Royal Holloway & Runnymede Consultative Group meeting

MINUTES

Tuesday 3 November 2020
Meeting via Microsoft Teams

Royal Holloway: David Ashton (CHAIR/ Deputy Principal (Operations), Mike Berry (Director of Estates), Marie Ennis (Chief Marketing Officer), Helen Groenendaal (Head of Student Advisory & Wellbeing, Academic Services), Sarah Ixer-Pitfield (Head of Public Relations and Media).

Royal Holloway Students’ Union: Max Ross (Joint Chief Executive Officer)

Councillors: Cllr Marisa Heath, Cllr Isabel Mullens, Cllr Nick Prescot, Cllr Japneet Sohi

Mayor of Runnymede: Cllr Elaine Gill

Chamber of Commerce: Mark Adams

Residents’ Associations: Chris Fisher (ERA), Christine Welsh (EGVRA)

Neighbourhood Watch: Stephen Hodgkinson

Surrey Police: Inspector Nick Pinkerton

APOLOGIES:
Councillors: Cllr Nigel King, Cllr Alan Alderson, Cllr Michael Kusneraitis, Cllr Brian Clarke
Environmental Health: Aileen Baker and Daniel Bradding

1. Welcome & introductions
The group welcomed Cllr Elaine Gill to her first RHRCG meeting as Mayor of Runnymede.

2. Minutes and actions from previous meetings (June and September)

It was AGREED that the minutes of the last meeting on 30 September 2020, were a true and accurate record. All actions from the last two meetings had been completed.

Following the actions it was discussed that Runnymede Borough Council would continue to contact Surrey County Council around requirements for speed restrictions and road signage. Royal Holloway would support this.

Mike Berry confirmed that Royal Holloway is monitoring usage of the Kingswood double decker bus using Coopers Hill Lane. If these figures are depressed, the university will engage with service partner, Hox Park to see if the double decker bus can be replaced with a single
decker bus, until or unless usage figures rebound back in some post pandemic future scenario. **Action:** Mike Berry will continue to update the group.

3. **Update re Covid-19**

David Ashton confirmed that the university will remain open again throughout the next period of lockdown in England. He advised the group of the weekly university case figures and that space on campus had been provided for a local testing site which will be operational for the next six months. Appointments must be booked via the government’s central testing system and it is a walk-in only site, not a drive-through site.

Cllr Prescot updated on the number of Covid cases in Runnymede. He outlined there are nine neighbourhood support groups and plans are in place to support people throughout the lockdown period.

Cllr Prescot asked about the mental health of students and how they are coping during the pandemic. David Ashton explained that the university is offering extensive student support, both face to face and online.

Cllr Heath believes residents will be concerned about student movement during lockdown. David Ashton said the university has introduced marshals on campus and Helen Groenendaal outlined the university’s internal misconduct processes for any students who are not following the government’s legal restrictions and guidelines.

Chris Fisher asked how complaints about students are being handled and the process for Royal Holloway to respond. Helen Groenendaal outlined that all complaints this year, to date, have been responded to directly by phone or email. The team is looking at revising the correspondence which is sent to complainants in response to their original email to provide more detail of the processes followed and the possible outcomes.

**Action:** Chris Fisher, Cllr Mullens and Stephen Hodgkinson to send information about these complaints for Helen to investigate. Helen will share an outline of the complaints process with Chris for information.

Cllr Mullens asked the university to continue to reinforce the message to students to not visit Tesco’s in groups. Helen Groenendaal confirms this will continue, but to be aware that students usually pay for their own provisions individually, not for the wider household.

4. **Updates on areas of mutual interest**

- **Royal Holloway – Estate development:**

  Mike Berry delivered a presentation update on Royal Holloway’s Estate Plan and Rusham Park. The presentation is provided in appendix A.

  Following the presentation, Chris Fisher asked about the net gain in student beds overall for the campus; Mike Berry confirmed there will be 200 beds. Christine Welsh thanks Royal Holloway for listening to residents with regards to no further student accommodation development in Englefield Green. Mike Berry confirmed that the university is aiming to change the use of existing buildings for academic profile. Cllr Prescot asks about the Kingswood site and Mike Berry says that in principle, it will not be used for student accommodation. Cllr Prescot confirmed the council has also shown interest in the site. Cllr
Sohi asks about the Enterprise Centre development. It was confirmed that this is on hold long term. Mike Berry also confirmed that the multi-storey car park at Rusham Park will be retained with some additional disabled spaces.

- **RBC:**
  
  No further updates.

- **Chamber of Commerce:**
  
  Mark Adams updated on October’s Vegan Market which went well and the organisers will return. Craft, gift and farmer’s markets will be held next year. The Christmas Fayre has been cancelled, but there is some potential for some level of virtual activity. The Chamber will continue to support local businesses at this time. **Action:** Mark Adams to talk with Mike Berry.

