

Bristol Student Community Partnership (BSCP)

ONLINE

Minutes: Monday 29 July 2024

<p>Attendees:</p> <p>University of Bristol (UoB) Liam O'Shea (LO); Head of Public Affairs and Deputy Chief of staff Steve Smith (SS): Community Liaison Officer Phaedra Karaoli (PK): Community Liaison Coordinator</p> <p>University West of England Sharon Evans (SE) – Head of Security and Community</p> <p>Councillors Cllr Guy Poultney (GP), Cotham (Chair) Cllr George Calascoine, (GC) Clifton Down</p> <p>Bristol Waste Company (BWC) Sarah Burns (SB)</p> <p>Bristol City Council: Private Housing Service (BCC PHS) Hayden Berry (HB) Heidi Stillwell (HS) Amelia Rutherford (AR)</p> <p>Bristol City Council Neighbourhood Enforcement Team (NET) Chris Swinscoe (CS): NET</p> <p>Community representatives Fiona McVey (FM) – Residents' Associations Temp Rep Anthony Negus (AN) Derrick Colier (DC) Dr. Jill White (JW)</p> <p>Landlords/Letting Agents John Hickey (JH)</p>	<p>Apologies:</p> <p>Hannah Quinn, UoB Cllr Paula O Rourke Cllr Serena Ralston Inspector Jon Scott: Avon and Somerset Police Sian Harris: University Police Officer Jon Mallinson: BCC PHS Onn Kee Davis: BCC PHS Pippa Barry: Penlane Landlords Ben Pilling – UoB Student Union Executive</p>
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Agenda

1. Welcome and introductions – Cllr Guy Poultney (chair)
2. Approve last minutes
3. Op Beech update – Sian Harris (5mins)
4. SOTM / BWC Update – Sarah Burns/ Alex McKie (10mins)
5. UOB update, inc. Annual Report – Steve Smith/ Hannah Quinn (10 mins)
6. UWE update, inc. Annual Report (5mins)
7. Discussion re new proposed meeting schedule – Cllr Guy Poultney (20 – 30 mins)
8. Council Approved / universities letter – Cllr Guy Poultney and NET
9. A.O.B.
 - A) Resident Community Newsletter
 - B) HMO Gov Pinpoint Website
 - C) Love Where You Live Campaign

Item 1: Chair and welcome and approval of last minutes

GP welcomed new Councillors to the forum.

Item 2: Update on Actions on last minutes

Update on Action 1:

LOS stated Hannah Quinn will confirm named contact for student references shortly. Resources would join other reference materials on UoB website.

JH enquired about UWE's response to the student referencing issue and were they going to follow UoB.

SH has not yet heard back from the accommodation officer and will provide feedback once she has more information.

GP noted there has been some restructuring at UWE, which has caused some delays.

Update on Action 2: No update

Update on Action 3: SS thanked HB and BG for creating the new tenant information pack, highlighting that it contains highly relevant information for students, including important do's and don'ts.

HB confirmed it is now with PHS legal sign off team and expect it to be produced for September ready for Welcome Week publication on 9th September 2024.

Update on Action 4/5: HB to provide further update in October BSCP

Update on Action 6: UWE provided 2022 –2023 annual report and circulated in papers

Update on Action 7: To be discussed in agenda item 5.

Update on Action 8/9/10: To be discussed in agenda item 5.

Item 3: Op Beech updates

SS apologised for SH's non-attendance due to operational duties but provided figures for Op Beech call outs and comparative years.

The actual splits in post code areas are covered in the CLO annual report.

Total 2021 2022	Total 2022 2023	Total 2023 2024	July 2023	Aug 2023	Sept 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	June 2024
124	203	178	10	0	13	35	21	12	13	25	19	6	21	3

SS commented on the trends during Student Halloween/Fireworks Nights.

- October 2022: 110 reported incidents, with 97 attributable to UoB students
- October 2023: 65 reported incidents, with 52 attributable to UoB students

There has been an emerging trend in the UK during October/November for social gatherings over the Halloween/Bonfire weekends. SS stated there has been more emphasis on the student education and communications programme, alongside a concerted push by the CLO to change this cultural behaviour.

Further re-education efforts are required for the 2024–2025 season. The CLO intends to address this by engaging within the local community at student trade stand events and utilising improved intelligence to direct Op Beech patrols more effectively.

