



# Higher and Further Education in the Canterbury District

## An Impact Review



January 2017

## **Foreword**

Canterbury was recently named as one of the most vibrant cities in England.<sup>1</sup> Of course, it is a very special place with our ancient heritage attracting millions of people each year to visit us from across the globe. But there is no doubt, it is the unique mix of our student population and the workforce who support our universities and further education institutions that inject this added vibrancy. In its Corporate Plan 2016-2020, the city council recognises higher and further education as a key driver of economic prosperity and aims to:

‘build on the business opportunities offered by higher education...encourage the retention of graduates by creating a welcoming place with suitable jobs ... [and] work with education providers to develop relevant local skills to enable job growth.’<sup>2</sup>

The district’s draft Local Plan also recognises the importance of ‘providing sufficient land in the right locations to encourage the diversification of the local economy into new vibrant sectors ...supporting the development of Canterbury as a ‘Knowledge City’ in terms of its education sector...’<sup>3</sup>

We believe that working together we can build on our strengths and take our city beyond anything it has achieved so far, punching well above our weight. We want to create the right conditions to grow our economy in the sectors that bring the most value - science, technology, creative industries to name but a few - to secure our future prosperity.

At the same time we have a responsibility to ensure that the city’s residents enjoy living in a clean, safe place being part of a strong community with access to the facilities and services they need. This is what we want to achieve for all residents, our permanent residents and our student residents.

The council’s Community Committee tasked the Student Community Working Group to update our understanding of the impact that higher and further education has on our city and district and consider what more can be done to maximise the positives and minimise the negatives of being a place of higher and further education. I would like to take this opportunity to thank all those involved in the review for their contribution and hope we can continue to work together over the next five years in putting the recommendations made in this report into action to achieve all that we can for our economy and for all the people who live in our wonderful city.

**Velia Coffey**

**Chair of the Student Community Working Group and Deputy Chief Executive of Canterbury City Council.**

**Contents**

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<sup>1</sup> Experian, *Inner City Vibrancy Report*, 2013.

<sup>2</sup> Canterbury City Council, *Corporate Plan 2016-2020*, p.15

<https://www.canterbury.gov.uk/media/1146368/Corporate-Plan-2016-2020.pdf>.

<sup>3</sup> Extract from Canterbury City Council’s draft Local Plan.

<b>Foreword.....</b>	<b>1</b>
<b>Executive Summary .....</b>	<b>4</b>
<b>Key Findings and Recommendations .....</b>	<b>7</b>
Key findings and recommendations from the Economy Chapter .....	7
Key findings and recommendations from the Social Chapter .....	9
Key findings and recommendations from the Physical Chapter .....	13
Looking forward recommendations .....	15
<b>Scope of the Review .....</b>	<b>17</b>
Who was involved in the review and how it was conducted? .....	17
<b>Background and Context: Higher and Further Education Sector.....</b>	<b>19</b>
National context.....	19
The European Union (EU) Brexit implications .....	20
National changes in student numbers.....	20
Higher and Further Education Institutions in Canterbury .....	22
<b>Economy Chapter .....</b>	<b>26</b>
Economic contribution of higher education .....	27
Higher education and growth of the knowledge economy.....	28
Graduate retention .....	32
Higher education: contribution to the retail sector and visitor economy .....	35
Buying power of the universities .....	38
Investment in buildings and infrastructure .....	39
The role of students in the local labour-force .....	40
The impact of students on the evening and night time economy .....	42
Economic impact of student landlords .....	44
Conclusions for the economy theme.....	45
<b>Social Chapter .....</b>	<b>47</b>
Initiatives put in place since the 2006 review .....	48
Population of Canterbury and its student population.....	49
Areas where a high proportion of students live in Canterbury .....	51
Vibrancy in communities where a high proportion of students live .....	53
Impact on public health services due to the large student population .....	54
Impact on other public services.....	56
Community cohesion in areas where a high proportion of students live .....	57
Volunteering and student volunteering .....	60
Student voter registration .....	63
Level of crime in areas where a high proportion of students live .....	65
Schools in communities where a high proportion of students live .....	74
Local shops and facilities in communities where a high proportion of students live .....	75
Community use of the universities and college's facilities, services and events .....	76
Student usage of community facilities .....	79
Conclusions for the social theme.....	80
<b>Physical Chapter .....</b>	<b>82</b>
Housing market context.....	84
Cost of renting in the Canterbury district.....	85
Cost of buying a home in the Canterbury District .....	85

Housing options for students.....	86
Purpose Built Student Accommodation (PBSA).....	87
Private Rented Houses in Multiple Occupation (HMOs) .....	95
Appearance of student neighbourhoods.....	102
Transport, traffic and parking .....	111
Conclusions for the physical theme.....	116
<b>Looking Forward.....</b>	<b>118</b>
Working together and communication .....	118
<b>Glossary.....</b>	<b>120</b>

## **Executive Summary**

### **Impact on the economy and housing market**

This review has examined the impact that the University of Kent, Canterbury Christ Church University, University for Creative Arts and Canterbury College have on the Canterbury District. Over the last ten years, student numbers have grown by 19 per cent (about 4,750 students). In line with national trends, numbers peaked in 2010-2011 reaching 30,795 but by 2014-2015, numbers had dropped to 29,392 students studying at the three university campuses in the district. Last year, around 16,000 students became new Canterbury residents when they moved here to study. The universities hope to grow student numbers back to 2010-2011 levels.

Four of the top ten employers in the district are associated with higher education which makes it a very important sector to the district's economy. Higher education jobs tend to be professional, highly skilled and well paid. In 2009, about 6,000 of the district's employees worked in higher education, this rose to 7,800 by 2014 and is still growing. The presence of higher education meant that the district's economy remained resilient during the recession. Interestingly, when student numbers fell, there was still a positive impact on the economy as the number of higher education jobs contributed to growth. It's estimated that about 3,300 jobs and £909 million of the local economy value is due to the presence of the universities.

Having three universities and Canterbury College in the city is also good for local shops and tourism, not just in terms of spending by students and staff, but also from visiting friends and family. The University of Kent is the largest conference venue in the South East offering bed & breakfast and self-catered holidays when students are not around. In 2016, it took bookings for 140,000 bed nights over a 13 week period. The most that the rest of the city can accommodate is 219,000 across a whole year.

Students are also an important part of the local labour-force with around 8,000 full-time students working in the district. Students also support local public and voluntary services, for example, at Canterbury Christ Church University thousands of nurses, social workers, teachers and police officers have worked in health, education and policing services whilst studying. In 2014-2015 there were 300 placements in schools and 700 students in local health care services.

The universities also support local businesses through their use of local suppliers providing a range of goods and services. For example, Canterbury Christ Church University has over 139 local suppliers spending over £5,000 which equates to about £8 million spend a year. There has also been significant investment in buildings by the universities and college with over £500 million being invested in their estates over the last ten years. The review recommends that opportunities for further local spending be explored and encouraged.

There are around 7,557 Purpose Built Student Accommodation bedrooms in the city that are home to 45 per cent of students who have moved to Canterbury to study. The city area

of Canterbury has a much higher proportion of private rented accommodation than the rest of the district. There are about 4,800 private rented homes in the city of which around 3,800 are occupied by students. Renting and buying a property is more expensive in Canterbury than most other areas of East Kent. On average it is £55,000 more expensive to buy and £54 more per week to rent. This is partly due to desirability of Canterbury as a place to live but also due to the demand for student housing. The review found that the affordability of housing is a concern for new and existing residents.

### **Impact on community living**

Canterbury is a relatively small city and like many other smaller university towns and cities, life in areas with many student residents can become strained from time to time. We estimate that 9,000 students live away from university's campus in shared rented houses in areas close to the universities. In 2011, 21 per cent of households in St Stephen's ward were student households but the St Michaels Road Area Residents Association estimates it can be as high as 41 per cent in some streets. The review has shone a light on what it is like to live in such an area and the opportunities to improve the environment for everyone there.

Problems with overflowing bins and unkempt gardens are often more prevalent in accommodation where the homeowner is not resident and where there are high numbers of shared housing. We found that landlords advertise their homes for rent using lettings boards, which many residents think make areas where a high proportion of students live look unattractive and a target for criminals.

Community cohesion can be challenging in communities with higher levels of transience and turnover. According to the council's 2016 residents' survey, people living in communities where a high proportion of students live are less likely to feel part of the community than those living elsewhere in the district. Only 25 per cent of residents in communities where a high proportion of students live said they felt part of their community compared with 43 per cent in the city area of Canterbury and 67 per cent in Whitstable.

Noise complaints in Canterbury are four times higher than in Whitstable and two and half times higher than in Herne Bay. Testimonials from residents' shows that this can have a serious impact on their daily lives with noise from parties, people passing by and general anti-social behaviour in areas where a high proportion of students live. The review also found that in recent years, the universities have done a great deal in the community to help reduce the level of noise and nuisance to residents. Initiatives; such as the very popular Street Marshal scheme, improvements to the ways to complain about the behaviour of students and better liaison with people living in areas where a high proportion of students live.

Students gave over a quarter of a million volunteering hours in 2014-2015 alone and supported many local groups and charities including Porchlight, Catching Lives, Pilgrims Hospice and SNAAP to name but a few, making a positive impact on the lives of some of the districts' most vulnerable residents.

## **The overall conclusions**

The presence of the universities is crucial to our economy and for the district's future growth and prosperity and all partners must work to build on strengths and opportunities. Everyone must also play their part in preventing or reducing any negative impact of people's daily lives. Landlords, students, residents, the university and others will work together to have a strong voice and closely monitor the impact of being a university city and ensure that the 32 recommendations contained in this report are implemented.

We will work together to implement the 32 actions in this report including:

- More and better coordinated support for those residents whose daily lives are affected by living in neighbourhoods where a high proportion of students live.
- Making the most of the presence of the universities and college by encouraging more businesses to locate here through marketing, boosting workspace building and supporting start-ups.
- Encouraging more spending the local economy through the universities buying more goods and services locally and through encouraging visitors who are only here because of the universities to spend more and stay longer.
- That the council give better consideration to the quality and affordability of housing for students.
- The council making full use of its powers to deter littering, noise, waste problems and finding ways to remove lettings boards.
- Improved future working arrangements between stakeholders.

## **Key Findings and Recommendations**

This review has highlighted the significant and far-reaching impacts that having a large higher and further education presence has had on the city of Canterbury and beyond. It has quantified the importance of the higher education sector to our economy and our future resilience and prosperity. It has also shone a light on our communities where a high proportion of students live and what the impacts are on all our residents' lives and on the physical appearance of our city. The recommendations contained within this report aim to build on the strengths and opportunities and minimise the negative impacts common to many university cities.

### **Key findings and recommendations from the Economy Chapter**

#### **Economic contribution of higher education**

The universities make a significant economic contribution to the district, with up to 28 per cent of all economic output in the district generated by the universities and four out of the top ten largest employers in the district are related to the higher education sector. During the recent recession, the district's higher education sector helped to insulate Canterbury's economy by providing a relatively stable and resilient supply of high value jobs locally.

#### **Higher education and growth of the knowledge economy**

The number of knowledge workers (employees within industries that deal extensively with the processing, exchange and communication of information and knowledge) has increased steadily in Canterbury district since 2006, constituting a higher percentage than the national and county average. The increase in percentage of knowledge workers is also a trend seen in other similar university towns, whilst cities with a similar sized economy but with no higher education presence have generally not seen an increase in knowledge workers. The presence of higher education institutions makes the area attractive to a range of investment types and this knowledge economy is likely to grow.

- 1. The council, with Canterbury 4 Business, Canterbury BID and the universities and college, will work to ensure that Canterbury is marketed as a desirable location for high value employment.**
  
- 2. The council, working with the universities and college, will investigate ways to boost the supply of workspace for local businesses.**

#### **Graduate retention**

A number of schemes have been put in place aimed at encouraging graduate retention and whilst it would be economically beneficial for large numbers of graduates remaining to work in the district, many leave to seek out economic opportunities elsewhere. Research has shown that smaller cities generally find it more difficult to retain graduates.

- 3. The council and C4B working with the universities, will review and continually look to improve the support on offer in the district to enable people, including graduates, to start their own businesses.**

#### **Higher education: contribution to the retail sector and visitor economy**

The universities, students and staff through their off-campus spend make a considerable contribution to the local economy particularly in the retail sector and the visitor economy. Research conducted for the review found that the majority of businesses surveyed said that students are important to their business and the economy. The economy is further benefitted by visiting friends and family and events such as graduation, but more can be done to maximise these opportunities.

- 4. The BID, in partnership with the universities and college, should establish a ‘city welcome’ offer through the Destination Management Plan for prospective and visiting students and their families, visiting academic staff, conference delegates and anyone attending higher and further education events.**

#### **Buying power of the universities**

Both CCCU and UoK use a number of suppliers in the district but more could be done to strengthen links between the universities and local suppliers and therefore a joint procurement framework between the council and the universities is being proposed.

- 5. The council, universities and the college should review best practice at other UK universities and investigate the feasibility of developing an overarching local procurement framework.**

#### **Investment in buildings and infrastructure**

The UoK, CCCU and Canterbury College have all made recent significant investments in their estates, many of which are available for local residents to utilise. Future plans from the UoK and CCCU indicate further expansion resulting in substantial capital investment into the city and wider Canterbury area over many years.

#### **The role of students in the local labour-force**

The economic contribution of students to the national and local economy is significant with students and recent graduates taking up jobs in a wide variety of sectors. Furthermore students also make a huge contribution through placements and work experience.

#### **The impact of students on the evening and night time economy**

Canterbury has the largest evening and night time economy (ENTE) in Kent and as student numbers have increased, this economy has thrived. Since 2011 the city has had Purple Flag accreditation recognising that Canterbury has a safe and enjoyable ENTE. The full effects of this economy, however, need further research.

- 6. The BID should commission new research to better understand the value of the Evening and Night Time Economy including the contribution of students and the higher education institutions.**

### **Economic Impact of student landlords**

Houses in Multiple Occupation generally require on-going investment which in turn makes use of local tradespeople to carry out work, as well as potentially sourcing furniture and fittings from local suppliers.

### **Key findings and recommendations from the Social Chapter**

#### **Population of Canterbury and its student population**

The city of Canterbury has approximately 50,400 residents. The population profile of Canterbury is typical of other university cities with few 0-14 year olds and many 18-24 year olds. In line with national trends in higher education the number of students choosing to study in Canterbury has significantly increased over the last ten years. Between 2005-2006 and 2014-2015 there was an increase of 4,752 students registered at Canterbury campuses, equating to a 19 per cent increase in student numbers.

In 2014, there were 29,392 students studying in the city. The most rapid increase in the student population occurred in the five years between 2005-2006 and 2010-2011 when student numbers peaked at 30,795. During the review, there was a consistent message from stakeholders that the council and the universities needed to better plan for, and understand the implications of, future changes in student numbers.

#### **Areas where a high proportion of students live in Canterbury**

In 2006, there were approximately 1,885 dwellings with student occupants. By 2016, this had increased to 4,530, including 729 properties in halls of residence, with the remainder being largely shared households in the community. St Stephen's ward has the highest proportion of student households (20 per cent) in the district and is ranked 17<sup>th</sup> in England and Wales.

#### **Vibrancy in communities where a high proportion of students live**

In 2013 Canterbury was identified as the third most vibrant city out of 75 cities analysed. The reasons for Canterbury's high ranking is because it has the fifth lowest level of unemployment, low levels of social renting, high numbers of students and a high number of homes owned outright (without a loan or mortgage).

#### **Impact on public health services due to the large student population**

Information from Canterbury and Coastal Clinical Commissioning Group (CCG) suggests that having a large student population is financially beneficial for local health services.

In 2016-2017 Canterbury receives approximately £1,151 per resident. The population number is based on a snapshot of the number of patients registered at GP practices therefore it is important that students register with a local GP to secure local funding.

#### **7. The universities, students' unions and landlords should continue to promote GP registration, to ensure as many students as possible are registered.**

The local CCG commissions additional services in relation to conditions more likely to be associated with 18-24 year olds. These include services for anxiety & depression, self-

harming issues and sexually transmitted diseases. However, the reduction in provision of sexual health services locally was raised by the students' unions in their submission as an area of concern.

**8. The council and the Students' Unions, will raise the issue of provision of sexual health services at the Local Health and Wellbeing Board and Kent County Council to ensure that the needs of the student community are being met.**

**Impact on other public services**

Purpose built student accommodation and housing occupied solely by students are exempt from paying council tax. There is a concern that, by not reimbursing councils such as Canterbury for the loss of council tax due to student exemptions, its population is bearing a disproportionate share of spending reductions. Councils are also expected to bear the cost of other council tax exemptions, such as single person's allowance (older people being the main beneficiaries) and council tax benefit subsidy but it is Canterbury's particularly high density of student exempt households that is a special local factor.

**9. The council will actively work with other local authorities to address the particular funding challenges they experience as a consequence of being a university city.**

**Community cohesion in areas where a high proportion of students live**

Community cohesion can be challenging in communities with higher levels of transience and turnover such as communities where a high proportion of students live. Data from the council's 2016 Residents' Survey suggests that people living in communities where a high proportion of students live were far less likely to feel part of a community than residents living in other areas of the district. In areas where a high proportion of students live, three in four people said that they did not feel part of a community. This was in stark contrast to Whitstable where only in one in three said they did not feel part of a community.

Focus group research conducted for the review revealed that students and permanent residents share a common understanding of 'community'. The focus groups confirmed that it is challenging to feel a sense of belonging to a community when you 'don't know who will live next door year to year'. Students appeared to have a greater sense of belonging when living on campus and to a community of interest rather than a geographical community. Both residents and students recognised that getting to know your neighbours was the best way to improve community cohesion.

**10. The council, working with residents' associations, students' unions and universities, will undertake an annual campaign to encourage both students and residents to get to know their neighbours.**

**Volunteering and student volunteering**

Volunteering aids community cohesion and builds social capital by creating links with people outside their immediate circle that creates a sense of belonging. According to the council's 2016 Residents' Survey, only eight per cent of residents living in communities where a high proportion of students live said that they had volunteered in the last 12 months, compared

to an average of 23 per cent across the rest of the district. The level of volunteering can be seen as an indicator of community cohesion supporting the view that there is a lower level of community cohesion in communities where a high proportion of students live. The universities and Canterbury College already have well developed volunteering programmes. The total number of student volunteers in 2014-2015 was 4,184, giving 158,000 hours and contributing the equivalent of £1,862,395. Currently it is not possible to ascertain how much time is given to on-campus only versus off-campus volunteering. It is proposed that new measures are introduced and form part of the suite of measures to be annually reported through the HE/FE Impact Working Group and also that they review the approach to volunteering.

**11. The Higher and Further Education Community Working Group will conduct a review of the approach to volunteering.**

**Student voter registration**

Student voter registration is an issue that is a concern to both the council and the students' unions. The introduction of Individual Voter Registration in 2014 saw the removal of automatic registration of students living in campus halls of residence and as a consequence there was a significant reduction in the number of students registering to vote locally. The council's elections team works closely with the students' unions and the universities to encourage students to register however, there is more to be done. One idea that the council is keen to pursue with the universities is to encourage electoral registration as part of the student registration process. There is also a role for the students' unions, landlords and possibly the Community Liaison Managers to get the message out about voting and voter registration.

**12. The students' unions, landlords and universities should continue to work with the council to encourage voter registration.**

**Level of crime in areas where a high proportion of students live**

Overall, Canterbury is recognised as being a safe place to live. In 2014, Canterbury was ranked fifth out of 32 university towns and cities for safety. There does not appear to be a strong correlation between serious anti-social behaviour and burglaries in communities where a high proportion of students live, however, there does appear to be higher rates of reported bicycle theft around the university campuses, compared to other residential areas of the district. It is suggested that a measure around bicycle theft is included in the suite of measures to be reported in the annual monitoring report.

**Low level anti-social behaviour**

Anti-social behaviour is arguably the most commonly cited problem in communities where a high proportion of students live, particularly noise complaints that can cause stress and lead to poor community relations. Around 45 per cent of all noise complaints reported to the council are related to students and data from CCCU and UoK also shows that this is by far the largest reason for complaints. For example at UoK, there was a marked improvement in the number of complaints about noise between 2013-2014 (75 per cent) and 2014-2015 (55

per cent). The review also revealed strong support for the Street Marshal Scheme which was seen by all stakeholders as a success.

**13. The universities and landlords will be strongly encouraged to explore the possibility of making additional funding available to extend the Street Marshal Scheme based on an assessment of need.**

**Residents' groups and associations**

In addition to the work of the council and universities, residents' groups and associations also play a big role in dealing with anti-social behaviour and fostering good community relations. The approach taken by St Michaels Road Area Residents Association in terms of community engagement could be adopted by other residents' associations. Information will be produced for all residents living in areas where a high proportion of students live, such as how to be a good neighbour, joining local community groups, how to make a complaint and the universities' disciplinary procedures.

**14. The council, working with residents' associations, Blean Parish Council, landlords, students' unions and universities, will produce community information for all residents in student-rich areas to ensure they have the means to integrate effectively into their neighbourhood.**

**Schools in communities where a high proportion of students live**

A common characteristic in communities where a high proportion of students live elsewhere in the country is the loss of community facilities and in particular school closures due to falling rolls. This was not found to be the case in Canterbury, however the distance travelled to school was further for St. Stephen's Junior School, compared to others examined as part of the review.

**Local shops and facilities in communities where a high proportion of students live**

Another common characteristic in communities where a high proportion of students live seen elsewhere in the country is that the presence of a large student community can lead to a loss of community facilities and that the goods and services on offer locally become niche, catering for a student market. The loss of community facilities has not come across as being a problem in the submissions made by residents' associations and if anything, the shops catering for the student market are seen as increasing the diversity of goods and services available rather than leading to the reduction or closure of local shops and facilities serving the wider community.

**Community use of the universities and college's facilities, services and events**

The facilities, services and events available at the universities and college are high quality and well regarded by local people. The issue of the CCCU's sports centre not being available for community use due to planning restrictions was highlighted and needs further investigation. Opening up campuses for wider use by local communities contributes to better community relations and financially benefits the universities and college. However, data about wider community use is not currently measured consistently and it is therefore suggested that metrics measuring community use of the universities' and college's facilities,

services and events is incorporated into the annual monitoring report. There is also more to be done in the promotion of what's on offer for community use at the universities and college.

**15. The universities and college, supported by their students' unions, should further promote the community use of their leisure & cultural facilities, services and events.**

**16. The council, working with CCCU, will review the planning restrictions in place for community use of the CCCU's sports centre.**

#### **Student usage of community facilities**

The Marlowe Theatre and the council owned leisure centres run by Active Life are well used by the local student population. It is suggested that metrics for usage by students are incorporated into the suite of measures for the annual report.

### **Key findings and recommendations from the Physical Chapter**

#### **The local housing market**

The city of Canterbury has a much higher proportion of private rented accommodation than the rest of the district with 4,800 homes or 28 per cent of the total housing stock owned by private landlords. This is largely influenced by the demand for rented housing from students. This demand has also contributed to higher house prices compared with the rest of East Kent for homes to buy. House prices are on average £55,000 more expensive per home and for renting are on average £54 per week more expensive per home. Other factors which contribute to the high demand, and therefore cost, of housing in Canterbury include demand from young professionals, high speed rail connections, places of heritage and history, vibrant nightlife and a quality retail and café offer. Some of these factors, however, are partially due to the presence of higher and further education.

**17. The council will produce and publish an annual monitoring report of the housing market to inform its Housing Strategy.**

#### **Purpose Built Student Accommodation (PBSA)**

There are around 7,557 PBSA located in the city of Canterbury, almost all of which is owned and/or let through one of the three universities. The cost of PBSA is around £100-£150 per week depending on the facilities it offers, but can be much more expensive. There is enough PBSA to accommodate approximately 45 per cent of full-time students who have moved to the area to study. The remaining 55 per cent (9,165 students) are likely to seek accommodation in the private rented sector. It is expected that more developers will seek planning permission to build PBSA to attract students in the future.

**18. The council, as part of its housing strategy, will seek information to recommend the appropriate type, size and affordability of future private Purpose Built Student Accommodation developments.**

### **Local private landlords and letting agents**

The council believes the majority of local landlords and letting agents renting homes in Canterbury are responsible. Many of our landlords and lettings agents work hard to manage and maintain their properties and actively engage with their tenants, local residents and the council to ensure the smooth running of their business. However, there are some landlords who do not manage their homes as well as they should, which not only causes problems for their tenants but also their tenants' neighbours. At the time of writing the Government is consulting on extending HMO licensing, which will help the council take action against 'rogue' landlords who are not managing their large houses in multiple occupation (HMOs) correctly but this will not affect smaller HMOs. All private landlords and letting agents can voluntarily sign up to the local Home Stamp service which includes a code of conduct, this service is used to help students select a well-managed home to rent.

**19. The members of the Higher and Further Education Community Working Group represented on the Home Stamp board will perform review of the Home Stamp scheme including the 'code of conduct'.**

### **Houses in Multiple Occupation (HMOs)**

There are at least 3,802 student occupied homes in the private rented sector, most of which are HMOs. The majority of the cheapest student accommodation can be found in HMOs, averaging £84 per week, although it varies. Student HMOs in Canterbury tend to be concentrated in a few key areas in the city, as a response to this the council has put measures in place to try to rebalance communities. As a result of these interventions and other factors – such as competition from other student accommodation providers and a reduction in student numbers - some local landlords are finding their HMOs harder to fill. Any resulting vacancies will be used to ensure that homes are re-used to meet local needs wherever possible.

**20. The council will continue to ensure it is available to local landlords and lettings agents to advise and assist with finding solutions to the problem of hard to let accommodation.**

### **Waste, recycling and litter problems**

Student HMOs can have a reputation of being less well maintained than other types of accommodation, this is partially because each year, new tenants will need to understand the correct waste and recycling procedure combined with lack of management from some landlords.

**21. The council will ensure that landlords and residents are provided with clear street specific information as to when collection days are and what will be collected.**

**22. The council will strongly encourage landlords, through clear guidance, to provide sufficient and appropriate bins that are clearly numbered and monitor the situation.**

At the end of the academic term when most students leave the city there is usually an increase in household waste from the properties they occupied. This creates extra waste

and recycling which requires extra, targeted action which is why a waste amnesty was trialled in 2016.

**23. The council will continue to work with the universities and landlords to implement a more effective end of term waste and recycling scheme.**

There is a perception by some, that student houses can be easily identified by their unkempt appearance. Whilst this is true in some cases, it is not just student households that have problems associated with upkeep and many student properties are very presentable. The council will use their powers to enforce against problems associated with inappropriate waste disposal and littering, to target the persons responsible.

**24. The council will use, and better advertise, its use of the regulatory powers to issue fixed penalty notices (FPNs) to reduce littering and inappropriate waste disposal to help deter persistent offenders.**

**Lettings boards**

A common complaint from various sections of the community is the use of lettings boards advertising that a property is available to let or has been let. Many view lettings boards as unsightly and an indication that the neighbourhood is unsettled. It is also seen as an advertisement to criminals to target these homes for burglary.

**25. The council, working with landlords and lettings agents, will work towards removing lettings boards in areas where a high proportion of students live, following an investigations into the most effective and practical voluntary and regulatory methods.**

**Transport, traffic and parking**

The higher and further education institutions have travel plans which aim to prevent and reduce the use of cars in the city or on campus from both students and staff. There are many incentives and schemes to persuade them to use other types of transport and the council has been supportive in this aim. Our local public transport providers also include discounts for young people and students but improvements can be made to encourage day to day use of public transport.

**26. The Canterbury College and combined students' unions, with support from the council, should conduct research into the way other districts provide affordable transport for students and investigate ways to introduce an 'eduzone' transport system in the city.**

**Looking forward recommendations**

**27. The Higher and Further Education Community Working Group will monitor student numbers and act as a key consultee on all local strategic plans that may influence this.**

**28. The Student Community Working Group will become the Higher and Further Education Community Working Group and its role and membership is reviewed to ensure it has a strategic voice and effective oversight of the impacts of being a university city.**

**29. The council will appoint a designated officer providing community support in communities where a high proportion of students live to act as a single point of contact and coordinate operational activity.**

**30. The council will organise a biennial higher and further education conference, with a broad range of stakeholders to foster good community relations and maintain a shared understanding of the impacts of being a university city.**

**31. The council will coordinate and publish an annual report to assess the ongoing economic, social and physical impact of higher and further education on the district, based on the indicators set out in Appendix 32.**

**32. The council, universities and college will further promote their existing arrangements for reporting and dealing with feedback and complaints (including noise, refuse and parking), and will continue to support complainants in referring issues to the relevant agencies for investigation and intervention, where appropriate.**

These recommendations will shape the future work of the organisations and groups over the next five years in matters relating to being a place with higher and further education.

## **Scope of the Review**

In 2006, the council undertook its first review into the impact of students on our city.<sup>4</sup> In September 2015, Canterbury City Council's Community Committee commissioned a new review to consider the impact ten years on. The emphasis of this new review shifted from understanding the impact of students to understanding the impact of our higher education (HE) and further education (FE) providers in the city and contributing institutions included the University of Kent (UoK), Canterbury Christ Church University (CCCU), University for the Creative Arts (UCA) and Canterbury College. Other institutions such as local language schools and Girne American University were not part of the scope of the review, although many of the issues identified may also apply to these institutions.

The 2016 review's overall aim was to understand the social, economic and physical impact of higher and further education institutions in Canterbury and to identify what could be done over the next five years in maximising the benefits and minimising the negative consequences of being a place for HE and FE. In addition, the Community Committee and the Student Community Working Group highlighted a number of issues that the review should specifically consider, these included:

- Student volunteering.
- Community cohesion.
- Refuse and recycling problems.
- Economic impact of higher education institutions.
- Impact of new purpose built student housing.<sup>5</sup>

## **Who was involved in the review and how it was conducted?**

The review was led by the council's Deputy Chief Executive, Velia Coffey as the chairperson of the Student Community Working Group. Throughout the review, a participative and collaborative approach was adopted ensuring all stakeholders had a voice and were able to identify issues, submit evidence and work together on possible solutions. To ensure an objective understanding of the impact of HE and FE, it was important that data considered as part of the review was evidenced-based and not just opinion or anecdotal.

Three working groups were established to look at the economic, physical and social impacts of HE and FE on Canterbury. The working groups were responsible for determining content, research and evidence gathering. The membership was drawn from a diverse range of stakeholders including:

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<sup>4</sup> Reference to the 2006 review is made throughout this report; information can be found in Appendix 1.

<sup>5</sup> There were originally four themes covering social, economic, physical and cultural, however, following a stakeholder conference to scope the review it was agreed that the cultural theme should be included in the social and economic chapters.

- Local lettings agents and landlords.
- Representatives from residents' associations from areas where students live in HMOs.
- Local Councillors.
- Representatives from the local business community.
- Students, including students' union presidents, staff and members.
- University of Kent (UoK), Canterbury campus.
- Canterbury Christ Church University (CCCU), Canterbury campus.
- University of Creative Arts (UCA), Canterbury campus.
- Canterbury College.
- Relevant officers from Canterbury City Council.
- Kent Police.
- Other relevant public sector bodies.<sup>6</sup>

In addition to desk-top research a number of surveys, interviews, focus groups and conferences were held, these included:

- Business survey sent to members of Canterbury 4 Business and members of Canterbury Connected Business Improvement District.<sup>7</sup>
- Ten face-to-face interviews with local businesses and cultural organisations.
- Two landlord surveys.<sup>8</sup>
- Three focus groups with permanent residents and students at CCCU and UoK.<sup>9</sup>
- Two stakeholder conferences, one held in February 2016 to launch the review and set the scope of the theme groups and one held in July 2016 to examine the evidence to date and work together on possible solutions.<sup>10</sup>

<sup>6</sup> A full list of members from each working group is set out in Appendix 5.

<sup>7</sup> Results of the survey are set out in Appendix 24.

<sup>8</sup> See Appendix 18.

<sup>9</sup> See Appendix 11.

<sup>10</sup> See Appendix 4.

## **Background and Context: Higher and Further Education Sector**

### **National context**

The higher education landscape has changed fundamentally since the major legislative reforms in 1992 which brought the former polytechnics into the university system and as a result increased the diversity of higher education provision. More recently, there have been a number of significant proposed policy and legislative changes that will have a significant impact on our universities and college.

The **Higher Education and Research Bill** proposed by the Government is the most comprehensive higher education legislation since 1992 and the first legislation dedicated to higher education since 2004. The proposed Bill looks to incentivise a higher quality of teaching at universities and aims to increase the choice of institutions and courses for students. The Bill will dissolve the Higher Education Funding Council for England (HEFCE), replacing it with the new Office for Students. This new body will be responsible for regulating higher education providers and will have new powers such as being able to equip new providers with the power to award degrees. This could result in private companies setting up universities, potentially making research more commercial and changing the higher education landscape. The Government hopes that these changes will increase competition and choice in higher education.

The Bill also introduces the **Teaching Excellence Framework (TEF)** as a way to assess higher education providers' teaching quality. The TEF will enable higher education providers who meet certain expectations to raise fees in line with inflation. The TEF measures quality of teaching using the National Student Survey, retention and continuation rates and graduate outcomes as assessed by the Destination Leavers of Higher Education survey and a panel then assigns a TEF rating to the university. Institutions scoring 'excellent' or 'outstanding' will be able to raise fees and those that fail to meet the required standards may have to reduce their fees.

Further education is also subject to considerable change including potential changes to funding regimes and a restructuring of provision. In 2015, a Public Accounts Committee report described the financial state of the further education sector as 'deeply worrying'. The report highlighted the long period of reduced funding for further education providers and failure to intervene when colleges face financial difficulties. This has resulted in a record number of further education colleges merging, with more expected by the end of the year. The Government is encouraging informed and well-managed mergers in its review of post-16 education and training institutions and has stated that the country needs 'fewer, often larger, more resilient and efficient providers'. The curriculum will also be changing with more focus on improving English and Maths and an increase in professional courses aimed at getting people in a job in a certain sector or apprenticeships to meet the needs of the economy.

## **The European Union (EU) Brexit implications**

Following the outcome of the EU referendum, the universities will undoubtedly face significant challenges. However, it is clear that Brexit may lead to new opportunities for the sector in the longer term. These will be fully exploited by the universities. Their interests are being represented at national level by Universities UK, an umbrella body which is working closely with the UK government to ensure key departments, ministers and officials are clear on the implications of Brexit for the higher education sector. Until the Article 50 negotiations are completed, academic staff are still able to apply for European research funding and Department for Education has announced that EU students applying for university places in the 2017-2018 academic year will still have access to student funding support.

The UK may lose access to EU research funding and there are also concerns that this could result in staff and researchers moving abroad, detrimentally affecting the quality of research projects. In 2014-2015 there were approximately 2,500 EU students studying in Canterbury. At UoK 1,845 students were from the EU in 2014-2015 equating to approximately nine per cent of all its students. At CCCU there were 645 students from the EU on all campuses in 2014-2015 which is less than four per cent of all students. It is too early for the higher education institutions or others to fully assess the impact of Brexit and it is difficult to say whether new issues may arise over the five year course of this review.

## **National changes in student numbers**

The government in its White Paper ‘Success as a ‘Knowledge Economy: Teaching Excellence, Social Mobility and Student Choice’ states that there is more choice in where and how students can pursue higher learning, and whereas only 19 per cent of young people went to university in 1990, in 2013 this had increased to almost 40 per cent.<sup>11</sup> Since the time of the council’s 2006 Impact Review, nationally those in full-time study have increased from 42 per cent in 2006-2007 to 47 per cent in 2013/14. Peak engagement of 49 per cent was in 2011-2012 in anticipation of the increase fee regime introduced in 2012-2013 when the participation dropped to 43 per cent.<sup>12</sup>

This trend is clearly shown in Figure 1 where applications for full-time undergraduate courses saw steady growth from the 1960s with significant growth from 2006 reaching peak levels in 2011 where applications dropped and reached peak levels again in 2013-2014.

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<sup>11</sup> Department for Business Innovation & Skills, *Success as a Knowledge Economy: Teaching Excellence, Social Mobility & Student Choice*, 2016

[https://www.timeshighereducation.com/sites/default/files/breaking\\_news\\_files/higher-education-white-paper-success-as-a-knowledge-economy.pdf](https://www.timeshighereducation.com/sites/default/files/breaking_news_files/higher-education-white-paper-success-as-a-knowledge-economy.pdf).

<sup>12</sup> Department for Business Innovation & Skills, *Participation rates in higher education: academic years 2006 and 2007 to 2013 and 2014*, 2015

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/458034/HEIPR\\_PUBLICATION\\_2013-14.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/458034/HEIPR_PUBLICATION_2013-14.pdf).

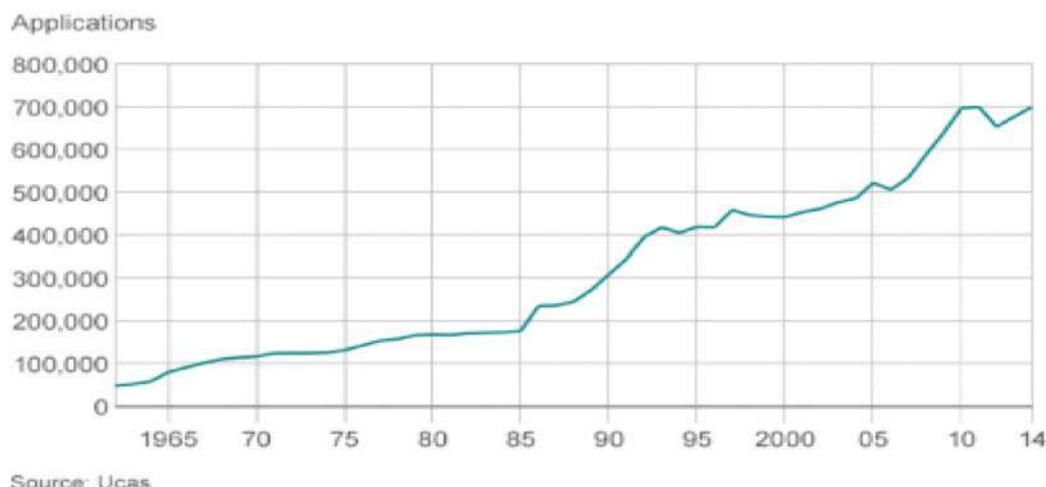


Figure 1 - Applications for full-time undergraduate university and polytechnic courses<sup>13</sup>

Looking more closely at the recent trends, Figure 2 below shows the reduction in enrolments since in 2011-2012 following the introduction of the tuition fee cap rise in 2010 from £3,290 pa to £9,000 pa.

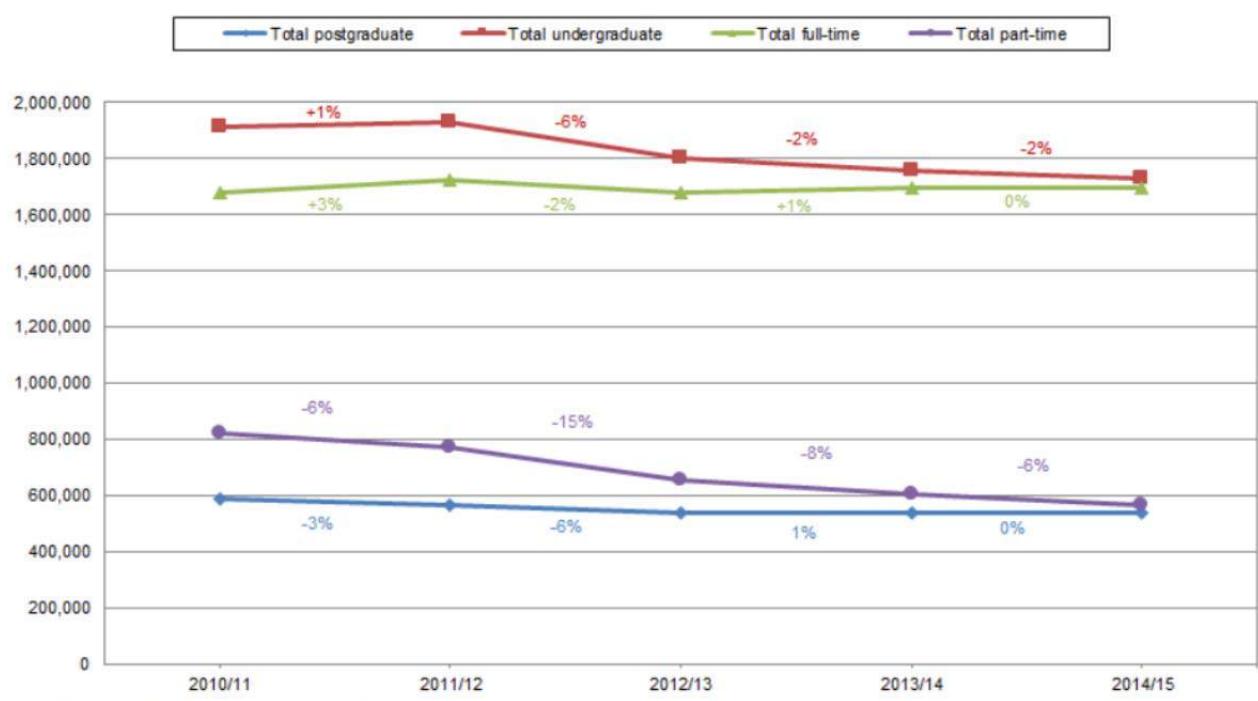


Figure 2 - Enrolments in higher education since 2010-2011 – 2014-2015<sup>14</sup>

<sup>13</sup> Data from UCAS, 2015.

<sup>14</sup> Data from Higher Education Statistics Agency, 2015.

In terms of future demand for higher education, demographic changes are predicted to have a significant impact. Population projections produced by the Office of National Statistics indicate that higher education will face significant demographic change. The number of 18-20 year olds, who currently account for 70 per cent of full-time undergraduates, is projected to decline by 13 per cent from the 2010 peak to 2020. This is illustrated in Figure 3 below.

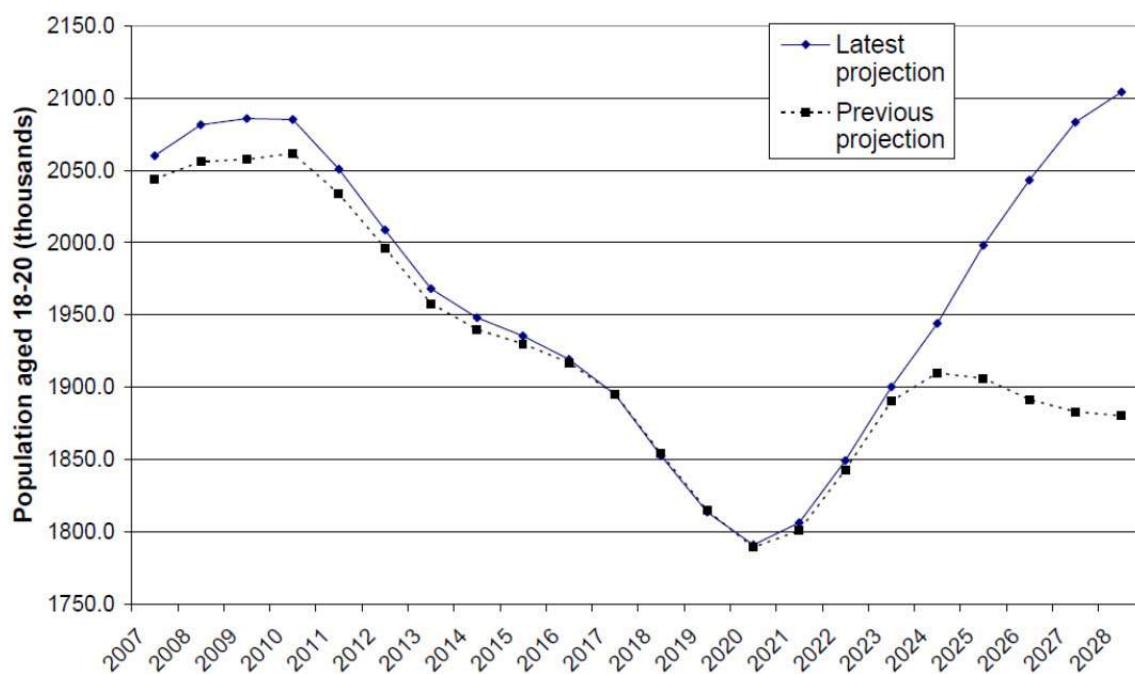


Figure 3 - 18-20 year olds in England from 2007 to 2029<sup>15</sup>

## Higher and Further Education Institutions in Canterbury

### Canterbury College

#### Our students

- There are 8,194 students studying at Canterbury College.
- 81 per cent of students are full-time and 19 per cent are part-time.
- 61 per cent of students are between 16 and 18 years old, 21 per cent between 19 and 23 and 18 per cent are 24 years old and over.
- 51 per cent of students are male and 49 per cent are female.
- 86 per cent of the student population are white British.

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<sup>15</sup> ONS data analysis by Higher Education Policy Institute.

## **What we do**

Canterbury College is one of the South East's largest colleges, with more than 5,000 students and hundreds of qualifications. The College is based in the city of Canterbury and has a sister College on the Isle of Sheppey. Through investment, the College has created an environment which enables people of all ages, backgrounds and abilities to interact, learn and grow. The courses offered combine industry-standard facilities, professional specialist tutors and outstanding student support.

## **Future Plans**

The College has recently entered into a partnership with East Kent College, with campuses in Broadstairs, Dover and Folkestone. This collaboration aims to add value to the strategic plans and operations of both colleges. It will support the delivery of the strategic goals and objectives for the partnership and the individual colleges to the benefit of the students, businesses and communities of East Kent. The partnership will support the provision of skills solutions for more than 1,000 employers in the area, while developing collaborative work within the communities the College serves.

## **Canterbury Christ Church University (CCCU)**

### **Our students**

- In 2014-2015, 12,319 students were studying at CCCU on the Canterbury campus.
- 72 per cent of students are full-time and 28 per cent are part-time.
- 58 per cent of students are under 21, 24 per cent between 21 and 24 and 17 per cent are 25 years old and over (age on entry).
- Across all campuses (full and part time) 31 per cent of students are male and 69 per cent are female.
- 94 per cent of the student population is from the UK.

## **What we do**

Canterbury Christ Church University is a modern, multi-campus University offering higher and professional education across key Kent and Medway locations: Canterbury, Broadstairs, Medway and Tunbridge Wells. It has a strong community of 17,000 students and 2,000 staff, studying and teaching across four faculties: Arts and Humanities, Education, Health and Wellbeing, and Social and Applied Sciences. Christ Church was established in 1962 and is a Church of England Foundation University, welcoming students of all faiths and none. Today, the University continues to shape courses and research around critical social issues, the latest industry developments and public service need – many of which benefit Canterbury communities.

Nearly 90% of its research submitted to the 2014 Research Excellence Framework (REF) was assessed as world-leading, internationally excellent or internationally recognised, and 96% of our UK undergraduates and 98% of our postgraduates were in employment or further

study within six months of completing their studies, with nine out of 10 of our employed graduates in graduate level jobs three-and-a-half years after finishing their studies – higher than the national average.

### **Future plans**

We are entering a new and exciting era of development. Future plans include transforming the former Canterbury prison site over the next 10 to 15 years, as well as ensuring the continuation of the very best facilities for our students and the local community. We plan to further support regional inward investment in the engineering, science and technology sectors by developing a Kent and Medway Education, Design, Growth and Enterprise Hub.<sup>16</sup>

## **University for the Creative Arts (UCA)**

### **Our students**

- 1,013 students studying on the UCA Canterbury Campus.
- 96% of students are full-time students and 4% part time.
- The majority (66%) of full-time students are between 18 and 20 years old.
- 65% of full-time students are female and 34% are male.
- 17% of the student population are international or EU students.<sup>17</sup>

### **What we do**

As a specialist arts institution, we are 100% creative, generating unique communities of artists, designers, makers, writers and researchers. Our Canterbury campus has a range of purpose-built studios, workshops and lecture theatres for nearly 1,000 students, giving access to industry-standard resources and technology, no matter what you are studying.

### **Future Plans**

We will maintain and strengthen our reputation as an internationally recognised creative arts university, known for the extraordinary individual and collective achievements of our students and staff.

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<sup>16</sup> See Appendix 30 for CCCU's submission.

<sup>17</sup> Statistics from UCA are subject to being updated.

## **University of Kent (UoK)**

### **Our students**

- 16,060 students studying at UoK Canterbury campus.
- 93 per cent of students are full-time and 7 per cent are part-time.
- 62 per cent of students are under 21 years old, 26 per cent between 21 and 24 and 12 per cent are 25 and over.
- Across all campuses (full and part time) 47 per cent of students are male and 53 per cent are female.
- 73 per cent of the student population is from the UK.

### **What we do**

The University is one of the country's leading academic institutions producing world-class research, rated internationally excellent and leading the way in many fields of study. We are a forward-thinking research institution, committed to the transformative power of education and research and to the development and support of our students and staff.

In the Research Excellence Framework 2014, Kent was ranked 17th in the UK for the intensity of its excellent research with four of our subject areas are in the top ten for research impact including social work and social policy and theology and religious studies, classics and physics.

### **Future Plans**

We are currently developing an estate masterplan which sets out a possible future direction for the development of the campus over the next 30-50 years. We are consulting with as many people and interested parties to establish a framework that will enable the University to make a greater contribution to Canterbury's evolution and growth. As well as creating a long-term vision we will continue to provide the best possible research and other facilities for our students and staff.

We anticipate that over the next three to five years student growth will be limited to approximately one per cent. We are seeking to create further 200-400 student bedrooms using existing buildings on campus. If student numbers start to increase beyond current projections we will look again at the need to build new accommodation on campus.<sup>18</sup>

This concludes the introductory and background section of the report. The following chapters will focus on the economic, social and physical evidence and issues relating to being a place with higher and further education institutions.

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<sup>18</sup> See Appendix 31 for UoK's submission.

## Economy Chapter

### Introduction from the Chair

As Chief Executive of the Canterbury Business Improvement District (BID) and having lived and worked in the city for many years, I was aware of the huge contribution the universities and college make to the local economy. But exactly how big an impact and to what extent the economic opportunities are being fully realised, I wasn't too sure. I was therefore delighted to have been asked to chair the economy theme group for this review and to find out more about the economic impact of higher and further education sector in the district.

The Canterbury district has an important role to play as the economic centre for east Kent.<sup>19</sup> Its economy comprises around 63,000 employees and over 5,000 registered businesses with a total output of around £3.2bn in 2014. The local economy has several important sectors which are all interlinked and support each other namely tourism, the night time economy and education. The challenge for the economy theme group was to explore the relationship between these sectors and consider how successful we have been and what more can be done to maximise the economic benefits of being a place for higher and further education.

Following the 2006 review, the city council working with higher and further education institutions and Canterbury 4 Business (C4B), set out to raise the profile of the city, encourage the growth of the knowledge economy, improve graduate retention and ensure local businesses benefitted from the supply of goods and services to the universities.

A great deal has been achieved over the last ten years, including the development of a Destination Management Plan which has led to a more joined up approach to the marketing of the city as a destination. This year saw the launch of the Visit Kent London Campaign. There have been 'Meet the Buyer' events at the UoK with Kent Invicta Chamber of Commerce. The city council working with UoK, CCCU and C4B were instrumental in launching *Start my Biz*, a project encouraging start-ups, amongst graduates and local people. The vision of growing the knowledge economy is now ingrained in the council's and universities' vision and plans for future. As we'll see in the remainder of this chapter, the higher and further education providers in our city have helped to create a resilient economy, as demonstrated throughout the recent economic downturn. The evidence presented in the following chapter contributes to our shared understanding of the economic contribution of higher education on our city, the district and East Kent.

I would like to thank all those who contributed to this chapter including the 42 businesses who completed our survey and all the members of theme group representing local landlords, residents' associations, various departments of UoK, UCA, and CCCU, students' unions and the council's Business and Regeneration Team.

Bob Jones

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<sup>19</sup> East Kent refers to the Districts of Canterbury, Thanet, Dover, Shepway and Ashford.

## **Economic contribution of higher education**

Higher education is a very important sector for the district's economy with more than 12 per cent (one in every eight) of the district's employees working in this sector. Only the district's retail and health sectors employ more people than higher education. It is also a sector that has seen rapid growth in recent years employing just under 6,000 people in 2009 rising to 7,800 by 2014. It is forecast to continue growing up to 2031.<sup>20</sup>

Higher education is an important provider of full-time jobs supplying 3,300 of these to the district in 2014. Many of these will be higher skilled occupations such as professional and technical posts. Our neighbouring districts of Thanet and Dover also to some extent rely on Canterbury's universities to provide jobs for a proportion of their residents. The higher education institutions are among only 20 employers in the district that employ over 250 people with 90 per cent of all local businesses employ less than 10 people.<sup>21</sup>

A study undertaken by Viewforth Consulting calculated the combined output of the UoK and CCCU to be a total of £909.39 million within the Canterbury district in the academic year 2014-2015.<sup>22</sup> This includes the direct and indirect impact of the universities and their students, including on and off campus expenditure. In general terms, this suggests that as much as 28 per cent of all economic output in the district may be generated by the universities.

The universities are also among only 70 organisations out of the 5,000 local enterprises in the district that turnover over £5 million annually. This represents 1.5 per cent of all businesses - which is lower than county, regional and national levels.<sup>23</sup> Four out of the top ten largest employers in the district are related to the higher education sector with the UoK being the largest employer with over 3400 employees.<sup>24</sup>

Organisation	Number of Employees
<b>University of Kent</b>	<b>3400</b>
Kent County Council	2700
East Kent Hospitals University NHS Foundation Trust	2300
<b>Canterbury Christ Church University</b>	<b>1800</b>
Kent & Medway NHS & Social Care Partnership Trust	1100
<b>Canterbury College</b>	<b>700</b>
The King's School	600

<sup>20</sup> Office for National Statistics, *Business Register and Employment Survey 2014*.

<sup>21</sup> Office for National Statistics, *Business Register and Employment Survey 2014*.

<sup>22</sup> See Appendix 27 for further information.

<sup>23</sup> Office for National Statistics, *Business Register and Employment Survey 2014*.

<sup>24</sup> Data provided by Canterbury City Council, 2016

Organisation	Number of Employees
Canterbury City Council	600
A Gomez Ltd	400
<b>University of Kent Students' Union</b>	<b>400</b>

Table 1 - Largest employers in the Canterbury District

## Higher education and growth of the knowledge economy

Higher education institutions are also an important source of so called 'knowledge workers' (employees within industries that deal extensively with the processing, exchange and communication of information and knowledge). These types of workers tend to reside within highly technical industries and knowledge intensive services including the creative industries. As well as higher education this group of industries also includes publishing, scientific research and development for example.

Generally, knowledge based jobs are likely to have a high dependency on technology and therefore can be highly skilled and technically oriented. They are also associated with a diversity of employment types, better earnings and other remuneration, improved career progression and due to the frequent association with overseas markets can be more resilient to economic downturns than industries dependent on local markets only. The subset of the economy that is classified as the knowledge economy is also likely to contribute a higher level of 'value added' to the economy (a higher level of output per head). The knowledge economy is of particular interest as it is seen as a key driver for economic growth in the UK. For example, in the White Paper: Success as a 'Knowledge Economy: Teaching Excellence, Social Mobility and Student Choice' there is acknowledgment of the significant role universities have in our economy that is driven by both knowledge and ideas. The Government's view is that they generate the know-how and skills that fuel our growth and provide the basis for our nation's intellectual and cultural success.

### Knowledge workers in Kent

There were 100,000 knowledge workers in Kent in 2015. Almost 14 per cent (13,600) of all Kent's knowledge workers were located in the Canterbury district. Only Tunbridge Wells had more knowledge workers overall.<sup>25</sup>

Between 2006 and 2015, the number of local knowledge workers in the district grew by 1,300 (11 per cent), the third largest level of growth of any district in Kent, aside from Tunbridge Wells and Dartford. There are two local trends that help to explain this growth. Firstly, the private sector based component of the knowledge economy (e.g. professional

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<sup>25</sup> Kent County Council, *Employees in the Knowledge Economy*, 2016  
[https://www.kent.gov.uk/\\_data/assets/pdf\\_file/0004/8194/Redefining-the-knowledge-economy.pdf](https://www.kent.gov.uk/_data/assets/pdf_file/0004/8194/Redefining-the-knowledge-economy.pdf).

services) has not only grown but also remained resilient despite the recent recession. Secondly, this has been partly due to the gradual growth in higher education based knowledge jobs over the last decade or so, again in spite of the economic downturn.

### **Knowledge workers in East Kent**

Whilst the number of knowledge workers increased in Canterbury district between 2006 and 2015, neighbouring areas such as Dover (minus 20 per cent) saw falls. It is highly likely that the gradual closure of Pfizer at Sandwich contributed to this. The district's higher education sector has arguably helped insulate Canterbury's economy by providing a relatively stable and resilient supply of local knowledge based jobs over the same period. This is strongly reinforced by the proportion of knowledge economy jobs that are higher education based – almost one in two (46 per cent) by 2015.

In terms of the importance of all knowledge economy jobs to the district's economy, 21.7 per cent of all Canterbury district's employees (62,800) are 'knowledge workers' a share that grew from 20.9 per cent in 2006.

Its 2015 level is a higher proportion than Kent (16.2 per cent) and national levels (19.8 per cent). As a share of all local employment, just over one in five Canterbury jobs were knowledge based in 2015. This is summarised in Table 2 below:

	Higher education workers					All knowledge workers			
	2006	2015	Change 2006- 2015	% change 2006- 2015		2006	2015	Change 2006- 2015	% change 2006- 2015
<b>Canterbury</b>	<b>5,500</b>	<b>6,300</b>	<b>800</b>	<b>15%</b>		<b>12,300</b>	<b>13,600</b>	<b>1,300</b>	<b>11%</b>
Dover	0	0	0	0%		4,500	3,600	-900	-20%
Thanet	250	350	100	40%		3,800	4,000	200	5%

Table 2 - Higher education and knowledge workers in East Kent<sup>26</sup>

### **Higher education and knowledge workers in similar university cities**

Having established that the HEIs are a key factor influencing changes in the number of knowledge workers, it is interesting to note how other smaller university cities in the UK with reasonably similar economic characteristics have fared. Taking Norwich for example, the number of higher education jobs there had doubled between 2006 and 2015 in turn helping the area's pool of knowledge workers to grow by over 21 per cent by 2015. Similarly, in Lancaster the increased numbers of higher education jobs accounted for almost all the growth in knowledge workers (22 per cent) up to 2015, helping the sector to expand

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<sup>26</sup> Kent County Council, *Employees in the Knowledge Economy*, 2016

[https://www.kent.gov.uk/\\_data/assets/pdf\\_file/0004/8194/Redefining-the-knowledge-economy.pdf](https://www.kent.gov.uk/_data/assets/pdf_file/0004/8194/Redefining-the-knowledge-economy.pdf); the HE figures in most cases have been rounded up to the nearest 100.

from 8,000 to 9,500 jobs. In Exeter the resilience and growth in higher education jobs (33 per cent between 2006 and 2015) had actually helped the pool of knowledge workers to remain stable (at around 19,200 in 2015) by offsetting falls in other knowledge based sectors such as telecoms and legal services.

