



**Winchester**  
City Council



Winchester  
**Community Safety  
Partnership**  
*at the Heart of your Community*

# **Public Space Protection Order Review and Extension 2020**

**Report by: Davina Domone-Hollands - Neighbourhood Services  
Officer Winchester City Council - 2020**



## **Introduction**

The Anti-Social Behaviour, Crime and Policing Act 2014, came into force October 2014, one of the amendments within the Act was to disband the Designated Public Place Order (DPPO) and replace it with a Public Space Protection Order (PSPO).

This means that the current Alcohol Control Zone (Appendix 3) was carried forward for 3 years as a DPPO and then automatically transferred to a PSPO in 2018 for a further period of 2 years. In accordance with Government Guidance this order now requires review and further authorisation.

PSPO's have been introduced to provide wider discretionary powers to deal with nuisance or problems which harm the local community's quality of life. They provide local authorities with the necessary powers intended to deal with a specific nuisance or problem in a particular area that is detrimental to the local community's quality of life. They are designed to ensure the law abiding majority can use and enjoy public spaces, safe from anti-social behaviour. The order imposes conditions on the use of that area which applies to everyone<sup>1</sup>.

Breaking an order is a criminal offence, which can result in a fixed penalty notice (FPN) of £100 or proceed to prosecution. If prosecuted an individual could be fined up to a maximum of £1,000. Only those aged 18 or over can be issued with a FPN.

In order to move forward support and feedback are sought for the current PSPO to be extended past 2020. Our constitution states that the Licensing and Regulation Committee will determine all applications to designate an area under Section 59 Anti-Social Behaviour, Crime and Policing Act 2014 so it needs to be established if our partners and the Committee are happy to proceed for the continuation of the PSPO in its present format.

## **Methodology**

During the consultation process the following evaluation process was adopted:

- Interview/Survey (attached) - sent out to partners for completion.
- Anecdotal evidence - collected from partners in relation to the current Alcohol Control Zone (pro's and con's).
- CCTV Statistics – from WCC CCTV Manager
- Licensing Statistics - requested from Police Licensing Officer, Licensing and Alcohol Reduction Team.
- Anecdotal evidence – provided by the acting police Ch. Insp. (District Police Commander Winchester)
- Anecdotal evidence given from Bid Rangers (Venture Security)

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<sup>1</sup> PSPO Order – in Winchester this equates to the current alcohol control zone. A new order will not affect those consuming alcohol in a public place unless they are deemed to be causing alarm harassment or distress to those in their immediate vicinity.

- It was not practicable to contact owners/occupiers in the alcohol control zone area

## **Surveys**

A survey containing 10 questions was sent out to partners who were identified because of their work within the current alcohol control zone. See appendix 1 for copy of the questionnaire.

Partners interviewed included:

- WCC Licensing Manager
- Winchester University Security Manager
- WCC Service Lead – Housing and Social Inclusion (interim)
- Bid Rangers – Winchester Business Improvement District
- Winchester Churches Night Shelter
- Trinity Manager
- Winchester Street Pastors
- Office of the Police Crime Commissioner for Hampshire – not able to advise
- Hampshire County Council - no reply received

Partner agency survey responses showed the following results:

| Table 1. Question   | Responses:  |
|---|---|
| 1. Are you aware of the current PSPO<br><br>1) Yes<br>2) No   | <ul style="list-style-type: none"> <li>• 86% Yes</li> <li>• 14% No</li> </ul>   |
| 2. Which of the following applies to you in relation to the PSPO Zone?<br><br>1) Walk Through<br>2) Socialise<br>3) Reside<br>4) Work<br>5) Non apply   | <ul style="list-style-type: none"> <li>• 86% Work</li> <li>• 14% Walk through</li> </ul>                                  |
| 3. Do you agree or disagree that the introduction of the PSPO has helped to improve the quality of your life in the area?<br><br>1) Strongly Agree<br>2) Agree<br>3) Disagree<br>4) Strongly Disagree | <ul style="list-style-type: none"> <li>• 28.5% Strongly agree</li> <li>• 28.5% Agree</li> <li>• 43% No opinion</li> </ul> |

|  |  |
|--|--|
| 5) No opinion  |  |
| <p>4. Do you think that the PSPO has reduced crime and disorder?</p> <p>1) A great deal<br/>2) Only slight<br/>3) It has made no difference<br/>4) Do not know</p>   | <ul style="list-style-type: none"> <li>• 28.5% A great deal</li> <li>• 28.5% Only slight</li> <li>• 43% Do not know</li> </ul>   |
| <p>5. In your opinion does the PSPO make you feel safer?</p> <p>1) Very much safer during the day<br/>2) Very much safer during the evening<br/>3) Slightly safer during the day<br/>4) Slightly safer during the evening<br/>5) No difference during the day<br/>6) No difference during the evening<br/>7) Slightly less secure during the day<br/>8) Slightly less secure during the evening<br/>9) Much less secure during the day<br/>10) Much less secure during the evening</p> | <ul style="list-style-type: none"> <li>• 28.5% Very much safer during the day</li> <li>• 14.25% Very much safer during the evening</li> <li>• 43% Slightly safer during the day</li> <li>• 14.25% No difference during the day</li> </ul>  |
| <p>6. Do you think that the PSPO signage is adequate?</p> <p>1) Yes<br/>2) No<br/>3) Don't know</p>  | <ul style="list-style-type: none"> <li>• 28.5% Yes</li> <li>• 57% No</li> <li>• 14.5% Don't know</li> </ul>  |
| <p>7. Do you think that anything could be improved with the PSPO, please comment.</p>  | <p>Following comments were made:</p> <ul style="list-style-type: none"> <li>• Raise awareness/promote reports on effectiveness</li> <li>• Awareness campaign</li> <li>• Bigger signage</li> <li>• Did not think that anything could be improved with PSPO</li> <li>• No</li> </ul> |

|  |  |
|--|--|
| <p>8. Do you support or oppose the use of the PSPO?</p> <p>1) Support<br/>2) Oppose</p>  | <ul style="list-style-type: none"> <li>• 100% Support</li> </ul>   |
| <p>9. The following issues have previously been reported in the past; please indicate if they cause you any concern?</p> <p>1) Teenagers hanging around on the streets<br/>2) Underage Drinking<br/>3) Rubbish or litter lying around<br/>4) Vandalism, graffiti, and other deliberate damage to property or vehicles<br/>5) People being drunk or rowdy in public places<br/>6) People being insulted, pestered or intimidated in the street<br/>7) People fighting or arguing in the street<br/>8) People urinating in public<br/>9) People sleeping rough in the street</p> | <p>Following comments were made:</p> <ul style="list-style-type: none"> <li>• Difficult to stop with known offenders</li> <li>• 14% All of the issues</li> <li>• 14% 2-9 of listed issues</li> <li>• 14% 1,5,9 of listed issues</li> <li>• 14% 3-8 of listed issues</li> </ul> |

### **Partners providing supporting statements**

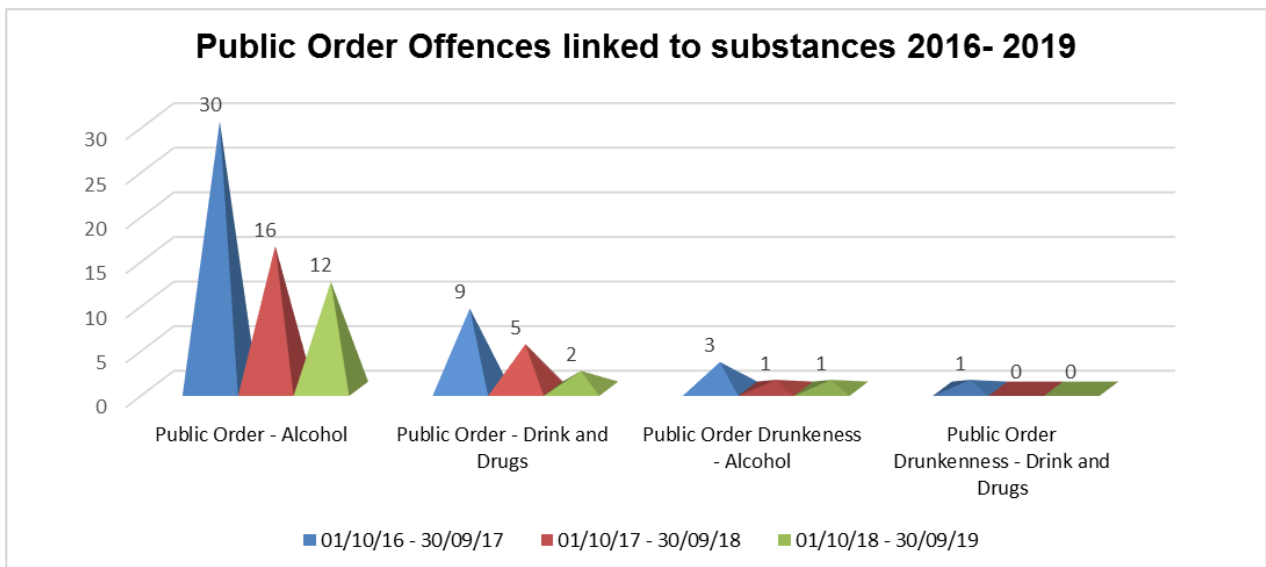
Listed below are key comments from the Police Licensing Officer, Acting District Commander for Hampshire Constabulary and Winchester BID City Rangers, Winchester Street Pastors.

