Royal Holloway & Runnymede Consultative Group

MINUTES
Tuesday 15 November 2022
Meeting held via MS Teams

Royal Holloway: Tracy Bhamra, Deputy Principal and Senior Vice-Principal (Chair), Mike Berry, Director of Estates, Helen Groenendaal, Head of Wellbeing, Academic Services, Ella Hall, Chief Marketing Officer, Sarah Ixer-Pitfield, Head of PR and Media, Michèle Morrison, Marketing and Communications Administrator. For introductions section only: Julie Sanders, Principal

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

Councillors: Cllr Nick Prescot, Cllr Marisa Heath, Cllr Andrea Berardi, Cllr Isabel Mullens, Cllr Sian Williams, Cllr Sam Jenkins.

Environmental Health: Aileen Baker

Residents’ Associations: Christine Welsh, Englefield Green Village Resident’s Association, Chris Fisher, Egham Residents Association

Surrey Police: Inspector James Wyatt

APOLOGIES:
- Cllr Abby King
- Cllr Nigel King
- Stephen Hodgkinson, Neighbourhood Watch
- Mark Adams, Egham Chamber of Commerce
- Cllr Margaret Harnden, Mayor of Runnymede

1. Welcome & introductions
The group welcomed Tracy Bhamra, Deputy Principal and Senior Vice-Principal (Chair), Ella Hall, Chief Marketing Officer and introduced Julie Sanders, Principal of Royal Holloway.

2. Minutes and actions from the previous meeting
- Aileen Baker confirmed the number of HMOs Nightingale Shott is 83 with 56 houses having live student exemption.
- Cllr Heath stated she had met with Principal Julie Sanders and shared the relevant climate change information
• Viability of the ReportAble app: This is not right for the university at this time. An online form remains under development and will be available on the [Royal Holloway website](#).

• Englefield Green Neighbourhood Plan: Mike Berry confirmed that Royal Holloway has enabled the consultation and participated in the consultation.

3. Updates on areas of mutual interest

• RBC:

Cllr Berardi: Praised the good work by the student volunteers and conservation team.

Cllr Berardi made a request for Royal Holloway to fund a joint Runnymede / RH enforcement team. However, it was made clear at the meeting by Cllr Prescot that only the council can fund enforcement teams. There is an established process for what each authority is responsible for and Royal Holloway has the authority to deal with incidences on campus only.

Cllr Berardi states there is support for Article 4 direction to stop the spread of HMOs in the community. Cllr Prescot outlines that these are difficult to enforce. Cllr Prescot references a working party as part of the local plan review and states that planning is driven by planning officers with experience of planning law.

Reported residents’ complaints concerning vegetation coming from South Road, which is blocking the path.

**ACTION:** Cllr Berardi to share details of the vegetation growth with the university teams so this can be reviewed and resolved.

Also referenced opening and closing times of student venues.

Max Ross reported that the Packhorse closes at 11:30pm, the same time as other venues in the local town. The venues on campus are for students only, with the option of bringing one guest. The campus venues help to alleviate more problems in the community. The bus service runs until 1:30am and the Students’ Union is in discussion with the university to see if this can be extended.

Cllr Williams: Thanked the Environmental Health Team for their work in sorting out the refuse issue. Reported residents not knowing where to turn to lodge complaints and concerns about fireworks being let off.

Aileen Baker advised that issues can be reported to Safer Runnymede, who operate 24/7. They can be reached by dialling 01932 838383, and a recorded message is given for instructions in emergencies and out of hours.

• EGVRA:

Christine Welsh: Reported concerns around complaining out of hours.

Thanked Max Ross for addressing issues at the Packhorse, such as putting up notices etc. However, reported that there are still significant issues at the venue, with the noise travelling to residents’ houses especially since having tables and chairs at the back of the Packhorse.
Questioned the 2 for 1 offer on Tuesday evenings. Max Ross clarified that the offer is food-led rather than alcohol-led.

**ACTION:** Max Ross agreed to speak to Christine about her concerns outside of the meeting.

Cllr Heath raised the possibility of appointing Security staff at university exit points and for the public to contact them when there are issues off campus. Mike Berry clarified that sending out the university’s Security staff is unworkable as they have no legal authority off campus.

