

Lenton Drives & Neighbours Residents' Association

Members Meeting

27th February 2020

Attending:

Nichola Betteridge, LDNRA Committee

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

Jamie Dickinson, Manager, Off-Campus Student Affairs, UoN [JD]

Matthew Grant, Senior Planner (Policy), NCC [MG]

Sergeant Andrew Hallsworth, local Beat Manager, Notts Police [AH]

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

Alan Lemon, LDNRA Committee

Kate Loewenthal, Chair LDNRA Committee [KL]

Cllr Sally Longford, Lenton & Wollaton East Ward [SL]

Tom Lynk, Senior Community Protection Officer [TL]

Gusharan Nijran, Neighbourhood Development Officer for Radford ward, NCC [GN]

Virginia Rochester, LDNRA Committee [minutes]

Paul Seddon, Director of Planning & Regeneration, NCC [PS]

Commissioner Paddy Tipping, Police & Crime Commissioner Nottinghamshire [PT]

Nikki Todd, Community Liaison Coordinator, NTU [NT]

Members of the Association

Apologies:

Mike Cole, Student Development Officer, NCC

Melany Pemberton, 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, shared by people unrelated.

NCC - Nottingham City Council

NTU - Nottingham Trent University

PBSA - Purpose Built Student Accommodation

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 for people to be brief in questions as we were trying to stick to timings on the agenda.

Item 2: Feedback from Police

AH introduced himself. His team covers Wollaton, Dunkirk, Lenton, New Lenton and part of Radford. There are 6 officers on the neighbourhood policing team, covering a large area, based at Radford Rd. There are also 8 response officers covering an even larger area. The team are working really hard but are aware in the last few years there has been an increase in ASB.

AH gave some statistics for 1st Jan-27th Feb 2020, compared with same dates for 2019

- Total recorded crime up 18
- Robbery up 6 offences: these are investigated by CID
- Burglary up 24 offences
- Auto crime down 2
- ASB and nuisance down 47 calls

AH described specific operations: the Burglary Crime Prevention operation, on the Lenton Drives and Lenton Triangle, working with UoN,

Operations dealing with knife crimes: lots of resource going into this across the city.

There has been a focus on robbery and burglary.

On Friday and Saturday nights, there are PCSOs patrolling in 2 ASB cars, finishing 1am. Any noise and ASB reported to 101 are passed to the cars and they are dispatched.

The team are also dealing with Knife Crime, County Lines and Child Sexual Exploitation issues.

Questions to Police from residents

A resident asked about calling 101. The first time they called 101, nothing happened.

They work as a bus driver, and need their sleep at night. **AH** response: the team is working as hard as they can to help. Everything is risk assessed and prioritised, so when

they are dealing with cases of murder and violence, the little resources they have are deployed where the need is greatest. Officers are tasked in the ASB cars but there are only 2 cars for the whole city.

KL pointed out that there are issues getting through on the 101 number with examples of people hanging on for 45 minutes before giving up. 101 call handlers sometimes tell people to call the council in the morning. This situation has been going on for 20 years. We know the Police are working hard, but ASB crime statistics don't mean anything if we can't get through to report it.

A resident asked what happens when the police attend a loud party? **AH:** the Police will try and stop it. Everything is carried out under the ASB act including the process of issuing CPNWs etc. The Police can close the party under certain circumstances. However this depends on other crimes happening across the city. An Inspector can authorise a house closure.

PK reported that his constituents had reported 101 call handlers are sometimes rude to callers. Is there any training for 101 call handlers? **AH:** Training has happened, rudeness is unacceptable, please report it.

A resident described a large party with 150 people and they called 101 3 times. The Police came but then went straight off again at about 1am. **AH:** An arrest was made and thorough investigation has taken place. Officers may have been tasked to attend but then sent straight off to a riskier incident. **KL:** it is very frustrating when police appear to attend but go straight away; it feels like the Police are not taking things seriously.

A resident asked why can't Police just shut the parties down? **AH:** Police have to prioritise all the incidents coming in, for example dealing with GBH and stab wounds.

A resident asked if can we have the number for the ASB cars directly? **AH:** that might be looked at, but at the moment everything has to go through the 101 number.

SL: AH has a huge job and not many resources. People in the area have lost faith in calling 101 about ASB and noise. The recorded reporting is significantly less than it should be because people are not bothering calling 101 or can't get through. The Police need more resources. The funding from the Universities is small and doesn't scratch the surface.

