

Report for Public Spaces Protection Order Consultation – Woking  
Borough Council



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## Background

This report details the main findings from the consultation undertaken by Woking Borough Council in relation to a proposed Public Space Protection Order (PSPO) that ran from 19<sup>th</sup> July 2021 until 1<sup>st</sup> October 2021 inclusive. Two surveys were available for completion. The first survey was a questionnaire and the second was an invite to pin drop locations onto an interactive map and attach a comment where someone could either make recommendations for boundary changes or detail an experience at that location.

Whilst Woking Borough Council has access to crime statistics to help support this application it is also important to find out to what degree residents and other stakeholders had experienced around anti social behaviour (ASB) and where this had taken place.

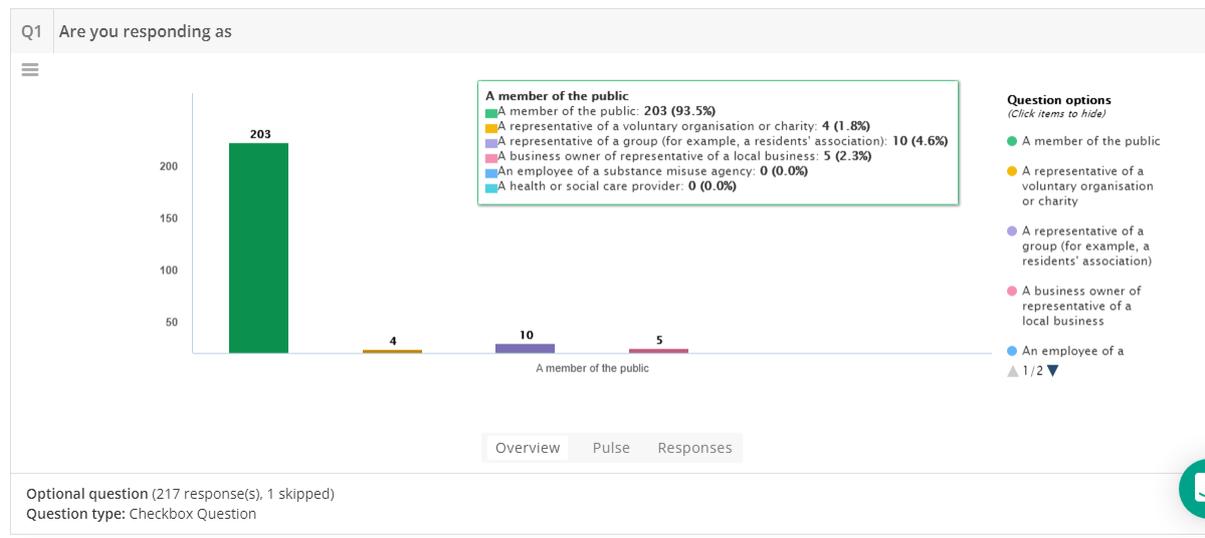
The consultation was conducted online using consultation software (Engagement HQ) and was linked to the Community Forum. Links to this site could be accessed through a variety of means including through the Woking Borough Council website. The consultation was promoted in a variety of ways including local radio, neighbourhood watch, residents associations and social media. In addition to this links were sent through the Business Liaison Manager at WBC and it was also promoted through all ward Councillors. Face to face consultation took place on two separate days throughout the consultation period where people could complete the surveys in person and these were then added to the consultation software.

This report contains the results from the 218 survey responses that were received. As well as highlighting the overall results this report will also illustrate the key findings relating to geographical locations and primary anti-social behaviours experienced by those completing the survey. The data for this has been extracted from the interactive pin drops. Where comments have been made clearly supporting or clearly opposing the PSPO proposal, these will also be collated and a final combined total provided. In most cases, unless otherwise stated, results will be given as a percentage of the total overall number of valid responses. The number of valid responses varies from question to question.

In terms of who has completed the questionnaire survey: (note 4 respondents identified themselves as both local residents and as responding as part of a residents association).

- 93.5% of the responses were from residents
- 4.6% of the responses were a representative of a group e.g. residents association
- 4.1% of the responses were from other sources such as local business or voluntary organisation etc.

Showing 218 of 218 responses



In addition to the questionnaire survey there were:

- 77 contributors identifying locations via pin drop
- 177 pins dropped in total
- 175 additional supporting comments received

A full listing of the responses provided as pin drops on the interactive map with additional comments, where no survey has been completed is also supplied as an appendix to this report, however the comments supplied are not counted towards the figures relating to those that have undertaken the survey.

## Summary of Key Findings

Experience of anti social Behaviour in Woking Town Centre and surrounding areas:

- 83.02% of respondents said they had witnessed at least one example of anti social behaviour listed within the survey
- The peak days and times that anti social behaviour was witnessed relate to Fridays and Saturdays and the most highlighted times on these days were between 18.00 and 23.59
- The main locations within the mapped area highlighted for ASB were Woking Town centre within the defined boundary.
- Outside of the boundary the key areas were Horsell Common next to the Wheatsheaf Recreation ground and Heathside Car Park. There was also a number highlighting the canal path where the WWF building is.

## View on the size of area being proposed for the PSPO

- Overall, 60.2% thought that the size of the area suggested was “correct, covering all relevant areas”. 30.1% indicated that the areas was “too small, missing key areas” and only 9.7% felt that the area was “too big, covering areas that are not necessary”

## Level of support for the proposed PSPO

(Please note that where respondents have left comments these do not appear in the “Yes” or “No” categories).

The below responses have been taken straight from the survey results only and do not include any of the additional comments.

- 77.7% of respondents were in favour of the PSPO being implemented
- 8.8% of respondents were against the PSPO being implemented
- 2.8% of respondents answered “didn’t know” to whether the PSPO should be implemented
- 10.7% left comments.

After reviewing the comments, if the comment has made it clear as to “Yes” they are in favour or “No” they oppose the order these have been included below. Any generic comments has been counted as “Don’t Know”.