Christine asked about a resident concern around Car Park 14 planning and the university’s charitable status. **ACTION:** Mike Berry to respond directly on the query.

- **Egham Residents’ Association:**
  Chris Fisher raised concerns about persistent anti-social behaviour, and asked if any locations with chronic problems had been identified since the MoU between Royal Holloway, Surrey Police and Runnymede Borough Council was agreed.

  Insp Wyatt reported that action was being taken to identify problem households and to take action to stop repeat incidences.

  Helen Groenendaal confirmed that, although there isn’t a solution for every issue, positives have come out of this meeting, e.g., the adaptation of feedback to students and the development of the MoU led by Surrey Police. Much has been achieved over the years.

  Cllr Berardi passed on a request from Saturday’s councillor surgery to have a forum of residents and Royal Holloway representatives. Tracy Bhamra proposed that the way forward is to potentially improve the format of this forum meeting; it’s about working together to find solutions.

- **RBC Environmental Health:**
  Aileen Baker reported that there have been only 12 noise complaints since the start of this term. There is a massive improvement year on year thanks to the partnership working with Royal Holloway and the Police.

- **Surrey Police:**
  Insp Wyatt gave a presentation. See Appendix A.

  This shows a substantial drop in anti-social behaviour in comparison to the last three years. Royal Holloway student-related work has helped to reduce ASB being caused by a minority of students and Insp Wyatt believes the partnership working has had an impact.

  Residents who experience anti-social behaviour should report minor offences such as transient noise to the council, and more aggressive offences to the police.
Insp Wyatt advises that partnership members compare reports and de-duplicate to provide a full picture.

• **Royal Holloway – Estates:**
  
  Mike Berry gave an update on three estate development projects in planning:
  
  1. **Rusham Park:** The demolition works has been finished for some time, and the next stage is to secure the site. Estates are also working with Network Rail on the proposal for a bridge.
  
  2. **The Omnidrome building proposal** is in planning. This will be a temporary building and will take approximately two weeks to erect. This is scheduled for April – May 2023. Once built, the building will allow operators to develop and test specialist electric drones in a confined, safe space.
  
  3. **Chestnuts:** Royal Holloway is refurbishing its Chestnuts building on Chestnut Drive in Egham to create a teaching facility for the university’s new Department of Health Studies. Royal Holloway will continue to engage with the local community to provide more details once the tendering process has been carried out.

• **Royal Holloway – Student Wellbeing and Volunteering:**
  
  A report is provided in Appendix B.

  The university was pleased with the return to campus following the pandemic. The welcome to student households in person was very positively received. Communications were made mainly digitally, with any paper distributed carrying a QR code. A new video was prepared and shared with students. Thanks to Police and council for their involvement.

  The university’s nuisance data has gone up, as anticipated due to the return to in-person lecture, but it is still down on pre-pandemic years. Noise nuisance continues to be an issue, transient noise especially. 81% of issues are reported only once and there have been two conduct processes for households this academic year to date.

  Helen Groenendaal thanked the Students’ Union, the Police and Environmental Health for their support.

• **Royal Holloway Students’ Union:**
  
  Max Ross reported that the SU had been impacted by the Royal funeral as it drove many students away from the campus, as many went to Windsor. Max apologised for any increased transient noise during this period.

  There is a reduction in footfall, and pubs and off licences are seeing a similar trend, suggesting that students are consuming less alcohol.

  Student groups have been very active, doing a lot in the community.

4. **A.O.B.**
• Mark Adams, who has sent his apologies, please see his report in Appendix C, which includes two upcoming events: a food event on 3 Dec and a Christmas market on 12 December.

• Chris Fisher asked the Councillors about the Joint Enforcement Teams (JET) and Cllr Heath responded that that a JET is part of the solution it must be led by the council.

• Tracy Bhamra proposed that Royal Holloway will send out a short questionnaire with regards to the future format of the forum meetings. The outcome to be discussed at the next meeting in March. **ACTION:** Sarah Ixer-Pitfield to arrange for this questionnaire to be shared with Forum members.

