

Bristol Student Community Partnership

Meeting minutes



Date/time	Wed 30 June 2021 1000-1100	Venue	Zoom call
Chair	Lucinda Parr, Registrar and University Secretary, University of Bristol		
Attendees	Gordon Scofield (UoB), Sian Harris (UoB), Ben Pilling (UoB), Ruth Day (UoB), Ewan Doswell (Bristol Waste Company), Iain Mossman (UWE), Rachel Colley (UWE), Richard Barnston (UWE), Rania Regaieg (UWE), Ken Lawson (BCC), Christopher Swinscoe (BCC), Cllr Tom Hathway (BCC), Cllr Paula O'Rourke (BCC), Cllr Guy Poultney (BCC), Cllr Cllr Ani Stafford-Townsend (BCC) Lorna Dallimore (Avon and Somerset Police), Dr Jill White (Resident Group Representative), Alison Bromilow (Residents Group Representative), Andrew Waller (Residents Group Representative), Liam O'Shea (UoB)		
Actions			
<ol style="list-style-type: none"> 1. UoB to amend BSCP Terms of Reference and circulate to group 2. RB to invite representative of South Gloucester Council to join Partnership 3. BP to explore options for promoting student litter picking volunteering on park spaces and report back to KL 4. Cllrs to explore feasibility of improving transparency of HMO licence register, as in Bath 5. Universities to consider messaging on protecting green spaces in new induction materials 6. LP to invite landlords/letting agent representatives to group 7. UoB to circulate proposed Partnership Action Plan 8. LP to propose group meetings for September and late October, and circulate Partnership chair rota. 			
Agenda			
1)	<p><u>Welcome and Partnership Background</u></p> <p>Lucinda Parr (LP) thanked members for joining and provided background to the meeting. Noted that while students have long been a part of the local community and the fabric of Bristol, universities recognise the challenge of integrating students with the wider population. Noted the vast majority of students are respectful and conscientious members of the community, but that a minority have not been as considerate to their neighbours as the Universities expect.</p> <p>Universities take their responsibility to the local population very seriously. Also take pride in the value that students bring to Bristol, e.g. voluntary activity, collaborative initiatives and enrichment of the economy, diversity and culture that makes Bristol special.</p> <p>Launching BSCP in an effort to proactively address community concerns and support the concrete action already being taking. LP hopes BSCP can work together as key strategic partners and provide a coordinated approach that helps promote positive student community relations and cohesion.</p>		

2)	<p><u>Terms of reference (TOR)</u></p> <p>LP asked BSCP to consider TOR. It was noted the BSCP was last convened in 2016 and suggested 2016 TOR still hold. LP proposed minor amendments:</p> <ol style="list-style-type: none"> 1. A rotating chair between meetings, rather than an elected chair 2. The BSCP formally convenes at least 4 times a year, rather than three 3. Meetings are held online to enable ease of participation for all members. <p>Members agree with these proposals.</p> <p>ACTION: UoB to amend TOR as discussed and circulate to group</p>
3)	<p><u>Action plan and reporting</u></p> <p>LP noted need to develop an action plan to guide BSCP activity and report against, based on priority areas of focus. This can be informed by understanding what action is already underway by BSCP members, identifying any gaps, and considering how members can align activity through the BSCP to provide maximum impact.</p> <p>LP invited community representatives to speak of their priorities and ambitions for the Partnership.</p> <p>Dr Jill White (JW), chair of the Hampton Park & Cotham Hill Community Group, noted the joy of having young people in the area. Found very good cooperation with UoB, SUs, Police and others. Identified transient noise as main problem for her group. Changes to Cotham Hill preoccupying those nearby.</p> <p>Andrew Waller (AW), the Noise Pages, representing several community organisations. Main concerns also noise and waste in the community. Noted appreciation of the efforts of UoB Community Liaison Officer and University Police officer who follow up on complaints. Pleased UoB introduced and funded Operation Beech – a very positive development over the last 2 years. Hope for the BSCP to develop proactive approaches to prevent issues, rather than responding to issues after the fact. A top priority is to develop an approach to guide students in responsibilities as neighbours. Concerned that students will remain in Bristol over the summer months and this could cause tensions.</p> <p>Alison Bromilow (AB), chair of Redland & Cotham Amenities Society, concurred with AW. Wider concerns on high concentration of students in houses of multiple occupation (HMOs). An issue that has got greater with the expansion of the university, along with late night noise and misunderstanding around issues such as waste management. Some way of helping people understand rules and expectations before they move to the neighborhoods would be good. Also noted a loss of family housing and impact this is having on permanent residents in areas where students like to live.</p> <p>LP thanked the community representatives. Other members were asked to update on existing work around student community issues, and to note anything BSCP members should be aware of.</p> <p>Gordon Scofield (GS) reported UoB has recently completed first phase of the ‘Moving Out’ campaign – tenancy changes happen on 30-June/1st July. 1,400 UoB student addresses identified and targeted for two direct face-to-face door knocking</p>

conversations.