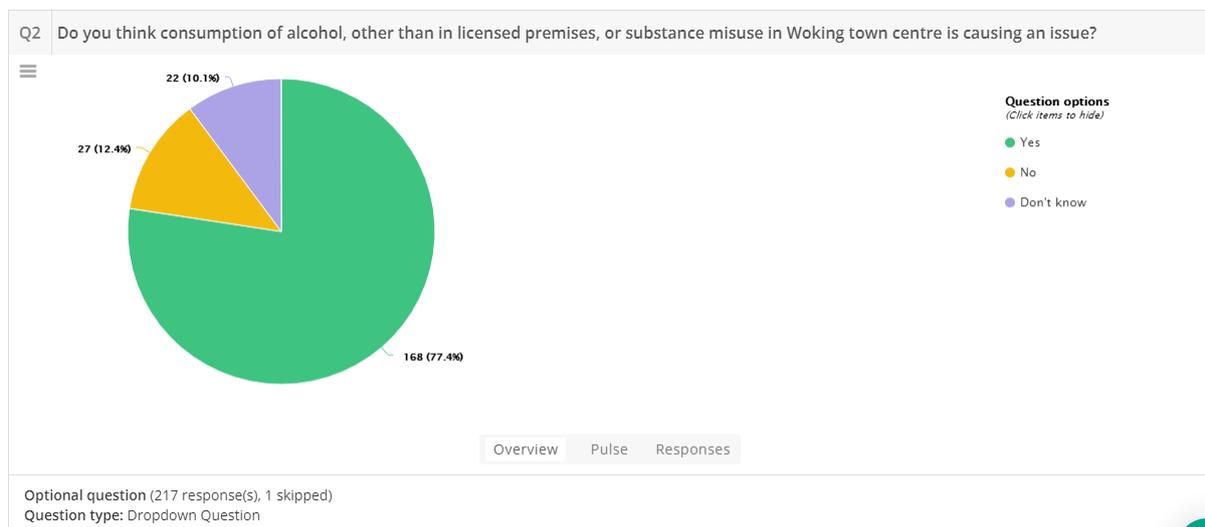
The comments were reviewed in discussion by Woking Borough Council’s Community Safety Team and Police rather than by one individual for impartiality.

The below percentages are from the 215 people that answered this question.

- 83.72% of respondents were in favour of the PSPO being implemented
- 9.77% of respondents were against the PSPO being implemented
- 6.51% of respondents answered “didn’t know” to whether the PSPO should be implemented
- 3 people did not answer this question.

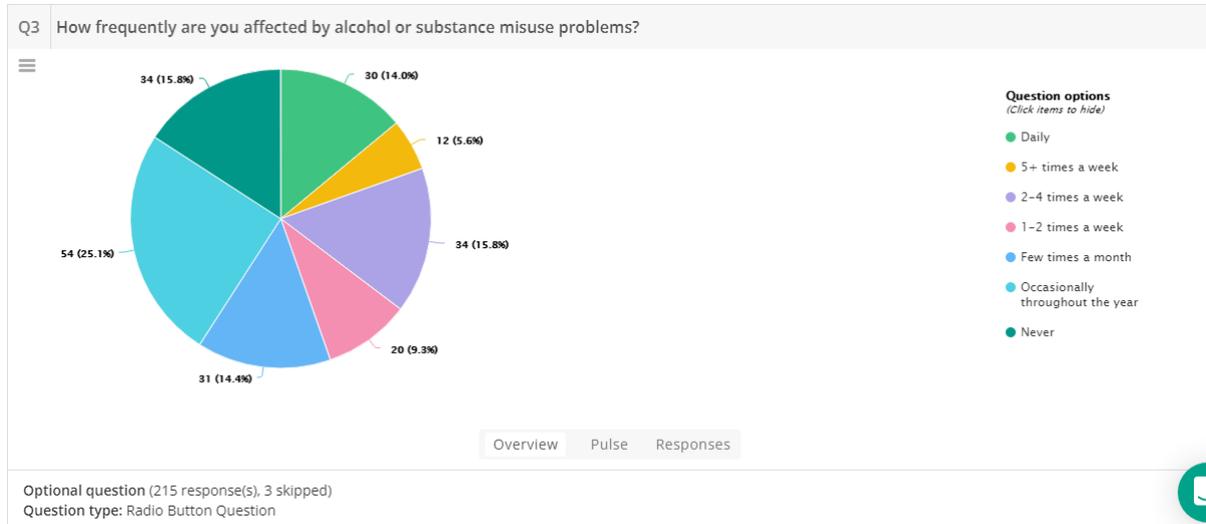
## Experience of anti social behaviour

77.4% of respondents replied to say that they felt that consumption of alcohol, other than within licensed premises, or substance misuse was causing an issue within Woking Town Centre.



The respondents were then asked to state how frequently they were affected by alcohol or substance misuse and were given several options to pick from ranging from “daily” to “Never”.

## The results below are as follows:



## Timings of anti social behaviour

Respondents were asked to detail when they had experienced anti-social behaviour within the town centre that was linked to alcohol or substance misuse. The table below represents the times identified by those that completed the survey.

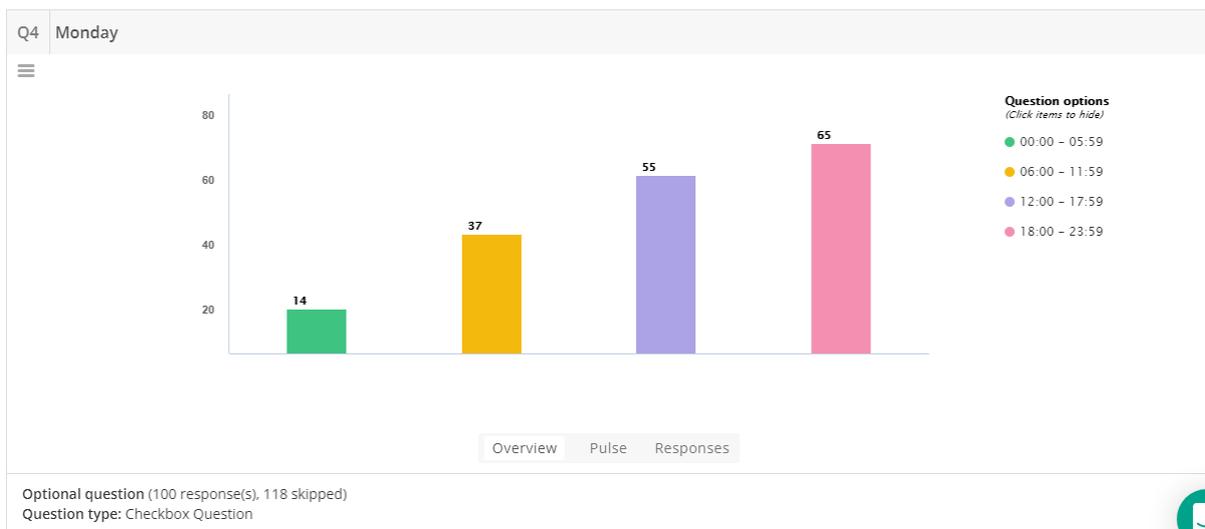
|                  | 00.00 – 05.59 | 06.00 – 11.59 | 12.00 – 17.59 | 18.00 – 23.59 |
|------------------|---------------|---------------|---------------|---------------|
| <b>Monday</b>    | 6.24%(14)     | 16.97%(37)    | 25.22%(55)    | 29.81%(65)    |
| <b>Tuesday</b>   | 5.96%(13)     | 16.05%(35)    | 23.39%(51)    | 30.27%(66)    |
| <b>Wednesday</b> | 5.96%(13)     | 16.05%(35)    | 25.22%(55)    | 29.81%(65)    |
| <b>Thursday</b>  | 5.96%(13)     | 16.05%(35)    | 26.14%(57)    | 33.02%(72)    |
| <b>Friday</b>    | 10.09%(22)    | 14.67%(32)    | 29.35%(64)    | 48.16%(105)   |
| <b>Saturday</b>  | 14.67%(32)    | 12.38%(27)    | 28.44%(62)    | 46.78%(102)   |
| <b>Sunday</b>    | 12.84%(28)    | 16.51%(36)    | 24.31%(53)    | 31.65%(69)    |

