



Community Liaison Group meeting

13 December 2017, 6-8pm

The Hawthorns

Attendees

Nigel England	UWE
Joni Lloyd	UoB
Simon Bray	UoB
Chris Swinscoe	BCC Neighbourhood Enforcement
Joanna Dainton	Bristol Waste Company
Anthony Negus	Councillor
Clive Steven	Councillor
Liz Kew	BCR Street Scene
Richard Barnes	Oakfield RA
Anne Rennie	Oakfield RA
Rob Harris	RCAS
David Brown	Stoke Bishop Residents Planning Group
Pauline Allen	Kingsdown Conservation Group
Andrew Waller	Resident
Alison Bromilow	RCAS
Linda Ewles	Highbury Residents Association
Fiona McVey	Chandos Neighbourhood Association
Christopher Jefferies	Clifton and Hotwells Improvement Society
Martina Peaty	Stoke Bishop resident
Sarah Cuthill	Local resident
Saun Wainright	High Kingsdown RA

Agenda

- Welcome, housekeeping and introductions
- Update from UWE – Nigel England
- Update from University of Bristol - Joni Lloyd
- Update from University of Bristol – Simon Bray
- Update from Neighbourhood Enforcement – Chris Swinscoe
- Current issues
- Close

Update from UWE – Nigel England

Student numbers

In terms of UWE numbers we are down on the 2011 high numbers of just over 30,000. This year's numbers are 28,800.

22,000 undergraduates and 6,800 post graduates.

UWE has been investing in its facilities across our campuses - enabling our students, research and enterprise to flourish.

We have built a new faculty of Business and Law on the campus and we are planning a new Engineering building. Student numbers will not increase greatly, only by a small amount of 500 across the University.

In the context of UWE having 28,800 students and approximately 10,000 in private rented accommodation across Bristol and S.Glos areas I have dealt with:-

Complaints

78 complaints received between 1 July to 8 Dec 2017 (81 last year by 8 Dec)

In regards to where these have been by post code areas:

BS1- 2- Central/Cabot

BS3- 3- Southville

BS6-12 - St. Andrews / Bishopston

BS7-14- Horfield / Bishopston

BS8- 4 recorded but 3 were UoB - Clifton

BS16-38 Stoke Park / Gifford

BS34- 5 Filton / Stoke Gifford

There has been an increase in complaints from around the campus in Frenchay so BS16 has recorded 38 complaints of mainly noise and low level ASB (transient noise walking back through neighbouring estates to the main campus). This was following a late night SU event every Tuesday. The SU agreed to move the night to a Saturday night instead of a Tuesday and this has stopped complaints regarding transient noise/ASB from neighbouring Stoke Park. There are also more housing estates being built around the Frenchay campus and subsequently more rented accommodation for students by private investors coupled with an increase in purpose built accommodation on campus very close to the residential Cheswick estate.

BS1- Noise-1, ASB- 0, Waste-0, Parking- 0

BS3- Noise- 2, ASB- 0, Waste- 0, Parking 1

BS6- Noise- 11, ASB-0, Waste-2, Parking 0

BS7- Noise- 13 , ASB-0, Waste- 1, Parking-0

BS8- Noise-2, ASB-0, Waste- 2, Parking- 0

BS16- Noise-20, ASB-5, Waste- 9, Parking-4

BS34- Noise-3, ASB-0, Waste- 2, Parking- 0

As you can therefore see there is a pattern of complaints around BS16, BS6 and 7 areas. The BS6 complaints are St Andrews, Glos Rd areas.

There has been a decrease in the numbers of UWE students overlapping with UoB students in areas such as Cotham, Clifton, Redland etc. and more of a clear divide in ours being around main campuses of Frenchay and Glenside, Bower Ashton and then along the Gloucester Road corridor in Horfield and Bishopston as well as St.Andrews.

How dealt with?

Complaints have been dealt with by way of home visits and/or joint home visits with relevant agencies and/or email/letter. The former 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.

Written/verbal warnings - 15.

Home visits - 45 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 where appropriate.