	Higher education workers					All knowledge workers			
	2006	2015	Change 2006- 2015	% change 2006- 2015		2006	2015	Change 2006- 2015	% change 2006-2015
<b>Canterbury</b>	<b>5,500</b>	<b>6,300</b>	<b>800</b>	<b>15%</b>		<b>12,300</b>	<b>13,600</b>	<b>1,300</b>	<b>11%</b>
Norwich	2,500	5,000	2,500	100%		15,200	18,500	3,300	21%
Lancaster	4,000	4,900	900	22%		8,000	9,500	1,500	18%
Exeter	3,000	4,000	1,000	33%		19,000	19,200	200	1%

Table 3 - Higher education and knowledge workers in university cities<sup>27</sup>

#### Knowledge economy in similar sized economies with little or no HEI presence

Whereas higher education has helped sustain and grow numbers of knowledge workers in cities such as Canterbury, this may present challenges for areas that have a more limited or no higher education presence, as shown in Table 4 below:

	Higher education workers					All knowledge workers			
	2006	2015	Change 2006- 2015	% change 2006- 2015		2006	2015	Change 2006- 2015	% change 2006-2015
<b>Canterbury</b>	<b>5,500</b>	<b>6,300</b>	<b>800</b>	<b>15%</b>		<b>12,300</b>	<b>13,600</b>	<b>1,300</b>	<b>11%</b>
Maidstone	450	300	-150	-33%		10,100	10,000	-100	-1%
Peterborough	400	300	-100	-25%		16,000	15,800	-200	-1%

Table 4 - Canterbury compared with districts with similar sized economies with small HEI presence<sup>28</sup>

Areas such as Maidstone, which has a similar sized economy to Canterbury but does not benefit from a university presence, saw a fall in knowledge jobs (minus one per cent) between 2006-2015. By 2015 its local share of knowledge jobs had remained relatively static at 14 per cent (10,500 knowledge workers). Another example is Peterborough, which has a growing, dynamic economy overall but a very small HE presence. Its pool of knowledge workers fell slightly between 2006-2015 (at circa. 15,800).<sup>29</sup>

<sup>27</sup> Kent County Council, *Employees in the Knowledge Economy*, 2016

[https://www.kent.gov.uk/\\_data/assets/pdf\\_file/0004/8194/Redefining-the-knowledge-economy.pdf](https://www.kent.gov.uk/_data/assets/pdf_file/0004/8194/Redefining-the-knowledge-economy.pdf).

<sup>28</sup> Kent County Council, *Employees in the Knowledge Economy*, 2016.

<sup>29</sup> Office for National Statistics, *Business Register and Employment Survey 2014*, 2015.

## **Links with higher education and supporting growth in the knowledge economy**

The presence of HEIs arguably makes the area more attractive to a range of investment types. As well as business services, retail, hospitality, accommodation - services that help to sustain day to day operations, the universities' presence has also helped to attract funding for the Canterbury Innovation Centre (completed in 2009) which although not owned by the University of Kent is located on its Canterbury campus. This 2,500m<sup>2</sup> facility accommodates approximately 85 new and growing firms in environmental technologies, genetics, nanotechnology, ICT and other leading edge industries, as well as housing the University of Kent's HIVE project - a dedicated hub for student entrepreneurship and incubation.<sup>30</sup> Part of the East Kent Spatial Development Company portfolio and managed by Basepoint, the Innovation Centre is consistently at full occupation and has a waiting list for the available accommodation. Being a well-established facility with excellent proximity to the universities makes the area an attractive base for future related development including the potential even for a second or expanded innovation centre, medical school, research facility and other related activity.

In its Corporate Plan 2016-2020, the city council sets out its aims to deliver business start-up space and create hi-tech work spaces in the district. This aim seeks to build on past successes such as the Canterbury Innovation Centre working with the universities and other partners to provide more business workspace in the district. The council recognises the need to build on the business opportunities offered by the higher education sector including the potential to attract new investment to the district and create further higher skilled, better paid job opportunities. The council intends to carry out an inward investment marketing campaign to complement and accompany the future development of the district's new strategic sites. To ensure any activity is as effective as possible, the council is keen to pursue a coordinated approach to inward investment work with the universities.

This HEI presence has also meant that Canterbury now forms part of the Kent BioGateway, a Kent Life Sciences Cluster stretching from Dartford in the west to Kent Science Park in north Kent and Discovery Park Enterprise Zone in the east of the county. This sector now comprises 151 life sciences companies employing 6,800 people with industries ranging from medical technologies and healthcare to laboratory equipment suppliers and scientific support services.

Of the two largest HEIs the University of Kent is particularly prominent in health and bio-medical related research and as part of its growth plans will introduce new bio-tech and molecular medicine 'super centres' to their Canterbury campus which will further develop these strengths. CCCU also has a new Life Sciences Industry Liaison Lab at Discovery Park.<sup>31</sup>

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<sup>30</sup> Locate in Kent, "Life Sciences", accessed 27<sup>th</sup> October 2016,  
[http://www.locateinkent.com/about\\_kent/industry\\_sectors/life\\_sciences](http://www.locateinkent.com/about_kent/industry_sectors/life_sciences).

<sup>31</sup> See <http://www.canterbury.ac.uk/social-and-applied-sciences/human-and-life-sciences/industry-liaison-lab/industry-liaison-lab.aspx> for more information.

CCCU delivers postgraduate medical programmes through its Institute of Medical Sciences and nursing programmes from its Medway and Canterbury campuses respectively. CCCU is also developing a vision for engineering, science and technology with business leaders in Kent and Medway, supporting regional growth and inward investment. The proposals for a new hub in Canterbury, on the former prison quarter site, are industry-led and focused on developing courses, graduate prospects and research in partnership with business.

With this strong healthcare presence, combined with specialist facilities, expert clinical staff and potential talent pool Canterbury should have a greater future role in strengthening and expanding Kent's life-sciences sector and BioGateway network.

Finally it is clear that this growth in the knowledge workers linked to the universities is likely to grow if the University of Kent and CCCU's proposed consolidation plans were to be taken forward. Though in the future, Brexit and other policy changes will present great challenges for the city's universities this does not seem to have deterred either the University of Kent or CCCU in their intention to continue making major capital investments in their respective campuses over the next few decades. It is therefore recommended that:

- 1. The council, with Canterbury 4 Business, Canterbury BID and the universities and college, will work to ensure that Canterbury is marketed as a desirable location for high value employment.**
  
- 2. The council, working with the universities and college, will investigate ways to boost the supply of workspace for local businesses.**

## **Graduate retention**

The city council's Corporate Plan also sets out its ambition to encourage the retention of graduates by creating a welcoming place with suitable job opportunities. This is important in not only retaining skilled people but also attracting new and fresh talented individuals to the area.

Since the 2006 Student Impact Review, a number of support schemes have been put in place aimed, amongst other objectives, to encourage graduate retention. Examples include, the council's Startmybiz/Growmybiz programmes, UoK's Enterprise Hub, CCCU's Research and Enterprise Development (RED) and Fruitworks co-working space in city centre. This provides a diverse network of support but requires strong cooperation to avoid duplication and achieve complementarity. There are several examples of successful joined-up approaches between partners to support students/graduates into business. Canterbury Student Makers Market for example was formed in 2012 by Future Foundry to support young 'creatives' in the final year of university or in the first year after graduation to learn how to trade on a market and to then facilitate this opportunity for them over an extended period. With support from other local partners, this programme has engaged over 100 people in that time and has gained national recognition for its work, offering an example of what could be achieved on a larger scale with a creative and innovative plan in place.

By way of context, in 2011 the UoK and CCCU alumni numbered 19,177, which for the sake of comparison, equates to 56 per cent of residents in the district that are educated to degree level or higher. However, whilst it would be economically beneficial for large numbers of university alumni to be working and starting businesses in the local economy, in reality many will leave to seek out economic opportunities elsewhere.

Academic studies suggest that these individuals with higher education qualifications have mainly been attracted to or returned to the district later in life. One study from 2009, which assessed the geographical distribution of graduates in the UK, looked at the ability of the 100 largest UK towns and cities to retain new graduate ‘talent’. This suggested that smaller university cities/towns such as Canterbury found it difficult to retain talent immediately following graduation, for example, only 11 per cent of UoK graduates stay on to work in the district. In fact Canterbury’s ‘retention rate’ was the fifth lowest rate in the country at 8.4 per cent, with only Colchester (5.4), Walsall (6.7), Lancaster (7.9), and Chelmsford (8.3) at a lower rate.<sup>32</sup>

The cities with the highest new graduate retention rates were larger cities such as Belfast (61.2), Glasgow (42.3) and Edinburgh (36.7). The study concluded that some of the key factors in retaining graduate talent include the availability of affordable housing, leisure and cultural services as well as a large number of other new/recent graduates, job opportunities with large employers and a dynamic, entrepreneurial culture. While Canterbury is competitive on some of these factors it will always find it difficult to compete with larger cities for instance in relation to the presence of large corporates and blue chip companies. Canterbury and wider East Kent has few large private sector companies that will offer large numbers of graduate and intermediate entry positions or tailored graduate training schemes.

Information on the work/education destinations of newly qualified graduates is collected by Higher Education Statistics Agency (HESA) through The Destinations of Leavers from Higher Education (DLHE) Survey. The DLHE asks leavers from higher education what they are doing six months after graduation. About three quarters of leavers tend to complete the survey. According to the 2014-2015 DLHE survey, the Canterbury campuses of CCCU, the UoK and UCA had 6,090 leavers that took part in the survey. Of these leavers 4,735 were in employment or further study six months after leaving. The number of leavers that entered employment in the Canterbury district was 495, which corresponded to around eight per cent of the leavers from CCCU, UoK and UCA that took part in the DLHE survey. The total number of these leavers in professional employment were 3,620, 340 of who were employed in the Canterbury district. ‘Professional employment’ here is defined as including managers, directors and senior officials, professional occupations and associate professional and technical occupations.<sup>33</sup>

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<sup>32</sup> Cowling, Mark, ‘The Geographical Distribution of UK Talent: Causes and Consequences’, *Institute for Employment Studies*, 2009.

<sup>33</sup> Higher Education Statistics Agency, “Destination of Leavers from Higher Education survey 2014-2015”, accessed 3 November 2016, <https://www.hesa.ac.uk/data-and-analysis/publications/destinations-2014-15>.

In spite of this, it appears that more mature graduates return to the area at a later stage to either live or live and work. In 2011, for example, 34,400 (27 per cent) district residents had a degree or higher qualification which is on a par with county and national levels.<sup>34</sup> Therefore the district is generally well-served by a highly educated workforce.

The issue therefore seems to be more that the area cannot necessarily provide all the key ‘retention’ factors that entice younger graduates to stay following graduation. The implication is that the councils and/or the universities could potentially do more to help improve the situation, for example by enabling more opportunities for new graduate led enterprise and by encouraging the growth of companies that may be attractive to young graduates. Research conducted in 2012 by Ipsos MORI, looking at future development needs found that it was not only employment opportunities that deterred graduates from staying in the district after graduation:

‘Students are incredibly positive about Canterbury district as a place to live, however jobs and housing are key issues identified by them as things that need tackling in the area. The importance of these issues to students is highlighted by the gap between those who would like to remain in the area after they graduate, and the markedly lower proportion who see staying as being a possibility.’<sup>35</sup>

So, the need to provide affordable housing aimed at graduates/young professionals is also a factor that impacts on graduate retention.

Encouraging large corporates or branch offices of blue chip companies is one such approach but is challenging and competitive, as it requires large development sites and/or available office space as well as a large labour pool to select from and other attractive locational advantages. A more realistic and sustainable approach for smaller cities and towns may be to grow businesses organically by encouraging students and university and college staff to establish their own enterprises. This would still deliver higher value job opportunities for graduates. It also means that businesses are ‘rooted’ in a location and are much less likely to relocate and the full economic benefit of that local company can be realised. There are multiple examples of new or recent graduates starting successful businesses across the district.

Establishing new businesses requires a number of conditions to be in place: people with ability and new ideas that can solve other people’s commercial problems or create new opportunities that other people want to participate in. Having finance available, a local support network, affordable workspace as well as encouragement and business role models are also important. It is therefore recommended that:

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<sup>34</sup> Office for National Statistics, *2011 Census*.

<sup>35</sup> Ipsos MORI, *Canterbury Future Development*, 2012 <https://www.canterbury.gov.uk/media/941793/CDLP-310-Canterbury-Future-Development-Opinion-Research-report-Ipsos-MORI-2012-Executive-Summary.pdf>.

- 3. The council and C4B working with the universities, will review and continually look to improve the support on offer in the district to enable people, including graduates, to start their own businesses.**

### **Higher education: contribution to the retail sector and visitor economy**

The universities, students and staff through their off-campus spend make a considerable contribution to the local economy particularly in the retail sector and the visitor economy. For 2012-2013, it was estimated that the total off-campus student spending for the UoK stood at £249.3m, with international students spending £60.3m (24 per cent) of that total. At CCCU it was estimated that their students spend a total of £213m outside the university, with their international students contributing £12m (six per cent) to this spend.<sup>36</sup>

The universities employ more than 6,000 members of staff working from Canterbury campuses, many of whom live in the district and have a significant economic impact locally. Although expenditure surveys of staff are not available, economic impact reports from elsewhere suggest that staff can typically spend between 20-30 per cent of their income within the local economy.<sup>37</sup>

#### **Student customer base**

As part of this review a business survey was undertaken with members of the Canterbury Connected BID and Canterbury 4 Business. In total, 42 local businesses responded to the survey<sup>38</sup>. This research looked at how the spending of both higher and further education institutions and students has financially impacted the individual businesses who took part in the survey. Some of the key findings include:

- Over 80 per cent of companies surveyed agreed that students are important to their business.
- Nearly all respondents have a specific focus on the student market.
- Over 25 per cent of businesses identified students as representing a large part of their customer base.
- 42 per cent of those surveyed experienced an uplift in trade in excess of 20 per cent when students return to the city each September.

It is clear from the survey that businesses in the city have either developed a trading profile that is influenced by the presence of the HEIs or have developed a commercial model that seeks to serve that market. This point is illustrated in the following case studies.

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<sup>36</sup> Viewforth Consulting Ltd, *The Economic Impact of Canterbury Christ Church University*, 2015; see Appendix 27 for more information.

<sup>37</sup> Canterbury City Council estimates, 2016.

<sup>38</sup> See Appendix 24 for the full results of the business survey.

### **Wilko's, St George's Street**

This site is one of only five designated 'Super College' stores in the Wilko's chain due to the trading uplift in September each year. The store's annual peak trade is directly linked to the arrival of students in the city at the start of the new academic year rather than the Christmas period which is the national trend. The Canterbury branch uplift is +50 per cent compared to +30 per cent in other 'Super College' stores within the Wilko's chain. The Canterbury store reports that Saturday trade more than doubles from one week to the next during this period.

### **Whitefriars student 'lock in'**

Whitefriars Shopping Centre organises an annual student night in October each year, from 18:00 to 21:00. In the five years since this event was first launched, turnover has averaged more than £120,000 in this three hour period in the stores involved.

### **The Jolly Sailor Public House**

Owned by a CCCU graduate who stayed in the city to build his own business, the Jolly Sailor has built its business model around the student community. Sixteen sports teams use the pub as their 'base', of which 10 are university teams. Twelve arts groups are also based at the pub while eight of them are from the two universities.

The pub has regular events and one of these is an annual 'homecoming' event for returning alumni to the city and to the pub.

### **Republic Events**

An events company owned by alumni from local universities and often trading as Student Republic, Republic Events delivers events across the city's night time economy, using 20 venues at various times. The company also delivers the City Sound Project on the first weekend in May each year. This is a growing music festival which received £15,000 Arts Council funding in 2016 and which has partnered with the Wise Words Poetry Festival and the Business Improvement District (BID) to further develop the event as a broader arts event involving the wider city population.

The company reports that it experiences a 75 per cent reduction in activity over the summer once the students have left.

### **Events, graduations and friends and family visits**

The presence of a large student body also encourages visits by families and friends to the area, who use hotels, restaurants, and retail outlets and other businesses within the district. Friends and family visits can account for 6,000 to 8,000 visits to the city each year and contribute around £5.2m to the local economy annually.<sup>39</sup>

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<sup>39</sup> Canterbury City Council estimates, 2016.

Accommodation providers, restaurants and cafes in the district particularly benefit from events like graduation, end of year shows and open days which attract friends and families to the area who utilise their businesses. For them this means that they are often fully booked or close to capacity at these times of year. It is estimated that the graduation ceremonies of both universities attract an additional 29,000 people to the city throughout the year.

### **University accommodation and the visitor economy**

During the summer months when the students are not in residence the universities make good use of their accommodation which significantly increases the bed spaces available across the city.

Currently, the city has around 600 commercially available ‘bed spaces’ in and around the city centre, which equates to an available annual capacity of 219,000 bed nights. In 2016, UoK took bookings for 140,000 bed nights over the 13 week summer period, at a time when bed nights in the city centre are frequently filled to capacity. In 2014-2015, CCCU took 1,428 conference and events bookings on their facilities in Canterbury. The University also provides 1,500 beds in the city centre during the holiday season but it is difficult to extrapolate precisely the economic impact on the city of this, due to some bookings being for groups that do not necessarily interact with services and amenities in the wider city. Therefore this activity will positively contribute to Canterbury’s summer visitor economy. The UoK is the largest conference venue in the south-east, offering bed and breakfast and self-catered holidays and has also been recognised for the quality of its accommodation winning the *‘Best University Accommodation for Groups’* in 2016 in the Group Travel Awards for the ninth consecutive year.<sup>40</sup>

In addition, the provision of this accommodation also supports other significant ‘one off’ events in the wider region. For example, in 2011 the Open Golf tournament at Royal St George’s in Sandwich utilised 2,000 beds at UoK for its support staff and the pre-games training camp for the 2012 Olympic Games at CCCU.

The presence of higher education has a significant impact on the visitor economy through events, family and friend visits. The university accommodation also significantly increases the bed space capacity within the city. A more coordinated approach in welcoming visitors connected to the universities may help to ensure visitors experience more of what the city has to offer and in doing so further increases off-campus spend in the city. This would build on the Canterbury Connected Ambassador service managed through Canterbury Connected BID. It is therefore recommended that:

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<sup>40</sup> Voted for by readers of the Group Travel Organiser magazine. For more information see [www.grouptravelawards.com](http://www.grouptravelawards.com).

- 4. The BID, in partnership with the universities and college, should establish a ‘city welcome’ offer through the Destination Management Plan for prospective and visiting students and their families, visiting academic staff, conference delegates and anyone attending higher and further education events.**

### **Buying power of the universities**

Both the UoK and CCCU are among the largest organisations in the county, indeed the UoK is the largest in the Canterbury district. As such they have a substantial pool of suppliers which provide a wide range of goods and services to them. Both Universities are members of the Southern Universities Purchasing Consortium, a membership-based buying organisation for universities and further education colleges that develops and manages framework agreements.<sup>41</sup>

Both universities provide portals on their websites for prospective suppliers, with applications to supply open to relevant local suppliers through online e-tendering systems. CCCU list supplier contracts under £25,000 and the UoK list is available for contracts under £20,000.<sup>42</sup> Contracts valued greater than these amounts can be found on the government’s Contracts Finder.<sup>43</sup> All university tender opportunities exceeding EU tender thresholds (£164,000) are advertised by Notice on the Official Journal of the European Union (OJEU) website, which is updated daily.<sup>44</sup>

The UoK uses a number of produce suppliers in the district including Forager, Foodari, Kent Coastal Eggs, E.T Wilmshurst and Sons, Lansdell Drinks, and Manor Wines. CCCU has over 139 suppliers in the district, with a supplier value over £5,000 for each of these businesses, representing a spend of just under £8 million.<sup>45</sup> But there is more that could be done to strengthen links between the universities and local suppliers. An example of what has been achieved elsewhere is set out in the case study below where an innovative partnership between the University of Sheffield and a local dairy has developed:

#### **Case study – Our Cow Molly**

The University of Sheffield uses a local dairy, Our Cow Molly, to supply all of the university’s milk since September 2015. This move increased Our Cow Molly’s weekly output from 8,000 litres to 40,000 litres, allowing them to invest £500,000 in a new dairy so that they were able to process all of their own milk on site. This example was broadcast on Farming Today on BBC Radio 4 where the company won the Future Food Award in the BBC Food & Farming Awards 2016.

<sup>41</sup> See <http://www.supc.ac.uk/> for more information.

<sup>42</sup> See Appendix 29 for supplier contracts at UoK and CCCU.

<sup>43</sup> See <https://www.contractsfinder.service.gov.uk/Search>.

<sup>44</sup> See <http://ted.europa.eu/TED/main/HomePage.do>.

<sup>45</sup> Information provided by CCCU.

The 2006 Student Impact Review encouraged the development of procurement policies which encourage local businesses to supply the universities with goods and services. Developing a local and comprehensive supplier base could arguably be beneficial to both the commercial interests of the organisations and to the local economy. The Kent Invicta Chamber of Commerce organises annual ‘meet the buyer’ type procurement events to encourage local businesses to bid for contracts with the higher education institutions. The encouragement of new innovative partnerships and improving and maintaining communication of procurement opportunities for further and higher education will be important in growing a local supplier base. Although progress has been made and the universities procure goods and services from the local region where possible, a more coordinated approach is needed. A joint procurement framework between the council and the universities is a good way of ensuring a more coordinated approach, improving communication and in doing so increasing the local supplier base. It is therefore recommended that:

- 5. The council, universities and the college should review best practice at other UK universities and investigate the feasibility of developing an overarching local procurement framework.**

## Investment in buildings and infrastructure

Since the 2006 review, the UoK, CCCU and Canterbury College have all made significant investments in their estates.

At Canterbury College, over £100m has been invested since 2007 to provide modern facilities for learners, staff, businesses and the wider community.<sup>46</sup>

In the last ten years the UoK and CCCU have invested around £400m in their respective estates. This investment has partly been driven by the significant increase in student numbers and the need for additional accommodation. It has also been driven by the need for higher quality facilities and accommodation reflecting the importance of student satisfaction in a highly competitive higher education market.

Many of these facilities are available to local residents and businesses and arguably help to improve the range and quality of cultural and leisure services available in the district. As an example the Gulbenkian complex at UoK attracted more than 97,000 visits in 2013 and Polo Farm sports centre has received £2m investment from CCCU serving a wide range of users in addition to students and university staff.<sup>47</sup>

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<sup>46</sup> Canterbury College, 2014/15 Annual Report

[http://www.canterburycollege.ac.uk/files/6614/5371/5043/Annual\\_Report\\_2014-2015.pdf](http://www.canterburycollege.ac.uk/files/6614/5371/5043/Annual_Report_2014-2015.pdf).

<sup>47</sup> See Appendix 14 for more information about the range of facilities available at the universities and college. The community use of these facilities is explored in the social theme chapter.

In 2016 both UoK and CCCU launched their estate masterplans, setting out their growth aspirations for the next 10 to 50 years and offering some detail around specific medium term development projects. Both masterplans would result in substantial capital investment into the city and wider Canterbury area over many years. In itself this pipeline of new development projects and increased HE activity would have significant, longer term impacts across the local economy.

### **The role of students in the local labour-force**

The economic contribution of students to the national and local economy is significant. Data from the 2011 census identified 1,410,470 full time students in England and Wales that were 'economically active'.<sup>48</sup> In the Canterbury District this equated to around 7,919 full-time students who were economically active.<sup>49</sup>

Feedback from the business survey provides a flavour of the type of work that students, and graduates, are employed in. It ranges from casual or part-time work, to work experience, placements, internships, voluntary work and apprenticeships. The businesses that took part in the survey represented a range of interests including retail establishments, hotels, bars and pubs, legal services, restaurants, financial services and taxi services. Figures of students employed within their organisations were also supplied by Canterbury College, Christ Church Students' Union and University of Kent Students' Union.

Table 5 below shows that out of the 42 businesses who responded to the survey, a total of 1,015 roles were taken up annually by students and recent graduates. 682 of these roles went to students and 333 roles to graduates.<sup>50</sup>

<b>Answer Options</b>	<b>Number of student roles</b>	<b>Number of HE/FE graduate roles</b>	<b>Totals</b>
<b>Work experience</b>	140	114	<b>254</b>
<b>Placements</b>	13	10	<b>23</b>
<b>Internships</b>	15	8	<b>23</b>
<b>Apprenticeships</b>	29	18	<b>47</b>
<b>Voluntary opportunities</b>	134	29	<b>163</b>
<b>Business</b>	65	7	<b>72</b>

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<sup>48</sup> Office for National Statistics, *2011 Census*. 'Economically active' refers to a person that is either in employment, actively seeking employment and ready to start work within two weeks, and persons not in employment but ready to start a job that they have already obtained.

<sup>49</sup> This is a figure for full-time students that are economically active and does not take into account the number of part-time students that also work within the district. Moreover, 'economically active: full-time student' does not include unpaid work such as volunteering and work experience, placements and internship roles that are unpaid.

<sup>50</sup> See Appendix 24 for the full results from the survey.

<b>opportunities</b>			
<b>Casual and/or part time jobs</b>	286	127	<b>413</b>
<b>Graduate entry Level Jobs</b>	.00	20	<b>20</b>
<b>Totals</b>	<b>682</b>	<b>333</b>	<b>1,015</b>

Table 5 - Number of student and graduate roles offered by surveyed businesses annually in the district

As part of the review several interviews were conducted with businesses in the city. An interview with Byron Burger revealed that 24 out of 28 front of house staff were students. Curzon Cinema also had a large proportion of student staff, with 10 out of their 14 staff members being students. The remaining four members of staff were full-time management.

More generally, feedback from local businesses suggests that students are particularly well suited to hospitality and evening/night time based roles as they are typically looking for flexible contracts, are available in the evenings and weekends and are highly flexible during weekdays. However, this does not mean that all flexible part-time labour force provided by students is only utilised in bars and clubs used by other students. The business survey shows that students are being employed in a wide range of services in the district. This also includes businesses such as legal and financial services which are arguably not traditionally associated with student labour.<sup>51</sup>

Research for the review also found that between 2010 and 2016, Whitefriars Shopping Centre offered voluntary positions to around 36 further education students at Canterbury College who have delivered around 187 hours of volunteer work. This is for events that Whitefriars run for special occasions such as Mother's Day and Valentine's Day. They have also used students on a number of occasions to help out at events where they have paid on average £10 per hour.

Canterbury College also offers 50 roles annually to students and 10 roles annually to recent graduates.<sup>52</sup> These roles primarily consist of work experience, apprenticeships, internships and entry level graduate roles. The students' unions based on the higher and further education campuses also employ students. Kent Union employed 302 students in April 2016 whilst Canterbury Christ Church Students' Union employ around 20 student members of staff annually.

Students also make a huge contribution through placements and work experience. The case study from CCCU below highlights the contribution to the wider-community in supporting key local services as well as the economic contribution:

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<sup>51</sup> See Appendix 24 for further information.

<sup>52</sup> See Appendix 24 for further information.

## **CCCU Work placements**

CCCU uniquely contributes to public services in Canterbury and the region with its strong focus on education for public service careers. Over the years, thousands of student nurses, social workers, teachers and police officers have worked in health, education and policing services while studying. Many graduate and stay in the area, helping to deliver frontline services to the people of Canterbury, Kent and Medway (60 per cent of graduates are working in public services in the South East, including London).

These placements contribute significantly to the public services that residents in Canterbury and the surrounding area receive. In 2014-2015 we facilitated 300 placements in schools and placed 700 students into local health care services.

During 2014-2015 CCCU students were supporting education and healthcare services through:

- 189 education placements in 40 Canterbury and district primary schools.
- 59 education placements in 10 Canterbury and district secondary schools/FE institutions.
- 49 education placements in 31 Canterbury and district early years settings.
- Healthcare students working in 55 Canterbury and district private and voluntary sector organisations.
- Healthcare students working in 40 different services within the East Kent Hospitals University Foundation Trust (Kent and Canterbury Hospital).
- Healthcare students working in 18 different services within Kent Community Health NHS Foundation Trust.
- Healthcare students working in 20 different services within Kent and Medway NHS and Social Care Partnership Trust.
- 676 healthcare students working in a wide range of healthcare services from adult and child nursing, midwifery, occupational therapy, and operating department practice, to mental health, social work, radiography, paramedic and child nursing, and speech and language therapy.

## **The impact of students on the evening and night time economy**

According to the Night Time Industries Association (NITA), the evening and night time economy (ENTE) now represents the UK's fifth largest industry. This industry is estimated to bring in revenue of £66 billion annually, which is equivalent to six per cent of the UK's total annual revenue.<sup>53</sup> It also provides around eight per cent of the UK's employment, employing 1.3 million people.

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<sup>53</sup> Trends Business Research, "Night Time Economy", accessed 27<sup>th</sup> October 2016, <http://www.tbr.co.uk/pages/tbr-observatory/night-time-economy.php>.

In Canterbury, increased student numbers over the last 10 years have been matched by the development of a thriving and varied ENTE in the city. Since 2011 the city has had Purple Flag accreditation from the Association of Town and City Management (ATCM) which is recognised as the national standard for cities and towns to establish a safe and enjoyable ENTE.

The city's 2015 Purple Flag submission established:

- The city has 37 public houses, 50 restaurants, seven clubs/late night venues, 30 coffee shops (only five open late), 18 takeaways, two cinemas and a theatre.
- The Marlowe Theatre has an average attendance of 79 per cent with an 88 per cent approval rating and generated £30.82 million in 2014-2015 for the local economy.
- 23 per cent of businesses in the city centre are categorised as food and drink providers.
- Crime is relatively low with 167 instances of criminal damage in the city centre, a one per cent decrease on the previous year (Westgate ward only).
- The city has an active partnership operating between the Police, the council Community Safety Unit (CSU), the universities, the business community (co-ordinated by the BID) and the local Street Pastors who patrol on Friday and Saturday nights offering pastoral care to users of the late night economy.
- The city has an effective CCTV system, operated by the council 24/7 with 95 cameras across the city centre and also now in the subways.

Comparisons between Canterbury and other centres would require substantial investment in time and resources and a specific review of this has not been possible. However, anecdotal evidence suggests the following:

- Canterbury has the largest ENTE in Kent by some margin and also relatively the safest.<sup>54</sup>
- The presence of a large number of students and student oriented events and venues have promoted a more secure environment in spite of the large numbers using the city and the volume of alcohol consumed.
- There has been an increase in the range of food and drink businesses operating in the evening/late night. This now offers a greater non-alcohol related choice of venue, including Kaspas, Skinny Kitchen and Chocolate Café.
- The Marlowe Theatre has transformed the ENTE and this change will continue with more patrons staying in the city after performances to enjoy the increasing variety of places to eat and drink. The council and the business community continue to consider whether the creation of a 'theatre quarter' in the city would support this trend.

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<sup>54</sup> Information from Kent Police.

**6. The BID should commission new research to better understand the value of the Evening and Night Time Economy including the contribution of students and the higher education institutions.**

### **Economic impact of student landlords**

The provision of HMOs for student accommodation is a commercial opportunity that has been taken up by a number of local residents who have invested in them as a means of generating income for a variety of reasons, such as investment, retirement income or a long-term business development.

Privately owned HMOs require on-going investment which in turn makes use of local tradespeople to carry out this work, as well as potentially sourcing furniture and fittings from local suppliers. The administration involved in letting a significant number of rooms in the HMO sector has resulted in agents employing additional people to carry out this work.

As part of the research carried out through the economy theme group, local landlord John Morgan conducted a survey of the major letting agents in the district on the subject of student HMOs. With replies from 15 of the major agents, John Morgan's survey covered 1,917 student occupied HMOs. A large proportion of HMOs are owned by landlords within the district. The key findings of the survey include:

- The average annual maintenance spend per HMO was around £2,000.
- Some 819 full and part time tradespeople were used by the letting agents completing the survey to maintain HMOs.
- The local agents who completed the survey directly employed around 120 people to manage HMOs locally on behalf of landlords.
- The average rent charged per tenant per annum was £4,500.<sup>55</sup>

John Morgan estimates that the total rental income of the student HMO market in Canterbury to be in the region of £68 million annually.

There is further discussion about HMOs and Purpose Built Student Accommodation in the Physical chapter of this report.

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<sup>55</sup> See Appendix 25 for the full results from the survey.

## **Conclusions for the economy theme**

At the stakeholder conference held in February 2016, a number of questions were posed by stakeholders to be answered by the economy theme working group, they were as follows:

### **Q.1 How much impact does being a university city have on business growth?**

The universities make a significant economic contribution to the district, with up to 28 per cent of all economic output in the district generated by the universities and four out of the top ten largest employers in the district are related to the higher education sector. During the recent recession, the district's higher education sector helped to insulate Canterbury's economy by providing a relatively stable and resilient supply of high value jobs locally.

The number of knowledge workers has increased steadily in Canterbury district since 2006, constituting a higher percentage than the national and county average. The increase in percentage of knowledge workers is also a trend seen in other similar university towns, whilst cities with a similar sized economy but with no higher education presence have generally not seen an increase in knowledge workers. The presence of higher education institutions makes the area attractive to a range of investment types and this knowledge economy is likely to grow.

Both CCCU and UoK use a number of suppliers in the district but there is more that could be done to strengthen links between the universities and local suppliers, therefore a joint procurement framework between the council and the universities is recommended.

The universities, students and staff through their off-campus spend make a considerable contribution to the local economy particularly in the retail sector and the visitor economy. Research conducted for the review found that the majority of businesses surveyed said that students are important to their business and the economy. The economy is further benefitted by visiting friends and family and events such as graduation.

### **Q.2 How much investments in infrastructure do the universities make?**

The UoK, CCCU and Canterbury College have all made recent significant investments in their estates, of which many are available for local residents to utilise. Future plans from the UoK and CCCU indicate further expansion resulting in substantial capital investment into the city and wider Canterbury area over many years.

### **Q3. Do many graduates stay/return to Canterbury and what do they do?**

This is a difficult question to answer accurately as only about three quarters of graduates complete the DLHE survey. According to the 2014-2015 DLHE survey, the Canterbury campuses of CCCU, the UoK and UCA had 6,090 leavers that took part. Of these leavers 4,735 were in employment or further study six months after leaving. The number of leavers that entered employment in the Canterbury district was 495, which corresponded to around eight per cent of the leavers from CCCU, UoK and UCA that took part in the DLHE survey. The total number of these leavers in professional employment were 3,620, 340 of who were employed in the Canterbury district. 'Professional employment' here is defined as including

managers, directors and senior officials, professional occupations and associate professional and technical occupations.

In spite of this, it appears that more mature graduates return to the area at a later stage to either live or live and work.

**Q.4 How do students affect the local labour force?**

The economic contribution of students to the national and local economy is significant with students and recent graduates taking up jobs in a wide variety of sectors. Furthermore students also make a huge contribution through placements and work experience.

**Q.5 Do student landlords contribute to the local economy?**

Houses in Multiple Occupation generally require on-going investment which in turn makes use of local tradespeople to carry out work, as well as potentially sourcing furniture and fittings from local suppliers.

**Q.6 How does Canterbury's night-time economy compare to other university/non-university cities?**

Canterbury has the largest evening and night time economy (ENTE) in Kent and as student numbers have increased, this economy has thrived. Since 2011 the city has had Purple Flag accreditation recognising that Canterbury has a safe and enjoyable ENTE. However, the economic impact of this sector needs further research.

## **Social Chapter**

### **Introduction from the Chair**

As a former student of the city, a current resident of the district and the Managing Director of Christ Church Students' Union I have a great personal and professional investment in Canterbury as a successful and diverse place to live, learn and work. Because of this I was pleased to have the opportunity to chair the Social Theme Working Group as part of the review. Whilst I knew this would be a challenging task, I was interested in exploring the benefits and challenges arising from having a large student population in greater detail, and to hear about these directly, from both transient and permanent residents.

Many of the issues raised by the residents' associations, students and other stakeholders during the Review are common to other university cities. The evidence gathered by the Working Group shows that there are some big challenges, but that there has also been some good progress in tackling these since the last review in 2006. It also showed that there are some real positives to being a centre of learning and there is much to be celebrated.

From being part of this review I will take away two things specifically. The first is that although the stakeholder groups may sometimes disagree, there was more to unite us than divide us. Problems such as the affordability and quality of housing affect us all, as does the desire to build a cohesive community and enhance our collective cultural identity in this historic city. The second is that it is not up to one organisation or group of people to do this; it can only be achieved by collectively owning the problems and the solutions to effect a tangible improvement in the quality of life for all residents.

I would like to thank all members of the Social Theme Working Group, who represented a broad range of stakeholders, for their participation and contribution to this review.

**Ben Macphee**  
**Managing Director of Christ Church Students' Union and Chair of the Social Theme Working Group**

## **Initiatives put in place since the 2006 review**

Much has been achieved since the 2006 review in relation to the social theme. The 2006 review made a number of specific recommendations about the access to community, cultural and sporting facilities for the wider community and business use which is now common place amongst all the institutions. There are also a number of projects and initiatives either in place or being piloted to help address some of the social challenges which are referred to throughout this chapter.

Both UoK and CCCU have introduced **Community Liaison Managers (CLMs)** posts. CLMs are there to act as a liaison between the universities and the community. They are responsible, amongst other things, for dealing with complaints from residents that are reported to the universities. All complaints regarding the community are passed to the Community Liaison Manager for investigation. The universities work in partnership with other agencies to seek resolutions to complaints which may result in students being referred to disciplinary procedures.

The **Street Marshal Scheme** was initially a one year pilot introduced in 2015 and funded by CCCU and UoK. Following the success of the pilot and its positive community impact the scheme has been extended for the 2016-2017 academic year. The primary aim of the scheme is to ensure students are safe while moving through designated areas of the city, with the added benefit of promoting positive community relationships, deterring noise and anti-social behaviour, and providing a reassuring presence to both students and residents. The street marshals, who have been extensively vetted and trained, patrol in pairs on nights of high student footfall. For Canterbury Christ Church University this is 23:00 – 05:00 on Wednesday and Friday and for University of Kent 23:00 – 04:00 on Wednesday, Friday and Saturday during term time. The scheme operates in the St Michael's area for UoK and from Martyrs Field Road and the area around Club Chemistry through to the North Holmes Road area for CCCU.

The **Community Safety Unit (CSU)** comprising the council and police has developed a strong partnership with the universities and students' unions. The CSU has led on safety campaigns such as the 'Highlights to a safe night out campaign' which aims to encourage students to choose a sensible route home. The scheme was launched at Welcome Weeks in 2016.

CCCU and UoK are currently piloting a new Community Champion initiative. Initially, the Community Champions will provide a point of contact within the local community, promoting the initiatives of the universities and students' unions, and involving themselves in community schemes. The student's role is to facilitate information between residents in their local area, and act as a focal point for student feedback. The students will not be used for community complaints and the reporting of anti-social behaviour, which should continue to be referred to the relevant university's Community Liaison Managers, police or council enforcement officers. The UoK will trial this initiative within the St Michaels area with CCCU piloting in the North Holmes Road and Wincheap areas.

**Communication with students living in the community.** UoK and CCCU and the council's Communications team promote initiatives and share important information on being a good

neighbour around key dates such as the beginning and end of terms, Halloween, fireworks night and the summer balls. The universities are also planning to publish a termly community newsletter. They are also currently drafting a leaflet with information and advice for students and the community on issues including transport, travel, noise and rubbish and recycling.

CCCU and the UoK, in collaboration with their respective students' unions, are developing **common communication plans and initiatives** around a range of topics, such as personal safety, mental health and alcohol awareness.

### **Population of Canterbury and its student population**

The Canterbury district has three main residential centres, Canterbury city (where the three universities and Canterbury College campuses are located along with the majority of student residents), Whitstable and Herne Bay, as well large rural area consisting of 41 villages.

The Canterbury district has a population of 157,600 and is forecast to reach 182,000 by 2033. In 2016, around one in five residents were over 65 and this is estimated to increase to one in four residents by 2033. As well as an ageing population the district has a significantly higher number of 20-24 year olds reflecting its large student population consisting of 29,392 students studying in the city.<sup>56</sup> This is clearly shown in Figure 4 below:

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<sup>56</sup> 2015-2016 data from UoK, CCCU and UCA.

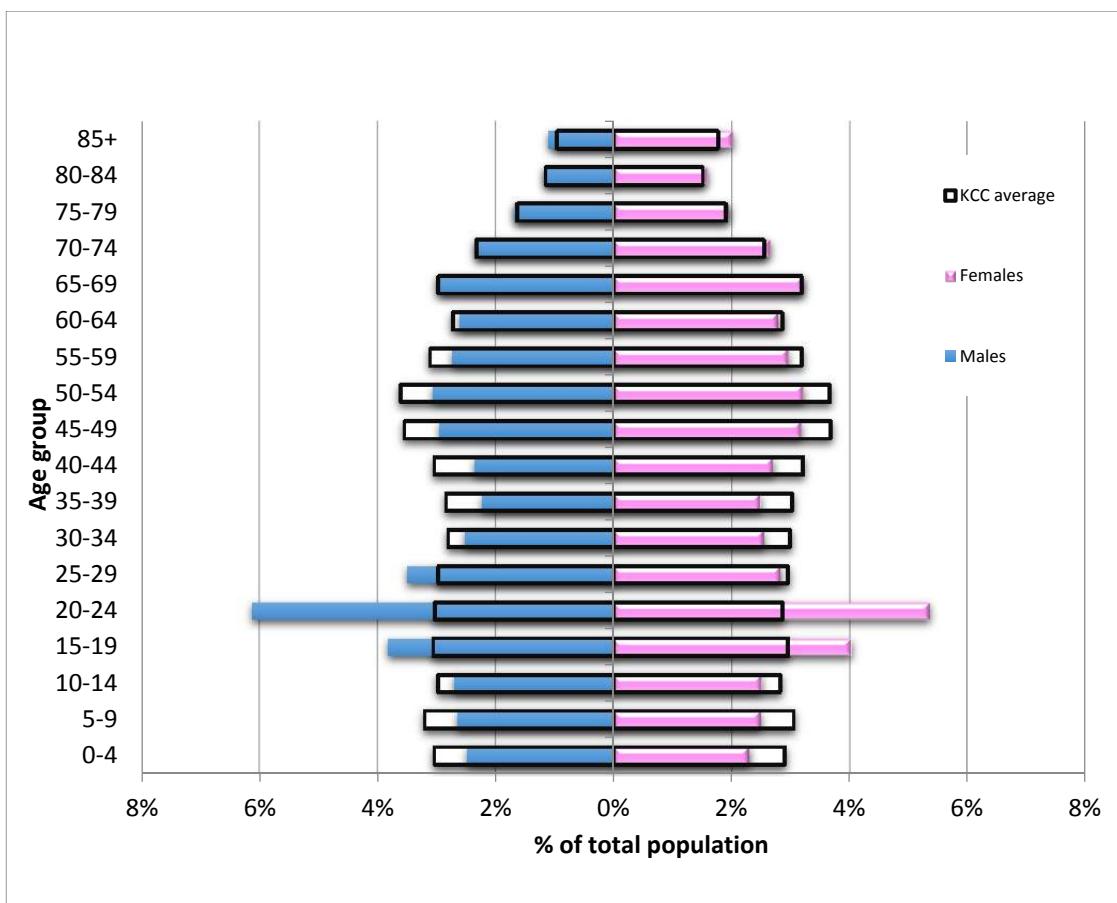


Figure 4 - Canterbury District Population Forecast for 2016 compared to Kent County Council average.<sup>57</sup>

The population profile of Canterbury is typical of other university cities with few 0-14 year olds and many 18-24 year olds. Around five per cent of the UK population live in such a neighbourhood.<sup>58</sup> The likelihood of living in one of these neighbourhoods is higher in smaller university towns such as Canterbury, Aberystwyth, Loughborough, Durham and Exeter due to the smaller resident population.

In line with national trends in higher education the number of students choosing to study in Canterbury has significantly increased over the last ten years. Between 2005-2006 and 2014-2015 there was an increase of 4,752 students registered at Canterbury campuses, a 19 per cent increase. Table 6 below shows that the most rapid increase in the student population occurred in the five years between 2005-2006 and 2010-2011 when student numbers peaked at 30,795 and then reduced to 29,392 by 2014-2015. It should be noted that there are a further 8,194 students at Canterbury College.

<sup>57</sup> Kent County Council Housing Led forecast, 2015.

<sup>58</sup> Office for National Statistics, 2011 Census.

	<b>University of Kent</b>	<b>Canterbury Christ Church University</b>	<b>University for the Creative Arts (2015/16 data)</b>	<b>Total</b>
2005-2006	12,320	11,256 (2004-2005)	1,064	24,640
2010-2011	15,890	13,980	925	30,795
2014-2015	16,060	12,319	1,013 (2015-2016)	29,392
+/- in last 10 years	+3740	+1,063	-51	+ 4,752

Table 6 - Students registered at a Canterbury campuses from 2005-2006 to 2014-2015

During the review, there was a consistent message from stakeholders that the council and the universities needed to better plan for, and understand the implications of, future changes in student numbers. It is therefore recommended that:

### **Areas where a high proportion of students live in Canterbury**

Approximately 50,400 people live in the City of Canterbury and of these 5,700 are aged 18-19 and 11,500 are aged between 20 and 24 making around 34 per cent of Canterbury residents aged between 18 and 24.<sup>59</sup>

Of the 29,392 students studying in Canterbury, data from the universities suggests that 16,285 students study full-time and have moved into Canterbury, therefore are in need of accommodation. Within those 16,285 students, around 45 per cent of students can be accommodated by the universities, leaving approximately 9,165 students requiring accommodation in the private rented sector in the city. Most of these students will live in shared houses within existing communities.

It is also possible to look at the number of dwellings with student occupants. In 2006, an analysis of council tax records revealed 1,885 council tax dwellings with student occupants. Ten years on, analysis from council tax records undertaken in March 2016 revealed that there are a total 4,530 dwellings with student occupants. This includes 729 properties in halls of residence with the remainder being largely shared households in the community.

The location of these student households are almost exclusively in the Canterbury area with a very small proportion in the towns of Whitstable and Herne Bay and the villages. It is unsurprising that the very high concentrations of off-campus student households are in residential areas in close proximity to the university campuses particularly in the north and east of the city. This is clearly shown in Figure 5 below:

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<sup>59</sup> Office for National Statistics, 2011 Census. Figures include a small area of the rural ward of Blean Forest.

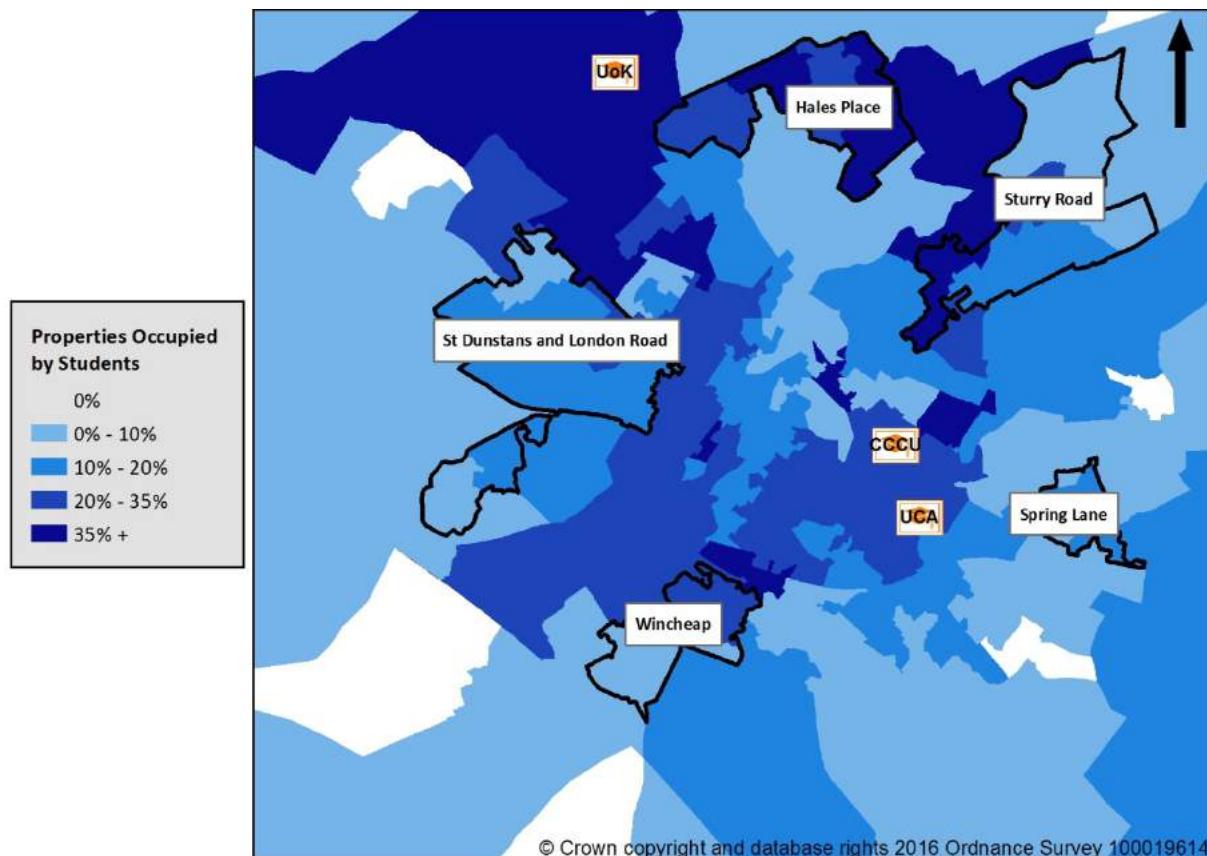


Figure 5 - Properties occupied by students<sup>60</sup>

According to the Office of National Statistics, St Stephen's ward has the highest proportion of student households in the district and is ranked 17<sup>th</sup> in England and Wales with 20 per cent of its households identified as student households.

Table 7 below compares the student population in Canterbury and surrounding wards in between 2001 and 2011. It shows that there has been an increase in all wards, with some wards increasing by as much as 15 per cent in Northgate ward and 16 per cent in Stephen's ward where the student population has nearly doubled from 1,989 students in 2001 to 3,931 students in 2011.<sup>61</sup>

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<sup>60</sup> Information from 2016 Council Tax Records from Canterbury City Council.

<sup>61</sup> Office for National Statistics, *2011 Census*.

	2001			2011			Percentage difference
	Students	Population	Percentage	Students	Population	Percentage	
Barton	1168	9475	12%	2373	10817	22%	10%
Blean Forest	2555	4677	55%	4113	6176	67%	12%
Harbledown	190	2593	7%	283	2656	11%	4%
Northgate	1086	5713	19%	2359	7002	34%	15%
St Stephens	1989	8996	22%	3931	10322	38%	16%
Sturry North	95	2782	3%	142	2804	5%	2%
Westgate	1511	8663	17%	2709	10514	26%	9%
Wincheap	959	7988	12%	1499	9091	16%	4%

Table 7 - Student population in Canterbury wards between 2001 and 2011<sup>62</sup>

### Vibrancy in communities areas where a high proportion of students live

One of the positive characteristics often attributed to university towns and cities, and identified by residents in a focus group conducted for the review, was the feeling of “vibrancy”.<sup>63</sup> A 2013 report by Experian confirmed that Canterbury is the third most vibrant city out of 75 cities analysed. Experian’s report explored inner city vibrancy in cities across England and Wales using data from the 2011 Census.<sup>64</sup> A one kilometre radius around each city was used for the analysis and compared 2001 and 2011 data. A ranking was produced based on housing type, housing tenure, economic activity, and the professional status of the population living in these areas. The research also drew on Experian’s classification tool which is used to identify which types of people live in particular areas. Key features of communities driving inner city vibrancy include young well-educated people, often professionals, as well as students.

As shown in Table 8 below, Canterbury was ranked 3rd in this list in 2011 maintaining its position from 2001, just behind Kensington and Manchester. The only other small university town to feature in the top 10 was Lancaster which was ranked in 8<sup>th</sup> position. The reasons for Canterbury’s high ranking is because it has the 5<sup>th</sup> lowest level of unemployment, low levels of social renting, high numbers of students and a high number of homes owned outright.

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<sup>62</sup> This includes on campus halls of residences on university campuses, which account for the high numbers in Blean for example.

<sup>63</sup> See Appendix 11 for the notes from the Residents focus group.

<sup>64</sup> Experian, *Inner City Vibrancy Report*, 2013.

Rank 2011	Rank 2001	Urban Centre	2011 : Average ranking across the 8 characteristics	2001 : Average ranking across the 8 characteristics
1	21	Manchester	21.63	30.00
2	1	Kensington	21.75	21.00
3	3	Canterbury	23.88	22.38
4	6	Chelsea	23.88	24.13
5	30	Leeds	24.13	33.13
6	2	Richmond	24.75	21.63
7	5	Harrow (Harrow on the Hill)	26.00	23.75
8	13	Lancaster	26.13	27.25
9	8	Ealing (Ealing Broadway)	26.88	25.50
10	10	Merton (South Wimbledon)	27.75	26.25

Table 8 - Most vibrant urban centres in England<sup>65</sup>

Whilst vibrancy is a positive characteristic, the social impacts of living in communities where a high proportion of students live are well documented and include a lack of community cohesion, higher burglary rates, higher incidence of anti-social behaviour and an impact on the viability of local retail and recreational facilities as they are forced to cater exclusively for students and their distinctive lifestyles.<sup>66</sup> This chapter explores to what extent these characteristics are present in Canterbury and where they are found to be present, what more can be done to minimise the negative impacts.

### **Impact on public health services due to the large student population**

Information from Canterbury and Coastal Clinical Commissioning Group (CCG) suggests that having a large student population is financially beneficial for local health services. Although information cannot be broken down for students, this group are, in the main, young and healthy and don't make large demands on NHS resource. In the view of the CCG, their residency helps subsidise services for the older population.

Figure 6 below shows the proportion of cost to the NHS by age group. For every £100 of NHS money spent on someone 85 years or older, it costs only £10 for someone aged 20-25 years.

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<sup>65</sup> Experian, *Inner City Vibrancy Report*, 2013.

<sup>66</sup> Issues around housing, waste, litter, parking and the appearance of communities where a high proportion of students live are considered in the Physical chapter.

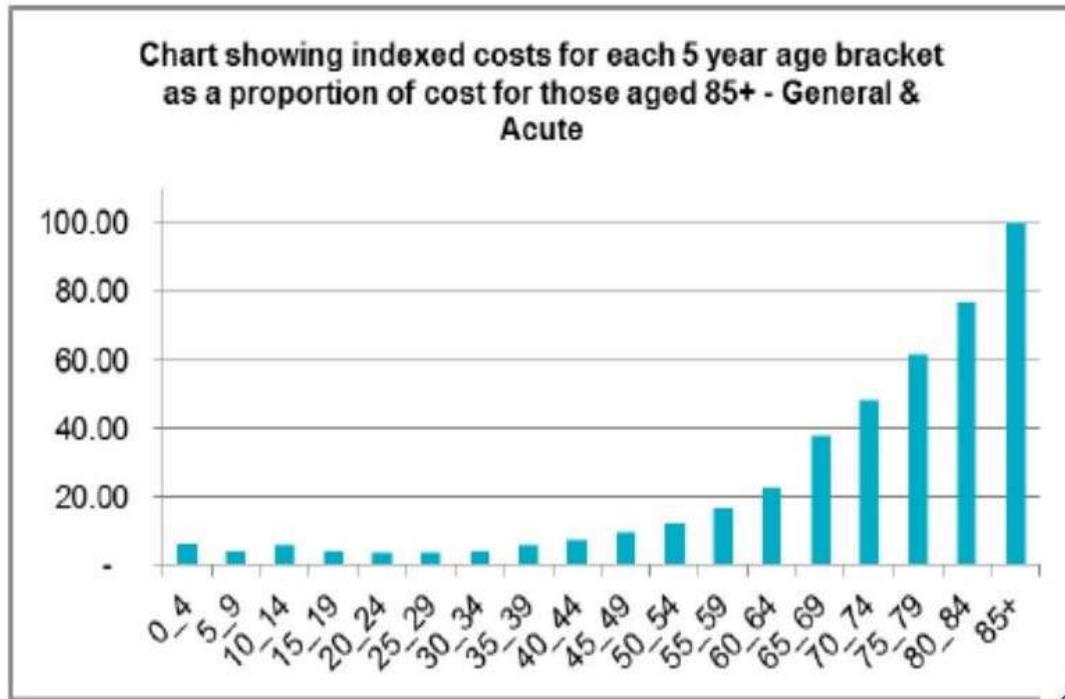


Figure 6 - Costs of health care in age bands

Funding for local health services takes different demographics into account including disease prevalence, deprivation, age and so on. Consequently, it is not a case that each CCG receives a fixed amount of money per resident. In 2016-2017, Canterbury will receive approximately £1,151 per resident. The population number is based on a snapshot of the number of patients registered at GP practices. So it is important that students register with a local GP to secure local funding. Also, students who are not registered with a GP can only access care through a hospital, either through Accident & Emergency and Minor Injuries Unit, which is more expensive than GP primary care services.

The students' unions and universities already do a lot to encourage students to register with a GP, but landlords involved in the review recognised that they can also help to get the message out to students about the importance of registering with a GP. It is therefore recommended that:

**7. The universities, students' unions and landlords should continue to promote GP registration, to ensure as many students as possible are registered.**

Younger people are less likely to need surgical interventions and have long-term health needs which are the most expensive end of health care. So, less is spent per capita on 18-24 year olds (including non-students) than on older age groups.

Whilst less is spent on younger age groups, the local CCG does commission additional services in relation to conditions more likely to be associated with 18-24 years, these include services for anxiety & depression, self-harming issues and sexually transmitted diseases. However, the reduction in provision of sexual health services locally was raised by

the students' unions in their submission as an area of concern.<sup>67</sup> It is therefore recommended that:

- 8. The council and the Students' Unions, will raise the issue of provision of sexual health services at the Local Health and Wellbeing Board and Kent County Council to ensure that the needs of the student community are being met.**

### **Impact on other public services**

Most local public services are wholly or partly funded by a combination of council tax, business rates and government grant. The county and city council provide the following services:

- primary and secondary education
- transport
- public safety
- social care and public health
- libraries
- waste management
- trading standards
- rubbish and litter collection
- recycling
- council tax collections
- housing and homelessness
- planning

In addition, local police and fire and rescue services are funded through the same sources of funding.

Student households tend only to directly use transport, public safety, rubbish and litter collection services.

Purpose built student accommodation and housing occupied solely by students are exempt from paying council tax. This has been the case since the introduction of the tax in 1993. Under the needs based formula for Revenue Support Grant (RSG), local authorities were compensated for this loss of council tax income. However, from 2006-2007 the Revenue Support Grant system has been changed so that it is now impossible to clarify any level of reimbursement. More recently, the government has stopped updating the needs based formula and has made major reductions in the level of RSG paid to local authorities. For Canterbury, the reduction in central funding between 2015-2016 and 2019-2020 is estimated to be £3m or 42 per cent. This is on top of reductions in funding in previous years.

