



## Community Liaison Group meeting

10 July 2018, 6-8pm

The Hawthorns

### Attendees

Joni Lloyd	UoB
Simon Bray	UoB
Joanna Dainton	Bristol Waste Company
Anthony Negus	Councillor
Carla Denyer	Councillor
Liz Radford	Councillor
PC Nick Boyce	UoB
PC Tony Cowley	UoB
Richard Barnes	Oakfield RA
David Brown	Stoke Bishop Residents Planning Group
Pauline Allen	Kingsdown Conservation Group
Andrew Waller	The Noise Pages
Linda Ewles	Highbury Residents Association
Lynda Rooke	Highbury Residents Association
Fiona McVey	Chandos Neighbourhood Association
Sarah Cuthill	RCAS
Nick Finch	High Kingsdown RA
Suzanne Finch	High Kingsdown RA
Monica Lougee	BCR Street Scene
Nicolette Vincent	Brandon Hill CA
Dudley Thomas	HPCHCG
Jane Phillips	RARA

Annette Tinsley	Christmas Steps Art Quarter
Charles Sterling	Resident
Tilly Beech	UoB
Bridget Ferguson	UoB
Philip Bolton	UoB
Ros Elliott	UoB
Andrew Abbey	UoB
Miriam Goossen	UoB

## **Agenda**

- Welcome, housekeeping and introductions
- Update from University of Bristol – Joni Lloyd
- Stoke Bishop student parking
- Community liaison evaluation
- Current issues
- Close

## **Update from UoB – Joni Lloyd**

### **Complaints stats 2017/18**

Total complaints: 258 (230)      ( ) = 2016/17 comparison

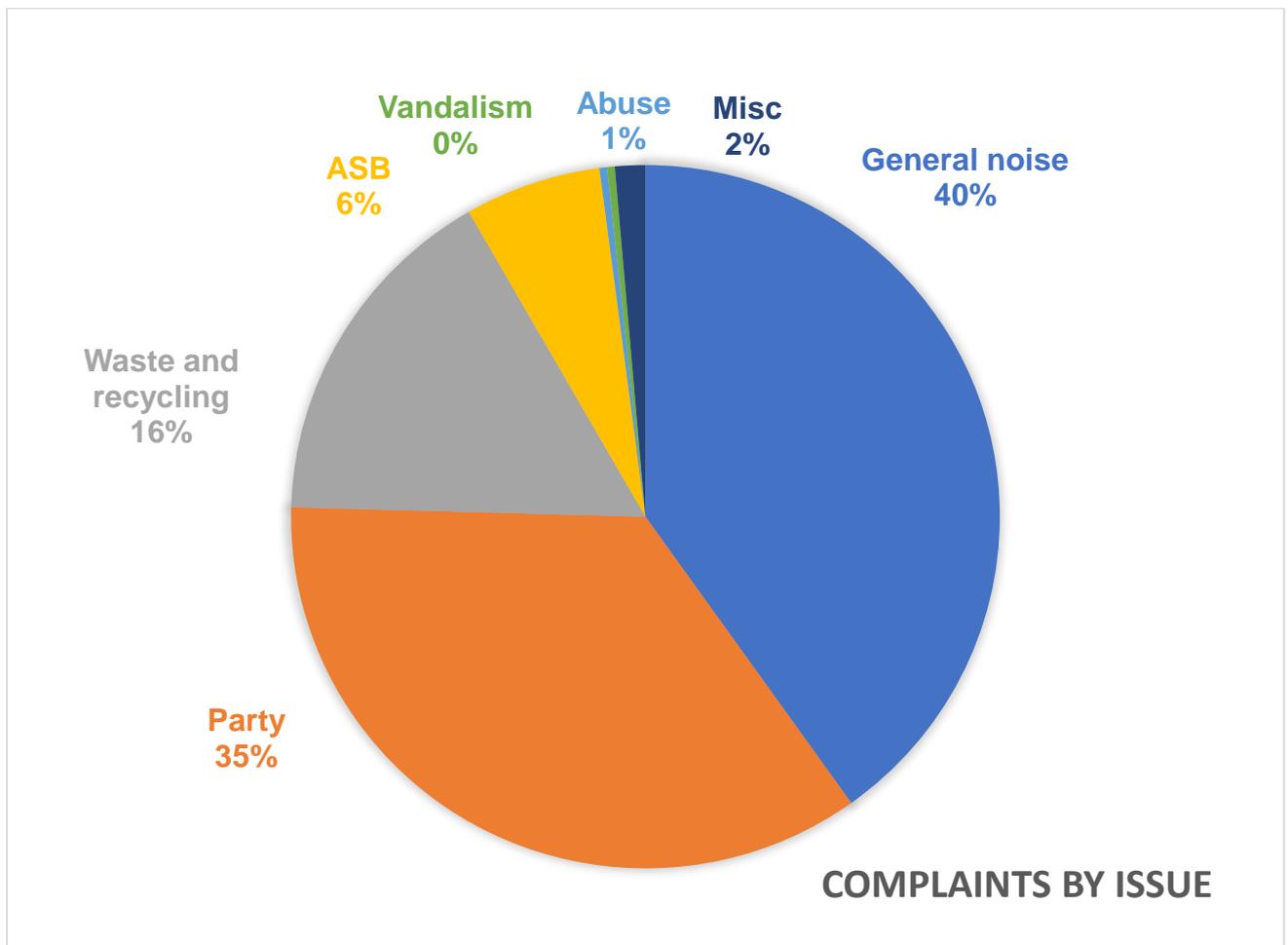
By area:

