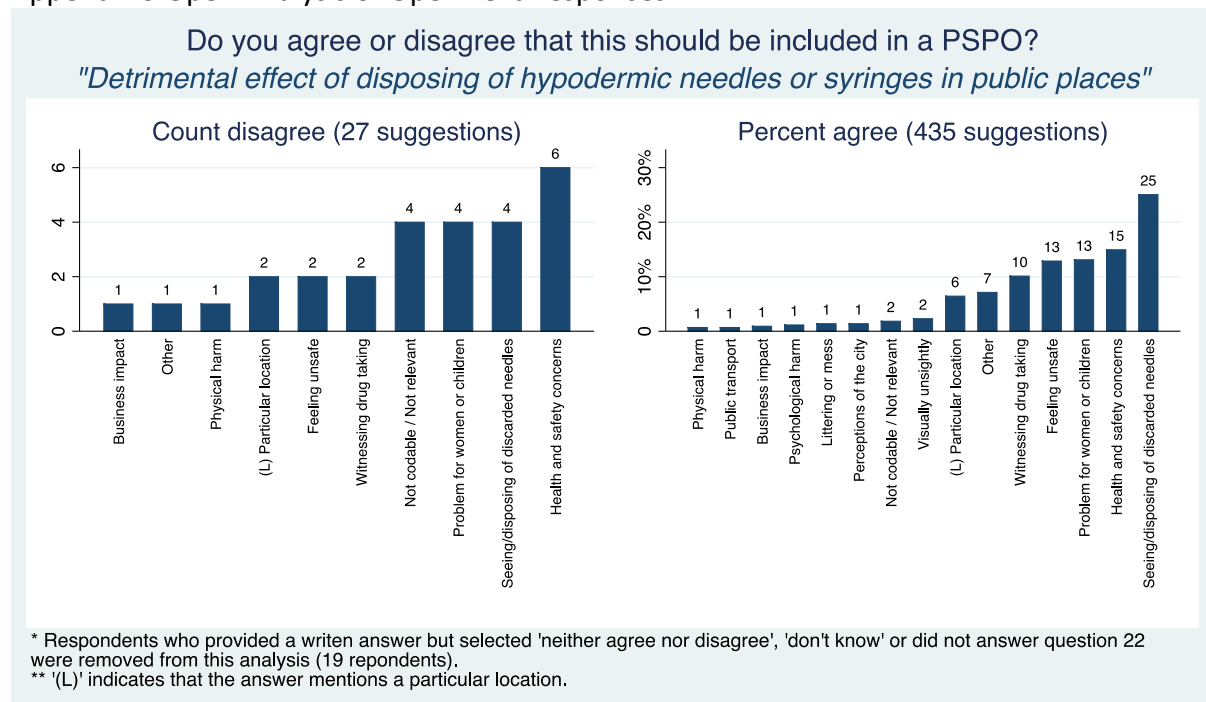
As shown in Graph 7, other responses that were cited less frequently included **other** examples (7%), the occurrence of the behaviour in **particular locations** (6%), and **visual unsightliness** (2%), among others.

Do you agree or disagree that this behaviour (disposing of hypodermic needles or syringes in public places) should be included in a PSPO?

Graph 8 – Responses split by whether agreed or disagreed³ with the proposal

³ The graph displaying the result pertaining to respondents who disagreed with the PSPO includes counts instead of percentages. We only present counts when the sample size is below 31 responses.

Appendix 5 Open Analysis of Open Text Responses



Overall, 484 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 22). However, 22 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 22. They were **removed from this analysis**.

Overall, 435 of the 462 responses were provided by individuals who agree with the proposal.

Results for those who **agreed** with the proposal:

Among these 435 responses provided by respondents who agree with including 'disposing of hypodermic needles or syringes in public places' in the PSPO:

- 25% (109 responses) said that **seeing or personally having to dispose of discarded needles** affected their quality of life,
- 15% (65 responses) mentioned **health and safety concerns**,
- 13% (57 responses) said it was a **problem for women or children**, and another 13% (56 responses) said they **felt unsafe**.
- 10% (44 responses) cited **witnessing drug taking** as having a detrimental effect on their quality of life.

As shown in Graph 8, respondents cited other examples including **particular locations** where this occurs (6%), **visual unsightliness** (2%), and **perceptions of the city** (1%). A further 2% (9 responses) were **not codable or not relevant**.

Results for those who **disagreed** with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Among the 27 responses provided by respondents who disagreed that 'disposing of hypodermic needles or syringes in public places' should be included in a PSPO:

- 6 suggestions expressed **health and safety concerns**.
- 4 suggestions said **seeing or disposing of discarded needles** affected the respondent's quality of life, and another 4 said it was a **problem for women or children**.
- 2 suggestions said **witnessing drug taking** affected their quality of life, another 2 said it made them **feel unsafe**, and a further 2 said it occurred in **particular locations**.

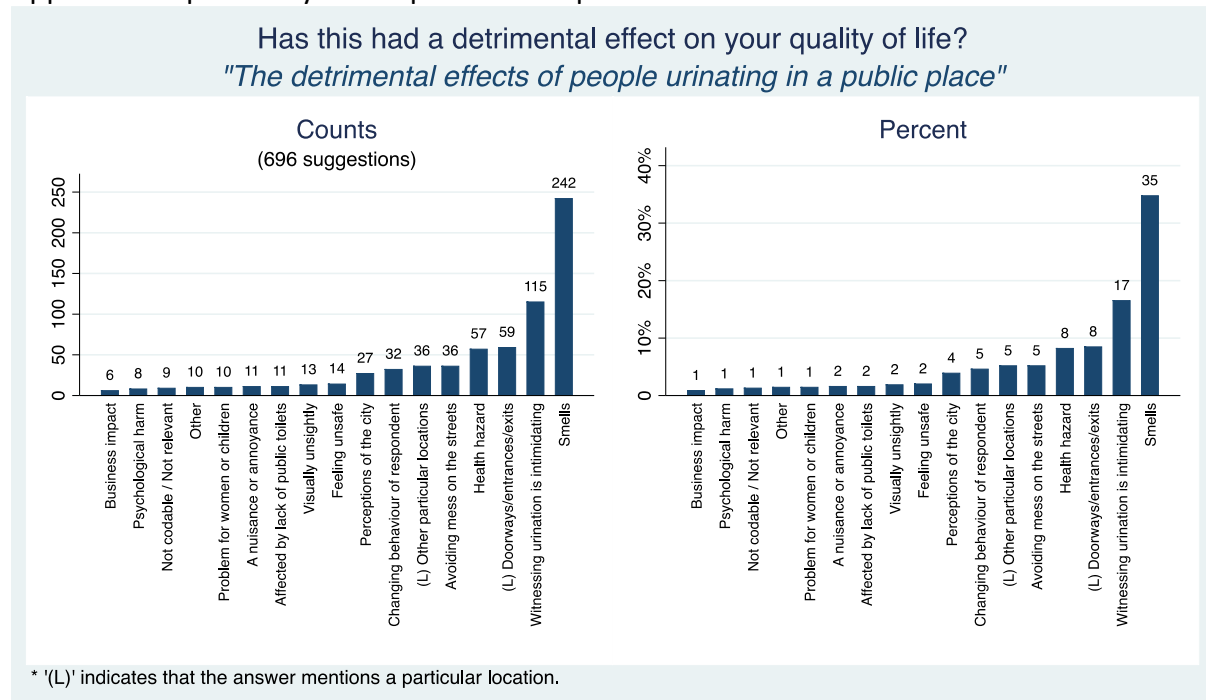
As seen in Graph 8, there were additional responses cited by fewer respondents. These included **physical harm**, **other** examples, and **business impact**. Each example was cited once. A further 4 suggestions were **not codable or not relevant**.

2.5. Urinating in a public place

Has this (urinating in a public place) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 9 – Responses split by how this behaviour has affected respondents' quality of life

Appendix 5 Open Analysis of Open Text Responses



In *Section 7 - Urinating*, members of the public were asked in a closed question whether or not 'urinating in a public place' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 696 responses. Of these, 1% (9 responses) were **not codable or not relevant**.

Most notably:

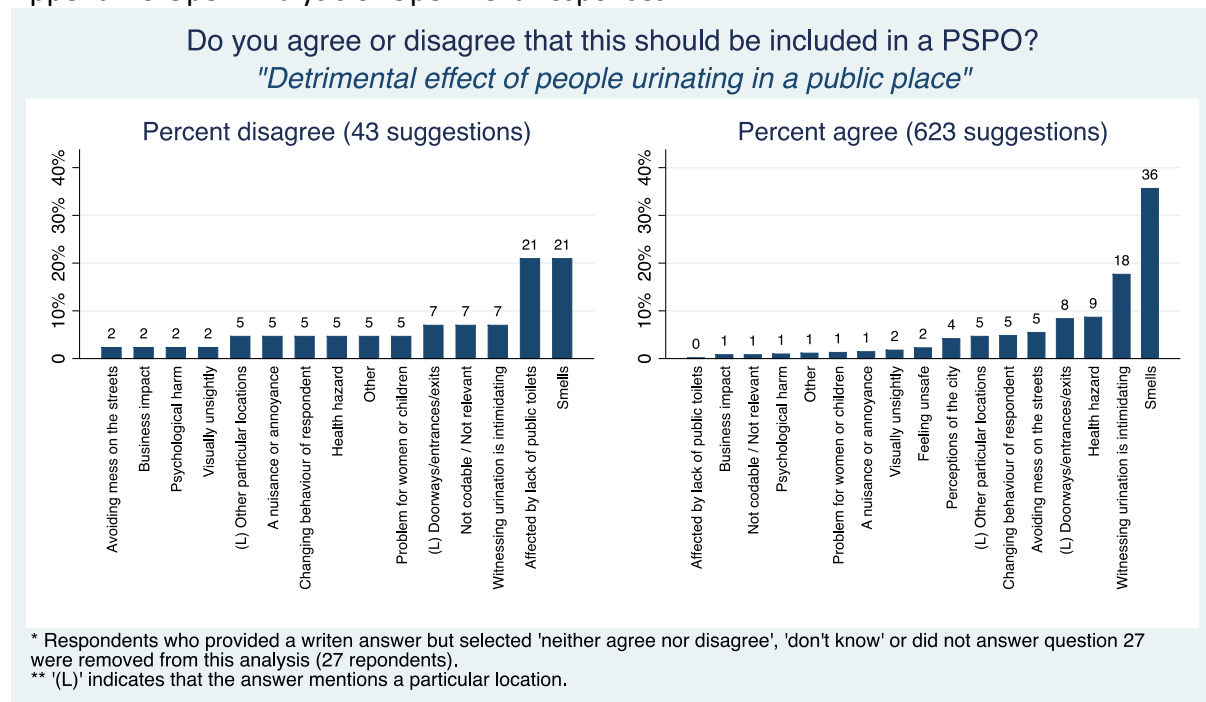
- 35% (242 responses) said the **smells** affected the respondent's quality of life,
- 17% (115 responses) said that **witnessing urination is intimidating**,
- 8% (59 responses) mentioned **doorways, entrances or exits** as specific locations that were frequently affected, and a further 8% (57 responses) said that it was a **health hazard**.
- 5% (36 responses) said **avoiding mess on the streets** affected the quality of the respondent's life, and another
- 5% (36 responses) mentioned **other particular locations** that were affected.

As seen in Graph 9, there were a number of other responses cited less frequently. These include the effect of **changing the behaviour of the respondent** (5%), negative **perceptions of the city** (4%), **feeling unsafe** (2%) and **visual unsightliness** (2%).

Do you agree or disagree that this behaviour (urinating in a public place) should be included in a PSPO?

Graph 10 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 696 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 27). However, 30 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 27. They were **removed from this analysis**.

Overall, 94% (623 of the 666 suggestions) were provided by respondents who were in favour of the proposal.

Results for those who *agreed* with the proposal:

Of the suggestions provided by respondents who agreed that 'urinating in a public place' should be included in the PSPO:

- 36% (222 responses) said the **smells** affected the respondent's quality of life,
- 18% (110 responses) said **witnessing urination is intimidating**,
- 9% (54 responses) said it was a **health hazard**, and
- 8% (52 responses) mentioned **doorways, entrances and exits** as specific locations where the behaviour tends to occur.

As seen in Graph 10, respondents cited other ways this behaviour affected their quality of life that were mentioned less frequently. These include **avoiding mess on the streets** (5% of responses), **changing the behaviour of the respondent** (5% of responses), **other particular locations** (5% of responses), **perceptions of the city** (4% of responses), and **feeling unsafe** (2% of responses).

Results for those who *disagreed* with the proposal:

Of the 43 suggestions provided by respondents who disagree with the inclusion of 'urinating in a public place' in the PSPO:

Appendix 5 Open Analysis of Open Text Responses

- 21% (9 responses) said the **smells** affected the respondent's quality of life,
- 21% (9 responses) said the respondent's quality of life was **affected by the lack of public toilets**,
- 7% (3 responses) mentioned that **witnessing urination is intimidating**, and another
- 7% (3 responses) said **doorways, entrances and exits** are specific locations that are affected.

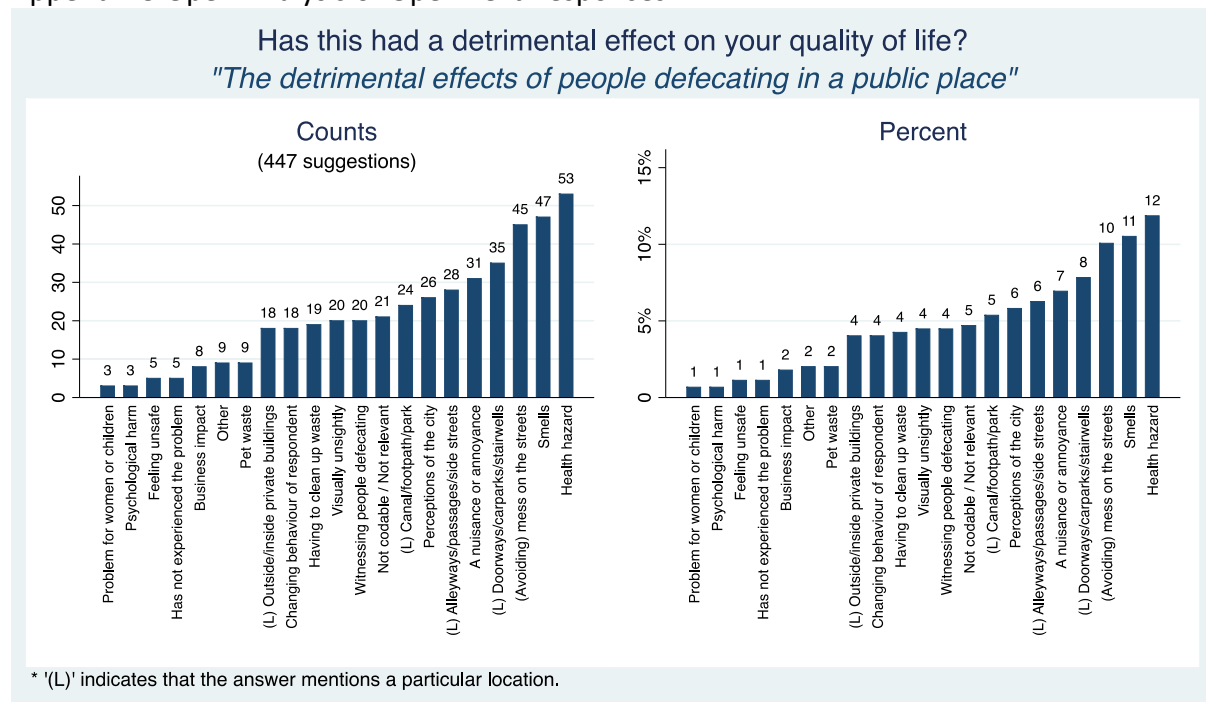
Again, as seen in Graph 10, other effects of the behaviour cited less frequently include **a problem for women or children** (5%), **other** examples (5%), inciting a **health hazard** (5%), and **changing the behaviour of the respondent** (5%), among other examples. A total of 7% of responses were **not codable or not relevant**.

2.6 Defecating in a public place

Has this (defecating in a public place that is not a legitimate toilet) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 11 – Responses split by how this behaviour has affected respondents' quality of life

Appendix 5 Open Analysis of Open Text Responses



In *Section 8 - Defecating*, members of the public were asked in a closed question whether or not 'defecating in a public place that is not a legitimate toilet' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 447 responses. Of these, 5% (21 responses) were **not codable or not relevant**.

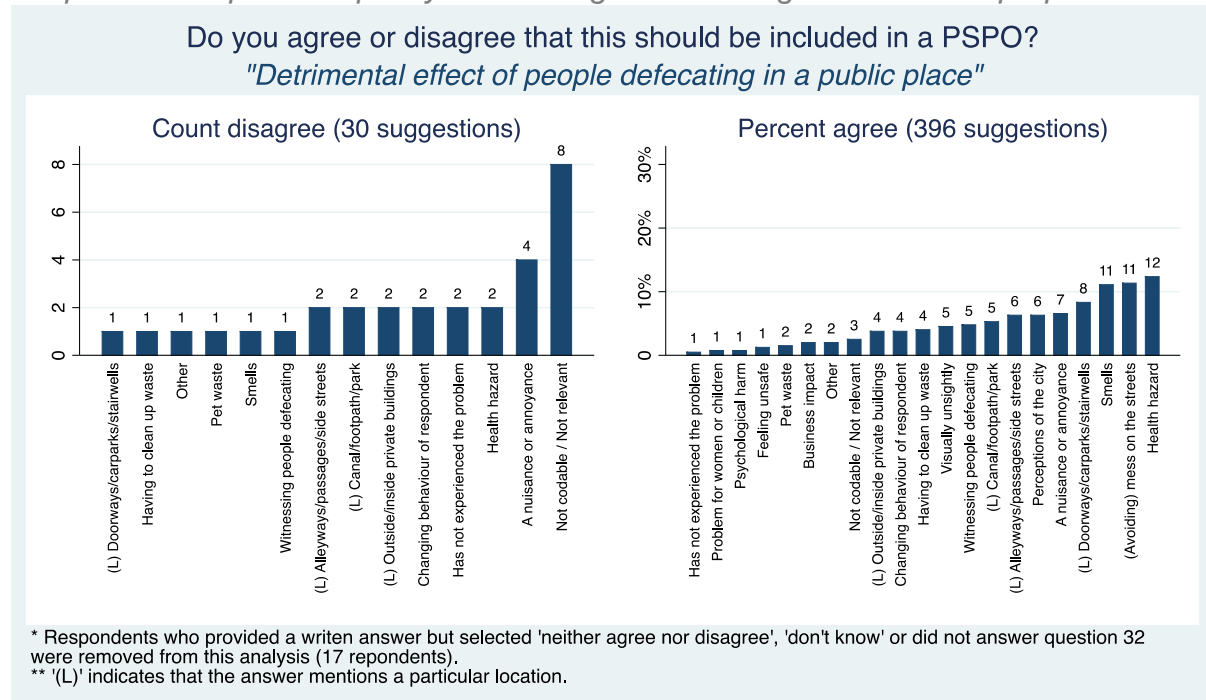
Most notably:

- 12% (53 responses) cited the behaviour as a **health hazard**,
- 11% (47 responses) said it **smells**,
- 10% (45 responses) mentioned having to **avoid mess on the streets**,
- 8% (35 responses) said that the behaviour occurred specifically in **doorways, car parks or stairwells**
- 7% (31 responses) said it was **a nuisance or annoyance**,
- 6% (26 responses) said it affected their **perceptions of the city**, and another 6% (26 suggestions) said it frequently occurred in **alleyways, passages and side streets**,
- 5% (24 suggestions) said it frequently occurred by the **canal, footpaths and parks**.

As seen in Graph 11, there were a number of other responses regarding how this behaviour effects quality of life that were mentioned less frequently. These include **witnessing people defecating** (4%), **visual unsightliness** (4%), **having to clean up waste** (4%), and **changing behaviour of the respondent** (4%), among other examples.

Do you agree or disagree that this (people defecating in a public place that is not a legitimate toilet) should be included in a PSPO?

Appendix 5 Open Analysis of Open Text Responses

Graph 12– Responses split by whether agreed or disagreed⁴ with the proposal

Overall, 447 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 32). However, 21 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 32. They were **removed from this analysis**.

Overall, 93% (396 of the 426 responses) were provided by respondents who were in favour of the proposal.

Results for those who **agreed** with the proposal:

Of the responses provided by respondents who agreed that 'people defecating in a public place that is not a legitimate toilet' should be included in the PSPO:

- 12% (49 responses) said the behaviour was a **health hazard**,
- 11% (45 responses) cited having to **avoid mess on the streets**, and another 11% (44 suggestions) mentioned the effect of **smells**.
- 8% (33 responses) said the behaviour often occurred in **doorways, carparks or stairwells**, and
- 7% (26 responses) said it was a **nuisance or annoyance**.

As seen in Graph 12, respondents cited other ways this behaviour affected their quality of life that were mentioned less frequently. These include changing their **perceptions of the city** (6% of responses), the behaviour occurring in **alleyways, passages or side streets** (6% of responses), or **the canal, footpaths or parks** (5% of responses).

⁴ The graph displaying the result pertaining to respondents who disagreed with the PSPO includes counts instead of percentages. We only present counts when the sample size is below 30 responses.

Appendix 5 Open Analysis of Open Text Responses

Results for those who **disagreed** with the proposal:

Of the 30 suggestions provided by respondents who disagree with the inclusion of 'people defecating in a public place that is not a legitimate toilet' in the PSPO:

- 4 responses stated that the behaviour was a **nuisance or annoyance**,
- 2 responses said it was a **health hazard**, while another 2 responses said they **had not experienced the problem**. Another 2 responses highlighted how it **changed the behaviour of the respondent**.
- 2 responses said it occurred **outside or inside private buildings**, while another 2 responses said it occurred by the **canal, footpaths or parks**, and another 2 responses said it occurred in **alleyways, passages or side streets**.
- Other responses included: **witnessing people defecating; smells; pet waste, having to clean up waste**; observing this behaviour in **doorways, car parks and stairwells**.

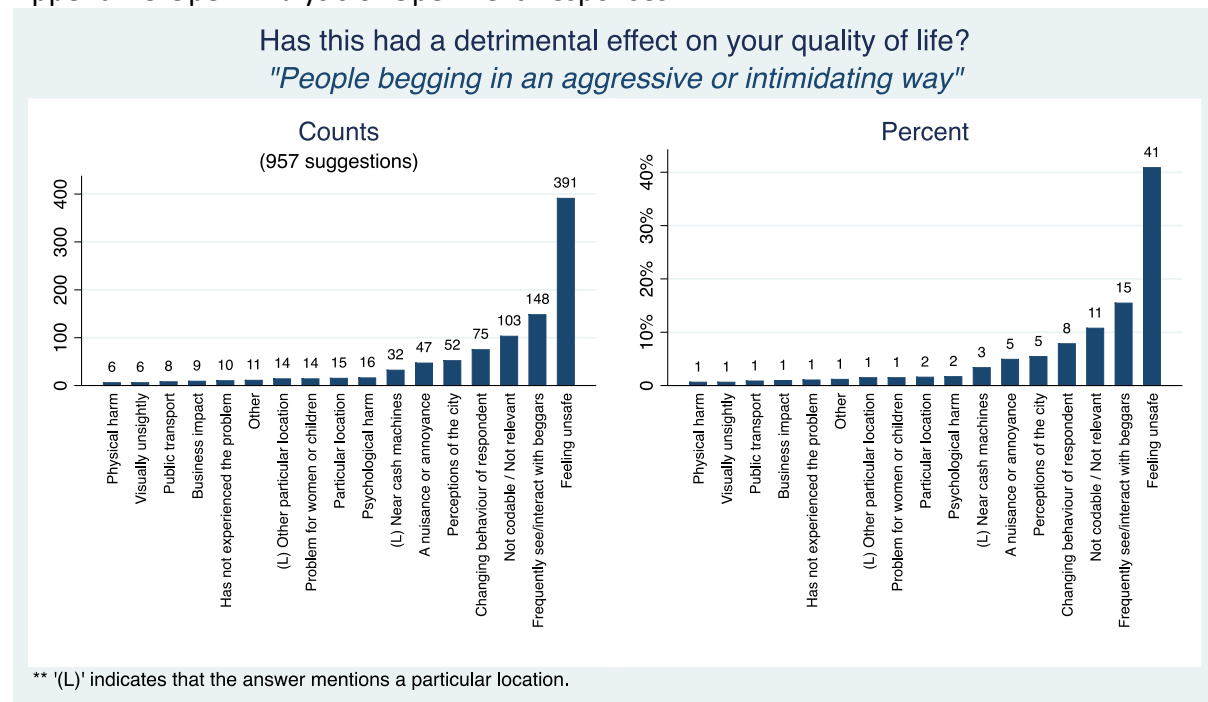
As seen in Graph 12, 8 responses were **not codable or not relevant**.

