

## **BSCP Minutes of Meeting**

**Monday 18th July 2022, 1300 – 1400pm**

**Venue : Zoom Call**

**Chair** Stephen Smith Community Liaison Officer (UOB)

**Minutes taken** - Stephen Smith (UOB)/ Liam O Shea

**Attendees** Lucinda PARR (UOB); Christian CULL (UOB); Liam O'Shea (UOB) Roz Okatan (UOB); Dr Jill WHITE (Resident Group Representative); Ken BOOTH (Resident Group Representative); Andrew WALLER (Resident Group Representative); PC Sian HARRIS (University Bristol Police Officer); Richard JONES (A/Insp Op Beech Avon and Somerset Police); Gerry RICE (UWE); Raija HALLAM (Bristol Waste); Jonathon MALLINSON (BCC PHS) ; Chris SWINCOE (BCC NET) Chris JONES (BCC NET); Pippa and Charles BARRY – Penlane Properties

Apologies

Richard Barnston (UWE); Lorna Dallimore (Avon and Somerset Police)

### **Agenda**

1. Chairs welcome and Introductions
2. Approve minutes of last meeting
3. Bristol waste Update Move Out Campaign – Raija HALLAM
4. Bristol Neighbourhood Enforcement re update on waste – Chris SWINSCOE
5. Landlord Expo – Landlords and Letting Agents – Jon MALLINSON
6. Student Communications update – UOB/UWE social media updates
7. UOB end of year report
8. UWE end of year report
9. Op Beech update – Sian HARRIS
10. BSCP terms of reference – ALL

#### **1. Chairs welcome and Introductions**

Chair thanked everyone for time and welcomed all to the group.

#### **2. Approve minutes of last meeting**

Previous minutes were approved as an accurate and reflective record.

#### **3. Bristol waste Update Move Out Campaign – Raija HALLAM**

Bristol Waste – Students on the move project 2022

Main aim: Get waste off the streets during move out period.

Secondary aims:

- To break down barriers to make it easier for students to manage their waste
- To change the behaviour of students through targeted, effective communications so they care about their impact in the local community and take responsibility for their waste
- To ensure those causing the waste pay for removal rather than the taxpayer
- To improve recycling and reuse rates among students

Bristol Waste research told us that:

- Students make up 12.5% of Bristol's population
- Most students had not come across waste related comms from unis
- Most had not received any comms from landlords, BCC or BWC
- Uni comms focuses on recycling in halls, rather than how to recycle in private accommodation
- Students were uncertain on their collection days, how to sort recycling, bulky waste etc.
- Students could not access recycling centres due to ID issues/ proof of address
- They were unaware of services available to them e.g. Bulky collection

So, we made the Students on the Move campaign to deliver the following things:

- 40x 1100L bins on street for students to use for an accessible way to get rid of their extra waste during move out.
- These bins were emptied every weekday and any fly tip around them also removed.
- The bins were sorted at Avonmouth to pull out reuse and recyclable items.
- 10% student discount on hiring 1100L bins, this price includes delivery to the property and collection and disposal of the waste.
- Engaging campaign materials informing students, landlords and universities of all provisions put in place this year, as well as advertising of BHF Big Give donation banks. This included hard copy leaflets for distribution, lamppost wraps and digital materials.
- Visible on-street engagement from BWC community engagement officers and University liaison officers.
- Allow students to enter recycling centres using just student ID rather than a utility bill/ other proof of address.
- Daily fly tip removal around BHF Big Give donation banks.
- Increased enforcement power – visiting hotspot areas and the additional 1100L bins to look for evidence in fly tipping.

### **The Results:**

- The CET team gave out 900 leaflets to students and Steve and his contacts also added to this number.
- We spoke face-to-face to around 300 students when out and about on the streets. Reached seven thousand landlords through advertising in a landlord newsletter – this was evident when speaking to students as many of them had seen the materials from their landlord already.  
The campaign materials were featured in Bristol Student Lets tenants guide which reached hundreds of students.  
1,010 students have used the recycling centre by showing their student ID cards – this number does not include those who booked through the booking system so is likely to be more than this.