Joint home visits - 18 (Campus PC - excellent working relationship with PC Brain, BWC Joanna/Jess, S.Glos Waste enforcement, Enforcement BCC, S.Glos)

Partnership working is ongoing with S.Glos Council Environmental Health, S.Glos Waste and enforcement also with Bristol City Council Neighbourhood Enforcement, Private Housing, Mayors office as well as Bristol Mediation to resolve protracted neighbour complaints. C.L. also works in partnership with Bristol Waste Company student engagement officers to resolve complaints but also to be proactive in preventing them. C.L. also works closely with the University of Bristol on joint campaigns and initiatives throughout the year such as the Bristol Big Give (April to July 2017) and Love Where You Live see www.lovewhereyoulivebristol.co.uk

Bristol Big Give 2017

18,093 bags donated from both on and off campus with 20 British Heart Foundation banks across Bristol. £253,302 raised for charity @ £14 a bag average and average 8kgs per bag. 144 tonnes saved from going to landfill. Fantastic results with figures up from 77 tonnes collected and £135,000 last year. Second highest figures in the country behind Manchester who have a lot more students than us in the city. Since 2013 students and residents have helped to raise £609,000.

How trying to reduce complaints

From a wider University perspective, we have set up a new Student Life Board, which I sit on. The board is looking at three main themes of student life one of which is 'community and citizenship' and this will encompass behaviour, health and citizenship. This will set out the clear expectations we have of our students both on and off of campus and will be embedded into the everyday lives of staff and students.

On a more down to earth level I have been doing analysis of complaints so I can be targeted in what I do. BS16 is the main priority area with BS7 and 6 following behind in terms of noise from accommodation and then waste and recycling. I will be targeting these areas in particular.

'Outduction' pack to all first years leaving Halls which sets out our expectations of them as students of the University. This includes a Rights and Responsibilities leaflet a copy of the student code of conduct, Keeping The Peace pamphlet, letter from VC, LWYL new booklet, waste and recycling info from both S.Glos Council and BWC

Info is on Browzer and LWYL web sites. I send a covering email to all first year students.

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

Door knocking Sept right across Bristol in collaboration with 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.

Accomm 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)

Landlords/ Letting agencies - Information as per the outduction packs have been given out to main Letting Agencies in S.Glos and Bristol.

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

Community Fund - £250 per application

BCR (Liz kew), Lifecycle, Stoke Park community days- Steve England plus students engaging with local community. Great success, Wallscourt Farm school outdoor learning- dipping platform and firepit for community events at the school, Chandos Road street fair, Multi-cultural Fair Eastville Park, Family Fun Day, 5K community Colour Run, Fireworks, Healthy University community walks.

Application form on UWE Community Liaison front page.

Update from UoB – Joni Lloyd

Complaints

From August to December 2017 I have received 139 complaints – 10 of which were not UoB students.

Up from 92 complaints in the same time period in 2016.

It is important to factor in awareness raising activities in the community and sharing of information through this groups' communication network. There are 101 new complainants on the database for 2017.

By area: () = this time last year

- Cotham – 13 (15)
- Kingsdown – 10 (10) (incl. High K'down, top St Michaels Hill, Highbury Villas)
- Redland – 59 (41)
- Clifton – 42 (22)
- Others include Central, Hotwells, Horfield, St Andrews, Bishopston, Downend

By issue:

- Noise – 118 (74)
- Party – 59 (38)
- W&R – 22 (18)

- ASB – 12 (12)
- Parking – 1 (not including complaints surrounding Halls of Residence)
- Abuse – 1

By outcome:

- Email/home visit – 80
- Disciplinary meeting with CLO – 46
- Disciplinary meeting with HRL – 1 (not upheld)
- Referred to PVC – 0
- Not UoB students – 10
- No offence/no action – 2

The procedure for responding to house parties has been made more robust so that any complaint which mentions a party triggers a meeting with the CLO. The CLO will discuss all aspects of the party with the students and outline the Local Rules, the complaints/disciplinary procedure, the University's guidelines for un/acceptable parties and the consequences of further complaints. The CLO now has the authority to impose fines of up to £100 per person at this stage. To date 13 households have received a fine. Those that don't receive a fine sign an acknowledgement form confirming awareness of the complaint, agreement of actions to minimise noise disturbance and respect neighbours' rights and awareness of the consequences of further complaints.

Total students contacted – 829

This equates to approximately 5% of students outside halls of residence

By year block:

- Year 1 – 25
- Year 2 – 503 - 60% (74%)
- Year 3 – 227 - 27%
- Year 4 – 67
- Year 5 – 7

Community Ambassadors

A team of 10 Community Ambassadors have been recruited. Only one remained from last year as all others left the University.