2.7 Aggressive begging

Has this (people begging in an aggressive or intimidating way) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 13 – Responses split by how this behaviour has affected respondents' quality of life

Appendix 5 Open Analysis of Open Text Responses



In *Section 9 - Begging*, members of the public were asked in a closed question whether or not ‘people begging in an aggressive or intimidating way’ has had a detrimental effect on their quality of life. Those who answered ‘Yes’ were provided space to explain how this behaviour affected them. This resulted in 957 responses. Of these, 11% (103 responses) were **not codable or not relevant**.

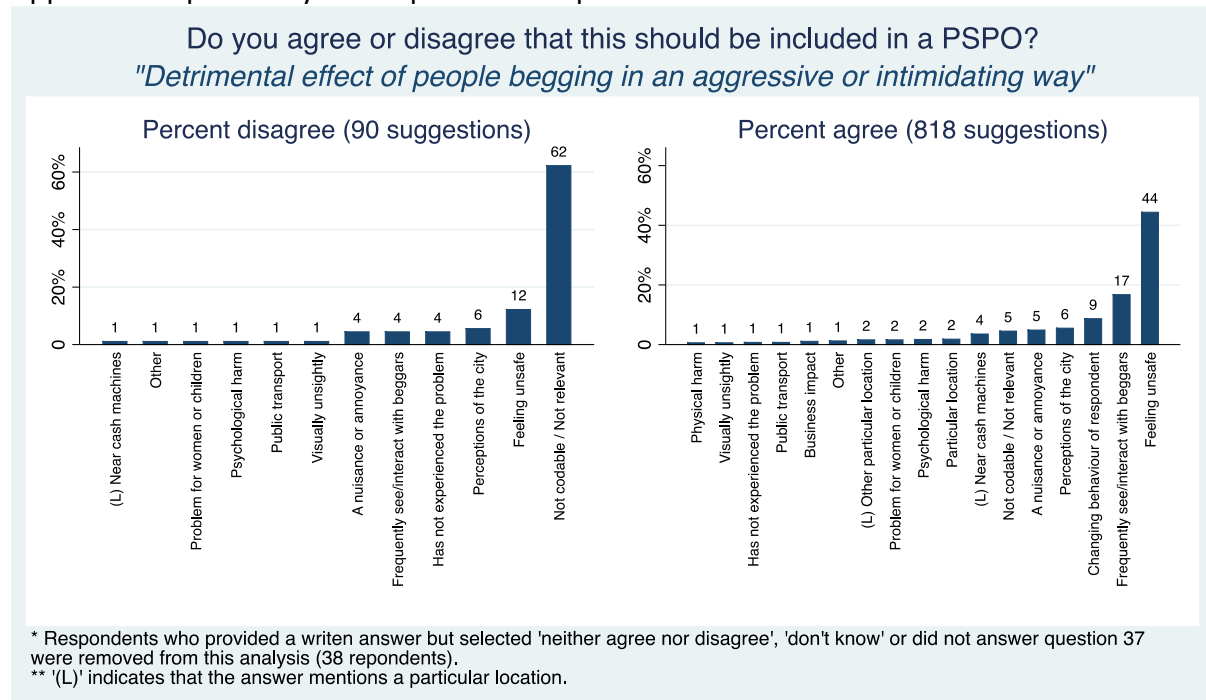
Most notably:

- 41% (391 responses) mentioned **feeling unsafe** as a result of this behaviour,
- 15% (148 responses) said they **frequently see or interact with beggars**,
- 8% (75 responses) mentioned that the **respondent changed their behaviour**,
- 5% (52 responses) said their **perceptions of the city** were influenced by begging in an aggressive or intimidating way.

As seen in Graph 13, a number of other responses regarding the way in which people begging in an aggressive or intimidating way affects the quality of life of respondents were mentioned less frequently. These include being a **nuisance or annoyance** (5%), occurring **near cash machines** (3%), causing **psychological harm** (2%), occurring in **particular locations** of the city (2%), and **being a problem for women or children** (1).

Graph 14– Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 957 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 37). However, 49 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 37. They were **removed from this analysis**.

Overall, 90% (818 of the 908 suggestions) were provided by respondents who were in favour of the proposal.

Results for those who *agreed* with the proposal:

Of the 818 responses provided by respondents who agreed that 'people begging in an aggressive or intimidating way' should be included in the PSPO:

- 44% (363 suggestions) mentioned **feeling unsafe**,
- 17% (137 suggestions) said respondents **frequently saw or interacted with beggars**,
- 9% (71 suggestions) said respondents had to **change their behaviour**, and
- 6% (45 suggestions) said it affected their **perceptions of the city**.

As seen in Graph 14, respondents cited other ways this behaviour affected their quality of life that were mentioned less frequently. These include being **a nuisance or annoyance** (5% of responses), occurring **near cash machines** (4% of responses), or in **particular locations** of the city (2% of responses), among other examples. A total of 5% of responses were **not codable or not relevant**.

Results for those who *disagreed* with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Of the 90 suggestions provided by respondents who disagree with the inclusion of 'people begging in an aggressive or intimidating way' in the PSPO:

- 12% (11 responses) mentioned **feeling unsafe**, and
- 6% (5 responses) said it **changed their perceptions of the city**.

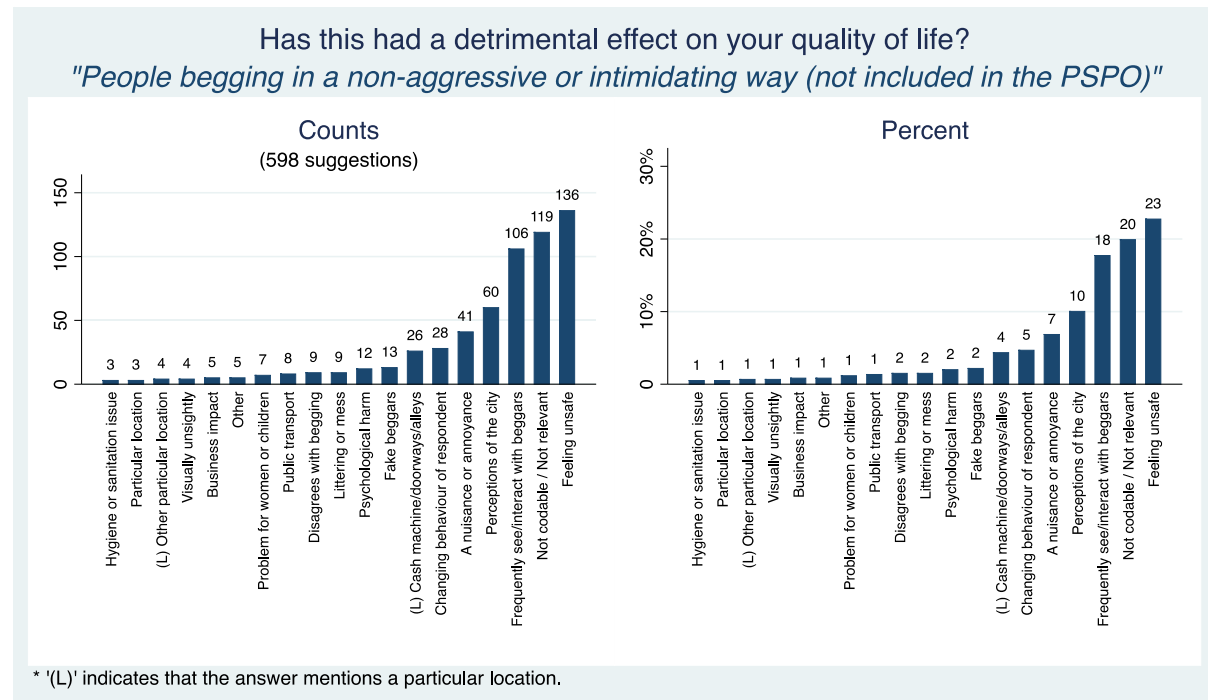
As seen in Graph 14, other less cited responses include respondents saying they **have not experienced the problem** (4%), respondents **frequently seeing or interacting with beggars** (4%), and the behaviour being a **nuisance or annoyance** (4%). A total of 62% (56 responses) were **not codable or not relevant** (this includes 42 responses that simply expressed concern for beggars).

2.8 Non-aggressive begging (currently not planned to be included in the PSPO)

Has this (begging in a non-aggressive or intimidating way) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Appendix 5 Open Analysis of Open Text Responses

Graph 15 – Responses split by how this behaviour has affected respondents' quality of life



In *Section 10 - Begging*, members of the public were asked in a closed question whether or not 'people begging in a non-aggressive or intimidating way' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 598 responses. Of these, 20% (119 responses) were **not codable or not relevant**. These responses included mentions that expressed concern for beggars.

Most notably:

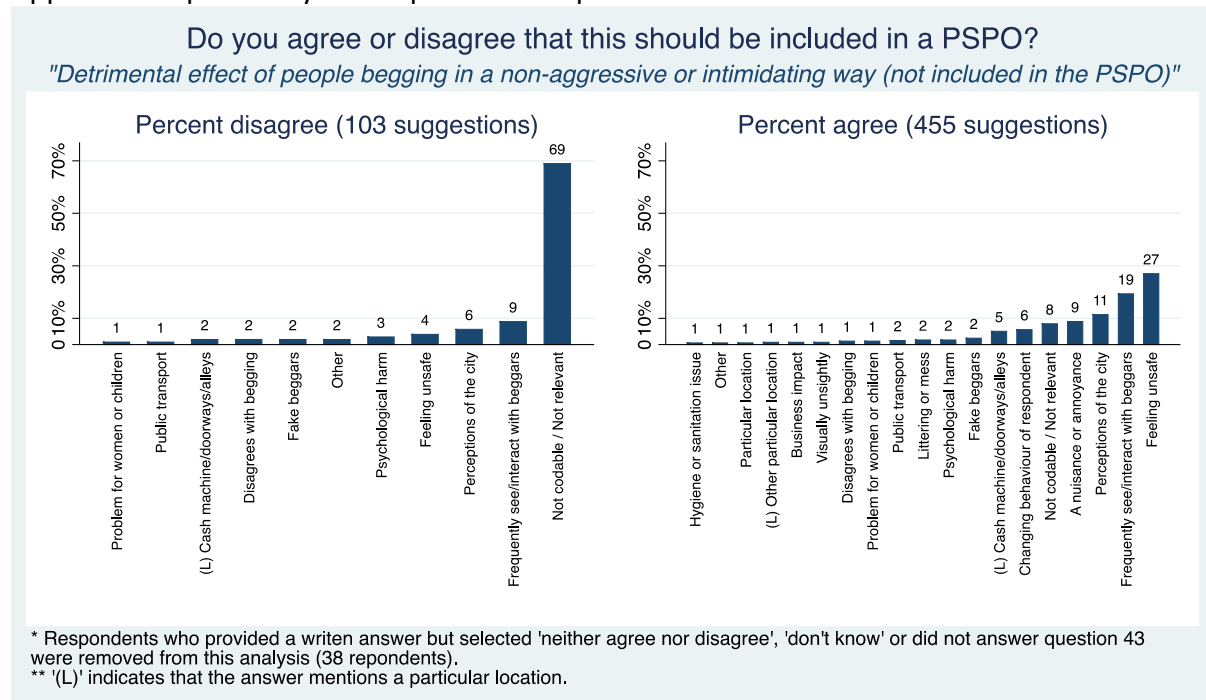
- 23% (136 responses) mentioned **feeling unsafe**,
- 18% (106 responses) said they **frequently see or interact with beggars**,
- 10% (60 responses) said the behaviour impacted their **perceptions of the city**.

In addition, as seen in Graph 15, there were some other responses that were cited less frequently including finding the behaviour a **nuisance or annoyance** (7%), **respondents changing their behaviour** as a result of the behaviour (5%), and seeing the behaviour by **cash machines, doorways or alleyways** (4%).

Do you agree or disagree that this (begging in a non-aggressive or intimidating way) should be included in a PSPO?

Graph 16– Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 598 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 43). However, 40 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 43. They were **removed from this analysis**.

Overall, 82% (455) of the responses were provided by respondents who were in favour of the proposal.

Results for those who *agreed* with the proposal:

Among the 455 responses provided by respondents who agreed that 'begging in a non-aggressive or intimidating way' should be included in the PSPO:

- 27% (123 responses) mentioned **feeling unsafe**,
- 19% (88 responses) said they **frequently saw or interacted with beggars**,
- 11% (52 responses) said the behaviour influenced the respondent's **perceptions of the city**, and
- 9% (40 responses) said it was a **nuisance or annoyance**.

As seen in Graph 16, some responses were mentioned less frequently. These include 6% responses that said the behaviour occurs in **particular locations** within the city, a further 6% that said the **respondent changed their behaviour** as a result of the behaviour, among other suggestions. A total of 8% (36 responses) were **not codable or not relevant**.

Results for those who *disagreed* with the proposal:

Among the 103 responses provided by respondents who disagreed that 'begging in a non-aggressive or intimidating way' should be included in the PSPO:

Appendix 5 Open Analysis of Open Text Responses

- 69% (71 responses) mentioned were deemed **not codable or not relevant** (these included instances where the respondents expressed **concern for beggars**), and
- 9% (9 responses) said they **frequently saw or interacted with beggars**.

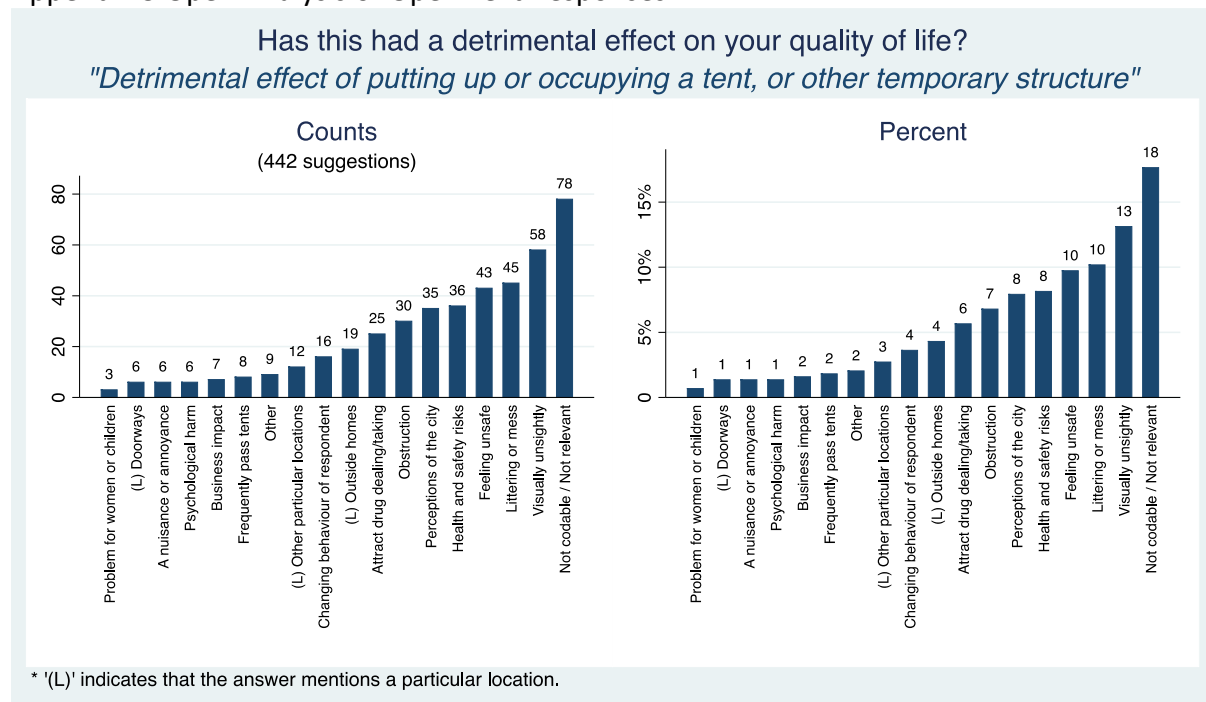
As seen again in Graph 16, a number of responses were mentioned less frequently. These include **perceptions of the city** that were impacted as a result of the behaviour, **feeling unsafe**, and **psychological harm**, among other responses.

2.9 Tents

Has this (putting up or occupying a tent, or other temporary structure) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 17 – Responses split by how this behaviour has affected respondents' quality of life

Appendix 5 Open Analysis of Open Text Responses



In *Section 11 – Tents*, members of the public were asked in a closed question whether or not ‘putting up or occupying a tent, or other temporary structure’ has had a detrimental effect on their quality of life. Those who answered ‘Yes’ were provided space to explain how this behaviour affected them. This resulted in 442 responses. Of these, 18% (78 responses) were **not codable or not relevant**.

Additionally:

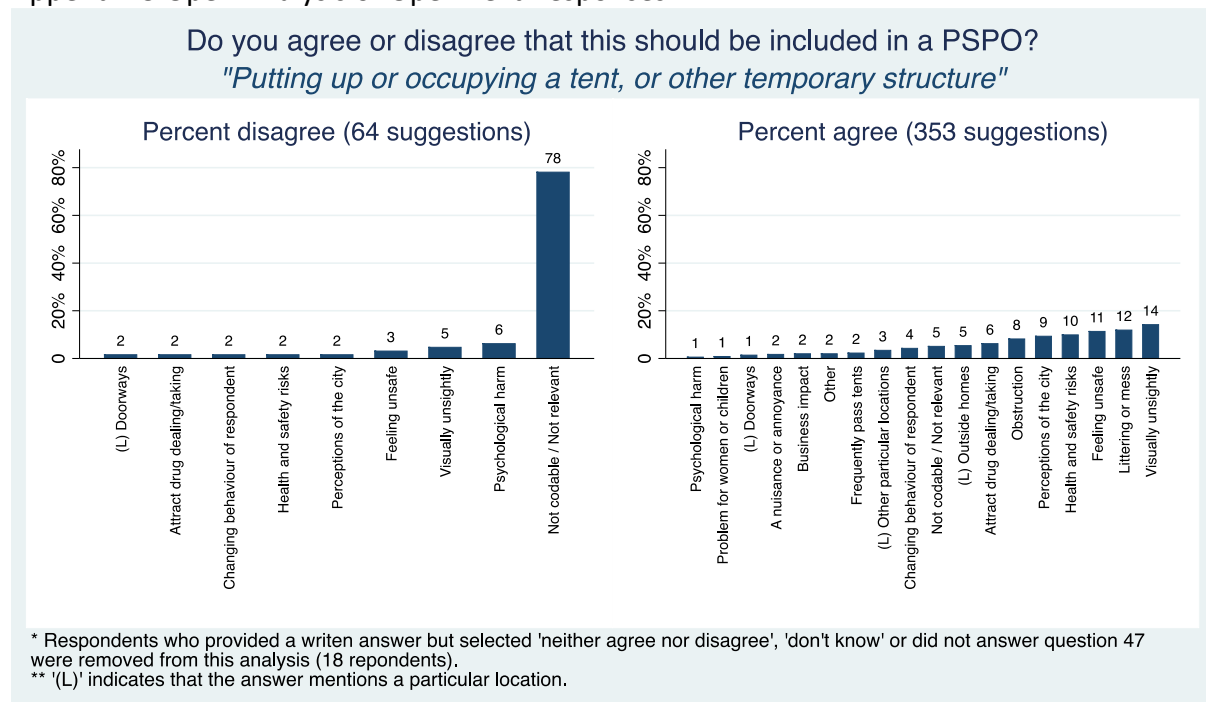
- 13% (58 responses) mentioned the behaviour was **visually unsightly**,
- 10% (45 responses) said it encouraged **littering and mess**,
- 10% (43 responses) said the behaviour made the respondent **feel unsafe**,
- 8% (36 responses) said it posed **health and safety risks**,
- 8% (35 responses) explained how it had a negative effect on their **perceptions of the city**,
- 7% (30 responses) mentioned the behaviour caused **obstruction**, and
- 6% (25 responses) said it attracted **drug dealing or drug taking**.

As seen in Graph 17, some responses regarding the way in which the behaviour affected respondents’ quality of life were mentioned less frequently. These include the perpetuation of the behaviour **outside homes** (4%) and in **other particular locations** (3%), and the behaviour causing **respondents to change their behaviour** (4%).

Do you agree or disagree that this (putting up or occupying a tent, or other temporary structure) should be included in a PSPO?

Graph 18– Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 442 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 47). However, 25 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 47. They were **removed from this analysis**.

Overall, 85% (353) of the responses were provided by respondents who were in favour of the proposal.

Results for those who *agreed* with the proposal:

Among the 353 responses provided by respondents who agreed that this issue should be included in the PSPO:

- 14% (50 responses) said the behaviour affected their quality of life by being **visually unsightly**,
- 12% (42 responses) mentioned it did so by creating **littering or mess**,
- 11% (40 responses) said it made the respondent **feel unsafe**,
- 10% (35 responses) explained that it causes **health and safety risks**, and
- 9% (33 responses) said it affected **their perceptions of the city**.

As shown in Graph 18, other examples cited less frequently include the way in which these behaviours cause **obstructions** (8%), how they **attract drug dealing or drug taking** (6%), when they occur **outside homes** (5%), and when they **change the behaviour of respondents** (4%), among other responses.

Results for those who *disagreed* with the proposal:

A total of 64 responses were given by respondents who disagreed with including the behaviour in the PSPO. Of these:

Appendix 5 Open Analysis of Open Text Responses

- 78% (50 responses) were **not codable or not relevant**,
- 6% (4 responses) explained that the behaviour caused **psychological harm**,
- 5% (3 responses) said it was **visually unsightly**, and
- 3% (2 responses) said it made the respondent **feel unsafe**.

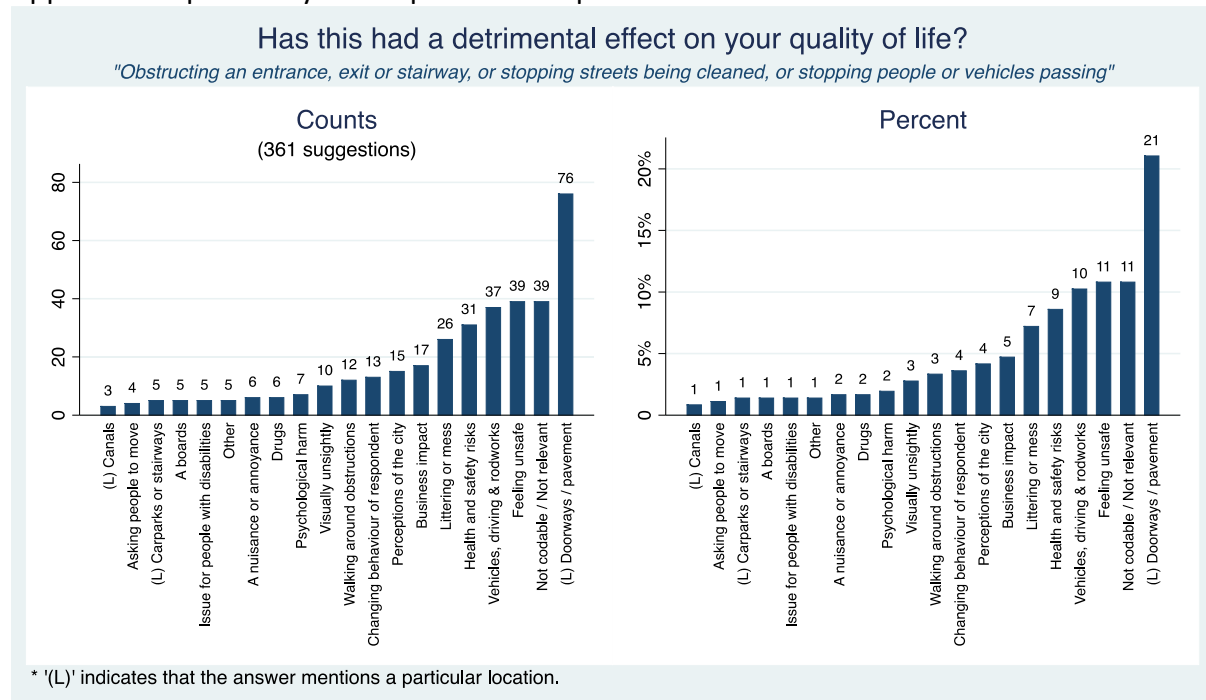
As seen in Graph 18, the following responses were each mentioned in one response: changed **perceptions of the city** (2%), **health and safety risks** (2%), **changed behaviour of the respondent** (2%), how the behaviour **attracts drug dealing or drug taking**, and how it often occurs **in doorways** (2%).

