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Glasgow City Council

**Economy, Housing, Transport and Regeneration
Regeneration City Policy Committee**

Item 8

4th June 2024

**Report by George Gillespie, Executive Director of
Neighbourhoods, Regeneration and Sustainability**

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**BUSKING AND STREET PERFORMING IN GLASGOW CITY CENTRE:
RESPONSE TO THE PUBLIC CONSULTATION**

Purpose of Report:

To update Members on matters related to busking, to provide an overview of steps taken to date, and to seek guidance on suggested actions going forward.

Recommendations:

It is recommended that the Committee:

- (i) Considers the contents of this report
- (ii) Considers the findings of the public consultation in 2023
- (iii) Considers the proposed actions intended to raise awareness of the Code of Conduct during 2024
- (iv) Notes that a review will be undertaken in late 2024 to establish the impact of the proposed actions

Ward No(s): 10

Citywide: ☐

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

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1 INTRODUCTION

- 1.1 Busking and street performers can help to create a good on-street atmosphere and bring pleasure to people, both local and visitors, sometime drawing significant crowds who enjoy the entertainment. However, for those living or working in the city centre, busking can sometimes become intrusive or a nuisance.
- 1.2 Street performing is not a licensable activity. Instead, Glasgow City Council has a voluntary [Code of Conduct](#) for buskers and street performers.
- 1.3 Where there are instances of street performers breaching the good conduct code, the Council is limited in how it can respond because the law does not easily allow local authorities to take punitive action against such activity taking place in public places.
- 1.4 Accordingly, in 2023 Glasgow City Council and the City of Edinburgh Council separately undertook fresh public consultation activity to understand current views around busking. In Glasgow, this resulted in one of the largest consultation responses ever received.
- 1.5 The purpose of this report is to outline the key findings of this consultation, and outline potential options for Members' consideration, given the public interest in this subject matter.

2 CONTEXT & CHALLENGES

- 2.1 If there are perceived issues with buskers, they tend to relate to noise levels and repetition. However only Police Scotland have the legal powers either to move on a street performer or to confiscate their equipment (under s.54 of the Civic Government [Scotland] Act 1982) - where they are deemed to be causing a noise nuisance or an obstruction. It is the definition of "noise nuisance" and "obstruction" that can sometimes become problematic and open to interpretation.
- 2.2 Despite the inherent statutory limitations, Glasgow City Council regularly receives complaints from the public about "nuisance" street performing. In short, people tend to assume that this is a matter which should be addressed at a local authority level.
- 2.3 In the past, GCC's City Centre Response Team (CCRT) liaised with buskers, businesses, residents, and partner agencies to identify and mediate related issues arising, and to explore shared solutions to maintain area vibrancy. As part of this work, CCRT regularly distributed copies of the Code of Conduct.
- 2.4 Working with Police Scotland, GCC also established a process whereby any related complaints received were tracked and progressed against an agreed methodology:
 - Complaint details passed to GCC's CCRT
 - Complaint details shared with Police Scotland for intelligence gathering
 - CCRT make initial engagement with the busker identified
 - Further escalation to Police Scotland if required

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- 2.5 However, the CCRT resource no longer exists and, following recovery from the Covid-19 pandemic, issues related to nuisance busking have again become increasingly more prevalent. Meanwhile, similar resource constraints have limited the ability of Police Scotland to respond to complaints of this nature.
- 2.6 Additionally, matters have been exacerbated by the increasing availability and widespread use of amplified equipment.

3 ADDRESSING THE CHALLENGE

3.1 Engaging with the Public

- 3.1.1 Following the City of Edinburgh Council's (CEC) example, GCC undertook a similar [public engagement exercise](#) seeking feedback on matters related to busking and street performing. This activity took place between 23rd July and 1st September 2023.
- 3.1.2 Feedback was significant, with over 2,700 responses to the survey received via the Consultation Hub. Despite this level of interaction, some overarching findings can be seen:
- Vast majority of respondents feel that busking is a worthwhile endeavor and should continue to take place
 - Just over half of respondents feel that noise levels are an issue which could/should be addressed
 - Respondents also cited issues such as poor performance quality, repetition/limited repertoires, overlong duration at pitches etc
 - Most respondents either 'strongly agreed' or 'tended to agree' that the existing Code of Conduct should be more prominently displayed in busking hotspots
 - Around one in ten respondents said that the Code of Conduct should be enforced
 - Clarification was requested as to how complaints could be raised
- 3.1.3 The results of GCC's public engagement exercise are available in **Appendix A** and **Appendix B**.
- 3.1.4 These findings have helped to inform subsequent actions. They also tend to align with the results of the public survey undertaken by CEC.

3.2 Other Supporting Actions

- 3.2.1 To address the key findings from the public engagement exercise, GCC officers have developed a range of different actions:
- New on-street signage will be introduced in Buchanan Street from mid-June 2024 to promote the busking Code of Conduct. A formal launch event with media activity is also proposed to raise awareness. Opportunities to extend the signage into other areas that attract buskers, including Argyle Street, Sauchiehall Street and George Square, will be explored over the summer

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once the install is complete on Buchanan Street, subject to suitable street infrastructure being available to host the signage.

- A new GCC webpage has also been developed for public facing information relating to busking: <https://www.glasgow.gov.uk/article/23756/Busking> This includes a revised reporting process, allowing people to raise complaints for attendance by GCC's Community Enforcement Officers (CEOs). QR codes on the new signage link to this webpage. The project will be responsive to feedback from stakeholders and the local community, and public reporting should be made through the usual channels including the web link above.
- GCC will continue to work with Police Scotland to support this activity, including inter-agency days of action over June to August 2024, and escalation of complaints where a simple resolution with the CEOs cannot be achieved.
- It should be noted that Police Scotland process calls received via a system called THRIVE which means busking complaints may not be deemed of a high enough grading for attendance on every occasion. Police Scotland have a video which provides further information about THRIVE and which can be accessed via this link:
<https://www.youtube.com/watch?v=4ZUsJc0sZ4Y>

3.2.2 Busking behaviours, and the incidence of complaints will be monitored to test the effectiveness of the new signage and the Code of Conduct.

3.3 Wider Strategic Options

3.3.1 In addition to the actions summarised above, GCC officers have explored potential enforcement powers available to local authorities under existing legislation.

3.3.2 It should be noted that City of Edinburgh Council has also undertaken a similar exercise, albeit at a more advanced stage. GCC officers have been liaising with CEC colleagues to learn lessons wherever possible. The following items represent an overview of these findings and are noted for reference.

- As noted above in **item 2.1**, the most relevant legislation is s.54 of the Civic Government (Scotland) Act 1982 – which is only enforceable by Police Scotland, not local authorities.
- CEC considered creating a byelaw to better manage busking, but as the identified issues can be dealt with under existing legislation (s.54 of the Act), this option has not been progressed with the Scottish Government.
- CEC have also approached the Scottish Government seeking support to amend Section 54 of the Civic Government (Scotland) Act 1982 to extend enforcement powers to Councils (currently only available to Police Scotland). As of January 2024, the Scottish Government position is that

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“... whilst amplification of sound is a source of considerable concern in some areas, it is not of a scale that requires action at the national level...”

- Instead, Sections 112-118 of the Civic Government (Scotland) Act 1982 were highlighted as alternative tools, as they provide local authorities with the power to regulate the use of land or premises which they own, occupy, or manage.
- It is these provisions which underline e.g. Parks Regulations, enabling local authorities to expel or exclude persons from public land under certain circumstances.
- However, where such persons fail to comply with an order of this type, criminal enforcement reverts to Police Scotland.
- CEC note that they have never used such enforcement out with parks and cemeteries.
- Furthermore, the use of s.112-118, including enforcement and resourcing, would only lead back to existing outcomes. In both cases, enforcement of non-compliance must be performed by Police Scotland with maximum fines of £50.
- From a busking perspective the outcomes are effectively the same – unless local authorities have real enforcement powers their role can only be advisory, their greatest sanction being reporting to Police Scotland.

3.3.3 Legal advice has been sought by GCC officers and this has confirmed that any enforcement action would require Police Scotland.

4 NEXT STEPS

- 4.1 The installation of on-street signage in Glasgow city centre from mid-June 2024 is intended to help raise awareness of the Busking Code of Conduct, change behaviours, and mitigate against some of the worst transgressions.
- 4.2 The new signage will be complemented with proactive uniformed resources (Police Scotland and CEOs) as part of a pilot initiative during the period of June – August 2024.
- 4.3 Whilst the overarching principle will be to target compliance through engagement rather than enforcement, nevertheless, recurring complaints and persistent offenders may result in buskers facing stronger measures, such as FPN's, confiscation of equipment, and potential referral to the Procurator Fiscal's office (i.e. under Section 54 – as above).
- 4.4 An indicative process flowchart is included in **Appendix C**.
- 4.5 This approach will be monitored over 2024 before a review is undertaken to establish any positive or negative impact. Key findings will be reported back to this Committee.
- 4.6 GCC officers will continue to liaise with CEC colleagues towards agreeing an aligned strategy for responding to issues associated with nuisance busking. Partnership working with CEC has been hugely helpful, enabling both Councils to pool resources whilst sharing findings on a common issue for mutual benefit.

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5 POLICY AND RESOURCE IMPLICATIONS

Resource Implications:

<i>Financial:</i>	None
<i>Legal:</i>	Appropriate internal guidance is currently being sought on related matters to understanding any wider legal implications.
<i>Personnel:</i>	None
<i>Procurement:</i>	None

Council Strategic Plan:

<i>Specify which Grand Challenge (s) and Mission (s) the proposal supports. Where appropriate the relevant Commitment can also be listed.</i>	<ul style="list-style-type: none">● GRAND CHALLENGE ONE – Reduce poverty and inequality in our communities<ul style="list-style-type: none">○ MISSION 4: Support Glasgow to be a city that is active and culturally vibrant● GRAND CHALLENGE FOUR – Enable staff to deliver essential services in a sustainable, innovative and efficient way for our communities<ul style="list-style-type: none">○ MISSION 1: Create safe, clean and thriving neighbourhoods
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Equality and Socio-Economic Impacts:

<i>Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.</i>	Issues related to the public realm and wider street management, including busking and street performing, do not necessarily fall within protected characteristics groupings. However, the busking measures take to date do support the following Outcomes: <ul style="list-style-type: none">● Outcome 3 – signposting Council Family services
<i>What are the potential equality impacts as a result of this report?</i>	No equality impacts are anticipated but an EqlA screening process can be implemented if deemed appropriate once next steps are agreed.
<i>Please highlight if the policy/proposal will help address socio-economic disadvantage.</i>	This activity is not anticipated to impact socio-economic disadvantage.

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Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:

The busking measures outlined in this report indirectly encourage the positive use of public space, thereby promoting active travel and general inclusivity:

Climate Plan Theme 1: Communication and Community Empowerment

- Aim: To foster participation and collaboration.

Climate Plan Theme 2: Just and Inclusive Place

- Aim: Ensure that the transition to a net-zero society is a catalyst for building a fairer, healthier, prosperous, resilient, and greener city for all.

Climate Plan Theme 3: Well Connected and Thriving City

- Aim: Support decarbonisation of transport systems by helping to improve infrastructure for walking, cycling, wheeling, and reducing the need to travel.

Climate Plan Theme 4: Health and Wellbeing

- Aim: To support equitable access to good quality open space and green infrastructure in the city.

Climate Plan Theme 5: Green recovery

- Aim: Supporting improved infrastructure for walking, cycling and remote working.

What are the potential climate impacts as a result of this proposal?

The measures outlined in this report are not anticipated to have any direct climate impacts.

Will the proposal contribute to Glasgow's net zero carbon target?

This is not anticipated.

Privacy and Data Protection impacts:

A DPIA is required by law where the processing of personal data is likely to result in a high risk to the rights and freedoms of individuals.

Are there any potential data protection impacts as a result of this report Y/N

The project will not collect personal data except through the provision of contact details for the purposes of community engagement. Permission for any other use, or any ongoing use, will be sought at the point at which contact details are provided.

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6 RECOMMENDATIONS

6.1 It is recommended that Committee:

- (i) Considers the contents of this report
- (ii) Considers the findings of the public consultation in 2023
- (iii) Considers the proposed actions intended to raise awareness of the Code of Conduct during 2024
- (iv) Notes that a review will be undertaken in late 2024 to establish the impact of the proposed actions

APPENDICES:

7.1 **APPENDIX A** – GCC Busking Public Survey Report

7.2 **APPENDIX B** – Busking Code of Conduct Non-Compliance Process Flowchart

7 APPENDICES

7.1 APPENDIX A – GCC BUSKING PUBLIC SURVEY REPORT



BUSKING IN PUBLIC SPACES

Survey Report



Created by:	Sofia Vartsaki
Department:	PIMU
Date created:	October 2023

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Executive Summary

Directly affected by busking

A large majority of respondents said they had heard buskers whilst going about their normal business (96%). Two in every five respondents (41%) said they have heard buskers in the last year from their place of work, while one in ten said they have heard buskers in the last year from their home (10%).

Four out of seven respondents who indicated they work in Glasgow said they have heard buskers from their place of work in the last year (58%), while this increases to two out of three of those who said they were Glasgow business owners saying they have heard busking from their place of work (68%).

A large majority of respondents said they had heard buskers in Buchanan Street (87%), whilst more than half said they have heard buskers in Argyle Street (55%). Two out of three respondents had also heard buskers in Sauchiehall Street (42%).

