



# Public Space Protection Order Consultation

## Final Report



MANCHESTER  
CITY COUNCIL

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# 1. Introduction

## 1.1 Background

Manchester City Council has recently carried out a consultation with the public on a Public Space Protection Order (PSPO) to address issues that have been reported relating to behaviours by individuals and members of groups on Wynnstay Grove in Fallowfield, Manchester where Marie Stopes UK provides NHS and private abortion care. Manchester City Council commissioned Enventure Research to undertake the coding of all open-ended responses followed by analysis and reporting of the findings.

## 1.2 Project Aims

Manchester City Council wants to understand whether people agree with the PSPO boundary and why. This includes understanding:

- How respondents have been impacted by the behaviours identified in the PSPO
- Any other comments that respondents have about the behaviours identified
- Whether people support the requests from authorised officers and also what comments people have about the requests to authorised officers
- Which other designated zones respondents would like the Council to consider
- What are the preferred designated zones and why
- To what extent respondents agree with the proposal and why they agree or disagree
- Responses of those that live or work in the proposed area, work at the clinic or are a client or visitor to the clinic

## 1.3 Methodology

A questionnaire was designed by Manchester City Council. For reference, a copy of the questionnaire can be found in **Appendix A**.

The consultation was open from 20 September 2019 and closed on 15 November 2019 and received the following responses:

- 2,172 online responses (2,015 directly completed online questionnaires, plus 152 public written responses, received via email in the format of the questionnaire)
- Five responses from organisations
- 1,098 email responses which were identical in nature. These were received during the consultation and had the same responses. Consequently, these have been commented on separately.

## 2. Interpretation of the findings

This report contains tables and charts. In some instances, the responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table or chart
- Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
- A response of between 0% and 0.4% will be shown as 0%

Subgroup analysis has been undertaken to explore the results provided by different groups, such as those that live in the proposed PSPO area, those that live outside the proposed PSPO area, those that were or are a client or visitor to Marie Stopes, those that were or are a staff member of Marie Stopes, supporter of pro-life activities, supporter of pro-choice activities and those that own or work in a local business in the proposed PSPO area.

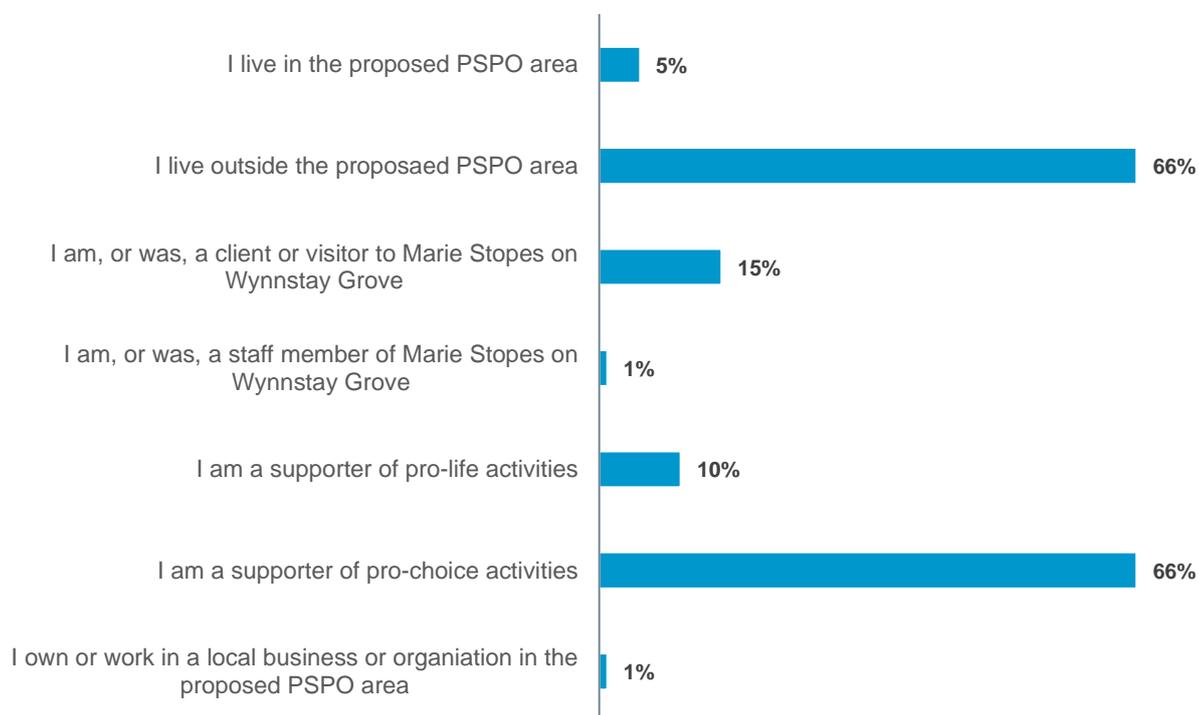
Throughout this report, those who took part in the surveys are referred to as 'respondents'.

# 3. Online Survey Research Findings

## 3.1 Respondent type

Respondents were provided with a range of statements and asked to choose a description that best described them. As shown in the figure below, the majority were living outside the proposed PSPO area (66%) and were supporters of pro-choice activities (66%). One in twenty (5%) respondents said they lived in the proposed PSPO area. One in ten (10%) said they were a supporter of pro-life activities. A total of 15% said they were a client or visitor to Marie Stopes.

**Figure 1 – (Q1) Which of these statements best describes you?**  
**Base: 1,986 Respondents could tick all that applied**

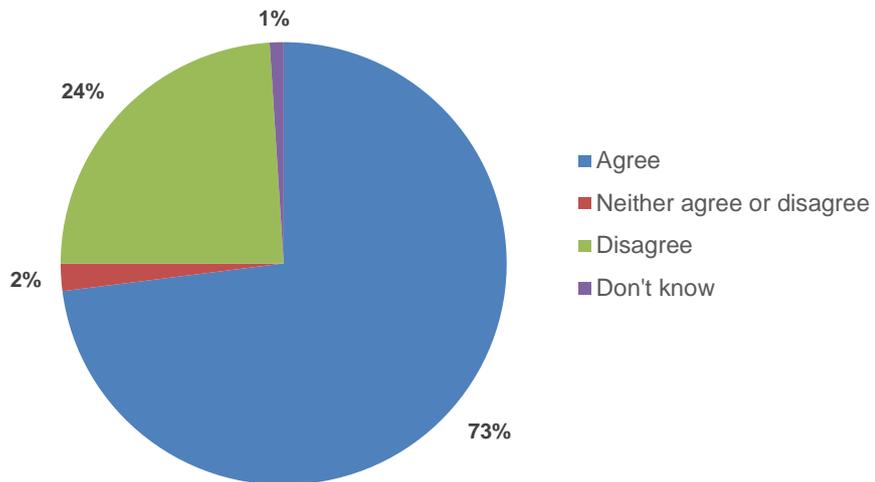


Response	Respondents	Percentage of respondents
I live in the proposed PSPO area	90	5%
I live outside the proposed PSPO area	1,317	66%
I am, or was, a client or visitor to Marie Stopes	291	15%
I am, or was, a staff member of Marie Stopes	12	1%
I am a supporter of pro-choice activities	1,311	66%
I own or work in a local business or organisation in the proposed PSPO area	14	1%

### 3.2 Proposed PSPO boundaries

When asked if they agreed or disagreed with the boundaries of the proposed PSPO area, almost three-quarters (73%) of respondents said they agreed. This compared to a quarter (24%) who said they disagreed. These figures are shown below.

**Figure 2 – (Q4) Do you agree or disagree with the boundaries of the proposed PSPO area?  
Base: 2,011**



Sub-group analysis shows that:

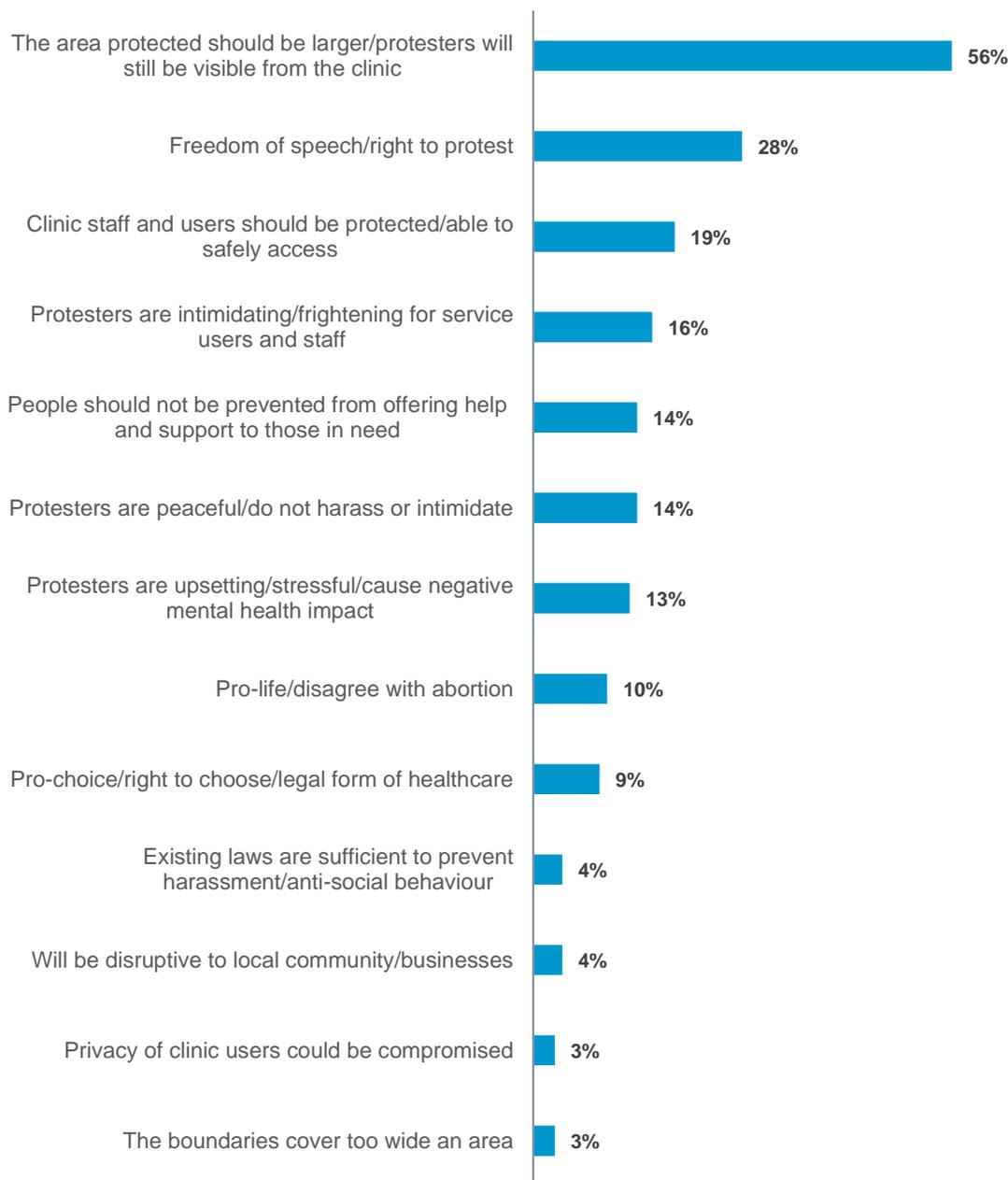
- Supporters of pro-choice activities were more likely to agree with the boundary than supporters of pro-life activities (79% compared to 17%)

Participants that disagreed with the boundaries of the proposed PSPO area were asked to explain why. As shown in the following figure, the most common response, given by 56% of respondents, was that the area protected should be larger/protesters will still be visible from the clinic. This was mentioned mainly by supporters of pro-choice activities (92% compared to 4% of supporters of pro-life activities).

The second most common response as to why they disagreed, was because of freedom of speech/right to protest. Supporters of pro-life activities were more likely to say this than supporters of pro-choice activities (62% compared to 3%).

One in five (19%) respondents said that clinic staff and users should be protected/able to safely access the building, with a further 16% saying protestors are intimidating and it is frightening for service users and staff.

**Figure 3 – (Q5) Why do you disagree with the boundaries of the proposed PSPO area?  
Base: Respondents that disagreed with the boundary proposal (470)**



Sub-group analysis shows that:

- Supporters of pro-choice activities and respondents that were a client or visitor to Marie Stopes were more likely to say the area protected should be larger than any other type of respondent (92% and 87% respectively, compared to 57% overall)
- Supporters of pro-life activities were more likely to say freedom of speech and the right to protest than any other type of respondent (62% compared to 37% overall)

### 3.3 Your view: Behaviours

Respondents were asked which behaviours they wanted to give their views on. The figure below details the responses. Respondents were asked the same five questions for each of the responses in the table below. The following section of the report details respondents' responses.

#### Figure 4 – (Q7) Which behaviours do you want to give your view on?

Base: All respondents (2,172)

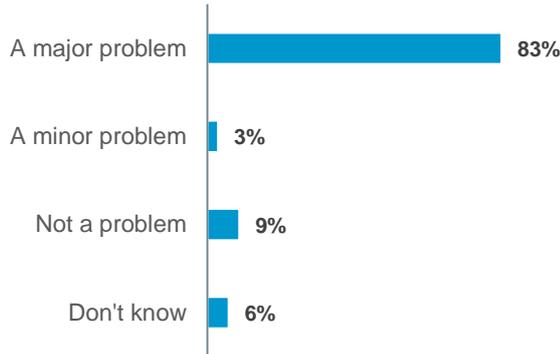
Response	Respondents	Percentage of respondents
Protesting namely engaging in any act of approval/disapproval or attempted act of approval/disapproval, with respect to issues related to abortion services by any means. This includes but is not limited to graphic, verbal or written means, prayer or counselling	1,746	87%
Interfering, or attempting to interfere, whether verbally or physically, with a staff member or service user of the Centre (service user includes any patient or visitor to the centre)	1,750	87%
Intimidating or harassing, or attempting to intimidate or harass, a staff member or service user of the Centre	1,771	88%
No person shall in a public place in the Restricted Area other than in the Designated Zone record or photograph a staff member or service user of the Centre without explicit consent of that person	1,608	80%
Displaying any text or images relating directly or indirectly to the termination of pregnancy	1,659	82%
Distributing any text or images relating directly or indirectly to the termination of pregnancy	1,658	82%
Playing amplified music, voice or audio recordings with respect to the approval or disapproval of abortion services	1,602	80%

### 3.4 Protesting behaviour

Respondents were asked how problematic protesting behaviour is in the proposed PSPO. As shown in the figure below, just over four in five (83%) respondents said they thought it was a major problem, with a further 3% saying it was a minor problem. One in eleven (9%) respondents said it was not a problem.

