



Royal Holloway & Runnymede Consultative Group

MINUTES

Tuesday 1 March 2022

Meeting via Microsoft Teams

Royal Holloway: Dr David Ashton (CHAIR/ Deputy Principal (Operations)), Mike Berry (Director of Estates), Helen Groenendaal (Head of 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 Japneet Sohi, Cllr Sian Williams

Mayor of Runnymede: Cllr Elaine Gill

Environmental Health: Aileen Baker

Residents' Associations: Chris Fisher (ERA), Keith Bendall (EGVRA)

Neighbourhood Watch: Stephen Hodgkinson

Surrey Police: Inspector James Wyatt

APOLOGIES:

Marie Ennis, Chief Marketing Officer, Royal Holloway

Chamber of Commerce: Mark Adams

Cllr Alan Alderson

Cllr Michael Kusneraitis

Cllr Nigel King

Cllr Nick Prescott

Christine Welsh, EGVRA

Daniel Bradding, Environmental Health

1. Welcome & introductions

The group welcomed Keith Bendall, Chair of EGVRA to the meeting, who was standing in for Christine Welsh.

2. Minutes and actions from the previous meeting

It was AGREED that the minutes of the last meeting on 2 November 2021, were a true and accurate record.

The action from the June 2021 meeting for Cllr Heath to send further details of the Surrey climate change strategy to the group will be carried over to the next meeting.

All other actions were completed.

Keith Bendall raised further concerns about music coming from The Packhorse after 9pm. Max Ross explained that recorded music will go off at 9pm but occasionally there are live music events inside the venue which will go on later. He has responded to a letter from Christine Welsh and will have a further conversation with the manager of the venue.

ACTION: Max Ross to have a conversation about music levels with The Packhorse Manager.

3. Update on Estate development at Royal Holloway, including Rusham Park

Mike Berry presented an update to the group on the development of Rusham Park (See Appendix A). He also outlined plans to refurbish the Chestnut Building to bring it back into full academic use.

Further to a query from Chris Fisher in relation to Rusham Park, Mike Berry confirmed that planners have confirmed Phase 1 of the development and that the university does not yet have a proposal for Phase 2. He also explained that the two areas that are seen on the sports pitches show the route of potential pedestrian footpaths.

Cllr Williams asked about work on the paths into Egham town on the site and Mike Berry confirmed members of the public will be able to walk through Rusham Park to and from Egham. There will be improvements to Whitehall Lane from Rusham Park into Egham. The scope of these improvements, which will be undertaken by the university, will be agreed with RBC and SCC.

Further to a question on public consultation from Cllr Mullens, Mike Berry outlined that the Reserved Matters application is with Runnymede Borough Council and the council's planning portal will open shortly for public comment. He clarified that Royal Holloway consults with the public before developments go into planning. After this, the application goes to the Council where the public then get the opportunity to respond via the planning portal.

Cllr Mullens also asked about whether the university was considering starting a car club and Mike Berry explained that a number of such sustainability issues were being considered as part of the new sustainability strategy.

4. Response to points raised by Chris Fisher, Egham Residents' Association

A report is provided in Appendix B. Helen Groenendaal outlined the report to the group. Max Ross confirmed that there has not been any representations or complaints made against university or SU venues and therefore a review of the licensing does not need to be carried out at this time. This will be reviewed should this be deemed necessary by the regulatory bodies in the future.

Helen Groenendaal confirmed that the quality of student accommodation in the local area is of importance to the university but comes under the jurisdiction of the local council.

In response to the report, Chris Fisher outlined that he believes the situation has improved and this is supported by the statistics in the report. He feels, however, that there is still confusion about which organisation to complain to and would like one phone number for people to be able to contact.

Helen Groenendaal confirmed the university will accept appropriate video evidence in relation to complaints but this cannot infringe on a student's privacy. She also advised that there is a phone number and email address where people can raise concerns 24/7 and it will be responded to on the next working day. However, the university cannot send out security teams to properties in the local area. Community concerns should be reported to the organisation responsible which each have one dedicated line for their responsibilities. Runnymede Borough Council, Surrey Police and the university share information about the reports they each receive to ensure an appropriate response for the issues raised.

