Appendix 3: PSPO Consultation Report – 2026

1. Survey results into the effectiveness the Public Space Protection Order in Redditch Town Centre and a proposal to extend the current order

Headline Findings

- There is overwhelming support for extending the PSPO, with 96% of respondents supporting its continuation for a further three years.
- Whilst 61% of respondents reported witnessing anti-social behaviour (ASB) in the town centre during the last 12 months, 69% of those who witnessed incidents did not report them.
- Most respondents felt the PSPO has been either effective or partially effective in addressing ASB within the town centre.

Key Themes

Strong Support for the PSPO - The majority of respondents view the PSPO as an important tool for tackling alcohol-related ASB, drug use, public nuisance and intimidating behaviour. Many felt it contributes to maintaining a safer and more welcoming town centre environment.

Concerns Around Enforcement - The most consistent theme throughout the responses was a perception that enforcement is not sufficiently visible or consistent. Many respondents felt that the powers available under the PSPO need to be utilised more proactively, particularly in known hotspot locations and against repeat offenders.

Low Levels of Reporting - A significant number of respondents who had witnessed ASB had not reported it. Common reasons included:

- A lack of confidence that action would be taken.
- Uncertainty about how or where to report incidents.
- The perception that ASB has become a regular occurrence.
- Frustration with reporting processes and response times.

This suggests there may be opportunities to improve public awareness of reporting routes and demonstrate the outcomes achieved through reports received.

Ongoing Issues with Drugs and Alcohol - Respondents frequently referred to concerns relating to:

- Street drinking.
- Drug use and suspected dealing.
- Public intoxication.
- Associated nuisance behaviour, including littering and public urination.

Many comments suggested that a relatively small number of repeat individuals are responsible for a disproportionate amount of the reported ASB.

Church Green Identified as the Main Hotspot - Church Green and the surrounding area were referenced most frequently throughout the consultation. Respondents identified concerns relating to street drinking, drug use, begging and intimidating behaviour in and around:

- Church Green.
- St Stephen's Church.
- The Bandstand area.
- William Street and Silver Street.
- The Kingfisher Centre entrance adjacent to the church.

Desire for a Greater Enforcement Presence - Many respondents called for increased visibility of police officers, PCSOs and enforcement officers, particularly during evenings and weekends. There was a strong view that visible patrols would improve confidence and act as a deterrent to ASB.

Impact on Perceptions of Safety - Several respondents reported that ASB affects their willingness to visit the town centre, particularly during the evening. Families, older residents and vulnerable individuals were identified as groups most likely to feel intimidated by persistent ASB.

Need for a Balanced Approach - Whilst supportive of enforcement activity, some respondents highlighted the need to address underlying issues such as homelessness, substance misuse and mental health. These respondents felt enforcement should be complemented by support and outreach services.

Additional Suggestions from Respondents - Respondents also suggested:

- Increased CCTV coverage.
- Greater publicity of enforcement outcomes.
- Public awareness campaigns on reporting ASB.
- Further action on e-scooters and e-bikes.
- Consideration of similar intervention in other areas of Redditch experiencing ASB.

Conclusion

The consultation demonstrates clear support for renewing the PSPO and indicates that residents, businesses, and visitors continue to view it as a valuable tool for helping manage ASB within Redditch Town Centre. However, respondents consistently identified enforcement visibility, improving confidence in reporting and ongoing issues relating to drugs and alcohol as areas where further work is required. Church Green remains the principal location of concern and would benefit from more targeted attention as part of any future enforcement and partnership activity.

2. All Consultation Results as Written – [Names have been removed in line with Consultation Privacy Statement]

Question 1

Which of the following best describes you? Please tick all that apply			
Answer Choice		**Response Percent**	**Response Total**
1	I live in Redditch Town Centre, within the red PSPO boundary line, as shown on the map.	5.6%	11
2	I live in Redditch Town Centre but outside of the Town Centre PSPO area	14.4%	28
3	I live in Redditch Borough but not in the Town Centre	72.8%	142
4	I am a Business Owner / Employee in the Town Centre	9.2%	18
5	I am a Representative / Employee in the Alcohol Licensing Trade	0.5%	1
6	I am a Redditch Ward Councillor	0.5%	1
7	I am a Redditch County Councillor	1.5%	3

