



Leeds Trinity
University College



LEEDS COLLEGE
of MUSIC



Leeds City College



UNIVERSITY OF LEEDS

Leeds Universities and Colleges Neighbourhood Helpline

Annual Report 2016-2017

This report provides an overview of the complaints handled by the Universities and Colleges Neighbourhood Helpline service in 2016/17. 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:

- To provide information about the complaints made to the Helpline service between July 2016 and June 2017 and the subsequent institutional responses.
- To highlight any emerging trends and issues affecting local communities.
- To outline developments and priority areas for the coming 12 months.

1. Report highlights

- Between July 2016 and June 2017 the Helpline responded to 209 complaints. This represents a 60% increase in the number of complaints from 2015/16. The Helpline Partnership recognise the significant increase in complaints and the impact that these issues have on local communities. Each institution will develop an appropriate response in line with their own procedures for managing student impacts.
- Noise nuisance was the dominant issue affecting Helpline users (85%), followed by waste, recycling and litter (4%). Noise is increasingly the dominant issue reported with a reduction in the number of complaints being made on other neighbourhood issues.
- The Headingley ward is the area with the highest number of issues relating to student behaviour (47%), followed by Hyde Park and Woodhouse (42%), Kirkstall (5%) and Weetwood (2%).
- 37% of complaints resulted in the Universities and Colleges writing to our students about their behaviour, 21% 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. 6% of complaints were escalated to students being invited in to their university for more formal disciplinary action.
- No student involvement was identified in 26% of all complaints. This represents a 16% increase from 2015/16.

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

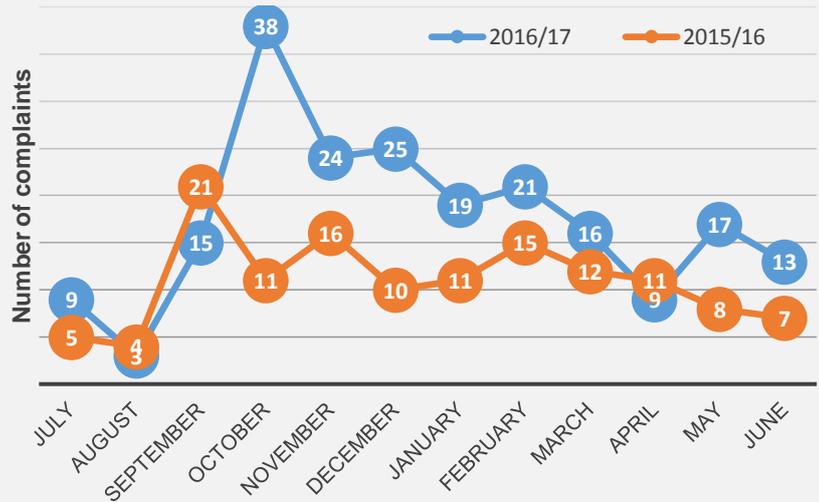
In the 12 months from July 2016 to June 2017 the Helpline has continued to build on our partnership arrangements with the City's Universities and Colleges as well as building on our multiagency work in partnership with Leeds City Council and West Yorkshire Police to tackle neighbourhood issues.

Representatives from the Universities, Colleges, Police and Leeds Antisocial Behaviour Team continue to meet 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 personal issues affecting students through a collaborative approach to communications which signpost students to services including mental health, and drug and alcohol support services.

The University Police Liaison 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 and supported home visits and enquiry meetings with our students. 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.

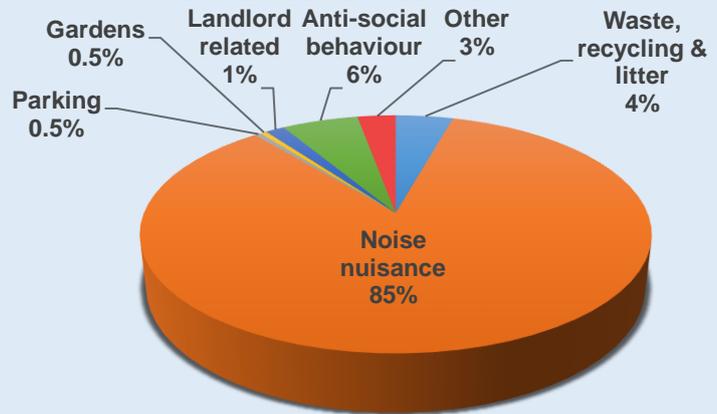
4. Service demand

A total of 209 complaints were made to the Helpline between July 2016 and June 2017. This represents an increase of 60% from the previous year. There has also been an increase in the number of new Helpline users (73) following increased publicity about the service in the local community and on campuses. This includes students who are increasingly using the service to report issues, particularly noise nuisance during busy and stressful times in the academic year. Complaints continue to peak at the beginning of the first semester, particularly noise nuisance from housewarming parties when students move in to their homes.



