



Royal Holloway & Runnymede Consultative Group

MINUTES

Tuesday 13 June 2023

Meeting held at Royal Holloway

Royal Holloway: Tracy Bhamra, Provost and Pro-Vice-Chancellor (Chair), Mike Berry, Director of Estates, Helen Groenendaal, Head of Wellbeing, Academic Services, Sarah Ixer-Pitfield, Deputy Director Communications and Events, Samantha Daynes, PR and Media Manager and Michèle Morrison, Marketing and Communications Administrator

Councillors: Cllr Trevor Gates, Cllr Andrea Berardi, The Mayor of Runnymede, Cllr Shannon Saise-Marshall, Cllr Eliza Kettle, Cllr Robert King, Cllr Isabel Mullens

Environmental Health: Aileen Baker

Residents' Associations: Amanda Willis, Englefield Green Village Resident's Association, Willy Burgess, Egham Residents Association

Surrey Police: Inspector James Wyatt, Sergeant Helen Gladstone-Linsdell

Papers circulated ahead of the meeting:

- Royal Holloway & Runnymede Consultative Group agenda and minutes of meeting 21 March 2023
- Royal Holloway & Runnymede Consultative Group, 13 June 2023 - Civic University, Community news, Volunteering, Community and incident data
- Royal Holloway Students' Union update, June 2023

Apologies:

- Cllr Sam Jenkins
- Cllr Sian Williams
- Mark Adams, Chairman, Egham Chamber of Commerce
- Caroline Harris, Royal Holloway
- Max Ross, Chief Operations Officer - Royal Holloway Students' Union

1. Welcome & introductions

The group introduced themselves in the room and welcomed new members.

2. Minutes and actions from the previous meeting

It was agreed that the minutes of the last meeting in March 2023, were a true and accurate record.

All actions were completed, except for events in the local community via EGVRA being sent to Sarah Ixer-Pitfield, which Amanda Willis said she would do.

3. Receive updates on areas of mutual interest

- **RBC**

The Mayor of Runnymede, Cllr Shannon Saise-Marshall, praised and congratulated Royal Holloway for its recent various events including the Volunteer Awards and Magna Carta lecture. It was discussed that more people should attend from the local community and both EGVRA and ERA said they would be pleased to share Royal Holloway event information.

Action: Sarah Ixer-Pitfield to ask the Royal Holloway Events team to share details of future events which are open to the local community with ERA and EGVRA to share with residents.

Cllr King raised the issue of drainage on White Hall Lane and asked for details about how this will be dealt with. **Action:** Cllr King to arrange with Mike Berry to meet him on site to discuss further.

Cllr Andrea Berardi referenced parking issues on Simon's Walk. It was confirmed that Royal Holloway had looked into this with support from Surrey Police and found that most were non-students who had parked there. There is a continuation of engagement with residents, Surrey County Council, Surrey Police and the University to review this concern.

Cllr Berardi asked about non-Royal Holloway students coming onto campus to use the library. Helen Groenendaal confirms visitors can use on campus car parks but they should register with the security team as campus visitors.

Cllr Eliza Kettle asked if the University facilities were open to the public. Sarah Ixer-Pitfield said information was available on the Local Community pages of the Royal Holloway website – [please see link here](#).

Action: Helen Groenendaal to look in details on non-students using the library and parking on Simon's Walk.

- **EGVRA**

Amanda Willis shared that the Englefield Green Village Fair is being held on Saturday 24 June.

Action: Sarah Ixer-Pitfield to arrange for the University's Internal Communications team to share details of the event with staff.

- **Egham Residents' Association**

Willy Burgess requested clarification regarding the method used to record complaints by the University.

Helen Groenendaal reported that residents normally choose to contact the University, and under the Memorandum of Understanding, the University reports these to the Environmental Health Group. All incidents are included in the spreadsheet of combined contacts shared by the three teams under the MoU

It was also asked to clarify if a household that may have several complaints against the residents was classed as one complaint per household, or separately. It was confirmed by Aileen Baker that complaints against people from the same household are recorded as one complaint.

It was also suggested that Royal Holloway security staff were to patrol the streets at night when events are on. Helen Groenendaal explained that security are not insured to do this, nor is it their remit by law to do so. Alternatives have been explored, but security can't work outside campus.

- **Environmental Health**

Aileen Baker reported the majority of noise incidences for Englefield Green and Egham have been resolved and that for every single complaint, residents are visited. There were 20 noise investigations for Egham and 21 for Englefield Green from October 2022 through to the end of the academic year. No enforcement action was required.