ACTION: Chris Fisher to send details of a complainant who says he has not received a 'closure' email. Helen Groenendaal to respond.

5. Updates on areas of mutual interest

- **RBC:**

Cllr Heath updated that Runnymede Borough Council has a climate change strategy coming soon which will be shared with the group. Cllr Sohi updated that work is still being carried out on parking and there is a parking surveys update coming to the planning committee. Cllr Williams raised the need for additional CCTV at the lower entrance (Spring Rise) to the university. It was confirmed that the university already has CCTV in this area on campus, but could not extend it into the public realm. She has been talking to residents of Greenways with regards to concerns about litter and rubbish disposal. She raised this with the university and is pleased with the response and a multi-agency visit to the area has been confirmed.

ACTION: Cllr Heath to share the RBC climate change strategy.

- **Chamber of Commerce:**

A report is provided in Appendix C.

- **EGVRA:**

Keith Bendall referred to an issue linked to a property on St. Judes Road. A meeting is arranged for the w/c 7 March with the resident.

He referred to the university's complaints procedure and stated this is not as timely as it could be and would like to see that all complainants receive closure.

ACTION: Helen Groenendaal to revisit recent complaints to ensure all have received an email to close the case.

Keith Bendall questioned the ASB category in the Community Wellbeing report. Helen Groenendaal explained that the university provides a broader breakdown of ASB (e.g. noise nuisance, transient noise) to ensure transparency in the records and based on recent feedback at these meetings.

- **Egham Residents' Association:**

Chris Fisher stated that his updates to the Forum were in response to the Community Wellbeing report.

- **RBC Environmental Health:**

Aileen Baker updated the group that Environmental Health had received 34 complaints in relation to student properties with enforcement action taken on one.

She reinforced that partnership working with the university has been in place since 2011 with a recent refresh and this is going well. Environmental Health is also working closely with the Students' Union on upcoming events.

- **Surrey Police:**

Inspector Wyatt shared a presentation with the group (see Appendix D). In the presentation he gave a wider view of ASB which cannot be attributed to students. He pointed to a decline in student ASB and attributed this to partnership working and early intervention.

Inspector Wyatt asked the group to remind residents of the StreetSafe initiative.

- **Royal Holloway – Student Wellbeing and Volunteering:**

A report is provided in Appendix B. In addition, statistics from Environmental Health and Royal Holloway from 2009 to date are shared in Appendix E. Helen Groenendaal referenced the new member permanent member of staff starting in her team, Alex Balkan who is a local councillor and former Royal Holloway student. He was appointed as Community Wellbeing Co-ordinator, replacing Clem Jones, through the university's external competitive recruitment process where a number of applicants were interviewed. This is a role that has been in place at the College since August 2004.

Helen Groenendaal also outlined recent volunteering activity taking place and activity for University Mental Health Day and involvement in the White Ribbon Campaign.

In response to the Community Wellbeing report (Appendix B), Chris Fisher asked about the positive response Royal Holloway has received to complaint closure emails and Helen Groenendaal confirmed there have been a number of emails from residents in thanks. He stated that the local community call-in sessions had no attendees at the last meeting and Helen Groenendaal advised that the university wants residents to come and will keep the meetings under review.

Chris Fisher asked what action is being taken for properties that are reported more than once to the university and the response was that these are rare and taken seriously, in addition this could be the same issue being reported more than once on the same day whilst the university is taking steps to resolve it. Helen Groenendaal outlined that the maximum penalties include £1,000 fine per student in the house or losing their place at the university.

Cllr Heath asked if the university has carried out student surveys on safety recently. Helen Groenendaal confirmed that Royal Holloway is liaising with the Police and the Students' Union to promote a survey in late Spring. Mike Berry also confirmed the university's health and safety officer is involved. Max Ross confirmed that Dr Ben Spencer MP had met recently with the SU officers on this issue. **ACTION:** Helen Groenendaal to provide an update at the next meeting.

Cllr Mullens thanked students for volunteering in the local community, citing the soup kitchen in Egham and a first year student supporting a homeless person.