2.10 Obstruction

Has this (obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 19 – Responses split by how this behaviour has affected respondents' quality of life

Appendix 5 Open Analysis of Open Text Responses



In *Section 12 - Obstruction*, members of the public were asked in a closed question whether or not 'obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 361 responses. Of these, 11% (39 responses) were **not codable or not relevant**.

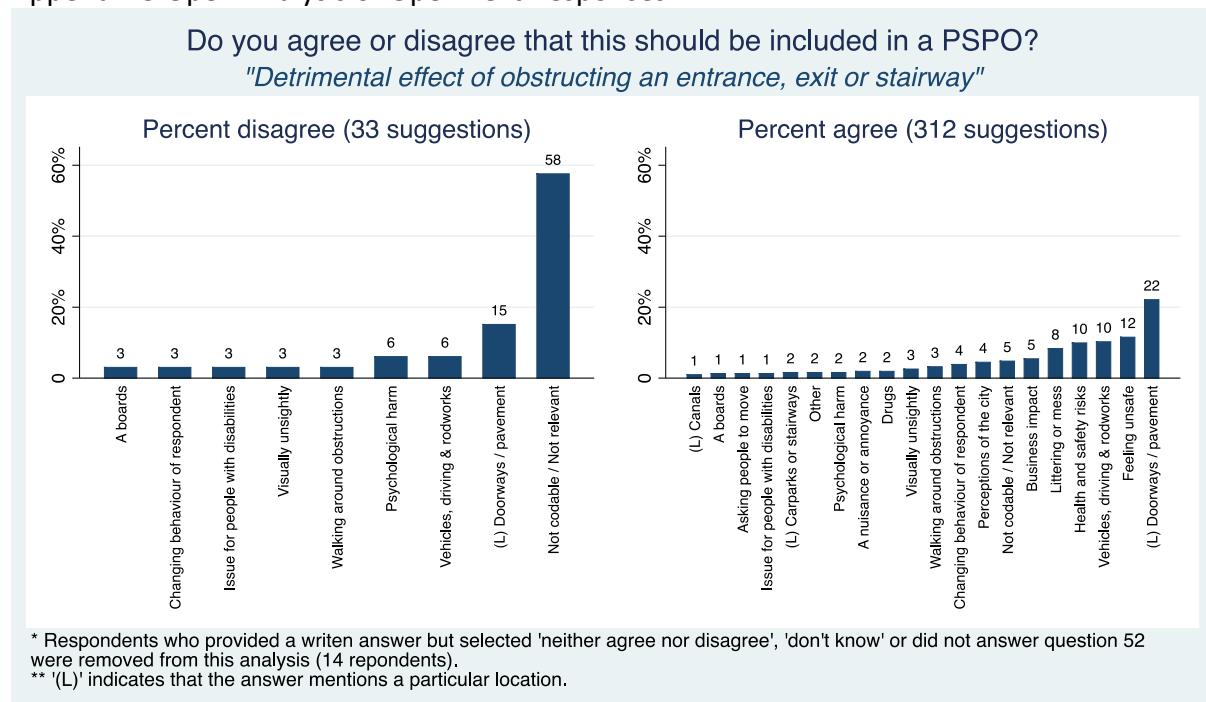
Additionally:

- 21% (76 responses) explained how the behaviour occurred specifically in **doorways or on the pavement**,
- 11% (39 responses) said it made the respondent **feel unsafe**,
- 10% (37 responses) explained that **vehicles (parking), inconsiderate driving and roadworks** were obstructions that affected the respondents' quality of life,
- 9% (31 responses) said obstructions caused **health and safety risks**, and
- 7% (26 responses) mentioned **littering and mess**.

As seen in Graph 19, other responses about how obstructions impacted the respondents' quality of life include **business impact** (5%), changed **perceptions of the city** (4%), **changing behaviour of respondent** (4%), having to **walk around obstructions** (3%), and **visual unsightliness** (3%), among others.

Graph 20– Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 361 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 52). However, 16 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 52. They were **removed from this analysis**.

Overall, 90% (312) of the responses were provided by respondents who were in favour of the proposal.

Results for those who **agreed** with the proposal:

Among the 312 responses provided by those who agreed with the proposal:

- 22% (69 responses) said the behaviour occurred in **doorways and on pavements**,
- 12% (36 responses) said it made the respondent **feel unsafe**,
- 10% (32 responses) cited **vehicles, driving and roadworks**,
- 10% (31 responses) said it posed a **health and safety risk**, and
- 8% (26 responses) mentioned **littering and mess**.

As shown in Graph 20, other responses cited less frequently include among other examples, **business impact** (5%), changed **perceptions of the city** (4%), and **changing behaviour of the respondent** (4%).

Results for those who **disagreed** with the proposal:

Among the 33 responses provided by recipients who disagreed with the proposal:

- 58% (19 responses) were **not codable or not relevant**, and
- 15% (5 responses) said the behaviour occurred in **doorways and pavements**.

Appendix 5 Open Analysis of Open Text Responses

Again, Graph 20 shows that other responses cited less frequently include **vehicles, driving and roadworks** (6%), **psychological harm** (6%), and **walking around obstructions** (3%) and others.

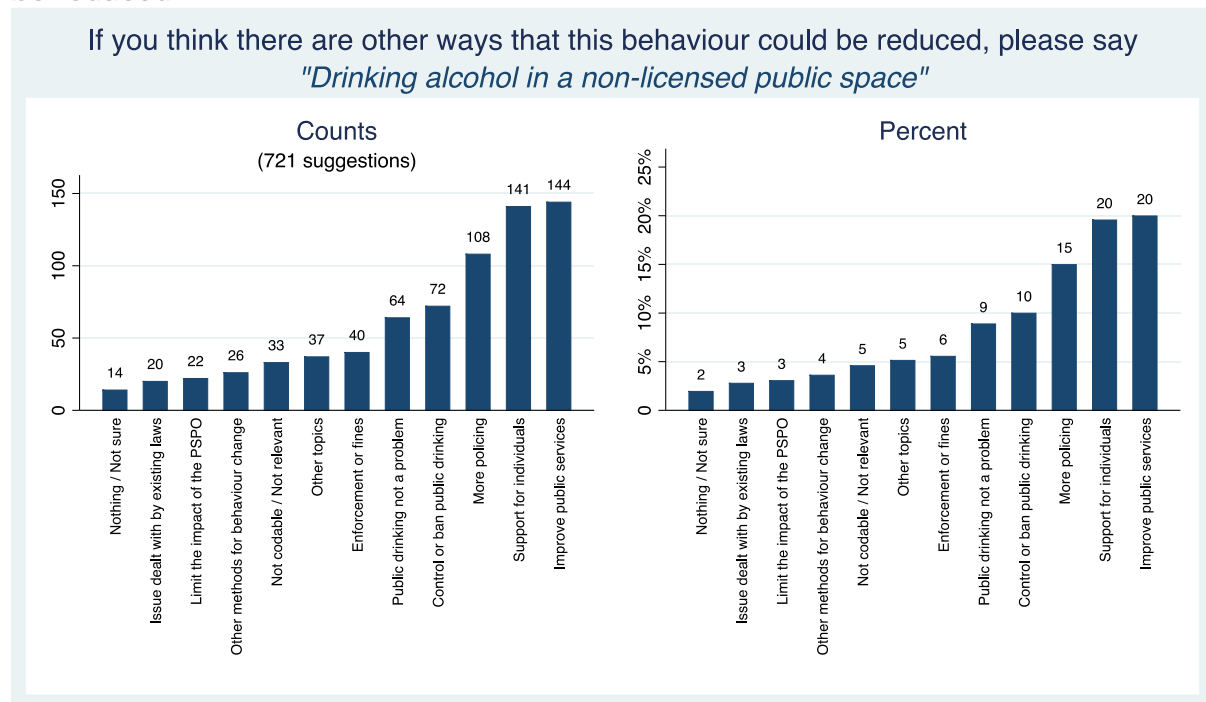
Appendix 5 Open Analysis of Open Text Responses

3. Other ways in which a behaviour could be reduced

3.1 Drinking alcohol in a non-licensed space

If you think there are other ways that this behaviour (drinking alcohol in a non-licensed space) could be reduced, please say.

Graph 21 – Responses split by how the respondent thinks that this behaviour could be reduced



In the final open text question of *Section 3 - Alcohol*, members of the public were provided space to add other ways they think 'drinking alcohol in a non-licensed public space' can be reduced. This resulted in 721 suggestions. Of these, 14 respondents (2% of suggestions) said that they were **not sure** if there were other ways of changing this behaviour, and 5% (33 suggestions) were **not codable or irrelevant** (responses that were out of context, unintelligible or presented particular situations without actually addressing the issue under consultation).

Most notably:

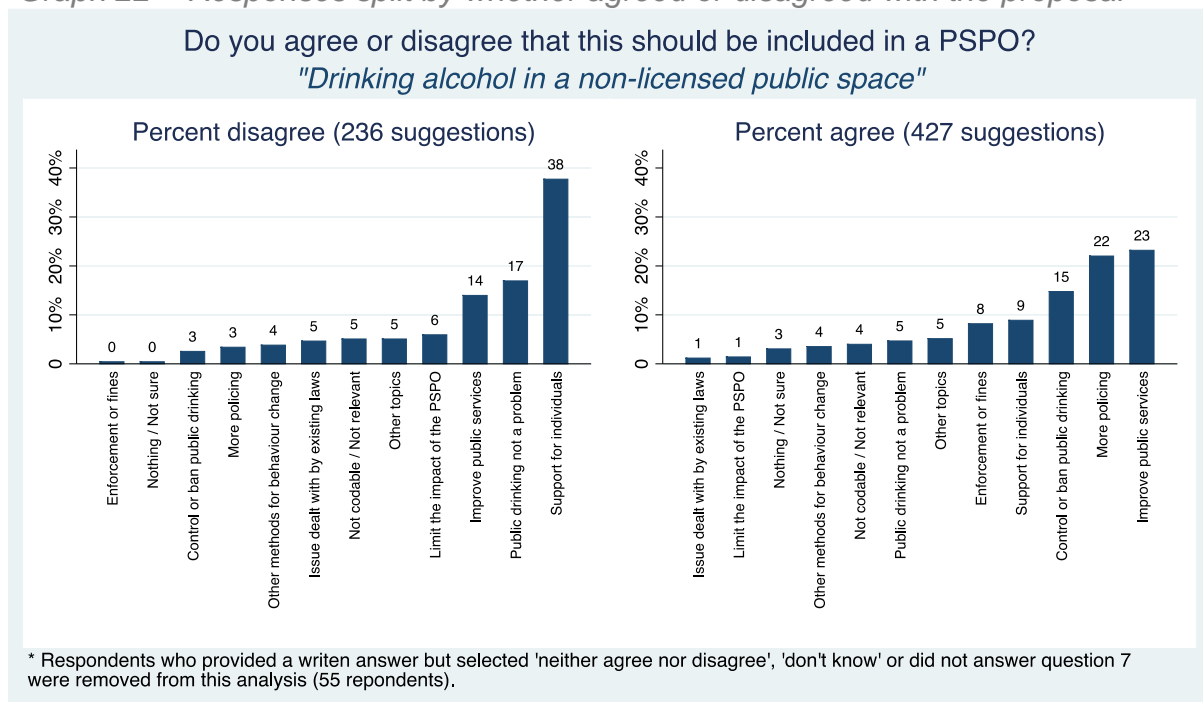
- 20% (144 suggestions) mentioned the need for **improved public services**, and another
- 20% (141 suggestions) suggested more **support for individuals**.
- 15% (108 suggestions) stated the need for **more policing**, in addition to 6% (43 suggestions) made reference to **enforcement or fines**, while
- 10% (72 suggestions) said that public drinking should be **controlled or banned**, and
- 9% (64 suggestions) said that public drinking is **not a problem**.

Appendix 5 Open Analysis of Open Text Responses

As seen in Graph 21, there were a number of other suggestions provided including the need to **limit the impact of the PSPO**, and that the **issue is dealt with by existing laws**.

Do you agree or disagree that this (drinking alcohol in a non-licensed space) should be included in a PSPO?

Graph 22 – Responses split by whether agreed or disagreed with the proposal



Overall, 721 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 7). However, 58 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 7. They were **removed from this analysis**.

Overall, about two thirds (427) of the 663 suggestions were provided by respondents who were in favour of the proposal.

Results for those who agreed with the proposal:

Among the suggestions provided by respondents who agreed that 'drinking alcohol in a non-licensed public space' should be included in the PSPO:

- 23% (99 suggestions) stated that **public services** should be improved,
- 22% (94 suggestions) stated that there should be **more policing**, and
- 15% (63 suggestions) stated that drinking in public should be **controlled or banned**.

Appendix 5 Open Analysis of Open Text Responses

As seen in Graph 22, there were additional suggestions that drew fewer responses such as more **support for individuals**, increased **enforcement or fines**, and that **public drinking is not a problem**. A total of 4% of responses (17 suggestions) were **not codable** or **not relevant**.

Results for those who **disagreed** with the proposal:

With regard to those respondents who disagreed with the inclusion of alcohol in the PSPO:

- 38% (89 suggestions) stated that there should be **support for individuals**,
- 17% (40 suggestions) stated that **public drinking is not a problem**, and
- 14% (33 suggestions) stated that **public services should be improved**.

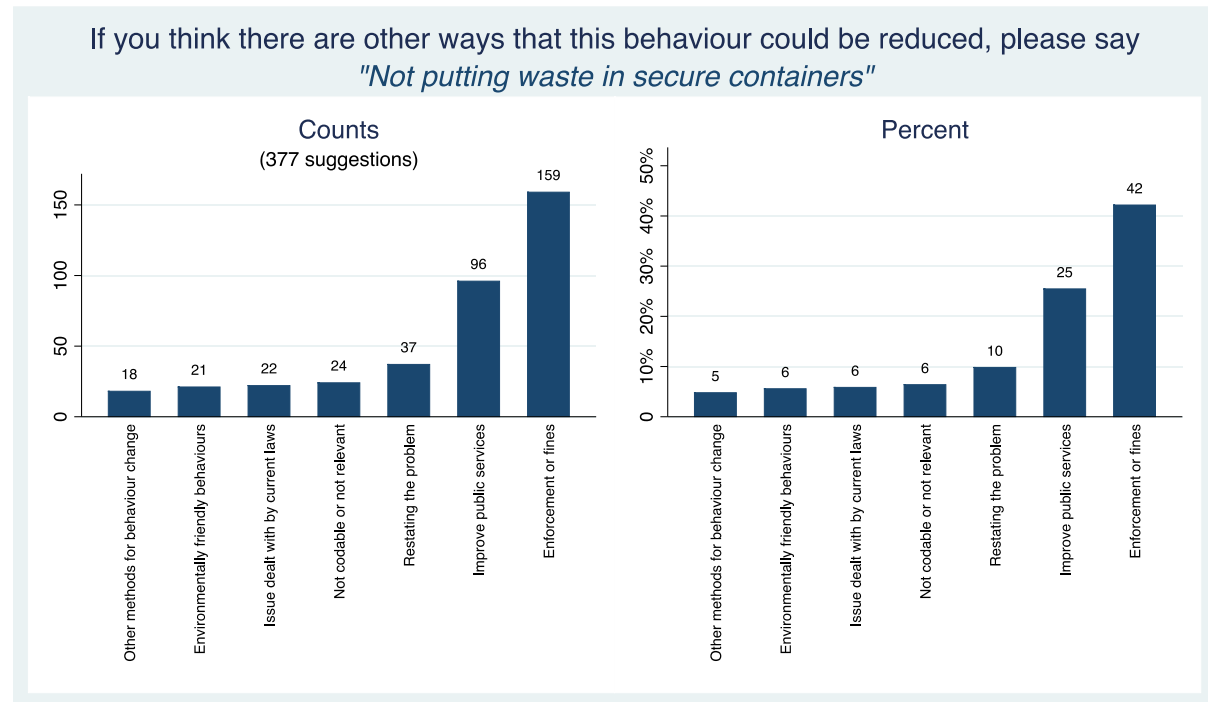
Again, as seen in Graph 22, there were suggestions that drew fewer responses such as the need to **limit the impact of the PSPO**, the belief that the **issue is dealt with by existing laws**, and the need for **other methods for behaviour change**. A total of 5% of responses (12 suggestions) were **not codable** or **not relevant**.

3.2 Commercial Waste - not putting waste in secure containers or sacks and allowing waste to spill onto a public place

Appendix 5 Open Analysis of Open Text Responses

If you think there are other ways that this behaviour (not putting waste in secure containers or sacks and allowing waste to spill onto a public place) could be reduced, please say.

Graph 23 – Responses split by how the respondent thinks that this behaviour could be reduced



In *Section 4 - Commercial Waste*, members of the public were provided the space to add other ways they think 'not putting waste in secure containers or sacks and allowing waste to spill onto a public place' can be reduced. This resulted in 377 suggestions.

Of these:

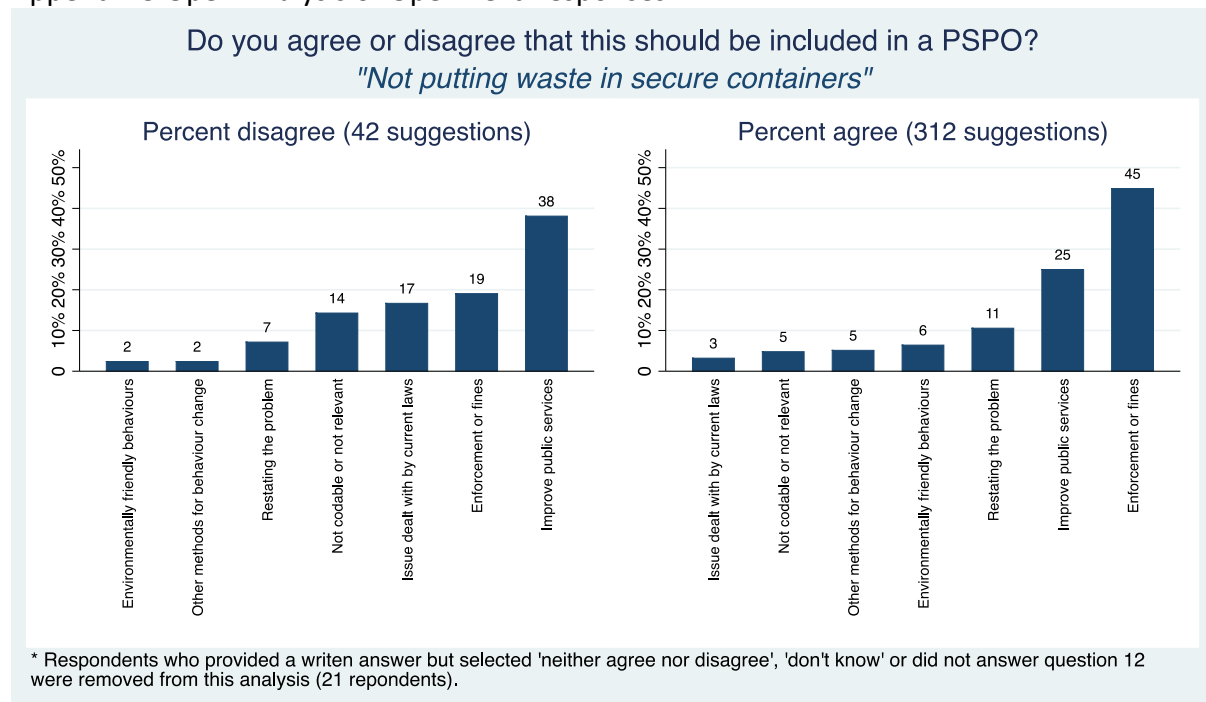
- 42% (159 suggestions) mentioned the need for more **enforcement or fines**,
- 25% (96 suggestions) suggested **improved public services**.
- 6% (21 suggestions) said that **environmentally friendly behaviours** should be encouraged, and
- 5% (18 suggestions) suggested **other methods for behaviour change**.

As seen in Graph 23, a further 6% (22 suggestions) said that the **issue is dealt with by existing laws**, 10% (37 suggestions) were **restating the problem**, and 6% (24 suggestions) were **not codable or not relevant**.

Do you agree or disagree that this (not putting waste in secure containers or sacks and allowing waste to spill onto a public place) should be included in a PSPO?

Graph 24 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 377 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 12). However, 23 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 12. They were **removed from this analysis**.

Overall, a large majority (88% of suggestions) were provided by respondents who were favourable to the proposal.

Results for those who *agreed* with the proposal:

Among the suggestions given by respondents who agreed with the proposal:

- 45% (140 suggestions) mentioned **enforcement or fines** and
- 25% (78 suggestions) suggested **improving public services**.

As seen in Graph 24, there were additional suggestions mentioned by fewer respondents including encouraging **environmentally friendly behaviours** and **changing behaviours**. A total of 11% of suggestions **restated the problem** and 5% were **not codable or not relevant**, while 3% of respondents felt the **issue is dealt with by current laws**.

Results for those who *disagreed* with the proposal:

Among 42 suggestions given by respondents who disagreed with the proposal:

- 38% (16 suggestions) suggested **improving public services** and
- 19% (8 suggestions) suggested **enforcement or fines**.

Appendix 5 Open Analysis of Open Text Responses

- 17% (7 suggestions) felt that the **issue is dealt with by current laws**.

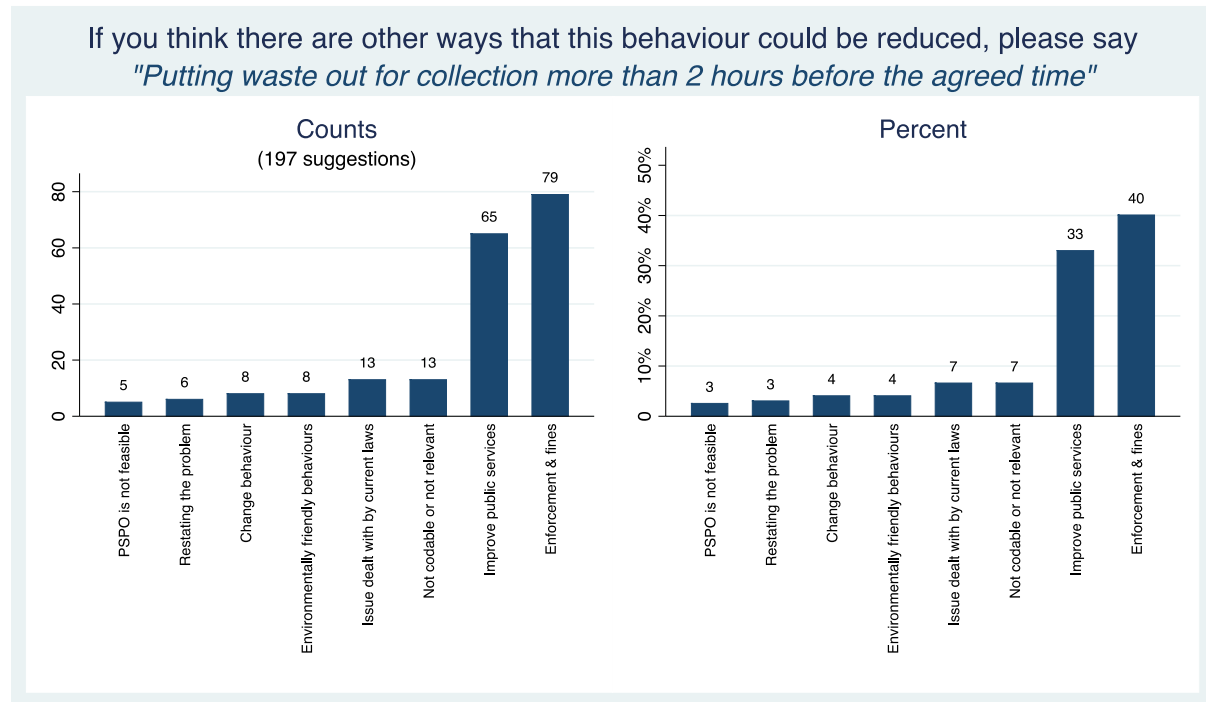
Again, there were additional suggestions shown in Graph 24. A total of 7% (3 suggestions) **restated the problems** and 14% (6 suggestions) were **not codable**.

