

**Bristol Student Community Partnership (BSCP) Minutes**  
**22 April 2024**

<p><b>University of Bristol (UoB)</b></p> <p>Steve Smith (SS): Community Liaison Officer</p> <p>Hannah Quinn (HQ): Chief of Staff to the Vice-Chancellor</p> <p>Liam O'Shea (LO); Head of Public Affairs and Deputy Chief of Staff</p> <p>Phaedra Karaoli (PK): Community Liaison Coordinator</p> <p><b>Bristol SU</b></p> <p>Izzy Russell (IR): Student officer</p> <p><b>Bristol City Council (BCC)</b></p> <p>Cllr Guy Poultney (GP): Councillor, Cotham (Chair)</p> <p>Cllr Tom Hathway (TH): Councillor, Clifton Down</p> <p>Hayden Berry (HB): Private Housing Service</p> <p>Chris Swinscoe (NET): Neighbourhood Enforcement Team</p>	<p><b>Community representatives</b></p> <p>Anthony Negus (AN)</p> <p>Dr. Jill White (JW)</p> <p>Katherine Rogers (KR)</p> <p>Derrick Collier (DC)</p> <p><b>Bristol Waste Company (BWC)</b></p> <p>Sarah Burns (SB)</p> <p><b>Landlords/Letting Agents</b></p> <p>John Hickey (JH)</p> <p>Pippa Barry (PB) - Penlane</p> <p><b>Avon &amp; Somerset Police</b></p> <p>Sian Harris (Ofc SH): University Police Officer</p>
<p><b>Apologies:</b></p> <p>Apologies</p> <p>Emma Dent (UWE), Fiona McVey, Jon Mallinson, Jon Scott (JS)</p>	

## Agenda

1. Welcome and approval of last minutes - Chair (3 min)
2. Actions update from the last meeting - all (10 min)
3. Op Beech update - PC Sian Harris (5 min)
4. NET waste management / street enforcement policy - Chris Swinscoe (10 min)
5. Update on 'Private Tenant Information Pack' - Hayden Berry (5min)
6. UWE end of year report - Emma Dent (5min)
7. 'Students on the Move' campaign plan - Sarah Burns / Alex Mackie (5 min)
8. UoB Vice-Chancellor working group and CLO procedural updates / UOB Quarterly report - Hannah Quinn/ Steve Smith (10 min)
9. Update on RAs' General meeting – Derrick Collier (10 min)
10. AoB – BSCP future working

### New actions summary:

**Action 1** - SS to update UWE on UoB approach to student references.

**Action 2** - SB to provide additional leaflets to UoB community liaison to assist with SOTM 2024. SS to support distribution to those requesting materials.

**Action 3** - HB to feedback to BCC PHS management 1) to reconsider BCC PHS position on updating the HMO website with the additional information of landlord and letting agency contact details. 2)for the PHS to consider and report back whether the changes were made for legal reasons 3) for the PHS to consider and report back whether the changes should be included as a PHS City Council regal requirement to the interested parties 4)name of the person making the PHS decision to remove public HMO landlord/ letting agent information 5) HB will feedback to BCC PHS that he is not in a position to answer points 1-4 and to request BCC PHS senior management to answer these points to the Chair of the BSCP prior to the next BSCP meeting 6) HB will request BCC PHS senior management attend the next BSCP.

**Action 4** - HB and SS will explore opportunities to link to CLO guidance and other student community living materials in tenancy guide and landlord packs.

**Action 5** - HB will provide the PHS tenant pack to all stakeholders for them to provide feedback to PHS prior to the guide's final approval and distribution.

**Action 6** - GP to write to UWE to encourage greater engagement with BSCP and request the latest CLO annual report.

**Action 7** - HQ to update BSCP once 'waste' is confirmed in the 2024/25 UoB Student Agreement.

**Action 8** - HQ to update BSCP once a formal references procedure is in place.

**Action 9** - HQ/SS/FM to update those required to attend the VC working group and update BSCP on progress.

**Action 10** - HQ to clarify approach to disciplinary escalation for residents' representatives.

### **Item 1: Chair's Welcome & approval of last minutes**

Last minutes approved.

### **Item 2: Updates on Actions on last minutes**

- 2.1. Update on action 1** - JH and PB expressed their gratitude for the work that UoB has done providing student behavioural references. This is now allowing landlords to meet HMO licencing requirements. JH now requests UWE takes a similar approach. If not, landlords might prefer UoB students over UWE students.