Item 3: Feedback from Community Protection

TL introduced himself. The Community Protection Team are the uniform on the street, dealing with noise, ASB, bin issues etc. The local CP team are funded by the UoN on an overtime basis to do extra hours. The CP normal daytime shift finishes at 10pm and UoN funds extra hours after this time. It varies as to what nights they are working late, for example they work late when big student events are on. Overtime patrolling for the

academic term started in the second week of September 2019 onwards, targeting 2nd and 3rd year students returning before the university term starts.

For the academic year so far the following have been issued for noise:

- 560 CPNWs
- 12 breaches to CPN
- 6 breaches to FPN

Bins on streets Section 46 process:

- Section 46 issued: 2100
- 1222 breaches to CPNW
- 647 breaches to CPN
- 466 breaches to FPN

As we live in a PSPO area there have also been alcohol confiscations for street drinking: 337 recorded but the actual number will be much higher as the officers are not able to record everything they confiscate..

As the numbers indicate, there has been lots of work for officers.

TL also mentioned the ASB cars which are jointly run with the Police service and which operate 5-11pm Sun-Thu as well as the later times at the weekend that AH had mentioned. The ASB cars are tasked for whole of city from Bulwell to Clifton, but they are designed to default between calls to this area.

The CP Team have also carried out targeted work in at the UoN, speaking to sports society and have seen a big reduction in sports society parties. They have carried out lots of door knocking in the area and delivered letters advising on the expectations on being responsible neighbours.

There are workshops being run by UoN/NTU presented by victim care for students issued with CPNWs.

Questions to Community Protection from residents

A resident asked can we have a direct line to CPOs and not have to go through 101? Students are starting parties at 11pm and the parties are continuing into the early hours.

TL: the calls have to go through 101, for tasks to be issued. The number of large scale parties have reduced in the area. There are now more issues around transient noise, “pre” parties, students walking down the roads to and from venues being very noisy.

KL asked about the ASB line that was mentioned in the Labour Party local manifesto. **SL** responded that they are looking at implementing a Noise Line, and they are in the planning stages of this at the moment.

PT introduced himself and said that there is a problem, and they are aware of it. The 101 call centre has a new computer system, to stop people waiting so long. Difficult choices

have to be made about priorities. He knows they need to do better on noise issues. They are talking with NCC about what more can be done. There are risks of intervening in large scale parties

Resident: students should be fined large amount of money. Money should go to fund for extra resources.

KL: does PT acknowledge this noise issue is a joint responsibility between the Police and CP? **PT** responded yes he does and so does the Chief Constable. PT is taking action to speak to call handlers in the 101 control room to improve the situation.

A resident asked about TL having said there are less parties - they asked in which area of Lenton? She hadn't seen any CPOs in her road. She rang 101 the previous week and was told to ring the council the next day, then when she subsequently called at 11pm she couldn't get through. **TL** suggested that they speak about this incident at the end of the meeting.

A resident commented that the same problems have been happening for years and nothing changes. The problems should be the responsibility of the universities and CP, and shouldn't be the responsibility of the Police who shouldn't have to come out to irresponsible students.

A resident commented that universities should contribute a lot more money towards CP. The current amount is not doing the job. **KL** mentioned an upcoming meeting with the UoN Vice-Chancellor at end March where they will bring this funding up.

A resident commented that TL mentioned speaking to student groups about respect. Students need reminding over and over again about this as they are transient. It should be the responsibility of letting agencies and landlords to remind students to have respect for their neighbours.

Item 4: Information from the Planning Department

PS introduced himself and **MG**, who looks at policies and strategy around students living in the city. They are responsible for planning policies, planning applications and enforcement of planning decisions.

PS wanted to show that there is some thought behind the strategies dealing with student accommodation and why they are championing PBSA. The Local Plan supports the Article 4 directive, governing the proportion of houses which can be an HMO in an area. They are reducing this from 25% to 10% across the city. They can't change the use of an HMO where this use was in place before the Article 4 directive was in place, but they are in control now. They are supporting PBSA in appropriate locations, for example regeneration sites, the city centre and near university campuses. They want to be building balanced communities. PBSA needs to address the right need and be the right type to be

attractive. They have the ability to negotiate the PBSA type to be more attractive to 2nd 3rd year students.

Planning controls are blunt, but the strategy is to have no more shared houses, maximising PBSA. When the universities grow, students have to go somewhere and they want this to be PBSA. PBSA comes with a management plan and restrictions on parking, and they hope to be releasing family homes back into family use by having more PBSA. NCC has to meet statutory housing need, including student needs. At the moment there are no vacancies in PBSA stock and they want to get ahead of this to make PBSA competitive and cheaper, more on a level with HMO rents. This year there are only 68 vacancies out of 18000 bed spaces in PBSA. City centre PBSA mostly attracts NTU students. There needs to be PBSA in the Lenton area so the students are close to campus to try to draw UoN students out of shared housing.

Near to the Jubilee Campus there has been recent approval of PBSA on Radmarsh Road (behind the NHS building). On appeal the Planning Inspectorate decided that it would not have an adverse effect on local residents. This has become case law. More PBSA is planned around the Jubilee Campus. They are trying to make this PBSA more attractive to 2/3rd year students in the model of the Greystacks development (Castle Boulevard).

KL asked about the Unite development which seemed to be aimed at 1st years. **PS** responded that at the moment it is a typical student development. On other student developments they are trying to persuade developers towards clusters of 6-8 people rather than larger to attract older students. They feel they have real engagement with both universities and they are trying to get the universities to engage with and help the communities they are located in.

Questions to Planning Department

A resident stated that in Lenton some areas are 90% student HMOs: so how are the planning dept going to reduce the proportion of HMOs? What about the 10% who want to move because of the noise and the ASB? These people can't sell because no one wants to buy the house as they can't get HMO status. **PS**: if the planning department agrees a chink in the policy to have no more HMOs, it would get wider. They can't make an exception in Lenton as they would lose all of the effort to put in the Article 4 directive in the first place.

PK pointed out that the planning department has to work under the Town and Country Planning act. The problem with this regulation is it doesn't help houses change from C4 to C3 use. Everything is based on market forces. PBSA will see more students coming to the area, with an increase with street drinking, noise and ASB. What is the incentive for owners of HMOs to change them back to family housing? **PS**: the council can't make financial incentives. They hope that they will get ahead of student growth with PBSA to draw students out of family housing. Lenton is not going to get down to 10% HMOs, but they are hoping this strategy will reduce concentration in HMOs in our area.

Resident stated that we have been told that where HMOs are a focus of problems, HMO properties can be shut down for a 3 month period. How many HMOs have been closed in the last 18 months? **KL** responded that there was no one from HMO Licensing available to answer this question and we will ask this question to HMO Licensing.

A resident asked was it really the plan is to introduce 1400 more students into the Lenton area? We have already said Lenton is over saturated. Why allow this? **PS** referred to his previous answer. The resident asked so is it just tough luck to permanent local residents? **MG** responded that they hope to attract those 1400 students out of family houses. The resident didn't think this would happen.

GN expressed concerns about the safety of people on the busy Derby Rd, where there has not been any improvements and issues with parking because of PBSA. They are having to spend limited resources on these problems. Why hasn't there been investment in the local areas, the streets, highways, green areas etc. **PS** responded that Planning need the data on these issues to pick these up. It has been ad hoc previously through ward budgets. Limited budgets for the council make things very difficult.

KL expressed that it would be useful if the council could have more meetings discussing student strategy so that local residents could be involved in the process.

Item 5: Feedback from University of Nottingham

JD introduced himself. This was his second residents' meeting in his current role. He has taken lots of notes from the meeting so far and will be reporting back to his seniors. He suggested inviting the UoN Estates Manager to next meeting to explain the strategy in developing students bed spaces on campus.

JD knows there are frustrations with calling 101 and he shares this frustration, as they are reliant on 101 calls for feedback from CP about incidents in the community. This feedback is reliant on getting an incident number through 101. He has written to Police Inspector Riz Khan about this issue and asked for 101 call handing to be improved. There is a planned meeting at the end of March (2020) to discuss funding from the UoN to CP. The commitment is currently for £30K per year for out of hours service provided by the CP team using overtime hours. For the first term of the academic year 2019/20, including the Christmas holidays, this meant 217 additional shifts. The CP team are a proactive force, walking up and down in the area, dealing with issues. This system works to a degree; e.g. 420 CPNWs issued in the first term 2019/20 and subsequently the students were contacted by UoN regarding their behaviour. If they are subsequently issued with a CPN this then is escalated to a disciplinary meeting at the UoN. These are the minimum sanctions and if the offence is serious, the UoN will pull the students in for a meeting before a CPN is issued.

Questions to UoN from residents

A resident asked, in relation to the £30K spent on CP services, how many students were at UoN, and **JD** responded approximately 30,000 but not all lived in the Lenton area.

A resident asked what the worst sanction is a student can expect from the UoN. **JD** responded that they are held to account using the student code of discipline which allows for a range of sanctions: workshops, fines, suspension or expulsion. Not a great number of students escalate beyond a warning.

A resident complained that the CPOs can't catch the offenders in order to escalate to issuing a CPN. **JD** responded that there are more CPO hours being worked with UoN funding. Sarah Sharples, a Pro-Vice Chancellor at UoN will be going out with CPOs soon, in addition to several senior leaders who have already been out, to experience challenges faced by the community.

A resident commented that our frustration is that this is an ongoing situation as there is a constant rotation of students. **JD** responded that the UoN is trying as many new and novel methods to educate students. They will try anything that is reasonable to support this education and they are open to ideas.

Item 6: Feedback from Nottingham Trent University

EC and **NT** introduced themselves. They spoke first about funding: £30K goes into the Arboretum area where large numbers of NTU students are, but they recognise increasing numbers of NTU students are now living in Lenton. Discussions are happening to put funds and resources into Lenton in partnership with UoN. **NT** is a dedicated resource, going out into the community doing home visits when notified by CP that there are problems. There will be a new position of Student Support Officer, starting March 2020, working with private halls, looking at disciplinary matters and educational matters. The NTU do a lot of activities in halls called 'Residents Life' program educating about moving into the community and what expectations of behaviours the university has, focused on changing behaviours.

The NTU want to be more proactive, not reactive. Piloting in the Arboretum area, a telephone number for the security team has been given to some residents for a particular property. The security team can record and act as a witness for CP where CPOs can't attend. They are looking at rolling this out further to support CPOs. Security can also contact the resident back about outcomes. However a resident is always requested to call 101 in addition and get an incident number. The NTU follow similar processes and sanctions as UoN. **JD** is working together with NTU on a simple guide for what to do when experiencing issues such as noise and ASB and what you can expect from the universities. This leaflet guide is planned to be printed and delivered to every household (including student households) in the future.

Questions to NTU from residents

A resident asked how do we know which uni to contact when we need to report student issues? **NT** suggested contacting both universities and they will work out where the student belongs.

A resident asked how does the university determine what is a serious incident? **EC** responded that this was through the CPNW, CPN process. Every student on CPNW is invited on a ASB awareness workshop (a bit like a speed awareness workshop). It is clearly worded on the invite from NTU that this is mandatory, and if no good reason is given for non attendance there will be a maximum £100 fine. A resident asked in relation to this how many fines has there been for non attendance? **EC** responded that there were no fines yet, as there was as yet no non attendance. If an incident escalates a student to a FPN, this then goes to Serious Misconduct Team at the university, but NTU students have not had any of these.

A resident commented that the student attitude is that CPOs don't matter: they will just be issued with a warning and they don't care. They commented that £30K for overtime shifts for CP is derisory. **EC** responded that there were lots of discussions around financial commitments to CP at the moment and that not all students live in the community.

SL commented that she was really interested in the leaflet which was being produced by the universities. She asked that they please make sure that the information is keyed into council activities too. She knew that it was not possible for the university representatives to make pledges of money at this meeting, but that the view is that paying overtime for CP services is not enough: there needs to be funding for extra CPO roles. **EC** responded that they are looking at best practise across universities, and different approaches are being considered, but that they need to make sure the balance is right.

A resident asked if sanctions still apply across all student years. **EC** confirmed that this was the case. The resident further commented that it seemed bizarre that adults needed lessons in living in the community.

A resident asked why students aren't being arrested for acts such as public nakedness, ASB, drunk and disorderly behaviour as adults. **EC** responded that universities don't have these powers. **KL** added that this needs to be taken up with the Police. A resident further commented that the universities should be contributing to the Police budget because they are bringing the problems into the city as big powerful money making organisations.

AOB

As the meeting had overrun, it was decided that AOB would be emailed out to residents.