- **Royal Holloway Students' Union:**

Max Ross outlined a positive start to the year with minimal feedback from the local community. He referenced planned events for the platinum jubilee including 2 June Summer Ball for current students, 3 June a celebration event with free tickets issued to members of the local community and 4 June a Summer Ball for students who graduated in 2019, 2020 and 2021. A Varsity event with the University of Surrey will take place on 20 March and Royal Holloway will be hosting the UK Corporate Games in September.

Stephen Hodgkinson followed up on the issue of students leaving supermarket trolleys in the community and this not being covered in the Be a Good Neighbour Guide. Helen Groenendaal confirms this in the accompanying leaflet. **ACTION:** Helen Groenendaal to send a copy of the leaflet.

Stephen Hodgkinson followed up on the issue of garden waste and garden maintenance in student occupied housing. He would like to see a copy of estate agent advice to renters. **ACTION:** Max Ross to send further information on any local estate agent advice regarding garden maintenance for private tenants he is able to secure and a copy of any advice articles sent to students by the university.

Wherever possible the university and SU will support student tenants in seeking to ensure that landlords take responsibility for the external maintenance of the properties they rent. Student tenants generally do not have access to garden equipment such as lawnmowers and so this is a key area for landlord responsibility and engagement.

Stephen Hodgkinson asked if the partnership review meetings could be made formal and minuted. **ACTION:** The partnership meetings are led by Surrey Police and this request will be taken to the next meeting held for Inspector Wyatt to consider this request and update at the next forum meeting.

Cllr Gill thanked the students involved in planting tree saplings at Royal Holloway and also thanked Jonathan Howe. She also thanked the forum group as this will be her last meeting as Mayor. Councillor Margaret Harnden will be the new Mayor.

6. A.O.B.

The next local community call-in session is 17 May 2022.

The next group meeting will take place in person at Royal Holloway on 14 June 2022.

ACTIONS LIST

	Action	Owner
1	Cllr Heath to send further details of the Surrey climate change strategy to the group.	Cllr Marisa Heath (action carried over)
2	Max Ross to have a conversation about music levels with The Packhorse Manager.	Max Ross
3	Chris Fisher to send details of a complainant who says he has not received a 'closure' email. Helen Groenendaal to respond.	Chris Fisher & Helen Groenendaal
4	Cllr Heath to share the RBC climate change strategy.	Cllr Marisa Heath
5	Helen Groenendaal to revisit recent complaints to ensure all have received an email to close the case.	Helen Groenendaal
6	Helen Groenendaal to provide an update on student safety survey at the next meeting.	Helen Groenendaal
7	Max Ross to send further information on any local estate agent advice regarding garden maintenance for private tenants he is able to secure and a copy of any advice articles sent to students by the university.	Max Ross
8	The request to make the partnership meetings formal and minuted will be taken to the next meeting held.	Insp Wyatt

Appendix A – Rusham Park update presentation


Rusham Park development: update

Royal Holloway & Runnymede Consultative Group
1 March 2022




ROYAL HOLLOWAY UNIVERSITY OF LONDON

Rusham Park development: location



2



ROYAL HOLLOWAY UNIVERSITY OF LONDON

Rusham Park development: parameter plan



SPORTS GROUND

Mrs Caddy's Field

RAILWAY LINE

NORTH

3



ROYAL HOLLOWAY UNIVERSITY OF LONDON

Rusham Park development: visualisation



Rusham Park development: key dates



- The decision notice for outline planning application was issued on 14 February 2022.
- Demolition is currently underway on site and should complete by late summer 2022.
- The reserved matters (detailed) planning application was submitted to Runnymede Borough Council by Balfour Beatty on 22 February 2022.
- Complimentary change of use applications for Greenfield and Nightingale buildings will be made in early March by the university and will ensure their retention.
- The university is working with Network Rail and Balfour Beatty to design and install a pedestrian railway bridge.
- Subject to receipt of all statutory approvals and university governance, Rusham Park building work will provisionally start on site in spring/summer 2023 and complete in autumn 2025.

