

Lenton Drives & Neighbours Residents' Association Members Meeting 15th November 2018

Attending:

Mike Cole, Student Strategy Manager, NCC [**MC**]

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

Sergeant Andrew Hallsworth (Police) [**AnH**]

Aran Hennessy, Principal Environmental Health Officer, NCC [**ArH**]

Inspector Riz Khan (Police) [**RK**]

Councillor Sally Longford [**SL**]

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

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

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

Members of the Association

Apologies:

Melany Pemberton, LDNRA Committee

Cllr Sarah Piper, LDNRA Committee

Cllr David Trimble

Several members of the Association

Acronyms:

ASB - Anti-social behaviour

C3/C4 - denotes the type of use a property has planning permission for. C3 refers to 'family housing'; C4 is HMOs.

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
NCC - Nottingham City Council
NTU - Nottingham Trent University
PCSO - Police Community Support Officer
PSPO - Public Space Protection Order
SU - Students' Union
UoN - University of Nottingham

Item 1: Welcome

KL welcomed everyone to the meeting and asked people, in view of the packed agenda, to be brief when asking questions or giving feedback so we don't just re-cover the problems but work towards solutions.

Item 2: Feedback from Community Protection on recent strategies and statistics

TL introduced himself, Jodie and John (CPOs). This is the second academic year they have carried out university patrols funded by UoN, and they can begin to compare statistics from last year. Before the academic year they went round to local properties and gave students information on what is expected of behaviour. On most nights they work until midnight, on some nights they make a judgement call if they need to work on until 3am.

CPNWs issued in the area since the start of the academic term (Sept 2018): 261 to individuals: this covers 53 properties

Last year at the same time there had been 358 CPNWs issued to individuals, covering 56 properties, showing a drop in enforcement actions this year.

The number of CPNWs which had been breached and where a CPN had been issued was 18 to individuals, covering 3 properties. Last year at the same time, there had been 29 CPNs issued over 8 properties.

An FPN has been issued to one household, where the tenants had lived in the house the previous year.

There had been 249 alcohol confiscations during this period which was an increase on the previous year.

Regarding the process of ringing 101 when there is a problem: there have been 106 ASB noise jobs reported on Lenton Drives/ Triangle area in the period; there were 129 in the same period last year.

TL said that early intervention strategies are working.

Questions and feedback to Community Protection from residents

Residents commended the Community Protection team for their hard work and thanked them.

It was pointed out that the number of 101 calls may be reduced because of the unsatisfactory responses from 101 call takers.

Do the CP patrols include the Lenton Boulevard area? Response: Yes

There are issues with a large amount of bins left on streets - CP response that it is quite a long winded process to sort out the issues with bins which they legally have to follow. An example was given by a resident of problems with waste on Church Grove - e.g. one student household had not put the bin out for refuse to be collected so far this academic year.

Residents expressed surprise on the low numbers of CPNs and FPNs because there are some addresses which are repeatedly causing a nuisance. Response: the issues may be with the 101 call handlers not passing the information on, or with officers not being able to witness the problems. The CP team are working closely with the HMO Licensing Team to pass information on so that landlords are also informed and involved.

What is the criteria for issuing a CPNW? Response: persistent, unreasonable and detrimental behaviour, backed up by evidence and using the officer's judgment.

Can residents have feedback as to what has happened when they have called 101? Some residents have filled in forms online about noise (The 'Report It' form for City Council) and this seems to get more feedback.

Residents reported the problem of being woken up frequently by students passing by on the streets at 3-4am shouting loudly. This is having an impact on the local community through disturbed sleep. Uniformed presence can stop this but it depends on them being in the right place at the right time. KL stated that this is a real problem as it is happening a lot across the area and is very stressful, particularly to more vulnerable groups such as children and those who are ill. Families are moving out because of the impact which is disastrous to the community.

Is the information about CPNWs etc issued given to the universities? Response: everything is done in partnership with the universities. Please keep ringing 101 when there

are problems. Response from residents that people are losing heart because they think nothing is happening; also some people are not ringing 101 because they are scared of retribution.

