



Community Liaison Group meeting

11 December 2018, 6-8pm

The Hawthorns

Attendees

Joni Lloyd	UoB
Claire Slater	UoB
Jess Tulit	Bristol Waste Company
Clive Stevens	Councillor
Richard Barnes	Oakfield RA
Andrew Waller	The Noise Pages
Linda Ewles	Highbury Residents Association
Ellie Breed	Chandos Neighbourhood Association
Sarah Cuthill	RCAS
Shaun Wainwright	High Kingsdown RA
Monica Lougee	BCR Street Scene
Nicolette Vincent	Brandon Hill CA
Rose Rooney	UoB Sustainability
Shona Murray	UoB Sustainability
Ellen McKee	UoB Sustainability
Mark Thompson	Victim Support
Amanda Corp	Neighbourhood Enforcement
Rob Harris	RCAS
Alison Bromilow	RCAS
Peter Symes	Richmond Hill RA
George Bemrose	Community Ambassador
Beth Clydesdale	Community Ambassador
Sarah Taylor Knight	Community Ambassador

Georgia Preece Community Ambassador

Daisy Hall Community Ambassador

Agenda

- Welcome, housekeeping and introductions
- Bristol Big Give – Rose Rooney
- Update from UWE – apologies
- The Noise Pages – Andrew Waller
- Update from University of Bristol – Joni Lloyd
- Current issues
- Close

Bristol Big Give

The Big Give campaign is a collaboration between the British Heart Foundation, University of Bristol, University of Bristol Students' Union (Bristol SU), University of the West of England, UWE Students' Union (UWESU) and Bristol Waste Company and is part of the Love Where You Live campaign which helps to build relationships between the student body and the local community, as well as improve sustainability in the city.

Every year, the partnership runs a waste campaign to remind students of their responsibilities when moving out of their accommodation and encourage them to donate unwanted but reusable items to charity.

This year, the campaign ran from 20 of April until 26/27 July. Twenty temporary clothing banks were placed in publicly accessible locations as well as on UoB and UWE sites.

This year's donations raised up to £358,960 for the life-saving work done by the British Heart Foundation and other local charities as well as preventing tonnes of waste from ending up in landfill sites.

Feedback:

The bank outside Sainsbury's on the Gloucester Road / Zetland Road junction attracts graffiti, fly-posting and fly-tipping. This was raised at the wrap meeting and an alternative location will be sourced if permission is granted. This bank produces one of the highest yields so is beneficial to the campaign.

Once the banks are removed people continue to leave items in their place. This was a piece of useful feedback we had not been aware of.

For the full report see attachment

Update from UWE – apologies sent due to an emergency situation.

The Noise Pages

I live in Redland, near the Chandos Road area. I've been affected by student noise to some degree over several years, but it was two large, loud, late-night parties in March that made me feel I needed to do something. As a journalist by background, I decided to set up a website, www.thenoisepages.com, to collate information about noise and its impact and to try to persuade organisations such as the university, the council and the police to provide better responses.

The website focuses exclusively on student noise because it has certain characteristics, and because there's an organisation in the background—the university—with an applicable set of rules and disciplinary process. Also, almost all of the noise I've personally experienced or observed in this area over the years has involved students rather than others.

I knew that, to stand any chance of success, the effort would have to be community-led, and so one of my aims from the start was to make contact with local residents' groups and try to "join up" the conversation. I have good contacts with the Chandos Neighbourhood Association, Redland and Cotham Amenities Society, Highbury Residents Association and Hampton Road and Cotham Hill Residents Group

The website got off to a slow start—in March, the "noise year" is almost over. So there wasn't a lot of activity to report in the remainder of academic 2017-18. I used the summer break to research the legislation available to deal with noise. I found there was no lack of law—the problem was that it just wasn't being enforced.

I also redesigned the website for the start of 2018-19. "Version 2" of the site has been running since mid-September. It has had about 11,000 visits and I assume that students account for a significant number of these. I also set up an email newsletter. This now has about 175 subscribers, up from about 30 at the start of term.

I've reported on 50+ noise incidents this academic year, of which 30 are parties, 14 were general noise connected to an address, and a handful were street noise by people going to or from the pubs. As we know, it's difficult to report street noise because we usually can't identify who is involved, but I reckon that in aggregate these cases probably disturb more people than parties.