Your views

Four out of five respondents strongly agreed or tended to agree that buskers liven up our City (81%), that buskers should be able to use Glasgow's streets for fun (78%), that buskers should be able to use Glasgow's streets to make money (80%), and that buskers should be able to use Glasgow's streets to develop audiences, hone new skills and try out new material (81%). Disagreement with these statements ranged from 12% to 16%.

On the other hand, two in every seven Glasgow business owners disagreed that buskers liven up our City (29%), compared with just 15% of all respondents. Similarly, nearly a third of Glasgow business owners disagreed that buskers should be able to use Glasgow's streets for fun (32% disagreement, compared with 16% of all respondents). Glasgow business owners were also more likely to disagree that buskers should use Glasgow's streets to make money (29% disagree compared with 12% of all respondents), and that buskers should be able to use Glasgow's streets to develop audiences, hone skills and try out new material (28% disagreement compared with 14% of all respondents).

Glasgow welcomes responsible buskers

Respondents were asked to indicate whether they were aware that Glasgow City Council has a Code of Good Practice for buskers. Just over half of all respondents were aware of this (54%), while 46% were not aware.

Respondents were then shown a list of the key aspects of Glasgow's Code of Good Practice, and were asked to indicate whether, in the last year, they had been disturbed or inconvenienced by buskers exhibiting any of the behaviours shown in the list.

Nearly one in two respondents (47%) said they had not been disturbed or inconvenienced in the last year by buskers regarding any of the key aspects mentioned in the Code of Good Practice.

On the other hand, two out of every five respondents said they had been disturbed or inconvenienced by buskers playing the same series of songs or playing badly (40%), or by buskers playing at an excessive level (this includes amplified music as well as loud instruments) (39%).

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A quarter of respondents had been disturbed or inconvenienced by buskers staying at the same pitch for more than an hour (24%), while one in five respondents said they were disturbed because buskers were playing within 50 metres of each other (21%). One in ten respondents said they had been disturbed or inconvenienced by buskers playing before 9am and/or after 9pm (9%).

Respondents who owned a business in Glasgow were more likely than the survey average to indicate that they have been disturbed or inconvenienced by buskers not following the Code of Good Practice. Less than a third of Glasgow business owners said they had not been disturbed or inconvenienced by any of the behaviours mentioned (30% compared with 47% all respondents).

Most Glasgow business owners had been disturbed by buskers playing at an excessive level (60% compared with 40% of all respondents) and by buskers playing the same series of songs or playing badly (59% compared with 40% of all respondents). Nearly one in two Glasgow business owners had been disturbed by buskers staying at the same pitch for more than an hour (47% compared with 24% of all respondents). Two out of every five Glasgow business owners had also been disturbed by buskers not respecting neighbouring businesses, residents and fellow buskers (41% compared with 17% of all respondents), or by buskers playing within 50 metres of each other (39% compared with 21% of all respondents).

When comparing responses between the various age groups, younger respondents aged 16-34 years were more likely to have been disturbed or inconvenienced by the listed behaviours – that is, the percentage of those experiencing disturbance drops with age. It is possible that this increased experience of disturbance is linked to the age demographic characteristics of the city centre for example, more young people reside in and/or spend more time in the city centre.

Nearly one in two of those respondents who work in Glasgow indicated they have been disturbed or inconvenienced in the past year by buskers playing the same series of songs or playing badly (47% compared with 40% of all respondents), or buskers playing at an excessive volume (45% compared with 39% of all respondents). A third of respondents who work in Glasgow said that they have been disturbed by buskers staying at the same pitch for more than an hour (31% compared with 24% of all respondents).

Respondents who said they had been disturbed or inconvenienced by any of the behaviours listed were then asked to indicate the extent to which this behaviour disturbed or inconvenienced them. Two out of five of these respondents said that they were disturbed to a great extent by this behaviour(s) (40%), while two out of five said they were disturbed to some extent (40%). One in five respondents said they were disturbed or inconvenienced to a very little extent (20%).

Although only some respondents experienced buskers not respecting their neighbouring businesses, residents, and fellow buskers (17%, 461 respondents), those respondents who experienced this also scored the highest in being disturbed or inconvenienced to a great extent, with 72% saying they had been so.

This is followed by those who have experienced buskers playing before 9am and/or after 9pm (8%, 232 respondents), where two out of three also said the behaviour(s) they experienced had disturbed or inconvenienced them to a great extent (65%).

Those respondents who indicated that they had been disturbed or inconvenienced by a busker's behaviour were asked to leave any further comments regarding being disturbed and 909 respondents did so.

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Most respondents who left a comment said that they thought that (some) buskers are too loud (56%). A quarter of those who left a comment, complained about the use of amplifiers (24%), with one in ten comments saying amplifiers should be banned (10%). 16% of all comments mentioned that buskers have a negative impact on their business or place of work. Finally, one in twenty comments mentioned that religious preachers are inappropriate (5%).

Making a complaint

All respondents were asked if they have ever complained to a busker about their busking, or to a police or council officer. A large majority of respondents said they had never complained about this to anyone (87%). 7% of respondents said that they had complained to a busker, while one in twenty respondents said that they had complained to a Police officer (5%), and one in twenty indicated that they had complained to the Council (5%).

Almost a quarter of those who own a business in Glasgow said that they have complained to a busker about their busking (23%), and one in ten respondents who work in Glasgow indicated that they had done the same (10%). In total, a third of Glasgow business owners have made at least one complaint about a busker in the past, either to the busker themselves, to the Police, or to the Council.

Four out of the five respondents who had made a complaint said that they had to do this in the past year (78%, 264 respondents).

Respondents who had made a complaint in the past year were asked whether their complaint was resolved. Very few respondents said that their complaint was resolved (3%), while one in six respondents said that it was resolved 'to some extent' (18%). Three out of every four respondents said that their complaint was not resolved (75%). 4% could not remember if their complaint was resolved. There were no significant differences in complaint outcomes whether they had complained to the busker, to the Council, or to the Police.

When invited to leave a comment about their complaint, one in five said that they were ignored by the busker (22%), while another one in five said that no action was taken (19%). One in six people said that it was "useless" to make a complaint and that their complaint was ignored (16%). One in ten of those who had made a complaint (11%) said that they were verbally abused by the busker, with one saying that they were physically abused. 22 respondents said they were passed to someone else or could not find who was responsible for this (12%).

The last question in the survey asked respondents whether they agreed or disagreed that Glasgow's 'Buskers' Code of Good Practice' needs to be clearly displayed in busking hotspots. Most respondents (61%) 'strongly agreed' (36%) or 'tended to agree' (25%) that the Code of Good Practice needs to be clearly displayed in busking hotspots. 16% of respondents 'tended to disagree' or 'strongly disagreed' with this, while a quarter of respondents neither agreed nor disagreed (25%). Five in every eight respondents who work in Glasgow (63%) and two out of three Glasgow business owners agreed that the Code of Good Practice should be displayed (67%).

Any other comments

Finally, respondents were asked to leave any other comments regarding busking and 1,201 respondents took the opportunity to do so. More than one in ten respondents said that amplifiers should be banned or restricted (in terms of volume) (12%), while 11% of comments stated that some busking areas were excessively loud. One in ten respondents said that the Code of Good Practice should be enforced (10%), with many saying that there is no point in having one if this is not enforced.

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One in twenty respondents made a comment about introducing a 'buskers' license' (4%). The issue of religious preachers was raised by 45 respondents who left a comment (4%) referring to speakers being inappropriate, aggressive, offensive, racist, sexist, transphobic or homophobic (frequently referred to as 'hate preachers' throughout comments). 39 respondents (3%) raised an opposition to displaying the Code of Good Practice (often referring to this creating street clutter) while 5 respondents said any such signs should clearly state who to complain to.

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1.0 Introduction

- 1.1 Glasgow welcomes buskers and street entertainers who live up our city and who follow the Council's advice to do so at a considerate volume, so passers-by can hear but nearby residents, businesses and workers are not unduly disturbed.
- 1.2 In July 2023, GCC published a survey seeking an understanding of the impact, both positive and negative, that busking has on Glasgow residents, workers, businesses, and visitors. The results of the survey will help the Council consider whether it needs additional powers to manage busking and will help inform next steps.
- 1.3 Under the S.54 Civic Government (Scotland) Act 1982, a busker is considered to be any person who:
 - sounds or plays a musical instrument;
 - sings or performs;
 - operates any radio or television receiver, record player, tape recorder or other sound producing device.
- 1.4 Publicity of the survey took place via the GCC website, social media, press releases, and reporting via external media channels (e.g., Glasgow Live, Glasgow Times, Herald Scotland, STV etc.)
- 1.5 We received 2,749 responses to the survey.
- 1.6 The data has been weighted by age and gender, and in terms of residency inside or outside of Glasgow City Council, and the effect of this is shown in Chapter 2: Demographics. Data was weighted so it more accurately represents the population, as is standard practice when there is good reason to believe that it will improve the reliability of conclusions obtained from the study. Respondents who declared they were a resident of Glasgow were weighted to be representative of the population of Glasgow, and respondents who were not residents were weighted to be representative of the population of Scotland at large.
- 1.7 All open comments can be found in Appendix A. Due to the large sample achieved, there were more than 2,300 open comments made in the survey questions, alongside with more than 6,000 locations described in Q3: Busking locations. To process these in a timely fashion, PIMU used SPSS syntax to search for keywords. The results of the SPSS programming were then compared with the manual coding of a large sample of responses in each question by an analyst, to ensure the programming closely correlates with the analyst's findings. Where there were discrepancies, the analyst calibrated the programming to replicate their own findings until results were satisfactorily similar. It is possible that an automated coding procedure will not be 100% accurate, for example, if someone has left a comment saying "the music played by the buskers is not loud enough" the software will record the keyword 'loud', irrespective of context. The programming calibration, however, provided satisfactory results which are very close to the analyst's manual coding of open comments.
- 1.8 This report provides the findings of the survey in statistical form. Due to the rounding process, whole percentages presented in the report, charts and tables may add up to slightly more or less than 100% (within $\pm 1\%$).
- 1.9 In questions where the respondent was able to give more than one answer, the sum of all answers may exceed 100%.

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- 1.10 All data has been analysed by gender, age, disability, ethnicity, and by whether the respondent is a Glasgow resident, works in Glasgow, own a business in Glasgow, or is just a visitor.
- 1.11 Given the large sample of 2,749 we are 95% certain that if we conducted the survey many times, with different samples, the overall findings would not vary more than the margins of error below (also see examples).
- 1.12 A useful example is to think of national election polls. If party A is ahead of Party B by less than 3% then we say that the result is within the 'margin of error', and we cannot be sure which party will win the election. Because of the large sample, margins of error for this survey are well within the industry standard of $\pm 3\%$.
- 1.13 Margins of error for this survey are shown in Table 1 below. As an example, if 70% of respondents indicated that 'Buskers liven up our City' then, if we repeated the survey many times with different respondents, the percentage of these new surveys could vary as much as $\pm 2\%$ from what is presented in this report – i.e., it could be as low as 68% or as high as 72%. The same margin of error of $\pm 2\%$ stands if only 30% of respondents selected an option – in this case the 'real' figure could be as low as 28% or as high as 32%.

Table 1. Margins of error at different response rates for sample size n = 2,749

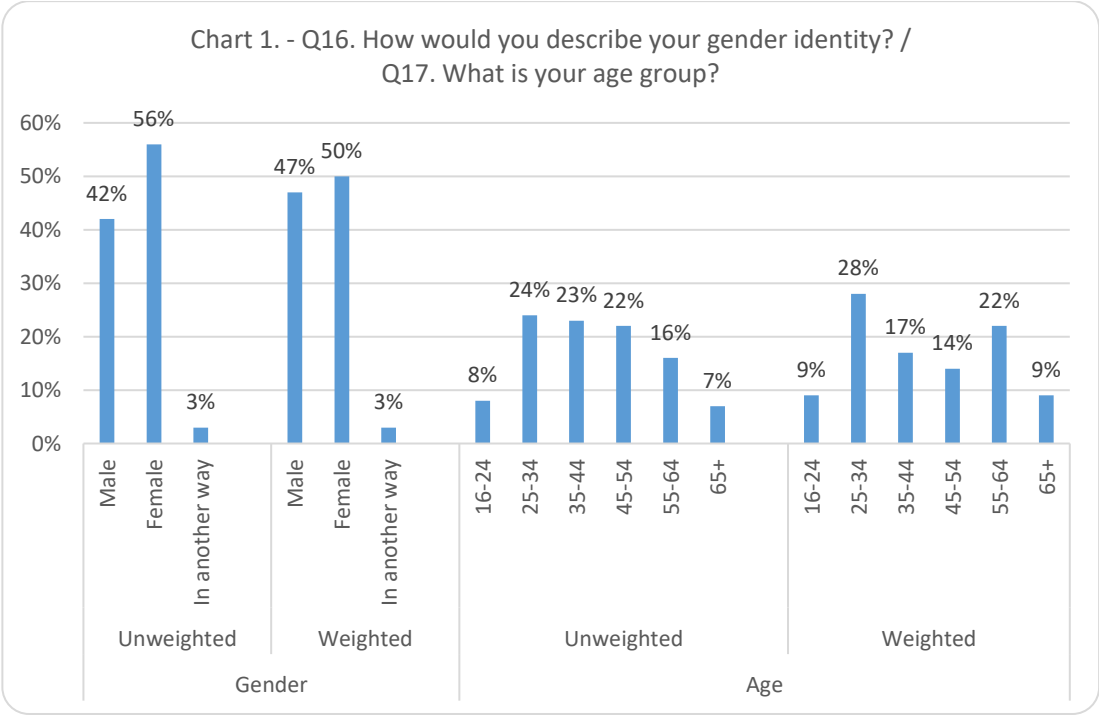
Percentage of respondents agreeing/disagreeing or selecting an option	The degree to which responses may differ from what is presented in this report
90% or 10%	$\pm 1\%$
70% or 30%	$\pm 2\%$
50%	$\pm 2\%$

- 1.14 If 90% said e.g., 'I have complained to a busker', the 'real' percentage (i.e., if we repeated the survey many times) would be between 89% and 91%. The same stands if only 10% selected an option i.e., the 'real' figure could be as low as 9% and as high as 11%.
- 1.15 All comparative comparisons have been evaluated as to whether they are statistically significant, i.e. that differences between sub-groups are 'real' and not due to a bias in the sub-samples achieved.