8	I represent a Charity, Voluntary Organisation or Community Group *	5.1%	10
9	I represent a Religious Establishment *	0.0%	0
10	I represent a different organisation or group *	2.1%	4
11	Other (please specify):	6.7%	13
* Please provide the name of your group/organisation/establishment			24
		answered	**195**
		skipped	**1**

Question 2

Please let us know where in Redditch Borough you live.	
Please select area	
Abbeydale	5
Astwood Bank	6
Batchley	20
Brockhill	7
Callow Hill	4
Church Hill North	10
Church Hill South	6
Crabbs Cross	3
Enfield	3
Feckenham	1
Greenlands	8
Headless Cross	11
Hunt End	3
Ipsley	2
Lakeside	1
Lodge Park	2
Matchborough East	4

Matchborough West	7
Oakenshaw	6
Oakenshaw South	5
Riverside	7
Smallwood	3
Southcrest	10
St. Georges	1
Town Centre	6
Walkwood	1
Webheath	10
Winyates East	8
Winyates Green	9
Winyates West	3
Wirehill	2
Woodrow North	1
Woodrow South	1
Response Total	**176**
Answered	**176**
Skipped	**20**

Question 3

Have you witnessed Anti-Social Behaviour (ASB) in public areas in Redditch Town Centre in the last 12 months?			
Answer Choice		**Response Percent**	**Response Total**
1	Yes	61.0%	119
2	No	39.0%	76
		answered	**195**
		skipped	**1**

Question 4

Did you report the Anti-Social Behaviour (ASB) you witnessed in Redditch Town Centre?			
Answer Choice		**Response Percent**	**Response Total**
1	Yes	31.1%	37
2	No	68.9%	82
		answered	**119**
		skipped	**77**

Question 5

Who did you report the Anti-Social Behaviour (ASB) you witnessed to?			
Answer Choice		**Response Percent**	**Response Total**
1	Police	70.3%	26
2	Redditch Borough Council	10.8%	4
3	Other (please specify):	18.9%	7
Comments:			10
		answered	**37**
		skipped	**159**

Question 6

Please tell us why you did not report the Anti-Social Behaviour (ASB) you witnessed?			
Answer Choice		**Response Percent**	**Response Total**
1		100.0%	73
		answered	**73**
		skipped	**123**

Question 7

Do you think the current PSPO has been effective since it was put in place in January 2024?			
Answer Choice		**Response Percent**	**Response Total**
1	Yes	32.3%	62
2	No	16.1%	31
3	Partially	38.5%	74
4	It doesn't affect me	13.0%	25
Comments:			67
		answered	**192**
		skipped	**4**

Question 8

Do you support the extension of the Town Centre PSPO for a further 3 years (2027-2030), to deal with the problems below: Alcohol related anti-social behaviour Misuse of Psychoactive Substances (e.g. Nitrous Oxide) Public Urination, Defecation and other Offensive, Indecent or Threatening Behaviour Abusive, Obscene and Threatening Language			
Answer Choice		**Response Percent**	**Response Total**
1	Yes	95.9%	187
2	No	4.1%	8
Comments:			70
		answered	**195**
		skipped	**1**

Question 9

Please tell us anything else you think we should know about ASB in Redditch Town Centre:			
Answer Choice		**Response Percent**	**Response Total**
1		100.0%	77
		answered	**77**
		skipped	**119**

Comments:

[*Summary of a comment about the consultation survey materials:*] there is concern about the accuracy and clarity of the consultation material for the proposed three-year extension of the PSPO and whether consultees had sufficient information to understand the scope and operation of the existing Order.

