NOTES: Sheffield Good Neighbour Forum, Wednesday 22nd October 2025, 18:00 – 19:30, The Diamond, University of Sheffield

1. **Welcome and Introductions – Nick Woolley and James Merryclough**

- Nick Woolley welcomed everyone to Sheffield Hallam University, which will host the Forum for 2025/26 and 2026/27.
- There will be three meetings annually, scheduled for October/November, February, and July.

1.1 Update on Actions from the previous meeting (June 2025)

	ACTION	UPDATE
1.	James to produce a generic start of term information letter to be sent to community groups for circulation between their residents	James did not have capacity to complete this over summer but did do some printing for events – James is happy to complete further printing if required but did not manage to create a generic form. James agreed to carry this forward and deliver for next year.
2.	Bin Numbering – Bobbie to send numbers to James who will arrange logistics for residents to pick up.	Bobbie didn't receive any numbers and will arrange to get have this in place for next time.
3.	James to provide the relevant dates to Coun. Holmshaw for inclusion on the infographic produced by SCC.	Complete
4.	Update on Travel and Transport Group - James to check with Darren on progress.	There was an attempt to have a meeting of this group but there were not any attendees. This is an ongoing issue – without permits there is nothing James can do to stop people parking at Crookesmoor. It was agreed that council representation was required. **FURTHER ACTION**: James to pick issue back up with council. **FURTHER ACTION:** All to let Emily Shimwell (emily.shimwell@shu.ac.uk) know if you have expected but not received invitations to these meetings.

5.	Revised Terms of Reference to be circulated with these minutes. Comments to be forwarded to James Merryclough (j.merryclough@sheffield.ac.uk) in advance of the next meeting.	No comments received from members
6.	Donate, Don't Waste 2025 - Residents to email James with details and these will be included in student comms.	Ongoing – James working with the British Heart Foundation; who have not responded with further details. It was agreed that there was still a requirement to communicate to students about donating responsibly. Coun. Holmshaw- noted that British Heart Foundation have not been responsive enough. James confirmed that he asked BHF to go to site every day but particularly on Friday – Sundays. **FURTHER ACTION:** James to discuss with BHF again.
7.	Concerns around formal connections at Senior Management level between Sheffield Hallam and SCC – Nick Woolley to confirm engagement was taking place.	Complete
8.	University Travel Plan – James to take this feedback to the Estates Team and invite the Director of Estates to the next meeting.	James to provide an update on this soon.
9.	James to flag with Security that residents feel if they returned to properties multiple times, they would gain a better idea of what residents are experiencing and the students are more likely to respond to their requests.	This is being discussed, but security have a lot of issues to deal with and can't always return on multiple occasions.
10.	James to review data on the number of reports received via the webpage and action taken as a result.	7 emails came through the form. Alert issues around the website have now been resolved.

2. Update on arrivals

2.1. Sheffield Hallam – Nick Woolley

- As part of their pre-arrival induction, Hallam students complete an online Hallam Welcome module which includes information and advice about being a good neighbour. Students are also encouraged to join residents' groups.
- Students receive a broad ranging induction on arrival; covering all aspects of academic and student life, including behavioural expectations and conduct regulations and procedures.
- Arrivals weekend was on the 13th – 14th September at Hallam, with around 2,600 coming to halls of residence. Increasing numbers of students are living in halls after their first year of study.
- Hallam take a partnership approach, working closely with colleagues at University of Sheffield, the council, Sheffield Traffic control centre, SY Police and Sheffield United FC.
- Overall, the weekend was a success. Students are asked to fill in surveys, and high levels of satisfaction have been reported.

2.2. University of Sheffield – Danny Capewell

- Arrivals weekend took place the following week on the 20th-21th September.
- Collaborated with teams across the city to coordinate arrivals. There are some pinch points around West Bar and the university roundabout that are worked through.
- Welcomed around 5,000 students into university accommodation.
- Following feedback from 2024 changes were made to the key collection process, however, due to the weather conditions we were forced to revert to wet weather contingency which is currently being reviewed ahead of Intro Weekend 2026.
- Sheffield University regained top 100 status in the QS World University Rankings and have started to see an increase in student numbers because of this.
- The university will continue to welcome students from now until February time.
- The university's Free Shop is popular and encourages a circular economy. 510 students attended and over 5,500 items were given away, with students signing a pledge to re-donate items when they leave.

