



Leeds Trinity
University College



LEEDS COLLEGE
of MUSIC



Leeds City College



UNIVERSITY OF LEEDS

Universities and Colleges Neighbourhood Helpline

Annual Report 2015-2016

This report provides an overview of the complaints handled by the Universities and Colleges Neighbourhood Helpline service in 2015/16. This report is produced by the University of Leeds with support from our partners Leeds Beckett University, Leeds Trinity, Leeds College of Music and Leeds City College.

The purpose of this report is:

- (i) To provide information about the complaints made to the Helpline service between July 2015 and June 2016 and the subsequent institutional responses.
- (ii) To highlight any emerging trends and issues affecting local communities.
- (iii) To outline developments and priority areas for the coming 12 months.

1. Report highlights

- Between July 2015 and June 2016 the Helpline responded to 131 complaints involving 109 households. The number of complaints made has fallen by 43% from 2014/15.
- Noise nuisance was the dominant issue affecting Helpline users (85%), followed by waste management (3%). Noise is increasingly the dominant issue reported with a reduction of complaints being made on other neighbourhood issues, including waste, recycling and litter.
- The Headingley ward is the area with the highest number of issues relating to student behaviour (65%), followed by Hyde Park and Woodhouse (39%), Weetwood (18%) and Kirkstall (6%).
- 50% of complaints resulted in the universities and colleges writing to our students about their behaviour, 28% of complaints were escalated to a home visit due to a further complaint being made, or because the complaint involved either a vulnerable resident or more serious issue. 2% of complaints were escalated to students being invited in to their university for a formal meeting.
- No action was taken by the Helpline in 20% of the households reported due to no student involvement being identified.

2. Introduction

The Neighbourhood Helpline has been in operation since 2000 and continues to be recognised as a valuable service alongside those of statutory authorities such as Leeds City Council and West Yorkshire Police. The Helpline operates as a partnership between the University of Leeds, Leeds Beckett University, Leeds Trinity University, Leeds College of Music and Leeds City College. By involving the majority of the City's universities and colleges, the Helpline service is able to respond to as many issues involving students living in local communities as possible.

To ensure a consistent approach to complaint handling, each institution follows the procedures detailed in the Neighbourhood Helpline Code. The code has been developed and adapted since 2007 to ensure that our students have an opportunity to correct their behaviour before disciplinary action is taken. A copy of the Code is provided to Helpline users to make them aware of the action which will be taken in response to their complaint and details the universities' and colleges' roles and responsibilities in relation to student behaviour.

The Helpline service is publicised through Helpline cards circulated ahead of peak times of the year to community and residents groups as well as Police Officers, GP surgeries, dentists and schools throughout inner North-West Leeds where the majority of our students live. The Helpline cards and the voicemail message also include the contact details for the Council's environmental call centre and out of hours noise service.

The Helpline can be contacted on 0113 3431064 (voicemail service), neighbourhood.helpline@leeds.ac.uk or via the web form: <http://sustainability.leeds.ac.uk/neighbourhood-helpline/>

For more information on the Neighbourhood Helpline service and procedure, please visit: <http://sustainability.leeds.ac.uk/neighbourhood-helpline/>

3. Update on activity

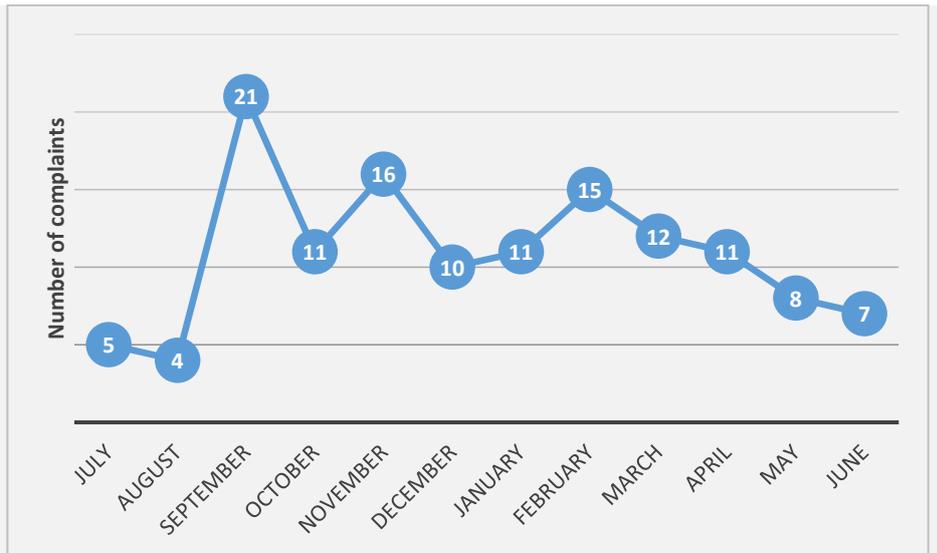
In the 12 months from July 2015 to June 2016 the Helpline has continued to build on our partnership arrangements with the City's universities and colleges as well as building on our multiagency work in partnership with Leeds City Council and West Yorkshire Police to tackle neighbourhood issues.

