

University of Bristol Good Neighbour Policy

1. Introduction

The University of Bristol is a large organisation comprising some 17,100 undergraduates, 5,200 full time postgraduates and 6,100 staff. It occupies several sites and is aware of the impact its presence has on adjacent neighbourhoods. In addition, the many students who live in the city also have an impact on local communities. The University believes that overall, these impacts are positive. However, it also recognises that there will always be planning, transport and other issues to be addressed and that problems can occur over student behaviour. It is committed to being a good neighbour by listening to and informing local residents, seeking to avert difficulties and encouraging high standards of conduct by all members of the University community.

The University has a large estate based in Bristol plus a Veterinary School at Langford in North Somerset. In Bristol the main sites are:

- The main campus - this is where the vast majority of University activity occurs. There are several hundred buildings containing a variety of activities and this is where students spend much of their time during the day. The precinct is large and borders both commercial areas on Park Row and Queen's Road and the residential and mixed-use area of Highbury Villas and St Michael's Hill.
- Halls of Residence in the City Centre, Clifton and Stoke Bishop.
- Coombe Dingle - this site, off Coombe Lane, contains the University's main outdoor sports fields and an indoor tennis facility.

2. Students in the community

The nature of the main teaching campus is such that students are integrated with the local community throughout their learning. Most students from second year onwards will be living in privately rented accommodation in mixed communities within the city.

2.1 Student Behaviour

The majority of first year undergraduates live in University managed accommodation. Staff of the University's halls of residence remind students of the importance of acting in a considerate and responsible manner and undertake relevant disciplinary action regarding disturbance complaints from the community.

International post-graduate students are offered living accommodation within University owned or managed properties. The University will try to ensure a reasonable mix of postgraduate and undergraduate residences near to the main precinct.

The Bristol Student Community Partnership brings the University of Bristol together with the University of the West of England, both Student Unions, Bristol City Council and the Police to ensure students are aware of their responsibilities to the local community.

Bristol students are independent adults and the University is not and cannot be *in loco parentis*. Nonetheless, students are made fully aware of the standard of behaviour required by the University especially in terms of noise, waste and recycling management and anti-social behaviour, whether they are living in University owned and managed accommodation, third party or in privately owned accommodation. As part of their induction they are told about these responsibilities before they arrive and reminded of them thereafter, both in writing and in talks from Wardens and the Community Liaison Officer. Further information is available on the [community pages](#) of the University website and the Love Where You Live website: www.lovewhereyoulivebristol.co.uk

Students are subject to the same controls and laws as any other citizens and the University cannot usurp the responsibilities of the Police or other agencies. However, given its desire to be a good neighbour and to safeguard its reputation, the University will formally communicate with students who are known to have behaved in an unacceptable manner. The University employs a Community Liaison Officer and a University Police Constable to focus on this work. The objective is to end such behaviour and to avoid any repetition of it. The University can, in such cases, take a range of disciplinary actions against a student if necessary, seeking to secure a change in behaviour. All complaints will be treated very seriously and there is a process in place to address and monitor reported problems.

2.2 Noise, nuisance and disturbance

The very nature of a University's activities means that a certain amount of noise generation is unavoidable, whether this is associated with buildings and plant or with the movement of large numbers of people.

Where noise is predictable and persistent (such as that caused by plant and machinery), the University commits to managing the problem proactively in order to minimise any disturbance that may be caused. Activities, such as construction, that cause noise, which cannot be reduced to a reasonable level will be constrained to daytime hours only.

Noise created by people and planned events will be managed to limit any nuisance and disturbance caused, for example by locating noise-creating activities so that people disperse in several directions, before leaving the campus. Where this is not possible, at sites such as the Students' Union or residences, consideration will be shown to neighbours in determining the timing of events and any security presence required.

Physical disruption can be caused by construction work. The University will endeavour to keep all roads and pathways open to the public, so far as it is safe to do so, and will provide alternative signed routes where this is not possible.

The City Council's Noise Pollution Department can offer guidance on acceptable noise levels and intervene where these are exceeded.

2.2 Waste and recycling

The University runs recycling schemes at all its residences and is continually exploring ways of increasing student awareness and new ways of reducing waste. Students in the community are alerted to their responsibilities in respect of waste and recycling and informed of the Council waste and recycling scheme through door knocking campaigns conducted by the University Community Liaison Officer and Community Ambassadors.