3.3 Commercial Waste – putting waste out for collection more than 2 hours before the agreed time

If you think there are other ways that this behaviour (putting waste out for collection more than 2 hours before the agreed time) could be reduced, please say.

Appendix 5 Open Analysis of Open Text Responses

Graph 25 – Responses split by how the respondent thinks that this behaviour could be reduced



In *Section 5 - Commercial Waste*, members of the public were provided space to suggest other ways of reducing the occurrence of businesses 'putting waste out for collection more than 2 hours before the agreed time'. This resulted in 197 suggestions, however 7% of these (13 suggestions) were **not codable or not relevant** and 3% (6 suggestions) **restated the problem**. A further 3% (5 suggestions) said that a **PSPO is not feasible**. These included responses that pointed out that some businesses would not be able to comply with such a requirement if the 2 hour slot would be outside their business hours.

Additionally:

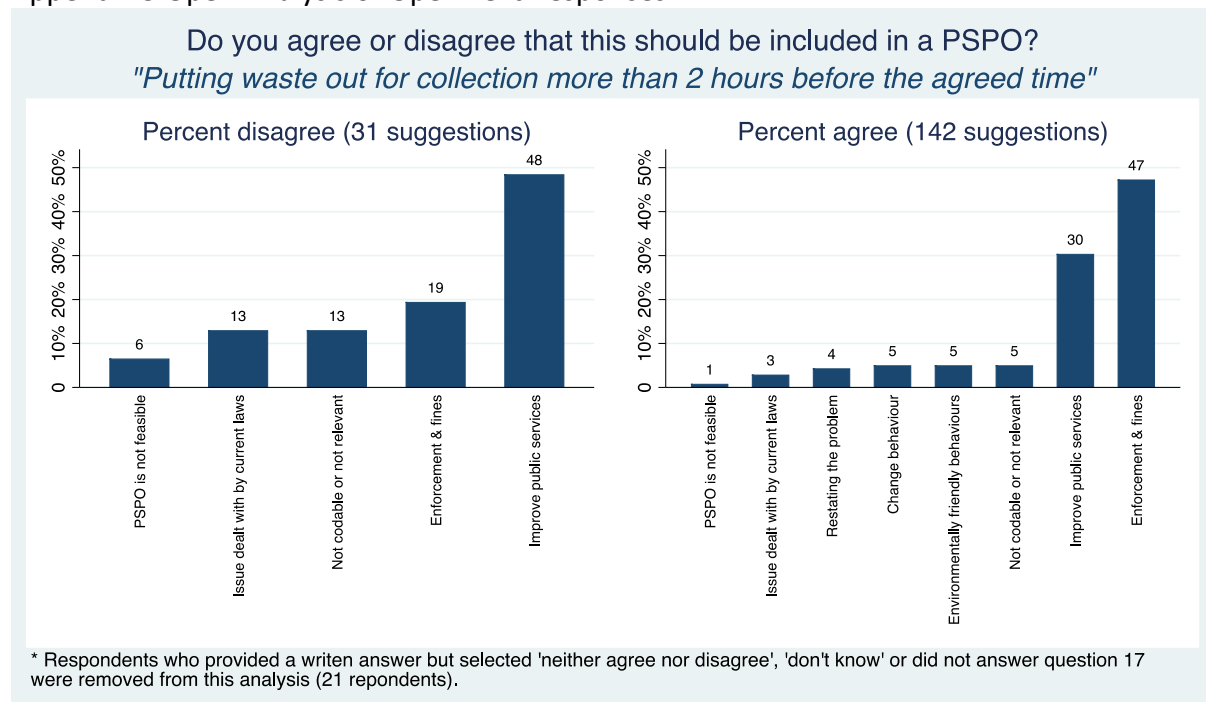
- 40% (79 suggestions) referred to increased **enforcement and fines**,
- 33% (65 suggestions) stated the need to **improve public services**, and
- 7% (13 suggestions) stated the **issue is dealt with by current laws**.

As seen in Graph 25, respondents supplied other suggestions that were more marginal including the need to encourage **more environmentally friendly behaviours** and to **change behaviour**.

Do you agree or disagree that this (putting waste out for collection more than 2 hours before the agreed time) should be included in a PSPO?

Graph 26 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 197 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 17). However, 24 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 17. They were **removed from this analysis**.

Overall, a large majority (82%) of the 173 suggestions were provided by respondents who were favourable to the proposal.

Results for those who **agreed** with the proposal:

Among respondents who agreed to putting waste out for collection more than 2 hours before the agreed time in the PSPO:

- 47% (67 respondents) suggested increased **enforcement and fines**, and
- 30% (43 respondents) stated the need to **improve public services**.

As seen in Graph 26, the additional suggestions that drew few responses include the need to **encourage environmentally friendly behaviours** and the need to **change behaviour** in general.

A further 5% of the text responses (7 suggestions) were **not codable or not relevant**, a further 4% of responses (6 suggestions) **restated the problem**, while 1% (1 suggestion) said that **the PSPO is not feasible**.

Results for those who **disagreed** with the proposal:

A total of 31 respondents disagreed with including putting waste out for collection more than 2 hours before the agreed time in the PSPO.

Appendix 5 Open Analysis of Open Text Responses

Of those who disagreed:

- 48% (15 respondents) stated the need to **improve public services**,
- 19% (6 respondents) suggested increased **enforcement and fines**

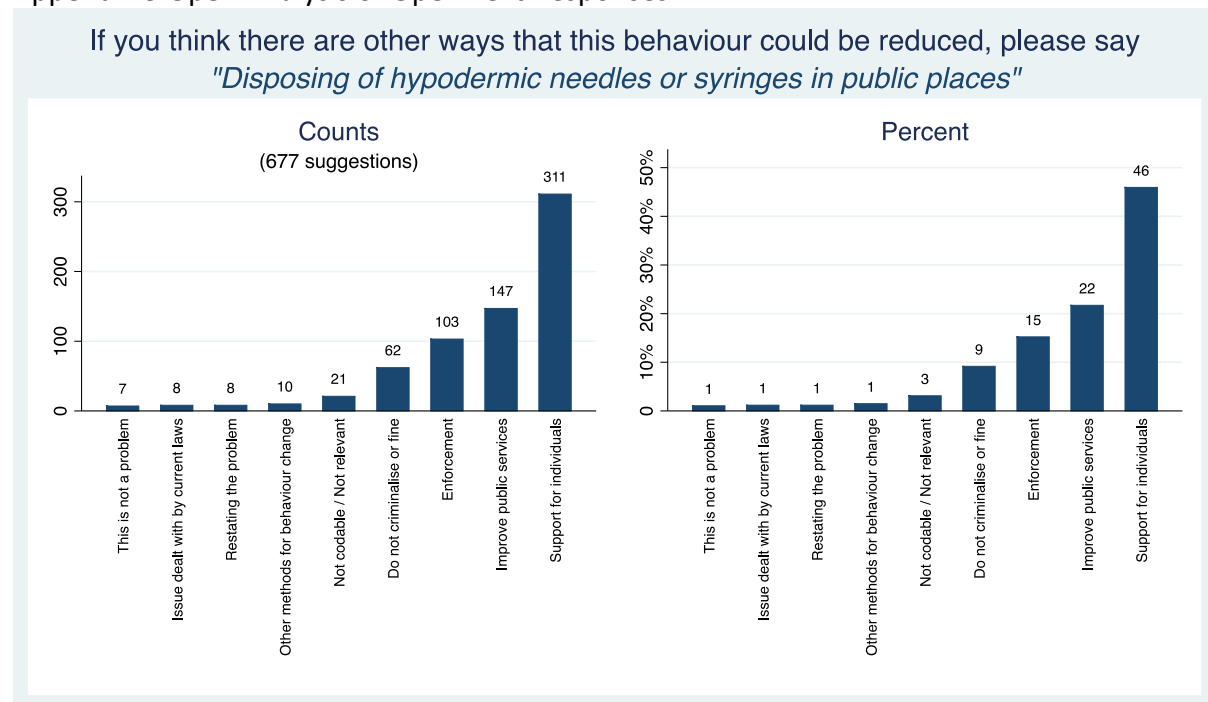
As seen in Graph 26, a total of 13% (4 suggestions) were **not codable or not relevant**, another 13% (4 suggestions) stated that the **issue is dealt with by current laws**, while 6% (2 suggestions) said that the **PSPO is not feasible**.

3.4 Needles

If you think there are other ways that this behaviour (disposing of hypodermic needles or syringes in public places) could be reduced, please say.

Graph 27 – Responses split by how the respondent thinks that this behaviour could be reduced

Appendix 5 Open Analysis of Open Text Responses



In the final open text question of *Section 6 - Needles*, members of the public were provided space to add other ways they think 'disposing of hypodermic needles or syringes in public places' can be reduced. This resulted in 677 suggestions. Of these 1% (7 suggestions) said that **this is not a problem**, another 1% (8 suggestions) said that the **issue is dealt with by existing laws** and 1% (8 suggestions) **restated the problem**. A further 3% (21 suggestions) were **not codable or irrelevant**.

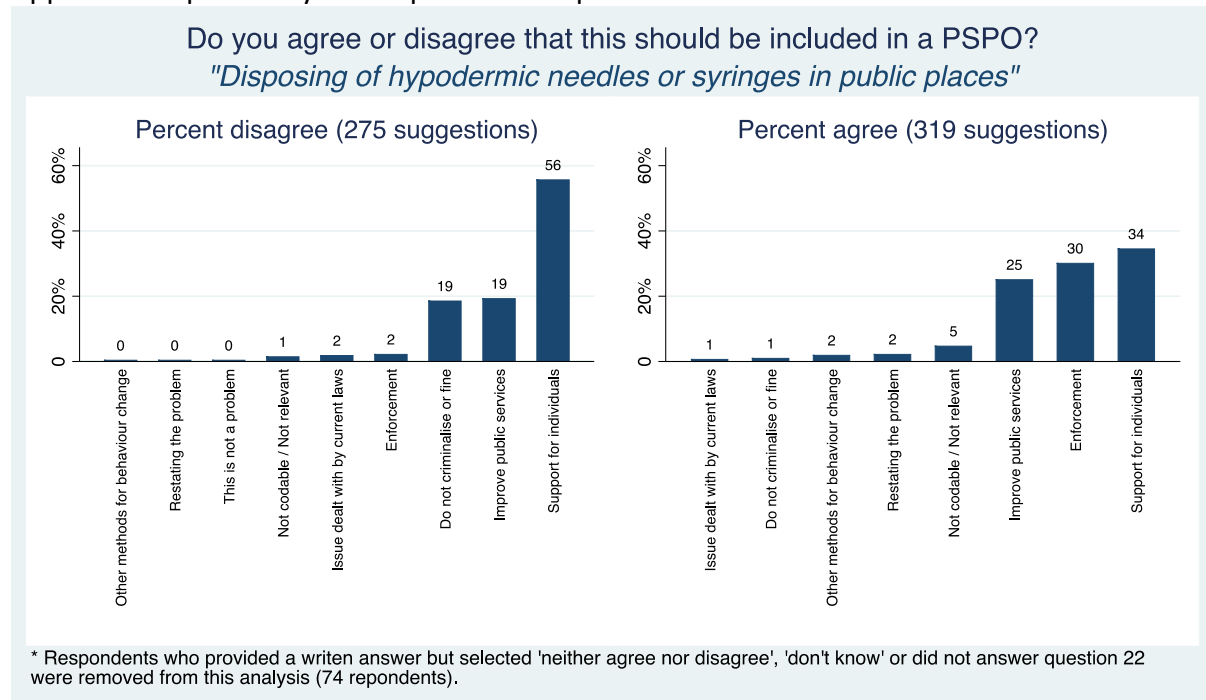
Additionally:

- 46% (311 suggestions) mentioned the need for more **support for individuals**,
- 22% (147 suggestions) suggested **improved public services**,
- 15% (103 suggestions) suggested **enforcement**, and
- 9% (62 suggestions) said **do not criminalise or fine** the behaviour
- 1% (10 suggestions) mentioned **other methods for behaviour change**.

Do you agree or disagree that this behaviour (disposing of hypodermic needles or syringes in public places) should be included in a PSPO?

Graph 28 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 677 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 22). However, 83 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 22. They were **removed from this analysis**.

Overall, just over half (54%) of suggestions were provided by respondents who agreed with the proposal.

Results for those who *agreed* with the proposal:

Among 319 suggestions provided by respondents who agreed that 'disposing of hypodermic needles or syringes in public places' should be included in the PSPO:

- 34% (110 suggestions) suggested **more support for individuals**,
- 30% (96 suggestions) mentioned increased **enforcement**, and
- 25% (80 suggestions) suggested the need for **improved public services**.

As seen in Graph 28, there were additional suggestions cited by fewer respondents. A total of 2% (6 suggestions) detailed the need for **other methods of behaviour change**

Meanwhile, a total of 5% (15 suggestions) were **not codable or not relevant**, 2% (6 suggestions) **restated the problem**, 1% (3 suggestions) said that the behaviour **should not be criminalised**, and a further 1% (2 suggestions) explained that the **issue is dealt with by current laws**.

Appendix 5 Open Analysis of Open Text Responses

Results for those who **disagreed** with the proposal:

Among 275 suggestions provided by respondents who disagreed that 'disposing of hypodermic needles or syringes in public places' should be included in a PSPO:

- 56% (156 suggestions) suggested more **support for individuals**,
- 19% (53 suggestions) suggested the need for more **improved public services**, and
- 19% (51 suggestions) said that the behaviour **should not be criminalised**.

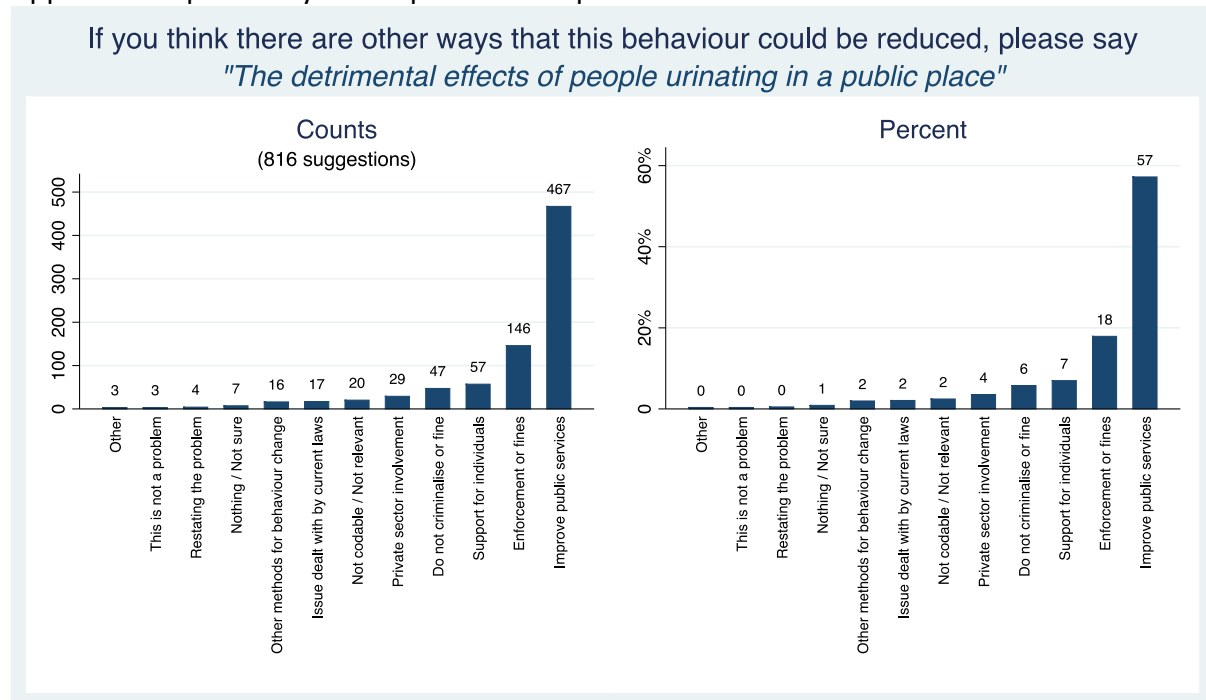
As seen in Graph 28, there were also additional responses cited by fewer respondents. A total of 2% of responses (6 suggestions) suggested **enforcement**, while another 2% (5 suggestions) said that the **issue is dealt with by current laws**. A further 1% of suggestions (4 suggestions) were **not codable or not relevant**. Three further suggestion were provided with one mention each.

3.5. Urinating in a public place

If you think there are other ways that this behaviour (urinating in a public place) could be reduced, please say.

Graph 29 – Responses split by how the respondent thinks that this behaviour could be reduced

Appendix 5 Open Analysis of Open Text Responses



In the final open text question of *Section 7 - Urinating*, members of the public were provided space to add other ways they think 'urinating in a public place' can be reduced. This resulted in 816 suggestions. Of these, 2% (20 suggestions) were **not codable or not relevant**, 1% (7 suggestions) said that the respondent was **not sure**, and three suggestions **restated the problem**.

Most notably:

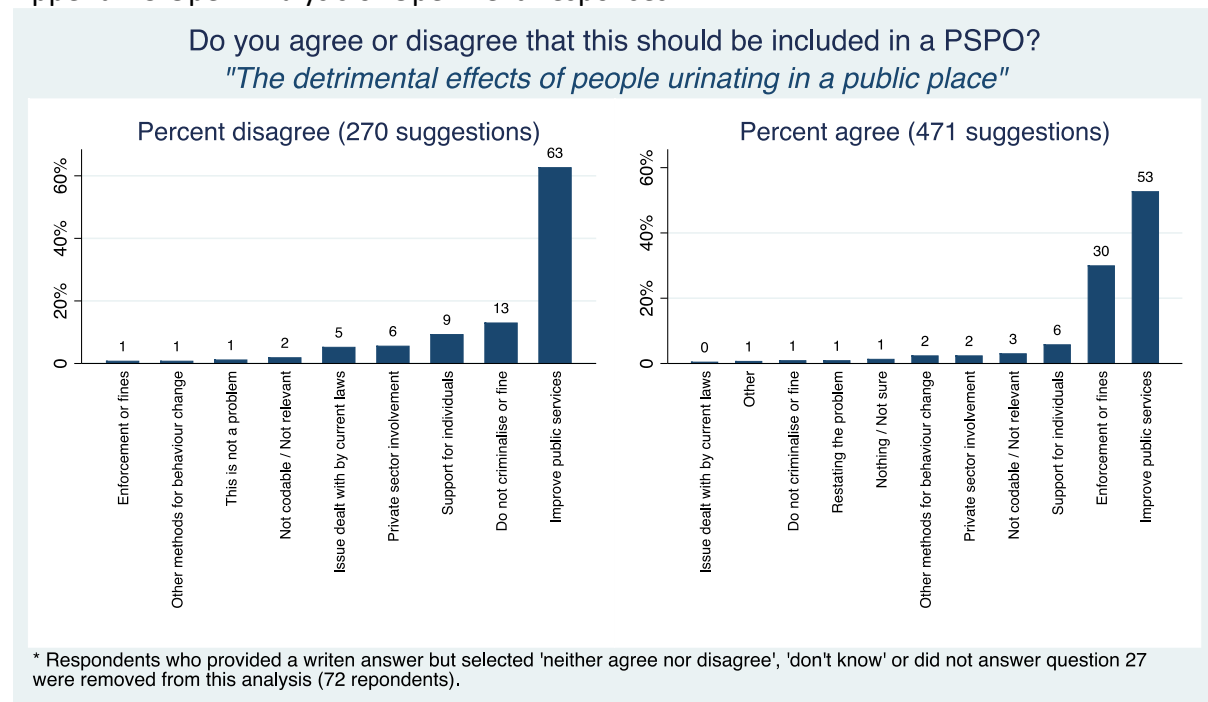
- 57% (467 suggestions) mentioned the need to **improve public services**, while
- 18% (146 suggestions) stated the need for **more enforcement or fines**, and
- 7% (57 suggestions) mentioned the need for more **support for individuals**.

As seen in Graph 29, there were a number of other suggestions that were cited less frequently. A total of 6% (47 suggestions) said that the behaviour should **not be criminalised or fined**, 4% (29 suggestions) suggested **private sector involvement** (e.g. venues allowing the use of their toilets for non customers) and 2% (16 suggestions) gave **other methods for behaviour change**. An additional 2% (17 suggestions) said that the **issue is dealt with by current laws**. Three suggestions said that the behaviour **is not a problem** and another three gave **other** responses.

Do you agree or disagree that this behaviour (urinating in a public place) should be included in a PSPO?

Graph 30 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 816 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 27). However, 75 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 27. They were **removed from this analysis**.

Overall, about two thirds (471) of the 741 suggestions were provided by respondents who were favourable to the proposal.

Results for those who **agreed** with the proposal:

Of the suggestions provided by respondents who agreed that 'urinating in a public place' should be included in the PSPO:

- 53% (248 suggestions) mentioned the need to **improve private services**,
- 30% (141 suggestions) suggested increased **enforcement or fines**, and
- 6% (27 suggestions) suggested increased **support for individuals**.

As seen in Graph 30, 2% (11 suggestions) suggested more **public sector involvement**, another 2% (11 suggestions) mentioned **other methods for behaviour change**, and 1% (4 suggestions) said that the behaviour should **not be criminalised or fined**.

Additionally, 3% (14 suggestions) were **not codable or not relevant**, while 1% (6 suggestions) said that the respondent was **not sure or had nothing** to suggest, and another 1% (3 suggestions) provided **other** examples.

Results for those who **disagreed** with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Of the 270 suggestions that were given by respondents who disagreed with including the behaviour in the PSPO:

- 63% (169 suggestions) mentioned the need to **improve public services**,
- 13% (35 suggestions) stated that the behaviour should **not be criminalised or fined**, and
- 9% (25 suggestions) said that more **support for individuals** was needed.

As shown in Graph 30, there were additional suggestions mentioned less frequently such as the need for more **private sector involvement**, **other methods for behaviour change**, and increased **enforcement and fines**.