**Figure 5 – (Q7) How problematic do you think this behaviour is in the proposed PSPO area?**

Base: 1,741



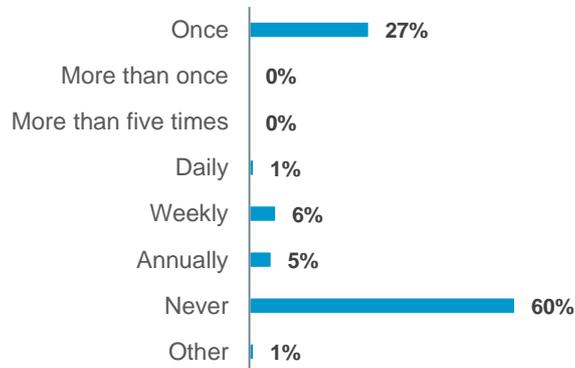
Sub-group analysis shows that:

- Respondents that were a client or visitor to Marie Stopes and supporters of pro-choice activities were more likely to say the behaviour was a major problem than supporters of pro-life activities (95% and 92% respectively, compared to 22%)
- Respondents living in the proposed PSPO are more likely to say the behaviour was not a problem than those living outside the area (19% compared to 7%)

When asked if they had personally experience problems with this behaviour, just over a quarter (27%) of respondents said they had experienced it once, with 1% saying they experienced it daily. A total of 6% said they experienced it weekly and 5% said annually. Three in five (60%), however, said that they never experienced this behaviour. These findings are shown in the figure below.

**Figure 6 – (Q8) How often have you personally experienced problems with this behaviour?**

Base: 1,515



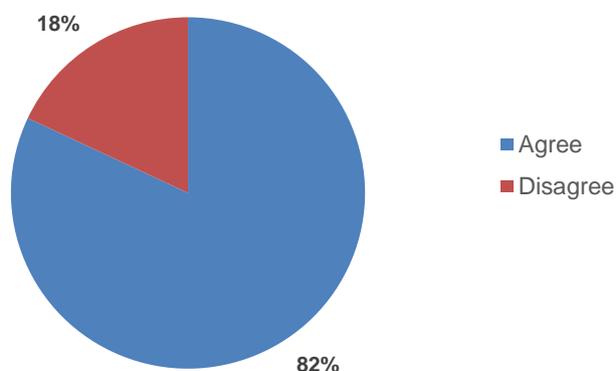
Sub-group analysis shows that:

- Respondents that were a client or visitor to Marie Stopes and supporters of pro-choice activities were more likely to say the behaviour was a major problem than supporters of pro-life activities (95% and 92% respectively, compared to 22%)
- Respondents living in the proposed PSPO are more likely to say the behaviour was not a problem than those living outside the area (19% compared to 7%)

When asked if they agreed or disagreed that this behaviour should be included in the PSPO, just over four in five (82%) said they agree, with 18% saying they disagree.

**Figure 7 – (Q9) Do you agree or disagree that this behaviour should be included in the PSPO?**

**Base: 1,721**

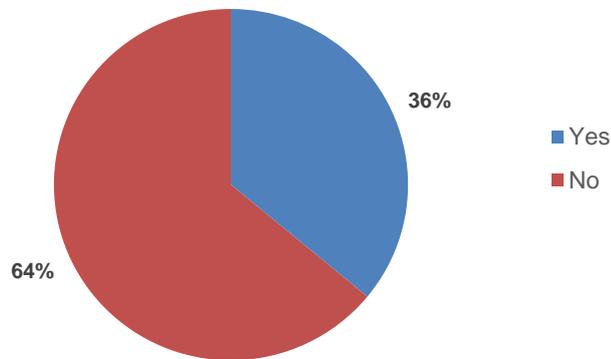


Sub-group analysis shows that:

- Supporters of pro-life activities were more likely to say they disagreed than any other respondent type (74% compared to 18% overall)

Just over a third (36%) of respondents said this behaviour had a detrimental effect on their quality of life, with the remaining 64% saying it did not.

**Figure 8 – (Q10) Has this behaviour had a detrimental effect on your quality of life?**  
**Base: 1,721**

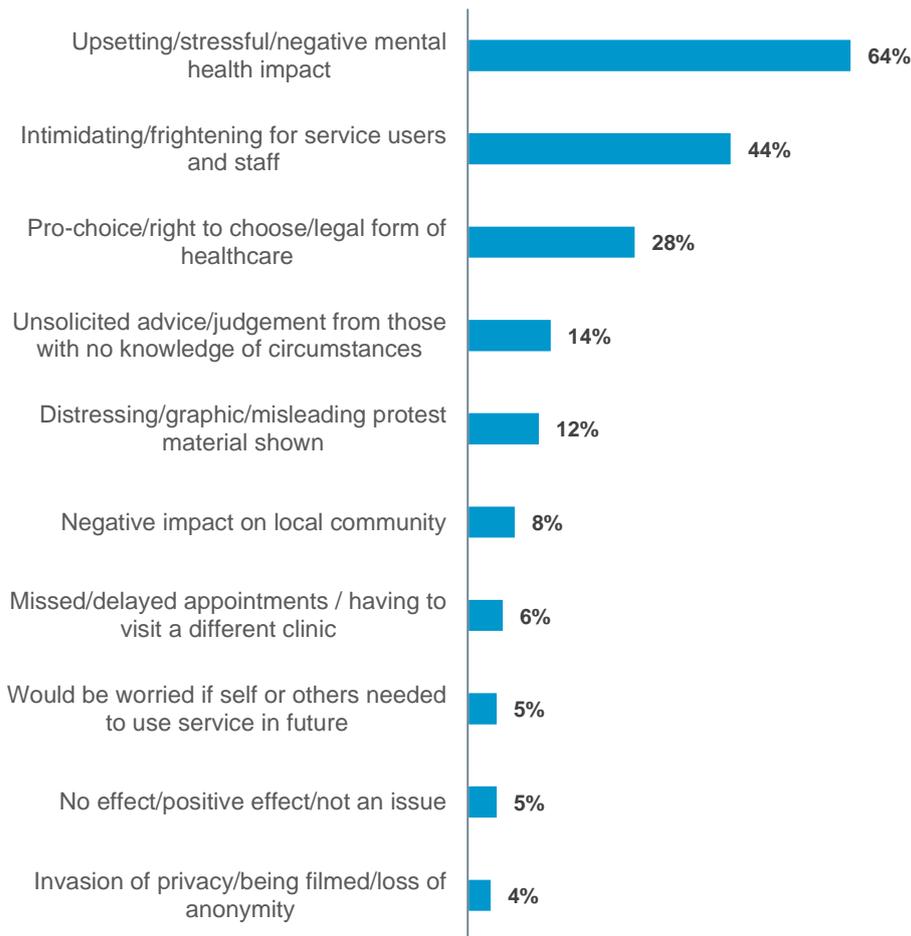


Sub-group analysis shows that:

- 69% of respondents that said they were a client or visitor to Marie Stopes and 57% of respondents that said they are a staff member of Marie Stopes said the behaviour had a detrimental effect on their quality of life (compared to 36% overall)

Respondents that said it had a detrimental effect on their quality of life were asked to explain how they or others were affected. As shown in the figure below, 64% of these respondents said it was upsetting, stressful and had a negative health impact and 44% said they found it intimidating and frightening for service users and staff. Almost three in ten (28%) said people had a right to choose and the services were a legal form of healthcare. All other responses are shown in the figure below.

**Figure 9 – (Q11) If yes, please tell us how you or other were affected?**  
**Base: 597**



Sub-group analysis shows that:

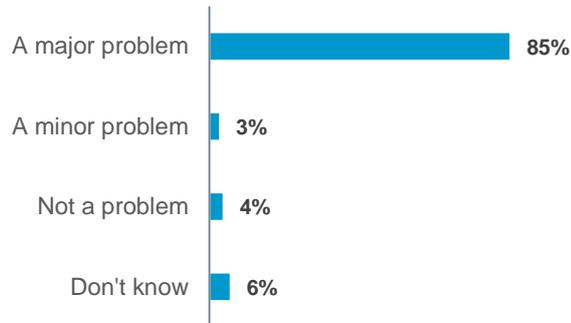
- 78% of respondents that are, or were, a client of visitor to Marie Stopes said the behaviour had been upsetting, stressful and had a negative mental health impact

### 3.5 Interfering behaviour

Respondents were asked how interfering behaviour (verbally or physical) is in the proposed PSPO. As shown in the figure below, over four in five (85%) said it was a major problem.

**Figure 10 – (Q12) How problematic do you think this behaviour is in the proposed PSPO area?**

Base: 1,737



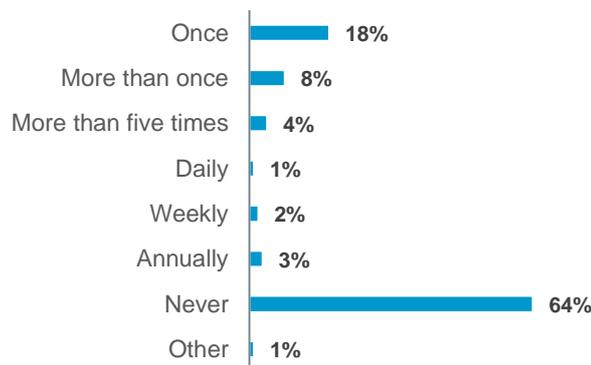
Sub-group analysis shows that:

- 90% of supporters of pro-choice activities and 90% of clients or visitors to Marie Stopes said it was a major problem compared to 36% of supports of pro-life activities
- Respondents living outside the proposed PSPO area were more likely to say it was a major problem compared to those living in the proposed PSPO (87% compared to 70%)

Almost one in five (18%) said they had personally experienced problems once, with 8% saying more than once and 4% saying more than five times. These findings are shown in the figure below.

**Figure 11 – (Q13) How often have you personally experienced problems with this behaviour?**

Base: 1,607



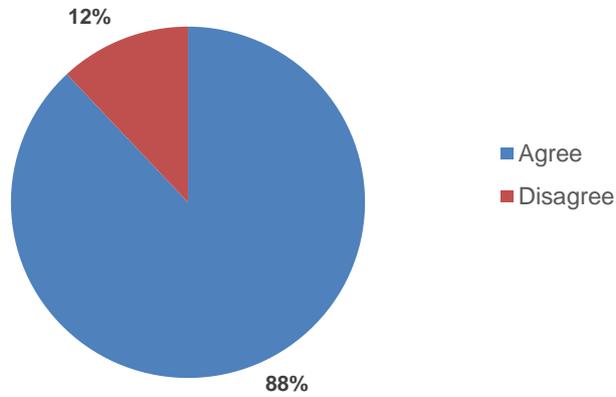
Sub-group analysis shows that:

- 44% of respondents that were a client or visitor said they had experienced problems once and 34% said never

As shown in the figure below, almost nine in ten (88%) respondents said they agree that this type of behaviour should be included in the PSPO.

**Figure 12 – (Q14) Do you agree or disagree that this behaviour should be included in the PSPO?**

**Base: 1,714**



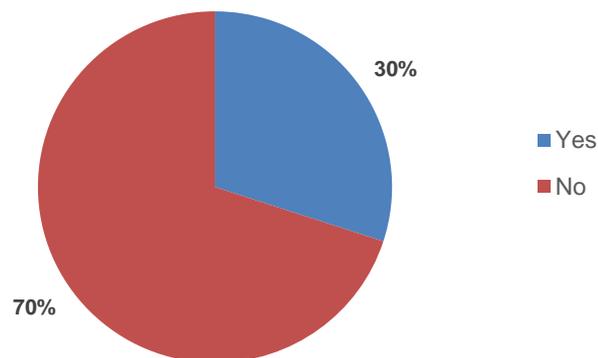
Sub-group analysis shows that:

- Respondents living outside the proposed PSPO were more likely to agree than those living inside the proposed PSPO (90% compared to 70%)
- Respondents that were or are a client or visitor to Marie Stopes are more likely to agree than supports of pro-life activities (95% compared to 38%)

Three in ten (30%) said this behaviour had a detrimental effect on their quality of life.

**Figure 13 – (Q15) Has this behaviour had a detrimental effect on your quality of life?**

**Base: 1,709**

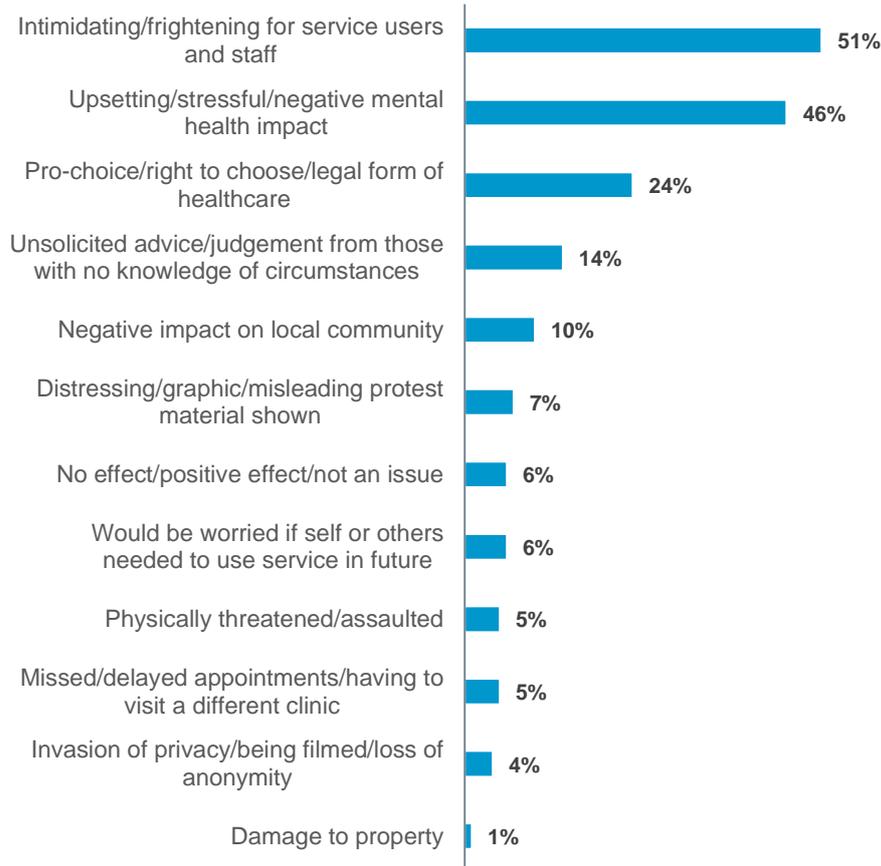


Sub-group analysis shows that:

- 52% of respondents that are a client or visitor said this behaviour had a detrimental effect on their quality of life

Respondents that said it had a detrimental effect on their quality of life were asked to explain how they or others were affected. As shown in the figure below, the most common response, provided by 51% of respondents that said it had a detrimental effect on their quality of life, was that it was intimidating and frightening for service users and staff. The second most common response, provided by 46% of respondents, was that it was upsetting, stressful and had a negative mental health impact. A quarter (24%) said it was a right to choose (pro-choice) and a legal form of healthcare.

