

Royal Holloway & Runnymede Consultative Group, 21 March 2023

Civic University, Community news, Volunteering, Community, and incident data

CIVIC UNIVERSITY

Royal Holloway University of London and Runnymede Borough Council (RBC) have committed to work together under a bilateral Memorandum of Understanding, signed in 2022, as part of a developing civic university relationship working in collaboration to achieve mutual benefits for the community. The first annual report has reflected on several projects providing positive outcomes for the whole local community. These include:

- Joint working as part of a Sustainable Transport Working Group, also involving Surrey County Council (SCC) and ensuring the university Sustainable Travel and Transport Policy is consistent with the RBC Local Plan, Englefield Green Neighbourhood Plan and SCC travel and transport plans.
- Research expertise from the Schools of Life Sciences and the Environment and Law and Social Sciences to underpin a new Citizen's Panel / Assembly for Runnymede Borough Council.
- The School of Law & Social Sciences are working to help the Runnymede Neighbourhood Watch improve their digital presence and engagement.
- The School of Performing and Digital Arts have supported RBC in developing partnerships with Netflix in the Longcross and Shepperton studios to address skill shortages and support local employment opportunities. School of Performing and Digital Arts students and staff are continuing to perform and share skills locally and will be using the Egham Literary Institute as a venue for performance.
- The School of Business and Management are leading a programme of work to develop the Runnymede tourism strategy alongside the RBC Economic Development team. This includes working towards raising awareness of the Borough's heritage assets and enabling easy and environmentally sustainable connectivity between local visitor attractions.
- The School of Humanities are collaborating with RBC on plans for Magna Carta 2025 with the possibility of a partnership with Borough Museums to refresh and reshare Magna Carta educational materials with local schools.
- The School of Engineering, Physical and Mathematical Sciences are preparing the next campus Science Festival, which always attracts high levels of attendance from the local community and are working with local schools to celebrate Science Week. They have also been grateful for the support of the Mayor of Runnymede on their International Women's Day celebration and future collaborations on Equality, Diversity, and Inclusion projects.

LOCAL COMMUNITY NEWS

The spring 2023 Community newsletter is [available online](#) and we continue to encourage local residents and businesses to [sign up](#) to receive this directly. To be added to the mailing list please email the team so we can record your consent to receive the newsletter. Residents can also keep up with news and events of interest to the local community throughout the year via our [webpages here](#). Our latest updates include:

- ESRC Impact Acceleration Account
- Named Top 100 Employer by Stonewall
- Make A Difference Day
- Uswitch green universities guide.

The spring term resident call-in session was held on Tuesday 21 February, with one request from a resident of Englefield Green for a call about refuse, recycling and litter in the village. A call was made and followed up with further information by email and a link to Runnymede Borough Council in relation to the non-student linked issues raised by the resident on the same topic. At the start of the year we were again able to offer members of the community to receive booster covid vaccinations on

Royal Holloway & Runnymede Consultative Group, 21 March 2023

Civic University, Community news, Volunteering, Community, and incident data

campus via the mobile vaccination bus. This project has been paused in line with national plans on covid vaccinations and priority for boosters the vulnerable groups.

A popular annual event which the local community are invited to are our series of Christmas Services of Lessons and Carols held in our Chapel. The 2022 services raised, through the collection at the end of the service, almost £2000 which has been donated to the Runnymede Foodbank, a local service unfortunately in great demand at this time. The Foodbank have shared their thanks for this significant donation to support their work.

VOLUNTEERING

The Royal Holloway Volunteering team have been celebrating their twentieth anniversary year in 2023 and have invited previous volunteers and partner organisations to share their memories of their involvement with the team (previously Community Action). You can find more about their year of [celebrations here](#) and can contribute your memories online for their interactive timeline. A reception and celebration was held on campus in February 2023 hosted by our Senior Vice-Principal (Student & Staff Experience) and with keynote addresses from the Principal and HM Lord Lieutenant of Surrey with many distinguished guests. The team have also marked the anniversary with a commissioned artwork by Jenny Leonard and a display of memories in the Davison building.

Community Research will be hosting 'Living Library' event on Wednesday 22 March from 12-2pm in the Davison Atrium. This event will give students the chance to meet Community Partners who have a research project they would like students to get involved with. Partners in attendance will include Active Surrey, Egham Choral, Englefield Garden Greenies, Holme Farm and more.

Recent and upcoming projects include:

- Tea Party for the Elderly.
- Sing Along Surrey taster session
- Serving Lunch: Homeless Project
- Local School Reading volunteers
- Community litter pick (Eng. Green)
- Walk the Walk support

More information about Royal Holloway's award winning volunteering programme can be found [online](#).



Royal Holloway & Runnymede Consultative Group, 21 March 2023

Civic University, Community news, Volunteering, Community, and incident data

COMMUNITY

The Wellbeing (Community) team continue to work collaboratively with community partners from Runnymede Borough Council and Surrey Police and to support appropriate and proportionate responses to issues of concern reported in from the communities in Egham and Englefield Green. Partnership meetings have taken place on 11 November, 15 December 2022, 24 January, 21 February and 21 March 2023 (planned at the time of writing). As a reminder within these 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 or actions from one or more of the teams.

