

Appendix B: Complaints and observations

Date received	Time of day	Precis of complaint / Observation / Behaviour of tout(s)
15/09/2016	11:46	Several touts active on King's Parade
15/09/2016	12:29	Touts outside bookshop as usual - One was warned, crossed the street and carried on
15/09/2016	12:30	Observation over number of touts
17/09/2016	13:52	10 touts in front of Great St Mary's and along King's Parade
18/09/2016	13:00	Several touts by Great St Mary's church
18/09/2016		Sign by King's News offering punt tours - woman and young man offering tours abusive when challenged
19/09/2016	12:20	5 touts at the Railway Station
19/09/2016	13:09	Follow up to 18/09 - 5 touts on King's Parade directing to King's News
19/09/2016		Touts operating every day on King's Parade
21/09/2016	10:25	Lack of enforcement as touts outside King's College
21/09/2016	12:48	4 touts by Yo Sushi on Petty Cury promoting walking tours
21/09/2016	15:02	Verbally abused by a punt tout on Market Square when challenged
21/09/2016	08:28	Punt tour board advertising by King's News on King's Parade
22/09/2016	12:38	Touts on Market Square
22/09/2016	12:57	8 touts on King's Parade near King's College (incl. Cambridge Traditional Tours)
22/09/2016	13:33	Tout outside King's College with banners and boards
22/09/2016	12:43	Photographed 2 touts in Market Square
22/09/2016	15:19	Activities at Garret Hostel Lane and touting in the vicinity
22/09/2016	17:02	Touts continue to operate on King's Parade
23/09/2016	13:47	Complaint over PSPO operation
23/09/2016	16:09	5 touts outside shop and by Great St Mary's
23/09/2016	13:13	Touts at Railway Station
23/09/2016		Report from Newnham resident about touting on King's Parade and Market Square
24/09/2016	17:18	Touts on Station Road
26/09/2016	10:08	Touting with signs outside King's College

Appendix B: Complaints and observations

27/09/2016	13:35	6 aggressive touts by The Guildhall (Snowy memorial)
27/09/2016	13:37	One tout operating by Garret Hostel Bridge
28/09/2016	11:45	Touting on King's Parade - 3 touts with boards - Traditional Punting Tour accosting people (about 10)
28/09/2016	13:45	11 touts outside King's College
28/09/2016	12:11	5 touts in blue jackets around Station Road and Tennison Road
29/09/2016	13:52	Touts at Petty Cury and Guildhall Place (with photo)
01/10/2016	09:30	Tout at railway station; complainant was on way to hospital
04/10/2016	12:54	Touts on Station Road near Mill Park
05/10/2016	10:30	Approached by a tout outside the Guildhall
05/10/2016	13:28	Touts by Great St Mary's church
06/10/2016	11:34	2 touts in St Edward's Passage and on Guildhall Place and Petty Cury corner
07/10/2016	17:19	3-10 annoying touts on Bridge Street
07/10/2016	10:53	Touts along Station Road
08/10/2016	12:23	2 touts on Trinity St/Market Hill and 2 on Petty Cury
09/10/2016	14:45	2-5 touts on Petty Cury
10/10/2016	17:00	2-4 touts on Great St Marys and Petty Cury
18/10/2016	17:42	Observation that touting on King's Parade is back to pre-enforcement levels
19/10/2016	15:16	Touts are back in action - last
19/10/2016	15:43	Video of a tout on King's Parade
21/10/2016		Photographed touts outside King's College everyday
25/10/2016		Touting outside King's College continues post PSPO
26/10/2016	16:18	Verbally abused by a tout at Cambridge station
28/10/2016	11:45	Touts on King's Parade from Great St Mary's to Corpus Clock
02/11/2016	13:27	Touting continuing on King's Parade
03/11/2016	12:31	Active touting outside Great St Mary's and King's Parade
16/11/2016		Touts with boards saying "Cambridge college tours"
16/11/2016	13:19	4 touts on King's Parade and Petty Cury - who to report to?
17/11/2016	20:13	Question regarding PSPO and touts on King's Parade

Appendix B: Complaints and observations

13/11/2016	21:43	Offensive tout (Cambridge Punting Co Ltd)
02/12/2016	15:31	15 rude touts on King's Parade
02/12/2016	14:37	Videod a tout chasing some tourists on King's Parade
13/12/2016	09:58	Wishes to make a formal complaint about lack of enforcement.
20/12/2016	11:48	Traditional Punting Company are touting on King's Parade; wanted to know if they should be there as he thought they shouldn't be
13/01/2017	11:54	Touts still operating outside Great St Mary's
15/01/2017	11:17	20 touts on King's Parade and Great St. Mary's - general comment about punting and enforcement
22/01/2017	16:44	Seeking clarification on enforcement of PSPO
23/01/2017	09:38	Punting at Garret Hostel Lane slipway
26/01/2017	08:45	Complaint about a "foreigner" punt tout and number of beggars on the streets
27/01/2017	12:55	Touting taking place by the St Andrew's Street taxi rank and blocking pavement
15/02/2017	09:16	Tweet about lack of enforcement of punt tout ban
10/03/2017	12:21	Touts are hassling members of the public in Christ's Lane near the taxi
21/03/2017	15:17	Unauthorised mooring at Mill Pond (Property Services to respond) and enforcement of touting on King's Parade
29/03/2017	11:57	Aggressive touting on King's Parade (suspected "walking tours" for £25)
11/04/2017	10:48	Punt touts on King's Parade with new signs saying "punt tickets for sale here"
11/04/2017	11:49	A couple of touts from Cambridge Alumni Tours (Cambridge College Tours?) outside the college blocking the pavement - photo evidence
12/04/2017	11:02	Punt touts from Cambridge Alumni Tours (later confirmed Cambridge College Tours) outside John Lewis and Emmanuel College
Easter weekend	Not known	"Been solicited half a dozen times just this morning"
18/04/2017	Not known	Approached 3 times on St Mary's Street by Senate House by punt touts
21/04/2017	12:12	Touts harassing customers at stall pitches