A working group involving representatives from the universities, colleges, Police and Leeds Antisocial Behaviour Team has met at key stages through the year to monitor and respond to noise issues in local communities. Through the group the partnership has been able to better formulate collaborative approaches to prevent noise issues through communication to students, particularly at peak times at the beginning of year and changeover. The partnership has also been able to formulate a better response to student's vulnerabilities through a collaborative approach to communications which signpost students to services including mental health, and drug and alcohol support services.

The University Police Officers have continued to provide their support to the Helpline service. Both the University of Leeds and Leeds Beckett University Officers referred complaints made to the Police concerning noise and antisocial behaviour on to the Helpline to take action, supported home visits and enquiry meetings with our student's. The Officers' involvement reinforces the Helpline process by providing our students with a Police perspective on the consequences of their behaviour and reiterates the seriousness of the Helpline complaints process.

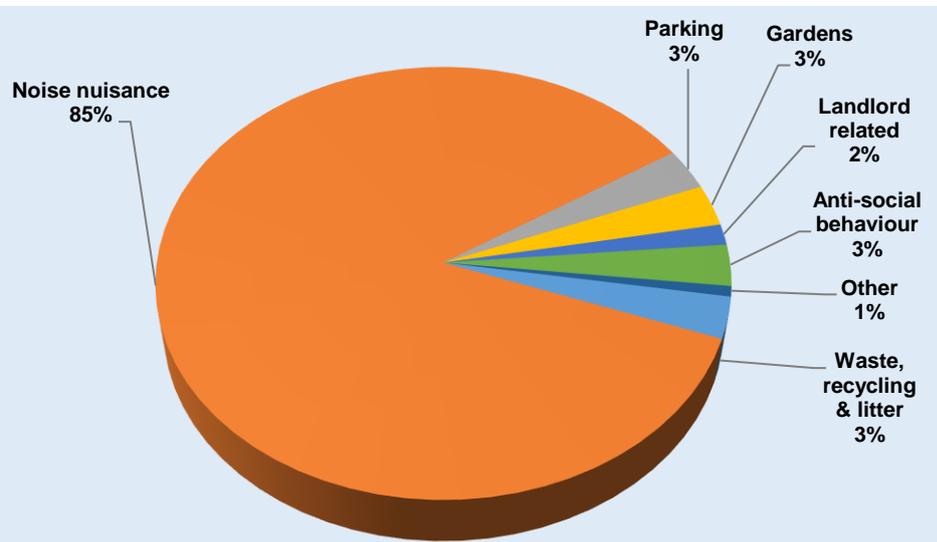
4. Service demand

Between July 2015 and June 2016 a total of 131 complaints involving 109 households were made to the Helpline. This number represents a reduction of 43% from the previous year's households reported. Complaints regarding student behaviour continue to peak at the beginning of each semester, particularly noise nuisance from parties at the beginning of the year when students move in to their homes.



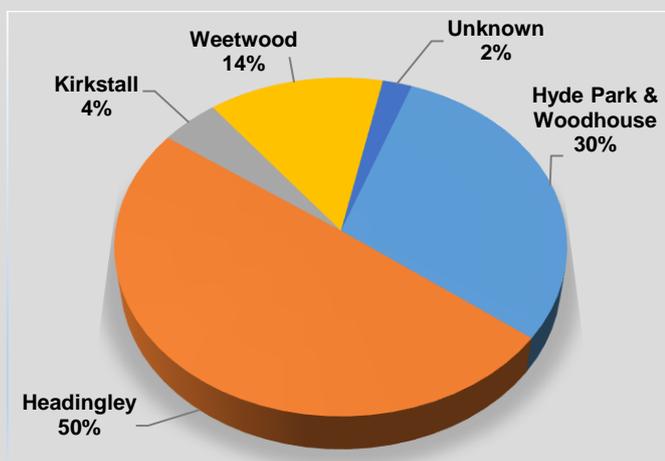
5. Issues affecting residents

Noise nuisance is the dominant issue affecting Helpline users (85%), followed by waste, recycling and litter (3%). This is consistent with previous years reporting, however, the number of reports about waste, recycling and litter has fallen from previous years reporting (3% compared to 24% last year). This differs from reports made at community meetings where waste, litter and recycling issues are often cited as a significant problem.