- The PSPO is an invaluable tool for preventing open consumption of alcohol in Winchester and has a positive impact on volume crime and disorder.
- Issues with large student population preloading alcohol before leaving accommodation in Winchester for a night out. This behaviour can have negative impact on crime and disorder incidents. The PSPO serves to ensure this consumption cannot continue between home and licenced premises.
- PSPO and the powers it provides directly:
  - Reduce alcohol consumption in the streets of Winchester
  - Reduces level of drunkenness
  - Reduces vulnerability
  - Reduces incidents of crime and disorder
- PSPO is an important feature in Winchester as it allows Police, Council and other agencies to maintain a well behaved environment.
- PSPO signage is very informative and it allows enforcement if necessary.

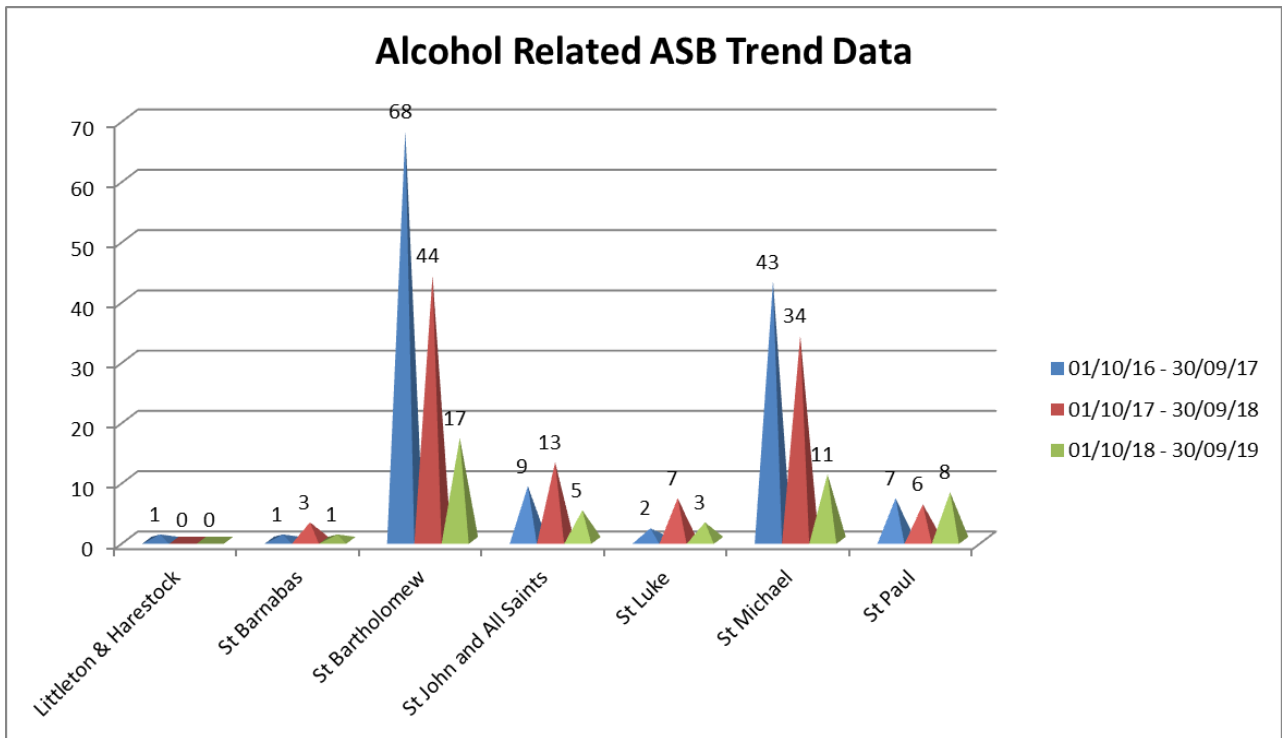
- Winchester is rich in terms of service provision for some of the most vulnerable members of the community that have drug and alcohol dependencies.
- Work has started at a tactical and strategic level in order to better understand the complexity of the issues. Nevertheless, it is important to have powers in place to deal with the possession of open vessels to prevent this behaviour, but also to deal with it proactively. We know from experience that alcohol related ASB is prevalent in the city and in some of our recreational areas, so we need to utilise every available tactic to keep the city safe for the community.
- In terms of the application of this power. It is fair to say that it is used every week, not always culminating in a formal use of the power, but often leading to a volunteered disposal when the subjects are approached. For this reason, an anecdotal response is far more reflective than an evidence based submission.
- As well as this behaviour, the power also provides us with a useful tactic during the night time economy. Customers leaving venues can be required to surrender glasses and bottles from their possession if not previously spotted by door staff. This removes the risk of serious harm being caused by them, or by others that may pick up their vessels and use them to cause serious wounding offences.

### Data from Hampshire Constabulary

Hampshire Constabulary Police data for arrestable public order incidents reported for Winchester between 2016-2019 shows a 65% reduction in substance related public order offences.



Police recorded stats from Interact (Tableau) which is a multi-agency data collection tool which is managed by the Office of the Police and Crime Commissioner showing reported ASB incidents related to Alcohol - 3 year trend.



## **CCTV data for proactive requests to log/monitor in ACZ and Public Order related incidents in Winchester**

CCTV data for Alcohol related incidents in Alcohol Control Zone and Public Order reported for monitoring/logging in Winchester between 01/10/2017 – 31/10/2018

Classified in the following way:

ACZ – Anyone that is in possession of an open container of alcohol but is behaving sensibly.

Public Order – Any individual/group that is causing a disturbance, harassment, alarm or distress which includes alcohol related to members of the public.

| <b>Month</b>   | <b>ACZ</b> | <b>Public Order</b> |
|----------------|------------|---------------------|
| October 2017   | 7          | 5                   |
| November 2017  | 2          | 1                   |
| December 2017  | 3          | 0                   |
| January 2018   | 1          | 5                   |
| February 2018  | 0          | 0                   |
| March 2018     | 2          | 2                   |
| April 2018     | 7          | 4                   |
| May 2018       | 7          | 0                   |
| June 2018      | 3          | 0                   |
| July 2018      | 6          | 6                   |
| August 2018    | 8          | 0                   |
| September 2018 | 0          | 1                   |
| October 2018   | 5          | 0                   |
| <b>TOTAL</b>   | <b>51</b>  | <b>24</b>           |

## **Equality Impact Assessment**

Government guidance required the completion of a full Equality Impact Assessment (EqIA) which are one tool for examining the main functions and policies of an organisation to see whether they have the potential to affect people differently. Their purpose is to identify and address existing or potential inequalities, resulting from policy and practice development. This has been completed and attached as (Appendix 2).

### **Introduction:**

Important equality considerations; There is a requirement for a period of statutory consultation to be undertaken before a decision can be taken. It is important for the consultation to be both accessible and engaging with those likely to be affected by the order (positively and negatively). It must also consider the communication needs



of those living within the designated area (i.e. larger BME population), and ensure that they have access to translation services as required. If the PSPO is implemented it will be important for authorised officers to consider the needs of the individuals and their personal circumstances in order to make an informed decision as to the appropriate action to take (i.e. recommendation for support, advice, fine, criminal justice approach). It will also be important for authorised officers to ensure that any action taken is proportionate to and balanced against any risks posed, either to the individual or the wider community. This includes the seriousness of the offence, past history, the consequences of non-compliance and the likely effectiveness of the various enforcement options. It has outlined the need for a consistent yet flexible approach to the application of the PSPO, which must be tailored to the individual's needs and circumstances. It will be important to be able to evidence that the PSPO is not used, or is not perceived to be unfairly targeting young men who congregate within the different parts of the designated area. It is envisioned that some or all of the following factors will have a greater impact on the above individuals; the risk of further deprivation, destitution or homelessness, risk of criminalising behaviour, risk to health (for those physically dependant on substances), risk to community cohesion, restricted access to services located within the area for the duration of the order (i.e. pharmacies, GP, substance misuse treatment), if for example deemed unreasonable by the enforcing officer.

### **Make Every Adult Matter**

MEAM supports 27 partnerships across the county to develop effective co-ordinated approaches to increase the wellbeing of those experiencing multiple disadvantages, reducing the cost to public services and improve lives. The Winchester district was recognised as a MEAM approach area in November 2018 this provides us with the opportunity to take a fresh look at how services in the area are delivered in a more effective way.

With the opportunity to take learning and experience from other areas in the partnership and to influence policy making at a local and national level.

