

Bristol Student Community Partnership

Meeting Minutes



Date/time	Thursday 23 September 2021 11.00-1.30pm	Venue	Zoom call
Chair	Lorna Dallimore (Avon and Somerset Police)		
Attendees	<p>Curtis Asante (UoB), Sian Harris (UoB), Ben Pilling (UoB), Ruth Day (UoB), Ewan Doswell (Bristol Waste Company), Christopher Swinscoe (BCC), Cllr Tom Hathway (BCC), Cllr Paula O'Rourke (BCC), Cllr Guy Poultney (BCC), Lorna Dallimore (Avon and Somerset Police), Dr Jill White (Resident Group Representative), Andrew Waller (Community Representative), Liam O'Shea (UoB), Clare Hickey (UoB, Minutes), Christian Cull (UoB), Gerry Rice (UWE), Sharon Evans (UWE), Emma Dent (UWE), Dominic Harvey (Flatline), Cllr Mohamed Makawi (BCC), Fiona McVey (Community Representative), Ken Lawson (BCC), Cllr Alex Hartley (BCC)</p> <p>Apologies: Lucinda Parr.</p>		

Actions

- 1) CS team to contact Curtis Asante (CA) as new UoB CLO to discuss ways of working.
- 2) KL to explore potential role for data to create heat maps of where the problems are to inform strategic activity.
- 3) LO to invite Council Private Housing Team member to BSCP.
- 4) KL to create guidance on responsibilities for landlords.
- 5) All members to consider ways to promote West of England Rent with Confidence Accreditation Scheme.
- 6) RD to explore development of an ethical lettings charter.
- 7) ED/CA to convene Bristol Big Give working group to plan for period ahead.
- 8) Cllrs to take concept of a 'Library of Things' to the 'Green Mingle'.
- 9) GR to circulate UWE disciplinary process once approved.
- 10) BP to consider what role Bristol SU could play in bringing students and residents together.
- 11) GP to create Google doc on partner policies and strategies. Members to add documents and update when required.
- 12) Members to formally respond to Respect proposal at next meeting.

Agenda

1)	<p><u>Welcome & Partnership Background</u></p> <p>LD welcomed all to the meeting and individuals introduced themselves and their role to the group.</p> <p>Previous minutes were approved, aside from an amendment from GP which LO agreed to amend to finalise the minutes. Amended minutes are now available on UoB website.</p>
2)	<p><u>Terms of Reference (TOR)</u></p> <p>The revised ToR were approved and signed off. This action was closed.</p>

3)

Action Plan & Reporting

Re-establish and promote clear noise-protocols, building on work in 2018, to make it clear where to report issues.

Christopher Swinscoe's (CS) team covers noise complaints in north of city. Has revisited the protocol and has made several amendments, particular regarding reporting parties. There will be a greater focus on bringing members of the public through customer services rather than a dedicated web form. Monthly reports will be run which can be shared with universities and police to identify any patterns of behaviour. Work is ongoing.

ACTION: CS team to contact Curtis Asante (CA) as new UoB CLO to discuss ways of working.

Explore potential role for data to create heat maps of where the problems are to inform strategic activity.

Ken Lawson (KL) late to meeting. CS will pick up with KL.

Invite representative of BALMA – Bristol Association of Letting and Management Agents – to attend BSCP meetings – to engage in campaigns.

Lucinda Parr (LP) had invited BALMA and several individual lettings agents to join BSCP. Dominic Harvey (DH) joined the BSCP from lettings' agent, Flatline. DH keen to understand BSCP and help in future from a landlord and agents' perspective. Simeon from Flatline will join the group in future.

Andrew Waller (AW) and Fiona McVey (FM) reported Residents' Associations are keen someone from the Council Private Housing Team joins the next meeting.

FM reported that the involvement of landlords in BSCP is key priority for the Residents' Associations – most students in the community are living in private rented HMO accommodation, licensed by the BCC Private Housing team who also have an important role in monitoring compliance with licensing conditions. Their participation will be Key to ensure HMO licence issues are adequately addressed.

ACTION: LO to invite Council Private Housing Team to group.

Create guidance on responsibilities for landlords

CS will follow up with KL.

Consider ways to promote greater take up of the [West of England Rent with Confidence Accreditation Scheme - bristol.gov.uk](https://www.bristol.gov.uk)

All members to consider new ways to promote scheme.

Explore development of an ethical lettings charter to support dialogue with landlords

Ruth Day met Bristol SU lettings. WoE scheme represents minimum standards. RD will work to propose a student version of the scheme and share with AW, before presenting to group at a future meeting. Ben Pilling (BP) commented that for any accreditation scheme to work, it requires council support.

Action: RD to explore development of an ethical lettings charter.

Explore feasibility of BCC including landlord names in HMO licence register – ACTION COMPLETE

Members of the public can now search for homes with HMO licences and find details of the landlords/agent names and addresses.

<https://www.bristol.gov.uk/licences-permits/register-of-licensed-properties>

AW commented this is a very important step. If you have a problem with a HMO, you can contact the landlord directly. Residents' associations will promote the service to residents. Landlords and agents have not been getting complaint information on a regular basis.

