



SCP Board Meeting

24th November 2022

1.00-2.30pm – Dartmouth Avenue

Present:

Chair: Dr Rebecca Schaaf (Pro-Vice Chancellor Student Experience, **Bath Spa University**)

B&NES: Cllr Dine Romero (Cabinet Member for Children and Young People, Communities, and Culture), Cllr Shaun Stephenson-McGall (Member Advocate for Engagement with Students)

Bath Spa University Students' Union: Neetu Karwal (Vice President, Welfare and Community)

Norland College: Dr Janet Rose (Principal)

University of Bath: Peter Lambert (Professor)

University of Bath Students' Union: Blake Walker (Community Officer)

In Attendance: Dave Dixon (Community Engagement Manager, **B&NES**), Mandy Wilson-Garner (Deputy Chief Executive, University of Bath Students' Union), Ghika Savva (Manager, **Student Community Partnership**), Kathryn Jones (Administrator, **Student Community Partnership**).

1. Welcome, Introductions, and Apologies

RS welcomed the Group.

Apologies were received from Caroline Jarosz (Student Participation Officer, **Bath College**), and Caroline Dangerfield (Deputy Chief Executive Officer, **Bath Spa University Students' Union**).

2. Actions from previous meeting held on 21st September 2022

Action	Person(s)	Status
GS to condense less popular aims and objectives and report at next meeting.	GS	Completed – on agenda

GS to confirm budget figures with Finance Team and report at next meeting.	GS	Completed – on agenda
Councillors and HEIs to discuss financial contributions and report at next meeting.	DR/DD/RS/PL/GS	Completed – on agenda
The Group to forward relevant data to GS for Community Warden Benefit Report. GS to circulate CIL report and collate information for next meeting.	All/GS	Completed – on agenda
SD and GS to prepare a letter to Cllr Tim Ball.	GS/SD	Carried Over
Drink Spiking to be discussed at next SCP Personal Safety meeting.	GS	Carried Over
NK and BW to work with Comms Teams on messaging on student late-night noise.	NK/BW	Carried Over

3. Consider Updated Aims and Objectives of the SCP (paper: SCP Action Plan 2022-23)

GS explained SCP Action Plan now included raw data to demonstrate impact over previous years. She mentioned aims and objectives were condensed around top 10 priorities highlighted at previous meeting and explained traffic light system to indicate status for update.

RS asked for issues worth noting. GS highlighted impact of campaigns and explained increase in length of campaign to nine weeks and over 80 streets, limited resources but significantly increased complaint workload. She mentioned a higher demand at an already busy time in academic year means a Community Warden is vital for operational work.

DR asked if increase in complaints related to correlation or causation. GS mentioned surge of complaints in new roads visited, e.g., in Widcombe & Lyncombe and Bathwick. She explained rise in complaints in roads with existing SCP relationship, but easier communication due to relationship.

DD mentioned increase in SCP recognition from long-term residents during Moving Out Campaign and asked if rise in complaints due to new areas now knowing how to contact SCP. GS confirmed and highlighted the value of speaking with long-term residents as common feeling the Universities and Council are listening to them.

MWG mentioned increase in aggression around students and potential for increase in direct conflict without SCP listening to long-term residents' concerns.

DR asked if student issues relating to neighbour relations, housing, and landlords were the same as during Moving Out Campaign. GS confirmed more and explained that students had not previously been aware of SCP as a place of support for issues with their HMOs. She mentioned ongoing work on student complaints procedure to accompany standard complaints procedure.

GS mentioned work on student data mapping across city to effectively target campaigns going forward. SSM mentioned Council database and heatmaps.

DR mentioned increase in housing issues for students must be higher priority. GS confirmed discussed at SCP Housing Group. SSM mentioned usefulness of SCP Board writing to Cabinet Member Tom Davies to attend next SCP Housing Group meeting.

Action: The SCP Board to write to Cabinet Member Tom Davies asking him to attend the next SCP Housing Group.

NK mentioned work on housing campaign and mentioned student concerns of prices of HMOs not reflected in standard of housing, but limited choice across city for students.

SSM suggested Partnership survey for students about HMO standards. He explained results can be used as evidence as consultations and useful for B&NES' Housing Team. JR mentioned survey could include guidance and expectations of housing to compare to actual state of housing. BW mentioned plan for joint survey with Bath Spa University Students' Union and ability to work together to include all Partners.

GS flagged the issue of purdah for Councillors. SSM explained project will be years of work to influence budget, and suggested writing to Cllr Davies then creating survey.

Action: The Group to create student housing survey.

4. Consider Future Funding of SCP – Update

GS explained timeline is vital as Community Warden funding runs out at end of December 2023. She mentioned the Universities 2023/24 funding runs August 1st – July 31st and Council funding runs April 2024 – March 2025 so gap in funding.

