

Bristol Student Community Partnership (BSCP) Minutes
22 January 2024

<p>University of Bristol (UoB)</p> <p>Steve Smith (SS): Community Liaison Officer (Chair) Hannah Quinn (HQ): Chief of Staff to the Vice-Chancellor Liam O’Shea (LOS) ; Head of Public Affairs and Deputy Chief of Staff Phaedra Karaoli (PK): Community Liaison Coordinator</p> <p>Bristol SU</p> <p>Ben Pilling (BP) : Chief Executive Izzy Russell (IR) : Student officer</p> <p>Bristol City Council (BCC)</p> <p>Cllr Guy Poultny (GP): Councillor, Cotham (Chair) Cllr Tom Hathway (TH): Councillor, Clifton Down Cllr Paula O’Rourke (POR): Councillor, Clifton Hayden Berry (HB) : Private Housing Service Megan Davies (MD) : Neighbourhood Enforcement Team</p>	<p>Residents Groups</p> <p>Anthony Negus (AN) Dr. Jill White (JW) Ken Booth (KB) Rob Harris (RH)</p> <p>Bristol Waste Company (BWC)</p> <p>Jak Boydon (JB)</p> <p>Landlords/Letting Agents</p> <p>John Hickey (JH)</p> <p>Avon & Somerset Police</p> <p>Sian Harris (Ofc SH): University Police Officer</p>
<p>Apologies:</p> <p>Apologies were received from Emma Dent (ED): Business Support Team Leader (UWE), Chris Swinscoe (CS): Neighbourhood Enforcement Team, Pippa Barry (PB): Private Landlord , Fiona McVey (FM)</p>	
<p>Actions summary:</p> <p>Action 1 - HQ to review the 7 requests for references from JH and update on UoB reference policy changes.</p> <p>Action 2 - JB to consider earlier lead times for delivery and promotion of SOTM materials and to consider private halls/ international students for the rollout of student move out campaign, and report back at next BSCP.</p> <p>Action 3 SS to forward a list of student private halls to BWC, to assist with education and international student move out campaign.</p> <p>Action 4 HB to identify and report back to GP and before the next BSCP on who made the decision for landlord details to be removed from pinpoint.</p> <p>Action 5 – HB to report back on turnaround time for fixing the IT error on pinpoint re address details.</p> <p>Action 6 - CS to attend next BSCP to discuss comments of 3.3 and 3.4 of BSCP minutes 9th October 2023, and possible changes to waste management contract & street enforcement policy from August 2024.</p>	

Item 1: Chair’s Welcome & Introductions / Approval of last minutes

- 1.1 KB explained that Harriet Bradley had stepped down as the resident’s group representative, and Fiona McVey is the temporary representative for all groups until a replacement is appointed. KB is, in essence, standing in for Fiona McVey today, who had conveyed her apologies.
- 1.2 Last minutes approved

Item 2: Updates on Actions on last minutes

2.1 **Update item 3:** Behavioural References: Jon Hickey stated that he has received seven student references so far, none of which contain information regarding student behaviour. This poses a challenge as the licensing requirement mandates a specific reference from the University that includes details about student behaviour. This situation puts landlords in a compromised position. Both UOB and UWE provide references limited to confirming on-time rental payment and the absence of debt or rent arrears.

HQ – Asked JH to refer the request to her directly and she will respond as appropriate

Action 1 - HQ to review the 7 requests for references from JH and update on UoB reference policy changes.

- 2.2 **Update on Item 4 :** SH stated that Op Beech will continue using the same phone and no messaging service will be available at this time.
- 2.3 **Update on Item 5:** MD on behalf of CS - NET are unable to disclose details in regard to open cases. However, it was noted that several promoters and landlords are currently under investigation as part of this ongoing process. This effort aims to target professional student house parties in conjunction with UOB student investigations and referrals.

Item 3: Op Beech update

3.1 SH provided an update regarding Op Beech. Op Beech initially ran from September to December 13, 2023. After securing funding approval from UoB, Operation Beech recommenced on January 17, 2024.

Figures for Op Beech during last term:

October : 35 callouts

November : 21 callouts

December : 11 callouts

In instances when Op Beech is not operational, the public is advised to contact 101 for non-emergencies and 999 if they feel threatened. Additionally, they are encouraged to inform the relevant enforcement agency, such as the BCC Neighbourhood Enforcement Team.

Item 4: Students on the Move update

- 4.1 JB provided an overview of the 2023 SOTM campaign, emphasizing the following key points: Educate – Sell – Donate – Recycle – Dispose

The campaign focused on these key actions to manage waste effectively.

Increased Bins: The number of bins was increased from 40 to 45, strategically placed in residential hotspots where fly-tipping had occurred.

Leaflet Distribution: 2500 leaflets were distributed in collaboration with residents, various groups, agents, and landlords.