The above table shows consistent timings throughout the week. On all weekdays the early hours of the morning are consistently the least reported time whereby those completing the survey have been affected by alcohol or substance related issues. This then picks up through the day and then on all week days the peak times are between 18.00 and 23.59. The weekend shows a slightly different trend with Saturday morning in the early hours having more identified issues than the time from 06.00-11.59. This is likely explained by the

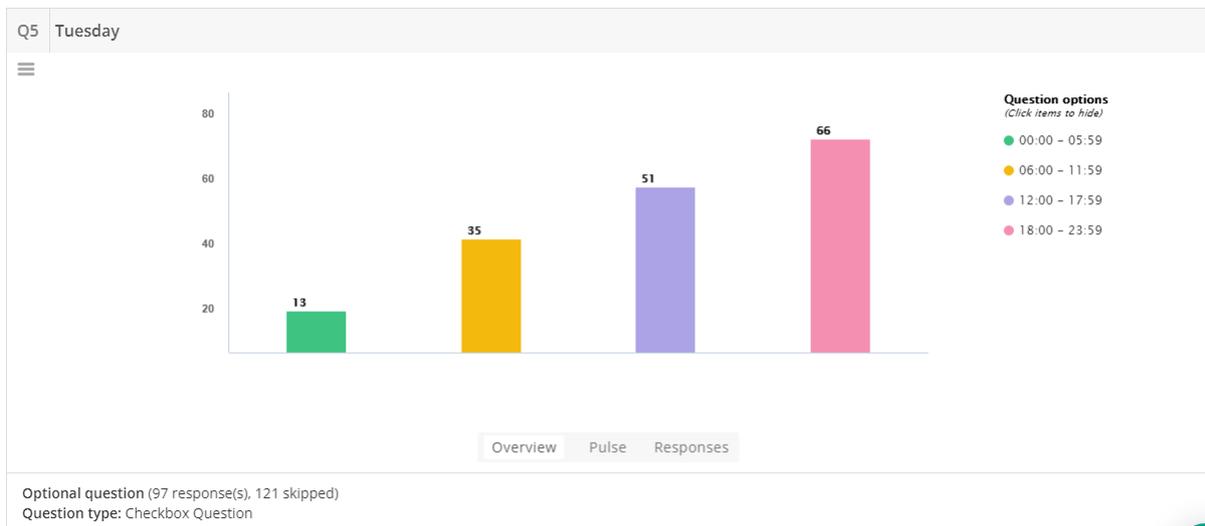
night time economy. Sunday morning also sees a higher number of identified issues than the rest of the week.

The busiest periods show a significantly higher percentage than at any other time of the week with nearly 1 in 2 people saying that they have witnessed or experienced anti social behaviour on a Friday or Saturday night. This is higher than the 1 in 3 that have said they have been affected on the other nights between this time period. Below shows a breakdown of the times by day.