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2.0 Demographics

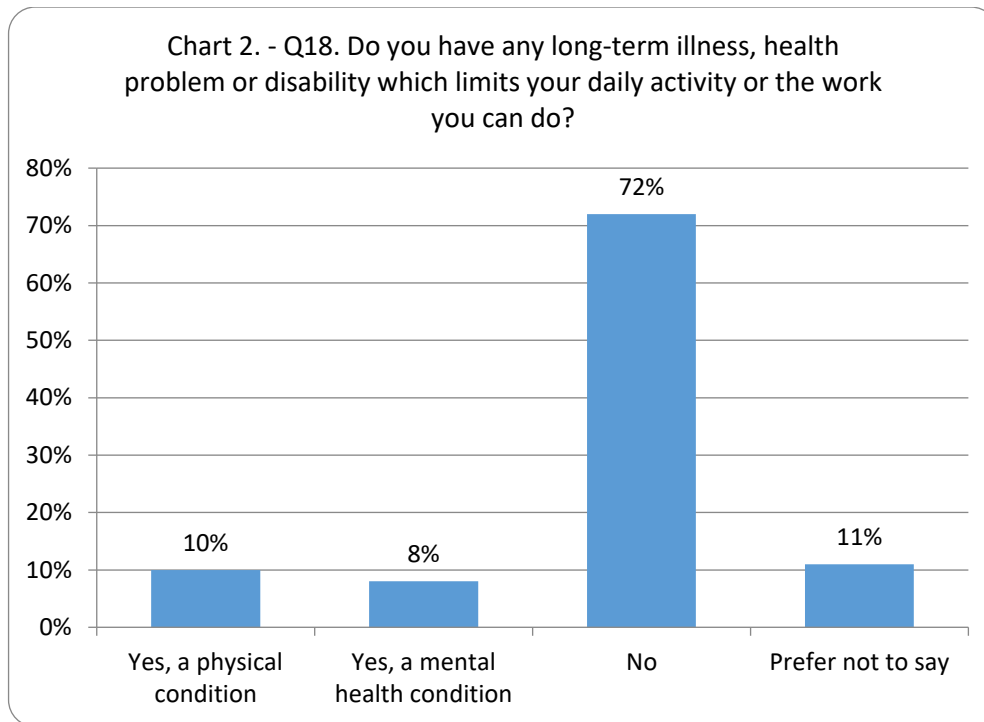
- 2.1 In the responses received there were a significantly greater number of women who gave their views (56%), compared with men (42%). After weights were applied the proportion of men (47%) was similar to that of women (50%), while 3% said they identified in some other way.
- 2.2 Charts 1 shows the original sample demographics (unweighted) alongside the results after the sample was weighted to be more representative of the demographics of Glasgow and Scotland at large.
- 2.3 When weighted, 9% of respondents were 16-24 years old, 28% were 25-34 years old, 17% were 35-44 years, 14% were aged 45-54, 22% were aged 55-64, and 9% were 65 years or over.
- 2.4 The spike in the 25-34 years is because Glasgow has a younger population than the rest of Scotland, with a third of Glasgow's population being aged between 16 and 34 years (33%), while for the whole of Scotland this stands at 24%¹.



- 2.5 A large majority of respondents (72%) said they did not have any long-term illness, health problem or disability that limits their daily activity or work they can do, while one in ten respondents said they have a physical condition (10%), and 8% said they had a mental health condition; 11% said they preferred not to respond to this question.

¹ National Records of Scotland. (2022). Mid-2021 Small Area Population Estimates, Scotland

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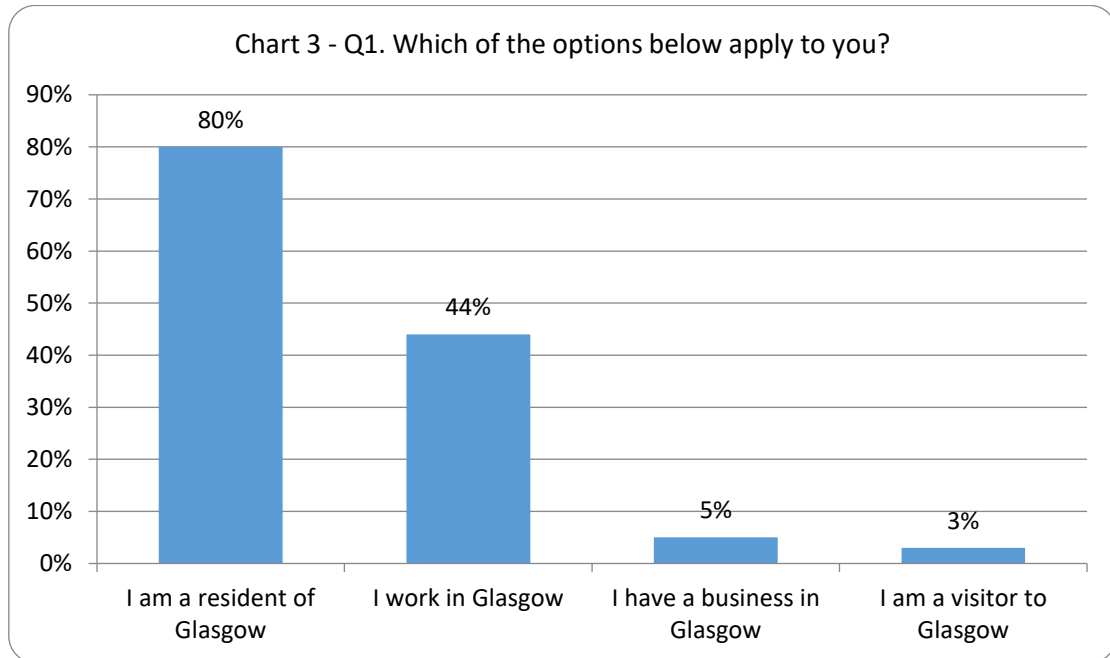
- 2.6 A large majority of respondents were White Scottish, Irish, Welsh, English or British (89%), while 11% belonged to a Black, Asian or Minority Ethnic (BAME) group. Table 1 below shows the number of responses alongside the percentage within the sample of the survey.

Table 1 - Q19. Which of the following best describes your ethnicity?			
Answer Choice		Response Percent	Response Total
1	White – Scottish, Irish, Welsh, English, British	89.0%	2456
2	Any other white background	4.0%	122
3	Asian, Asian Scottish, Asian British - Indian	1.0%	14
4	Asian, Asian Scottish, Asian British - Bangladeshi	0.0%	0
5	Asian, Asian Scottish, Asian British - Pakistani	0.3%	9
6	Any other Asian background	0.2%	4
7	Black, Black Scottish, Black British - Caribbean	0.1%	2
8	Black, Black Scottish, Black British - African	0.2%	4
9	Any other Black background	0.0%	0
10	Chinese	0.1%	4
11	Mixed - Any mixed background	1.0%	27
12	Any Other - Any other background	1.5%	40
13	Not given	2.4%	66

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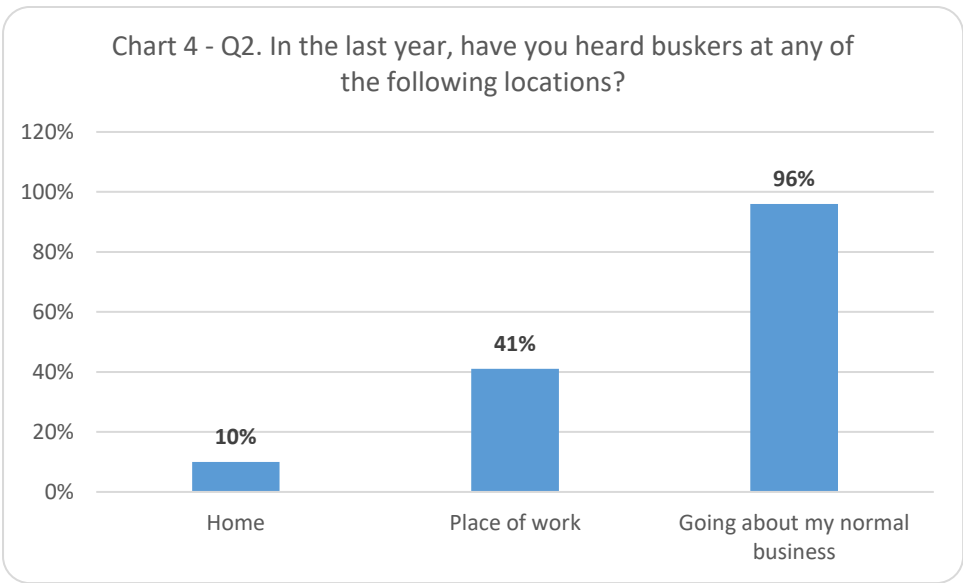
- 2.7 Finally, respondents were asked whether they lived, worked, or had a business in Glasgow, or whether they were a visitor to Glasgow. Respondents could select more than one option, and therefore figures summed exceed 100%.
- 2.8 A large majority of respondents said they lived in Glasgow (80%). Almost half of respondents said they worked in the Glasgow area (44%), while one in twenty respondents said they have a business in Glasgow (5%). Just 3% of respondents said their only connection to Glasgow is as a visitor.



3.0 Findings

A. Directly affected by Busking

- 3.1 Respondents were asked if they have heard buskers in the last year from either their home, their place of work or whilst going about their normal business.
- 3.2 A large majority of respondents said that they had heard buskers whilst going about their normal business (96%).
- 3.3 One in ten respondents said that they have heard buskers in the last year from their home (10%). More respondents from BAME groups (16%) said that they have heard buskers from their home in the last year.



- 3.4 Two in every five respondents (41%) said they have heard buskers in the last year from their place of work.
- 3.5 Four out of every seven respondents who indicated they work in Glasgow said they have heard buskers from their place of work in the last year (58%), while this increases to two out of three of Glasgow business owners saying they have heard busking from their place of work (68%).

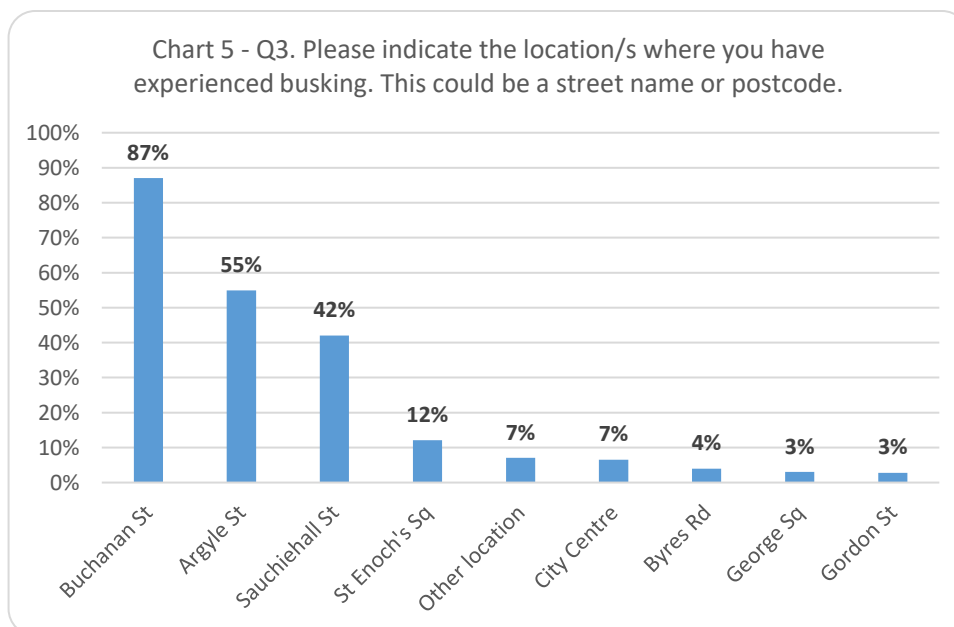
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- 3.6 178 respondents gave some other location where they have heard busking from, as presented in Table 2 below.
- 3.7 One in two of those who selected 'other location' mentioned this was 'in the city centre/in town' (52% - 93 respondents), whilst another 28% mentioned 'whilst shopping in town' (50 respondents) and 17 respondents mentioned a specific location in Glasgow (9%). 13% of respondents left a comment not relating to the question.

Table 2 - Q2. In the last year, have you heard buskers at any of the following locations - Other?