- Cotham – 27 (27)
- Kingsdown – 23 (25) (incl. High Kingsdown, top St Michaels Hill, Highbury Villas)
- Redland – 134 (107)
- Clifton – 61 (52)
- Central – 8
- Hotwells - 5

There are 95 new people on the complaints database for 2017/18

By issue:

- Noise – 218 (158)
  - General noise – 116 (76)
  - Party – 102 (82)
- W&R – 47 (70)
- ASB – 18 (12)
- Abuse – 1 (0)
- Misc – 4 (8)
- Parking – 2 (0) (not Halls of Residence)



Party complaints by area:

- Redland - 60
- Clifton - 15
- Cotham - 14
- Kingsdown – 8
- Central – 3
- Hotwells - 2

By outcome:

- Email/home visit – 166 (177)
- Disciplinary meeting with CLO – 76 (30)
- Disciplinary meeting with HRL – 12 (12)
- Referred to DRL - 0
- Referred to PVC – 0 (4)
- Not UoB students – 1 (3)
- No offence/no action – 3 (4)

19 households received fines for holding house parties at CLO level.

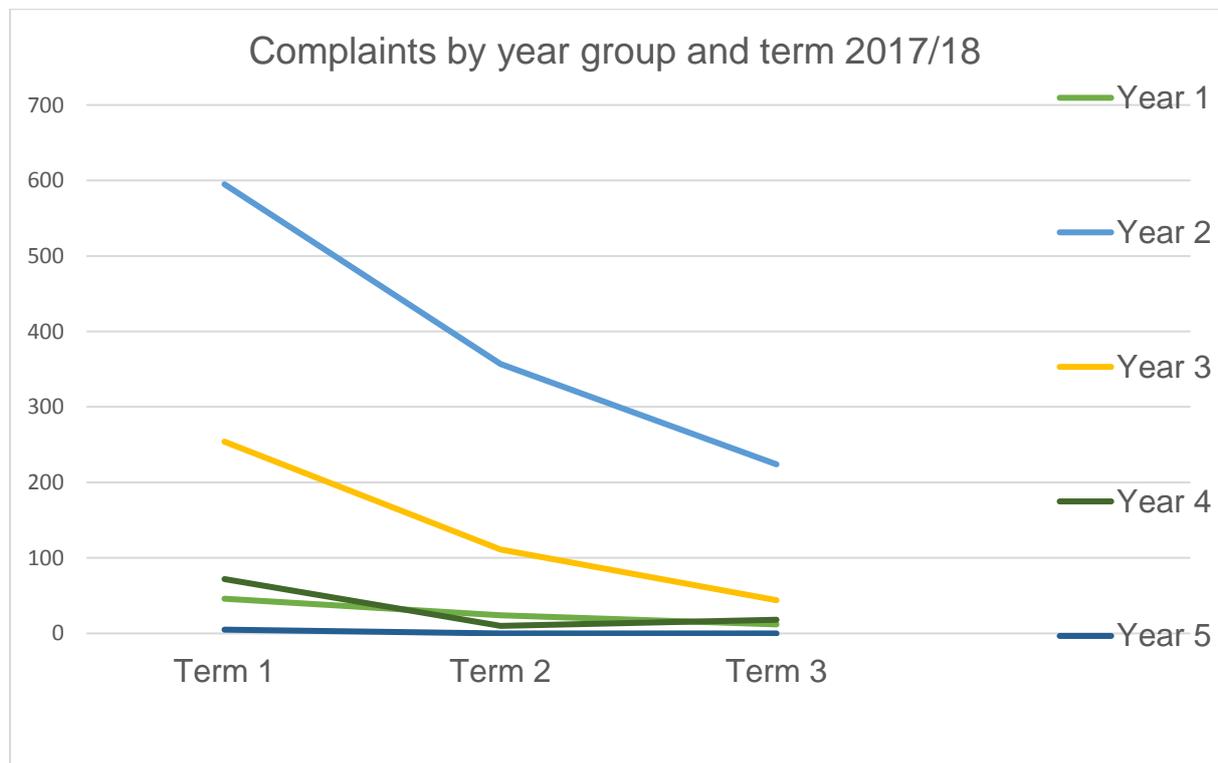
Two households held another party after meeting with CLO and were fined at HSRL level.