On-Campus and On-Street Engagement: Active participation in on-campus events at UOB/UWE and engagement in on-street activities with high footfall.

Recycling Centre Access: Students were granted regular access to recycling centres during the move-out phase.

Waste Collection Success: The campaign resulted in collecting 71 tonnes of additional student waste compared to the 62 tonnes collected the previous year.

Cost :The campaign costs were split between UOB, UWE and BWC.

Positive Feedback: The campaign received positive feedback with only two complaints on record.

2024 Strategy: The strategy for 2024 includes lamppost education based on survey feedback, distribution of literature, and addressing the initial buildup of waste observed in the previous year.

Sustainable Waste Collection: To enhance sustainability, an electric vehicle will be used for waste collection, with a particular focus on e-waste, aiming to reduce the number of trips required.

- 4.2 GP acknowledged the effectiveness of the campaign and requested more lead time for briefing material delivery, distribution, and education.

JB, in response, highlighted staff cuts in her team and explained that lead-in times will be considered in terms of staff commitments.

- 4.3 SS inquired about the possibility of preparing distribution material for 1st Year Kitchen Staff Talks training in early April to align with Move Out Campaign dates and Student Delivery Talks starting on April 14, 2024.

- 4.4 TH thanked the SOTM team and raised two points for consideration :

Charity Bins and SOTM Bins: TH noted that Charity Bins managed by the British Heart Foundation (BHF) and SOTM bins often receive materials not designed for them.

International Students Leaving – Waste: TH highlighted concerns about international students leaving private halls, like Tamarillo House, in July/August, and leaving behind items in good state that could be reused.

JB confirmed ongoing dialogue with BHF and BWC on improving recycling and reuse effectiveness.

JB mentioned an ongoing dialogue with BWC to address these issues. They also requested universities to provide a list of private student halls for educational and distribution purposes.

GP agreed to follow up with BWC on recycling initiatives, including recycling of furniture and IT products, outside of the meeting.

Action 2 - JB to consider earlier lead times for delivery and promotion of SOTM materials and to consider private halls/ international students for the rollout of student move out campaign, and report back at next BSCP.

Action 3 SS to forward a list of student private halls to BWC, to assist with education and international student move out campaign.

Item 5. Update on 'Private Tenant Information Pack'

5.1 HB confirmed ongoing efforts to develop a comprehensive tenancy guide. This guide will now be condensed into a smaller-scale student information pack, focusing on managing tenancy in private accommodations and fostering awareness of student responsibilities.

SS requested timely completion of the leaflets for April's 1st-year Move Out Kitchen Talks. HB, however, suggested that the delivery timeline would likely extend to July 2024.

The information will be available in digital form on the BCC website, with a QR code available for easy access. Users can also download and print hard copies if necessary.

TH requested early delivery of literature to be distributed to councillors for public dissemination.

5.2 HB informed the group that the HMO mapping website (Pinpoint) had withdrawn agent and landlord details, allowing residents to access this information only by submitting up to three email request applications at a time, providing reasons for needing the information.

GP raised concerns and requested more details about the process and who initiated this decision. HB agreed to provide further details in due course.

HB - The PHS has received direction from their Data Protection Team to eliminate personal data from the public register. This action is prompted by the potential risk of a data breach, as information previously accessible on Pinpoint could be correlated with other available data through the extraction of underlying data layers. Such extraction could enable the identification of an individual or a class of individuals. Consequently, names and addresses of landlords and agents will continue to be withheld from the information accessible via Pinpoint, as the utilization of Pinpoint to furnish details from the public register is not a legal requirement.

5.3 Besides, an ongoing IT error persists, specifically concerning the reinstatement of house numbers and address information. Efforts are underway to resolve this issue but in the meantime, interested parties have the option to email Private Housing Team to request this information.

5.4 TH highlighted an additional service, Pinpoint Plus, available to councillors. This enhanced service provides access to letting agent and landlord data separately from the standard local Pinpoint access.

SS stated that he had requested access to this service over 12 months ago. However, PHS legal services informed him that they would not allow access on grounds of Data Protection.

HB states that if Police or University require detail of agent /landlord in response to a complaint of noise/waste or ASB then to contact or email PHS direct and the information will be provided upon proper request.

AN argued that BCC needs to address and rectify this issue, as it infringes upon the rights to democratic life and the requirements under HMO licensing. The public should be able to share the known names and addresses of landlords and/or letting agents for matters related to noise, waste, ASB, and compliance with the license.

SS questioned the primary function of the HMO website, which was originally designed to allow the public to view landlord and letting agent details, and he doesn't understand why this function has been taken away.

Action 4 HB to identify and report back to GP and before the next BSCP on who made the decision for landlord details to be removed from pinpoint.

Action 5 – HB to report back on turnaround time for fixing the IT error on pinpoint re address details.