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<sup>67</sup> See Appendix 9 for further information.

Table 9 below sets out the reduction in annual income for the Canterbury district which equates to £694,000 for the council and £5,543,000 in total for all the precepting authorities.

<b>Local authority</b>	<b>Estimated annual income foregone, £</b>
Canterbury City Council	694,000
Kent County Council	4,049,000
Kent Police	543,000
Kent Fire	257,000
<b>Total for Canterbury District</b>	<b>5,543,000</b>

Table 9 - Estimated loss in annual foregone income for precepting authorities<sup>68</sup>

There is a concern that, by not reimbursing councils such as Canterbury for the loss of council tax due to student exemptions, its population is bearing a disproportionate share of spending reductions. Councils are also expected to bear the cost of other council tax exemptions, such as single person's allowance (older people being the main beneficiaries) and council tax benefit subsidy but it is Canterbury's particularly high density of student exempt households that is a special local factor.

**9. The council will actively work with other local authorities to address the particular funding challenges they experience as a consequence of being a university city.**

### **Community cohesion in areas where a high proportion of students live**

Community cohesion can be challenging in communities with higher levels of transience and turnover such as communities where a high proportion of students live. Concerns about community cohesion were raised in submissions received by both residents' associations and students' unions.<sup>69</sup> Both submissions recognised the social challenges arising from living in areas where a high proportion of students live where there is a high population turnover. The social theme working group was keen to understand if the sense of belonging to a community was different in areas where a high proportion of students live to other areas of the district.

Table 10 below, examines data from the council's 2016 Residents' Survey.<sup>70</sup> This analysis shows that residents, both students and non-students, living in communities where a high proportion of students live were far less likely to feel part of a community than residents living in other areas of the district.<sup>71</sup> In areas where a high proportion of students live three

<sup>68</sup> Information from 2016/17 Council Tax figures.

<sup>69</sup> See Appendix 8 and 9.

<sup>70</sup> Every year the council undertakes a survey of residents to understand satisfaction with local services, needs and priorities. It is a postal survey sent to 8,500 households across the district. In 2016, 2,300 surveys were returned.

<sup>71</sup> Communities where a high proportion of students live were identified using a customer segmentation tool called ACORN. Responses from households falling into the ACORN category 'Student Life' were compared to the

in four people said that they did not feel part of a community. This was in stark contrast to Whitstable where only in one in three said they did not feel part of a community.

	areas where a high proportion of students live	Canterbury	Herne Bay	Whitstable	Rural
Strongly combines very strongly and fairly strongly	25%	43%	53%	67%	53%
Not strongly combines not very strongly and not at all strongly	75%	56%	48%	32%	46%

Table 10 - How strongly residents felt that they were part of a community<sup>72</sup>

The working group noted however, that the question was about belonging to 'a community' and it may not be clear how respondents to the survey had interpreted the word 'community' i.e. did respondents interpret 'a community' as a geographical community or a community of interest?

In order to gain a deeper understanding, a focus group was held with residents and two focus groups with student residents, one for CCCU and one for UoK.<sup>73</sup>

The focus groups explored what participants understood about the word 'community'. Participants were asked what words came to mind when they thought about the word 'community'. Figure 7 below sets out the definitions for the residents' focus groups and one of the student focus groups. There was a fair amount of consistency with words like 'belonging', 'cooperation', 'support' and 'consideration' being common themes.

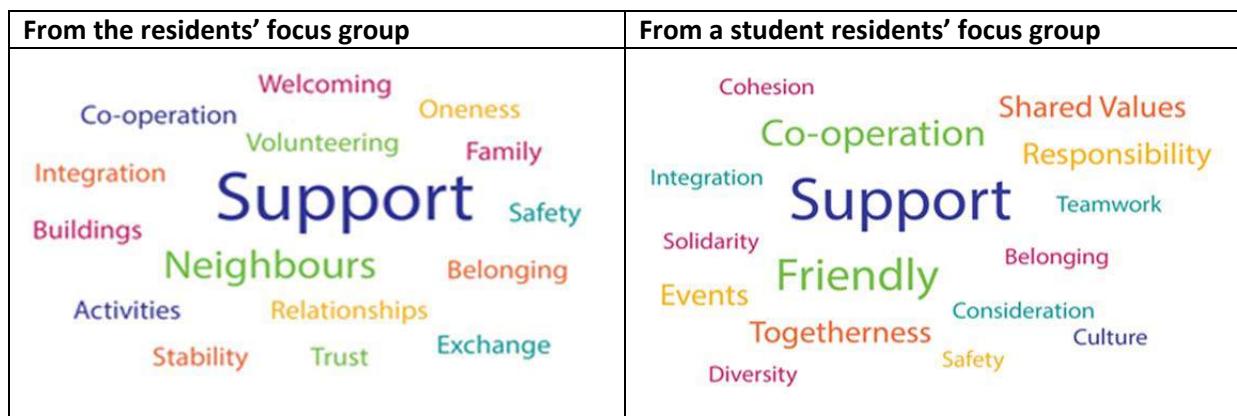


Figure 7 - Definitions of Community

Participants were also asked if they felt part of a geographic community and were asked to score their sense of belonging out of 10 (with 10 being fully part of their community). The

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overall results for the District. Student Life neighbourhoods are those where student households are the most prevalent ACORN group.

<sup>72</sup> Canterbury City Council, 2016 Residents' Survey, 2016.

<sup>73</sup> Notes from the three focus groups can be found in Appendix 11.

results from this exercise revealed that residents generally had a stronger sense of belonging (between eight and 10) but it was lower for those residents living in areas where a high proportion of students live. For the student residents there was middling sense of belonging to a geographic community (scoring between five and eight out of 10). The issues impacting on feelings of belonging to a community for students and residents are summarised below:

Residents' experiences	Student residents' experiences
<b>Higher sense of belonging if...</b>	
You get to know student neighbours	Students and residents are friendly and say hello to neighbours.
Student neighbours behave in a considerate way for example putting rubbish out.	You get to know people in your street you can find common ground
You live in non-student area, such as Herne Bay	You live on-campus  You feel part of a community of interest e.g. local French community for a French student.
<b>Lower sense of belonging if...</b>	
Residents lived in areas where a high proportion of students live (generally)	Residents are not welcoming to students
You have had a poor experience living by students in the past	
If you have experienced anti-social behaviour or inconsiderate behaviour	Residents have preconceived view of students Residents potentially intimidated by students

Table 11 - Experiences affecting feelings of belonging to a community based on feedback from the focus groups.

When asked about what else students could do to integrate into the community, there were mixed views amongst residents with one resident commenting that "*They can start to care about where they live. They could put the rubbish out at the right times and not have a party at 3am...*" Another resident had a more positive solution: "*If [students] had a housewarming, they could put a postcard (invite) through the door... It breaks the ice and welcomes neighbours.*" However, not all participants thought that such solutions were realistic, one participant commenting "*It is too unrealistic to expect students to do that. When I was at Uni I wouldn't have done that*"

From the student residents' perspective, when UoK students were asked if they know their neighbours there was again a very mixed response: "*I know my neighbour's cat better than I know them, they dislike students and I don't know why. I have had a couple of neighbours shout at me for just talking in the street. They don't know you and it is not mature behaviour. I have mixed feelings about my neighbours. The postman is the friendliest.*" Another student resident described a more positive experience stressing the importance of finding common ground:

*"We have an elderly guy on one side and a student on the other side. When we moved in they had a preconceived idea of us as they had had a bad experience in the past. We got to chat with the elderly neighbour and found common ground that student landlords are not the best. We talked things through with them and they understand the student lifestyle...It is about making them aware of parties, we are only there temporarily, but we would like to make sure that we are not causing any problems."*

Overall, the three focus groups revealed that students and permanent residents share a common understanding of what community is. The focus groups confirmed that it is challenging to feel a sense of belonging to a community when you don't know who will live next door year to year. Students also appear to have a greater sense of belonging when living on campus to off campus or to a community of interest rather than a geographical community. Both residents and students recognised that getting to know your neighbours was the best way to improve community cohesion.

**10. The council, working with residents' associations, students' unions and universities, will undertake an annual campaign to encourage both students and residents to get to know their neighbours.**

## **Volunteering and student volunteering**

Volunteering aids community cohesion and builds social capital by creating links with people outside their immediate circle that creates a sense of belonging. According to the council's 2016 Residents' Survey, only 8 per cent of residents living in communities where a high proportion of students live said that they had volunteered in the last 12 months. This compares to an average of 23 per cent across the rest of the district. The level of volunteering can be seen as indicator of community cohesion and therefore supports the view that there is a lower level of community cohesion in communities where a high proportion of students live.

### **Student volunteering**

The universities and Canterbury College already have well developed volunteering programmes and are members of the Student Volunteering Group coordinated by the council and a sub-group of the Student Community Working Group. The role of the group is to ensure that there is a joined-up approach, focussed on meeting the specific needs of the community.

According to data from CCCU, UoK and Canterbury College and shown in Table 12 below, the total number of student volunteers in 2014-2015 was 4,184, giving 261,336 hours and contributing the equivalent of £1,881,619.<sup>74</sup>

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<sup>74</sup> This was calculated by multiplying the minimum wage by the total number of volunteering hours.

Institution	Total number of volunteers	Total number volunteering hours
CCCU	295	18,000
Kent Union	2,989	85,336
Canterbury College	900	158,000
<b>TOTAL</b>	<b>4,184</b>	<b>261,336</b>

Table 12 - Numbers of students who volunteer and volunteering hours in 2014-2015<sup>75</sup>

Many local and national charities and groups benefit from student volunteering as demonstrated in the examples below from CCCU and UoK:

#### **Approach at Canterbury Christ Church University**

CCCU have 147 agencies registered student volunteer placements and have supported agencies working with vulnerable groups including:

- Environmental projects - allotments and bee-keeping, Windmill Allotment Project, litter picks, Beach Society projects.
- Cultural Activities - Westgate Community Trust, Canterbury Journey, Sidney Cooper Gallery, The Beaney (Homeless Film Festival), Canterbury Festival.
- Health and Wellbeing including adults and children with disabilities - Pilgrims Hospices, Alzheimer's Society, Kent Association for the Blind, Age UK, Demelza House.
- Community - Catching Lives, Porchlight, Shelter, Rising Sun, Canterbury Food Bank, The Lighthouse, local Cubs, Brownies, Scouts, Guides and Boys Brigade.
- Sport - Trysport in conjunction with Christ Church Sport, Tankerton FC, Whizz-Kids, SNAAP.
- Intercultural - Migrant Help, Medaille Trust.
- Restorative - Prison Advice and Care Trust, Kent, Surrey and Sussex Community Rehabilitation Company, Project Salus (Canterbury is now a focus area), HTV Circles, Citizens Advice Witness Service (Canterbury).
- Educational - Outreach Programme.
- Students are recognised for their contribution in award schemes (Christ Church Extra and Volunteering Awards).

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<sup>75</sup> This data includes volunteers outside of Canterbury district.

### **Approach at University of Kent**

At UoK, students carried out a number of projects supporting the wider community including:

- Environmental projects – litter picks, gardening project, beach cleaning, Wildwood, Kent Wildlife Trust.
- Cultural activities – Festival of Projections, bOing! Festival, CCC's Museums Service, Screen South.
- Educational – SEEM coaches at Canterbury College.
- Sporting projects – Kent sport, Kent Ballroom & Latin Dance Club.
- Students are recognised for their contribution in award schemes.<sup>76</sup>

### **Student placements**

Volunteering is not the only way students contribute to the local community; they also contribute through work experience and placements. Student placements also make a significant contribution to the local economy and further data about student placements can be found in the Economy Chapter. Student volunteering is of course also an opportunity to gain valuable work experience in addition to making a social contribution. The example below from the city's museum service is a good example of this:

#### **Case Study - Canterbury City Council's Museums Service**

From April 2015 to March 2016 the museums service worked with 67 student volunteers which equated to 2,389 hours. Volunteers worked across the programming, collections and marketing teams. They brought teaching skills, art & craft practice and worked with people with dementia, mental health issues and sight loss. Not only did this support the work of the museums it also helped volunteers secure jobs in a relevant field or contributed to their studies.

Undoubtedly, the contribution student volunteering makes to the local community and on campus, for example running clubs and activities for students, is significant. However, currently it is not possible to ascertain how much time is given to on-campus only versus off-campus volunteering. It is proposed that new measures are introduced and form part of the suite of measures to be annually reported through the HE/FE Impact Working Group and that the approach to volunteering is reviewed. It is therefore recommended that:

**11. The Higher and Further Education Community Working Group will conduct a review of the approach to student volunteering.**

### **Outreach**

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<sup>76</sup> For further information visit <https://www.kent.ac.uk/student/kentawards/>.

Both CCCU and UoK operate outreach programmes, working with schools and young people, focusing on supporting those from less advantaged backgrounds with accessing higher education. The UoK's Outreach Team works with 40 partner schools and colleges to run initiatives such as the Saturday Arts Academy, starting in January 2017. UoK staff and postgraduate students also engage extensively with the public as part of their research. Imagining Autism considered how drama can play a key role in helping autistic children and academics worked with parents, schools and the children throughout the project with results showing that the majority of children who took part showed sustained improvements.<sup>77</sup>

In 2015-2016, CCCU's Outreach Team hosted, supported or delivered 300 events to 12,699 students, including the Canterbury Youth Parliament project, benefiting local schools. Other events included Minilympics, working with various local schools to feature training sessions and talks from Kent County Cricket Club, Paralympians and members of Brazil's athletics team. These events and projects from both universities are beneficial to local schools and young people, whilst also useful experience for the university students and researchers who participate in the projects.<sup>78</sup>

### **Student voter registration**

Student voter registration is an issue that is both a concern to the council and the Students' Unions "*In order to feel part of any community you need to feel like you have a voice within it*".<sup>79</sup>

The introduction of Individual Voter Registration in 2014 saw the removal of students living in campus halls of residence being automatically registered. As National Insurance Cards were scrapped in 2011, this means that students no longer have easy access to their NI number which is a key piece of information needed to register. This has undoubtedly created a barrier to enabling students to both register and vote. Students have the choice of registering at home, their place of study or both.

Data from CCC for the UoK shows that when the electoral register was published on 1 December 2015, only 370 students were registered on campus and 640 were registered off campus. There was a sharp increase in the number of students registered to vote for EU referendum with 1,860 on campus registrations and 3,181 off campus.<sup>80</sup> However, it is anticipated that registration rates will drop again as the EU referendum was such a high profile and once in a generation type vote.

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<sup>77</sup> See Appendix 31 for further information.

<sup>78</sup> See Appendix 30 for further information.

<sup>79</sup> See Appendix 9.

<sup>80</sup> These figures may include students from other universities not just UoK.

The council's elections team works closely with the students' unions and the universities to encourage students to register including attendance at registration, community & neighbourhood days. However, there is more to be done. The case studies from Sheffield University and De Montfort University set out below show what can be achieved.

In 2014, Sheffield University and Sheffield City Council trialled a new system to encourage online voter registration and reduce the amount of resources the council previously used to get students registered. The trial involved giving new and returning students the opportunity to say if they wanted to be added to the electoral register when they enrolled at the University, which all students do each year. The details were then transferred securely to Sheffield City Council who checked if they were eligible before adding them to the register. This required modifying Sheffield University's registration process to add an extra section at the end of the process to include a page offering students the chance to register to vote. The page prepopulated with information that the students had already entered as part of the University enrolment process and they simply had to add their National Insurance Number. This was a barrier initially as almost two-thirds of students did not know or could not find their number immediately, but after rules were relaxed by the Cabinet Office, Electoral Officers were able to register students without their National Insurance Number.

Registration levels among eligible students at Sheffield University were significantly higher than at Sheffield Hallam University who did not offer the same opportunity in its registration process. As of 1 March 2015, Sheffield University registered 65 per cent of eligible students compared to 13 per cent at Sheffield Hallam University.

With regard to registration with a Student ID number, it should be noted that Sheffield was part of a trial and was specifically named in legislation to enable them to accept student ID number rather than National Insurance Numbers. The city council was not part of the pilot and cannot therefore pursue this option at this time. This could however be a longer term aim. It is anticipated that changes in the rules around voter registration can be expected in 2019 in advance of the General Election in 2020.

In 2015, De Montfort University worked closely with Leicester City Council to offer students the opportunity to register automatically when logging onto the student intranet. This resulted in 97 per cent of all eligible students responding, with an extra 2,774 students registering to vote. This helped Leicester achieve the sixth biggest increase nationally in the number of voters registered for local authority elections between 2014 and 2015 with an increase of 7,593 registered voters.

One idea that the council is keen to pursue with the universities is to encourage electoral registration as part of student registration process. It is understood that adopting the Sheffield model would require universities to modify their registration process, which would be different for each university with varying levels of difficulty and cost. In this sense, the Sheffield model is just one option for local authorities and universities to consider and not necessarily the best solution for every institution.

There is also a role for the students' unions, landlords and possibly the Community Liaison Managers to get the message out about voting and voter registration. Whilst all options are being explored, Canterbury City Council will continue to encourage students to register to vote by having a presence at key university days to promote voter registration, sending invitations to register directly to those that haven't responded and visiting students that continue to be non-responders. It is therefore recommended that:

**12. The Students' Unions, landlords and universities should continue to work with the council to encourage voter registration.**

### **Level of crime in areas where a high proportion of students live**

Overall, Canterbury is recognised as being a safe place to live. In 2014, Canterbury was ranked fifth out of 32 university towns and cities for safety.<sup>81</sup> However, evidence from other university cities and academic studies suggests that students are more likely to be the victims of certain types of crimes. In order to establish if this is the case in Canterbury, crime data from Police UK has been analysed for the period of June 2015-May 2016. The analysis looks at crime levels for the district as a whole, so it is possible to compare crime data in Canterbury with the towns of Whitstable and Herne Bay, and at neighbourhood level in Canterbury itself.<sup>82</sup> The following types of crime have been looked at: bicycle theft, burglary and anti-social behaviour.

#### **Bicycle theft**

The maps in Figure 8 below show the number of bicycle thefts per 1,000 population in the district as a whole and at a neighbourhood level in Canterbury. In comparison to the towns of Whitstable and Herne Bay, the number of bicycle thefts is higher in Canterbury. The highest proportion of bicycle thefts were in the urban centre of Canterbury reaching between 12-17 thefts per 1,000 population but there is also a higher proportion of bicycle thefts around the neighbourhoods where the universities are located. For example, in the Lower Super Output Area (LSOA) around the UoK, the number of bicycle thefts was five bicycle thefts per 1,000 population, whilst neighbouring LSOAs with a small student population are as low as one bicycle theft per 1,000 population.

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<sup>81</sup> Complete University Guide, ["How Safe is your City?"](#), accessed 31 October 2016,

<sup>82</sup> Crime UK data from June 2015-May 2016 analysed at Local Super Output Area (LSOA).

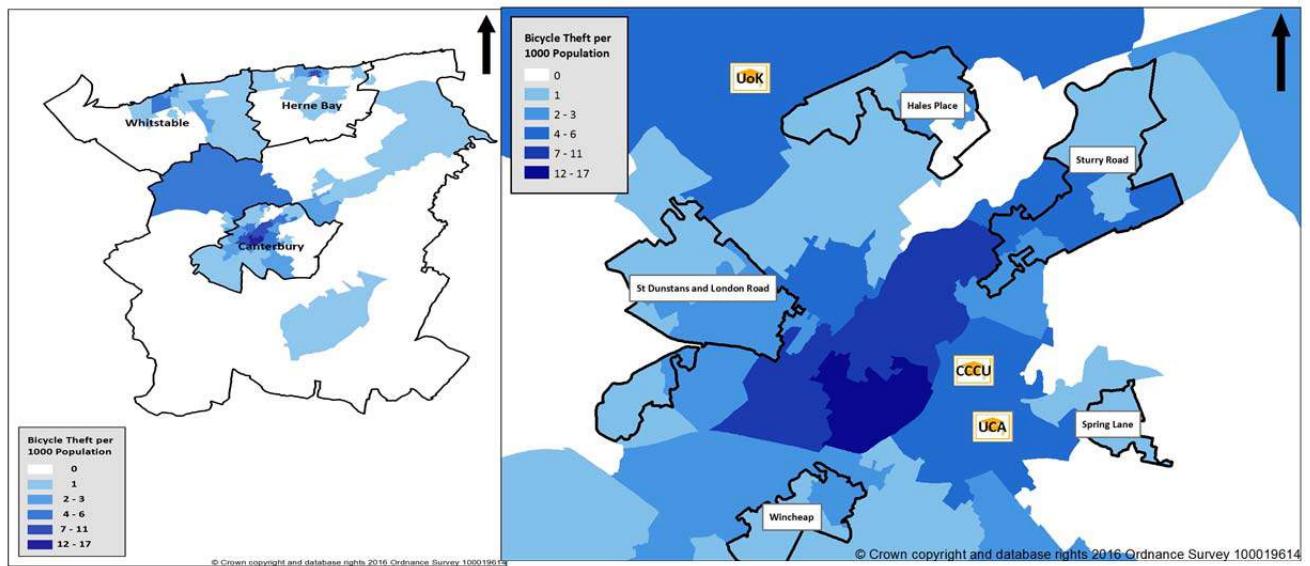


Figure 8 - District and neighbourhood level maps showing the number of bicycle thefts per 1,000 population from June 2015 to May 2016

## Burglary

In relation to burglaries, the maps in

Figure 9 below show that there is not a strong correlation between communities where a high proportion of students live and the number of burglaries. Indeed the highest number of burglaries in the district from June 2015 to May 2016 was in a coastal area of the district (Swalecliffe). The number of burglaries are actually towards the lower end of the scale in some popular student areas like Sturry Road or St Dunstan's and London Road.

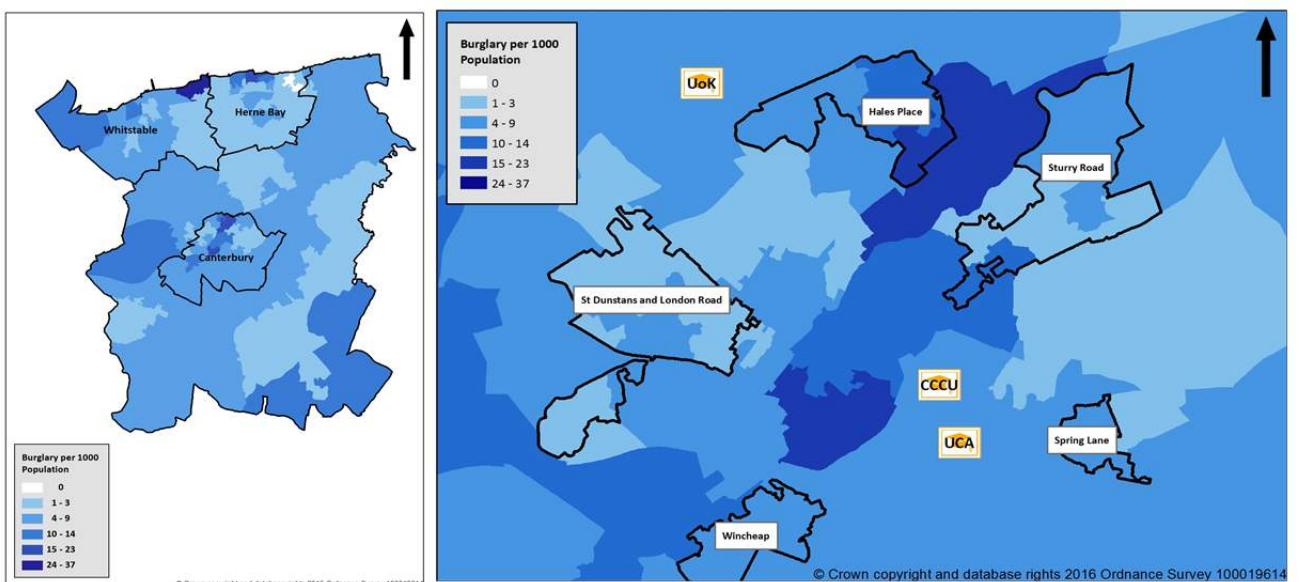


Figure 9 - District and neighbourhood level maps showing the number of burglaries per 1,000 population from June 2015-May 2016.

## Anti-social behaviour (serious ASB reported to the Police)

In relation to serious ASB reported to the police, in contrast to low level ASB reported to the council and universities, there are higher than average ASB rates in the residential areas where students live but there are also higher levels in the more deprived areas of Herne Bay and Whitstable too. The highest levels are the city and town centres across the district.

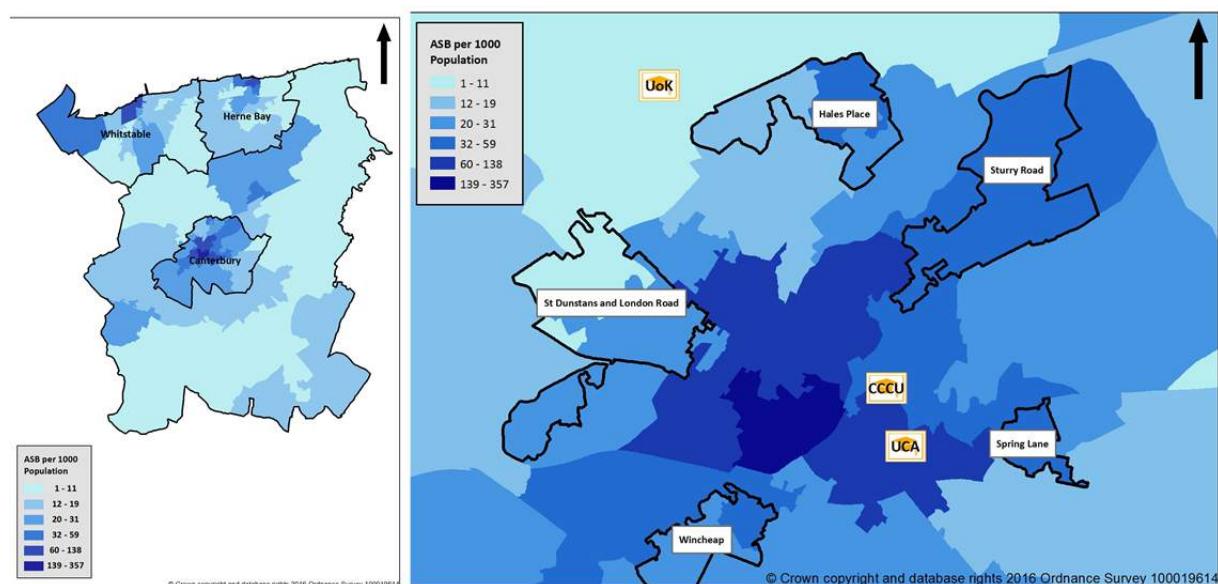


Figure 10 - District and neighbourhood level maps showing the number of incidents of ASB per 1,000 population from June 2015 to May 2016.

Across the three types of crime analysed, there does not appear to be a strong correlation between serious ASB and burglaries in communities where a high proportion of students live. Although there appears to be higher incidences of crime in residential student areas, when compared to the rest of the district, the rate appears to be at a similar level to other urban and sub-urban residential or other more deprived areas of the district. However, there does appear to be higher rates of reported bicycle theft around the university campuses, compared to other residential areas of the district. It is suggested that a measure around bicycle theft is included in the suite of measures to be reported in the annual monitoring report.

## Feelings of Safety

The issue of safety was also explored in the three focus groups. Participants were asked how safe they felt living in Canterbury. Overall, feedback from the students' focus groups suggested that people feel very safe and although participants were aware of assaults, they were seen as isolated incidents.

Residents also felt very safe living the district but commented that there was a different feeling "*after the pubs have closed*". However, none of the residents blamed students for feeling unsafe with one resident commenting that "*I am not frightened but encountering half a dozen drunk people, it's not pleasant. But it's never students*".

There was some concern raised about street lighting from both residents and students, with one resident commenting: *"There needs to be consideration of what an estate is used for. Students walk through late at night. The lights go off but students still walk through. Maybe lights need to stay on for people who use the streets?"*

There was agreement amongst students: *"Turning the street lights off was not a good idea. You should feel safe and be able to walk alone at night if you wish".*

The issue of perceived racism was also discussed at the student focus groups, although it was not seen as an everyday problem, some students said that they had experienced racism whilst living in Canterbury.

### **Low level anti-social behaviour**

Anti-social behaviour is arguably the most commonly cited problem in communities where a high proportion of students live. In particular, noise complaints cause stress that can lead to poor community relations.

Figure 11 below, provides an analysis of data reported to Environmental Health between 2011-2012 and 2015-2016.<sup>83</sup> It shows that around 45 per cent of all noise complaints reported to the council about students, which includes complaints made by students as well as other householders.

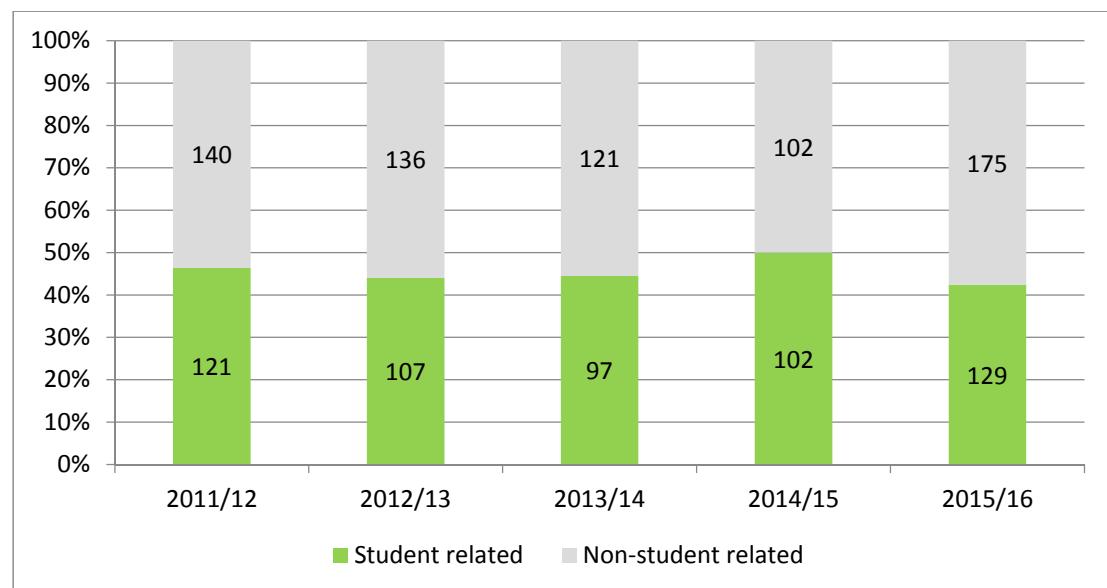


Figure 11 - Domestic noise complaints reported to the council between 2011-2012 to 2015-2016 showing student and non-student related noise.

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<sup>83</sup> This data relates to 'domestic noise' such as music, thuds, shouting and excludes barking dogs.

Figure 12 below maps the incidences of anti-social behaviour that were reported to the council. This demonstrates that whilst there were a greater number of student-related complaints in areas where a high proportion of students live, non-student related noise complaints were seen across the city including areas where a high proportion of students live.

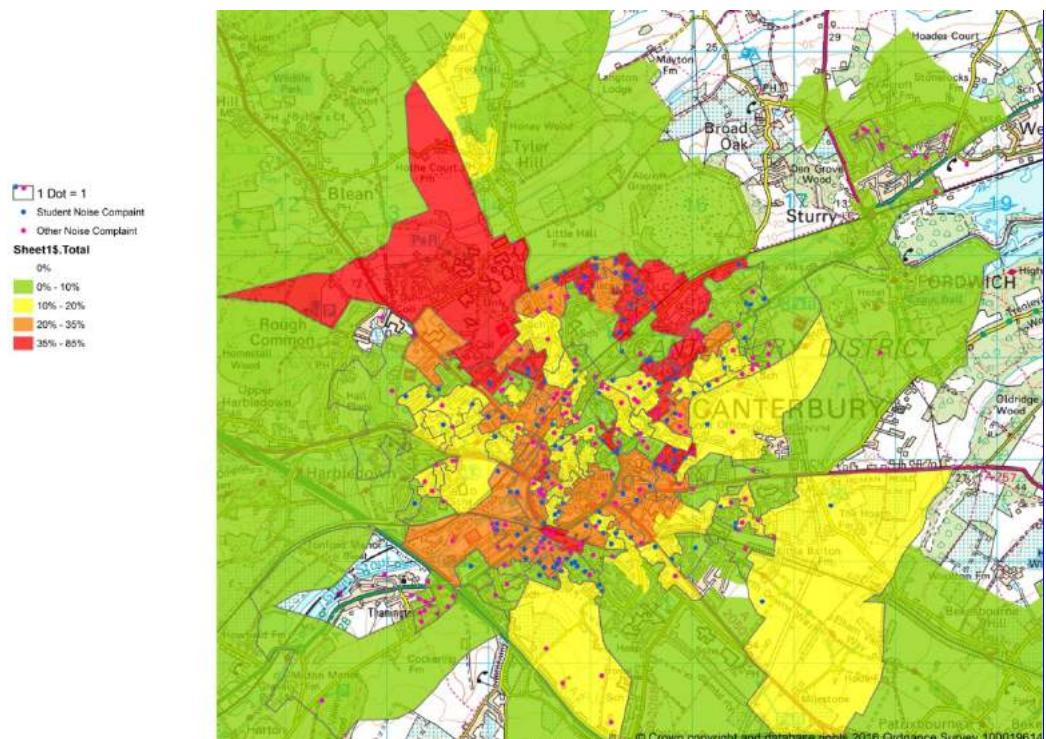


Figure 12 - Noise complaints for 2014-2015 mapped against student household density<sup>84</sup>

The number of noise complaints in Canterbury has also been compared to the towns of Whitstable and Herne Bay. Table 13 below shows that the number of noise complaints per 1,000 residential dwellings is significantly higher in Canterbury than other towns in the District. The number of incidents in Canterbury is four times higher than in Whitstable and over two and half times higher than in Herne Bay. Given that 45 per cent of all noise complaints received by the council are related to students, it is clear that high volume of noise complaints in the city of Canterbury directly relate to the high numbers of students in the city.

Canterbury CT1& CT2	Whitstable CT5	Herne Bay CT6
<b>8.1</b>	<b>1.9</b>	<b>3.1</b>

Table 13 - Number of noise complaints per 1000 residential dwellings in 2014-2015<sup>85</sup>

<sup>84</sup> Data from Canterbury City Council, 2016.

<sup>85</sup> Data from Canterbury City Council's Environmental Health Service, 2016.

Complaints data from CCCU and UoK also shows that noise complaints are by far the largest reason for complaints. Figure 13 below sets out the number of complaints received by CCCU for 2014-2015. It should be noted that there was a marked improvement in the number of complaints about noise between 2013-2015 and 2014-2015 dropping from 75 per cent to 55 per cent, however, the number of complaints in relation to rubbish increased from three per cent to 17 per cent over the same period.

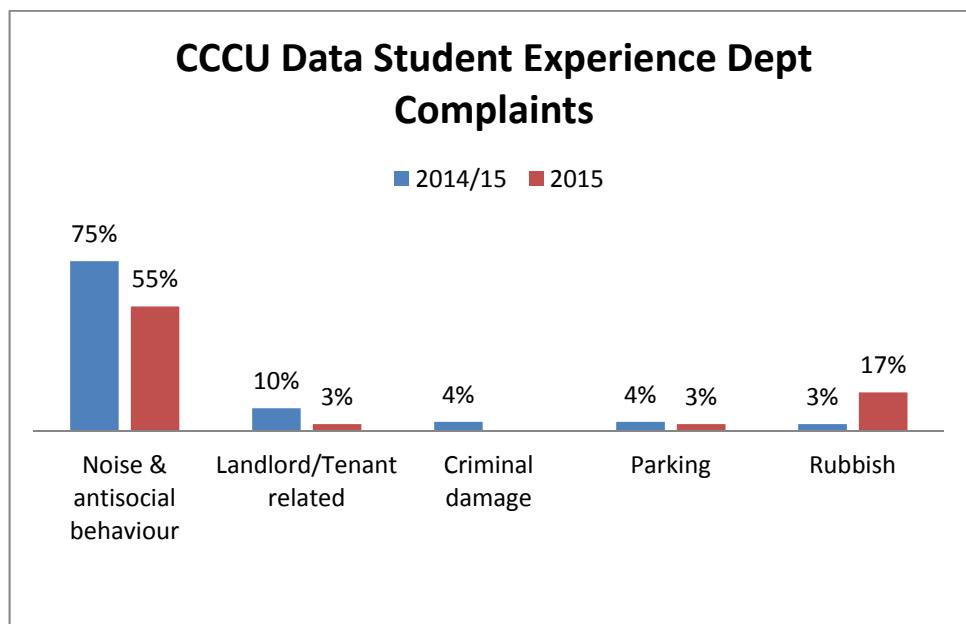


Figure 13 - CCCU complaints data 2013-2015 – 2014-2015

There is a similar picture at UoK. During the 2014-2015 academic year, the Student Services Department received 103 community complaints, of which 92 were associated with Canterbury. The complaints were mainly noise related (75 per cent), with other complaints covering recycling/refuse issues, tenancy disputes, student disputes, social media posts, inconsiderate parking and unmaintained gardens.

Data submitted by the **Mediation Service** shows that in 2014-2015 there were five student related cases. Three were dealt with through direct liaison with Serco for rubbish clearance, one was dealt with through neighbour mediation (location was North Holmes Road) and one was advice from a resident backing on to Dane John Gardens.

In 2015-2016 there have been only two cases, both involving complaints of disturbance from student nights and the night time economy. Effective liaison with the licenced premises concerned has proved very useful and effective. They have private security which seems to be doing an excellent job. One case has been resolved completely the other is being monitored, but reports are that the situation has improved. It is suggested that complaints data from the council and the universities is included in suite of metrics included for the annual monitoring report.

## Effectiveness of the Street Marshal scheme

In order to measure the scheme's effectiveness a survey of residents was undertaken by CCCU and UoK. It was conducted in June 2015, prior to the Street Marshal project beginning in September 2015 and after the first term of operation, in December 2015. Figure 14 below shows that residents saw a decrease in anti-social behaviour after six months of the project starting.<sup>86</sup>

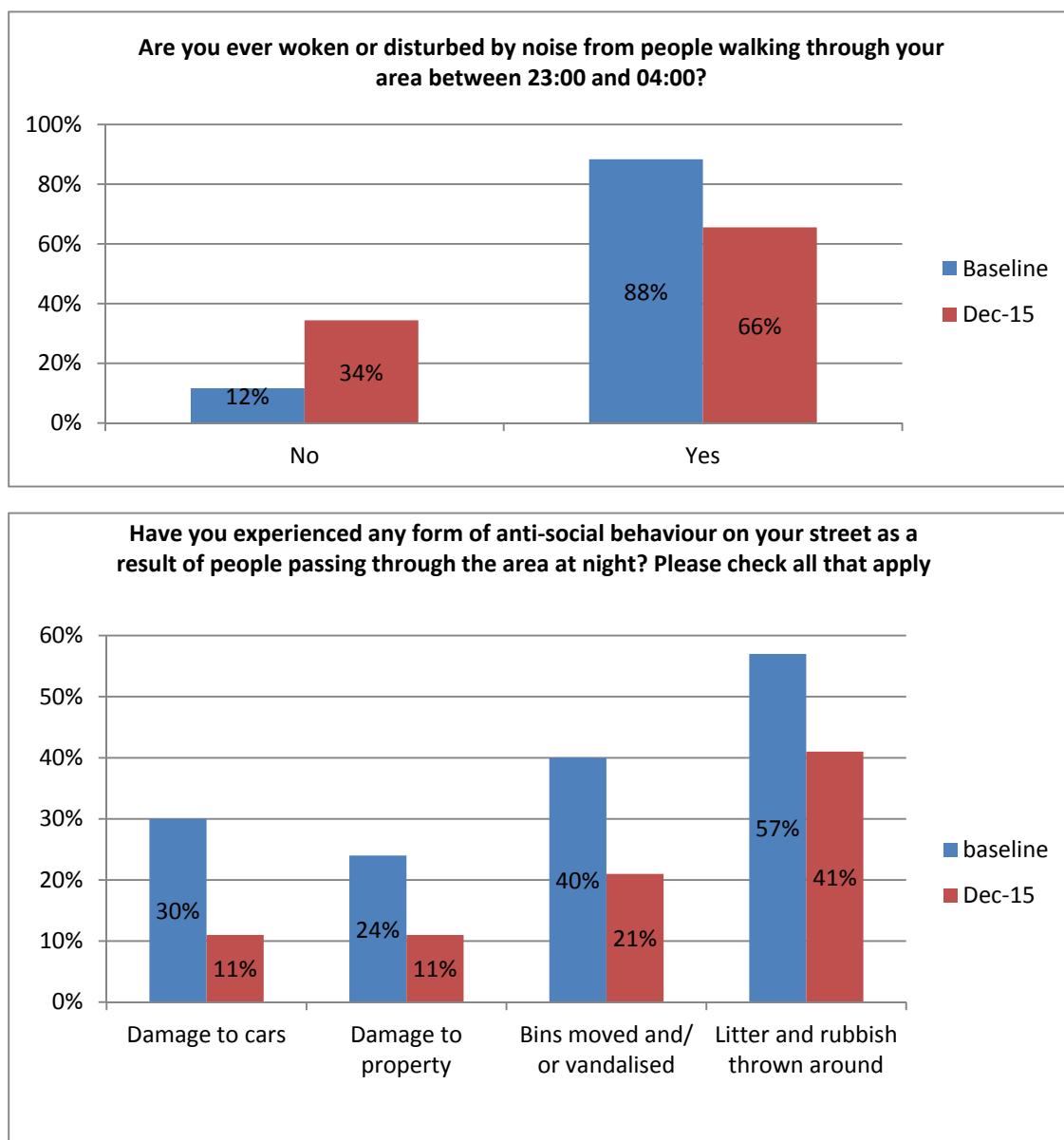


Figure 14 - Street Marshall Impact Survey

<sup>86</sup> A full copy of the results can be found in Appendix 12.

The Street Marshal scheme was also discussed at the three focus groups held with residents and students. Overall, there was strong support for the scheme although it was felt that it should not turn “*into policing of students who should act as responsible adults*”. As noted in the introduction to the chapter, the scheme is seen by all stakeholders as a success and has been extended for 2016-2017. It is therefore recommended that:

- 13. The universities and landlords will be strongly encouraged to explore the possibility of making additional funding available to extend the Street Marshal Scheme based on an assessment of need.**

### **Residents’ Groups and Associations**

In addition to the work of the council and universities, residents’ groups and associations also play a big role in dealing with anti-social behaviour and fostering good community relations. The case study below highlights the work of one of those residents’ groups which aims to foster better community relations between all sections of the community.

#### **St Michaels Road Area Residents’ Association (SMRARA)**

SMRARA have been very active in welcoming students to the neighbourhood for several years. For example, it produces a booklet which sets out community information for students as well as advice on how to avoid anti-social behaviour. They have also encouraged the participation of students in the residents association. Although it is acknowledged that this has had limited success as students generally have busy lives and many communities of interest not just the neighbourhood where they live. It is sometimes equally difficult to encourage permanent residents to get involved too.

After conducting a survey of the properties in their area in April 2016, SMRARA estimated that 41 per cent of all their houses are HMOs. SMRARA have also produced a summary of the night-time disturbances during the Trinity term 2016:

**Saturday 7/Sunday 8 May** - residents in St Michael’s Road woken at 2.30 am by a loud group passing through, shouting and fooling about. Just the one group.

**Wednesday 11/Thursday 12 May** - residents in St Michael’s Road woken by several groups heading towards the campus. Did not last long.

**Wednesday 25/Thursday 26 May** - residents in St Michael’s Road kept awake at around 2.45 am for about three-quarters of an hour by a group in the street. In the morning they discovered that a car wing mirror had been broken and there was a broken bottle beneath it.

**Friday 27/Saturday 28 May** - very noisy party at student house in Ringwood Close – disco, lights flashing, people outside in back garden and in the road at the front – residents some distance away kept awake. Still continuing beyond 2 am. Street Marshals spoke to students who were outside in the road, and tried to discourage others from joining the party.

Also a lot of noisy students passing through on St Michael's Road between 1.30 and 3.00, including one group of male students at 2.30 am, one of whom was shouting very loudly, Street Marshals tried to quieten him down.

**Wednesday 1/Thursday 2 June** - very noisy party in Verwood Close. Continued until 3.45 am, ending with group shouting "UKC, UKC" for five minutes.

**Friday 17/Saturday 18 June** - very noisy party at student house in Salisbury Road. Started at 8 pm on the Friday evening and the noise was still continuing at 2 am.

**Tuesday 21/Wednesday 22 June** - succession of noisy groups going by in St Michael's Road until 4 am.

Figure 15 below sets out information collected by SMRARA between 2013-2016 and shows that the number of incidents recorded in the area has fallen since 2014 and importantly the number serious noise and disturbance from HMOs and serious noise disturbance from people passing through have both significantly reduced.

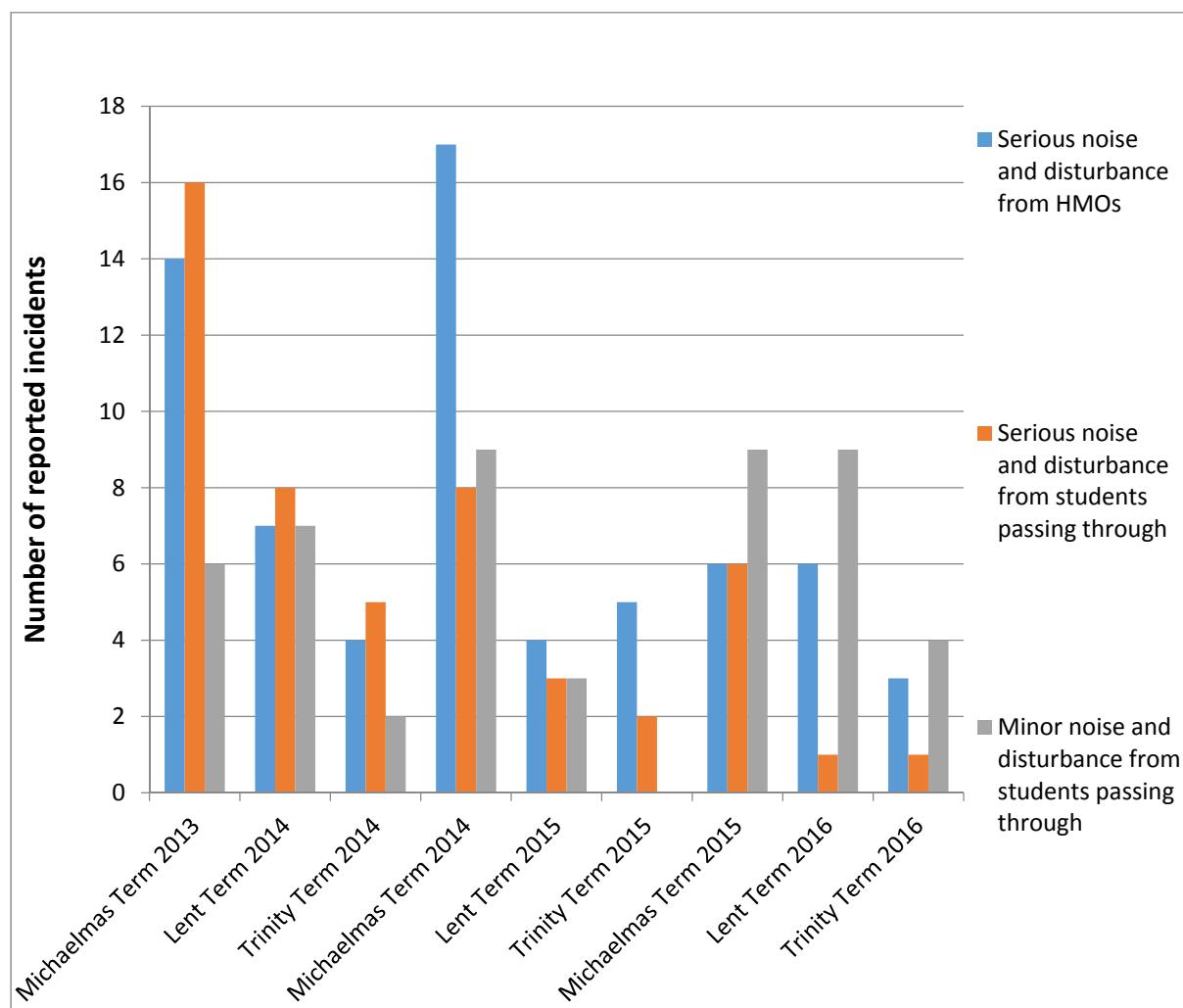


Figure 15 - SMRARA Log of incidents of anti-social behaviour 2013-2016

It is clear that the best practice highlighted in the case study above could be rolled out in other areas and more needs to be done to ensure all residents have the right information enable them to integrate into neighbourhood activities and avoid ASB occurring in the first place. It is therefore recommended that:

**14. The council, working with residents' associations, Blean Parish Council, landlords, students' unions and universities, will produce community information for all residents in student-rich areas to ensure they have the means to integrate effectively into their neighbourhood.**

### Schools in communities where a high proportion of students live

A common characteristic in communities where a high proportion of students live is the loss of community facilities and in particular school closures due to falling rolls. Feedback from residents' associations in Canterbury suggested that catchment areas have become wider as a consequence of the growth in students living in the wider community. This means that parents have to drive their children to school rather than walk causing problems with parking and traffic in local neighbourhoods close to schools.

As part of the review, four schools were identified in communities where a high proportion of students live and were asked whether the impact of students living in the local community was changing their catchment area and impacting on their school roll. The schools were:

- St Stephen's Junior School
- St. Peter's Primary School
- Parkside Primary School
- Pilgrim's Way Primary School (did not reply)

In terms of falling rolls, feedback from the schools was inconclusive as two of the schools, St. Stephen's and St. Peter's, were over-subscribed and indicated that their catchment changed every year and felt that this was most driven by parental choice. Parkside, however, confirmed that they have a falling school roll and felt that this may be attributed to greater number of students living in the local community but acknowledged that parental choice also has a bearing.

In terms of distance being travelled to school, data from Kent County Council, set out in Figure 16 below, shows that the average distance travelled reduced for all schools between 2014-2015 and 2015-2016. However, it is interesting to note that in the city's ward where the highest proportion of students live, St. Stephen's school has the longest distance travelled to school at around 1.7 miles in 2015-2016 on average. In contrast, Parkside

Community School has the least distance travelled at around 0.7 miles in 2015-2016.<sup>87</sup> It is proposed that the distance travelled to school is continued to be measured for the four schools identified in this report and added to the list of metrics to be measured in the annual report.

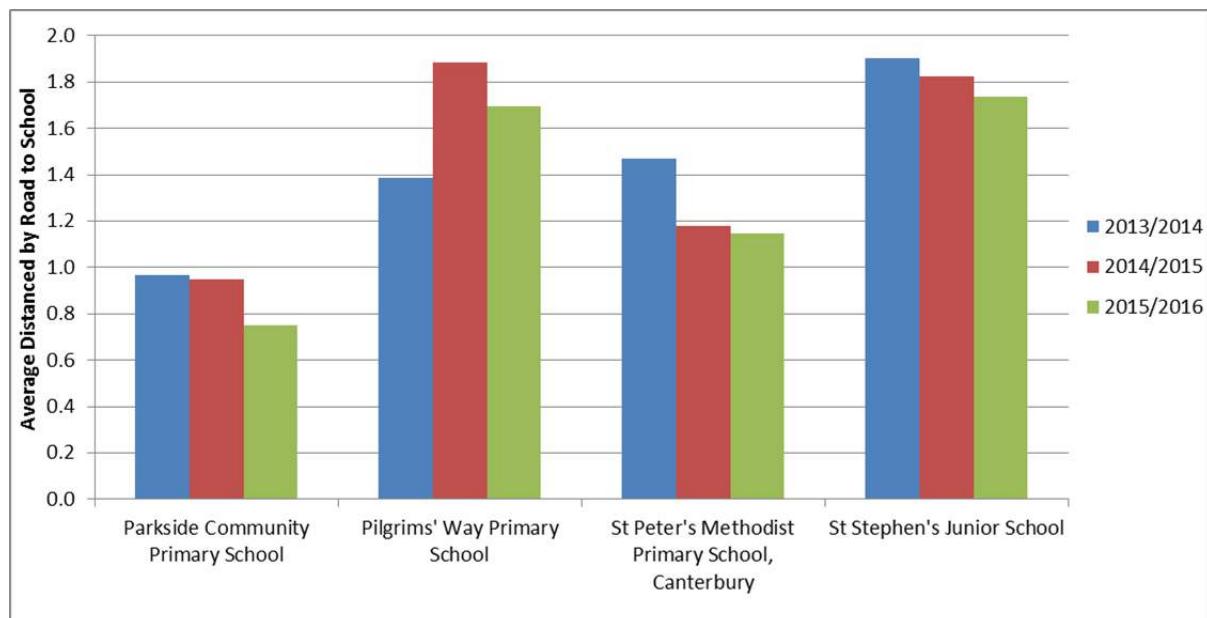


Figure 16 - Distance travelled to schools in areas where a high proportion of students live

### **Local shops and facilities in communities where a high proportion of students live**

Again, a common characteristic in communities where a high proportion of students live elsewhere in the country is that the presence of a large student community can lead to a loss of community facilities and that the goods and services on offer locally become niche, catering for a student market.

The issue was discussed at the residents' focus group. Although it was acknowledged that some local shops specifically cater for the needs of the student population this was seen as a positive rather than a negative. One resident commenting that "*In Northgate... there are at least 4/5 shops that wouldn't exist without the students. There are hairdressers for different type of hair and Japanese/Korean shops which are all thriving*". Another resident suggested that the many shops, restaurants and pubs "*may not exist without the student community*".

More generally, the loss of community facilities has not come across as being a problem in the submissions made by residents' associations and if anything, the shops catering for the student market are seen as increasing the diversity of goods and services available rather than leading to the reduction or closure of local shops and facilities serving the wider community.

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<sup>87</sup> Maps showing where pupils are travelling from for the three years are attached Appendix 13.

## **Community use of the universities and college's facilities, services and events**

The presence of the universities and college means that the range of cultural and leisure facilities and events on offer for use by local people is greatly enhanced.<sup>88</sup> This section explores usage of these facilities by local residents including the use of other facilities and services on offer at the universities.

### **University of Kent**

The UoK offers a wide range of events and activities which are open to the public. The **Gulbenkian arts centre** offers first class theatre, dance, and cinema which achieves audience numbers of around 90,000 a year with shows and performances targeted at the wider community and students. Around 800 young people are engaged each year taking part in life-changing activities and training and around 6,000 people in activities and outreach work including animation projects with primary schools, arts project for unaccompanied young refugees, open access dance summer school, Square Pegs Music Group (for young people with learning difficulties). The **cinema** had 575 public screenings in 2015-2016 with audiences over 37,000.

In 2015-2016, 11,000 people attended **outdoor and non-ticketed events**, including **bOing!**, the very popular weekend-long family festival.

The opening of the **Colyer-Fergusson Music Building** gave the city an outstanding performance space capable of accommodating everything from recitals to choral and orchestral concerts. Many local orchestras, choral societies and schools now use the building as their main concert venue. In addition, the Studio 3 Gallery offers an outstanding programme of art exhibitions and events.

**UoK Kent Sport** estimates that there have been over 30,000 community visits each year to their multi-million pound sports facilities which includes events, regular bookings, summer camps and public member visits. And Kent Sport's Physiotherapy Clinic has a range of services for the public including sports massages and running workshops.

At the **Templeman Library** there were 536 registered community members between 1 August 2014 and 31 July 2015. These members included retired staff and alumni, students and staff of other universities who live locally, members of public and 4 schools. During this period, 1,659 books were borrowed.<sup>89</sup> The library is keen to increase the community use and through the promotion of membership of the library to external borrowers.

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<sup>88</sup> Appendix 14 identifies 15 separate cultural and leisure facilities across the universities and college with many, but not, being available for use by the general public.

<sup>89</sup> These figures do not include visitors who may use books in the building for reference or visit the special collections and archives reading room or visit new exhibition space.

The **Kent Law Clinic** is a partnership between students, academics and solicitors and barristers in practice locally. It aims to provide a public service for local people who need legal advice and representation but cannot afford to pay for it and to enhance the education of students in the Kent Law School through direct experience of legal practice. During 2015, the Law Clinic handled 1,442 telephone enquiries, giving advice to 351 new clients and took on 115 new clients. The advice and representation covers employment, immigration, asylum, family, welfare benefits, housing, contract, access to land and minor criminal matters. Only a handful of clients are students or staff, as the Law Clinic has always seen itself as a service for the local community beyond the University.

Other services provided by the UoK and available for use by the local people include the **IT clinic** and the **University Medical centre**.

The **Oaks nursery** run by Kent Union has 93 places and on average the usage is 80 per cent UoK staff, 10 per cent UoK students and 10 per cent wider community. Kent Union also provides a temping service.

### **Canterbury Christ Church University**

Canterbury Christ Church University attracts thousands of visitors to its venues each year, playing host to hundreds of concerts, exhibitions, performances and arts programmes. Sponsoring local arts, culture and sport, CCCU is also a long term Partner and Principal Sponsor of Canterbury Festival and more recently sponsor of Kent Women's cricket team. The University has also invested £2m in sports facilities at Polo Farm Sports Club.

The value of the University's role in community and cultural cement, in particular its role as a focus for artistic, intellectual and civic debate, is significant. The economic value of its main public lecture, exhibitions and performance programme (most of which are free to the public) totalled £242,500 in 2012-2013 according to Viewforth Consulting. This, according to Viewforth, 'will reflect only a very small proportion of the value generated by the University's cultural and community engagement'.

In 2014-2015, 30,000 people attended its free and paid-for events (16,000 attended its free events). Christ Church also took 805 course bookings on adult education and community arts courses, held 193 arts and culture events, took 1,428 conference and events bookings and welcomed 29,866 visitors to its events.

National, regional and local exhibitions are regularly held at our city **Sidney Cooper Gallery** in St Peter's Street, complemented by lively lectures and workshops encouraging the public to get hands-on with the creative process.

The University's **St Gregory's Centre for Music** is set in a beautiful 19<sup>th</sup> century church and attracts international performers to the region. Hosting around 100 concerts a year, the busy music calendar includes regular free lunchtime concerts, evening performances and special events, all of which are open to the public.

**Augustine Hall**, in the University's Augustine House on the city ring road, is the largest hall in the city centre. It provides a 450-seat auditorium for large concerts, performances and events. Recent public events have included the South East's largest animation and award winning festival Anifest, BBC Radio 4's Any Questions?, and public debates.

The University's **Anselm Studios** on its main campus provide two flexible studios, perfect for theatre, drama, dance and music.