Total students contacted – 1,776

This equates to approx. 9.6% of students outside halls of residence, although some individuals were contacted more than once

By year block:

- Year 1 – 82 (54)
- Year 2 – 1176 = 66% (887 = 65%)
- Year 3 – 409 = 23% (366 = 25%)
- Year 4 – 100 (67)
- Year 5 – 7 ( 0)



## Move On > Move In 2017 monitoring

Two thirds of complaints about second year students came from Redland.

Half of these complaints were about students from three halls of residence.

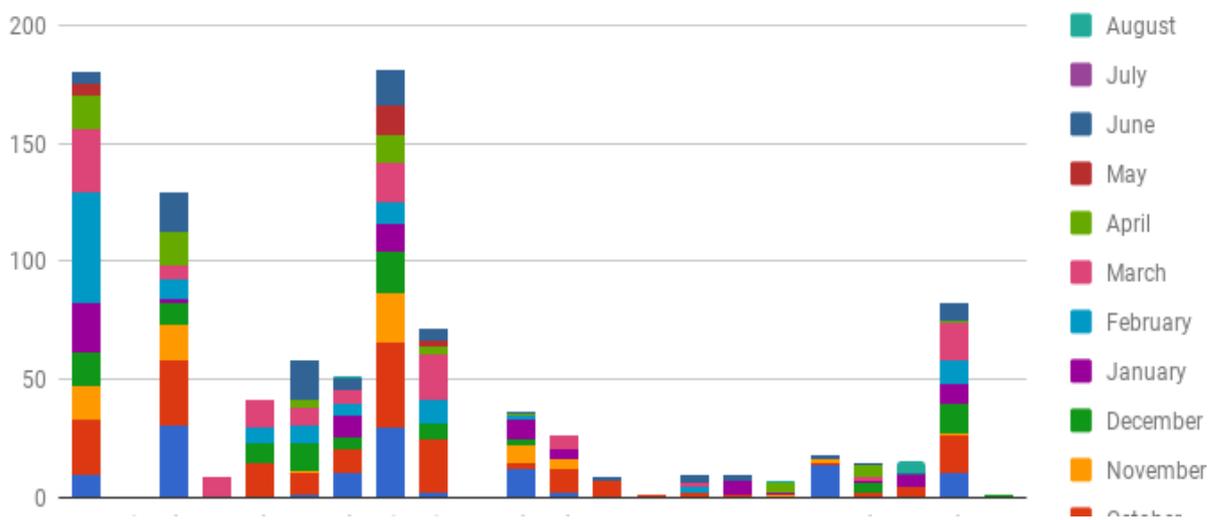
17 of 19 households fined were second year students

61% of second year students fined came from three halls of residence.

