

# **Lenton Drives & Neighbours Residents' Association Members Meeting 21st June 2018**

## **Attending:**

Kate Lowenthal (Chair of Association) [**KL**]

Melany Pemberton (Chair of Meetings) [**MP**]

Virginia Rochester (Secretary) [**VR**]

Melanie Futer, Manager Off-Campus Affairs, UoN [**MF**]

Tom Lynk, Senior Community Protection Officer [**TL**]

Ellie Cosh, Student Community Liaison Manager NTU [**EC**]

Jacob Collier, incoming Students Union Community Officer, UoN [**JC**]

Members of the Association

## **Apologies:**

Rob Wilson, Neighbourhood Policing Inspector

## **Acronyms:**

ASB - Anti-social behaviour

CP - Community Protection

CPNW - Community Protection Notice Warning

CPN - Community Protection Notice

CPO - Community Protection Officer

FPN - Fixed Penalty Notice

HMO - House of Multiple Occupation

NTU - Nottingham Trent University

PSPO - Public Space Protection Order

SU - Students' Union

UoN - University of Nottingham

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## **Item 1: Welcome**

KL introduced the committee, and introduced guests to the meeting - Tom Lynk, from Community Protection, Melanie Futer from the University of Nottingham and Ellie Cosh from Nottingham Trent University. She handed over to MP to chair the meeting.

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## **Item 2: Feedback from Residents.**

The floor was opened to residents to give feedback about issues in the area:

### **NOISE:**

- Noise on new social housing development: Godfrey Lane and Palmer Court was reported, mainly coming from children running round screaming, jumping over garden fences and going into gardens. When this was challenged, there was reports of children and their parents being abusive to older people who challenged them. The problems had been reported to 101 but nothing gets done. Problems also reported to NCH Patch Manager but nothing done. VR suggested that the association should contact the Patch Manager, explaining the problems.
- There are other residents in the new social housing development on Kyte street and backing onto Derby Rd having problems with noise from students travelling along Derby Road at night. Also noise coming from flats above Sainsburys.
- Generally, crowds of students going out shouting and screaming at night; shrieking and shouting at 10-11pm on roads when children and adults trying to go to bed.
- There was a big party in Harrington Drive, but after all the notifications and warnings - how much notice do the students take?
- Residents have been reporting noise incidents on the association website: Lots have occurred on Sunday, Tuesday and Thursday, some on Monday as well as the 'normal' Wednesday, Friday and Saturday nights.
- The noise has been better this year - thanks to the authorities: not perfect and still having problems but there has been progress.
- Resident reported repeatedly being woken up on every night of the week by street noise - this is not tenable for people trying to work and just carry out normal life. Could the clubs close at midnight? Another resident questioned whether that would lead to more parties at home thus really making life uncomfortable. Lots of whooping and hollering and is dangerous for some people in work the next day when they have disturbed sleep, particularly for occupations such as lorry drivers, medics etc who need to concentrate.

- Some education is sinking in as students do remember, when reminded, to keep the noise down, and are not as incredulous as they once were.
- Last couple of weeks of the academic year have been particularly bad which unfortunately coincides with children's school exams, thus disadvantaging local school children.
- Are students deciding that they don't care about any sanctions in the last couple of weeks of their tenancy / university career? Can there be sanctions at end of term by the universities? *[Later comment from MF on this: Sanctions are given until a student graduates, so end of term incidents are picked up and dealt with appropriately]*
- Lenton Avenue has been much better this year for noise.

#### ASB:

- Lots of street drinking has been witnessed. There has been a reduction in street drinking, but people are getting wise to where and when the CPOs are confiscating. Lots of drinking is taking place on the side streets before people reach the main road and are challenged.

#### RUBBISH:

- There are lots of bottles and cans on pavements from crowds of students going to or from parties or clubs.
- The Lenton Triangle has been particularly bad for rubbish: bins left on street, bottles smashed, bins knocked over.
- This academic year has been better at the end of term with getting rubbish out and cleared. TL remarked that there was a 3 week period (starting this week) where the Council was prepared to clear all rubbish in the area, then CPOs will tackle landlords.
- Students on Park Road have been very responsible with their putting their bins out. Last week, the bins were tipped over on Park Road, but students came out with other residents to help tidy up.
- Some students have been asking neighbours to put out bins for them when they are away - acting more responsibly.

#### RESPONSE (from contacting 101, Police, Community Protection, Universities):

- One resident remarked that they were still waiting for a university response to a serious complaint.
- 101 calls: Residents were still ringing 101 late at night and being told to ring the council on the next working day. There was a mixture of professional responses on 101 and some call handlers not taking problems seriously. When the response to a 101 call has been good, the reported noise has stopped soon after. The response to 101 calls has been worse in the last couple of months: the waiting time has been bad and some people can't get through. Worst reported wait was 25 minutes and not getting through.

Why isn't the call centre staffing bumped up at busy periods? Some people reported that they didn't don't know about being able to ring 9152020 during office hours. TL remarked that if you ring 101, the response is usually a lot quicker during office hours. It was suggested that we feed the information about the 101 call centre back to Paddy Tipping.

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### **Item 3: Feedback from Community Protection and Police**

TL gave the following report:

- for the last academic year the Lenton Triangle and the Lenton Drives had 646 CPWNs served, which was 165 houses. Of these, 105 CPNs were then served (24 houses). 1 house has had a fine to 8 people.
- 990 alcohol containers (bottles, cans etc) were confiscated (this was the recorded number - the actual number will be higher because not all confiscations are recorded due to time limitations). This number has gone down since last academic year.
- Lots of analysis has been done for next academic year on how to improve provision of services.
- Issues around the reporting of incidents: the CP service needs evidence of problems which needs to come through calling 101. They can't issue CPNWs on other information - for example filling in the noise nuisance web form on the council internet site or emailing them, etc.
  1. Q: Can we have a noise app, like other cities? Discussion: We could write to the council as an association to ask for this.
  2. Q: Could we have a direct number for CP? A: If residents don't go through the 101 call centre, the CPO can't get other information about the property including if there have been violent incidents at that address.
  3. Q: When police have attended calls, they haven't shut down the parties causing nuisance. A: the police may have had to go to another emergency.
  4. Q: What is the process that CP follow? A: Can go to CPNW, then CPN within 10 minutes. However the CP can't issue a fine on the same night, as the perpetrators have a right to appeal.
- CP overtime in our area is funded by the UoN. The overtime is tailing off now but starting again in September subject to funding again. As the extra work is done on an overtime basis, it can make it difficult for CPOs to do their full-time job as well. Extended hours above normal CP hours are funded by both universities in the city. EC: NTU fund extra CP time to 3am in the Radford / Arboretum areas on a Wednesday, Friday and Saturday night, and are extending this to Thursday night next academic year.

The NTU are looking to further increase this overtime to 5am with additional funding in the future. There is a cross over with the Lenton area where resources can be shared. EC couldn't remember exactly how much they have funded this academic year *[later information supplied was that it was £21,000 for the first 2 terms of this academic year - figure still not known for final term]*. In the first and last weeks of term the NTU put in funding for extending the CP hours for every night of the week, and this is the second year of doing this.

1. Q: Can there be more CPOs on in the day to deal with issues with children in the new NCH housing area? TL to feedback to beat team, as this is part of their regular job.
2. Residents on Faraday Rd and Cottesmore Rd feedback that they don't see CPOs or interventions by CPOs: TL will feed this back to team.

- CPOs are John Woodford on the Drives, Bilal Khalil on the Triangle.

Apologies were received from Rob Wilson (Police) as he had other commitments and no other officers were available to attend the meeting. Rob had given the following report:

*"Thank you and thank you to Virginia and other residents who have been involved in the community trigger process and a variety of other pieces of work to bring about positive change in the Lenton area. During this year, myself and other officers have continued to work with both universities, residents and student groups, City Council and others to play our part in dealing with complaints from residents about a range of issues.*

*Police have continued to do this in a "joined-up" way to ensure that resources have worked in a coordinated and effective manner. Some examples of recent additional work which has been carried out in the post-exam period, have been Police Officers carrying out patrols on the roads leading from the City Centre into outlying areas late at night and through the early hours of the morning to both prevent people becoming victims of crime and to moderate behaviour as young people arrive and walk through residential areas. These Police officers have also be involved in dealing with late night house noise.*

*I have reviewed crime data for the New Lenton Police Beat for the last academic year and made comparisons with the previous year . Across the Nottinghamshire area as a whole there has been a rise in recorded crime which has been in line with many areas of the country.*

*The New Lenton area, however, has seen a reduction which in part due to the significant level of resources and positive activity, enforcement, patrol and engagement which has been focused on the area. Total crime for the New Lenton Beat area has fallen by 20 crimes or 6.3%. There has been a small increase in the number of residential burglaries – an increase of 3 incidents or 6%. Most, but not all, burglaries in the area take place at student properties and many have been through unlocked doors or windows left open.*

*Police continue to closely monitor licensing applications and have prevented new applications from several locations where it was likely that further crime and disorder would be created.*

*Thanks to your group for working with a range of partners to bring about significant positive change.”*

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## **Item 4: Feedback from Universities and Student Unions**

EC gave the following feedback for NTU:

- 12 incidents had taken place in the Lenton area, 3 reported from local residents. Of the noise nuisance incidents reported: all students were formally warned and fined.
- The NTU SU officers have now finished as NTU has finished term, but new SU officers are coming into place for the new academic year. Lots of work has been done by NTU on moving out of halls.
- Simpsons Halls of Residence (Park Street, Lenton): concerns were reported at the start of the academic year, but things seemed to settle down. The NTU will be working with freshers for the start of the next academic year and raising awareness about noise. Simpson Halls reception is manned 24 hours. The number for the Residence Manager is 0115 950 7156

MF gave feedback for the UoN:

- They are really pleased with the feedback on end of term waste, as they have worked really hard on communication to students making sure waste was properly presented. British Heart Foundation donation banks have been placed around the area, with communications to fill these with unwanted items given to students, and this has gone well.
- The “Hello Neighbour” campaign is continuing. A new animated graphics film has been developed which has been shown in all the halls of residence and off campus student accommodation students have been sent email links. It has also been shown on the big screen at the Portland building. When 2nd and 3rd years re-register, they will receive a link on their emails. It has been shown on hopper buses and will be re-screened next academic year.
- Letters from Vice-Chancellor and Community Protection have gone out to students and households in the area, talking about respectful behaviour and consequences of disturbances. There are talks taking place about a future joint letter from both universities and CP.
- The University is proposing a new Neighbourhood Community Award jointly working with the SU.

- At the beginning of the academic year 'Sensitive Addresses' were spoken to (addresses where there had previously been problems with noise and ASB), and this has worked well. The UoN are going to be doing this again in the autumn. If we want to add houses to this list, please go through KL.

1. Q: 'Sensitive Addresses': do the landlords know their houses are on a sensitive house list? A: Some - the university works with the landlords and by and large landlords appreciate this. Landlords are ramping up efforts to prevent ASB so that their HMO license is not in threat. MF knows of one landlord who evicted the tenants because of their bad behaviour. If students are coming back for their third year to the same address, and they already have a CPNW, it goes straight to CPN. TL stated that CP keep all the records now, to make sure if the same people at the same address are reported for noise or other ASB, they don't go back to a warning. Q: What if people move? TL stated that there are issues around this but they are working on this issue.

- CPO funding from UoN: they are presently doing all the impact studies on this funding for the current academic year. Anecdotally the feedback is that it has worked really well. Patrols are being done at different times and days to find the worst time. They are also looking at the 101 number and working with the call centre for how calls are handled. They are working very closely with CP especially on particular large events such as balls. The funding is adjusted to take into account beginning and ends of the year.
- 541 CPNWs were issued to 99 households. Of these there were 31 breaches 31 (6 houses)
- One household had been issued with Fixed penalty notices, both the University and CP are looking at the number of individuals involved as many of the tenants were not present when issues arose resulting in a FPN
- On a handful of occasions, CPOs were called away to other duties, when they should have been on the Lenton Drives/Triangle, which MF is taking up with CP.
- Alcohol confiscations have gone down, although people are still chancing it. Good but still needs to get better: they are working on an upwards trajectory.

1. Q: By end of year residents are utterly fed up of the noise and drunkenness, and have no energy to report it, particularly when it is hard to get through to 101. MF responded that the UoN is working really hard to get things better, they completely understand the sentiment but having a record held centrally is important for directing resources and funding.

- UoN disciplines students on them being given a CPN. The sanctions are given to individuals. The monetary fine that can be levied will be up to a maximum of £250 next year (more than previously).
- If residents can't get through to 101 or get abuse from students, contact the universities directly.

Jacob Collier had arrived late and introduced himself as the SU Community Officer taking over on 2nd July.

- Students have been positive to the increased CP patrols as they have felt protected and safe, especially women.
- SU are continuing to communicate messages about living in the community and they want to foster good relations between neighbours.
  1. Q: Are students empowered to know what to do about issues - for example if they are suffering from noise nuisance? TL responded that there was a rise in the number of students calling 101. JC said that the SU can look at communicating to students about what to do if they are affected by noise and ASB.

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## **Item 5: AOB**

MF said that University Park is open to everyone and she had brought leaflets about events happening, most of which are free.

KL said that she was encouraged to hear about the Neighbourhood Community Student Award and thanked the UoN and SU for taking this on.

KL reported that a new Neighbourhood Development Officer would be starting soon and would be working with her on community events. We are applying for a pot of money - any ideas on this, please let Kate know. It would be really lovely to do a street party again, however this was hard work last year, so we need volunteers for this to happen. Lenton Funday Festival earlier in June was a lovely day with lots of the community coming together, and it is important to carry on pushing forward with events like this.

MP suggested that can we might be able to get businesses involved in community links, e.g Sainsburys, Savoy?

KL & VR had been to a meeting with M&S Estates Letting agents, looking at working with them to get information around the community.

At the Area 4 Committee meeting there was a request to please fill in the consultation on Additional Licensing. Additional licensing covers HMO houses with 3 or 4 bedrooms (Licensing is mandatory for houses with 5 or more bedrooms). If not licensed, any houses not already HMOs could become HMOs without planning permission needed. There wouldn't be any checking on safety or regulations governing noise and ASB etc. Retaining 3 and 4 bed houses as C3 (family use) and not converting is important in our area to avoid further imbalance of the community. 20th July deadline for the consultation.