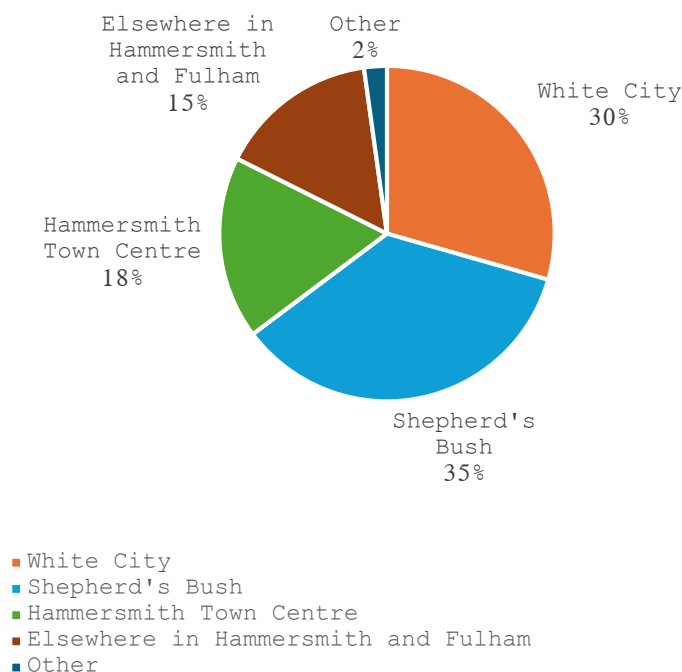


APPENDIX 3 – AMPLIFICATION PSPO CONSULTATION FINDINGS

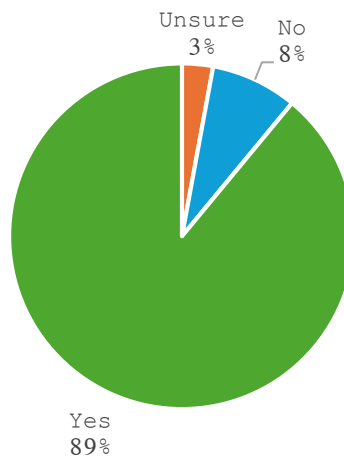
1. The consultation for the Street Amplification PSPO ran from 19/11/2024 to 31/01/2025. Throughout this period various engagement methods were utilised, most significantly the 'Have Your Say' survey which received 136 responses. The results and analysis of this is presented below.
2. Officers worked hard to ensure that the survey was widely circulated amongst our networks, asking partners such as the BID, SNT, and resident groups to share as widely as possible. This included circulation in monthly newsletters and on notice boards, and in weekly resident newsletters. In addition, officers attended 3 engagement events alongside the ASB team during ASB Awareness week. Further, we held 5 targeted events specifically to promote the consultation and engage residents on the PSPO, including a walkabout with Law Enforcement Officers in White City. In addition, officers posted and circulated notices throughout the borough, amongst other engagement tools.

'Have Your Say' Primary Quantitative Questions

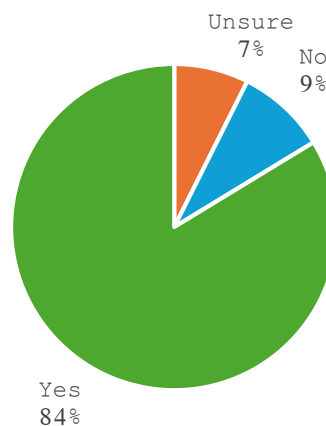
3. Q1 – Where are you based?



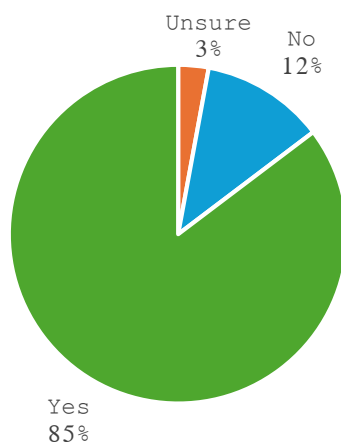
4. Q2 – Do you agree with the current restrictions on street entertaining, busking and amplified speaking in the White City area?