As at the previous report the number of incidents raised with the university remains at a slightly higher-level year on year due to reductions of activity during the pandemic and lockdown periods. However, volume of concerns currently remains at a lower level than pre-pandemic data. The data held by the university is shared below with a breakdown between the two villages and of the category of concern raised. Transient noise in the Englefield Green area remains a challenge for all teams to respond to and we continue to message students about the importance of always travelling to and from campus in a quiet way but particularly at night. It remains that the vast majority (83%) of properties reported to us have attracted one or two complaints in the year confirming rates of recidivism are fortunately low. The areas where there are multiple reports tend to be roads where transient noise has been reported to us rather than many complaints for an individual house. It also remains that most residents (81.5%) who contact the university are in contact once or twice to date. Where there have been multiple contact points these tend to be related to transient noise, refuse and recycling concerns or where a resident is living in an area where the estate configuration means multiple houses are near each other. Where there has been sufficient evidence shared with the university internal conduct processes have been concluded for five cases / households.

The team are in the process of recruiting for a new Community Wellbeing Co-ordinator following the role being vacated in January 2023. Interviews are scheduled for late March, and we hope to have a new person in role before the summer. While issues reported in have been followed up the next working day in the usual way this has led to some delays on return correspondence to residents and in the sending of closure emails once a follow up has been completed. There has been no spare staffing capacity to fully cover this role and so cover has been provided by staff in other roles in the interim period. We will work to resolve this as soon as a new staff member is in place, inducted and trained and apologise for any delays in our usual response time. After Easter the team will commence the annual Halls to Home campaign working to raise awareness for students moving out of halls in their first year and into private sector accommodation. This campaign focuses on the expectations the university and community partners have for students to be responsible and respectful citizens and to actively contribute to local life where they can. Over the summer we will be refreshing digital, online, and printed content ready for arrivals in the late summer.

REPORTED INCIDENTS & STUDENT CONDUCT

Issues raised. Reporting period: 01 August 2022 to 10 March 2023.

Category	Egham	Englefield Green	22 / 23 TOTAL
Noise nuisance	38	42	80
Refuse & recycling	16	10	26
Transient noise	8	20	28
Parking or vehicle use	2	14	16
Anti-social behaviour	12	6	18
Trolleys	0	0	0

Royal Holloway & Runnymede Consultative Group, 21 March 2023

Civic University, Community news, Volunteering, Community, and incident data

Notification of an event	0	0	0
Other	1	1	2
TOTAL	77	93	170
For comparison: 2021/22 data (August 2021 – March 2022)			
01-Aug-21 to 10-Mar-22	64	57	121
Year on year change	+ 13	+ 36	+ 49

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.

Properties / Road (transient)	Reported	Percentage
51	Once	59 %
21	Twice	24 %
8	Three times	9 %
4	Four times	4.5 %
1	Six times	1 %
1	Thirteen times	1 %
1	Sixteen times	1 %
87 in total		

Residents involved

Complainants	Contact made	Percentage
54	Once	63.5 %
15	Twice	18 %
8	Three times	9.5 %
1	Four times	1 %
2	Five times	2 %
1	Eight times	1 %
1	Nine times	1 %
1	Ten times	1 %
1	Eleven times	1 %
1	Fourteen times	1 %
85 in total		

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:

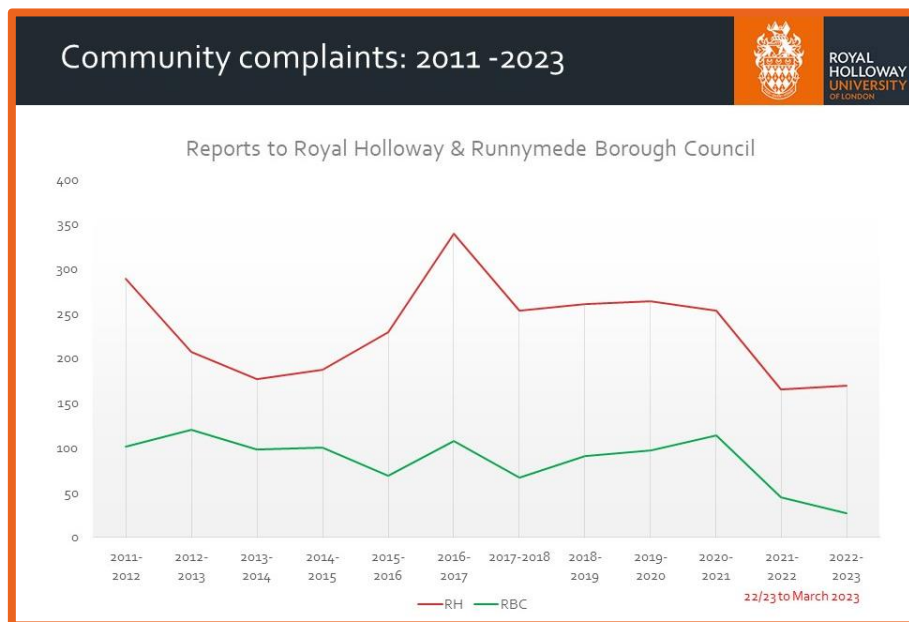
- Content in all-student emails from the university and Students' Union along with social media messaging.

Royal Holloway & Runnymede Consultative Group, 21 March 2023

Civic University, Community news, Volunteering, Community, and incident data

- Five cases being responded to through our student conduct process.
- Forty-four visits to houses.
- Made direct contact with houses by email, letter, or phone on eighty-three occasions.
- Held twenty-four 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:

Category	Number of reports (to 20 Feb)
Noise – People (Rowdy Behaviour)	1
Noise – Party	7
Noise – Rowdy Behaviour	1
Noise – Party / Rowdy Behaviour	5
Noise – Party / Amplified Music	1
Noise – Band / Music Practice	1
Noise – Music	4
Noise – Music / Rowdy Behaviour / Drinking	1
Rowdy Behaviour	1
Rowdy Behaviour / Screaming & Shouting	2
Loud Amplified Music	1
Party – Rowdy Behaviour	2
TOTAL REPORTS	27

Helen Groenendaal, Head of Wellbeing (March 2023)