Appendix B: Complaints and observations

24/04/2017	12:05	Touting in front of main entrance to Emmanuel College
26/04/2017	09:57	Photo of touting on corner of Christ's Lane
28/04/2017	11:55	Punt touts wearing blue "tour info" jumpers around Station Road by Microsoft building
02/05/2017	11:31	Touting on Trumpington Street and King's Parade; lack of enforcement
02/05/2017	12:16	Touts returned following intervention by police
09/05/2017	AM	Regular groups of 8-10 touts on Station Road by train station
11/05/2017	17:40	Touting around train station blocking pavements and harrassing tourists
12/05/2017	09:03	Touting around traffic lights by John Lewis/Emmanuel College and by Boots
14/05/2017	14:21	Wrote to Cambridge BID concerning touts by Quayside and station, and lack of enforcement of PSPO
18/05/2017	12:36	Group of 5-6 touts on Station Road and Tenison Road catching people coming from train station
18/05/2017	13:49	Touts around Emmanuel College and lack of enforcement
22/05/2017	09:16	Touting by Tamburlaine Hotel on Station Road
22/05/2017	10:30	Aggressive and intimidating touting - elderly father verbally abused outside Grand Arcade
23/05/2017	14:22	Touting around John Lewis, Emmanuel College and King's Parade - rude female tout by John Lewis
25/05/2017	19:23	Touting on St Andrew's Street by Cambridge Building Society
26/05/2017	11:41	Touts outside Metro Bank claiming to have permission to tout
26/05/2017	21:22	Observation about touts on Bridge Street and King's Parade - being polite but persistent
28/05/2017	13:17	Touts by King's College
29/05/2017	16:11	Touts by Great St Mary's Church - photos supplied
30/05/2017	16:35	Touting at Tamburlaine Hotel on Station Road
01/06/2017	08:59	Punting company on King's Parade with a sign contrary to PSPO
08/06/2017	11:30	Complaint about touting by TCT (with photos)

Appendix B: Complaints and observations

12/06/2017	11:58	8 touts outside shop - one was rude
13/06/2017	09:10	International visitors pestered by punt touts - wants the ban to continue (in light of the Cambridge News item?)
13/06/2017	21:39	Three questions regarding punt touting and GHL
15/06/2017	17:59	Question relating to Cambridge News article and touting near Christ College (with photos)
19/06/2017	N/K	Willing to give a statement about touting issues on 17/06
28/06/2017	16:58	Touts by Microsoft building near the train station
04/07/2017	10:59	Touts by St John's Street and the Round Church
05/07/2017	15:45	Approached by abusive tout outside the Guildhall - no name or further details given
06/07/2017	19:43	Two touts by the Round Church - abusive when he took their photos (supplied)
07/07/2017	12:09	Attitude and activity of touts in Cambridge
18/07/2017	15:36	Touts by St Andrew;s Church, Petty Cury and King's Parade issue with shops giving cash on credit cards to make payments
21/07/2017	11:34	General complaint about punt touts - wanted explanation of Council action via email
21/07/2017	14:24	Touts (7/8) around by John Lewis and Emmanuel College blocking the pavements with bikes and tourists
30/07/2017	11:02	Punt touts by station outside Microsoft building and hotel
31/07/2017	12:55	Aggressive touts outside Tamberlaine Hotel
04/08/2017	11:19	Reported that a member of public had been verbally abused by a tout outside the college
04/08/2017	12:40	Enquiry about touting on King's Parade
14/08/2017	10:48	Junction by John Lewis - usually about 6 touts blocking the pavement
16/08/2017	14:02	Second complaint about 7 Cambridge College Tours touts aggressive touts by John Lewis and Metro Bank
19/08/2017	12:54	Challenged a "pushy tout" outside Emmanuel College

Appendix B: Complaints and observations

19/08/2017	Tweet	Persistent and nuisance touting on King's Parade
19/08/2017	Tweet	Response to previous tweet - 5/6 touts always on corner of Downing Street by John Lewis
24/08/2017	12:45	Non-verbal touting by John Lewis, Metro Bank, Boots and Nandos - should they have IDs?
25/08/2017	14:15	Complaint made to CSC reception about the touts around John Lewis, blocking Trumpington P&R bus stop (customer was "fuming") - no details
27/08/2017	15:38	Attitude of touting on King's Parade linked to GHL (dangerous and noisy activity on river)