

BSCP Minutes of Meeting

Date - Monday 24th October 2022

Time - 1300 – 1430pm

Venue - Zoom Call

Chair - Stephen Smith (SS) Community Liaison Officer (UOB)

Minutes taken - Stephen Smith (UOB)

Apologies - Lucinda PARR (LP) (UOB) Christian CULL (CC) (UOB) Dr Jill WHITE (JW) (Resident Group Representative)

Richard Barnston (RB) (UWE) and UWE team

Attendees

Liam O Shea (LOS)

Stephen Smith (SS)

Izzy Russell (IR) – Student Living UOB

Andrew Waller (AW) (Resident Group Representative)

John Manley (JM) (Richmond Resident Group Representative)

Stephanie McKenna (SM) (Insp Op Beech Avon and Somerset Police)

Cllr Paula O Rourke (POR)

Cllr Guy Poultney (GP)

Cllr Tom Hathway (TH)

PC Sian HARRIS (SH) (University Bristol Police Officer)

David Pemble (DP) (Bristol City Council)

Izzy Davies (ID) (Bristol Waste)

Lettie Apsey (LA) (Bristol Waste)

Becky Gale (BG) (Bristol City Council Private Housing Sector)

Onn Kee Davies (OK)

Chris SWINSCOE (CS) (Bristol City Council Neighbourhood Enforcement)

Pippa BARRY (PB) Penlane Properties

Jon Hickey (JH) Private Landlord

ACTIONS

To be reported back or finalised by 1st December 2022 in readiness for next meeting BSCP - Please send all reports back to communitiy-living@bristol.ac.uk

1. Op Beech to investigate the reporting of Police Incidents where they had attended student properties in postcode areas not attended by Op Beech and on days in fact where Op Beech were not on duty, and report back on the findings - **Insp McKenna**.

2. Consideration by UOB CLO and Op Beech to review working practices-**Insp McKenna / Stephen SMITH - CLO /PC Sian HARRIS.**
3. UWE (University of West England) and UOB (University of Bristol) working practices/differences - **Stephen SMITH - CLO**
4. Report back on FPN (Fixed Penalty Notices) notices – **Chris SWINSCOE - NET.**
5. University Housing references – **Stephen SMITH - CLO**
6. PHS to update on PHS Template Documents - **Becky Gale / PHS**
7. Best interests to represent the bus service – CLO – SS to research and report back.

AGENDA

- Chairs Introductions
- Approval of last minutes 18/7/2022
- Updates on Actions of Last Minute
- UNIVERSITY REPORTS OVERVIEW
- UOB BRISTOL SPRING SUMMER REPORT – Steve Smith (UOB)
- UWE ANNUAL REPORT – UWE representative???
- OP BEECH OVERVIEW - Inspector Stephanie MCKENNA (Police)/PC Sian HARRIS
- Welcome Stephanie MCKENNA
- OP BEECH update for new term
- Report and figures update / changes – PC Sian HARRIS (University Police Officer)
- NEIGHBOURHOOD ENFORCEMENT – Chris SWINSCOE /Megan Finnie (BCC)
- Update on UOB welcome week representation
- NET engagement – Community Protection Warnings and Notices – update and effectiveness
- NET engagement – Waste enforcement
- HMO UPDATES – Jon MALLISON (PHS)/Andrew WALLER (Resident Group Representative)
- Updates
- UOB STUDENT AGREEMENT 2022-2023 - Liam O SHEA (UOB)
- Update on UOB Agreement – Student rules and Regs
- BRISTOL WASTE – Jak Boyden / Izzy DAVIES (BWC)
- Updates
- BSCP – First Year review / Evaluation and Future
- All to discuss
- A.O.B
- Update on UOB sanctions – Community Impact Awareness Course - Steve SMITH(UOB)
- Update on UOB 1st year Student Kitchen Talks - Steve SMITH(UOB)

1. Chairs welcome and Introductions

Chair (SS) thanked everyone for time and welcomed all to the group. There were some technical issues which delayed the start by 20 minutes and the event ran over on time due to the discussions

2. Approve minutes of last meeting

Previous minutes were approved by Andrew Waller (AW) as an accurate and reflective record.

