

MINUTES

Off Campus Student Related ASB – Community Trigger New Mechanics Institute – Tuesday 28 March 2017 14:00 – 16:00

Attendees:
City Council - Community Protection

Toni Price (TP) – Head of Community Engagement (Chair)
 Pete Mitchell (PM) – Chief Community Protection Officer
 Richard Antcliff (RA) – Chief Licensing, Trading Standards and ASB Officer
 Julie Liversidge (JL) – Principal Environmental Health Officer
 Wayne Hobbs (WH) – Senior Community Protection Officer – Canning Circus
 Nicky Burns (NB) – Senior Community Protection Officer – Sherwood/Hyson Green/Basford
 Steve Stott (SS) – ASB Manager
 Mike Cole (MC) – Student Strategy Manager
 Jonathan Steele (JS) – Directorate Support (Minutes)

City Council – Other

Iffat Iqbal (II) – Neighbourhood Development Officer, Neighbourhood Services
 Heidi May (HM) – Head of Neighbourhood Management, Neighbourhood Services
 Jennifer Lewis (JL) – Corporate Marketing Manager, Communications and Marketing

Police

Insp Rob Wilson – Neighbourhood Policing Inspector (RW)
 T-Insp Brian McMeeking – Contact Management, Notts Police (BM)
 Insp Andy Townsend – Neighbourhood Policing Inspector (AT)

University of Nottingham

- Off Campus Student Affairs Manager
- Off Campus Student Affairs Assistant
- Community Officer, Students Union
- Student Living Co-Ordinator, Students Union
- Students Union

Nottingham Trent University

- Head of Student Accommodation Services
- Student Community Liaison Officer
- Students Union
- Students Union

Residents

- Nottingham Action Group on HMOs
- Nottingham Action Group on HMOs
- Lenton Drives and Neighbours Residents' Association
- Lenton Drives and Neighbours Residents' Association
- Portland Road/Cromwell Street Residents' Association

Landlords

- EMPO
- EMPO

Apologies:

Duncan Newbutt – Safer Housing Manager, Community Protection



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	<p>Lorraine Raynor – Chief Environmental Health and Safer Housing Officer, Community Protection Ch Insp Andy Goodall – Nottinghamshire Police Directors of Membership Services, Students Union Director of Commercial Services, Students Union Glen Simms – Neighbourhood Operations Manager, Neighbourhood Services Tony Brown – Neighbourhood Operations Manager, Neighbourhood Services Cllr Merlita Bryan – Chair of Area 4 Committee James Douglas– SCPO (Ops Manager), Community Protection Farah Khan – Student Action Manager</p>
Item 1:	<p><u>Introductions/Apologies</u></p> <p>TP and SS welcomed the group to the meeting.</p>
Item 2:	<p><u>Minutes of last meeting – matters arising</u></p> <p>The minutes of the last meeting were read and everyone agreed to its contents for the records.</p>
Item 3:	<p><u>Review of Action Plan</u></p> <p>Action 1: Community Protection/ Police to agree 101 and/or additional reporting mechanisms re ASB and level of response and produce clear guidance in this respect. Impact to be monitored via dip testing and residents' feedback.</p> <p>Update: SS provided an update on CP progress. Originally SS hoped to have guidance ready for the end of February. However, from the council perspective, this has not been possible yet. There are a series of meetings in the pipeline to discuss issues surrounding 101 and the response received by callers reporting noise and other ASB.</p> <p>PM is set to meet the Police & Crime Commissioner next week. RA will be involved in a focus group reporting to the Crime & Drugs Partnership (Nottingham's Community Safety Partnership) which will also involve the PCC to look at 101 and ASB reporting.</p> <p>Hopefully meeting/focus group will result in a consensus between partner agencies regarding 101 that can be published.</p> <p>Action 2: Police to deliver additional training to Control Room staff to increase the understanding of the impact of ASB and the role of neighbourhood policing. Impact to be monitored via dip testing and residents' feedback.</p> <p>Update: BM updated that additional call handlers are being recruited. Two cohorts at present are going through training and two more are scheduled for next year to try and maintain staff numbers. 999 calls and 101 calls are dealt with by the same call takers. RW/AG have given input during training. Call takers are made sure that they are aware of the effect ASB problems have on people. RW explained that call takers ask a certain line of questioning in order to identify any vulnerability aspects based on threat, harm and risk.</p> <p>** spoke of recent incidents at Barrack Lane concerning a noise complaint. Neighbours informed residents on Friday afternoon that there would be a party at their house, saying that it would be strictly friends and family and would finish by 11pm. The party continued well after 11pm and neighbours called 101 repeatedly throughout the night. The Police eventually came after 4am to shut the party</p>



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** also tried to get through to 101 at 10pm on Monday night after noise disturbances were heard in the garden of a neighbouring property but gave up after several minutes. ** went over to the property herself and talked a number of those present, one of whom suggested ** should expect this noise when living in a "student area". Others laughed at her. ** called 101 again saying that she felt targeted as students are not being empathetic. The scene was quiet by 11:40pm, but **'s son did not manage to go to school on Tuesday. ** feels that there are still massive issues with 101 and students' attitudes.

** has also received negative feedback from residents' groups about ringing 101 and struggling to get through.

** further reported that complaints about a party on Alfreton Road were being gathered by the Council but weren't getting fed back to the Police, according to the Radford beat manager.