Item 6: Joint Engagement Team

6.1 GP explained that a joint working partners meeting had been scheduled following the last BSCP, with the majority of departments in attendance. However, NET did not participate due to last-minute absence.

The focus was on joint working practices and identifying departments that could assist and collaborate, subject to constraints, whether staff-related or budgetary. Additionally, there was an emphasis on working towards organising a separate residents meeting where residents could share views and ideas with agencies.

JW stated that extending the invitation to the RAs after their initial meeting is a good idea and one that may bring all RA groups together.

AN stated that setting up a series of RA meetings every other month would bring greater synergy between groups but feels the process is led far too much by the university. SS noted any BSCP member can submit an agenda item to the chair.

SS/HQ explained the purpose of the working group and directed the question to AN, specifically referring to the TOR (Terms of Reference) working group principles – which remain open to feedback.

JW also stated that the RAs need to communicate more closely. No one should have an aggressive tone of voice; rather, they should be more empathetic towards one another. It is essential to listen to both sides, engage in more face-to-face conversations, and recognise the need for RAs and universities to collaborate.

GP stated that civility and tone are important for effective collaboration. He highlighted challenges within infrastructure regarding funding and resources. GP suggested that the university had taken on additional responsibilities due to a lack of resources and funding from the council. The university has adapted and been flexible to a greater extent than expected.

Item 7 : VC working group

- 7.1** SS stated that there will be a smaller group of residents coordinated by the RA representative. The purpose is for a small number of RA reps to collaborate with the University to address issues raised in its December residents' meeting. The properly appointed university representative from relevant operational areas would assist, discuss, and work through those arising issues. HQ explained that the idea of discuss university policy with key UoB operational stakeholders, including SRS, promote understanding, and find potential solutions to challenges. The Terms of Reference for the group had been shared with residents and HQ welcomes feedback. It is for the residents to propose up to 4 individuals to join the group.

Item 8: UWE end of year report + Q&A

In light of the apologies made by ED, SS invited the attendees to pose any questions they might have, to be directed to UWE.

No questions were raised.

Item 9 : A.O.B

- 9.1** SS stated that due to Harriet Bradley stepping down as the RA representative and Fiona McVey temporarily taking on the role, a scheduled meeting between SS and FM is in place.
- 9.2** FM conveyed to SS that there is a resident meeting on 19/2/2024, where all RAs are coming together to discuss ways forward. Subsequently, the RAs may come back to SS with their proposed actions.
- 9.3** AN asked why no Student Resolution representative had attended the meeting to explain and update on the reasons behind the changes. He perceived it as lacking transparency for staff, students, or the public.
- HQ explained that part of the reasoning behind the new VC working group was to facilitate RA reps meeting with and discussing ideas and concerns with key UoB operational stakeholders within key departments, including SRS.
- 9.4** AN stated that he wished to put on record that points 3.3 and 3.4 from the last meeting on 9/10/2023, which contain comments from CS regarding bins on the street and enforcement, suggest a contradiction in terms. Additionally, AN mentioned that there might be a change in the bin contract in August 2024 concerning bins on the street and enforcement.
- GP also raised the fact that BCC Neighbourhood Enforcement was due for a 6-monthly review and required a formal written response from CS regarding points 3.3 and 3.4. This response is expected by the next full council meeting and the next BSCP meeting.
- 9.5** AN asked if the university want SS and the CLO to go back to a community liaison role without enforcement of rules. AN conveyed that SS has positively transformed the community situation within 12 months. If we were to revert, it would mean moving backward rather than forward, and that is not what the residents want. UoB confirmed the University will continue to address community misconduct in line with the student disciplinary regulations.
- 9.6** AN referred to pages 16/17/18 of meeting's papers; the written responses to the Q & A from the RAs meeting with HQ on 30/11/2023.

AN commented on the reference to students as 'citizens'.

"[...] the behaviour at issue is ultimately committed by individual adults residing in private accommodation. It is important to remember there is no legal basis of any rules we have relating to how adults, for whom we have no duty of care or obligation for supervision, behave in the community."

(BSCP 9th Oct Agenda & Papers pp 16-18)

AN suggests that this statement is not correct and that the university should have a duty of care for the students, even though they are adults and private citizens. He agrees that he and the residents want to see students as citizens and equal members of the community, but he and the residents he represents would suggest that the university should take some or more responsibility.

HQ explained that the VC working group initiative indicates that the university is taking these issues and their responsibilities seriously. These meetings aim to address concerns comprehensively and foster a more well-rounded understanding of community issues.

GP thanked all for attending the meeting

Action 6 - CS to attend next BSCP to discuss comments of 3.3 and 3.4 of BSCP minutes 9th October 2023, and possible changes to waste management contract & street enforcement policy from August 2024.

Next meetings

14.00 – 15.30 – 22nd April 2024 2pm -3.30pm

Monday 29th July 2pm -3.30pm

Monday 7th October 2pm -3.30pm