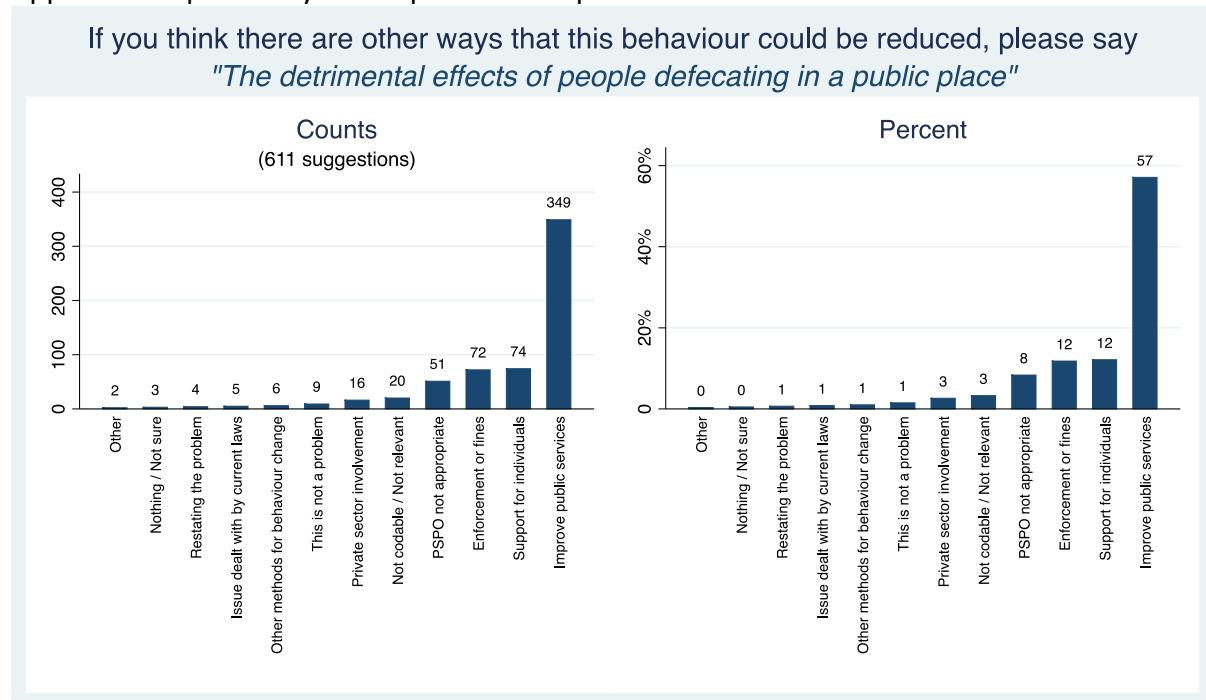
A total of 5% (14 suggestions) mentioned that the **issue is dealt with by current laws** and 1% (3 suggestions) said that the behaviour **is not a problem**. A further 2% (5 suggestions) were **not codable or not relevant**.

3.6 Defecating in a public place

If you think there are other ways that this behaviour (defecating in a public place) could be reduced, please say.

Graph 31 – Responses split by how the respondent thinks that this behaviour could be reduced

Appendix 5 Open Analysis of Open Text Responses



In the final open text question of *Section 8 - Defecating*, members of the public were provided space to add other ways they think 'people defecating in a public place that is not a legitimate toilet' can be reduced. This resulted in 611 suggestions. Of these, 3% (20 suggestions were **not codable or not relevant**, 1% (4 suggestions) **restated the problem**, and 3 suggestions mentioned '**nothing**' or **not sure**.

Most notably:

- 57% (349 suggestions) recommended **improved public services**,
- 12% (74 suggestions) suggested more **support for individuals**,
- 12% (74 suggestions) suggested more **enforcement and fines**,
- 8% (51 suggestions) said that a **PSPO is not appropriate**, and
- 3% (16 suggestions) mentioned **private sector involvement**.

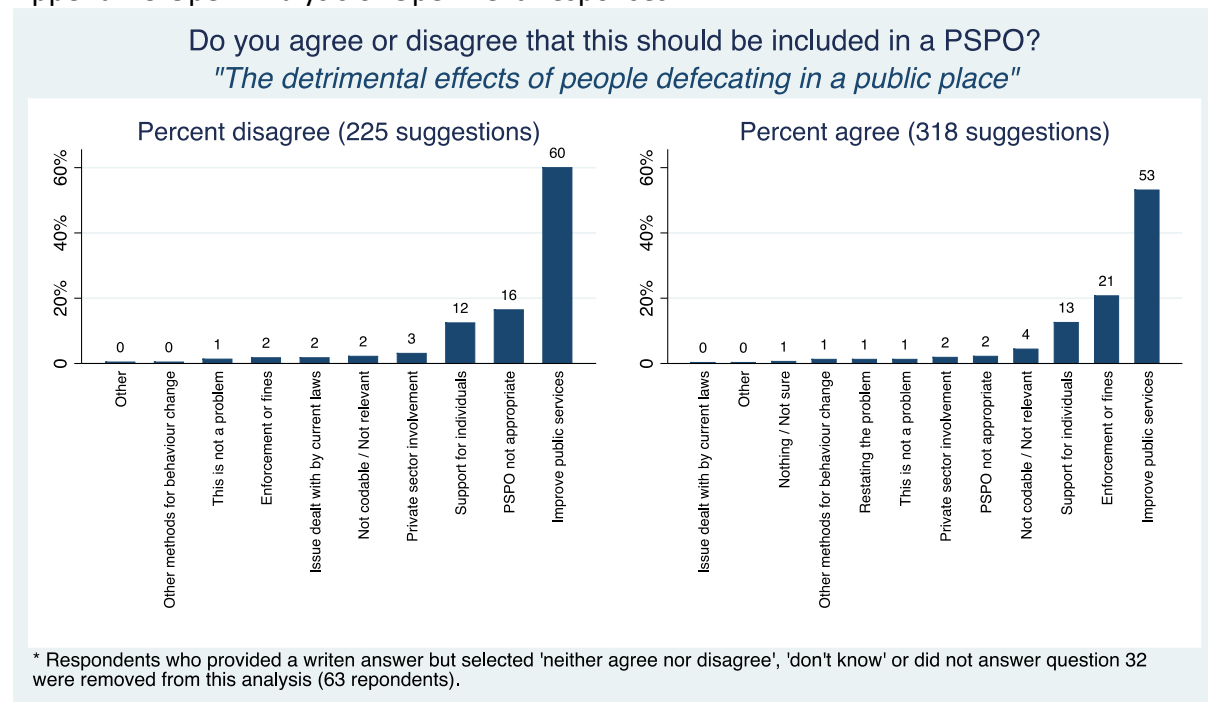
As seen in Graph 31, there were a number of other suggestions mentioned less frequently including **other methods for behaviour change** and **other**.

A total of 1% (9 suggestions) said that this issue **is not a problem** and another 1% (5 suggestions) said that the **issue is dealt with by current laws**.

Do you agree or disagree that this (people defecating in a public place that is not a legitimate toilet) should be included in a PSPO?

Graph 32 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 611 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 32). However, 68 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 32. They were **removed from this analysis**.

Overall, 59% of the 543 suggestions were provided by respondents who were in favor of the proposal.

Results for those who **agreed** with the proposal:

Among the suggestions provided by respondents who agreed that 'people defecating in a public space that is not a legitimate toilet' should be included in the PSPO:

- 53% (169 suggestions) mentioned the need to **improve public services**,
- 21% (66 suggestions) suggested more **enforcement and fines**, and
- 13% (40 suggestions) recommended **more support for individuals**.

As seen in Graph 32, some suggestions were mentioned less frequently including more **private sector involvement** and **other methods for behaviour change**. A further 4% (14 suggestions) were **not codable or not relevant** and 2% (7 suggestions) said that a **PSPO is not appropriate**.

Among the suggestions cited least, 1% (4 suggestions) said that **this is not a problem**, a further 1% (4 suggestions) **restated the problem**, and another 1% (2 suggestions) suggested **nothing or were not sure**.

Results for those who **disagreed** with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Among the 225 suggestions provided by respondents who disagreed with the proposal:

- 60% (135 suggestions) mentioned the need to **improve public services**,
- 16% (37 suggestions) said that a **PSPO is not acceptable**, and
- 12% (28 suggestions) suggested more **support for individuals**.

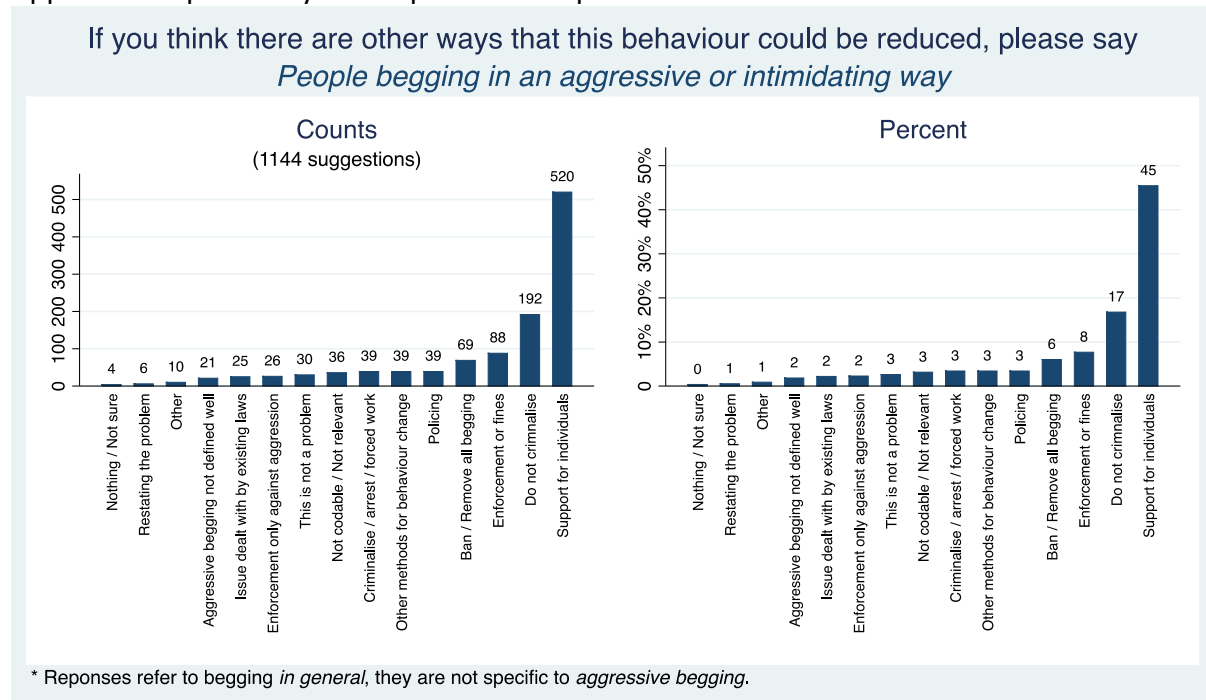
Again, as seen in Graph 32, some suggestions were mentioned less frequently including the need for **more private sector involvement** (3%) and more **enforcement and fines** (2%), while 2% (4 suggestions) said that the **issue is dealt with by current laws**, and 1% (3 suggestions) said that this is **not a problem**. 2% (5 suggestions) were **not codable or not relevant**

3.7 Aggressive begging

If you think there are other ways that this behaviour (people begging in an aggressive or intimidating way) could be reduced, please say.

Graph 33 – Responses split by how the respondent thinks that this behaviour could be reduced

Appendix 5 Open Analysis of Open Text Responses



In the final open text question of *Section 9 - Begging*, members of the public were provided space to add other ways they think 'people begging in an aggressive or intimidating way' can be reduced. This resulted in 1144 suggestions referring to **begging in general** that are **not specific to aggressive begging**. Of these, 3% (36 suggestions) were **not codable or not relevant**, and 4 respondents said that they were **not sure** if there were other ways of changing this behaviour. A further 2% (21 suggestions) said that **aggressive begging was not defined well**.

Most notably:

- 45% (520 suggestions) recommended providing **more support for individuals**,
- 17% (192 suggestions) said that the behaviour should **not be criminalised**,
- 8% (88 suggestions) recommended more **enforcement and fines**, in addition to 3% (39 suggestions) that made reference to more **policing**, and another 3% (39 suggestions) that suggested **criminalising, arresting or forced work** for beggars.
- 6% (69 suggestions) recommended **banning or removing all begging**.

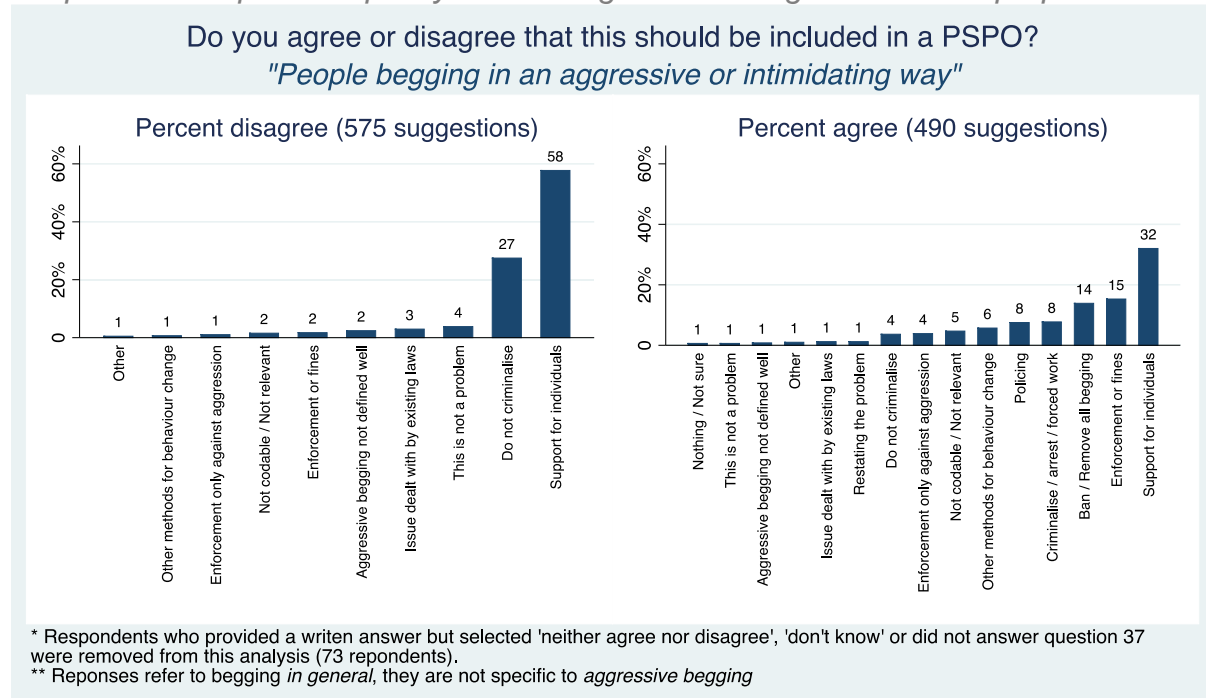
As seen in Graph 33, there were a significant amount of other suggestions mentioned less frequently. These include 3% (39 suggestions) that provided **other methods for behaviour change**, 2% (26 suggestions) that said that there should only be **enforcement against aggression**, and 1% (10 suggestions) that gave **other** recommendations.

A further 3% (30 suggestions) said that this behaviour **is not a problem**, 2% (25 suggestions) said that the **issue is dealt with by existing laws** and 1% (6 suggestions) **restated the problem**.

Appendix 5 Open Analysis of Open Text Responses

Do you agree or disagree that this (people begging in an aggressive or intimidating way) should be included in a PSPO?

Graph 34 – Responses split by whether agreed or disagreed with the proposal



Overall, 1144 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 37). However, 79 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 37. They were **removed from this analysis**.

Overall, 54% of the 1065 suggestions were provided by respondents who were **not** in favour of the proposal.

Results for those who *agreed* with the proposal:

Among the 490 suggestions provided by respondents who agreed that 'aggressive begging' should be included in the PSPO:

- 32% (157 suggestions) recommended **more support for individuals**,
- 15% (75 suggestions) recommended more **enforcement and fines**, in addition to
- 14% (68 suggestions) that recommended **banning or removing all begging**, 8% (38 suggestions) that recommended **criminalising, arresting or forcing work** on beggars, and a further 8% that suggested more **policing**.

As seen in Graph 34, there were additional suggestions cited less frequently including **other methods for behaviour change**, **enforcement only against**

Appendix 5 Open Analysis of Open Text Responses

aggression, and **other**, while 4% (18 suggestions) said **do not criminalise** the behaviour.

A further 5% (23 suggestions) were **not codable or not relevant**, 1% (6 responses) **restated the problem**, 1% said that the **issue is dealt with by existing laws**, 1% stated that **aggressive begging is not defined well**, another 1% said that **this is not a problem**, and 1% suggested **nothing** or were **not sure**.

Results for those who **disagreed** with the proposal:

With regard to the majority 575 suggestions provided by respondents who **disagreed** with the inclusion of 'begging' in the PSPO:

- 58% (332 suggestions) mentioned more **support for individuals**,
- 27% (158 suggestions) said **not to criminalise** begging, and
- 4% (22 suggestions) said that **this is not a problem**.

As seen in Graph 34, again, there were additional suggestions cited less frequently including **enforcement or fines**, **enforcement only against aggression**, **other methods for behaviour change** and **other**.

A total of 3% (17 suggestions) said that the **issue is dealt with by existing laws**, 2% (14 suggestions) stated that **aggressive begging is not defined well** and another 2% were **not codable or irrelevant**.

** It is important to note that when answering this question, respondents refer to begging in general.*

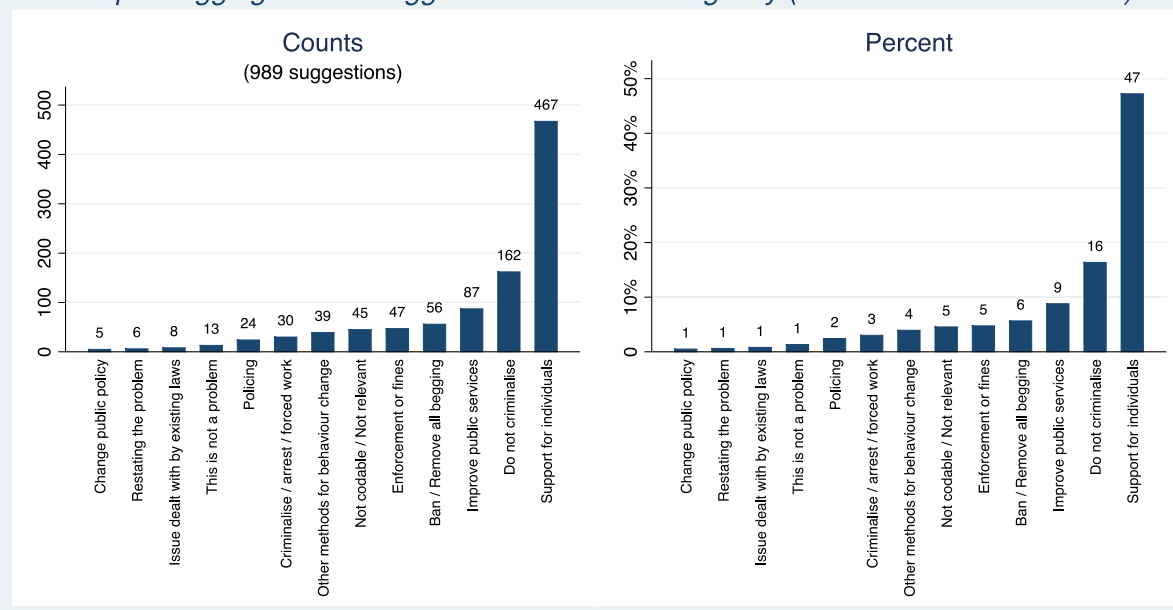
3.8 Non-aggressive begging (currently not planned to be included in the PSPO)

If you think there are other ways that this behaviour (begging in a non-aggressive or intimidating way) could be reduced, please say.

Graph 35 – Responses split by how the respondent thinks that this behaviour could be reduced

Appendix 5 Open Analysis of Open Text Responses

If you think there are other ways that this behaviour could be reduced, please say
"People begging in a non-aggressive or intimidating way (not included in the PSPO)"



In the final open text question of *Section 10 - Begging*, members of the public were provided space to add other ways they think 'begging in a non-aggressive or intimidating way' can be reduced. This resulted in 989 suggestions. Of these, 5% (45 suggestions) were **not codable or not relevant**.

Most notably:

- 47% (467 suggestions) recommended more **support for individuals**,
- 16% (162 suggestions) said **do not criminalise** non-aggressive begging,
- 9% (87 suggestions) suggested **improved public services**, and
- 6% (56 suggestions) said that begging should be **banned or removed**, in addition to 5% (47 suggestions) that recommended more **enforcement and fines**, 3% (30 suggestions) that suggested **criminalising, arresting and forced work** as a solution to begging, and 2% (24 suggestions) that recommended **more begging**.

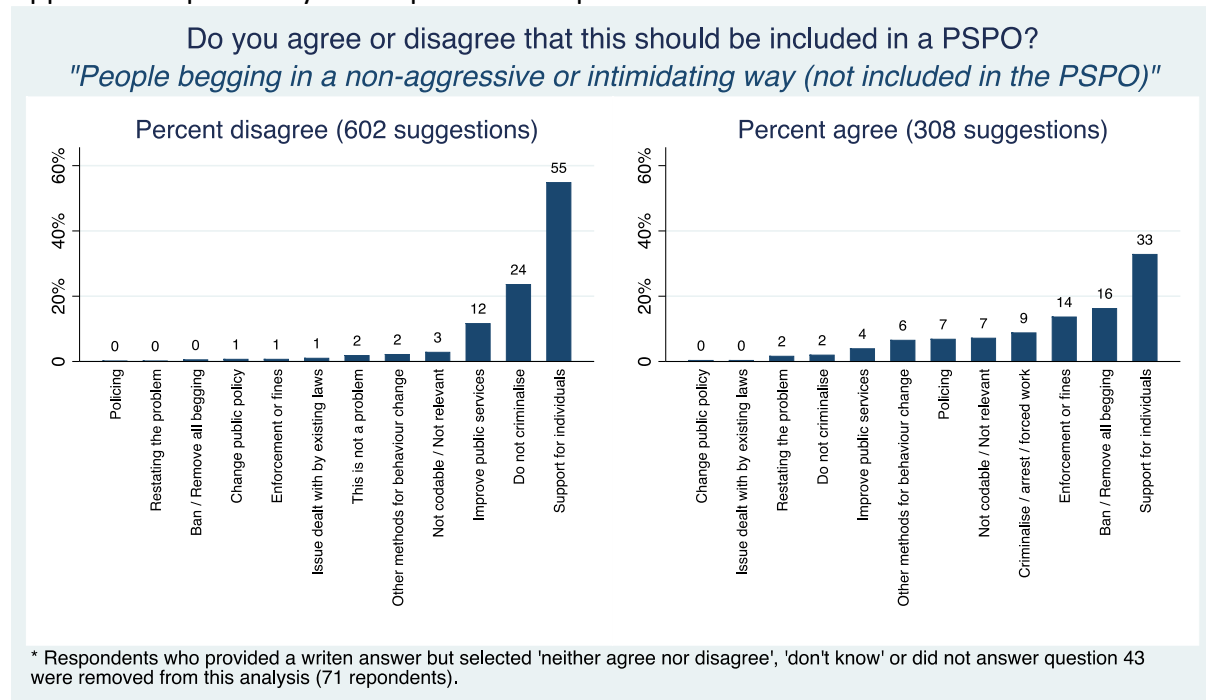
In addition, as seen in Graph 35, there were some other responses that were cited less frequently including **other methods for behaviour change**, and the suggestion to **change public policy**.

A further 1% (13 suggestions) said that **this is not a problem**, 8 suggestions said that the **issue is dealt with by existing laws**, and another 6 suggestions **restate the problem**.

Do you agree or disagree that this (begging in a non-aggressive or intimidating way) should be included in a PSPO?

Graph 36 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 989 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 43). However, 79 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 43. They were **removed from this analysis**.

Overall, 66% (602) of the suggestions were provided by respondents who were **not** in favour of the proposal.

Results for those who **agreed** with the proposal:

Among the 308 suggestions provided by respondents who agreed that 'begging in a non-aggressive or intimidating way' should be included in the PSPO:

- 33% (101 suggestions) recommended more **support for individuals**,
- 16% (50 suggestions) said to **ban or remove all begging**, and
- 14% (42 suggestions) suggested more **enforcement or fines** in addition to 9% (27 suggestions) that recommended **criminalising, arrest or forced work** as a solution to begging, and 7% (21 suggestions) that recommended more **policing**.