- **EGVRA:**
  
  Christine Welsh outlines her understanding that the Coopers Hill Memorial event for Remembrance Day will not take place. She is unsure at present with regards to the Englefield Green one. Christine will also find out more about the local Christmas tree in the next week or so.
  
  Christine asked about the whereabouts of Ron the gardener’s memorial plaque in the Arboretum. **Action:** Mike Berry to investigate and update Christine.

- **Egham Residents’ Association:**
  
  Chris Fisher says there will be Christmas lights in the town and he is waiting on further information.

- **Surrey Police:**
  
  A report is provided in appendix B.

- **Royal Holloway – Student Wellbeing and Volunteering:**
  
  Helen Groenendaal outlined that the university is sending regular communications to students re Covid-19 and support is being provided for those who are self-isolating, including discounts in the students’ union shop and food deliveries from the shop.
  
  Christine Welsh asked if the university can break down reporting stats between Egham and Englefield Green. **Action:** Helen will look to provide the information in this format by the next meeting in March.
  
  A report is provided in appendix C.
Max Ross updated the group on how well the facilities operated in a Covid-secure manner and how students have been behaving well. The union shop continues to be open supporting the campus and the wider community. He confirms that venues will be closing on Wednesday evening (4 Nov) at 10pm for the duration of the lockdown in England. The Packhorse and Tommy’s Kitchen will offer a takeaway service.

5. **AOB:** There were no AOBs.

6. **Proposed date of next meeting:** Tuesday 2 March 2021.

**ACTIONS LIST**

<table>
<thead>
<tr>
<th>Action</th>
<th>Owner</th>
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<tbody>
<tr>
<td>1 Mike Berry to continue to update the group on the Kingswood double decker bus usage.</td>
<td>Mike Berry</td>
</tr>
<tr>
<td>2 Chris Fisher, Cllr Mullens and Stephen Hodgkinson to send information to Helen Groenendaal of the specific complaints from members of the local community who said they have not heard back from Royal Holloway. Helen to investigate the response.</td>
<td>Chris Fisher, Cllr Mullens, Stephen Hodgkinson and Helen Groenendaal</td>
</tr>
<tr>
<td>3 Helen to share an outline of the complaints process with Chris Fisher.</td>
<td>Helen Groenendaal</td>
</tr>
<tr>
<td>4 Mark Adams to talk with Mike Berry.</td>
<td>Mark Adams</td>
</tr>
<tr>
<td>5 Mike Berry to investigate the whereabouts of Ron the gardener’s memorial plaque from the Arboretum and update Christine Welsh.</td>
<td>Mike Berry</td>
</tr>
<tr>
<td>6 Helen Groenendaal to provide the breakdown of reporting stats between Egham and Englefield Green by the next meeting in March.</td>
<td>Helen Groenendaal</td>
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Appendix A

Delivering the 2015 Estate Plan and other projects

Rusham Park was not included in the previous Estate Plan for the campus

2015 Estate Plan

- Outline planning permission April 2015
- 55,000sqm net academic floor space
- 71,000sqm student accommodation (2,650 study bedrooms)
- Sports pitch provision
- Environmental and landscaping enhancements
- Access junction works and highways improvements
- Increased on-site car parking provision

Buildings completed since 2015
Emily Wilding Davison Building and Founder’s Square

Architect: Associated Architects; Landscape design: Plincke

George Eliot Hall (620 beds)

Architect: Stride Treglown
Beatrice Shilling Building

Architect: Stride Treglown

Ongoing delivery of the Estate Plan vision
**Update on projects**

- Enterprise Centre
- Relocation of the Handa Noh Theatre
- Southern link road
- Redevelopment proposals for Rusham Park
- Ripley Springs environmental enhancements
- Eastern Gateway Building (Music, Media Arts and Centre for Digital Creativity)

**Rusham Park student village**

- Current outline planning application
- Redirect student beds approved as part of 2015 Estate Plan

**Thank you**

Any questions?
Appendix B

Surrey Police Update

This report covers matters which have occurred since the last regular meeting in March 2020. Across Runnymede Total Notifiable offences are 3% down on last year, with Residential Burglary down 36%, Vehicle crime down 23% and theft down 25%. The greatest growth area is Violence without Injury which is up 26%, this is largely threats especially those made on social media.

Egham has seen a 27% reduction in Total Notifiable offences and Englefield Green a 2.4% reduction. Public place violence has increased in Egham Town but has not done so in Englefield Green. The number of offences are small but there was a relative peak in October which has now declined. Currently offences are back to the level of the three year rolling average.