It is believed that some descriptions of the restrictions did not adequately explain the conditions, qualifications and exemptions within the Order. Specific concerns relate to the distinction between a blanket prohibition on alcohol consumption and conditional powers to require a person to stop drinking or surrender alcohol; the scope of restrictions on intoxicating substances and associated items; and the threshold applicable to prohibited language and behaviour. Clarification is requested regarding references to removing items and possible arrest, including the distinction between requirements under the PSPO and separate police powers. It is requested that the consultation materials and survey questions be reviewed against the current Order, amended where necessary, and accompanied by readily accessible full wording of the Order. Also confirm how responses submitted before any material corrections would be treated and whether respondents would have an opportunity to reconsider their views. This does not suggest deliberate misrepresentation and it is requested that these concerns are retained as part of the consultation record and provided to those responsible for the subsequent report and decision.
Electric bikes are being used more often and are ridden very fast through the town centre. The Council should also enforce no head coverings.
Drug addicts and alcoholics make nuisances of themselves and fight. The highly organised drug dealing business just keeps attracting more and more addicts. We have to keep on top of this. As well as begging some people will be shoplifting in desperation to obtain drugs. Some dealers stick out because they are very unpleasant unlike usual local people. The local Cafes suffer from fighting abusive addicts frightening customers away. A lot can be observed easily from this corner cafe at 3 cooks. Exchanging money drugs etc. We need to keep on top of these people
Police (PCs and PCSOs) walking in the areas both during the day and night. RBC officers taking enforcement action for a whole range of things including anti-social and illegal parking. On the spot fines for littering including £100 for dropping a cigarette butt. MANY years ago some UK cities had street wardens who issued £50 fines.
It would a ride everywhere. Oafs riding small motorbikes in. Arrow valley anyone want to deal with that??
I strongly believe that this order should be extended until such time the town centre is free of idiots and miscreant activity - hopefully in my lifetime!!
Face coverings of all kinds need to be banned. They are intimidating.
Very unclear as to who this is and how to report it
Car with the noisy exhaust going round town at night
I work on Church Green East, opposite the fountain. Everyday we see the same suspects drinking alcohol on the benches. Twice in the space of 4 days I have had to go outside to stop the same man from urinating up the side of [redacted]. This gentleman doesn't even close the door, so on both occasions, [redacted]
The order should be extended to cover loud busking and behaviour than an officer could reasonably believe would cause a nuisance or discomfort to other members of the public.
Alcohol Ban. No carrying unless in a bag. No consuming. As current legislation is not clear boundary.
ASB in bus station. Loitering on steps Smoking cannabis and vaping on steps and within kingfisher
It's getting worse
It should be made larger
People don't gave enough social activities to do in Redditch, more pubs and clubs needed Bottomless brunch

Drunks outside [redacted] in town centre on seats by bus stop
Having more visible policing or community support officers
As the nights draw in it makes the centre and parking area safer for all those that work and shop in the centre
Needs a more obvious presence of enforcement
Sorry stop going into town centre at night due to our age it doesn't fell safe
Littering, smoking illegal substances, threatening behaviour was a regular occurrence when i worked in town 25/26.
Drug users in the open along with drinking cans and bottle of alcohol in the open by the church.
It supports the role of the police
Make sure tyere is enough staff on duty to ensure ASB works
We don't go into Redditch as much as we used to for 2 reasons: Firstly because it can be quite intimidating on occasions when there are groups of [redacted] youths behaving badly [redacted] Secondly the town centre no longer has a great deal to offer because of all the empty shops.
It seems to me that the area covered is far too large and it should be confined to the area immediately around the Church green.
Promote what we should do should we witness anything. Within the Kingfisher one can report to security but what if it's outside there?
[redacted]
Should be extended to cover the whole borough.
Patrolling the exclusion area as much as possible (with the limited resources)
Not enough police to really see any difference
You need a youth centre with youth workers to support these kids not just try to move them on. They need help/guidance ultimately.
The place looks a mess nothing there to see of a night time . Give kids more things to do regularly youth club or something Problem drinkers help Shop lifters help Maybe have street wardens in busy periods
You need to move on the beggars and the drunks get them out of the town centre
Look
Please could you look into beggars, most of these people have homes/places they live in and only want the money for drugs and alcohol
Lot of anti social behaviour
The drug use in the town is a huge concern
Feel like it's mostly the same 15 to 20 people.
I can't say that I've noticed any difference
I've no issues regarding the town centre
It is intimidating. I wouldn't want to sit on the benches with this going on around me. It makes passers by move on instead of the offenders
The problem is everywhere sadly. No one has any real power to deal and stop this behaviour.

