



Protocol for coordination of response to noise and environmental nuisance involving university students: between the University of Bristol, the University of the West of England and the Neighbourhood Enforcement Team, Bristol City Council

This protocol will apply to the following situations:

- Where students are perceived to be the source of environmental nuisance arising from the manner in which they use their accommodation.
- Where students are the recipients of environmental nuisance caused by their neighbours.

It is recognised that complaints involving students, whether as the recipient or source of perceived environmental problems, may be made either to one of the Universities or the Council's Neighbourhood Enforcement Team, or both. The purpose of this protocol is to ensure that the individual organisations are aware of the role and involvement of each other when tackling the problems.

Background

The Universities and Bristol City Council are committed to improving liaison, exchange of information and coordination of responses to deal effectively with environmental nuisance, including noise, fly tipping, littering and inappropriate waste handling, that sometimes occurs where students from the universities are living in privately-rented accommodation.

Proactive work to prevent nuisances arising

The University of the West of England (UWE), The University of Bristol (UoB) and Bristol City Council (BCC) and both Students' Unions work in partnership, strategically, to help prevent noise and waste nuisances by students within the private rented housing sector through annual moving in (Love where you live) and moving out (The Bristol Big Give) campaigns both via social media but also then through door knocking and speaking to students face to face.

The Universities will educate and inform their students with regards to rights and responsibilities in private rented accommodation. The Council will use advice and legislation to resolve complaints.

Data Protection

It is also acknowledged that information held by each organisation will be subject to data protection requirements and understood that personal information will only be shared where there is agreement of all appropriate parties and specified legislative provisions apply.

The Data Protection Acts 1998 and 2018 and the Police and Criminal Justice Data Protection Directive (2012/0010) provide for the processing of personal data for the prevention or detection of crime or the apprehension or prosecution of offenders. Disclosures of personal data may also be made in connection with legal proceedings or prospective legal proceedings. Any disclosures of personal data will be made under relevant applicable legislative provisions.

Complaints made to the Neighbourhood Enforcement Team

The Neighbourhood Enforcement Team includes duties that previously came under the City Council's Pollution Control and Street Scene Enforcement Teams.

This Team has long established procedures to deal with environmental nuisance (including noise problems). It has a duty to investigate complaints and enforces environmental protection legislation which may be applied with regard to complaints involving students, whether as the source or recipient of the environmental nuisance.

Students as the source of noise and environmental nuisance

The Neighbourhood Enforcement Team will:

- Contact Community Liaison teams to advise that complaints have been received about alleged students at that address. Seek confirmation of student status.
- Send letters with supporting information to the named students if known, or to the occupiers of the property if unable to determine individual identities.
- Notify the University again where noise or other environmental nuisance is established and notices have been served.
- Formally ask the University under the relevant section of data protection or law enforcement legislation to provide the names of the students at a particular address for the purpose of serving notices where noise or other environmental nuisance is established and the Neighbourhood Enforcement Team has not established their names.
- Follow its investigation procedures where further complaints are received.

At all stages of investigation provide advice and guidance to students about noise and other environmental nuisance.

Students as the recipient of noise and environmental nuisance

The Neighbourhood Enforcement Team will:

- Provide advice and guidance to students who may be affected by noise and other environmental nuisance and explain how the Council can assist in resolving such complaints.
- Where the complaint relates to the use of a particular address endeavour to establish the names of the occupiers at the particular address.
- Send letters with supporting information to the named individuals at that address, if known, or to the occupiers of the property if unable to determine individual identities.
- Follow its investigation procedures where further complaints are received.
- Keep the students advised about progress with the investigation.
- Refer students to the relevant Community Liaison Team to provide signposting to the University's support and wellbeing services.

Complaints made to the Universities

Students as the source of noise and environmental nuisance

The Universities will:

- Follow their complaints/disciplinary procedures to assess all complaints received about student behaviour in the community.
- Contact those students about whom a complaint has been made and inform them of their responsibilities.
- Respect the confidentiality of complainants whether long term local residents or other students.
- Encourage complainants who are reporting **ongoing** noise, or where accusations are disputed, to raise a complaint with Neighbourhood Enforcement Team, who are the relevant legal authorities to deal with such incidents. The Universities does not have legal powers to resolve noise issues or disputes.
- Encourage complainants who are reporting **ongoing** waste and recycling mismanagement to raise a complaint with Bristol Waste Company via the Community Engagement Team. This can be referred on to Neighbourhood Enforcement if deemed necessary.
- Encourage residents who have been made aware of a planned party that they feel will cause unacceptable disturbance to report in advance to Neighbourhood Enforcement - neighbourhood.enforcement@bristol.gov.uk. They can provide advice to the students and plan support on the night.