- Over 60 tonnes of waste collected from the 40x 1100L bins on street – last week's tonnage has not been calculated yet so is likely more than this.
- 13x 1100L bins have been hired by students for private use during move out.
- Lots of positive feedback from residents, councillors, landlords and students themselves about the campaign.
- Visibly less waste on the streets in high student population areas.

#### **Learnings for next time/ improvements:**

CET engagement May to June Campaign needs to start earlier in the year

Enforcement from middle of June to middle of July.

More focus on reuse and recycling – this year the main aim was to get it off the streets and we did not have much time to put something more complex in place.

More bins/ provisions in UWE area of city – the bins were placed in areas where we have had major student fly tipping issues in the past, but UWE students also need this provision.

We decided to keep exact bin locations secret to stop misuse of bins, but it would be good to find a way to advertise the locations to students only perhaps through universities to help them get rid of their waste.

Please circulate our team's email address [hello@bristolwastecompany.co.uk](mailto:hello@bristolwastecompany.co.uk) and my email address [raija.hallam@bristolwastecompany.co.uk](mailto:raija.hallam@bristolwastecompany.co.uk)

Ken Booth (RAs) acknowledged the improved performance; suggested one conclusion is that the keys to success include encouraging landlords and agents to "step up".

Pippa Barry (portfolio landlord, Penlane Ltd, attending BSCP for first time) said she hadn't known about the campaign and would have "loved to have been aware of this". For her and her husband Giles (also attending), the current move-out had been their "worst ever" for waste needing to be moved. She noted they had been in business for over 20 years, currently managing 19 houses, 37 flats and 180 (?) students; they provided their own private waste collections.

Unfortunately, some students "can't be bothered" to manage their waste responsibly and the only thing that made a difference was the "threat of fines".

She and Giles estimated that abandoned waste had cost their company about £2,500 this time round.

Gerry Rice (UWE) said UWE had done a lot of work with South Gloucestershire council. If students were not compliant, UWE would if necessary, contact their parents, because the students were potentially putting their university place at risk if they incurred disciplinary action

#### **4. Bristol Neighbourhood Enforcement re update on waste – Chris SWINSCOE**

Enforcement of fly tipping including move out students and enforcing on several students.

Of note Stanley Rd Redland and Chandos Road fly tips – this identified several UOB students, obtaining the information for the universities to support enforcement

On-going investigations include a landlord and others

Chris Jones, an enforcement officer with the BCC Neighbourhood Enforcement Team, said that during the Students on the Move campaign, officers had patrolled relevant areas daily from 6 June to 1 July.

As a result, 74 letters had been issued to students, of whom 11 received fixed-penalty notices.

Andrew Waller (RAs) urged that these actions be publicised, at least to the student body if not the wider public, so there was an educational and deterrent benefit. People needed to know that the treat of enforcement was real.

## **5. Landlord Expo – Landlords and Letting Agents – Jon MALLINSON**

Landlord newsletters published with links to UOB / UWE landlord letting agent guidance advice – this had gone down well and linked to the student rules and regulations

Pippa and Charles BARRY to join HMO working group to feed-in to task 2 re. landlord advice and guidance.

LOS described the information item UoB and UWE had run in the BCC Private Housing Service e-newsletter to advertise contact details and other university resources to landlords and agents. In UoB's case, this had included an invitation to sign up to a mailing list, though only four sign-ups had been received.

SS highlighted that he was working closely with private landlords and letting agents as a joint enterprise to effectively nip issues in the bud

SS commented on the Landlord Liaison scheme and that 4 x private landlords now had enlisted with UOB, and he was working towards getting a full list of agents and landlords whom he works with.

AW, who is facilitating the HMO Group, said Task 1, the newsletter initiative, was essentially finished, though it would be good to rerun the e-newsletter item at least annually. The four sign-ups were disappointing.

There might be a way to obtain a fuller list via PHS, but as Steve Smith was rapidly building up his own list of landlord/agent contacts, further action might not be necessary.