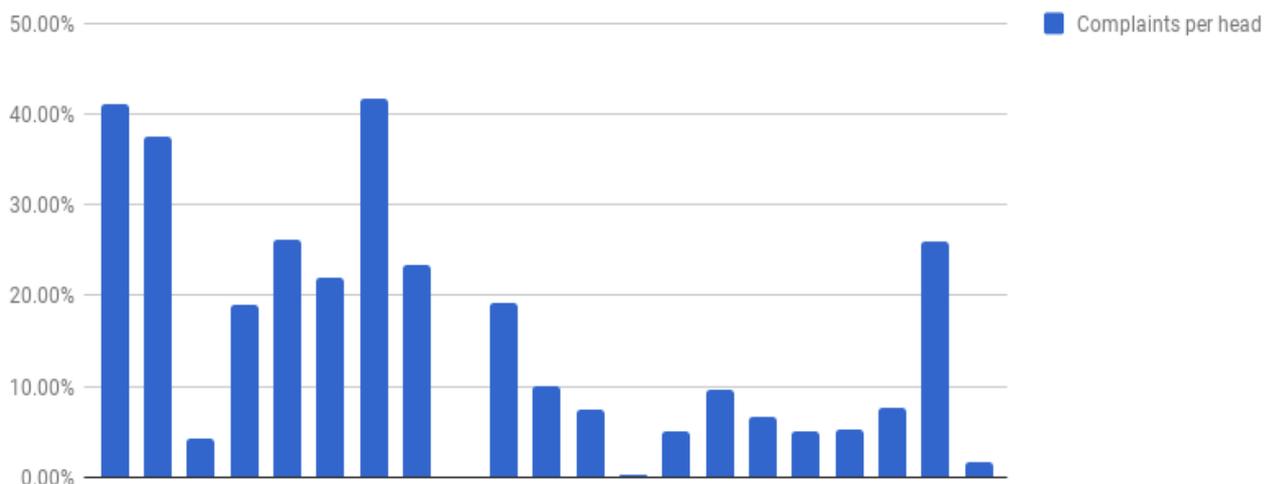
Complaints records demonstrate a significant correlation between engagement in the Move On > Move In pilot and complaints in year two.

There are other correlations between the residences accruing the largest number of complaints in that they are in Stoke Bishop, and catered halls.

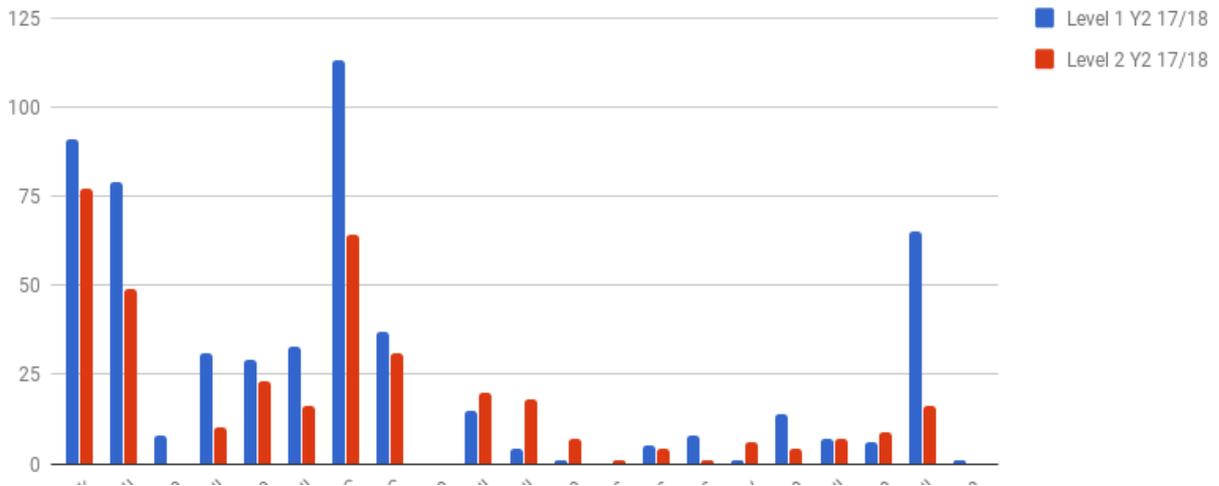
### Year 17 - 18 All Levels



### All complaints per head by residence



## Level 1 and 2 complaints by residence



### Move On > Move In 2018

The Move On > Move In 2018 campaign was rolled out in all halls of residence in April/May. Pastoral team meetings were attended at all residences. The residence teams agreed to cascade the information through kitchen talks, posters, leaflets and social media.

The community liaison team held stands in all 20 residences, handing out leaflets and providing advice.

Complaints involving second year students in 2018/19 will again be monitored against previous hall of residence.

A new pastoral structure in residences from 2018/19 will bring new opportunities for carrying out Move On > Move In activities in summer 2019. Embedding recycling habits and respect for neighbours in year 1 translates to better behaviour in the community in year 2 and onwards.