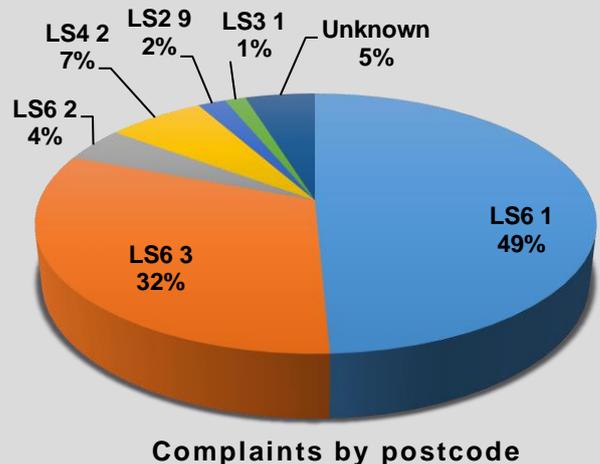
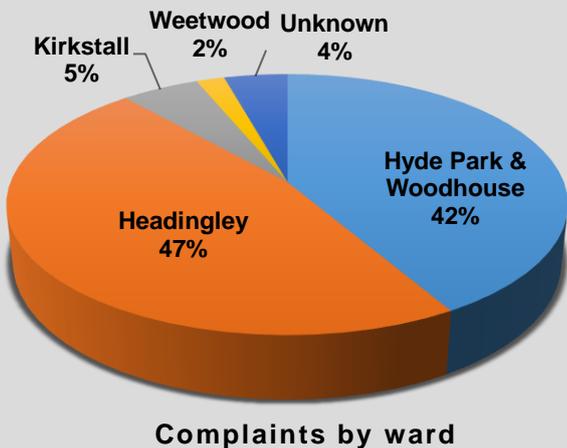
5. Issues affecting residents

Noise nuisance is the dominant issue affecting Helpline users (85%), followed by waste, recycling and litter (4%). This is consistent with the previous year reporting. However, the number reports about waste, recycling and litter remains low compared to some previous years. Reporting to the Helpline also differs from reports made at community meetings where waste, litter and recycling issues are often cited as a significant problem.



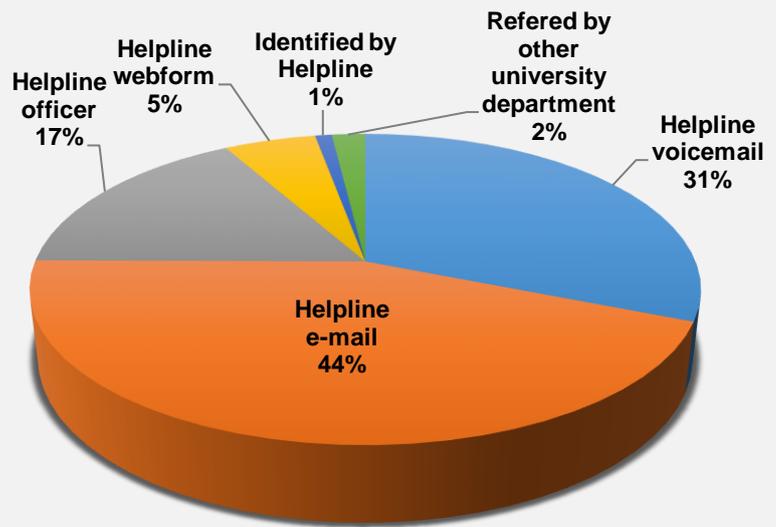
6. Areas covered

The Headingley ward continues to be the area with the highest number of complaints relating to student behaviour. More specifically, the LS6 1 (South Headingley and Hyde Park, 49%) and LS6 3 (Central Headingley and Beckett's Park, 32%) are the postcode areas generating the most complaints. However, the number of complaints received from the Hyde Park Ward is increasing (42% of complaints last year compared to 30% the previous year) and decreasing from the Weetwood Ward (2% last year compared to 14% the previous year). University of Leeds students are more likely to live in Headingley Hill, Hyde Park, South Headingley, Woodhouse, Little Woodhouse and the city centre. Leeds Beckett University students are more likely to live in Kirkstall, Beckett Park, Headingley/Meanwood border, Central Headingley,