3. UOB Spring /Summer Report

SS- Delivered by Community Liaison Officer UOB Steve Smith and had been circulated before the meeting – Questions were invited, and SS thanked AW for clarifying before publication accuracy of figures. SS explained that it was an interim Spring Summer Report which was due to change in personnel and that the CLO (Community Liaison Officer) would produce Quarterly and Annual Report from this date onwards.

JM – Asked a question re complaints that were received by UOB (University of Bristol) that relate to UWE (University of West England) and or non-students and how they were dealt with.

SS - Responded by stating that UWE were dealt with by UOB referral to UWE – Non - students were dealt with by referring back to the complainant and then, if necessary, referral to Police/NET – Mixed households of students would depend on majority of the household and could be dealt with by a combination UOB/UWE/Police or NET.

SS – Had received apologies from UWE but had circulated the UWE Annual Report before the meeting and although no representative SS invited questions so they could be dealt with by UWE – No questions were raised.

4. Op Beech Overview

SS – Welcomed Inspector Stephanie McKenna to her first BSCP meeting.

SH - Gave overview of figures for Op Beech attendance.

July = 14 attendances, August = nil as no officers working, September = 32 attendances, October up to 22nd = 35 attendances.

JM – Asked question over postcodes and why BS3 and BS7 for example had not been reported on.

SS – explained that only figures where Op Beech had attended were reported on, but where residents had complained independently of Op Beech then those figures were reported on.

SM – Stated she would investigate the reporting of Police Incidents where they had attended student properties in postcode areas not attended by Op Beech and on days in fact where Op Beech were not on duty, and report back on the findings.

Action 1 - investigate the reporting of Police incidents.

ID – Requested more information on how Op Beech operates.

SM – Responded by explaining the mechanics of Op Beech – working Wed /Fri and Sat in response to residents' texts about student behaviour and complaints – police deal with the immediacy of the complaint at the time and the information is cascaded to the relevant CLO via the University Police Officer for the CLO to deal with under student discipline codes.

AW and GP – Wanted to put on record the efforts that Op Beech and the CLO do to stop and prevent issues escalating.

SM – Explained that if they were aware of student properties being subject of ASB and not previously been reported to the relevant university then the University Police Officer would escalate the issue to the relevant University CLO to deal with under student discipline codes.

AW – Since Op Beech has been in existence for approx. 3 years would there be a consideration to a review – What works well – how can it be improved – It had been suggested that residents had been informed by students that they knew which days Op Beech operate on and therefore students may adapt their parties and events to prevent intervention of Op Beech.

SS – Explained that since he had been in post there had been a change in direction with the Intelligence led direction of Op Beech – SS explained that he identifies and prioritises key areas for Op Beech to patrol when not engaged with incidents. Examples – NET enforcement properties – As a result that intelligence picture was being assessed by CLO up until Christmas 2022 to see if there may be a need to change dates. Currently weekends are at the busiest and there are no thoughts of seeking to change weekend dates.

Action 2 - Consideration by UOB CLO and Op Beech to review working practices.

JM – Asked could Op Beech inform property owners /letting agents of the occasions they attend.

SH – Explained that she believes the universities currently inform the Landlords /Letting agents of incidents and the Police are also made aware of NET/CPN/CPW notices served on university properties by the UOB CLO.

SS – Clarified that on most occasions from the complaints that the CLO engages with – he informs the letting agents/property owners of the complaint's severity. Often the property owners will actively engage with the tenants and warn them of their behaviour and tenancy agreements. On occasions they will visit with the CLO on property inspection visits or other such pre-arranged visits.

AW – Complainants are encouraged to report the facts also to the Letting Agents and Landlords for them to understand and take responsibility for the HMO licence conditions.

ID – Asked about Gov Pinpoint Website and are there more complaints going into Landlords/Agents because of the published open data website information.

AW and SS – Agreed that it has been easier in last 12 months for the associations/CLO s to locate Landlords and Letting Agents to address such student complaints.

GP – Asked if the UOB/UWE process is in tandem or are there differences and could this information be shared as it would be interesting to know if different working practices have a better/desired a response.

SS – Explained that there will be slight variances in dealing with students and their complaints as each University has a slightly difference set up in responding to such complaints. For example - UWE has 2 x police officers – UOB has CLO to visit student properties but has Op Beech to respond to complaints – Each CLO has flexibility in how they achieve the desired repose from student complaints – i.e., sanctions/advice/education and each case must be treated on its own merits.