**Figure 14 – (Q16) If yes, please tell us how you or other were affected?**  
**Base: 437**



Sub-group analysis shows that:

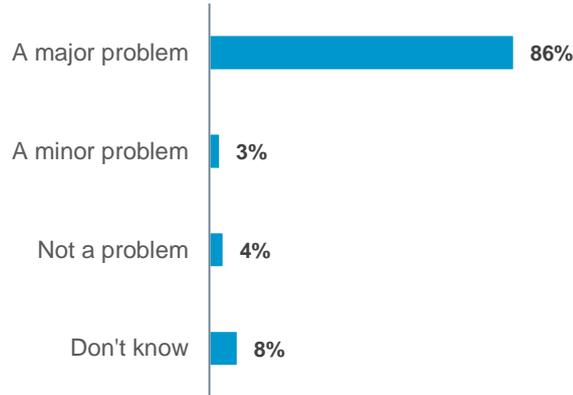
- 60% of respondents that were clients or visitors to Marie Stopes said it was upsetting, stressful and had a negative mental health impact

### 3.6 Intimidating or harassing behaviour

Respondents were asked how problematic they thought intimidating or harassing behaviour was in the proposed PSPO area. Almost nine in ten (86%) thought it was a major problem with a further 3% saying it was a minor problem. A total of 4% said it was not a problem.

**Figure 15 – (Q17) How problematic do you think this behaviour is in the proposed PSPO area?**

**Base: 1,745**



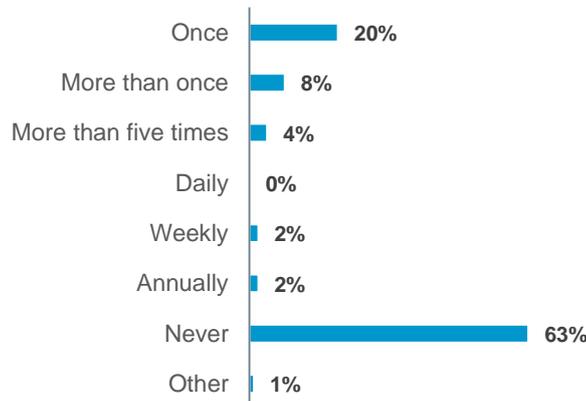
Sub-group analysis shows that:

- 91% of supporters of pro-choice said it was a major problem, compared to 38% of supporters of pro-life activities
- 91% of respondents that are a client or visitor said it was a major problem
- Those living outside the proposed PSPO were more likely to say it was a major problem compared to those living inside the area (88% compared to 73%)

One in five (20%) respondents said they had personally experienced problems once, with 8% saying more than once and a further 4% saying more than five times. Just over three in five (63%) respondents said they had never experienced this behaviour. These findings are shown in the following figure.

**Figure 16 – (Q18) How often have you personally experienced problems with this behaviour?**

**Base: 1,633**



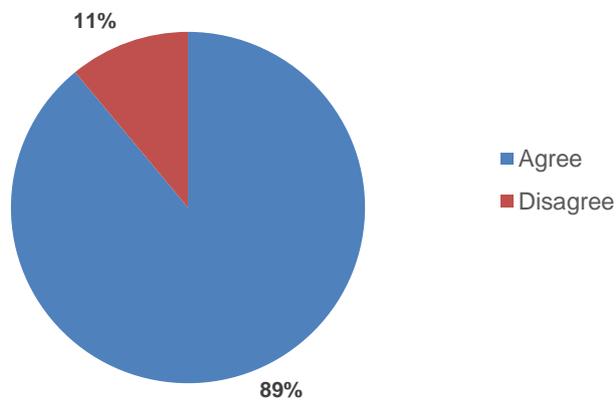
Sub-group analysis shows that:

- Respondents that are a client or visitor to Marie Stopes are more likely to say that they had experienced this behaviour once (48% compared to 20% overall)
- Those living outside the proposed area were more likely to say once than those living inside the area (18% compared to 8%)

Nine in ten (89%) of respondents agree that this behaviour should be included in the PSPO.

**Figure 17 – (Q19) Do you agree or disagree that this behaviour should be included in the PSPO?**

**Base: 1,725**

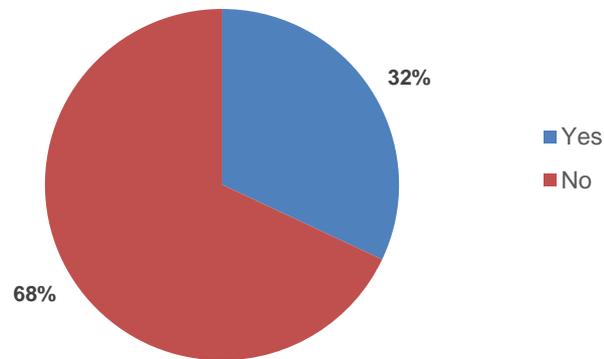


Sub-group analysis shows that:

- 92% of supporters of pro-choice agree compared to 42% of supporters of pro-life
- 97% of respondents that are a client or visitor agree
- Those living outside the proposed PSPO were more likely to agree compared to those living inside the area (91% compared to 74%)

32 % of respondents said this behaviour had a detrimental effect on the quality of their life and 68% said it did not.

**Figure 18 – (Q20) Has this behaviour had a detrimental effect on your quality of life?**  
**Base: 1,710**

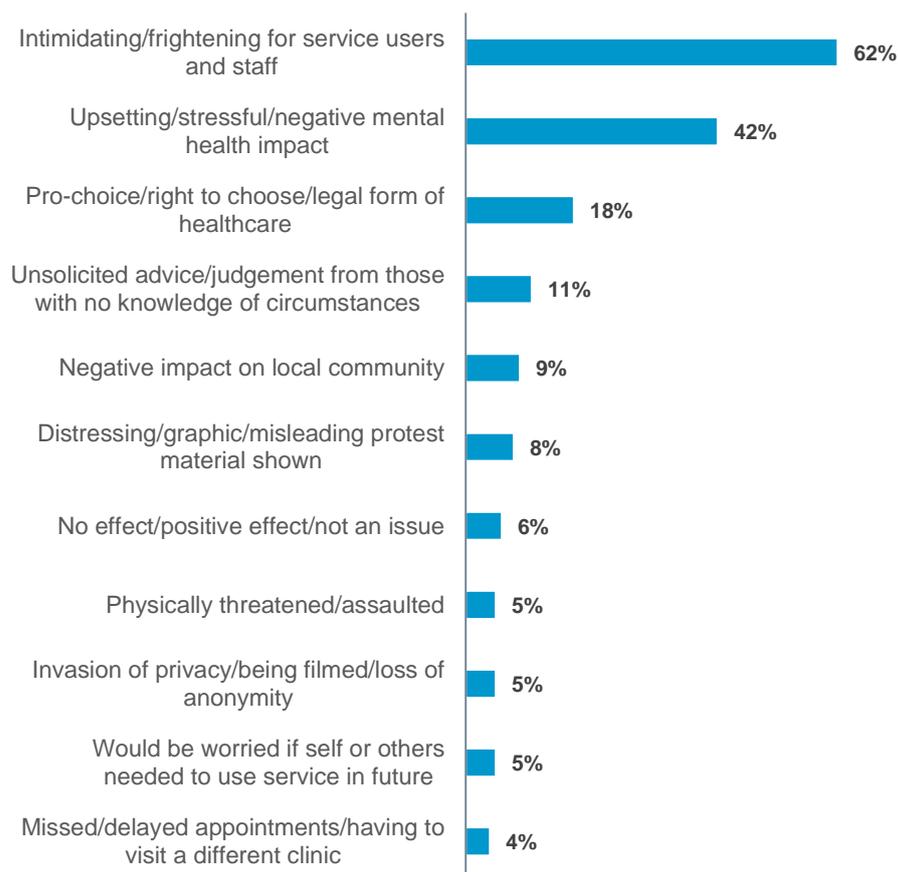


Sub-group analysis shows that:

- 58% of respondents that are a client or visitor said this behaviour had a detrimental effect on their quality of life
- 37% of respondents living in the proposed PSPO area said this behaviour had a detrimental effect on their quality of life

Respondents that said it had a detrimental effect on their quality of life were asked to explain how they or others were affected. As shown in the figure below, the most common response, provided by 62% of respondents was that the behaviour was intimidating and frightening for service users and staff. The second more common response mentioned by 42% of respondents that said the behaviour had a detrimental effect on the quality of their life, was that it was upsetting, stressful and had a negative mental health impact.

**Figure 19 – (Q21) If yes, please tell us how you or other were affected?**  
**Base: 433**



Sub-group analysis shows that:

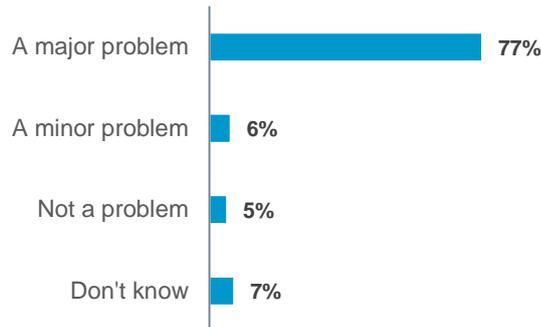
- 61% of respondents that were clients or visitors to Marie Stopes said it was intimidating and frightening for service users and staff
- 56% of respondents that were clients or visitors to Marie Stopes said it was upsetting, stressful and had a negative mental health impact

### 3.7 Recording or photographing behaviour

Respondents were asked how problematic they thought recording or photographing behaviour was in the proposed PSPO area. As shown in the figure below, just over three-quarters (77%) said it was a major problem, with 6% saying it was a minor problem. A total of 5% said it was not a problem.

**Figure 20 – (Q22) How problematic do you think this behaviour is in the proposed PSPO area?**

**Base: 1,591**



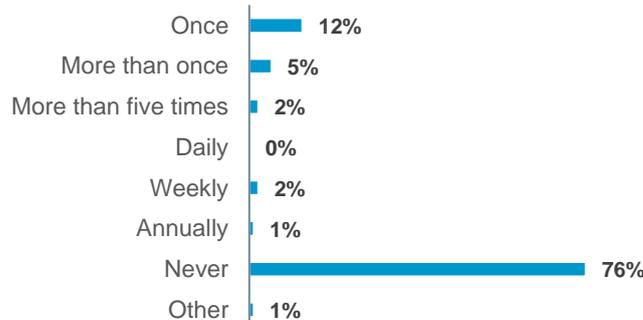
Sub-group analysis shows that:

- 80% of supporters of pro-choice said it was a major problem, compared to 36% of supporters of pro-life activities
- 74% of respondents that are a client or visitor said it was a major problem
- Those living outside the proposed PSPO were more likely to say it was a major problem compared to those living inside the area (78% compared to 64%)

One in eight (12%) respondents said they had personally experienced problems once, with 5% saying more than once and a further 2% saying more than five times. Three-quarters (76%) of respondents said they had never experienced this behaviour. These findings are shown in the following figure.

**Figure 21 – (Q23) How often have you personally experienced problems with this behaviour?**

**Base: 1,489**



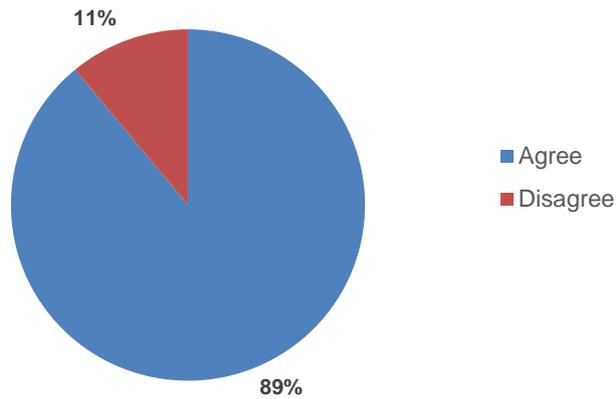
Sub-group analysis shows that:

- Respondents that are a client or visitor to Marie Stopes are more likely to say that they had experienced this behaviour once (29% compared to 12% overall)

As shown in the figure below, nine in ten (89%) of respondents agree that this behaviour should be included in the PSPO. A total of 11% said they disagree.

**Figure 22 – (Q24) Do you agree or disagree that this behaviour should be included in the PSPO?**

**Base: 1,570**



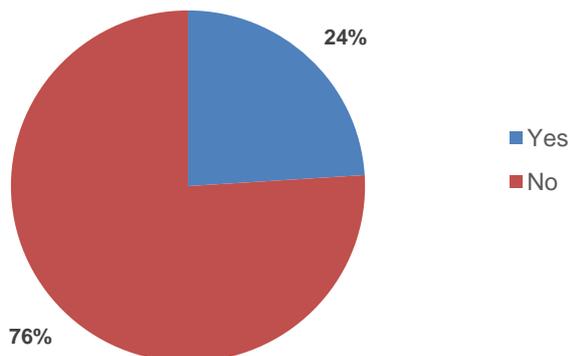
Sub-group analysis shows that:

- 92% of supporters of pro-choice agree compared to 42% of supporters of pro-life
- 97% of respondents that are a client or visitor agree
- Those living outside the proposed PSPO were more likely to agree compared to those living inside the area (91% compared to 74%)

24% of respondents said this behaviour had a detrimental effect on the quality of their life and 76% said it did not.