Answer Choice		Response Percent	Response Total
1	City centre/in town	52%	93
2	Shopping in town	28%	50
3	Specific location mentioned	9%	17
4	Commuting	3%	5
5	At work	1%	2
6	Other type of comment	13%	23
7	Other location	19%	34
Total		100%	178

- 3.8 Respondents were asked to specify up to three locations where they have heard busking, either by street name or by postcode and 2,607 respondents gave a response.
- 3.9 A large majority of respondents said they had heard buskers in Buchanan Street (87%), whilst more than half said they have heard buskers in Argyle Street (55%). Two out of three respondents had also heard busking in Sauchiehall Street (42%). 7% of respondents provided a specific Glasgow postcode ('other location' - 184 respondents).



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- 3.10 Table 3 below shows the locations, along with number of responses and percentages achieved in the survey.

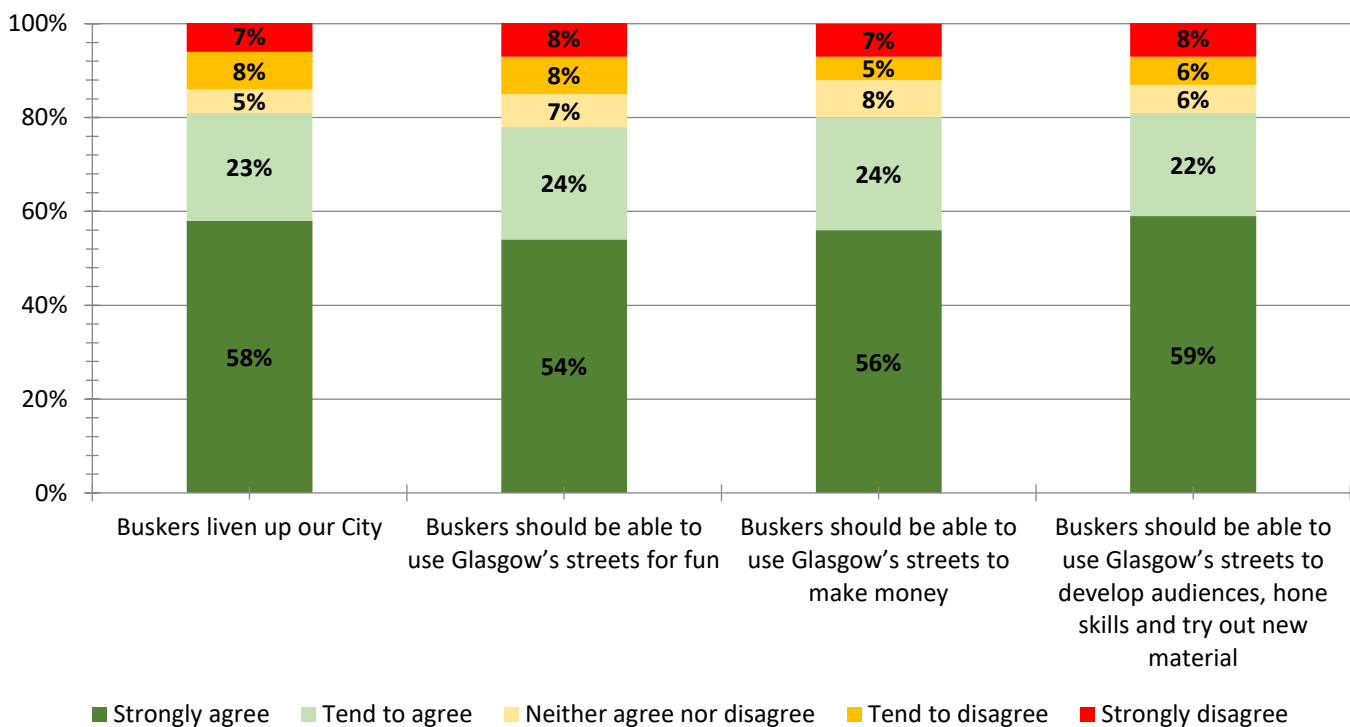
Table 3 - Q3. Please indicate the location/s where you have experienced busking. This could be a street name or postcode.			
Answer Choice		Response Percent	Response Total
1	Buchanan Street	87%	2269
2	Argyle Street	55%	1432
3	Sauchiehall Street	42%	1095
4	St Enoch's Square	12%	316
5	Other location	7%	184
6	City Centre	7%	171
7	Byres Road	4%	104
8	George Square	3%	79
9	Gordon Street	3%	73
10	Other type of comment	3%	67
11	Partick (incl. train station and travel hub)	1%	25
12	Kelvingrove Park	1%	24
13	Glasgow Central Station	1%	24
14	Merchant City	1%	22
15	Queen Street	1%	22
16	Royal Exchange Square	1%	17
17	Queen's park	1%	15
18	Ashton Lane	1%	14
19	West End	0%	12
20	Hope Street	0%	11
21	Trongate	0%	7
22	St Vincent Place	0%	7
23	Braehead (shopping centre)	0%	6
24	Clydebank	0%	6
25	Silverburn	0%	6
26	Glasgow Green	0%	6
27	Union Street	0%	4
28	Exchange Place/Square	0%	4
29	The Forge	0%	4
TOTAL		100%	2607

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B. Your views

- 3.11 Respondents were asked to indicate whether they agree or disagree with a set of statements about busking in Glasgow.
- 3.12 Four out of five respondents strongly agreed or tended to agree that buskers liven up our City (81%), that buskers should be able to use Glasgow's streets for fun (78%), that buskers should be able to use Glasgow's streets to make money (80%), and that buskers should be able to use Glasgow's streets to develop audiences, hone new skills and try out new material (81%).

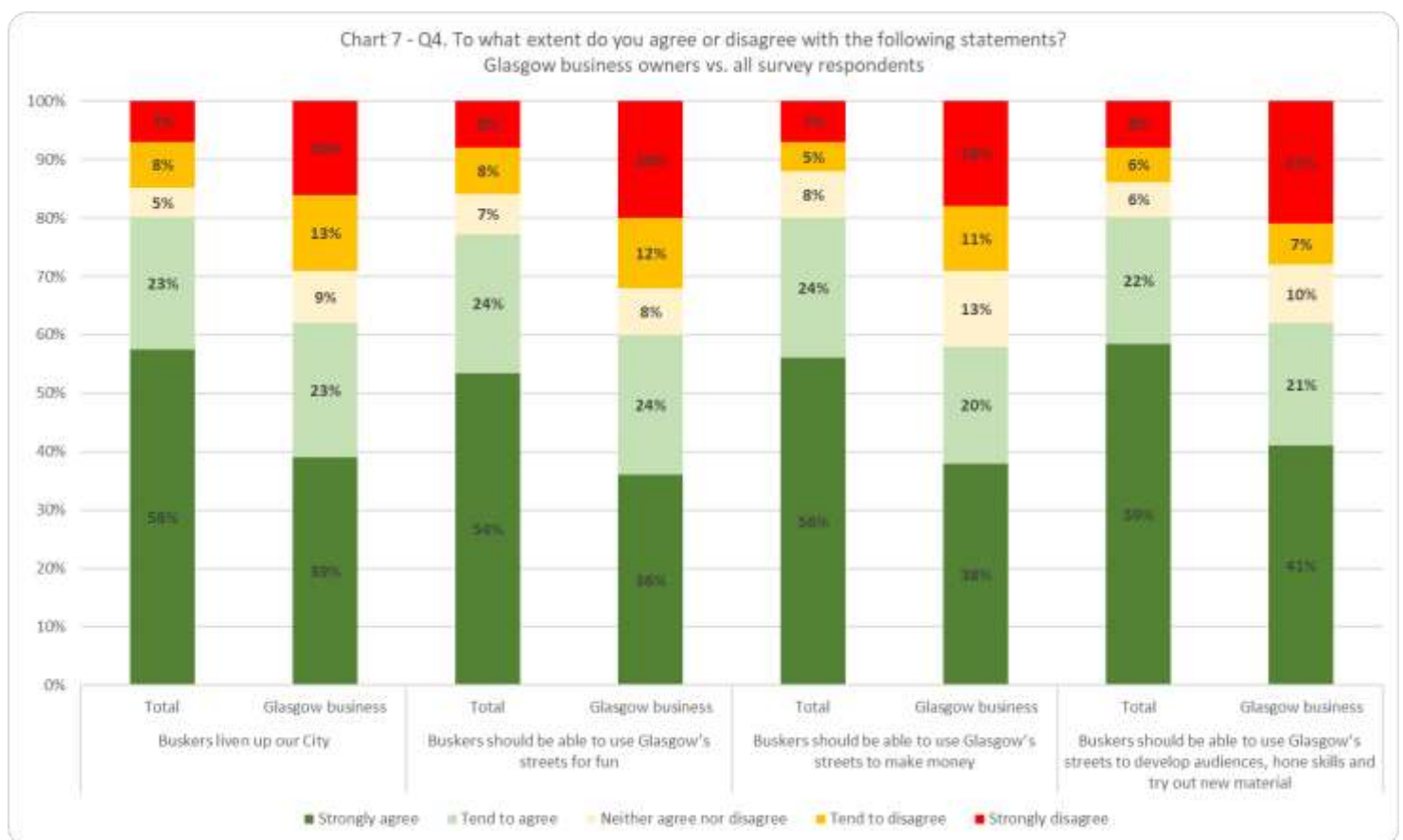
Chart 6 - Q4. To what extent do you agree or disagree with the following statements?



- 3.13 Around one in every seven respondents 'tended to disagree' or 'strongly disagreed' with these statements (with disagreement ranging from 12%-16%), while between 5% and 8% of respondents neither agreed nor disagreed with these.

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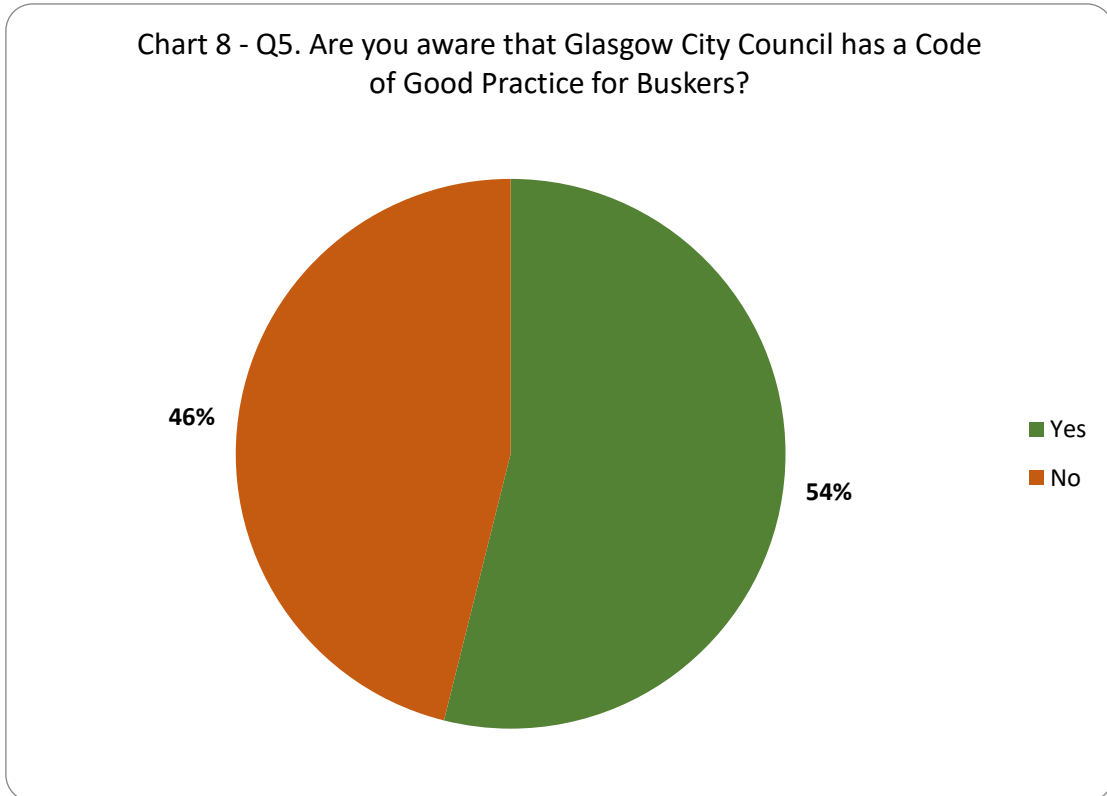
- 3.14 While there weren't any statistically significant differences amongst the various demographic groups, respondents who owned a business in Glasgow were more likely to disagree with these statements.
- 3.15 More specifically, two out of every seven Glasgow business owners disagreed that buskers liven up our City (29%), compared with just 15% of all respondents. Similarly, nearly a third of Glasgow business owners disagreed that buskers should be able to use Glasgow's streets for fun (32% disagreement, compared with 16% of all respondents).
- 3.16 Glasgow business owners were also more likely to disagree that buskers should use Glasgow's streets to make money (29% disagree compared with 12% of all respondents), and that buskers should be able to use Glasgow's streets to develop audiences, hone skills and try out new material (28% disagreement compared with 14% of all respondents).