Item 3: Feedback from Police on recent strategies and statistics

KL introduced Inspector Riz Khan [RK] who has recently taken over as Inspector for our area following the retirement of Inspector Rob Wilson. RK said he has worked 22 years in Nottinghamshire Police. He was born and bred in Nottingham, left to study law, and then joined Police working in Nottinghamshire. He has worked in various Nottingham inner city and Nottinghamshire areas. He is passionate about local residents. He wants to police by consent: he wants to get the trust of the community. He discussed the recent reduction in Police staff and budget and the need for the Police to work smarter and more dynamically. Nottinghamshire Police had an inspection recently which described a passionate Policing team which get involved in local community issues. In our area RK is working on an initiative to tackle ASB, burglary and violent crime - a plan to find out what's hurting the community and upsetting people. Victim / location / offenders being looked at as well as where there are vulnerabilities. He is looking to amalgamate the big area of ASB - looking to be more proactive rather than reactive. He doesn't have all the answers, but wants to know our expectations, and the Police will see what they can do. RK said the police can only do so much and he wants to hold other partner agencies to account. Several agencies working together can make a difference. He is looking to leave a legacy. RK discussed the need to celebrate and understand what the area brings to the wider city of Nottingham. He pointed out that, yes, there are problems and upsets and it's really sad when people want to leave a community, and this needs to be turned around. The area offers a lot to the students, but there is a need to build trust and confidence for all residents. RK said this is not complex and something they are used to in the Policing world, and just needs tenacity. He asked people to bear with him while he is learning the area.

The Policing team for our area contribute a PCSO. There has also been a project called 'Operation Graduate' which has been ongoing for around 30 years where officers were walking around the area working on reducing burglaries. RK is scrapping this and taking a totally fresh look at everything the Police are doing in our area, incorporating burglary, violence and student issues, working with the universities and local resident associations. If anyone has any ideas, please relay them through KL.

AnH then gave some recent statistics for the area: Burglary is up quite a bit, plain clothes officers have been posted around the Lenton and Lenton Triangle areas. Numerous offenders have been arrested. There is no breakdown on whether the burglaries were in student or permanent properties unless this information is contained in the individual police reports. The Police team want some buy-in from Safer Housing and the HMO Licensing teams to reduce crime on properties by making them less appealing to

burglaries. There have been 67 more burglaries in the Lenton area this calendar year on last year. The data shows that the majority of the victims of burglaries are students where houses have been insecure. There are spikes in burglary at certain times of year. The Police are doing lots of reminders to keep properties safe.

Questions and feedback to Police from Residents

A resident reported that a PCSO had said they would collect evidence but it didn't happen. AnH explained what had happened in this particular instance.

Are there any statistics on the police issuing CPNWs/CPNs when the police attend when CPOs are off duty? Response: Police pass information and evidence on to CPOs for follow up the next day when they attend incidents of ASB and noise.

What are the police doing about drug dealers in the area? For example residents think drug drop-offs are going on along the roads and also with pizza deliveries. Response: Police need details and intelligence on this, for example colour of car and type of car, ring 101 to give details of suspected drug drop-offs.

Are the Police doing anything about the late night noise (for example the shouting on the streets) as part of changing action discussed? Will there be late night patrols? Will there be penalties given to people screaming and shouting? Response: Legislation is that Police have to give people behaving in an anti-social manner the opportunities to stop. But the Police are looking to have an impact on ASB.

Item 4: Feedback from Universities on recent strategies and statistics

KL reported that NTU representatives had not been able to attend the meeting and introduced MF from the UoN.

MF explained that when a student house is issued with a CPNW the tenants are sent a warning by email. They find that there are very few breaches on to a CPN. If a student house is issued with a CPN, the students are called in to disciplinary meeting, which goes on the student record until they have finished university.

UoN staff are working with the Police and Community Protection to witness and address street shouting issues.

UoN relies on uniformed evidence gatherers getting the evidence of ASB and noise, and then the UoN takes action to address this behaviour.

Questions and feedback to University staff from Residents

The university actions are not deterring students from making noise nuisance and ASB. Response: Residents need to phone 101 and make a complaint about noise; UoN does not know of problems otherwise. The UoN are doing patrols with staff and they close parties where they come across them, they are trying to decrease the problem.

When a CPNW or CPN is issued, is this to a household or individual? Response: all individuals in the property.