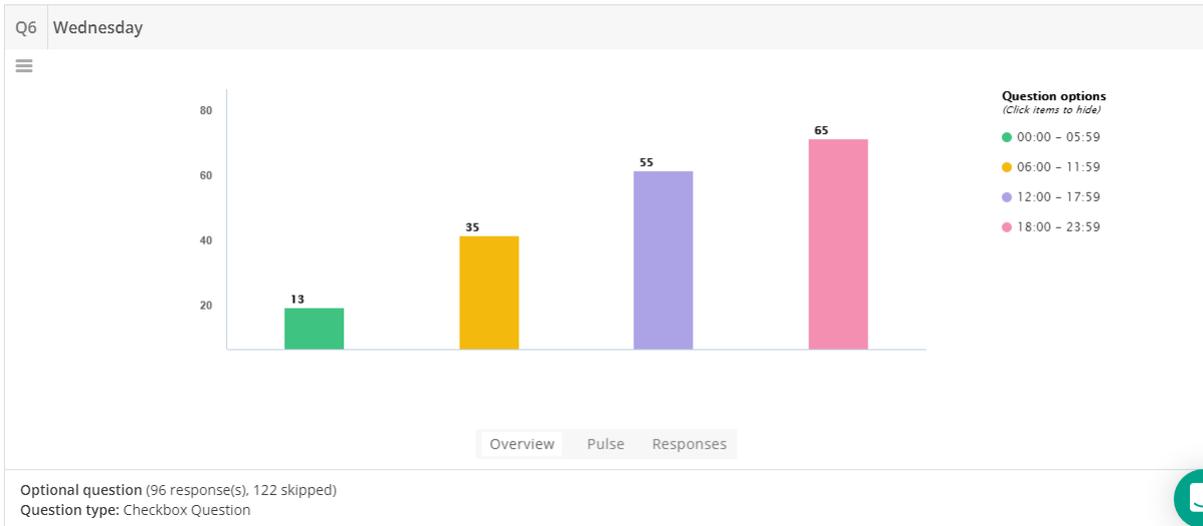
## Monday



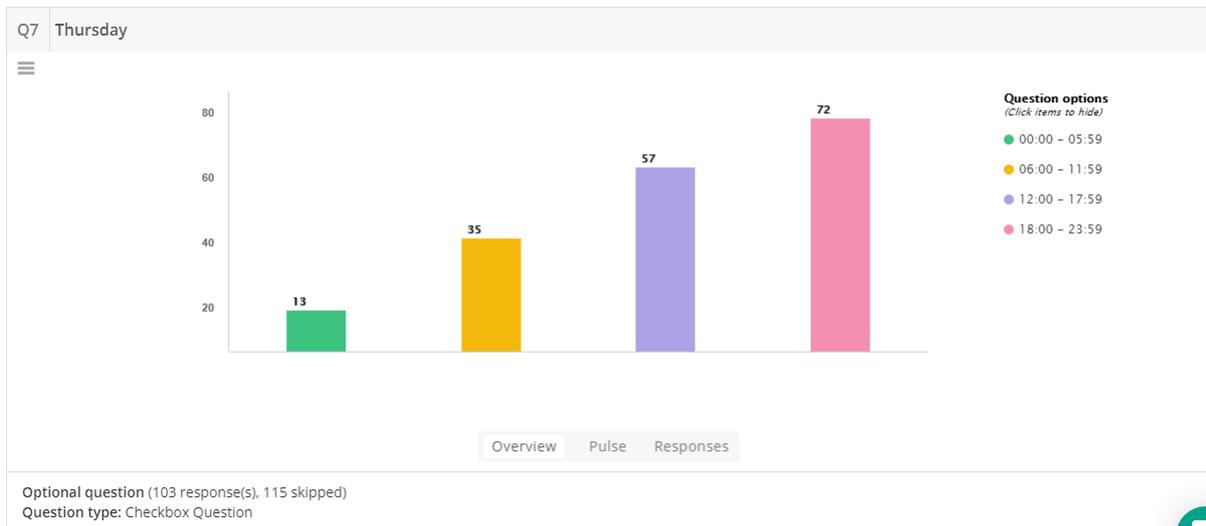
## Tuesday



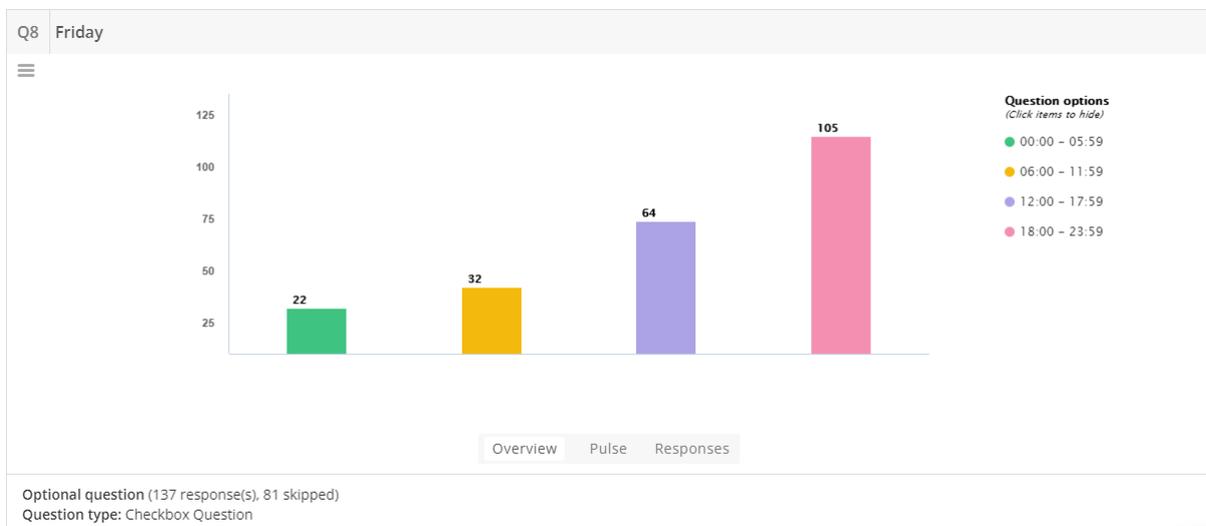
## Wednesday



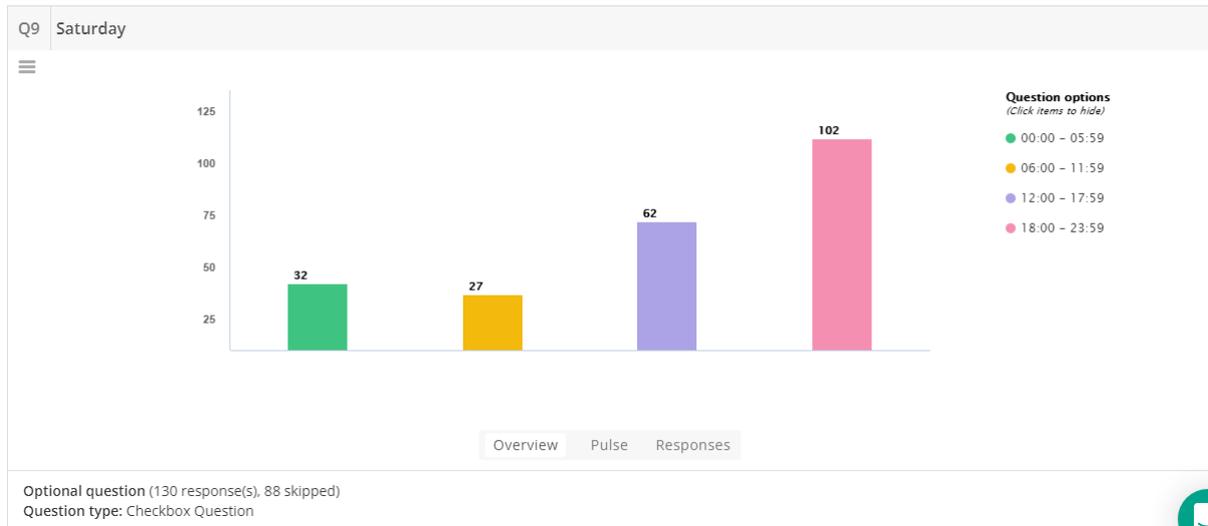
## Thursday



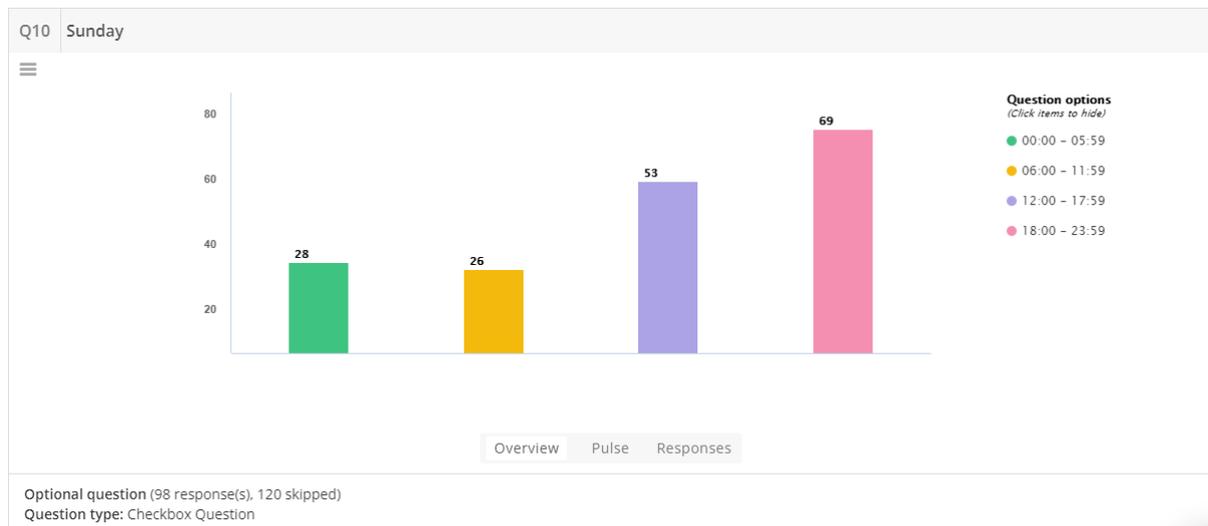
## Friday



## Saturday

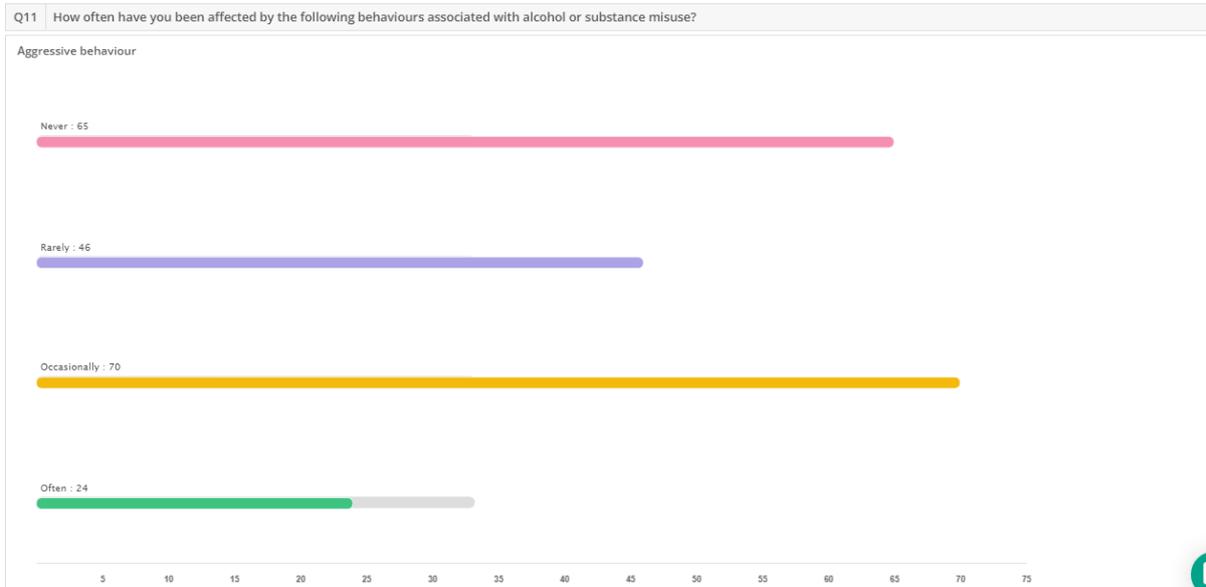


## Sunday



The respondents were then asked to state how often they had experienced specific behaviours linked to either alcohol or substance misuse within the town centre. They were asked to