Workshops and business events are regularly held at **Hall Place**, a few minutes' drive away from the city centre. The venue has seminar rooms, training suites and a small lecture theatre to cater for meetings, training and networking events. The University's **St Martin's Priory**, a Grade II listed building close to heritage locations St Martin's Church and St Augustine's Abbey, also provides meeting facilities for the public as well as wedding receptions for up to 200 guests.

Christ Church also offers a **Canterbury-based mediation clinic**, which has been running for nearly 10 years, providing the public with a dispute resolution service. In 2014-2015, 42 mediation sessions were provided, including 24 family sessions.

**Unitemps** is the University's recruitment service for students, graduates and the community. The Unitemps franchise offers part-time and holiday work, internships, placements and full-time work opportunities both within the University and in the local area. 2015-2016 was Unitemps' first full year at Christ Church, placing over 1,140 graduates and students in employment, who delivered 132,000 hours of work.

As part of its outreach programme, the University hosts holiday camp provision for children from the local community and also provides access to an Active for Life class three times a week for the elderly. It also promotes access to coach education programmes to upskill volunteers so that they can coach sport in their local clubs.

The University Sports Centre is unable to offer community membership of gym facilities due to planning restrictions preventing anyone other than students, staff, alumni and their families becoming members. The following extract from a letter received by the council from a member of the public illustrates the issue:

"I am a Canterbury resident and really interested in many sports, especially climbing and other challenging sports. There really aren't a lot of great facilities in our area ...the facilities at CCCU are new and very modern...There are no other climbing walls in the whole town or even relatively nearby - Broadstairs would be the nearest. Please consider a change to policy to enable Canterbury residents to benefit from these great places as well as students."

Its Department of Sport is keen to allow greater access to facilities, especially during the summer months when student use diminishes. The council's Planning Department has indicated that it too would be supportive of a review of these planning restrictions.

At the **University for Creative Arts**, there were 44,563 visitors between January 2014 and February 2016 to the **Herbert Reed gallery** which included many exhibitions and shows.

At **Canterbury College**, facilities are available to hire at a commercial rate. These include use of the training and business suite, dance studio, TV studio and classroom and the boardroom.

The **residents' focus group** also explored usage of the universities' and college's facilities. Interestingly, all of the participants had used at least one facility provided by the universities or college and some were regular users. These facilities were highly regarded by all participants as highlighted in the comments made by participants below:

At **Canterbury College**: "*I use the beauty/hairdressers facilities*", "*The restaurant is good too!*" "*The facilities are great and it is reasonably priced, I use the sports hall and play football.*"

At the **UoK**: "*I use the Gulbenkian Theatre quite a lot. It is handy as there is free parking*".

At **CCCU**: "*St Gregory's ...there are free concerts at lunchtimes - it is really pleasant.*"

The facilities, services and events available at universities and college are high quality and well regarded by local people. Opening up campuses for wider use by local communities contributes to better understanding, improving community relations and financially benefits the universities and college. However, data about wider community use is not currently measured consistently. It is therefore suggested that metrics measuring community use of the universities and college's facilities, services and events is incorporated into the annual monitoring report. There is also more to be done in the promotion of what's on offer for community use at the universities and college and it is therefore, recommended that:

**15. The universities and college, supported by their students' unions, should further promote the community use of their leisure & cultural facilities, services and events.**

**16. The council, working with CCCU, will review the planning restrictions in place for community use of the CCCU's sports centre.**

### **Student usage of community facilities**

Data from the **Marlowe Theatre** shows that students make good use of the theatre as shown in Table 14 below. The uptake of the Discovery pass, a scheme aimed at young people has significantly increased over the last four years. The theatre also undertakes targeted marketing through attendance at Fresher's fairs, engaging with student media and advertising at the universities.

	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
<b>Student Tickets</b>	4,835	5,553	4,281	4,200
<b>Discovery Pass<sup>90</sup></b>	314	856	3,318	3,684

Table 14 - Student concession tickets and Discovery Pass numbers for the Marlowe Theatre

Data from **Active Life** suggests that **council owned leisure centres** are also well used by the student population.

Off peak students members	866
Peak student members	484
Students admissions	68,436 (44,304 of which were at Kingsmead Leisure Centre in Canterbury). <sup>91</sup>

Table 15 – 2015-2016 usage of Leisure Centres run by Active Life

The Marlowe Theatre and the leisure centres are well used by the local student population. It is suggested that metrics for usage by students are incorporated into the suite of measures for the annual report.

### Conclusions for the social theme

At the stakeholder conference held in February 2016, a number of questions were posed by stakeholders to be answered by the social theme working group, they were as follows:

#### **Q.1 How are the demographics of the area affected by students?**

Due to its large student population, the district has a disproportionately large number of 18-24 years with few 0-14 year olds. The city of Canterbury has approximately 50,400 residents, including 29,392 students studying in the city. Between 2005-2006 and 2014-2015 there has been an increase of 4,752 students registered at Canterbury campuses, which equates to a 19 per cent increase in student numbers. The most rapid increase in the student population occurred in the five years between 2005-2006 and 2010-11 when student numbers peaked at 30,795.

#### **Q.2 Is community spirit affected by a large student population?**

Community spirit does seem to be lower in communities where a high proportion of students live. Data from the 2016 residents' surveys suggests that people living in communities where a high proportion of students live were far less likely to feel part of a community than residents living in other areas of the district. In areas where a high proportion of students live, three in four people said that they did not feel part of a community. This was in stark contrast to Whitstable where only in one in three said they did

<sup>90</sup> The Discovery pass is aimed at 16-26 year olds and although includes some students it is also taken up by young people from the local area.

<sup>91</sup> This data does not include school children, however it may include some sixth form students who take out student membership.

not feel part of a community. There were also lower levels of volunteering in communities where a high proportion of students live than in other areas of the district. This is significant as the level of volunteering can be seen as a measure of community cohesion.

**Q.3 Is crime and anti-social behaviour any more of a problem in areas where many students live compared to other similar areas?**

Overall, Canterbury is a safe place to live. Analysis of crime data for serious ASB and burglaries revealed crime rates for these measures was no worse in areas where a high proportion of students live than other areas of the district. However, there were higher incidences of bicycle theft in communities where a high proportion of students live than elsewhere in the district.

Data from the council and universities suggests that noise complaints are the most common reason for complaints and that 45 per cent of all noise complaints were student related. The number of complaints received by the council is significantly higher for Canterbury than the coastal towns and Whitstable and Herne Bay.

**Q.4 What is the impact of student volunteering on the community?**

The analysis of volunteering data submitted by the universities and college indicated that in 2014-2015, 4,184 students gave 158,000 hours and contributed the equivalent of £1,862,395 to the local community and volunteering on campus. Although a broad range of local and national charities and organisations benefit from student volunteering every year, it is not currently possible to ascertain how much time is given to on-campus only versus off-campus volunteering.

**Q.5 Is the range of goods and services in the district affected by the presence of students?**

The range of goods and services is affected by the presence of students with shops catering for the student market. This is also evidenced in the economic chapter. However, this is seen as a positive rather than a negative as it increases the diversity of goods and services available. There was no evidence that this had led to the reduction or closure of local shops and facilities serving the wider community.

**Q.6 Are the universities' and college's cultural and leisure facilities used by the wider community and are community facilities used by students?**

The universities' and college's cultural and leisure facilities are highly regarded and widely used by the local community. However, it is recognised that more can be done to promote these facilities and record community usage. Community facilities such as the Marlowe Theatre and leisure centres are also increasingly being used by the local student population.

## **Physical Chapter**

### **Introduction from the Chair**

Although I have worked for many years at the city council managing housing, waste and recycling services, I was nevertheless intrigued to learn more about the physical impact of our higher and further education institutions on the local the services I know as well as the housing market, traffic, parking and travel impact in the city. Since the last impact review the council has already made many improvements to the services we provide in communities where a high proportion of students live, including extra bin collections and discounts for students on the park and ride, but I see this review as an opportunity to identify what more we can all do to benefit the lives of all of our residents.

As the chair of the physical theme working group I oversaw a collaborative approach to identifying the main areas of concern followed by the harder task of locating evidence and data to really understand the impact. The participants of the working group had varying points of view they wanted to be considered and we had to ensure every voice was heard and included. The following representatives helped to guide the process:

- Local landlords were keen to be included and had valuable information regarding the buoyancy of the housing market. They argued that most landlords take their responsibilities very seriously. They told us that most landlords are very co-operative with the council and universities when problems occur and it is the minority of landlords that give them all a bad name. They also pointed out that purpose-built student accommodation can be less attractive, more expensive and is often not as well managed as private rented housing and is not the only solution to the issue.
- Residents' associations representing residents living in areas with a high student presence were keen to investigate the ways local neighbourhoods have been adversely affected by the presence of high concentrations of students living in Houses in Multiple Occupation (HMOs). Issues such as poor waste management, noise and litter were of concern as well as the perception that families had been 'pushed out' as high numbers of students households affect the look and feel of the area. Also, they complained of increases in traffic and parking problems which coincide with the arrival and departure of students at the beginning and end of term. Although the residents are aware of the positive contribution the HE/FE institutions and their students bring to the city they told us the negative impacts are acutely felt by the residents living in areas with high student populations. The residents' associations were generally more supportive of new purpose-built student accommodation as they felt this would free HMOs to revert back into family housing.
- The students' unions felt that students are too often scapegoats for problems on estates regarding the appearance of homes, gardens and surrounding areas when other residents may well be causing these issues. They also point out that the responsibility of many of these problems should lie with the landlord and not the

students. They were also concerned with the high cost of housing which limits their choice of accommodation.

- The representatives from the HE/FE institutions provided large amounts of information to demonstrate how they are helping tackle waste and recycling management, traffic and parking issues. As well as helping their students find the right home during their studies, they wanted to ensure that the positive student experience in Canterbury is reflected.
- The group was also attended by various council staff who could offer information about the ways the council provides its' services in the community.

With so many strongly held and often contrasting views about what the impact is we have worked hard to ensure that no conclusions would be drawn without as much evidence as possible to support it.

I would like to thank the all the contributors to the Physical Theme working group who collectively provided and scrutinised huge amounts of statistics, pictures, testimonies, surveys and policy documents and for their time, expertise and enthusiasm to make sure this process was not only participative but also as interesting and enjoyable as possible.

Larissa Reed

The Physical Chapter is concerned with the physical appearance of the district, housing market, refuse and recycling and travel and transport and how being a city with higher and further education institutions has impacted these areas.

## Housing market context

Canterbury property prices are on average £55,000 higher and rents are around £54 per week more expensive than the East Kent average.<sup>92</sup> Private rented housing in Canterbury is comparatively large and growing, partially fuelled by the growth of higher education in the city centre in the last ten years. The prevalence of shared student houses means that there are fewer families living in Canterbury city wards than elsewhere in the district.

There are 4,800 known private rented homes in the city, approximately 3,800 of which are occupied by students.<sup>93</sup> As shown in Table 16 below, private rented homes account for about 28 per cent of homes in the city, compared to 18 per cent for the district as a whole. St Stephens ward has the highest proportion of private rented housing at 34 per cent owing to its large student population. Furthermore, analysis from the 2011 census shows that city centre of Canterbury has the second highest percentage of private renting and the lowest homeownership percentage in England.<sup>94</sup>

	<b>Canterbury (District)</b>	<b>St. Stephens</b>	<b>Wincheap</b>	<b>Northgate</b>	<b>Barton</b>	<b>Westgate</b>	<b>Average of city centre wards</b>
Owns - with or without a mortgage/loan	67%	41%	54%	30%	48%	47%	44%
Private rented	18%	34%	24%	27%	22%	32%	28%
Rented from council	8%	9%	14%	29%	15%	9%	15%
Other tenures	7%	16%	22%	14%	15%	12%	16%

Table 16 - Comparison of tenures in Canterbury city wards<sup>95</sup>

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<sup>92</sup> For this calculation, East Kent includes Canterbury, Dover, Thanet, Shepway, Swale and Ashford. The average rent was calculated on the average 3 bedrooomed property. See Appendix 6 for Hometrack data and calculations.

<sup>93</sup> 2016 Council tax data. A total of 66,449 Council tax dwellings in the District of which 3,115 receive a class N exemption for being wholly occupied by students, 685 dwellings with a mix of students and non-students, 729 dwellings receive class M exemption (halls of residence). The 3,800 figure used in the main text came from adding dwellings wholly and partially occupied by students together.

<sup>94</sup> Luminocity3D, 'Housing Tenure: Private Rented', accessed 1 November 2016,  
[http://luminocity3d.org/Housing.html#housing\\_tenure\\_private\\_renting/9/51.2808/1.0767](http://luminocity3d.org/Housing.html#housing_tenure_private_renting/9/51.2808/1.0767).

<sup>95</sup> Hometrack Housing Intelligence System, 2016.

## **Cost of renting in the Canterbury district**

On average, the city of Canterbury achieves significantly higher rent levels than in the rest of the district. The majority of students rent a room in a house in multiple occupation (HMO) in the city. The rent is likely to be higher because several individuals renting a room within a house, tends to achieve more total rent than renting the whole property to one household. Figure 17 below shows the average rent for three or four bed homes across the district:

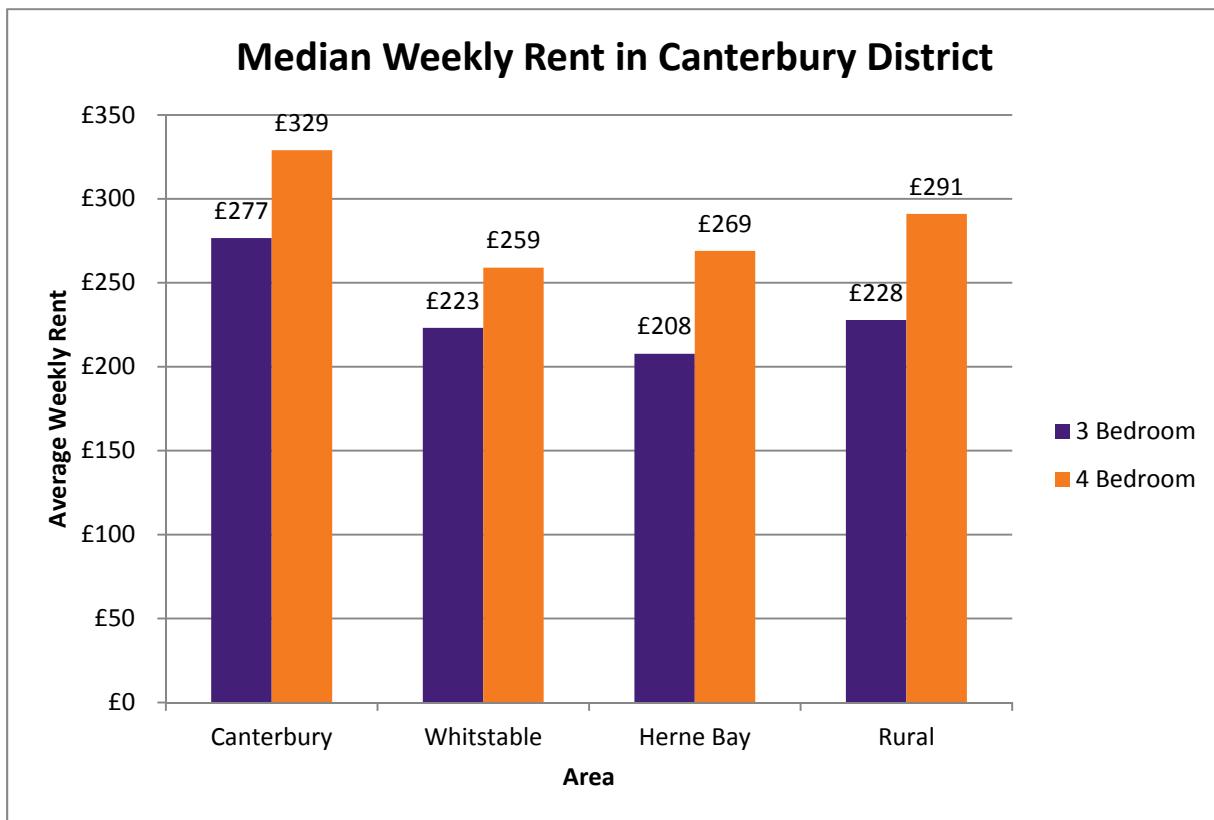


Figure 17 - Median weekly rent in the Canterbury District

## **Cost of buying a home in the Canterbury District**

The Canterbury city average house price is generally higher than the rest of the district and neighbouring districts, with the exception of the harbour area in Whitstable.

Figure 18 below shows how much an average terraced house would cost in various locations. The Canterbury city average has been broken down into ward level data (ward level is dark purple, the city average is light purple) to demonstrate the higher costs in all wards in the city compared to neighbouring areas/districts:

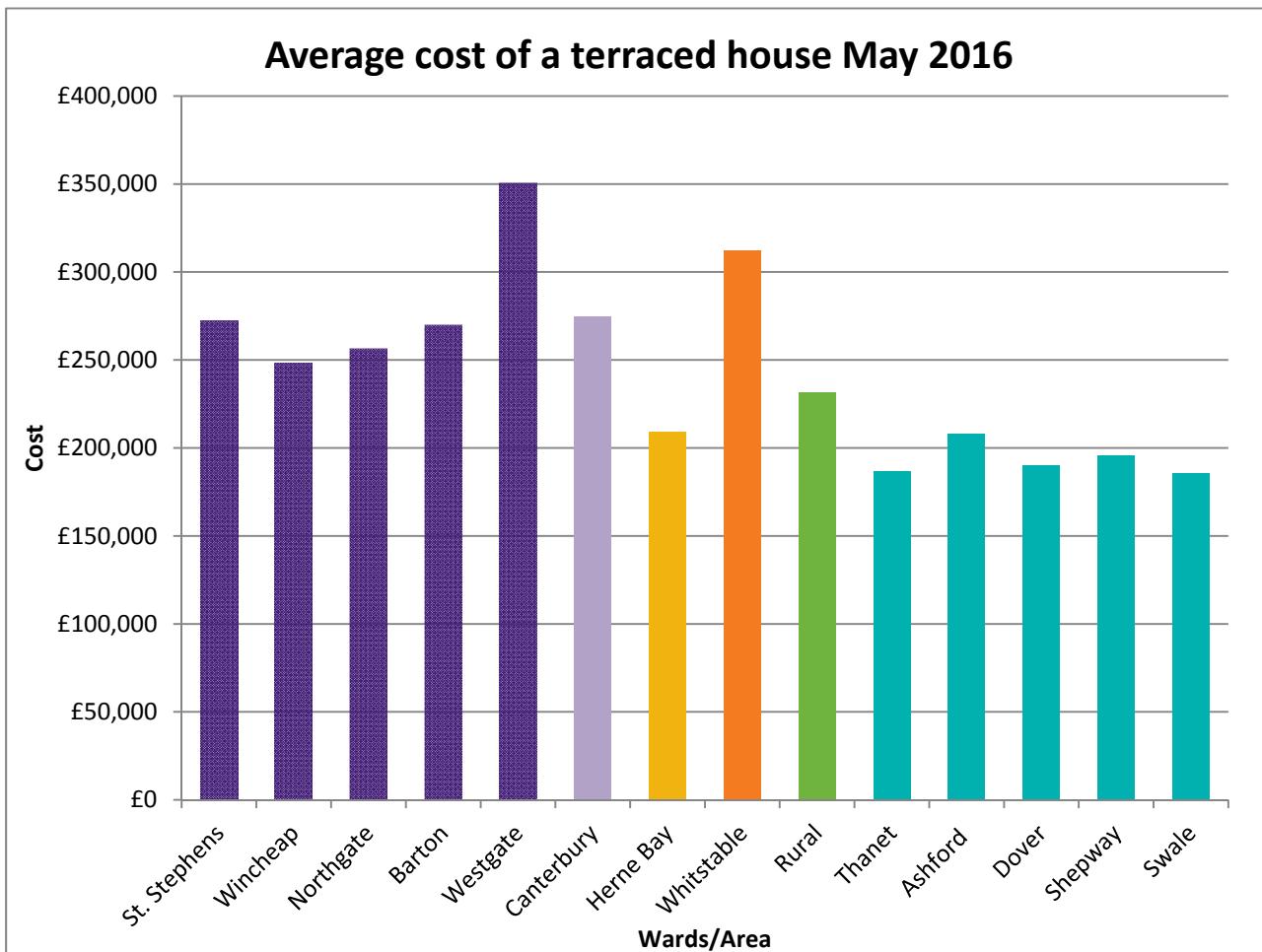


Figure 18 - Average cost of a terraced house May 2016

**17. The council will produce and publish an annual monitoring report of the housing market to inform its Housing Strategy.**

### Housing options for students

The city has a mixed accommodation offer for students, which includes private rented rooms within HMOs and an increasing amount of university and privately owned purpose built student accommodation (PBSA) on and off university campuses.

Choosing the right home is a hugely important decision for students for practical reasons such as distance to campus and budgeting, but also social reasons including choosing housemates and distance to leisure activities. The highest demand is for student homes in areas closest to one of the university campuses and the city centre.

Most new undergraduates spend their first year in campus accommodation (halls) and after the first year find accommodation in the private rented sector, usually in HMOs located in city centre wards. The highest concentrations of student households are in the residential areas in St Stephens and Northgate wards (for further information see Social Chapter).

An alternative to HMO and PBSA is though Homestay, which gives both international and EU students coming to Canterbury to study the opportunity to stay with a local family. This gives them a chance to immerse themselves in British culture, language and home life. It is also appropriate for students that have not yet experienced independent living and do not know the area or country.

Prices for Homestay begin at £92 per week for bed and breakfast in a shared room to £181 for single room with breakfast, evening and weekend meals. The Homestay scheme is not researched as part of this review as it is unlikely to impact the housing market or change the nature of the community significantly. It does, however, demonstrate another financial advantage of living in an area with HE/FE institutions as local homeowners can potentially use spare rooms for income.

### **Purpose Built Student Accommodation (PBSA)**

The majority of PBSA is currently owned by and located by University of Kent. Canterbury Christ Church University has student accommodation on and off campus which is very close to the city centre. Over the last five years CCCU has invested in PBSA developments in St George's Centre, St George's Place and Petros Court, Rhodaus Town. The University for the Creative Arts has also invested in student accommodation on and off campus, often on sites considered less-suitable for family housing (close to busy roads and nightclubs). There is PBSA in Northgate, Wincheap, Oaten Hill, Sturry Road, Whitstable Road, St Thomas Hill and the university campuses. As PBSA usually has an on-site concierge or management presence, problems associated with large concentrations of sharing residents are usually prevented or better controlled, for example, late night noise, waste management issues and unauthorised car usage.

PBSA is housing specifically designed for student occupation. It is either arranged into clustered flats or self-contained studios. Flats typically consist of around two to six (although sometimes as many as 15) individual bedrooms with a shared room containing a kitchen and living area, with either shared bathroom facilities or ensuite bathrooms. The flats are typically fully furnished and contain a single bed, although the size of rooms and beds can be upgraded for a premium. This modern living environment is popular with first year students and international students, as these groups are often living independently for the first time or, are more likely to be unfamiliar with the city when arranging their accommodation.

In the 2006 Student Impact Scrutiny Review, an investigation into the impact the student population has on the local housing market led to the following recommendation:

‘In order to reduce the pressure on the private housing market in Canterbury, the higher education institutions should explore the provision of further purpose built accommodation based on an assessment of the anticipated growth in full-time student numbers and the likely demand from second and subsequent year students. Such accommodation could be either on campus or elsewhere in the city. As a minimum the higher education institutions should

aim to accommodate 50 per cent of non-local full-time students who would otherwise be likely to seek rented accommodation in the city.<sup>96</sup>

Students needing accommodation in the Canterbury district are most likely to be studying full time and to have originated from outside the district. In order to calculate the percentage of students, who can be accommodated by university provided housing, only full-time students that have moved to Canterbury to study are included in the 50 per cent aim. It is worth acknowledging that some full or part time students already living in the area may choose to live in either university or private rented housing but this aim is only intended to meet the housing needs of students that do not have other housing options available.

There has been an increase in PBSA by the universities and private developers over the last decade and we know there are around 7,557 within the city.<sup>97</sup>

The increase in PBSA in Canterbury is being driven by a number of factors:

- The Student Impact Review 2006 recommendation above.
- This recommendation informed the Housing Strategy 2012-2016, which encouraged PBSA development. There is an expectation that the knock-on effect of more PBSA would reduce student demand for HMOs and lead to some houses becoming available for families to live in.
- The draft Local Plan policy HD7 states that planning permission for future increases in academic or administrative floor space which would result in an increase in student numbers must be matched by corresponding PBSA (subject to additional terms and conditions). This policy will only be enforced for new students and is likely to only provide accommodation for students in their first year, so there may still be demand for private rented housing from students after their first year.
- Restrictions to the expansion of HMOs following the implementation of an Article 4 direction will give PBSA developers confidence that there is a gap in the market to meet student housing needs.
- National and international real estate services recognise PBSA as a growth area nationally for investors. Cushman and Wakefield's UK Student Accommodation Report 2015-2016 states:
  - 2015 was a record year for student residential investment.
  - Over one million UK students are now studying away from their home region (about half of the total) in addition to this there are EU and international students looking for a British education. Demand for PBSA is greater than ever.
- Development marketing companies, such as Savills, are offering attractive investment opportunities. In the Savills brochure for the Parham Road PBSA in

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<sup>96</sup> Canterbury City Council, *Student Impact Scrutiny Review*, 2006, p71.

<sup>97</sup> Property Week, 'The Future of Student Housing', accessed 1 November 2016, <http://classof2020.nl/wp-content/uploads/2016/06/The-Future-of-Student-Housing-November-2015-Property-Week.pdf>.

Northgate, they state: 'A rare opportunity to acquire a freehold campus of private sector purpose built student/residential accommodation comprising 800 bedrooms in 16 properties let on a range of tenancies with very strong underlying residential use and value.'<sup>98</sup>

There are hundreds of other companies offering similar investment opportunities in student rooms or 'pods' often promising attractive rental returns. However, independent advisors recommend exercising caution in these investments as there are management and development risks, as with all investment. There is also a potential 'exit strategy' problem as such accommodation cannot be sold on the open market (like a HMO) and are usually limited to selling to another investor.

There is evidence of local public support for well managed PBSA, as long as it is not developed at the expense of family housing. The increase in PBSA, however, is not welcomed by all.<sup>99</sup> Local landlords state that:

- HMOs offer a greater community and social offer to students whereas PBSA can isolate students from the wider community and shelter them from valuable experiences of independence.
- The increase of PBSA means HMOs are becoming harder to let.
- Private HMOs offer greater financial support to the local economy because local landlords usually use local suppliers for furniture and local tradesmen for maintenance and supplies, whereas developers of PBSA use their own suppliers from outside the district.
- Fewer HMOs and more PBSA leaves students with a lack of choice and potentially highly expensive alternatives.
- The assumption that HMOs would return to general residential use could be incorrect.<sup>100</sup> There is a risk that HMOs remain empty as there is not necessarily demand from families to buy these properties.<sup>101</sup>

### **PBSA provided by the universities**

Both UoK and CCCU have housing policies which guarantee first year students the offer of an accommodation place providing they make them first choice university by 31 July each year. The accommodation teams will make every effort to accommodate the other first year students after this date and through the clearing process.

There has been an increase of 2,206 bed-spaces for students provided by the universities in the last 10 years. The estimated percentage of students accommodated in university

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<sup>98</sup> [Savills, 'Parham Student Village'](#), accessed 1 November 2016

<sup>99</sup> See Appendix 10 for further comments.

<sup>100</sup> These views are further explored in the Landlord survey in Appendix 18, the Economy Chapter and Appendix 25.

<sup>101</sup> See Appendix 10 for the landlord submissions.

housing in Canterbury is 45.1 per cent. This is a modest increase of 2.7 per cent in the last 10 years and falls short of the 50 per cent target. Table 17 shows data from 2006 and 2016 for university owned accommodation and how many full time students who had moved to Canterbury to study could be housed in them.

	University of Kent		Canterbury Christ Church University		University for the Creative Arts		Total		Increase/decrease
Year	2006	2016	2006	2015 <sup>102</sup>	2006	2016	2006	2016	
University provided student accommodation	3,981	5,394	1,106	1,808	227	318	5,314	7,520	2,206
Full-time students who have moved to the Canterbury area to study	9,294	11,865	2,251	4,413	626	407	12,171	16,685	4,514
Percentage of these students who can be accommodated by their University	42.8%	45.5%	47.5%	41%	37%	78%	42.4%	45.1%	+2.7%

Table 17 - Student accommodation needs in Canterbury 2006-2016<sup>103</sup>

In Canterbury the universities currently offer different options to cater to students' needs and budgets. The UoK has managed to keep over a quarter of its housing below the £120 per week level. The most expensive room is £226.17 per week and the cheapest room available is £106 per week. CCCU's most expensive room is £158 per week and the cheapest £91 per week.<sup>104</sup>

The cost of renting PBSA through a university in Canterbury is comparable with PBSA nationally. The national average weekly rent for institutional accommodation (PBSA) was £134.23 for a 41 week contract (£5,503.40 total cost).<sup>105</sup>

**University PBSA rent example:** A student paying £114.73 per week for a room in Darwin house at University of Kent for 41 weeks will spend £4,704 total on rent.<sup>106</sup>

<sup>102</sup> Note that these are 2015 figures.

<sup>103</sup> HESA return data 2006 and 2016.

<sup>104</sup> See Appendix 17 for details of fees and prices for university PBSA.

<sup>105</sup> NUS/Unipol, *Accommodation Costs Survey*, 2015 [NUS](#)

<sup>106</sup> Based on 2016/17 prices - 41 weeks is the average contract quoted on the UoK accommodation website.

## PBSA in the private sector

According to global real estate services firm, Cushman and Wakefield, students are looking for higher quality accommodation than ever before. This is due to the recent increase in fees making their higher education more expensive and therefore they expect to get a more enriched experience: “Crucially, part of the investment in HE, alongside choosing the best possible university, now seems to extend to choosing a quality residential experience that will support their academic and social experience.”<sup>107</sup> New PBSA are often offering high quality student experiences in order to compete in the heating up market. Standard rooms often offer double beds, ensuite bathrooms and WIFI whereas larger developments also include gyms, cinemas and more luxurious socialising space.

Although PBSA is often considered a high quality offer, some consider PBSA’s external appearance is not in-keeping with existing local infrastructure: “the regular appearance of purpose built student blocks on the list of worst looking new buildings is not helpful to the public perception.” – Savills. The NUS pointed out that PBSA has featured disproportionately in the well-known ‘Carbuncle’ awards, but have rarely been nominated for ‘good design’ awards.<sup>108</sup>

In recent years there has been an increase in PBSA developed off campus by private companies, such as the large development of 800 bedrooms in 16 units at Parham Student Village, in Northgate.<sup>109</sup> A proportion of these rooms are let from private lettings agencies are available to all students.<sup>110</sup> In 2016-2017 a standard single room with shared bathroom facilities cost between £99 and £145 per week. A single ensuite room was between £120 and £165 per week. A premium double bed ensuite starts at £138 per week. Licences are from 40-47 weeks per annum.

**Private PBSA rent example:** A student paying £120 per week to live at Parham Road for 41 weeks will spend £4,920 total on rent.

The weekly rent for private PBSA in Canterbury, compares well with the national average, which was £168.94 for a 46 week contract (£7,771 total cost). Nationally, private PBSA is £18.29 more expensive per week than university provision and the contract length is approximately 5 weeks longer, making it even more expensive over the full contract.<sup>111</sup> The price difference between private and institutional PBSA in Canterbury appears to be more modest than the national average but private is still more expensive.

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<sup>107</sup> Cushman & Wakefield, *UK Student Accommodation Report 2015/16*, 2015, p.5.

<sup>108</sup> NUS/Unipol, *Accommodation Costs Survey*, 2015 [NUS](#)

<sup>109</sup> [Savills, ‘Parham Student Village’](#), accessed 1 November 2016

<sup>110</sup> For example, see [urbanstudentlife.com](#).

<sup>111</sup> NUS/Unipol, *Accommodation Costs Survey*, 2015 [NUS](#)

## Future development of PBSA in Canterbury

In the last two years, planning permission has been granted for 609 new private purpose built student bedspaces in Canterbury as shown in Table 18:

Location	Number of rooms with shared facilities	Or Number of studio/1 bed flats	Planning application status
Woodland Way, Blean <sup>112</sup>		6	Granted
Sturry Road		7	Granted
St Thomas Hill	4		Granted
Sturry Road	8		Granted
Sturry Road		6	Granted
Former Peugeot Site	539		Granted
Old Dover Road		27	Granted
New Dover Road	12		Granted
<b>Total student accommodation in the pipeline</b>		609	
Of which	Rooms = 563	Studio or 1bed flat = 46	

Table 18 - Planning applications for PBSA between September 2014 and September 2016<sup>113</sup>

In addition to the PBSA detailed above, Table 19 below gives an indication of the continuing developer appetite for this type of housing:

Old Ruttington Lane	48	2	Registered
Rhodaus Town	153		Awaiting decision
Sturry Road		2	Awaiting decision
Military Road		224	Refused

Table 19 - New planning applications for PBSA not (yet) granted planning permission

There is currently no detailed guidance in the council's Housing Strategy or its draft Local Plan as to what type, size, etc. of accommodation should be developed to meet our students' needs. This means that the planning authority is limited to statutory reasons for refusing granting permission for PBSA which may not be fit for purpose. The case study below gives an example of what could happen when PBSA does not meet the needs or preferences of the average student.

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<sup>112</sup> This property's former use was an HMO for six students (since 2001) and internal conversion has created six studio apartments (according to the owner in the planning permission file these are easier to let).

<sup>113</sup> Data from [Canterbury City Council's planning search](#), accessed 1 October 2016,

### **Case study - the effect of PBSA in Loughborough**

In 2005 planning permission was sought for a development which included 35 apartments, 250 student bed-spaces (later reduced to 179 bed spaces following consultation), a restaurant and a café or bar in the Loughborough Wharf town centre (off campus).

Local opposition to the development included (but not only) the visual design of the building not being in keeping with the surrounding area, the height of the building (originally eight storeys – reduced to six storeys therefore losing 80 student rooms), the feeling that high concentrations of students create community imbalance and the site would be better used as a tourist destination.

The accommodation was eventually built in 2007. In the following years there was a steep reduction in student residents on the estates of Storer and Burleigh (although they still remained popular compared to other areas).<sup>114</sup> Many of the HMOs in these areas are only partially full. This suggests that although fewer students reside in these areas, HMOs are not changing use (from student HMO to a different tenure) at an expected level as they are still used by students just not fully occupied.

An update of the Loughborough Wharf development was given in a presentation given to Charnwood District Council in 2013, which showed that far fewer students lived in PBSA in 2011-2012 compared to 2010-2011 and as a result the weekly rent had to be reduced.<sup>115</sup>

The presentation also included anecdotal comments which highlight the potential problems with this type of accommodation:

Regarding: Off-campus PBSA:

- “The student blocks in the town are definitely struggling to fill their accommodation. I know that a lot of them are worried by the voids that they have” [Landlord 2].
- “We are half full” [PBSA Provider 4].
- “I think they were popular when they were first built, but after a year or two they begin to lose their appeal, because you hear that they are all really struggling at the moment” [Letting agent 1].
- “All rooms aren’t full and they haven’t been for several years” [PBSA provider 6].

Survey results of Loughborough student housing preferences and needs showed that the best thing about PBSA (on or off campus) is meeting new people/making friends. The worst thing about ‘off campus’ PBSA was it’s expensive, the worst thing about ‘on campus’ (self-catered) PBSA was noise.

When asked where they would like to live next year, a large majority of students living in PBSA answered ‘shared house’ because they wanted to form their own household with friends. Presumably, creating your own household in PBSA is not always an option. When asked why they chose to live in a particular location the majority of students responded

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<sup>114</sup> For more information see Professor Darren Smith and Professor Phil Hubbard’s presentation in Appendix 5.

<sup>115</sup> Smith, Darren, presentation on [Studentification in Loughborough, 2013](#)

'because it's close to campus' – the Wharf PBSA development located in the town centre is not the closest option to campus.

Although the PBSA in Loughborough helped to reduce student numbers in the residential areas of Storer and Burleigh, there is no evidence that corresponding numbers of HMOs returned to general housing use. There is evidence to suggest that the PBSA have become harder to fill because it is a more expensive option too far from campus and students cannot choose who they live with.

The lessons which can be learned from the Loughborough case study are to ensure that any PBSA developed meets the needs and preferences of future student tenants. According to Loughborough students, the most important considerations when choosing a home during their studies are: price, location to campus and ability to live with friends. The current assumption that new PBSA will free up family homes in the private sector is challenged as many of the HMOs in the above case study remained student HMOs but only partially full. It is wise that planning applications are only granted for future developments of PBSA which are desirable and proportionate to prevent empty rooms.

## Conclusions

- There has been a recent rise of Purpose Built Student Accommodation (PBSA) developments both locally and nationally.
- The new PBSA have given students more choice however, many of the new options are at the luxury end of the market and potentially unaffordable to many students.
- The most expensive accommodation is often targeted at wealthy international and EU students (as stated in national real estate publications). If there is a decline in international and EU students in the future, PBSA may become difficult to let.
- There is growing opinion, nationally, from private developers that students are prepared to pay more - not less – if they feel it will help improve their studies, free time and overall experience.
- Students choosing the more expensive housing options come from wealthier families who financially support them during studies.
- Without assistance with costs students are likely to have to work on top of their studies, the more expensive the housing the more hours they have to work which could have a negative impact on their education.
- To calculate the affordability of accommodation tenants must consider the length of the contract as well as how much the rent is.
- The council does not currently have a strategy as to what it considers to be desirable PBSA.
- More PBSA does not necessarily mean HMOs will return to family use.

**18. The council, as part of its housing strategy, will seek information to recommend the appropriate type, size and affordability of future private Purpose Built Student Accommodation developments.**

## **Private Rented Houses in Multiple Occupation (HMOs)**

Canterbury has an excellent range of private rented student accommodation on offer. Privately renting in a HMO is popular with students studying in their second year and beyond, often giving them their first real experience of independence, arranging bills and keeping the property secure and clean. The appeal often comes down to cost, the ability to rent with friends and the opportunity to integrate with the local community which is not always a feature of PBSA either on or off-campus. It also appeals to tenants looking for more of a ‘family home’ environment than PBSA can offer. HMOs also often have private gardens which, although some outside communal areas are available in PBSA, would only be shared with the small number of friends they choose to live with.

Private rented homes range in size, price and area and include some luxury properties for students with a larger budget. Students typically share a house or flat, usually in groups of between three and six, although sometimes more. There are at least 3,802 student occupied dwellings, not including PBSA, in the district most of which are HMOs in the city area.<sup>116</sup> Many of the private rented student homes are former council owned houses sold under Right to Buy. The areas with the highest density of student homes are found in the St Stephens and Northgate wards and the other areas listed in Table 20 below. There are no known student HMOs in Whitstable or Herne Bay and very few in rural areas of the district.

The UK average weekly rent in private housing for students was £80.<sup>117</sup> In Canterbury it was £84. Although nationally Canterbury has slightly higher average rent it compares well with other towns and cities in the south of England, since the national average is lowered by the cheaper rents available in the north. Interestingly, Canterbury is one of the few places to have experienced a slight average rent reduction for students over the last five years. Table 20 also shows the approximate cost of living in some of the most popular student areas in 2016:

<b>Area</b>	<b>Per person per week</b>	<b>Per person per month</b>
City Centre	£93.56	£405.42
Elliot Footpath	£78.00	£310.00
Hales Place	£75.00	£376.92
London Road Estate	£86.50	£374.83
South Canterbury	£89.61	£388.31
Spring Lane Estate	£91.50	£396.50
St Stephens and St Dunstans	£92.72	£401.77
Sturry Road and Northgate	£99.00	£429.01

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<sup>116</sup> Council tax data, 2016.

<sup>117</sup> Accommodation for students, *Student Accommodation Rent Report*, 2016

[https://www.accommodationforstudents.com/research\\_reports/RentsRelease.pdf](https://www.accommodationforstudents.com/research_reports/RentsRelease.pdf).

<b>Area</b>	<b>Per person per week</b>	<b>Per person per month</b>
Whitstable Road Area	£115.38	£500.00
Wincheap and Thanington	£87.23	£378.00

Table 20 - Average price of student HMOs<sup>118</sup>

**HMO rent example:** A student renting a room in St Stephens for £93 per week for 44 weeks would pay £4,092 total rent.<sup>119</sup>

The cost of renting a room in a private HMO is usually cheaper on a weekly basis than purpose built student accommodation. Most PBSA accommodation, however, does not charge during the summer vacation period when rooms must be left empty, which reduces the overall costs. Many students would like to remain in Canterbury during vacation periods and may therefore decide private HMO accommodation would better suit their needs.

#### **HMO provider case study: Sally Hatcher Estates**

Sally Hatcher Estates is a well-established letting agent in Canterbury with a portfolio of properties for students and families. They are also a member of Association of Residential Letting Agents (ARLA).<sup>120</sup> Managing Director Sally Hatcher contributed the following information:

In January to April 2016 the following properties were marketed in the CT2 postcode area:

- 249 three bed houses – 235 for students and 14 for ‘families/professionals’.
- 472 four bed houses – 465 for students and seven for ‘families/professionals’.
- More than 200 five bed houses – only one for family let.<sup>121</sup>

The ‘student’ three bed houses cost between £242pw (which is £81 per person) and £249pw (this works out at £83 per person).

The ‘student’ four bed houses cost between £312pw (£78 per person) and £484pw (£121 per person).

The ‘student’ five bed houses cost between £610pw (£122 per person) and £775pw (£155 per person).

The ‘professional’ three bed houses cost between £230 pw and £323 pw.

The ‘professional’ four bed houses cost between £230 pw and £312 pw.

These figures are roughly comparable with the average Canterbury city rented prices (total rent, not rent per person). However, Canterbury rent is still more expensive than in other parts of the district.

<sup>118</sup> Home Stamp, ‘Area Statistics’, accessed 23 October 2016, <http://www.homestampkent.co.uk/Statistics>.

<sup>119</sup> This is the average length of contract for privately renting according to [International Student Calculator](#).

<sup>120</sup> The Association of Residential Letting Agents (ARLA) is the only professional body that is solely concerned with the self-regulation of letting agents and since 1981 has been actively promoting the highest standards across every aspect of residential lettings and management in the Private Rented Sector.

<sup>121</sup> Details of 3-5 bed properties for students and families. This period is typically when student housing is advertised for September.

The higher cost of renting in the Canterbury city wards is generally due to demand, not just from students, but also young professionals. Canterbury, when compared to other areas in the district, offers more job opportunities, transport links, high street shops as well as a vibrant night time offer, which contributes to its desirability as a place to live.

The higher proportion of rented properties in the Canterbury city is attributable to the demand from students. There are 4,828 (28 per cent of the total) private rented homes in the city. According council tax data, at least 3,802 households have one or more student occupier. The universities estimate 9,165 students needed to find accommodation in the private sector this year. From this information it is reasonable to conclude that students occupy the majority of private rented housing in the city centre part of the district.

### **Physical appearance of HMOs**

The council has received testimony from some members of the community, that student HMOs are often easy to spot, due to their poor quality and appearance. The blame for this is usually levelled at the landlord – particularly ‘absentee’ landlords who cannot be contacted easily. However, landlords and students’ unions have been quick to point out that other private/council tenants and homeowners can have houses with a poor appearance and students are regularly scapegoats for these issues.<sup>122</sup>

In Canterbury, we believe that the majority of private sector landlords take their responsibilities seriously. Many of the city’s more experienced landlords rent to students, many of whom have provided homes for students for a number of years and most maintain their homes to a high standard, including the external appearance.

The majority of landlords told us (in our survey) that checks were carried out once or twice a year and maintenance carried out whenever needed on the following:

- External paintwork
- Guttering
- Fences and external walls<sup>123</sup>

Also, the majority of landlords told us that they carried out checks and maintenance on gardens more than monthly. Only a small number of landlords told us that they had recently received complaints about the appearance of their student HMOs’ garden or appearance.

As well as well-maintained accommodation, most student HMO landlords are aware that students now expect a certain amount of ‘essentials’ in their accommodation. As with PBSA, private shared homes also regularly offer the following as standard: broadband/fibre,

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<sup>122</sup> See Appendix 8 for further information.

<sup>123</sup> See Appendix 18 for the full results from the survey.

telephone line, inclusive bills-package, 24/7 maintenance, free gardening, double beds, dishwashers, washer/dryers, outside storage and some car parking.<sup>124</sup>

In the 2006 review, recommendations to improve quality and appearance of student accommodation in the private rented sector resulted in the council run Accredited Student Landlord Scheme which was subsequently revised in 2013 and changed to the consortium run Home Stamp scheme. Home Stamp is a not for profit organisation which aims to help students find good-quality private accommodation in Canterbury. It is managed by a board consisting of seven partners who back the scheme. These are Kent Union, University of Kent, University of Creative Arts, UCASU, Canterbury Christ Church University, CCSU, and Canterbury City Council.<sup>125</sup> For a fee, local student landlords can be accredited, which involves proving they have relevant safety certificates and system and also agreeing to a code of conduct with the aim of helping student tenants feel more confident that any disagreements can be resolved quickly. The higher education institutions advise students to only consider Home Stamp registered landlords which should contribute to the quality and standards of HMOs for students. The scheme has been operating for 10 years and could benefit from a review into its effectiveness.

**19. The members of the Higher and Further Education Community Working Group represented on the Home Stamp board will perform review of the Home Stamp scheme including the 'code of conduct'.**

### Factors affecting demand for HMOs

- The increase in PBSA is likely to reduce student demand for HMOs. Over the last two years, PSBA which is sufficient to house 609 students has been granted planning permission. If we assume the average HMO contains around 3.5 students, and if the student population does not increase, 609 new PBSA could free up around 174 HMOs in the city which could potentially return to family use.<sup>126</sup> It is likely that the less desirable areas (further away from the city centre and a campus) will be the first properties which would be hard to let. However, according to the Loughborough case study, properties might remain in use for students but only partially filled.
- An Article 4 Direction relating to HMOs came into force on 25 February 2016. Under this direction, in certain areas planning permission is required to change the use of a house from a C3 dwelling house to a C4 HMO. This is to maintain an appropriate housing mix within the designated area and to safeguard the character of local communities. Permission may be denied if the total number of dwellings, within a 100m radius of the property, has already reached the 10 per cent (of all properties) HMO threshold. The wards covered by this direction are: Barton, Blean Forest, Chartham and Stone Street, Northgate, St Stephens, Sturry, Westgate and Wincheap, there are nearly 2,000 known HMOs in the relevant city wards, but there

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<sup>124</sup> List taken from [Leydon Lettings Agency website](#) and [JGStudent Lets website](#), accessed 1 November 2016.

<sup>125</sup> For further information see <http://www.homestampkent.co.uk>

<sup>126</sup> Estimated based on council tax data of HMO occupancy.

may be more un-registered HMOs. Existing HMO landlords will not be affected by the Article 4 Direction, however, this may make them reluctant to lose their HMO status by renting to a family as it would be difficult or even impossible to change it back to a HMO in the future.

- The universities and students' unions give students advice to wait until January before signing up for next year's accommodation.<sup>127</sup> As a result of this some landlords have told us this makes letting their property more challenging.<sup>128</sup>
- Any increase in HMOs into an already competitive market may result in even more empty bedspaces - unless the student population increases. Table 21 (below) gives a summary of planning applications for a single household (C3) dwelling to change use to a HMO (C4) since the implementation of the Article 4 Direction in February 2016:

<b>Location</b>	<b>Planning application status</b>
Devon Road, Canterbury	Granted (subject to conditions)
Dover Street, Canterbury	Granted (subject to conditions)
Forrester Close, Canterbury	Granted (subject to conditions)
Station Road West, Canterbury	Granted (subject to conditions)
Woodland Way, Blean	Granted (subject to conditions)
Downs Road, Canterbury	Granted (subject to conditions)
Longport, Canterbury	Application live and undecided
Oaten Hill Place, Canterbury	Granted (subject to conditions)
Raymond Avenue, Canterbury	Granted (subject to conditions)
Payton Mews, Canterbury	Refused
South Street, Canterbury	Withdrawn
Willow Close, Canterbury	Application live and undecided
Durham Close, Canterbury	Application live and undecided
Beverley Road, Canterbury	Application live and undecided

Table 21 - Planning applications to change use from C3 TO C4.<sup>129</sup>

### The future for HMOs in Canterbury

Since the Article 4 implementation in February, the council has received 14 applications (as at December 2016) for change of use from C3 to C4 (new HMOs) of which eight have been granted so far. It is too early to assess the impact of the Article 4 Direction but the council will collect data to monitor its' effectiveness over time.

Since September 2014 two planning permissions have been granted to convert HMOs back into 'residential' (C3) use, one in Old Dover Road and one in Wincheap. Also, in Blean a six bed HMO has permission to convert into 6 bedsits, in the planning application the owner of

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<sup>127</sup> For example see: University of Kent living off campus guide 2012 <https://www.kent.ac.uk/accommodation/>

<sup>128</sup> See Appendix 18 for further analysis of the results of the survey.

<sup>129</sup> Data from Canterbury City Council's planning and regeneration database

the property said HMOs are no longer in demand as students are now looking for bedsit accommodation.

Evidence from the Landlord and Letting Agent survey has shown that many local student landlords are now finding it tougher to let their student accommodation than in previous years'. Of the 23 respondents, 15 (representing a total of 523 properties) agreed with this and six (representing a total of 156 properties) disagreed.<sup>130</sup> When asked if they had any empty (unlet) rooms in the academic year 2015-2016 40 per cent of respondents said 'yes' representing a total of 80 empty bedspaces.<sup>131</sup> We also asked about the future of their student HMO if this trend continues:

We also asked about the future of their student HMO if this trend continues. Table 22 shows the landlords' responses to this question and how many properties they represent:

<b>Option</b>		<b>Likely</b>	<b>Neutral</b>	<b>Unlikely</b>
<b>Sell the property</b>	Landlords	8	5	7
	Properties	59	231	190
<b>Try and rent the property to a family</b>	Landlords	9	2	10
	Properties	182	81	273
<b>Drop the rent and still try and rent to students</b>	Landlords	13	1	6
	Properties	362	6	51
<b>Lease to Canterbury City Council for social housing</b>	Landlords	2	4	14
	Properties	153	10	465
<b>Lease them to Canterbury City Council for refugees</b>	Landlords	2	4	14
	Properties	195	10	618
<b>Leave it empty</b>	Landlords	4	0	15
	Properties	93	0	385

Table 22 - Results from the landlord and letting agent survey<sup>132</sup>

The sample of landlords and letting agents that completed our survey is predicting a variety of different ways to ensure their property is tenanted although some of the smaller

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<sup>130</sup> Two respondents answered 'not sure'.

<sup>131</sup> See Appendix 19 for further details.

<sup>132</sup> This row of data is to show how many properties the LL/LAs have in their portfolio as it varies between one house and up to 150.

landlords would consider selling. It is perhaps unsurprising that only a few would choose to leave their property empty and would rather look into alternative solutions to fill the home.

Any landlords/letting agents that would consider selling/renting to families or leasing to the council for social housing would contribute to the availability of housing for local families. As of 1 August 2016 there were 1,514 households in housing need registered for social housing and 129 homeless households.<sup>133</sup> This housing need is a symptom of the general shortage of affordable accommodation in the district and the council is currently investigating options such as leasing private homes, to rent to families in housing need, as a solution to this growing issue.

**20. The council will continue to ensure it is available to local landlords and lettings agents to advise and assist with finding solutions to the problem of hard to let accommodation.**

Many landlords and agents would consider reducing rent to try to continue to rent to students, which may signal a more competitive market and would potentially benefit students looking for more affordable housing. However, reducing the rent to continue to attract student renters is simply not a financially viable option to many landlords. In a 2014 report, the National Landlord Association state that during the longest period of low interest rates a survey found, 'A quarter of landlords break even or make a loss.'<sup>134</sup> Logically, when interest rates rise many more landlords will struggle.

Despite new challenges for local landlords, the private rented housing market in Canterbury is still buoyant compared to neighbouring areas. Landlords with HMOs may choose to rent their property to young working professionals. This way they can maintain current levels rental income and not lose their HMO status.

A combination of factors have provided local student landlords with a greater challenge to find tenants for their HMOs, which is likely to worsen if accommodation supply continues to increase faster than student numbers.

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<sup>133</sup> Housing Need Register (HNR) figure is applications of households needing affordable housing in the district. Data period was 1 July 2015 to 31 March 2016. A main 'homelessness duty' is owed where the authority is satisfied that the applicant is eligible for assistance, unintentionally homeless and falls within a specified priority need group. Such statutorily homeless households are referred to as 'acceptances'. These households are consequently owed a main homelessness duty by a local housing authority which continues until a settled housing solution becomes available or circumstances bring the duty to an end. Homeless cases have been growing steadily since 2010.

<sup>134</sup> National Landlords Association, "[Quarter of small landlords break even or run at a loss](#)", accessed 3 November 2016,

## **Appearance of student neighbourhoods**

The Residents' Survey 2016 asks a random sample of residents what their level of satisfaction with their local area as a place to live is.<sup>135</sup> Further analysis of the data collected shows that in areas where a high proportion of students live, net satisfaction is 82 per cent which is the same as the average for the district. However, pride in the local area is lower in areas where a high proportion of students live. Satisfaction levels for both waste and recycling and street cleaning was higher in areas where a high proportion of students live than the district average, despite testimony to the contrary, received by members of the community for this review who have told us that student areas are easy to identify because the bins are untidily placed or overflowing.<sup>136</sup>

The problems associated with the appearance of neighbourhoods is not only about how untidy the houses or street are but also if the properties are empty or occupied. Unoccupied houses can also be viewed as unattractive and potentially a risk for opportunist crime. The results from the survey confirm that the majority of properties the landlords own are unoccupied in the summer holidays and many are also empty over Christmas and Easter periods.

The feedback we received from students who attended the focus groups and the students' unions were generally positive about the physical appearance of the city.<sup>137</sup> They described it as:

Eclectic community  
Wonderful city  
old  
cute  
a great city  
beautiful  
good high street  
Culturally rich  
Heart of Kent

However, the students also told us that bins and rubbish collection is an issue. For example, sometimes bins go missing, there aren't always enough bins for the number of tenants and they are often not aware of the collection timetable. They also told us that many 'student roads' do not have adequate pavements for the bins making it difficult to walk past. Residents' Associations have fed back that student homes are often not managed properly, leading to an unkempt appearance.

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<sup>135</sup> See Appendix 20 for further information about the Residents' Survey.

<sup>136</sup> See Appendix 8 for the submission from Residents' Associations.

<sup>137</sup> See Appendix 11 for the Student and resident focus groups 2016.

The landlords who responded to our survey advised that they have received a few complaints about overflowing bins and to a lesser extent bins not put out for collection properly. However, they unanimously agreed that ensuring the right number of bins and finding out about the waste and recycling procedure should not be the responsibility of student tenants' themselves. Most agreed that these responsibilities belong to the landlord, although some felt the council and universities should take responsibility.

From this we can conclude that if there is an issue with waste and recycling the council should liaise directly with the landlord to find a solution. Problems could be prevented by making improvements to communication and information surrounding waste and recycling which will assist landlords with their responsibilities.

### **Local landlord and lettings agents' contribution to waste management**

Many of our landlords and lettings agents are continually reviewing ways to improve waste management for their properties. By working to implement simple systems to manage the smooth running of waste and recycling in their properties landlords can avoid problems which cause additional work later on. The Canterbury Student Landlords Forum has access to a completely automated waste and recycling system which sends tenants regular reminder emails.<sup>138</sup> Student tenants living in properties let through Leydon Lettings, for example, collectively received 30,000 bin reminder emails every year via 'distribution lists' in accordance with bin collection areas, dates and collection types.

Our local landlords, lettings agents and the forum will be enabled to invest in innovative solutions to waste and recycling problems including targeting information to areas of the district most needing improvement.

### **21. The council will ensure that landlords and residents are provided with clear street specific information as to when collection days are and what will be collected.**

#### **Canterbury City Council research**

In 2015, the council commissioned Environmental Communications Consultants Ltd to carry out a focused programme of direct public engagement to tackle low levels of recycling and contamination within the recycling bins across 2,356 homes comprising mainly student accommodation and social housing.<sup>139</sup> They found that:

'The vast majority of students spoken to were highly engaged and supportive of the recycling services and of the notion of recycling in general. Compared to similar work we have done elsewhere, this level of support amongst students is the greatest we have encountered. The single biggest barrier to them

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<sup>138</sup> [Canterbury Student Landlords Forum](#), accessed 2 November 2016,

<sup>139</sup> See Appendix 21 for the final report.

participating is the support they are provided by their landlords in relation to the provision of bins and information. Most reported that having moved into their homes, they relied solely upon neighbours to determine the processes and schedules for waste and recycling collections and where requests for missing bins were made, they largely went unanswered. There were many students who said that they had contacted the council directly to request bins but were directed to the landlord or letting agent. As a consequence, many students don't recycle because they cannot do so. This has a further negative effect as we encountered a significant number of non-student residents who were very critical of students suggesting it is they that are the cause of poor recycling. In some cases, this created difficulties in neighbourhood harmony as the perception exists that they don't care when in fact, this group cares a lot and are keen to do a lot but do not have the means to do so.<sup>140</sup>

### **Waste and Recycling Survey 2015-2016**

In December 2015, the council carried out a randomly selected survey of our residents' satisfaction with our contracted waste and recycling service. In the survey we asked residents to what extent they agreed with the following statement: 'The other residents in my street follow the waste collection procedure well.' Across the district, the majority of residents either agreed with the statement or did not know. However, the majority of residents surveyed who disagreed with the statement live in the Canterbury city centre wards. Compared to the overall district total of residents disagreeing with the statement, at least twice as many residents from the city centre wards disagreed, with the highest proportions in Northgate and St Stephens wards.

This indicates that the council and its contractors should target additional resources and information at particular areas as a blanket procedure does not work as effectively in some areas compared to others.

**22. The council will strongly encourage landlords, through clear guidance, to provide sufficient and appropriate bins that are clearly numbered and monitor the situation.**

#### **Extra bin collections**

The council bid for, and received, government funding in 2013 to try to tackle areas most needing improvement by introducing weekly waste collections to 10,000 homes. The council worked with its contractor to identify the roads that would benefit most from this extra service and the result was mainly roads heavily populated with HMOs. In 2015, the council funded the purchase and delivery of 2,000 paper and cardboard bins to replace the previous inserts – giving extra capacity in both dry recycling collection methods. This has gone some way towards helping students take part in recycling and has reduced the missed collections

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<sup>140</sup> Canterbury City Council, *Doorknocking programme to tackle recycling contamination and increase levels of recycling*, p.7, 2015.

caused by contaminated recycling bins in these areas. This may explain why areas with high student numbers have slightly higher satisfaction with waste and recycling services than the district in general, even though they are more likely to feel their neighbours do not follow the waste and recycling procedures well. This suggests that the information about waste and recycling is not always getting through to all our residents.