What about the issues with street noise where groups of students are shouting and screaming on the streets? Response: The UoN are trying to look into this in a different way - the Police can pick up and pass names to UoN. UoN staff have witnessed this on patrols. It is really hard to tackle street noise; the UoN has spoken to the SU as they think peer to peer messages are better at getting through. Response from residents: Peer to peer message seems to be they can do what they like and can respond abusively and in some ways aggressively when challenged about behaviour. One resident spoke about getting street noise and disrupted sleep every single night: residents can't phone 101 every single night. UoN Response: UoN staff are not seeing noise every night when they are on patrol. Nature of street noise is that it is intermittent.

A resident spoke about how they phoned 101 about street noise and got a very derisive response. Response: MF had a complaint from a resident about a 101 experience and this has been escalated. MF asked residents to tell her about bad experiences with 101 giving the time and date.

Can the patrols cover Mettham St and Hart St (off Lenton Boulevard) - a child here is woken up frequently at 11pm and students involved say it is not late. Discussion of properties on Frederick Grove and Hart St causing issues: Response: MF wants to get details after meeting.

A resident said that reporting the issues is a real problem if the UoN are relying on uniformed officers to attend. Frequently residents can't get through to 101, and if they can, there's frequently no uniformed officers available to go round to witness noise and ASB, because CPOs aren't on duty. The Police are struggling with major incidents and can't attend. Is there anything we as residents can do to gather evidence of noise? Response: Depends if any risk: do not put yourself at risk of harm. If you do gather evidence, please pass on to MF. Cllr Sally Longford said that CPNWs can be issued without evidence. Where there are properties where there are regularly parties, residents should be able to tell UoN directly. MF responded that UoN are funding CP to monitor and witness issues. SL mentioned that this was not much extra funding.

Why can't we contact uni directly about problems? Response: People can contact the UoN directly, but UoN can only act on evidence from uniformed officers.

Where do the students get the idea that the Lenton area is a 'student area' from?

Response: UoN has removed all references to Lenton as a 'student area' in its literature. The message that it is a student area is coming from elsewhere.

Resident said that in her view, the situation has improved. However the shouting and screaming on the streets has not improved.

Resident said that UoN needs to take responsibility for the actions of its students, needs a big step change. They would not put up this behaviour on their campuses. Response: UoN campuses have private security; but they have no powers off-campus.

Item 5: Feedback from HMO Licensing on new legislation, processes, controls and enforcement

KL introduced ArH.

The HMO Licensing Team is working with CP colleagues. When CPNWs are issued at a property the license holder for the property is contacted and they are asked what they are doing about the issues: all landlords should have a procedure in place about noise and ASB for their property. On a second complaint about the same property an officer from HMO Licensing is sent out to ensure that procedure is being followed. On a third complaint, an HMO License officer sits with license holder to mediate complaints and work towards successful conclusions. If the conclusion is that the license holder is not taking action, the HMO License Team can wind down the license or fine the landlord. The HMO Licensing currently employs an ASB investigator to work on this process (soon to be 2 investigators).

The Selective Licensing Scheme covers the Lenton area which means that where there are family homes being rented in the area, they are now covered for ASB.

It is now mandatory to have an HMO license for any property with 5 or more unrelated people across the UK; it doesn't matter on the number of storeys.

There is a rogue landlord database: if HMO Licensing Team prosecute a landlord, they can add the landlord to this countrywide database. Members of the public can access this database. If there are 2 CPN fines on a landlord, they can add the landlord to the database. Landlords can even be banned from being a landlord nationwide as this information is available around the country.

The license fee arrangements have changed: the HMO License fee is £800 on application - paid whether granted or not. There is then a further £200 charged for accredited landlords, £500 for non-accredited landlords. Where landlords have not engaged with the team where improvement notices are served before a license is granted, a higher fee £800 is charged (less compliant properties). Less compliant includes those properties where the ASB investigator gets involved.

Questions and feedback to HMO Licensing from Residents

Is there new legislation holding landlords responsible for waste? Response: the Additional Licensing Scheme has just been signed off -which applies to our area where an HMO license is needed for 3 or more unrelated people living together and brings lots more houses under the licensing scheme. The new scheme will operate from 1Jan 2019 (when old scheme runs out). Part of the scheme is strengthened ASB conditions: landlords have to investigate complaints of ASB and keep records of what they have done and the outcome. They have to keep the records for 6 months. On bins: the license holder must ensure that the property complies with the local bin scheme - e.g. bins off streets, right bins put out on the right bin day.

