



Community Liaison Group meeting

17 July 2019, 6-8pm

The Hawthorns

Attendees

Joni Lloyd	UoB
Alison Golden-Wright	UoB
Rich Barnston	UWE
Anthony Negus	Councillor
Carla Denyer	Councillor
Clive Stevens	Councillor
Sgt Jon Scott	A&S Police
Richard Barnes	Oakfield RA
Andrew Waller	The Noise Pages
Hannah Loach	Highbury Residents Association
Fiona McVey	Chandos Neighbourhood Association
Annette Tinsley	Christmas Steps Art Quarter
Dawn Shorten	Christmas Steps Art Quarter
Charles Sterling	Resident
George Bemrose	SU Student Living Officer
Georgia Preece	Community Ambassador
Christopher Jefferies	CHIS
Peter Symes	RARA

Agenda

- Welcome, housekeeping and introductions
- Party organisers, Move in/Move out – Cllr Negus
- Update from UWE – Rich Barnston
- Operation Beech – Sgt Jon Scott
- Update from University of Bristol – Joni Lloyd
- Close

Party organisers, Move in/Move out waste – Cllr Negus

Cllr Negus has been investigating Bumble, which is a dating app, that also offers a service to promote student house parties.

Red Bull does a similar thing and have applied for a TENS licence for one house party which was rejected.

Bumble employ UoB students as Ambassadors and their task is to recruit other students to hold house parties. Bumble provide merchandise and possibly there is a payment involved. Ambassadors get paid by results. Bumble made it clear that they had no knowledge of University rules or sanctions

Joni has contacted UoB legal team to find out where we stand legally and if the University can intervene in a student's choice of employment. If evidence or information arises during a disciplinary procedure to suggest professional party promoters have been involved, Joni passes this on to BCC.

Cllr Negus has received a number of complaints about the state of waste and recycling management in his ward, particularly around the recent student move out at end of tenancy. The Mayor and Bristol Waste Company state that additional collections were provided at student move out at a cost of £2956. He raised two questions at Full Council Meeting and is seeking endorsement from the group around his request for BCC to instigate enforcement and fines for waste and recycling mismanagement. This would be for all citizens not just students. The group agreed with Cllr Negus's proposals.

Update from UWE – Richard Barnston

Rich Barnston is Head of Security at UWE and has taken over the Community Liaison role from Nigel England.

A new Community Liaison Team is in place including a Campus Police Officer. They plan to take a stronger stance around student behaviour in the community and are re-writing the student policy and have introduced Acceptable Behaviour Contracts.

Multiple complaints, either across a time period or all as a result of one issue result in a home visit from the campus Police Officer.

In 2018/19 330 complaints were responded to – 11 resulted in an ABC and only 2 re-offended.

From September students engaging in anti-social behaviour in the community will be fined £1,000. This has been signed off by the VC.

UWE is well supported by Soth Glos Anti-Social Behaviour team and Waste Management.

Also challenging landlords under their Section 8 responsibilities around ASB and drug use in their properties.

Operation Beech update – Sgt Jon Scott

Operation Beech was trialled for two weeks in June, covering a peak time for student parties as exams finish.

This was a test and learn exercise to establish the processes and reporting methods.

The patrol attended 26 requests from the designated area and some from within the vicinity. There has been a positive response from students and complainants.

There will now be an evaluation of the pilot to determine plans to roll out again in September. Feedback from the group to include:

- the times should start later and end later
- UoB should fund NET personnel
- Police should shut down parties completely

Sgt Scott explained that the patrols will deal with situations on a case by case basis and need to risk assess the consequences of putting a large number of students out onto the street vs containing the noise by keeping people inside, turning down music and shutting doors and windows.

A new University Police Officer has just been recruited – PC Sian Harris

Update from UoB – Joni Lloyd

Complaints stats 2018/19

Total complaints: 237 (258) () = 2017/18 comparison

By area:

- Cotham – 17 (27)
- Kingsdown – 17 (23) (incl. High Kingsdown, top St Michaels Hill, Highbury Villas)
- Redland – 122 (134)
- Clifton – 71 (61)
- Central – 3 (8)
- Hotwells – 3 (5)
- Bishopston – 4

By issue:

- Noise – 205 (218)
 - General noise – 127 (116)
 - Party – 78 (102)
- W&R – 36 (47)
- ASB – 21 (19)
- Misc – 7 (4)
- Parking – 2 (2) (not Halls of Residence)

Party complaints by area:

- Redland – 43 (60) Target area – Operation Beech
- Clifton – 18 (15)
- Cotham – 7 (14)
- Kingsdown – 6 (8)
- Central – 1 (3)
- Hotwells – 1 (2)
- Bishopston 2

By outcome:

- Email/home visit – 141 (166)
- Disciplinary meeting with CLM – 91 (76)
- Disciplinary meeting with HSRL – 4 (12)
- Referred to PVC – 1 (0)
- No offence/no action – 1 (3)

Disciplinary action:

- 10 households fined up to £150 per person
- 15 households required to attend ASB Impact Awareness - £50 per person
- 27 households required to write a letter of apology

Total students contacted – 1,331 (1,776)

This equates to approx. 7% of students outside halls of residence (9.6% last year), although some individuals were contacted more than once

By year block:

- Year 1 – 1 (82)
- Year 2 – 796 = 60% (1176 = 66%)
- Year 3 – 460 = 35% (409 = 23%)
- Year 4 – 68 (100)
- Year 5 – 6 (7)

Of the 796 Y2 students, 630 from North Village last year = 79%

North Village is still target area for MO>MI campaign

Joint working protocol with BCC Neighbourhood Enforcement

At least 4 planned parties were deterred by NET intervention

Referred 10 complainants on to open noise complaints with NET – warnings issued, noise app given to complainants, 5 NAN issued, 1 CPNW

Community Impact session

Evaluation of the pilot with Victim Support was positive so this will continue next year. The session was adapted over the course of the pilot based on student evaluation and facilitator feedback. The name will change to Community Impact Awareness.

Students love Bristol

Campaign to reflect the great things about the city that UoB students love and appreciate. Three pop-up stands delivered by Community Ambassadors inviting students to fill out templates or write on a white board and be photographed. Comments and photos uploaded onto Flickr. Linked from web pages.

Move on > Move In

Different approach this year. Trained 128 Senior Residents to cascade information with their cohorts of students. Community Ambassadors facilitated table activities to promote awareness around community living.

SR's reporting speaking to 2,844 students in kitchen talks.

Last year we held stands in 18 residences and handed leaflets to 1,023 students. Very few engaged for long conversations.

Over all 47% of first year students had face to face communication on MO>MI - 54% at North Village

Focus on North Village – 3 pop-up stands held at Transport Hub

Pop-up stands at Badock and Churchill as furthest from Transport Hub

Artwork on U1 bus throughout May and June

Digi-screens in residences on a loop.

Bristol Big Give

Door knocking to promote, along with information on what to do with other waste and Night Line contact details as good opportunity to do wellbeing check-in.

A number of complaints about waste on the streets at tenancy end. Not in door knocking areas except for High Kingsdown – experienced a number of complaints. Can add problem areas to next year's door knocking schedule.

Best Neighbour Award

This will be launched in September. Awards for student and non-student neighbours made twice yearly. Nominations invited Sept – Dec with an award made just after Christmas, and Jan – March with another award made just after Easter.

Staff update

Joni Lloyd will be leaving the Community Liaison Manager role in August. Advised the community-living@bristol.ac.uk email is a shared mailbox and will be monitored until a replacement is recruited.