state whether they encountered them “Never”, “Rarely”, “Occasionally” or “Often”

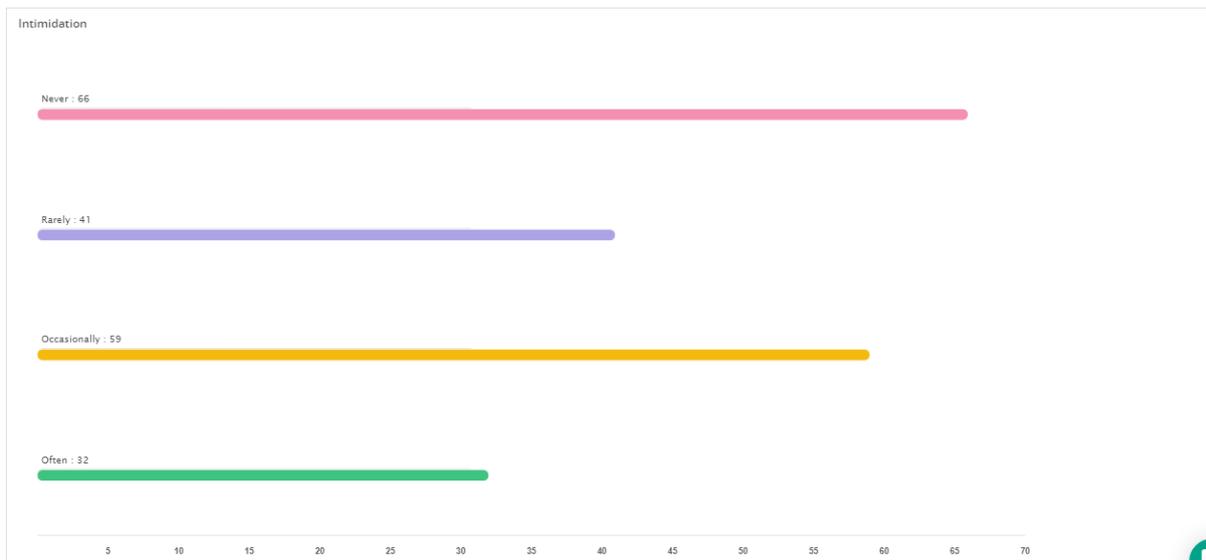
## Aggressive Behaviour



Aggressive Behaviour was responded to by 205/218 respondents with a percentage breakdown of those that answered as follows:-

- Never: 31.71%
- Rarely: 22.44%
- Occasionally: 34.15%
- Often: 11.70%

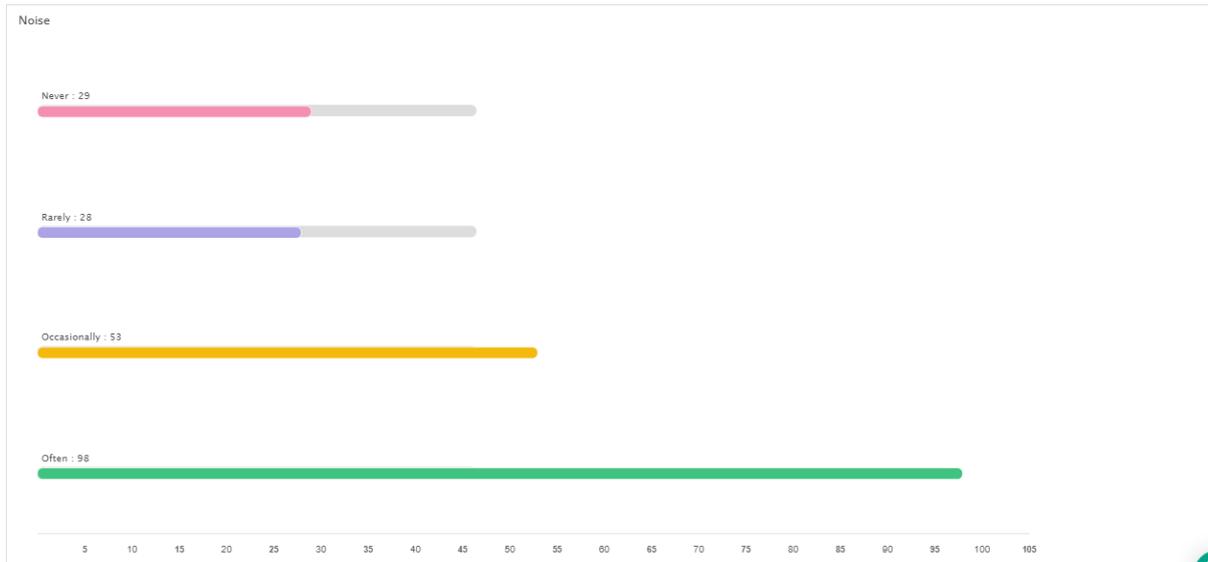
## Intimidation



Intimidation was responded to by 198/218 respondents with a percentage breakdown of those that answered as follows:-