**Figure 23 – (Q25) Has this behaviour had a detrimental effect on your quality of life?**

**Base: 1,539**

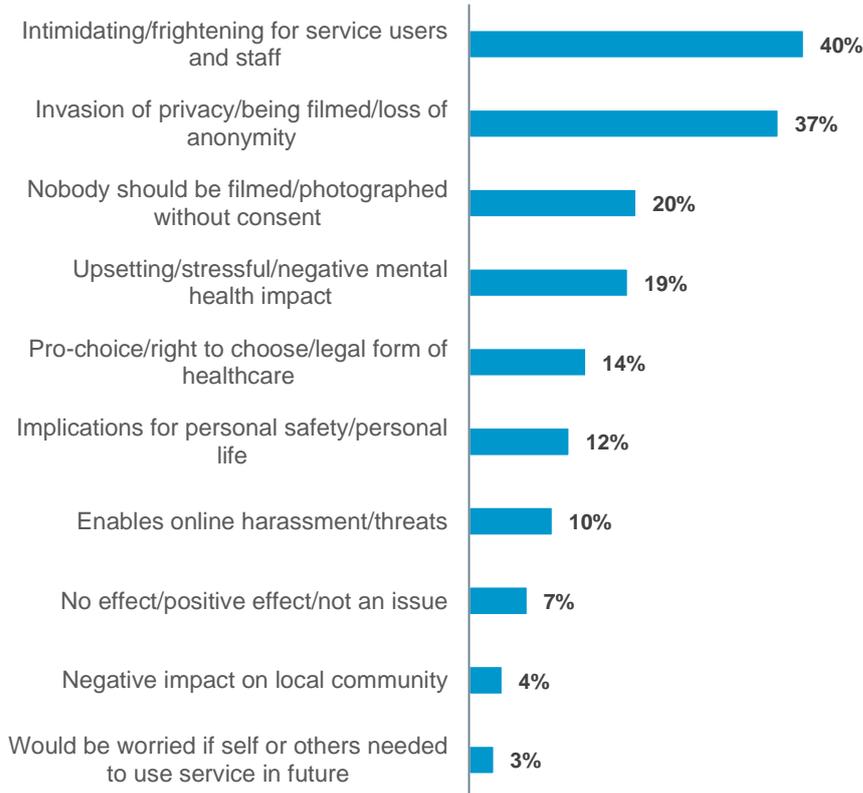


Sub-group analysis shows that:

- 36% of respondents that are a client or visitor said this behaviour had a detrimental effect on their quality of life

Respondents that said it had a detrimental effect on their quality of life were asked to explain how they or others were affected. As shown in the figure below, the most common response, provided by 40% was that the behaviour was intimidating and frightening for service users and staff. The second more common response mentioned by 37% of respondents that said the behaviour had a detrimental effect on the quality of their life, was that it was an invasion of privacy and being filmed led to a loss of anonymity.

**Figure 24 – (Q26) If yes, please tell us how you or other were affected?**  
**Base: 338**



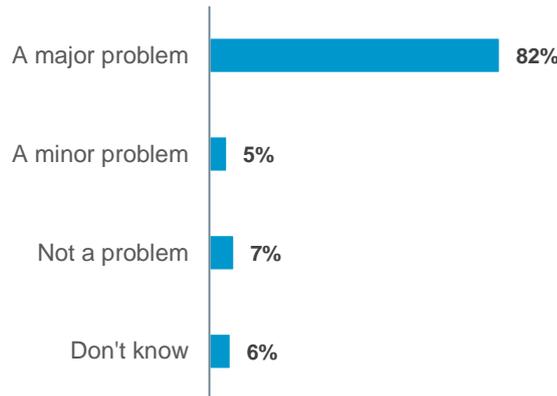
Sub-group analysis shows that there were no significant differences.

### 3.8 Displaying text or image behaviour

Respondents were asked how problematic they thought displaying text or images relating directly or indirectly to the termination of pregnancy was in the proposed PSPO area. As shown in the figure below, just over four in five (82%) said it was a major problem, with 5% saying it was a minor problem. A total of 7% said it was not a problem.

**Figure 25 – (Q27) How problematic do you think this behaviour is in the proposed PSPO area?**

**Base: 1,640**

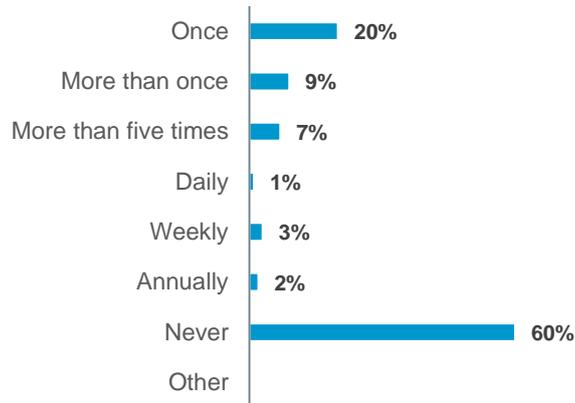


Sub-group analysis shows that:

- 89% of supporters of pro-choice said it was a major problem, compared to 38% of supporters of pro-life activities
- 93% of respondents that are a client or visitor said it was a major problem
- Those living outside the proposed PSPO were more likely to say it was a major problem compared to those living inside the area (84% compared to 68%)

One in five (20%) respondents said they had personally experienced problems once, with 9% saying more than once and a further 7% saying more than five times. Three in five (60%) of respondents said they had never experienced this behaviour. These findings are shown in the following figure.

**Figure 26 – (Q28) How often have you personally experienced problems with this behaviour?**  
**Base: 1,514**

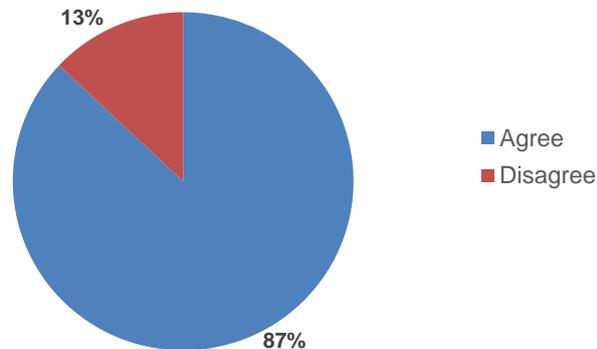


Sub-group analysis shows that:

- Respondents that are a client or visitor to Marie Stopes are more likely to say that they had experienced this behaviour once (51% compared to 20% overall)

As shown in the figure below, almost nine in ten (87%) of respondents agree that this behaviour should be included in the PSPO. A total of 13% said they disagree.

**Figure 27 – (Q29) Do you agree or disagree that this behaviour should be included in the PSPO?**  
**Base: 1,621**

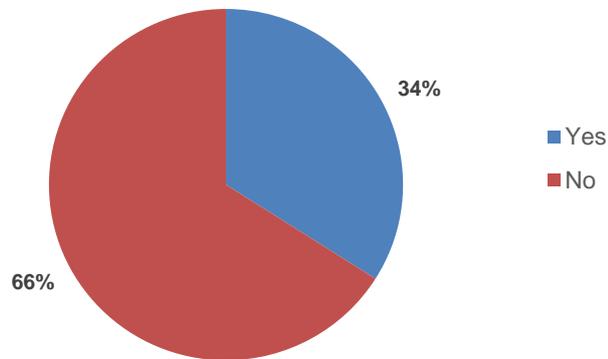


Sub-group analysis shows that:

- 92% of supporters of pro-choice agree compared to 32% of supporters of pro-life
- 96% of respondents that are a client or visitor agree
- Those living outside the proposed PSPO were more likely to agree compared to those living inside the area (89% compared to 66%)

34% of respondents said this behaviour had a detrimental effect on the quality of their life and 66% said it did not.

**Figure 28 – (Q30) Has this behaviour had a detrimental effect on your quality of life?**  
**Base: 1,597**

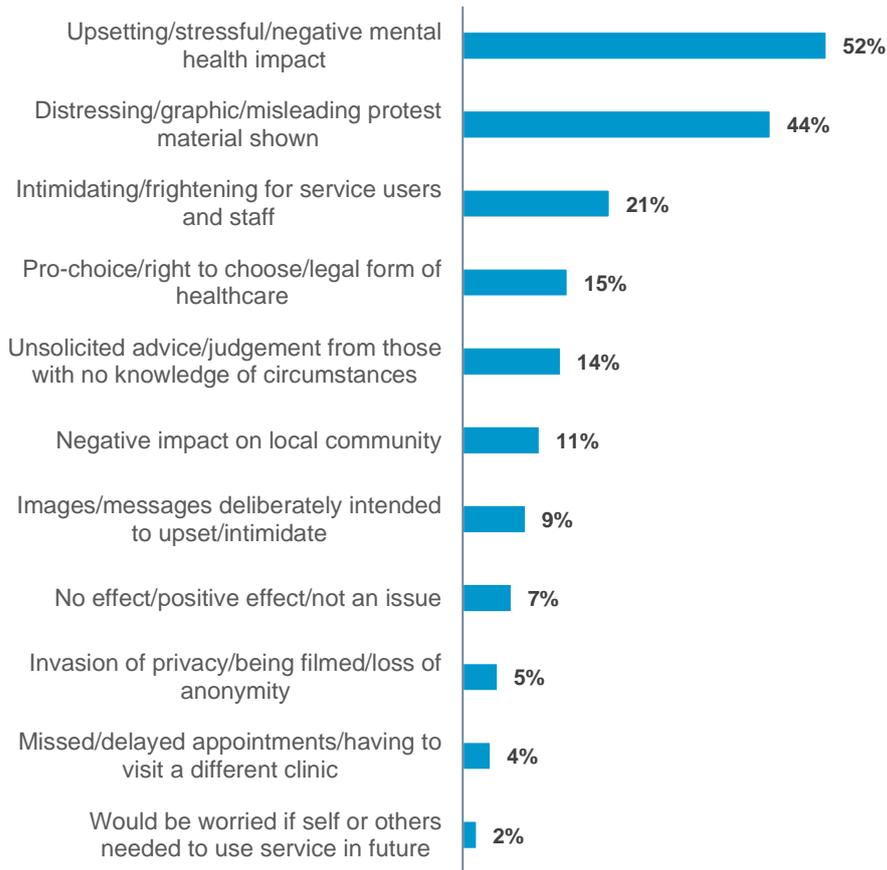


Sub-group analysis shows that:

- 61% of respondents that are a client or visitor said this behaviour had a detrimental effect on their quality of life

Respondents that said it had a detrimental effect on their quality of life were asked to explain how they or others were affected. As shown in the figure below, the most common response, provided by 52% was that the behaviour was upsetting, stressful and had a negative mental health impact. The second more common response mentioned by 44% of respondents that said the behaviour had a detrimental effect on the quality of their life, was that it was distressing, graphic and misleading protest material was being shown.

**Figure 29 – (Q31) If yes, please tell us how you or other were affected?**  
**Base: 425**



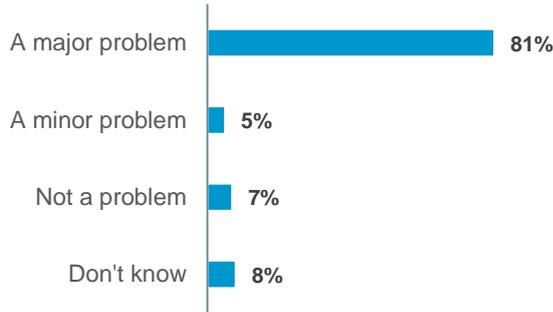
Sub-group analysis shows that there were no significant differences.

### 3.9 Distributing text or image behaviour

Respondents were asked how problematic they thought distributing text or images relating directly or indirectly to the termination of pregnancy was in the proposed PSPO area. As shown in the figure below, just over four in five (81%) said it was a major problem, with 5% saying it was a minor problem. A total of 7% said it was not a problem. A total of 7% said it was not a problem. A total of 7% said it was not a problem. A total of 7% said it was not a problem.

**Figure 30 – (Q32) How problematic do you think this behaviour is in the proposed PSPO area?**

**Base: 1,638**



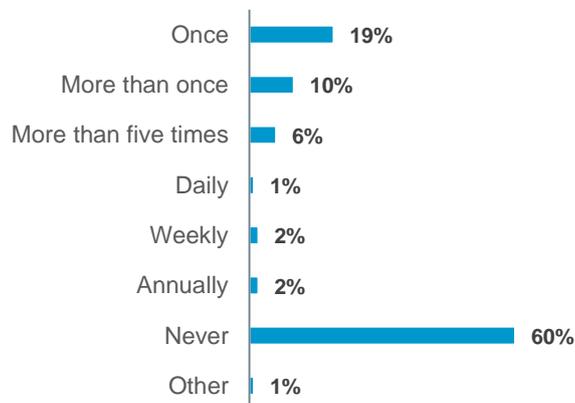
Sub-group analysis shows that:

- 87% of supporters of pro-choice said it was a major problem, compared to 27% of supporters of pro-life activities
- 91% of respondents that are a client or visitor said it was a major problem
- Those living outside the proposed PSPO were more likely to say it was a major problem compared to those living inside the area (82% compared to 66%)

One in five (19%) respondents said they had personally experienced problems once, with 10% saying more than once and a further 6% saying more than five times. Three in five (60%) of respondents said they had never experienced this behaviour. These findings are shown in the following figure.

**Figure 31 – (Q33) How often have you personally experienced problems with this behaviour?**

**Base: 1,547**



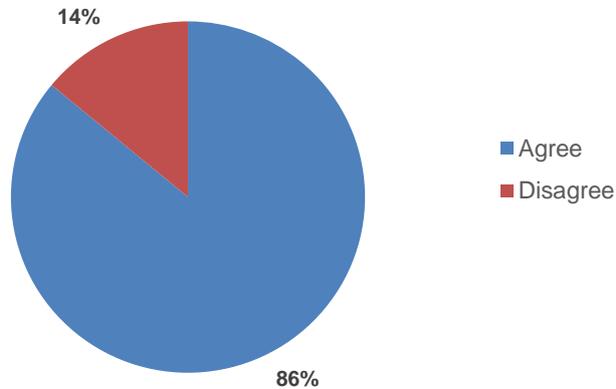
Sub-group analysis shows that:

- Respondents that are a client or visitor to Marie Stopes are more likely to saying they had experienced this behaviour once (45% compared to 19% overall)
- Those living outside the proposed area were more likely to say once than those living inside the area (18% compared to 8%)

As shown in the figure below, almost nine in ten (86%) of respondents agree that this behaviour should be included in the PSPO. A total of 14% said they disagree.

**Figure 32 – (Q34) Do you agree or disagree that this behaviour should be included in the PSPO?**

**Base: 1,621**

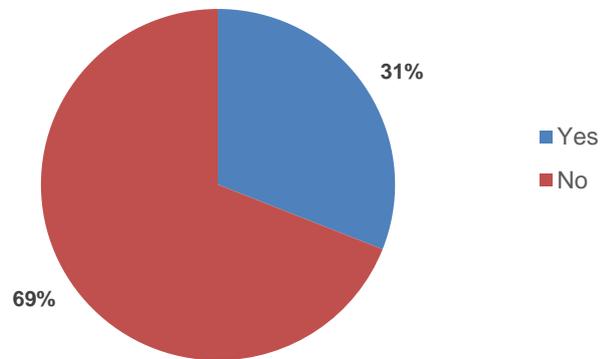


Sub-group analysis shows that:

- 92% of supporters of pro-choice agree compared to 31% of supporters of pro-life
- 96% of respondents that are a client or visitor agree
- Those living outside the proposed PSPO were more likely to agree compared to those living inside the area (88% compared to 66%)

31% respondents said this behaviour had a detrimental effect on the quality of their life and 69% said it did not.