RW explained that there are a certain level of resources, which means that on some occasions callers are not getting through to 101 as quickly as desired. RW advised that the Police do realise the significant impacts caused by long term ASB. RW advised that the public can maintain personal logs for evidence get through to 101 in the daytime.

WH noted that the public are still being told noise disturbances are not a police issue and to call the Council in the morning. BM responded that this is what legislation states. PM responded that 150 people at a party is not a statutory noise nuisance (which the Council are responsible for), it is a police matter. Working partnerships need to rectify this. BM's understanding is noise is a Council issue. RW agreed with PM that on most occasions 150 people at party is a police issue. The Police would have attended if the resources were there. Police did attend on Saturday and Sunday.

** queried whether there is a late night council number to ring, to which PM responded that there isn't.

RA stated that there is a big misconception around noise. Incidents should be treated as domestic disturbances and the cause of disturbance. Noise can be a symptom of other issues. RA outlined that parties could be described as a statutory noise nuisance if it's a repeated disturbance at the property. There needs to be longer term problem solving. RA requested partnership agencies to ask themselves whether enough action is being taken to prevent problems and use intelligence that is received. Consideration should be given to the use of closure powers to prevent parties happening.

BM relayed that the control room took 1,216 101 calls on Monday and 847 on Sunday. BM stated that they can't necessarily predict the volume of calls. It is preferred to have staffing to reflect requirements but this isn't always achievable. PM asked how many callers hung up on Monday night. BM responded that over 170 or around 14% gave up.

WH asked BM about circumstances during Operation Twilight where there have been resources available but they have not been deployed by call handlers. BM explained that although the resource appears inactive, the vehicle and officers are streaming through ASB calls while being on duty.

The Police were made aware of the party on Barrack Lane. Several partnership colleagues had correspondence concerning the party. It went on later and larger



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than anyone would've wanted. WH has done follow up after event.

** and PR mentioned that universities and landlords need to take more responsibility towards not tolerating this behaviour. RW stated that students need to be warned of their impact on the community and their responsibilities.

** stated that Universities need to give more guidance on what is a reasonable party.

Members discussed that problems with consistency of message towards dealing with noise disturbances on the night as well as requesting measures for prevention. RA will take this back to the PCC to discuss.

Action 3: Community Protection/Police/University of Nottingham (& potentially NTU) to work up a funding proposal for the provision of additional patrolling resources in student areas.

Update: NTU have funded extra patrols which will continue until the end of term due to their success. Further update below. ** reported that the proposal submitted to the UoN by Community Protection/Police is currently going through the budgetary cycle. There will be a meeting in April to discuss.

Action 4: Community Protection/ Police to conduct targeted DPPO enforcement activity in key areas, publish outcomes and review effectiveness.

Update: NB reported on the extra street patrols that NTU have funded on Wednesday evening from 8pm until 1am. There have been 543 alcohol confiscations since February 1st. NB noted how responsive the students have been and has not come across one bad student. They've always listened to littering and street drinking guidance. ** confirmed that they are working on distributing information cards to reinforce the message.

The patrols have been a source of great intelligence. Appears that most of the alcohol confiscated is purchased at Sainsbury's on Waverley Street to drink on the way to town. SS reported that numbers do not seem to be decreasing week on week. May be due to the fact that enforcement has started part way through academic year. SS/** would like to get the message across early next academic year with students to improve effectiveness. ** mentioned that they are looking at this as part of the out-duction programme. NTU are also looking to get funding for CPO patrols for every night of the week for first two weeks of term.

WH detailed 138 alcohol confiscations in February. Students generally buy alcohol from Sainsbury's and take it back to their homes to drink. Issues tend to begin after the CPO shifts have finished and the high visibility has disappeared. WH noted that it would be worth looking at first years to educate about drinking/ASB in the community.

** asked if CPOs can take alcohol in bags. RA advised no stop and search powers but can take open and unopened alcohol.

SS reported that one night he walked up Derby Road at 9.00 pm and did not see a single container of alcohol around amongst the students.

** asked whether something can be done to stop these Sainsbury's branches selling alcohol. RA stated this this would be highly unlikely as Sainsbury's sell alcohol in good faith to customers to drink off premise. ** added that she has seen staff refusing to serve people who seem too drunk and asked what processes there are for monitoring drunken people going into clubs.



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RA answered that the Police have a licensing team that perform spot checks at certain premises. NCC have licensing and compliance officers that will start working weekends. Pubs and clubs of concern are monitored closely.

RW reported a couple of successful application withdrawals for new off licence premises due to the concerns of residents groups.

Action 5: Community Protection/ Police to consider extension of the current Alcohol Saturation Zones into high density student areas.

Update: SS reported that this is on-going and not an easy thing to accomplish. There has to be evidence of ASB that relates to the premises and the sale of alcohol in the locality. WH is currently identifying where alcohol is being purchased.

Action 6: Conversion of existing city wide Designated Public Places Order (DPPO) into Public Spaces Protection Order (PSPO).

Update: The city-wide DPPO will convert to a PSPO on the same terms in October 2017 unless any changes are proposed. SS counsel is that the DPPO, if properly enforced, should be a suitable tool for tackling street drinking

The group mentioned the use of explaining what a DPPO is to students to increase awareness.

** asked whether the conversion of DPPO is an opportunity to increase awareness amongst students. SS agreed that it is and confirmed that there are talks with lawyers on how to publicise conversion.

Action 7: University of Nottingham/Nottingham Trent University to work together to develop improved communication/ engagement programme with students.

