



## **Community Liaison Group meeting**

**17 July 2017, 6-8pm**

**The Hawthorns**

### **Attendees**

Nigel England	UWE
Joni Lloyd	UoB
Simon Bray	UoB
Joanna Dainton	Bristol Waste Company
PC Nick Boyce	UoB
Anthony Negus	Councillor
Carla Denyer	Councillor
Peter Symes	Richmond Hill Residents Association
Liz Kew	BCR Street Scene
Monica Lougee	BCR Street Scene
Dudley Thomas	Cotham Hill and Hampton Park
Jas Singh	Cotham Hill and Hampton Park
Richard Barnes	Oakfield RA
Dan Barlow	High Kingsdown RA
Rob Harris	RCAS
Dawn Shorten	Christmas Steps Arts Quarter
Annette Tinsley	Christmas Steps Arts Quarter
David Brown	Stoke Bishop Residents Planning Group
Pauline Allen	Kingsdown Conservation Group
RoseMary Musgrove	Clifton and Hotwells Improvement Society

Andrew Waller	Resident
Alison Bromilow	RCAS
Linda Ewles	Highbury Residents Association
Fiona McVey	Chandos Neighbourhood Association

## **Agenda**

- Welcome, housekeeping and introductions
- Update from UWE – Nigel England
- Update from University of Bristol - Simon Bray
- Update from University of Bristol – Joni Lloyd
- Update from Bristol Waste Company – Joanna Dainton
- Consultation and group discussion: Community Integration
  - Making the most of the Community Fund
  - Promoting the tools and processes that exist
  - Nextdoor
  - Acknowledging the positives
- Current issues
- Close

## **Update from UWE – Nigel England**

**Complaints** July 1st 2016 to June 30th 2017 - **139**

2015/16 - **67**

Why the big increase? New accommodation blocks opened Sept 2016 a stone's throw away from Cheswick residential area. SU have Tuesday night' Lock in' - 74 complaints between the two leaving 65 from across the rest of the city so no real difference from last year across the city.

So we had a big increase this year but we know why and we have targeted the problems and we have reduced complaints to 4 since April this year. I have started a working group of accommodation, security, Police, SU and myself to set an action plan for the new year and the SU have agreed to move the Lock In from a Tuesday night to a Saturday night.

Partnership working is ongoing with S.Glos Council Environmental Health, S.Glos Waste and Enforcement as well as with Bristol City Council Neighbourhood Enforcement, Private Housing, Mayors office and Bristol Mediation to resolve complaints. Also work in partnership with Bristol Waste Company student engagement officers to resolve complaints but also to be proactive in preventing complaints and also carrying out litter picks to clean up certain areas such as Trendlewood Estate in Stapleton. Also working closely with the University of Bristol on joint campaigns and initiatives throughout the year such as the Bristol Big Give (April 26th to July 14th 2017) and Love Where You Live see [www.lovetheplaceyoulivebristol.co.uk](http://www.lovetheplaceyoulivebristol.co.uk)

Complaints have been dealt with by way of home visits and or joint home visits with relevant agencies and or email/ letter. This method has proven to be effective both in terms of the face to face contact with the students but also from the customer service aspect of giving the complainant updates and feedback of actions taken rather than the non-personal letter/ email.

Noise 88 - (28 parties), Rubbish 24 (18 excess waste - 6 bins on street), 11 ASB (noise/ ASB on return home- waking neighbours etc.), 8 parking (6 Cheswick, 1 Stoke Park, 1 Trendlewood), 8 other (3 damage, 2 household disputes, 1 professional conduct and 2 academic complaints)

Locations - BS6 - 28 (St. Andrews, Cotham, Montpelier), BS7 - 32 (Glos Rd, Horfield, Bishopston), BS8 - 8 Clifton, Hotwells Rd.), BS16 - 49 (Frenchay, Stoke Gifford, Stoke Park/ Cheswick- Trendlewood) These complaint figures correlate with the term time address locations of our students of around the main campuses (BS16) and then down the A38 Gloucester Road corridor into Horfield, Bishopston (BS7) and then mixing with UoB in Cotham, Redland (BS6) and Clifton (BS8) to a lesser extent.