**Figure 33 – (Q35) Has this behaviour had a detrimental effect on your quality of life?**  
**Base: 1,594**

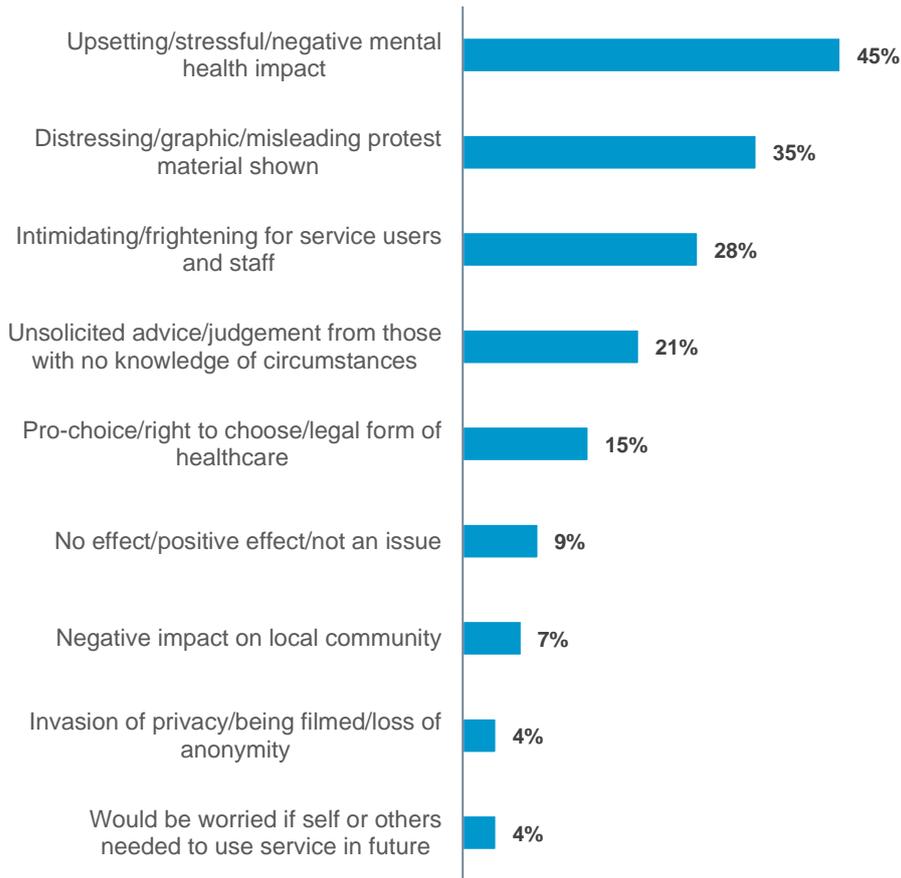


Sub-group analysis shows that:

- 54% of respondents that are a client or visitor said this behaviour had a detrimental effect on their quality of life

Respondents that said it had a detrimental effect on their quality of life were asked to explain how they or others were affected. As shown in the figure below, the most common response, provided by 45% was that the behaviour was upsetting, stressful and had a negative mental health impact. The second most common response mentioned by 35% of respondents that said the behaviour had a detrimental effect on the quality of their life, was that it was distressing, graphic and misleading protest material was being shown.

**Figure 34 – (Q36) If yes, please tell us how you or other were affected?  
Base: 363**



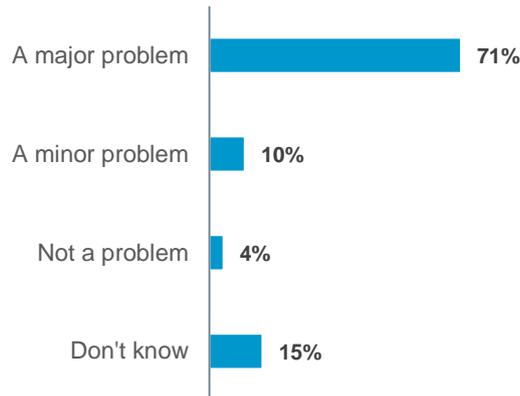
Sub-group analysis shows that there were no significant differences.

### 3.10 Amplified music, voice or audio recording behaviour

Respondents were asked how problematic they thought playing amplified music, voice or audio recordings with respect to the approval or disapproval of abortion services was in the proposed PSPO area. As shown in the figure below, seven in ten (71%) said it was a major problem, with 10% saying it was a minor problem. A total of 4% said it was not a problem.

**Figure 35 – (Q37) How problematic do you think this behaviour is in the proposed PSPO area?**

Base: 1,578



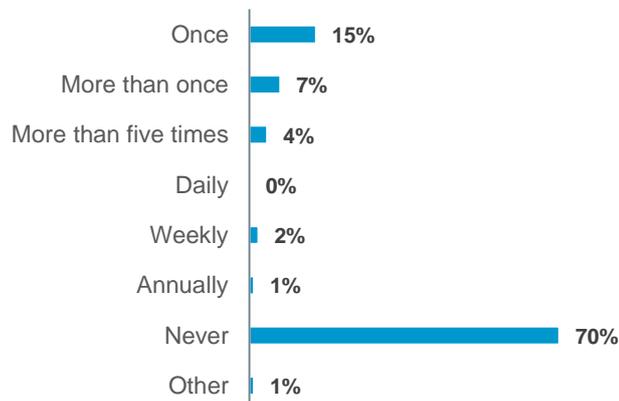
Sub-group analysis shows that:

- 74% of supporters of pro-choice said it was a major problem, compared to 35% of supporters of pro-life activities
- 70% of respondents that are a client or visitor said it was a major problem

One in seven (15%) respondents said they had personally experienced problems once, with 7% saying more than once and a further 4% saying more than five times. Seven in ten (70%) of respondents said they had never experienced this behaviour. These findings are shown in the following figure.

**Figure 36 – (Q38) How often have you personally experienced problems with this behaviour?**

Base: 1,504



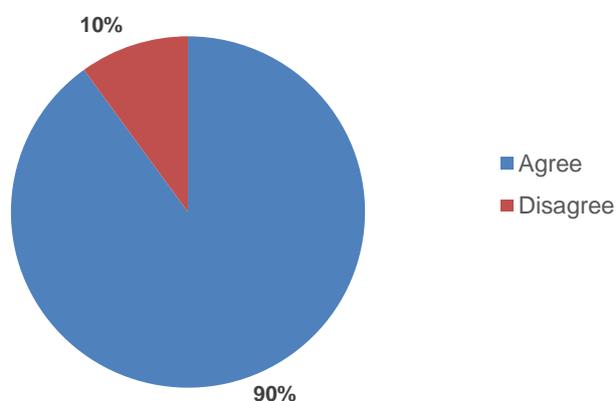
Sub-group analysis shows that:

- Respondents that are a client or visitor to Marie Stopes are more likely to say they had experienced this behaviour once (32% compared to 15% overall)

As shown in the figure below, nine in ten (90%) of respondents agree that this behaviour should be included in the PSPO. A total of 10% said they disagree.

**Figure 37 – (Q39) Do you agree or disagree that this behaviour should be included in the PSPO?**

**Base: 1,560**

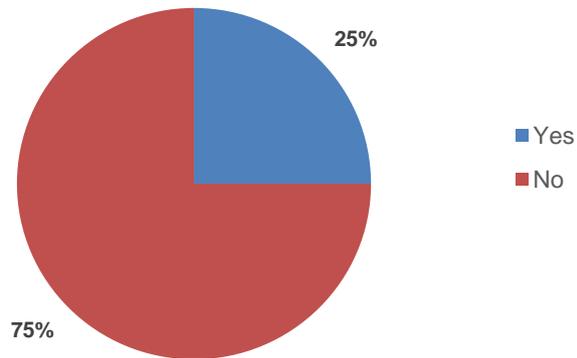


Sub-group analysis shows that:

- 93% of supporters of pro-choice agree compared to 32% of supporters of pro-life
- 97% of respondents that are a client or visitor agree
- Those living outside the proposed PSPO were more likely to agree compared to those living inside the area (92% compared to 68%)

25% of respondents said this behaviour had a detrimental effect on the quality of their life and 75% said it did not.

**Figure 38 – (Q40) Has this behaviour had a detrimental effect on your quality of life?**  
Base: 1,531

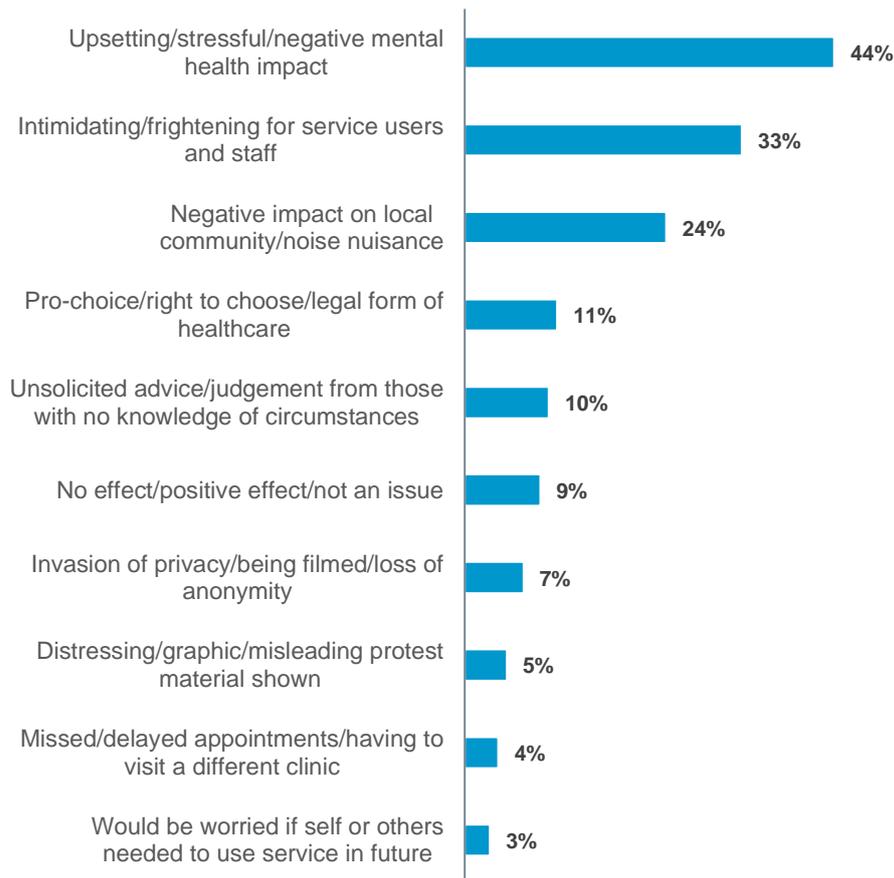


Sub-group analysis shows that:

- 36% of respondents that are a client or visitor said this behaviour had a detrimental effect on their quality of life

Respondents that said it had a detrimental effect on their quality of life were asked to explain how they or others were affected. As shown in the figure below, the most common response, provided by 44% was that the behaviour was upsetting, stressful and had a negative mental health impact. The second more common response mentioned by 33% of respondents that said the behaviour had a detrimental effect on the quality of their life, was that it was intimidating and frightening for service users and staff.

**Figure 39 – (Q41) If yes, please tell us how you or other were affected?**  
**Base: 299**



Sub-group analysis shows that:

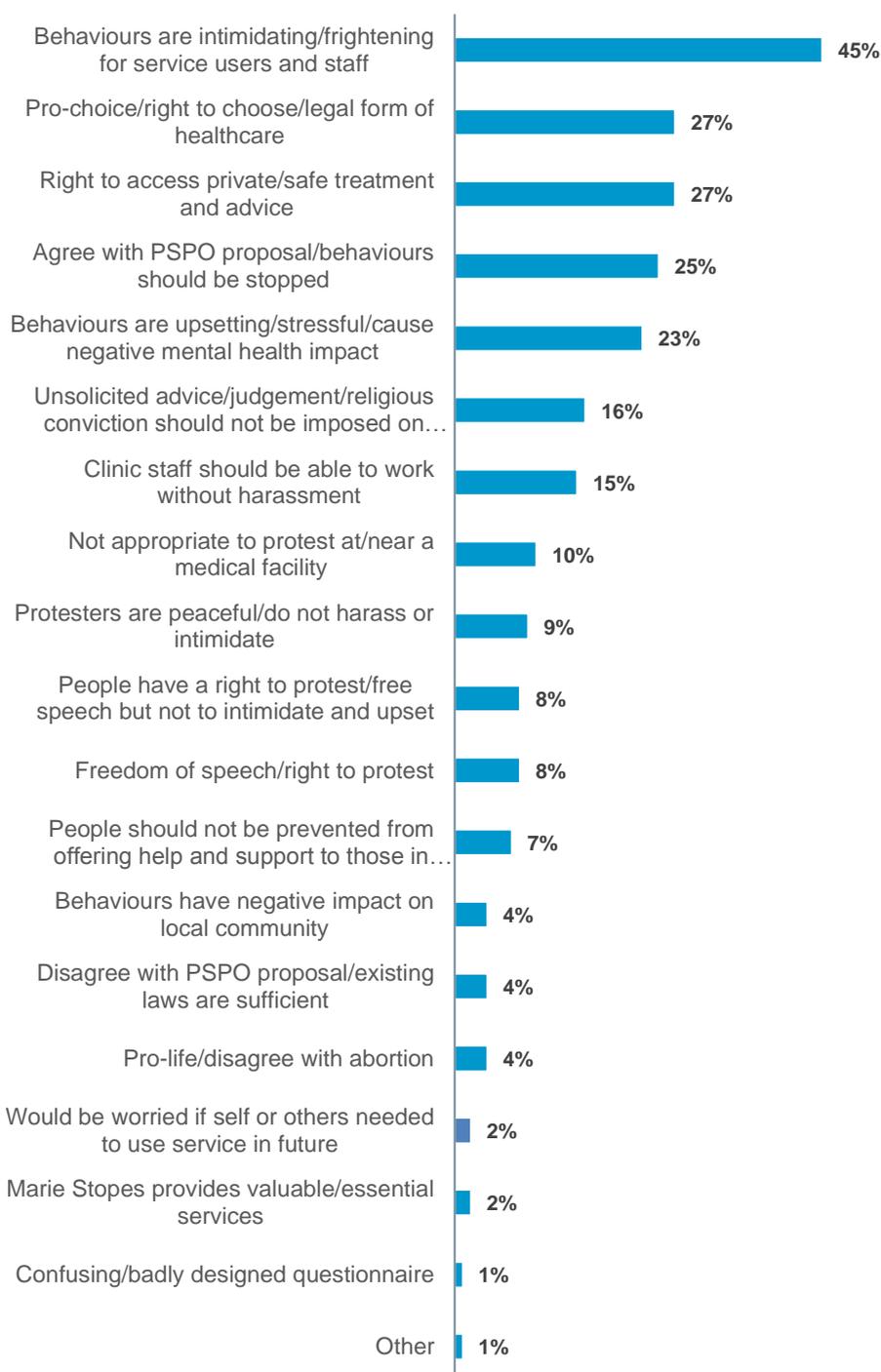
- 64% of respondents that were clients or visitors to Marie Stopes said it was upsetting, stressful and had a negative mental health impact

### 3.11 Any further comments about behaviours

Respondents were asked if they had any further comments about any of the behaviours asked about in the consultation. As shown in the figure below, over two in five (45%) respondents said the behaviours are intimidating, frightening for service users and staff. A further 27% said that there was a right to choose as it was a legal form of healthcare, and people have a right to access private and safe treatment and advice. A quarter (25%) of these respondents agreed with the PSPO and that the behaviours should be stopped.

