Community Feedback

Dear Resident,

This edition of the Streetwise newsletter includes our latest Community Survey, with a pre-paid envelope.

The Community Survey is carried out every three years to take stock of the University’s relationship with the city and to help update our Community Engagement Strategy. The last community survey was carried out in 2014.

Results from the survey are combined with feedback we receive through our bi-annual Resident Liaison Group meetings and from ‘StreetWise’ calls and emails throughout the year. This information is then used to revise our Community Engagement Strategy. This plan details a range of campaigns, projects and initiatives undertaken by the University and Students’ Guild to enhance community relations.

Your opinion is extremely valuable to us and we hope you can take around 10-15 minutes to complete the attached survey. The deadline for responses is Monday 3 July.

An online version of the survey can also be filled in directly by typing in the following link: www.exeter.ac.uk/surveys/community

If you have any questions about this newsletter, would like to find out more about my role, or have any non-emergency community queries, please feel free to contact me on the streetwise email or telephone number.

I look forward to hearing from you,

Rory Cunningham, Community Liaison Officer

StreetWise email service:
streetwise@exeter.ac.uk
StreetWise 24hr Answer phone: 01392 726252

The Food Action Project

Students from the University of Exeter are joining forces with a local charity by distributing unsold food to the city’s homeless community.

The Food Action Project focuses on reducing the amount of edible food within the sell-by-date that goes unsold in shops, cafés and restaurants across the University, whilst also helping those who struggle daily for food within the city.

Organiser Alec James, VP Welfare and Diversity for the Student’s Guild and former Geography student, hopes that food outlets across Exeter will eventually join the project.

A team of the Guild’s Exeter Student Volunteers, already 50-strong, transport food from campus to the charity Exeter Food Action, homeless shelter Gabriel House or Safesleep or directly to homeless shelters every Wednesday and Friday.

“I’ve set up the basics for this project, but I really hope it expands in the future. It’s in the hands of the two Exeter Student Volunteer project leads now and I know they have ambitions to work with campus services to see if food can be sourced from halls of residence. The scheme has the potential to expand into the city. It is hoped it will grow to the extent where it can work with local businesses to help deal with unsold food responsibly both day to day and at special events.”

Alec James, VP Welfare and Diversity for the Student’s Guild
Exeter’s Best Bar None scheme is celebrating great success on its second anniversary. In the last year sixty premises signed up to be members of the programme, which promotes responsible management and operation of alcohol licensed premises and aims to make Exeter a safer and more vibrant place for those living, working and visiting the city.

The group held an event to mark the two-year anniversary at city centre venue, Rosies, which saw venue managers from across the city attend, to hear from speakers Dominic Borg, Best Bar None Chairman; Mick McDonnell, Best Bar None National Co-ordinator, Rt Hon Ben Bradshaw MP and Superintendent Sam de Reya, Devon and Cornwall Police.

After beating off some tough competition the Exeter scheme also achieved national recognition in January, being voted in the Most Innovative Scheme award At the Best Bar None (BBN) National Awards held at the House of Lords.

**Free Public Art Exhibition**

The University of Exeter is a research-led university but did you know that it supports collaborations between artists and researchers? This June (11-18) a free, public exhibition on the Streatham campus will showcase the work of 40 South West artists who have interpreted University research themes in their artwork. The ‘Observatory: perspectives on landscape, society and spirit’, will run from 10am to 5pm each day in the Forum building, with a range of associated events over the week. These include free guided tours of the Bill Douglas Museum, Sculpture Trail, Campus Grounds and the Jubilee Water walk.

The Exhibition will round off with a free family activity day, which will take place on Saturday 17 June, from 11am – 4pm. There will be lots of hands-on arts and research linked workshops and displays plus food to buy from a variety of local suppliers. To find out about these and other related events, visit http://www.artsandcultureexeter.co.uk

**‘Space Weather’ Event**

Some of the world’s leading experts will gather at the University of Exeter to take part in a prestigious event, designed to examine the future of pioneering space weather research.

The University will host a high-profile international symposium, entitled Space Weather of the Heliosphere: Processes and Forecasts, at the Streatham Campus in Exeter from 17-21 July 2017.

This fascinating series of events and lectures will be open to the public and we hope you will be able to get involved. To register your interest in attending this event, or to add your name to our general email network for public events, lectures and exhibitions – please email streetwise@ex.ac.uk with the words ‘events news’ in the subject title.
Q1 To what extent do you agree or disagree with the following statements? (Please tick one answer per statement)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Tend to agree</th>
<th>Tend to disagree</th>
<th>Strongly disagree</th>
<th>Not applicable</th>
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<tbody>
<tr>
<td>Students who live near me are good neighbours</td>
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<td>Student landlords need to be more proactive in letting students know what their responsibilities are as tenants</td>
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<td>I feel confident about approaching students directly with any concerns or issues that arise</td>
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<td>An early introduction to my student neighbours can help to build a positive relationship and can enhance community relations</td>
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<td>Students do not follow council instructions when it comes to refuse collection / putting bins out</td>
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<td>Community problems can occur when too much student housing/accommodation is concentrated in one area.</td>
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<td>I find it easier to park my car near my home than I did last year</td>
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<td>The University does a lot to improve student-community relations</td>
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Q2 Have you met your student neighbours?
- Yes, I/we introduced ourselves
- Yes, the student(s) introduced themselves to us
- No
- Not applicable