And

Action 8: NAG and UoN/NTU Students Unions to meet to explore the possibility of NAG/Other residents groups conducting visits to students in halls of residence to discuss living in the wider community

Update: Students' Unions have been involved to ensure students are being engaged appropriately. There are going to be out-duction programmes for both universities with a shared message and dual branding but probably different delivery. Good practice from other Universities being looked considered

** stated that the SU are looking at the students' house hunting process to get the message out about how to integrate into new community. KM and JD are working closely on this. ** distributed a first draft of a flier with such information. PR pointed out that the fliers did not mention anything about mixed communities.

** confirmed that the key message is to be aware of residents when moving into a community and what happens when students step out of line. There are follow up procedures in place after Community Protection have taken action.

MA and ** have met and agreed on a social media campaign which will be rolled out over the exam season and the summer. Content is being worked on at the moment. More effective communication is being worked on. More meetings are in the works.



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** asked why the UoN referred to Lenton as a Student Area in prospectus. ** advised that formal response to that query was to be sent.

EC reported on a focus group with 1ST year students. Key aspects such as code of behaviour and acting as a responsible neighbour were discussed as well as the practicalities of moving out of halls.

** noted the importance of making sure the out-duction process is beneficial to students and not just a list of rules. There will be two out-duction events one in April and one in May. NTU are re-writing their code of conduct and referencing behaviour in the community.

** stated that she was impressed with NTU code but less so with UoN as there is little mention of off campus behaviour.

** stated that the universities are working hard to implement messages by September.

** requested that universities go back to UUK and find out what enforcement and punishment action available. The message needs to go out strongly about universal code. ** will take this back to the registrar.

Action 9: Community Protection to enquire of PCC whether Late Night Levy funding could be used to help tackle Student Related ASB and if so, identify how this may be best used.

Update: RA reported that NCC decided to spend their share of the money on two CPOs. The rest of the Late Night Levy is being managed by Ch Insp Mark Stanley. RA has asked Mark to consider the impact of the night time economy. RA noted another fund (LAAA2) which may be available.

** asked how the tariff is set. RA stated that the tariff is set nationally by the Act. There is no appetite to charge more as premises are contributing to the BID already. BID money covers a lot of the city centre. RA suggested that this could be another avenue to explore for neighbourhood spend which he will take back to BID.

Action 10: Community Protection/ Landlords to work together to improve communication to both HMO licensing team and to Landlords of any ASB issues associated with HMO properties and to provide guidance on expected Landlord response thanks to tom about regularly updates what they are doing.

Update: ** has put forward an idea of an app so CPOs can log information that feeds into the HMO database and notifies landlords. ** will meet with Lorraine Raynor to discuss idea.

SS brought attention to the very good line of communication there is with landlords and thanked ** for his energy and input. ** stepping back as of now and GI will lead on behalf of EMPO going forwards.

WH and NB are also notifying landlords of incidents when appropriate. ** stated on the behalf of residents that they appreciate Tom's effort. GI would like to see more engagement between councils and landlords.

Action 11: Consider impact of City Centre drinking on residential areas via research project with BID.

Update: JDi confirmed that the project has been commissioned. ** noted that



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	consultants have yet to be hired.
Item 4:	<p><u>Waste management/cleansing</u></p> <p>** highlighted a couple of issues:</p> <ul style="list-style-type: none"> • There is a huge amount of takeaway and alcohol related litter being generated. • More students are being housed in buildings suited for fewer occupants and those properties have insufficient bins. Refuse is building up alarmingly. <p>** feels that landlords and universities should make more of a contribution.</p> <p>** emphasised that the criticism is not targeted towards waste services at all and would like to especially mention the hard work of Tony Brown and his team.</p> <p>RA stated that student waste is an issue that is being discussed at Core Cities Group. The general consensus is cities are not happy about students being exempt from council tax and the lack of landlord contribution towards what can be commercial levels of refuse. All core cities are asking for extra tariffs. There is a report going to the Core Cities Board in May and it will be discussed by city leaders.</p> <p>RA also added that Respect Nottingham is being updated. The review surrounds service standards and what citizens can expect from partner agencies along with what the city expects of residents.</p> <p>MA added that a recurring issue for students is that general waste is being collected every fortnight. Students are reporting refuse collectors not emptying their bins, so the refuse rolls over until the next collection. Bins can then be overflowing, so collections can be refused. MA reported that students are also having trouble securing second bins.</p> <p>It was suggested to have a separate meeting to discuss waste involving Tony Brown. II stated that there will be work on a waste audit involving key stakeholders commencing on 29th March. II to report back.</p>
Item 5:	<p><u>Monitoring progress/future meetings</u></p> <p>SS is open to having another meeting, but also conscious of residents groups that have speaking forums. SS has previously been to Lenton and NAG and they provide updates of the action plan. SS is happy to attend for updates.</p> <p>** would like to look at this again in July to see the progress and pe**aps again once term has started. ** suggested that NAG could look at asking Steve back again in due course.</p> <p>** appreciated the community trigger meeting as all agencies are represented. RA stated it is the citizens' legal right to have this meeting. It is a statutory requirement to comply with the community trigger process. RA added that partners shouldn't forget that ASB is corrosive to neighbourhood.</p>
Item 6:	<p><u>AOB</u></p> <p>None.</p>



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Off Campus Student Related ASB – Community Trigger New Mechanics Institute – Tuesday 18 July 2017 14:00 – 16:00