5

Appendix B – Community Wellbeing report

COMMUNITY UPDATES

Since the last RHRCG meeting the team have refreshed delivery of the Be Good Neighbour leaflets to areas of the local community where there is a high density of students and where there have been concerns raised about houses situated closely together. This has included properties in both Egham (Nightingale Shott) and Englefield Green (Englehurst). As the Covid restrictions have continued to be reduced we have been able to increase the number of in-person meetings held with students both on campus and in the local community. However we also note the continuation of the positive impact of meeting held on Teams and the ability to ensure full household engagement in this format and so wish to continue this method of positive discussion of concerns and prompt follow up.

As always we make use of various College and social media and all-student communications to reinforce our community messages to students and to engage with them directly immediately we receive a concern or complaint about their property. This continues to be well supported by the two main university accounts – Campus Life and the Students' Union - ensuring a larger reach. The

College has proposed filming a short video message that can be used in communications with students and which will include content from our staff and representatives from Environmental Health and Surrey Police and we aim to film this during the spring ready for use in term 3 and in the future. We have continued to send closure emails to residents once our processes are complete always with the option to re-open if issues persist or re-emerge. Feedback from residents has remained positive on this step. We are also trialling using Teams to follow up with residents for more complex or ongoing concerns so that we can answer their questions directly and 'in-person'.

Unfortunately responses to complaints have been slightly slowed over the last three months as we have been without a Community Wellbeing Co-ordinator in role since Clem Jones moved to a new role in London. More positively interviews took place very recently for a substantive member of staff in this role and we are pleased to welcome Alex Balkan to the role from mid-March. Many of you will know Alex from his role as a Runnymede Borough Councillor representing Egham Hythe. Alex is also a former Royal Holloway student, will soon be living in the local community, and is excited to begin his new role at the College. We welcome the local experience and knowledge he will bring to the role.

Following the summer refresh of the partnership working between Royal Holloway, Runnymede Borough Council and Surrey Police we have continued to hold regular informal partnership review meetings on Teams; the most recent being held on Friday 25 February. This enables us to share and review the data we hold on complaints and work together to agree the most effective and proportionate response to concerns raised with each agency. At this meeting we discussed that student feedback to concerns being raised with them had the most impact when there was a clear demonstration of partnership working in our contact with them. To develop this feedback the College suggested that the three agencies work together to produce a jointly signed letter detailing our expectations and possible sanctions which can be sent in addition to any direct communications from each agency. Partners from RBC and Surrey Police agreed with this approach and we are now each drafting content to share in one communication. This will not replace any existing processes but will be, we hope, a positive addition, cementing the multi-agency approach. At this meeting the Council team also suggested a joint visit to an area of Egham where there have been a number of reports about refuse and recycling and anti-social behaviour and we will be arranging a time for us all to be in attendance to knock at doors and speak directly to all residents.

The spring Community Matters newsletter is [available online here](#) and local residents can sign up to receive this directly by [contacting the team](#) to ask to be added to the mailing list. This includes details of the on-campus Platinum Jubilee community celebration being hosted by the Students' Union. Through Community Matters, the website and social media we promoted the termly online drop-in for local residents which was scheduled for 15 February 2022 but no residents requested appointments with College or SU staff. One resident has expressed a wish to speak to the College since this meeting date and we have arranged an appointment time with them directly.

COMMUNITY INCIDENTS REPORTED & STUDENT CONDUCT

During the reporting period 1 August 2021 to 25 February 2022 Royal Holloway has received 115 complaints (+ 45 from the November report) about 107 alleged incidents (+ 40 from the last November report). Of these 107 incidents 46 were reported in Egham and 61 were reported in Englefield Green. *In the same period in 2021 / 22 there had been 163 complaints made; 88 in Egham and 75 in Englefield Green.*

The categories of the reported incidents are:

Category	Egham	Englefield Green	21/ 22 TOTAL
Noise nuisance	27	45	72
Refuse & recycling	6	6	12

Transient noise	6	2	8
Parking or vehicle use	2	4	6
Anti-social behaviour	1	3	4
Trolleys	1	0	1
Notification of an event	1	0	1
Substance use	2	1	3
TOTAL	46	61	107
<i>For comparison</i>			
<i>2020 / 2021 data</i>	<i>88</i>	<i>75</i>	<i>163</i>
<i>Year on year change</i>	<i>-42</i>	<i>-14</i>	<i>-56</i>

The number of properties involved in these incidents is 60 individual houses and 14 locations (for example a road where there has been a parking issue or transient noise). Of these 60 properties:

- 44 have been reported once.
- 9 have been reported twice.
- 5 have been reported four times.
- 2 have been reported six times.