My numbers aren't directly comparable with UoB's statistics because Joni counts complaints, whereas not all the incidents I record result in complaints, although most do. A few also involve students from UWE, not UoB. Also, the area I'm focused on most is the Chandos area, Woodfield Road, the streets around Waverley and Ravenswood Roads, and Highbury Villas.

Initially I identified noise incidents simply by walking through the area at around midnight. If I came across something that seemed likely to be causing disturbance, I went back next day and put flyers through local letterboxes, inviting anyone who was affected to contact me. This usually produced responses. The comments I've

received back show clearly that noise is more than just an annoyance, in many cases it's a source of distress, or harm. As the site has become better known, residents often email me directly about incidents, and I do less "walking around" than I used to.

As to my impressions of the term, there were a lot of noise incidents at the start, as we've come to expect. In the Chandos area, we seemed to hit "peak noise" on Hallowe'en, which was a midweek night. But that seemed to be followed by quite a sharp drop-off—whether more than in previous years, is difficult to say

The website certainly got noticed by the media. The BBC, Guardian, Bristol Post all covered the story and I've been interviewed by five student reporters from publications such as Epigram and The Tab. I hope all this attention encouraged people to think about noise. Most of the articles also highlighted the university's new system of fines, so presumably UoB benefited too.

I found that residents differ quite a lot on their reaction to noise. Some are bothered by it and some aren't; some report it or complain about it, and some don't. This can cause a problem when students notify neighbours of plans to hold a party. Some neighbours might go along with the idea, but they are speaking only for themselves. Other neighbours might complain.

My "findings" indicate various problems. Who's involved in the noise "story"? It's Students, Landlords, University, Council, Police.

Landlords are definitely flying under the radar. They have legal obligations to try to prevent anti-social behaviour in their properties but they not being closely "policed" by the council, which regulates HMOs (houses of multiple occupation). I had a long correspondence with the council's Private Housing team which showed they see enforcement as a last resort. I need to return to that topic, because I do want to encourage residents to complain to landlords when they've been affected by a noise.

Similarly with Neighbourhood Enforcement, the council department that now takes in what used to be called Noise Pollution. It is virtually impossible to report a student party to them, and they no longer offer a public hotline for people to contact at night. In email, an official in the department confirmed they do not deal with "one-off events"—parties. They do offer a process for dealing with repeated noise from the same address. This involves filling in a 14-day noise diary, and I have encouraged a few residents to do this. One waited a long time for a response, another heard back quite quickly. That resident has been provided with the Noise App, which allows you to record noise incidents on your phone and send them to the council. That's interesting, and I will be following how that works in practice.

As for the police, if you call 101, you're likely to be told they don't have powers to deal with noise. This is misleading, because they do have other powers—it's just that they're not being used in Bristol for the kinds of cases we're talking about. I spent quite a lot of time researching the Anti-Social Behaviour, Crime and Policing Act 2014, and in the summer was able to get email feedback from a policewoman in Durham, who was happy to tell me how they're using ASB powers to deal with student events. I've tried to raise this with several police officers locally. Recently I met the new inspector for this area, Lorna Dillmore, and have passed on the Durham

material to her. She seemed quite interested, so I am hoping this will come to something. What residents want is a way to get parties halted when they're happening, rather than ways to complain the day after.

Looking ahead, I want to persuade residents to complain to landlords, not just the university; hopefully continue the conversation with the police; and clarify the policies and practices used by the Neighbourhood Enforcement team. Lastly, I'm well aware that as residents we're talking about students, not to students, and we should be trying to find some way to have a more direct conversation. I may make further changes to the website, and I'm very happy to publish articles by other people.

Feedback:

Questions about the legality of publishing house numbers and whether this makes students vulnerable to burglary: This information is already in the public domain via the council's HMO register.

A Community Ambassador noted examples of student households that had been burgled following their addresses being published on the Noise Pages: there is no proven correlation.

Comments about the website targeting students only, not any other noise disturbance in the area, and students feeling victimised: the website is aimed at tackling student noise

For further information see www.thenoisepages.com

Update from UoB

Complaints

From August to December 2018 I have received 128 complaints.