Attendees:	<p>City Council - Community Protection Richard Antcliff (RA) – Chief Licensing, Trading Standards and ASB Officer (Chair) Pete Mitchell (PM) – Chief Community Protection Officer Julie Liversidge (JL) – Principal Environmental Health Officer Flora Cameron (FC) – Senior Community Protection Officer – Radford Road Steven Harrison (SH) – Specialist Projects Manager (Cohesion) Steve Stott (SS) – ASB Manager Jordan Cashmore (JC) – CP Tasking and Intelligence Officer Jonathan Steele (JS) – Directorate Support (Minutes)</p> <p>City Council – Other Iffat Iqbal (II) – Neighbourhood Development Officer, Neighbourhood Services – Student from Nottingham Academy Tony Brown (TB) – Neighbourhood Services Cllr Merlita Bryan (Cllr MB) – Chair of Area 4 Committee</p> <p>Police Insp Andy Townsend (AT) – Neighbourhood Policing Inspector, Notts Police Sgt Andy Hallsworth (AH) – Notts Police Insp Alan Easdon (AE) – Contact Management, Notts Police</p> <p>University of Nottingham – Off Campus Student Affairs Manager – Off Campus Student Affairs Assistant – Student Living Co-Ordinator, Students Union – Student Living Manager, Students Union – Community Officer, Students Union</p> <p>Nottingham Trent University – Head of Student Accommodation Services – Student Community Liaison Officer – Students' Union</p> <p>Residents – Nottingham Action Group on HMOs – Lenton Drives and Neighbours Residents' Association – Lenton Drives and Neighbours Residents' Association – Portland Road/Cromwell Street Residents' Association</p> <p>Landlords – Oak Letts, EMPO Director</p>
Apologies:	<p>Toni Price – Head of Community Engagement, Community Protection Lorraine Raynor – Chief Environmental Health and Safer Housing Officer, Community Protection Des Storey – Senior Community Protection Officer – Canning Circus James Douglas – Operations Manager, Community Protection Jennifer Lewis – Corporate Marketing Manager, Communications and Marketing, NCC</p>



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	<p>Farah Khan – Student Action Manager, Community Protection</p> <p>Mike Cole – Student Strategy Manager, Community Protection</p> <p>Heidi May – Head of Neighbourhood Management, Neighbourhood Services</p> <p>– Nottingham Action Group on HMOs</p> <p>Insp Rob Wilson – Neighbourhood Policing Inspector, Notts Police</p> <p>– NTU Students Union</p> <p>– NTU Students Union</p>
Item 1:	<p><u>Introductions/apologies</u></p> <p>RA welcomed the group to the meeting. SS read out apologies received and updated the attendance list as follows:</p> <ul style="list-style-type: none"> • SCPO Wayne Hobbs – moved to project and replaced by SCPO Des Storey who sends apologies due to training • Insp Brian McMeeking – replaced by Insp Alan Easdon • REDACTED
Item 2:	<p><u>Minutes of last meeting – Accuracy/matters arising</u></p> <p>RA recapped the definition of a community trigger. The minutes were checked and accuracy agreed.</p>
Item 3:	<p><u>Review of Action Plan</u></p> <p>Action 1: Community Protection/Police to agree 101 and/or additional reporting mechanisms re ASB and level of response and produce clear guidance in this respect. Impact to be monitored via dip testing and residents' feedback.</p> <p>Update: RA updated that the Police are aware that 101 is not always as responsive as preferred. All calls about ASB are risk assessed and graded appropriately. A lot of low level ASB calls that come in are graded to be followed up the next working day.</p> <p>The night noise car operates 7 days a week up until 11pm (until 1am Friday night and Saturday night). Officers working on the car are largely self-deploying to incidents by monitoring and refreshing the calls that are being received.</p> <p>Prioritising of calls has been discussed with the Chief Executive and Chief Constable. A formal noise report has been commissioned by the PCC. There is a discussion with the Police to prioritise ASB noise better. It is hoped that there will be progress to report on for the next trigger meeting.</p> <p>** reported that there have been recent difficulties getting through on the ASB hotline (0115 915 2020), even in the middle of day. Call handlers also do not seem equipped to help. RA noted that this service changed very recently but stated he would feed this back to corporate colleagues who now managed the service.</p> <p>Action 2: Police to deliver additional training to Control Room staff to increase the understanding of the impact of ASB and the role of neighbourhood policing. Impact to be monitored via dip testing and residents' feedback.</p> <p>Update: ** highlighted that there has been mixed residents' feedback on 101. Some callers have had response times explained etc. which was appreciated. However, some are still being told to phone the Council on Monday. RA addressed that 101 has a phenomenal demand but also acknowledged that there needs to be more training and profile raising on the tool and powers for ASB.</p>



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Action 3: Community Protection/Police/University of Nottingham (& potentially NTU) to work up a funding proposal for the provision of additional patrolling resources in student areas.

Update: ** mentioned possible funding from the University of Nottingham and asked how it would be spent. RA confirmed the funding (30k) but added that nothing had been set in stone. Ideas included running another night noise car 10pm until 3am and to have dedicated number for some residents.

SS, JD and ** met yesterday to talk through these ideas. SS noted that from the first community trigger meeting, residents preferred more money to go on patrolling if it were available. This is being worked on with just some details needing to be confirmed.

SS added further that part of officer shifts will involve daily debrief sheets to identify any new or recurring problems. SS stated that as the money is coming from UoN, they would be providing some steering on how it is spent. ** highlighted that UoN talking to NTU to discuss how to fund that NTU have previously been provided has been utilised.