### **How dealt with?**

Three went to Level two Conduct Team- Written warning on file, Hearing with and written warning from Head of Department and a fine. Noise/ ASB complaints.

Rest dealt with under level one by myself through written warning and or home visit.

Home visits - 105 - Home visits work very well- quick and efficient way to deal with the complaint. Also talk to complainants face to face. I will continue to do these.

Joint home visits - 44 ( Campus P.C- excellent working relationships with PC Brain., BWC Joanna/Jess, S.Glos Waste Enforcement, Noise Pollution BCC, S.Glos)

Parking issues – consultation with residents (Cheswick The Bowery- 135 residents. Myself and local Cllr. Trevor Jones hand delivered three consultations - Residents in favour of similar scheme to Stoke Park TRO. UWE agreed to pay for the scheme. S.Glos installing August this year in place for new academic year.)

Waste and recycling issues - Joined up with BWC, local residents and local Cllr. to clean up Trendlewood estate, Stapleton. Educational materials given out via door knocking on two occasions. Big improvement- local residents consulted and stated big improvement.

'Thanks for your support with this Nigel hopefully it can stay like this and if not we now have things in place and can organise regular litter picks if needed. The estate looks amazing and I'm very thankful for your help and support with this matter. Thanks Jacob'

End of year waste - Aware there is still big issues here and I have asked for a partnership meeting with BCC enforcement, private housing, electoral services/ Mayors office, BWC/ Landlords Ass. To look at legalities/ responsibilities around waste disposal and to set annual action plan. Both our Reps and Ambassadors door knocked in the high problem areas to include Cheltenham/ Glos Road areas joining up with BWC and Street Scene group. S. Glos area also targeted. Joni and I met with Kurt James from Mayors office re Clean Streets campaign. Education and enforcement.

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### **Bristol Big Give- 2017**

12, 650 bags donated from both on and off campus with 20 British Heart Foundation banks across Bristol. Up to £177,100.00 raised for charity @ £14 a bag average and average 8kgs per bag = 101 tonnes gathered saving landfill 101 tonnes. Great result with figures up from 77 tonnes collected and £135,000 last year.

**How trying to reduce complaints-**'Outduction' pack to all first years leaving Halls. Have a renting rights and responsibilities leaflet and Community Reps are doing a short film on rights and responsibilities for students in PRA. Keeping the Peace pamphlet, letter from VC, LWYL new booklet, waste and recycling info from both S.Glos Council and BWC

Talks from myself to UK and international students. Information on Browzer and LWYL websites. Covering email to all first year students from myself.

Targeting repeat complaint addresses/ streets. Student Reps - September, October, December, January, May/June.

Door knocking Sept right across Bristol i/c UoB/ BWC and student areas of S.Glos.with S.Glos Council. Door knock again in October as a follow up and then in May/ June. Accommodation Fair info in Jan.

Working with Accommodation, SU, security and campus Police officer to reduce complaints from new accommodation blocks and also SU night. (Has already worked)

I have given two presentations to BALMA with one being a joint version with Joni. Joni to expand on.

## **Community Fund**

(£250 per application)

BCR Street Scene, Lifecycle, Stoke Park community day, Wallscourt Farm school outdoor learning, Chandos Road, Multi cultural Fair Eastville Park, Family Fun Day etc.

Application form on UWE Community Liaison front page.

Working closely with Joni on various projects. Big Thank you to Joni.

## **Update from UoB - Simon Bray, Director of Residential and Hospitality Services**

Simon Bray gave an update on UoB's planned expansion.

There are plans to develop a new site at Temple Quarter.

There are plans to redevelop Tyndall Avenue.

Student numbers for UoB are planned to increase by 25% over the next seven years. This will be achieved by 1,000+ bed spaces at the new Temple Quarter site, some reconfiguration of existing UoB sites through refurbishment and new purpose built student accommodation through third party investment.

UoB is working in partnership with UWE and BCC on a residential strategy for the city.

