

Royal Holloway & Runnymede Consultative Group, 15 June 2021
 Student Advisory & Wellbeing: Community update

ACTIONS FROM THE LAST MEETING (FEBRUARY 2021)

- Consider sending a follow up email to the complainant to confirm that procedures have been followed and completed.
- Consider a termly report around conduct outcomes.

The Community Wellbeing team will in future send a closure letter / email approx. one week after a complaint has been raised to confirm that the usual process have been followed and completed. This is being worked on and embedded by the new Community Support Co-ordinator who has joined the team since the last meeting.

Following ongoing discussions about the sharing of specific outcomes we have, as promised, re-discussed this with our internal Legal & Compliance team (including our Legal Counsel, Data Protection Manager and Legal Compliance & Information Officer). They have confirmed we cannot provide explicit detail of outcomes to residents. They have noted that the College has a legal obligation under the Data Protection Act 2018 and UK GDPR to protect the personal data of its staff and students. Article 4 (1) of the GDPR makes it clear that a person can be identified by more factors than just their name stating that "*personal data*' means any information relating to an identified or identifiable natural person...in particular by reference to an identifier such as a name, an identification number, location data...". Proving summary data (as below) is considered appropriate and we will include this in all reports going forward – as provided below.

COMMUNITY INCIDENTS REPORTED & STUDENT CONDUCT

<i>Incidents reported to Royal Holloway</i>	2020 / 2021 (11-Jun-21)	Increase since 25 Feb	Egham	Englefield Green
<i>Noise Nuisance (household)</i>	158	+ 36	79	79
<i>Parking / Traffic</i>	6	+ 2	2	4
<i>Refuse</i>	18	+ 2	12	6
<i>Anti-Social Behaviour</i>	13	+ 8	8	5
<i>Covid-19 concerns</i>	14	+ 5	8	6
<i>Transient Noise</i>	12	+ 5	6	6
TOTAL	221	+ 58	115	106
<i>Data recorded from 1 August 2020 to 11 June 2021</i>				

At the last meeting the reports to 25 February totalled 163. Therefore a further **58** reports have been received in the period 25 February 2021 to 11 June 2021. For reference in the same period (August 2019 – June 2020) the total number of reports were 311 (90 fewer reports this academic year).

During the final term **38** fixed penalty notices have been placed on students for evidenced breaches of our Covid-19 Code of Conduct via our Student Conduct processes. Two cases from Egham households (*Moore Grove Crescent & The Crescent*) are still within the misconduct processes following reports over the last three weeks.

Following an internal promotion in the spring we recruited a new Community Support Co-ordinator, Clement Jones, to the team. Many of you will know Clement from his time as SU President and his subsequent role at St John's Church Egham as the Easter Centre Development Manager where he remains a Trustee.

Clement, along with his line manager, are in the process of responding to issues reported over the period since our exams and assessments finished and in contacting all student households named as a concern. This includes a number of concerns related to student properties in The Crescent, Egham which have been reported by a large group of residents to us and to the Environmental Health and

Royal Holloway & Runnymede Consultative Group, 15 June 2021

Student Advisory & Wellbeing: Community update

Police teams. Given the concerns over the last three weeks the teams have been proactive in their direct communication to all students living in that road reinforcing our be a good neighbour expectations, noting the fixed penalty notice options we have available to us and reiterating the next step of misconduct processes if concerns are reported. We also included messaging directly to these groups on the last night of term to try to prevent any issues of concern and concentrated end of term social media messaging around this and the partnership working between the College, Council and Police.

Over the last month the community wellbeing team have been promoting our [Halls to Home campaign](#) which is targeted at students who may be considered a move from Halls of Residence into the local private rental sector. This year we have introduced a suite of videos to support content around this campaign divided into four areas and accessible via the hyperlinks on each of the first three. The content has been filmed on campus and in the local area with input from College members of the community wellbeing team and our Students' Union sabbatical officers.

- [Bridge the gap](#)
- [Boss the bills and the bins](#)
- [Be a good neighbour](#)
- [Balance the chores \(and your volume\)](#)

Preparation is now fully underway for the next academic year with the team planning the welcome visits based on the expectation we will be able to complete both in-person and online visits to households. These will commence in mid-September when most students move into their private sector accommodation. A draft set of FAQs for the local community is being reviewed and is intended to go online over the summer and the Be a Good Neighbour guide is going through its annual review to refresh content. As last year this mail out in September will be accompanied by a flyer detailing the revised pandemic restrictions / expectations that will be in place for the new academic year and so will not be confirmed until much nearer the start of term.

The summer 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.

VOLUNTEERING

From 1 – 7 June Royal Holloway Volunteering marked National Volunteers Week with a range of events taking place - from thanking volunteers & presenting awards to NHS care package building days. There were twelve award category winners announced through the week ending with the Mayor of Runnymede announcing The Mayor's Cup for Student Volunteer of the Year. Projects, events and awareness raising which took place during the week included:

- Volunteers Week information stand in Founder's Square;
- Donate and Reuse – for students to donate their unwanted clothes and food at the end of term with donations going to the British Heart Foundation and the Runnymede Foodbank;
- ESO Tutoring – supporting Syrian refugee families using the Royal Holloway Moves app to fundraise to provide tablets which would enable the families to take part in MS Teams support sessions;
- Community Garden session & Nature Conservation photo competition - On campus gardening session to promote the community garden on campus managed by a team of volunteers;
- NHS Care parcel packaging event – The team put together over 100 care packages for NHS workers at Ashford & St Peter's Hospitals after raising over £900 from the Moves app in April and May.

Royal Holloway & Runnymede Consultative Group, 15 June 2021
Student Advisory & Wellbeing: Community update

Helen Groenendaal, Head of Student Advisory & Wellbeing, Student & Academic Services (June 2021)