Action 4: Community Protection/ Police to conduct targeted DPPO enforcement activity in key areas, publish outcomes and review effectiveness.

Update: Since the last trigger meeting, there have been a total of 901 alcohol confiscations on Wednesday nights; 514 confiscations in Arboretum and 387 on Derby Road corridor.

RA clarified that the DPPO does not prohibit drinking alcohol on the street; the offence is creating ASB. The PSPO that will replace the DPPO in October will make clear that alcohol consumption on the street is prohibited. RA emphasised the importance of getting this message across and that the ante is being upped with the conversion to PSPO.

** remarked that students know this rule and the message is out there. However, students just drop their alcohol when they see a CPO and perhaps more enforcement is needed to set a precedent. However, ** and ** agreed that students are generally compliant when asked to surrender alcohol.

** asked whether there would be additional signage put up regarding the PSPO. SS advised that the intention is to place lamp-post banners on Derby Road/Lenton Boulevard which would include messages regarding the PSPO and littering subject to funding being forthcoming from the LAAA2, which appears likely.

AT advised that whilst the PSPO would ban drinking alcohol in the street FPNs could still only be issued when a person had been asked to surrender alcohol or stop drinking and had failed to do so.

Action 5: Community Protection/ Police to consider extension of the current Alcohol Saturation Zones into high density student areas.

Update: SS highlighted that there has been little progress with this due to the evidence required – there has to be a link between any ASB and alcohol that has been sold by local outlets. There has been some evidence in the Arboretum area, but not such a clear link around Derby Road. SS suggested that alcohol confiscations would be the strongest evidence. Information such as home deliveries dropping off excess amounts of alcohol would also be useful. RA reported that there have been examples of large chains being refused licences in saturation zones. RA spoke of bottle marking methods being done in the past but it would be a huge job to administer and yields relatively little evidence.



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Action 6: Conversion of existing city wide Designated Public Places Order (DPPO) into Public Spaces Protection Order (PSPO).

Update: SS confirmed that the PSPO replace the current DPPO on 20th October. ** asked about enforcement, and ** explained that the NTU act on every CPN/CPNW that they are forwarded, so there are sanctions from both the Council and University. Every case is dealt with differently so there isn't an exhaustive list of sanctions.

RA and SS to check PSPO details and AT comments above concerning whether a FPN can be issued upon consumption rather than failure to surrender. RA added that he met last week with the Chief Crown Prosecutor who stressed that students have right to enjoy themselves but responsibility to behave and not cause issues for neighbours and the community.

Action 7: University of Nottingham/Nottingham Trent University to work together to develop improved communication/engagement programme with students.

Update: ** has tried to keep as many partners updated as much as possible and outlined the work undertaken by UoN:

- Introduced a "Hello Neighbour" campaign so students know who they're living next to. Letters have been emailed to students in Derby Road area and there is a dedicated hello neighbour page
- Lots of social media activity
- Extra funding for CPOs in Lenton areas
- Doing work with city centre marketing
- Have dedicated off campus website for information about living in the community – link is <https://www.nottingham.ac.uk/currentstudents/yourcommunity/moving-off-campus.aspx>
- Posters have gone out across the university and will be out in communities, including sensitive addresses (attached below)
- ** has asked for stats about reception from students etc. to gauge feedback
- Code of discipline being reviewed in time for September
- Students handing in keys when leaving halls being given spatula with website address on



Halls to Home
Campaign - A4 Poster:

** confirmed that NTU had undertaken the following:

- Online induction for new students. Students must complete the online induction before they get arrival information and get keys
- Following the success of induction, "outduction" has gone out to first years who will be going out into the community to live next academic year. Linked to return of deposits and ** confirmed response rates have been very high
- Looking at more information to be distributed in September that will be sent out to all students before they arrive
- There is also an easy grab sheet with easily digestible information that reaffirms the code of behaviour
- ** welcomes any feedback and the online features can be found in the link below:

Link to Nottingham Trent University to follow.



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RA asked on behalf of the residents for the Universities to provide some termly statistics on enforcement carried out. This would be in the form of anonymised data for how many were interviewed, given words of advice, formal warnings, and monetary fines for incidents off campus stuff only. ** and ** agreed to provide this.

** reported that sometimes there is difficulty feeding back information. The information is always sent back to CPOs who have forwarded on the CPNWs. The University don't always know who has made the complaint so can't go back to the complainant. It was agreed that it is the CPO's responsibility to provide complainants with information received from the University.

** asked whether is any plan to send out guidance to students mid-term by way of reminder. ** stated that NTU are working on monthly messages to focus on key issues about university, so any issues could be included in there. An extra team member has been recruited to take ownership of this.

** added that the outduction information is all about giving students the knowledge and confirming that they know what is expected.

OC argued that there needs to be more legal powers written so landlords can deal with problem tenants easier. RA explained that powers are already there to use, giving the example of injunctive relief. Breach of tenancies due to ASB and deposit deductions thereof were discussed. Currently ** can't see how to deduct from deposits about ASB action. Breach of tenancy etc. needs to go through the courts.

RA and ** to trade notes about how landlords can support the Council with problem tenants. SS to explore CPNs to support landlords.

Action 8: NAG and UoN/NTU Students Unions to meet to explore the possibility of NAG/Other residents groups conducting visits to students in halls of residence to discuss living in the wider community.