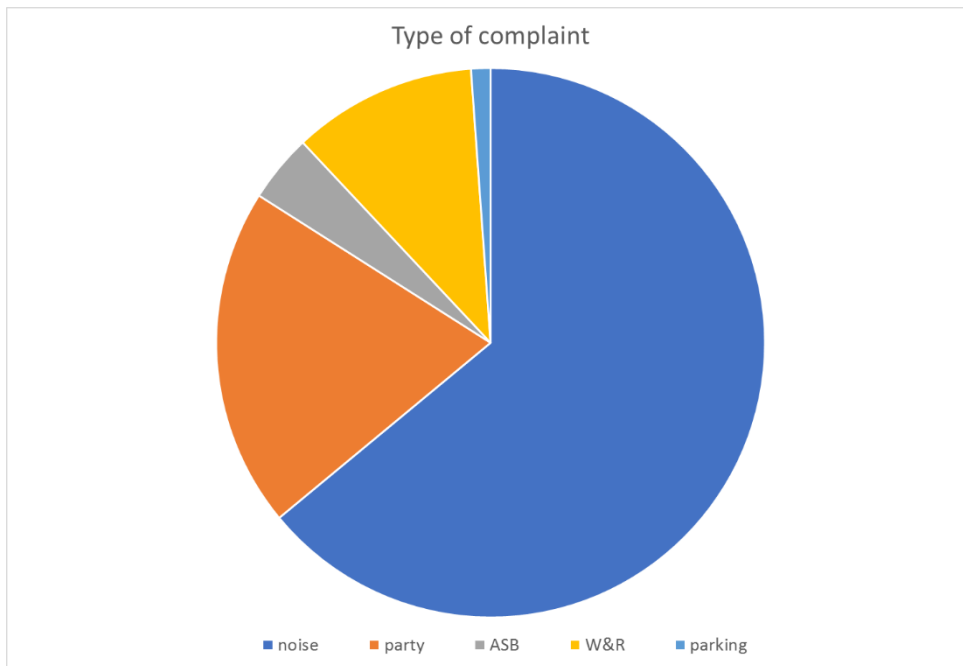
Almost exactly the same as in the same time period in 2017.

By area: () = this time last year

- Cotham – 8 (13)
- Kingsdown – 9 (10) (incl. High K'down, top St Michaels Hill, Highbury Villas)
- Redland – 67 (59)
- Clifton – 38 (42)
- Central – 1
- Hotwells – 3
- Bishopston – 2

By issue:

- Noise – 112 (118)
- Party – 35 (59)
- W&R – 19 (22)
- ASB – 7 (12)
- Parking – 2 (1) (not including complaints surrounding Halls of Residence)



By outcome:

- Email/home visit – 73 (80)
- Disciplinary meeting with CLM – 53 (46)
- Disciplinary meeting with HRL – 1 (1)
- Referred to PVC – 0
- Not UoB students – 14 (10)
- No offence/no action – 1 (2)

The procedure for responding to house parties was made more robust last year so that any complaint which mentions a party triggers a meeting with the Community Liaison Manager. The CLM will discuss all aspects of the party with the students and outline the Local Rules, the complaints/disciplinary procedure, the University's guidelines for un/acceptable parties and the consequences of further complaints. The CLM now has the authority to impose fines of £100 per person at this stage

and/or request attendance of an Anti-Social Behaviour Impact Awareness session delivered by Victim Support at a cost to the student of £50.

To date 12 households been required to attend the ASB session and three have also received £100 fine.

Feedback from the community is that a £100 fine alone is meaningless. Imposing the ASB Impact Awareness session requires students to commit some money, time and attention to the impact of ASB on communities.

Those that don't receive a fine sign an acknowledgement form confirming awareness of the complaint, agreement of actions to minimise noise disturbance and respect neighbours' rights to peace and quiet and awareness of the consequences of further complaints.

Students have the right to appeal. Students from seven households have appealed, a number of which are still in process and not included in these figures.

Total students contacted – 711 (829)

This equates to approximately 3.8% of students outside halls of residence

By year block:

- Year 1 – 0 (25)
- Year 2 – 439 = 62% (503 - 60%)
- Year 3 – 235 = 33% (227 = 27%)
- Year 4 – 33 (67)
- Year 5 – 4 (7)

As we can see second years still account for the majority of complaints.