- Never: 33.33%
- Rarely: 20.71%
- Occasionally: 29.80%
- Often: 16.16%

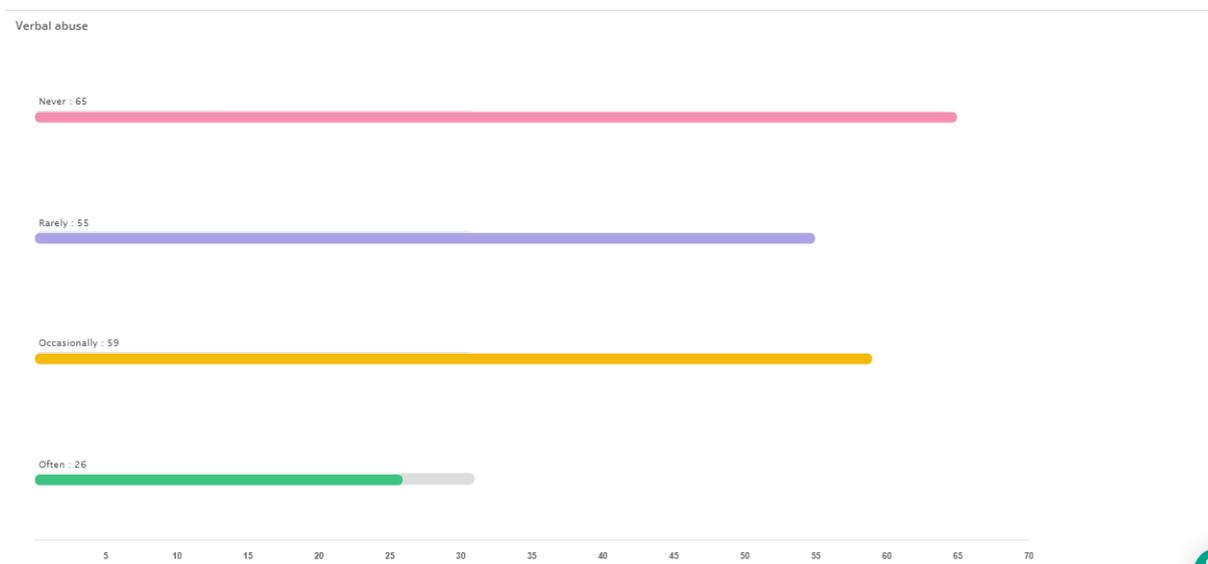
## Noise



Noise was responded to by 208/218 respondents with a percentage breakdown of those that answered as follows:-

- Never: 13.94%
- Rarely: 13.46%
- Occasionally: 25.48%
- Often: 47.12%

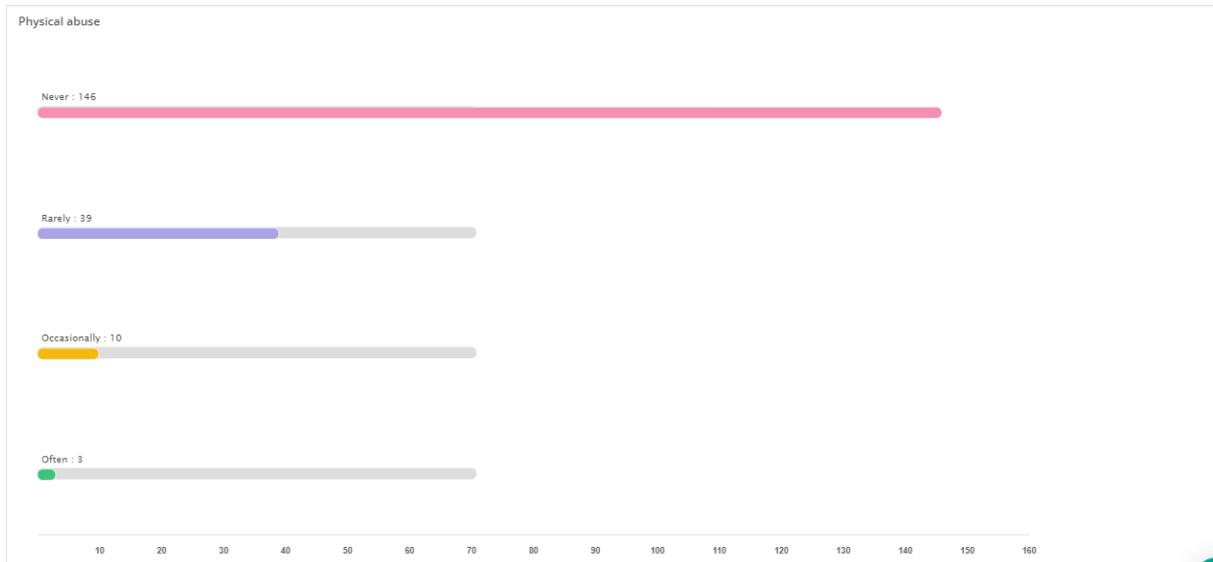
## Verbal Abuse



Verbal Abuse was responded to by 205/218 respondents with a percentage breakdown of those that answered as follows:-

