



Dear Residents,

In this edition of the **StreetWise** newsletter I am keen to highlight the work that is being done to help manage the impact of 'Freshers' Week' and the start of term one.

The Welcome Team and Estate Patrol will be working closely with the Council and the Police during this busy period and we would like to remind all residents that Estate Patrol can be called to explore noise-related issues from student households during the evening/early hours. Please refer to Estate Patrol's contact details on the reverse of this newsletter

A detailed list of actions are listed in our 'Term One Plan', which is available to view online: [www.exeter.ac.uk/term1plan](http://www.exeter.ac.uk/term1plan)

Please note that Fresher's Week will occur from 17 – 22 September this year.



**New Team Member**

I am delighted to announce that our Community Liaison Team has expanded. Our new Student Support Administrator, Sophie Parker, will be helping to manage the Student Community Warden team, fielding community

enquiries and assisting with the development of new projects that emerge from our revised Community Engagement Plan.

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

Email: [streetwise@exeter.ac.uk](mailto:streetwise@exeter.ac.uk)

Tel: 01392 726252

I look forward to hearing from you,

**Rory Cunningham**

Community Liaison Officer



The Welcome Team work closely with the Police and city nightclubs

## The Welcome Team 2016

The University of Exeter Students' Guild Welcome Team is a group of student volunteers, appointed to support the welfare, safe arrival and induction of new students each September.

The Welcome Team are also trained in basic first aid and work hard to ensure students are returned home safely each evening by either walking or driving them home. They also try to reduce noise disturbance as much as possible by encouraging students to use non-residential walking routes in and out of the city.

The Police will receive an extra boost in support from the Student Welcome Team volunteers, who also work closely with Environmental Health, Estate Patrol and staff from licensed premises.

**Quick Facts:**

- The Welcome Team are made up of around 180 student volunteers all of whom are teetotal during Fresher's Week.
- The Welcome Team volunteer for, on average, 80 hours each during Fresher's Week.
- The Welcome Team have contact with over 7,000 students during Fresher's Week.
- The Welcome Team have been formally recognised and thanked by Devon and Cornwall Police for their efforts.
- In 2012 the Welcome Team were awarded a High Sheriff of Devon Award for service to the Police and local community.

## Good Neighbour Award Winners

We are proud to announce that this year's Good Neighbour Award has gone to **Powderham Crescent Residents Association**.

This is the second time that Powderham Crescent have received this award for their ongoing series of inclusive community events held in their crescent garden – the most recent being a charity haircut event, where one student resident raised over £800 for the Little Princess Trust.

The Student Wardens have received some extremely positive feedback from local Students who really appreciate the time and energy Powderham Crescent residents invest in their ongoing calendar of community events. The Good Neighbour Award also comes with a grant of £200, to assist with running future socials.

# 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: **01 392 723999** or email: [e.patrol@exeter.ac.uk](mailto:e.patrol@exeter.ac.uk)

## StreetWise Helpline:

for highlighting non-emergency community issues direct to the University phone: **01 392 726252** or email: [streetwise@exeter.ac.uk](mailto: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 Ward. Phone: **101**  
Email: [ian.lugg@devonandcornwall.pnn.police.uk](mailto:ian.lugg@devonandcornwall.pnn.police.uk)

## Exeter City Council's Community Patrol:

if you are bothered by noise from premises that requires investigation phone: **01 392 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: **01 392 265010**

## Exeter City Council's Environmental Health team:

to report accumulations of rubbish likely to harbour or attract vermin phone: **01 392 265193**

## Parking Enforcement:

to report parking offences phone: **0345 155 1004**

## Term Times 2017 – 18

**Autumn Term:** Monday 25 September - Friday 15 December

**Spring Term:** Monday 8 January - Thursday 29 March

**Summer Term:** Monday 30 April - Friday 15 June

# Introducing the Students' Guild President

"Hi Everyone! I'm Shades, the new President for the Students' Guild. I've got some great plans for the year and our Exeter community is a major focus for me. I have been in conversations with the City Council about students living in the community and I am keen to work with Rory Cunningham to help work towards sustaining cohesive community relations between students and local residents. I will also be helping with the revised Community Engagement Plan and social media campaigns like #WeAreAllExeter."



Shades is the new Students' Guild President



# Free Diwali Festival

Exeter Asian Society, Exeter Hindu Society, the University of Exeter and the Students' Guild invites you to come and celebrate the Festival of Lights.

**When:** Sunday 22 October 2017, 3.00 - 6.30pm

**Where:** Streatham Campus

This family-friendly event will have food, market stalls, face painting, dance workshops, henna tattoos, traditional costumes and music.

To receive more information about this event and other events happening at the University please email the word 'events' to [streetwise@exeter.ac.uk](mailto:streetwise@exeter.ac.uk) and we will add you to our events mailing.

# Community Survey 2017

We would like to thank all of the residents who took time to respond to our 2017 Community Survey.

The survey is conducted every three years to take stock of the University's relationship with communities in Exeter. Information from the survey will be combined with data gathered from our non-emergency StreetWise email and answerphone service and key themes

raised at our twice-yearly Resident Liaison Group meeting to update our Community Engagement Plan for 2018-2021.

The new Community Engagement Plan will be launched at a special family-friendly Community Day being arranged for March 2018. More details will follow in the next edition of the StreetWise newsletter.