Update: SS updated that ** has held discussions and work with universities around North Sherwood Street. ** disclosed that a lot of this may now have been included in the wider work undertaken.

** met with ** and updated that social media campaigning is underway. There is collaborative work with Lenton Drives Association involving an ASB video to launch potentially in September. ** added that the SU are looking at changing the delivery of housing information. ** to provide a link to ASB video once published.

Action 9: Community Protection to enquire of PCC whether Late Night Levy funding could be used to help tackle Student Related ASB and if so, identify how this may be best used.

Update: See Action 4 above.

Action 10: Community Protection/Landlords to work together to improve communication to both HMO licensing team and to Landlords of any ASB issues associated with HMO properties and to provide guidance on expected Landlord response.

Update: JL circulated guidance for private rented sector landlords around tenants which can be found below.



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ASB Guidance v3

** asked what Landlords could actually do to tackle problem tenants. RA stated that Landlords could take action under their tenancy agreement, support the Council in actions they may take. OC stated that not simple for Landlords to take tenancy related action which was often very lengthy and also stated that wealthy students often wrote off their deposit from the outset. ** objected to this comment.

Action 11: Consider impact of City Centre drinking on residential areas via research project with BID.

Update: ** reported that research is under way. Questions will ask how people use the city centre and mainly what that activity looks like. Night time economy will be looked into as well. ** pushed the agenda of residents' experience when people are coming back from the city and was told that this would be considered. The BID report will be published once complete at the end of the year.

** asked if UoN's code of discipline can include something around intolerant attitudes of students to those in community. ** stated that this potentially works both ways but will ask appropriate colleagues to consider this in the code of discipline.

Item 4: Waste management/cleansing

RA requested feedback from residents about the waste management situation. ** expressed thanks on behalf of the residents groups to Waste Management for the huge effort in clearing up the streets. Thanks were always expressed to CPOs for all their hard work. As a group they have seen a difference in how quic**y things are tidied up. A few residents have commented at end of term there seems to be a complete disregard from students about waste.

PR made contact with Tom Holdings (TH) regarding contaminated bins. TH said that bins are considered contaminated when rubbish has been put in the wrong bins. When these bins left out for more than three weeks, they are removed as they are considered to be contaminated. TB added that Waste Management work on a "three strikes" rule with these bins. FC commented that there will be a simple process coming around issuing CPNWs for this.

OC raised the issue of people dipping in bins and leaving waste strewn across the street. FC noted that it would be helpful to have real time evidence to see if they can identify perpetrators. SS added that there is a specific offence for those going through waste out for collection. FC advised residents should call 101 if they find someone going through their rubbish.

TB highlight that this is a recurring problem through all student areas. TB also commented that commercial contractors are putting bins out in the wrong place. TB thanked CPOs who have done a good job issuing tickets and added the starting clearout went really well. He also saw and confirmed communications from Universities went out.

Item 5: Monitoring progress/future meetings

There was a discussion around how the community trigger meeting should continue. ** felt that the trigger issue is coming to an end and the meeting should become more of a



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	<p>business issue. ** expressed thoughts that this trigger was raised about the volume of complaints in the area. The volume doesn't seem to have dropped so there is further work to do.</p> <p>SS added that the actual meeting itself is important and suggested at least one more under the community trigger guise. 101 is not working to the residents' satisfaction yet and there is more planning needed around the extra funding. Ultimately this can convert to a business meeting. SS will look at the Action Plan and remove completed items.</p> <p>RA suggested looking at the first week of November for the next meeting to see the initial impact of the university's literature and the initial impact of the PSPO.</p>
Item 6:	<p><u>AOB</u></p> <p>** asked whether money to the Police towards Op Graduate was specifically for burglary. She has heard on two or three occasions that Police have not given warning to properties that have a lot of noise. ** responded that the money is primarily for burglary but the Police can take note of what is happening in the area. AH will feed this back to his team and reinforce the message.</p>



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MINUTES

Off Campus Student Related ASB – Community Trigger New Mechanics Institute – Monday 06 November 2017 14:00 – 16:00