### **End of term waste and recycling arrangements**

At the end of the academic term each year, when many students leave the city, there is usually an increase in household waste from the properties they occupied. This creates extra waste, recycling and litter which can leave communities looking very untidy and causes complaints to the council and its waste contractors. As a response, it was agreed, for two weeks, to trial a special collection arrangement in selected areas for the summer of 2016. The purpose of the trial was to work with student representatives, the council's contractor, landlords and the universities to test the best way to remove the additional waste and recycling produced at the end of term and when best to run any future arrangements.

There were differences of opinion between the parties as to the peak periods, but eventually the two week window was chosen based on contractor and university evidence. The trial gave permission to our contractor to ignore normal rules for the presentation of black bin waste – it could be in any bin/bag, the only restriction was it needed to be of a size that could be accommodated in a refuse truck. During the two weeks, the trial worked well, with less waste refused by the contractor, and fewer complaints from residents. However, the following two to three weeks saw increases in additional “side” waste – students and landlords claim that the wrong two weeks were chosen and the evidence from the trial would corroborate this.

In 2017, the Contracts Team will agree exact timescales, which may include a longer period if costs can be agreed, and communicate to universities and student bodies well in advance.<sup>141</sup>

### **23. The council will continue to work with the universities and landlords to implement a more effective end of term waste and recycling scheme.**

### **Higher and further education contribution to local waste and recycling management**

Fliers and information about waste collections and the offer of extra purple sacks at the end of term are distributed widely. As well as general rubbish at the end of term, students often have excess belongings which they do not want to keep such as homeware, books and

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<sup>141</sup> Canterbury Christ Church University produced a helpful ‘good neighbour’ guide for students and residents that included the amnesty dates and instructions, which could be replicated with help from the council and other interested parties.

clothes. Both CCCU and UoK have teamed up with the British Heart Foundation for general recycling of clothes, books, bags, shoes, CDs, DVDs, homeware and toys.

The permanent recycling donation banks are situated on campus and extra temporary ones are included each year after exams in May. Students are encouraged to donate their recyclable goods which as well as the obvious environmental and charitable benefits also reduces the potential amount of waste to be disposed of in the community. In addition to this and general waste bins, there are also bins that take ink and toner cartridges, batteries, electrical items and stamps.

### **Fixed penalty notices**

Fixed penalty notices (FPNs) can be issued to deal with environmental offences. Local authorities can issue a FPN for offences such as littering, fly tipping, graffiti, Noise Act offences, nuisance parking and waste receptacle offences.

Penalties collected from such offences can vary but for each offence there is a minimum and maximum fine. For example, for the offence of nuisance parking the minimum penalty is £60 and the maximum is £100.

Currently the council uses FPNs for the offence of littering. Payment of £80 must be paid within 14 days of receiving the notice. This includes individuals and businesses either deliberately leaving litter or waste in a public place or not ensuring their waste is under control which leads to it being blown away or moved by accident. The FPNs are used occasionally to control waste and rubbish left in streets and outside properties where the person or business responsible for the waste can be identified.

**24. The council will use, and better advertise, its use of the regulatory powers to issue fixed penalty notices (FPNs) to reduce littering and inappropriate waste disposal to help deter persistent offenders.**

### **HMO licensing**

Some of our local residents' associations want the council to introduce Additional HMO Licensing to help control problems associated with poor HMO management by some landlords. They have said that if licensing is not possible they would like to see landlords sign up to a voluntary code of conduct backed by residents' associations, the universities, and the council. They are particularly interested in taking action against HMO landlords with properties that have an unattractive external condition and curtilage (including yards and gardens) and persistent anti-social behaviour which adversely impacts upon the general character and amenity of the area. They also want the council to maintain a robust database of our HMOs which will support other schemes such as the Article 4 Direction and see licensing as a way of doing this. At present the council runs an HMO registration scheme of properties captured under the mandatory HMO regulations. In addition following the Article 4 Direction a voluntary register it is now held but is likely to be incomplete.

Other local authorities have adopted Additional HMO Licensing including Oxford, Bristol, Brighton and Hove and several London boroughs. Additional licensing of HMOs is a discretionary power to enable the extending of licensing to smaller types of HMOs. Currently, 'large' HMOs (three storeys or more with five or more occupants) are subject to mandatory licensing, this is because larger HMOs are generally more likely to experience problems associated with safety and are considered harder to manage.<sup>142</sup> Additional HMO Licensing would not tackle problems in owner occupied homes, council homes or private tenancies that are not HMOs.

In order to introduce an Additional HMO Licensing scheme, local authorities are required to provide a robust evidence base. This includes demonstrating that a significant proportion of HMOs within a designated area experience significant management issues and/or poor property conditions that are not being dealt with by the landlord. The local authority must also demonstrate that the other courses of action available to them are not an effective enough method of dealing with the problem or problems in question. For example, if only a small proportion of HMOs with management problems are affecting an area, Interim Management Orders may be more appropriate. The local authority would then need to consult with local residents, landlords, tenants and other relevant stakeholders for a minimum of ten weeks. Once a designation is confirmed landlords who operate within the designated area will be required to apply for a licence and pay a fee for each of their properties within the area. It should be noted that any designation is only valid for a maximum of five years; if the scheme needs to be extended the local authority must consult affected parties again, with evidence that the scheme is achieving its aims but needs longer to resolve the proven problems. The scheme must be closed once the proven problems are resolved. Additional HMO Licensing cannot be used for revenue generating so schemes are to be self-funding only and any surplus must be returned to the licence holders.

In 2012, the council undertook a Best value Review of HMOs which included the recommendation that the council reject the introduction of Additional HMO Licensing at that time due to the difficulties in meeting the evidential requirements, the appropriateness in tackling the problems reported and the concern that the cost that would be passed onto the tenants of HMOs. The review recommended that the matter be revisited at a later date. When looking at the matter again in 2015 the council's Executive again rejected the idea of further licensing but did recommend a further student impact review. Based on the evidence collected for this review it is still unlikely that the council could prove that a significant proportion of HMOs are being managed sufficiently ineffectively or that alternative measures are proven to be ineffective in tackling problems. A consequence of introducing additional HMO licensing is that it could make the accommodation more expensive for HMO tenants, as the landlord may pass the fee required to cover the costs of running the scheme onto the tenant. Although this could potentially be a very small

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<sup>142</sup> The current mandatory HMO licensing is for five or more occupants from two or more households living in a property of three or more storeys. In October 2016, the Government are consulting on removing reference to storeys, which will greatly increase the number of licensable properties. The consultation closes in December 2016.

increase in rent, affordability of housing is a high priority for students and other occupiers of HMOs.

### **Case Study: Oxford City Council Additional Licensing Scheme**

In 2011, Oxford City Council introduced Additional HMO Licensing which required all HMOs with three or more unrelated tenants to be licensed. In order to implement the scheme the council provided evidence that they had received a disproportionate number of service requests and complaints regarding HMOs and that other courses of action had failed to provide an effective method of dealing with the issues. In 2016 following consultation, the scheme was extended for a further five years.

According to national statistics Oxford has the 14th highest number of HMOs in England and Wales. Only the large metropolitan and unitary authorities and some London Boroughs contain more. An estimated one in five of the resident population lives in an HMO, which is an unusually high proportion. Oxford City Council estimate that the majority of HMOs are tenanted by non-students, as the shortage of housing in the district is forcing more people into shared accommodation.

Councillor Joe McManners, Executive Member for Housing said:

*"Local residents in Oxford have told us that the council needs to do more to control the impact of HMOs and we've listened to what they've had to say. We've tried using all our existing powers but they haven't been enough to make the difference that is needed. We believe that additional licensing will provide us with those extra powers that we need and that it will have a really positive impact. Our aim is to improve the living conditions for tenants within HMOs as they provide the worst accommodation in the city."*

In 2005, Oxford City Council undertook a housing condition survey that claimed that 70 per cent of HMOs were 'unsafe', 61 per cent had below standard fire detection and 17 per cent had no fire detection at all. However, high demand for properties means that landlords can still be confident of finding tenants even for homes with very poor standards.

Since 2011 the council has successfully prosecuted over 50 landlords and cautioned about 40 others for failing to comply with HMO licensing requirements or management standards. Inspectors placed 49,000 conditions relating to properties that did not meet minimum standards, with 35,000 related to health and safety, 12,600 related to fire safety and 1,600 related to facilities and amenities.

The council's Environmental Protection team takes action regarding overflowing bins particularly if likely to attract vermin. Other issues regarding the clean and tidy external appearance of HMOs is regulated by management legislation but is usually limited to writing to landlords requesting improvements unless the issue is causing a health or safety issue. The Additional HMO Licensing scheme is now cost neutral, however, this was not the case in setting up the scheme or in the early years following its adoption. However, the improvements to standards of housing in the district and the lives of local residents make the scheme worthwhile.

The Oxford case study shows that they have found Additional HMO Licensing to be a very effective tool in dealing with problems with their HMO stock. However, their identified problems and reasons for introducing the scheme differ from Canterbury's:

In Oxford lack of affordable housing has reached crisis point. As landlords are able to find tenants for even hazardous properties, there is little incentive for them to invest in improvements.	In Canterbury, many landlords are finding it harder to let their properties, especially to students, so competition in the market will force landlords with poor accommodation to raise standards if they want to find student tenants.
There are a high proportion of unsafe HMOs in Oxford, which has a negative impact on the tenants.	In Canterbury, most of the homes that do not meet the Decent Homes Standard <sup>143</sup> are owner occupied (66%) and therefore, would not benefit from Additional HMO Licensing. There is not enough evidence to prove that a significant proportion of HMOs fail to meet the Decent Homes Standard.
Oxford council estimate the majority of HMOs are tenanted by non-students. Many of the low quality HMOs house low income and vulnerable tenants who are unable to find affordable decent housing in the district.	In Canterbury the council estimate that a large majority of HMOs are accommodated by students. There is currently an oversupply of HMOs for students, so they are less likely to be forced to rent non-decent housing.
Although the external appearance of HMOs is also identified as needing improvement, it is not the primary driver for the scheme and is rarely enforced against unless hazardous.	External appearance of student HMOs has been identified as an area needing improvement in the city, however, there is not enough evidence that these issues affect a significant proportion of HMOs or that the issues are severe enough to require enforcement.

The review considered alternative courses of action available which are/can be used to address the areas of concern:

- The Home Stamp scheme is well positioned to encourage and reward the good management of student accommodation. However, a review of the Home Stamp service is recommended to identify the ways it can further encourage participating landlords to make improvements, many people involved in this review are on the Home Stamp board. Students are encouraged to only select a home registered with Home Stamp, so it is in the landlords' interest to be a part of the scheme. A potential outcome of this is better standards in student housing. Landlords who have the Home Stamp of approval have agreed to follow a Code of Conduct to ensure the fair and efficient management of their properties.

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<sup>143</sup> Canterbury City Council Housing Strategy 2012 – 2016.

- The Article 4 Direction helps the council to control the concentration of HMOs in a specified area which also contributes to the database of HMOs.
- The council, through its private sector housing team, uses Interim Management Orders to address problems associated with poor management of private housing when problems are reported.
- Housing law, in particular the Housing Act 2004 already applies to all HMOs whether licensed or not. This allows the council to tackle exactly the same issues as licensing by enforcing existing laws against less co-operative landlords.
- Fixed Penalty Notices (FPNs) can be used to discourage problems of litter and inappropriate waste disposal.
- Improvements to the information given to residents and landlords about waste and recycling collections is recommended as well as ensuring all properties have the correct number and type of bins. The council and its contractors should continue to work with landlords to enable them to improve the overall service with solutions such as automated emails/texts to tenants to remind them of waste collection days.
- The council continues to work with the universities and landlords to implement schemes at the start and/or end of term to help manage the excess waste at these times.
- The council's Community Safety Unit and the universities' Street Marshal scheme continue to ensure low-level ASB is dealt with quickly.
- Students' union led initiatives to encourage positive community behaviour.

The Department of Communities and Local Government (DCLG), at the time of writing, is consulting on changes to mandatory licensing which if adopted will increase the number of licensable HMOs in England from 60,000 to 174,000. In Canterbury, around 200 HMOs are currently licensable and the council estimate that these changes could increase that figure to over 1,000, which will include all of our largest HMOs. In view of the review's findings, and the Government's proposal, it is inappropriate consider additional licensing before the decision about changes to the mandatory licensing regime are made. By using existing courses of action already available to the council, it is likely that the problems associated with HMOs can be addressed without additional licensing in the future.

In conclusion we are not recommending Additional HMO Licensing for the following reasons:

1. The Government is consulting on changes to mandatory HMO licensing; this may mean that all HMOs with five or more residents will be licensable. This is likely to impact a large number of student HMOs without the need for Additional HMO Licensing.
2. Although Oxford has found Additional HMO Licensing to be a successful way of dealing with their problems, it is not comparable to the issues in Canterbury. There is no evidence that a substantial number of HMOs in Canterbury are poor and/or unsafe and as there is also an over-supply of HMOs (unlike Oxford) so landlords are less likely to find tenants for poor housing.
3. There are still other courses of action which have not been fully explored and implemented which would need to be proven as ineffective before introducing Additional HMO Licensing.

## **Lettings boards**

A common complaint during the review, from various sections of the community, is the use of lettings boards advertising that a property is available to let or has been let. Many residents view letting boards as unsightly and an indication that the neighbourhood is unsettled. It is also seen as an advertisement to criminals to target these homes for burglary.

The survey asked landlords if they would welcome council regulation and/or enforcement against the use of advertising with lettings boards. Most of the landlords (58 per cent) said they would welcome this action and expressed concern about the boards attracting criminals. Furthermore, most landlords considered lettings boards ugly and not the most effective advertising method. Although many landlords chose not to use lettings boards, some would prefer the council to prevent other landlords from using them too. Unsurprisingly, some landlords would prefer that the council did not interfere with the way they choose to advertise.

**25. The council, working with landlords and lettings agents, will work towards removing lettings boards in areas where a high proportion of students live, following an investigations into the most effective and practical voluntary and regulatory methods.**

## **Transport, traffic and parking**

Many students studying away from their permanent home do not bring a car with them and prefer to walk, cycle or use public transport. The universities discourage bringing a car into the city and the 'Uni bus' service provides a viable alternative to using a car in Canterbury. Nevertheless, there are still many students who chose to bring a car into the city and many students are also driven to and from the city by their parents at the start and end of term. Like most employees in the city, members of staff at HE/FE institutions use cars to commute to work. We were asked to see whether the presence of HE/FE institutions impact on the traffic, transport and parking in the city.

We have received comments from residents that they think the city's traffic is heavier during freshers'/welcome weeks and that there is an increase in roadside parking issues in residential areas with high student populations during term-time. As part of the review we conducted some research to see if there is any evidence to support these perceptions.

It is worth noting that traffic and congestion nationally has worsened in recent years. The reason for this increase is due to multiple factors such as increase in car ownership and increases in internet shopping meaning more vans are used for delivery and inadequate road structures to deal with the increases. An analysis of congestion over four years in 18 urban areas, published in the Sunday Times in October 2016, found that road congestion in

Britain has jumped by up to 40 per cent.<sup>144</sup> It also found the average number of hours lost in traffic jams since 2012 has increased by 27 per cent. Congestion was costing the capital's economy alone an estimated £9bn a year.

Whilst Kent County Council is responsible for all highways in the district, Canterbury City Council does own many city centre car parks and the park and ride services.

#### **Data from Kent County Council Transportation – traffic volumes around major routes.**

Kent County Council completed a traffic volume count in 2014 and there are no plans to do it again. Although the information is nearly two years old the student population has not increased and so the results, in the context of the impact of higher and further education institutions on the traffic in Canterbury, are still valid.

The traffic count was conducted between 07:00 and 11:00, seven days a week, between 1 September and 9 October 2014. The cars counted were driving on the major roads in and around Canterbury. Therefore this will only give an overview on the impact of traffic and not demonstrate the impact on specific residential areas.

Figure 19 (below) shows the results of the traffic count.

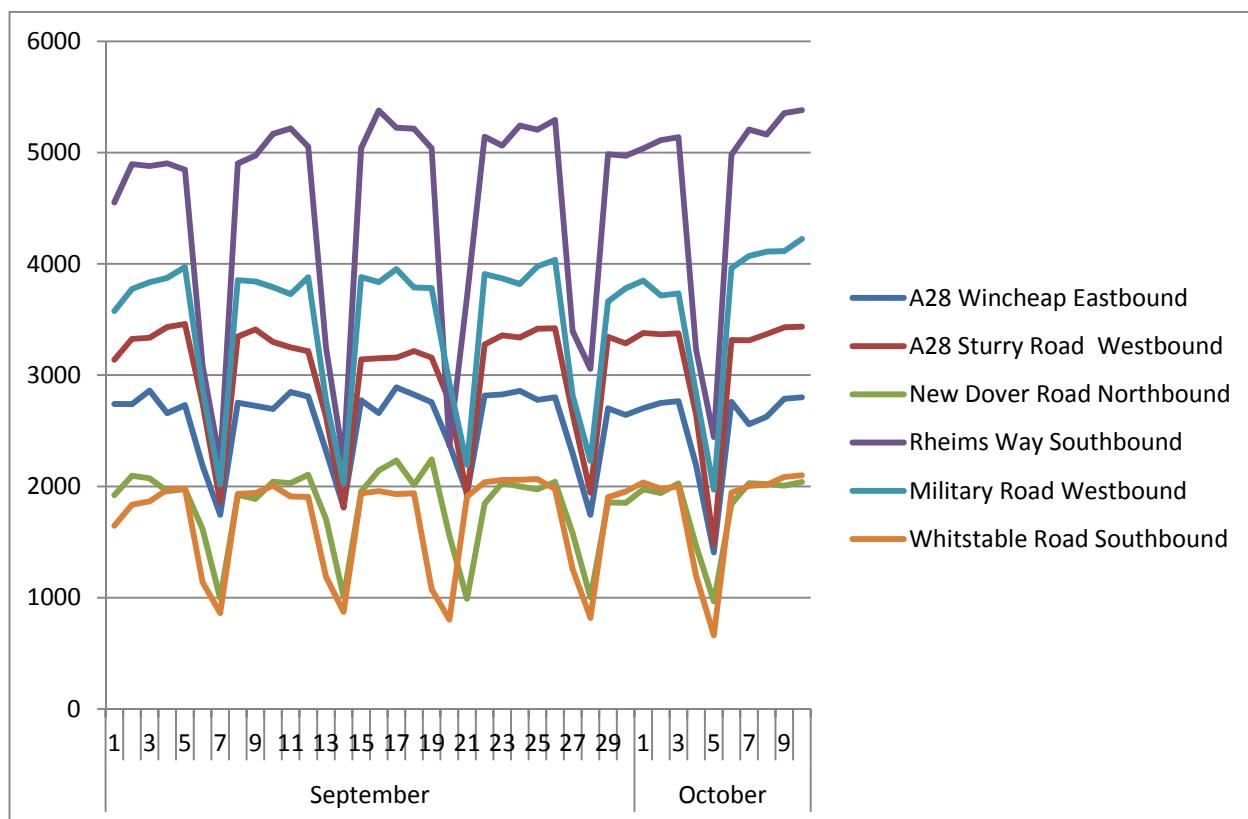


Figure 19 - Traffic count from 1 September 2014 – 9 October 2014

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<sup>144</sup> Hookham, Mark, 'City Traffic Slower than Horse and Cart' *The Sunday Times*, 16 October 2016.

The dips in the graph represent Saturdays and Sundays. Local schools returned in the first week of September. The welcome/freshers' week at the universities is at the end of September and most academic courses have started by early October.

It can be seen that the volume of traffic on the major routes into Canterbury does not appear to have been affected by the student population returning to the city after the summer break. Even if students are dropped off at the weekend, we would expect to see the graph affected at the end of September/early October and from this evidence we can see no correlation between the students' arrival in freshers' week and above average traffic on the major roads in Canterbury.

Potential reasons for this could be:

- The majority of students do not bring cars into the city and those that do, do not use them during the busy period between 07:00 and 11:00.
- Students use public transport to arrive in and travel around the city.
- They are dropped off after 11:00 therefore not affecting this graph.

The data received from KCC cannot show traffic patterns on small individual roads such as residential roads with a high student population.

### **Parking data by zones**

At street level it is possible to measure how much demand there is for parking permits from the council but this data is only available in roads subject to parking-permit control. This information is included because residents have told us that student HMOs have above average numbers of car-owning occupiers and this causes parking issues in areas with high student populations.

There are 11 'on street' parking zones for Canterbury, one in Herne Bay and three for Whitstable. For Canterbury's zones, five have waiting lists in operation. Whitstable has two and Herne Bay has none.

The number of permits allowed per zone is regulated by the number of parking bays on street, although some allowances may be made if the permit bays are also used as pay and display bays in commercial areas to allow spaces for shoppers. Permits are sold subject to proof of residency on a first come, first served basis and no resident has priority over another (recommendation 26 in the 2006 review).<sup>145</sup>

Large student occupied areas, in the Northgate ward and in the area surrounding CCCU, currently do not have waiting lists in place and permits are readily available. There are fairly small waiting lists for St Augustine's and St Dunstan's zones which have relatively high numbers of student HMOs. The road layout, however, is also an important factor in regards

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<sup>145</sup> Canterbury City Council, *Student Impact Scrutiny Review*, 2006, p73.

to the number of spaces within an area in relation to the number of residential properties and these areas therefore have fewer spaces. Whilst student homes may have multiple occupants, it is worth noting that many family homes will have multiple car owners too, however, households applying for multiple parking permits does not necessarily cause a problem.

There are also car parks in Canterbury and Whitstable exclusively for residents. The turn-around for these in Canterbury is quite frequent and waiting lists are short, as they are situated in high student areas, so residents move on. However in Whitstable, with mostly family residents, some car parks have very long waiting lists of often three to four years.<sup>146</sup> This is because families or professional persons/couples are more likely (than students) to automatically renew their permit each year.

This information indicates the biggest factor that affects the availability of parking permits is road layout. In fact, areas with high student populations have shorter waiting lists for permits than areas with few to no student residents. We have heard from some residents in areas, where no additional parking enforcement is in place, they can have parking problems too (which they believe are partially caused by non-residents parking there to walk to a campus) but we have been unable to find any data to support this perception. There is existing council procedure for local residents to request their road has additional parking enforcement and the council react to these applications on a case by case basis.

### **HE travel plans**

The University of Kent has invested in transport, travel, and is continuously aiming to ensure that car travel is reduced where possible. This investment has also helped the local community as well. For example, a regular and 24 hr bus service is operating within the area for the public not just for the University.

Since the introduction of the Travel Plans in 2006, the University of Kent has invested a significant amount of money and time in their stated aims and objectives.<sup>147</sup> The main aim is to reduce the need for car travel to assist with creating a greener and healthier environment for staff, students and the local community, whilst ensuring that the University continues to operate effectively as an academic institution. 10 years on, cheaper travel and implementation of a strict parking system has been introduced. This involves administration, enforcement, good communications and marketing campaigns.

Other initiatives which assist with reducing the need to use a car include:

- Large discounts for staff and students to use the local bus services.
- Investment in ensuring a regular bus service is operating from the campus to key locations within the area.

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<sup>146</sup> The council is not currently aware of any student HMOs in the Whitstable area.

<sup>147</sup> See Appendix 23 for UoK's travel plan information.

- Investment in capital projects to improve infrastructure of cycle & walk ways on campus with good lighting.
- Investment in good cycle facilities with showers and lockable cycle shelters.
- Providing a recycle scheme of abandoned bikes which are hired to students for £25/term.
- An exclusion zone which does not allow students who live in the city (Including campus) to park on site.
- Online telecommunications which allow meetings to take place and study to be accessed online.<sup>148</sup>

Canterbury Christ Church University has also invested in a comprehensive travel plan. Initiatives which assist with reducing the need to use a car include:

- Discount arrangements with Stagecoach and park and ride.
- A shuttle service from Polo Farm.
- A shuttle service that runs daily around the city, from Hall Place – Old Sessions House stopping at places around the city.
- A pool car scheme.
- A carshare/liftshare scheme.
- A cycling sustainability initiative.
- Walking groups for students and staff.<sup>149</sup>

To apply for a parking permit at CCCU you have to live outside of a three mile radius as well as meet additional qualifying criteria such as needing a car to commute to the other campuses, childcare responsibilities or work unsociable hours.

CCCU conducted post code analysis of student addresses which indicated that around 50 per cent of students are resident in Canterbury, with a high preference for walking. The other 50 per cent commute requiring focus on developments and greater affordability in Park & Ride, Bus and Train travel.

The universities and the college have raised the concern that Southeastern trains do not offer discounted rail travel to young persons and/or students during peak hours. They also believe more can be done to create a joined up transport offer for students.

**26. The Canterbury College and combined students' unions, with support from the council, should conduct research into the way other districts provide affordable transport for students and investigate ways to introduce an 'eduzone' transport system in the city.**

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<sup>148</sup> Other up to date initiatives can be found on the UoK website [www.kent.ac.uk/transport](http://www.kent.ac.uk/transport).

<sup>149</sup> See Appendix 22 for CCCU's travel plan information.

## **Canterbury City Council park and ride scheme**

The council and the higher and further education institutions work together to identify ways the city Park and Ride service can be flexible to meet the travel needs of local students (and staff). Examples of this:

- The council provides the universities and college with hundreds of discounted (20 per cent) park and ride cards each year and this also saves the council some of its administrative work. HE/FE intuitions can then further discount to students at their discretion, for example: if a student lives 50 miles away the university may give an additional discount.
- The universities run a shuttle service at peak times to collect students and staff from the council's Dover Road site, which helps speed their journey time and reduce the queues for other customers.
- The council assist the universities during times of increased demand (open days, freshers' week etc.) by supplying only double deck vehicles on certain routes.
- Under the terms of the council contract, Stagecoach fleet buses will honour park and ride tickets outside of the fleet times. This means staff and students can return to Dover Road until up to 23:00 Monday to Saturday even though the liveried fleet stops at 19:30.
- The council also provide free Wi-Fi on all our park and ride fleet.
- Park and ride is the priority for winter maintenance in the city. By keeping the sites open through gritting and salting the buses help clear ice and snow on main city routes making sure students can get to and from classes.

## **Conclusions for the physical theme**

At the stakeholder conference, held in February 2016, a number of questions were posed by stakeholders to be answered by the physical theme working group, they were as follows:

### **Q.1 Does the size of student population affect the cost and availability (to rent or buy) of housing for others?**

Yes, in the following ways:

- Homes for private rent make up a larger than average proportion of housing in the city centre.
- Students occupy the majority of private rented homes in the city which removes a significant proportion of housing from the market.
- Most students renting privately living in a room in a HMO. Generally charging rent per occupant can achieve a higher total rent than renting to one household. This has the knock-on effect of keeping the value of **all** property high.
- Students contribute to the overall vibrancy of the city's retail, night time and leisure offer which increases the desirability of Canterbury as a place to live, therefore increasing house prices.

## **Q.2 Do we need more purpose built student accommodation (PBSA)?**

There has been a huge increase in PBSA in Canterbury in the last ten years. More work needs to be done to establish if the current supply is meeting the needs of the student population and what action must be taken to try and prevent the wrong type of PBSA, or an oversupply, leading to empty rooms. This work will be incorporated into the councils next Housing Strategy.

## **Q.3 Do homes that appear to be occupied by students look less well looked after than other homes?**

All HMOs have a reputation of appearing less attractive than other homes irrespective of the occupiers but we have been told by our local residents that student properties can be easy to identify due to poor appearance. Issues such as overflowing bins, unkempt gardens and too many cars are not an exclusive problem to student homes, although as students are usually only resident in any one area for less than a year, they are at risk of not understanding local waste and recycling procedures as well as more permanent residents. Every home will have problems that need fixing from time to time, but in accommodation where the homeowner is not a resident it may take longer because requests for repairs need to be reported to the landlord before action can be taken.

## **Q.4 What impact do private landlords have in the community?**

- They provide an essential housing service to local students which cannot be met elsewhere.
- Local landlords have helped to ensure that Canterbury's housing market is buoyant and housing demand is high.
- The housing market has been affected due to the increase in the proportion of private rented housing in the city compared to other tenures. Families looking to own their own home are likely to find more options outside of the city.
- Many landlords and lettings agents co-operate and communicate pro-actively with the council, residents and universities to find solutions to problems. An example of this is the Canterbury student landlords' forum.
- Local landlords support the economy.

## **Q.5 Does the presence of higher and further education institutions disproportionately affect the traffic and parking in the city?**

- Increases in traffic congestion is a national trend and there is no conclusive evidence that being a place of further and higher education contributes to congestion more than other factors.
- Students are not encouraged to bring cars into Canterbury.
- There is limited parking available on campus – which discourages students from bringing a car to the city.
- Generally transport for students is very convenient and well used, and can be used by local residents too.
- The council (working with the universities and SU's) continually work to improve the flexibility and convenience of the Park and Ride scheme to help students and staff to leave their cars at home.

## **Looking Forward**

### **Working together and communication**

One of the strengths of the review has been the collaborative approach adopted, ensuring all stakeholders had a voice and were able to identify issues, submit evidence and work together on possible solutions. It is hoped that a legacy of this review will be a continued level of partnership working into the future, ensuring that there is a shared understanding of the impacts of being a place for higher and further education.

The Student Community Working Group has played a vital role over the last ten years in implementing the recommendations from the last review in 2006. However, looking to the next five years there is a need for more strategic focus, ensuring Canterbury has a national voice on issues such as the future funding of public services, university funding and other policy issues relevant to being a university city. It will also play a vital role in overseeing the implementation of the action plan arising from the review and continuing to monitor the economic, social and physical impacts of higher and further education on Canterbury whilst sustaining the dialogue with a wider group of stakeholders who have an interest in the impacts of being a university city.

It is also recognised that at an operational level, working arrangements need to be improved. There is a need to better coordinate activity in communities where a high proportion of students live within the council to provide a single point of contact for residents' associations and students. Existing arrangements to tackle some of the issues raised in the report will be re-published including; current ways of dealing with complaints or sign-posting of complaints to the appropriate agencies.

**27. The Higher and Further Education Community Working Group will monitor student numbers and act as a key consultee on all local strategic plans that may influence this.**

**28. The Student Community Working Group will become the Higher and Further Education Community Working Group and its role and membership is reviewed to ensure it has a strategic voice and effective oversight of the impacts of being a university city.**

**29. The council will appoint a designated officer providing community support in communities where a high proportion of students live to act as a single point of contact and coordinate operational activity.**

**30. The council will organise a biennial higher and further education conference, with a broad range of stakeholders to foster good community relations and maintain a shared understanding of the impacts of being a university city.**

**31. The council will coordinate and publish an annual report to assess the ongoing economic, social and physical impact of higher and further education on the district, based on the indicators set out in Appendix 32.**

**32. The council, universities and college will further promote their existing arrangements for reporting and dealing with feedback and complaints (including noise, refuse and parking), and will continue to support complainants in referring issues to the relevant agencies for investigation and intervention, where appropriate.**

The recommendations above will shape the work and relationships of the organisations and groups in relation to being a place with higher and further education over the next five years.

## Glossary

- **Article 4 direction** - The Direction means that planning permission is required to change the use of a house from a C3 dwelling house to a C4 HMO where between three and six unrelated people share a kitchen and/or bathroom.
- **ATCM** - Association of Town and City Management
- **BID** – Canterbury Connected Business Improvement District
- **CCC** – Canterbury City Council
- **CCCU** – Canterbury Christ Church University
- **De-Studentification**– A term coined by Professor D.Smith and widely recognised academically. A process of change that has been stimulated by the increased supply of purpose-built student accommodation which leads to the depopulation and decline of some classical studentified neighbourhoods.
- **Economic Output** is a quantity of goods or services produced in a given time period, by a company, organisation, region or other entity whether consumed or used for further production.
- **ENTE** – Evening and Night time Economy
- **FE** – Further Education
- **F/T** – Full Time
- **HE/HEI** – Higher Education/Higher Education Institution
- **High value employment** - Employment which achieves higher than average salary and/or is *more likely* to be considered a career or vocation compared to 'low value employment' which is *more likely* to be unskilled, not stable/steady and/or low paid.
- **HMO Houses of Multiple Occupation (HMO'S)** The Housing Act 2004 defines this as living accommodation occupied by three or more unrelated people who share washing and/or cooking facilities.
- **Home Stamp** - Accredited Student Landlord scheme ([Home Stamp](#)).
- **Key Performance Indicators (KPI's)** KPI's are a measurable value that demonstrates how effectively a company is achieving key business objectives.
- **P/T** – Part Time
- **PBSA** – Purpose Built Student Accommodation
- **Purple Flag** - This prestigious award demonstrates Canterbury Purple Flag Partners' ambitions to develop and improve the night time economy, encouraging a broad outlook on how the city is presented at night and tackling all aspects from cleanliness to access and transport, street lighting to signage, entertainment variety and choice of styles in bars, clubs and restaurants.
- **Student Community Champions Scheme** - This scheme is currently being trialled in certain parts of the city. Students that live in the area they will be working in can apply to be a point of contact for residents in that area to help resolve issues, improve liaison between local residents and the universities and improve community cohesion.
- **Students' Union Sabbatical Officers** A person that is part of the leadership team that represent the student body, they are usually recent graduates of the university and are elected yearly by the student body.

- **Studentification** – A term coined by Professor D.Smith and widely recognised academically. Refers to the process of social, environmental and economic change affected by large numbers of students invading particular areas of the cities and towns in which popular universities are located.
- **UCA** – University for the Creative Arts
- **UoK** – University of Kent

## List of figures

Figure 1 - Applications for full-time undergraduate university and polytechnic courses .....	21
Figure 2 - Enrolments in higher education since 2010-2011 – 2014-2015.....	21
Figure 3 - 18-20 year olds in England from 2007 to 2029 .....	22
Figure 4 - Canterbury District Population Forecast for 2016 compared to Kent County Council average.....	50
Figure 5 - Properties occupied by students .....	52
Figure 6 - Costs of health care in age bands .....	55
Figure 7 - Definitions of Community.....	58
Figure 8 - District and neighbourhood level maps showing the number of bicycle thefts per 1,000 population from June 2015 to May 2016 .....	66
Figure 9 - District and neighbourhood level maps showing the number of burglaries per 1,000 population from June 2015-May 2016. ....	66
Figure 10 - District and neighbourhood level maps showing the number of incidents of ASB per 1,000 population from June 2015 to May 2016.....	67
Figure 11 - Domestic noise complaints reported to the council between 2011-2012 to 2015-2016 showing student and non-student related noise. ....	68
Figure 12 - Noise complaints for 2014-2015 mapped against student household density ....	69
Figure 13 - CCCU complaints data 2013-2015 – 2014-2015 .....	70
Figure 14 - Street Marshall Impact Survey .....	71
Figure 15 - SMRARA Log of incidents of anti-social behaviour 2013-2016 .....	74
Figure 16 - Distance travelled to schools in areas where a high proportion of students live. ....	75
Figure 17 - Median weekly rent in the Canterbury District .....	85
Figure 18 - Average cost of a terraced house May 2016 .....	86
Figure 19 - Traffic count from 1 September 2014 – 9 October 2014 .....	112

## List of tables

Table 1 - Largest employers in the Canterbury District .....	28
Table 2 - Higher education and knowledge workers in East Kent .....	29
Table 3 - Higher education and knowledge workers in university cities .....	30
Table 4 - Canterbury compared with districts with similar sized economies with small HEI presence.....	30
Table 5 - Number of student and graduate roles offered by surveyed businesses annually in the district.....	41

Table 6 - Students registered at a Canterbury campuses from 2005-2006 to 2014-2015 .....	51
Table 7 - Student population in Canterbury wards between 2001 and 2011 .....	53
Table 8 - Most vibrant urban centres in England .....	54
Table 9 - Estimated loss in annual foregone income for precepting authorities .....	57
Table 10 - How strongly residents felt that they were part of a community .....	58
Table 11 - Experiences affecting feelings of belonging to a community based on feedback from the focus groups.....	59
Table 12 - Numbers of students who volunteer and volunteering hours in 2014-2015 .....	61
Table 13 - Number of noise complaints per 1000 residential dwellings in 2014-2015 .....	69
Table 14 - Student concession tickets and Discovery Pass numbers for the Marlowe Theatre .....	80
Table 15 – 2015-2016 usage of Leisure Centres run by Active Life .....	80
Table 16 - Comparison of tenures in Canterbury city wards .....	84
Table 17 - Student accommodation needs in Canterbury 2006-2016 .....	90
Table 18 - Planning applications for PBSA between September 2014 and September 2016 .	92
Table 19 - New planning applications for PBSA not (yet) granted planning permission.....	92
Table 20 - Average price of student HMOs.....	96
Table 21 - Planning applications to change use from C3 TO C4.....	99
Table 22 - Results from the landlord and letting agent survey .....	100

## **Contents**

- Appendix 1 Progress since 2006 review
- Appendix 2 Conference attendee list
- Appendix 3 Student residence: the national and local context
- Appendix 4 Canterbury Student Impact Review 2016
- Appendix 5 Theme working group membership
- Appendix 6 Full breakdown of housing stock data
- Appendix 7 Modifications to the Draft Local plan 2016 – 2031
- Appendix 8 Submissions from Residence Associations
- Appendix 9 Students' unions submission to the higher and further education in Canterbury review
- Appendix 10 Landlord submissions
- Appendix 11 Notes from student focus groups
- Appendix 12 Canterbury Street Marshals – Survey analysis (joint report by Canterbury Christ Church University and the University of Kent)
- Appendix 13 Maps showing where pupils travel from to their school
- Appendix 14 Public facilities at Canterbury's FE/HE providers
- Appendix 15 Process of de-studentification
- Appendix 16 SMRARA Log of incidents of anti-social behaviour 2013-2016
- Appendix 17 Canterbury campus accommodation
- Appendix 18 Landlord and letting agent survey analysis
- Appendix 19 Summary of university demographic data - student impact review 2016
- Appendix 20 2016 Canterbury City Council Residents' Survey
- Appendix 21 EnviroComms – Final report
- Appendix 22 CCCU Travel Information and Plans, including Green Travel Initiatives
- Appendix 23 University of Kent Travel Plan
- Appendix 24 John Morgan local estate agents survey 2016
- Appendix 25 Local estate agents survey April 2016
- Appendix 26 The District's HEIs and their Students - Some Economic Context
- Appendix 27 The economic impact of Canterbury's universities
- Appendix 28 The economic impact of Canterbury Christ Church University
- Appendix 29 Welcome
- Appendix 30 Canterbury HE and FE Impact Review: Canterbury Christ Church University
- Appendix 31 University of Kent submission
- Appendix 32 Table of indicators
- Appendix 33 Consultation summary and suggested amendments
- Appendix 34 Higher and Further Education Community Working Group Terms of Reference

## **Appendix 1**

### **Progress since 2006 review**

**47 recommendations from the 2006 Student Impact Scrutiny Review (information from January 2016).**

<b>2006 Review recommendations and progress</b>	
<b>Recommendation</b>	<b>Progress to date</b>
<b>Chapter 4: Profile and Economic Impact</b>	
1. The higher and further education institutions in Canterbury should continue to work together with the City Council to further raise the profile of the city.	Included in the Student Working Group (SCWG) meetings and the Economy Strategy
2. The local economic benefits of the education institutions and their student populations should be maximised by the establishment of procurement policies which encourage as far as possible local small and medium sized businesses to supply them with goods and services.	Meet the buyer events held at Kent University with Kent Invicta. Business month and Business Week were run by the Council but not in recent years following budget cuts
3. The City Council and Canterbury 4 Business should work closely with the education institutions to monitor their continuing effects on the local economy and to promote and publicise these benefits more effectively.	Complete. Director level support from the universities for C4B.  Promoted in the Economic Strategy.  As the universities reach has expanded (outside of the district) promoting C4B hasn't been prioritised.  A student "Start my Biz" project is promoted with graduates.
4. The City Council should promote the	The council has now signed Memorandum of

<p>economic development of the district, particularly knowledge based businesses, to encourage graduate retention in the area.</p>	<p>Understandings (MOU) with the University of Kent, Canterbury Christ Church University, University of Creative Arts and Canterbury College. These will detail how the institutions and the council will work together to support business development in the district, encourage and nurture student start-ups and create an innovative and highly skilled workforce.</p> <p>The council also adopted the 2008-2012 Local Economy and Tourism Strategy in October 2008. Higher education has an entire theme in the strategy and accompanying action plan. Theme 1 seeks to 'continue to strengthen the district's links with further and higher education to promote the knowledge economy'.</p> <p>CCC: Start my biz for graduates.</p>
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## Chapter 5: Community, Cultural and Sporting Facilities

<p>5. The use of these facilities should continue to be publicised and promoted for the benefit of the wider community whilst not prejudicing the interests of the students for whom they are provided in the first instance. Policies should be put in place to encourage additional access by the public and local businesses and such usage should be monitored. The institutions should consider using the city council's residents' card scheme to promote usage by local residents.</p>	<p>Wider community business use of such facilities is now common practice amongst all of the institutions.</p>
<p>6. Each of the four HE/FE institutions should continue to hold a variety of events each year aimed at the general public, to familiarise the public with the facilities</p>	<p>Most institutions enable their premises and facilities to be used by our community. Libraries and sports facilities in particular are open to the wider community. In addition</p>

<p>available at each institution and the educational opportunities on offer, and generally to foster goodwill amongst the local community.</p>	<p>there are open lectures and joint community initiatives in the conference facilities. The Lord Mayors over many years have used Kent, Christ Church and Canterbury College to hold their annual dinners to which community representatives are invited. Christ Church and Kent have held a variety of community events to celebrate their significant anniversaries over the last two years.</p>
<b>Chapter 6: Student Numbers, Characteristics and Potential Growth</b>	
<p>7. Future changes in the number and characteristics of the student population should be monitored annually and reported to the City Council and relevant bodies. A dialogue about potential growth in student numbers should inform the institutions' accommodation strategies and the City Council's private sector housing role in terms of student rented accommodation.</p>	<p>The SCWG fulfils this function and receives an annual report setting out the changes and impact on the housing market.</p>
<p>8. The City Council welcomes the growth in higher and further education being developed by the institutions at their campuses outside Canterbury, both to spread the opportunities of education more widely and to assist the regeneration of East and North Kent.</p>	<p>CCCU and Kent continue to invest in their Kent campuses</p>
<b>Chapter 7: Students' Positive Contribution to the Local Community</b>	
<p>9. The Jobshops run for the students at each institution should continue to be promoted to and used by local businesses and voluntary groups to maximise the employment and volunteering opportunities available locally for students, including</p>	<p>Programmes are in place and ongoing. Jobshop at Kent University provided 2010 temporary jobs in 2014/15.</p>

temping and casual work opportunities.	
<p>10. The university authorities are asked to continue to keep Wednesday afternoons free from formal teaching as far as possible in the case of fulltime non-professional programmes in order to allow the student community to engage most effectively in sporting and voluntary activity within the community.</p>	<p>The institutions enable student engagement in a variety of ways. The number of volunteer hours has increased year on year.</p> <p>In 2014/15 2,792 UKC students gave up 94,756 hours of their time to volunteering.</p> <p><i>Canterbury College: 442 students actively volunteer contributing 158,340 hours per year which is estimated to be worth £814,000</i></p> <p>CCCU: Use their website and social media to encourage students to get involved in a range of volunteering opportunities.</p> <p>UCA: Use their website to encourage volunteering</p>
<p>11. Student voluntary activity should be targeted if possible towards the residential areas in the city where there is a significant student population in order to foster improved community relations in those areas. Volunteering opportunities are particularly sought in such areas.</p>	<p>The SCWG developed a strategic approach to volunteering that has improved the quality and type of placements for student volunteers and has focussed more volunteering activity at the local community.</p> <p>The student volunteering steering group is attended by CCC and all universities. A new volunteering action plan is due for consultation with SCWG in February.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• CCCU student volunteers are arranging a community choir due to begin in January 2016.</li> <li>• CCCU are working with CCC housing advice officers to consider a volunteering scheme to support families in temporary accommodation.</li> </ul>
<p>12. An annual Student Award Scheme should be established to recognise (a) good neighbourliness and (b) exceptional voluntary work in the community. A co-</p>	<p>The institutions recognise their volunteers at annual award ceremonies.</p> <p>The Student volunteering steering group are</p>

ordinator and sponsorship for such an award scheme is invited to come forward.	considering suggesting a District wide volunteering award possibly with the Lord Mayor?
<b>Chapter 8: Student Accommodation</b>	
13. In order to reduce the pressure on the private housing market in Canterbury, the higher education institutions should explore the provision of further purpose built accommodation based on an assessment of the anticipated growth in full-time student numbers and the likely demand from second and subsequent year students. Such accommodation could be either on campus or elsewhere in the city. As a minimum the higher education institutions should aim to accommodate 50% of non-local full-time students who would otherwise be likely to seek rented accommodation in the city.	<p>Purpose built student accommodation continues to be developed. There has been an increase in private developers building purpose student accommodation and selling them to the universities.</p> <p><u>2015 – bedspaces provided for students = 7,166</u></p> <p>UKC – 5,435</p> <p>CCCU- 1,567</p> <p>UCA- 164</p> <p>This is enough to accommodate 28% of full time students. To build enough to meet the 50% recommendation a <b>further 5,755</b> bedspaces would need to be developed (which would increase if the student intake continued to grow).</p>
14. That land should be allocated and/or policies encouraging additional purpose built student accommodation should be included in the emerging City Council Local Development Framework (LDF).	The current LDF and the Draft Local Plan includes policy to show preference to purpose built accommodation. This will be subject to examination at stage 2 in April 2017.
15. It is important to keep the provision of purpose built student accommodation and the number of student rented properties in residential areas under review. The Student Impact Working Group should fulfil this role	A report on student numbers and some of the implications for the housing market in the district is presented to the SCWG annually. This process enables the council to assess the potential impact of the

and prepare a report for the City Council and the Institutions on the subject annually.	universities plans on the local housing market, to ensure that the universities are aware of the implications and perhaps to influence their considerations.
<b>Chapter 9: Student Households in Residential Areas</b>	
16. The city council as local planning authority should consider imposing appropriate conditions to remove permitted development rights in new housing developments when it is felt that the use of these rights might be likely to increase certain problems should the houses concerned be used for multiple occupation.	Planning guidance enabled this for a short period of time but was subsequently withdrawn. Over many years the introduction of an Article 4 direction was considered but proved difficult to introduce. However the current draft Local Plan contains an Article 4 direction. This is to maintain an appropriate housing mix within the designated area, and to safeguard the character of local communities, the proportion of multiple occupancies should not exceed 10% of the total number of dwellings within a 100m radius of any application property. The council will not permit changes of use to HMOs, or extensions to existing HMOs, where that proportion would be exceeded. This will be in force from 25 February 2015.
	Following (post May 2015 boundary changes) the wards that will be subject to the Article 4 direction are: Barton, Blean Forrest, Chartham and Stone Street, Northgate, St Stephens, Sturry, Westgate and Wincheap.
17. The University authorities should consider what additional facilities and services might be made available to enhance the Parham Road area as an attractive and convenient place for students to live, and to work with the relevant public authorities to	Development Management objectives for this area included protection of the River Stour, Improvements to parking and road access. Following this review there has been substantial development of purpose built student flats which have improved the

minimise any adverse impacts for the surrounding area.	appearance of the area.
18. Whilst recognising that the city council is reimbursed the lost income, it is recommended that the Local Government Association should set up a national working party to consider the case for full-time students or student landlords to pay Council Tax.	The Local Government advised this is not currently an issue of national concern. No further action taken.
<b>Chapter 10: Tackling Negative Issues in Residential Areas</b>	
19. The offer of a second landfill bin should potentially be made available to households of four adult persons or more in addition to large households of six persons or more.	Not pursued. A new waste scheme has since been introduced which enable more recycling and has weekly collection of waste in areas of large numbers of HMOs.
20. Student households should operate within the council's normal alternate weekly refuse and recycling arrangements in the same way as non-student households during each term, and be responsible for putting out waste on the correct day. During vacation periods landlords will be held responsible for waste at their properties.	Extra waste collection at the end of term for student households in the Accreditation Scheme.
21. Continuous efforts to communicate the council's refuse and recycling collection arrangements are essential each academic year and the council's Environment and Street Scene section and the contractor should pay particular attention to this issue.	When the review was first published council officers from the Waste Minimisation Team attended fresher fairs and registration weeks. There is ongoing, and continue their close working with student unions. Officers report a much closer working relationship with the university accommodation staff.

	The University of Kent and the University for the Creative Arts Canterbury have taken up the offer of clear recycling sacks for their halls of residence (they pay for these sacks) but Canterbury Christ Church University have declined.
22. Additional and/or more flexible refuse collections should be made in areas with a large student population at the end of each term, and particularly the summer term, in recognition of the fact that students often then have additional waste and move out in advance of the normal collection day, and collections are not then required for several weeks. The Students Unions and HE/FE institutions should be invited to assist in tackling this issue.	Areas of high student occupation receive a weekly refuse collection. CCC liaises with universities and landlords to achieve an organised leaving of occupation at the end of term. This includes extra bin collections. Seco also patrol residential streets regularly collecting and bin bags left out.
23. The end of term waste issue should also be tackled by better publicity and promotion of the existing services that are available, for example paid for purple sack and bulky waste collections, improved liaison with student landlords and letting agents, and the rigorous use of enforcement powers.	Complete. Annual programme now in place. Streetscene and officers from Private Sector Housing have arranged an annual event to tackle refuse and rubbish over the summer term with the assistance of publicity via the accreditation scheme. As a result fewer penalty notices have needed to be issued and generally complaints about rubbish have reduced year on year.
24. The HE/FE institutions and the Student Unions should seek to discourage students bringing their private cars to the city in the recruitment and promotional information which is provided to prospective and existing students. Attention should be	<ul style="list-style-type: none"> <li>• UKC campus Travel Plan 2011-15 include measures to reduce car use from students living within the exclusion zones<sup>1</sup></li> <li>• CCCU car parking policy. Staff and students may not apply for an onsite parking permit if they live within 3 miles</li> </ul>

<sup>1</sup> CT1 1, CT1 2, CT1 3, CT2 7, CT2 8

<p>drawn to the difficulties associated with bringing a car to the city and the public transport services which are available.</p>	<p>of the campus.</p> <ul style="list-style-type: none"> <li>• UCA parking webpage advises there is no on-campus parking for full time students and encourages green options.<sup>2</sup></li> </ul>
<p>25. The current review of on-street parking issues in the city should be used to tackle issues in areas where there is a parking problem. The council's Executive should carefully consider the evidence gathered during the review process and if necessary extend residents' parking schemes into areas of the city close to University campus premises or with a large student population if additional controls are justified and have local support.</p>	<p>Parking schemes are reviewed annually usually at the request of residents and ward councillors.</p>
<p>26. Students should be treated on the same basis as non-students when it comes to the issue of residents' parking permits. Where a particular zone has a waiting list, the number of permits issued per dwelling is used as a means of rationing, but such an approach would have to apply to students and non-students equally.</p>	<p>Complete</p>
<p>27. Residents' Associations in the city should ensure that one or more student representatives is involved in their organisation if there are a significant number in their area. Associations should consider how to welcome new student households into their area each academic year and how they can assist in breaking down student/non-student barriers.</p>	<p>All residents' associations offer a student discount for annual membership. The Canterbury Society website includes the students contribution to Canterbury and has a link to the SCWG which has good attendance from residents associations.</p>

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<sup>2</sup> All parking policies include 'exception criteria' (for example disabled drivers)

<b>Chapter 11: Student Landlord Issues</b>	
28. Landlords should make arrangements for keeping garden areas in good order at their properties, with frequent maintenance during the growing season, and should not pass this responsibility onto their student tenants.	Public and community safety unit PCSU run student neighbourhood days raising awareness of good neighbour behaviour which includes the outside appearance of the property.
29. The Student Unions and Educational Institutions should continue to run information and awareness raising campaigns each autumn to advise students about to rent property as to the issues and potential pitfalls involved in becoming tenants.	The Accredited Student Landlord scheme provides this advice. All the universities have webpages for accommodation including advice for renters.
30. The Student Housing Accreditation Scheme should be developed and launched to be in place in time for the next “student letting season” in late 2006/early 2007. The higher education institutions should contribute financially towards the cost of setting up the scheme. In the event of the scheme failing to attract sufficient landlords or otherwise not achieving its objectives an additional licensing scheme should be considered.	Complete
31. Landlords and their agents should use their influence and powers under tenancy agreements in persistent or serious cases in support of the antisocial behaviour protocol.	The PCSU attend the landlord forum to advise and support Landlords regarding the anti-social behaviour protocol.
32. Landlords should issue a welcome pack for their tenants containing useful	CCC communications team issue a flyer with useful contacts to new students. The PCSU

<p>information about local services, how to be a good neighbour and how to contact the landlord or agent to deal with property related issues.</p>	<p>visit fresher events to raise awareness of 'good neighbour' behaviour and how to report issues.</p>
<b>Chapter 12: Crime and Anti-Social Behaviour</b>	
<p>33. The Student-Related Anti-Social Behaviour Protocol should be adopted and launched by the city council, the higher and further education institutions, Kent Police and other relevant agencies. The monitoring and operation of the Protocol should be overseen by the Student Impact Working Group and the group should prepare a report for consideration by the relevant parties on the subject annually, recommending any amendments that might prove beneficial. Students should be reminded of the contents of the Protocol from time to time.</p>	<p>Complete.</p> <p>There is also a sharing information protocol between CCC, the police and the Universities to assist with joint action regarding tenancy related anti-social behaviour.</p> <p>A monitoring report to taken to the student impact working group quarterly.</p> <p>The PCSU visit the universities at the beginning of term to be made aware of behaviour expectations but the protocol is between the agencies.</p>
<p>34. A single, integrated, 24 hour a day mechanism for the public to report nonemergency but significant noise and anti-social behaviour incidents should be set up as a matter of urgency (as also recommended by the Community Safety Scrutiny Review). Sufficient resources should be made available to respond to the most serious incidents and to investigate them all. A log of all incidents should be kept, any patterns noted and appropriate action taken. An annual report on the issues raised should be produced.</p>	<p>Action not possible.</p> <p>However there is now an excellent joint co-operation arrangement to tackle all student related issues via the SCWG which meets each term.</p> <p>The introduction of the 101 non-emergency number can be used to report anti-social behaviour.</p> <p>Noise disturbance is dissuaded during 'good neighbour' events run by the PCSU. If there is a serious noise complaint the PCSU and the police monitor and make a multi-agency response which could include a visit.</p>

35. The University of Kent should support financially the appointment of a Police Community Support Officer to serve the area around their campus, for example the Hales Place/St Michaels Road area, in the same way that Canterbury Christ Church University support financially an officer to serve the area around their campus.	UKC and CCCU have both commissioned street marshals to operate in residential areas to discourage nuisance and anti-social behaviour and to give advice and support. They patrol between 11pm and 4am 3 nights per week.
36. The City Council should reconsider its policy of requiring three separate complaints in relation to domestic noise incidents before attending on site.	Any noise complaint will trigger a letter to the complainant and alleged perpetrator advising them of the complaint. The complainant is also given advice how to record and/or accelerate the complaint using diary sheets. The PCSU consider each case on its seriousness before visiting.
37. Students should be encouraged to report any incidents that they feel could have been racially motivated.	PCSU and police literature includes advice about reporting any diversity related abuse (not just racial). The community liaison officer gives support and advice to victims of crime and liaise with all minority groups to encourage reporting.
38. The Educational Institutions in the city should continue to use their ability to advise and warn their students and potentially use their disciplinary powers in persistent or serious cases in support of the anti-social behaviour protocol.	UKC and CCCU have protocols in place. The Community Liaison officers and PCSU regularly meet to discuss this. If necessary multi agency visits can be made
39. The Public Safety Unit, HE/FE institutions and other relevant agencies, should run an awareness campaign amongst the student community in relation to crime and anti-social behaviour issues at least once each academic year.	<p>The PCSU achieve this by:</p> <ul style="list-style-type: none"> <li>• attending all fresher's events on campus</li> <li>• Student neighbourhood events in October in residential areas</li> <li>• Four community safety campaigns a year at various locations (as appropriate to the subject) on issues such as ASB, domestic abuse, racial abuse etc.</li> </ul>

<b>Chapter 13: Better Liaison and Communication</b>	
40. Proper communication and liaison should be established and maintained between the four institutions, the city council and other relevant agencies including residents associations with both informal contact and a regular structure of meetings to tackle the issues involved. A regular annual briefing session between each institution and all members of the council should be introduced.	The Student community working group meeting regularly and is attended by all groups and relevant community stakeholders.
41. The Educational Institutions in the city should each appoint or nominate a senior member of staff with sufficient financial resources and authority to act as Community Relations Manager to address community issues relating to the institution.	Community Liaison Officers have been appointed and street marshals to patrol the street.
42. Communications officers from the council and the four HE/FE institutions should meet and communicate with each other regularly, involving the Students Unions as appropriate, to ensure a comprehensive and joint approach is taken to promoting the positive impact of students, and to deal with any concerns.	An official protocol has not been pursued. Communications officers from CCC and the Universities are satisfied that they are able to contact each other when needed.
43. The City Council, educational institutions and student unions should regularly update their websites to provide relevant information to tackle the issues addressed in this review. The communications officers from the council and the educational institutions should work to improve links between their websites and those of the	The CCC website includes a student page containing all relevant CCC services and other relevant links.

student unions.	
44. The educational institutions and student unions are actively encouraged to contribute articles to the council's residents newsletter (District Life) which is circulated to all households in the district.	Update – the District Life magazine is now published twice a year (it was 4 times in 2006) and there is no capacity for extra non-Council news (especially on a regular basis). Big student stories and events would be more appropriately covered by the local news.
45. The local press is urged to publish an occasional column on 'Student Life' in the city, perhaps by inviting the Student Unions and HE/FE institutions to contribute material on a rota basis.	This has been trialled and there is little appetite for a regular/scheduled 'Student Life' column in the local press.
46. The City Council should continue to produce an annual information and advice leaflet for distribution through the institutions and other outlets to all first and second year students. This serves as a "good neighbour guide" as well as imparting useful information about council services and who to contact in relation to various issues.	The information is available online. Good neighbour events are also promoted by the PCSU and the CCC website provides links to this.  An annual flyer is distributed by CCC Communications Team with useful information.
47. The City Council, the education institutions and other relevant public agencies should be encouraged to use the new CSR radio service as a means of increasing communication and disseminating information to the student community.	CCC regularly inform CSR radio of items of interest; such as events information.