- Provide names of the students to the Neighbourhood Enforcement Team at its request, but only when evidence of an environmental nuisance has been established and notices are to be served.

Students as the recipient of noise and environmental nuisance

The Universities will:

- Provide advice and support to their students who are experiencing noise nuisance problems and encourage them to raise a complaint with Neighbourhood Enforcement Team.
- Provide advice and guidance to their students who are experiencing waste and recycling problems and encourage them to report [fly tipping](#) or seek support from Bristol Waste Company.
- Refer complaints and additional details to the Neighbourhood Enforcement Team where this is requested.

Additional measures

The Universities and the Neighbourhood Enforcement Team may, where appropriate, carry out joint visits to student premises about which complaints have been made.

Joint proactive and advisory visits may also be made to premises where there has been a history of complaints about previous students.

Appropriate representatives of the Universities and the City Council's Neighbourhood Enforcement Team agree to meet once per academic term.:

- To review this agreement to ensure continuing effective liaison,
- To review statistics which will inform targeted working practices, and to consider any additional arrangements to support its aims.

Patsy Mellor



Director Communities

Bristol City Council

08/05/2018

Simon Bray



Director of Residential and
Hospitality Services

University of Bristol

10/04/2018

Chris Abbott



Director of Estates and
Facilities

University of the West of
England

28/06/2018

Relevant contact details:

Bristol City Council,

Neighbourhood Enforcement Team

Bristol City Council, (100TS), PO Box 3176, Bristol BS3 9FS

Email: neighbourhood.enforcement@bristol.gov.uk

Tel: (0117) 922 2500 – Noise

Tel: (0117) 922 2100 – Waste

University of Bristol

Joni Lloyd

Community Liaison Officer

The Hawthorns, Woodland Road, Bristol BS8 1UQ

Email: community-living@bristol.ac.uk

Tel: (0117) 954 6640

University of the West of England

Nigel England

Community Liaison Manager

UWE, Frenchay Campus, North Avon House, Coldharbour Lane, Bristol BS16 1QY

Email: community@uwe.ac.uk

Tel: (0117) 328 1366

Useful links

[Report noise complaint](#)

Telephone: 0117 922 2500

Online: https://www.bristol.gov.uk/en_US/pests-pollution-noise-food/noise

[Report fly tipping](#)

Telephone: 0117 922 2100

Online: https://www.bristol.gov.uk/en_US/streets-travel/report-flytipping

[Waste and recycling information](#)

Telephone: 0117 922 2100

<http://www.bristolwastecompany.co.uk/about/community-engagement-team/>

Appendix – Noise Complaint

Scenario 1 – New or ongoing noise issue

Where a noise report has ***not*** previously been made, residents will report the incident(s) by:

- https://www.bristol.gov.uk/en_US/pests-pollution-noise-food/noise

OR

- Call 0117 922 2500

If the noise is from a one-off party or incident Bristol City Council will:

- Contact the relevant Community Liaison Team to make them aware of the report
- Visit and/or write to the property to make them aware that a report has been made to the council, their university informed & that the council may carry out noise monitoring

If an ongoing noise issue, such as loud music being played on a daily basis, then Bristol City Council will:

- Contact the relevant Community Liaison Team to make them aware of the report
- Visit and/or write to the property to make them aware that a report has been made to the council, their university informed & that the council may carry out noise monitoring
- Assign a case officer to investigate the noise complaint who will advise on the best way to capture evidence, visits, Out of Hours Service, Noise App, Noise Recording Equipment etc

Scenario 2 – Noise from repeated parties

Where a noise report has previously been made, when residents become aware of an upcoming party they are to:

- Email any details to neighbourhood.enforcement@bristol.gov.uk

Bristol City Council will if time permits:

- Contact the relevant Community Liaison Team
- Attempt to speak with the occupant and landlord for the address where the party is to be held
- Inform the reporter if there will be officers on duty at the planned time of the party
- Provide the Out of Hours Service mobile number along with a reference number to call if they are disturbed
- Provide information on how to download and use The Noise App

Date: April 2018

Review date: April 2021