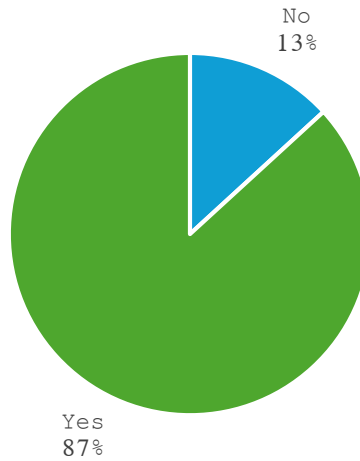
5. Q3 – Do you agree with the current restrictions on street entertaining, busking and amplified speaking in Hammersmith Town Centre?



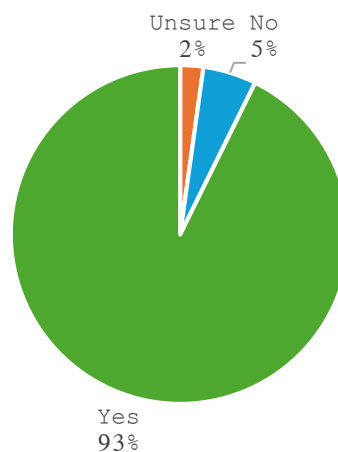
6. Q4 - Do you agree with the current restrictions on street entertaining, busking and amplified speaking in Shepherd's Bush?



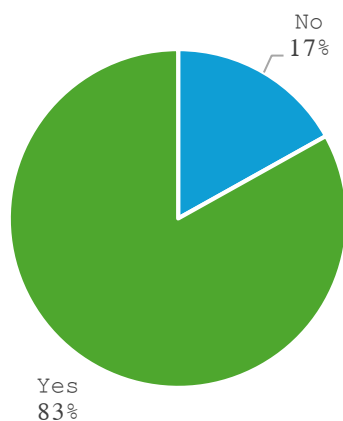
7. Q5 – Do you feel that current restrictions are clear and easy to understand?



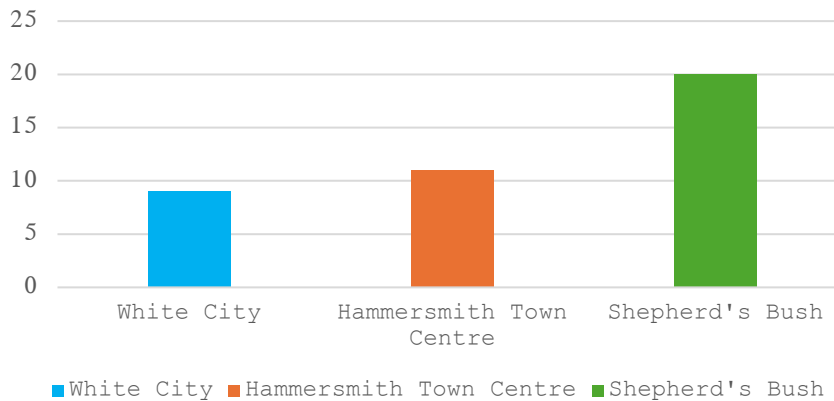
8. Q6 – Do you agree that battery powered devices used for amplification should be added to the list of restrictions?



9. Q8 – We are proposing to keep the same geographical areas for the PSPO. Do you think all the areas currently covered by the restrictions are suitable?



10. Q9 - If you don't think the proposed areas are suitable, which area / areas do you think need amending? Note: 'amend' is not defined here as reduce nor expand.

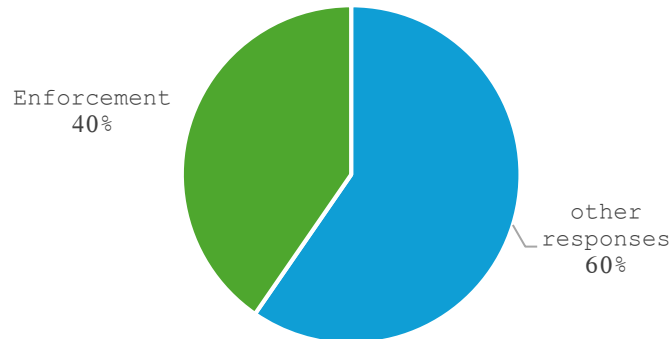


11. For this question, 21 responses were received, with 111 respondents skipping the question. This indicates that they are satisfied with the current areas covered by the restrictions. Of the total number of respondents, this means 15% of respondents thought the Shepherd's Bush area should be amended. 8% of total respondents think Hammersmith Town Centre area requires amendment, and 6.6% think that the White City area requires amendment. Note that comments received throughout the consultation indicate that many respondents took 'amend' to mean 'expand', as respondents are significantly in favour of either preserving current restriction zones, or expanding them, but not reducing them.