JH suggested a reference system could be useful for deterring poor behaviour in Halls.

**New Action 1 - SS - UoB to update UWE on the UoB approach for student references.**

- 2.2 Update on action 2** - SS thanked Bristol Waste Company (BWC) for providing early lead times for Students on the Move (SOTM) 2024 campaign material. KR requested SOTM 2024 campaign be adapted to address the specific needs of students in Richmond Terrace area who have Mini Recycling Centres (MRC) or Chandos/ Redland areas who have alternative bin storage arrangements. KR suggested that this may require BWC to consider alternative literature for the campaign, that addresses these specific situations.

SB introduced herself and her role as the manager of the community engagement team. She provided an overview of the restructuring at BWC and mentioned that they do have several leaflets to support the various alternative bin collections arrangements. These leaflets could be distributed to students and residents to aid in the SOTM campaign.

**New Action 2 - SB to provide additional leaflets to UOB community liaison to assist with SOTM 2024 and SS will support distribution.**

- 2.3 Update on action 3** - SS provided BWC with the list of international students' halls to help with the coordination of SOTM 2024. This information is intended to assist with the specific needs related to the move-out of international students later in 2024.

- 2.4 Update on actions 4 and 5** - HB reported that IT issues related to the Pinpoint website had been resolved, allowing house numbers and street names to be restored to the map. However, he noted that due to GDPR regulations no additional information would be included on the website's mapping.

HB explained legal advice had clarified that under the Data Protection Act (DPA), there was no requirement to provide further information on the website

SS commented that the Head of BCC Private Housing Service (PHS) had been invited to attend BSCP meetings but had not attended.

GP asked whether the HMO gov pinpoint information crucial to residents, universities and other such parties that has previously been deleted be reconsidered by the Bristol City Council (PHS) to update the HMO gov mapping back to its original format thus allowing back the access required by all those interested parties.

CS advised that while the extended version of Pinpoint, known as Pinpoint Plus, was available to councillors, it was not accessible to the public.

AN noted that while councillor information is available to members of public, the public cannot use the government website mapping to find landlord and agent even though these landlords and agents operate commercial businesses. It made it challenging to address issues related to licence breaches, as the public cannot access this information through the mapping system.

He pointed out that, as a condition of HMO licence, landlords are required to provide their personal details to adjacent property owners. Therefore, this information should not be protected by DPA legislation when shared to the public on a public Gov website mapping system. PB and JH endorsed AN's perspective. They agreed that the information from the Pinpoint website should be accessible for public use, allowing them to view and use it as appropriate.

AN believes that council may be in breach of their own council policies by not disclosing information that landlords are required to release to neighbouring properties. He asked the Co-Chairs to write to Bristol City Council as this issue had been raised in several BSCP meetings without resolution. AN suggested that the Chairs urge the Head of BCC Private Housing Service to reconsider the deletion of certain information or find an easier way for stakeholders and residents to obtain the public information they require.

TH mentioned that councillors still have access to HMO pinpoint system and that complaints or information can go through relevant councillors.

DC highlighted that because residents are involved in the SOTM 2024 campaign and in delivering educational materials to students, they no longer have a way to identify student HMO addresses using the HMO mapping system. He also noted that, before the landlord information was removed, residents could easily contact landlords directly to address issues, which made a significant difference in resolving problems. DC has examples of requesting HMO landlord information via email to PHS which turnaround time is at least eight weeks.

GP asked who had made the decision in the PHS to change the information as this was the third BSCP that this matter had cropped up and the Chair had got no further forward with responses.

GP inquired whether the change was made for legal reasons or if it was a legal requirement to make this information accessible to the public.

HB expressed regret that he couldn't be of more assistance and acknowledged that he wasn't the appropriate person to address this legal issue within the council.

**New Action 3 - HB will feedback to BCC PHS management those issues identified and would attempt a deadline response within two weeks.**

**\*\*See Annex 1 - Onn Kee Davies PHS update following BSCP meeting: Removal of landlord and agent public register details from Pinpoint \*\***

## **2.5 Update on action 6:**

Agenda Item 4 - Chris Swinscoe.