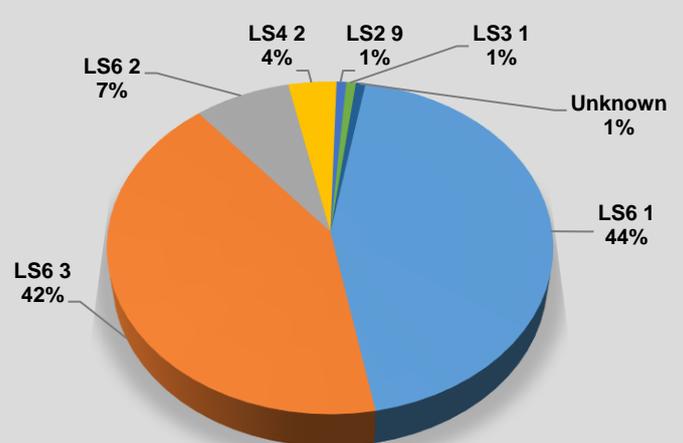


6. Areas covered

The majority of Helpline complaints relate to inner North-West Leeds where the majority of our students live. The Headingley ward continues to be the area with the highest number of issues relating to student behaviour. More specifically, the LS6 1 (South Headingley and Hyde Park, 44%) and LS6 3 (Central Headingley and Beckett's Park, 42%) are the postcode areas generating the most complaints.



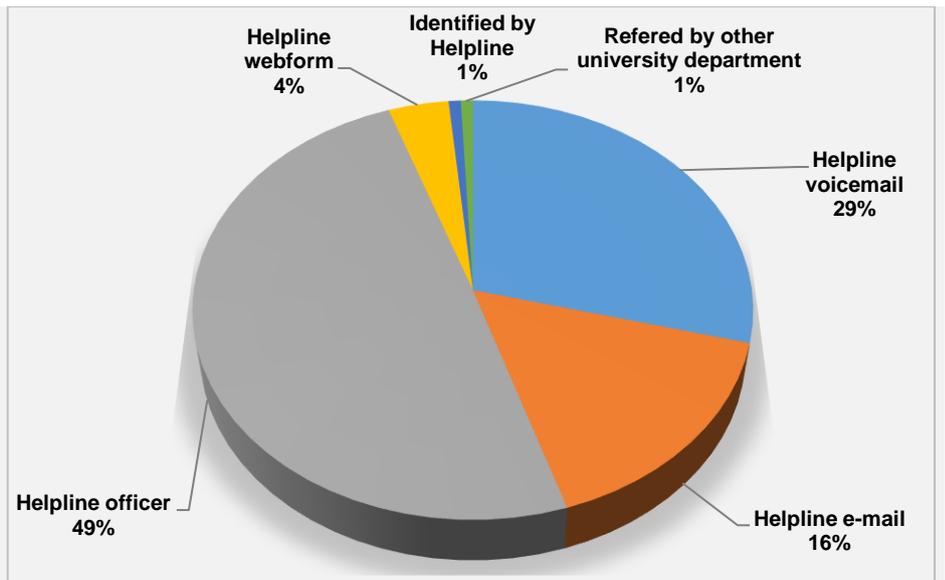
Total complaints by ward



Total complaints by postcode

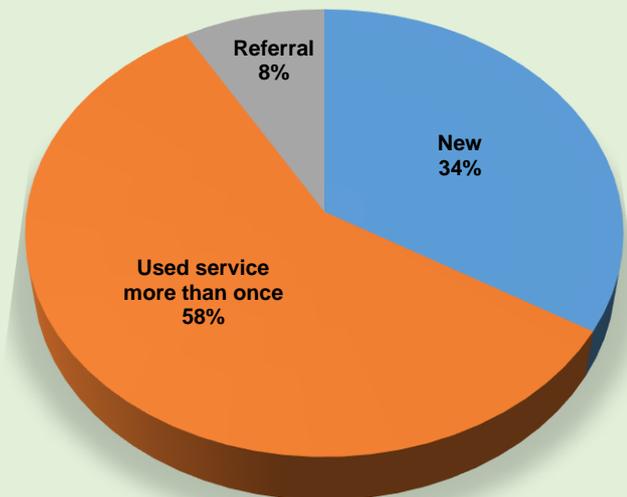
7. Means of identification

This section refers to the method that complaints are registered with the Helpline. Many residents continue to contact Helpline staff directly as their preferred method of communication.