Item 4: SOTM/BWC Update

SB identified the headlines:

- Delivery of 45 x 1100 litre bins in strategic locations across the city.
- Delivery 6 days per week, including Saturdays.
- Distributed 1700 educational booklets.
- 790 student interactions.
- 111 resident interactions.
- 3 UOB community education events.
- 3 UWE community education events.
- No major complaints reported.

FM reported that the campaign was better than some previous years, noting that not all waste was student/landlord-related, with some being commercial fly-tipping.

FM expressed concern over the number of large items, such as mattresses, being fly tipped this year, potentially by landlords. Requested BCC/NET to consider monitoring bins with CCTV/surveillance on future SOTM bins.

FM suggested that SOTM bins be collected every day in 2025, including weekends.

FM raised the issue of student black bins not being put out on the last move-out day, proposing that collections should consider this scenario.

SS explained that the SOTM educational programme includes student instructions for the last bins to be put out, before they leave the property for good, as it is the household's responsibility, not the landlords.

CLlr GC identified predominantly student waste being fly-tipped adjacent to SOTM bins.

SS responded that all reported fly-tipping incidents are sent to NET for investigation.

SS indicated that although there were few reported incidents of identified student properties responsible for fly-tipping, five key locations with SOTM bins located produced heavy fly-tipping and was reported to the UoB community team, and in turn these incidents were reported to BCC NET for investigation.

These locations were identified as:

- Alma Road
- High Kingsdown
- Hampton Park
- Oakfield Place
- Thorndale Mews

JW explained that she had a meeting with BWC/UOB and CLlrs regarding fly-tipping and waste management. JW praised Alex McKie of BWC for her efforts to address issues within Cotham Hill/Hampton Park.

CS stated that because of SOTM, all 45 x bin sites were visited on 1st July 2024 to investigate suspected fly-tipping, which resulted in:

- Identifying 18 x public individuals suspected of fly-tipping.
- Data protection requests for information on 13 x UoB student names relating to suspected fly-tipping.
- Identifying 1 x landlord under investigation for suspected fly-tipping.

CS explained the BCC NET team need to prove beyond reasonable doubt who is responsible for fly-tipping and once investigations are complete, he will be able to update at the next BSCP meeting.

DC confirmed with CS that one landlord is under investigation for fly-tipping.

GP feedback suggested that residents were generally happy with the SOTM campaign but requested an action review after meeting with BWC for debriefing purposes.

Points to include:

- Responsibility for the collection of student bins left uncollected on move-out day.
- Weekend SOTM delivery timing.
- Increased SOTM waste collection.

- SOTM 1100 litre bins strategically placed year-round.
- Post-scheme general BWC check a week later to ensure no further fly-tipping.
- Road sign anonymity and directions for waste disposal.

Action 1: GP to provide feedback to the BWC meeting for 2025 planning of the SOTM campaign.

GP requested thanks to Alex McKie of BWC for her individual efforts towards the SOTM campaign, seconded by JW and DC.

SB to pass on that appreciation and note the feedback for the 2025 SOTM campaign planning.

DC explained that the landlords and agents should be more involved with the SOTM move-out process and assist with move-outs. He and other residents are willing to assist students who are educated and engaged with the community, but he believes many residents would be reluctant to help those students who have not engaged with the LWYL and SOTM campaigns.

JH advised the forum that his students are briefed a month before moving out to plan their move-out process. He charges £10 per bag of waste left at the property, deducting it from their deposit. This system works well and is similar in cost to commercial waste disposal.

Item 5: UOB update including annual report

SS reports although full reports not yet finalised – headlines are that there were 261 incidents attributable to UOB Students between July 2023 – June 2024, which was a reduction of approx. 37 % on last year.

SS observed a significant decline in student noise incidents, believed to be attributable to a consistent and robust approach where each incident is addressed immediately from the first occurrence for each household, with education and thereby preventing repeat cases.

AN asked whether the figures are consistent and accounted for accurately over the years and inquired about the number of incidents escalated to SRS. SS confirmed that all details are included in the 2023-2024 report and confirm that 59 x students had been referred to the Student Resolution Service Decision Makers which resulted in the following University of Bristol decisions for student misbehaviour, with no students appealing – demonstrating robustness of approach.