• The next [community call-in session](#) will be on Tuesday 21 February 2023. The next forum meeting will be held **on Tuesday 28 March 2023 via MS Teams.**

### ACTIONS LIST

<table>
<thead>
<tr>
<th>Action</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Andrea Berardi to share details of the South Road vegetation concerns so this can be addressed.</td>
</tr>
<tr>
<td>2</td>
<td>Max Ross to speak to Christine Welsh about her concerns about noise from The Packhorse outside of the meeting.</td>
</tr>
<tr>
<td>3</td>
<td>Mike Berry to respond directly via Christine Welsh on the query related to Car Park 14 development.</td>
</tr>
<tr>
<td>4</td>
<td>Sarah Ixer-Pitfield to share a questionnaire re the format of the meetings ahead of the next forum meeting in March 2023.</td>
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</tbody>
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### Appendix A

Royal Holloway Consultative Meeting 15th November 2022

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

Borough Priorities

- Tackling Anti-Social Behaviour
- Preventing violence against women and girls
- Supporting vulnerable victims of fraud
- Preventing Burglaries
### Anti-Social Behaviour (ASB)

#### Area (FYTD) | ASB 22/23
--- | ---
Egham Town | 74
Englefield Green | 95

#### Area (FYTD) | ASB 21/22
--- | ---
Egham Town | 132
Englefield Green | 142

#### Area (FYTD) | ASB 20/21
--- | ---
Egham Town | 139
Englefield Green | 167

| Area/Location (FYTD) | ASB Reports |
--- | ---
20/21 Student Year | 47
01/09/21 – 31/10/21 | 25
01/09/22 – 31/10/22 | 10

### Royal Holloway

- Continued partnership work between Surrey Police, Runnymede Borough Council and Royal Holloway University
- Freshers week operation and Freshers Fair
- YouTube videos
- Welcome to the community – tips for living off campus
Violence Against Women & Girls

- Informed by the Public

StreetSafe online reporting tool allows members of public to identify areas of concern. These locations have been the subject of an ongoing police tasking for patrols and engagement, reaching over 296 hours of activity to date.

- A partnership response

We have worked with partners at Joint Action Group (JAG) meetings to improve areas highlighted by Street Safe data. Locations have been assessed by our Designing Out Crime Officer (DOCO) and action taken in line with specific concerns raised by the public.

This work has been supported by RBC and SCC who have had obstructive vegetation cut back and hedges lowered to improve visibility and making the areas feel safer.

Violence Against Women & Girls

- Ask for Angela

In Runnymede we have led a reprint of ‘Ask for Angela’ posters and distributed these to the pubs and bars in Runnymede who we work with through Pub Watch meetings.

We have conducted an engagement operation at RHUL to share information and advice with students regarding personal safety on nights out and drink spiking.

Appendix B

Royal Holloway & Runnymede Consultative Group, 15 November 2022
Wellbeing Department: Community update

NEWS FOR OUR LOCAL COMMUNITY

The autumn 2022 Community Matters newsletter is available online here and local residents can sign up to receive this directly by emailing the team to give their consent to be added to the mailing list. We also continue to provide news updates of interest to the local community throughout the year on our webpages and we encourage residents to keep updated on these news items here. Latest news articles include:

- New Principal, Professor Julie Sanders.
- Arrival of students
- Story Trails summer tour.
- Presentation of honorary awards.
- Festival of Volunteering 2022.
- Update on the university development plans

The autumn term resident call-in session was held on Tuesday 18 October, and we received four requests from residents for calls. One was in relation to parking (call made by the Director of Estates),
one relating to speeding in Egham, one relating to refuse and recycling in Englefield Green and one relating to transient noise along the A30 (three calls made by the Head of Wellbeing).

We have also welcomed a covid vaccination bus to campus and invited members of the local community to receive their 1st, 2nd, or booster vaccination on campus. The bus will return on Thursday 17 November and Thursday 1 December between 10am – 5pm outside the Students’ Union.