Of the 14 locations:

- 5 roads have been reported once.
- 5 roads have been reported twice.
- 4 roads have been reported three times.

The number of complainants is for the incidents reported is 69. Of these:

- 44 complainants have contacted us once.
- 16 complainants have contacted us twice.
- 3 complainants have contacted us three times.
- 4 complainants have contacted us four times.
- 1 complainant has contacted us nine times.
- 1 complainant has contacted us twelve times.
- *In addition 6 issues have been reported to us by Police / Council with no complainant contact with us.*

In following up these reports the university has resolved issues in a variety of ways* including:

- Content in three all-student emails.
- Dealt with seven households through conduct process.
- Made nine visits to households in response (not including the welcome visits)
- Made direct contact with household members by email, letter or phone on 64 occasions

- Held sixteen meetings with households in person or on Teams.
- Recorded eight incidents where no person or house could be identified.
- Referred six incidents to Police or the Council for follow up.

* Some issues may be followed up in more than one way (e.g. a visit & a letter)

From our regular partnership meetings and information sharing discussions we are aware that since the start of term Environmental Health have recorded the following:

Category	Number of reports
Noise – People (Rowdy Behaviour)	12
Noise – Party	11
Noise - Music	9
Noise - Music & Drums	1
Noise - Transient	1
Noise – In the Street	1
TOTAL REPORTS	35

From the most recent multi-agency meeting we can also share that this academic year there have been 19 visits made to households by Police, two ASB letters issued and that 28 visits have been made to households by Environmental Health.

FOLLOW UP TO THE COMMUNITY MEETING HELD WITH DR BEN SPENCER MP (30 SEPTEMBER 2021)

Ahead of the meeting held on campus with Dr Ben Spencer MP and members of the local community the Egham Residents' Association shared a document with the university with proposals for a solution. We have been asked to share the College responses to these proposals, some of which were included in the report for the November RHRCG meeting.

(1) College to be prime point of complaint for all issues

Residents will continue to have the choice to raise complaint with whichever team they choose and to be guided in this process by an understanding of the parameters of response each team can provide and where duties lie. For example, local authorities have a duty to deal with statutory nuisances under the Environmental Protection Act 1990; the police have statutory and common law powers and duties in relation to public order; the College will take appropriate action in line with our own governance and policies where there have been breaches of Student Conduct Regulations.

(2) College to remove limit of addressing first two complaints

FROM RHRCG REPORT (Nov 2021) : We would like to correct the misunderstanding that has been shared with us that the university does not address only the first two complaints about a property – we record and respond to each and every complaint made and do not stop investigating and following up whatever the volume may be. It remains the case at this time that in the majority of cases a household does not attract more than one complaint and so multiple reports are less frequent for households but more frequent when an unspecified area is being reported – for example in the case of transient noise.

(3) College to accept any evidence that a reporter may have

The College accepts appropriate evidence that does not breach any privacy or data requirement. We will expect evidence to be directed to the most appropriate team – for example, evidence of public order offences are best placed to be shared with Surrey Police.

(4) College to liaise with other public services but maintain ownership of the problem

FROM RHRCG REPORT (Nov 2021): Over the summer period Inspector Wyatt led a refresh of the partnership working between Royal Holloway, Runnymede Borough Council and Surrey Police resulting in a revised Memorandum of Understanding around information sharing between all three teams and regular meetings to review the data and ensure a consistent and appropriate follow up to concerns raised with each community partner. This continues to be a helpful collaborative approach to responding effectively and promptly to reports made. Management of each issue will remain with the team best placed to respond to the area of concern but with this collaborative approach.