We continue to work on keeping the Residential Burglary figures low with additional patrolling and other activity. Between September and February, peak offending hours for residential burglaries tend to fall between 5pm and 10pm across the county and we will be sending out regular social messaging advice and information to keep homes more secure. In terms of anti-social behaviour, this financial year Egham Town is sixth ranked and Englefield Green fourth ranked in Runnymede. The most common complaint is rowdy and inconsiderate behaviour.

There have been 60 crimes reported in this period concerning the University. Two students have been burgled in their accommodation. There have been nine drug offences usually involving small amounts of cannabis. We have an effective relationship with campus security to ensure that the student accommodation is kept as clear as it can be of drugs.

11 thefts have been reported, these are mainly thefts by shoplifting from the student shop theft of electronic devices and three stolen pedal cycles one of which was recovered.

We are preparing for the Second Lockdown. For the latest week of data (20th to 26th October), 110.9 cases per 100,000 population were recorded in Surrey. This rate is relatively low when compared with England; 212.5 per 100,000 population. The Runnymede rate is 145.4.

We will continue to encourage and support our communities to comply with the regulations to keep everyone as safe as possible. Surrey Police are working with all our partner agencies not only to enforce regulations but to provide safeguarding to the vulnerable. If there is a problem we want to resolve it by communicating clearly and encouraging people to behave responsibly. As a last resort we can enforce the coronavirus law by taking people home and by fining them.

Insp 2236 Nick Pinkerton.
Appendix C
Student Wellbeing: Community update

Community incidents reported to Royal Holloway
01 August 2020 – 31 October 2020

<table>
<thead>
<tr>
<th></th>
<th>2020 / 2021 (to 31-Oct-20)</th>
<th>2019 / 2020 (to 31-Oct-19)</th>
<th>Year on year change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Noise Nuisance (household)</td>
<td>80</td>
<td>(60)</td>
<td>+ 20</td>
</tr>
<tr>
<td>Parking / Traffic</td>
<td>3</td>
<td>(13)</td>
<td>- 10</td>
</tr>
<tr>
<td>Refuse</td>
<td>9</td>
<td>(8)</td>
<td>+ 1</td>
</tr>
<tr>
<td>Anti-Social Behaviour (Inc. C-19)</td>
<td>1</td>
<td>(3)</td>
<td>- 2</td>
</tr>
<tr>
<td>Covid-19 concerns</td>
<td>23</td>
<td>(0)</td>
<td>+23</td>
</tr>
<tr>
<td>Transient Noise</td>
<td>5</td>
<td>(19)</td>
<td>-14</td>
</tr>
<tr>
<td></td>
<td><strong>121</strong></td>
<td><strong>103</strong></td>
<td><strong>+ 18</strong></td>
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</table>

The vast majority of noise nuisance reports related to properties where the residents themselves are socialising in the house – rather than external venues - and are viewed to be making excessive noise not related to noise from guests / parties. Internal misconduct processes have continued in the usual format for suspected breaches of our Student Conduct Regulations and the College Covid-19 Code of Practice. There were a number of coronavirus concerns reported to the university early in term 1 primarily around face coverings, social distancing and rule of 6 guidance but the last report directly related to the current guidance was received on 7 October.

Communications to students living locally this academic year have been amended to put a greater emphasis on the guidance around coronavirus and the relevant Government legislation and advice and university guidance and regulations. This has included an updated be a Good Neighbour guide, a welcome letter about the importance of following expectations on coronavirus safety and a new video from the community wellbeing team – hyperlinks below.

- Be A Good Neighbour guide
- Welcome letter
- Student postcard
- Community Wellbeing Video
- Community Responsibility intranet content

Additionally there are weekly newsletters to students from the university and Students’ Union which remind students of the importance of engaging with our Playing Your Part campaign. The university also signed up to the Egham Town / Strodes Charter as part of our commitment to Playing your Part and the Hands, Face, Space messaging.

The university continues to treat complaints about student conduct in the community very seriously and there is a process in place to monitor and respond to reported problems. We urge our students to make every effort to maintain good relationships with their neighbours, and the vast majority of students living out in the community do so without any difficulty or tension. However, if relationships between students and their neighbours do break down, the university works closely with the Runnymede Borough Council Environmental Health team and Surrey Police to ensure those responsible for serious anti-social behaviour are clearly identified.

If it is officially substantiated that students are in breach of our regulations there are consequences for students. These can include substantial sanctions, households can be served Abatement Notices.
(Noise Nuisance) and face seizure of noise-emitting equipment if these notices are breached. Enforced statutory action by the Council or Police can impact on students’ status at the university.

Runnymede Borough Council, Environmental Health, Surrey Police and Royal Holloway are committed to working closely in partnership to respond to community concerns. Our joint leaflet explains what each organisation can tackle and how to raise concerns with the relevant authority.

The most recent Community Matters newsletters remain accessible online and for local residents to sign up to receive.

Helen Groenendaal, Head of Student Advisory & Wellbeing, Student & Academic Services