Have any HMO licenses been granted in last year? Response: New HMOs are not being created: licenses expire or properties are sold and new licenses have to be applied for. Checks are carried out for records that any newly applying properties weren't previously C3 use.

Have the council have allowed too many HMOs in our area? Response: We need to lobby our MP about this, the HMO team can only work within current legislation. They check for planning permission under article 4. They give a 12 month license to a landlord who needs to get planning permission. The 12 month license automatically expires unless there is evidence of proper planning permission for HMO. Planning permission usually takes 10 weeks, and they can then appeal in 6 months. They have to be fair and reasonable in the process if the appeals take longer.

Rogue landlord database: does this stop landlords having HMOs in other areas?

Response: Yes, other councils should consider this. If a landlord is banned they cannot hold a license.

What about when properties are held across several family members? Response: Licence holders are supposed to declare associations, but this can be difficult to police.

If a resident is having a problem with a property and having persistent problems with calling 101, can they report directly to Aran? Response: If there is a problematic HMO address contact Aran directly (it is also recommended to contact CPOs as this gives firmer ground if CPNWs etc are served). HMO Licensing Team would go to the landlord with the problems. They would keep the complainant details anonymous. It doesn't matter if there are different tenants year to year. hmo@nottinghamcity.gov.uk HMO Licensing Team recommend that landlords have a process where where tenants can be evicted if there is continual ASB.

Item 6: Chair's report

KL had spoken to NTU staff at Simpson Hall, Park Road; staff at NTU have gone round with CPOs to the houses around Simpsons Hall delivering letters about how to complain about noise and what disciplinary action the university will take. Students have been notified in Simpson Hall about residents' complaints about noise.

Importance of contacting 101 when there are problems. There are issues and they are frustrating, but it is important, even for street noise, as it will flag as an issue in the area, and patrols may be increased because of people regularly flagging it.

KL is aware that a family property has been sold to a parent of a student with plans to share with more friends: if 3 or more unrelated people, it needs planning permission. Let KL know if any other properties like this.

UoN 'Hello Neighbour' campaign posters are available to put in windows : The UoN are campaigning to make students aware that they are living in a residential area. There is also information about support for elderly neighbours.

Item 7: AOB

MF said if people are having serious issues, she is willing for people to email her, don't save it all up for a meeting, especially if they can't get through to 101 or don't want to ring 101. (melanie.Futer@nottingham.ac.uk)

If there is notification from neighbours about a party should ring CP? Response from CP: Yes - office hours 9152020, if not 101. It may disturb others if not you. Before 4pm can email Canning CPO. (canning.cpoteam@Nottinghamshire.pnn.police.uk)

It would help if we could quadruple the number of CPOs. Response TL: at the moment the funding just covers overtime. Response MF: if we had the evidence the UoN could look at additional contributions. Residents' response: Why won't the university take the evidence of residents, rather than unformed evidence: it seems that they think residents are making it up.

The message needs hammering home to students before they move into the community that there are consequences of behaving badly in the community. Students don't seem to get the idea that there are any consequences to creating ASB in the community.

Response MF: Information is given on leaving halls in first year and re-registering in second year, they want to tackle those that ignore the information.

Mike Cole is available for people to talk to after the meeting. MC: The SU house hunting fair has just occurred and there was a message to consider other places, not just Lenton as there are good transport links. HMOs in Lenton are considered expensive. Message was given out by Safer Housing and CP that Lenton is a residential area, also by SU representative Jacob Collier.

Firework shop on Derby Road - how is it able to operate all year round? Response KL: We are not sure whether it has got a license. KL has emailed council and this has been passed to trading standards.

CORRECTION

The agenda for the meeting had information about the procedures and stages of disciplinary action for the University of Nottingham. The corrected procedures are given below after an update from UoN.

	University of Nottingham
CPNW	Warning email sent, depending on the reason for the CPNW some occasions warrant a discipline meeting. Action taken is reported to CP for feedback to the complainant as we are not given complainants details.
CPN	Students called to a discipline meeting, action taken under the University code of discipline. This is noted on their university record for the duration of their study.
FPN	Further disciplinary action taken.