COMMUNITY UPDATES

The new academic year commenced in mid-September 2022 with students returning fully to campus for the first time since the pandemic. With the resumption of in-person teaching for the majority of academic engagement students have returned to Halls of Residence, the local community and resumed commutes from home and to our central London campus in Bloomsbury. As anticipated the greater number of students living full time back in Egham and Englefield Green has led to a small increase in the number of reports raised with the university. Full details are shared in the tables later in this paper along with breakdowns of the issues raised and the number of properties and residents involved. The most significant change has been an increase in reports of transient noise, again anticipated as everyone across the UK returns to pre-pandemic social activity. There are two area in Englefield Green where this has been particularly reported – Harvest Road and Alexandra Road. During September and October our team of four Community Wellbeing Advisers with support from the Community Support Co-ordinator completed the schedule of welcome visits to student households as part of the Halls to Home and Be a Good Neighbour campaign. The team and students have welcomed these returning to being in-person and the visits have resulted in many positive conversations with households and an opportunity to ensure educative and awareness messages are shared and explained. In early September the annual mailout of our Be a Good Neighbour guide was completed to over 1,000 student properties. As we had previously updated the guide has moved to being digital content by default with a welcome letter being sent with a QR code to access the guide, along with the welcome postcards to introduce themselves to their neighbours. Student feedback has been positive, and it has helped our sustainability with a large reduction in printed material. The welcome letter was refreshed based on feedback from residents with concentration on short, key messages. The team also produced, with the support of our community partners and communications teams, two new videos to support awareness and education. The first video provides tips on living in the local community and the second advises about partnership working with the Students’ Union, Runnymede Borough Council and Surrey Police. You can view the videos via our student Be a Good Neighbour page. The videos have been shared via social media and through the weekly student newsletters from the university and Students’ Union. After a short break in the summer the regular community partnership meeting have resumed with representation at each meeting from Surrey Police, Runnymede Borough Council, Royal Holloway Students’ Union, and Royal Holloway. Meetings have taken place on 29 September, 20 October, and 11 November (scheduled at the time of writing this report). Within the meetings teams continue to discuss issues raised with each agency, agree collaborative steps to resolve areas of concern and identify trends which may require further input.

REPORTED INCIDENTS & STUDENT CONDUCT

Issues raised. Reporting period: 01 August 2022 to 31 October 2022

<table>
<thead>
<tr>
<th>Category</th>
<th>Egham</th>
<th>Englefield Green</th>
<th>22 / 23 TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Noise nuisance</td>
<td>22</td>
<td>18</td>
<td>40</td>
</tr>
<tr>
<td>Refuse &amp; recycling</td>
<td>7</td>
<td>8</td>
<td>15</td>
</tr>
<tr>
<td>Transient noise</td>
<td>8</td>
<td>14</td>
<td>22</td>
</tr>
<tr>
<td>Parking or vehicle use</td>
<td>2</td>
<td>6</td>
<td>8</td>
</tr>
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</table>
### Anti-social behaviour

<table>
<thead>
<tr>
<th></th>
<th>2</th>
<th>3</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trolleys</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Notification of an event</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>41</td>
<td>49</td>
<td>90</td>
</tr>
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</table>

*For comparison: 2021/22 data (August – October 2021)*

<table>
<thead>
<tr>
<th></th>
<th>34</th>
<th>33</th>
<th>67</th>
</tr>
</thead>
<tbody>
<tr>
<td>01-Aug-20 to 31-Oct-21</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Year on year change</strong></td>
<td>+ 7</td>
<td>+ 16</td>
<td>+23</td>
</tr>
</tbody>
</table>

### Properties: Individual houses or locations (e.g., a road where there has been a parking issue or transient noise). The areas which have been reported more than twice tend to be in relation to transient noise in the street more than specific houses attracting multiple reports.