**Item 3: Op Beech update.**

**3.1 SH - Quarterly figures produced.**

Op Beech call outs:

12 calls in Jan 2024

25 calls in Feb 2024

19 calls in Mar 2024

**3.2 Operation Beech is scheduled to run until 20<sup>th</sup> of July 2024, with nearly all shifts already covered.**

**3.3 SS described the intelligence approach used for Operation Beech, focusing patrols on densely populated areas and major thoroughfares to prevent noise issues and provide education to residents and businesses in the Op Beech quieter times of operations.**

**Item 4: NET waste management /street enforcement policy.**

**4.1 From the last BSCP meeting, CS replied to point 3.3**

CS noted that in 2017 BCC decided not to enforce regulations against leaving bins on the street. This decision was publicly announced in writing at the time.

AN emphasized that, whether the service is statutory or non-statutory, it was still a valuable service provided by BCC that greatly benefited the public and promoted community health.

CS noted that the issue regarding bins on the street involves costs and resources, a matter that was discussed when AN was a councillor in 2019. He added that after the May 2024 elections, the relevant council committee might review the bin enforcement strategy.

**4.2 From the last BSCP meeting in April CS replied to point 3.4**

CS stated in response to last minutes, the Old City Street pilot scheme would be considered for wider work and may include areas like Richmond terrace for alternative bin collection systems.

**4.3 From the last BSCP meeting in April CS replied to point 3.5**

CS indicated there might have been a typo in the previous meeting's minutes, as he clarified that there is no statutory duty to enforce regulations on waste. However, there is a statutory duty to enforce noise regulations where applicable.

CS said BCC NET had issued three Community Protection Warning (CPW) notices related to noise, with assistance or referrals from UoB. Additionally, one noise investigation was underway following the referral from UWE, and that UoB had referred five noise and three waste issues to NET, which had been addressed.

**Item 5. Update on 'Private Tenant Information Pack.**

**5.1 HB confirmed that a comprehensive guide for private tenancies has been completed. This guide focuses on managing tenancies in private accommodations and is currently awaiting approval from managers. The information will be available in digital form on the BCC website, with the option to download and print hard copies if needed.**

5.2 LO asked whether the guide could include CLO messaging signposting for students/landlords.

**New Action 4 - HB and SS will explore opportunities to link to CLO guidance and other community materials in tenancy guide and landlord packs.**

5.3 GP requested early delivery of literature to be distributed to stakeholders for reviewing prior to making it public.

**New Action 5 - HB will provide feedback to stakeholders prior to the guide's final approval and distribution.**

**Item 6: UWE end of year report + Q&A**

No report submitted and no UWE representative in attendance.

SS confirmed that Emma Dent had sent apologies, however no UWE annual report had been submitted. SS explained that UWE representatives were invited.

**New Action 6 - GP to write to UWE to encourage greater engagement with BSCP and request the latest CLO annual report.**

**Item 7: Students on the Move update**

7.1 SB presented the strategy for the 2024 Students on the Move (SOTM) campaign, highlighting key elements:

The campaign has begun, with literature and educational efforts in collaboration with residents, various community groups, agents, and landlords.

7.2 On-Campus and On-Street Engagement: The campaign includes active participation in campus events at the UoB and UWE, along with outreach in high-footfall areas.

7.3 The SOTM campaign focus is on: Educate, Sell, Donate, Recycle and Dispose.

7.4 The number of SOTM bins has increased from 40 to 45, which will be placed in key student/residential areas where fly-tipping is common. The bins will be available from June 14th, 2024, to July 5th, 2024. To address fly-tipping concerns, BHF bins will be placed alongside SOTM bins in strategic locations. Additionally, education materials will be posted on lampposts based on survey information from previous years.

- Bins will be emptied daily, including on Saturdays, to minimize fly-tipping.
- Starting in mid-May 2024, students will have regular access to recycling centres during the move-out period.

**Item 8: UOB VC working group and CLO procedural updates /UOB Quarterly report**

8.1 HQ explained Community liaison local sanctions updates in relation to Acceptable Behaviour Agreements (ABA), which was based on UWE's approach. She also explained that as well as advice the CLO has been given the authority for local cautions, and written undertakings.

8.2 HQ explained that 'waste' is agreed to be reintroduced into the student agreement for the 2024-2025 academic year. The review is expected to be completed by mid-June or early July, in readiness for the 1 August 2024.

