

## Appendix 3 - Comments Analysis

### In summary:

As previously mentioned, this survey accumulated 423 valid entries, resulting in a 100% level of participation.

Of those, 370 included valid comments, either because the comment was not completed, set as 'no comment' or the entry had no analytical value i.e. 'waste of time', accounting for 87% of the sample or number of participants in this survey.

This Appendix extracts and analyses the most common characteristics found within comments, selected as mentions, based on key words, converted into a data-based analysis for your benefit, explaining the overall impact and possible outcome, and comparing it to the initial numerical and trend conclusion.

Aspects of this Appendix cover, as most significant characteristics: most mentioned areas or addresses, most used area term, ASB types mentioned, times of occurrences mentioned, the effects felt by respondents most commonly mentioned and suggestions raised within the comments, which will be presented below.

Outliers will be present in graphs, however, the relevance given of those is on the concentration of activities related to ASB and not any other aspect.

\***Criminality** mentions will be discussed separately, later in this document.

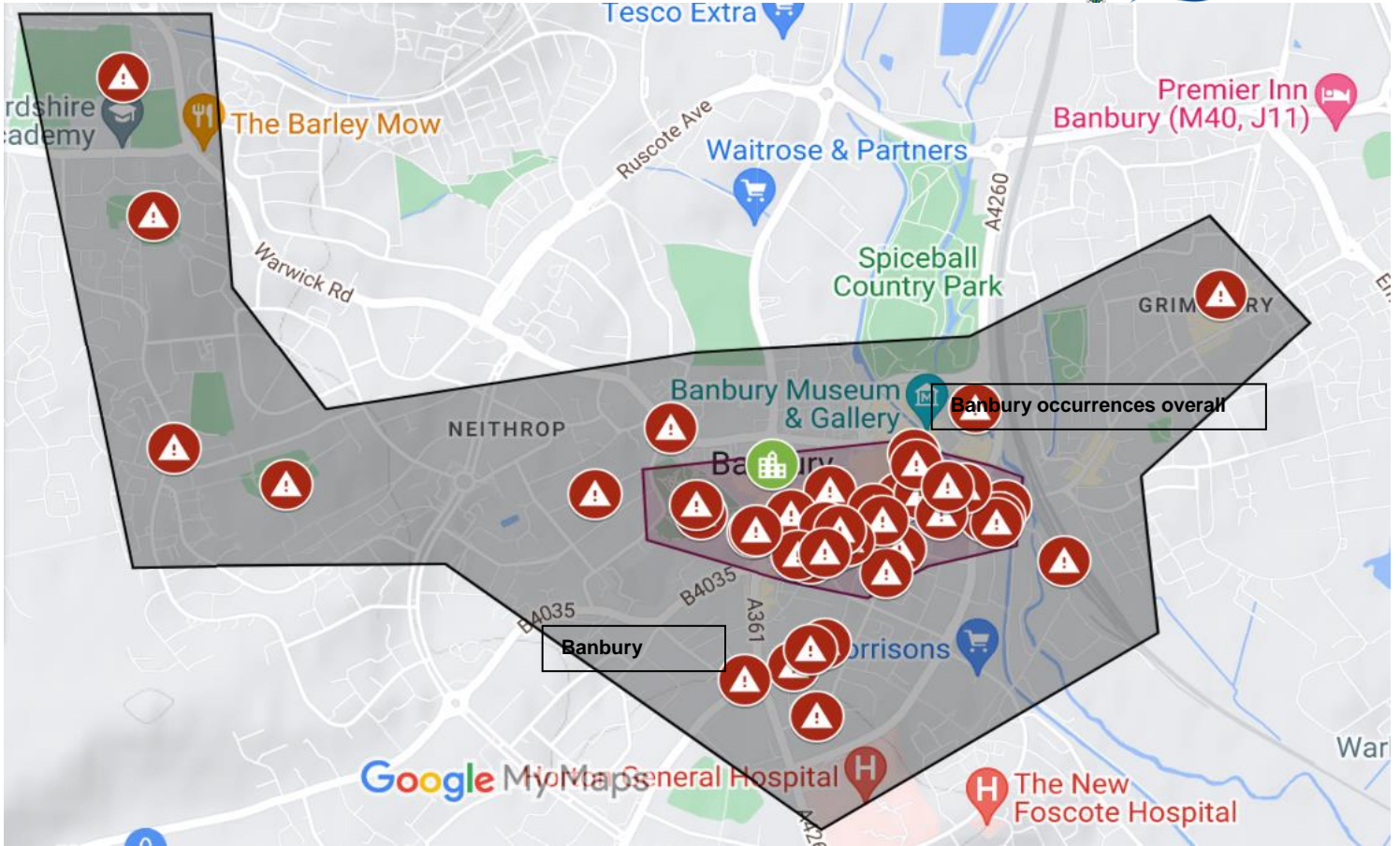
Therefore, figures are separate by characteristics as demonstrated below:

### Most mentioned areas or addresses

After identifying all areas/ addresses, mentioned in the comments, the volume of mentions is distributed at:

|                            |      |       |   |
|----------------------------|------|-------|---|
| Banbury Whately Hall Hotel | 1    | 0.20% | Addresses/<br>Areas mentions<br>■ Cases mentioned<br>■ Percentage |
| Banbury Health Centre      | 1    | 0.20% |   |
| Salvation Army Shop        | 1    | 0.20% |   |
| Jenning Bet                | 1    | 0.20% |   |
| Bus Station                | 1    | 0.20% |   |
| Enterprise car & van hire  | 1    | 0.20% |   |
| Go Trampolining            | 1    | 0.20% |   |
| Kwik Fit                   | 1    | 0.20% |   |
| King's Rd                  | 1    | 0.20% |   |
| 65 High St                 | 1    | 0.20% |   |
| 33 Albert St               | 1    | 0.20% |   |
| Warwick Rd                 | 1    | 0.20% |   |
| Bond St                    | 1    | 0.20% |   |
| Grimsbury                  | 1    | 0.20% |   |
| Trinity Park               | 1    | 0.20% |   |
| Nursery                    | 1    | 0.20% |   |
| ATM High St                | 1    | 0.20% |   |
| Cafe Veneto                | 1    | 0.20% |   |
| Broad St                   | 1    | 0.20% |   |
| Cafe/Coffee Shops          | 1.75 | 0.40% |   |

With Tesco Express, White Lion Hotel, St Mary's Church and Yard, White Lion Shopping Walk and Mall, Good Game, the bandstand area at People's Park and Parson Street the most significant occurrences within all the entries. A better View of the occurrences can be seen below :

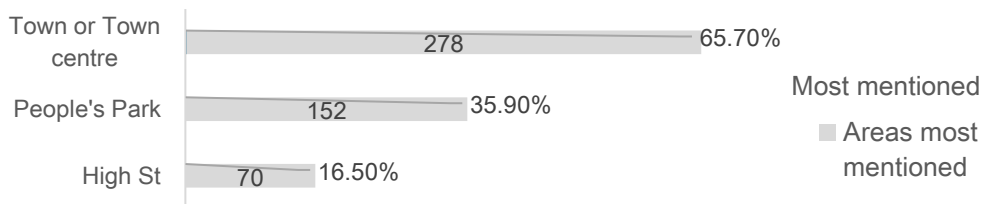


A more comprehensive map can be found at:

**GIS graphics – At Appendices 3, 4 5 6 and 7.**

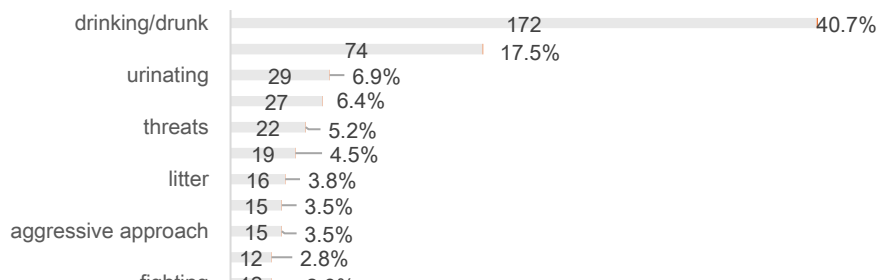
**Most commonly used areas mentioned**

Another outlier to be mentioned is that residents were very aware of the concentration of problems and how they wish it to improve it in Banbury, projecting figures for particular key words higher than the rest of the list shown above for key words for other area/addresses' mentions, but not removing the importance of these areas. It means that, although there are several entries related to the words below not intended to convey a ASB occurrence, it still relays an outstanding volume of entries that do and characterise the most point of concentration.



**ASB types mentioned**

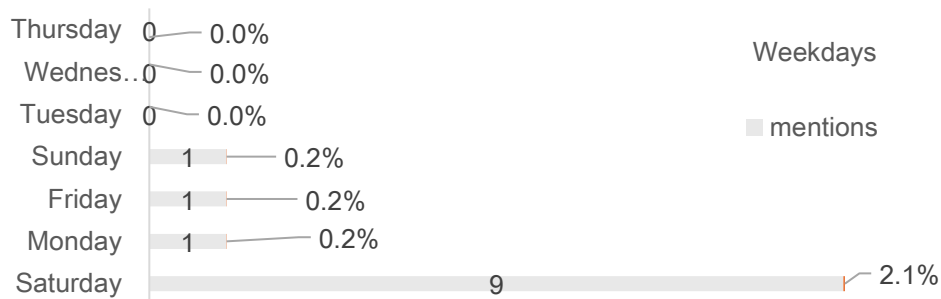
The next step was identifying all ASB types, mentioned in comments, with volume of mentions distributed at:



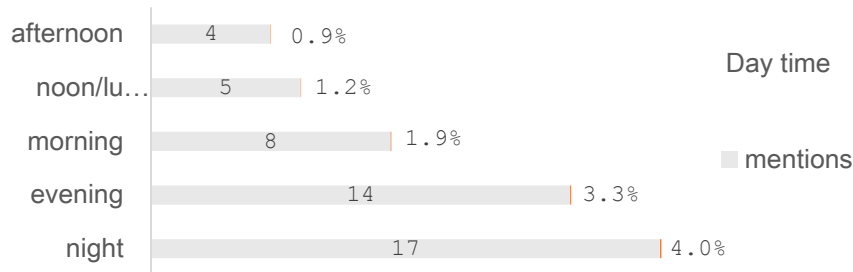
Which highlight ASB occurrences particularly converging in drinking and homelessness, as the catalyst for one or more behaviours.

