

Table summary for PSPO Evidence Appendix B

Date	ID No.	Complaint	Location
07-04-15	379226	The complainant reported a vast increase in punt touts going up and down St Edwards Passage all the time. People are being pestered and not being left alone.	St Edwards Passage
09-04-15 at 14:53	381087	Report of a large group of punt touts on Kings Parade, around 9 of them.	Kings Parade
10-04-15 at 11:17	381663	An aggressive punt tout was on Sidney Street. On being asked to move on, the tout became aggressive and threatened to smash complainant's face in.	Sidney Street
14-04-15 at 11:00	383386	Report of an excessive amount of punt touts in the Market Hill area, approaching people in outdoor seated areas, trying to drag away those standing. Complainant said 'it started since the Easter weekend. In the past, punt operators could be communicated with but now they say that it's not their staff but people from Garret Hostel bridge / lane'. Complainant said 'there are 4 of them in the Market Square at the moment and we are fed up with it.'	Market Hill
16-04-15 at 14:45	386111	Complaint that 'Ticket touts are displaying large advertising boards on the public highway.'	Kings Parade
23-04-15	390970	Report of touts obstructing the pavement on Bridge Street and the complainant regularly has to walk round them or avoid being poked with their clip boards, which they wave in front of passers-by to stop them. Complainant also reported several touts on Market Square.	Bridge Street Market Square
24-04-15 at 13:37	390963	Report of three punt touts in Market Square. They had boards with the punting company's name on one side.	Market Square
29-04-15 Incident 26-04-15 at 11:30	394098	Report of aggressive and nuisance punt touting on Magdalene Bridge on Sunday 26 April at 11.30. Two touts shouted at complainant's wife for not answering them when asked if they wanted a punt trip.	Magdalene Bridge

		Complainant reported touts in Market Square same day at 3.15, not wearing identifying uniform or badges.	Market Square
30-04-15 at 11:45	398019	Report of a punt tout causing a disturbance and demonstrating unacceptable and threatening behaviour in the Tourist Information Office.	Peas Hill
01-05-15 at 15:05	397991	Report of two punt touts taking a large quantity of the Punting Flyers from the Tourist Information Office.	Peas Hill
13-05-15 at 12:19	402794	<p>Complainant reported concern that visitors and newcomers to Cambridge are being overcharged by punt touts.</p> <p>Prices quoted by 3 male touts were £20 per adult and £15 per student and that they could give a discount. When challenged, they stated that the Tourist Office charged Adults £20 with no discount. When asked to see their licence or name badge told that they had worked here since 2004 and were trusted.</p> <p>For information, the Tourist Office punting charge is £13-14 per adult / £11-12.50 per student.</p>	Between Market Square and Petty Cury
13-05-15 at 16:40	403784	Complainant reported that a punt chauffeur got off his punt onto the river bank and proceeded to urinate, leaving his clients in the punt whilst he did so. He returned to his punt and punted along the river dropping his passengers at the quayside. He was spoken to afterwards at Garrett Hostel Bridge and responded that he had to go somewhere.	River bank
27-05-15	411312	Complainant requested to know 'What are Cambridge police planning to do in order to actually enforce this law? as over the week-end there seems to be more touts than ever before. It creates a nuisance for Cambridge residents and tourists as well as significantly harming the business of legitimate, tax-paying punting companies who are unable to tout in these areas.'	Market Square and Kings Parade

28-05-15 Incident Sunday 24-05-15	411796	Report that a privately hired punt was crashed into on the river by an illegal operator causing injury. A passenger's hand was damaged and the injured person will be unable to work for a few weeks.	On the river
29-05-15 Incident 28-05-15	413164	Complainant reported being stopped a member 8 times by punt touts yesterday striding around Petty Cury hassling people. 'The touts won't take no for an answer and were also stopping people on St Andrews Street.'	Petty Cury St Andrews Street
04-06-15 at 11:15	416506	Complainant reported concerns about punt touts on Kings Parade.	Kings Parade
04-06-15 at 13:51	416724	Complainant reported being approached by an abusive punt tout between Cambridge University Press bookshop and Paperchase near the market. When the member of the public explained the inability to go punting as carrying shopping home, another tout appeared and told the member of public to 'Fuck off'. The member of public responded that they wished to speak to the tout's manager to complain about his behaviour and the tout responded that he was self-employed. The member of public rang the number represented on the cardboard sign but the number seemed to be switched off. The member of public was shocked at the tout's sense of entitlement.	Between Trinity Street and Market Hill
08-06-15 Incident 06-06-15	418330	A first time visitor to Cambridge on Saturday said 'it will be the last visit because they had been harassed throughout the whole day by punt touts. They were blocking the way and they were being intimidating, and this happened every few yards'.	City Centre
12-06-15 at 08:21	421831	Complainant reported that punt touts were encroaching onto the car park ramp therefore making it difficult to get out in the afternoon and early evenings. There were a lot of touts in the area, being a continual nuisance for all users and visitors to Quayside during peak season.	Quayside
17/06/15	425313	Report received that on 16-06-15 at the Garrett Hostel Lane Slipway, a lady suffered quite a bad	Garret Hostel Lane