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C. Glasgow welcomes responsible buskers

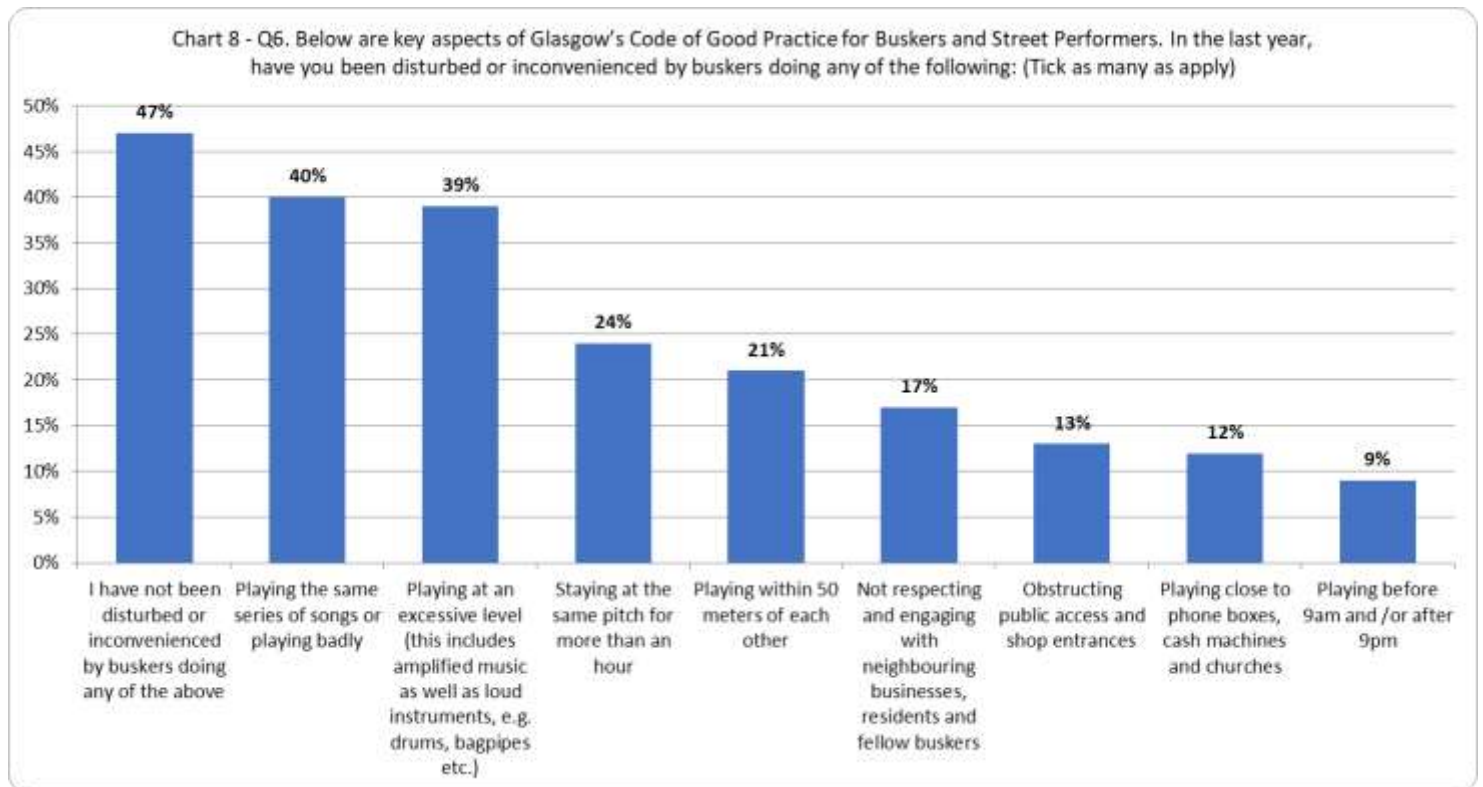
- 3.17 Respondents were asked to indicate whether they were aware that Glasgow City Council has a Code of Good Practice for buskers. Just over half of all respondents were aware of this (54%), while 46% were not aware.



- 3.18 Those aged over 55 years were more likely to know that Glasgow City Council has a Code of Good Practice for buskers (61%).
- 3.19 Although 62% of those who own a business in Glasgow said they were aware of the Code of Good Practice, this slight increase was not statistically significant – this means that we should assume that Glasgow business owners who did not take part in the survey are more likely to be at the same level as the total average (54%).

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- 3.20 Respondents were then shown a list of the key aspects of Glasgow's Code of Good Practice, and were asked to indicate whether, in the last year, they had been disturbed or inconvenienced by buskers exhibiting any of the behaviours shown in the list.
- 3.21 Nearly one in two respondents (47%) said they had not been disturbed or inconvenienced in the last year by buskers regarding any of the key aspects mentioned in the Code of Good Practice.
- 3.22 On the other hand, two out of every five respondents said they had been disturbed or inconvenienced by buskers playing the same series of songs or playing badly (40%), or by buskers playing at an excessive level (this includes amplified music as well as loud instruments) (39%).



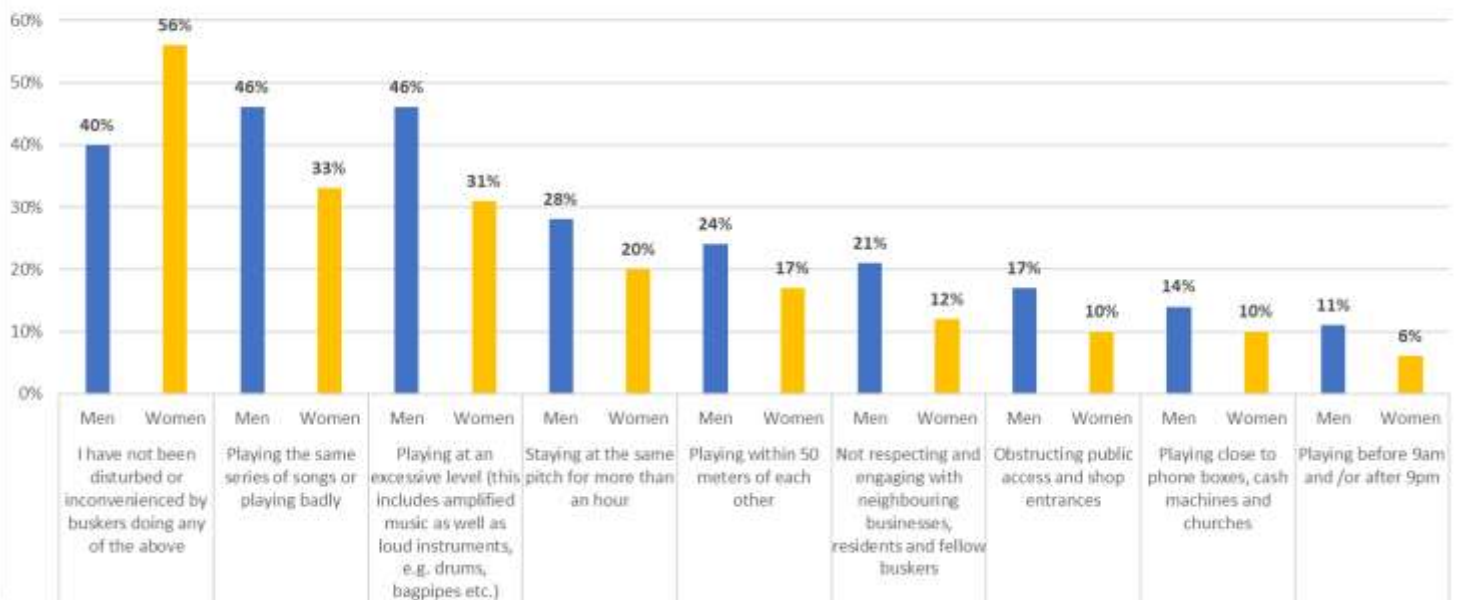
- 3.23 A quarter of respondents had been disturbed or inconvenienced by buskers staying at the same pitch for more than an hour (24%), while one in five respondents said they were disturbed because buskers were playing within 50 metres of each other (21%).
- 3.24 More than one in ten respondents had been disturbed or inconvenienced because buskers were not respecting and engaging with neighbouring businesses, residents, and fellow buskers (17%), buskers were obstructing public access and shop entrances (13%), and buskers were playing close to phone boxes, cash machines and churches (12%).
- 3.25 One in ten respondents said they had been disturbed or inconvenienced by buskers playing before 9am and/or after 9pm (9%).

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- 3.26 Analysis was conducted to identify any significant difference in the responses of the various sub-groups.
- 3.27 While most women said they had not been disturbed or inconvenienced by buskers not following the Code of Good Practice (56%), only two out of five men said the same (40%).
- 3.28 Men were significantly more likely to have been disturbed or inconvenienced by all the aspects mentioned in the survey when compared to women, as shown in Chart 9 below.
- 3.29 More specifically, nearly one in two men said they have been disturbed or inconvenienced by buskers playing the same songs or playing badly (46%) and by buskers playing at an excessive level (46%), while only a third of women said the same (33% and 31% respectively).
- 3.30 Also, while 28% of men have been disturbed by buskers staying at the same pitch for more than an hour, this drops to 20% for women. Similarly, a quarter of all men said they have been disturbed by buskers playing within 50 metres of each other (24%), while this drops to 17% for women.

Chart 9 - Q6. Below are key aspects of Glasgow's Code of Good Practice for Buskers and Street Performers. In the last year, have you been disturbed or inconvenienced by buskers doing any of the following: (Tick as many as apply)
Men vs Women



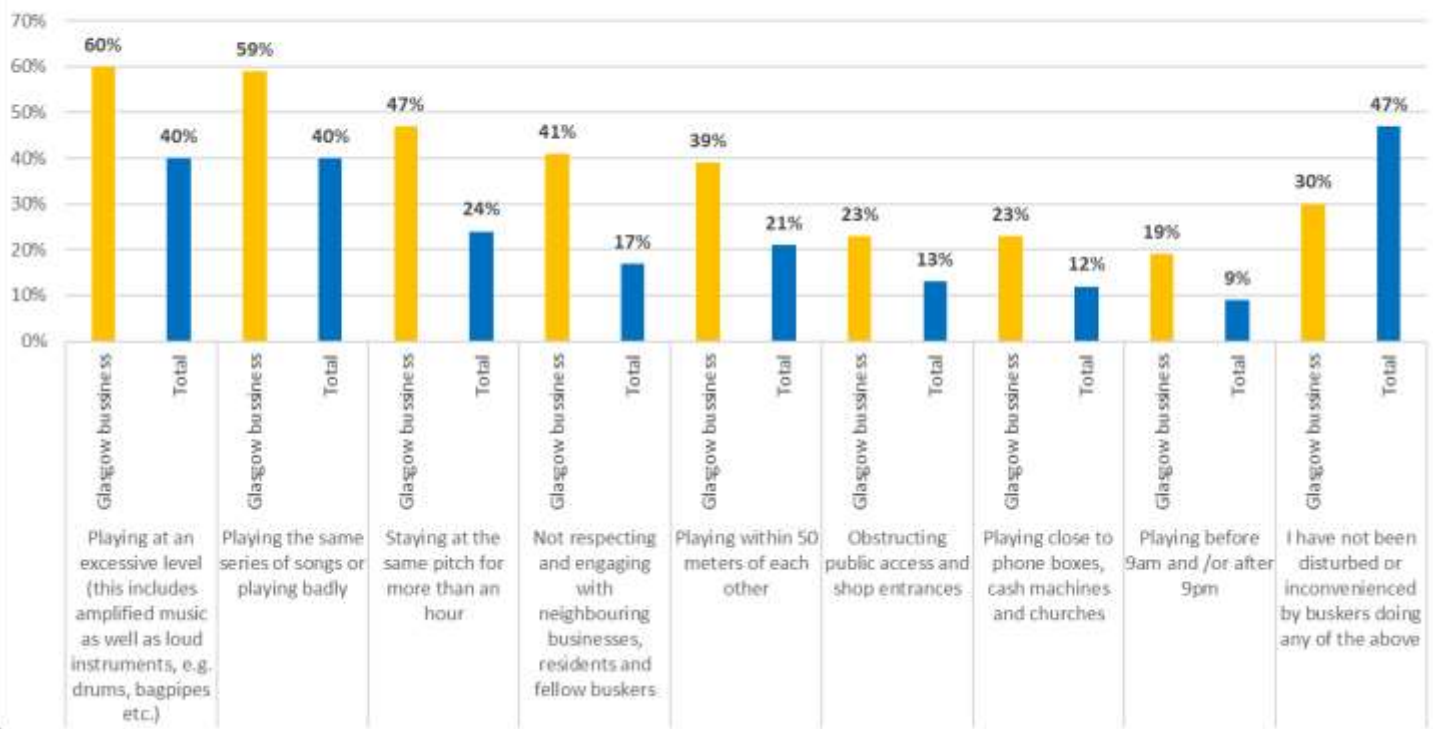
- 3.31 Women were also less likely to say they have been disturbed in the last year by buskers not respecting and engaging with neighbouring businesses, residents and fellow buskers (12% compared with men 21%); buskers obstructing public access and shop entrances (10% compared with men 17%); playing close to phone boxes, cash machines and churches (10% compared with men 14%) or buskers playing before 9am and/or after 9pm (6% compared with men 11%).

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- 3.32 Respondents who owned a business in Glasgow were also more likely than the survey average to indicate that they have been disturbed or inconvenienced by buskers not following the Code of Good Practice, as shown in Chart 10 below.
- 3.33 Less than a third of Glasgow business owners said they had not been disturbed or inconvenienced by any of the behaviours mentioned (30% compared with 47% all respondents).
- 3.34 Most Glasgow business owners had been disturbed by buskers playing at an excessive level (60% compared with 40% of all respondents) and by buskers playing the same series of songs or playing badly (59% compared with 40% of all respondents).
- 3.35 Nearly one in two Glasgow business owners had been disturbed by buskers staying at the same pitch for more than an hour (47% compared with 24% of all respondents).

