

Overall numbers

- **Total complaints recorded: 65**
-

Categorised complaints

(Note: one complaint can fall into multiple categories if it mentions more than one issue.)

Noise / Volume issues

- **42 complaints**
- By far the dominant issue
- Includes references to:
 - Excessive loudness
 - Amplification / speakers
 - Decibel readings
 - Impact on businesses, customers, or work

 **~65% of all complaints**

Involving the public / children (microphone use, interaction)

- **18 complaints**
- Typically:
 - Letting members of the public sing/shout
 - Encouraging young people to scream
 - Concerns about appropriateness (especially with minors)

 **~28% of complaints**

Persistent / repeat offenders

- **13 complaints**
- Mentions of:
 - “spoken to multiple times”
 - “same busker”
 - “again” / repeated behaviour
- Indicates enforcement/compliance issues

 **~20% of complaints**

Preaching / religious groups

- **5 complaints**
- Includes:
 - Street preachers
 - Religious rap groups
 - Amplified preaching

 **~8% of complaints**

Behaviour (non-compliance / confrontation)

- **4 complaints**
- Includes:
 - Refusing to move or turn down
 - Ignoring wardens
 - Accusations (e.g. racism)

 **~6% of complaints**

General dissatisfaction / quality complaints

- **6 complaints**
- Comments like:
 - “awful”, “terrible”, “out of tune”
 - Negative perception of busking overall

 **~9% of complaints**

Key insights

1. Noise is the overwhelming issue

- Nearly **2 in 3 complaints** relate directly to volume
 - Often linked to **amplification use**, not busking itself
-

2. Amplification + public interaction = biggest risks

A pattern emerges where complaints cluster around:

- Loud amplified sound **AND**
- Letting the public (especially children) use microphones

This combination appears particularly problematic.

3. Repeat offenders are a notable concern

- 20% of complaints explicitly mention repetition
 - Suggests:
 - Current guidance/enforcement may not be effective
 - A small number of individuals likely drive a large share of complaints
-

4. Business impact is a recurring theme

Across categories, complaints frequently mention:

- Inability to hear customers
 - Staff disruption
 - Shops closing doors
 - People leaving the town centre
-



About date ranges

Your data spans roughly **June 2025** → **April 2026**.