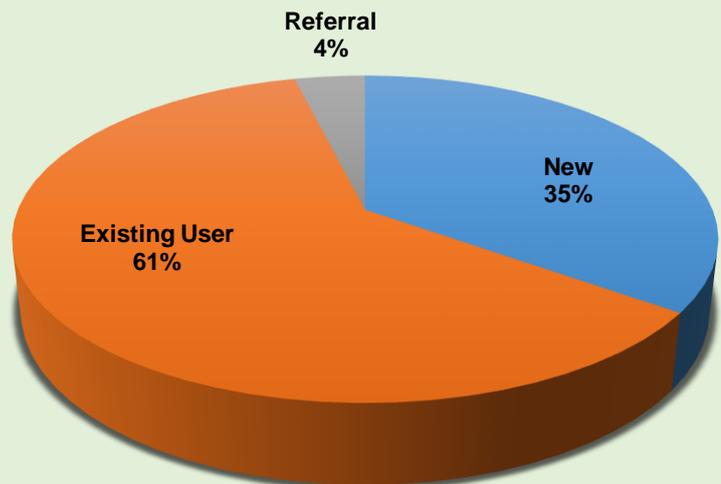
7. Method of contact

This section refers to the method that complaints are registered with the Helpline. We are increasingly seeing residents choose email as their preferred method of contacting the Helpline. 44% of complaints were made this year by email compared to 16% the year before.



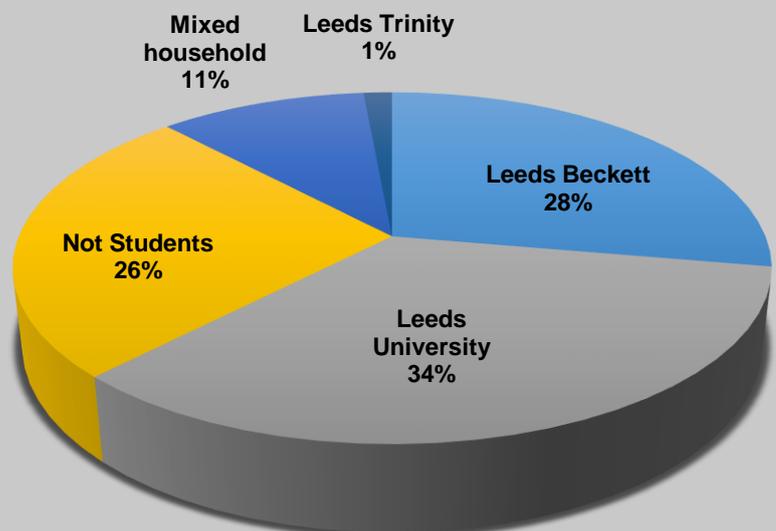
8. Helpline users

Residents who have previously used the Helpline service make up the bulk of users (61%). The Helpline has however been contacted by 73 new service users last year. This includes students who are increasingly using the Helpline service to report issues with their neighbours.



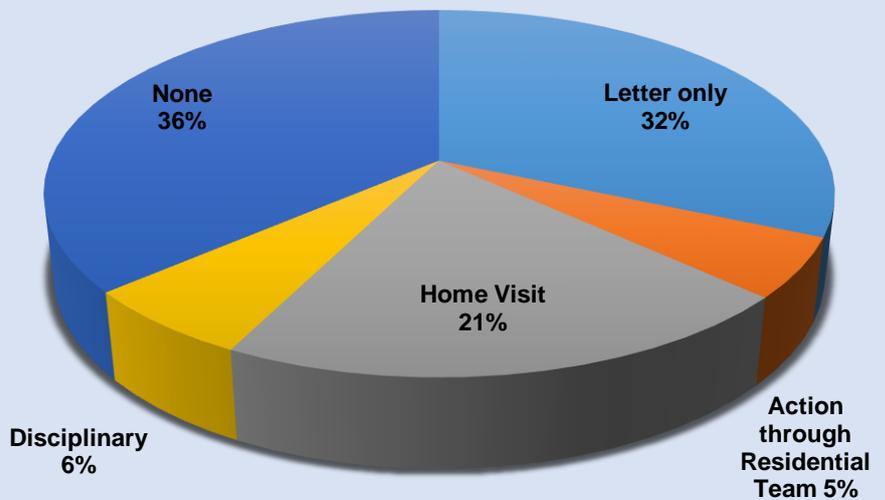
9. Student involvement

Between July 2016 and June 2017, the Universities and Colleges were able to respond directly to 64% of all complaints made to the Helpline due to student involvement. No students were identified in 26% of all complaints. This represents a 16% increase on the previous year. 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

37% of complaints made to the Helpline resulted in the Universities and Colleges contacting their students about their behaviour. 21% 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. 6% of complaints were escalated to students being invited in to their University or College for more formal disciplinary action.



11. The Year Ahead

In this forthcoming year 2017/2018, particular attention will be paid to the following issues and priorities:

- (i) The Helpline Partnership recognise the significant increase in complaints at the start of the 2016/17 academic year and the impact that these issues have on local communities. Each institution will consider and develop an appropriate response in line with their own procedures for managing student impacts.
- (ii) 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.
- (iii) Work proactively with other university/college departments and students' unions to reduce students' negative impact and promote positive behaviour in local communities.
- (iv) 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.
- (v) Monitor, review and report on Helpline action on neighbourhood issues to reassure residents of the universities and colleges response.