Action 3 – SS - UWE /UOB working practices/differences.

4. Neighbourhood Enforcement Overview

CS – Highlighted the fact that they had engaged in student focus events such as UOB Welcome Week distribution of leaflets and education for 1st and 2nd year students. They continue to educate residents who have ongoing noise issues to use the noise diaries to evidence complaints - and following review and on production of Data Protection notices they have recently served three Noise Community

Protection Notices on 2 x UOB and 1 x UWE property. They will happily work with the universities and residents where the relevant evidence is provided.

CS – Highlighted fact that they had enforced on student waste issues – enforcing £400 fines in Clifton area. He explained although there may be genuine complaints re student domestic waste the evidence needed to enforce needs identify the actual person who placed the waste at the time, to be sure of conviction and burden of proof.

GP – Raised an issue re HMO licencing and enforcement and there needs to be more emphasis on planning, development, and management – He went onto ask are NET able to enforce on individuals as opposed to whole households.

CS – Responded each case is based on the evidence provided but can be enforce upon an individual or as a household.

TH – Asked how many Fixed Penalty Notices were served for waste issues – He feels that he does not report as much as he should from the complaints he receives because he feels there is lack of action from NET resources.

Action 4 – CS - Report back on FPN (Fixed Penalty Notices) notices.

CS – Explained the during the Student on Move Campaign they served FPN (Fixed Penalty Notices) on individuals and attempted to identify the students. He stated his team required the burden of proof to enforce. CS stated in St Michaels Hill and Clifton they had served FPN on students of £400 each. He also explained that although the complaints often refer to students, on further investigations this was not often the case.

JH/PB – They spoke about HMO Licence conditions and that they required references to be kept by them to include any Antisocial behaviour issues from tenants. This record is kept for the Bristol City Council who can then inspect – These records have to be kept for up to 6 months – JH had written to the UOB/UWE for student references and states all he receives is a blanket reference suggesting the student tenant have paid rent from previous university lodgings but the accommodation offices will not be drawn on any further referencing including antisocial behaviour – When questioned with both Universities – the reply he has received is they are too busy or Data protection prevails – JH stresses that if he knew the information and previous behaviour of tenants before they moved in then he would consider the options as to whether he would let to that type of student who had an antisocial behaviour or student discipline record. He believes other property owners and agents would do the same, therefore finding more suitable tenants for the area of occupation. He also stated he has no qualms in giving accurate and reflective references to his former tenants even those who have misbehaved in one of his homes. Why can't the university provide accurate student references?

Action 5 – References – Stephen SMITH CLO

5. HMO Update

AW – Stated the initial part of the HMO subgroup work had been divided into two sections and the second part alluded to Private Housing, the Letting Agents /Landlords and how to go about the PHS giving guidance to HMO licence conditions. He was in process of arranging a meet with PHS - Jon Mallinson and UOB Steve Smith re this issue but the Private Housing Scheme has done its own work and drafted guidelines.

BG – Suggested the draft guidelines are to Prevent – Identify and Manage ASB - Once completed the guidelines will go onto the PHS Council Website. PHS have invite AW and Neighbourhood Enforcement to peruse the drafts documents before committing to a full document for inclusion on the website. They await feedback before committing to the full document

BG – Suggest they are in process of draft Private Housing Section Document Templates for Letters / Pre-Tenancy Checklists etc for property owners to use and send out to tenants in relation to Antisocial behaviour Action 6 – Becky Gale / PHS to update on PHS Documents

AW suggests the PHS draft accomplishes a lot of what was to be achieved in the second part of the HMO subgroup

GP – Stated that during a recent planning application it was noticeably clear that the BCC was not aware of how many HMO licences had been approved, and the process for reconciling properties under HMO Licence

OK – Suggested there was a disconnect between planning and licensing – and that there needed to be a fuller response. The issues would then be referred to the Investigation Team

ID – Wanted confirmation of who is responsible for the appropriate bins and storage for HMO and sought clarity

A discussion ensued. However, after the meeting BG circulated a clarification on behalf of the BCC Private Housing Service, as follows:

“In most privately rented properties the responsibility for ensuring an adequate provision of suitable storage and disposal facilities is with the occupier (the tenant(s)). However, when the property is either a mandatory or additional licensed property (HMO) the licence holder/manager is responsible, as set out in the licence conditions found on Licence standards and conditions (bristol.gov.uk).”

