



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 Students on the Move project should be well under way by the time this newsletter has been distributed. The scheme comprises a series of University-subsidised waste collections each Monday and Friday, for students moving from private accommodation at the end of the academic year. Weekly collections occur as normal between these times. Since the scheme began in 2009, we have expanded the project to collect re-usable items and food. We also offer to 'caddy' glass to bottle banks for students without vehicles. The scheme was initially developed when we observed that not all students left their premises on their last bin-day and the quantity of refuse at the end of the year can be significant.

The scheme will also offer two large-scale 'community cleanup days' for all residents in ten streets in the St James Ward. Residents in participating streets will receive an information leaflet soon.

If neighbours observe any large quantities of waste, please look for the 'Students on The Move' collection sticker that should have already earmarked the refuse for a collection. Unfortunately, the scheme can be mis-used by a small minority of landlords and builders. If you have any concerns about an address, email streetwise@exeter.ac.uk and we can check our pickup schedule.

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



Key contacts

Estate Patrol:

deal with matters of security and safety and provide a 24-hour presence on-campus. Estate Patrol can sometimes visit student premises out of hours and can be contacted at any time:

01392 723999

or email: e.patrol@exeter.ac.uk

Streetwise Helpline:

for highlighting community issues direct to the University phone: 01392 726252

or email: streetwise@exeter.ac.uk

Devon Highways:

to report any issue relating to the repair and maintenance of most public roads – Devon Highways can also remove illegal signage (flyposting) in appropriate areas: 0845 1551 004

PC Ian Lugg:

is the Neighbourhood Beat Manager (NBM) for the Exeter University Community and the St James/Duryard areas

Phone: 101

Email: ian.lugg@devonandcornwall.pnn.police.uk

Exeter City Council's Community Patrol:

if you are bothered by noise from premises that requires investigation phone: 01392 265147

Police switchboard:

to report incidents of public disorder phone: 101, or for emergencies call 999

Exeter City Council's Cleansing Services:

for missed bin collections, to request additional bins or to make recycling enquiries phone: 01392 665010

Parking Enforcement:

to report parking offences phone: 0345 155 1004

Term Times 2017-18

Summer term:

Monday 1 May – Friday 16 June

Autumn term:

Monday 25 September – Friday 15 December

Spring term:

Monday 8 January – Friday 29 March

National Recognition for Best Bar None

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



UNIVERSITY OF EXETER

ARTS AND CULTURE

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.

Help us make less impact on the environment by receiving *StreetWise* via an email link to the University website. Please contact Rory Cunningham directly if you would like to receive this newsletter via email: tel. 01392 726252 or email: streetwise@exeter.ac.uk

Rory would also like to hear your ideas for future articles and features.

www.exeter.ac.uk

Please note that the information you are about to provide will be processed in confidence. There will be an opportunity to provide your contact details at the end of the survey if you wish to receive specific updates. An online version of this survey is available at: www.exeter.ac.uk/surveys/community

StreetWise

COMMUNITY SURVEY

Q1 To what extent do you agree or disagree with the following statements? (Please tick one answer per statement)

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Not applicable
Students who live near me are good neighbours					
Student landlords need to be more proactive in letting students know what their responsibilities are as tenants					
I feel confident about approaching students directly with any concerns or issues that arise					
An early introduction to my student neighbours can help to build a positive relationship and can enhance community relations					
Students do not follow council instructions when it comes to refuse collection / putting bins out					
Community problems can occur when too much student housing/accommodation is concentrated in one area.					
I find it easier to park my car near my home than I did last year					
The University does a lot to improve student-community relations					

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.

- | | |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| <input type="checkbox"/> Domestic noise | <input type="checkbox"/> Refuse/Recycling disposal |
| <input type="checkbox"/> Transient noise
(i.e. noise from people moving through an area, rather than from a house or flat) | <input type="checkbox"/> Poorly maintained gardens |
| <input type="checkbox"/> Concerns about crime/personal safety | <input type="checkbox"/> Parking problems |
| <input type="checkbox"/> Low-level anti-social behavior
(i.e. negative behavior that may not be considered criminal) | <input type="checkbox"/> None of these |

Other. Please specify:

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.

- | | |
|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| <input type="checkbox"/> The Streetwise Newsletter | <input type="checkbox"/> The University Website |
| <input type="checkbox"/> Official Social Media channels
(e.g Twitter and Facebook) | <input type="checkbox"/> The Student Guilds' Website |
| <input type="checkbox"/> Local media (e.g. Express and Echo, Western Morning News, BBC Spotlight) | <input type="checkbox"/> Newsletters from political parties |
| <input type="checkbox"/> Word of mouth
(conversation with other people) | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Resident Association/community | <input type="checkbox"/> 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.

- | | |
|-----------------------------------------------------------------|-----------------------------------------------------|
| <input type="checkbox"/> The student neighbours themselves | <input type="checkbox"/> Police |
| <input type="checkbox"/> City Council Staff | <input type="checkbox"/> Estate Patrol (University) |
| <input type="checkbox"/> Community Liaison Officer (University) | <input type="checkbox"/> The Students' Guild |
| <input type="checkbox"/> City/County Councillors | <input type="checkbox"/> Landlords |
| <input type="checkbox"/> Letting Agent | <input type="checkbox"/> Someone else (specify) |

Q7 When you raise a concern, do you feel it is effectively resolved?

- Yes No Sometimes Not applicable

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*

	Daily	Weekly	Monthly	Yearly	Never
University libraries					
Public lectures					
Sports facilities					
Theatre/Arts performances					
Public artwork/exhibitions					
Cultural events					
Open campus space (walking, picnics etc)					

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: