

Lenton Drives & Neighbours Residents' Association Members Meeting 6th June 2019

Attending:

Mike Cole, Student Development Officer, NCC [**MC**]

Jacob Collier, Community Officer, UoN SU [**JC**]

Fi Cusack, Neighbourhood Development Officer, NCC [**FC**]

Jamie Dickinson, Assistant, Off-Campus Affairs, UoN [**JD**]

Katie Frogson, UPP, managing NTU Simpsons Halls [**KF**]

Eva Hunt, Nottingham Victim Care [**EH**]

Amy Kasper-Hope, Student Living Coordinator, UoN SU [**AKH**]

Cllr Pavlos Kotsonis, Lenton & Wollaton East Ward [**PK**]

Kate Lowenthal, LDNRA Committee [**KL**]

John Woodford, Community Protection Officer [**JW**]

Cllr Anne Peach, Radford Ward [**AP**]

Melany Pemberton, LDNRA Committee [**MP**]

Cllr Angharad Roberts, Castle Ward [**AR**]

Virginia Rochester, LDNRA Committee [**VR**]

Members of the Association

Apologies:

Alan Lemon, LDNRA Committee

Several members of the Association

Acronyms and Glossary:

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

Section 46 - process if bins are left on the street outside permitted times for waste collection.

SU - Students' Union

UoN - University of Nottingham

Item 1: Welcome

KL welcomed everyone to the meeting and asked people from the various agencies present to introduce themselves. She also introduced Lisa Hampson who has started a litter picking initiative in the area. The first one will be starting at 11am at Derby Rd Sainsburys on Saturday 9th June.

Item 2: Feedback from Community Protection

JW is one of 11 officers for the Community Protection Central West Team. JW gave the following provisos for the statistics: they do not know whether all CPNWs and CPNs were issued to just student households; also they are seeing an increase in the number of NTU students living in the area so where CPNWs and CPNs were issued they were more widespread across both universities.

- CPNWs - 788 issued to individuals, across 174 properties in this academic year so far: 1st Sept 2018 to Sunday 2nd June.
- CPNs - 36 issued against 9 properties in the same period.
- FPNs 8 issued to 1 property in the same period.
- 446 alcohol confiscations in the same period primarily on Derby Road.

- Section 46: 1290 issued to individuals for bins on streets. This process is initiated if bins are on the pavement outside the permitted time period. The process was explained:
 1. Get individual names at property and give information on the waste collection.
 2. If bin not removed, CPNW issued
 3. If bin still not removed CPN issued
 4. If bin still not removed FPN issued and £60 fine each

1290 Section 46 processes were started in the period, with 784 CPNWs, 386 CPNs and 161 FPNs all relating to bins on streets.

The statistics are for the Lenton Drives and Lenton Sands (Triangle) area. The Community Protection Team are aware of the imminent end of exam season, and they have seen an increase in reported incidents and ones that they come across whilst on their beats. They are patrolling until 2-3am until the end of term, drawing on additional staff resources as well as the operational response team. They have the calendar of university events and will be deploying CP staff at the pickup and drop off points to venues where coaches are being brought into the area. It can be irksome to ring 101 but this is the correct way to do things. It means incidents are recorded on the system. If you ring 101 and get a less helpful response, insist on getting an incident number (even if call taker says council deals with noise) which can be picked up on the blackberry devices carried by CP officers.

Questions 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. Response: it is quite a long winded process to sort out the issues with bins which CP legally has 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. It was pointed out that some properties were repeatedly causing noise nuisance but the process to get

to CPN was not happening as a uniformed officer was not witnessing the incidents, therefore the warning was not really working.

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 than ringing 101.

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 or elderly. 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 University of Nottingham staff and Students' Union

JD from UoN Off Campus Affairs team reported that the UoN is funding late night CP patrols and thanked the CP officers for doing the overtime. The UoN will only take action once a CPNW is issued.