Incident 16-06-15		head injury and was taken away by ambulance. The ambulance had to wheel her over the bridge and out towards Queens Road because of the restricted access to emergency vehicles down Garret Hostel Lane.	
19-06-15 at 09:03	426613	Complainant noticed in the past few weeks and months, the proliferation of punt touts operating around the vicinity of Senate House, Market Square, Trinity Street, and Kings Parade areas.	Senate House Market Square Trinity Street Kings Parade
15-07-15 at 15:21	443481	Report of a large number of students, perhaps from language schools, wearing T-shirts and wrist bands that were marked, being led towards the Garret Hostel Lane and many of them were already lined up to board onto punts from the site.	Garret Hostel Lane
16-07-15 at 14:24 Incident 11-07-15 daytime Incidents 10-7-15 evening and 11-07-15 daytime	444370	<p>Local residents, who have been punting before, know the history of the colleges and wanted to punt themselves received misinformation from punt touts. On Saturday 11 July, the residents were immediately approached at Quayside and told that they would have to wait 1.5 hours to self-hire and that it would cost £30. Instead a chauffeured trip could be offered for £12 per person, instead of the usual price of £18 per person, with only a 15 minute wait. A voucher was provided to present if they wanted to take up the offer.</p> <p>Empty punts were seen arriving so they went to another punting company on the river and asked if they could do a self-hire. They were told it would be £20 per hour and that they could have one in 5 minutes, which they undertook.</p> <p>Littering has also been witnessed by punt workers.</p>	Quayside
16-07-15 14:38 Incident 15-07-15	444424	Complainant overheard punt touts using offensive language in public. Overheard yesterday on Kings Parade from a punt tout: 'Oh girls take a punt out so I can get some commission to buy some booze and shit.'	Kings Parade

16-07-15 15:16	444466	Complaint received about the large number of punt touts on Petty Cury and Sidney Street with quite intimidating and aggressive behaviour.	Petty Cury & Sidney Street
17-07-15	448401	Complainant reported harassment bordering on bullying of tourists, sly comments to anyone refusing to take a punt.	Market Square & Petty Cury
22-07-15 at 13:00	447943	<p>A punt tout stepped out in front of a cyclist moving between the Senate House, along King's Parade, towards Kings College. The cyclist rang the bell and the punt tout said 'Look where you're going. You shouldn't be cycling here'. The cyclist replied that they could and the tout started being verbally abusive, calling names including 'Queer. Puff'.</p> <p>The cyclist returned later as they did not want to engage with the tout further and two punt touts from another company, who had witnessed the earlier incident, checked that the member of public was okay and advised that the abusive punt tout ran his own company. The cyclist, as a resident of Cambridge paying taxes, felt that they should not have to put up with this threatening behaviour.</p>	Kings Parade
06-08-15 Incident 25-07-15	457174	Complainant reported being shocked by the aggression of the touts competing with each other to get sales commission. The complainant views the touts as a nuisance and said it's embarrassing to see visitors to our country literally blocked and stopped from walking down the street.	Cambridge City
07-08-15 at 15:55	458284	<p>Report that a punt tout had been offensive and aggressive in his approach. He suggested that the complainant was a prostitute and said other things that were offensive, ridiculing and belittling.</p> <p>Complainant added the 'punt touts are operating outside Great Street Mary's Church at the time and this has happened on a couple of occasions'.</p>	Outside of Great Street Mary's Church, Kings Parade

27-08-15 at 10:00	468687	A punt promoter, standing outside 'EAT' in the city centre made some very rude and abusive comments. Whilst passing by, he shouted with pointing and motioning towards the member of public. 'wet dog, I can smell wet dog, what is that smell? What a wet dog!'	St Tibbs Row Lion Yard
26-09-15	487713	<p>Cambridge residents were aggressively approached by multiple punt touts whilst walking through the City last weekend. At one point they were obstructed by one tout, only to be accosted by a second offering a "ten pound discount" as they tried to escape the first of the touts.</p> <p>The complainant said 'as a resident, who can punt and knows where to hire a punt if required, I felt that whilst not physically threatening, this sort of behaviour turns a pleasant Sunday stroll in the town into some sort of gauntlet run'.</p>	Cambridge City Centre
05-10-15 at 09:18	487731	Complaint received about punt operators, using the land below the sluice and punt rollers in the town centre, they were threatening and abusive to an older resident, who was fishing. The resident asked them politely not to try to park punts where fishing was taking place. There were 6 punts. The punt touts acted in a threatening and abusive manner, one them telling the resident to F off. Another one said they had more right to be there than the member of public did.	River bank
26-10-15 at 09:26	500609	Complainant witnessed aggressive touting in the Market Square area. Several punt touts were running after tourists as well as constantly stepping in front of groups waving boards in their faces. The complainant is really fed-up with these people giving our city a bad name.	Market Square