As seen in Graph 36, some suggestions were mentioned less frequently. A total of 6% (20 suggestions) mentioned **other methods for behaviour change** and 4% (12 suggestions) recommended **improving public services**, while a further 7% (22 suggestions) were **not codable or not relevant**. A total of 2% (6 suggestions) said **not to criminalise** this behaviour.

Results for those who **disagreed** with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Among the 602 suggestions provided by respondents who disagreed that 'begging in a non-aggressive or intimidating way' should be included in the PSPO:

- 55% (330 suggestions) recommended **more support for individuals**,
- 24% (142 suggestions) said **not to criminalise** non-aggressive begging, and
- 12% (70 suggestions) said to **improve public services**.

As seen again in Graph 36, a number of suggestions were mentioned less frequently, including **other methods for behaviour change**, **enforcement or fines** and the need to **change public policy**.

A total of 3% (17 suggestions) were **not codable or not relevant**, 2% (11 suggestions) said that **this is not a problem**, and 1% (6 suggestions) said that the **issue is dealt with by existing laws**.

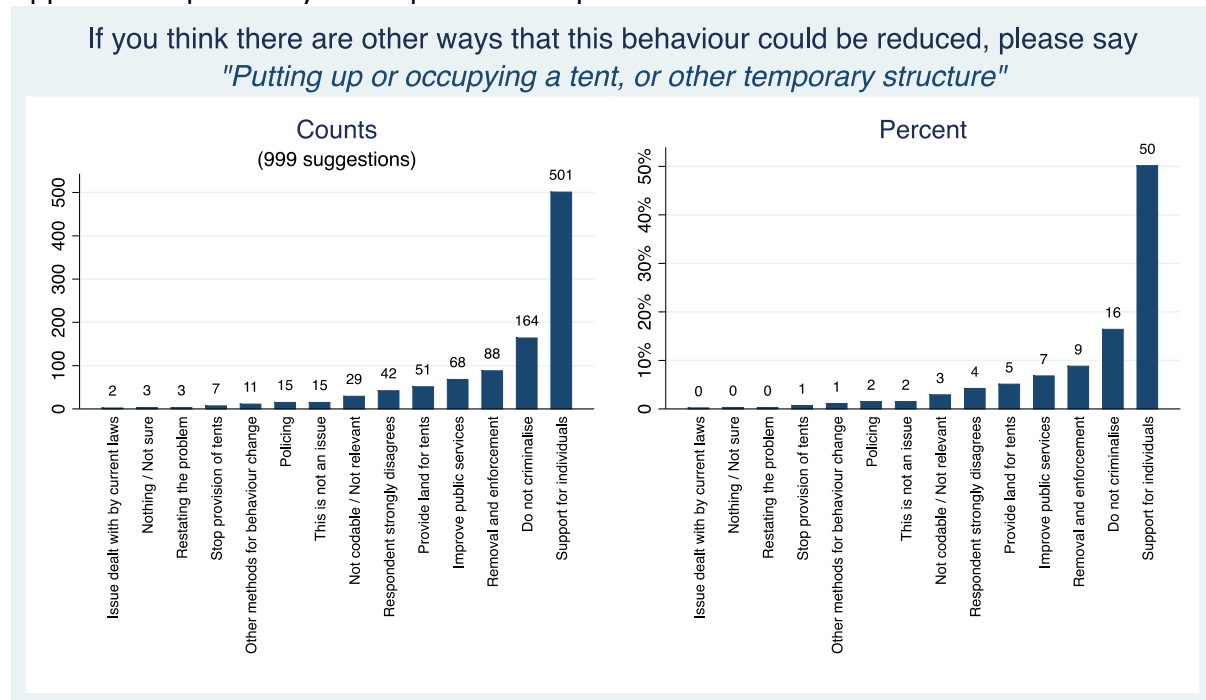
More **policing** and **banning or removing all begging** were **not mentioned** by respondents who disagreed with the proposal.

3.9 Tents

If you think there are other ways that this behaviour (putting up or occupying a tent, or other temporary structure) could be reduced, please say.

Graph 37 – Responses split by how the respondent thinks that this behaviour could be reduced

Appendix 5 Open Analysis of Open Text Responses



In the final open text question of *Section 11 - Tents*, members of the public were provided space to add other ways they think 'putting up or occupying a tent, or other temporary structure' can be reduced. This resulted in 999 suggestions. Of these, 3% (29 suggestions) were **not codable or not relevant**.

Most notably:

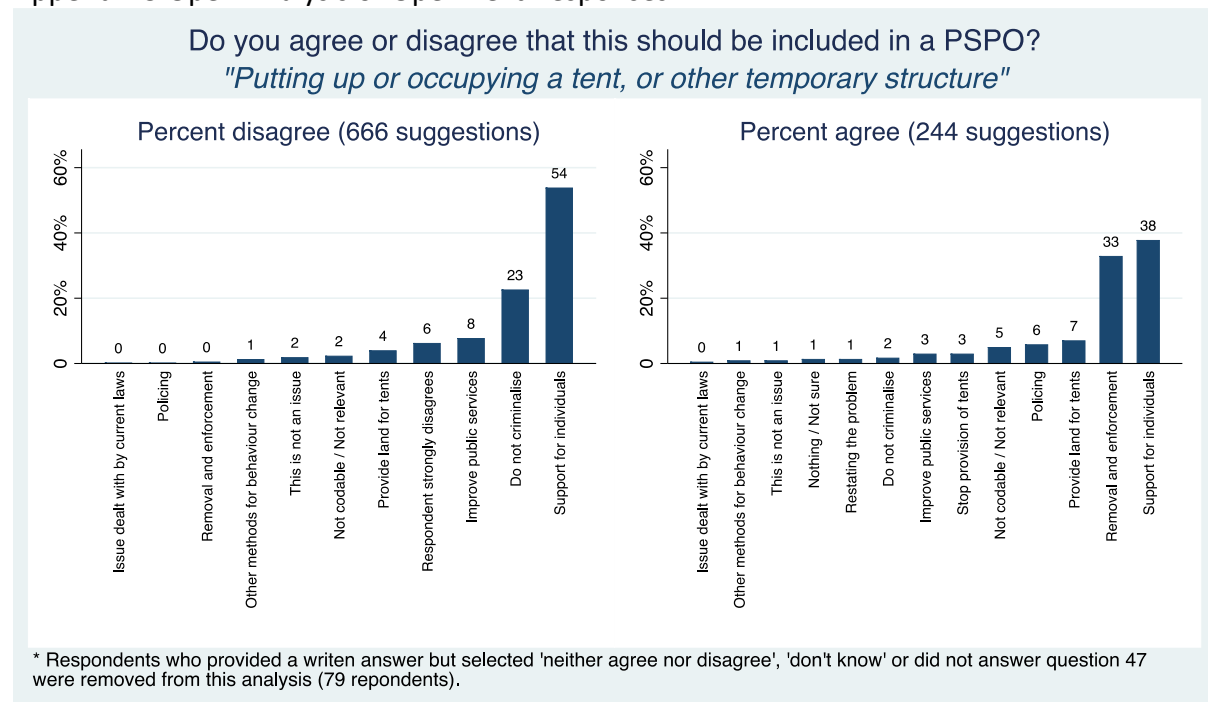
- 50% (501 suggestions) suggested **more support for individuals**, and
- 16% (164 suggestions) said **not to criminalise** the behaviour, while
- 9% (88 suggestions) recommended **removal and enforcement** in addition to 2% (15 suggestions) that recommended more **policing**.
- 7% (68 suggestions) mentioned the need to **improve public services**, and
- 5% (51 suggestions) recommended **providing land for tents**.

As seen in Graph 37, there were a number of other suggestions that were cited on fewer occasions including **other methods for behaviour change**, and the recommendation to **stop the provision of tents**. A further 4% (42 suggestions) **strongly disagreed** with the proposal, 2% (15 suggestions) said that **this is not an issue**, 3 suggestions **restated the problem**, another 3 suggestions said **nothing or not sure**, while 2 suggestions said the **issue is dealt with by current laws**.

Do you agree or disagree that this (putting up or occupying a tent, or other temporary structure) should be included in a PSPO?

Graph 38 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 999 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 47). However, 89 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 47. They were **removed from this analysis**.

Overall, 73% of the 910 suggestions were provided by respondents who **disagreed** with the proposal.

Results for those who **agreed** with the proposal:

Among the 244 suggestions provided by respondents who agreed that 'putting up or occupying a tent, or other temporary structure' should be included in a PSPO:

- 39% (92 suggestions) said there should be **more support for individuals**, while
- 33% (80 suggestions) recommended **removal and enforcement**, in addition to 6% (14 suggestions) that recommended **more policing**.
- 7% (17 suggestions) suggested **providing land for tents**.

As shown in Graph 38, the additional responses that were cited less frequently include **stop provision of tents**, **improve public services**, as well as suggesting to **not criminalise** the behaviour, and **other methods for behaviour change**.

A further 5% (12 suggestions) were **not codable or not relevant**, 1% (3 suggestions) were **restating the problem**, 1% suggested **nothing or were not sure**, and another 1% said that **this is not an issue**.

Appendix 5 Open Analysis of Open Text Responses

Results for those who **disagreed** with the proposal:

Of the 666 suggestions provided by respondents who disagreed that 'putting up or occupying a tent, or other temporary structure' should be included in the PSPO:

- 54% (358 suggestions) recommended more **support for individuals**,
- 23% (150 suggestions) said **do not criminalise the behaviour**,
- 8% (51 suggestions) suggested to **improve public services**, and
- 6% (41 suggestions) said the **respondent strongly disagrees** with the proposal.

Again, as shown in Graph 38, some suggestions were recommended less frequently. A total of 4% (26 suggestions) recommended **providing land for tents**, and 1% (8 suggestions) suggested **other methods for behaviour change**.

A total of 2% (15 suggestions) were **not codable or not relevant**, and another 2% said that **this is not an issue**.

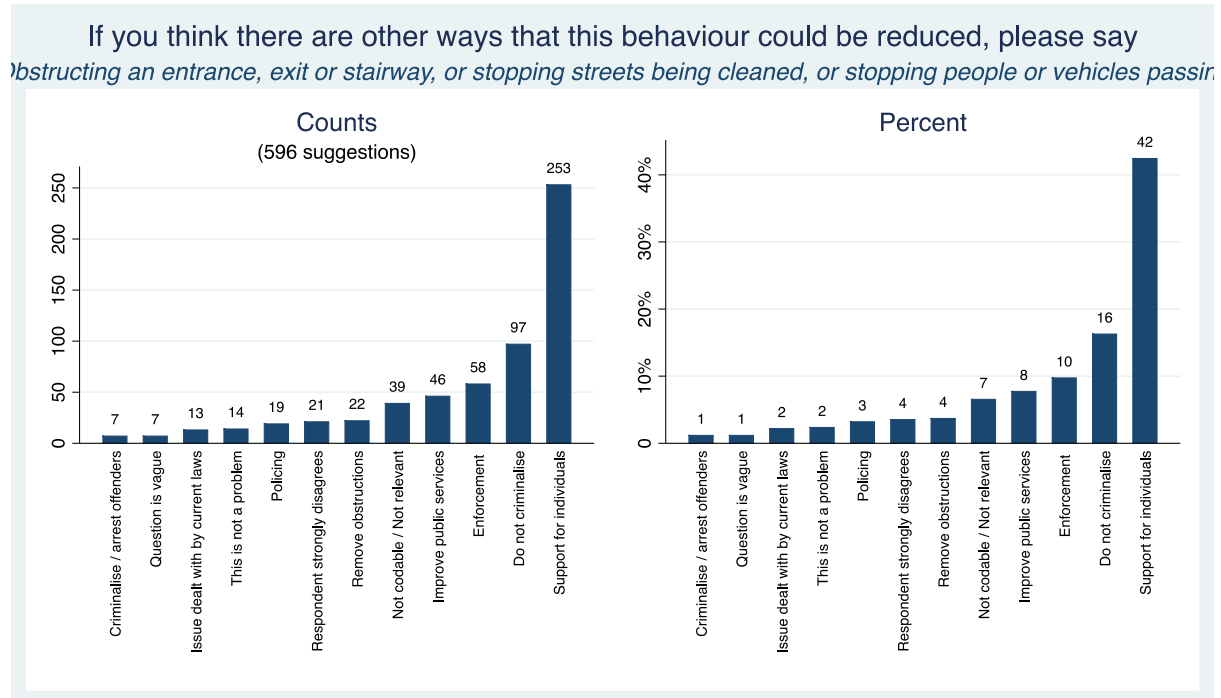
Removal and enforcement and more **policing** of the behaviour does not appear to have been suggested by respondents who **disagreed** with the proposal.

3.10 Obstructions

If you think there are other ways that this behaviour (obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing) could be reduced, please say.

Appendix 5 Open Analysis of Open Text Responses

Graph 39 – Responses split by how the respondent thinks that this behaviour could be reduced



In the final open text question of *Section 12. Obstruction*, members of the public were provided space to add other ways they think ‘obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing’ can be reduced. This resulted in 596 suggestions. Of these, 7% (39 suggestions) were **not codable or irrelevant**.

Most notably:

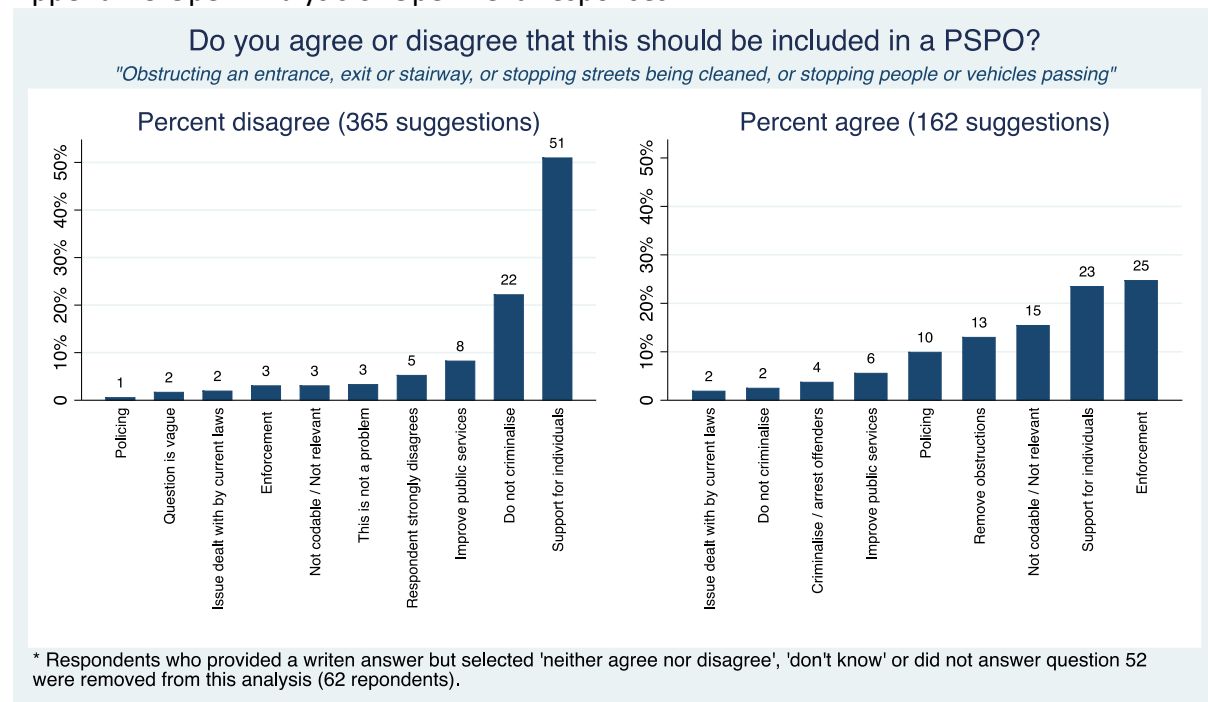
- 42% (253 suggestions) recommended **more support for individuals**,
- 16% (97 suggestions) said **do not criminalise** the behaviour,
- 10% (58 suggestions) said to recommended more **enforcement**, in addition to 3% (19 suggestions) that suggested more **policing**, and 1% (7 suggestions) mentioned that offenders should **be arrested**.
- 8% (46 suggestions) suggested **improving public services**.

As seen in Graph 39, there were a number of responses provided that were cited less frequently. A total of 4% (22 suggestions) recommended **removing obstructions**. A further 4% (21 suggestions) said the **respondent strongly disagrees** with the proposal, 2% (14 suggestions) said that **this is not a problem** and another 2% (13 suggestions) said that the **issue is dealt with by current laws**. Another 1% (7 suggestions) said that the **question is vague**.

Do you agree or disagree that this (obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing) should be included in a PSPO.

Graph 40 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 596 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 52). However, 69 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 52. They were **removed from this analysis**.

Overall, 69% of the 527 suggestions were provided by respondents who **disagreed** with the proposal.

Results for those who *agreed* with the proposal:

Among the 162 suggestions provided by respondents who agreed that 'obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing' should be included in the PSPO:

- 25% (40 suggestions) stated that there should be more **enforcement** in addition to 10% (16 suggestions) that recommended more **policing** and 4% (6 suggestions) that recommended **criminalising or arresting offenders**.
- 23% (38 suggestions) recommended **more support for individuals**, and
- 13% (21 suggestions) said to **remove obstructions**.

As seen in Graph 40, there were additional suggestions that were cited less frequently. A total of 6% (9 suggestions) suggested the need to **improve public services**. A further 2% (4 suggestions) said **do not criminalise**, and another 2% said the **issue was dealt with by current laws**.

A total of 15% (25 suggestions) were **not codable or not relevant**.

Appendix 5 Open Analysis of Open Text Responses

Results for those who **disagreed** with the proposal:

Among the 365 suggestions provided by respondents who disagreed with including 'obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing' in the PSPO:

- 51% (186 suggestions) recommended **more support for individuals**,
- 22% (81 suggestions) said **do not criminalise** the behaviour,
- 8% (30 suggestions) suggested **improved public services**, and
- 5% (19 suggestions) said the **respondent strongly disagrees** with the proposal.

Again, as shown in Graph 40, there were additional responses that were cited less frequently. A total of 3% (11 suggestions) recommended more **enforcement** in addition to 1% (2 suggestions) that suggested more **policing**. A further 3% (12 suggestions) said that **this is not a problem**, 2% (7 suggestions) said the **issue is dealt with my current laws**, and another 2% (6 suggestions) said the **question is vague**.

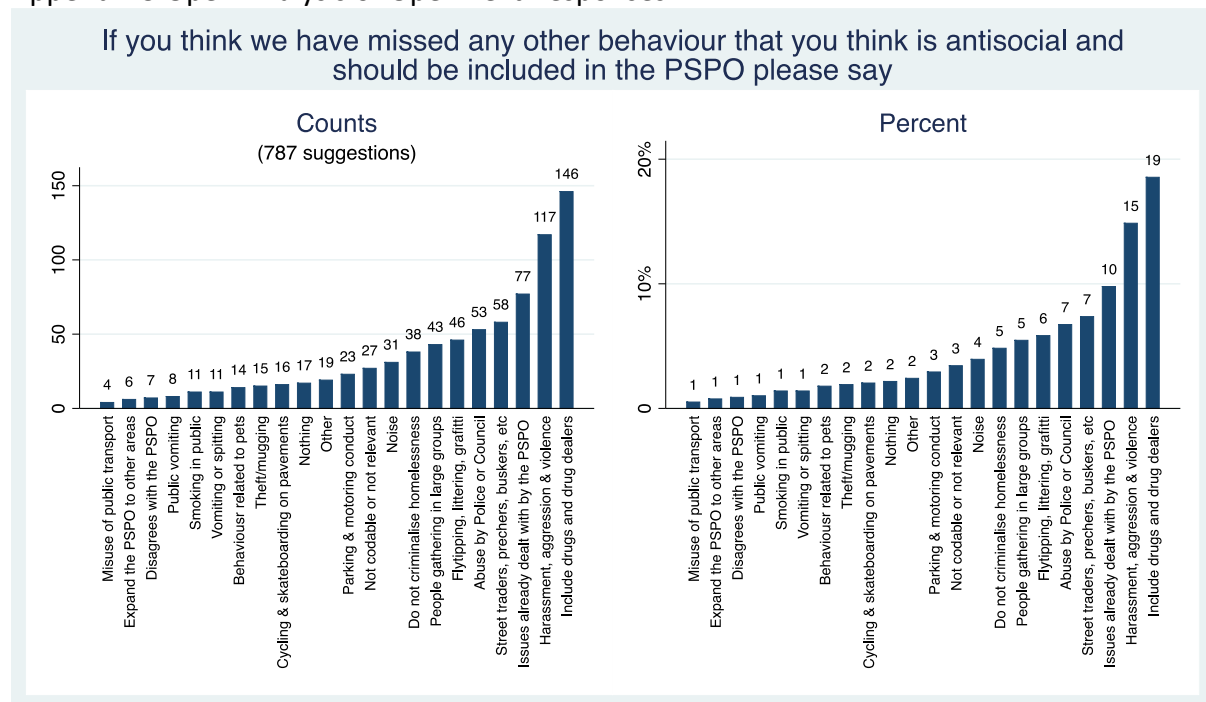
A total of 3% (11 suggestions) of suggestions were **not codable or not relevant**.

3.11 Other requirements

*If you think there are any **other behaviours** that you think should be included in the PSPO please say.*

Graph 41 – Responses split by other behaviours that the respondent thinks is antisocial and should be included in the PSPO

Appendix 5 Open Analysis of Open Text Responses



In *Section 13 - Requirements*, members of the public were provided space to give an open text response regarding other behaviours that they think are antisocial and should be included in the PSPO. This resulted in 787 suggestions.

Of these:

- 19% (146 suggestions) recommended **including drugs and drug dealers**,
- 15% (117 suggestions) recommended including **harassment, aggression and violence**,
- 7% (58 suggestions) mentioned **street traders, preachers, buskers etc.**,
- 7% (53 suggestions) mentioned **abuse by Police or the Council**,
- 6% (46 suggestions) listed **fly tipping, littering or graffiti**,
- 5% (43 suggestions) mentioned **people gathering in large groups**, and
- 4% (31 suggestions) mentioned **noise**.

Additionally:

- 5% (38 suggestions) said **not to criminalise homelessness**
- 1% (7 suggestions) expressed **disagreement with the PSPO**.

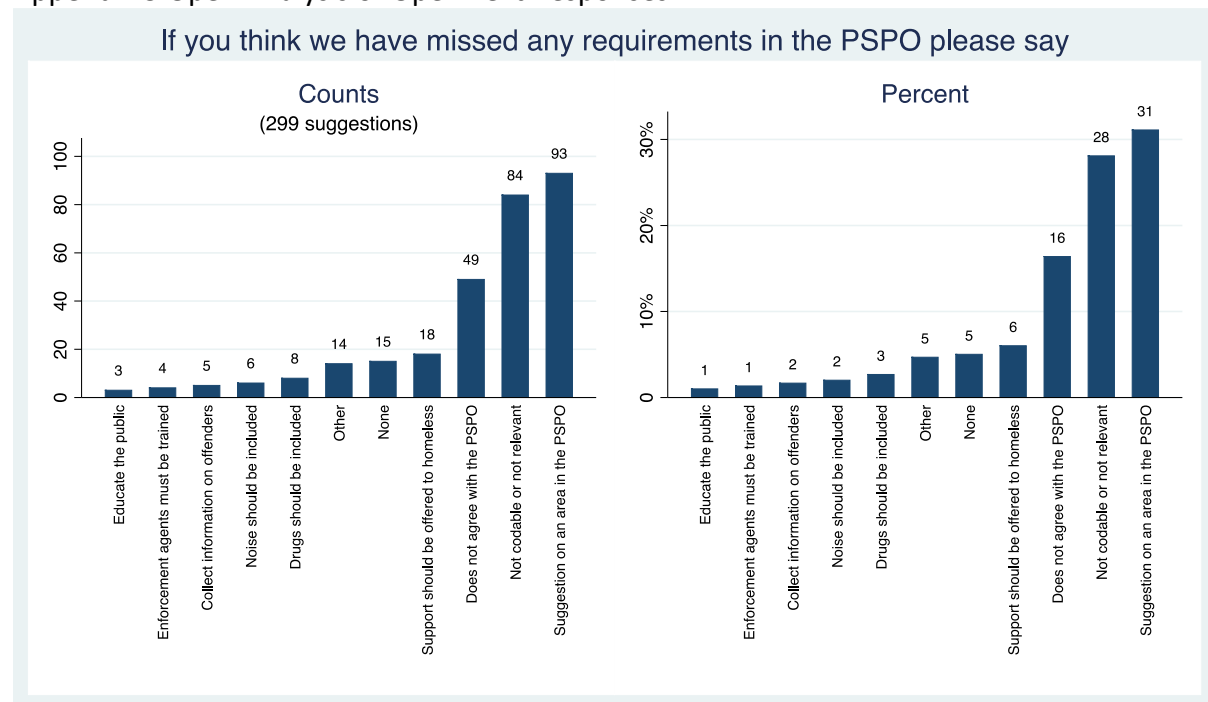
Finally, a total of 10% (77 suggestions) said that the **issues are already dealt with by the PSPO**.