**Figure 40 – (Q42) If you have any further comments on any of the behaviours please state here?**

**Base: 804**



### 3.12 Requests from authorised officers

Respondents were asked if they agreed or disagreed with two proposals regarding requests from authorised offices, namely requests to leave the PSPO area and not return within 24 hours and to provide their name, address and date of birth to the authorised officers.

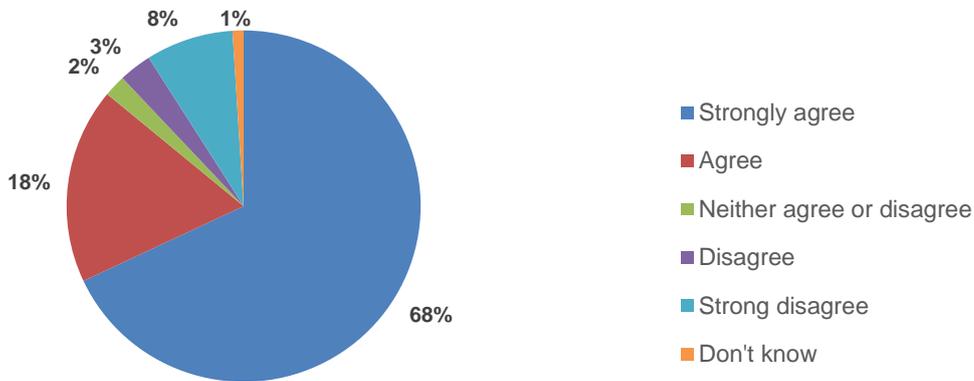
As shown in the figure below, 86% of respondents said they agreed (68% strongly agree, 18% agree) with the proposal that an authorised officer can request anyone that they suspect of breaching any of the prohibitions or requirements must leave the PSPO area and not return within 24 hours. A total of 11% said they disagreed (8% strongly disagree, 3% disagree).

Slightly fewer respondents (83%) said they agree with the second proposal of requesting to provide their name, address and date of birth. One in ten (10%) said they strongly disagreed.

#### Request to leave the PSPO area and not return within 24 hours

Figure 41 – (Q43) Do you agree or disagree with this proposal?

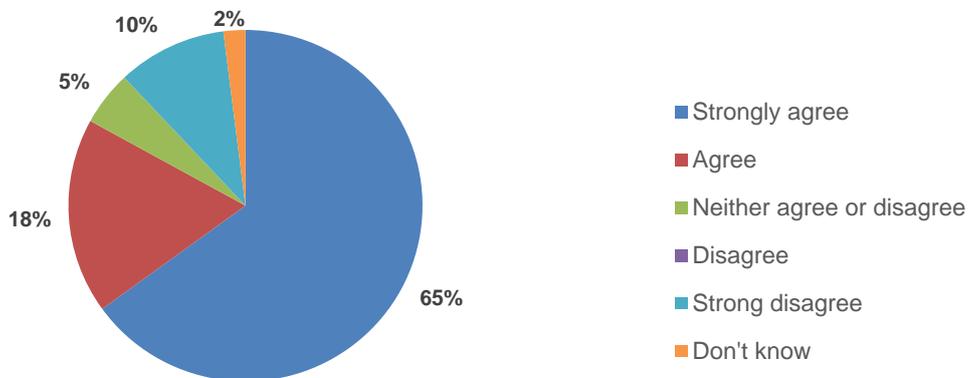
Base: 1,989



#### Request to provide their name, address and date of birth

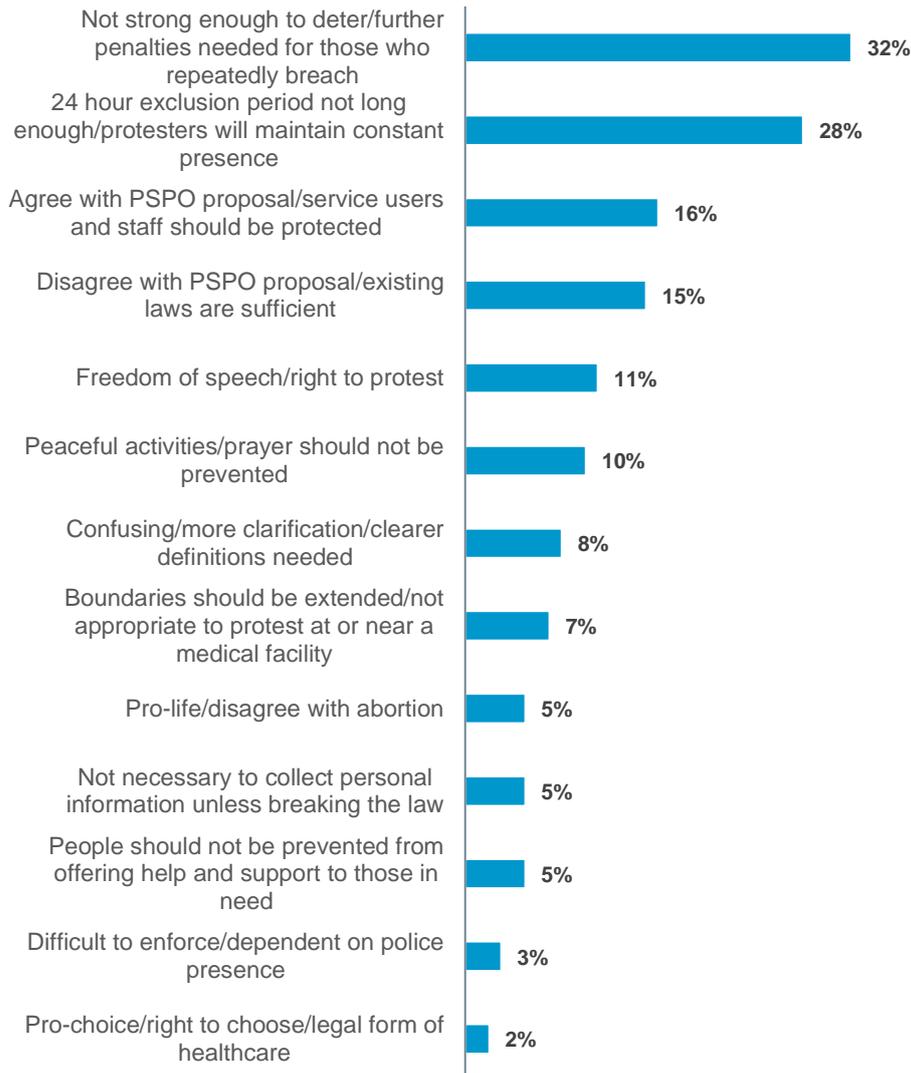
Figure 42 – (Q44) Do you agree or disagree with this proposal?

Base: 1,983



Respondents were asked if they had any further comments about either of these proposals. As shown in the figure below, of those respondents that answered this question, one in three (32%) said the proposals were not strong enough to deter people and that further penalties were needed for those who repeatedly breached the orders. Almost three in ten (28%) respondents said the 24 hours exclusion period was not long enough and that they believed protesters would maintain a constant presence.

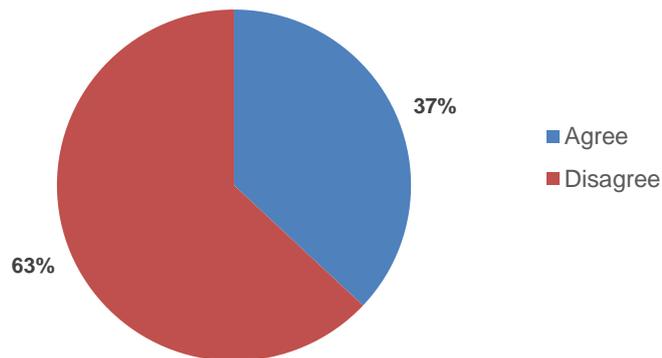
**Figure 43 – (Q45) If you have any further comments on either of these proposals please state here?**  
**Base: 403**



### 3.13 Your views: Providing a Designated Zone

Respondents were asked if they agreed or disagreed with having a designated zone within the PSPO area with fewer restrictions. Almost two in five (37%) respondents agreed with this proposal, with the remaining 63% disagreeing.

**Figure 44 – (Q46) Do you agree or disagree with having a designated zone?**  
Base: 1,953



Sub-group analysis shows that:

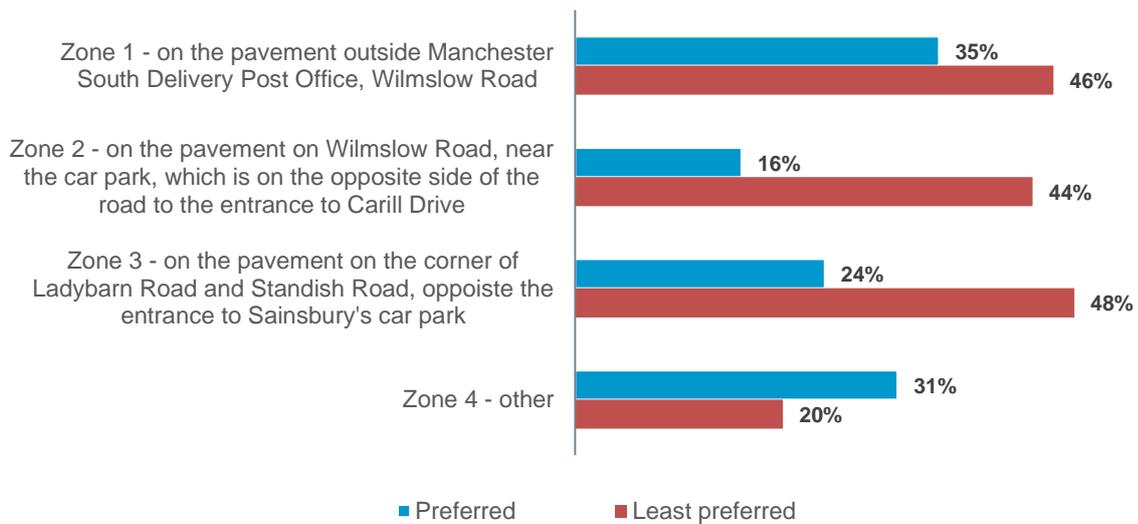
- 79% of supporters of pro-life activities disagreed compared to 63% overall

Respondents were subsequently asked to choose from four options as to which zone was their preferred choice and which was their least preferred choice. Although the question asked respondents to choose only one on each, respondents did choose more than one, resulting in the figures below adding up to more than 100%).

As shown in the figure below, the most preferred is Zone 1, with 35% of respondents choosing this, with Zone 2 receiving the lowest response.

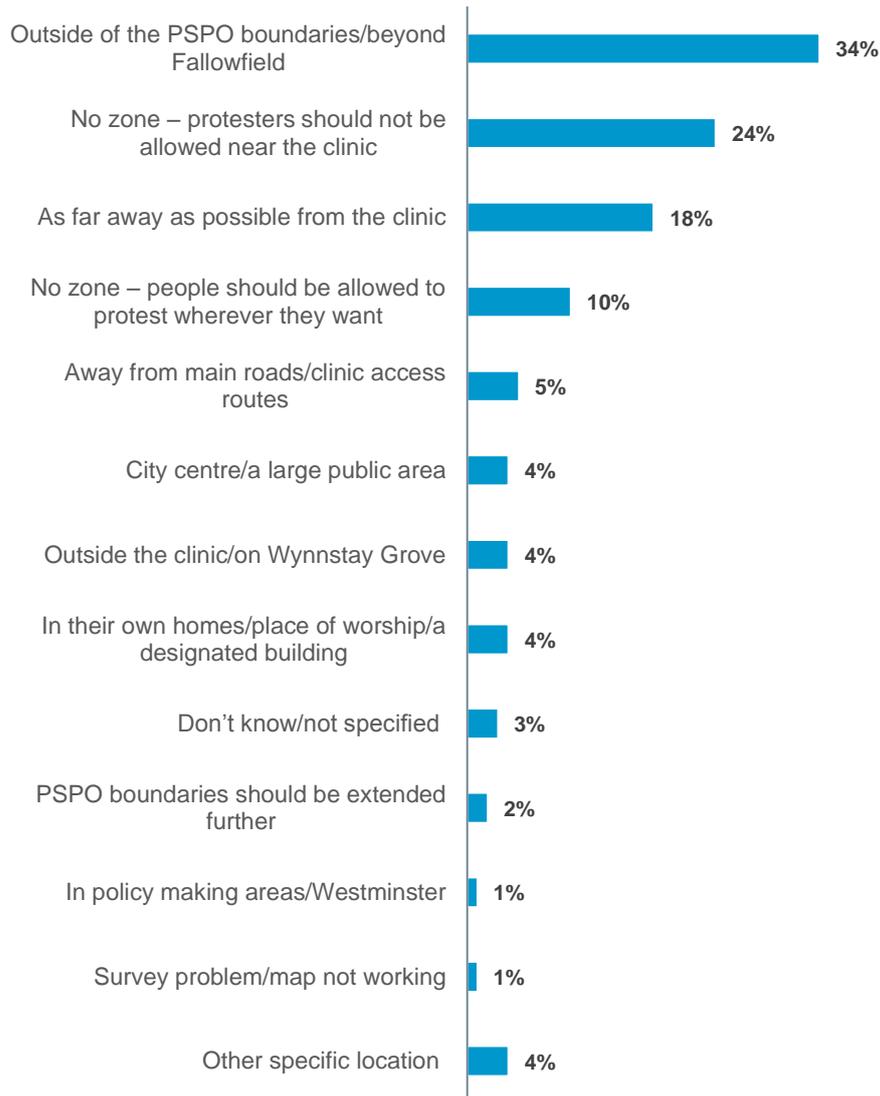
**Figure 45 – (Q47) We have highlighted three zones within the PSPO area. Which zone is your preferred choice and which zone is your least preferred?**