### Love Where You Live 2018

September/October door knocking will be carried out as before. Alongside the usual information leaflets the community liaison team will be handing out targeted leaflets around house party fines and noise myths.

As last year, there is also the offer of delivering flyers for community associations or welcome events.

The new University PC and a team of PCSO's will door knock a targeted area separately in early October, possibly joined by BCC Neighbourhood Enforcement staff, or at least with literature and messaging from them. The Police will give targeted information on noise, parties, ASB, fire and structural risks and burglary.

In addition to the introduction template new idea will be trialled this move in time. Included in our packs will be a cake voucher. This voucher can be redeemed at The Hawthorns to collect a cupcake packet mix. The idea is that students bake together

with their housemates and then visit their new neighbours bearing cake. Students will be encouraged to share photos on social media, tagging UoB and the SU. By sharing photos, they enter a prize draw for an Amazon voucher.

### **Complaints and disciplinary process**

An awareness raising session is being developed with Victim Support. This will provide another tool in the disciplinary process as students who have caused unacceptable disturbance to their neighbourhood will be required to fund and attend a session. This reflects the disciplinary process in residences where student can be sent on fire, drugs or alcohol awareness sessions. The aim is to ensure students recognise the impact of their behaviour on others. This can be issued in conjunction with, or instead of a fine.

An increase in fines has been approved, raising the maximum penalty that can be given at a local level. The increments are yet to be finalised but the level 2 penalty, which is where student come for a first party offence, will be increased.

The tightening of the procedure to bring all party complaints straight to step two, a meeting with Community Liaison Officer and a potential fine for first offence has proved effective. Only two households have gone on to hold another large scale party.

### **Multi-agency approach to tackling house parties**

UoB, BCC, Police and Fire Service met to identify responsibilities and powers of enforcement in closing down a large, organised house party and/or bringing a prosecution to students who hold them.

The Fire Service, although concerned about the fire and structural safety implications, concluded that their legislation is not suitable for bringing action against this type of incident as it occurs in a single private dwelling.

The Police can take action if they attend and witness alcohol being sold, or an entrance fee being charged. They are also investigating SAI regulations around providing door staff for unlicensed residential events.

### **Joint working agreement – UWE, UoB and BCC**

This document establishes the activities and responsibilities of each organisation in response to noise and environmental nuisance involving university students. It outlines each organisations complaint handling process and data sharing procedures.

It highlights the legislative powers of enforcement held by the council and advises when the Neighbourhood Enforcement Team is best placed to resolve an issue or dispute.

In summary:

- In ongoing cases where university procedures are not effective and complaints are being disputed, the Neighbourhood Enforcement Team is the relevant legal authority to deal with such issues

- House parties should be reported to Neighbourhood Enforcement, so they can follow up and/or make a record
- If notified of a planned party which causes concern, residents can contact Neighbourhood Enforcement to take preventative measures.

This document is available [online](#).

### **Landlords and letting agents**

Community liaison has good collaborative working arrangements with many of the main student letting companies and take a joint approach to addressing issues related to student households.

Community liaison held a stand at the Landlords Expo in June, under the banner of Love Where You Live. This was not as productive as last year but a few more contacts were made, with interest in sharing our messages with their student tenants. Will reconsider the value of attending next year.

### **Listening to residents**

Deputy Registrar Lynn Robinson attended the Chandos Neighbourhood Association meeting last week. The Chandos Road area has been identified as a particular hotspot for student parties. Lynn has taken away points raised by local residents to discuss with relevant University departments.

### **Bristol Waste / LWYL waste and recycling mismanagement flyers**

Following approval at December's meeting a set of targeted messaging flyers were created which can be accessed on the complaints section of the [Students and the Community](#) webpage.

### **Community Ambassadors**

Recruitment is underway to fill vacancies in the community ambassador role. The team was fantastic this year and six will be staying on next year. Induction and training will take place in early September to be ready for LWYL door knocking at the start of term.

Check out the new [Community Ambassadors](#) webpage to find out what they have been up to this year.

### **Bristol Big Give**

The campaign has been rolled out again across Bristol as a collaboration between UoB, UWE, Bristol Waste and British Heart Foundation.