- Never: 31.71%
- Rarely: 26.83%
- Occasionally: 28.78%
- Often: 12.68%

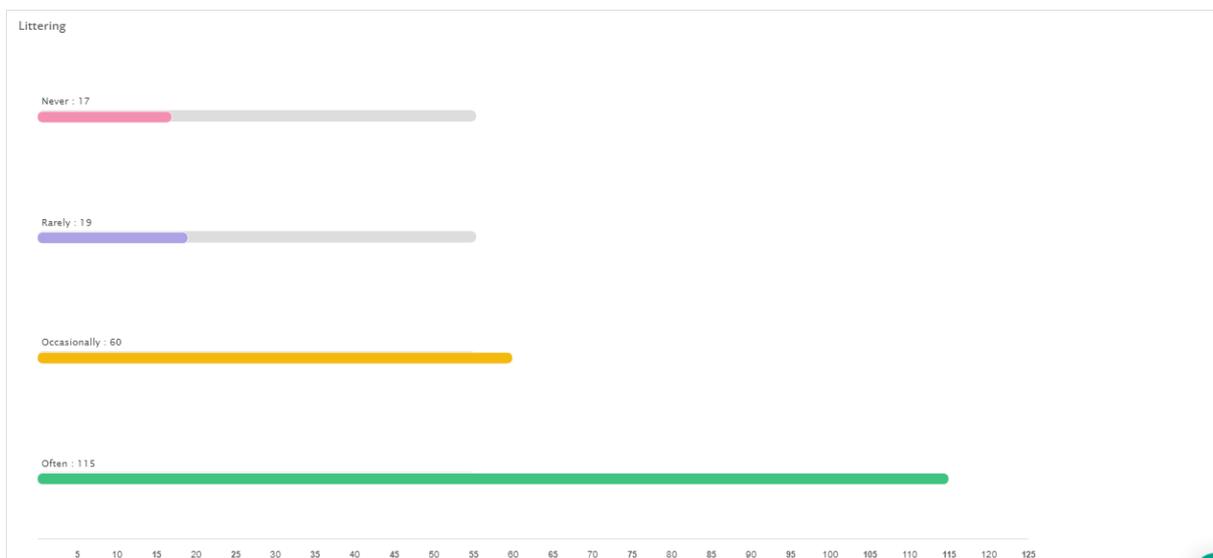
## Physical Abuse



Physical Abuse was responded to by 198/218 respondents with a percentage breakdown of those that answered as follows:-

- Never: 73.74%
- Rarely: 19.70%
- Occasionally: 5.05%
- Often: 1.51%

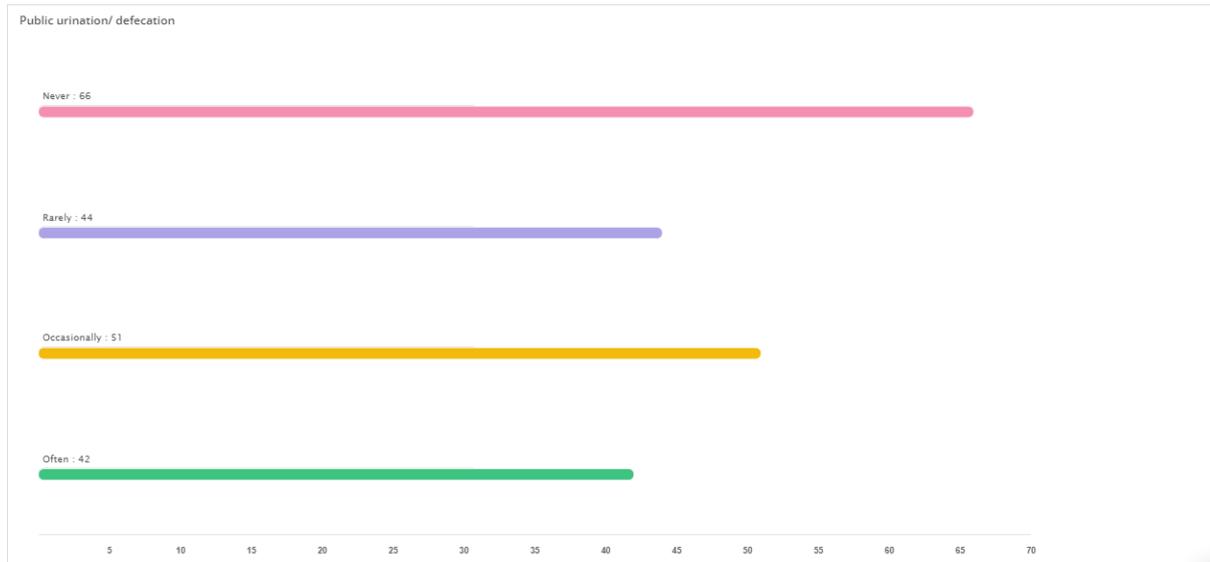
## Littering



Littering was responded to by 211/218 respondents with a percentage breakdown of those that answered as follows:-

- Never: 8.06%
- Rarely: 9.00%
- Occasionally: 28.44%
- Often: 54.50%

## Public urination/defecation



Public Urination/defecation was responded to by 203/218 respondents with a percentage breakdown of those that answered as follows:-

- Never: 32.51%
- Rarely: 21.67%
- Occasionally: 25.12%
- Often: 20.70%

The above shows that by far the highest causes of anti social behaviour affecting respondents is in regards to littering with over 1 in 2 people saying that they are affected by this on a regular basis and 194 of the 211 respondents saying that they have been affected at some point. This is closely followed by noise with just under 1 in 2 people saying that they are affected on a regular basis and a total of 179 out of the 208 respondents saying that they have been affected by noise at some point.

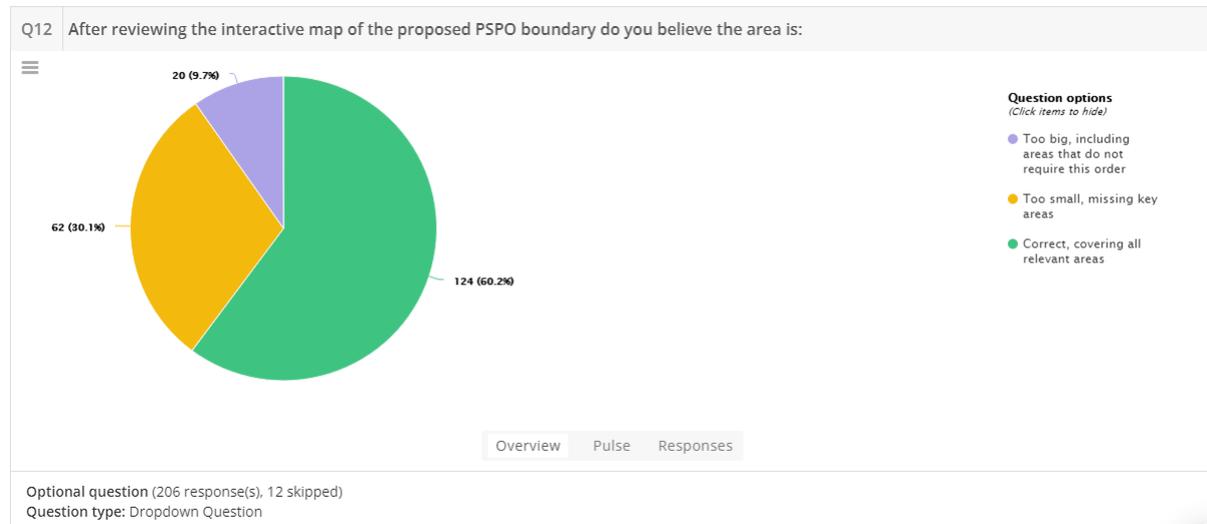
The lowest figures relate to physical abuse where nearly 3 in 4 people have said they have never been affected by Physical Abuse and only 3 of the 198 respondents saying that they are often affected by it.