There were a number of other responses provided that were cited less frequently. These are detailed in Graph 41.

*If you think that we have missed any **requirements** in the PSPO please say.*

Graph 42 – Responses split by other requirements that the respondent thinks should be included in the PSPO

Appendix 5 Open Analysis of Open Text Responses



In this same section, members of the public were provided another space to give an open text response regarding any requirements they think have been missed in the PSPO. This resulted in 299 suggestions or comments. A total of 28% (84 suggestions) were **not codable or not relevant**.

Additionally:

- 31% (93 suggestions) provided a **suggestion on an area in the PSPO**,
- 16% (49 suggestions) said they **do not agree with the PSPO**, and
- 6% (18 suggestions) said **support should be offered to the homeless**.

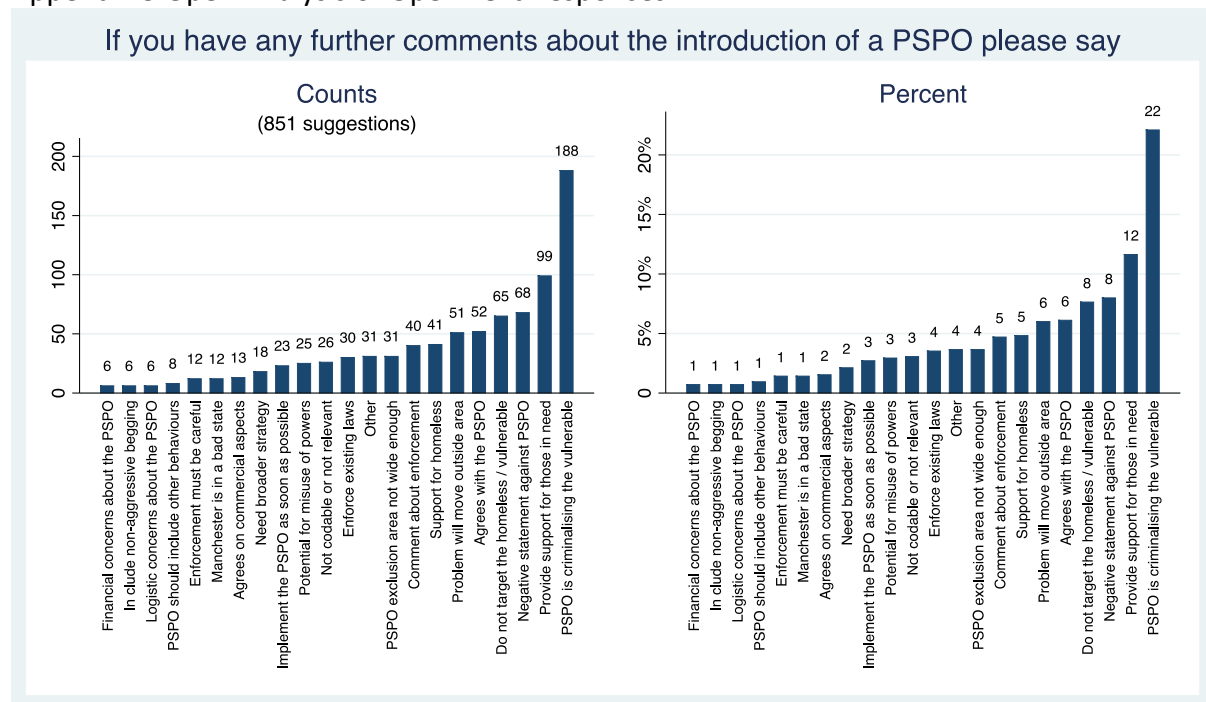
There were a number of other responses provided again, that were cited less frequently, details in Graph 42.

3.12 Further comments

3.12.1 If you have any further comments about the introduction of a PSPO please say.

Graph 43 – Responses split by further comments

Appendix 5 Open Analysis of Open Text Responses



In the final open text question, members of the public were provided space to add any additional comments they might have about the proposal. This resulted in 851 suggestions.

Of these, responses concerned **with homeless or vulnerable people** total to about 48% (393 suggestions). They include:

- 22% (188 suggestions) that say the **PSPO is criminalising the vulnerable**,
- 12% (99 suggestions) that mention the need to **provide support for those in need**,
- 8% (65 suggestions) that say the **PSPO should not target the vulnerable or the homeless**,
- 5% (41 suggestions) that recommend more **support for homeless**, and

A further 19% (163 suggestions) concerned with the **scope and enforcement of the PSPO** include:

- 6% (51 suggestions) that mention the **problem will move outside the area**,
- 4% (31 suggestions) that say the **PSPO exclusion area is not wide enough**,
- 3% (25 suggestions) that mention the **potential for misuse of powers**,
- 2% (18 suggestions) that mention the **need for a broader strategy**,
- 1% (12 suggestions) that say **enforcement must be careful**,
- 1% (8 suggestions) that recommend **including other behaviours** in the PSPO, and
- 1% (6 suggestions) that suggest **including non-aggressive begging**.
- 1% (6 suggestions) that mention **logistical concerns about the PSPO**, and
- 1% (6 suggestions) that mention **financial concerns about the PSPO**.

Other comments include:

- 8% (68 suggestions) that made a **negative statement against the PSPO**,
- 6% (52 suggestions) that **agree with the PSPO**,

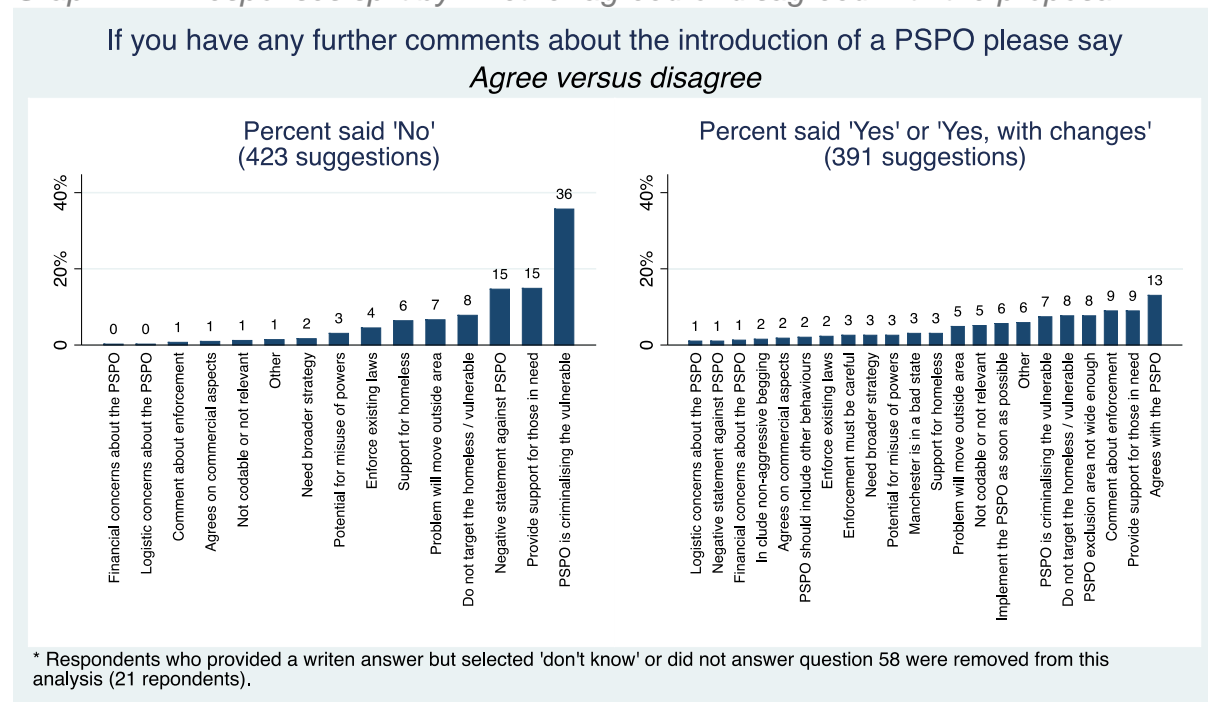
Appendix 5 Open Analysis of Open Text Responses

- 5% (40 suggestions) that **comment about enforcement**,
- 4% (31 suggestions) that mention **other issues**,
- 4% (30 suggestions) that recommend **enforcing existing laws**,
- 3% (26 suggestions) that are **not codable or not relevant**,
- 3% (23 suggestions) that recommend **implementing the PSPO as soon as possible**,
- 2% (13 suggestions) that **agree on the commercial aspects**,
- 1% (12 suggestions) that say **Manchester is in a bad state**,

3.12.2 Do you think the council should introduce a PSPO in Manchester city centre including the proposed prohibitions and requirement?

Agreement versus disagreement

Graph 44 – Responses split by whether agreed or disagreed with the proposal



Looking at respondents who agreed (said 'Yes' or 'Yes, with changes') versus disagreed (said 'No') with the introduction of a PSPO, between them they provided 814 suggestions as open text responses regarding additional comments they had about the PSPO. A further 37 respondents provided a suggestion but selected 'don't know' or did not answer question 58. They were **removed from this analysis**.

Overall, 52% (423) of the 813 suggestions were provided by respondents who **disagreed** with the introduction of a PSPO.

Results for those who **agreed** with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Among the 391 comments made by respondents who said 'Yes' or 'Yes, with changes' to the introduction of a PSPO:

- 13% (51 suggestions) **agree with the PSPO**,
- 9% (35 suggestions) recommend **providing support for those in need**,
- 9% (35 suggestions) **comment about enforcement**,
- 8% (30 suggestions) say the **PSPO exclusion area is not wide enough**, and
- 8% (30 suggestions) say the **PSPO should not target the vulnerable**, in addition to 7% that say that the **PSPO is criminalising the vulnerable**.

As shown in Graph 44, other comments were cited less frequently.

Results for those who **disagreed** with the proposal:

Among the 423 comments made by respondents who said 'No' to the introduction of a PSPO:

- 36% (151 suggestions) said the **PSPO is criminalising the vulnerable**,
- 15% (63 suggestions) recommended **providing support for those in need**,
- 15% (62 suggestions) made a **negative statement against the PSPO**,
- 8% (33 suggestions) ask that the **PSPO not target the vulnerable/homeless**,
- 7% (28 suggestions) said the **problem will move outside the area**, and
- 6% (27 suggestions) suggested more **support for the homeless**.

Again, as shown in Graph 44, other comments were cited less frequently.

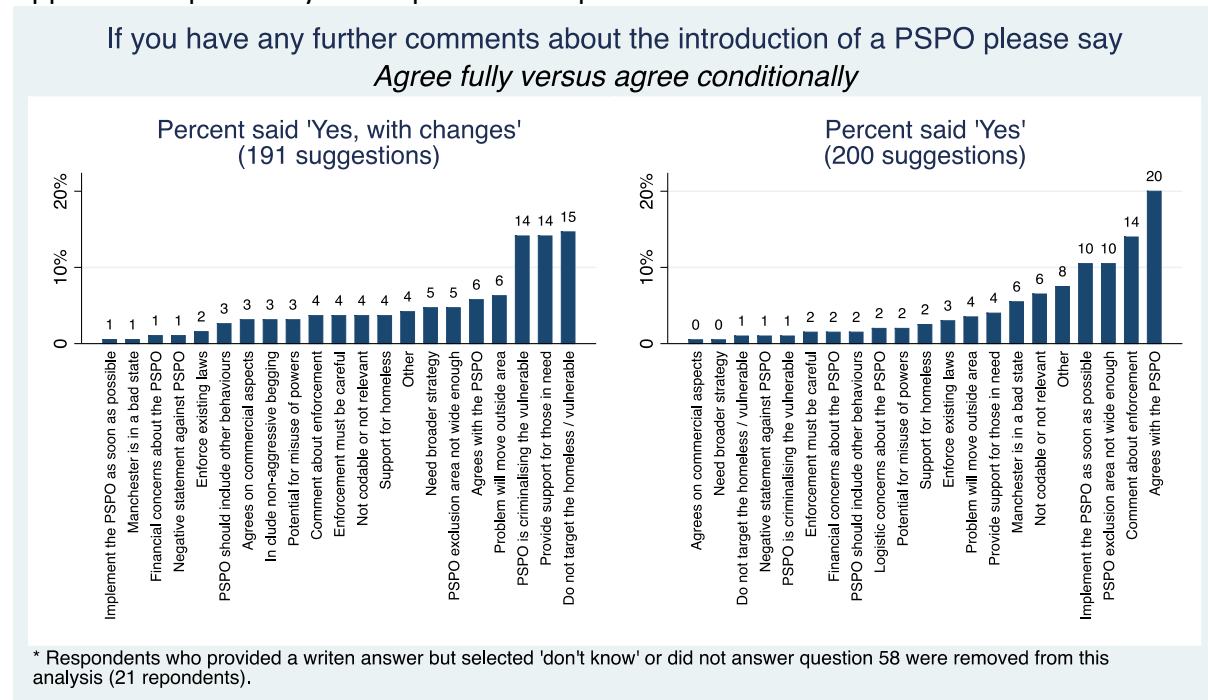
Full agreement versus conditional agreement

Looking only at members of the public who fully agreed (said 'Yes') or conditionally agreed (said 'Yes, with changes') with the introduction of a PSPO, 391 suggestions were provided as open text responses containing additional comments they had about the introduction of a PSPO.

Overall, 200 of the 391 suggestions were provided by members of the public who said 'Yes' to the proposal.

Graph 45 – Responses split by whether fully agreed or conditionally agreed with the proposal

Appendix 5 Open Analysis of Open Text Responses

**Results for those who agreed fully to the proposal:**

Among the suggestions and comments provided by respondents who said 'Yes' to the introduction of a PSPO:

- 20% (40 suggestions) said they **agreed with the PSPO**,
- 14 (28 suggestions) made a **comment about enforcement**,
- 10% (21 suggestions) said the **PSPO exclusion area is not wide enough**, and
- 10% (21 suggestions) requested the **implementation of the PSPO as soon as possible**.

As seen in Graph 45, other suggestions were mentioned less frequently.

Results for those who agreed conditionally to the proposal:

Among the 191 suggestions and comments provided by respondents who said 'Yes, with changes':

- 15% (28 suggestions) ask that the **homeless and vulnerable not be targeted**.
- 14% (27 suggestions) recommended **providing support for those in need**,
- 14% (27 suggestions) said the **PSPO is criminalising the vulnerable**,
- 6% (12 suggestions) said the **problem will move outside the area**, and
- 6% (11 suggestions) **agree with the PSPO**.

Again, other suggestions that were cited less frequently can be seen in Graph 45.

Appendix 5 Open Analysis of Open Text Responses

4. Conclusions

4.1 Effects on quality of life

- Overall, the results show that a significant proportion of members of the public who said that the individual behaviours detrimentally affect their quality of life also agree with enforcing against each one of the individual behaviours listed in the consultation.
- It appears that the single behaviour with a detrimental effect that is mentioned by the *highest* number of members of the public is 'people begging in an aggressive or intimidating way.' The majority of these respondents report 'feeling unsafe' as a result of this behaviour.
- Particular locations are mentioned most frequently by respondents detrimentally affected by three behaviours; 'urinating in a public place', 'defecating in a public place that is not a legitimate toilet' and 'obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing'. These include, but are not limited to, doorways, pavements, entrances and exits.

4.2 Other ways through which the behaviour can be decreased

- A significant proportion of members of the public mention (in response to various questions) the provision of 'more support to individuals' as a solution to the individual behaviours being discussed. 'Improvement to public services' and 'enforcement' were the second and third most-cited alternative suggestions respectively.
- The results show that members of the public who provided suggestions agree with enforcing against the majority of the individual behaviours listed in the consultation. They do *not* agree with enforcing against people begging in an aggressive way, people begging in a non-aggressive way, putting up or occupying a tent, *or* obstructing an entrance, exit or stairway.
- There appears to be a somewhat clear distinction between the commercial aspects included and those aspects that are perceived to be primarily linked with the homeless. This is perhaps why a significant proportion of the respondents perceive the proposal for the PSPO to be set up to target vulnerable groups.
- Among members of the public who agreed with enforcing against individual behaviours, 'support for individuals', 'improvement of public services', and 'enforcement' were cited most frequently as alternative solutions. Among members of the public who *disagreed* with enforcing against individual behaviours, 'support for individuals', 'improvement of public services' and 'do

Appendix 5 Open Analysis of Open Text Responses

not criminalise this behaviour' were cited most frequently as alternative solutions.

- Overall however, a small majority of members of the public who provided further comments about the introduction of a PSPO do *not* think the council should introduce a PSPO in Manchester city centre. As mentioned before, the majority of these respondents mention (as an additional comment) that the 'PSPO is criminalising the vulnerable'.

EQUALITY IMPACT ASSESSMENT
City Centre Public Space Protection Order (PSPO)

| | | | | | |
|--|----------------------------|---|-----------------------|--|--|
| 1. Directorate | The Neighbourhoods Service | 2. Section | Community Safety Team | 3. Name of the function being assessed | Introduction and enforcement of a City Centre Public Space Protection Order. |
| 4. Is this a new or existing function? | New function | 5. Officer responsible for the assessment | Sara Duckett | 6. Lead manager responsible for the assessment | Samantha Stabler |
| 7. Date assessment commenced | August 2019 | 8. Date of completion | February 2020 | 9. Date passed to Equality Team | September 2019 |

Summary of Relevance Assessment

1. Has a Stage 1 Equality Analysis: Relevance Assessment document been completed?

Yes ✓

No

2. Please indicate which **protected characteristics** the relevance assessment identified as relevant to the function that is being assessed (tick below):

Age ☒ Disability ☒ Race ☒ Gender (inc. Gender Reassignment, Pregnancy and Maternity) ☒

Sexual Orientation ☒ Religion or Belief (or lack of religion or belief) ☒ Marriage or Civil Partnership ☒

3. Please indicate which **aims of the equality duty** the relevance assessment identified as relevant to the function being assessed (tick below):

Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act ☒

Advance equality of opportunity between those who share a protected characteristic and those who do not ☒

Foster good relations between people who share a protected characteristic and those who do not ☒

Equality Impact Assessment Template

1. About your function

| | |
|--|--|
| <p>Briefly describe the key delivery objectives of the function being assessed</p> | <p>Background</p> <ul style="list-style-type: none"> • The Antisocial Behaviour, Crime and Policing Act 2014 allows Councils to introduce Public Space Protection Orders to stop individuals committing anti-social behaviour in public spaces. An order can be made based upon the evidence of anti-social behaviour and following statutory consultation with the police, the Police and Crime Commissioner and other relevant bodies including community representatives. • The Council undertook a statutory consultation for eight weeks between 12 February 2019 and 8 April 2019. A draft PSPO was provided and consultees were asked their views. Response to the consultation included 1996 completed survey questionnaires and several written submissions. • Having completed the analysis of the consultation responses the Council proposes to introduce and appropriately enforce a Manchester city centre Public Space Protection Order. The terms of the PSPO have been carefully assessed to ensure that each of the prohibitions and requirements meet the relevant legal threshold. • The behaviours that will be prohibited through the PSPO (if introduced) are; <ul style="list-style-type: none"> - Consumption of alcohol in public spaces (not including licensed premises) - Urinating or defecating in a public place (save for a legitimate toilet facility) - Leaving commercial waste in a public place other than in a secure container or sack - Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection - Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) <p>The PSPO (if introduced) will allow officers to require people;</p> <ul style="list-style-type: none"> - To move from a specified location if they are causing an obstruction which presents a health and/or safety risk - To move from a location if they have erected or are occupying a tent or other structure that |
|--|--|

| | |
|---|--|
| | <p>attracts or is likely to attract vermin or creates or is likely to create a health and/or safety risk for any other person</p> <ul style="list-style-type: none"> - Provide their details if an Authorised Officer suspects they are in breach of the PSPO - Clear commercial waste that has escaped control <ul style="list-style-type: none"> • A PSPO can be enforced by issuing a Fixed Penalty Notice (£100) or a prosecution (up to £1000 fine if convicted). <p>Key Delivery Objectives</p> <ul style="list-style-type: none"> • To introduce a city centre PSPO as an additional tool to enable council and police officers to manage specific types of anti-social behaviour in Manchester city centre. • To raise awareness of the terms of the PSPO with all relevant groups and through 'on street' city centre engagement and signage prior to commencing formal enforcement. • Prevention of anti-social behaviour in the city centre. • For council and police officers to continue the partnership approach to tackling anti-social behaviour in the city centre and in accordance with the Council's Corporate Enforcement and Anti Social Behaviour Policies. • To protect people from anti-social behaviour so they feel safe living, working and visiting the city centre. • To continue to identify people with vulnerabilities and provide appropriate advice, signposting information and/or referrals on their behalf (e.g. safeguarding). • To work with partners to effectively investigate and tackle anti social behaviour, avoiding duplication whenever possible. • To respond to children (17 years and under) acting anti-socially in the city centre as a need for support / safeguarding as an alternative to PSPO formal enforcement. • To apply the PSPO prohibitions and requirements to all persons (save for those 17 years and under). |
| What are the desired outcomes from this function? | <ul style="list-style-type: none"> • Public awareness of the city centre PSPO. • A reduction in anti-social behaviour in Manchester city centre. • Increased public confidence in the ability of the council and police to anti-social behaviour to tackle anti social behaviour. |

| | |
|--|---|
| | <ul style="list-style-type: none"> • Consistency in enforcement decisions. • Continued offers of appropriate support and intervention for people with vulnerabilities. • Compliance with the Council's Corporate Enforcement and Anti Social Behaviour policies. |
|--|---|

2. About your customer

| Do you currently monitor the function by the following protected characteristics? | Protected Characteristics | Y/N | If no, please explain why this is the case and / or note how you will prioritise gathering this equality data |
|---|--|-----|--|
| | Race | N | This is a new function. The feasibility of capturing equality data will be considered 3 months after PSPO enforcement commences. |
| | Gender (inc. gender reassignment, pregnancy and maternity) | N | This is a new function. The feasibility of capturing equality data will be considered 3 months after PSPO enforcement commences. |
| | Disability | N | This is a new function. The feasibility of capturing equality data will be considered 3 months after PSPO enforcement commences. |
| | Sexuality | N | This is a new function. The feasibility of capturing equality data will be considered 3 months after PSPO enforcement commences. |
| | Age | N | This is a new function. The feasibility of capturing equality data will be considered 3 months after PSPO enforcement commences. |
| | Religion or belief (or lack of religion or belief) | N | This is a new function. The feasibility of capturing equality data will be considered 3 months after PSPO enforcement commences. |
| | Marriage or civil partnership | N | This is a new function. The feasibility of capturing equality data will be considered 3 months after PSPO enforcement |

| | | | |
|--|--|--|------------|
| | | | commences. |
| <p>4. What information has been analysed to inform the content of this EIA?</p> <p>Please include details of any data compiled by the service, any research that has been undertaken, any engagement that was carried out etc.</p> | <ul style="list-style-type: none"> • 2018 -2021 Community Safety Strategy consultation responses • 2018 Manchester City Centre Survey responses • Greater Manchester Police data • Manchester City Council data • Community Impact Statements • City Centre PSPO Consultation responses • UK homelessness: 2005 to 2018, Office for National Statistics | | |