### **New Action 8 - HQ to update BSCP once this is implemented.**

**8.3** HQ reiterated the approach to witness sharing and anonymity. She stated that if third-party evidence, such as Op Beech reports is available, the UoB will not need to share personal witness details with accused students. If there is a need to use personal complainant information, UoB policy is to seek consent before sharing.

**8.4** HQ stated that she had received about 10-15 reference requests from students seeking private housing. Although this number is relatively small, she is developing a student landlord reference policy that will be transparent, accessible, and implemented by the University of Bristol (UOB) in a timely manner, targeting the 2024-2025 academic year.

### **Action 9 - HQ to update BSCP once this is implemented.**

**8.5** HQ explained the premise of the Vice-Chancellor's working group. A facilitator had been appointed to work with a smaller group of residents, including the Residents' Associations (RA) representative, to work collaboratively with the University to address historic and ongoing concerns with representation from the appropriate operational areas. The goal was to promote mutual understanding and identify possible solutions to challenges. The group had an initial scoping meeting with the facilitator

JH and PB thanked UoB for their work and the progress made so far. GP noted that there had been a positive shift, with many key points raised at previous and current BSCP meetings being addressed by the University. He thanked UoB for their response to the concerns and for taking measures to address them.

### **New Action 10 - HQ/SS/FM to update those required to attend the VC working group and update BSCP on progress.**

**8.6** SS explained the UOB quarterly report figures showing month on month reductions. This is corroborated by strong and reinforced 3 x Es – engage, explain and education. This approach is further supported by residents' feedback and comments on noise reduction.

The process is robust and aligns with the Office of the Independent Adjudicator (OIA) guidelines and best practices. CLO practices have proven effective, with a noticeable reduction in repeat offences. Cases referred for investigation have resulted in sanctions imposed by decision-makers with no appeals this year to date.

Turnaround time for investigations from Community Liaison Dept to Decision makers is quicker than anticipated, typically resolving cases within two to three weeks.

SS was pleased to announce the recent appointment of five Student Ambassadors, with two more on reserve who will be used to foster stronger connections among the community, the Students' Union, the university, and the CLO.

### **Item 9 Update on RA General meeting - Derrick Collier**

**9.1** DC provided an update on the RA General Meeting on behalf of RA representative Fiona McVey.

DC stated that the (RA) is placing its trust in the VC working group meetings to ensure that proper protocols are followed. He mentioned that many of the questions raised by FM have now been addressed, which the RAs appreciate.

**9.2** AN, who was at the RA meeting, noted that SS's handling of previous situations was commendable. However, he suggested that more education for students on key issues is needed to prevent escalation to law enforcement involvement.

AN indicated that RAs had concerns about the SRS decision-making process and felt that there hadn't been enough reassurance about what happens once a case is escalated to SRS decision-makers. HQ agreed to provide a note to AN explaining the process.

**Action 11 - HQ/SS to provide clarification on SRS escalation.**

#### **Item 10: A.O.B**

**10.1 BSCP annual review and future working** GP outlined proposed meeting changes and shared the meeting proposals on screen – copy will be circulated to everyone in the meeting minutes for review and discussion before the next meeting. Attendees are encouraged to consider the changes and share their feedback.

#### **10.2 Appointed BSCP Chair 2024/2025**

GP noted the need to agree BSCP chair for 2024/2025 year. Those interested in the position should make this known and a process for group agreement can be decided.

#### **10.3 Public Space Protection Orders and letters**

GP discussed how Public Space Protection Orders work and how the Universities might engage with them. He explained that BCC has distributed letters for non-compliance with PSPOs and asked CS for his views on the topic.

CS stated it would be a matter of resourcing, payments and enforcing the payments. He mentioned that all Bristol PSPOs had expired and not been renewed due to resource constraints. CS stated that the enforcement of them is not done by police.

CS explained that sending letters for PSPO breaches aligns with the council's approach of "educate, engage, and enforce as a last resort, but their distribution is relied on whether the necessary recourse is available. CS expressed willingness to work with partners to ensure the approach is legal, proportionate, and fair.

GP discussed giving examples of what it might be used for offline and to further that discussion with CS.

AN highlighted that poor waste management can pose a public health risk and raised concerns about the need for better processes to resolve waste issues before they lead to public hazards. He suggested that the council should consider better management practices to prevent waste accumulation in the streets.

#### **10.4 Cumulative Impact Area policy**

GP discussed what it is - how this works in principle and the effects and implications on community. GP thanked all for attending the meeting.