- **Surrey Police**

Inspector James Wyatt provided the following statistics (data as it stood on 13 June 2023):

- Crime in Runnymede:
 - Total Offences: -6.2% (-423)
 - 13.6% (11.2%)
 - Burglary: -40% (-108 offences)
- Anti-Social Behaviour:
 - This Year: 36 Reports
 - Last Year: 24 Reports
 - 16 location visits, giving verbal warnings to all tenants
 - Three ASB level three warning letters
 - Two repeat victims (about different locations)
 - One repeat location

Area/Location (FYTD)	ASB Reports FYTD 21/22	ASB Reports FYTD 22/23	ASB Reports FYTD 23/24
Egham	47	26	23
Englefield Green	56	37	30

Data: FYTD

- **Royal Holloway – Estates**

A question was raised by Cllr Berardi regarding the proposed Rusham Park railway footbridge, which is not accessible to disabled people. Mike Berry stated this was explored and that there is a need to consider the issues of the footbridge location and context. It was concluded that a separate ramp would not be advantageous and that the proposed design which focussed on safe accessible access across the railway at grade was an appropriate response to the issue of safe accessibility across the railway at this point.

Mike Berry reported on the following projects:

- **Chestnuts Building:** The refurbishment is underway and will be completed early in 2024.
- **Omnidrome facility:** This has been completed and is physically and operationally very discreet.
- **Piggery Gate access to the campus:** This is subject to specialist ongoing consultation with Surrey County highways and the Police. This is a positive development and will ease traffic movement on and off campus.
- **Rusham Park:** Most of the demolition work has been completed. Work is now ongoing to secure the site. The site will go into a relatively quiet period while the University and its potential development partners continue to develop the commercial business case to Financial Close
- **Network Rail:** The design and programming to support a planning application for a pedestrian railway crossing is being discussed with Network Rail and is progressing well.
- **George Eliot:** there are plans to cleanse an existing planning condition to enable the facilities to be used over the summer holiday period, in line with how other University accommodation is used.
- **South Road vegetation clearance: Action:** Mike Berry to discuss with the gardening team.
- **E-bikes:** The University has been interested in rolling out this initiative for a while. It is very appealing as the campus is at the top of a hill. Runnymede Borough Council and Surrey County Council are looking at bringing this in as a potential joint initiative as it would be best to have one provider.

- **Royal Holloway – Student Wellbeing and Volunteering**

A report is provided in Appendix A.

Helen Groenendaal provided clarification regarding students living in University halls and moving out into the community. The University guarantees accommodation for first-year students only, with an halls occupancy of 99% in the last academic year. Students report it is

cost effective to live on campus than in a shared occupancy in the community when you start to factor in utility bills being included and shorter contract lengths (e.g. 38 week contracts for halls), shared supermarket costs, etc.

Helen reported:

- The Science Festival on 27 May was well attended.
- The Voluntary Support awards event co-hosted with a community organisation was also a success
- Students' achievements are recognised in various areas such as volunteering, representing the UK and sporting events
- Following this year's Summer Ball, there is a review regarding future locations for this event.

Helen also responded to a question regarding being a good neighbour for students in the community from September this year:

- Digital messaging is being refreshed for September
- The University is planning visits to student households to talk to them about being a good neighbour and what is expected of them
- For the management of waste bins, the University tends to use the RBC messaging, but the University will also include this in its visits.

4. AOB

Sarah Ixer-Pitfield mentioned the Sustainability Festival. An outline is included in Appendix B.

Reports are included from the Egham Chamber of Commerce in Appendix C and from the Students' Union in Appendix D.

The next forum meeting will be held **online** via MS Teams at 5.30pm on **Tuesday 14 November 2023** and the next Community call-in session will on Tuesday 7 November.

ACTIONS LIST

	Action	Owner
1	Sarah Ixer-Pitfield to ask the Royal Holloway Events team to share details of future events which are open to the local community with ERA and EGVRA to share with residents.	Sarah Ixer-Pitfield
2	Cllr King to arrange to meet Mike Berry on White Hall Lane to discuss drainage	Cllr King
3	Helen Groenendaal to look in details on non-students using the library and parking on Simon's Walk in reference to Cllr Andrea Berardi raising parking issues in the location.	Helen Groenendaal
4	Sarah Ixer-Pitfield to arrange for the University's Internal Communications team to share details of the Englefield Green Village Fair with staff.	Sarah Ixer-Pitfield
5	Mike Berry to discuss South Road vegetation clearance with the gardening team.	Mike Berry
5	Putting together the reports held by RHUL, the Environmental Health reports and Police reports to collate them into a single source.	Helen Groenendaal