Attendees:	<p>City Council - Community Protection</p> <p>Richard Antcliff (RA) – Chief Licensing, Trading Standards and ASB Officer (Chair) Pete Mitchell (PM) – Chief Community Protection Officer Des Storey (DS) – Senior Community Protection Officer – Canning Circus James Douglas (JD) – SCPO (Ops Manager) Flora Cameron (FC) – Senior Community Protection Officer – Radford Road Steven Harrison (SH) – Specialist Projects Manager (Cohesion) Steve Stott (SS) – ASB Manager Mike Cole (MC) – Student Strategy Manager David Hobbs (DH) – Operations Manager (Environmental Health) Holly Stanley (HS) – ASB Apprentice Jonathan Steele (JS) – Directorate Support (Minutes)</p> <p>City Council – Other</p> <p>Heidi May (HM) – Head of Neighbourhood Management, Neighbourhood Services Tony Brown (TB) – Neighbourhood Services Iffat Iqbal (II) – Neighbourhood Development Officer, Neighbourhood Services</p> <p>Police</p> <p>Insp Rob Wilson (RW) – Neighbourhood Policing Inspector Bruce Clarke (BC) – Nottinghamshire Police</p> <p>University of Nottingham</p> <p>Melanie Futer (MFu) – Off Campus Student Affairs Manager Jamie Dickinson (JDi) – Student Living Co-Ordinator. Students Union Student living Manager, Students Union Community Officer, Students Union</p> <p>Nottingham Trent University</p> <p>– Head of Student Accommodation Services – NTU Students Union</p> <p>Residents</p> <p>– Nottingham Action Group on HMOs – Lenton Drives and Neighbours Residents' Association – Lenton Drives and Neighbours Residents' Association – Portland Road/Cromwell Street Residents' Association – Nottingham Action Group on HMOs</p> <p>Landlords</p> <p>– Oak Letts EMPO Director</p> <p>Other</p> <p>– Planning Consultant</p> <p>Apologies:</p> <p>Cllr Liagat Ali – Radford and Park Ward Councillor Insp Alan Easdon – Contact Management, Notts Police Jennifer Lowis – Corporate Marketing Manager, Communications and Marketing Eleanor Cosh – Student Community Liaison Officer – Students' Union</p>
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	<p>Julie Liversidge – Operations Manager (Housing Licensing & Compliance) Lorraine Raynor – Chief Environmental Health and Safer Housing Officer Cllr Merlita Bryan – Chair of Area 4 Committee – EMPO</p>
Item 1:	<p><u>Introductions/apologies</u></p> <p>RA welcomed the group to the meeting and SS confirmed the apologies received.</p>
Item 2:	<p><u>Minutes of last meeting – accuracy/matters arising</u></p> <p>The minutes were read and agreed for accuracy.</p>
Item 3:	<p><u>Review of Action Plan – outstanding actions</u></p> <p>Action 1: Community Protection/Police to agree 101 and/or additional reporting mechanisms re ASB and level of response and produce clear guidance in this respect. Impact to be monitored via dip testing and residents' feedback.</p> <p>Update: KL updated that their residents' website now has a reporting system for incidents. Overall residents are getting a far more sympathetic reply and there definitely has been an improvement. RW will feed this back to the control room and added that police patrols have been planned in the Lenton/Radford area. RW reported that Supt Burrows is very much aware of local issues and has provided an aide memoire to help control room staff and has ensured that everyone in the control room has received briefings. JD confirmed that CP are emailing the control room every week with details on available resources and thus are now getting tasked much more efficiently.</p> <p>KL reported lots of positive feedback for CPO attendance for reported incidents. MFI requested guidance for residents concerning the procedure around reporting ASB.</p> <p>Action: Jennifer Lewis to meet with Donna Jordan, SS, RA and JD to start drafting guidance for residents. RW and AE to provide expertise.</p> <p>Action 2: Police to deliver additional training to Control Room staff to increase the understanding of the impact of ASB and the role of neighbourhood policing. Impact to be monitored via dip testing and residents' feedback.</p> <p>Update: Complete.*** and RA discussed whether there is absolute confidence in the system now, with call handling and training confirmed but still some questions over dispatch and future funding from universities. RW highlighted that all calls to 101 are assessed for threat, risk and harm with some calls closed with a tag that a partner agency will review the following day and that dispatch can't always be guaranteed. KL rebutted that the residents are put in a situation of possible threat, risk and harm when told nobody will be dispatched so resort to visiting the properties themselves.</p> <p>Action 3: Community Protection/Police/University of Nottingham (& potentially NTU) to work up a funding proposal for the provision of additional patrolling resources in student areas.</p> <p>Update: Complete. Extra patrolling resources have now been operating for six to eight weeks. DS reported good progress with work being more proactive and student engagement is positive.</p> <p>Currently CPOs operating in Lenton are working overtime on Wednesday, Thursday and Saturday nights.</p>



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DS disclosed that students are tending to stay at home as it is cheaper to buy alcohol from the off licence and host a party than to go out in town. Also, students have spoken of their own parties spiralling out of control due to word of mouth via social media and uninvited guests turning up. MF discussed a case of two students locked themselves in their room during a party as their house was full of people that they didn't know. MF has commissioned a video to show the dangers of escalating parties and the hazards of social media.

OC added that when requesting tenant references, there is no mechanism to check whether a tenant has committed ASB in previous houses. Landlords will only check financial capability and private tenancy agreements are not fit to combat ASB.

Was there an action for DH around ASB and tenancy agreements, referencing?

RA suggested that partner agencies are at a point where people need to be held accountable for their actions and perhaps examples should be made of one or two individuals. A letter was sent out to 1500 households in Lenton last week detailing that "Community Protection will look to use more robust powers available to it to tackle anti-social behaviour associated with inappropriate large scale parties held within residential areas." MF added that UoN would totally support making example of somebody.

** reported the actions taken by NTU:

- NTU funded additional CPOs patrols for every night of the week which have been really successful. There has been an increase in enforcement due to more patrols. Tolerance has dropped and warnings are coming in at an earlier level
- Daily patrols will stop and NTU will go to the original model of funding Wednesday, Friday and Saturday patrols
- There are discussions to split resource as Thursday nights may be proving problematic
- There have been members of university management team accompanying patrols for more than 20 nights so far. This gives insight to what is truly going on with the students and more nights are planned. Comms have been sent to promote this

Action 4: Community Protection/ Police to conduct targeted DPPO enforcement activity in key areas, publish outcomes and review effectiveness.

Update: DS updated that while on patrol, CPOs are on foot listening for noise and engaging with students. Their vehicle is parked at the top of Derby Road to show presence. Alcohol confiscations have gone down. Students have surrendered alcohol straight away when challenged.