3. Sheffield Hallam Estates Update - Nicola Rawlins

- Physical infrastructure is a key enabler of the university strategy. Our ambition is for a student-focused, accessible and inclusive estate which supports wellbeing and creates a sense of belonging for our student and staff community.
- At City Campus, the new Howard Street buildings opened on the 1st of September – this includes three buildings – Redmires, Langsett and Strines which we are currently operationalising and evaluating their use
- The buildings have sufficiently increased capacity with 24,000sqm of brand new. teaching, learning and collaborative space
- The South Yorkshire Institute of Technology has a dedicated space in the Strines building.
- The Students' Union is in the process of relocating to a space beside the main entrance.

- Adsetts Library is undergoing partial refurbishment.
- When the campus masterplan was first established it outlined the desire to exit Collegiate Campus. Due to a changing financial position, we are working on a new campus plan that will deliver an estate that is the right size for our requirements, with buildings that are in good condition and environmentally sustainable. For Collegiate, the plan is to consolidate rather than exit, and the campus will become the primary home for Allied Health and Sport courses. Health has previously been mostly located in Robert Winston; they will now take ownership at the Heart of the Campus building.
- For the buildings at the top part of Collegiate Crescent, there is no fixed plan yet. Work will continue throughout this year, engaging with the council and supported by an external property consultant. A submission has been made requesting that the site could be used for residential housing, acknowledging that it is currently designated for educational use.
- A major project will run throughout this year to reimagine the spaces and provide exciting facilities for our health students in the Heart of the Campus. The hospital ward has been highly successful as a health training environment. Plans include building a health clinic and residential space for students to practice in real-world settings.
- In the Mews building, we have agreed that Nexus Multi-Academy Trust will have a temporary arrangement until Christmas. They will move in during half-term and teach 16–19-year-old students from the second part of half-term through to Christmas. This arrangement will be reviewed. There is a safeguarding concern because they teach students with special educational needs. We need to secure the perimeter to prevent a young person from leaving via a fire exit. Temporary fencing will be installed around the Mews during school hours. This will block access to the steps behind Mews, but access will remain available through the pitch. Outside school hours, the gates will be open.
- We are reviewing a set of building disposals for both campuses:
    - Oneleven: Currently in the process of being placed on the market.
    - Howard Street houses (opposite the main entrance at City Campus): Exploring options to bring these to market.
    - Church House: Already on the market.
    - Aspect Court: An office building converted into teaching spaces, separate from the rest of the building. It is being emptied and stripped out and is likely to come to market within the next year.
    - Villa on Broomgrove Road (previously used for SHU Law): SHU Law has moved to Strines, and the building has been vacated. Plans are being developed to bring this to market.
- Whilst there isn't a confirmed plan yet, we are committed to maintaining the top of Collegiate Campus and keeping it publicly accessible.
- Councillor Holmshaw expressed frustration at not having a clear picture of plans and noted that they had not been involved in any discussions so far. However, they are

pleased to now have engagement at a senior level. **ACTION: Councillor Holmshaw to be involved as a stakeholder – Nicola to contact Councillor Holmshaw.**

4. **Community and personal safety on Ecclesall road - Nick Woolley**

- We received notifications of a community safety issue involving a stalker who posed a threat to residents in the area. We worked with South Yorkshire Police and heard from landlords and a parent who raised the issue with the local MP.
- A personal safety notice was sent to 2,000 students after the situation escalated.
- There have been no further contacts or requests for support, and no additional incidents reported.
- Three ward councillors were also copied into communications. There were a few responses indicating uncertainty about who was responsible. South Yorkshire Police are the lead for this matter.
- We will continue to monitor the situation, and forum members are welcome to get in touch for further information or discussion.
- The Chair of the Cemetery Trust was not aware of anything specific. There was an incident six weeks ago, but no further details were available.