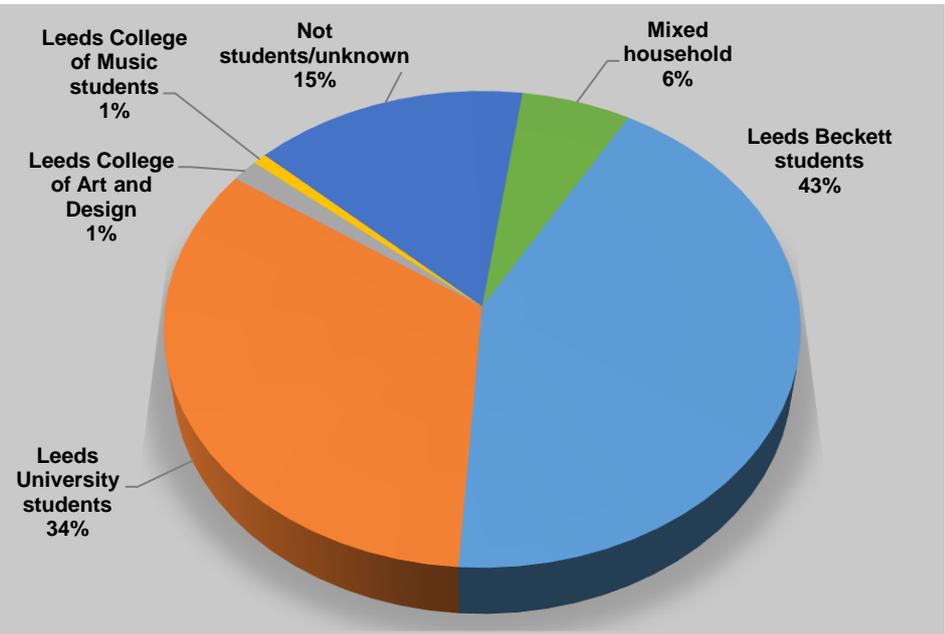
8. Helpline users

Residents who have previously used the Helpline service make up the bulk of users (60%). The number of referrals made by the Police and Leeds City Council have remained at a level consistent with previous years.



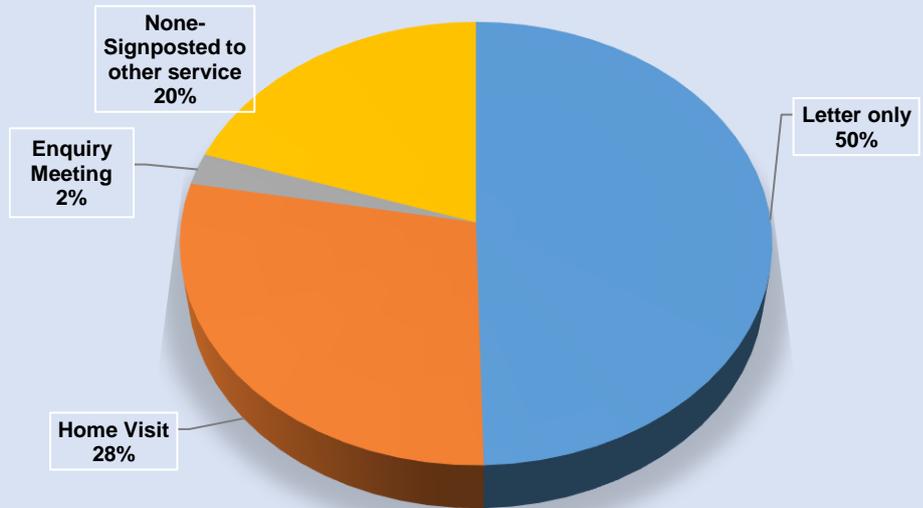
9. Student involvement

Between July 2015 and June 2016, the universities and colleges were able to respond directly to 85% of all complaints made to the Helpline. No student involvement was identified in 15% of all complaints (20% of households reported). The number of cases involving students from the University of Leeds and Leeds Beckett University are proportionately higher due to the size of these institutions compared with the City's other education providers.



10. Helpline response

50% of complaints resulted in the universities and colleges writing to our students about their behaviour. 28% of complaints were escalated to a home visit due to a further complaint being made, or because the complaint involved either a vulnerable resident or more serious issue. 2% of complaints were escalated to students being invited in to their university for a formal meeting. In the event of no student involvement being identified Helpline users are referred to the relevant local service.



11. The Year Ahead

In this forthcoming year 2016/17, particular attention will be paid to the following issues and priorities:

- (i) Work with Leeds City Council, Police and students' unions to identify emerging neighbourhood issues and proactively respond through collaborative approaches, including educational campaigns to change student behaviour.
- (ii) Work proactively with other university/college departments and students' unions to reduce students' negative impact and promote positive behaviour in, local communities.
- (iii) Raise awareness and encourage reporting to the Helpline service. In particular, that the Helpline is able to provide assistance with all neighbourhood issues involving students and to encourage reporting by student residents who are increasingly reporting noise issues to the Council's service.
- (iv) Monitor, review and report on Helpline action on neighbourhood issues to reassure residents of the universities and colleges response.