(Email from Becky Gale, 16 Nov 2022, to various meeting participants, including BCC council officers, councillors, UoB, Bristol Waste, landlords, and resident group representatives.)

GP – Expressed concern over BCC and enforcement on HMO properties suggesting there are issues with an application for HMO and the planning and development of that application and whether there is sufficient enforcement for infringements.

6. Student Agreement

LOS – Stated that there had been cross wires by those inserting the student references. LO went onto state that the student contractual agreement referred to education, but Lucinda and LO would endeavour to ensure its part of the next student agreement 2023.

LOS went onto stated that the Comms Report early distributed before the meeting gave the feeds for education re noise /waste and ASB to students – the online introduction module for new starters – student media with CLO – Guide to Community Living to all on returning students – engagement with CLO and joint partners - Welcome week and Residents Associations events for Welcome Week and vitally student pilot educational kitchen talks to 1st years.

7. Bristol waste Update

ID – Summarised the Student Move In Campaign and confirmed the information had been given out at the last BSCP – She explained the changed for the next year campaign - would be around expansion and improvement – Engagement further along the line rather than last minute – She explained that networking with partners and association were pivotal – She explained that during Move In period there would be more engagement with landlords ad to provide the relevant resources to landlords via way of newsletter.

AW – Happy to provide ID with access to all resident association's

ID explained that waste would be more segregated and identified for landfill, charity shops, recycling etc. She explained they are using workshops to work out best practice

ID – identified that they had team up with UOB CLO /NET and engaged at student fairs and welcome week to engage but were under resourced during the last move in period - They want to produce more concise communications messages, and want to attend community group functions /meetings

DP – Thanked the financial contributions of both UOB/UWE for supporting the Move Out campaign – It was an expensive project but with the BCC in a financial deficit the BWC (Bristol Waste Company) require all feedback on the 2022 move out student campaign to ensure they work better /smarter/cheaper and more efficient in next year's campaign – If you have not fed back to BWC please ensure you do as they would like to do the same campaign again but better with supported justification for the campaign.

8. SCP – First Year review / Evaluation and Future

LOS – Suggest the future should be quarterly meeting of no less than 1.5 hours. There should be a theme and the meeting dates should align to the student calendar events/year – It is suggested that there should not be actions register but by sticking to a format with actions allocated, then the relevant persons can feedback on the action by the cut off dates - Actions can then be circulated to the residents' associations. The meetings should end with a forming of the agenda in readiness for the next meeting – Examples of themes coming up is the University Civic Amenities Agreement re-education skills/training.

LOS - suggested that after this term of Chairs the Chair should pass to another partner as this is a partnership scheme and it will allow for different perspectives / reflection and inclusion by other partners.

9. Any other business

GP -Expressed concern over First One U1 bus service and the 72-bus service – suggesting who is best to represent in this issue. The issue is the deterioration of the 72-bus service as it is now down from 15 min to every 60 mins suggesting when U1 bus is not running then the 72 service is full to the detriment of residents.

Action 7 – Best interests to represent the bus service – CLO – SS to research and report back.

SS - Explained the strategy for 1st year Student UOB kitchen talks for moving out of halls of residence into 2nd year. He anticipates the kitchen talks will commence in May 2023 delivered by all partners. He wished for all partners to be part of the talks and to educate students on waste/noise/ASB and Landlord /Tenant issues – Without the support he feels that he will not be able to deliver the programme as required. He is seeking to invite all partners in the new year 2023 to a formal meeting and a delivery of programme content and wants those involved to be available for weeks in May 2023

Date to be fixed. Action 8 – CLO to update at next meet re staff date for delivery training for staff

SS – Also explained that he has written a Community Impact Awareness Programme which will be delivered to students who have fallen foul of the student discipline codes – The course has been designed to consider education on Noise /Waste /ASB and will be considered a student sanction under the Student Rules and Regs Discipline Code of Penalties and will therefore require certain students to attend such a course. Date for first course to be delivered in December 2022/Early 2023.

Next Meetings

Monday 23 January 13:00 - 14:30

Monday 17 April 13:00 - 14:30