

How does The University of Bristol support community cohesion and manage student behaviour in the community?

The University of Bristol brings approximately 25,000 students to Bristol. Most students from second year onwards will be living in privately rented accommodation in mixed communities within the city and the nature of the main teaching campus is such that students are integrated with the local community throughout their learning. The Halls of Residence in Clifton and Stoke Bishop, although self-contained, are located in residential areas.

The University takes its responsibility to the local population very seriously and has a number of systems in place to focus on the issue of student behaviour in the community.

Regulations

Firstly there are regulations and policies that underpin this commitment and set out clear expectations and procedures:

- [Good Neighbour Policy](#)
- [Local Rules for Behaviour in the Community](#)
- [Student Disciplinary Regulations](#)

Community Liaison Officer

The University also employs a Community Liaison Manager to lead on maintaining good community relations and proactive initiatives which integrate students with local residents. Part of this role is to communicate with residents associations and neighbourhood forums to develop joint approaches to community cohesion.

Community Ambassadors

The Community Liaison Manager is responsible for a team of Community Ambassadors. These are current students who are paid on a casual contract to add capacity to the Community Liaison role. They carry out such duties as door knocking, attending welcome events, attending resident and neighbourhood meetings, supporting and promoting campaigns such as Love Where You Live and the Big Give and events such as the housing fair.

Community Fund

A section of budget has been ring-fenced to create a Community Fund. This secures a pot of money that is used to support initiatives which integrate students with the local community. Awards are up to £250 and open to community groups and students to apply via the form on the [website](#).

Complaints response

The Community Liaison Manager is also the complaints response contact. Anyone who wishes to complain or report student misconduct in the community can do so via the [website](#) or by:

Email – community-living@bristol.ac.uk

Telephone – 0117 954 6640

The complaint will be followed up in line with the complaints procedure and local rules for behaviour in the community, where names or addresses of University of Bristol students can be identified.

General complaints received relating to misconduct in the community where those responsible cannot be clearly identified as being University of Bristol students will be considered. Resulting actions, such as awareness raising exercises, will be carried out where appropriate.

Information

There is a page on the University of Bristol website providing information on issues related to [Students in the Community](#). This includes policies and procedures, a guide to living in the community, and links to other relevant sites such as how to complain.

Information is also provided about other sources of support. University security staff can respond to incidents on University premises such as Halls of Residence, libraries, departments and teaching sites but have no jurisdiction within the wider community. [Contact information](#) is provided on the website and email auto-response for the Police and Bristol City Council to report incidences of crime, noise, anti-social behaviour, waste and recycling mismanagement, fly tipping, illegal parking etc.

Partnership working

The University of Bristol is part of the Bristol Student Community Partnership in conjunction with the University of the West of England, both Student Unions, Bristol City Council, Bristol Waste Company and the Police. The Partnership has been established to increase community confidence by bringing together partners and provide a coordinated approach to promote student/community relations and cohesion, in the context of the positive contribution of both universities in Bristol.

Love Where You Live

The Love Where You Live initiative (with above partners) provides a leaflet and [website](#) outlining key messages around noise and anti-social behaviour, waste and recycling, sustainable transport and parking as well as information advising students

on how to stay safe, access support, get involved in volunteering and community activities and making the most of their time in Bristol.

Community Engagement

The University hosts bi-annual [Community Liaison Group](#) meetings. This group consists of representatives of local resident associations, Community Liaison staff from both the University of Bristol and the University of the West of England (UWE), local and University police, Bristol City Council officers and local ward councillors.

Students are encouraged to participate in local events, join residents' groups, introduce themselves and develop positive relationships with their neighbours. An introductory 'saying hello' template is available to print from the website to support both [students](#) and [neighbours](#) to take the first step.

[Volunteering](#) is led by the Student Union and is another way that students can get involved and have a positive impact on the local community. In 2016 Bristol SU Volunteering was awarded the Queens Award for Voluntary Service for the amazing volunteering work students do in the community.

Getting the messages to students

Students receive information, advice and messages about community living, the University's expectations of behaviour in the community, the disciplinary process and consequences of complaints in a number of ways. This starts when students are in their first year and still in Halls of Residence through an online induction to private renting and a community liaison presence at the housing fair. The Move In campaign sees the Community Liaison Manager and Community Ambassadors door knocking in areas with a high density of student accommodation to talk through the key messages. They also deliver the Love Where You Live Leaflet and a postcard from the Vice-Chancellors of both Universities and Bristol's Mayor which welcomes students back to Bristol and outlines behavioural expectations.

Continual development

The Community Liaison Manager works with other key departments within the University and external partners to improve and add impact to the community living messages as well as demonstrate good practice and promote positive stories.

Future growth in student numbers

Proposed expansion of the University will see student numbers increase in targeted ways - primarily postgraduate and international student growth - and student accommodation will be incorporated on the new campus near Temple Meads. The University recognises the need to manage the impact of growth on our neighbours and is working with Bristol City Council and the University of West of England on a future residential strategy to ensure that we are able to provide suitable housing for all students whilst also managing the impact on the wider Bristol community.