Q3 Through which, if any, of the following ways do students contribute to the community? Tick all that apply.
- Local volunteering
- Casual employment
- Spending / local economy
- Cultural diversity
- Being good neighbours
- Something else
- None of these

Q3a If ‘Something else’, please specify:

Q4 What are the THREE most challenging student related community issues that you experience as a resident living in Exeter?
Please rank the issues with a 1, 2 and 3 – with 1 representing the most challenging issue.
- Domestic noise
- Transient noise (i.e. noise from people moving through an area, rather than from a house or flat)
- Concerns about crime/personal safety
- Low-level anti-social behavior (i.e. negative behavior that may not be considered criminal)
- Refuse/Recycling disposal
- Poorly maintained gardens
- Parking problems
- None of these

Q5 Please indicate which of the following resources (if any) you rely on for information relating to the University? Please tick all that are relevant.
- The Streetwise Newsletter
- Official Social Media channels (e.g. Twitter and Facebook)
- Local media (e.g. Express and Echo, Western Morning News, BBC Spotlight)
- Word of mouth (conversation with other people)
- Resident Association/community
- Other, please state:

Q6 If you have any concerns about your student neighbours, who would you contact first to report these concerns? Please rank the suggestions below with a 1, 2 and 3 – with 1 representing the person/organisation you would contact first.
- The student neighbours themselves
- Police
- Estate Patrol (University)
- The University Website
- City Council Staff
- City/County Councilors
- Community Liaison Officer (University)
- Letting Agent
- The Students’ Guild
- Landlords
- Someone else (specify)

Q7 When you raise a concern, do you feel it is effectively resolved?
- Yes
- No
- Sometimes
- Not applicable
Thank you for taking the time to fill in this survey. Please return in the pre-paid envelope provided before Monday 3 July.

Q8 How effective do you think each of the following is, in terms of supporting your local community? Scale 1 – 5

1. Very effective
2. Quite effective
3. Not very effective
4. Not at all effective
5. Not aware of this

☐ Community Liaison Officer
Providing a first point of contact for student/community queries, attending community meetings, promoting good citizenship.

☐ The Student Community Wardens
Helping to resolve community issues with weekly walkabouts, attending community meetings and supporting students with appropriate advice/information.

☐ The StreetWise Fund
Grants of up to £300 for community groups and organisations with project ideas that enhance student/community relations. Subsidised Refuse/Recycling.

☐ Schemes
Subsidising additional student waste collections at the end of term, donating various re-usable items to charity, and ‘caddying’ glass to bottle banks.

☐ Estate Patrol
Estate Patrol deal with on-campus security. They can be called on to discuss community situations involving students.

☐ Managing Freshers’ Week
Since 2014, the University, the City Council, the Students’ Guild, Police and Nightclubs have been collaborating to mitigate disturbances during Freshers’ Week.

☐ Exeter Student Volunteers (ESV)
ESV is the University’s largest student society. They provide a wide range of volunteering opportunities for students.

Q9 Overall, how do you feel the university impacts on your local community? On a scale of 1 – 5, please tick

☐ 1 – Very positively
☐ 2 – Quite positively
☐ 3 – No impact
☐ 4 – Quite negatively
☐ 5 – Very negatively

Q9a Why do you rate the university’s impact on your local community this way?

Q10 Focusing on the past three years – which of the below statements would you most agree with?

☐ Relations between students and the local community have improved
☐ Relations between students and the local community have deteriorated
☐ There has been no difference in the relationship between students and the local community
☐ Unsure

Q11 Based on your response to the previous question, do you have any comments about relations between students and the local community?

Q12 Are there any new community initiatives/campaigns that you feel the University should invest in? If yes, please specify below

Q13 How often do you use facilities or services based on the University’s campuses? Please tick

<table>
<thead>
<tr>
<th>Facility</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Yearly</th>
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<tr>
<td>University libraries</td>
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<td>Public lectures</td>
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<td>Sports facilities</td>
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<td>Theatre/Arts performances</td>
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<td>Public artwork/exhibitions</td>
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<td>Cultural events</td>
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<td>Open campus space (walking, picnics etc)</td>
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Q14 (optional) If you would like to receive any of the following, please tick and also provide your contact details.

☐ Information regarding further consultations that shape our ongoing community engagement activities
☐ A regular ‘Events newsletter’ (sent via email) – detailing events and activities open to members of the public
☐ None of these

Name:.................................................................
Address:.............................................................
Telephone:...........................................................
Email:.................................................................

Q15 Please indicate your council ward: .................................................................

Q16 How long have you lived in Exeter? Please tick one

☐ Up to 6 months
☐ 6 months – 18 months
☐ 18 months – 3 years
☐ 3 years – 5 years
☐ More than 5 years

Q17 Finally, if you have any further comments or suggestions about the University or students, please explain them in the box below:

Thank you for taking the time to fill in this survey. Please return in the pre-paid envelope provided before Monday 3 July.