

Many thanks for your interest in completing our Punt Touting - Public Spaces Protection Order 2026 survey.

Once you have completed the survey, please return it to our Customer Service Centre in person or via post at the following address:

Communications Team, Customer Service Centre, Mandela House, 4 Regent Street, Cambridge, CB2 1BY.

The survey closes on Sunday 12 July. Any responses received after this date will not be considered.

For any further assistance, email us at communications@cambridge.gov.uk.

You can also call our Customer Service Centre and ask for the Communications Team on 01223457000 (open Monday to Friday, 9am to 5.15pm).

Background information

A punt tour along the world-famous Cambridge College 'Backs' is one of the pleasures of a visit to Cambridge.

In 2016, we received hundreds of complaints about aggressive punt touting negatively impacting people's experience when in the city centre. As a result, we created a Public Spaces Protection Order (PSPO) which restricts where punt tours can be sold from.

We can make PSPOs under the Anti-social Behaviour, Crime and Policing Act 2014.

PSPOs were created to deal with problems in public spaces which have a negative impact on the local community's quality of life. A PSPO does this by stopping certain activities in the area it covers.

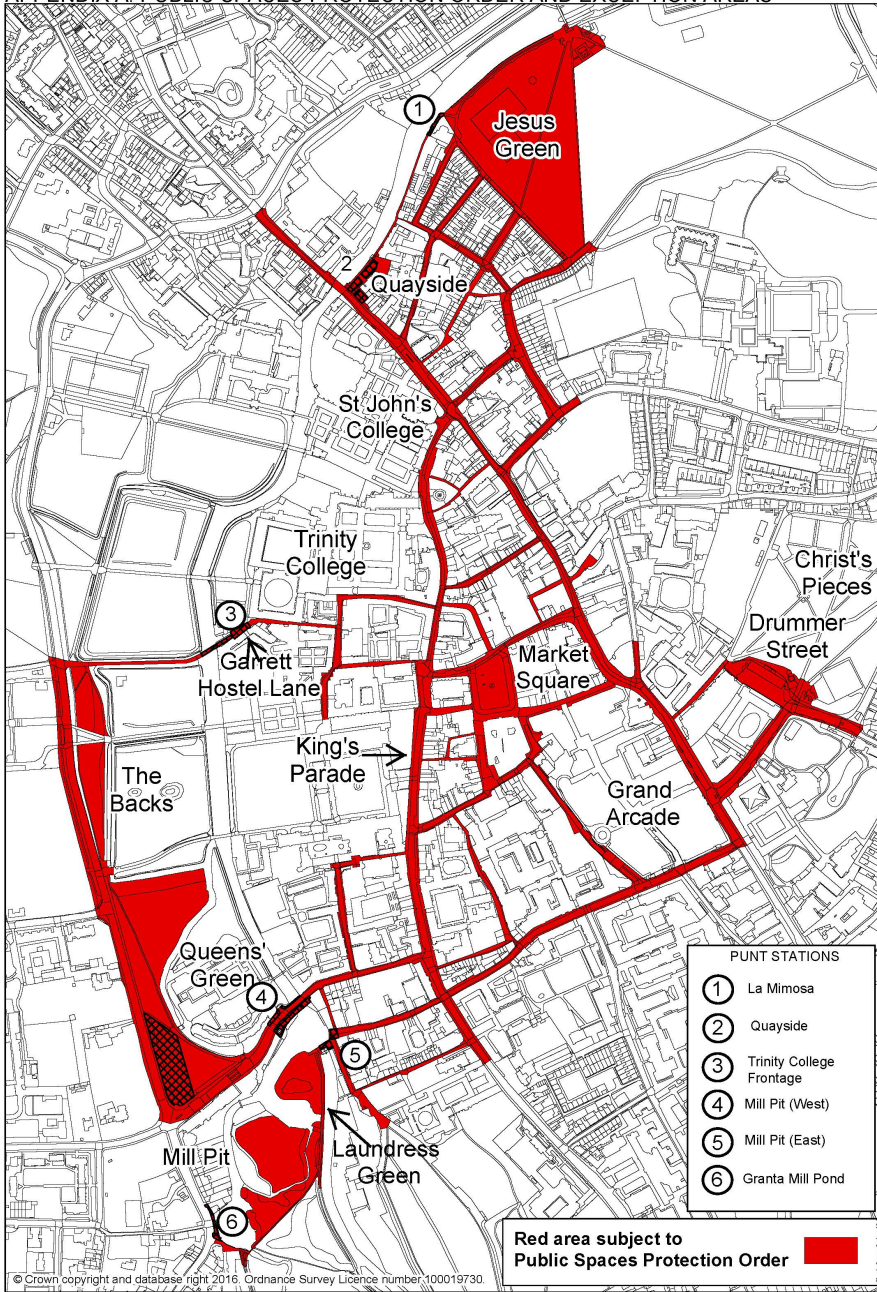
If someone refuses to stop doing the activity covered by the PSPO, it is a criminal offence, and they will be issued with a fixed penalty notice of up to £100 or prosecuted with a maximum fine £1000.