AW was now working towards Task 2, a discussion around HMO licensing conditions, and would soon release draft talking points. He would probably show these to PHS in the first instance since there was no point pursuing issues that might be blocked by legal or other constraints. However, the focus would be on informal guidance and possible voluntary actions by landlords and agents.

Jonathan Mallinson (PHS) said PHS was preparing draft guidance on HMO licensing conditions to go on the BCC website. The next PHS e-newsletter would be in September, and submissions should be sent to Fran Miller.

## **6. Student Communications update – UOB/UWE social media updates – Liam O Shea**

Comms messages identified and document circulated to all before the meeting highlighting the key messages.

Comms rhythm again from freshers through to Halloween, bonfire night, Christmas etc.

Love where you live strapline revised and new leaflet published and distributed.

Use of student newsletters /digital signage/evergreen content /student blogs continues.

In person CLO visits and interaction.

Up and coming activity

Explicit link to local rules in the community added to student agreements at UoB.

Community Liaison Officer Blog.

Student blog on sustainability.

Digital screens used more promoting student rules regs heavily during move in period and early September.

Further student champion blog explaining rules and regs.

Social media posts re noise and waste.

Bristol waste info graphics shared on social media.

Kitchen talks in May 2023 across all University halls engaging all partners in key delivery messages.

Due to a fire alarm on premises – LP took over chairing of meeting.

CLO report was published for Spring /Summer Term 2022. UOB CLO will release the report on a quarterly basis. Any feedback on format is welcome.

#### **7. UOB end of year report – Steve Smith**

A report had been submitted to the meeting by Steve Smith, who was no longer present.

KB noted that SS's approach to the role had been very positive. One concern was whether he had sufficient support to triage complaints and cope with the 'in-tray' to allow more time 'in the field'.

LP said the possibility of staffing help was in negotiation.

#### **8. UWE end of year report – Gerry Rice**

GR did not have details but said that in the March to June period there had been a significant drop in complaints

GR had no information about UWE and SS was by now out of the meeting, so although there was some brief discussion

**LP said the item should be brought back for the next meeting**

#### **9. Op Beech update – Sian HARRIS**

Stephanie Mckennan will be the new Op Beech Inspector who will take over on 12th September 2022.

Recorded 298 calls from September to the end of June.

Sept – 43 Oct – 54 Nov – 36 Dec – 21

Jan – 19 Feb – 30 March -33 April -10 May – 19 June – 33

Sept-Nov was the busiest period, and that April, May and January were the quietest.

Those are all calls – including those where we could not identify who was involved (like street noise).

Beech continues until 31st July 2022 and then commences 1st September.

Lucinda Parr agreed OP Beech will be funded for the next term and year on the same basis as previous years.

AW noted that Chief Insp. Lorna Dallimore, who supervised Beech, was not present and was apparently moving on because of promotion. Beech had been a very positive innovation and had become very important. Given that Chief Insp. Lorna Dallimore had shepherded it into existence and overseen it for three years, it would be appropriate for the Partnership to record its thanks.

BSCP thanked Lorna Dallimore and her team for the support she and Avon and Somerset Constabulary has provided for Op Beech and the University particularly throughout Covid lockdowns.

LP agreed.

#### **10. BSCP terms of reference – ALL**

LP - More structure meetings with thematic work threads /goals to achieve. Aim to develop working groups, such as HMO group for partnership working task and finish activities.

#### **BSCP first-year review**

Since the meeting was almost at a close, LP invited participants to send in suggestions or views as to what changes, if any, should be made. She mentioned fewer, possibly more thematic, meetings.

#### **A.O.B**

At the residents' associations request, UoB's Director of Civic Engagement will join a future meeting to outline the University's forthcoming Civic University Agreement.

**Proposed future dates to be circulated** – 4 meetings of 1.5 hours for year ahead.

Dates for planned BSCP meetings

Monday 24 October 13:00 - 14:30

Monday 23 January 13:00 - 14:30

Monday 17 April 13:00 - 14:30