#### **Next meetings**

Monday 29th July 2pm -3.30pm

Monday 7th October 2pm -3.30pm **Annex 1**

**Onn Kee Davies PHS update following BSCP meeting.**

**Removal of landlord and agent public register details from Pinpoint.**

I have been advised that the matter of the public register and information that is available on Bristol City Council's Pinpoint application has been raised again at the most recent BSCP meeting. I will once again explain Bristol City Council's duties in relation to the public register information and the associated GDPR implications which resulted in the landlord and agent personal information being removed from the public facing Pinpoint site. Please note, that Pinpoint Plus which councillors have access to, retains the landlord and agent personal information. As required by section 232 of the Housing Act 2004 (<http://www.legislation.gov.uk/ukpga/2004/34/section/232>) it is a legal requirement for local authorities to establish and maintain a public register of properties licensed under the Housing Act 2004, and to ensure that the contents of the register are available for inspection by the public and if requested to provide a copy of the register, and local authorities may apply a reasonable fee.

**232 Register of licences and management orders**

- (1) Every local housing authority must establish and maintain a register of—
- (a) all licences granted by them under Part 2 or 3 which are in force;
  - (b) all temporary exemption notices served by them under section 62 or section 86 which are in force; and
  - (c) all management orders made by them under Chapter 1 or 2 of Part 4 which are in force.
- (2) The register may, subject to any requirements that may be prescribed, be in such form as the authority consider appropriate.
- (3) Each entry in the register is to contain such particulars as may be prescribed.
- (4) The authority must ensure that the contents of the register are available at the authority's head office for inspection by members of the public at all reasonable times.
- (5) If requested by a person to do so and subject to payment of such reasonable fee (if any) as the authority may determine, a local housing authority must supply the person with a copy (certified to be true) of the register or of an extract from it.
- (6) A copy so certified is prima facie evidence of the matters mentioned in it.
- (7) In this section "prescribed" means prescribed by regulations made by the appropriate national authority.

Section 232 (2) states that the register may, subject to any requirements that may be prescribed, **be in such form as the authority consider appropriate**. The use of Pinpoint to provide the details of the public register of licensed properties is not a legal requirement. We are meeting legal requirements as per the Housing Act 2004 as we provide the information via a hard copy version with full details on it.

Private Housing were advised there was a risk of personal identification after it was brought to our attention by a third-party that various pinpoint layers could be manipulated to enable identification of groups of individuals and therefore potentially someone belonging to that group. After discussions with our Data Protection Team and ICT-related teams, the Data Protection Team recommended Private Housing look to comply with its obligations under Housing Act 2004 in a less obtrusive, privacy centred way whilst still complying with its obligations under Housing Act and

GDPR. Bristol City Council made some changes to reduce that privacy risk which were also agreed by Private Housing management and was able to remain compliant with the requirements of the Housing Act 2004 whilst also enhancing the privacy rights of individuals, i.e. the removal of landlord and agent personal data from Pinpoint. The relevant Bristol City Council public register website [Register of licensed properties \(bristol.gov.uk\)](http://bristol.gov.uk) has been updated to reflect this and an alternative means of obtaining a limited number of licence holder details for free has been provided, i.e. emailing [private.housing@bristol.gov.uk](mailto:private.housing@bristol.gov.uk) for up to three specific properties, although more properties may be requested on a case case-by-case basis. This is in addition to the available option of purchasing a hard copy of the public register or viewing it at our offices.

Apparently in your discussions, the group may have considered whether Bristol City Council was/is in breach of its responsibilities as a data handler, in that by removing the landlord and agent information from Pinpoint we are contradicting our requirements to make available the contents of the public register and that due process had not been followed as there had been no consultation with yourselves and that Bristol City Council should be reporting itself to the ICO. As explained above, Section 232(2) of the Housing Act 2004 states that the register may be in such a form as the authority consider appropriate. Considering GDPR we consider it appropriate to have the public register in the form of a paper copy and are meeting our obligations of making the contents of the register available for inspection and can supply a copy of the register if requested (for a fee). The Data Protection Team have advised that there is no requirement to consult with the BSCP group in this circumstance and that the threshold for reporting to the ICO is not met as the ICO only require an organisation to report a data breach considered to be “high-risk”. I have copied Lynne Miller, Data Protection Manager if you have further queries relating to GDPR.