### **Recommendations**

- Extend for another three years as outlined in this report as not extending the Public Space Protection Order may result in:
  - a) Reduced public confidence
  - b) There is also a lack of other powers to remove alcohol
  - c) Increase in alcohol related crime
- Evidence would suggest that the current Public Space Protection Order is used weekly and that the power to take possession of open vessels to prevent alcohol related behaviour can remove the risk of serious harm and voluntary disposal of alcohol when approached by Police.

- Using the information provided from Police analysts, interviews, surveys, anecdotal evidence and unanimous agreement from the Strategic Partnership that the current Public Space Protection Order is fully supported in the extension past October 2020.
- Encourage reporting of success and promotion in using the Public Space Protection Order.

## Appendix: 1

### PSPO Survey Questions

| Table 1. Question   | Responses: |
|---|------------|
| 1. Are you aware of the current PSPO<br><br>3) Yes<br>4) No   |            |
| 2. Which of the following applies to you in relation to the PSPO Zone?<br><br>1) Walk Through<br>2) Socialise<br>3) Reside<br>4) Work<br>5) Non apply   |            |
| 3. Do you agree or disagree that the introduction of the PSPO has helped to improve the quality of your life in your area?<br><br>1) Strongly Agree<br>2) Agree<br>3) Disagree<br>3) Strongly Disagree<br>4) No opinion   |            |
| 4. Do you think that the PSPO has reduced crime and disorder?<br><br>1) A great deal<br>2) Only slight<br>3) It has made no difference<br>4) Do not know  |            |
| 5. In your opinion does the PSPO make you feel safer?<br><br>1) Very much safer during the day<br>2) Very much safer during the evening<br>3) Slightly safer during the day<br>4) Slightly safer during the evening<br><br>5) No difference during the day<br>6) No difference during the evening |            |

|  |  |
|--|--|
| <p>7) Slightly less secure during the day<br/> 8) Slightly less secure during the evening</p> <p>9) Much less secure during the day<br/> 10) Much less secure during the evening</p> |  |
| <p>6. Do you think that the PSPO signage is adequate?</p> <p>1) Yes<br/> 2) No<br/> 3) Don't know</p>  |  |
| <p>7. Do you think that anything could be improved with the PSPO, please comment.</p>  |  |
| <p>8. Do you support or oppose the use of the PSPO?</p> <p>1) Support<br/> 2) Oppose</p>   |  |

**Appendix: 2**

Winchester City Council

## Equality Impact Assessment

### Section 1 - Data Checklist

When undertaking your Equality Impact Assessment for your policy or project, it is important that you take into consideration everything which is associated with the policy or project that is being assessed.

The checklist below is to help you sense check your policy or project before you move to Section 2.

|   |   | Yes/No | Please provide details   |
|---|---|--------|--|
| 1 | Have there been any complaints data related to the policy or project you are looking to implement?  | No     | This is linked to government guidance whereby we deleted the DPPO and replaced it with a PSPO in 2018 which expires in October 2020. We have received no complaints about the PSPO being in place. |
| 2 | Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented? | Yes    | Hampshire Constabulary have been consulted and are fully supportive of the proposal to extend the current PSPO.  |
| 3 | Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?   | No     | The original DPPO was in place from 2006 and to date we have not had any formal representation made about inequality impact.   |

|   |  |     |   |
|---|--|-----|---|
| 4 | Do you have any concerns regarding the implementation of this policy or project?<br><br><i>(i.e. Have you completed a self-assessment and action plan for the implementation of your policy or project?)</i> | No  | A report following consultation with Strategic Partners using the following evaluation process; interviews/surveys, anecdotal evidence in relation to the current Alcohol Control Zone, Statistics from Strategic Partners. |
| 5 | Does any accessible data regarding the area which your work will address identify any areas of concern or potential problems which may impact on your policy or project?                                     | No  | None on record  |
| 6 | Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?  | Yes | The DPPO which will be replaced by the PSPO.  |
| 7 | Are there any other issues that you think will be relevant?  | No  | The current scheme will continue as is under a different legislation.   |

## Section 2 - Your Equality Impact Assessment form

|                     |  |                                     |   |  |
|---------------------|--|-------------------------------------|---|--|
| <b>Directorate:</b> | <b>Your Service Area:</b><br>Housing Operations & Community Safety | <b>Team:</b> Neighbourhood Services | <b>Officer responsible for this assessment:</b><br>Davina-Domone-Hollands | <b>Date of assessment:</b><br>23/04/2020 |
|---------------------|--|-------------------------------------|---|--|

|   | <b>Question</b>  | <b>Please provide details</b>   |
|---|--|---|
| 1 | What is the name of the policy or project that is being assessed?                              | Alcohol Control Zone - Public Space Protection Order  |
| 2 | Is this a new or existing policy?  | Existing policy   |
| 3 | Briefly describe the aim and purpose of this work.   | To manage alcohol related ASB in public spaces via the extension of the PSPO when it comes to fruition in October 2020.   |
| 4 | What are the associated objectives of this work?   | To reduce the incidence of alcohol related ASB in public open space within the alcohol control zone.  |
| 5 | Who is intended to benefit from this work and in what way?                                     | All those that live, work or visit Winchester District, making it a safe environment in relation to alcohol fuelled ASB, causing alarm, harassment or distress.   |
| 6 | What are the outcomes sought from this work?   | As above.   |
| 7 | What factors/forces could contribute or detract from the outcomes?                             | Lack of commitment by Hampshire Constabulary to robustly implement their powers to tackle alcohol related ASB within the PSPO.  |
| 8 | Who are the key individuals and organisations responsible for the implementation of this work? | Community Safety and Hampshire Constabulary - The PSPO powers can only be issued if complaints from others who feel alarmed, harassed or distressed within the alcohol control zone are received.               |
| 9 | Who implements the policy or project and who or what is responsible for it?                    | The Community Safety Partnership carries the responsibility as statutory duty. Day to day management will be a partnership between the police and city council (licensing committee approval will be required). |

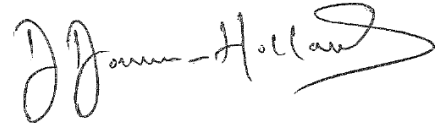
|     |   |  |          |  |
|-----|---|--|----------|--|
|     |   | Please select your answer in <b>bold</b> . Please provide detail here.   |          |  |
| 10a | Could the policy or project have the potential to affect individuals or communities on the basis of race differently in a negative way?   | Y  | <b>N</b> | Government guidance is clear as to when the powers should be utilised. |
| 10b | What existing evidence (either presumed or otherwise) do you have for this?   | The PSPO only comes into force if we receive complaints from others who feel alarmed, harassed or distressed within the alcohol controlled zone. |          |  |
| 11a | Could the policy or project have the potential to affect individuals or communities on the basis of sex differently in a negative way?  | Y  | <b>N</b> | As above   |
| 11b | What existing evidence (either presumed or otherwise) do you have for this?   | The PSPO only comes into force if we receive complaints from others who feel alarmed, harassed or distressed within the alcohol controlled zone. |          |  |
| 12a | <p>Could the policy or project have the potential to affect individuals or communities on the basis of disability differently in a negative way?</p> <p><i>(you may wish to consider:</i></p> <ul style="list-style-type: none"> <li>• <i>Physical access</i></li> <li>• <i>Format of information</i></li> <li>• <i>Time of interview or consultation event</i></li> <li>• <i>Personal assistance</i></li> <li>• <i>Interpreter</i></li> <li>• <i>Induction loop system</i></li> <li>• <i>Independent living equipment</i></li> <li>• <i>Content of interview)</i></li> </ul> | Y  | <b>N</b> | As above   |
| 12b | What existing evidence (either presumed or otherwise) do you have for this?   | The PSPO is the extension of a DPPO that came into force in 2006 and the same guidance around the use of powers will still apply.                |          |  |



|     |   |  |          |          |
|-----|---|--|----------|----------|
| 13a | Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way? | Y  | <b>N</b> | As above |
| 13b | What existing evidence (either presumed or otherwise) do you have for this?   | The PSPO only comes into force if we receive complaints from others who feel alarmed, harassed or distressed within the alcohol controlled zone. |          |          |
| 14a | Could the policy or project have the potential to affect individuals on the basis of age differently in a negative way?                               | Y  | <b>N</b> | As above |
| 14b | What existing evidence (either presumed or otherwise) do you have for this?   | The PSPO only comes into force if we receive complaints from others who feel alarmed, harassed or distressed within the alcohol controlled zone. |          |          |
| 15a | Could the policy or project have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?   | Y  | <b>N</b> | As above |
| 15b | What existing evidence (either presumed or otherwise) do you have for this?   | The PSPO only comes into force if we receive complaints from others who feel alarmed, harassed or distressed within the alcohol controlled zone. |          |          |
| 16a | Could this policy or project have the potential to affect individuals on the basis of gender reassignment differently in a negative way?              | Y  | <b>N</b> | As above |
| 16b | What existing evidence (either presumed or otherwise) do you have for this?   | The PSPO only comes into force if we receive complaints from others who feel alarmed, harassed or distressed within the alcohol controlled zone. |          |          |
| 17a | Could this policy or project have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?   | Y  | <b>N</b> | As above |
| 17b | What existing evidence (either presumed or otherwise) do you have for this?   | The PSPO only comes into force if we receive complaints from others who feel alarmed, harassed or distressed within the alcohol controlled zone. |          |          |
| 18a | Could this policy or project have the potential to affect individuals on the basis of pregnancy and maternity   | Y  | <b>N</b> | As above |