GS will continue to door-knock through July and August. This work is supported by five university-funded Student Ambassadors. An additional five Ambassadors are currently being recruited. Households are given a Bristol Waste leaflet with information on waste management and recycling. Bin collection dates also shared. A new leaflet on noise and expectations is being circulated. The Big Give is also promoted.

Noted every house that has had a complaint against it will have a specialised visit. UoB working with University police officer to target specific areas including Chandos Rd and Hampton vale. UoB is reviewing student regulations and the way liaison is conducted – GS will report back to BSCP when finalised. Also putting in a new system of reporting ahead of next academic year. Ongoing ‘moving in’ campaign with messaging and ramped up work through season of freshers’ week, Halloween and Bonfire night. New shush posters being rolled out across key locations.

Richard Barnston (RB) – UWE head of security. Working to address bad behaviour of students on and off campus. Created schemes to address ABS, including behavioural contracts. Noted positive work with South Gloucester Council, who have assisted with waste management communications. Secured funding for second full time university police officer to provide more police presence. Shush-type posters also being printed to get the message out. Suggested that South Glos Local authority are included in future meetings.

ACTION: RB to invite representative of South Gloucester Council to join Partnership

Iain Mossman (IM) – UWE Head of Student and Academic Policy Enhancement - UWE found tools for responding to poor behaviour have been effective, but there is a struggled with persistent miss-behaviour off campus. UWE looking at disciplinary protocols to support response to persistent misbehaviour and a rapid response is important. Behavioural contracts have proved useful for setting expectations. UWE has convened regular meetings to review community reports and determine what action is needed. IM is keen for BSCP to look at what can be done proactively to raise awareness and encourage good citizenship.

Ben Pilling (BP) – Bristol SU CEO – noted his primary activity in this space is supporting student volunteering. Noted students feel a passion for the city. More than 2,000 support SU community volunteering campaigns, or work with more than 180 community partner projects. The SU also works with UoB central comms to support communications on behaviours.

Rachel Colley (RC) – UWE SU community liaison – SU previously taken space of communications to students moving from halls to private residences, door knocking, ‘love where you live campaign’, reminding students of expectations, waste info and advice. UWE SU now looking strategically with UWE for how to make the approach more formulated in terms of behaviour – exploring proactive interventions with ambassadors for students in halls and private accommodation. Noted UWE is developing a new campus induction module for all students to drive home university values, and to be clear on expectations.

Rania Regaieg (RR) – UWE SU community and welfare officer – RR is working with RC, IM

and RB to make noted projectwork. New in post and will report more from a student perspective at next meeting.

Ruth Day (RD) – Bristol SU Sabbatical Officer – noted students love living in the city and bring a lot to local communities. Reflected that Covid has hit all communities hard and students have stepped up with volunteering efforts across the city e.g. mutual aid groups. Noted work is needed to bring students more into the community and create a respectful community together. Key issue is the transient nature of student life. Students live in an area for 1-2 years and there is not often a chance to properly integrate. Noted affordability of PBSA affects students' ability to live in them, leaving HMOs as the only viable choice for many of them. To tackle student concentration in HMOs, need to think about affordability requirement for Purpose-Built Student Accommodation (PBSA) emerging around the city.

RD would like to work on an ethical lettings charter this year but is unclear of where to start. IM agreed with the challenge around landlords - UWE has had success in responding to ASB within its residences in part because it can take action as a landlord. Where it struggles with persistent issues (noise/waste) in the community is that frequently the university can't link up with the landlords in the same way. IM noted some landlords work really well in responding to complaints, but others are very distant. RD's charter sounds like a positive idea for starting the conversation.

Lorna Dalimore (LD) – A&S Police – Inspector for North Bristol. Responsible for resources and service level agreement with UoB on Operation Beech. OB still supported till end of July. Possibly into August too. Noted A&S Police enjoy a very beneficial relationship with universities that has enabled swift resolution of issues. Noted role for next period to maintain relationships, effect cultures and behaviours, play an awareness role during Freshers' period. Noted not all ASB is due to students – a finding of Operation Beech. Many are professionals. During lockdown, people's tolerance for noise went down.

Sian Harris (SH) - UoB Police Officer – door-knocking in key areas increased this year, with focus on Chandos Rd. Permanent residents met with too. When meeting households, SH discusses crime prevention, ASB, and what happens after multiple reports. Noted ASB team follows up with worst cases. Complaints usually drop off after that. SH noted good working relationship with the university to approach problem households. Covid prevented Police engagement during Freshers' period. Will hopefully be more active this year.