(5) College to keep reporter apprised of progress with its complaint

FROM RHRCG REPORT (Nov 2021): Since early summer 2021 the team have also been sending a closure email to residents once a report has been investigated, followed up and our procedures completed. Cases will be re-opened if the issue persists.

(6) College to provide regular reports

WITHIN RHRCG REPORT (Nov 2021): Updated reporting and greater breakdown of complaints took effect from the November 2021 meeting. (p.2 of the November report)

(7) College to provide a 24/7 call out service

The College has no plans for provide a 24/7 call out service given the lack of jurisdiction we have to act on incidents outside of our campus. Contact with the teams here to raise a complaint by email or telephone can be made at any time and will be followed up the next working day. This is comparative to other universities across the sector.

(8) College Communications

The College continues to review the communications to our student community and to maintain consistent messaging to students throughout the academic year both proactive and reactive. We review the Good Neighbour booklet each year and acknowledge the suggestion to remove key information from the booklet and present this in a more direct way to accompany the booklet and mail out each September. The College has proposed a short video message that can be used in communications with students and which will include content from our staff and representatives from Environmental Health and Surrey Police.

(9) College Licence

Max Ross, Interim CEO of the SU will speak to this at the meeting and share details of his regular engagement with the Licensing team.

(10) Housing

The College has no direct control over local housing and HMO provision or license conditions and therefore this is a matter for discussion with your Borough Council representatives. We note that at the March 2021 meeting Cllr Prescott advised the Council were hoping to implement licenses for quality of accommodation for HMOs which he may be able to provide an update on.

The College remains committed to the development of halls of residence in the Rusham Park student village and to provide cost effective and high quality options for our students and to continue to support campaigns, along with the Students' Union, to drive up the standards of private sector accommodation and to encourage greater landlord responsibility for the safety and wellbeing of their tenants and of their role to be also be a good neighbour.

Appendix C – Egham Chamber report

Notes from Egham Chamber of Commerce

We are working on a number of activities that we hope will encourage footfall in the town and create a vibrant and viable town centre. Having been granted licences by Runnymede Borough Council to host up to 28 events per annum in Egham High Street we are pleased to report that the operators of the Vegan market will be returning on the second Saturday of the month. Next dates are as follows:

Saturday 12 March

Saturday 9 April

Discussions continue with other potential market operators, we recently hosted the operator of a Farmers Market and the operator of an antiques/retro fair for a look around and they are working up proposals. Hopefully, event dates to be announced in due course. It is worth mentioning that all operators appreciate the benefit of holding events in Egham and that RHUL is a key factor in their decision making.

We are also....

- Empty shops - encourage businesses to set up in town and look at initiatives to make use of empty shop windows in the meantime.
- Egham Lit - working with Egham Lit to host events including a Craft & Gift Fair on Sunday 13 March and a comedy evening on 26 March.
- Supporting local businesses via social media platforms.
- Egham Town Team - working with stakeholders to enhance the Xmas lights in Egham, we also have a member of the group who is putting together a report into how we as a community can make Egham a more welcoming destination for students, this report should be available soon.
- Egham Town Football Club - We are working with them to improve community engagement including encouraging more people to go along and support the team, including students at RHUL who may wish to adopt Egham as their team while they are here.
- Holding regular business forums for local businesses, these are open to businesses across Egham, Englefield Green, Thorpe and Virginia Water.
- We have recently signed up as an official refill scheme via refill.org, a group set up to encourage communities and businesses to live with less plastic. Activities include free water refills, zero waste shopping and plastic-free alternatives.

- Working with stakeholders to develop a series of "festivals". The Egham Literary Festival will take place between 3 and 11 March, a music festival in June, an arts & crafts festival in late Summer/early Autumn and a film festival in late Autumn/early Winter. We have contacted groups and societies at Royal Holloway to invite them to participate.
- Looking forward to the completion of the Magna Square development in Egham. It was great to see Budgens re-opening recently and we look forward to welcoming new businesses, including the new cinema, to town soon.
- Working with Business Runnymede to promote local businesses, plans are being developed for the introduction of annual business awards.
- Working with stakeholders to develop plans to celebrate the Queens Platinum Jubilee. Plans at the moment include a fireworks evening on Friday 3 June and Magna Carta Day on Saturday 4 June.