|     |  |   |          |   |
|-----|--|---|----------|---|
|     | differently in a negative way?   |   |          |   |
| 18b | What existing evidence (either presumed or otherwise) do you have for this?  | The PSPO only comes into force if we receive complaints from others who feel alarmed, harassed or distressed within the alcohol controlled zone.  |          |   |
| 19  | Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?   | Y   | <b>N</b> | None identified.  |
| 20  | Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic. | Y   | <b>N</b> | Race:<br>Sex:<br>Disability:<br>Sexual orientation:<br>Age:<br>Gender reassignment:<br>Pregnancy and maternity:<br>Marriage and civil partnership:<br>Religious belief: |
| 21  | How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?   | The PSPO is in place to reduce alcohol related Anti-Social behaviour, so that it does not impact on an individual's ability to access services. By reducing an individual's anti-social behaviour we are promoting their role as part of an inclusive society.<br><br>Any potential discrimination brought about by the extension of the PSPO will be overseen by our corporate safeguarding policy for adults. |          |   |
| 22  | Do any negative impacts that you have identified above impact on your service plan?  | Y   | <b>N</b> |   |

Signed by completing officer

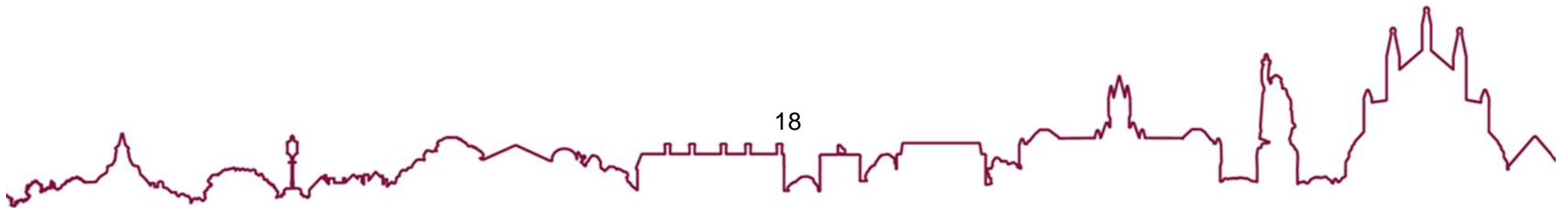


Davina Domone-Hollands

Signed by lead officer

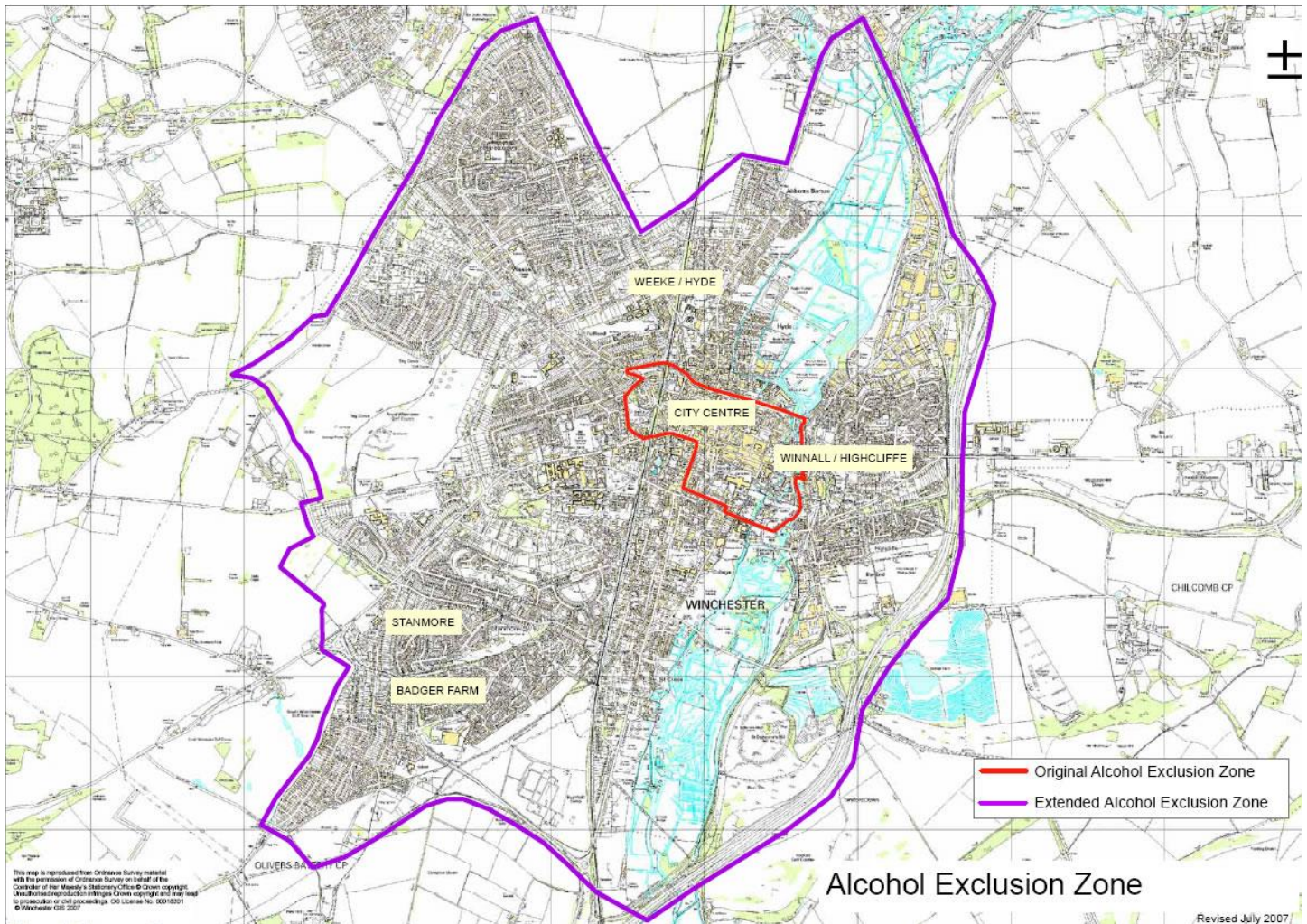


Sandra Tuddenham



# Appendix: 3

## Alcohol Control Zone Map





## Appendix: 4

### Anti-social Behaviour Satisfaction Survey 2019

#### Introduction

Each year Winchester Community Safety Partnership (CSP) directs the City Councils ASB lead to undertake an anti-social behaviour satisfaction survey.

Tackling anti-social behaviour remains a statutory duty for CSPs and whilst we can show some success it's important to note that the subject is complex and often requires a much broader partnership approach to tackle the issues. For example what might initially be reported as a single ASB concern, upon investigation flags a number of contributory factors e.g. mental health.

In order to ensure we continue to evaluate the current process and meet the needs of those reporting ASB concerns, we asked residents and those who have used the service in the past year to complete the survey.

As we are also in the process of reviewing the current Alcohol Control Zone we took the opportunity to consult those participating in the survey and ask for their view of how they think it works to reduce alcohol related ASB.

#### Scope and Methodology

This consultation was published on Citizen Space and sent as an electronic link to residents who reported an incident of anti-social behaviour in the previous 12 months alongside those who are members of Tact<sup>2</sup>. The results have been split in the report to enable the reader to see the separate responses. The consultation was open between the 5<sup>th</sup> and 24<sup>th</sup> December 2019.<sup>3</sup>

#### Results

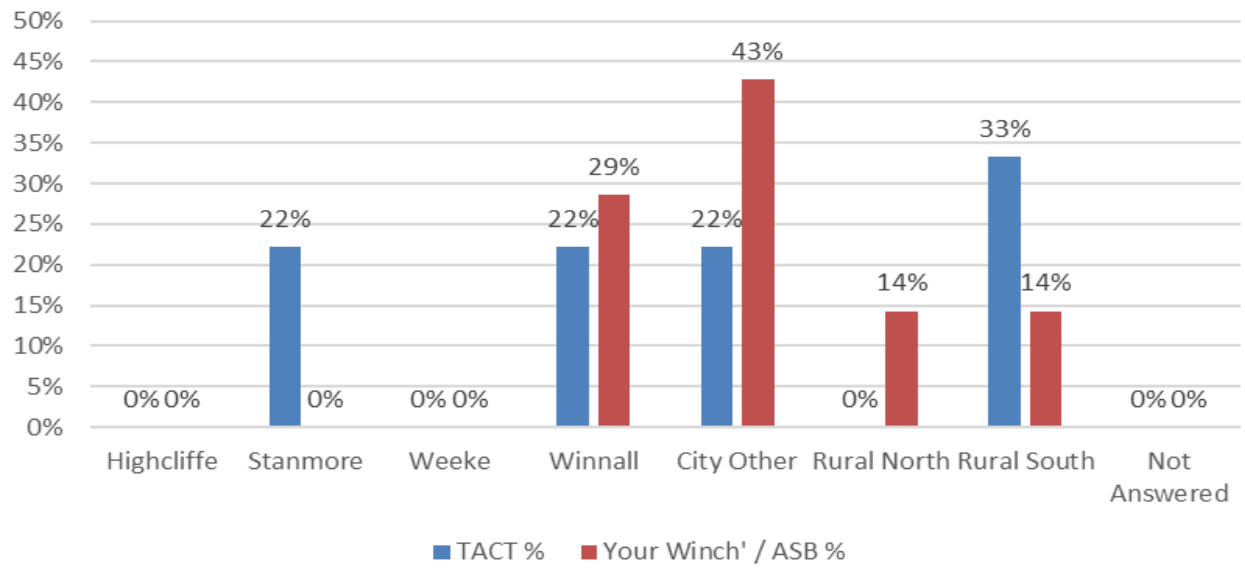
The survey was sent to 88 individuals which resulted in 16 responses (18%). The following graphs and free text tables represent the collated responses.