The Public Spaces Protection Order (Touting) 2023 prohibits verbally touting, advertising, soliciting for customer or otherwise touting for a punt tour, the hire or use of punt boats (or similar craft) on the River Cam.

This included touting for walking tours which include or involve a punt tour, the hire or use of punt boats (or similar craft) on the River Cam.

The PSPO prohibits touting in certain parts of the city centre, they are shown in red on this map and are referred to as the Restricted Areas:

APPENDIX A: PUBLIC SPACES PROTECTION ORDER AND EXCEPTION AREAS



Punt operators are still allowed to sell punt tours from the 6 authorised locations which are also shown on the image above. These are:

- La Mimosa, on the corner of Jesus Green
- Quayside
- Trinity College, inside the college grounds
- The Mill Pond, on Silver Street
- Mill Lane
- The Granta mill pond, near Sheeps Green

This PSPO has been renewed twice since 2016 but is due to end on Sunday 27 September 2026. Before this date, we need to decide whether to renew the order, change it or allow it to end.

To renew the PSPO we need to show that there is significant evidence that verbal punt touting within the Restricted Areas will get worse without the PSPO.

To change (or vary) the PSPO we need to show that there is evidence to change the spaces that are covered by the PSPO or that there is evidence to stop people from doing other behaviours that have a negative impact on the local community.

On 25 May 2018, we were granted an Injunction against named and unnamed parties from, essentially, engaging in unlicensed commercial punt operations, including touting, on council-owned land.

The table below shows the impact of both the PSPO and the Injunction on touting complaints since available records (2006). The numbers suggests that the Injunction caused the greatest reduction in the number of touting complaints than the PSPO.

Year	No. of complaints	PSPO / Injunction
2006 – 2016	268	<i>PSPO introduced – 15 September 2016</i>
2016 – 2018	164	<i>Injunction introduced – 25 May 2018</i>
2019 – 2023	21	<i>PSPO Extended to 2026</i>
2023-2026	23	

Personal data

We will submit your input to Cambridge City Council's online participation platform. If you want to receive updates relevant to your input by email, please fill out the following fields on this page and we will create an account for you. Your data will not be public and will only be used by Cambridge City Council. If you do not agree for us to use your personal data in this way, you can leave them empty.

First name(s) (optional)

Last name (optional)

Email address (optional)

By checking this box I consent to my data being used to create an account on Cambridge City Council's participation platform.

Section A

1. What is your connection to Cambridge?

**Choose as many as you like*

- A) Resident B) Student
 C) Visitor D) Business owner
 E) Work in Cambridge

Section B

2. In the last 12 months, have you seen people verbally touting for punt tours in the restricted areas?

**Only choose one option.*

- A) Yes
 B) No

If you answered A for Question 2, go to Section C next.

If you answered B for Question 2, go to Section D next.

Section C

3. How often have you seen this in the last year?

**Only choose one option.*

- A) Daily
 B) Weekly
 C) Monthly
 D) Less than once a month

4. Where did you see the touting take place?

5. Did you report this to the council or police?

**Only choose one option.*

- A) Yes
 B) No

6. If you did report it, where did you do so?

7. If you didn't report it, what was the reason?

**Only choose one option.*

- A) I didn't know I could report this type of behaviour B) I didn't know who to report it to
- C) I didn't think anything would happen D) I reported it elsewhere
- E) Other

Section D

8. What do you think should happen to the PSPO?

**Only choose one option.*

- A) It should continue
- B) It should be changed/varied
- C) It should end

If you answered A for Question 8, go to Section F next.

If you answered B for Question 8, go to Section E next.

If you answered C for Question 8, go to Section F next.

Section E

9. How do you think the PSPO should be changed/varied?

Section F

10. Would you support the council or police taking action on touting for punt tours in a different way?

**Only choose one option.*

- A) Yes
- B) No

Section G

11. **Currently, the only breach of a PSPO is if there is evidence of verbal touting. Do you agree that this should be extended to all forms of touting?**

E.g. advertising on boards, laptops/tablets and display tables.

**Only choose one option.*

- A) Yes
 B) No

Section H

12. **Please share any other comments you have about the Touting Public Spaces Protection Order**
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