- 23 x students fined £250
- 2 x students fined £200
- 2 x students fined £150
- 13 x students Acceptable Behaviour Agreements
- 11 x students fined £150 suspended for 12 months
- 2 x student case – No further action – advice only given
- 6 x students formally cautioned

In most cases a direction was given to the students with a further written undertaking made to not hold any house parties during the rest of their university career. Additionally, SS noted that the figures for June and July are strikingly low compared to previous years.

FM suggesting that the decline might be due to a recurring change in student behaviour. In 2020, after the pandemic, students tended to stay in Bristol during the summer holidays, which continued in 2021. Recently, there has been a shift, with more students deciding to leave Bristol or go traveling during the summer, leading to that drop in numbers.

Item 5: Student References

LOS reported on the UoB protocol for student references, which will soon be available on the student accommodation and Community Liaison Accommodation website pages under Landlord References.

JH asked UWE about their protocol for student references. He noted that a significant amount of time has passed, making it difficult for landlords to take on UWE tenants without proper UWE-supported references.

SE will pass the matter to the UWE accommodation office.

Action 2 - SE feedback update to BSCP at next meeting

Item 5: UoB on Student Waste Regulations and VC Working Groups

Waste Regulations:

LOS informed the forum that student waste issues have been inserted into the 2024-2025 Student Rules and Regulations.

VC Working Groups:

LOS explained that the delay was due to the loss of one facilitator, but a new facilitator has been identified and the VC working group meetings are back on track.

LOS stated the VC initial scoping meeting with the facilitator, VC team, FM, Ant Draper, and Trish Franey will be on the 8th of August 2024.

Two subsequent meetings (dates TBD) will involve wider community group participation:

- One meeting will focus on process issues with Legal Services, SRS to examine, for example, Evidence Thresholds.
- Second meeting will focus on engagement meetings with the Students' Union, Communications Department, Stakeholders, and Content Holders.

Other later proposed meetings will focus on more aspirational themes, including consideration of a Community Charters.

AN sought confirmation of the meeting structure and participation opportunities.

LOS confirmed there will be ample room for residential and community participation following the initial kick off meeting, and that residents should liaise with FM in the first instance.

Action 3 - HQ/SS to update BSCP at next meeting on progress

Item 6: UWE report and updates

SE apologised for the report not being available at the earlier BSCP as requested. There have been changes within thin UWE structure which had delayed production of the report. Nevertheless, GP thanked UWE for producing the 2022-2023 annual report, which is available on their website and was circulated prior to the meeting for those to view and consider any questions. The 2023 –2024

UWE report will not be available for viewing until after August 2024 as this is when the year for UWE ends and completion of such reports.

SE informing the forum of the following:

- Two full-time police officers are now in post.
- Emma Dent has transitioned to a new role, no longer serving as community liaison.
- Incidents reduced from 545 to 525, with reductions in all areas except waste.
- Collaborating with the South Gloucestershire waste team to reduce waste for 2024.
- Issued 12 ABAs and Council CPW notices for two major house parties.
- 92% of student properties and complaints are within BS16, close to UWE Frenchay campus; 8% are in wider Bristol.
- Two fly-tipping complaints from students in Cotham have been resolved.
- Door-knocking relevant UWE premises in September to advise on waste, noise, and ASB issues.
- The 2023-2024 report will be finalized in August.

Action 4 - SE to provide 2023 -2024 annual report in time for the next BSCP meeting

Item 7: Bristol City Council Private Housing Sector Tenant Pack Update

HB updated the forum on the newly published Bristol City Council Private Housing Sector Tenant Pack.

SS thanked BCC and Becky Gale/Hayden Berry for completing the tenant pack, which will provide useful advice to all potential tenants on renting property in Bristol. The pack will be distributed by BCC PHS and UoB CLO to student letting agents and interested private landlords.

It will also be approved for placement on the University of Bristol Community accommodation pages and BCC Private Housing Sector home pages.

Action 5: HB to provide a copy of the document in time for the next BSCP meeting.

Item 8: Discussion re new proposed meeting schedule - GP

GP shared and identified various meeting structure proposals at last meeting and people had time to reflect and view the proposed papers distributed with the agenda papers.

FM stated that their residents' groups were extremely reluctant to change anything now as they felt they had a direct access via the BSCP and VC working group meetings alongside their normal meetings with the CLO. They agreed that Community Forums could be a good idea and suggested that this should be proposed in isolation of any other current meetings.

AN stated there would potentially be merits in community groups but currently not to change things until the outcome of the proper VC working group meetings and the residence responses and activity alongside the VC working group meetings and BSCP meetings. It maybe then that the residents' groups respond positively to that proposal.