Chart 10 - Q6. Below are key aspects of Glasgow's Code of Good Practice for Buskers and Street Performers. In the last year, have you been disturbed or inconvenienced by buskers doing any of the following:
Glasgow business owners vs All respondents



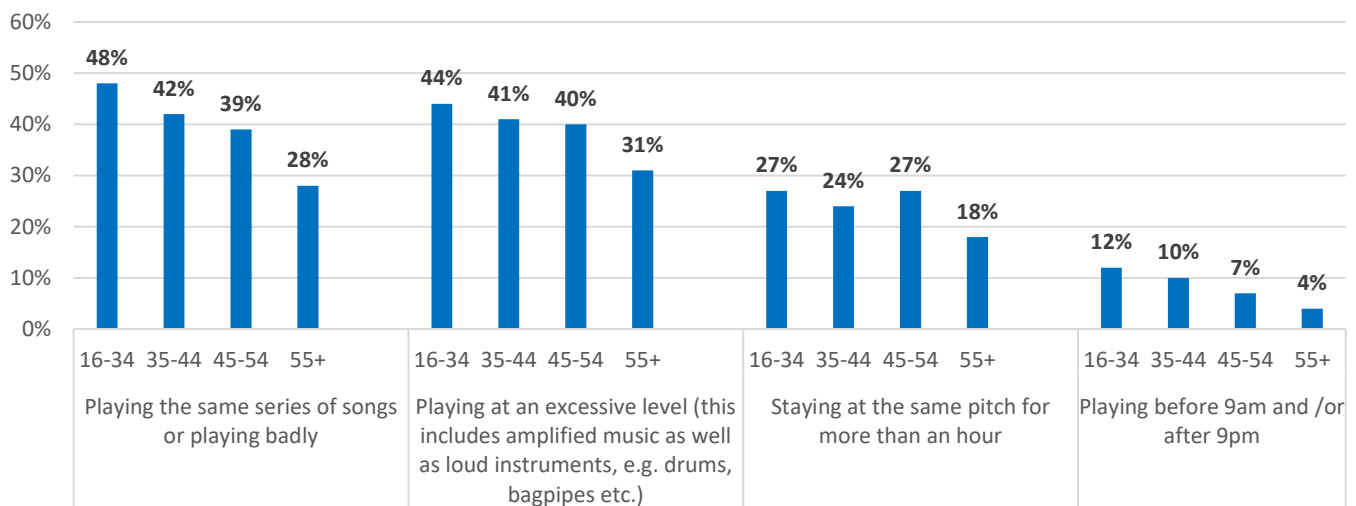
- 3.36 Two out of every five Glasgow business owners had also been disturbed by buskers not respecting neighbouring businesses, residents, and fellow buskers (41% compared with 17% of all respondents), or by buskers playing within 50 metres of each other (39% compared with 21% of all respondents).
- 3.37 Around one in five business owners had also been disturbed by buskers obstructing public access and shop entrances (23%), buskers playing close to phone boxes, cash machines and churches (23%), and buskers playing before 9am and/or after 9pm (19%) – these percentages are significantly higher than the average of all respondents to the survey, as shown in Chart 10 above.

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- 3.38 When comparing responses between the various age groups, younger respondents aged 16-34 years were more likely to have been disturbed or inconvenienced by the listed behaviours - as shown in Graph 11 below - and that the percentage of those experiencing disturbance drops with age.
- 3.39 It is possible that this increased experience of disturbance is linked to the age demographic characteristics of the city centre, e.g. more young people reside in and/or spend more time in the city centre.
- 3.40 Whilst 43% of those aged 55+ said that in the last year they have been disturbed or inconvenienced by at least one of the behaviours listed, this rises to 53% for people aged 45-54, 55% for those aged 35-44, and 60% for those aged 16-34 years.
- 3.41 Nearly half of all respondents aged 16-34 (48%) have been disturbed in the past year by buskers playing the same songs or playing badly, while this gradually drops to 28% of those aged 55+ years.
- 3.42 Similarly, more than two out of every five respondents aged 16-34 have been disturbed by buskers playing at an excessive level, with this gradually dropping to fewer than one in three respondents aged 55 years or more (31%).

Chart 11 - Q6. In the last year, have you been disturbed or inconvenienced by buskers doing any of the following:
Comparison between age groups

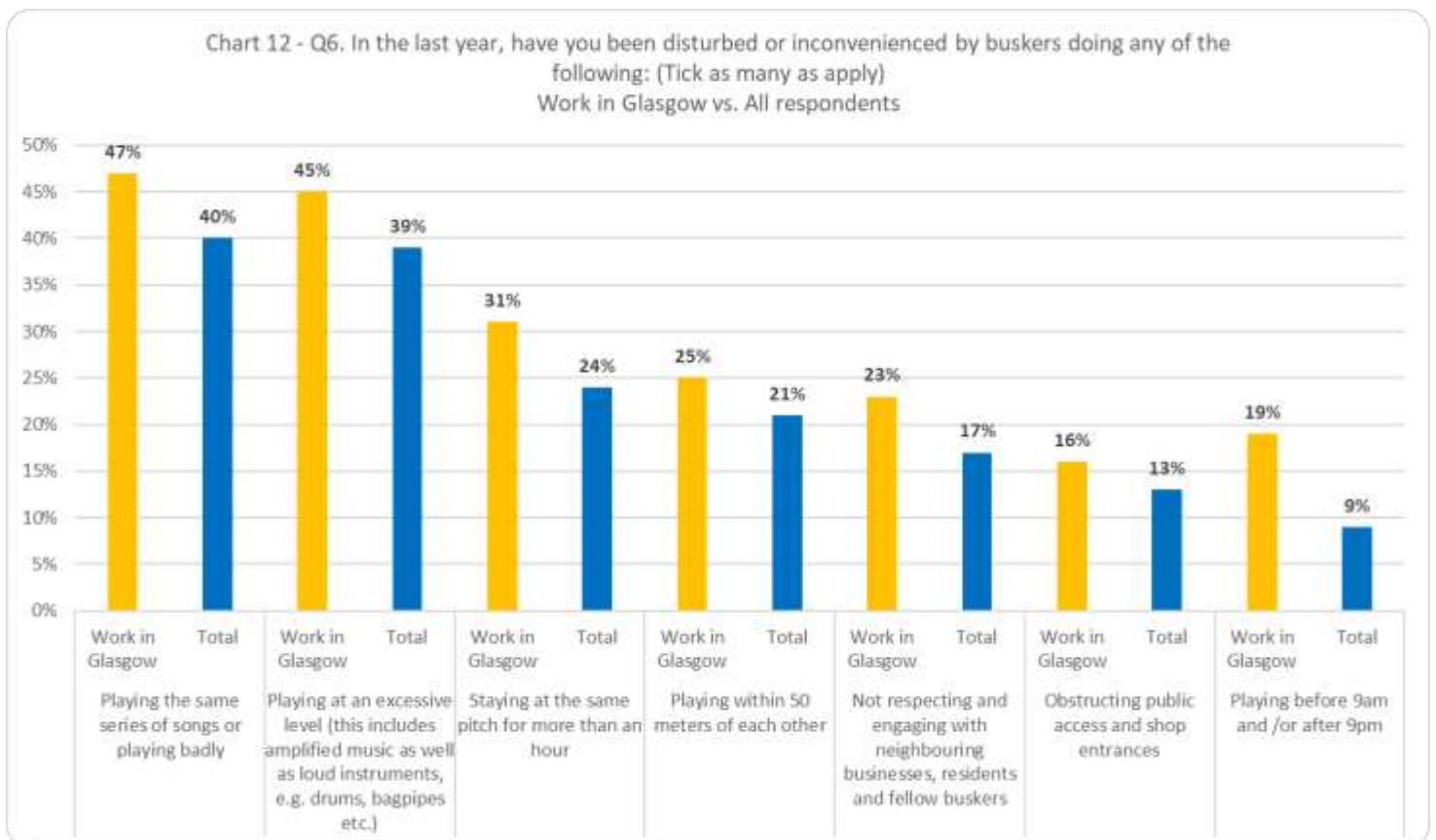


- 3.43 Respondents aged 55 years or over were less likely to be disturbed by buskers staying in the same pitch for more than an hour (18%), compared with other groups.
- 3.44 On the other hand, younger respondents were more likely to have experience buskers playing before 9am and/or after 9pm, with 12% of those aged 16-34 saying this – this gradually drops to 4% of those aged 55+.
- 3.45 Respondents aged 16-34 were more likely to indicate that they have experienced buskers not respecting and engaging with neighbouring businesses, residents and fellow buskers, with one in five younger respondents saying they have been disturbed or inconvenienced by this (20% compared with 17% of all respondents).

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- 3.46 Finally, those aged 35-44 were more likely to have been disturbed by buskers obstructing public access and shop entrances (17% compared with 13% of all respondents).
- 3.47 Nearly one in two of those respondents who work in Glasgow indicated they have been disturbed or inconvenienced in the past year by buskers playing the same series of songs or playing badly (47% compared with 40% of all respondents), or buskers playing at an excessive volume (45% compared with 39% of all respondents).
- 3.48 A third of respondents who work in Glasgow said that they have been disturbed by buskers staying at the same pitch for more than an hour (31% compared with 24% of all respondents), while one in four said they had been disturbed by buskers playing within 50 metres of each other (25%), and by buskers not respecting neighbouring businesses, residents, and fellow buskers (23%).
- 3.49 Those who work in Glasgow were also twice as likely to have heard a busker playing before 9am and/or after 9pm in the past year, with one in five saying they have been disturbed by this (19%), compared with one in ten of all respondents (9%).



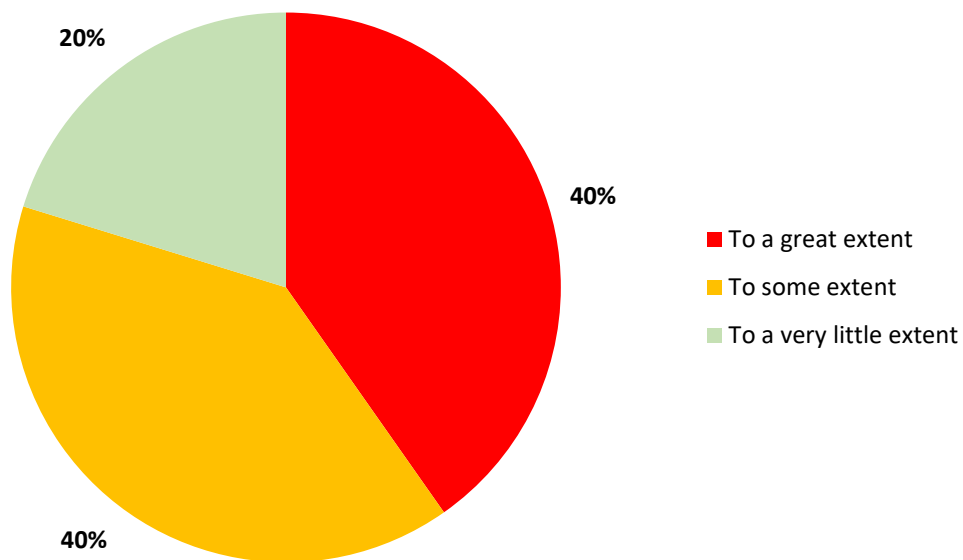
- 3.50 Respondents from a Black, Asian, or Minority Ethnic background were more likely to have been disturbed by buskers playing the same songs or playing badly (48%) compared with all respondents (40%).

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- 3.51 Respondents who said they had been disturbed or inconvenienced by any of the behaviours listed were then asked to indicate the extent to which this behaviour disturbed or inconvenienced them.
- 3.52 Two out of five of these respondents said that they were disturbed to a great extent by this behaviour(s) (40%), while two out of five said they were disturbed to some extent (40%). One in five respondents said they were disturbed or inconvenienced to a very little extent (20%).

Chart 13 - Q7. To what extent did this behaviour(s) disturb or inconvenience you?