## Appendix 2

### Conference attendee lists

#### Attendees at February 2016 conference

Lead Facilitator		Tim	Le Lean
Abode		Scott	Hoban
Active Life Ltd	Mr	Giles	Seaford
Barton Residents Association		Philip	Robinson
BID Board		Edd	Withers
C4B		John	Beattie
Canterbury BID Business Manager		Lisa	Carlson
Canterbury BID Chief Executive		Bob	Jones
Canterbury Christ Church University		Geoff	Marsh
Canterbury Christ Church University	Dr	Gill	Perkins
Canterbury Christ Church University	Professor	Helen	James
Canterbury Christ Church University		Katie	Latchford
Canterbury Christ Church University		Marco	Keir
Canterbury Christ Church University		Melissa	Cleary
Canterbury Christ Church University	Dr	Moira	Helm
Canterbury Christ Church University		Nicola	Ward
Canterbury Christ Church University		Rob	Thrower
Canterbury Christ Church University		Ruth	Wood
Canterbury Christ Church University		Sophie	Dudley
Canterbury Christ Church University		Tessa	O'Neill
Canterbury City Council		Alison	Small
Canterbury City Council		Ben	Young
Canterbury City Council		Caroline	Hicks
Canterbury City Council		Dave	Ford
Canterbury City Council		David	Lane
Canterbury City Council		Janice	McGuinness
Canterbury City Council		Karen	Britton
Canterbury City Council		Lacy	Dixon
Canterbury City Council		Marie	Royle
Canterbury City Council		Nick	Churchill
Canterbury City Council		Nicky	Thompson
Canterbury City Council		Ruth	Goudie
Canterbury City Council		Suzi	Wakeham
Canterbury City Council		Tim	Lovell
Canterbury City Council		Tom	Jenkins
Canterbury City Council		Velia	Coffey
Canterbury College		Mark	Hill

Canterbury College		Tony	Payne
Canterbury Society		Jan	Pahl
Chair of Barton Association		Michael	Walling
Councillor	Cllr	George	Metcalfe
Councillor	Cllr	Georgina	Glover
Councillor		Jean	Butcher
Councillor	Cllr	Nick	Eden-Green
Councillor	Cllr	Oliver	Fawcett
Councillor	Cllr	Terry	Westgate
Councillor and Club Chemistry	Cllr	Louise	Jones
Enterprise Manager in Student Support UKC		Marcus	Wright
Gulbenkian Theatre		David	Yard
Landlord		Bob	Leydon
Landlord		Jon	Morgan
Landlord		Sally	Hatcher
Landlord		Stephen	Dean
Market way residents association		Chris	McDonnell
Market way residents association		Maria	Thomas
Market way residents association		Sian	Pettman
Mediation		Howard	Cohn
Mediation		Peta	Boucher
Mediation		Wendy	Freshman
Oaten Hill and District Society		David	Kemsley
Paul Roberts Associates		Paul	Roberts
Paul Roberts Associates		Sophie	Roberts
Police		Lee	Thompson
Red Zebra		Sue	Tucker
Resident Landlords Association		Jon	Gauld
SCRA		Helly	Langley
SMACS		William	Cameron
South Canterbury residents associaiton		Tim	Carlyle
Speaker	Professor	Darren	Smith
Speaker	Professor	Phil	Hubbard
St Michaels Road RA		David	Smith
St Michael's Road Residents' association		John	Bailey
St Michael's Road Residents' association		Richard	Norman
St Micheals' Road Residents' Association		Felicity	Tasker
St Micheals' Road Residents' Association		Pat	Kane
Street Marshal		Suzanne	Ridley
Students' Union, CCCU		Ben	MacPhee
University for the Creative Arts		Ellie	Webb
University for the Creative Arts		Jamie	Stratham
University for the Creative Arts		Jess	Thomas
University for the Creative Arts		Katie	Badman
University for the Creative Arts		Nate	Murdoch
University of Kent		Al-Ameen	Velliyattil

<b>University of Kent</b>	<b>Chiara</b>	<b>Marino</b>
<b>University of Kent</b>	<b>Colum</b>	<b>McGuire</b>
<b>University of Kent</b>	<b>Derek</b>	<b>Goss</b>
<b>University of Kent</b>	<b>Gary</b>	<b>Hughes</b>
<b>University of Kent</b>	<b>Helen</b>	<b>Ellis</b>
<b>University of Kent</b>	<b>Jimmie</b>	<b>Franklin</b>
<b>University of Kent</b>	<b>Kieran</b>	<b>Morris</b>
<b>University of Kent</b>	<b>Melissa</b>	<b>Bradley</b>
<b>University of Kent</b>	<b>Miles</b>	<b>Banbery</b>
<b>University of Kent</b>	<b>Natalie</b>	<b>Collins</b>
<b>University of Kent</b>	<b>Posie</b>	<b>Bogan</b>
<b>University of Kent</b>	<b>Sarah</b>	<b>Freestone</b>
<b>University of Kent</b>	<b>Sarah</b>	<b>Cooke</b>
<b>University of Kent</b>	<b>Sarah</b>	<b>Hankins</b>
<b>University of Kent</b>	<b>Tammy</b>	<b>Naidoo</b>
<b>University of Kent</b>	<b>Tom</b>	<b>Barrass</b>
<b>Upper Headcorn Residents Association</b>	<b>Alexandra</b>	<b>Bull</b>
<b>Whitstable Road</b>	<b>Pat</b>	<b>Edwards</b>
<b>Whitstable Road Residents' Association</b>	<b>Jean</b>	<b>Armstrong</b>
<b>Wincheap society</b>	<b>Pat</b>	<b>Marsh</b>
Facilitator	Andrew	Paterson
Facilitator	Ann	Gardner
Facilitator	David	Harte
Facilitator	Emily	Noyes
Facilitator	Emma	Bartlett
Facilitator	Josie	Newman
Facilitator	Kathryn	Hearden
Facilitator	Lorna	Ford
Facilitator	Michael	Bailey
Facilitator	Nikki	Martin
Facilitator	Rebecca	Booth
Facilitator	Richard	Griffiths

### **Apologies received from:**

<b>Canterbury Christ Church University</b>	<b>Audrey</b>	<b>Songhurst</b>
<b>Kent Police</b>	<b>Mark</b>	<b>Arnold</b>
<b>Oaten Hill and District Society</b>	<b>Fred</b>	<b>Whitemore</b>
<b>St Mildred's Area Community Society</b>	<b>Liam</b>	<b>Cameron</b>
<b>Councillor</b>	<b>Charlotte</b>	<b>MacCaul</b>
<b>Canterbury City Council</b>	<b>Claire</b>	<b>Sutton</b>
<b>University of Kent</b>	<b>Wayne</b>	<b>Campbell</b>

## Attendees at June 2016 conference

Lead Facilitator		Tim	Le Lean
Canterbury City Council		Emma	Bartlett
Canterbury City Council		Lorna	Ford
Canterbury City Council		Velia	Coffey
		Nicola	
		Maria	
Active Life Ltd		Giles	Seaford
Canterbury BID Chief Executive		Bob	Jones
BID Board		Edd	Withers
C4B		John	Beattie
Canterbury BID Business Manager		Lisa	Carlson
Landlord		John	Morgan
Landlord		Sally	Hatcher
Landlord		Bob	Leydon
Landlord		Sharon	Cox
Canterbury Christ Church University		Geoff	Marsh
Canterbury Christ Church University	Dr	Moira	Helm
Canterbury Christ Church University		Marco	Keir
Canterbury Christ Church University		Tessa	O'Neill
Canterbury Christ Church University		Ruth	Wood
Canterbury Christ Church University		Melissa	Cleary
Canterbury Christ Church University		Rob	Thrower
Canterbury Christ Church University		Katie	Latchford
Canterbury College		Tony	Payne
University of Kent	Dr	Wayne	Campbell
University of Kent		Kieran	Morris
University of Kent		Melissa	Bradley
University of Kent		Posie	Bogan
University of Kent		Miles	Banbery
University of Kent		Jan	Pahl
University of Kent		Colum	McGuire
University of Kent		Teresa	Curteis
Canterbury City Council		Tom	Jenkins
Canterbury City Council		Nicky	Thompson
Canterbury City Council		Ruth	Goudie
Canterbury City Council		Suzi	Wakeham
Canterbury City Council		Tim	Lovell
Canterbury City Council		Tricia	Jordan
Canterbury City Council		Larissa	Reed
Canterbury City Council		Peter	Davies
Canterbury City Council		Tim	Bailey
Canterbury City Council		David	Ford

Canterbury City Council		Caroline	Hicks
Canterbury City Council		Claire	Sutton
Canterbury City Council		David	Lane
Canterbury City Council		Richard	Thompson
Councillor	Cllr	Charlotte	MacCaul
Councillor	Cllr	Oliver	Fawcett
Councillor	Cllr	Terry	Westgate
Councillor	Cllr	Nick	Eden-Green
Councillor	Cllr	Jean	Butcher
Oaten Hill and District Society		Fred	Whitemore
St Michael's Road Residents' association		Richard	Norman
Wincheap society		Pat	Marsh
South Canterbury Residents Association		Helly	Langley
Oaten Hill and District Society		David	Kemsley
Barton Residents Association		Philip	Robinson
South Canterbury Residents Association		Pat	Edwards
St Mildred's Area Community Society		Liam	Cameron
St Michaels Road RA		David	Smith
Market way residents association		Sian	Pettman
Alliance of Canterbury Residents' Associations		Clive	Church
St Micheal's Road Residents Association		John	Bailey
St Stephens Residents' Association		Sue	Langdown
South Canterbury Residents Association		Tim	Carlyle
Christ Church SU		Ben	MacPhee
Christ Church SU		Nicola	Ward
Christ Church SU		Sophie	Dudley
Christ Church SU		Stuart	Tite
Christ Church SU		Joseph	Rook
Christ Church SU		Tor	Holman
Christ Church SU		Mabel	Mambwe
University of Kent SU		Tammy	Naidoo
University of Kent		Tom	Barrass
University of Kent		Sarah	Hankins
University of Kent		Jake	Pitts
University of Kent SU		Jack	Lay
University of Kent SU		Rory	Murray
University of Kent SU		Tom	Currie
Christ Church SU		Krum	Tashev
Membership Services Manager CCSU		Silvia	Rasca
University for Creative Arts SU		Nate	Murdoch
University for Creative Arts SU		Katie	Badman
University for Creative Arts SU		Ellie	Webb
University for Creative Arts SU		Jamie	Stratton
Canterbury College		Jessica	Foster

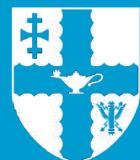
<b>Canterbury College</b>	<b>Josh</b>	<b>Akparanta</b>
<b>Canterbury College</b>	<b>Ellesse</b>	<b>Cheeseman</b>
<b>Canterbury College</b>	<b>Susie</b>	<b>Haynes</b>
<b>Red Zebra</b>	<b>Sue</b>	<b>Tucker</b>
<b>Street Marshall</b>	<b>Suzanne</b>	<b>Ridley</b>
<b>Kent Police</b>	<b>Vicki</b>	<b>Tyler</b>
Facilitator	Julie	Oates
Facilitator	Ann	Gardner
Facilitator	David	Harte
Facilitator	Andrew	Paterson
Facilitator	Richard	Griffiths
Facilitator	Nicola	Lawton
Facilitator	Rebecca	Tarla
Facilitator	Janine	Hodges
Facilitator	Kathryn	Hearden
Facilitator	Rebecca	Booth
Facilitator	Emma	Bartlett

## **Apologies received**

Canterbury City Council		Karen	Britton
Facilitator		Michael	Bailey
Facilitator		Josie	Newman
Market way residents association		Maria	Thomas
Upper Headcorn Residents Association		Alexandra	Bull
Canterbury City Council		Janice	McGuinness
Canterbury City Council		Lacy	Dixon
Canterbury Christ Church University		Audrey	Songhurst
Paul Roberts Associates		Paul	Roberts
Representing Homestamp		Jill	Plows
Jon Gauld lettings		Jon	Gauld
CCC		Ben	Young
CCC		Nick	Churchill
Market way residents association		Chris	McDonnell
University of Kent		Ben	Trott
University of Kent		Derek	Goss
Canterbury Christ Church University		Gill	Perkins
Canterbury City Council		Alison	Small
Paul Roberts Associates		Sophie	Roberts
UoK	Professor	Phil	Hubbard
		Alison	King
Councillor	Cllr	Simon	Cook
C'bury Festival		Rosie	
		Neil	West

# **Student residence: the national and local context**

**Prof Darren Smith (Loughborough) and  
Prof Phil Hubbard (Kent)**



**Loughborough  
University**

University of  
**Kent**

# Content

- National trends in student accommodation
- Regulatory approaches: encouraging purpose built developments (PBSA), limiting HMOs, promoting more cohesive communities?
- Regulating student residence in small towns/cities
- Outcomes: what happens to student neighbourhoods when students move elsewhere?
- Canterbury: typical or exception?

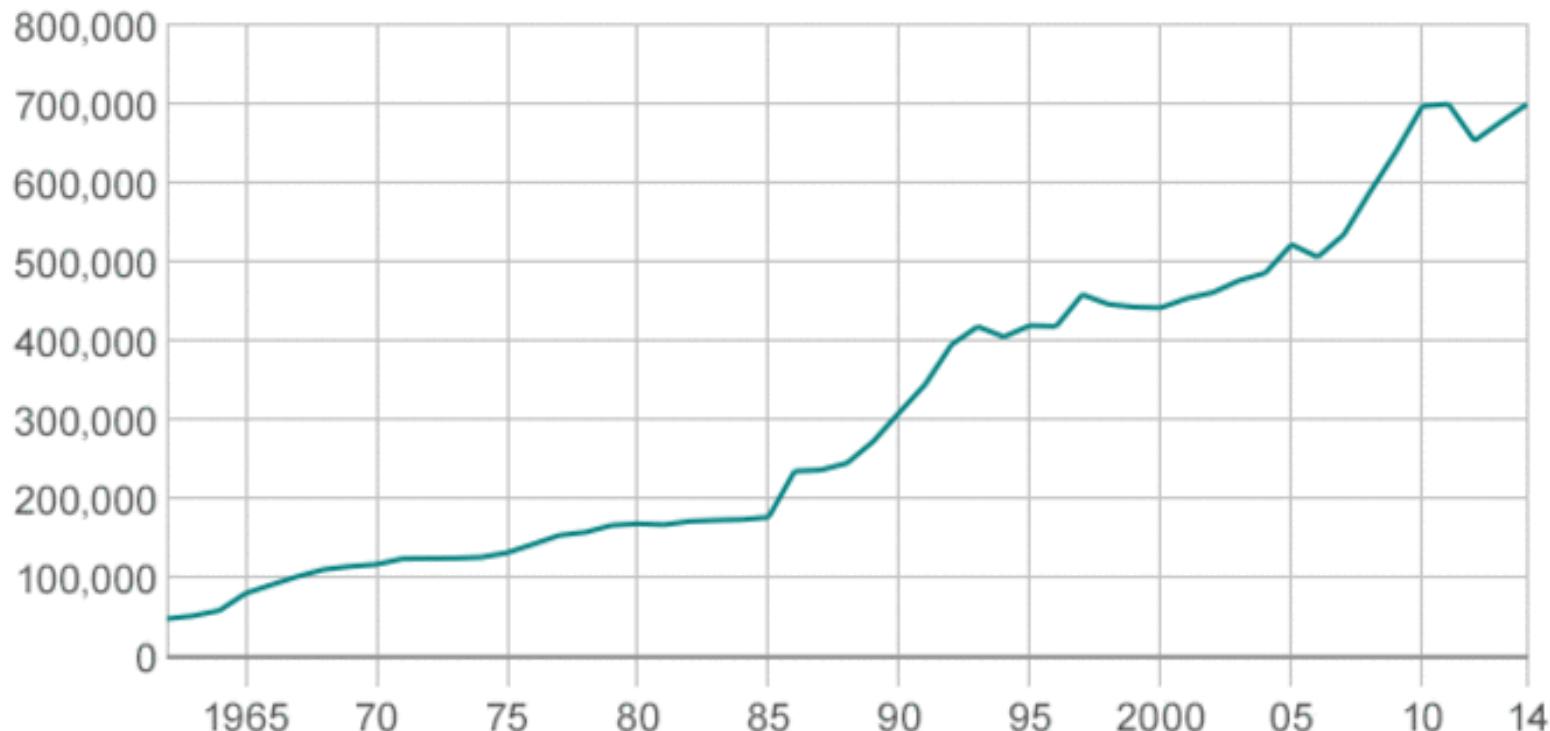
# Studentification

- ‘The replacement and/or displacement of established residents with a transient, generally young and single social grouping’ (Smith, 2006, UUK Studentification Guide)
- Or ‘the substitution of a local community by a student community’ (HMO Lobby website, 2004)
- Studentification not simply a rise in the number of students in a town/city but manifest in a more specific phenomena: recommodification of single-family housing into HMOs

# Trends in HE (1960-2014)

Applications for full-time undergraduate university & polytechnic courses

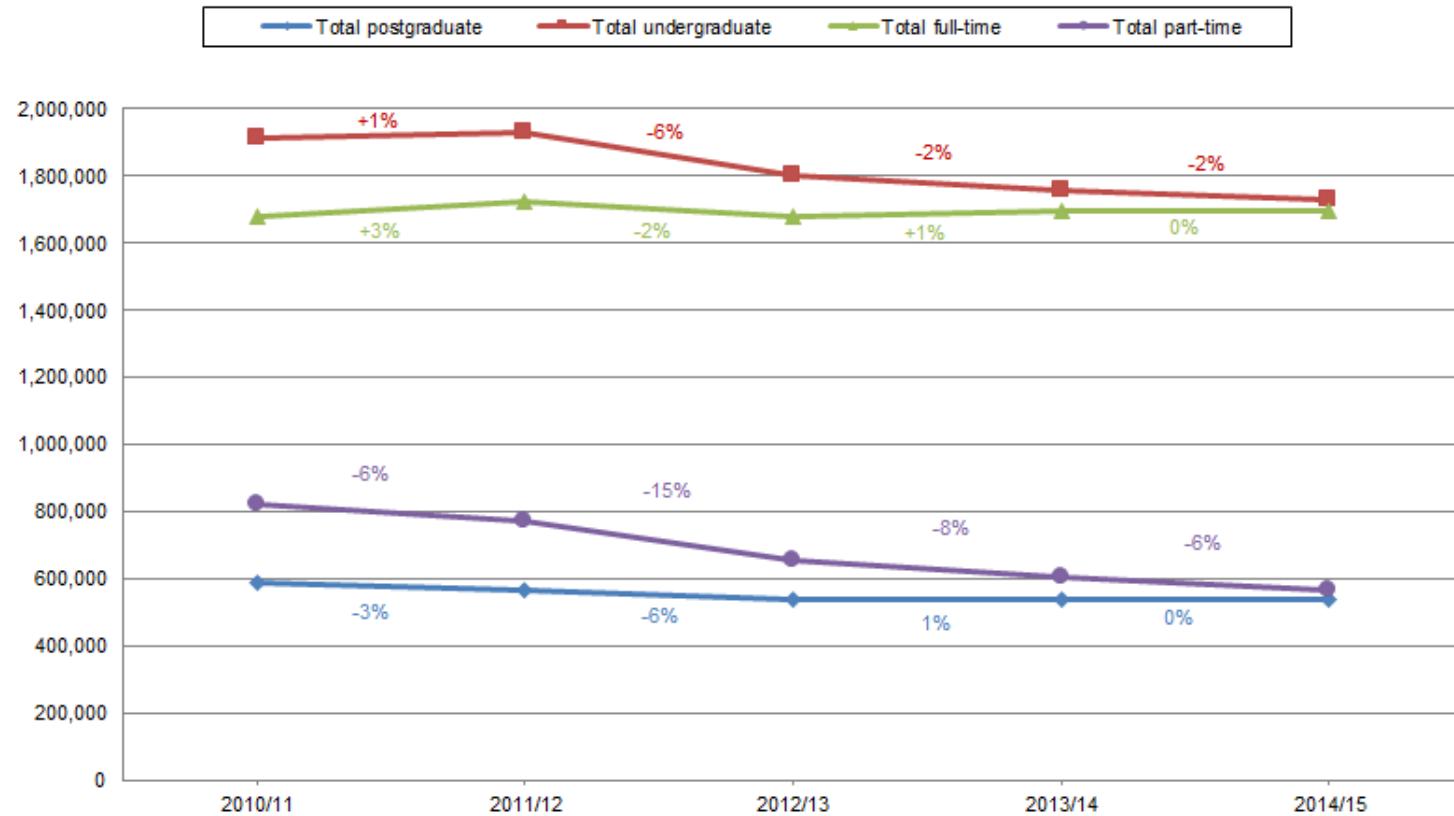
Applications



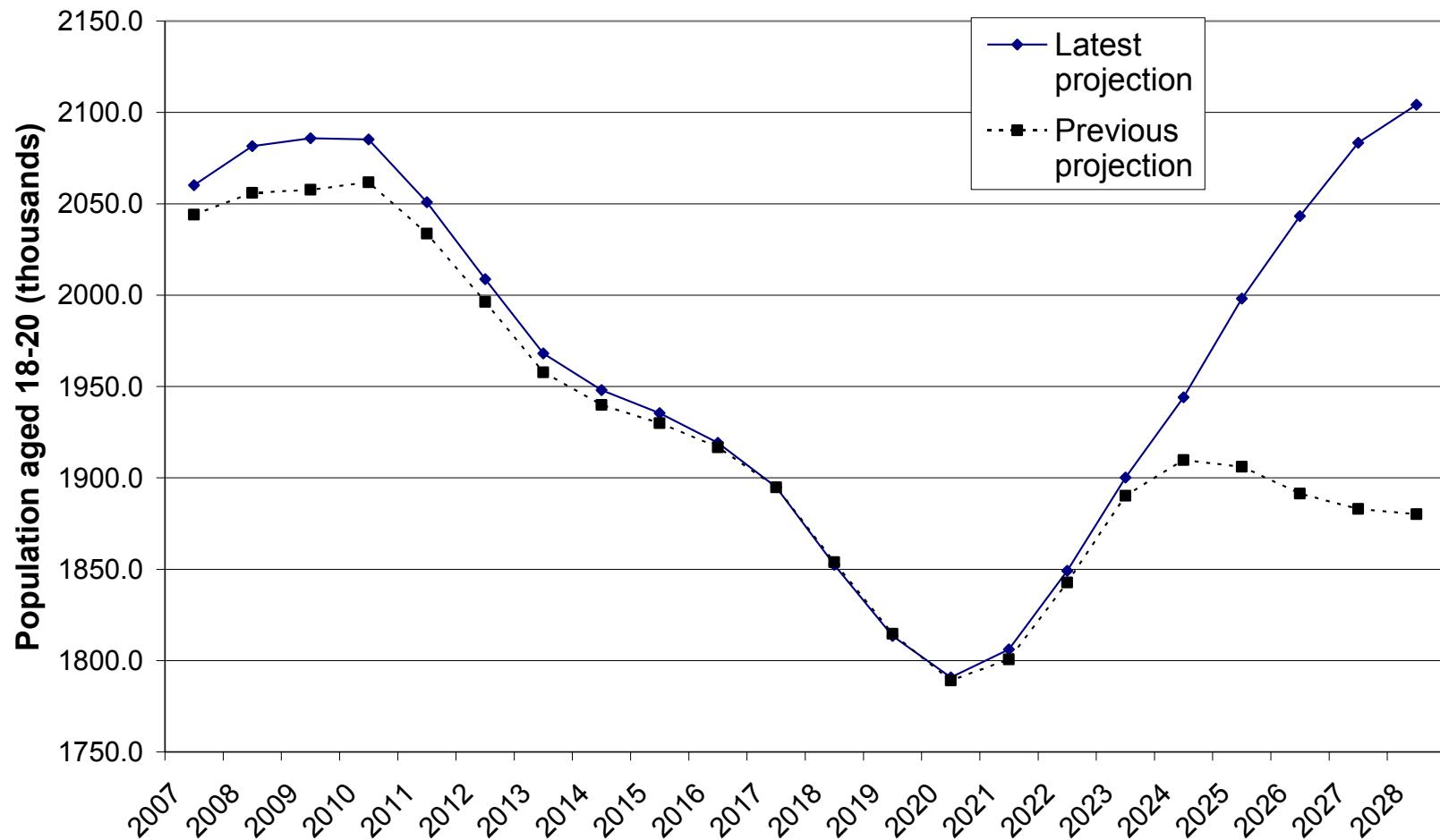
Source: Ucas

# Trends in HE (2010/11-2014/15)

Chart 1 - HE student enrolments by level of study and mode of study 2010/11 to 2014/15



# Trends in HE (2007-2028)



# **Studentification: international studies**

- North America (ITGA, Michael Fox)
- China (He, Gu)
- Malaysia
- Australia (Shaw and Fincher)
- New Zealand
- Poland, Hungary, Czech Republic, Spain
- South Africa

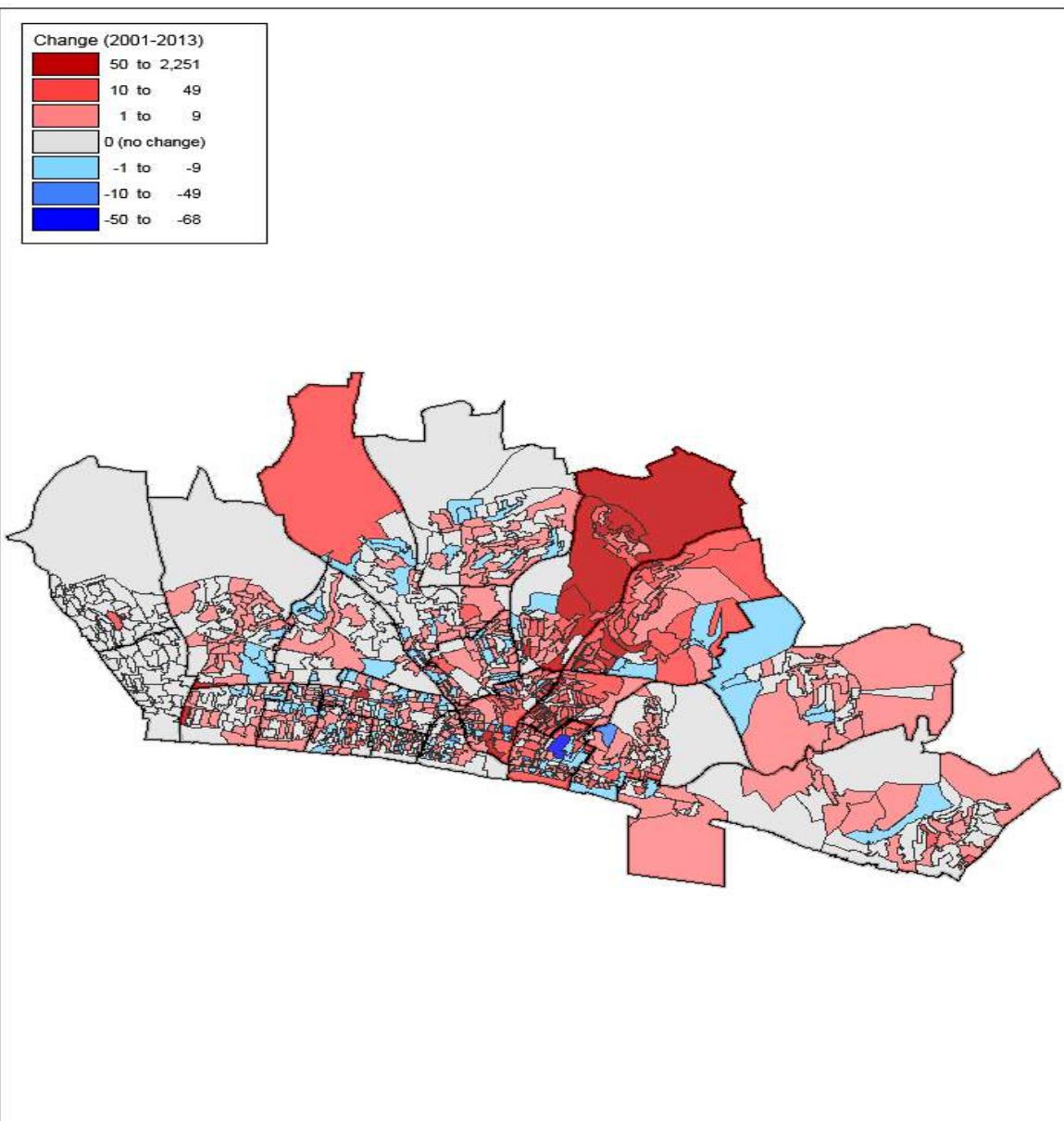
# Studentification: UK context

- A form of neighbourhood change driven by potential profits to be made via buy-to-let and HMO markets
- Student housing emerges as profitable niche with specific practices of subdividing, renting and marketing housing
- Geographically concentrated: in areas close to HEIs where housing stock lent itself to conversion

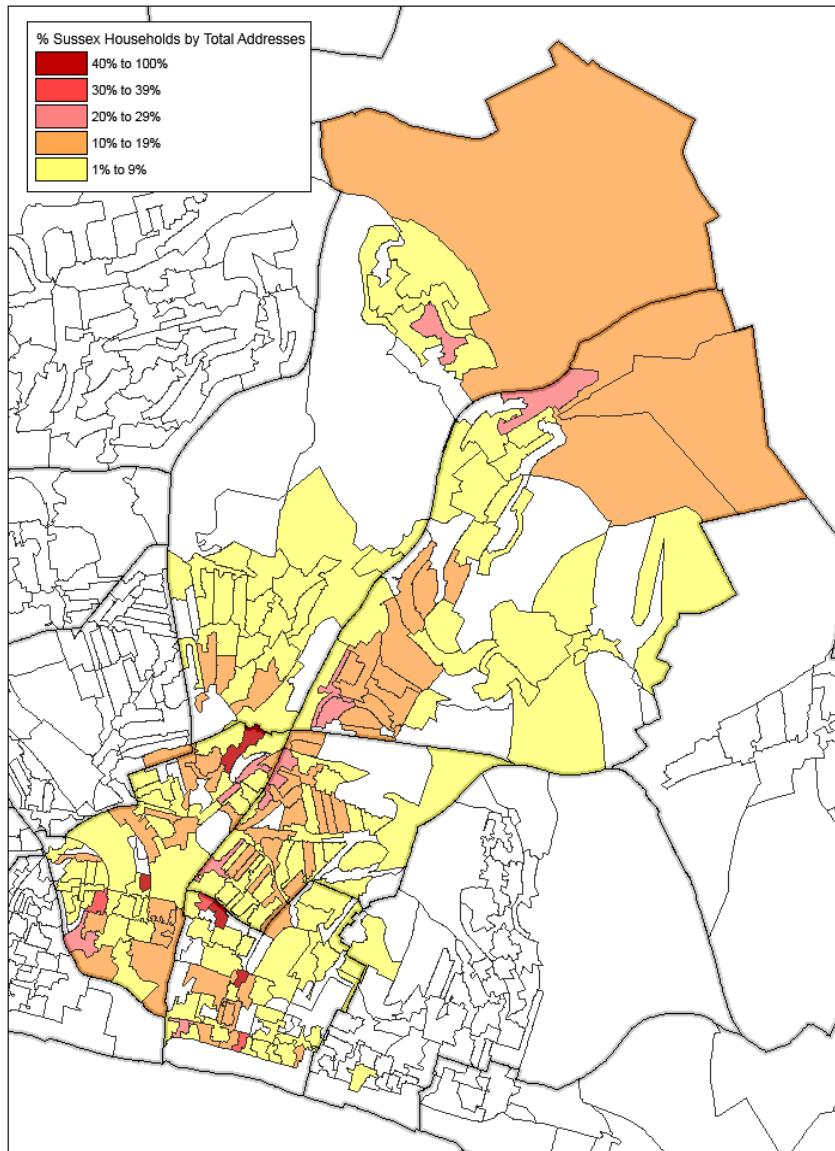


# Brighton

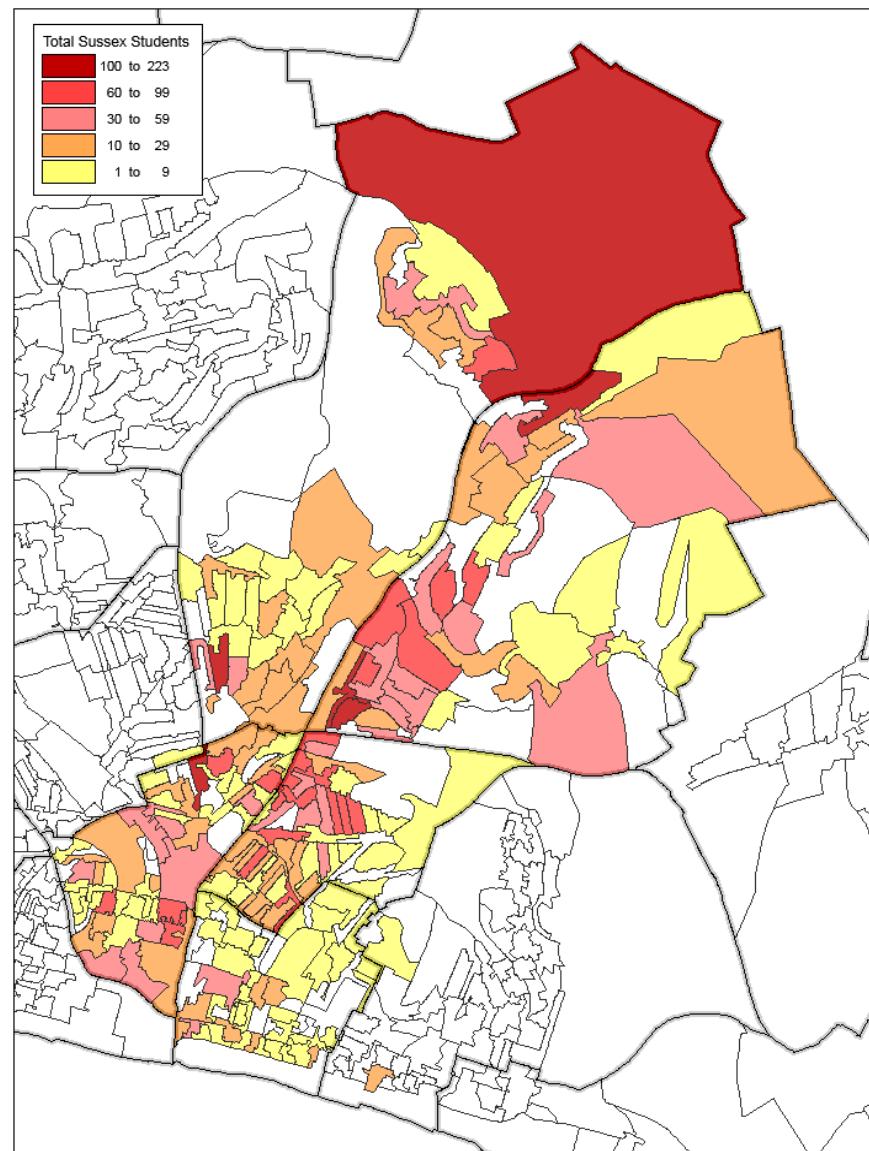
Change in Total Number of Students (2001-2013)



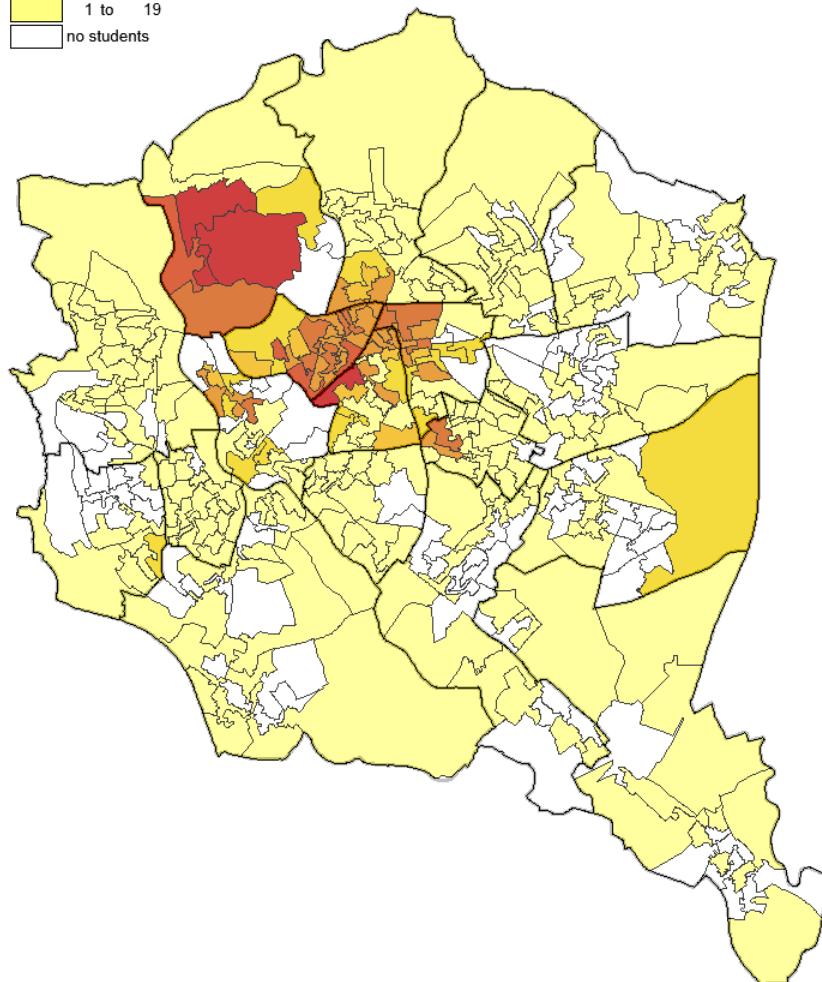
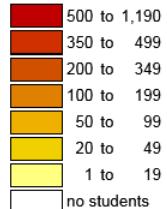
**University of Sussex households  
as a percentage of total addresses**



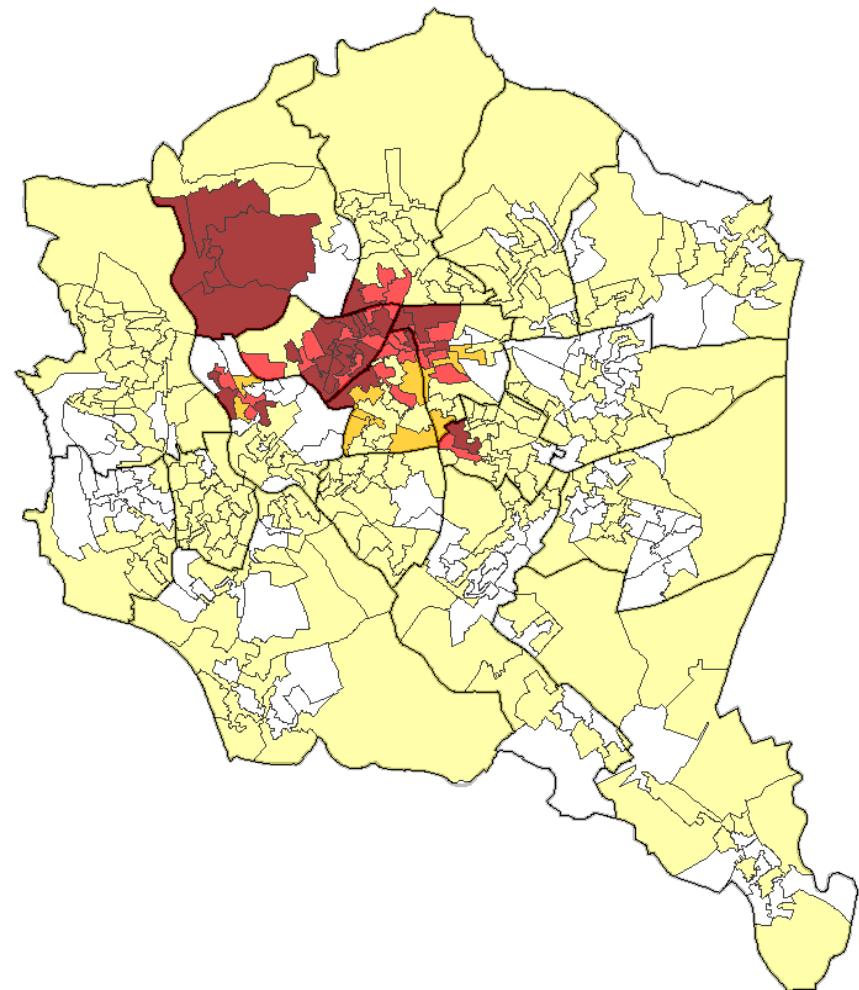
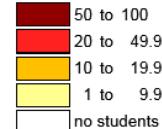
**Total University of Sussex students**



Total no. students University of Exeter (2014/15)



% University of Exeter students of all usual residents (2014/15)



## **Studentification: benefits**

- Sustains a young and educated population
- Enhances overall spending power and boost the local economy
- Sustains the high demand for local commercial services (e.g. from pubs to dentists)
- Supports the hotel/hospitality industry via parental/ guardian/family/friends visits
- Sustains the provision of sporting facilities and sport-related services (e.g. physiotherapy).
- Increases the rates of local volunteering
- Extends cultural diversity
- Adds a ‘freshness/energy’

## **Studentification: environmental challenges**

- Frequent noise nuisance
- Overspill/non-collection of refuse bags/bins and litter
- Fly-tipping of unwanted furniture and beds, boxes, and white-goods
- Lack of car parking spaces, and increased traffic congestion on streets.

## **Studentification: service challenges**

- Closure of schools, nurseries and crèches due to low pupil rolls.
- Growth of student-oriented retail and leisure provision
- Closure of longstanding local businesses and services.
- Depopulation of neighbourhood(s) during academic vacations.
- Lower local revenue due to council tax exempt properties.

## **Studentification: housing challenges**

- Reduction of total affordable housing associated with an inflation of property prices
- Rising rental costs due to high demand for rented housing,
- Transformation of urban landscape via loft conversions and housing extensions.
- Proliferation of to-let signs, and non-removal of signs.

## **Studentification: social challenges**

- Higher levels of population transience and turnover.
- Increasing anxiety of the ‘unfamiliar’ and possible ‘anti-social behaviour’.
- Lower levels of social capital and participation in local community events/groups.
- Lower levels of electoral voting and difficulties for politicians to canvas.

# Regulating student accommodation

- ‘Policing’ – using public enforcement to react to complaints (noting use of student marshalls, third sector policing)
- ‘Managing affect’ – using campaigns to change expectations and behaviour of students and non-students
- ‘Market mechanisms’ – encouraging students to leave HMOs for purpose built accommodation
- ‘Law and statute’ – using licensing and planning law to prevent new student housing

## **Studentification in small towns**

- 95% of towns and cities with Universities have above average numbers of HMOs in local housing stock (c.f 73% seaside communities)
- Around 5% of UK popn defined by ONS as living in 'student neighbourhoods' (key feature: few 0-14 year olds but many 18-24 years olds)
- Likelihood of living in one of these neighbourhoods higher in smaller University towns (e.g. Canterbury, Aberystwyth, Durham, Loughborough, Exeter)

# Most studentified wards in England & Wales

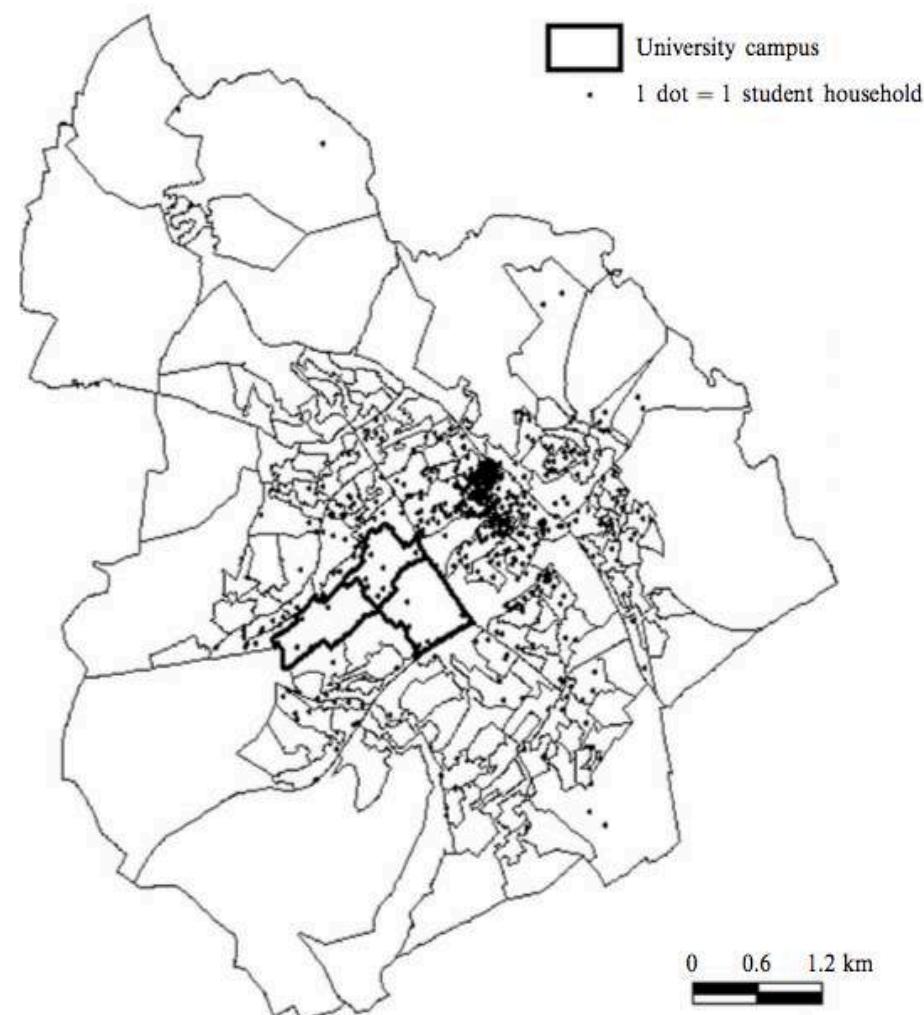
2011 ward	Households	Student house	Percentage
E05001427 : Headingley	6238	2051	33
E05001103 : North Jesmond	3668	1204	33
E05001834 : Dunkirk and Lenton	3738	1217	33
W05000088 : Menai (Bangor)	697	226	32
W05000857 : Cathays	6192	1841	30
E05007983 : Elvet	1668	452	27
W05000699 : Treforest	1665	450	27
W05000059 : Deiniol	553	149	27
W05000363 : Aberystwyth Canol/Central	1022	273	27
E05001043 : Broomhill	5708	1430	25
E05001202 : Selly Oak	8194	1979	24
E05008734 : Hanley Park and Shelton	2140	511	24
E05003503 : St James	2366	542	23
E05001107 : South Jesmond	4086	927	23
E05002081 : Drake	3695	768	21
E05000717 : Withington	4753	975	21
E05004918 : St Stephens	3915	780	20
W05000364 : Aberystwyth Gogledd/Nort	864	162	19
E05001969 : Westmoreland	2216	396	18
E05005440 : Loughborough Southfields	2520	448	18
E05005441 : Loughborough Storer	2204	390	18
W05000366 : Aberystwyth Rheidol	1216	215	18
E05001429 : Hyde Park and Woodhouse	9073	1585	17
W05000548 : Uplands	5888	1020	17

# Most studentified wards in England & Wales

2011 ward	All residents in households	Full-time students in all-student households	Percentage
E05001834 : Dunkirk and Lenton	10,691	5,581	52
E05001103 : North Jesmond	10,646	5,294	50
W05000088 : Menai (Bangor)	2,147	1,067	50
E05001427 : Headingley	18,548	9,137	49
W05000363 : Aberystwyth Canol/Central	2,465	1,178	48
W05000857 : Cathays	17,522	8,311	47
E05007983 : Elvet	4,081	1,822	45
W05000059 : Deiniol	1,492	652	44
E05001043 : Broomhill	16,542	7,142	43
E05003503 : St James	6,198	2,675	43
E05002081 : Drake	9,570	3,765	39
E05001107 : South Jesmond	9,913	3,799	38
W05000699 : Treforest	4,461	1,704	38
E05001202 : Selly Oak	24,190	9,180	38
E05008672 : Garden Quarter	4,943	1,724	35
W05000364 : Aberystwyth Gogledd/North	1,879	642	34
E05000717 : Withington	13,366	4,450	33
E05008734 : Hanley Park and Shelton	5,652	1,869	33
W05000366 : Aberystwyth Rheidol	2,725	869	32
W05000548 : Uplands	15,197	4,812	32
E05004918 : St Stephens	10,311	3,178	31
E05001429 : Hyde Park and Woodhouse	21,922	6,581	30
E05005440 : Loughborough Southfields	6,277	1,877	30
E05001837 : Radford and Park	18,417	5,299	29

# Loughborough

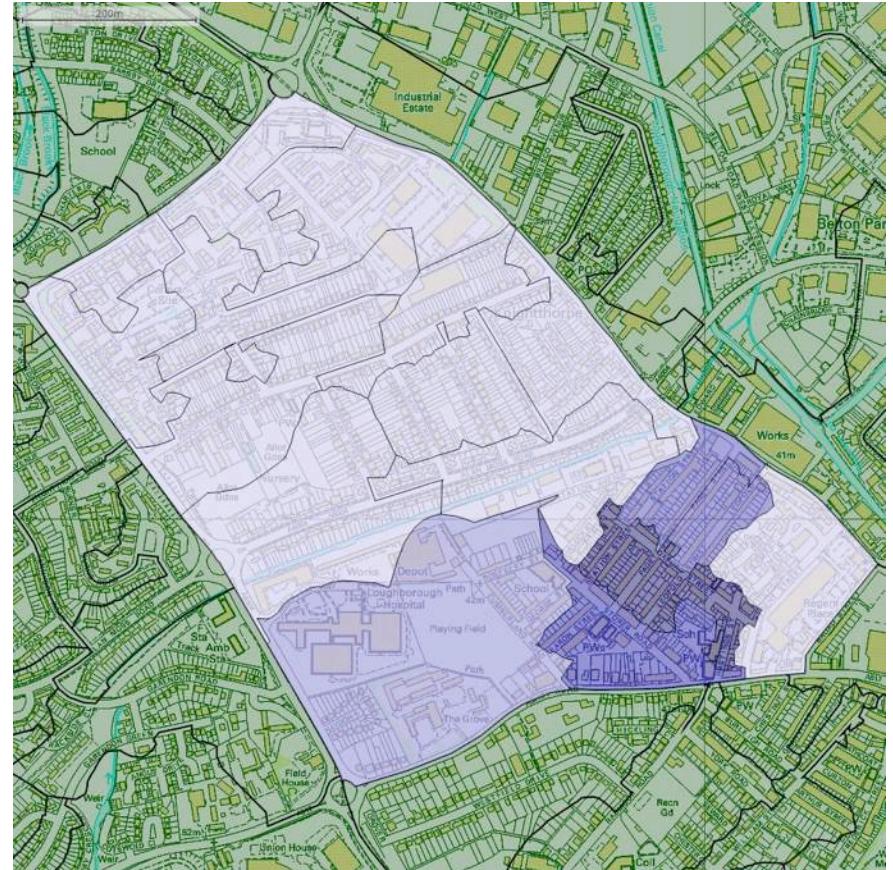
- 13600 students (2008/09) doubled in size from 1991
- Students make up considerable portion of 57,600 term time population (2007 estimate)



**Figure 2.** Approximate location of student households by output area (one dot equals one household) (Census of Population, 2001).