They have all undertaken induction training and been offered relevant elements of Senior Resident training and mental health training.

They have joined me for activities such as:

- Door knocking – Move In campaign
- Unismart stewarding
- Chandos Road Street Fair
- Work with BWC
- Clifton Down welcome event
- Housing Advice Fair
- Admin support

Move In Campaign

In September and October my group of Community Ambassadors and I carried out our Move In campaign, door knocking in areas of high density student population.

We visited approximately 790 houses in nine key areas and gave out:

- Love where you live leaflets
- A postcard from both UWE and UoB V-C's and Mayor Marvin Rees
- Bin stickers
- Relevant W&R collection calendar supplied by BWC
- Information from Bristol Drugs Project and TV licencing
- Introduction template
- Private Sector Housing Advisor business card
- Local Resident Association flyer where provided – Chandos, Highbury, Clifton Down, High Kingsdown, Cotham Hill and Hampton Park.

We spoke to students about our key messages around noise, waste and recycling, parking and sustainable transport as well as promoting ways that students can stay safe and seek support.

71 orders were taken for new or additional recycling boxes.

Advice was given to students about how to manage waste and recycling, clear backlogs and to keep bins and boxes off the pavement apart from collection day.

Where we were told about landlord issues or unresolved maintenance problems we signposted students to the Private Sector Housing Advisor.

42 landlords and letting agents agreed to share the LWYL leaflet electronically with new tenants.

Housing Advice Fair

The community liaison team attended the Housing Advice Fair on 30 November. At our stand we provided information on moving to a mixed residential area – introducing yourself, getting involved, noise, parties, waste and recycling management etc - and encouraged students to take the recycling challenge.

Comms support

An annual communications plan is in place for 2017/18 to promote timely and targeted messaging. This includes year specific newsletter entries, digital screens, case studies, campaign promotion and event promotion.

Community Fund

The community fund has supported seven initiatives this term.

Bristol Waste Company

We have continued to work collaboratively with BWC. Community Ambassadors have worked with Joanna to offer peer support in problem areas – Woodland Road, Lower Church Lane and Oldfield Place. Joanna supported the Move In door knocking sessions on Whiteladies Road, Gloucester Road and Cheltenham Road where a range of collection services are employed, to provide accurate information.

Flyers on website

Consultation on the idea to create a range of downloadable/printable flyers giving clear instructions about single issues. For example bins on pavements, managing a backlog of waste, party guidelines if you get a notification of a planned party. Interested in how many people would consider using these as first point of action?

Positive response from the group.

Move On > Move In analysis

To monitor the impact of last summer's Move On > Move In campaign, records have been made of the previous hall of residence for any second year students receiving a complaint.

The data shows a significant variation in levels of Y2 complaints by Y1 residence from zero to 73 individual students. Also noted is the level of disciplinary action taken. Level 1 is triggered by a complaint about domestic noise, waste and recycling mismanagement, parking etc and result in email/home visit contact. Level 2 is triggered by further complaints or a complaint about a party and results in a meeting with the CLO. Nearly all Level 2 responses related to party complaints. (Fig 1)

The halls of residence vary in size so complaint numbers were analysed as a percentage of the first year cohort in Y1 residence. (Fig 2)

Move On > Move In was a pilot project and as such was take up was varied across halls of residence. For those residences that engaged the CLO attended a Senior Resident meeting to outline the project, the benefits to students in having more awareness of community living and to encourage them to raise the issue at kitchen talks or similar. Info posters were provided for notice boards and flyers for flat doors where appropriate. Events were held at four halls of residence.

All halls of residence received leaflets for each individual student and an online quiz/survey was emailed to all first years.

At eight out of the ten residences where under 5% of students received a complaint, pastoral teams engaged with the MO>MI pilot.

Of the seven residences with 9.87% or more students receiving complaints, five had no staff engagement in the MO>MI pilot.

The percentage data distorts the figures for the smaller residences. For example residence U: one household of seven students has received one complaint but from a cohort of 108 a high percentage is recorded.

Analysis has also identified which areas Y2 students are receiving complaints. Research is focussed on Redland and Clifton as these areas account for significantly more complaints than all other areas. (Fig 3) See end of document.

In term 1 the majority of complaints are made about Y2 students. 58% of complaints about Y2 are made in Redland. In Clifton the bulk of complaints refer to Y3 students.