75% of Y2 students receiving complaints this term, were in residences in our North Village campus last year. This is a big campus but it only accounts for 43% of total first years.

61% of all complaints in Redland (most problematic area) related to second year students who were in North Village last year. If we focus solely on complaints about Y2's this figure is 81%.

The demographic of students at North Village does not represent the national average. 57% of Y2 students who received complaints this term, and were at North Village last year, went to independent schools, including boarding schools (the national average is approx. 7%). The North Village is less integrated with the city than our other Villages and those in catered halls will not have experienced shopping, cooking and recycling their waste. Students who have moved from boarding school to a catered hall to private sector may be least experienced at living in the community.

Claire Slater, Deputy Head of Student Services, noted that North Village has the highest number of first year disciplinary incidences of the three Villages.

This year's Move On > Move In campaign will be delivered to all first year students in residences but with increased focus on students at North Village.

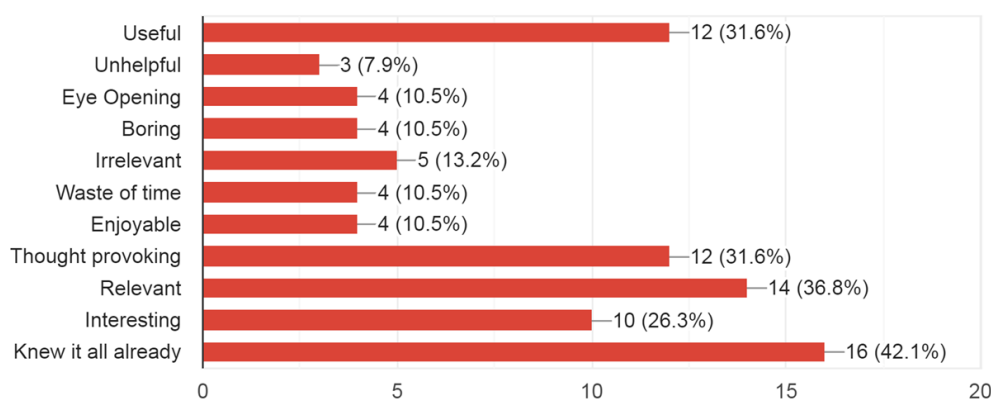
Anti-Social Behaviour Impact Awareness session

This is a new initiative co-produced with Victim Support who deliver the sessions. It reflects the disciplinary tools in residences where students can be required to attend a Fire Awareness or Drug and Alcohol Awareness session which they self-fund.

The session aims to encourage students to see ongoing noise disturbance or house party disruption from their neighbour's perspective. Three sessions have been delivered to date with another to run tomorrow (12/12/2018). This is a pilot project and is being continuously adapted in response to feedback. Evaluation so far has been positive.

How would you describe your experience today? (Please check all that apply)

38 responses



82% of participants agree that they now know more about the impact of anti-social behaviour.

75% agree that it will make them think differently about their behaviour in the future.

Feedback from the session includes the following comments:

I do think that student culture can sometimes be an issue and that communication is key between the community and students. To be honest, I do think students have a responsibility to their neighbours and should be more respectful, because big house parties are inconsiderate. Therefore they shouldn't tolerate it, like they shouldn't tolerate racism, rudeness or discrimination. The fine and course is a great deterrent to stop students being disrespectful. I can totally sympathise with upset residents and I hope to not upset them in the future.

I think it's important to raise awareness of the behaviour and what it means to live in a community but the action the uni takes feels like a punishment and it feels as if more respect is shown towards residents than students.

I think it's clear there is a lack of information for students, neighbours and staff at the uni, which should be rectified to fit in with the wider community, because we love where we live

I think it was interesting to hear everyone's perspective on issues raised and it was really informative hearing about potential health issues and consequences but it didn't help me in how I'm going to behave from this point forwards.

Probably organise parties better. Not necessarily stop having them.

Feedback:

Mark Thompson – Victim Support, noted that students engage well with the session. Some feel that the penalty is too harsh for a first offence and ultimately, most want to become integrated members of the community. We are adapting the session to dedicate some time to advise on how to get involved and how to access the Community Fund to initiate community events or activities.