# Loughborough - HMOs

- Storer Ward:
- 5572 pop, 2068 households (2001)
- Between April 2000 and April 2001, 1,455 18-24 years olds moved in; 828 18-24 year olds moved out
- 1428 whole households (69%) – but just 2681 people (48%) - remained at same address

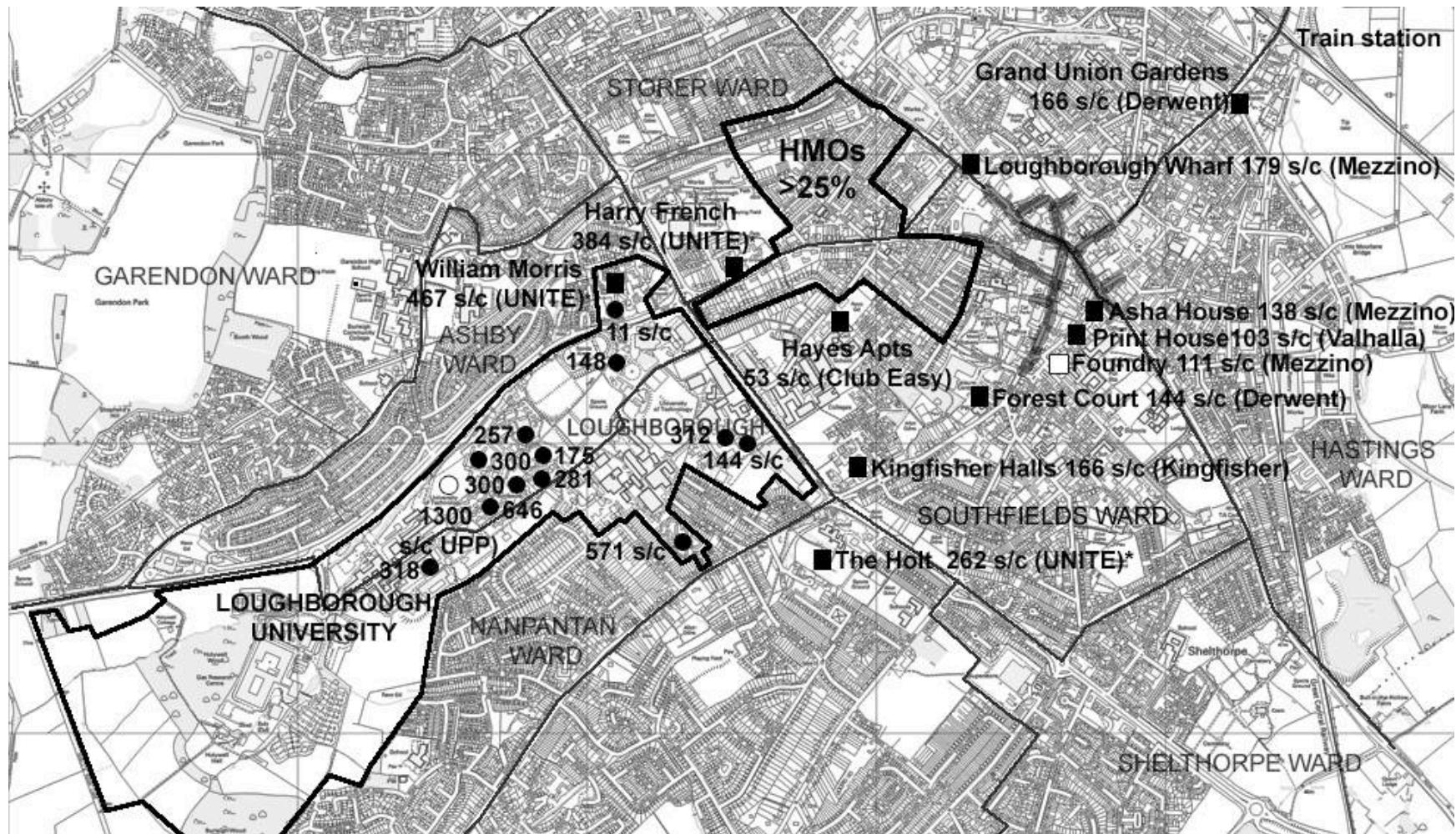


# PBSA in Loughborough

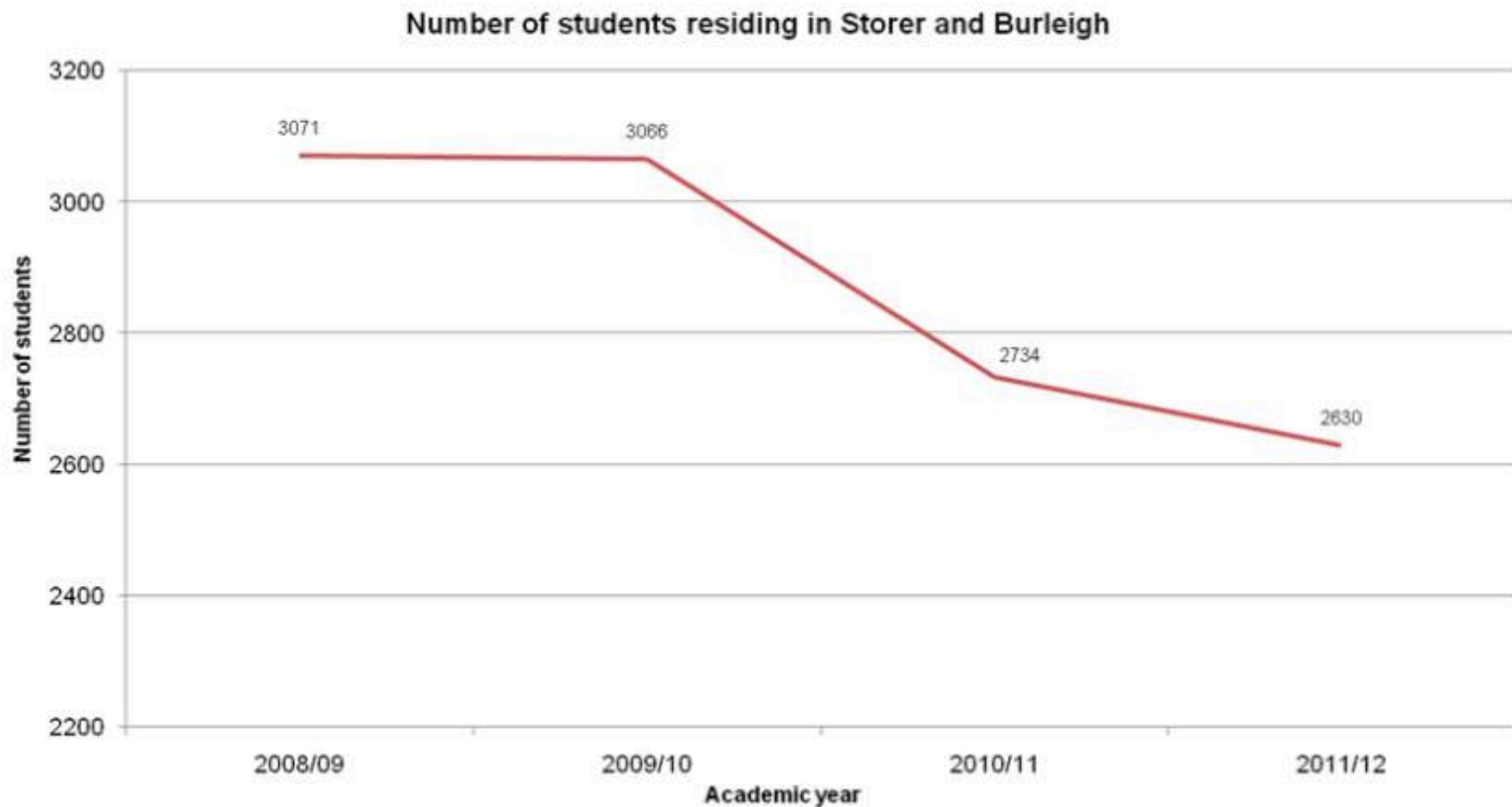
- Loughborough Wharf - town centre site earmarked for mixed use development
- Savills acquired for £9.25m in 2007 as part of Student Halls Fund, opened Sept 2007



# PBSA in Loughborough



# Destudentification



# Destudentification

## Towards a process-based conceptualisation of de-studentification

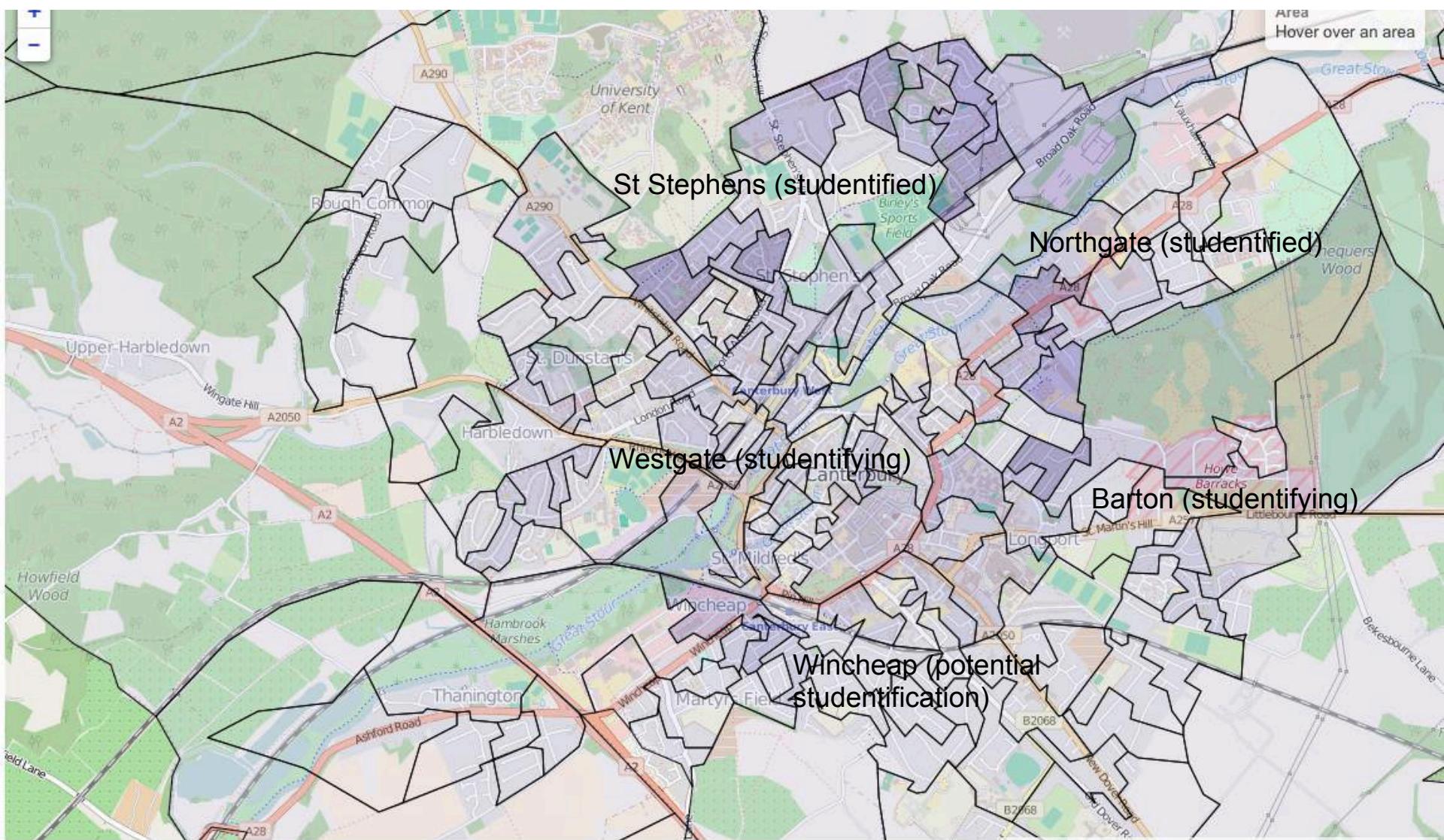
Conditions	Stage 1	Stage 2	Stage 3	Outcome	Stage 4	
Studentification	Disruption	Empty beds	Empty houses	Empty streets	De-studentification	Recovery
<p>... which leads to social (for example, new population), cultural (for example, opening of retail and other services), economic (for example, revalorisation of property prices), and physical (for example, initial upgrading as properties converted to HMO) improvement (derived from Smith, 2005)</p>	<p>Oversupply of student accommodation caused by supply-side (for example, the rise of PBSA and studentification frontier moving into suburban areas) and demand-side (for example, declining student numbers, changing student needs, preferences and expectations) factors.</p>	<p>Student needs, preferences and expectations for higher-quality accommodation sees a student depopulation from low-grade student housing, which leads to social (for example, population loss) and economic (for example, reduced rental income) decline in some classically studentified areas.</p>	<p>Student needs, preferences and expectations for higher-quality accommodation sees students abandon classically studentified areas, which leads to greater social and economic decline, but also the beginnings of physical decline.</p>	<p>Student needs, preferences and expectations for higher-quality accommodation sees students and landlords abandon classically studentified areas, which accelerates their social, economic, physical, and cultural decline.</p>	<p>"which leads to social (for example, population loss), cultural (for example, closure of retail and other services), economic (for example, devalorisation of property prices), and physical (for example, abandonment of housing) decline" (Smith, 2008: 2552).</p>	<p>HMO let to a students with lower requirements from their accommodation, or increasingly repopulated by non-student groups (for example, families, young professional and graduates, European (A8) migrants, or the precariat class).</p>

## Canterbury case study

- At ward level, student pop doubled in St Stephens and Westgate 2001-2011; lesser rise in Northgate but the population of students here exceeded 15%
- At a micro-level, number of neighbourhoods (Lower Super Output Areas) with more than 15% student population increased from 16 to 22

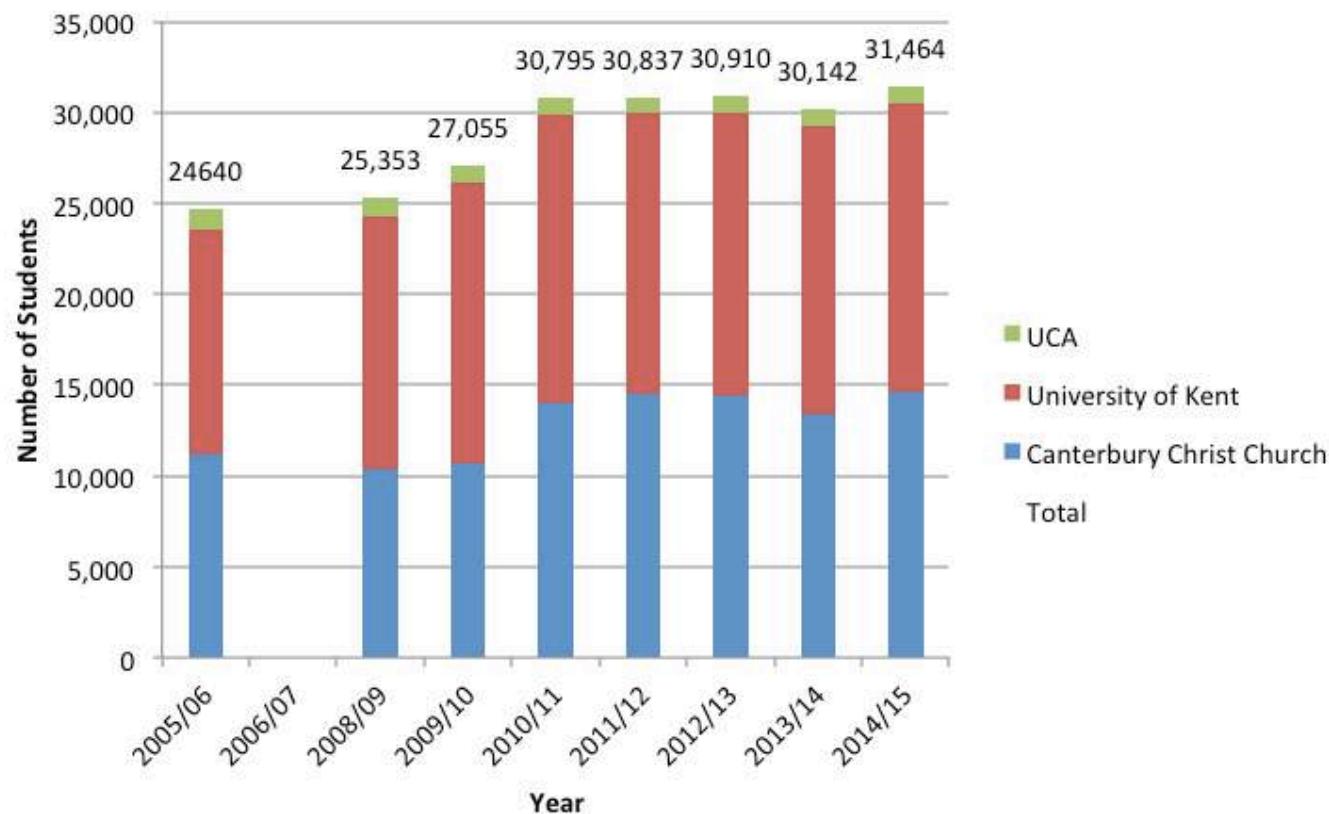
2011 Ward	Residents	Students	% Students
E05004918 : St Stephens	10,311	3,178	31
E05004916 : Northgate	6,208	1,159	19
E05004924 : Westgate	9,841	1,587	16
E05004903 : Barton	9,711	1,273	13
E05004925 : Wincheap	8,797	771	9
E05004904 : Blean Forest	2,276	139	6
E05004909 : Harbledown	2,448	67	3
E05004921 : Sturry South	2,823	16	1
E05004920 : Sturry North	2,788	10	0
E05004905 : Chartham and Stone Street	5,868	21	0

# Canterbury 2011, student population %



# Canterbury case study: trends

Students registered at Canterbury campuses since  
2005/06





### Student Term-Time Addresses

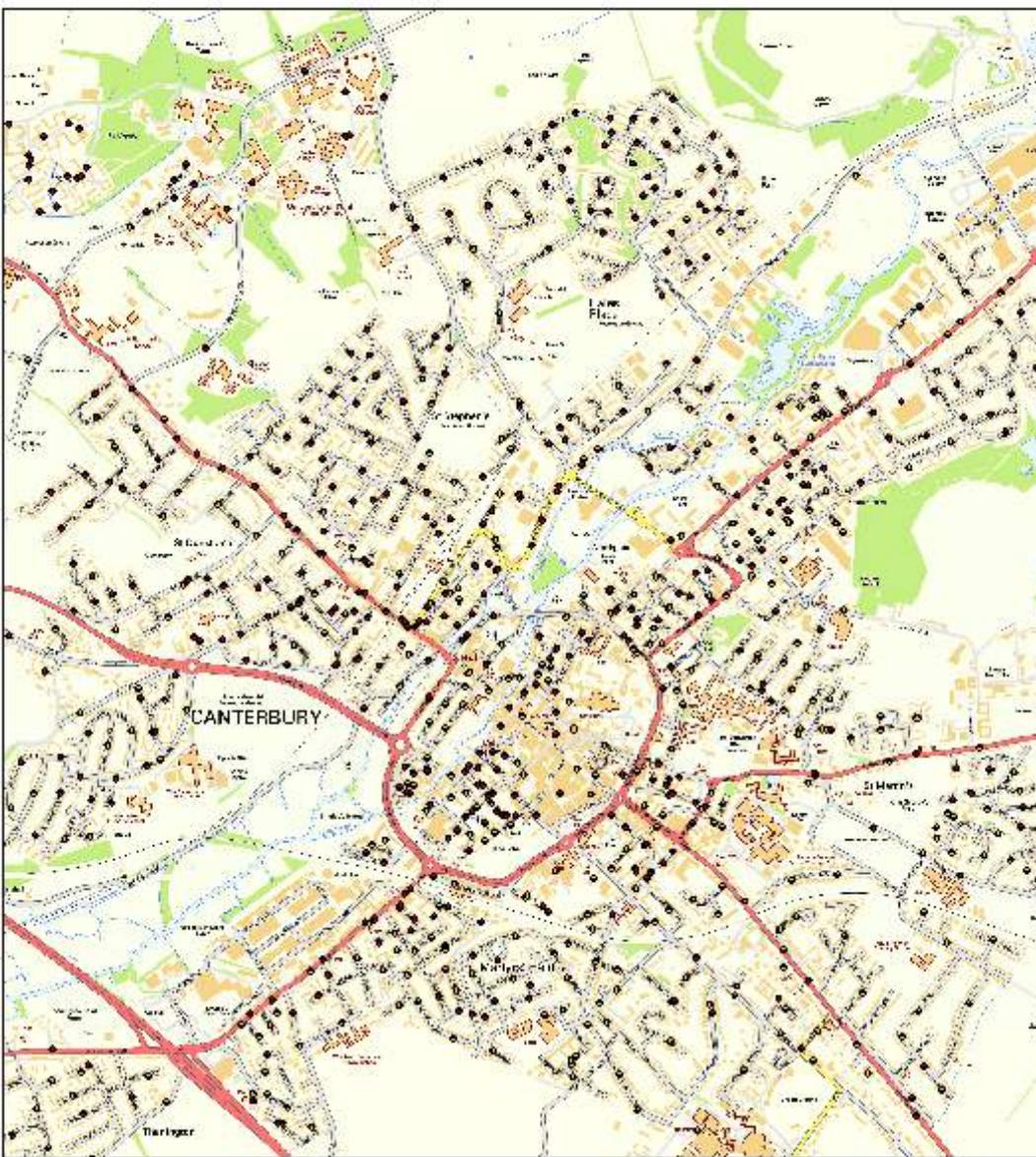
#### Type of Accommodation

- |                              |                          |                                |
|------------------------------|--------------------------|--------------------------------|
| ● Not known                  | □ Own residence          | ■ Provider maintained property |
| ■ Other                      | ■ Parental/guardian home |                                |
| ○ Other rented accommodation | □ Private-sector halls   |                                |

## Canterbury case study

- 31646 students registered at Canterbury but only approx. 18,000 full and part-time students live in the city in term-time (including those who live with parents) (not 40,000 as local media suggest)

	2009/10	2012/13	2013/14	2014/15
University accommodation bedspaces	5783	6517	6481	7579
PBSA				275
Students in all-student households	7471	10386	10170	8083
Sole student occupier	342	363	483	669
Parental Home				935
Not known/other				359
Total	13596	17266	17134	17900



### Student Term-Time Addresses

#### university

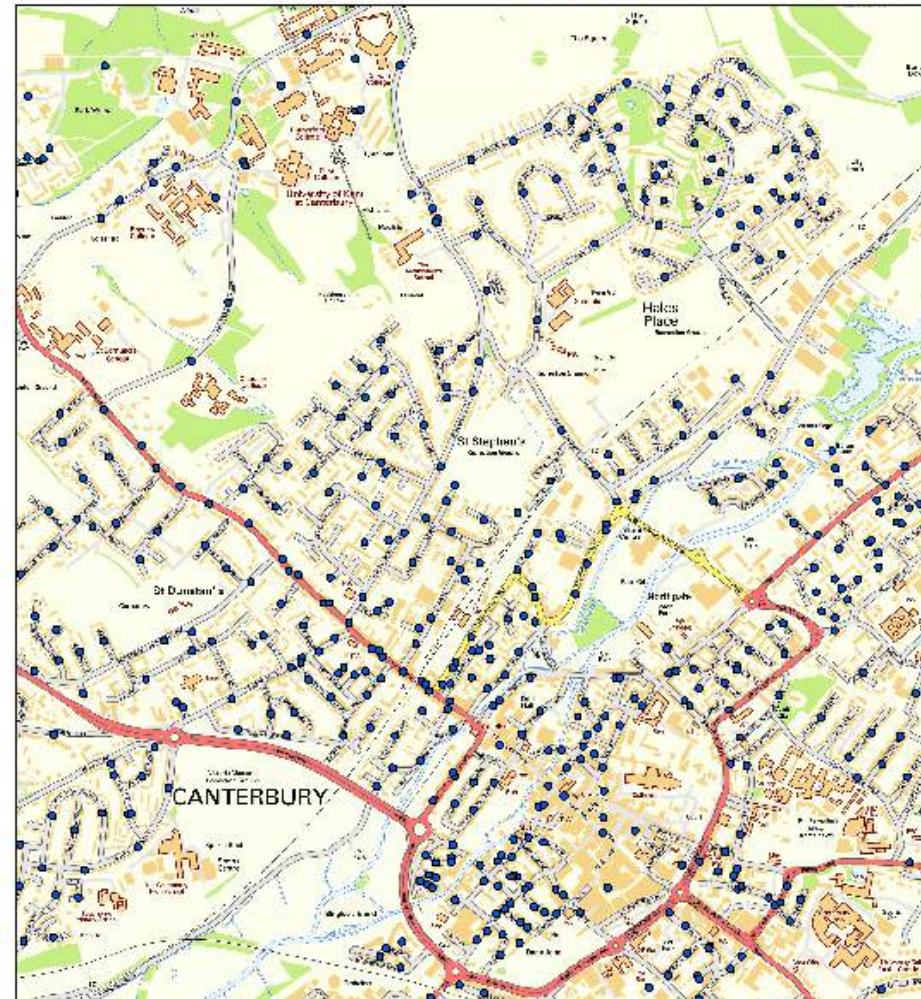
- ◆ Canterbury Christ Church University
- ◆ University of Kent

# Canterbury: trends

- University of Kent data suggests rise in students resident in Canterbury (C1/CT2 postcodes) living with parents (local University) and decline in those living in HMOs

	13-14	14-15
Campus accommodation	5732	4889
PBSA	18	20
Living with parents	429	609
Owh house	169	108
Rented	7375	7034
Total in CT1/2	13723	12662

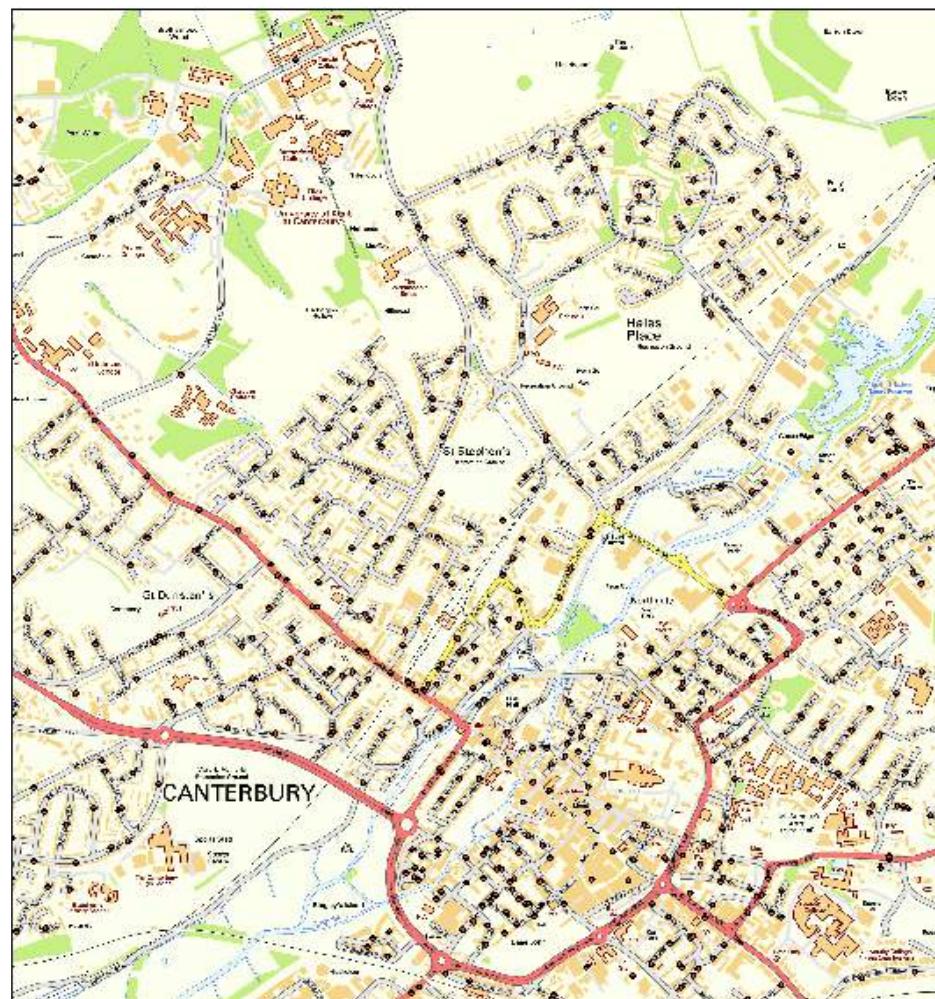
Student Term-Time Addresses in the  
2013-2014 Academic Year in Canterbury  
(Zoomed on University Campuses)



**Student Term-Time Addresses**

• = 1 Student Term-Time Address

Student Term-Time Addresses in the  
2014-15 Academic Year in Canterbury



**Student Term-Time Addresses**

• = 1 student term-time address

## Issues for discussion

- Are we seeing destudentification?
- Will challenges of studentification simply diminish as destudentification takes effect?
- Are there negatives of destudentification? What happens if we have fewer students living in HMOs?
- How can we increase the positives of studentification at the same time as managing destudentification?



# Canterbury Student Impact Review 2016

Report on  
stakeholder conference  
held on 8 February 2016

# Attendance



- There were 114 people at the stakeholder conference.
- Including:
  - **97** Delegates
  - 14 Facilitators
  - 2 Speakers and 1 chair.

# Representation from:



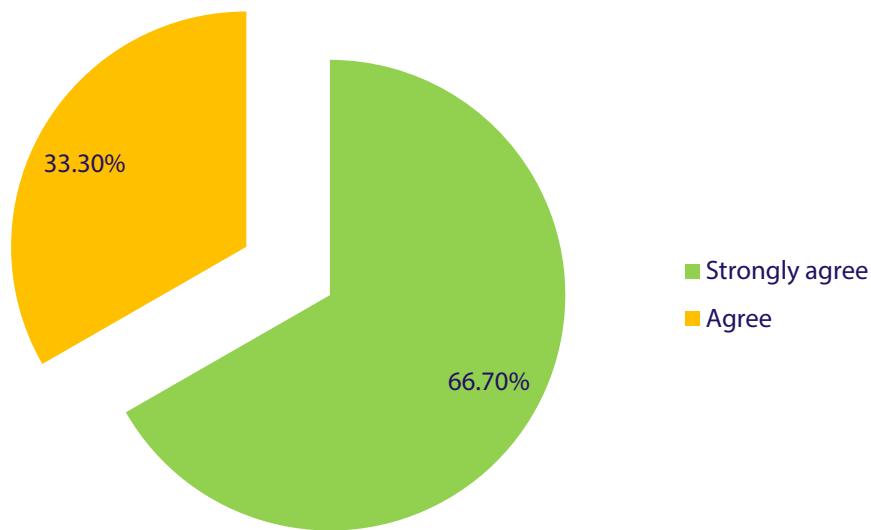
- University of Kent, Canterbury Christ Church University and Canterbury College staff
- Student representation from the above and also University for the Creative Arts
- Resident Association representation
- Canterbury City Council Officers
- Councillors
- Local business representatives
- Local Landlords
- Voluntary sector
- Other public sector
- Mediation services

# Feedback from the conference



- We received 72 responses (out of 97)

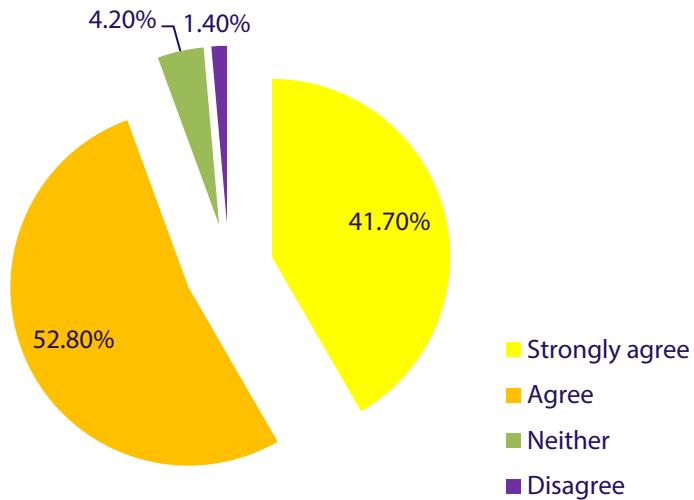
Was the event participative?



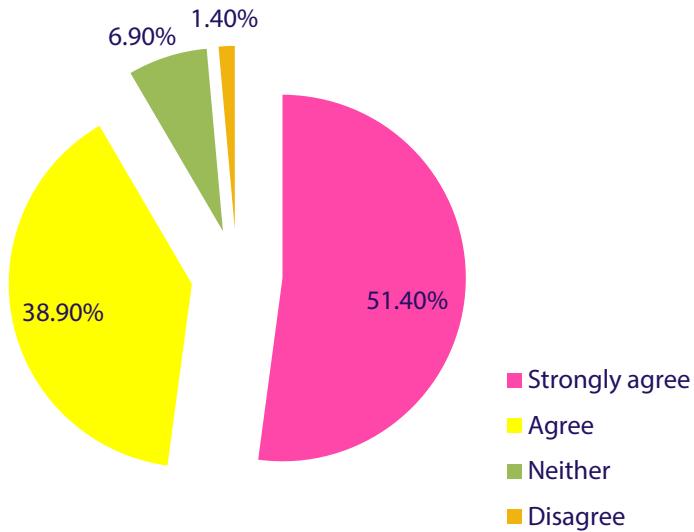
# Was the event...



- Informative?

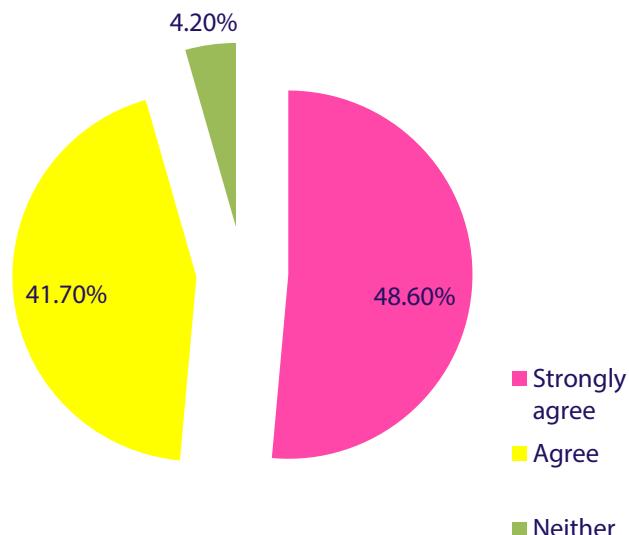


- Worthwhile?

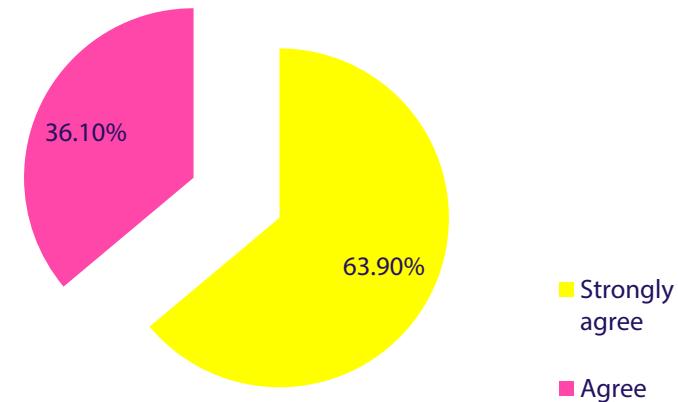


# Was the event...

- Relevant?

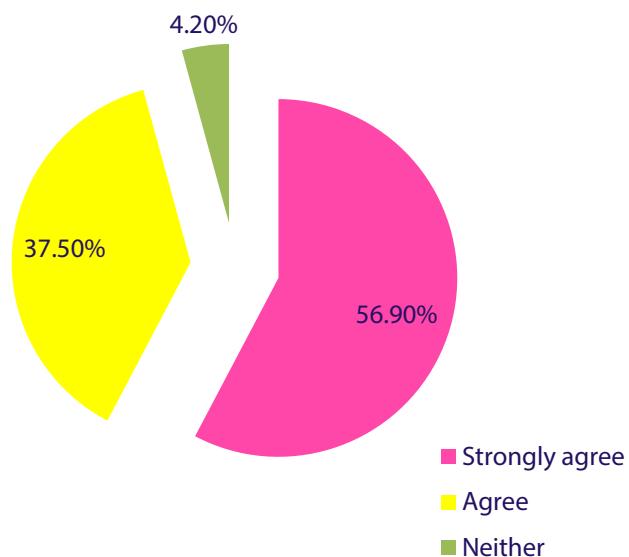


- In a good venue?

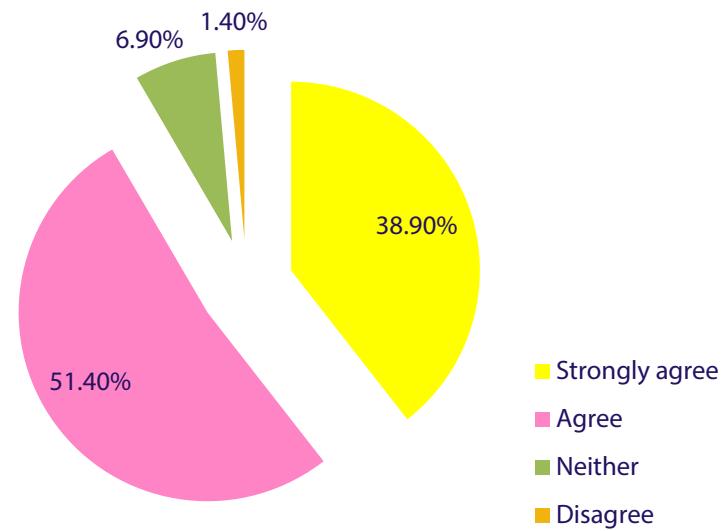


# Were you satisfied with...

- Organisation?



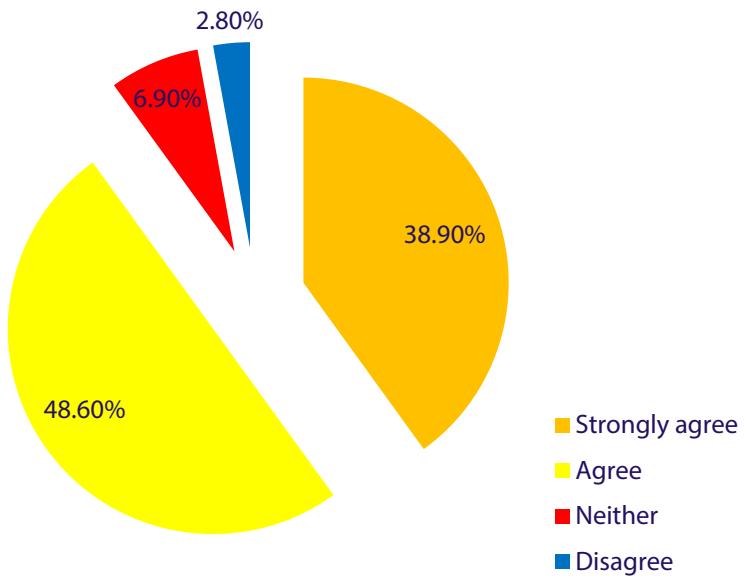
- Communications?



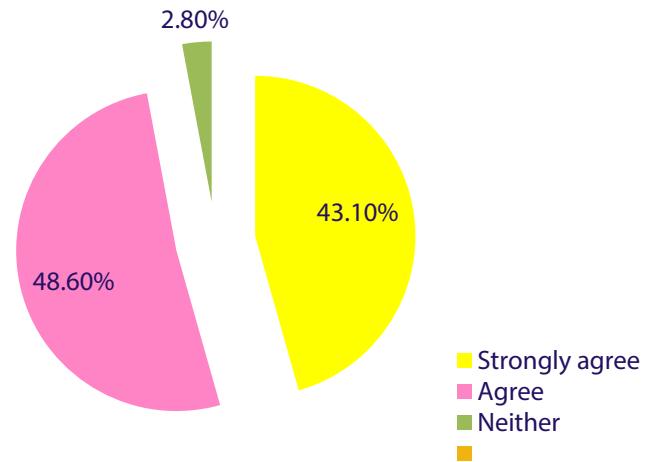
# Were you satisfied with...



- Content?



- Event overall?



# Where do you want us to be in five years' time?



## Culture

The most popular idea came from Canterbury City Council staff:

Making the most of the students on out of town campuses and trying to bring them into Canterbury by investing into the centre. We need to be one, rather than standalone campuses doing things on their own.  
(joint strategic planning)

Be proud to be a university city.

# Where do you want us to be in five years' time?



## Social

The most popular idea came from the voluntary/mediation/public sector group:

Support integration of students into local community (the road, neighbourhood). Support community there to be aware of barriers to integration - it is a two way thing. Also thought important to champion the positive impact of students eg: volunteering and increased opportunities for further volunteering.

# Where do you want us to be in five years' time?



## Economy

The most popular idea came from the Residents' Association group:

Council working more closely with HE institutions to retain graduates and encourage suitable employers (higher value/knowledge economy). 25% graduates retained.

# Where do you want us to be in five years' time?



## **Physical**

The most popular idea came from the Residents' Association group:

Council working with institutions to provide sufficient affordable student housing (purpose built student accommodation). Set below HMO rent levels in private rented sector.

# Workshop 2 split into theme groups: Economy, Social, Culture/Leisure and Physical



Place the 5 questions in order of importance and also to achieve the aims discussed in workshop 1



# Economy ranking

1. How much impact does being a university city have on business growth – all other questions feed into this issue
2. How much investment do the universities make in the community
3. Do many graduates stay / return to Canterbury and what do they do? (employability at graduate entry jobs in area)
4. How do students affect the local labour force?
5. Do student Landlords' contribute to the economy?

# Overall Culture ranking



Joint first

1. Does the wider community benefit from the universities and colleges cultural and leisure facilities?
1. How does Canterbury's night time economy compare to other university/ non university cities?
3. Does being a university city add to the cultural facilities of the area?

Joint fourth

4. How does Canterbury's night time economy compare to other universities / non university cities?
4. Are the universities and colleges cultural and leisure facilities used by the wider community?

# Overall Social ranking



1. How are the demographics of the area affected by students?
2. Is anti-social behaviour any more of a problem in areas where many students live compared to other areas?
3. Is community spirit affected by a large student population?
4. What is the impact of student volunteering on the community?
5. Is the range of goods and services in the district affected by the presence of students?
6. How does being a university city affect traffic and parking?

# Overall Physical ranking



1. Does the student population affect the cost and availability of housing for others?
2. Do we need more purpose built student homes?
3. What impact do private landlords have in the community?
4. Do homes that appear to be occupied by students look less well looked after than other homes?
5. Are community facilities(such as schools, leisure centres and community centre) affected by large student populations?

# Next steps



## Test Questions

### Q1. Have you studied at a College or University in Canterbury?

Choice	Description	Responses	%
1	Yes	10	<b>66.67</b>
2	No	5	<b>33.33</b>
	<b>Total</b>	<b>15</b>	

When asked this question, 67% said they have studied at a College or University in Canterbury.

The breakdown for those who had was 6.67% Business, 6.67% Landlord, 6.67% Residents Association and 6.67% Councillors. 13.33% were from Canterbury Council and 26.67% were Students.

### Q2. Which sector best represents you?

Choice	Description	Responses	%
1	Businesses	7	<b>10.77</b>
2	HE/FE Institutions	15	<b>23.08</b>
3	Landlords	2	<b>3.08</b>
4	Other Public sector	15	<b>23.08</b>
5	Residents	11	<b>16.92</b>
6	Students	15	<b>23.08</b>
	<b>Total</b>	<b>65</b>	

Of the 65 people who voted, 23.08% of people were from HE/ FE Institutions, 23.08% were Other Public Sector and 23.08% were Students. 16.92% were Residents, 10.77% were Businesses and 3.08% were Landlords.

### Q3. What age range do you fall into?

Choice	Age range	Responses	%
1	18- 24	15	<b>22.06</b>
2	25- 34	8	<b>11.76</b>
3	35- 44	15	<b>22.06</b>
4	45- 54	9	<b>13.24</b>
5	55- 64	7	<b>10.29</b>
6	65+	14	<b>20.59</b>
	<b>Total</b>	<b>68</b>	

Of the people who voted, 22.06% were aged between 18- 24; 22.06% were aged 35- 44; 20.59% were aged 65+; 13.24% were aged 45- 54; 11.76% were aged 25- 34 and 10.29% were aged 55-64.

## Social theme- Q1. Which idea do you think will have the biggest positive impact for this theme?

Description	Responses	%	Business	Landlord	HE/ FE	CCC	Residents Association	Students	Councillors	Community/Volunteer
Regular, ongoing discussions between HE/FE institutions, Unions and community groups and increase student representation on RAs	23	34.85	4.35	0.00	26.09	17.39	17.39	30.43	4.35	0.00
Publish case studies from HE/FE regarding student volunteering	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Produce a Welcome Pack with input from RA's	6	9.09	0.00	0.00	66.67	16.67	0.00	0.00	0.00	16.67
Develop better ways of communicating and working together	10	15.15	10.00	10.00	10.00	20.00	20.00	30.00	0.00	0.00
Improve promotion of HE/FE facilities to all residents to improve sense of community	6	9.09	0.00	0.00	33.33	33.33	16.67	0.00	16.67	0.00
Allow student number to be used rather than just NI number to increase Student Voter Registration	10	15.15	10.00	0.00	20.00	0.00	10.00	40.00	10.00	10.00
Replicate hall monitor system/ student community rep across the city	11	16.67	9.09	18.18	0.00	9.09	27.27	27.27	9.09	0.00
<b>Total</b>	<b>66</b>									

34.85% of voters believed the biggest positive impact for the social theme would be to have regular, ongoing discussions between HE/FE institutions, Unions and community groups and increase student representation on RA's. This idea received the highest number of votes from the HE/FE group, Student group, CCC group and Resident Association group who voted this as the idea which would have the biggest positive impact for the theme.

16.67% of voters believed we could replicate a hall monitor system/ student community rep across the city. This idea received the highest number of votes from the Landlord group.

15.15% said to develop better ways of communicating and working together.

15.15% said to allow student number to be used rather than just NI number to increase Student Voter Registration. This idea received the second highest number of votes from the Student group.

9.09% said to produce a Welcome Pack with input from RA's. This received the second highest number of votes from the HE/ FE group.

9.09% said to improve promotion of HE/FE facilities to all residents to improve sense of community.

No one voted to publish case studies from HE/FE regarding student volunteering.

## Q2- Which idea do you think would result in the quickest positive impact?

Description	Responses	%	Business	Landlord	HE/ FE	CCC	Residents Association	Students	Councillors	Community/ Volunteer
Regular, ongoing discussions between HE/FE institutions, Unions and community groups and increase student representation on RAs	13	20.00	0	0	15.38	23.08	23.08	30.77	7.69	0
Publish case studies from HE/FE regarding student volunteering	3	4.62	0	0	33.33	33.33	33.33	0.00	0.00	0
Produce a Welcome Pack with input from RA's	11	16.92	9.09	0	36.36	18.18	18.18	18.18	0.00	0
Develop better ways of communicating and working together	5	7.69	20.00	20.00	0.00	40.00	0	0.00	20.00	0
Improve promotion of HE/FE facilities to all residents to improve sense of community	9	13.85	0	0	44.44	22.22	11.11	11.11	0.00	11.11
Allow student number to be used rather than just NI number to increase Student Voter Registration	12	18.46	0	0	25.00	8.33	8.33	50.00	8.33	0.00
Replicate hall monitor system/ student community rep across the city	12	18.46	8.33	8.33	8.33	16.67	25.00	25.00	0.00	8.33
<b>Total</b>	<b>65</b>									

20% of voters said the idea which would result in the quickest positive impact would be regular, ongoing discussions between HE/FE institutions, Unions and community groups and increase student representation on Ras. This idea received the highest number of votes from the CCC group and RA group and the second highest from the Student group .

18.46% said to allow student number to be used rather than just NI number to increase Student Voter Registration. This idea received the highest number of votes from the Student group .

18.46% said to replicate the hall monitor system/ have a student community rep across the city

16.92% said to produce a Welcome Pack with input from RA's. This received the joint highest votes from the HE/FE group (along with Q5)

13.85% said to Improve promotion of HE/FE facilities to all residents to improve sense of community. This received the joint highest votes from the HE/FE group (along with Q4)

7.69% said to develop better ways of communicating and working together

4.62% said to publish case studies from HE/FE regarding student volunteering

**Q3- Which of these ideas do you think should not be taken forward?- Please note: Voters were told they did not have to vote for this question if they did want to see the options taken forward**

Description	Responses	%	Business	Landlord	HE/ FE	CCC	Residents Association	Students	Councillors	Community/ Volunteer
Regular, ongoing discussions between HE/FE institutions, Unions and community groups and increase student representation on RAs	1	2.44	0	0.00	0.00	0.00	0.00	100.00	0.00	0.00
Publish case studies from HE/FE regarding student volunteering	11	26.83	0	9.09	36.36	18.18	18.18	9.09	9.09	0.00
Produce a Welcome Pack with input from RA's	10	24.39	0	10.00	20.00	10.00	0.00	60.00	0.00	0.00
Develop better ways of communicating and working together	3	7.32	0	0.00	0.00	0.00	33.33	66.67	0.00	0.00
Improve promotion of HE/FE facilities to all residents to improve sense of community	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Allow student number to be used rather than just NI number to increase Student Voter Registration	11	26.83	0	9.09	9.09	27.27	27.27	9.09	9.09	9.09
Replicate hall monitor system/ student community rep across the city	5	12.20	0	0.00	40.00	0.00	40.00	20.00	0	0
<b>Total</b>	<b>41</b>									

26.83% said they did not feel Publish case studies from HE/FE regarding student volunteering should be taken forward. This received the highest number of votes from the HE/FE group who do not believe this should be taken forward

26.83% said they did not feel the idea to Allow student number to be used rather than just NI number to increase Student Voter Registration should be taken forward. This had the highest number of votes from the CCC group and the RA group

24.39% said they did not feel Produce a Welcome Pack with input from RA's should be taken forward. This received the highest number of votes from the Student group.

12.20% said they did not feel Replicate hall monitor system/ student community rep across the city should be taken forward

7.32% said they did not feel develop better ways of communicating and working together should be taken forward

2.44% said they did not feel Regular, ongoing discussions between HE/FE institutions, Unions and community groups and increase student representation on RAs should be taken forward.

No one voted for Improve promotion of HE/FE facilities to all residents to improve sense of community- indicating that this was what they wanted to take forward

## Economy theme- Q1. Which idea do you think will have the biggest positive impact for this theme?

Description	Responses	%	Business	Landlord	HE/ FE	CCC	Residents Association	Students	Councillors	Community/ Volunteer
Increase support to SME'S and link HE/FE courses to local economic need	9	13.43	11.11	0.00	22.22	11.11	22.22	22.22	0.00	11.11
Prioritise measures to retain graduates including career, housing, financial advice and provide space in city for access to support services	21	31.34	9.52	0.00	28.57	23.81	14.29	23.81	0.00	0.00
Coordinate programme of placements, volunteering and work opportunities across HE/FE	6	8.96	0.00	0.00	16.67	33.33	16.67	33.33	0.00	0.00
Encourage large employers to locate in the district and provide graduate level jobs	25	37.31	4.00	8.00	16.00	16.00	12.00	28.00	12.00	4.00
Explore options for Universities to source local produce/suppliers	6	8.96	0.00	16.67	33.33	0.00	50.00	0.00	0.00	0.00
<b>Total</b>	<b>67</b>									

37.31% believed the biggest positive impact for the economy theme would be to Encourage large employers to locate in the district and provide graduate level jobs. This idea received the highest number of votes from the Student group, Councillor group, Landlord group and joint highest from the RA group (along with Q2 and Q5)

31.34% believed the biggest positive impact would be to prioritise measures to retain graduates including career, housing, financial advice and provide space in city for access to support services. This received the highest number of votes from the HE/FE group, CCC group and was joint highest for the RA group (along with Q4 and Q5)

13.43% of voters believed that the biggest positive impact would be to Increase support to SME'S and link HE/FE courses to local economic need

8.96% of voters chose the idea to Coordinate programme of placements, volunteering and work opportunities across HE/FE

8.96% said to Explore options for Universities to source local produce/suppliers which received the joint highest number of votes from the RA group (along with Q2 and Q4)

## Q2. Which idea do you think would result in the quickest positive impact?

Description	Responses	%	Business	Landlord	HE/ FE	CCC	Residents Association	Students	Councillors	Community/Volunteer
Increase support to SME'S and link HE/FE courses to local economic need	5	7.69	0.00	0.00	40.00	0.00	40.00	20.00	0.00	0.00
Prioritise measures to retain graduates including career, housing, financial advice and provide space in city for access to support services	13	20.00	15.38	0.00	38.46	7.69	15.38	15.38	7.69	0.00
Coordinate programme of placements, volunteering and work opportunities across HE/FE	22	33.85	4.55	0.00	18.18	45.45	9.09	22.73	0.00	0.00
Encourage large employers to locate in the district and provide graduate level jobs	5	7.69	0.00	20.00	20.00	20.00	20.00	20.00	0.00	0.00
Explore options for Universities to source local produce/suppliers	20	30.77	5.00	10.00	15.00	5.00	15.00	35.00	5.00	10.00
<b>Total</b>	<b>65</b>									

33.85% said the quickest positive impact would be to Coordinate programme of placements, volunteering and work opportunities across HE/FE. This received the highest number of votes from the CCC group and the second highest votes from both the HE/FE group and the Student group.

30.77% said to Explore options for Universities to source local produce/suppliers. This received the highest number of votes from the Landlord group, the RA group, the Community/ Volunteer group and the Student group.

20% said to Prioritise measures to retain graduates including career, housing, financial advice and provide space in city for access to support services. This received the highest number of votes from the HE/ FE group and the Business group.

7.69% said to Increase support to SME'S and link HE/FE courses to local economic need.

7.69% said to Encourage large employers to locate in the district and provide graduate level jobs .

**Q3. Which of these ideas do you think should not be taken forward?-Please note: Voters were told they did not have to vote for this question if they did want to see the options taken forward**

Description	Responses	%	Business	Landlord	HE/ FE	CCC	Residents Association	Students	Councillors	Community/ Volunteer
Increase support to SME'S and link HE/FE courses to local economic need	11	34.38	0.00	0.00	27.27	0.00	27.27	45.45	0.00	0.00
Prioritise measures to retain graduates including career, housing, financial advice and provide space in city for access to support services	2	6.25	0.00	50.00	0.00	0.00	0.00	50.00	0.00	0.00
Coordinate programme of placements, volunteering and work opportunities across HE/FE	4	12.50	0.00	0.00	25.00	0.00	25.00	25.00	25.00	0.00
Encourage large employers to locate in the district and provide graduate level jobs	8	25.00	0.00	0.00	37.50	37.50	0.00	25.00	0.00	0.00
Explore options for Universities to source local produce/suppliers	7	21.88	0.00	0.00	28.57	14.29	14.29	28.57	14.29	0.00
<b>Total</b>	<b>32</b>									

34.38% said the idea not to take forward was to Increase support to SME'S and link HE/FE courses to local economic need. This idea received the highest number of votes from the RA group, the Student group, and had the joint highest vote from the HE/FE group (along with Q4).

25% said the idea to Encourage large employers to locate in the district and provide graduate level jobs should not be taken forward. This had the joint highest vote from the HE/FE group (along with Q1) and had the highest number of votes from the CCC group.

21.88% said the idea to Explore options for Universities to source local produce/suppliers should not be taken forward.

12.50% said the idea to Coordinate a programme of placements, volunteering and work opportunities across HE/FE should not be taken forward.

6.25% said Prioritise measures to retain graduates including career, housing, financial advice and provide space in city for access to support services should not be taken forward.

## Physical theme- Q1. Which idea do you think will have the biggest positive impact for this theme?

Description	Responses	%	Business	Landlord	HE/ FE	CCC	Residents Association	Students	Councillors	Community/ Volunteer
HE/FE to coordinate with CCC to ensure the provision of suitable student accommodation	8	12.50	0.00	0.00	12.50	25.00	37.50	25.00	0.00	0.00
Use planning powers to stop the display of letting boards	5	7.81	20.00	0.00	20.00	20.00	0.00	20.00	0.00	20.00
CCC to publish data regarding article 4/HMO data (cost & availability) to understand impact	10	15.63	10.00	0.00	40.00	0.00	0.00	50.00	0.00	0.00
Survey students to find out what accommodation they want and can afford (particularly years 2&3)	9	14.06	11.11	0.00	0.00	22.22	22.22	44.44	0.00	0.00
Review refuse collection service with stakeholders e.g. Landlords	11	17.19	0.00	18.18	9.09	9.09	27.27	0.00	27.27	9.09
Develop an online information/ training to provide advice for students on housing issues including FAQ's and contact details	12	18.75	0.00	0.00	50.00	25.00	8.33	16.67	0.00	0.00
Lobby South East trains/Stagecoach to create a “uni-zone” for discounted rail and bus travel for students studying in Canterbury	9	14.06	11.11	0.00	22.22	22.22	11.11	33.33	0.00	0.00
<b>Total</b>	<b>64</b>									

18.75% believed the biggest positive impact for the physical theme would be to Develop online information/ training to provide advice for students on housing issues including FAQ's and contact details. This received the highest votes from the HE/FE and CCC group

17.19% said to Review refuse collection service with stakeholders e.g. Landlords. This received the highest number of votes from the Councillor group, Resident Association (along with Q1), Landlord group

15.63% said for CCC to publish data regarding article 4/HMO data (cost & availability) to understand impact. This received the highest number of votes from the Student group and the second highest from the HE/FE group.

14.06% said to Survey students to find out what accommodation they want and can afford (particularly years 2&3). This received the second highest number of votes from the Student group 14.06% said to Lobby South East trains/Stagecoach to create a “uni-zone” for discounted rail and bus travel for students studying in Canterbury.

12.50% said for HE/FE to coordinate with CCC to ensure the provision of suitable student accommodation. This was the highest voted option from RA's (joint with Q5).

7.81% said to Use planning powers to stop the display of letting boards.

## Q2. Which idea do you think would result in the quickest positive impact?

Description	Responses	%	Business	Landlord	HE/ FE	CCC	Residents Association	Students	Councillors	Community/ Volunteer
HE/FE to coordinate with CCC to ensure the provision of suitable student accommodation	2	3.51	0.00	0.00	0.00	50.00	0.00	50.00	0.00	0.00
Use planning powers to stop the display of letting boards	20	35.09	5.00	0.00	25.00	5.00	10.00	30.00	15.00	10.00
CCC to publish data regarding article 4/HMO data (cost & availability) to understand impact	5	8.77	0.00	0.00	0.00	0.00	40.00	60.00	0.00	0.00
Survey students to find out what accommodation they want and can afford (particularly years 2&3)	3	5.26	0.00	0.00	0.00	66.67	0.00	33.33	0.00	0.00
Review refuse collection service with stakeholders e.g. Landlords	8	14.04	25.00	0.00	25.00	25.00	12.50	12.50	0.00	0.00
Develop an online information/ training to provide advice for students on housing issues including FAQ's and contact details	11	19.30	0.00	9.09	27.27	36.36	9.09	18.18	0.00	0.00
Lobby South East trains/Stagecoach to create a “uni-zone” for discounted rail and bus travel for students studying in Canterbury	8	14.04	12.50	0.00	37.50	12.50	12.50	25.00	0.00	0.00
<b>Total</b>	<b>57</b>									

35.09% said the quickest positive impact would be to use planning powers to stop the display of letting boards. This received the highest number of votes from the HE/FE group, Student group, the Councillor group and Community/ Volunteer group. It was also the joint highest rated option for RA's alongside Q3.

19.30% said to Develop an online information/ training to provide advice for students on housing issues including FAQ's and contact details. This was the highest rated option for the CCC group and joint second highest from the HE/FE group along with Q7.

14.04% said to Review refuse collection service with stakeholders e.g. Landlords. This received the highest number of votes from the Business group.

14.04% said to Lobby South East trains/Stagecoach to create a “uni-zone” for discounted rail and bus travel for students studying in Canterbury. This was voted joint second highest from the HE/FE group along with Q6.

8.77% said to CCC to publish data regarding article 4/HMO data (cost & availability) to understand impact. This received the joint highest number of votes from the RA's along with Q1 and was the second highest rated by Students

5.26% said to Survey students to find out what accommodation they want and can afford (particularly years 2&3).

3.51% said HE/FE to coordinate with CCC to ensure the provision of suitable student accommodation.

**Q3. Which of these ideas do you think should not be taken forward?- Please note: Voters were told they did not have to vote for this question if they did want to see the options taken forward**

22.58% said to Use planning powers to stop the display of letting boards should not be taken forward. This was the highest voted option from RA's and the joint highest voted option from HE/FE along with Q1.

16.13% said Develop an online information/ training to provide advice for students on housing issues including FAQ's and contact details should not be taken forward. This was the highest option from Students to not take forward.

16.13% said Lobby South East trains/Stagecoach to create a “uni-zone” for discounted rail and bus travel for students studying in Canterbury should not be taken forward. This received the highest number of votes from Councillors.

12.90% said HE/FE to coordinate with CCC to ensure the provision of suitable student accommodation should not be taken forward. This received the highest number of votes from Landlords and joint highest from HE/FE along with Q2.

12.90% said CCC to publish data regarding article 4/HMO data (cost & availability) to understand impact should not be taken forward. This received the highest number of votes from the CCC group.

12.90% said Review refuse collection service with stakeholders e.g. Landlords should not be taken forward.

6.45% said Survey students to find out what accommodation they want and can afford (particularly years 2&3) should not be taken forward and was the joint second highest voted option along with Q2 and Q5.

## Evaluation- Q1. To what extent do you agree that the event was participative?

Description	Responses	%	Business	Landlord	HE/ FE	CCC	Residents Association	Students	Councillors	Community/ Volunteer
Strongly agree	25	40.98	8.00	12.00	32.00	16.00	16.00	16.00	0.00	0.00
Agree	32	52.46	3.13	0.00	18.75	18.75	15.63	31.25	9.38	3.13
Neither agree or disagree	2	3.28	0.00	0.00	0.00	0.00	50.00	0.00	50.00	0.00
Disagree	1	1.64	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00
Strongly disagree	1	1.64	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00
<b>Total</b>	<b>61</b>									

Overall 93.44% of voters either strongly agreed or agreed that the event was participative. All voters in the following groups chose these 2 options: Business, Landlord, HE/FE, CCC, Community/ Volunteer. Plus the majority of voters within the Councillor, RA's and Students groups.

3.28% neither agreed or disagreed with 1.64% being a voter from the Residents Association group and 1.64% from the Councillor group.

3.28% strongly disagreed or disagreed and these were from the Student group.

## Q2. To what extent do you agree the event was informative?

Description	Responses	%	Business	Landlord	HE/ FE	CCC	Residents Association	Students	Councillors	Community/ Volunteer
Strongly agree	9	<b>15.25</b>	0.00	11.11	33.33	44.44	11.11	0.00	0.00	0.00
Agree	32	<b>54.24</b>	3.13	3.13	25.00	25.00	18.75	18.75	3.13	3.13
Neither agree or disagree	13	<b>22.03</b>	7.69	0.00	15.38	7.69	30.77	23.08	15.38	0.00
Disagree	3	<b>5.08</b>	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00
Strongly disagree	2	<b>3.39</b>	0	0	0	50	0	0	50	0
<b>Total</b>	<b>59</b>									

Overall 69.49% of voters either strongly agreed or agreed that the event was informative. All voters in the Landlords group chose these 2 options. The majority of voters within the HE/FE group, CCC group, and RA groups agreed or strongly agreed the event was informative. Half of the Student voters agreed it was informative too.

22.03% neither agreed or disagreed. This was made up of the following groups Business, HE/FE, CCC, RA, Students and Councillors.

8.47% strongly disagreed or disagreed (1.69% were CCC, 1.69% were Councillors and 5.08% were Students).

### Q3. To what extent do you agree that the event was worthwhile?

Description	Responses	%	Business	Landlord	HE/ FE	CCC	Residents Association	Students	Councillors	Community/ Volunteer
Strongly agree	13	28.26	0.00	0.00	30.77	7.69	23.08	30.77	7.69	0.00
Agree	21	45.65	9.52	9.52	28.57	4.76	23.81	14.29	4.76	4.76
Neither agree or disagree	4	8.70	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00
Disagree	5	10.87	0.00	0.00	20.00	0.00	20.00	40.00	20.00	0.00
Strongly disagree	3	6.52	0.00	0.00	0.00	33.33	0.00	33.33	33.33	0.00
<b>Total</b>	<b>46</b>									

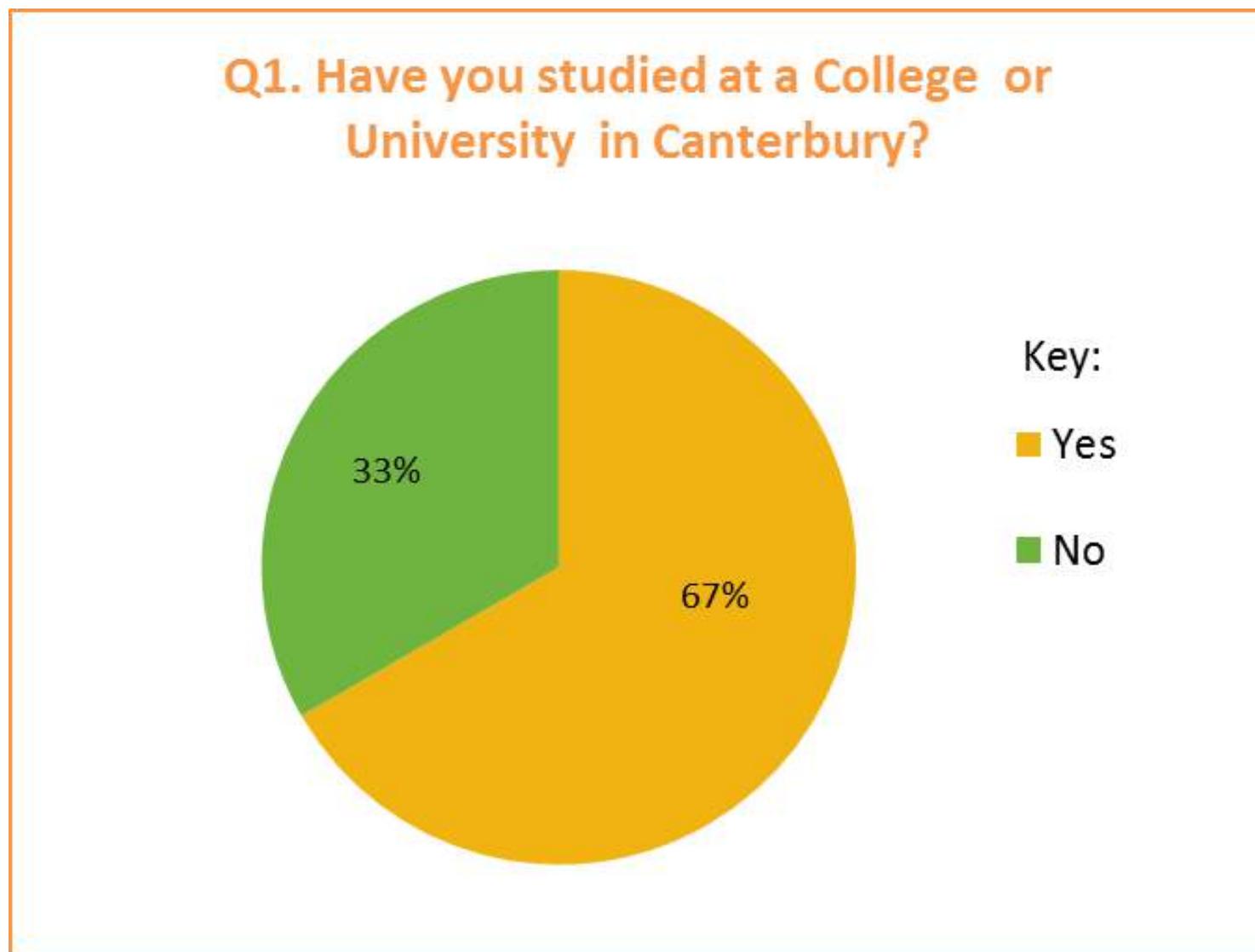
Overall 73.91% of voters either strongly agreed or agreed that the event was worthwhile. All voters in the following groups chose these 2 options: Business, Landlords and Community/ Volunteers. A large majority of voters from HE/FE, CCC, RA and half of students voted that they agreed it was worthwhile.