5. **Forum Sub-Groups:**

- An advisory note for residents is available on the website.
- The last reported meeting was in March for the Waste Management Sub-Group. Sub-groups depend on members mobilising and coming together.
- The Anti-Social Behaviour Group achieved its objective and was a total success.
- Members are welcome to contact Nick (host) or James (co-chair) to facilitate meetings, but participation from members is essential.

6. **Summer bin reset:**

    - Last year, a trial was conducted to reset bins, addressing contaminated bins, replacing broken ones, and removing excess bins. This was scheduled for 10th of July.
    - A member reported that in Crookesmoor the process felt piecemeal, and it was unclear whether it had been completed. Chris conducted an audit and escalated the issue to the council, seeking clarity on the trial's remit—whether it covered all bin types—and how it would be evaluated. Questions were raised about plans for next year.
    - Bobbie Gardner, Sheffield City Council, noted that the trial involved removing bins and had mixed success with contaminated bins.
    - This year, a different approach was taken, rather than separate activities - contaminated bins were reset over a week. Overloaded black bins were removed, and a supervisor conducted a one-day sweep of the area.
    - Crookesmoor areas reported very good feedback. The amount of waste collected was higher than previous years overall (though not necessarily in the first phase).

Resetting recycling bins likely contributed to this. General feedback has been positive.

- The only potential issue identified was that broken bins may not have been removed by Veolia. Bobbie has been sending photos of broken bins that need removal. If any bins remain on the street, Bobbie can report them.
- Bobbie feels the initiative has been successful overall.
- Bobbie will take feedback from Chris to explore how the process can be improved.
- Bobbie has visited Crookesmoor and Roebuck Road, but Chris believes there are other hotspots beyond Roebuck Road. Bobbie is happy to conduct site visits if issues are reported.
- Bobbie is in constant contact with Veolia.
- Peter shared feedback and thanks to Bobbie, stating that he feels the initiative went well.
- Harcourt Road Bin issues - Bins have been disturbed by animals and people, particularly at peak times when students are using them. Bobbie confirmed that extra emptying was completed, and when reports were made, there was a quick response. More resources may be required to keep on top of the issue, but response times have been good when reports come in. Bobbie confirmed that Amy likely responded to some reports, which may have caused confusion among residents due to different crews operating on the same day.
- Whitham Road – Bin Contamination - Bins along the pavement between Weston Park Hospital and Nottingham House have been contaminated throughout the summer. The bins are positioned on the pavement, forcing people with pushchairs to use the road to pass. Previously, fines were issued for bins left on pavements. Bobbie has received reports of this issue throughout the year and suggested running another campaign to remind residents to move bins. The current cohort of residents may not understand that bins should not be left on the pavement when they are not empty. **ACTION: Chris to send Bobbie a list of streets so she can distribute information to residents.**
- Cemetery House, Harland Road and Cemetery Road have a significant accumulation of rubbish and bins that requires attention. Most of the houses are occupied by students, and they do not typically report issues among themselves. Bobbie has asked Veolia to report these problems if they observe them during weekly visits and confirmed that there is no data protection issue preventing such reporting. Landlords also have responsibilities in this matter, although none were present at the meeting. Phil Wilson from Environmental Protection advised that large accumulations of rubbish can be reported via the council website or by emailing EPS.admin@sheffield.gov.uk. **ACTION: James to add this reporting information to our website.**

7. **Wednesday ASB problem – Peter Sephton, ChangingSheff:**

- On Wednesday nights, large groups of students gather on the south side of West Street near Piccolos Restaurant and under the West One apartments, often after leaving venues on the north side. Residents have reported significant noise and

disruptive behaviour, including drinking in public spaces and congregating in poorly lit areas. Complaints have come from people living several floors above, and some residents have attempted to speak to students directly. The groups often include sports clubs, such as cycling, football, and rugby teams.