In the run up to end of year exams, the 'Hello Neighbour' and messages about living in a mixed community campaigns have been ongoing, flooding campus advertising. An awareness video has been displaying on hopper buses and linked in newsletters. This has increased exposure to 1st years who will be moving off campus in the new academic year but also as a reminder to other students already living off campus. The first years have to view an awareness video as they check out of halls at the end of term. There is a uni app that 85% of students use (for things like exam timetables, library loans etc). This app is also being used to give out messages about respect for neighbours. The Vice Chancellor has written to students living at 32 key streets across the Lenton area - this has been sent electronically so they know who has opened the letter.

The UoN works jointly with the SU, as they feel the SU can sometimes get message across better.

CP distributed a warning letter about noisy parties from the council on Monday (2nd June) co-branded with NTU and UoN support.

The UoN are working more intelligently to identify big nights in town to give information to CP to resource these better.

Figures for this term are - 17 CPNWs, 12 CPNs notified to UoN. There are two more weeks left of term. Last year for the whole summer term 2018 there were 76 CPNWs, 17 CPNs. UoN would like to see these figures continue to go down and evaluate how they are doing.

Waste issues: - next year there will be a data sharing agreement with CP about waste problems, as well as noise and ASB issues. There can be accumulation of waste problems at the end of the academic year as students move out. The UoN encourage students to donate unwanted belongings through BHF donation banks. The UoN has been nominated for an award on how successful this campaign has been. They are currently in negotiations with the council waste dept to fund extra collection rounds to get pick up extra refuse.

The UoN and NTU are equally investing in a joint pilot project with Victim Care to run lessons when students are issued a CPNW to raise awareness of how noise and ASB impacts the victims.

JC from UoN SU said that they support the UoN in what they are doing and work strongly together over the issues in the community. There will be end of term waste messages to all students over when bins should be out or not, and respect for neighbours in noise (for example local school children sitting exams). They are supporting Lenton Funday. The SU are supporting Lisa in setting up the litter pick initiative and recruiting volunteer students (KL responded that there were no volunteers yet - can this be pushed?) and supporting BHF collection points. They are trying to make sure students are respectful in the community. They give a moving in guide to all students moving into the community.

Questions to UoN and SU from residents

What does the UoN do when students is referred to them for bad behaviour? Response: if a CPNW is issued, the information is forwarded to UoN from CP. An email warning is sent to all residents at the property. If this is further escalated to a CPN, a disciplinary meeting takes place with the students. If this then escalates to FPNs, there is a second disciplinary meeting with harsher sanctions. The HMO Licensing Team get a notification at CPNW stage and the landlord is notified of their responsibilities to prevent ASB and noise from their tenants. There is a UoN Code of discipline and a 2 page brief version which is easier to read with expectations about behaviour in the community and sanctions that can be applied.

A point was made from a resident that all these initiatives have been going on for years but the problems are still happening, and the education that goes to students about living in the community seems to be ignored - an example was given about stickers on bins about not putting plastic bags in recycling which seem to be ignored. JD responded that some students are ignoring stickers, but UoN are hoping to see a reduction in bin

contamination. JD took on board the criticism of past campaigns, and the UoN would like to take on board residents' feedback to inform future campaigns. KL mentioned that students don't seem to be aware of UoN campaigns about living in the community. She also asked that on the campaigns can it be reinforced that this applies to Lenton as so many students seem think that only students live in Lenton : JD responded that communications are tailored to the postcode of the students.

A point was made that something isn't working as there appeared to be no consequences for students leaving bins on streets. KL responded that the Drives aren't bad. However on the Lenton Sands (Triangle) streets, the process has not happened as it should and will be tackled better next year.

AP praised the food collections organised by the SU. It was mentioned that NTU (including halls) are doing same collections for local food banks, community meals and Emmanuel House.

MP mentioned a research project in Manchester on assault in the community. We want to work with the Universities on things like assaults in the neighbourhoods to set the expectations for the culture in the community which is not the same as on campus.

Item 4: Feedback from Simpson Halls Representative

KF from UPP spoke about the NTU Simpsons Halls of residence which is on Park Street, Lenton (UPP is the company that manages this halls on behalf of NTU). The building houses 226 students and has a reception which is manned 24/7. Issues with Simpson Halls that have been reported recently are complaints about rubbish being thrown into people's gardens nearby, people smoking outside halls and noise as people make their way to and from Derby Road late at night.