DC stated since the meetings and current working practices are working positively, he suggested they be consolidated and not changed at this time.

Action 6 - GP to commence community forums asap and feedback on its response for next BSCP meeting

Item 9: Council approved /University letter -GP and NET

GP explained there had been an agreed generic council/UoB warning letter that could be used and served as a deterrent for antisocial student misbehaviour. GP was awaiting legal sign off on the document being released which would assist the CLO and Council in derogation of their duties.

Action 7 - GP/SS to feedback on its response at the next BSCP meeting

Item 10: U.O.B

- **UoB - Resident Community Newsletter**

SS agrees to trial alongside his CLO quarterly reports an inclusive quarterly resident newsletter. Residents can request items to be placed in the newsletter and the UoB and joint partners can also request items to be placed within the newsletter – SS suggesting the first roll out of a newsletter in October 2024.

- **HMO Gov Pinpoint Website**

AN dissatisfied with PHS response from last BCC re HMO Gov Pinpoint website and AN suggested the response should be strongly challenged and considered for change as the information required via Pinpoint should be there to assist public and university bodies in derogation of duties.

AN stated that the HMO website should enlist the names of Landlords and agents but does not need to include Landlord and Agents other personal information. There should be a requirement for public to be able to identify and locate the landlords /letting agents for issues such as objections to planning applications, antisocial behaviour issues, HMO licencing issues etc.

A.N. does not feel this is matter of GDPR when it requires only names and no other personal; information and this basic level of detail should be afforded to the public.

DC reports how he is now unable to find details for planning application details of names of Landlord and letting agents. He now understands his requests must be put in writing by email max of three requests per email, and he can wait over a month for response times until recently that information was at hand in public domain on a website and was easily accessible 24/7. HB explained a hard copy could be purchased at £94.97. SS explained this is not updated and will be out of date within a short period of time.

DC commented on additional inaccuracies on Gov website with some HMO not even listed or published – so how does he know what property are HMO which should be listed?

SS explained there is a Pinpoint Plus version which has a level of data that could potentially be easily accessed, affording more than basic personal information and would, in effect, breach GDPR. SS explained that this is not required, and the level of detail required by all is basic public information – i.e. license category, license expiry, name of landlord, managing agency, and occupancy of property.

Action 8 - AN will follow up with letter of HMO Gov Website review and to feedback on its response for next BSCP meeting

Action 9 - HB will take comments back to Senior management Lynne Miller GDPR – Onn Kee Davies and her manager for further response and to feedback on its response for next BSCP meeting

- **Love Where You Live Campaign**

AN explained that he wanted to see the LWYL campaign as university mandatory training. He suggested that the details should be delivered individually to all students via online portals, emails, social media platforms and followed up by the door knocking, campaigns etc

SS explained that the educational programme is ready for the LWYL campaign and is strongly delivered each year combined with student comms messaging, supported by the VC Welcome address from both universities.

AN suggested that when that messaging has been delivered it could then be used as evidence when supporting student misbehaviour and used as part of the CLO investigation/ decision makers discipline process.

FM suggested that this mandatory training would be one of the topics for discussion at the VC working group and it should be reported on after those meetings have taken place.

Action 10 - FM/SS to feedback on its response for next BSCP meeting

New Actions Summary from BSCP meeting 29th July 2024
<ol style="list-style-type: none">1. GP to feedback to BWC meeting for 2025 planning SOTM campaign2. SE to provide feedback to BSCP regarding any updates on UWE Landlord/Student references3. HQ/FM to update BSCP on progress re. VC working group meetings4. SE to provide UWE 2023 -2024 annual report5. HB to provide copy of the Private Tenant Pack to all BSCP forum partners by email prior to next BSCP meeting6. GP to commence community forums and provide feedback on its response to the next BSCP meeting7. GP/SS to provide feedback at the next BSCP meeting on Council /University warning letter8. AN to follow up with letter to BCC PHS regarding the HMO Gov Website review and provide feedback on its response at the next BSCP meeting9. HB to take comments regarding the HMO Gov Website review back to BCC PHS Senior management team including Lynne Miller, GDPR – Onn Kee Davies and her manager for further response and to provide feedback on their response at the next BSCP meeting

GP thanked all for attending.

Next BSCP date

7th October 2024, 2pm-3.30pm