Latest stats available were taken at ten weeks:

The campaign has donated a total of **10,005** bags, equalling **80 tonnes** and raising a value of **£140,000**

**3190** more bags have been donated city wide, weighing **25.5** tonnes. This has a raised **£44,700** more than this stage last year.

BHF use an average bag value of £14 and 8kg.

The community liaison team door knocked approximately 800 student households. We delivered Big Give leaflets and BHF pack for good bags and explained to students what Big Give is, what they can and can't donate and where their nearest donation point is.

We also promoted Marks Out Of Tenancy, a private rental review site, and provided further information about what to do with other waste and tips for closing down a tenancy. This was in response to observation last year, that we did very well at promoting donation of re-usable items but did not provide enough advice on what to do with the rest.

Digi-screens promoted the Big Give and dealing with move out waste.

### **Embedding community respect throughout student experience**

Having brought the community living agenda to first year students, the next step is to secure a community liaison presence at welcome week, in pre-arrival information and at open days, so that prospective students and their parents are introduced to UoB as an integral part of the Bristol community.

Bringing the community liaison agenda into the academic arena will bring a fresh approach to considering the impact of the university and its students on the local community. This is planned through collaboration with Bristol Futures online courses and PACE (professional and public engagement) opportunities.

### **Objectives for 2018/19**

- Awareness raising
- Community messaging throughout the student experience
- Behaviour change and impact
- Targeted initiatives
- Accountability and consequences

### **Simon Bray – Director of Residential and Hospitality Services**

Simon gave an overview of the new Residential Life structure for residences in 2018/19 and introduced the Heads and Deputy Heads of each cluster.

The new structure provides a 24 hour, suitably skilled staff and student team in each Student Support Centre. This will be in addition to a team of School Wellbeing Advisers in Faculties.

Contact numbers will be shared in due course for reporting on campus concerns. Contacts will be available 24 hours and be advertised on an appropriate website.

Simon also responded to questions about the expansion of student numbers. The housing strategy looks at how this growth can be managed carefully with consideration for housing demand and the HMO market across the city.

The aim is to provide more than accommodation guarantee provision (first year undergraduate and international postgraduate students). The focus will be on quality,

mixed use, affordable housing which will provide an attractive alternative to HMO's for second and third year students. As well as the new Temple Quarter Enterprise Campus, which will accommodate predominantly post graduate and international students, UoB are working with Bristol City Council to identify alternative areas of the city, benefitting from improved transport infrastructure afforded by the metro bus and enhanced rail provision, where a student population could provide diversity, regeneration and boost the local economy.

### **Stoke Bishop student parking**

On street student parking is an on-going concern around the Stoke Bishop campus. In response the following actions have been taken:

Visitor parking has been improved in 2018 to make it more user friendly and stop visitors parking on-street instead. We have moved from online system reliant on residents booking their visitors in, to a dial-to-park system which can be done at the time of parking.

Summer 2018, all contractors working on Stoke Bishop refurbishments have been provided a parking area at Wills Hall with no charge to stop them using Parry's Lane and Elmlea Ave. Residents advise that this is not being used by some contractors.

The 2018/19 permits can be bought at a reduced rate as the year progresses. This is to encourage new staff, contractors and students who bring vehicles at a later stage of the year to park on campus. Stoke Bishop students bringing a car for Term 3 will be able to use the car park for a nominal fee.

Student Stoke Bishop permits reduced in 2018/19 to an equivalent of 32p per day to encourage those who still bring cars to park on site, not surrounding roads.

Parking on Parry's Lane, for some residents, has become an issue along the cycle path. This is causing a hazard to cyclist and poor visibility for pedestrians and motorists turning into Parry's Lane. UoB contacted BCC Parking Services and the local community police and were told that the parking did not constitute a ticketable offence. The legislation says that a solid white line indicates a mandatory cycle lane which motorists cannot drive or park in. A broken white line is an advisory marking telling motorists they should not drive or park in cycle lanes unless absolutely necessary. UoB PC Nick Boyce has contacted the local PCSO to advise to ticket cars parked on this cycle path from September. It will be for the car owners to demonstrate why it was 'absolutely necessary' to park in this location if challenged.

Contractor parking is an issue around St Michaels Park. Joni to take this up with the RHS Facilities team and report back.

### **Community liaison evaluation**

An online survey has been created to help evaluate the tools and processes employed in community liaison. This will be sent to all complainants from 2017/18 and to the community liaison group for their input. The findings will inform future priorities.