**Base: 506**

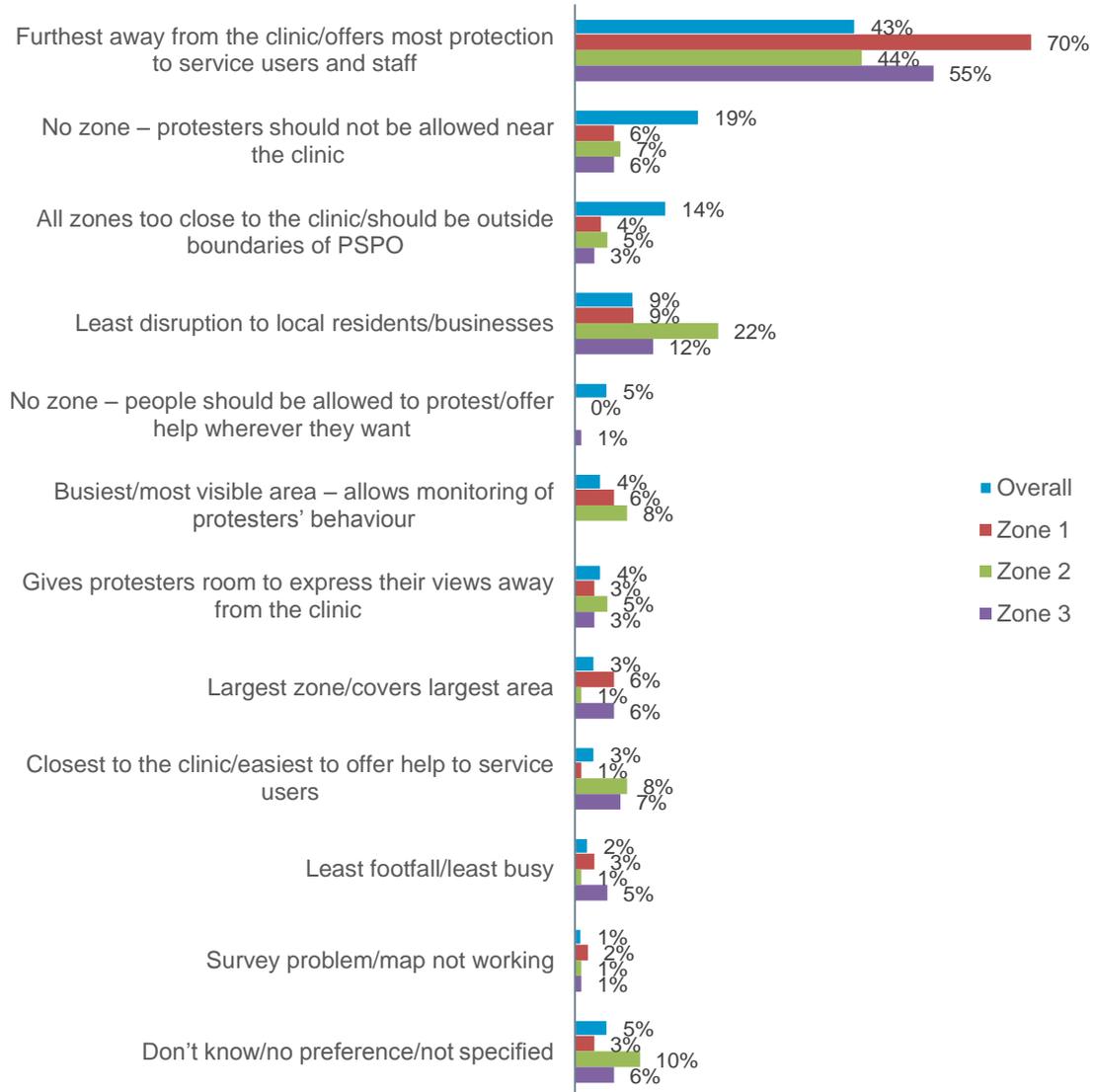


Respondents could propose a different zone and the figure below shows the responses. One in three (34%) respondents suggested that the designated zone should be outside the PSPO boundaries and beyond Fallowfield and a further 24% said there should not be a zone as protesters should not be allowed near the clinic. Furthermore, 18% said it should be as far away as possible from the clinic. However, 10% said there should not be a zone at all and people should be allowed to protest wherever they want. These findings are shown in the figure below. The figures on the following pages provide a breakdown of responses for each zone.

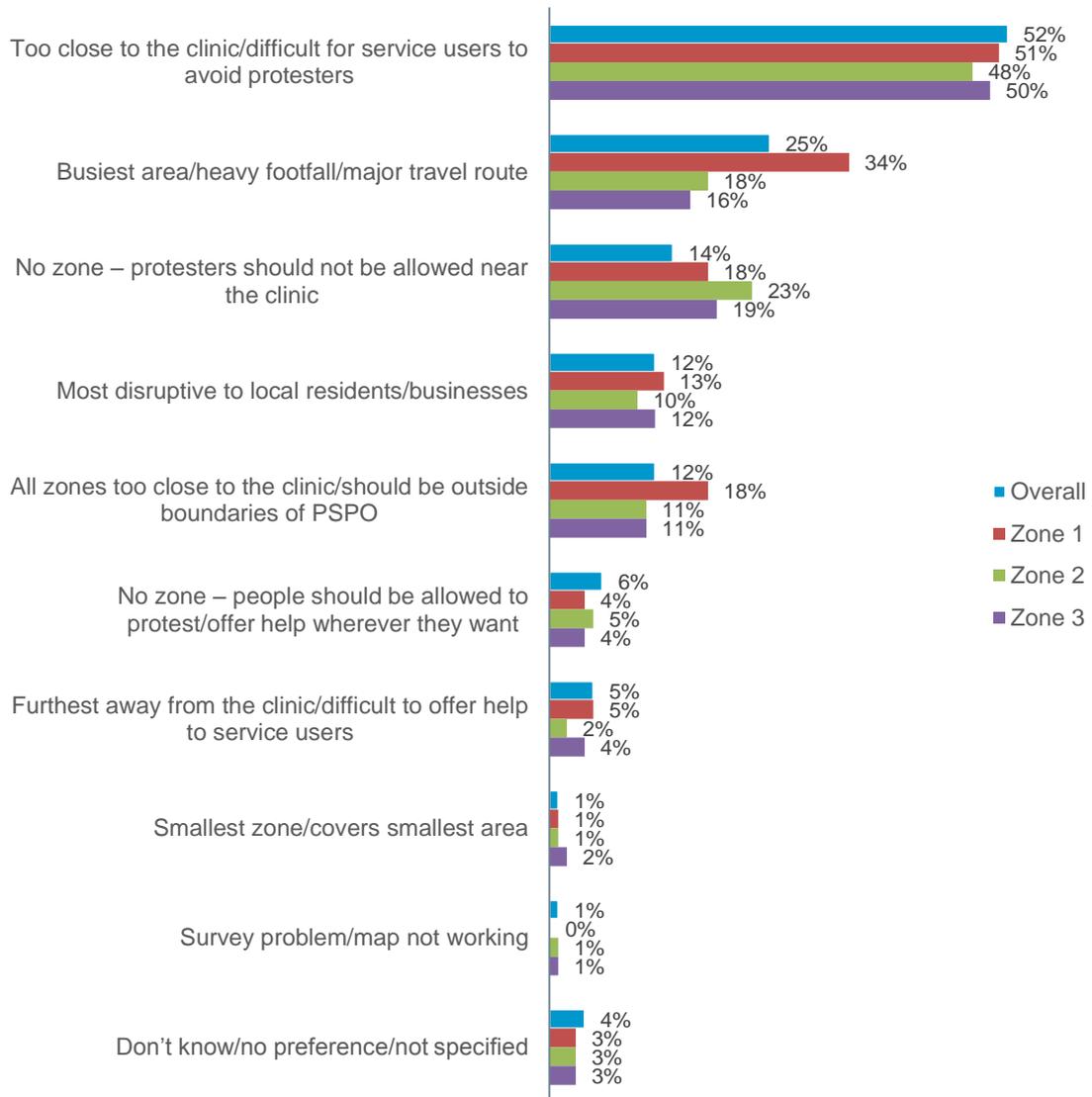
**Figure 46 – (Q47a) If you’ve chosen Zone 4, please describe location**  
**Base: 506**



**Figure 47 – (Q48) Please explain why you have chosen your preferred zone**  
**Base: All – 955, Zone 1 – 287, Zone 2 – 105, Zone 3 - 174**

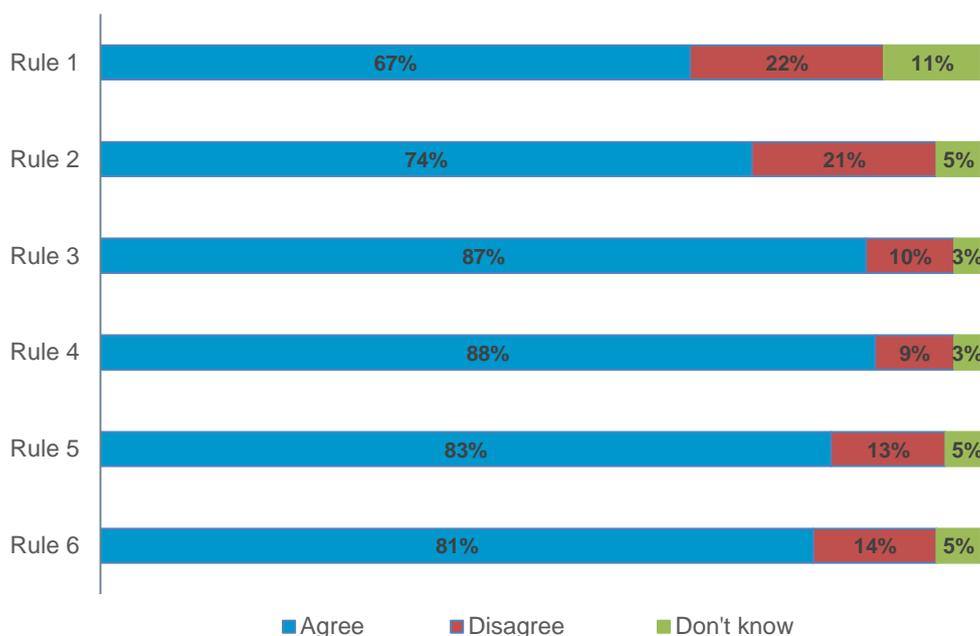


**Figure 48 – (Q49) Please explain why you have chosen your least preferred zone**  
**Base: All – 818, Zone 1 – 440, Zone 2 – 358, Zone 3 - 417**



Respondents were provided with six different rules for the designated zone and were asked if they agreed or disagreed with each one. As shown in the figure below, the majority of respondents agreed with each rule. Rule 1, however, had the most respondents disagreeing with it (22%), with 67% agreeing with it. Rule 4 had the most respondents agreeing with it (88%), with 9% saying they disagreed.

**Figure 49 – (Q49) Please explain why you have chosen your least preferred zone**  
**Base: 818**

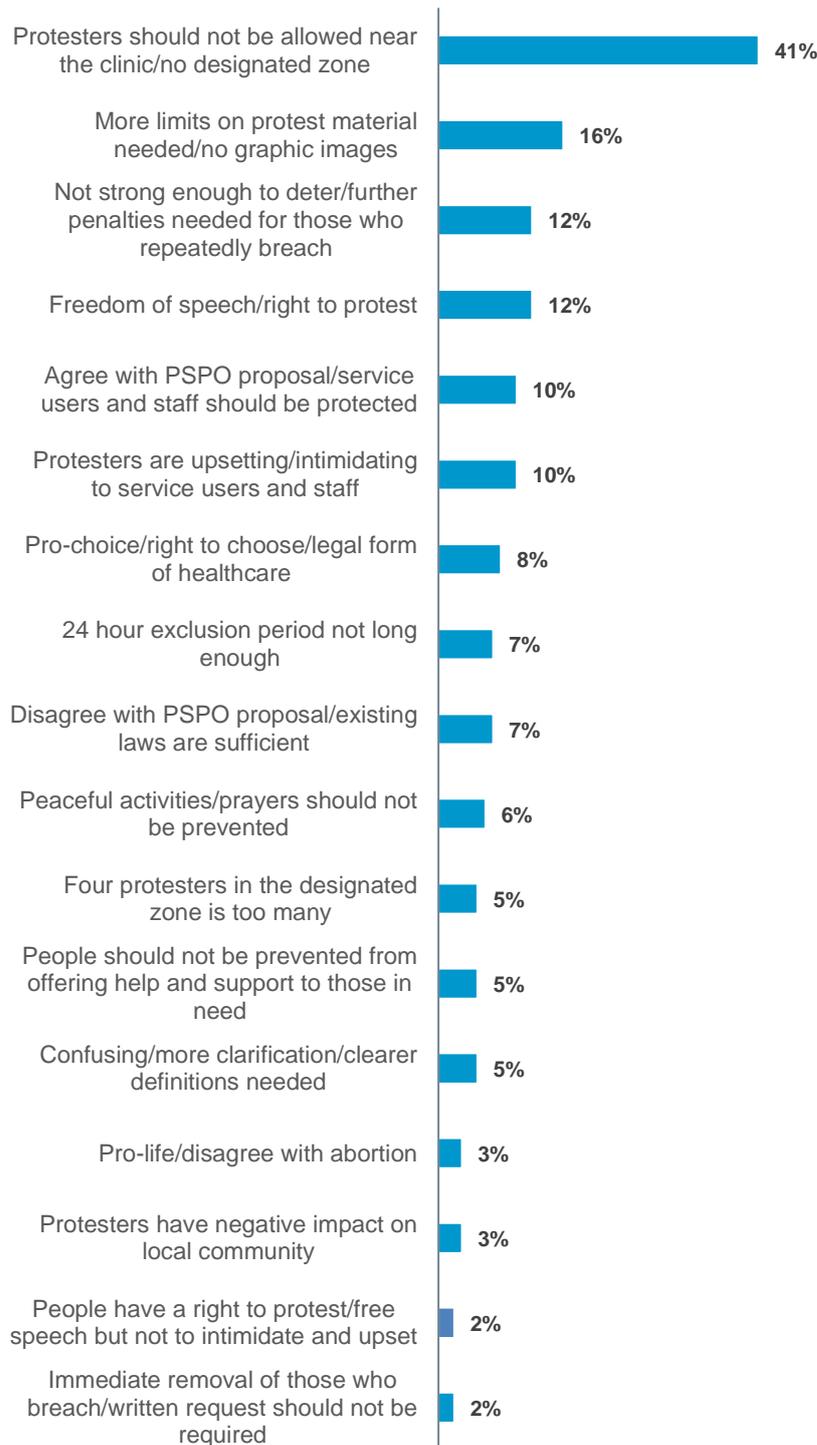


**Description of each rule**

1. No more than four persons may be present in the Designated Zone at any one time
2. No individual poster, text or image, singularly or collectively greater than one sheet of A3 paper may be displayed within the Designated Zone
3. A person within the Designated Zone must not shout any message or words relating to the approval / disapproval of issues related to abortion services
4. A person within the Designated Zone must not play or use amplified music, voice or audio recordings with respect the approval or disapproval of abortion services
5. A person who an Authorise Person or Constable reasonably suspects of breaching any of the prohibitions or requirements in the designated zone shall, upon valid request of an Authorised Person or Constable, leave the PFSO area within a reasonable time as specified in writing by that Authorised Person or Constable and not return within 24 hours. A requirement under this Article is not valid if the Authorised Person or Constable is asked by the person subject to the requirement to show evidence of their authorisation and they fail to do so
6. A person who an Authorised Person or Constable reasonably suspects of breaching any of the prohibitions or requirements in the designated zone shall, upon request of that Authorised Person or Constable, provide their name, address and date of birth to that Authorised Person or Constable. A requirement under this Article is not valid if the Authorised Person of Constable is asked by the person subject to the requirement to show evidence of their authorisation and they fail to do so