KF spoke about a respect neighbours campaign and also said that if there are any issues, you can go directly to Simpsons Hall to complain. The mobile phone contact for the hall was given out to houses opposite. Residents requested that this contact information be given out info to all residents in Lenton Green area. The mobile number goes directly to hall reception. This number is 07968 172703.

Questions from residents

AP asked if calls about issues with Simpsons Halls should go to CP rather than to the halls of residence? Response: chances are that the noise would have moved on, better to contact the halls directly. CCTV cameras can catch who has just entered or left for identification. AR asked KF what happens in escalating an issue? Response: They can call on backup from other halls as well as CP/Police. UPP escalate to the university for disciplinary procedure. Hall reception mobile is available 24/7. Question from resident: are UPP educating 1st years for moving out into the community? KF: They make it very clear

that they don't have the cleaning / rubbish facilities when they move out. They encourage responsibility before moving out in dealing with rubbish.

Item 5: Information from Nottingham Victim Care [NVC]

EH described the pilot sessions which are being delivered to students to raise awareness of the impact of their noise and ASB behaviour the community around. KL met with EH to discuss the issues we have. NVC have been commissioned by the Police and Crime Commissioner to offer victim support with all sorts of situations such as burglaries, fraud and violence. Both Nottingham universities approached NVC to run sessions where students who recently have received warnings from CP have been invited as a pilot. The students turned up to the sessions which was a surprise. They were co-operative, and on the case studies they were given (e.g. local GCSE pupils having their sleep affected) students couldn't work out why it was a massive issue and couldn't see there was a compound effect. NVC are going to work out how to address this so students understand the wider picture. A resident asked if these sessions are mandatory? JD responded that for those students invited to the pilot sessions it was mandatory, but going forward they don't know if it will be mandatory. A resident asked what would happen if a student has been on an awareness session, but reoffended? JD responded that this was a pilot, they haven't decided these things. A resident asked if this scheme can be more proactive - can sessions be delivered before offences happen? JD responded that they have tried this approach with the animated video the UoN created which was discussed earlier. A question was asked about what has happened to the victim based video where local residents including children were interviewed about noise and ASB impact? Response: this is still being edited by NTU team but will be used in the future. KL said that delivering the awareness sessions at CPNW level means a lot more coverage of students. UoN will keep us informed of how this project progresses.

Item 6: Chair's Update

KL expressed thanks to everyone coming to the meeting, especially agencies coming and updating us. KL mentioned that residents in the new Lenton and Wollaton East Ward should contact PK, the new Cllr, about issues. KL spoke about the Lenton Funday on Saturday 8th June which would be a big event, expressing thanks to SU and JD for joint working on this. There would be lots going on with church opposite and the gurdwara open, food and various organisations. Great opportunity to bring community together and show students that there is a mixed community in Lenton. KL asked residents to please come.

KL also asked that if CP resources were short in tackling issues, could we have a target street on the Lenton Sands (Triangle) area to tackle the issues of noise, ASB and waste. E.g Balfour Rd has been very bad this year.

AOB

A resident asked about Radford Mill on Ilkeston Road: the development appears to be only for student accommodation when it was approved at planning for mixed use residency - could Cllr Peach and MC please look into this as several residents are concerned about the noise and waste impact of a massive student halls here.

Another resident asked if any students (rather than permanent residents) had called 101 about noise? JW responded that it does happen but but he doesn't have the figures to hand. A student member of the association stated that students aren't told they can ring 101 and students need information in the community information given by SU about who they can call when there are problems and issues in the community.

A resident asked that when there were repeat calls to 101 about the same properties, but yet the process was not escalated to a CPN because no uniformed officer had witnessed the disturbance, could CP inform the relevant university about the repeat complaints? JW said that this didn't happen at the moment.

JD mentioned that Melanie Futer from the UoN Off Campus team was retiring shortly. Residents could email the address offcampus@nottingham.ac.uk instead of Melanie Futer if there were problems.

PK was going to visit residents in his ward streets to meet them. On Sunday 9th June he would be visiting residents on Harlaxton Drive, 7-9pm.