'Have Your Say' Primary Qualitative Questions

12. The following questions sought comments from residents. The responses to the following questions have been analysed for trends, detailed below.
13. Q7 – Do you have any comments about the restrictions?

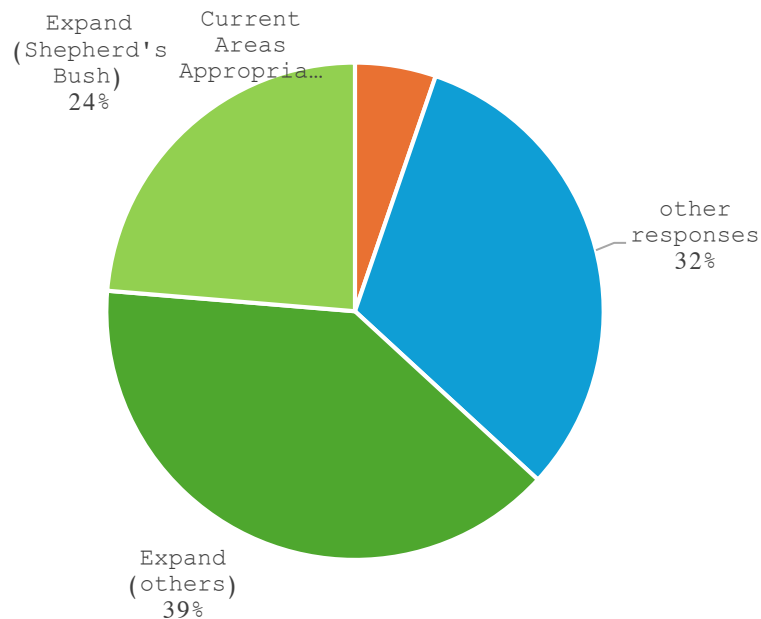
The most significant trend was a perceived lack of enforcement (21 / 52 responses). Note, we are addressing this in partnership with the Law Enforcement Team.



Furthermore, 4 / 52 comments (7.7%) indicated that the PSPO restrictions are unfair and should be reduced. By contrast, many comments expressed frustration towards amplified music and public speaking, describing it as 'shattering the peace of our community' and 'thoroughly approving of these restrictions'.

14. Q10 – Do you have comments about the areas covered by the restrictions?

36 responses were received for this question. 24 / 36 comments mentioned expanding the areas covered by restrictions. Of those 24 comments, 9 specifically mentioned expanding the area in Shepherd's Bush, particularly focused around Shepherd's Bush Market station. 8 of these 24 comments were in favour of expanding the restrictions to cover the whole borough. Only 2 comments indicated that current areas were the maximum zones the PSPO should cover. Note however that this is only 1.47% of total respondents, as 100 respondents chose to skip and not comment on this question.



15. Q11 – Do you have any other comments?

30 responses were received. Those relevant to the PSPO echo the enforcement concerns seen at section 11. Further comments praised the restrictions, expressing “wholehearted support”, with only one comment was in favour of removing the PSPO.

It is also worth noting that 2 comments were specifically made about the negative effect of amplified music and public speaking on the experiences of disabled residents. One respondent commented: “As a blind person it is impossible to navigate crossing roads and keeping [sic] myself safe with a lot of noise”.

Comments from Stakeholders

16. We directly contacted major stakeholders with a significant interest in the PSPO for comment, including W12 Shopping Centre, the Broadway Shopping Centre, Westfield, and Shepherd’s Bush Green ‘Friends of’ group. Many of these stakeholders declined to comment, with some preferring to complete the ‘Have Your Say’ survey instead.
17. The ‘Friends of’ group are supportive of the restrictions, but do not believe they should be expanded. They support the inclusion of battery powered devices within the restrictions. Finally, they do not believe that the restrictions are adequately enforced, as they believe there is an ongoing problem with noise nuisance around Shepherd’s Bush Tube station and the W12 Centre.

18. We have taken this feedback on board and are working with the Law Enforcement Team to consider how we can improve enforcement rates, and visibility of enforcement. At a minimum, this will include refresher training on the PSPO's for LET officers. It is worth noting that enforcement is not the sole responsibility of the Law Enforcement Team, and other factors such as police support and lack of address to serve notice, amongst others, have a significant effect on enforcement rates.