Cushman and Wakefield have been appointed to conduct a strategic review of student housing across Bristol and to carry out consultation with stakeholders. This is ongoing.

The aim is to house students in new areas of Bristol to support balanced communities and to ensure the students' presence benefits the areas' local economies.

Affordability is high on the agenda and to create a provision is that is equally attractive to second year students as a preferable alternative to HMO's.

Simon confirmed that the residential strategy includes working with the council to consider parking implications. He explained that UoB has explored the possibility of making it a condition that students do not bring a car to Bristol, as is done by some other Universities such as Oxford and Durham, but that advice had been that this is not a robust and legally defensible stance to take.

Simon relayed his understanding of the status of the old BRI building; Unite has purchased the land and submitted a planning application for 700+ bedspaces. This did not pass approval and an appeal is being made.

## Update from UoB – Joni Lloyd

### Complaints

Total complaints for 2016/17: **230**

Up from **175** complaints received in 2015-16

I am using a slightly modified data base to last year and have been out promoting my role and encouraging people to complain so it's hard to know if behaviour is worse or I'm finding out about more of it.

By area:

- Cotham – 27
- Kingsdown – 25 (incl. High Kingsdown, top St Michaels Hill, Highbury Villas)
- Redland – 107
- Clifton – 52
- Others include Central, Hotwells, Horfield, St Andrews, Bishopston

By issue:

- Noise – 158
- Party – 82
- W&R – 70
- ASB – 12
- Misc – 8
- Parking – 0 (not including complaints surrounding Halls of Residence)

By outcome:

- Email/home visit – 177
- Disciplinary meeting with CLO – 30
- Disciplinary meeting with HRL – 12
- Referred to PVC – 4
- Not UoB students – 3
- No offence/no action – 4

Total students contacted – 1,374

This equates to approximately 8% of students outside halls of residence

By year block:

- Year 1 – 54
- Year 2 – 887 (65%)
- Year 3 – 366 (25%)
- Year 4 – 67

See attachment for graphics

### **Raising awareness of community living with first year students**

Move on > Move in was a pilot initiative to bring community living awareness to first year students to better prepare them for living independently in private rented accommodation in their second year. This was in response to evidence that in the first term of the year the bulk of complaints received are related to second year students and most are resolved with information advice and guidance.

See full report attached

Full analysis of student and staff feedback on the pilot will inform and shape a more comprehensive delivery next year.

### **Love Where You Live update**

We are currently preparing for our Move In campaign in September/October. The LWYL leaflet has been updated and we are working on updating the Vice-Chancellors letter to include an insert from the Mayor Marvin Rees.

We are also developing a postcard to be hand delivered whilst out door knocking that will hopefully be more eye catching than the letter. This is going for the 'less is more' approach and may be more likely to be kept and shared amongst other house mates than an A4 block of text. This will also include the Mayor. The idea is to make students aware of the link between them in their independent properties and the Vice-Chancellors and Mayor. The text will be concise but provide advice on where to find more on the LWYL website. The letter will be emailed and be available on the websites.

### **Work with landlords and letting agents**

Nigel and I attended a BALMA (Bristol Association of letting and Management Agents) meeting in February and also the Landlords Expo in May to gather support for passing on our leaflet as a pdf to all student tenants at point of key hand over.

This means that students should receive the information they need in a timely way if they are back in Bristol before our Move In campaign starts, and may pick up some of the households we do not cover.

So far 40 landlords and letting agents have agreed to do so.

Both UoB and UWE promote Marks out of Tenancy [www.marksoutoftenancy.com](http://www.marksoutoftenancy.com) a 'rate your landlord' website which gives reviewers the opportunity to rate aspects of the property, landlord/letting agency and the local area. We gave out flyers alongside our Big Give campaign and generated a few more reviews. This should prove a useful resource for students once it has built up a good stock of reviews. It was launched in February.

### **House parties**

I am promoting the fact that reports and complaints about unacceptable house parties will be dealt with at step 3 of the procedure – a disciplinary meeting with the Head of Student Residential Life (HoSRL) who can impose sanctions and/or penalties up to £100 per person.