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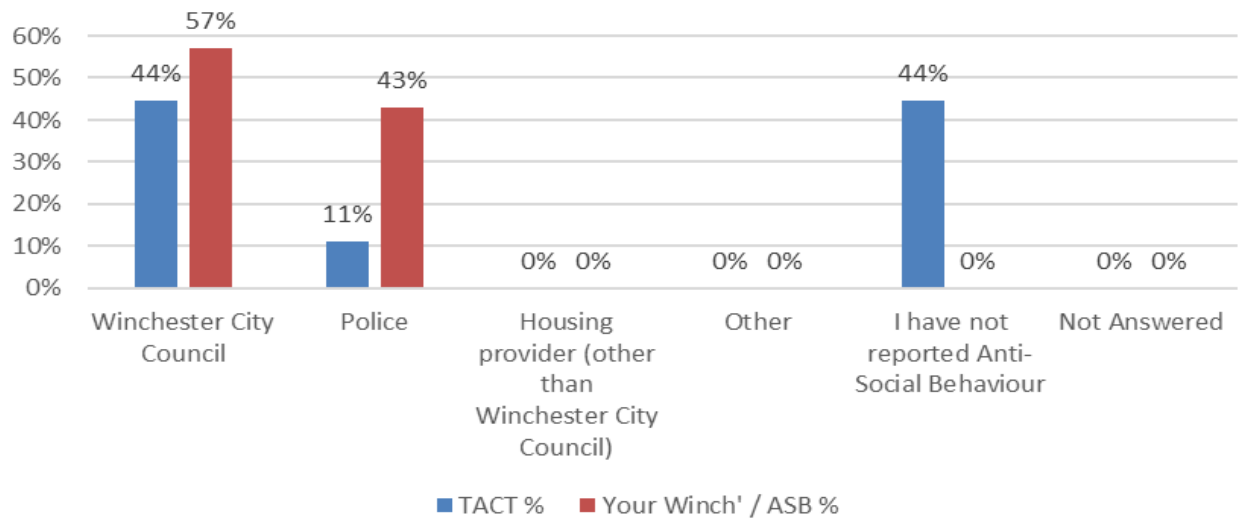
<sup>2</sup> TACT is an independent group of tenants and leaseholders working in partnership with Winchester City Council. TACT stands for Tenants and Council Together. Formed in 1995 and are Winchester City Council's district-wide tenant and leaseholder forum. TACT includes representatives from Tenants' Associations, individual tenants and leaseholders, council officers and elected Members of the Council.

<sup>3</sup> We will review the date the annual survey is sent out due to the low responses received this time.

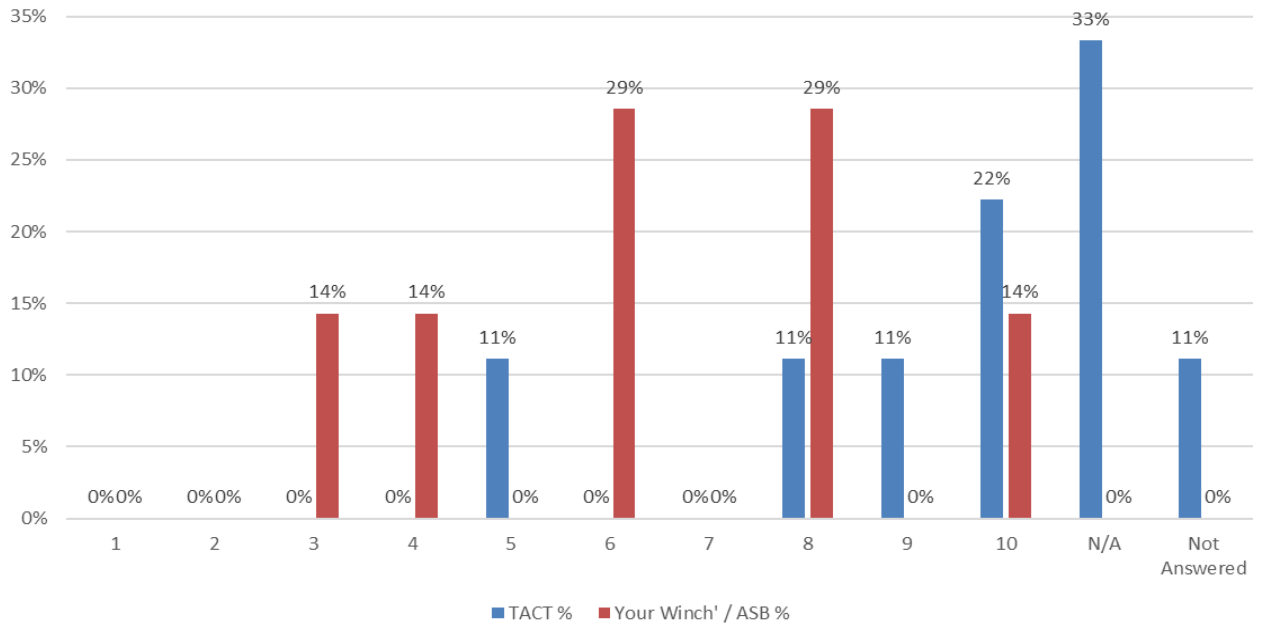
If you are replying as a resident of Winchester, what area of the Winchester District do you live?



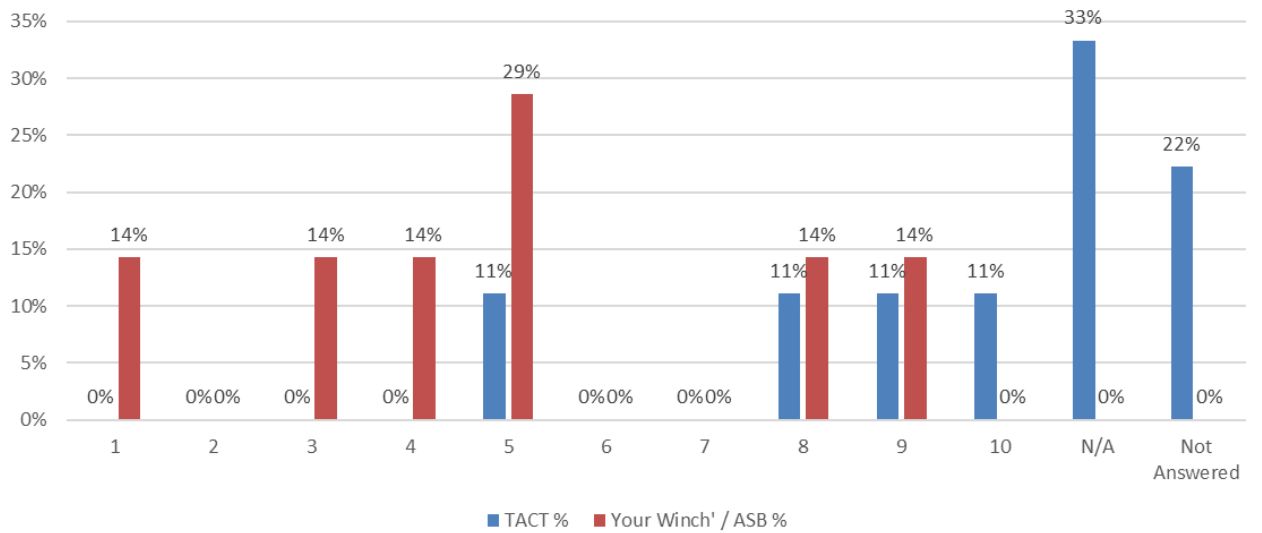
Have you ever felt the need to report Anti-Social Behaviour (ASB) to the city council or other agencies, if yes who did you report it to?