## Size of Proposed PSPO

The survey included a map outlining the area which would be covered by the proposed PSPO and asked people what their views were on the area due to be covered by the order. Respondents also had the ability to use a pin drop on an interactive map to give their views on area that fell outside of the suggested boundary and there was a free text option to accompany the pin drop. The first graphic illustrates those that replied in the survey. The second set of graphics show the pin drop positions close to the boundary. The comments that have

been submitted with the pin drops have been collated and added in full to the end of this report as an appendix.

## Responses regarding size of the PSPO



The responses provided around the size of the PSPO show that a small majority of people feel the area suggested is the correct size and that it covers all the relevant areas. Nearly 1 in 3 people though (30.1%) feel that the area has missed key areas. This is highlighted in the pin drops that have been provided which show key areas near to the boundary that may wish to be considered.

The highest number of these can be seen on the Horsell Common, near to where the boundary with the Wheatsheaf Recreation ground is. Other areas are the Heathside Car Park and the nearby church United Reformed Church and to a lesser extent the canal path that runs alongside Victoria Road, and in front of the WWF building.

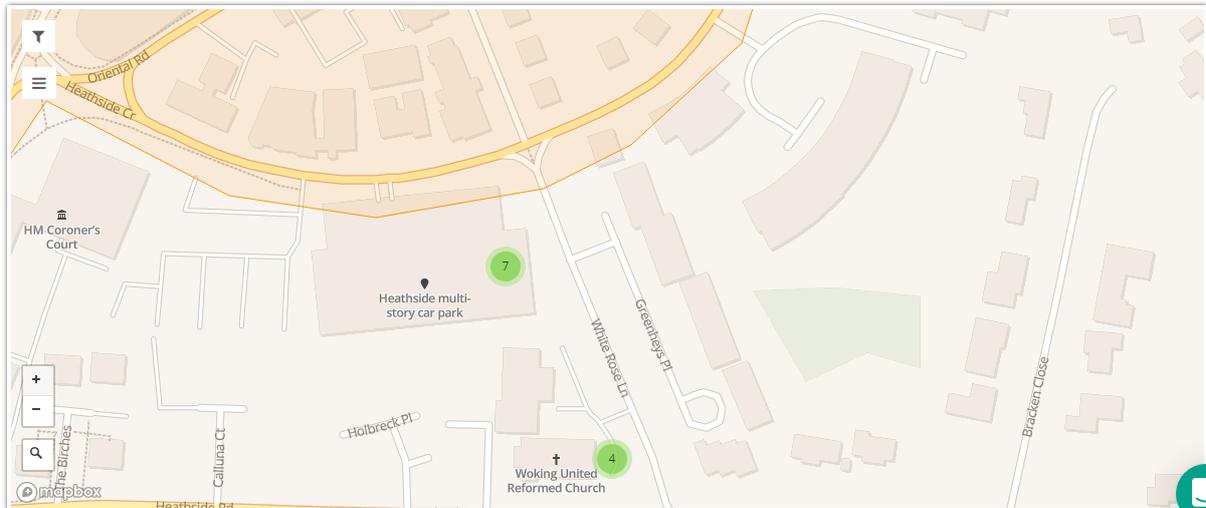
Only 9.7% of responses felt that the boundaries extended beyond where would be necessary and that the size of the proposed area was too large.



## Close Up Heathside Car Park

PLACE INSIGHTS

PROPOSED PSPO BOUNDARY MAP



Heathside Car Park and Woking United Reformed Church have also seen respondents either report incidents occurring here or recommending that the area is covered within the PSPO. This fits in with other consultation that has taken place whereby the same recommendation was made.

## Close Up Wheatsheaf Rec and Horsell Common

PLACE INSIGHTS

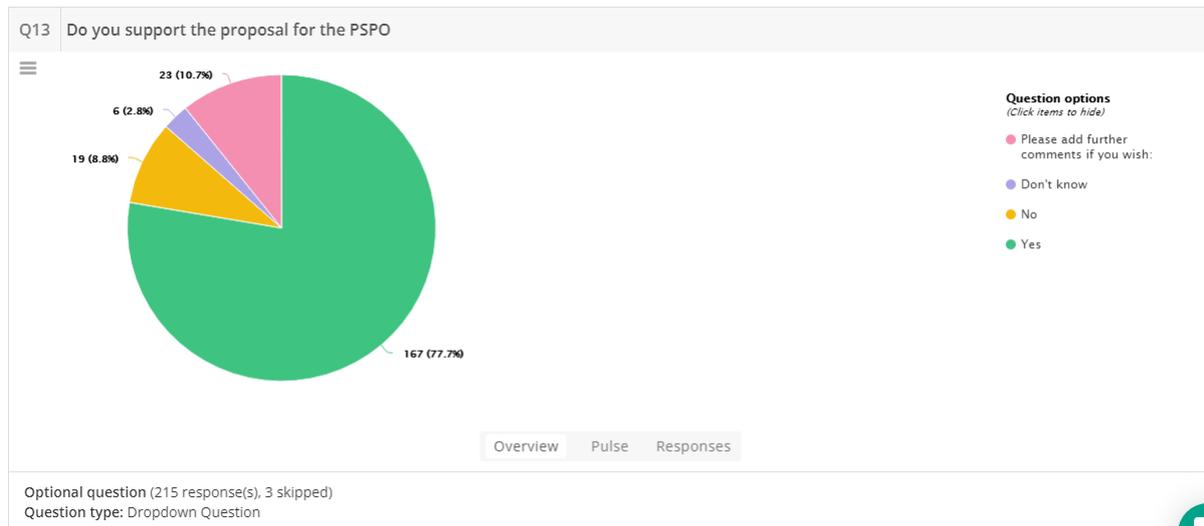
PROPOSED PSPO BOUNDARY MAP



The above shows a concentration of pin drops around Wheatsheaf Recreation area. They then become thinly spread across the area outside of the proposed boundary across Horsell Common.

## Level of Support for a PSPO

The survey concluded by asking a straight question regarding support for a PSPO to address alcohol and substance misuse. Only four options were given, being: “Yes”, “No”, “I don’t know” or additional comment. The results of this are as follows:



The comments were then reviewed and if able to be, they were categorised into either “Yes” or “No”. If there was no clear indication as to whether supportive or not, they were added to the “I don’t know” option. Overall, having attributed the comments 83.72% supported the use of the PSPO in some form. Only 9.77% were against the use of the PSPO and there was a small percentage of 6.51% that were still undecided or their comments could not be attributed as either in favour or against.

### Additional Comments

Throughout this process there have been comments made which have challenged the use of a PSPO for this purpose and these comments relate to common themes. These main themes have included: How is the PSPO is going to be enforced and by who? Another frequent response was around other issues need to be considered such as e scooters and cyclists and finally the Police have enough powers already.

There have also been many supportive comments and the common themes amongst these seem to suggest support for expanding the order or to consider similar orders in other areas. Where possible the additional comments have been integrated into the above data.