This has been made clear in the Move on > Move in leaflet, at the Community Living Awareness events and will be on a digital screen across university buildings at the start of the academic year.

Digital screens reminding students about enjoying themselves without disturbing neighbours and the consequences of unacceptable house parties will be used at other key times throughout the year: Halloween, end of January exams, end of final exams/move out.

Suggestion from the group that £100 is not enough to act as a deterrent for wealthier students. £100 is the highest amount that can be imposed by the Head of Student Residential Life as set out by the Disciplinary Regulations. Repeat offence would escalate to the Pro Vice-Chancellors (PVC) office who has a greater range of sanctions and penalties up to a maximum of £800.

Question from the group about consequences if students refuse to pay. Students can appeal a fine from the HoSRL. This will go to the secretary's office. The university cannot hold back a student's degree if they have fines unpaid however the PVC is taken seriously and can make notes on a student's records which would be disclosed on a reference.

### **Purple Flag**

Both Nigel and I are involved in Bristol Purple Flag with BCC and key partners with a focus on the city centre night time economy. The Purple Flag award recognises Bristol city centre as providing a vibrant and diverse mix of dining, entertainment and culture while promoting the safety and wellbeing of visitors and local residents. We are part of the self-assessment team that carry out night time walkabouts to address issues and identify new opportunities to improve.

### **Move out 2018**

Plans in place to meet with Bristol Waste Company, BCC enforcement and letting agents to better prepare for move out. The Big Give is very successful in encouraging students to donate unwanted but reusable items. However more information and advice is needed around managing move out waste. We plan to



create a flyer/postcard about waste management which I can hand out alongside the Big Give info.

This will include tips on things like staggering their clear out, bulky item collections, asking a neighbour to take out final bins once left so they don't sit on the pavement attracting further waste, and also taking a final photo so that they have proof if cleaning contractors have in fact left the waste.

It is hoped that the landlords and letting agents currently signed up to distribute our materials will share this also.

### **Better neighbour relationships**

I'm working hard at promoting ways that could possibly help encourage better relationships between students and their neighbours. I want students to be aware that they are living in a mixed community, even in high density student areas and I want to promote the fact that all students are individuals, not all are bad neighbours and not accountable for other or previous students actions.

Offered to deliver community group/resident association flyers whilst door knocking in September. Still some time to get those to me, have had some fab ones. I'm hoping that this will encourage students to follow social media and be more aware of and engaged in community activities.

I'm promoting the Community Fund to students through the SU as I would love some students to initiate an event or activity.

I'm promoting the importance of students saying hello to new neighbours, to set themselves apart from previous tenants and to establish a positive relationship. The introduction templates created for both parties may help ease introductions.

We'd like to look in more detail at community integration in our discussion session and get some of your ideas for how we can develop this.

## **Update from Bristol Waste Company – Joanna Dainton**

### **Big Give**

Bristol Waste Company has been working in partnership with both universities and the British Heart Foundation on the Big Give. Our crews have been clearing fly tipping where this has been reported by the side of donation points.

### **Student move out**

Over the student move out period w/c 3rd July BWC did the following:

- put on four vehicles with the grabbing tool / cage to pick up fly tips
- one street cleansing supervisor dedicated to proactive collections w/c 3rd July
- Thursday 6th and Friday 7th additional collections made in hot spots

Members of the group suggested that this should be brought forward to the last two weeks in June. By the beginning of July student tenancies will be over and waste is likely to be trade waste for which landlords and letting agents should be held accountable. Also suggested that the universities should pay for additional waste collections as students are council tax exempt.

Other suggestions:

- Red bag collection system as rolled out in previous years
- Student discount on bulky waste collections
- Increased education about waste management alongside Big Give campaign

### **Work with landlords and letting agents**

At the Landlord Expo we spoke to numerous letting agents, private and commercial landlords about the opportunity for them to provide BWC with a list of properties with students moving in over the summer. We are offering to provide collection calendars free of charge for these properties. To date one letting agent has taken us up on this, and we have provided over 100 calendars for specific properties. This involves mapping out the routes to determine the correct calendar for each property.