### Times of occurrences mentioned

Then, identifying the most recurrent time intervals related to occurrences witnessed for ASB, mentioned in comments:



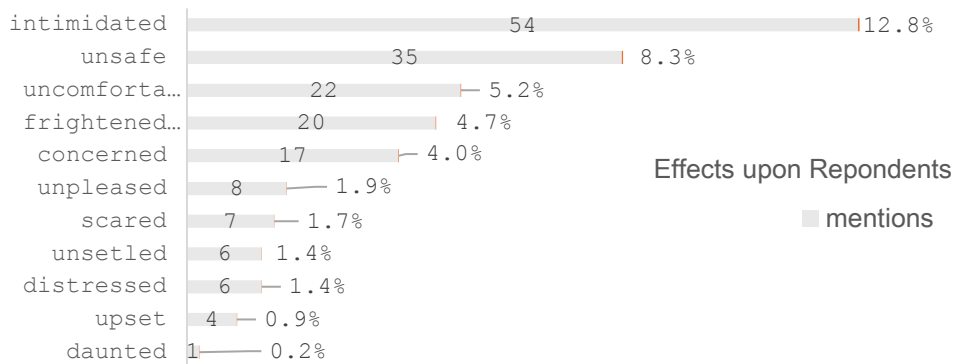
Gathering all mentions related to time intervals, show that the trend of occurrences is most commonly concentrated at weekends, with the peak of occurrences converging on Saturdays.



And the most likely time of day to have people witnessing such behaviours in at evening to nighttime.

### The effects felt by respondents

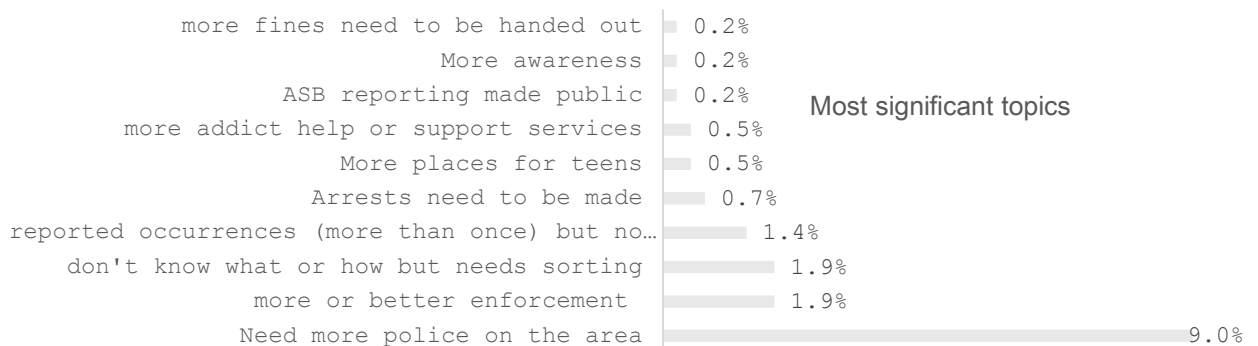
There has been a significant number of comments describing the effect that such ASB behaviour has caused to respondents:



Mostly confirming that, overall, respondents felt intimidated and unsafe in some aspect or level going into Banbury town centre.

### Suggestions raised

There cannot be such analysis without also scrutinising the overall trend of thought of respondents participating in the survey.



Which demonstrate not only suggestions, but also solutions, frustrations and actions the consider must be taken, so that PSPO does, effectively, do its job.

### \*Criminality

Caveat: there is, accordingly to the sample, a direct relation of ASB and criminality.

Witnesses mentioned occurrences related to prostitution, drug dealing, property damage, shop lifting, car racing, misuse of blue badge parking spaces, potential paedophilia (not confirmed), described as missing person accompanied by an older person (implying boyfriend), alongside and inter-relating with ASB, which must be further investigated.

### **Conclusion comparison**

Although, there is no doubt respondents are happy and welcoming PSPO actions within Banbury, a further study must be taken to define and acknowledge what are the points where ASB escalates to the point of criminality, or what criminal behaviours aid ASB behaviour.

Points 1, 2 and 3 related to the conclusion are confirmed and reiterate the need for a more detailed search for information which can allow the service to identify different pathways to address and prevent ASB and even reduce criminality, if that is the aim.

### **Overall Conclusion**

And although, Public Spaces Protection Orders (PSPO) are welcomed actions and a necessary overall view, there is much more detail searching or studying to be done, to be added to this survey in order to map, identify areas, project action plans and draft strategies, in a more effective way, which were not covered within this exercise. Something services will have to question, evaluate and act upon.