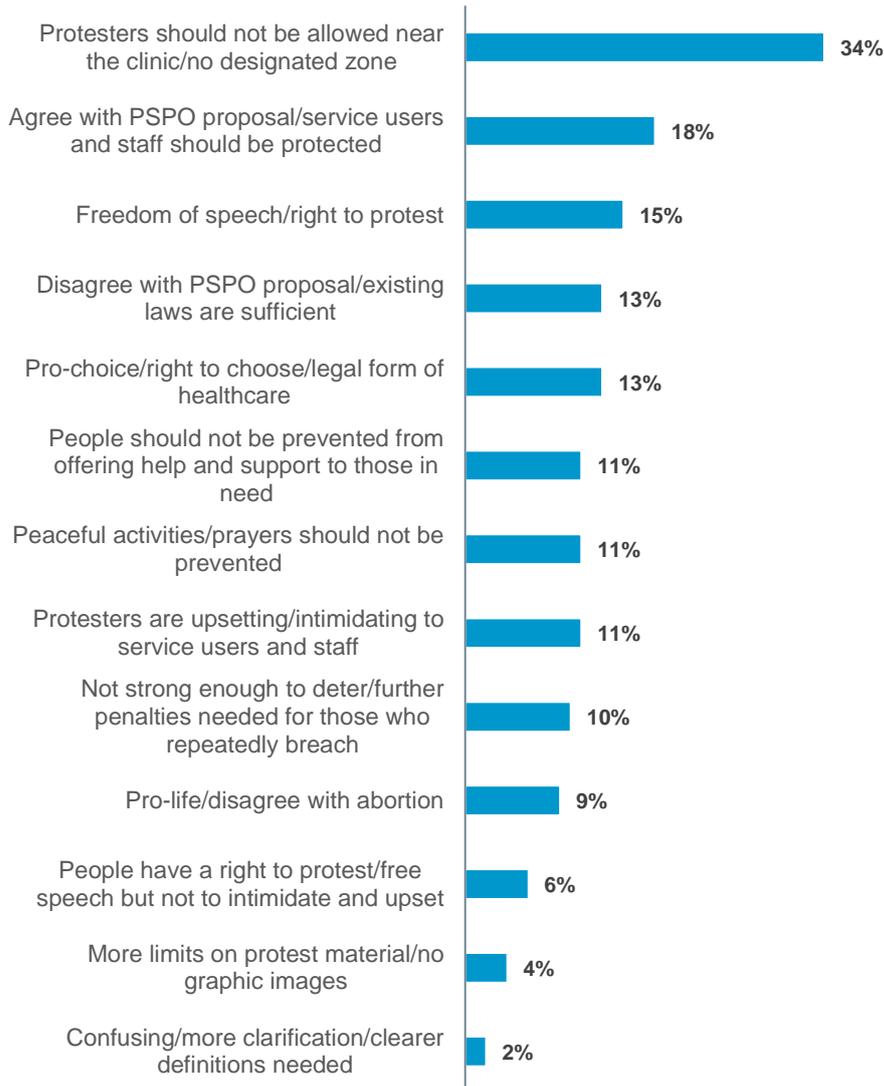
Respondents were asked if they had any additional information they would like to give on the proposal of having a designated zone. As shown in the figure below, 41% of respondents providing a response to this question said that protesters should not be allowed near the clinic and that there should not be a designated zone. The second most common responses, provided by 16% of respondents, was that there should be more limits on protest material and that there should not be graphic images. Other responses are shown in the figure below.

**Figure 50 – (Q51) Is there any additional information you’d like to give on the proposal of having a designated zone**  
**Base: 488**



Respondents were finally asked if they had any further comments regarding the proposals including any suggestions they may have for an alternative approach. Of the respondents that provided a response, 34% said the protesters should not be allowed near the clinic and that there should not be a designated zone. A further 18% agreed with the PSPO proposal and that service users and staff should be protected. A total of 15% said that there should be freedom of speech and the right to protest. Other responses are shown in the figure below.

**Figure 51 – (Q52) Please provide any further comments regarding the proposals including any suggestions you may have about an alternative approach**  
**Base: 383**



## 4. Organisation Responses

Five organisations provided written responses which varied in the level of detail. Responses were reviewed and a coding frame was developed in order to group and analyse the responses/key themes.

**Figure 52 – Organisation responses**  
Base: 5

Response	Number of responses
People have freedom of speech / right to protest	4
Protesters are an invasion of privacy / reference to breach of Article 8 ECHR (rights to privacy and family life)	4
Agree with the PSPO / behaviours should be stopped	3
People have a right to free speech but not to intimidate and upset	3
Clinic staff should be able to work without harassment	3
Protesters are stressful/upsetting/negative mental health impact	3
Disagree with PSPO / existing laws are sufficient	2
Abortion is against some religions / religious beliefs/actions should not be prohibited	2
The PSPO is unlawful	2
Not appropriate to protest at/near facility	2
Pro-life counsellors offer practical help and support to those in need/enable choices to be made	1
Agree with the suggested boundaries	1

Both the British Pregnancy Advisory Service (BPAS) and Marie Stopes UK included anonymous testimonies/incident reports they had received specifically about the clinic on Wynnstay Grove from clinic staff, clients, those accompanying clients, local residents and passers-by within their written submissions to the consultation. Below is a summary.

**BPAS** included 29 individual reports from:

- Nine members of staff from the Wynnstay Grove clinic
- Ten clients and four from those accompanying clients
- Six local residents or passers-by

These reports date between 1995 and 2018.

Within its written submission, BPAS provided quantitative breakdowns of the activities or behaviours experienced in each incident as well as the feelings of those submitting the reports. The most common activities and behaviours reported in these forms included talking/shouting (12 reports), leaflets (10) and posters (9). Other behaviours included praying (7), filming clients (5), staring/watching (4), singing (2) and playing music (2). Key themes highlighted by BPAS were that *protesters approach and engage with clients, including shouting at them, and seeking to change their mind about seeking abortion services...protesters display placards and posters relating to abortion, and also make use of visual aids such as plastic foetus dolls...protesters make distressing and untrue claims, specifically to try and dissuade women from obtaining abortion care...other issues, including filming women, playing loud music and following women.*

When submitting forms to report an incident, BPAS also asks individuals how the incident made them feel. Emotions suggested within the reports included angry (11 reports), upset (7), intimidated (4), scared (4) and harassed (3). Based on their experience of BPAS-run clinics, their submission suggests that *the feelings clients report when presenting, having just experienced*

*protests, tend to be more focused on fear and distress – and then when they revisit these experiences, anger becomes more predominant.*

**Marie Stopes UK (MSUK)** included 50 individual reports from:

- 22 members of staff from the Wynnstay Grove clinic
- Five incidents that had been escalated to the MSUK Quality Assurance and Governance team
- 12 in-clinic incident forms, including five from members of staff at the clinic and seven from members of the Sister Supporter group (pro-choice protesters)
- Four clients and five from those accompanying clients
- Two local residents or passers-by

These reports date between 2018 and 2019.

The most common activities reported on included protesters talking or shouting, handing out leaflets (some reports suggested these contained misinformation), protesters following or approaching clients, protesters obstructing clients and staff from entering the clinic or getting into their cars, praying and displaying graphic images or using props such as plastic foetus', knitted boots and bibs. There were also reports of protesters staring or watching clients and staff, filming clients and damage to staff cars, including nails or screws in tyres. Reports often mentioned the feelings of being upset, distressed, intimidated and angry.

## 5. Identical Responses

The consultation received 1,051 responses via email answering most of the questionnaire. In almost all case, the responses were the same. Consequently, as these responses were not received in the correct survey format and are virtually the same, the findings have been included below in a series of tables.

### 5.1 Respondent type (Base 1,051)

Response	Respondents	Percentage of respondents
I live in the proposed PSPO area	-	-
I live outside the proposed PSPO area	33	3%
I am, or was, a client or visitor to Marie Stopes	1,057	96%
I am, or was, a staff member of Marie Stopes	-	-
I am a supporter of pro-choice activities	8	1%
I own or work in a local business or organisation in the proposed PSPO area	1	-

### 5.2 Do you agree or disagree with the boundaries of the proposed PSPO area? (Base 1,051)

Response	Percentage of respondents
Agree	0%
Disagree	100%

### 5.3 Protesting behaviour (Base 1,051)

Response	Response
How problematic do you think this behaviour is in the proposed PSPO area?	Not a problem - 100%
How often have you personally experienced problems with this behaviour?	Never – 100%
Do you agree or disagree that this behaviour should be included in the PSPO?	Disagree
Has this behaviour had a detrimental effect on your quality of life?	No

### 5.4 Interfering behaviour (Base 1,051)

Response	Response
How problematic do you think this behaviour is in the proposed PSPO area?	Not a problem - 100%
How often have you personally experienced problems with this behaviour?	Never – 100%
Do you agree or disagree that this behaviour should be included in the PSPO?	Disagree
Has this behaviour had a detrimental effect on your quality of life?	No

## 5.5 Intimidating or harassing behaviour (Base 1,051)

Response	Response
How problematic do you think this behaviour is in the proposed PSPO area?	Not a problem - 100%
How often have you personally experienced problems with this behaviour?	Never – 100%
Do you agree or disagree that this behaviour should be included in the PSPO?	Disagree
Has this behaviour had a detrimental effect on your quality of life?	No

## 5.6 Recording or photographing behaviour (Base 1,051)

Response	Response
How problematic do you think this behaviour is in the proposed PSPO area?	Not a problem - 100%
How often have you personally experienced problems with this behaviour?	Never – 100%
Do you agree or disagree that this behaviour should be included in the PSPO?	Disagree
Has this behaviour had a detrimental effect on your quality of life?	No

## 5.7 Displaying text or image photographing (Base 1,051)

Response	Response
How problematic do you think this behaviour is in the proposed PSPO area?	Not a problem - 100%
How often have you personally experienced problems with this behaviour?	Never – 100%
Do you agree or disagree that this behaviour should be included in the PSPO?	Disagree
Has this behaviour had a detrimental effect on your quality of life?	No

## 5.8 Distributing text or image photographing (Base 1,051)

Response	Response
How problematic do you think this behaviour is in the proposed PSPO area?	Not a problem - 100%
How often have you personally experienced problems with this behaviour?	Never – 100%
Do you agree or disagree that this behaviour should be included in the PSPO?	Disagree
Has this behaviour had a detrimental effect on your quality of life?	No

## 5.9 Amplified music, voice or audio recording behaviour (Base 1,051)

Response	Response
How problematic do you think this behaviour is in the proposed PSPO area?	Not a problem - 100%
How often have you personally experienced problems with this behaviour?	Never – 100%
Do you agree or disagree that this behaviour should be included in the PSPO?	Disagree
Has this behaviour had a detrimental effect on your quality of life?	No

## 5.10 Do you agree or disagree with the proposal regarding requests from officers? (Base 1,051)

Response	Response
Rule 1	Strongly disagree – 99.5% Strongly agree – 0.5%
Rule 2	Strongly disagree – 100%

## 5.11 View on designated zone (Base 1,051)

Response	Response
Agree or disagree with having a designated zone	Disagree - 100%

## 6. Key Findings

This section provides the key findings of the consultation.

### **Most respondents agreed with the boundaries of the proposed PSPO**

Almost three-quarters (73%) of respondents said they agreed with the boundaries of the proposed PSPO area, with supporters of pro-choice activities more likely to agree than supporters of pro-life activities. Almost three in five of those that disagreed with the proposed boundaries said the area should be larger.

### **Interfering, protesting and intimidating or harassing behaviour were reported to be the most problematic out of all behaviours**

Respondents scored these types of behaviour as the highest in terms of being a major problem with supporters of pro-choice activities and clients or visitors to Marie Stopes citing these in particular. Between 35% and 39% of respondents had experienced one of these behaviours at some point, with 16% experiencing intimidating or harassing behaviour on more than once occasion.

### **Two in five respondents had experienced text or images being displayed that related to the termination of pregnancy**

40% of those responding to this question had experienced this behaviour, with 7% experiencing it on more than five occasions. Those most likely to have experienced it are client or visitors to Marie Stopes. Just over four in five (82%) respondents said this behaviour was a major problem.

### **Most respondents believed that all the behaviours should be included in the PSPO**

Agreement was high for all behaviours to be included in the PSPO, but was the highest when considering intimidating or harassing behaviour, recording or photographing and the use of amplified music, voice or audio recording.

### **A quarter to a third of respondents said the different types of behaviour had a detrimental effect on the quality of their life**

Protesting behaviour was seen by the most respondents (36%) as having a detrimental effect on the quality of life.

### **There are common detrimental effects on quality of life**

Respondents provided a variety of ways that their lives were affected in a negative way because of the different behaviours experienced. The most common affects included being upset, stressful and having a negative mental health impact and that the behaviour was intimidating, frightening for service users and staff.

### **Most respondents agreed with the proposals regarding requests from authorise officers**

Almost nine in ten respondents agreed that authorised officers can request a protestor to leave the PSPO area and not return within 24 hours. Just over four in five respondents agreed that an authorised officer can request details such as name, address and date of birth from a protestor.

### **Most respondents disagreed with providing a designated zone**

Almost two in five respondents said they agreed with providing a designated zone, with the largest proportion (35%) preferring Zone 1. However, many of those preferring a totally different option, did not want a zone at all, or suggested that it should be outside the PSPO boundary.