Chris Swinscoe (CS) – BCC Neighbourhood enforcement lead – CS set up a noise protocol in 2018 to make clear who residents should be making complaints to. A lot of reports made to different organisations, a centralised picture would be helpful – need to ensure work is joined up and aim to revive the noise protocol.

Ken Lawson (KL) – BCC lead on waste. KW council didn't have the role for several years so a lack of leadership on waste related issues. A short term intervention - collection vehicles to clear up street 'fly tips', co-funded by both universities. Longer term – communication is key – making information around waste and recycling presentation as easy and accessible as possible.

KL believe landlords and letting agents and estate agents have a clear role and responsibility to communicate the message. Council has redrafted a planning document

for waste storage and containment. Identified HMOs and large blocks of flats have their own issues. Creating guidance for landlords, making them responsible for waste. City has a problem with households leaving waste on the highway. Need to signpost all the relevant information in one place.

KL noted it's not just students littering, it's everyone, so a wider communication piece is needed. Lobbying for greater enforcement powers to address general poor waste management. Engagement and education needed, but enforcement also needed. Potential role for data to inform approach – create heat maps of where the problems are. BCC is happy to trial new approaches to waste and recycling issues.

KL is keen to harness student volunteering efforts e.g. litter pick volunteering groups on weekend to help parks departments – help students be part of the solution. BP agreed to look into this and report back.

ACTION: BP to explore options for promoting student litter picking volunteering on park spaces and report back to KL

Euan Doswell (ED) - Bristol Waste – working on helping promote good citizenship. Looking at web resources to support this and promote pride in the city.

Cllr Paula O'Rourke (PO) – commended work of Bristol Community liaison Officer. Noted student not always at fault and many properties simply don't have the space to store waste. Agreed with KL that landlords and letting agents often not playing their full role. Suggested landlords, letting agents, or representatives should be brought into the BSCP.

AB the lack of transparency of the HMO licence register is an issue. BCC do not include landlord names on the register, unlike Bath.

ACTION: Cllrs to explore feasibility of improving transparency of HMO licence register

PO questioned if universities check houses, accredit them as high quality. Requested inclusion of messaging on protecting green spaces in new year induction literature as there have been issues with littering on the Downs and elsewhere (not just by students).

ACTION: Universities to consider messaging on protecting green spaces in new induction materials

Cllr Tom Hathway (TH) – welcomed comments from RD. Agreed with PO landlords/agents need to be on the group. Noted it is difficult for students to feel part of the community when their accommodation is poor quality. Asked how members can better engage students to bring them into the community to improve behaviour.

Cllr Ani Stafford-Townsend (AST) – Central ward has lots of students in halls, also lots of HMOs (St. Michael's Hill). Bin collections in a mess across ward generally and keen to work with Bristol Waste. Lots of residents unhappy with bins.

Cllr Guy Poultney (GP) – reported the big issues that came up at the election were noise, parking, and rubbish. Lots of angry residents and that anger is being pushed towards the universities, rather than the council. Issues with problem landlords, with one letting agents name coming up time and again.

	<p>GP suggested BSCP include other council department reps e.g. pollution control, licencing, planning, HMO enforcement. LP responded it is important to keep group manageable and there are already lots of members. Could perhaps look again at membership at a later meeting. An action plan is needed first, and BSCP must ensure it doesn't duplicate conversations happening elsewhere. Agree a landlord/agent representative would seem important here to raise understanding of wider responsibilities.</p> <p>ACTION: LP to invite landlords/letting agent representatives to group.</p> <p>BP asked if the group could find someone to update on the West of England Rent with Confidence scheme at a future meeting. One aim of landlord engagement might be to promote greater take up of the West of England Rent with Confidence Accreditation Scheme - bristol.gov.uk</p> <p>LP re-capped and proposed priority areas:</p> <ol style="list-style-type: none"> 1. Data and information provision (inc. how to report) 2. Noise pollution, nuisance and disturbance 3. Waste and recycling 4. Responsibilities of landlords, influencing landlords, clarifying responsibilities, guidance and standards 5. Education, communications, promoting positive behaviours 6. Harnessing student volunteering <p>LP asked the group to approve approach of developing initial outline action plan to be circulated and approved by the group, and then agreeing actions and owners. BP noted community building also seems important. The proposal was accepted.</p> <p>ACTION: UoB to circulate proposed Partnership Action Plan</p>
4)	<p><u>Chair and meeting timetable</u></p> <p>LP proposed meeting again ahead of new academic year in September and again towards end of October to check on progress. LP to also share Partnership chair rota.</p> <p>ACTION: LP to propose group meetings for September and late October, and circulate Partnership chair rota.</p> <p>LP thanked all for contributions. Suggested the group considers theming future meetings.</p>
5)	<p>AoB None</p>