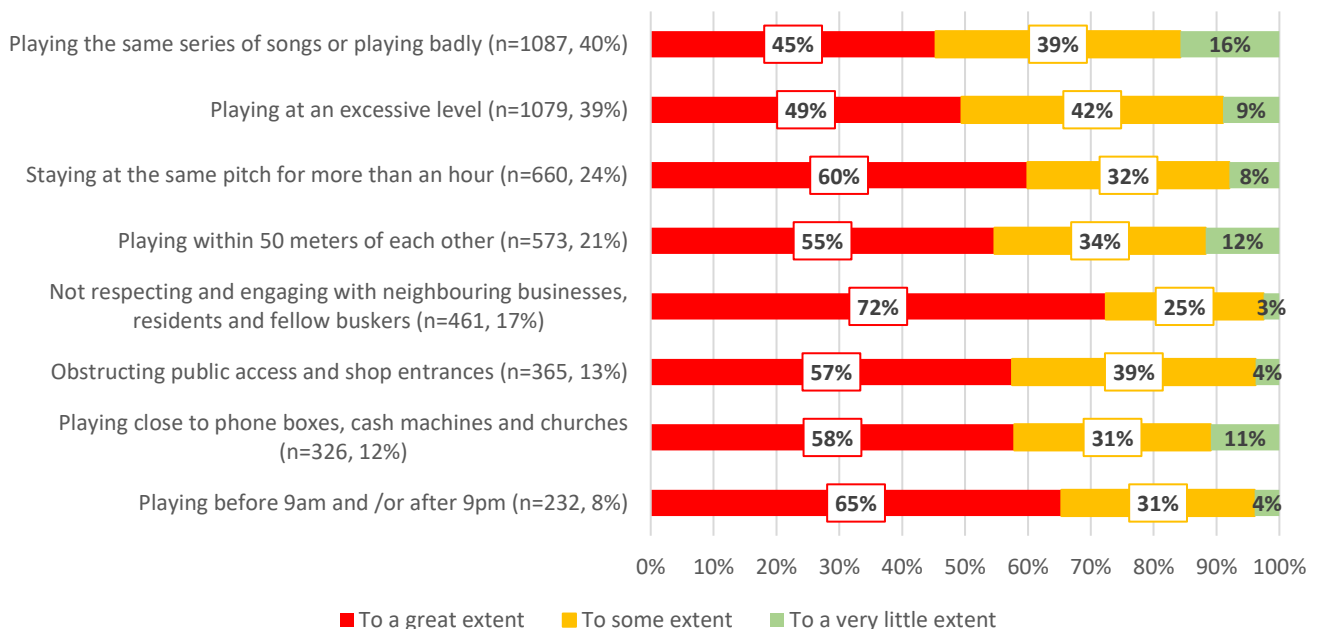


- 3.53 Chart 14 overleaf shows the cross-tabulation of the type of behaviour the respondent experienced by the extent to which they were disturbed or inconvenienced. The statements presented in the chart have been sorted (moving from top to bottom) by the number of respondents who said they had experienced this behaviour. The number of respondents is shown next to each statement as n = number of respondents, followed by what percentage of the sample this represents.
- 3.54 The respondent could select more than one behaviour that had disturbed or inconvenienced them, but the question above asks to what extent they were inconvenienced in general, without asking which specific behaviour this relates to. For this reason, the figures shown overleaf should be considered a general correlation, but not as a direct effect of any specific behaviour.

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- 3.55 As shown in Chart 8 earlier, the most common disturbance or inconvenience for respondents was buskers playing the same series of songs or playing badly, with 1087 people saying they had experienced this (40% of all respondents). Almost half of those who have experienced this behaviour, also said that behaviour(s) displayed by the busker disturbed or inconvenienced them to a great extent (45%).
- 3.56 Two out of five of respondents had experienced buskers playing at an excessive volume (40%, 1079 respondents), with nearly half of them saying that the behaviour(s) they experienced disturbed or inconvenienced them to a great extent (49%).
- 3.57 Although fewer respondents experienced buskers not respecting their neighbouring businesses, residents and fellow buskers (17%, 461 respondents), those respondents who experienced this also scored the highest in being disturbed or inconvenienced to a great extent, with 72% saying they had been so.
- 3.58 This is followed by those who have experienced buskers playing before 9am and/or after 9pm (8%, 232 respondents), where two out of three also said the behaviour(s) they experienced had disturbed or inconvenienced them to a great extent (65%).

Chart 14 - Q7. To what extent did this behaviour(s) disturb or inconvenience you?



- 3.59 Finally, more than one in two respondents who experienced the following behaviours also said they had been disturbed to a great extent:
- Staying at the same pitch for more than an hour (60% disturbed or inconvenienced to a great extent)
 - Playing close to phone boxes, cash machines or churches (58% - to a great extent)
 - Obstructing public access and shop entrances (57% - to a great extent)
 - Playing within 50 metres of each other (55% - to a great extent)

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- 3.60 Those respondents who indicated that they had been disturbed or inconvenienced by a busker's behaviour were asked to leave any further comments regarding being disturbed and 909 respondents did so. (Note: respondents could refer to more than one theme, and totals will not add up). All comments can be found in Appendix A.
- 3.61 Most respondents who left a comment said that they thought that (some) buskers are too loud (56%).

"In recent years busking has got much worse. The use of rechargeable speakers has greatly increased the volume levels. Buskers will play the same songs all day. They do not follow the guidelines and they are rarely moved on."

"I often avoid Glasgow city centre on weekends due to the levels of noise from buskers. It makes navigating an already busy street significantly more challenging."

Table 4 - Q8. Please write any further comments regarding being disturbed below.

Open comment category		Response Percent	Response Count
1	Excessive volume/too loud	56%	514
2	Complaint over use of amplifiers	24%	219
3	Repetitive repertoire	20%	182
4	Impacts office or business	16%	148
5	Complaint against 'Despacito' busker	11%	96
6	Drawing crowds make passing through/access difficult and draw ASB	10%	93
7	Amplifiers should be banned	10%	87
8	Buskers playing badly	9%	85
9	Acts performing over backing track/miming	7%	66
10	Religious preachers are inappropriate	5%	42
11	Difficulties for people with sensory difficulties	4%	39
12	Buskers pitch for too long	4%	33
13	Complaint against playing bagpipes	3%	26
14	There are too many buskers	2%	18
15	Enforce code of conduct	2%	16
16	Buskers are aggressive when asked to move	1%	11
17	Buskers are competing in noise levels	1%	10
18	Buskers refuse to move	0%	4
19	Buskers should be licensed	0%	3
20	Difficulties for people with mobility problems	0%	2
21	Other comment	15%	132
	TOTAL	100%	909

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"Can't hear myself speak to anyone due to buskers. [...] A lot of them just have huge amplifiers set too loudly and just sing poorly to backing tracks not showing any talent."

- 3.62 A quarter of those who left a comment, complained about the use of amplifiers (24%), with one in ten comments saying amplifiers should be banned (10%).

"From my office on St Vincent Street every weekday lately there is disturbance from the noise of buskers on Buchanan Street, many busking with amplifiers turned up too high, and lasting at times from early morning throughout the day with little breaks. Even with the windows shut the noise is intrusive."

"Amplifiers are a problem. The entire public space can be dominated by high sound levels. Healthy life in the streets is great but use of portable amplifiers is a form of tyranny to which I have given no consent. I'd like the amplifiers to be banned."

"Buskers are fine, but amplifiers should be banned. "Unplugged" musicians only please."

- 3.63 One in five comments were regarding buskers performing a repetitive repertoire (20%). In particular, 96 people (11% of all comments) left a comment about a specific busker "miming to" 'Despacito' repeatedly.

"There is one act where 'Despacito' is played on a loop where the violin player is pretending to play a recording of the song, which isn't promoting the arts of 'live performance'."

- 3.64 16% of all comments mentioned that buskers have a negative impact on their business or place of work.

"The constant noise level in Buchanan Street is unbearable there can be 5 or 6 buskers playing loudly, badly all very close to each other my business is on 6th floor with double glazed windows and the horrendous racket of clashing noise drives myself and customers mad we can't have a pleasant conversation most days."

"I'm a Director in a business with offices on Buchanan Street, and we're currently looking for new office premises as the noise from busking interferes with business meetings, Teams calls, and makes it difficult to concentrate. Our staff often leave work and go home to work because of the distraction. [...] Property agents we are talking to about office premises tell us they struggle to let offices on Buchanan Street due to the noise and quality/repetition."

- 3.65 One in ten comments also made mention of drawing crowds making passing through/access difficult and drawing antisocial behaviour (10%) and one in ten mentioned that some buskers play very badly (9%).

- 3.66 Finally, one in twenty comments mentioned that religious preachers are inappropriate.

"The religious preachers with microphones screaming obscene stories down both Argyle Street and Buchanan Street, give the town a very unsettled and eerie feeling. It is too loud and a complete embarrassment for Glasgow."

- 3.67 Other comments left by respondents related to:

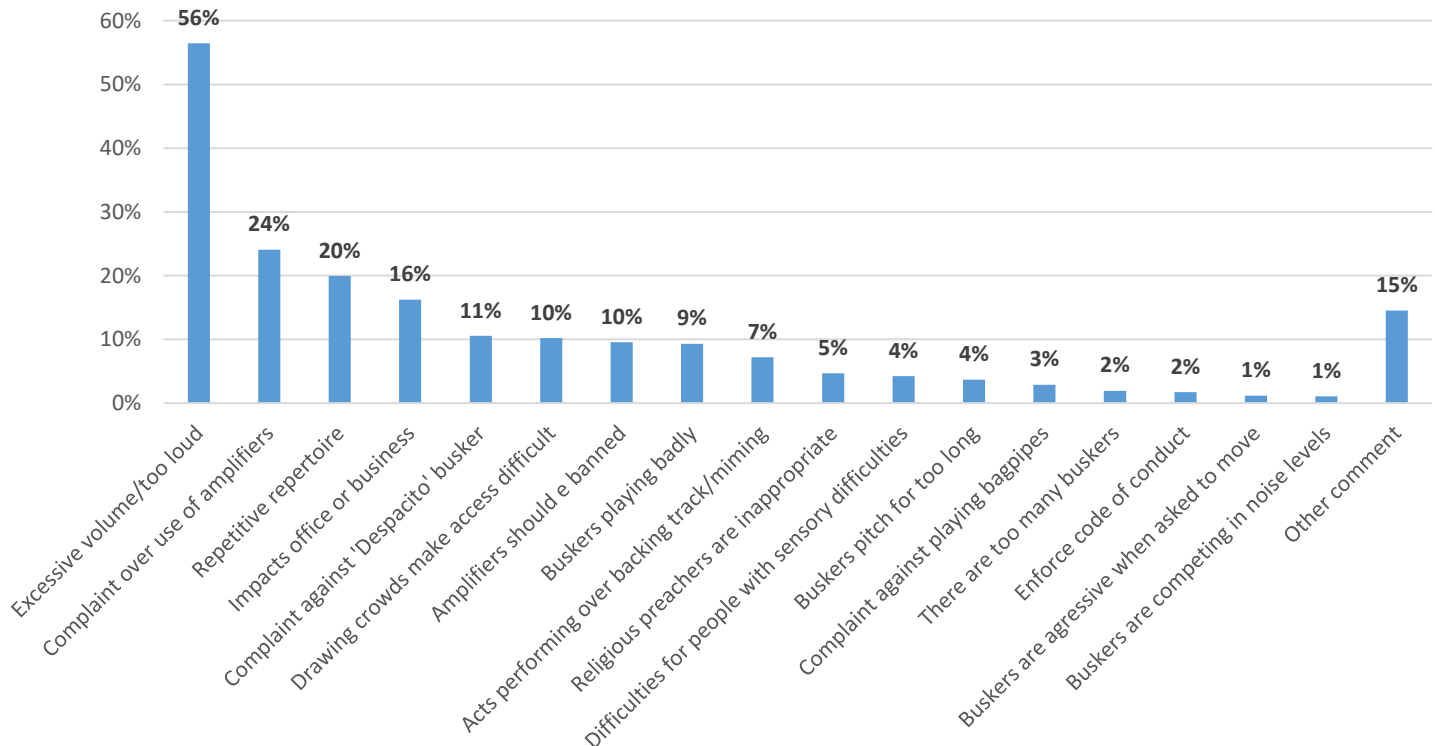
- People with sensory difficulties (e.g. autism) find walking next to buskers difficult (4%),
- Buskers pitching for too long (4%),

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- Complaints about bagpipes being too loud (3%),
- There being too many buskers (2%), and
- The code of conduct needing to be enforced (2%).

Chart 15 - Q8. Please write any further comments regarding being disturbed below.



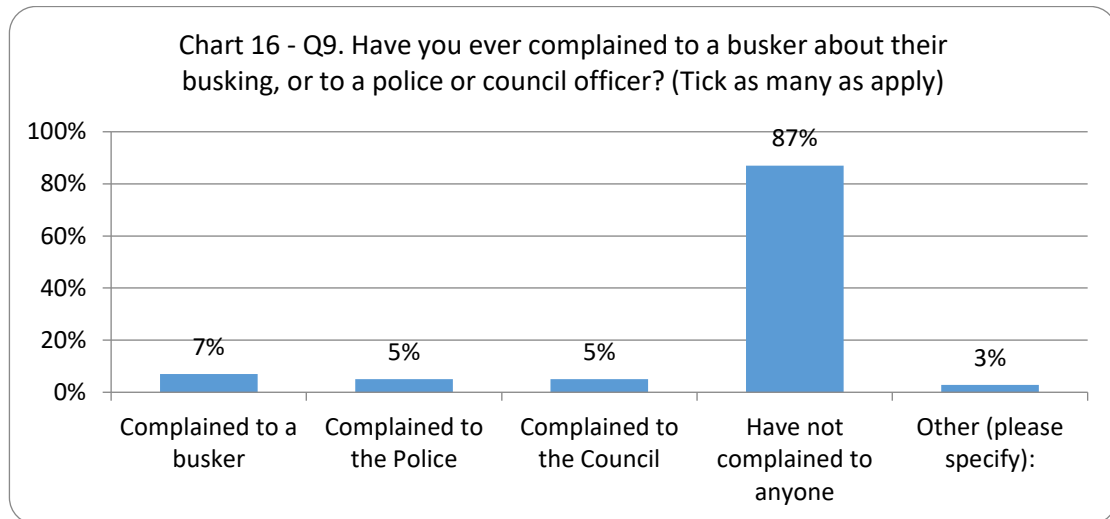
D. Making a complaint

- 3.68 All respondents were asked if they have ever complained to a busker about their busking, or to a police or council officer.
- 3.69 A large majority of respondents said they had never complained about this to anyone (87%).
- 3.70 7% of respondents said that they had complained to a busker, while one in twenty respondents said that they had complained to a Police officer (5%), and one in twenty indicated that they had complained to the Council (5%).
- 3.71 Almost a quarter of those who own a business in Glasgow said that they have complained to a busker about their busking (23%), and one in ten respondents who work in Glasgow indicated that they had done the same (10%).
- 3.72 Women (6%) were slightly less likely than men (8%) to complain to a busker.
- 3.73 Glasgow business owners were also more likely to have complained to the Police, with one in six of them having done so in the past (17% compared with 5% of all respondents). They were also more likely to have complained to the Council, with one in five of them having done so (21% compared with 5% of all respondents). In total, a third of business owners have made at