DR mentioned discussions begin September 2023 for April 2024 but decisions taken in February 2024 for year coming. GS explained usefulness of knowing decisions by February 2023. DR explained SCP funding as discretionary and so difficulty in demonstrating benefit to new administration. GS stressed the need to get a date before Christmas to discuss finances with relevant Partners.

GS explained SCP Action Plan and Community Liaison Coordinator Report show quantifiable justifications. DR asked who else benefits and how much does SCP save them in measurable units. MWG commented on benefit of getting measurable figures together.

DD mentioned Community Warden funding secured by Community Engagement Department until March 2024 but need to build ongoing funding into core funding.

Action: GS to include more measurable impacts of Community Warden and SCP to Action Plan. Partners to indicate which information would be useful to their case. Funding Partners to agree a date for meeting before Christmas.

5. Cost of Living Guidance to Students as Residents of Bath

GS explained this was an opportunity to consider cost of living guidance and ways of correlating information from all Partners. MWG commented to provide information to students who do not interact with Council comms.

SSM mentioned contracts re-awarded to Citizens Advice Bureau. RS mentioned usefulness of signposting students to support and updates.

DD mentioned work on cost of living, including 30 warm spaces across city. SSM asked if 'Cosy Wednesdays' invited students. MWG confirmed targeting elderly long-term residents. PL mentioned scope for including students at future stage.

RS asked if Council links can be shared to Group. SSM and DD confirmed yes.

JR mentioned similar scheme and funding for students currently, and commented usefulness of links and signposting to students.

NK commented issue of transport and getting students to warm spaces.

Action: SSM/DD to circulate cost of living support links to Group. HEI Partners to circulate to students.

6. SCP Manager's Update

GS explained Moving In Campaign ran for nine weeks across nine wards and 81 streets. During this period 1600 students were spoken to, so campaign is increasing each year. This campaign had included updated literature and the waste and recycling schedule from B&NES' Waste Team. She mentioned street champion postcard pilot went well and plans to increase next year.

The Moving Out Campaign 2022 had increased the number of donation banks from 9 to 16 across city and these banks alone had raised £44,000 for British Heart Foundation, diverting 25k tonnes from landfill. (The banks on campus and at PBSA's were excluded from these figures.) She mentioned current work to plan 2023 campaign and plans to speak to Ward Councillors earlier this year about banks. SSM mentioned speaking with DD about induction slot.

GS explained British Heart Foundation allocating only seven banks this year so to maintain the success of this project the SCP will need to look at potentially expanding the campaign to include other charities. DD mentioned Keynsham recycling centre and new second-hand shop.

GS mentioned current issues include spike in complaints leading to unprecedented peaks throughout year. She commented 78 complaints in one month highlighting more issues in one concentrated period.

RS asked if there are concerning trends. GS commented rise in anti-social behaviour complaints, but often recategorizing once meeting with students. She explained anti-social behaviour complaints risen to 1 in 7.

DR asked for clarification on anti-social behaviour categorisation. GS confirmed behaviour that incurs reputational risk to Universities and poor behaviour or speech, noise includes parties or transference between houses. KJ explained recategorization occurs when meetings with students highlight that no anti-social behaviour took place.

GS commented increase in number of wards filing complaints, particularly Widcombe & Lyncombe, but Community Warden only covers Westmoreland, Oldfield Park, Twerton, Southdown, and Newbridge. She mentioned Community Warden is noticing waste issues prior to formal complaints so reduction in official waste complaints.

She mentioned increased work in communicating with landlords and letting agents due to rise in student complaints about HMOs and long-term resident complaints of noise transference.

SSM commented increase in complaints of 'to let' signs and previously wrote to landlords and letting agents to take down after certain timeframe.

Action: SSM to find previous letter to landlords and letting agents regarding ‘to let’ signs.

GS mentioned staff changes include Tom McGrath stepping down as Community Warden, and current recruitment process to find replacement. She mentioned additional Community Warden hours available and KJ successful at interview.

DR asked for timeline Community Warden post. GS confirmed funding until December 2023, same as additional hours secured. GS explained CIL funding for admin post ran out mid-2021 and post was absorbed into main budget by not spending on campaigns and events. She explained difficulty of having no admin for three months over summer due to 32 week post.

No other business was discussed.

RS thanked the Group and closed the meeting.

Actions:

Action	Person(s)
The SCP Board to write to Cabinet Member Tom Davies asking to attend next SCP Housing Group.	All
The Group to create student housing survey.	All
GS to include more measurable impacts of Community Warden and SCP to Action Plan. Partners to indicate which information would be useful to their case. Funding Partners to agree a date for meeting before Christmas.	GS/All
SSM/DD to circulate cost of living support links to Group. HEI Partners to circulate to students.	SSM/DD
SSM to find previous letter to landlords and letting agents regarding ‘to let’ signs.	SSM