MF provided some analysis on notices served to UoN students. As of last Friday, there have been 242 CPNWs at 45 households with 19 CPNs at 3 households. After getting issued with these, the university sends a warning to the students on the same or next day. Formal warnings will be sent by email. CPNs are dealt with in a disciplinary meeting. In total, 19 streets cover all the complaints received with Harlaxton Drive being the most notorious followed up by Harrington Drive, Kimbolton Avenue and Rolleston Drive. Visits have been undertaken at 33 sensitive addresses, with only 2 or 3 needed CPO revisits. MF felt these actions were working well and hoped it's of benefit to residents.

VR stated that the situation on the other end of Derby Road has not improved. On nights where CPOs are not on, there is much more waste on the streets. DS will take this into consideration and review shifts and patrols at the end of the semester. MFI



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reported a noticeable increase in noise and cans at the drives. TB remarked that there has been no marked increase in waste collection.

SS confirmed the DPPOs converted into a PSPO on 20th October.

Action 5: Community Protection/ Police to consider extension of the current Alcohol Saturation Zones into high density student areas.

Update: SS reported that saturation zones could not be extended.

Action 6: Conversion of existing city wide Designated Public Places Order (DPPO) into Public Spaces Protection Order (PSPO).

Update: Complete. See Action 4.

Action 7: University of Nottingham/Nottingham Trent University to work together to develop improved communication/engagement programme with students.

Update: UoN student comms message below. ** clarified that while the response to ASB has improved, the problem of the ASB occurring has got worse. ** declared that the information was displayed all over UoN campus on screens and was emailed to students to make them aware. ** confirmed that members of the residents' groups have been asking UoN students if they are aware of the information distributed by the university. The students have universally said that they weren't. The group discussed why students aren't absorbing the message; whether they see university as a service provider instead of an authority; the comments submitted to the Nottingham Post. ** suggested finding alternative ways of communication and focussing more on the most problematic streets.

REDACTED

** has statistics on how many people have completed the eLearning, read the information etc. Students are confronted in disciplinarys with this information so are unable to deny knowledge. From next year, first years must to complete the "Outduction" to retrieve their deposit.

Action 8: NAG and UoN/NTU Students Unions to meet to explore the possibility of NAG/Other residents groups conducting visits to students in halls of residence to discuss living in the wider community.

Previously discharged.

Action 9: Community Protection to enquire of PCC whether Late Night Levy funding could be used to help tackle Student Related ASB and if so, identify how this may be best used.

Update: SS confirmed that money from the PCC has paid for banners put up in the Derby Road/Lenton Boulevard corridor. Mark Stanley has said that he is happy to support further bids in case of an underspend.

Action 10: Community Protection/Landlords to work together to improve communication to both HMO licensing team and to Landlords of any ASB issues associated with HMO properties and to provide guidance on expected Landlord response.


Update: DH reported positive and proactive engagement with landlords. Colleagues are getting in touch with licence holders, landlords are asking for assistance and the online guide is being well received.



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	<p>DH added that colleagues have written to 600+ license holders with additional warnings about tenant responsibilities and that the tenancy agreement needs to cover ASB. The incoming selective licensing will require checks to be in place before a tenant moves in. DS reported that lots of landlords are getting in touch asking what they can do or if there is any literature to give to students.</p> <p>Action 11: Consider impact of City Centre drinking on residential areas via research project with BID.</p> <p>Update: Ongoing. ** has made a very strong case but has not been invited back. It would be useful to acquire evidence of student vulnerability getting home from the night time economy. ** has talked to some students about this and can refer them on a course. RW added that there is some indication that more drinking is happening out of town (pre-drinking at home).</p> <p>Action: RA to speak with Tim Spink around public health messaging re night time economy, alcohol, drug consumption.</p>
Item 4:	<p><u>New academic year – statistics/issues arising/Lenton letter drop</u></p> <p> Residents Letter Drop 261017.docx</p> <p>Attached is the letter that went to 1500 households in Lenton. SS explained the overriding was to address the saturation zone of the parties. CPOs are working to get to enforcement quicker. Large scale parties are they reviewed the day after to see what best course of action is. CP are now looking for closure of property and will scan and find the best examples and build the strongest case. RA made the group aware that by taking this measure, it will have significant reach in national media and put the spotlight on Nottingham. Residents' outcomes will be the number one priority.</p> <p>Stats for NTU Patrols:</p> <ul style="list-style-type: none"> • 7 CPNs issued to 1 household • 309 confiscations reported by FC <p>For UoN, JD provided statistics with roughly 300 warnings issued, 20 CPNs, and 1 FPN.</p> <p>PM noted that the reoffending rate is very low but added the number of first offences needs to be addressed.</p>
Item 5:	<p><u>Data sharing by universities – including transparency regarding sanction</u></p> <p>REDACTED</p>
Item 6:	<p><u>Reporting future progress</u></p> <p>It was mentioned previously that the meeting would be the last in its current format. RA outlined further ways residents and partner agencies can continue responding to student ASB. ** stated that the meetings are incredibly valuable in being able to feed back progress and get input from everybody which is held on record. From a residents' perspective, there has been no improvement in the problems therefore no reason to stop meeting. ** expressed concern about how long student ASB off campus would stay on the agenda outside of the trigger process but is in favour of a regular "slimmed down" meeting with appropriate agencies. RW confirmed that the issue of student ASB</p>



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	remains firmly on the Police's agenda. ** put forward that the trigger process end but continue to have key individuals attend. The issue can be retriggered should residents feel that key partners are not attending. RA to confirm details of meetings going forward with attendants.
Item 7:	<u>AOB</u> ** REDACTED



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