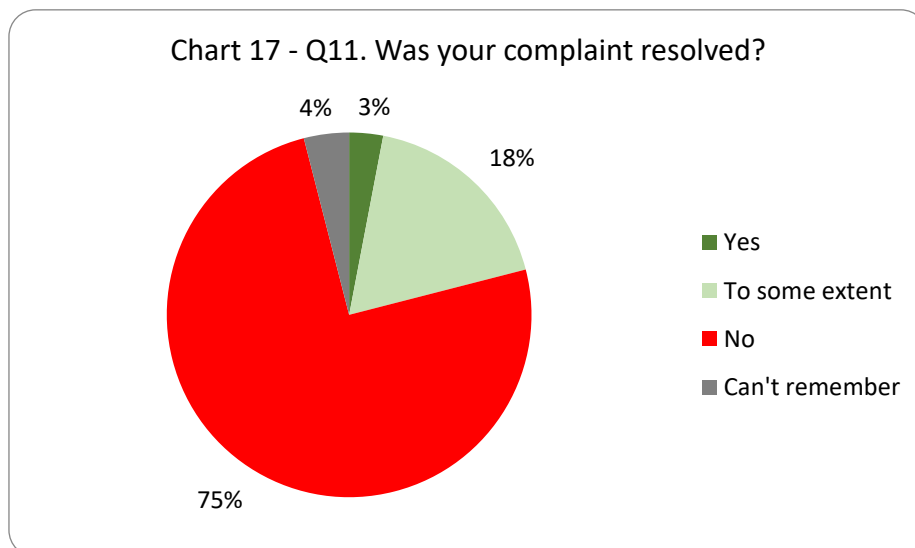
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least one complaint about a busker in the past, either to the busker themselves, to the Police, or to the Council.



- 3.74 3% of respondents said that they had complained to someone else, such as their business manager, the building's facilities manager, the staff in a shop, or colleagues. 5 respondents said they did not know they could make a complaint, while another 5 said they didn't know who to complain to.
- 3.75 Four out of the five respondents who had made a complaint said that they had to do this in the past year (78%, 264 respondents).
- 3.76 Respondents who had made a complaint in the past year were asked whether their complaint was resolved. Very few respondents said that their complaint was resolved (3%), while one in six respondents said that it was resolved 'to some extent' (18%). Three in every four respondents said that their complaint was not resolved. 4% could not remember if their complaint was resolved.



- 3.77 There were no significant differences in complaint outcomes whether they had complained to the busker, to the Council, or to the Police.

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- 3.78 Respondents who made a complaint in the past year were asked to leave some feedback regarding this if they wished to, and 184 respondents did so. (Note: Respondents could leave more than one comment and totals will not add up).
- 3.79 One in five of those who complained said that they were ignored by the busker (22%). Another one in five said that no action was taken (19%).
- 3.80 One in six people said that it was “useless” to make a complaint and that their complaint was ignored (16%).
- 3.81 One in ten of those who had made a complaint (11%) said that they were verbally abused by the busker(s), with one saying that they were physically abused.

Table 5 - Q12. Please leave some feedback regarding the outcome of the complaint below, if you want to

Open comment category		Response Percent	Response Count
1	I was ignored by busker	22%	41
2	No charges/action was taken	19%	35
3	It's useless/my complaint was ignored	16%	29
4	I was abused by the busker (physically or verbally)	11%	20
5	The busker moved/complied but only briefly (e.g., came back, turned the volume back up)	7%	12
6	The busker complied	6%	11
7	The busker was moved/was stopped	6%	10
8	The Police referred me to GCC	4%	7
9	GCC said they could not act	3%	5
10	I was passed around different people/authorities	2%	4
11	My complaint was noted	2%	4
12	The Police said they would not deal with this	2%	4
13	The Council Noise team only works at night	1%	2
14	I didn't know whom to complain to	1%	2
15	Other	13%	25
16	Other type comment	10%	19
TOTAL		100%	184

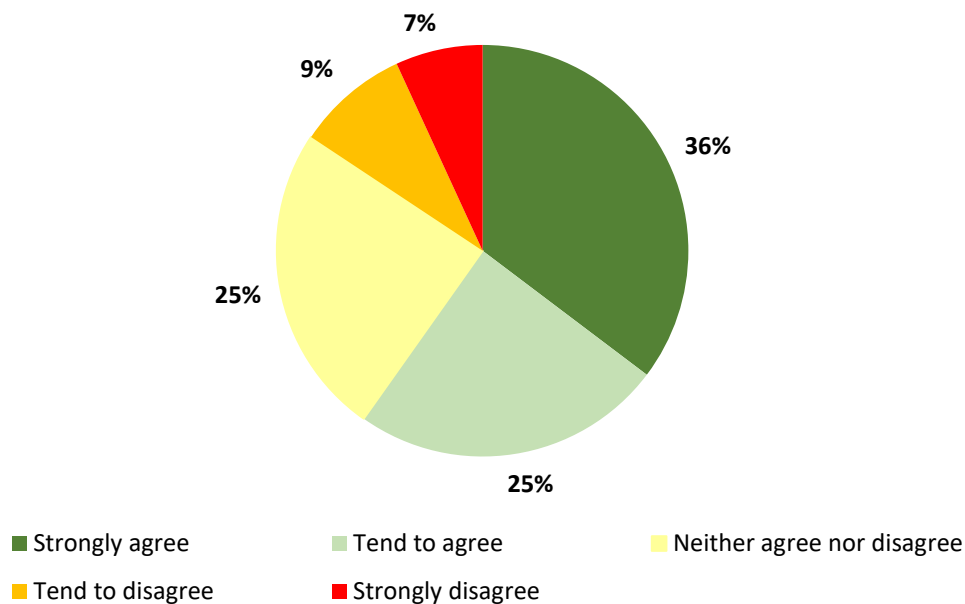
- 3.82 7% said that the busker left or complied briefly but either came back or turned the volume back up (7%). Only 10 respondents (6% of comments made) said that the busker was stopped or moved.
- 3.83 22 respondents said that they were passed to someone else or could not find who was responsible for this (12%).

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- 3.84 The last question in the survey asked respondents whether they agreed or disagreed that Glasgow's 'Buskers' Code of Good Practice' needs to be clearly displayed in busking hotspots.
- 3.85 Most respondents (61%) 'strongly agreed' (36%) or 'tended to agree' (25%) that the Code of Good Practice needs to be clearly displayed in busking hotspots.
- 3.86 16% of respondents 'tended to disagree' or 'strongly disagreed' with this, while a quarter of respondents neither agreed nor disagreed (25%).

Chart 18 - Q13. Do you agree or disagree that Glasgow's 'Buskers' Code of Good Practice' needs to be clearly displayed in busking hotspots?



- 3.87 Five in every eight respondents who work in Glasgow (63%) and two out of three Glasgow business owners agreed that the Code of Good Practice should be displayed (67%).
- 3.88 Men were also more likely than women to agree with this (67% men compared with 57% women).
- 3.89 Finally, respondents were asked to leave any other comments regarding busking and 1,201 respondents took the opportunity to do so.
- 3.90 Two out of five respondents left a positive comment about buskers (39%).

"Busking creates a vibrant, socially inclusive, and safe environment. It adds texture and colour to a city scape where the sound of construction and traffic are ever constant especially in Glasgow city centre. It encourages creativity and is a great platform for new or emerging talent."

- 3.91 More than one in ten respondents said that amplifiers should be banned or restricted (in terms of volume) (12%), while 11% of comments stated that some busking areas were excessively loud.

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"I have noticed in recent years that there is a policy of no amplifying equipment for buskers in Edinburgh. This ensures that buskers can still work and provide entertainment on the streets. However, the excessive volume due to amplifiers means that busking has unfortunately become a nuisance in Glasgow, and I think this could be easily resolved by simply banning amplifying equipment."

- 3.92 One in ten respondents said that the Code of Good Practice should be enforced, with many saying that there is no point in having one if this is not enforced (10%).
- 3.93 One in twenty respondents made a comment about introducing a 'buskers' license' (4%).
- 3.94 The issue of religious preachers was raised by 45 respondents who left a comment (4%). Comments referred to religious speakers being inappropriate, aggressive, offensive, racist, sexist, transphobic or homophobic (frequently referred to as 'hate preachers' throughout comments).

"While I agree with busking, I don't think the streets should be allowed to have hateful religious preachers from any faith. Preaching about race, homosexuality, abortion, etc."

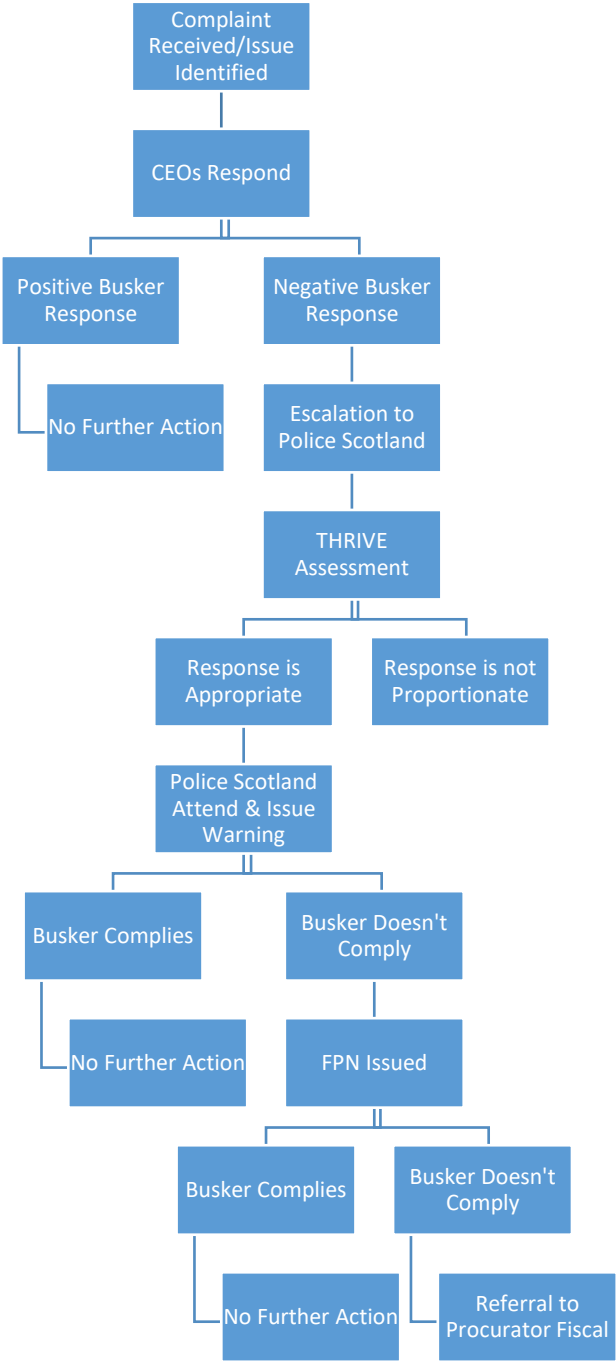
Table 6 - Q14. Please write any further comments regarding busking in the box below.

Open comment category		Response Percent	Response Count
1	Positive comment about buskers	39%	467
2	Ban or Restrict Amplifiers	12%	148
3	There is excessive volume in busking areas	11%	135
4	Enforce Code of Good Practice	10%	115
5	License buskers	4%	53
6	Preachers are inappropriate	4%	45
7	Don't display Code of Good Practice	3%	39
8	Leave buskers alone	3%	37
9	Display Code of Good Practice	3%	30
10	License busking spots	3%	30
11	Display whom to contact for a complaint	0%	5
12	Other	30%	365
TOTAL		100%	1,201

- 3.95 39 respondents (3%) raised an opposition to displaying the Code of Good Practice (often referring to this creating street clutter) while 5 respondents said any such signs should clearly state who to complain to.
- 3.96 Finally, some comments simply read 'Leave buskers alone' (3%), requested that the Code be displayed clearly (3%), or that busking spots should be pre-determined and/or licensed (3%). 30% of comments were varied and could not be categorised.
- 3.97 All open comments can be found in Appendix A.

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7.2 APPENDIX B – BUSKING CODE OF CONDUCT NON-COMPLIANCE
PROCESS FLOWCHART



8 LINKS

GCC BUSKING CODE OF CONDUCT:

<https://www.glasgow.gov.uk/CHttpHandler.ashx?id=59822&p=0>

GCC BUSKING PUBLIC ENGAGEMENT EXERCISE:

https://www.glasgowconsult.co.uk/KMS/dmart.aspx?strTab=PublicDMartCompleted&PageContext=PublicDMart&PageType=item&DMartId=922&breadcrumb_pc=PublicDMartCompleted&breadcrumb_pg=search&breadcrumb_pn=dmart.aspx&filter_Status=2

GCC BUSKING WEBPAGE:

<https://www.glasgow.gov.uk/article/23756/Busking>