Guy Poultney (GP) noted lots of HMOs are not licenced. This creates potential hazard for some students. AW added if a representative of private housing joins the group, we will have a direct route to raise the issue of unlicensed HMOs and how they are addressed.

RD confirmed a Bristol SU rent campaign was taking place in November. RD asked for clarification on how the unlicensed process works in relation to students if they raise the issue of a HMO being unlicensed. GP advised students wouldn't be evicted if property was found to be unlicensed. RD noted some students were being housed in accommodation in Bath (around 100 in total). Also suggested some first-year students had not found university accommodation and were moving straight into the community (*UoB note – the University has been able to offer every single student who applied for accommodation a place in residences.*)

Shush posters to be put in place at key residential locations

Progress made over the summer. CA will continue making progress to replace any damaged posters over the coming weeks.

Ongoing communications to students to set behavioural expectations

LO confirmed behavioural messaging continued over the summer re. waste and noise, with leaflet drops and door knocking. Messaging also shared through central communications. A joint VC/Mayoral address to all students contained key messaging on behaviour in the community. A joint UWE/UoB VC letter was also sent to student residences. The joint VC letter can be viewed via

<https://www.bristol.ac.uk/university/media/students/university-community.pdf>

Gerry Rice (GR) reported UWE have been revisiting central comms and the University's induction platform. This includes a specific module on how students can be good neighbours. The University is building a new team, "Campus and Community Assistance". This team will involve a pilot of 20 members of staff and two coordinators working across campus and the community. This is separate to student ambassadors. The team will work challenge inappropriate behaviour.

BP confirmed students would receive reminders of social and residential expectations by Bristol SU amplifying UoB comms. BP also confirmed Bristol SU lettings shares key messages around behaviour with all new tenants.

FM asked if student ambassadors will continue at UoB. LO confirmed UoB restructure of Community Liaison Office and considering the best approach for its operation moving forward.

Continue to promote and expand the Bristol Big Give to student communities both in private rented sector and University Residences

LO commented key partners of BBG are on this group. Ewan Doswell (ED) and other partners will convene a working group to coordinate the best approach ahead of the summer.

KL added BCC collected 27,000 tones of waste at the moveout in July. Need to look at comms moving forward to stop extra waste being left out at move out and move in. Education is needed.

ED noted Big Give banks brought in £200,000 in the previous year before. Their return, impacted by Covid over, will help charitable causes in the year ahead.

ACTION: ED/CA to convene Bristol Big Give working group to plan for period ahead.

Paula O'Rourke (PO) asked if it was possible to put a 'carbon figure' on the 27,000 tons of waste (4,000 black bags) and communicate that to students. ED commented this would be complicated. PO asked if universities could take waste items in, clean them, and provide a 'library of things' to new students, backed by comms aimed at addressing disposable culture.

GP noted Bristol Green Capital Partnership, which might be able to take oversight of PO's concept of a library of things.

ACTION: Cllrs to take concept of a 'Library of Things' to the 'Green Mingle'

Collect any street waste in student accommodation areas.

KL commented we need a more strategic approach to waste collection in future, understanding the need and improving the safety net. KL commented that for recyclable or re-usable items left by students, it was difficult for operatives to sort through waste on the street. Waste had to be cleared how it was presented, without being sorted through for re-cycling purposes.

Universities reviewing student regulations and protocols

UoB Student Disciplinary Regulations and Procedure

2021-2022 available via: [Microsoft Word - 5. Student Disciplinary Regulations 2021-2022 \(bristol.ac.uk\)](https://www.bristol.ac.uk/microsoft-word-5-student-disciplinary-regulations-2021-2022)

LO confirmed UoB Community Liaison Office had been restructured from the Accommodation Office to External Relations alongside Communications, Marketing, Public Affairs.

Disciplinary action now sits with the new Student Resolution Service (SRS) which will take up formal disciplinary investigation and take disciplinary actions. AW asked if residents would notice anything different following the restructure. LO confirmed there would be no noticeable difference to complainants. From a resident point of view, the usual protocol of complaints via the usual mailbox remains the same.

GP asked if UWE disciplinary regulations will be shared. GR confirmed they were currently being approved. They will be made available through the group shortly.

ACTION: GR to circulate UWE disciplinary process once approved

GP suggested the group consider a press release letting people know how robust the complaints system is. GR noted the joint VC letter to students in the community does this to a large extent.

FM commented residents have had no feedback about the outcome of their complaints since 2019. LO confirmed a response to a data request from AW was forthcoming. Reporting would likely be given on an annual basis.

JW asked how many students are living in the community. UoB and UWE commented it is difficult to give a figure. RD commented more students met the entry requirements for UoB this year due to the pandemic and teacher assessed grades. GR suggested many students living in South Gloucestershire, as well as Bristol. JW requested intake student figures to be circulated and shared by UoB and UWE.

Universities to include messaging on protecting green spaces in new academic year induction literature

UoB student induction comms did include reference to protecting Bristol's green spaces and being respectful neighbours. Tom Hathway (TH) suggested future messaging should include reference to not having BBQs on the Downs. LO confirmed this could be considered.