3. Delivery of a customer focused function

| | | | |
|---|---|----------|--|
| Does your analysis indicate a disproportionate impact relating to race ? | Y | N | |
| | | X | |
| Please describe the nature of any disproportionate impact/s | Although an order will not disproportionately impact the protected characteristic for Race any possible impact will be minimised through officer training. Prior to authorisation all officers will be trained to enforce the order fairly and proportionately. To promote compliance and reduce any disadvantage created by language barriers officers will have training and access to translation services. | | |
| Please indicate what actions will be taken to address these | <p>Each behaviour / requirement has been considered in relation to any disproportionate impact;</p> <ul style="list-style-type: none">- Consumption of alcohol in public spaces (not including licensed premises) – this prohibition does not create a disproportionate impact on race. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services.- Urinating or defecating in a public place (save for a legitimate toilet facility) - this prohibition does not create a disproportionate impact on race.- Leaving commercial waste in a public place other than in a secure container or sack -- this prohibition does not create a disproportionate impact on race.- Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection time - this prohibition does not create a disproportionate impact on race. | | |

| | | | |
|---|---|---|--|
| | <ul style="list-style-type: none"> - Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) - this prohibition does not create a disproportionate impact on race. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services and needle exchange provision. - Obstruction of entrances and exits of buildings – this requirement provides an opportunity for compliance and does not create a disproportionate impact on race. - Not to erect a tent or other temporary structure - this requirement provides an opportunity for compliance and does not create a disproportionate impact on race. - For a person to provide their name, dob and address when requested by an Authorised Officer - this requirement provides an opportunity for compliance and does not create a disproportionate impact on race. - Commercial waste – these requirements do not create a disproportionate impact on race. <p>Actions:</p> <ul style="list-style-type: none"> - Officer training | | |
| Which action plans have these actions been transferred to? | Service Plans: Development of PSPO enforcement guidance and staff training. | | |
| Does your analysis indicate a disproportionate impact relating to disability ? | Y X | N | |
| <p>Please describe the nature of any disproportionate impact/s</p> <p>Please indicate what actions will be taken to address these</p> | <p>As mentioned in the objectives and outcomes of this function the prohibitions and requirements will be applied to all persons (save for those 17 years and under). However it is recognised that the requirements to move from a location due to causing an obstruction or occupation of a tent, in a manner that causes a health or safety risk to another person/s, may involve people who sleep rough in the city centre and are homeless. The Council acknowledges that people who sleep rough represent one of the most vulnerable groups in society and considers physical and mental health conditions as primary support needs. Therefore enforcement of these requirements may disproportionately impact on people who are disabled.</p> | | |

| | |
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| | <p>We will ensure any disproportionate impact is minimised and Authorised officers are given training to enforce any order fairly and proportionately. The enforcement guidelines allow officers to consider individual circumstances to determine when help and support is the most appropriate option as an alternative to enforcement.</p> <p>Each behaviour / requirement has been considered in relation to any disproportionate impact;</p> <ul style="list-style-type: none"> - Consumption of alcohol in public spaces (not including licensed premises) – this prohibition does not create a disproportionate impact on disability. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services. - Urinating or defecating in a public place (save for a legitimate toilet facility) - this prohibition does not create a disproportionate impact on disability. If a person urinates or defecates in a public place associated with a disability the provisions of the order provide an opportunity for ‘reasonable excuse.’ Therefore officers would apply discretion and the PSPO would not be enforced. - Leaving commercial waste in a public place other than in a secure container or sack -- this prohibition does not create a disproportionate impact on disability. - Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection time - this prohibition does not create a disproportionate impact on disability. - Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) - this prohibition does not create a disproportionate impact on disability. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services and needle exchange provision. - Obstruction of entrances and exits of buildings – this requirement provides an opportunity for the Authorised Officer to seek compliance. If someone discloses a disability that impacts their mobility the Authorised Officer will apply discretion and consider increasing the ‘reasonable time’ allowed to move from the area. In accordance with the details of the requirement individuals will only be asked to move if they are causing a health and or safety risk for others. Any person who is rough sleeping and / or requires support with a |
|--|--|

| | | | |
|---|---|---|--|
| | <p>disability will be informed of the services available in the city centre where they can seek support and advice.</p> <ul style="list-style-type: none">- Not to erect a tent or other temporary structure - this requirement provides an opportunity for the Authorised Officer to seek compliance. If someone discloses a disability that impacts mobility the Authorised Officer will apply discretion and consider increasing the 'reasonable time' allowed to move from the area. In accordance with the details of the requirement individuals will only be asked to move if they are causing a health and or safety risk for others. Any person who is rough sleeping and / or requires support with a disability will be informed of the services available in the city centre where they can seek support and advice.- For a person to provide their name, dob and address when requested by an Authorised officer - this requirement provides an opportunity for compliance and does not create a disproportionate impact on disability.- Commercial waste – these requirements do not create a disproportionate impact on disability. <p>Actions:</p> <ul style="list-style-type: none">- Officer training | | |
| Which action plans have these actions been transferred to? | Service Plans: Development of PSPO enforcement guidance and staff training. | | |
| | | | |
| Does your analysis indicate a disproportionate impact relating to Gender (including gender reassignment or pregnancy and maternity)? | Y | N | |
| | | X | |

| | |
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| <p>Please describe the nature of any disproportionate impact/s</p> <p>Please indicate what actions will be taken to address these</p> | <p>Although an order will not disproportionately affect the protected characteristic for Gender – we will ensure any possible impact is minimised and Authorised officers are given training to enforce any order fairly and proportionately.</p> <p>Each PSPO requirement (listed below) and how it will impact on ‘Gender’ and actions we will undertake to address this.</p> <ul style="list-style-type: none"> - Consumption of alcohol in public spaces (not including licensed premises) – this prohibition does not create a disproportionate impact on gender. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services. - Urinating or defecating in a public place (save for a legitimate toilet facility) - this prohibition does not create a disproportionate impact on gender. - Leaving commercial waste in a public place other than in a secure container or sack -- this prohibition does not create a disproportionate impact on gender. - Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection time - this prohibition does not create a disproportionate impact on gender. - Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) - this prohibition does not create a disproportionate impact on gender. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services and needle exchange provision. - Obstruction of entrances and exits of buildings – this requirement provides an opportunity for compliance and does not create a disproportionate impact on gender. - Not to erect a tent or other temporary structure - this requirement provides an opportunity for compliance and does not create a disproportionate impact on gender. - For a person to provide their name, dob and address when requested by an Authorised officer - this requirement provides an opportunity for compliance and does not create a disproportionate impact on gender. - Commercial waste – Commercial waste – this requirement provides an opportunity for compliance and does not create a disproportionate impact on gender. |
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| | <p>Actions:</p> <ul style="list-style-type: none">- Officer training |
| Which action plans have these actions been transferred to? | Service Plans: Development of PSPO enforcement guidance and staff training. |

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| Does your analysis indicate a disproportionate impact relating to age ? | Y | N | |
| | X | | |
| Please describe the nature of any disproportionate impact/s | <p>The approach to children (aged 17 years and under) will be to safeguard, offer support and engage with their parents/guardians. Therefore the terms of the PSPO will not usually be enforced against children aged 17 years and under. This means there is a planned disproportionate impact relating to age.</p> | | |
| Please indicate what actions will be taken to address these | <p>Each PSPO requirement (listed below) and how it will impact on 'Age' and actions we will undertake to address this.</p> <ul style="list-style-type: none"> - Consumption of alcohol in public spaces (not including licensed premises) – this prohibition creates a disproportionate impact on age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. - Urinating or defecating in a public place (save for a legitimate toilet facility) - this prohibition creates a disproportionate impact on age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. - Leaving commercial waste in a public place other than in a secure container or sack — this prohibition creates a disproportionate impact on age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. - Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection time - this prohibition creates a disproportionate impact on age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. - Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) - this prohibition creates a disproportionate impact on age. The PSPO | | |

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| | <p>would not be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over.</p> <ul style="list-style-type: none"> - Obstruction of entrances and exits of buildings – this requirement provides an opportunity for compliance. This requirement creates a disproportionate impact on age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. - Not to erect a tent or other temporary structure - this requirement provides an opportunity for compliance. This requirement creates a disproportionate impact on age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. - For a person to provide their name, dob and address when requested by an Authorised officer - this requirement provides an opportunity for compliance. This requirement creates a disproportionate impact on age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. - Commercial waste – this requirement provides an opportunity for compliance and creates a disproportionate impact on age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. <p>Actions:</p> <ul style="list-style-type: none"> - Officer training |
| Which action plans have these actions been transferred to? | Service Plans: Development of PSPO enforcement guidance and staff training. |

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| Does your analysis indicate a disproportionate impact relating to sexual orientation ? | Y | N X | |
| <p>Please describe the nature of any disproportionate impact/s</p> <p>Please indicate what actions will be taken to address these</p> | <p>Although an order will not disproportionately affect the protected characteristic for Sexual Orientation – we will ensure any possible impact is minimised and Authorised officers are given training to enforce any order fairly and proportionately.</p> <p>Each PSPO requirement (listed below) and how it will impact on ‘Sexual Orientation’ and actions we will undertake to address this.</p> <ul style="list-style-type: none"> - Consumption of alcohol in public spaces (not including licensed premises) – this prohibition does not create a disproportionate impact on sexual orientation. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services. - Urinating or defecating in a public place (save for a legitimate toilet facility) - this prohibition does not create a disproportionate impact on sexual orientation. - Leaving commercial waste in a public place other than in a secure container or sack -- this prohibition does not create a disproportionate impact on sexual orientation. - Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection time - this prohibition does not create a disproportionate impact on sexual orientation. - Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) - this prohibition does not create a disproportionate impact on sexual orientation. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services and needle exchange provision. - Obstruction of entrances and exits of buildings – this requirement provides an opportunity for compliance and does not create a disproportionate impact on sexual orientation. - Not to erect a tent or other temporary structure - this requirement provides an opportunity for compliance and does not create a disproportionate impact on sexual orientation. - For a person to provide their name, dob and address when requested by an Authorised | | |

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| | <p>officer - this requirement provides an opportunity for compliance and does not create a disproportionate impact on sexual orientation.</p> <ul style="list-style-type: none"> - Commercial waste – this requirement provides an opportunity for compliance and does not create a disproportionate impact on sexual orientation. <p>Actions:</p> <ul style="list-style-type: none"> - Officer training |
| Which action plans have these actions been transferred to? | Service Plans: Development of PSPO enforcement guidance and staff training. |

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| Does your analysis indicate a disproportionate impact relating to religion and belief (including lack of religion or belief)? | Y | N | |
| | | X | |
| <p>Please describe the nature of any disproportionate impact/s</p> <p>Please indicate what actions will be taken to address these</p> | <p>Although an order will not disproportionately affect the protected characteristic for Religion and Belief – we will ensure any possible impact is minimised and Authorised officers are given training to enforce any order fairly and proportionately.</p> <p>Each PSPO requirement (listed below) and how it will impact on ‘Religion and belief’ and actions we will undertake to address this.</p> <ul style="list-style-type: none">- Consumption of alcohol in public spaces (not including licensed premises) – this prohibition does not create a disproportionate impact on religion and belief.- Urinating or defecating in a public place (save for a legitimate toilet facility) - this prohibition does not create a disproportionate impact on religion and belief.- Leaving commercial waste in a public place other than in a secure container or sack – this prohibition does not create a disproportionate impact on religion and belief.- Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection time - this prohibition does not create a disproportionate impact on religion and belief. | | |

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| | <ul style="list-style-type: none"> - Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) - this prohibition does not create a disproportionate impact on religion and belief. - Obstruction of entrances and exits of buildings – this requirement provides an opportunity for compliance and does not create a disproportionate impact on religion and belief. - Not to erect a tent or other temporary structure - this requirement provides an opportunity for compliance and does not create a disproportionate impact on religion and belief. - For a person to provide their name, dob and address when requested by an Authorised officer - this requirement provides an opportunity for compliance and does not create a disproportionate impact on religion and belief. - Commercial waste – this requirement provide an opportunity for compliance and does not create a disproportionate impact on religion and belief. <p>Actions:</p> <ul style="list-style-type: none"> - Officer Training |
| Which action plans have these actions been transferred to? | Service Plans: Development of PSPO enforcement guidance and staff training. |
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| Does your analysis indicate a disproportionate impact relating to marriage or civil partnership ? | Y | N | |
| | | X | |
| Please describe the nature of any disproportionate impact/s | There is no disproportionate impact relating to Marriage or Civil Partnership. | | |
| Please indicate what actions will be taken to address these | Any disproportionate impact has been considered for each PSPO term (listed below) in relation to 'Marriage or Civil Partnership.' - Consumption of alcohol in public spaces (not including licensed premises) – this prohibition does not create a disproportionate impact on marriage or civil partnership. | | |

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| | <ul style="list-style-type: none"> - Urinating or defecating in a public place (save for a legitimate toilet facility) - this prohibition does not create a disproportionate impact on marriage or civil partnership. - Leaving commercial waste in a public place other than in a secure container or sack -- this prohibition does not create a disproportionate impact on marriage or civil partnership. - Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection time - this prohibition does not create a disproportionate impact on marriage or civil partnership. - Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) - this prohibition does not create a disproportionate impact on marriage or civil partnership. - Obstruction of entrances and exits of buildings – this requirement provides an opportunity for compliance and does not create a disproportionate impact on marriage or civil partnership. - Not to erect a tent or other temporary structure - this requirement provides an opportunity for compliance and does not create a disproportionate impact on marriage or civil partnership. - For a person to provide their name, dob and address when requested by an Authorised officer - this requirement provides an opportunity for compliance and does not create a disproportionate impact on marriage or civil partnership. - Commercial waste – this requirement provides an opportunity for compliance and does not create a disproportionate impact on marriage or civil partnership. |
| Which action plans have these actions been transferred to? | Service Plans: Development of PSPO enforcement guidance and staff training. |

4. EIA Action Plan

Service / Directorate lead: Samantha Stabler, Community Safety Lead
 Strategic Director: Fiona Worrall, Strategic Director - Neighbourhoods

| Actions identified from EIA | Target completion date | Responsible Officer | Is this action identified in your Directorate Business Plan and / or Equality Action Plan? (Yes / No / n/a) | Comments |
|---|--|---------------------|---|---|
| Development of officer training plan | December 2019 | Samantha Stabler | N/A | This EIA is part of the Equality Action Plan. |
| Development of officer enforcement guidance | December 2019 | Samantha Stabler | N/A | |
| Officer training | March 2020 | Samantha Stabler | N/A | Linked to relevant guidance, policies and procedures. |
| Review the feasibility of capturing equality data | 3 months from the date enforcement commences | Samantha Stabler | N/A | |

5. Director level sign off

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| Name: Fiona Worrall, Strategic Director - Neighbourhoods | Date: |
| Directorate: Neighbourhoods Directorate | Signature: |

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NB: Sign-off must be in the form of an actual signature; not an emailed authorisation.

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**MANCHESTER
CITY COUNCIL**

CALL-IN PROTOCOL

1. Purpose of Call-In and the Protocol

- 1.1. The purpose of the Call-In process is to identify issues, explore them fully and make informed recommendations based upon a proper consideration of all relevant issues.
- 1.2. It is vital that a Call-In is perceived to be not only searching and transparent but also equitable, fair and not oppressive. All stakeholders and parties to the process must feel that they have been fairly treated. If they do not then the process and any recommendations arising from it will be diminished.
- 1.3. A well conducted Call-In process should make everyone feel that they have contributed rather than just been questioned.

2. The Decision to Call-In

- 2.1. The right to Call-In applies to a decision made by the Executive or a Key Decision taken by an Officer under delegated authority.

A matter in which the final decision falls to the full Council is not subject to the call-in provisions.

Call-in provides an opportunity for Scrutiny Members to understand the process underlying the making of a decision and consider whether all relevant issues were given due consideration.

It is not a form of appeal against a decision which has been properly made or a forum for a case to be argued for a different decision.

- 2.2. Records of Decisions are published, normally within 2 days of the decision being made and they may not to be implemented until the expiry of five working days after the publication of the Decision Notice.

During that five-day period the Chair of the relevant Scrutiny Committee, or five Members of the Council may request a Call-In.

There are urgency exceptions to the right to Call-In. The Chief Executive will endeavour to assist Members of the Committee in requests for information about decisions which could be the subject of a Call-In.

- 2.3. A decision may not be called-in if the Committee has already made recommendations to the Decision Taker and those recommendations have been accepted by the Decision Taker either in whole or without significant addition or modification.

3. What is required when a Call In is made?

- 3.1. The written notification of a Call-In shall specify reason(s) for the Call-In and any specific matters it seeks to see addressed, to assist the Decision Taker and Committee Members in preparing for the Committee Meeting.
- 3.2. Once a decision to Call-In has been properly taken then the item will be placed on the agenda for the next meeting of the relevant Scrutiny Committee.
- 3.5. The relevant Chief Officer and/or Exec Member shall have the right to attend the meeting to explain the reason for the decision and to respond to comments made at the meeting.

4. Issues to be addressed before the Scrutiny Committee Meeting

- 4.1. The Decision Taker will be invited to submit a written statement for consideration by the Committee. The written statement will specify the decision, the reasons for it and all matters/factors taken into account in making the decision.
- 4.2. The Decision Taker must be able to call in support whomsoever they feel appropriate. The Decision Taker shall notify the Chair as soon as reasonably possible of the witnesses they wish to be called in support of the decision and any such persons shall be called as witnesses, if the Chair considers it appropriate to do so.
- 4.3. In addition to that the Scrutiny Committee will have a view about who they wish to interview.

When a decision to Call-In is taken at Committee then the Committee can indicate simultaneously who they wish to interview.

Where the decision is taken outside the Committee it might not be realistic to have another Committee meeting to decide who to interview. In these circumstances the Chair shall consult with those Members who were party to the Call-In as to whether any additional witnesses are to be called and any nominations made by Members on that consultation may be called as witnesses, if the Chair considers it appropriate to do so.

- 4.4. Where any person called to be a witness is unable or unwilling to attend on the required date, then the Chair of the Scrutiny Committee shall either:
 - if the person is a Member of the Executive or an Officer, insist on the Member/Officer's attendance on the required date; or
 - if the Member or Officer is willing to attend on an alternative date, amend the original request to attend by deciding to arrange an alternative date for attendance; or
 - amend the original request to attend by deciding to accept a substitute Member, Officer or other person to attend on the original required date; or
 - revoke the original request to attend and decide that the Scrutiny Committee shall proceed with the review of the decision in the absence of the Member, Officer or other person or a substitute.

- 4.5. The Decision Taker's statement should be published with the agenda of the meeting at which interviews are to take place. It should be an open item unless there are valid press exclusion reasons. Where a decision has been treated as a press excluded item previously then advice will be given upon the relevant issues for the Committee to consider as to whether there are valid press exclusion reasons.
- 4.6. If the Chief Executive or the City Solicitor believes that dealing with a Call-In as an open item could cause any Officer to publicly disclose any matter which would be prejudicial to the Council, or prejudicial to a third party or in breach of a duty of confidentiality, then either of them may instruct the Officer to give such evidence only in the press and public excluded part of the meeting.

5. Process

- 5.1. All those to be interviewed should be present throughout but seated away from the Committee.

It is important that when someone is interviewed they have a full understanding of the Committee's concerns and what other interviewees have said. If someone is not present throughout then they will be disadvantaged in this regard. The process will not have been fair to them and their contribution will be diminished as will any decision of the Committee. There may be some interviewees whose involvement is peripheral and who may leave after interview if they wish and the Committee agrees.

- 5.2. If appropriate legal and financial advice should be given and considered.
- 5.3. The proposer of the Call-In may if he/she wishes make a presentation outlining his/her main concerns to help focus issues.

This should concentrate on any perceived deficiencies in the process by which the decision was made, and whether all relevant issues were taken into account and given due weight; **it should not be simply be an argument for an alternative decision to be made.**

- 5.4. Interviewees are to be called to the Committee table one at a time and allowed to make a presentation of up to 5 minutes without interruption. Thereafter Members of the Committee may ask questions.

The questions must be courteous and relevant. If an interviewee does not possess knowledge or information to answer a question then he or she must not be pressed.

- 5.5. At the conclusion of each interview the interviewee should be asked if there is anything he/she wishes to add/clarify and should be allowed so to do.
- 5.6. At the conclusion of all interviews all interviewees should be asked if they wish to add or clarify anything and should be allowed so to do.
- 5.7. The Committee will consider all relevant matters, debate the issues and decide which of the resolutions it wishes to adopt set out in paragraphs 13.7, 13.8 and 13.9 of the Scrutiny Procedure Rules, those being:-

- i. To support the original decision;
- ii. To refer back to Decision Taker (with or without recommendations); or
- iii. To refer to Council (this is only applicable if the decision is contrary to the policy framework or contrary to or not wholly in accordance with the budget).

5.8 If referred back to the Decision Taker they shall then reconsider and may amend the decision or not, before adopting a final decision which will come into effect immediately.

5.9 If the Scrutiny Committee does not refer the decision back to the Decision Taker, the decision shall take effect on the date of the scrutiny meeting.

6. Call in and Urgency

6.1 The call-in procedure shall not apply where the decision being taken is considered urgent. A decision will be urgent if any delay likely to be caused by the call-in process would seriously prejudice the legal or financial position of the Council or the interests of the residents of Manchester.

6.2 The record of the decision, and the notice by which it is made public shall state whether in the opinion of the decision making person or body (having considered the advice of the Head of the Paid Service and/or the Monitoring Officer and/or the Chief Finance Officer), the decision is an urgent one, and therefore not subject to call-in.

6.3 The Chair of a relevant scrutiny committee must agree both that the decision proposed is reasonable in all the circumstances and to it being treated as a matter of urgency.



**MANCHESTER
CITY COUNCIL**

GUIDANCE FOR QUESTIONING OF WITNESSES ON CALL-INS

The purpose of a Call-In is to ensure that there is an efficient and effective scrutiny of decisions. For this to be achieved not only must all relevant information be available for the Committee, but Members in questioning witnesses should make the best use of the opportunity by focusing on the relevant issues.

Unless all relevant information is disclosed in an appropriate Executive report, then witnesses should endeavour to prepare, for prior circulation to Members, a statement of the relevant information.

To assist witnesses Members should, in calling-in a matter, be as clear as possible as to the issues that they are concerned with.

Members involved in the Call-In are consulted on the appropriate witnesses and Members may wish to advise them in advance of particular issues they wish to raise or documents which they wish to refer to.

Officer/Member Protocol

The Protocol on relations between Members and officers stresses that for the effective conduct of business there must be mutual respect in all meetings and contact between Members and officers. In particular

- Members and officers should apply the rules of common courtesy to each other
- Members should be aware that officers are constrained in the response they may give to public comments by Members
- Members should not abuse officers and should not seek to undermine an officer's position by abuse, rudeness or ridicule.

This in no way reduces the Members' proper right and duty to criticise reports, actions and work of any department or section of the Council with the belief that such criticism is merited.

Call-In Protocol

The Call-In Protocol confirms

- Questions must be courteous and relevant
- If an interviewee does not possess knowledge or information to answer a question then he or she must not be pressed
- At the conclusion of each interview the interviewee should be asked if there is anything he or she wishes to add/clarify and should be allowed to do so

General Advice on Questioning

The following points should be borne in mind by Members in order that the debate and questioning can be focused and effective

- The purpose of the interview is to ask questions of interviewees and not to make statements. Interviewees are under no obligation to respond to statements not properly phrased as questions
- Little is gained by Members asking questions which are clearly already answered in either a report or statement already given
- Members are encouraged not to repeat questions asked either by other Members or indeed by the same Member
- The questions must be relevant to the concerns raised and should be aimed at gaining information which will assist enabling the Committee to make the appropriate decision
- The simpler and more direct that the question is then the more likely it is that an interviewee will answer directly
- If all relevant information has been obtained from a witness following questioning by other Members then Members can feel free to refrain from asking further questions as there is no obligation to ask questions.
- Purely rhetorical questions should be avoided
- If information has been obtained from one witness, there may be little point in asking the same questions of another witness