A detailed analysis of the Chandos Road area identifies that complaints correspond to the two highest percentage residences but not to the third.

There are two residences that did not engage with the MO>MI campaign but still either zero or two students have since received complaints. Further research will be carried out to establish variables other than the MO>MI campaign that impact community behaviour going forward.

This information will provide the basis of a more targeted, meaningful campaign in 2018 within all halls of residence.

Questions and comments

Q: Request for a map to indicate area boundaries.

Q: Suggestion for a digital slide reminding students to be quiet coming home through residential areas late at night.

C: Students who are rowdy on the streets are very difficult to approach or identify

Q: Is CCTV, for example on Cotham Hill, used to identify and address disorderly behaviour?

CS/NE: This can be monitored by the control centre or local beat manager

C: Residents have noticed a difference in student attitude – rude and disrespectful and oblivious to authority.

Q: Why doesn't the University employ a night time security team to tackle transient noise and house parties?

SB: UoB security has no jurisdiction outside of UoB premises. Only the Police and Council have authority in the public domain and/or private residences.

Update from UoB – Simon Bray, Director of Residential Services

Simon responded to requests for a University security team to address house party complaints as they are occurring. Simon reinforced the University's stance that the UoB security team has no jurisdiction outside of the University properties and has no authority to approach private accommodation providers.

Simon gave an update on the Housing Strategy, the key points are listed below:

- A new student housing strategy is now being developed with UWE with advice from BCC and SGC.
- UoB student numbers are set to increase from 23,000 by circa 20% over the next six years.
- The housing strategy will look at how this growth can be managed carefully with consideration for housing, local communities' requirements and the HMO market.
- A focus of any new provision will be on quality, mixed used and affordable housing, which will provide an attractive alternative to HMO's for second and third year students. It is believed, in the long term, a good supply of affordable, quality, purpose built student accommodation will ease pressure on the HMO market and rental prices. This would also facilitate more control over discipline and behaviour issues.
- The required increase in bed spaces is reliant on securing land in appropriate sites across the city and planning on existing UoB estates. BCC's endorsement to proposals is key, as is the engagement with local communities.

- UoB and UWE have listened to the concerns of the local community and are proactively engaged in a dual initiative to provide the right type of housing in the right locations, to mitigate any negative impact on housing in Bristol.
- An exercise is being carried out to identify areas of the city, benefitting from improved transport infrastructure afforded by the metro bus and enhanced rail provision, where students may provide diversity, regeneration and boost the local economy.
- The joint strategy with UWE will engage third party housing providers as well as local communities and the applicable councils
- Cities such as Liverpool and Leeds are examples of where this type of housing strategy has been effective.

Update from Neighbourhood Enforcement - Chris Swinscoe

The Neighbourhood Enforcement team has been reconfigured in response to cuts. Launched in February this year they have been working on streamlining the service this year.

13 officers cover the city's provision for:

- Pollution control
- Licencing Enforcement
- Waste/Streetscene
- Highways Enforcement
- Animal Health/Dog Wardens

The night service is reduced to Thursday, Friday and Saturday nights. Complainants with noise issues are encouraged to keep and submit a noise diary.

There is a move away from Statutory Nuisance Orders to the use of Community Protection Warnings (CPW) and Notices (CPN) If there is no resolution after two weeks these can be followed by a Fixed Penalty Notice (FPN). Officers can now carry out observation from the street and less evidence is required to escalate further. This greatly reduces the time scale for resolving noise issues.

There is an increased emphasis on landlords to manage a property and the team is mapping history of complaints & working with the council's Private Housing Team (HMOs) to target streets with a high proportion of HMOs/

New litter enforcement officers are issuing FPN's focussing on arterial routes and targeted work.

Neighbourhood Enforcement are liaising with UoB and UWE on a working and data protection agreement which will enable the sharing of information and mutually supportive initiatives.

Questions:

Why does Bristol not have universal licencing. Landlords should loose their licence for poorly managed properties.

CS: A third of the city is being looked at to introduce new licencing. This includes HMO and any rental property.

Can this licencing be imposed retrospectively?

CS: Any queries send to Private Housing Team private.housing@bristol.ac.uk

Should UoB pay for additional support for BCC?

CS: Students pay their fees for their education and the student environment. The appropriate body needs to spend the money and this is governed by legal restrictions.

Is fly-tipping investigated to identify those responsible?