Individuals who are street homeless begging outside of establishments. Often for money to buy illicit substances. While there are outreach programmes for rough sleepers - this behaviour can cause unease and fear for the general public visiting the town centre.
Antisocial behaviour has become much worse in the town centre mainly from youths wearing balaclavas intimidating people riding electric scooters in kingfisher centre
no comment
From what i read most of the town is relatively free of problems but i see and hear of problems in the Town Centre area which in a way is possibly to be expected. Having the order is a tool to keep it under control in a localised area and that extends to improvements just outside the are a- where i live!
Complete lack of police within the area and town centre. Just waking around and letting things happen around them is not acceptable
I only visit town centre maybe 4 times a month and definitely dont go out not become i am worried about anti social issues just dont go due to lack of nice places to eat and have a drink
As I visit the [redacted] regularly I would be frightened to attend the [redacted] snd go to the carparks without the ASB. You still get yobs but only a few
Think need more police/pcso presence to deter or keep on on asb
Lots of drinking still takes place in public
Druggies outside [redacted], & passage to Silver Street at the rear of the bank/Car park. In reply, yes, see the Police present out the front of the bank, but by the market stalls, passage to the Kingfisher Shopping Centre. It gives an awareness from the Sportsman's Arms toward the Church and picnic area there. My personal view: being disabled and vulnerable, I get a bit concerned; some idiots prancing about- that's beside the skateboards!
Continually monitoring the ASB situation is absolutely important
It's the same faces every week
There is always someone walking around with a can of larger regardless of any ASB.
There should be more firm approach toward the anti-social behaviour.
Parking by takeaway delivery drivers on church green is a problem especially for buses
Behaviours in the town centre generally aren't too bad. Begging seems to have subsided along with aggressive attempts to get passers by to subscribe to charities etc.
There are some people who are quite clearly mentally unwell, however are being told they have capacity. More jjoint working between the police and mental health teams might work.
We need a total ban on face coverings unless it’s a medical mask
No proper enforcement. Not enough Police Officers and PCSOs seen walking the areas during the day & night. Why doesn't RBC employ street wardens with the power to do on the spot fines for littering? Many years ago a city had a £50 fine for dropping a cigarette butt and enforced it.
Drugs, and drinking, especially back of [redacted], cameras don't do anything, need more patrols, only see security guards walking around very rare
Include banning all face coverings
N/A
more permanent cameras and much better monitoring of them

Littering and graffiti may not be caught in the moment but it can have a real affect on the area, it is disrespectful and costs taxpayers huge sums to rectify
They seem to be doing a great job
You need police presence in the town centre somewhere with a front desk where people can report things straight away, the place need to be proactive not reactive to deal with these issues.
Perhaps the police could look at the ASB caused by noisy cars driving at speed through the town.
I think one of the biggest problems is that people are starting to lose confidence in reporting antisocial behaviour because they don't feel anything will actually change. There needs to be better communication about what action is being taken, particularly when the same issues keep happening. I also think more needs to be done to prevent problems rather than simply responding once something has happened. Having a more visible presence around the town centre, particularly in known problem areas, would make a real difference. It's also important to listen to the people who spend time in the town centre every day, as they often see things that might not be reflected in official reports or statistics. I don't expect the police to solve everything overnight, and I appreciate the pressures they're under, but there needs to be a more joined-up and consistent approach. Ultimately, people want to feel that their concerns are being listened to and that reporting incidents actually leads to something being done.
As above
I think we need to focus on the parameters of the current pspo. It is successful. Is there any evidence that moving people on is creating problems elsewhere?
….can I just flag a really important view for you so you can maybe get a focus on.round by the [redacted] by the kingfisher….every time I go there there's drunks and druggies hanging around swearing etc…hopefully by now this as been made to your attention all the councils….the [redacted] come running out the other week saying what's going on with this town deeply concerned because the whole area people are starting to avoid….why on earth these people can just do what they want….with a police station round the corner.if you could just reply and let me know what focus is going on with this that would be great ?
There needs to be police around [redacted] in the evening. It's not safe
Although not the main target of the order, there are still a considerable number of instances of illegal usage of e-scooters in the area.
Have extra security Have extra Police Have extra cameras