Discussion

- Sheffield Hallam University confirmed that they educate students on responsible behaviour, enforce sanctions, and take initiation-style activities very seriously, as these have led to fatalities in the past.
- Sheffield University also confirmed that clear guidance has been provided to sports clubs, and bans have been imposed where misconduct has occurred.
- Any follow-up will depend on identifying the students involved, and if incidents occur tonight, further action will be taken.
- Councillor Douglas Johnson noted that City Ward councillors and Maddie Bebbington from Hallam Students' Union were present, and the Union takes initiation ceremonies very seriously. Descriptions of team outfits will help direct enforcement efforts. There is a Public Protection Order in this area, and the policing team remains proactive. If specific information is provided, appropriate action can be taken.
- **ACTION: NW to ask the Head of Sports to remind students of their responsibilities.**
- **ACTION: Peter to provide Nick with specific information about the students involved.**

8. **Case study - How repeated noise disturbances are dealt with by UoS/Council - James Little, resident of Harcourt Road**
    - Issues tend to crop up intensely, fade away, and then return, leaving people feeling unsupported when they happen.
    - Crookesmoor case study: recurring incidents such as noise disturbances and disruptive behaviour. Security attended twice; another call was made at 7am. Sports teams and games often add to the challenge.
    - When incidents occur, there is no immediate response. These happen in the park near water, where people may be intoxicated. Multiple calls to security were made; they observed the situation but noted no change.
    - Police do not attend, and there is no response from the landlord.
    - Problems repeat periodically without an effective process to resolve them.
    - Raised with the working group; need a process that works and addresses recurring issues year after year.

Discussion

- Suggested at the last meeting to review how other universities handle this, but Danny noted it depends on council response.
- Police Community Officers have visited, but the park remains unmanaged at night.

- Councillor Holmshaw raised the issue with the council; the park is not considered a priority unless there is immediate danger.
- Understanding the issue is important, but knowing what can be done is the bigger question.
- Data shows most recurring problems involve properties not registered with the relevant scheme; landlords have a role to play. Phil regularly speaks to landlords and has found solutions in some cases.
- Noise in open spaces should be handled by police; if it comes from a property, it should go through Phil Wilson, Sheffield City Council Environmental Protection Service. Phil confirmed referrals should be made to the night-time noise team and that the universities can and do pass security reports to Phil.
- If patterns emerge, universities could work with landlords to prevent issues.
- Night-time enforcement teams should address these problems.
- Universities can only act on student conduct; landlords must enforce tenancy rules.
- Landlords need to witness incidents to enforce tenancy rules, but they do not have overnight staff.
- Where student households are identified, advisory notes and sanctions can be issued, though this is not always straightforward.
- Councillor Douglas Johnson highlighted resourcing issues that limit immediate impact; improvements to logging could help, but real-time action remains challenging.
- Longer-term actions can be taken, but on-the-night responses are difficult.
- Nick suggested reviewing partner pages and intervention information to clarify roles and responsibilities.
- Need to map out what information can be shared, when, and by whom.
- Reports can act as a starting point; repeated offences will trigger further action.
- Data sharing needs to be addressed - checks can be done on addresses without disclosing personal information.
- **ACTION: James and Phil to meet with the security team to discuss data sharing and process improvements; share outputs with other areas.**
- **ACTION: James to share slides with Emily.**

9. **UoS Estates and Community Engagement - James Little, resident of Harcourt Road:**
    - Residents are frustrated, sad, and angry with the approach to communication from Estates and Facilities Management (EFM) and the lack of genuine engagement.
    - Planning condition for pedestrian and cycle safety was poorly handled:
        - Missing data and selective presentation of facts.
        - No feedback provided; only an FAQ posted online.
        - FOI requests were needed to access comments; no changes made.

Sheffield Hallam University

    - Revised plan produced without consultation.

- Experimental Traffic Order highlighted genuine safety concerns.
- Meeting held with UoS Estates; Head of Estates was new so was unable to provide a thorough response.
- Updates are often described as “coming soon.”
- Increased traffic remains a concern.
- Meaningful engagement could have resolved current issues in advance.
- **ACTION: James will take slides to Exec; working on future campus framework linked to wider plans. Full plan cannot yet be shared, but opportunity exists to review the whole area. Director of Estates to present at next meeting.**
- **Councillor Holmshaw asked to report back on principles and practice of community engagement at Sheffield University (ACTION for next meeting).**

10. AOB
    - **ACTION: ES to add Councillor Douglas Johnson to the distribution list.**