Appendix D – Surrey Police presentation

Royal Holloway Consultative Meeting 1st March 2022



1



Police & Crime Plan 2021 - 2025

- Preventing violence against women and girls in Surrey
- Protecting people from harm in Surrey
- Working with Surrey communities so that they feel safe
- Strengthen relationships between Surrey Police and Surrey residents
- Ensuring safer Surrey roads

2



Borough Priorities

- Tackling Anti-Social Behaviour
- Preventing violence against women and girls
- Disrupting County Lines
- Preventing Burglaries
- Road Safety

2



General Crime Summary in Runnymede

TNO +7.6% (+422) – 5993 Recorded Crimes FYTD

Offence Type	2019	2020	2021
Residential Burglary	387	306	225
Business Burglary	118	65	57
Theft	853	754	734
Theft of Motor Vehicle	122	137	117
Harassment	192	249	276
Offensive Weapon	27	30	46
Rape	88	65	74
Fraud	187	211	195

3

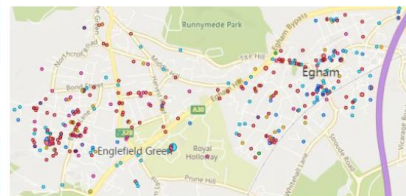


Anti-Social Behaviour (ASB)

Area/Location (FYTD)	ASB 21/22
Egham Town	192
Englefield Green	209

Area/Location (FYTD)	ASB 20/21
Egham Town	245
Englefield Green	286

Area/Location (FYTD)	ASB 19/20
Egham Town	168
Englefield Green	150



- ASB TYPE
- ASB01 - ABAND VEH NOT STOLEN OR CAUSING OBSTRUCTION
 - ASB02 - ANIMAL PROBLEMS
 - ASB03 - FIREWORKS - INAPPROPRIATE SALE / USE / POSSESSION
 - ASB06 - MALICIOUS / NUISANCE COMMUNICATIONS
 - ASB07 - NOISE
 - ASB09 - LITTERING/DROPPING PARAPHERNALIA
 - ASB10 - NUISANCE NEIGHBOURS
 - ASB11 - ROWDY & INCONSIDERATE BEHAVIOUR/NUISANCE
 - ASB12 - STREET DRINKING
 - ASB14 - TRESPASS
 - ASB15 - VEHICLE NUISANCE / INAPPROPRIATE USE
 - ASB16 - ROWDY & INCONSIDERATE BEHAVIOUR/PERSON...

7



ASB Continued

Area/Location (FYTD)	RHUL	Environmental Health	Police
01/11 – 28/02	50	17	11
01/08 – 31/10	67	17	13



7



ASB Partnership Working

- An established and refined partnership with Royal Holloway University, Royal Holloway Student Union and Environmental Health.
- One data set to better understand ASB across the area.
- Agreed escalation process.
- Regular multi-agency meetings.
 - 19 Police visits, 2 ASB letter served.
 - 28 Environmental Health Visits.
 - 6 conduct hearings, 11 visits & 18 online meetings, 55 written or phone contact.

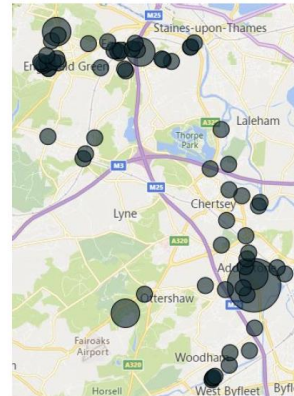


7



Violence Against Women & Girls

- StreetSafe – A tool to anonymously report a public space where people have felt unsafe. Local changes with Runnymede Borough Council based on StreetSafe reports.
- Violence Against Women & Girls, 178hrs of targeted patrols.
- Partnership work to tackle drink/drug spiking.



8



How To Contact Us



101 or 999 in an emergency



www.surrey.police.uk



Social Media



9



Appendix E – Community Reports (2009-2022)

Community complaints: 2009 - 2022



ROYAL
HOLLOWAY
UNIVERSITY
OF LONDON

Complaints by category (Royal Holloway)