BCC to explore litter-picking volunteering opportunities with SUs

BP and KL will pick up. ED noted new member of staff at Bristol Waste can help.

Explore and consider opportunities for community events to bring students and permanent residents together for informal meet and greets.

ACTION: BP to consider what role Bristol SU could play in bringing students and residents together.

Members asked about the UoB community fund which used to run and supported relations. LO confirmed that following the community liaison office restructure, UoB was considering how the office would work, including whether there would be provision of a CF.

General Updates

JW – was distributing a personal Welcome Letter to Cotham Hill & Hampton Court student residences.

GR – 3,000 students returning to campus this week, UWE working proactively to share messages of good citizenship and solution focused behaviour – educate and support, taking other actions where appropriate, including financial penalties. Exploring the concept of reparations, e.g., community service. Revising how UWE engages with communities and looking at how information is shared.

AW – No updates.

CC – Reinforced that the Community Liaison role would be working hard to promote community cohesion.

FM – no update

BP – UoB students arriving in a staggered format during September. Welcome Fair at Clifton Downs this week. Lots of students were looking for private accommodation this year, which UoB is supporting individuals with.

CS – Additional enforcement officers in place. Looking to do proactive work at beginning and end of each term

TH – No update

CA – No further update

ED – Bristol Waste student webpage created, asked for group to help promote to students. Auditing waste related comms to identify gaps or better messaging to inform future plans.

GP – asked if was possible to get relevant guidance docs and strategies for all orgs in one place? E.g., a google doc

ACTION: GP to create Google doc. Members to add various strategies and guidance and update when required.

LO – Operation Beech dates confirmed for Oct as: **1, 2, 6, 8, 9, 13, 15, 16, 20, 22, 23, 27, 29 and 30 October.**

RD – Aware of the intake of students this year and supporting the additional numbers

SH – Op Beech, more phone messages sent on days of the week it's not operating. The

Op is only available on Wednesday, Friday and Saturday. Use 101 if non-emergency issue.

PO – no update

KL – No update

Respect for Communities Proposal - AW

AW presentation on Respect for Communities Proposal. Recognised many of the key messages are already going out, but not necessarily cutting through. AW asked how messaging could be more effective. Three suggested areas:

1. Fine tuning messages – tone and content.

Needs input from people with expertise in communicating with student audience

2. Timing

To change behaviour, requires a layered campaign. Students should be briefed on behaviour before moving into the community. Start date – first week at uni, or even earlier, as students research Bristol – set expectations, cast as positives rather than negatives – links to tone and content.

Other milestones, when students accept their place, when they arrive, and when they start hunting for second year accommodation

3. Aiming to reach 100% audience share

Suggest a review of methods used. Some current methods seem hit and miss. Commercial email packages provide some info on hit rates. Door knocking can come down to luck – is there an answer and can you trust the respondent to relay the message to other tenants.

Kitchen talks – attendance not compulsory. Perhaps there could be self-study videos or graphics presentation with tests at the end – control quality of messaging and allow uptake to be measured.

Firefighting through community liaison takes a lot of effort. What more can be done around prevention – education. Enforcement is also very important. We should be trying to persuade people before we penalise people.

AW clear the work of CS and community liaison office incredibly important, and not suggesting resource be diverted from that work.

Christian Cull (CC) thanked AW. Commented that the universities need to work with SUs and other agencies/members of BSCP on any future messaging. Confirmed that fine tuning tone was an ongoing task. Different students also require different tone e.g., undergraduate and postgraduate, home and international – the more we can segment and tailor to the audience, the better.

Timing also a key principle. UoB has the expertise, but not all the answers. Again, ongoing work.

No one channel has all the answers. UoB uses sophisticated email tools. Key is to find a balance of communications channels. 100% hit rate for any organisation is very rare. But a 10-20% uplift would be a great success.

BP noted behaviour change is a real challenge requiring sustained time, effort and expertise. SU willing to play its part in such a campaign.

PO commented an element of compulsory engagement with messaging is needed.

	<p>GR added UWE aware their students live in areas alongside UoB students. Building a campus induction that extends messaging about what you do before you arrive, life in the community etc. GR happy to share that with the group. SU also happy to support.</p> <p>BP added Bristol SU can help get messages out. Translating in action is the difficulty. SU does not have behaviour change experts. What is the messaging that creates that change? LO commented that the UoB Scientific Advisory Group is in dialogue with communications about this.</p> <p>AW received positive feedback on the proposal from the group with the concept of a working group. Future steps to be integrated into action plan following next meeting.</p> <p>ACTION: Members to formally respond to Respect proposal at next meeting</p>
4)	<p><u>Chair & Meeting Timetable</u></p> <p>The next meeting to be scheduled for 22 October with UWE (GR) Chairing. LO is the contact for Agenda items.</p> <p>Future meetings were confirmed and scheduled to January 2022 with an alternating Chair from all involved parties.</p>
5)	<p>AoB</p> <p>None.</p>