Move In – Love Where You Live campaign

The Community Ambassador team carried out 9 sessions of door knocking, covering approximately 900 households, speaking to students in their new homes and providing them with information packs:

- Love Where You Live leaflet
- House party advice and noise myths
- Introduction template
- Postcard from UoB and UWE VC's and the Mayor of Bristol
- Waste and recycling collection calendar
- Bin sticker
- TV license reminder
- Register to vote reminder
- Nightline details
- Private sector housing adviser details
- Cake voucher
- Flyer for residents' associations or welcome events where appropriate

In addition to this the Police carried out door knocking in our target area, mainly Redland, to provide more legislative information and focus on messages around noise, parties, ASB and safety.

Bristol Waste accompanied two sessions covering Whiteladies Road and Cheltenham/Gloucester Road where waste and recycling procedures are often different to residential areas.

The Community Fund and the community ambassador team supported student welcome events organised by High Kingsdown, Clifton Down and Chandos Road residents' associations.

The Student Union offered support to students in the target area, in accessing the Community Fund themselves to set up community events and activities.

I have worked with the Neighbourhood Enforcement Team, Community Police Officers and mediation services to resolve disputes.

The purpose of the Love Where You Live campaign is to support the transition to independent living in the community, ensure students know how to seek support and to encourage them to engage with their new neighbourhood. We recommend students meet their new neighbours as soon as they move in so that they are aware that people other than students live in their area, and so that long term residents identify students as individuals. The introduction template and cake voucher are aimed at this. Approximately 100 cake mixes were collected by students. One household used theirs to enter the Bake Off competition at the High Kingsdown Brunch on the Green. How many cakes were shared with neighbours as intended is unknown, as there were only 6 photos uploaded to Instagram, but if nothing else, this demonstrates that 100 households went through their welcome info packs.

Housing Advice Fair

Community Liaison held a stand at the Housing Advice Fair providing advice on community living and waste and recycling management. This was also supported by a member of the Sustainability team. 80 students took part in our recycling challenge. The aim of the event is to inform students, so they can rent with confidence and understand their rights and responsibilities. As well as housing providers there are stands from the Police, Avon Fire and Rescue, BCC Housing team, Deposit Scheme advice, Marks out of Tenancy, energy advice etc.

Media interest

There have been a number of articles focusing on student behaviour and the University of Bristol's disciplinary approach including the Times, Guardian, Evening Post, Radio Bristol, Points West, Radio Wales, Epigram, the Tab, UBTv and other student social media platforms. I have spent a lot of time working with the press office responding to requests from journalists.

The Noise Pages

The Noise Pages has had a significant impact on my work this term. Disciplinary meetings have been challenging as some students identify as victims and as having been harassed. They express anxiety at having their address published online and that some of the opinions presented are untrue, or not attributed to them, but are presented as facts. This creates a conflict of interest because as a member of University staff, it is also my role to support vulnerable students.

There have been a number of correspondences from residents who have received a flyer, who present a counter argument to the complaints. There are complaints on

the website that have not been reported to me. Students attending meetings with me have already seen the complaints I am going to raise with them and are well prepared. This all contributes to complicate and devalue the disciplinary procedure.

Community feedback

In July Lynn Robinson, Registrar, attended the Chandos Neighbourhood Association meeting and heard the views of local residents and their request for an out of hours response. She is in talks with Security Services, Facilities Management, and Police exploring ways that the University can support the local community, but there is nothing further to report at this stage.

New pastoral structure in residences

New staff teams in North, East and West Villages took shape ready for the new intake in September. Each Village has a student support centre and a staff team that operates 24 hours a day, 365 days a year. In terms of community liaison, these teams now address matters related to student behaviour on site and in the surrounding area.

Wellbeing Advisers are also available to students not living in residences through their faculties. This is so that all students have access to the University's comprehensive set of student wellbeing services.

Community liaison tools and processes evaluation

At the end of 2017/18 I sent out an evaluation to all 187 complainants for that year, and out through the CLG network. I only received 55 responses and of those more than half had not visited the 'students and the community' webpage or used the tools I was evaluating. This in itself shows that more promotion is needed but did not provide significant data to use as evidence to shape delivery.

Thank you to all who attended and contributed.

Date of next meeting: July 2019