<table>
<thead>
<tr>
<th>Properties</th>
<th>Reported</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>24</td>
<td>Once</td>
<td>50 %</td>
</tr>
<tr>
<td>15</td>
<td>Twice</td>
<td>31 %</td>
</tr>
<tr>
<td>6</td>
<td>Three times</td>
<td>12.5 %</td>
</tr>
<tr>
<td>1</td>
<td>Four times</td>
<td>2 %</td>
</tr>
<tr>
<td>1</td>
<td>Seven times</td>
<td>2 %</td>
</tr>
<tr>
<td>1</td>
<td>Eight times</td>
<td>2 %</td>
</tr>
<tr>
<td><strong>48 in total</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Residents involved

<table>
<thead>
<tr>
<th>Complainants</th>
<th>Contact made</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>35</td>
<td>Once</td>
<td>66 %</td>
</tr>
<tr>
<td>8</td>
<td>Twice</td>
<td>15%</td>
</tr>
<tr>
<td>5</td>
<td>Three times</td>
<td>9.5 %</td>
</tr>
<tr>
<td>2</td>
<td>Four times</td>
<td>3.7 %</td>
</tr>
<tr>
<td>1</td>
<td>Five times</td>
<td>1.8 %</td>
</tr>
<tr>
<td>1</td>
<td>Seven times</td>
<td>1.8 %</td>
</tr>
<tr>
<td>1</td>
<td>Ten times</td>
<td>1.8 %</td>
</tr>
<tr>
<td><strong>53 in total</strong></td>
<td></td>
<td></td>
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</table>

Follow up to each report is assessed on a case-by-case basis determined by the issue of concern, the impact of the issue, the routes available to resolve and proportionality of response. To date follow up* and resolution of reports has included:

- Content in all student emails from the university and Students’ Union along with social media messaging.
• Two cases being responded to through our student conduct process.
• Thirty-five visits to houses.
• Made direct contact with houses by email, letter, or phone on forty-three occasions.
• Held three in-person meetings and seven online meetings with students.

*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:

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of reports (to 20 October)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Noise – People (Rowdy Behaviour)</td>
<td>1</td>
</tr>
<tr>
<td>Noise – Party</td>
<td>5</td>
</tr>
<tr>
<td>Party – Rowdy Behaviour</td>
<td>1</td>
</tr>
<tr>
<td>Rowdy Behaviour</td>
<td>1</td>
</tr>
<tr>
<td>Rowdy Behaviour / Screaming &amp; Shouting</td>
<td>2</td>
</tr>
<tr>
<td>Loud Amplified Music</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTAL REPORTS</strong></td>
<td><strong>11</strong></td>
</tr>
</tbody>
</table>

**VOLUNTEERING UPDATE**

During Welcome Week the Volunteering team ran their annual Festival of Volunteering with over 50 community partners in attendance, 17 student led projects showcased and hundreds of students in attendance on Founder’s Square. Volunteering continues to be a popular endeavour for students to build their employability CV whilst also helping their community.

Projects that have been worked on during term one include:

• Love in a box (with the FSCI).
• Foodbank and Community Café
• Make A Difference Day
• Dog walking with Battersea Dogs home
• Community Garden
• Community Gardening Club
• Sports Volunteering

More information about Royal Holloway’s award winning volunteering programme can be found online.

_Helen Groenendaal, Head of Wellbeing, Student & Academic Services (November 2022)_

**Appendix C**

Royal Holloway and Runnymede Consultative group forum meeting - Tuesday 15 November

_Egham Chamber of Commerce report_
Since the last meeting we have held a number of events/activities in Egham High Street including Magna Carta Day in June and the Classic Car Show in July. We have also hosted the Vegan market and most recently a Food & Artisan market on the first Saturday of the month.

Events planned for the remainder of this year include:

**Saturday 3 December - Food & Artisan Market**

**Saturday 10 December - Xmas Fair**

We are pleased to report that the operator of the Food & Artisan Market have indicated that they would like to come to Egham on the first Saturday of the month in 2023, the operator of the Vegan market has also proposed four event dates next year. In addition to our regular annual events we now have 20 Saturday events scheduled in the High Street.

We are working with interested parties on a number of additional events/activities that we hope will encourage footfall in the town and create a vibrant and viable town centre. This includes an Antiques and Retro Fair and a Health & Wellbeing Fair.

We are also pulling together plans for the Egham Literary Festival in March and developing plans for an Arts & Crafts Festival, Music Festival in the Autumn and a Film Festival.