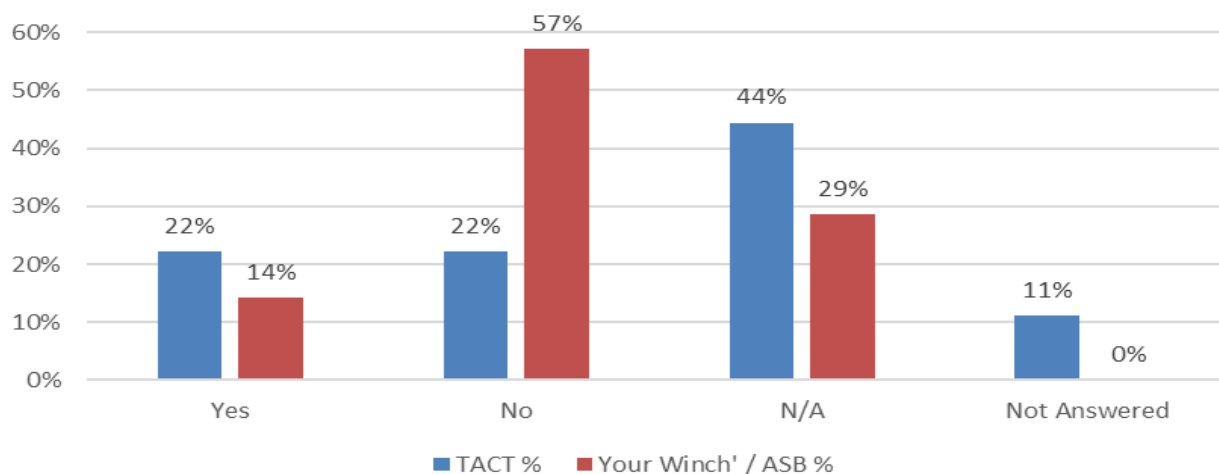
How easy was it to report the Anti-Social Behaviour? On a scale of 1 -10, 1 being extremely difficult and 10 being extremely easy?



If you reported Anti-Social Behaviour to the city council's Neighbourhood Services and Community Safety Team how satisfied were you with the information and advice provided? On a scale of 1 -10, 1 = extremely dissatisfied and 10 = extremely satisfied?



Did the involvement of the Community Safety and Neighbourhood Services Team resolve the issues and if your answer is no, please tell us why?



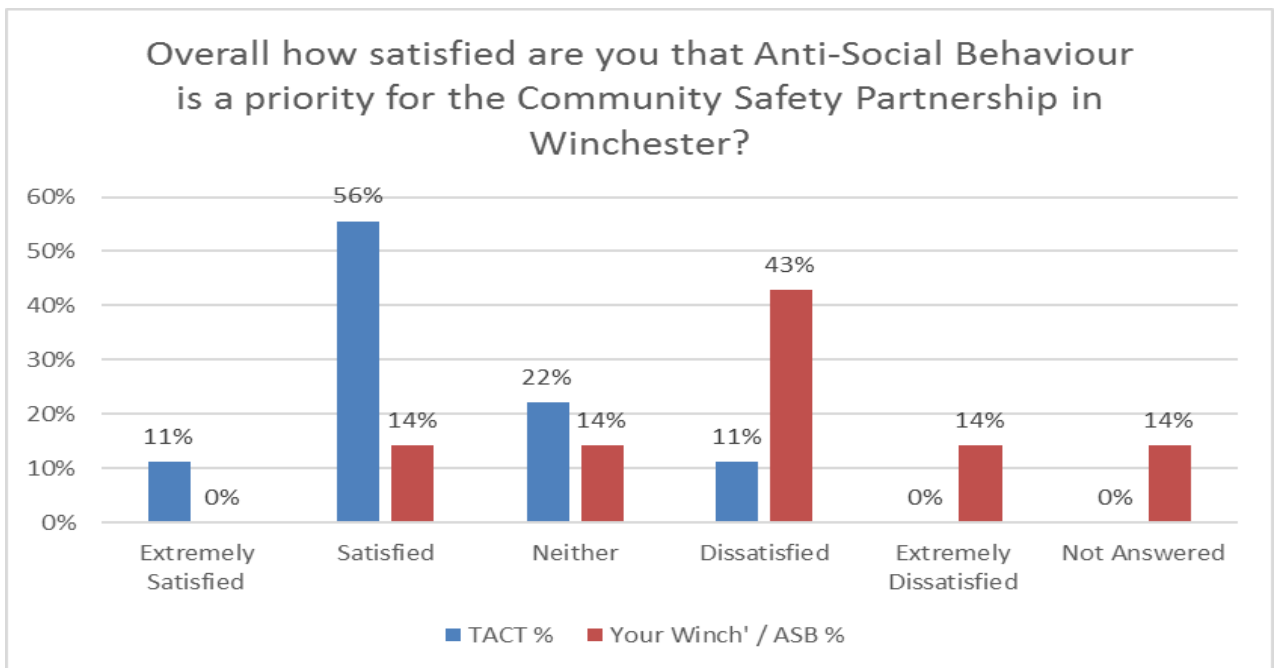
| TACT Response   | Your Winch' / ASB Response <sup>4</sup>   | Our Response <sup>5</sup>   |
|---|---|---|
| It was a sheltered housing issue  | The council tenants behind us are still continuing with ASB as its winter we don't hear it as much. My house mate and myself were verbally abused we have sent in logs of the ASB, I have sent emails and letters saying nothing has changed and I have heard nothing back. It is clear that your service doesn't work and you are quite happy to let people rent properties from you who abuse other people and treat their children badly and are happy with this. I feel your strategies in dealing with ASB are inefficient and continually pass the 'buck' as you are not prepared to take responsibility. However you are more than happy for others to suffer. | We are aware that some cases require a broader partnership approach. This may manifest itself in a referral being made to another service e.g. Housing Tenancy and Environmental Health to ask they investigate further.<br><br>We strive to improve the service to customers so we will identify how we can manage similar cases in the conclusion to this report. |
| Feel no joined up responsibility within council accountability for what is unclear. | I have no idea  | Winchester has a strong partnership ethos and the city council prides itself on collaborative working arrangements with our communities and partner agencies. However we will review our communication channels to ensure that those contacting us are made aware of  |

<sup>4</sup> Comments are as written in the responses.

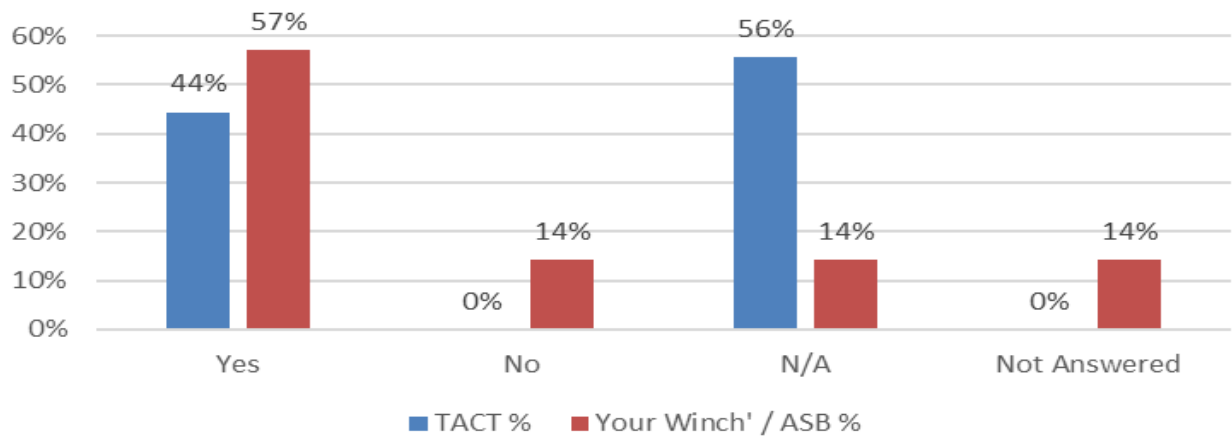
<sup>5</sup> Our Response – Your Winchester App reports do not always remain with Neighbourhood Services & Community Safety so whilst the response is worrying (we will try and look into the facts around this statement), it may have been passed to another partner agency outside of the city council if that was more appropriate.