JD: The collections should and do go through fly-tipped waste to identify perpetrators where possible.



Love where you live

If you're in a new house, get off to a good start and introduce yourself to your neighbours.

**Search bristol.ac.uk:
'guide to community living'**

Having a housewarming?

Don't forget you are living in a mixed community. Holding a party that causes significant disturbance to neighbours could incur fines of up to £100 per household member.

**bristol.ac.uk/accommodation
Guide to community living**




3,700 tonnes every year
How can we reduce Bristol's litter?
www.bristolwastecompany.co.uk/clean-streets



Happy Halloween!

If you're having a party, don't forget you are living in a mixed community. Please be respectful of your neighbours.

bristol.ac.uk/accommodation Guide to community living



'Tis the season

If you're having a festive party, don't forget you are living in a mixed community. Please be respectful of your neighbours.

bristol.ac.uk/accommodation Guide to community living

Fig 1

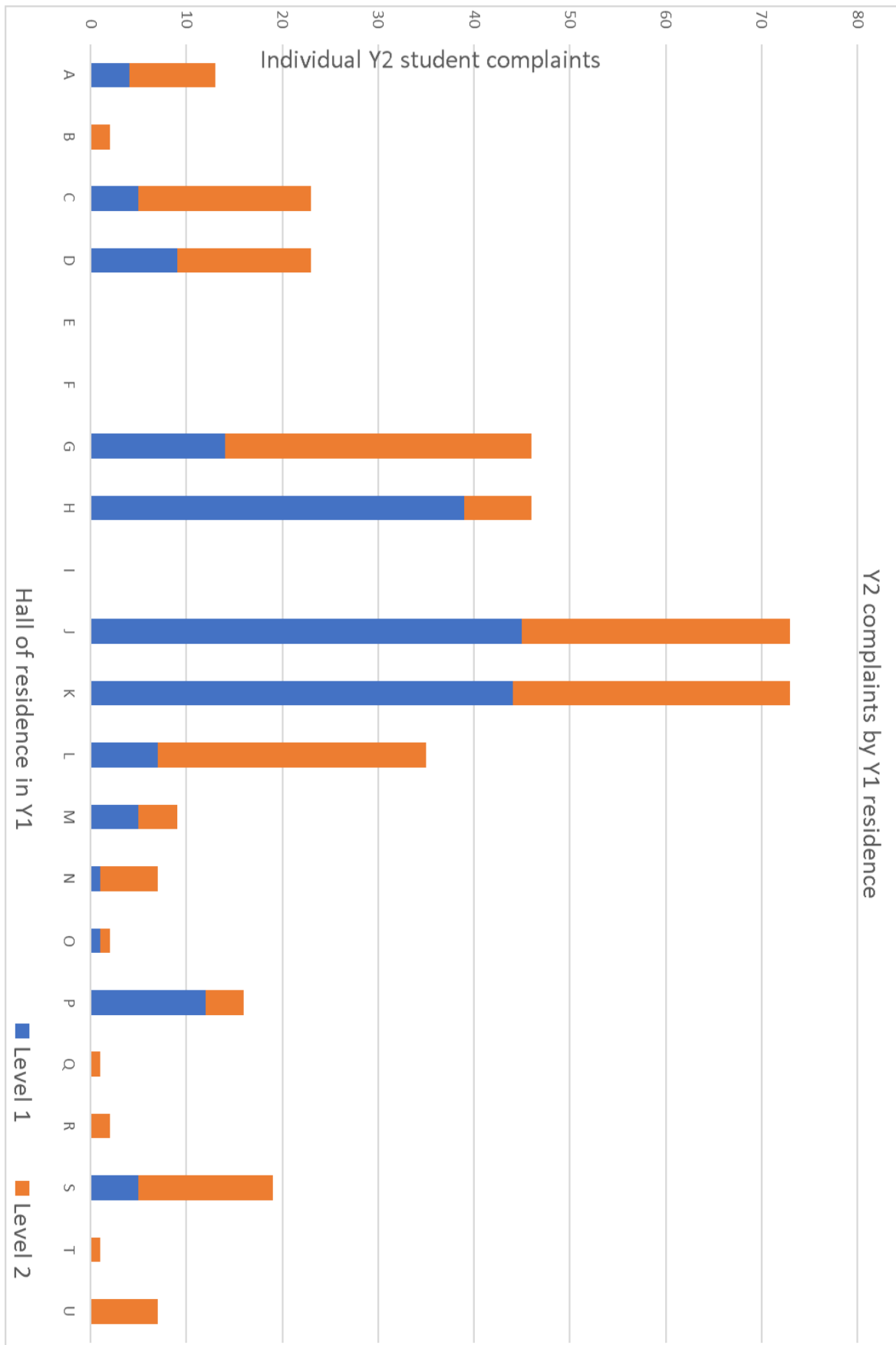


Fig 2

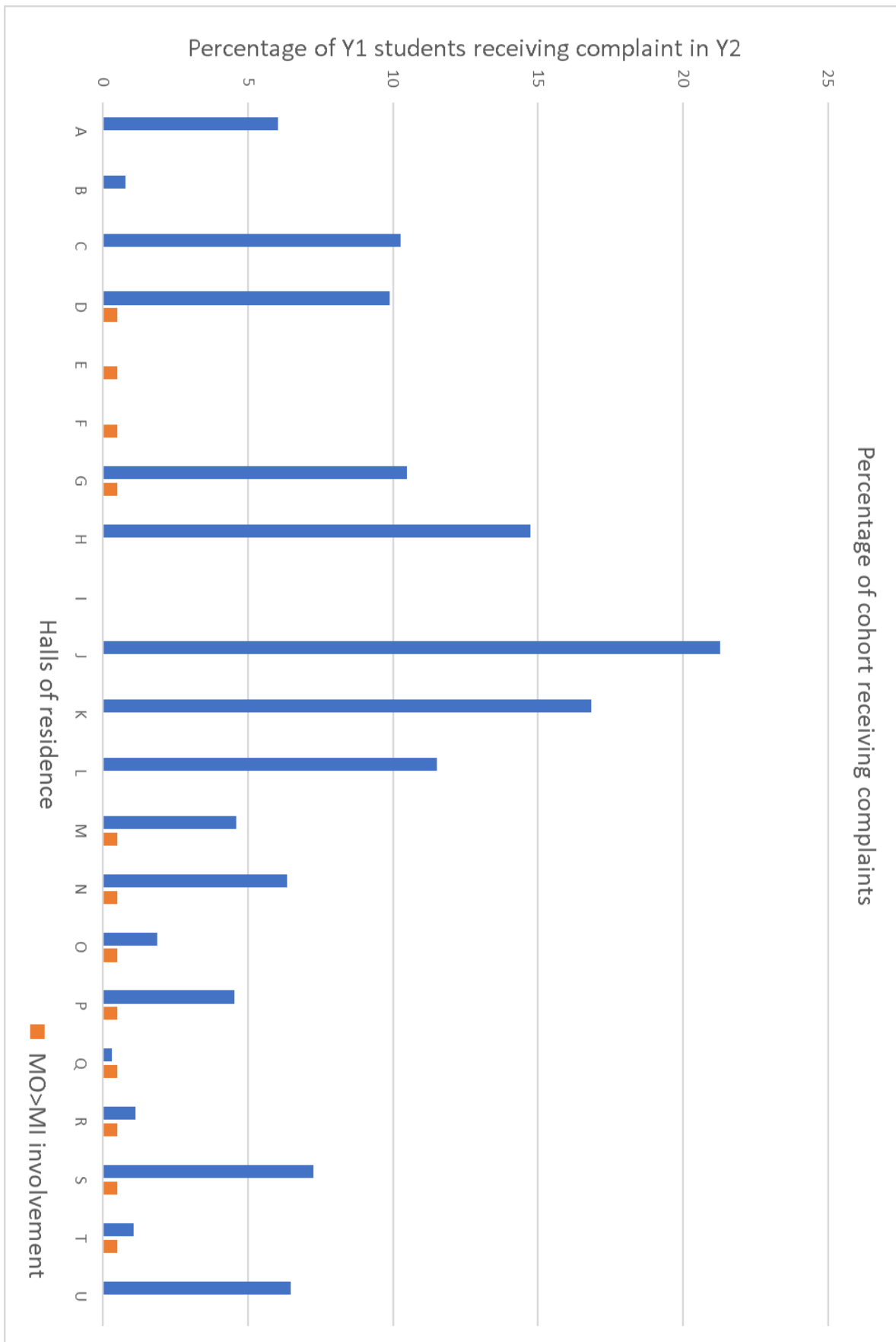


Fig 3