The University finances additional services at the end of the academic year to ensure that student waste is recycled, donated or collected.

3. Environmental impact

The University has an established [Environmental Policy](#) which governs the way in which its impact on the environment is managed.

3.1 Travel and transport

The University is committed to reducing the impact of car usage and operates a [Travel Plan](#) which aim to promote sustainable transport options. The [Student Travel Plan](#) advises that students should not bring a car to Bristol unless it is essential, for example because of a disability access requirement.

A transport Hub on the Stoke Bishop site provides a free and regular bus service to the main campus and central Bristol.

Parking at halls of residence is limited and incurs a cost.

Resident Parking Zones operate in areas around the main campus and in residential areas popular with students for accommodation.

All University literature advises against bringing a car to the city however, ultimately students have the same rights as other citizens and the University cannot prevent them from ignoring this advice.

3.2 Incidents and emergencies

In rare circumstances there are emergencies within University buildings. When these occur, the University instigates a pre-planned crisis response process, led by the Vice-Chancellor or his nominee. This process considers the impact of an incident on neighbours and aims to keep them informed of any action they need to take. In most circumstances, the best course of action for neighbours in the event of any concern, is to remain indoors and close all windows and doors. Liaison and co-operation with the emergency services is an integral part of the University's emergency procedures.

4. Security and crime

The University grounds are open to the public and are generally safe and buildings are secure. Nevertheless, students and members of the public are advised to take sensible precautions for their own safety when walking the streets, particularly late at night. In response to the fact that University buildings offer a target for burglars there is a 24-hour security patrol of all of the University's estate. The patrol adopts a highly visible presence in order to act as a deterrent. If University security officers observe criminal activity affecting neighbouring buildings or members of the public in or near the University, they will offer assistance, calling the Avon and Somerset Constabulary for back-up if required.

Students living in University accommodation and private accommodation are provided with advice about security and crime prevention.

5. Commercial impact

The large staff and student population has a positive impact on the local economy. There is increased trading activity in areas such as Queen's Road, Park Row and St Michael's Hill and local residents benefit from the range of businesses supported.

Whereas the University cannot influence commercial activity in the vicinity, the growth in the postgraduate student population will support trade over a larger proportion of the year. The University's main purposes are to educate and research and it does not regard retail trading as part of its core business so, apart from the necessary provision of internal catering for its own staff and students, the University will avoid competing for trade with any local businesses.

6. Community action by members of the University

Students at the University of Bristol are encouraged to take a broad interest in the city and to engage with their local community at many levels. Co-ordinated by the Students' Union, they undertake an enormous range of voluntary activities, contributing about 100,000 hours' work a year to local charities and projects. Student

volunteering raises large sums for good causes and was awarded the Queens Award for Volunteering in 2016.

Many members of staff also contribute voluntary effort – the University’s policy is to allow all staff one extra day’s leave a year to be used for volunteering in the local area. Students and staff are also involved in many other academic and sporting activities for schools. The University welcomes local residents to such events as Doors Open Day and inaugural and other free public lectures, and provides a range of organised tours of University buildings and gardens. The Community Liaison Officer, supported by Community Ambassadors, encourage students to get involved in their local communities and supports initiatives that promote positive integration through the Community Fund.

7. Communication, liaison and partnerships

The University will listen to and communicate with the general public, including its immediate neighbours, so that problems and issues can be highlighted. Any complaints from the public will be acknowledged within five working days, and an indication will be given of the steps that are likely to be taken.

University senior management will monitor the range of issues raised in this way and will take account of this in setting future policies.

The Community Liaison Officer, supported by Community Ambassadors will maintain relationships with local Residents Associations and Neighbourhood Forums by attending meetings and through communication with local councillors and representatives. The University will host a bi-annual Community Liaison Group meeting, bringing these groups together.

This work will be carried out in collaboration with the Community Liaison counterpart at the University of the West of England and where applicable with input from Bristol City Council and the Police.

Neighbours of the University will be briefed from time to time about any significant developments that might affect them. These briefings will be in addition to any formal consultations required under planning legislation and will not affect people’s right to represent themselves through other formal channels.

Where the University and its neighbours have joint concerns, the University will offer its support to local residents and representative groups and, if appropriate, will organise meetings with appropriate bodies including the local authorities.

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