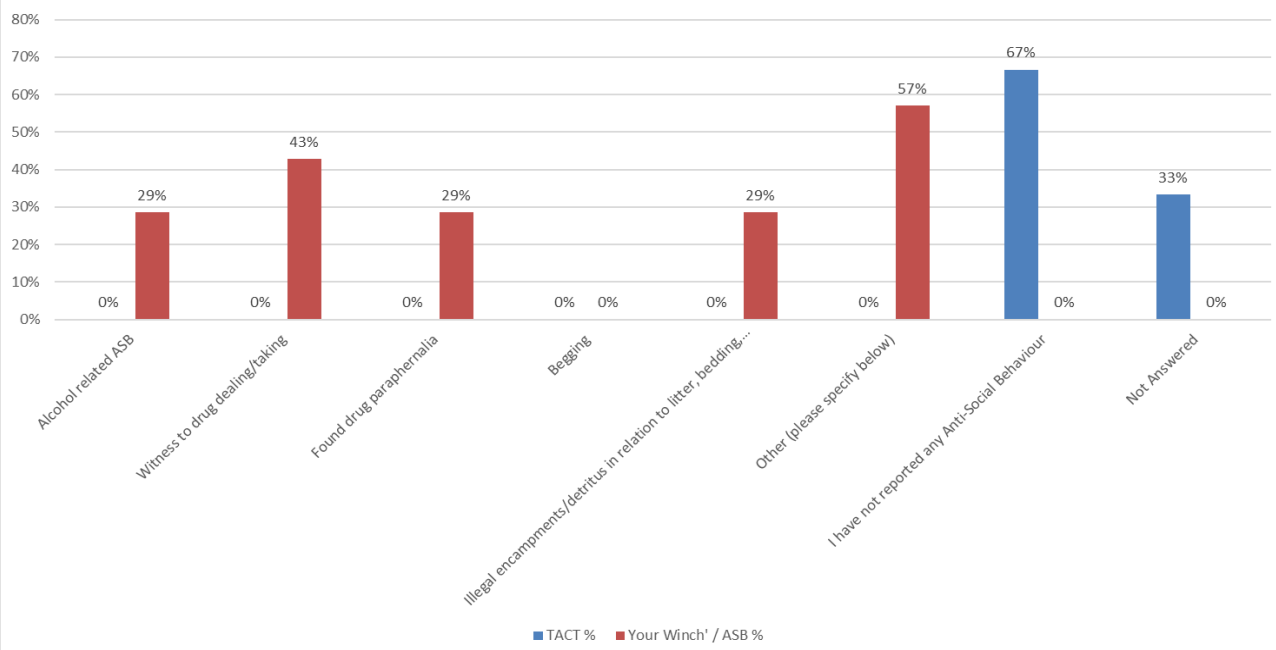
|  |   |   |
|--|---|---|
|  |   | the joined up work being undertaken.  |
| It was dealt with by housing department via estates management team. | Eventually but police involvement was needed.                       | Hampshire Constabulary are key partners within the Community Safety Partnership and work with us to tackle some of the issues reported about ASB.   |
|  | There are still problems.   | It is important that all ASB concerns are reported in a timely fashion either using Your Winchester App or via 101.   |
|  | No feedback received. Presumably addressed as the nonsense stopped. | We do endeavour to report back on any complaints being managed by the Neighbourhood Service team. However all complainants are encouraged to give us a call for an update about their specific case if they feel we have not responded as quickly as they would like. |
|  | They improved but couldn't stop it.                                 | Pleased to read that the issues have improved.  |



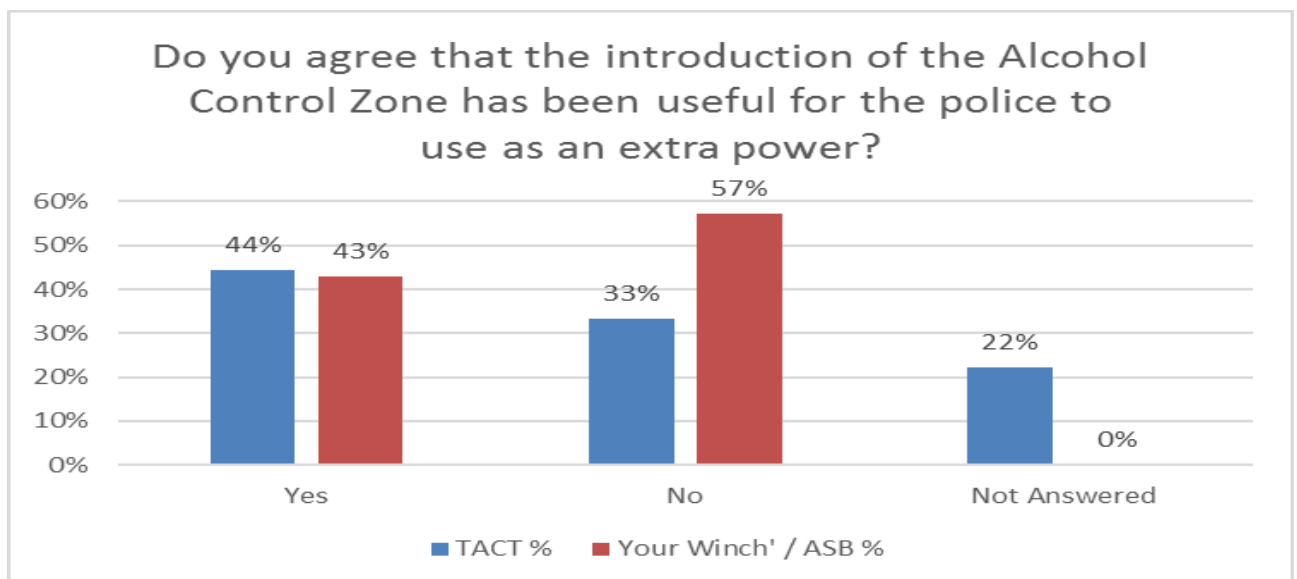
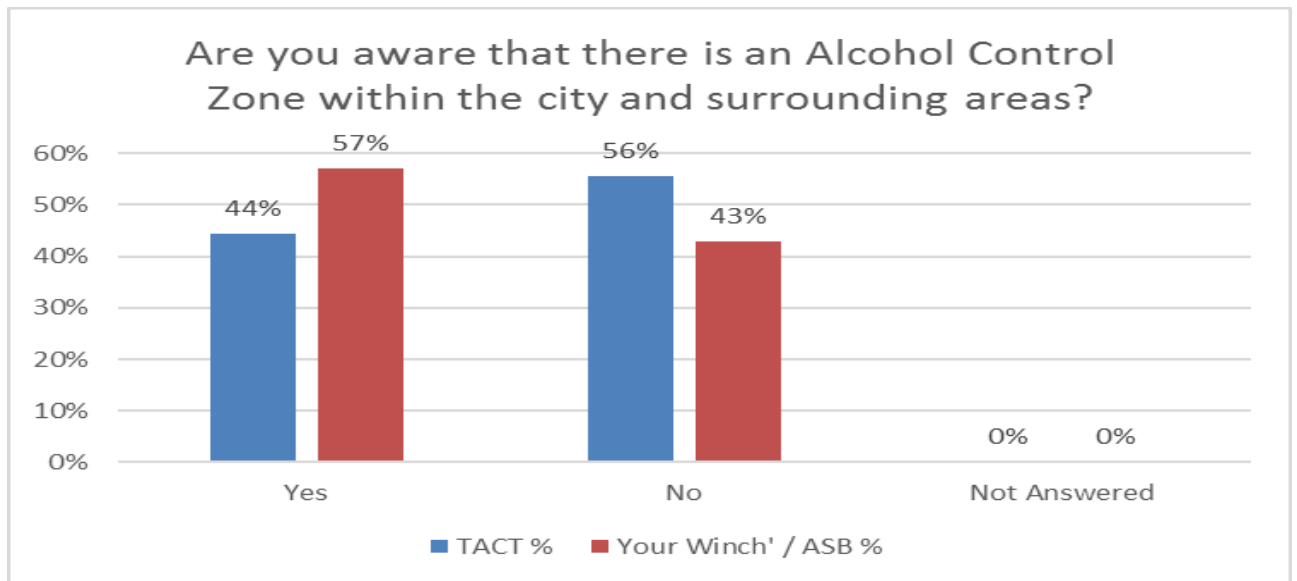
### Based on your experience would you contact the Community Safety and Neighbourhood Services Team again if future issues arise?



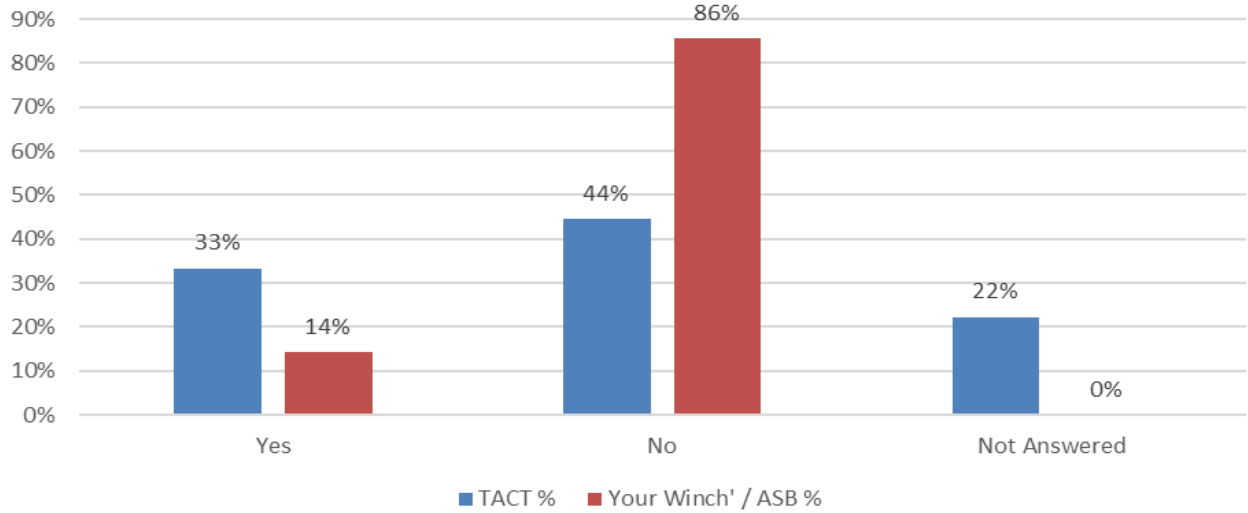
### If you have reported Anti-Social Behaviour in the last 12 months what was it relating to?