Question 10

Please tell us anything else you think we should know about ASB in any other areas of Redditch:			
Answer Choice		**Response Percent**	**Response Total**
1		100.0%	60
		answered	**60**
		skipped	**136**

Comments:
The pspo area should be extended out along mount pleasant/Plymouth road in southcrest as can hear people screaming obsceneties at each other, potentially due to drug/alcohol abuse
See earlier comments. A total lack of enforcement.
See above
Sadly the significant littering needs to be reduced - we have such a green and verdant borough marred by the constant dumping of litter from apparently motor vehicles we need some form of deterrent /reduction campaign.
Something needs to be done in the Church Green area groups of down and outs gathering with cans of beer etc.
Same as above. As well as loitering and public property being damaged consistently in several areas around Redditch.
Batchley shops area often has ASB incidents
Need proper enforcement from church green parking on green lane. Nighty time too. AndPubs . [redacted]. To have litter bins for cigarette and dope ends. Broken glass swept up before public start going to work or setting up market. No alcohol permitted to be openly carried or open or drunk with in the area. Public toilets to stop church grounds and back streets ally ways being used. It isn't "their fault" there isn't toilets.
Had someone already high looking for a 'light' didn't like my Sorry I don't answer and marched off muttering can't you just say no! Saw her later talking to community police. Winyates Centre. Officers are doing their best throughout the town.
Public services are under funded & resourced
I think there is growing evidence of antisocial behaviour within Arrow Valley Country Park. Largely reported in late afternoon and evening. This is very worrying and I would hope there is a focus on addressing the problems sooner rather than later. If not it will adversely affect a large number of residents who derive huge benefits from this facility.
Need more officers to walk the street / car parks as they do tend to loiter in the stairwell and can be quite volatile
Cannibis dealing in the area

Churchill, excessive motor vehicle and motor bike noise, mainly at night.
Arrow valley lake can be an intimidating area with gangs of youths hanging around and causing a nuisance.
We have recently moved away from Headless Cross. We lived close to [redacted] and experienced ASB on our doorstep from customers using the pub. We also experienced issues with parking. Customers were often drunk and abusive when we challenged them to move away from our property. The Pub has changed management and we feel more should be done to ensure residents needs are considered.
E scooters and motorbikes around AV Lake.
Some of the play areas around the Redditch area have drug related issues particularly with teenagers in the evenings. Arrow Valley lake can also have gangs of youths together which can be intimidating especially fir the elderly and disabled who are generally a bit more vulnerable.
There is still too much ASB in the town centre and it needs to be tackled more seriously.
Drug smells are becoming more and more common in local shopping centers, Winyates and Matchborough The smells are especially bad in and around [redacted] of the Kingfisher Centre, this shouldn't be acceptable and action should be taken to prevent it.
Matchborough centre ASB. In particular currently is the riding of non road legal motorbikes on the footways around the area.
Unfortunately when visiting relatives in Winyates we experienced drunken individuals who were using foul and abusive language and threatening each other, but not the general public.
Have seen trouble/drinkers down Batchley pond.
The whole of redditch needs more police to make a difference
Speeding Motorbikes around Brockhill Park & surrounding area. Teenagers smoking Canabis in that area also.
Happens near the train station quite a bit too.
It's everywhere people just dont have respect anymore and neither do their kid's Ive been on bus a few times had issues with young people starting on people maybe police should go on buses abit more specially nightime
Police are good and always been supportive. Could do with council employing enforcement officers
We need more police and a front door at the police station, so we can report any issues.
Extending it for the nxt 3yrs is good, I can't really comment about other areas as I don't go out much and I don't go out anywhere once it's dark.
None
The PSPO needs to be in other problem areas in Redditch such as Winyates centre, Woodrow Centre, Matchborough and Batchley.
Antisocial behaviour is prevalent all through Redditch areas and is becoming very unacceptable
Occasionally we get motor bike riders on Hopyard Lane driving very noisily and fast in the early evening
Not known or experienced by me or my family
All areas. Church hill centre Winyates centre Matchbrough centr and another centre. Ileagal parking outside schools, Winyates way, just passing through is no good.?