### **Work with universities**

Joint work throughout the year with UWE Community Reps and UoB Community Ambassadors to door knock difficult areas to promote correct waste and recycling procedures. In particular accommodation above shops and where the property is accessed via an alley.

Posters highlighting collection days and flytipping enforcement in student hotspots. See attached or contact Joanna [Joanna.dainton@bristolwastecompany.co.uk](mailto:Joanna.dainton@bristolwastecompany.co.uk)

Suggestion: use alternative language as 'flytipping' is not self-explanatory, especially to overseas students.

Enforcement is due to be stepped up in September with fines being issued for waste and recycling mismanagement. Group members suggested that fines issued to students are widely promoted e.g. through facebook, to act as a deterrent and prompt other students to pay more attention to W&R procedures.

BWC plan to door knock once students move in – August / September – with following resources:

- Calendars
- Recycling info
- Where to get new boxes / how to get broken ones removed

## **Consultation and group discussion:**

### **Community integration**

People have a better understanding of each other the more contact they have. We'd like to look at ways that we can optimise initiatives that are already in place and expand on them with ideas for new and different approaches.

### **Making the most of the Community Fund**

Neither UWE nor UoB spent their entire fund allocation for 2016/17. Many applicants are for repeat projects. How can we encourage more applications and new and innovative ideas?

- Promote to students and encourage them to set up their own initiatives
- Link with university volunteer coordinators. If a community would like to carry out a specific activity they could notify their community liaison. If local students or volunteers can be found to get involved then the community could apply to the fund to pay for equipment and refreshments to make the activity more of a social event. (This would require some thought about risk assessment etc)
- Maintain local parks
- Social welcome event
- BBQ with education/awareness raising
- Communal gardening
  - High Kingsdown
  - Arlington Gardens
- Buffer walls – sound absorbing
- Litter pick
- Incentives to attend – beer/food
- Demonstrations on how to sort recycling
- Stop smoking campaign. Visit student homes while out smoking. Possibly in partnership with relevant organisations. Benefits to health, noise pollution and litter.
- Awareness of responsible use of BBQ's in parks – not burning the grass, not leaving waste
- Volunteering at non-student events eg. civil war re-enactment event last week of October (marshalling)

**Action for community liaison:** note these suggestions on community fund web pages as recommended ideas and create a promotional article to circulate.

## **Promoting the tools and processes that exist**

Eg. introduction template, community fund, Big Give, Love Where You Live website and move in campaign, complaints procedure. How can we make sure these are being accessed by a wider audience?

- Facebook pages
  - BCR NP
- Newsletters
  - BS9
  - Bishopston Voice
- Mailing list
  - BCR NP
  - RCAS
- Community groups
  - Bishopston Society
  - Parks forum
  - Friends of ...parks
- Nextdoor contacts
- Face to face contact eg. initiating contact (both) or when student neighbours come to collect a package

**Action for community liaison:** create a mailing list of contacts and send out periodic updates to promote tools/initiatives and good news stories.

## **Next door – any feedback?**

- Not using it
- Do students use it?
- Too many emails
- Need to give too much personal information
- Useful in Clifton where many households participate
- Community liaison can contact people already using it to share info
- So far only reached 'critical mass' in some areas

**Action for community liaison:** contact those with well-functioning Nextdoor groups to pass on messages rather than signing up ourselves to many.

## **Acknowledging the positives**

- Have a section on the webpage where members of the community can 'compliment a student' to balance out the 'complain about a student' option.
- Establish a network to share good news stories from across the university – volunteering, green initiatives, community event etc.
- Vibrancy to the city – arts, live music

**Action for group members:** would like to kick off the positive comment section on the webpage with some examples. Please send me any current positive comments about student neighbours that you'd be happy to put your name to (could be first name only) and area. Eg Wendy, Clifton

Thanks to all participants for their contributions.

**Date and venue of next meeting**

TBC – provisionally December 2017