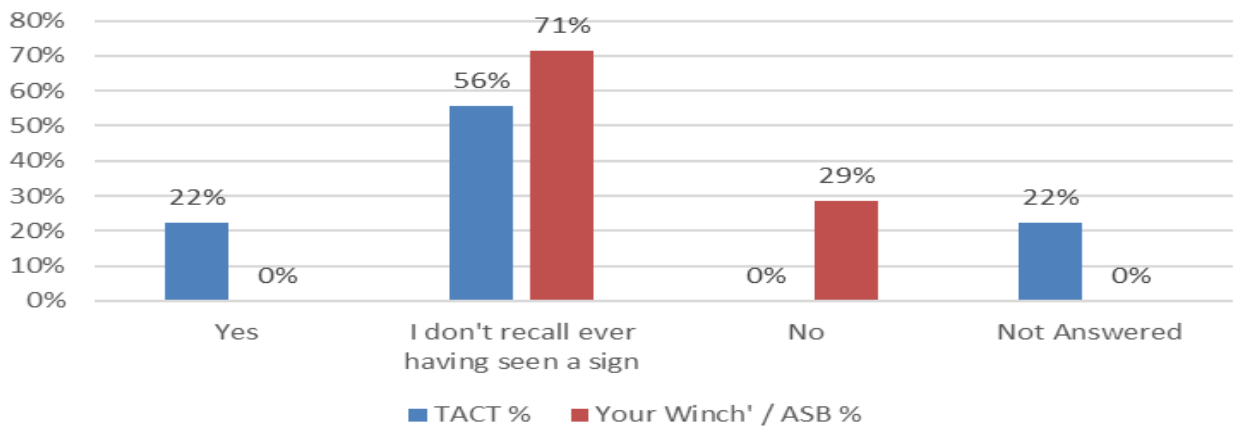
## Alcohol Control Zone

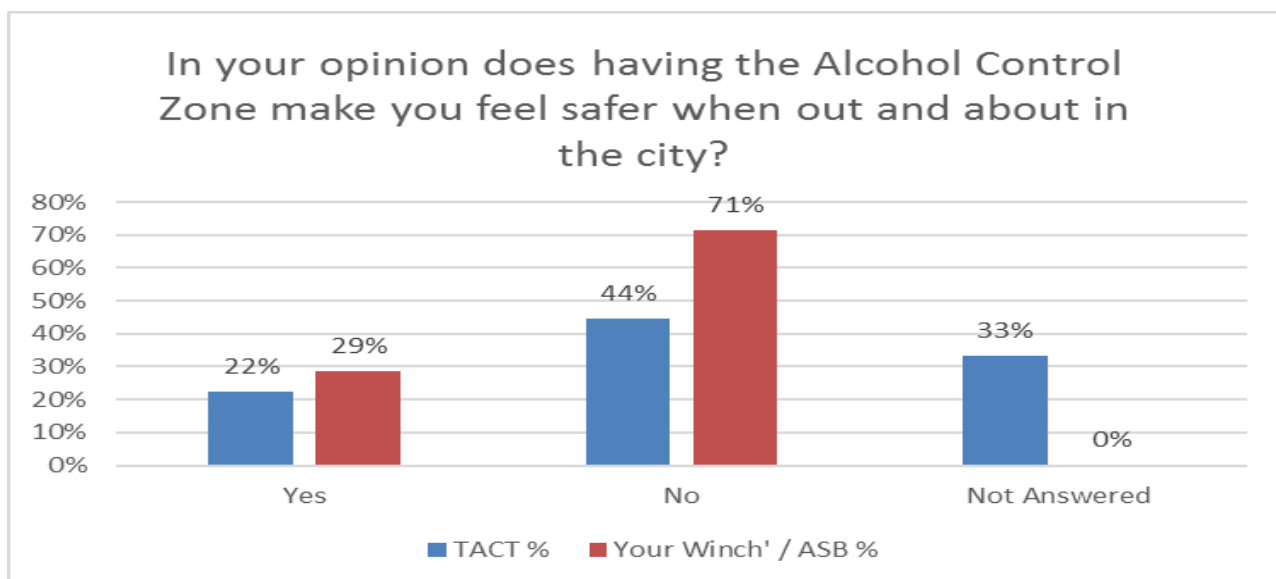


The aim of the Alcohol Control Zone is to reduce alcohol related crime and disorder which includes the night-time economy - do you think incidents have reduced because of the use of these powers?



Do you think that the Alcohol Control Zone signage is clear and adequate?





If there is anything else you would like to say about this survey, please use the space below.

| TACT Response  | Your Winch'/ASB Responses  | Our response   |
|--|--|--|
| We need more policing to disband groups if drug and alcohol users grouping which can be intimidating to all age groups.                              | I think you need to be more proactive and have more consequences for those that have ASB I think your current suggestions are weak and don't help those that are suffering the effects of ASB.<br>We are being bullied and are unable to live in our house and use our garden particularly in the summer because of abusive neighbours we have behind us and yet you are quite happy for this to continue. You offer no solutions that actually work and I don't think this is fair. | The Neighbourhood Service Team have 5 patrolling officers who identify hot spot locations for proactive patrols on a regular basis. It is important that all ASB concerns are reported in a timely fashion to ensure we are made aware of the issues and can action partnership support/patrol activity where it's needed. |
| It's sometimes all the little anti-social behaviour that can have devastating effect. Is there a local best police officer, if yes not very visible? | Why doesn't anything ever get rectified? This city is visited by thousands of tourists each year. Why is it such a mess with BUFF graffiti in St Cross area? What must they think?   | The graffiti mentioned was reported to the relevant department but as the location in question is not owned by Winchester City Council we were unable to remove it.  |
| More publicity is needed on the alcohol control zone.  | People hang about 'the usual areas' like the ex-fountain by the Books, Winnall Moors and St John's Church. Swearing and drinking and drug taking in public.  | We take a proactive approach to all concerns of public disorder and work with partners including Police, Winchester City Council Outreach and Inclusion to reduce the level of public drinking and drug taking within the City.<br><br>The Alcohol Control Zone is in place within   |

|  |  |  |
|--|--|--|
|  |  | this area and the police do use their powers to confiscate alcohol. Inclusion will undertake outreach to areas where there is a particular problem so we can follow this up with them. |
|  | More liaison with the University over drunk students and drug dealers near university grounds especially at the start of a new term. | This is core work for the community safety partnership and drug related issues are managed through Operation Fortress and other multi-agency meetings.                                 |

**Way Forward:**

- We are aware that some cases require a broader partnership approach. This may manifest itself in a referral being made to another service e.g. Housing Tenancy and Environmental Health to ask they investigate further.
- Winchester has a strong partnership ethos and the city council prides itself on collaborative working arrangements with our communities and partner agencies. However we will review our communication channels to ensure that those contacting us are made aware of the joined up work being undertaken.
- Hampshire Constabulary are key partners within the Community Safety Partnership and work with us to tackle some of the issues reported about ASB.
- It is important that all ASB concerns are reported in a timely fashion either using Your Winchester App or via 101.
- We endeavour to report back on any complaints being managed by the Neighbourhood Service team. However all complainants are encouraged to give us a call for an update about their specific case if they feel we have not responded as quickly as they would like.
- The Neighbourhood Service Team have 5 patrolling officers who identify hot spot locations for proactive patrols on a regular basis. It is important that all ASB concerns are reported in a timely fashion to ensure we are made aware of the issues and as appropriate put in place partnership action/support/patrol activity where it's needed.
- We will continue to ensure that graffiti reported to us is referred to the relevant department and/or other agency.
- We will continue to take a proactive approach to all concerns of public disorder by working with partner agencies; including Police, Winchester City Council Outreach and Inclusion to reduce the level of public drinking and drug taking within the City.
- We will continue to ensure that we work closely with the University through the community safety partnership and that drug related issues are managed, reported and dealt with through Operation Fortress<sup>6</sup> and other multi-agency meetings.
- The Alcohol Control Zone is in place within the city and surrounding areas and the police do utilise their powers to confiscate alcohol. Inclusion services undertake outreach to areas where there is a particular problem so we will continue to follow up reports with them.

<sup>6</sup> Operation fortress – a multi-agency meeting designed to discuss county lines (transient drug dealing) and other drug related issues.