In my opinion, the entrance to Arrow Valley Park and [redacted]. Please note that both these areas can get congested with traffic coming off Batten Drive; in my opinion, it's an accident Black Spot!
Subways seem to be a generally problematic area, and not are covered by the proposed PSPO.
Drinking outside of town on summer street is an issue for ASB and also then causes litter. Really [redacted] should be held accountable/ have the alcohol licence removed
Most of the meetings with Police and Council representatives are happening mid-day Mon-Friday. I do not think the full time working people have any chance to raise the issues. There is no proper relationship with the local councillors, most of the time when something is reported there is no official feedback.
Arrow Valley Park has seen a deterioration in behaviour over the last 12-18 months
I'm not aware of behaviours in other parts of Redditch
Astwood Bank park and the grassland [redacted] are regularly used for drug dealing, likely because there are no cameras in Astwood Bank. Now its getting darker earlier it means it feels very uncomfortable walking the dogs, even on the street past the park.
Church Hill, Winyates and Matchborough are all suffering and have for years It has worsened if anything.
No proper enforcement. Not enough Police Officers and PCSOs seen walking the areas during the day & night. Why doesn't RBC employ street wardens with the power to do on the spot fines for littering? Many years ago a city had a £50 fine for dropping a cigarette butt and enforced it.
Many places around the boroughs have a lot of problems.
In winyates green we have trouble with masked youths on powered scooters racing up and down the paths and scaring neighbours
There are drug dealers operating close to first schools in Redditch!! Nothing is ever done despite reporting
N/A
morton stanley park needs monitorng
extend the area to cover ludlow road and west - bentley close and garden of remembrance and whole of the cemetary
speeding cars and bikes on dual carriage ways and main roads e.g studley road, EVERY DAY need average speed cameras ,more police presence and a clampdown on illegally modified vehicles who's noise alone is antisocial
removal of the drug addicts and drugs, they scare so many groups from young to old . It's really odd Redditch doesn't even have our own cells as big as the town is getting it obvious anti social behaviour is going rise. car thefts and brake ins have gone up. Kids thinking the own the streets carrying knives ect . We need to get a grip on the town before it gets any worse. including the area centres like matchbrough/ winyates/ Church hill
I’m not sure about this face covering idea. Seems a bit odd. I think I’ve only seen a couple of people wearing them. To somehow give a pcso that extra work seems unfair. People will start to say it should be people with religious coverings as well and that’s way beyond where we should be. Anti-social behaviour is just that. Whatever you are wearing.

You need police presence in the town centre somewhere with a front desk where people can report things straight away, the place need to be proactive not reactive to deal with these issues.
Drug dealing from vehicles is common place. Vehicles parked on footpaths and grassed areas. Regular parking on zig zags by shoppers and licensed vehicles. Fly tipping around the estate.
William Street is a particularly popular spot for anti social behaviour
I generally feel very safe in Redditch.
It’s mainly what I’m seeing is around the church and kingfisher entrance.im sure if the police focus on this they might catch a few drug dealers and dodgy dealings going on around this area with a bit of focus
I have to take my daughter [redacted] on Tuesdays evenings and it’s scary around that area!

~ Survey Ends ~

3. Full List of Consultees

Type / Organisation	Role
Police and Crime Commissioner, West Mercia	Police and Crime Commissioner -
West Mercia Police – Senior Officers	Superintendent for North Worcestershire
	Chief Inspector for Redditch
	District Inspector for Redditch
Worcestershire County Council	Director of Public Health
Worcestershire County Councillors for Redditch	All Worcestershire County Councillors – Redditch Borough
Redditch Borough Councillors	All Redditch Borough Councillors
Feckenham Parish Council -	Parish Clerk
Redditch Borough Council	Chief Executive Executive Director Executive Director of Finance - S151 Corporate Leadership Team All Service Managers
Other organisations (such as community interest groups)	Members of North Worcestershire Community Safety Partnership
	Redditch Business Improvement District (BID) Members
	Rubicon Leisure - Palace Theatre
	Redditch Town Deal Board
	Safer Redditch CSP Sub-Group
	Redditch Town Centre Management Group
	Redditch Pub Watch
	Members of Redditch Housing First/Homelessness Group
	All Licensed and Off-License Premises
	All Businesses within the current PSPO area