8.70% neither agreed or disagreed- these were from the Student group.

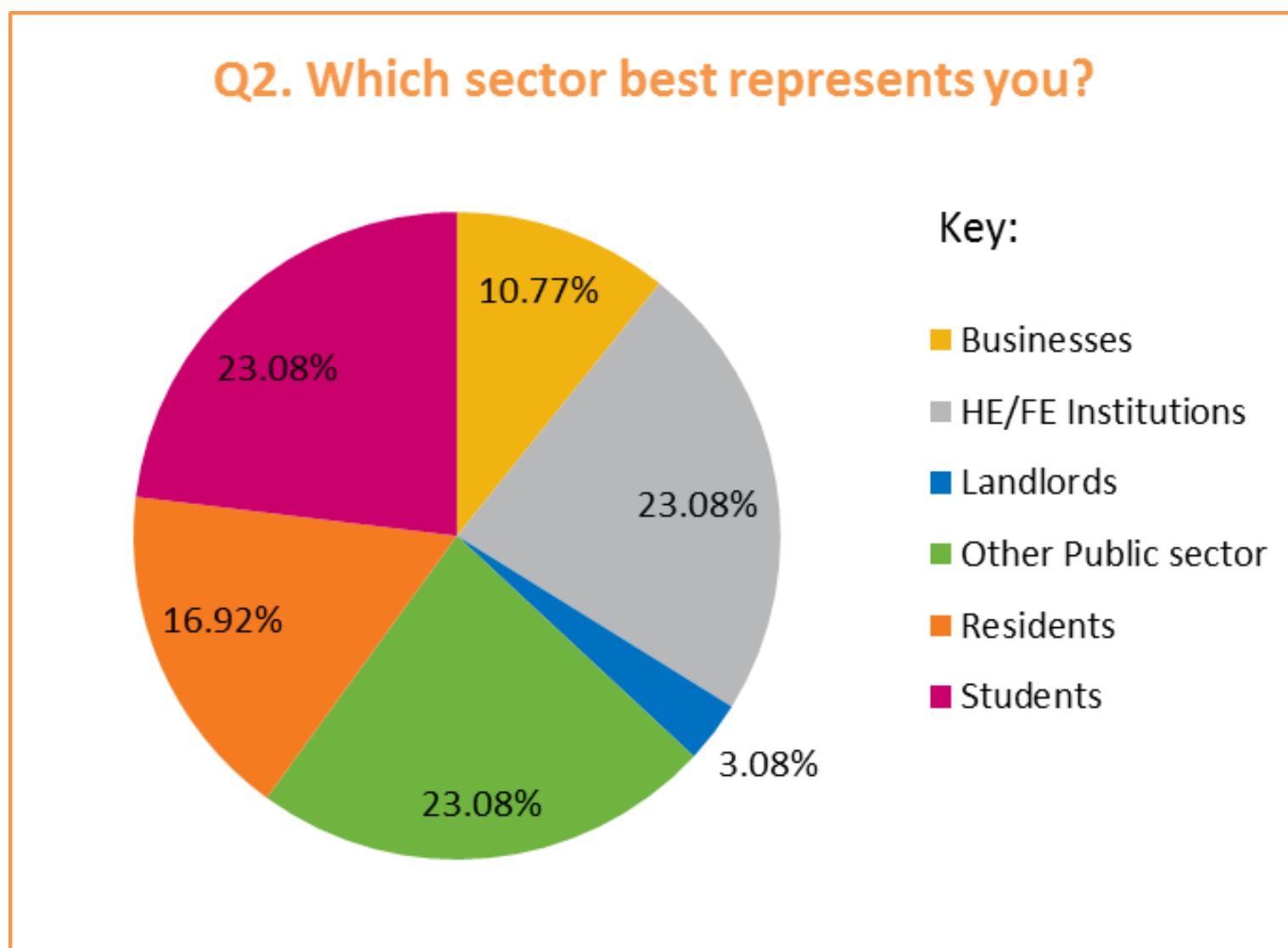
17.39% strongly disagreed or disagreed. This was made up of 2.17% from HE/FE, 2.17% from CCC, 2.17% from Residents Associations, 6.52% from Students and 4.34% from Councillors

## Test Questions

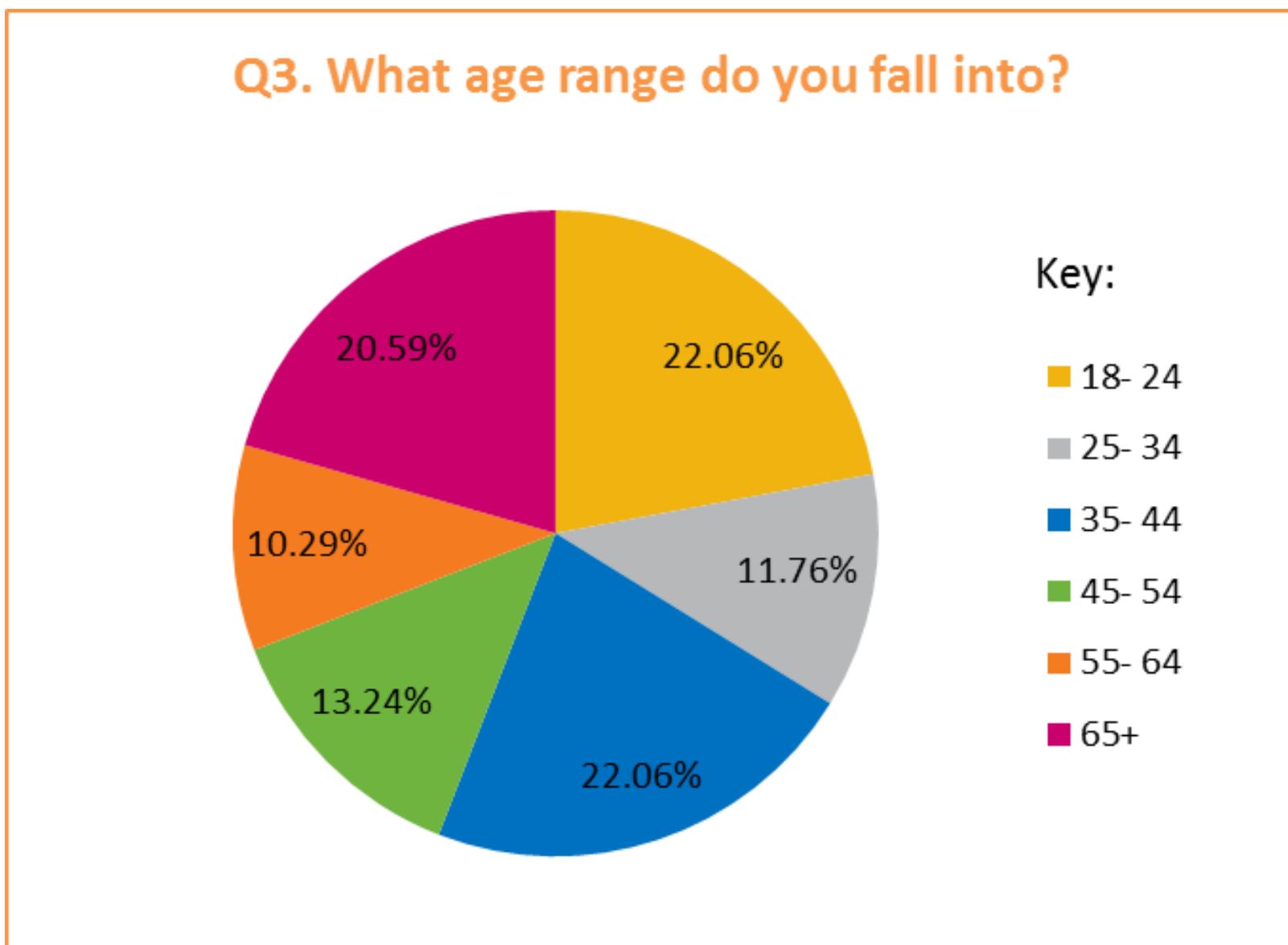
### Q1. Have you studied at a College or University in Canterbury?



### Q2. Which sector best represents you?

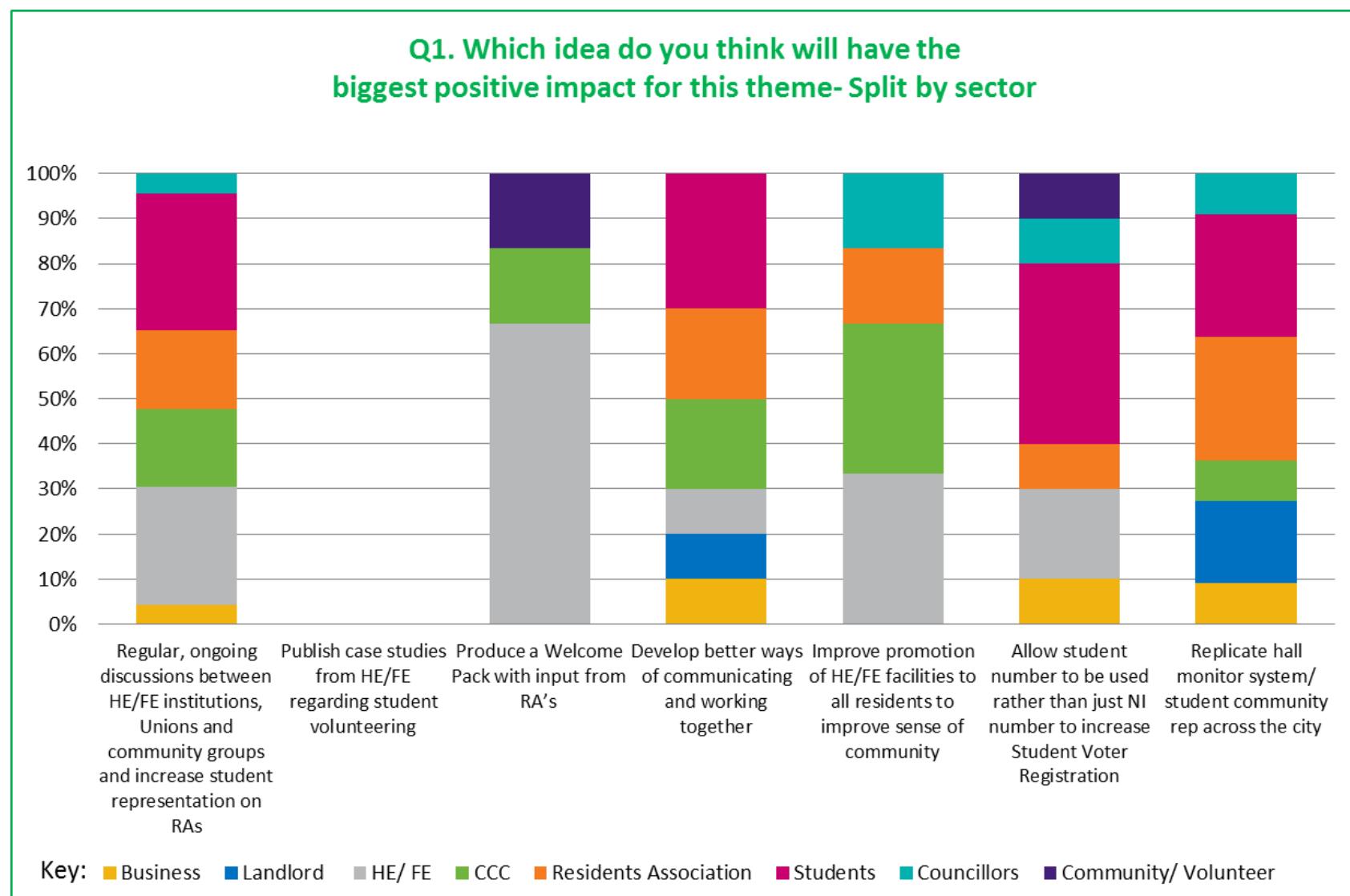
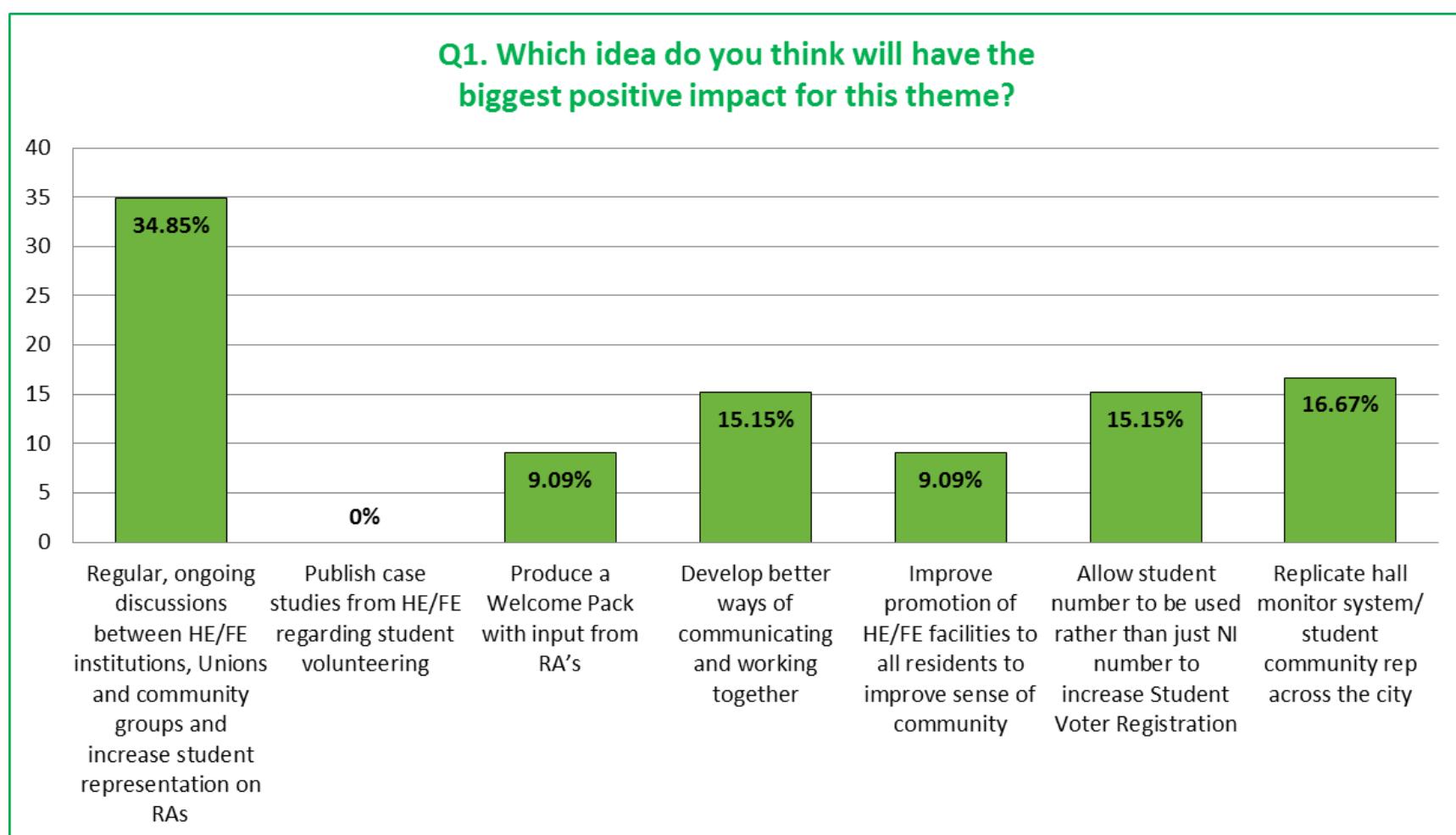


### Q3. What age range do you fall into?

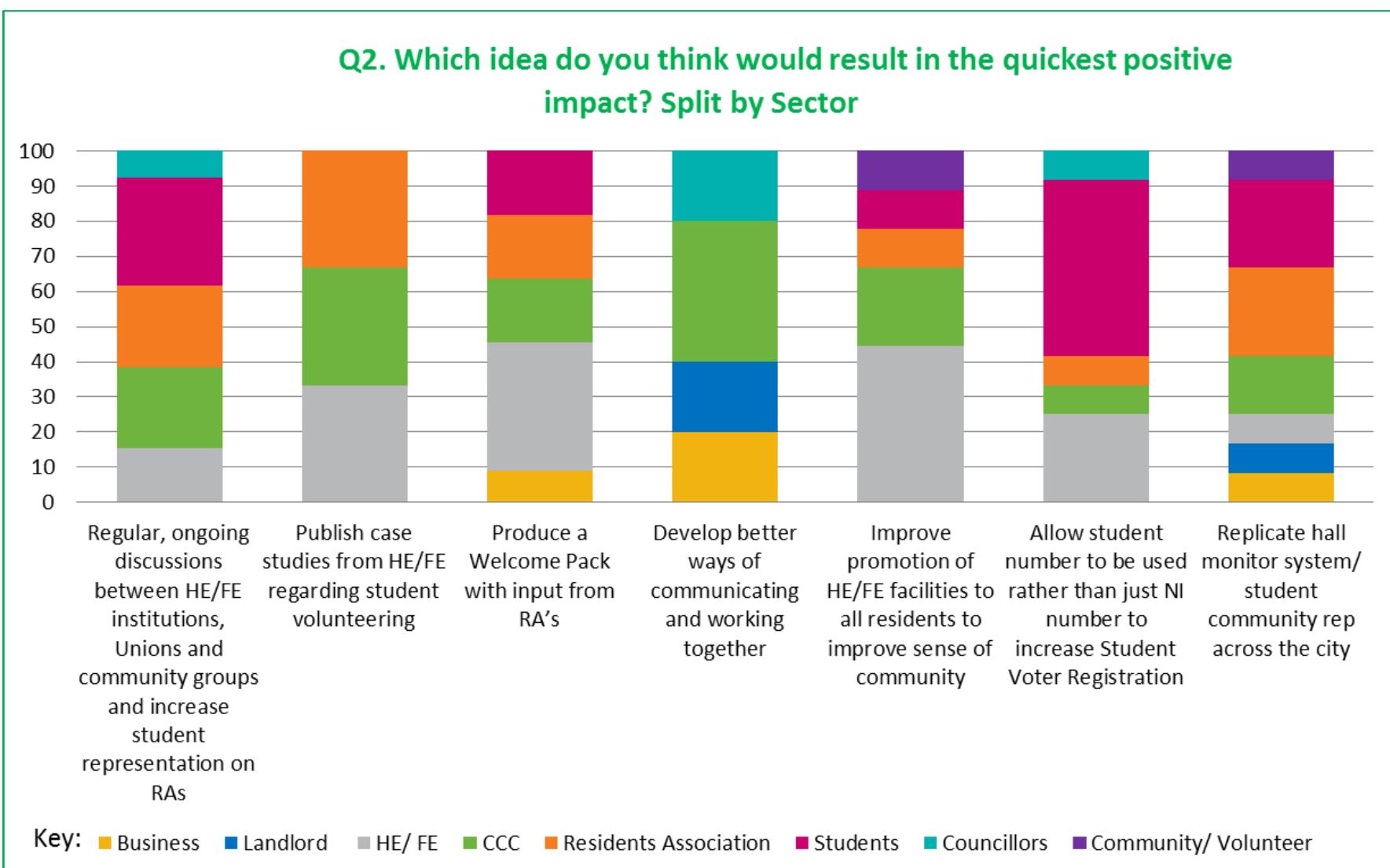
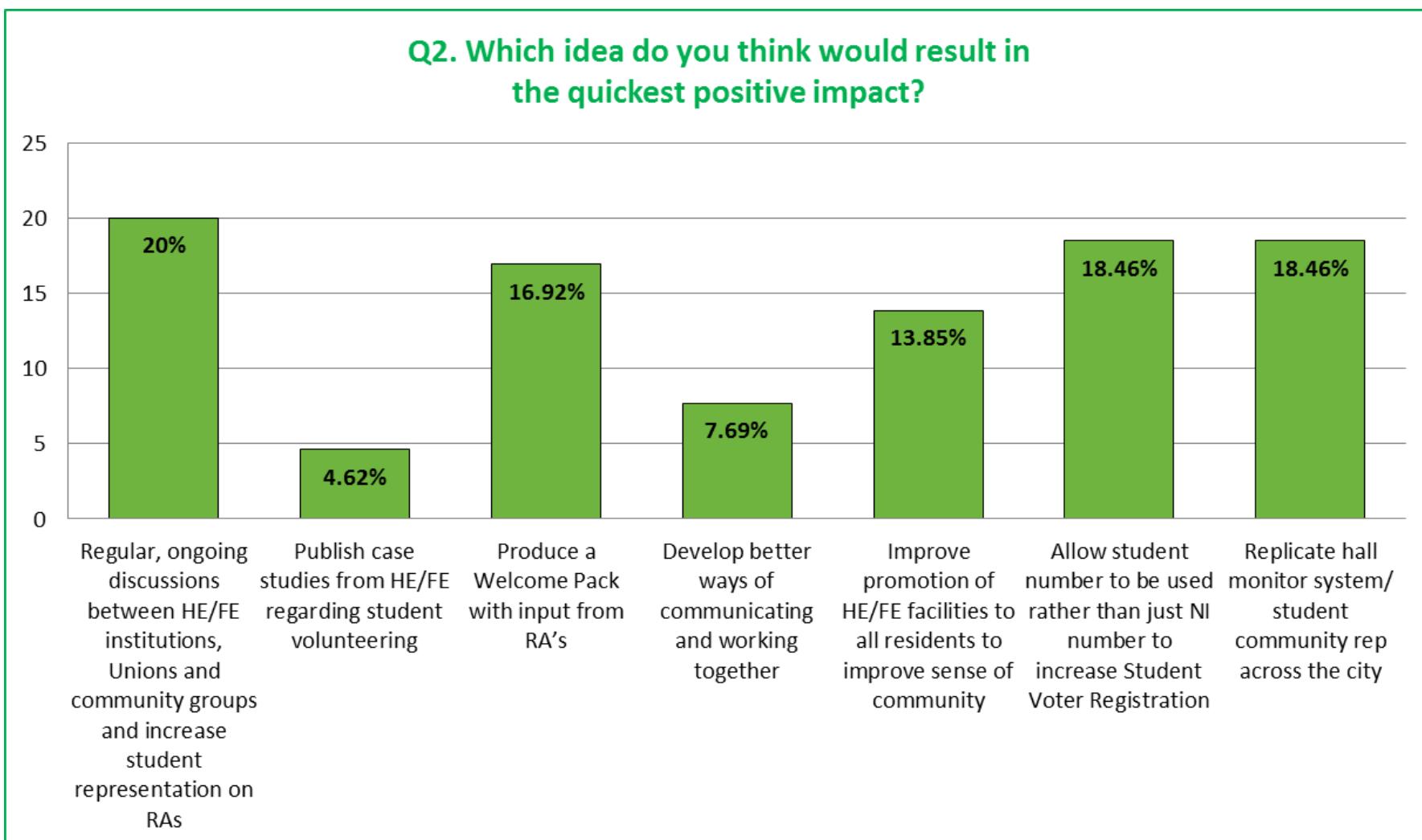


## Social theme

### Q1. Which idea do you think will have the biggest positive impact for this theme?

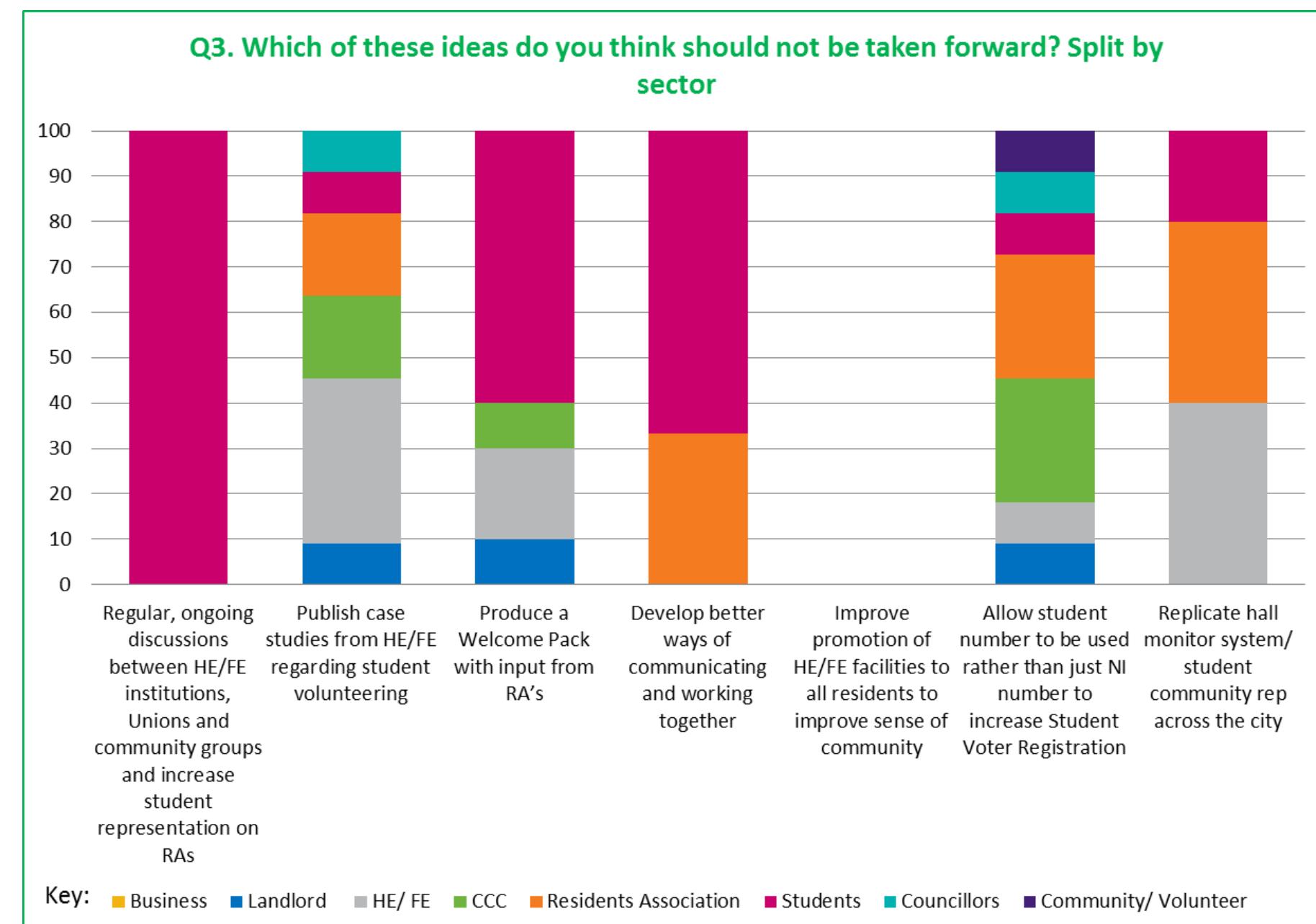
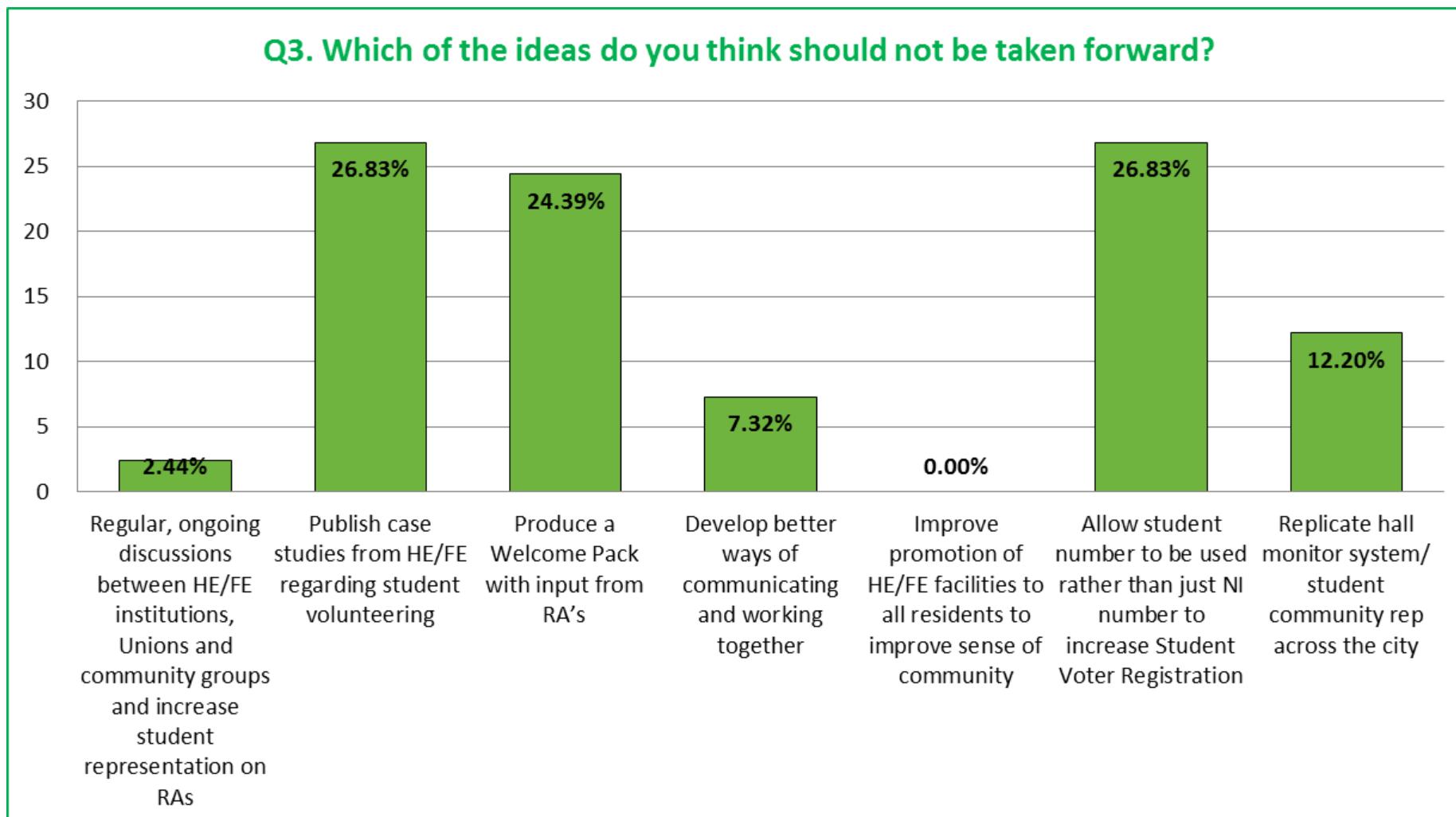


## Q2. Which idea do you think would result in the quickest positive impact?



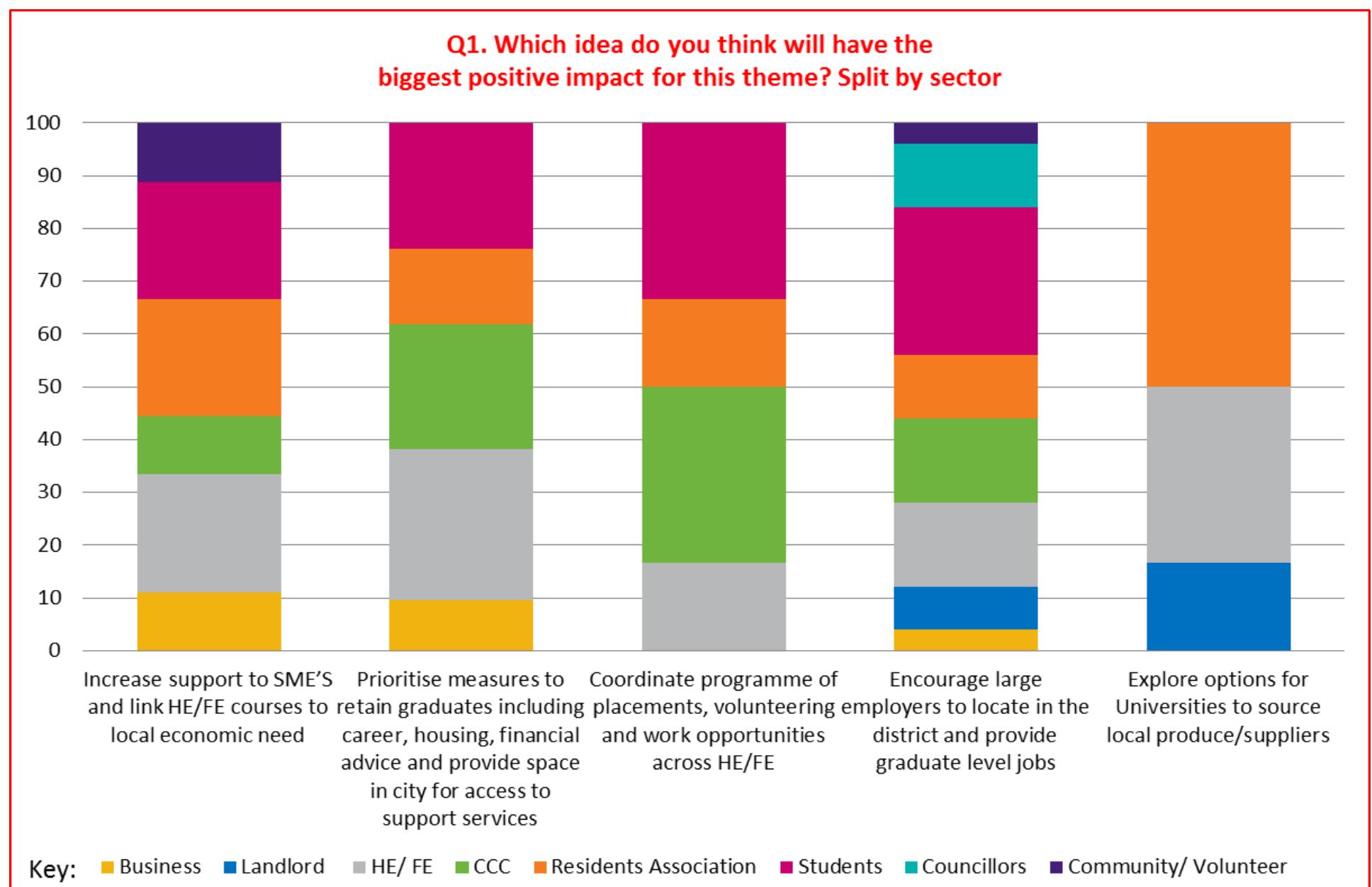
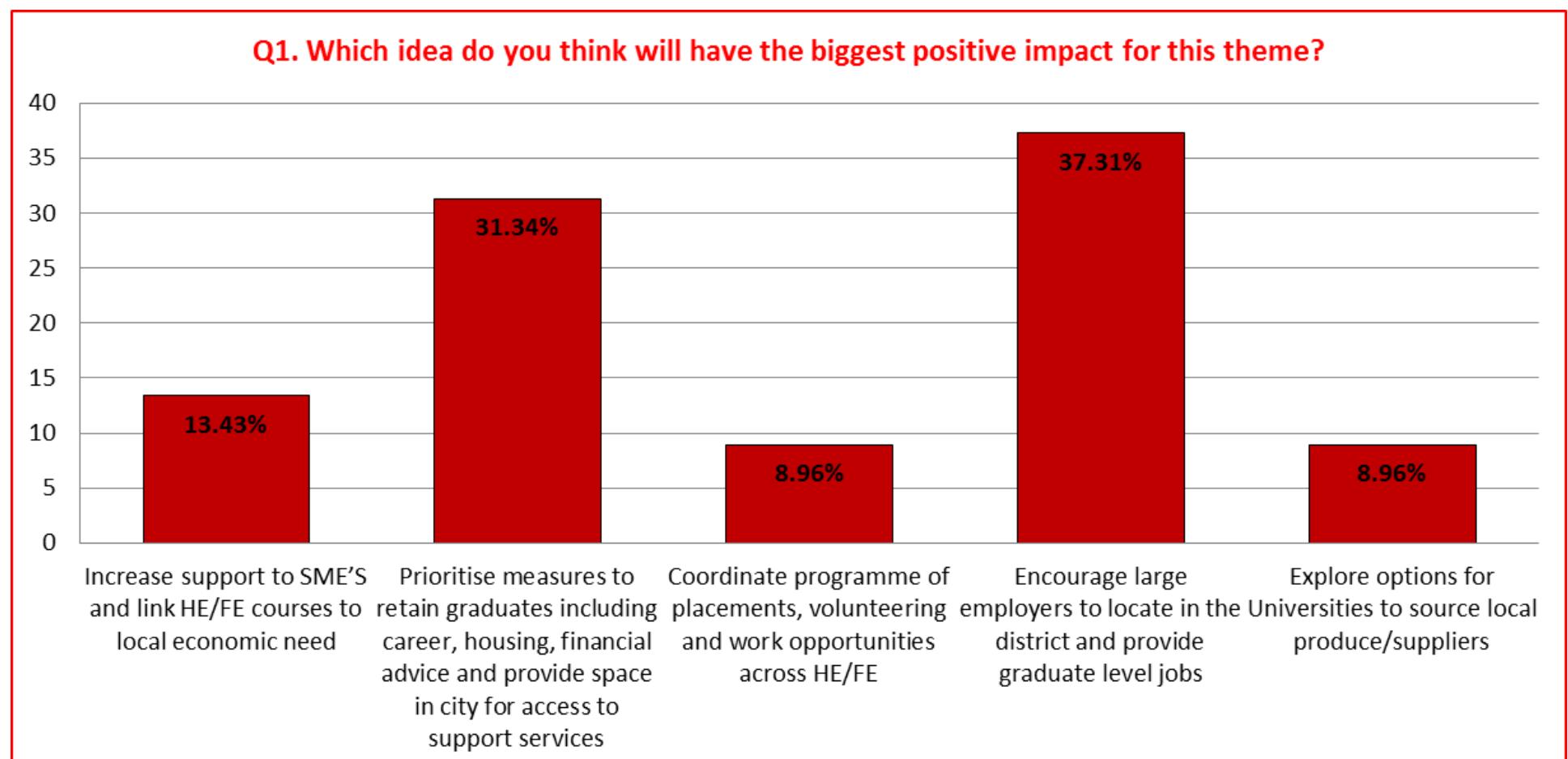
### Q3. Which of these ideas do you think should not be taken forward?

Please note: Voters were told they did not have to vote for this question if they did want to see the options taken forward

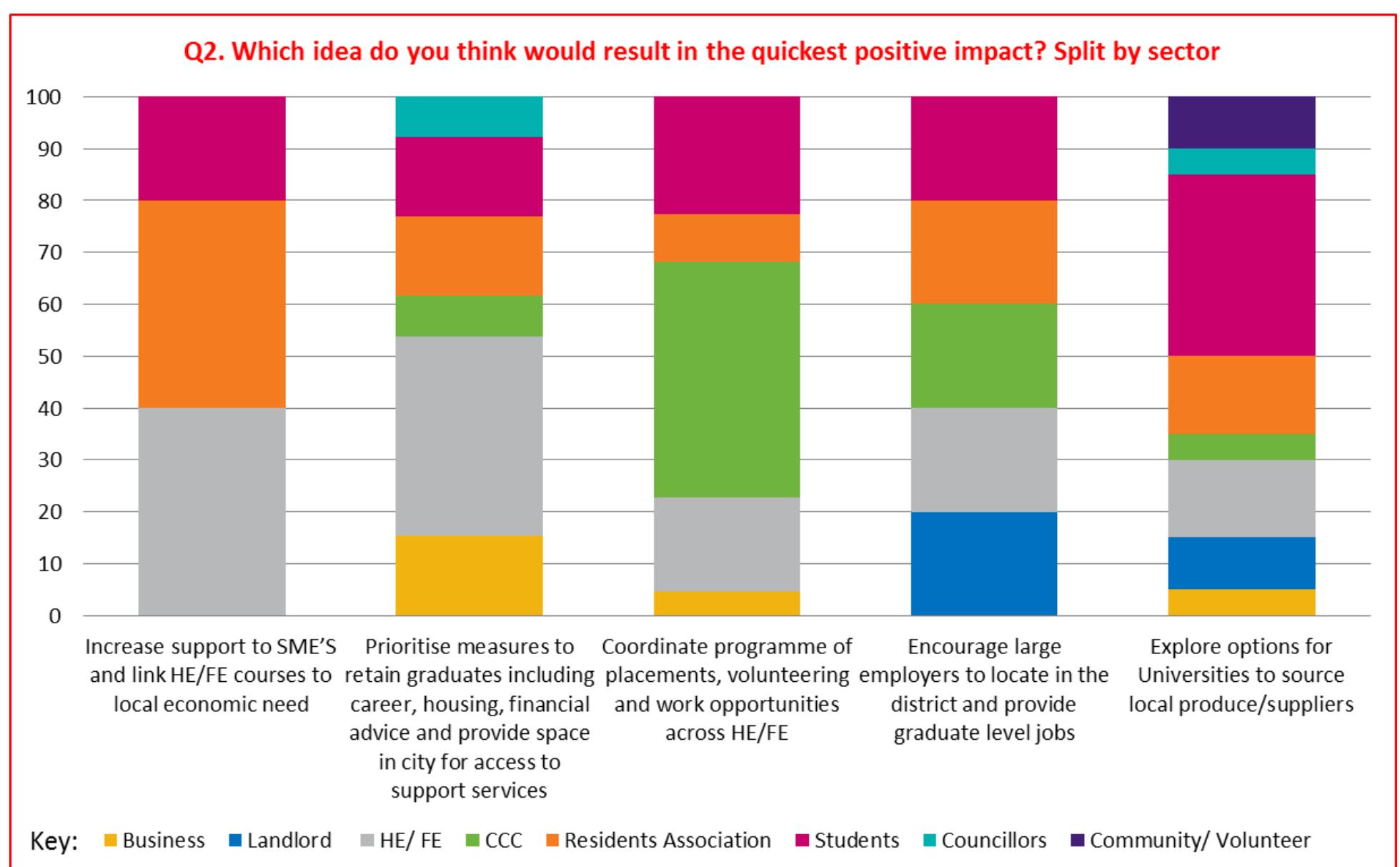
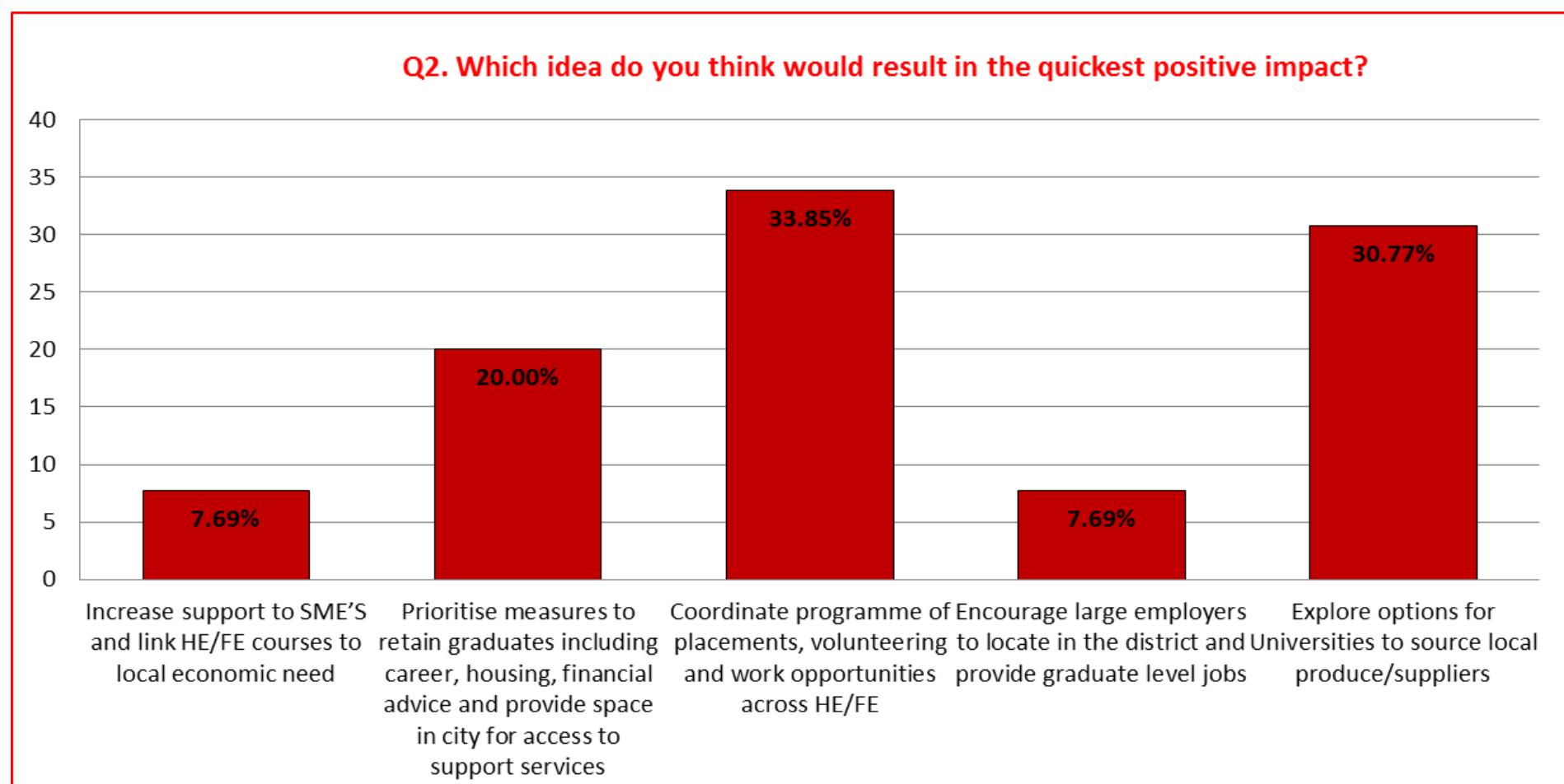


## Economy theme

### Q1. Which idea do you think will have the biggest positive impact for this theme?

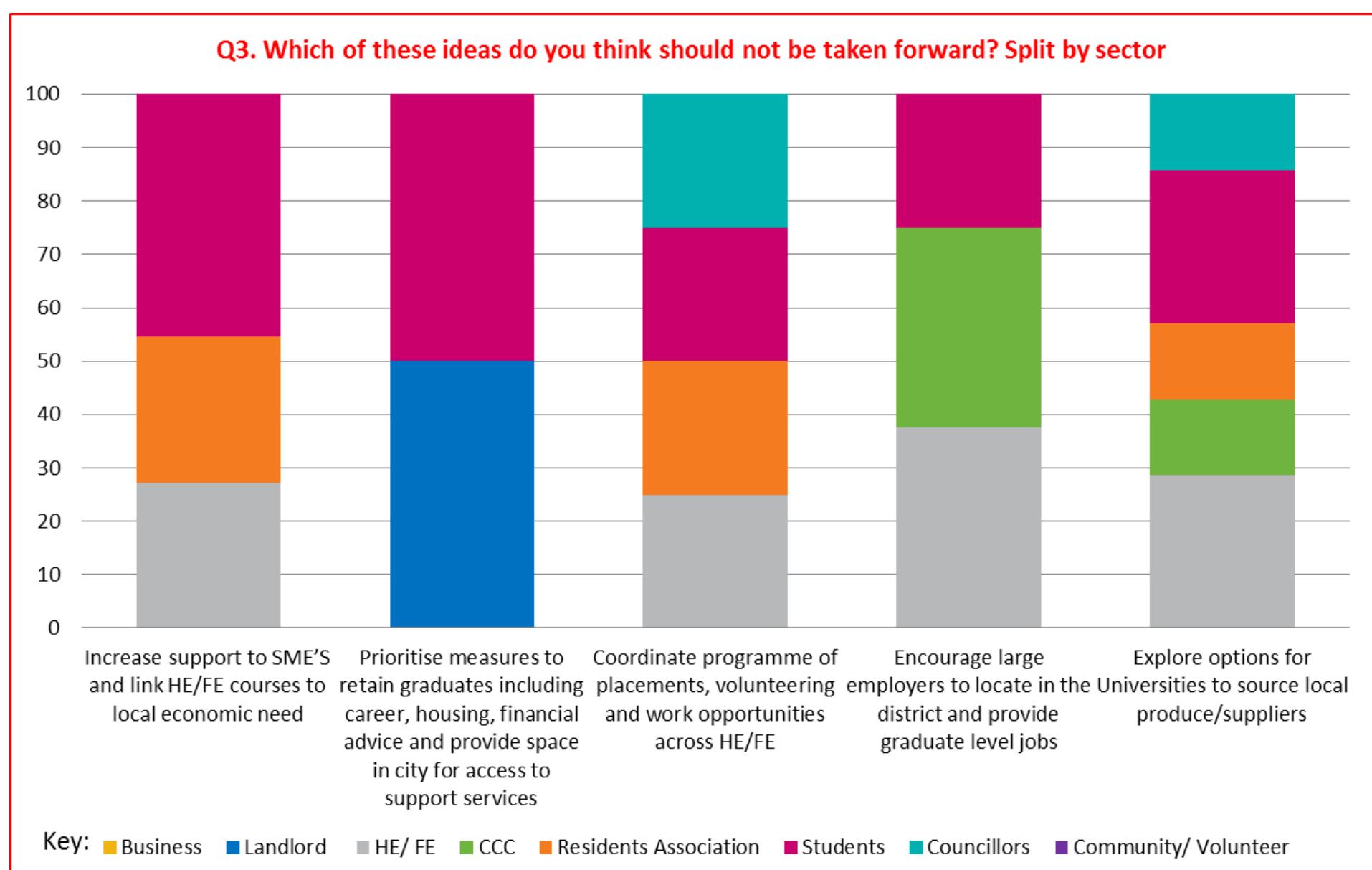
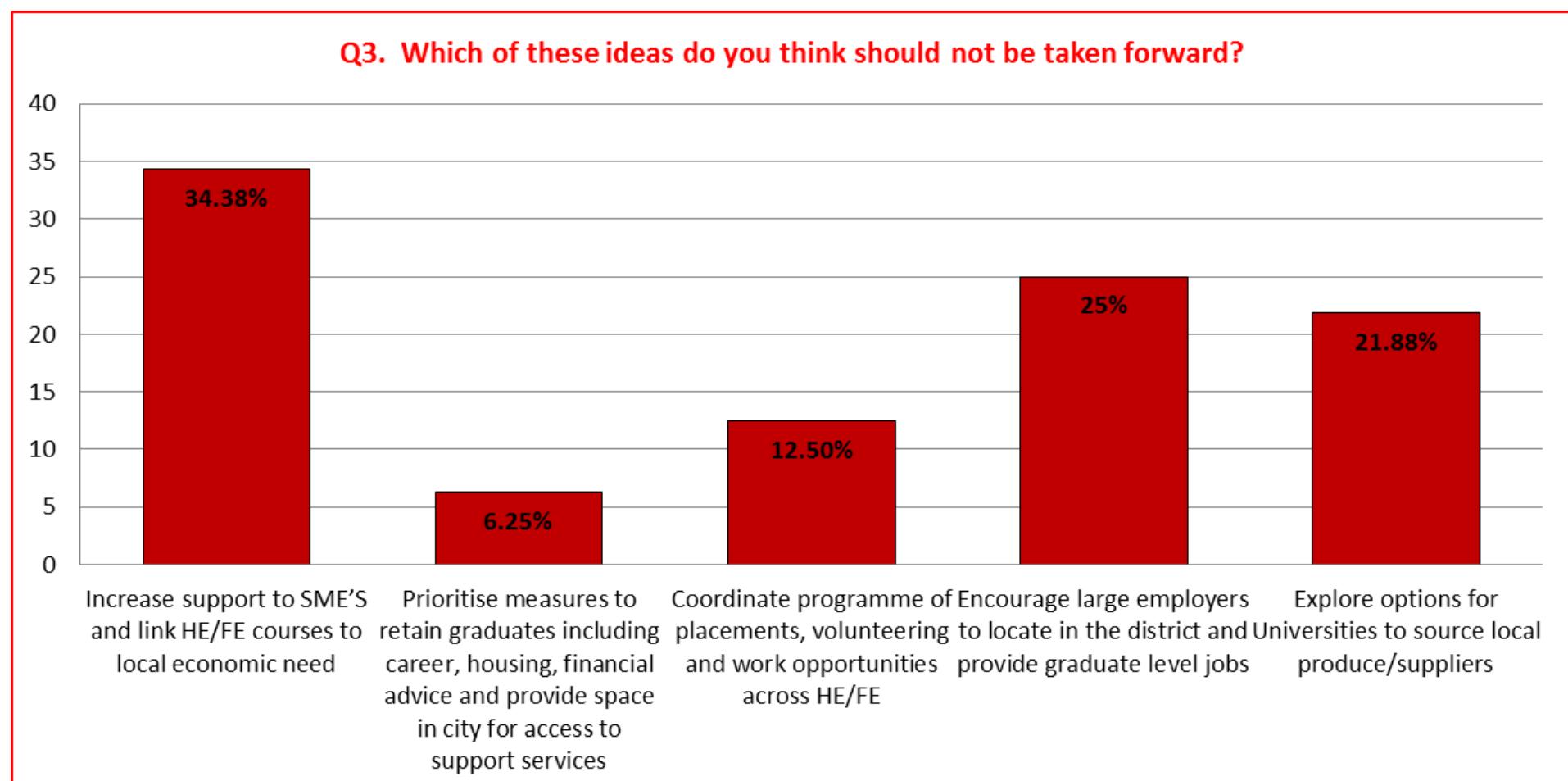


## Q2. Which idea do you think would result in the quickest positive impact?



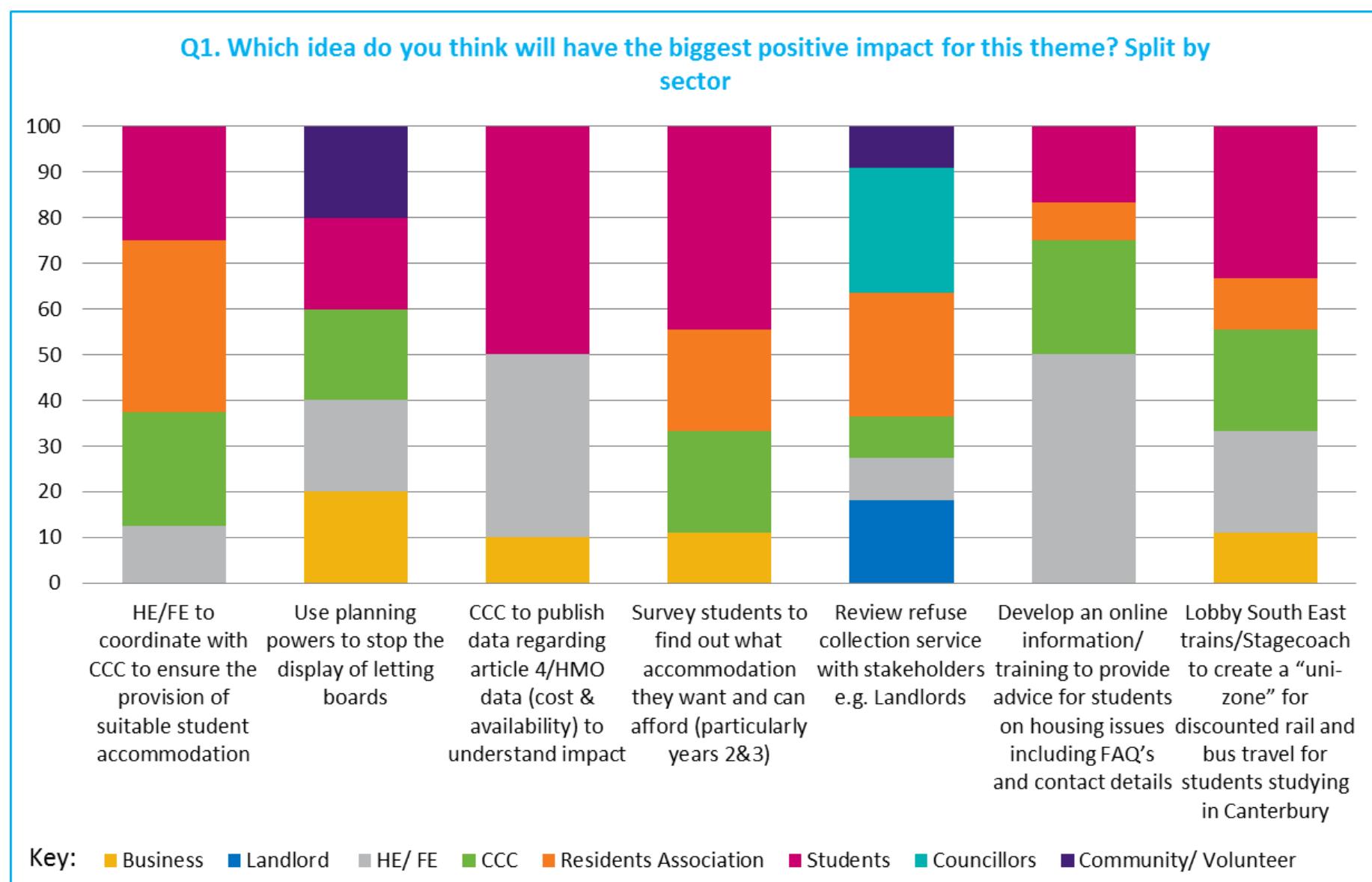
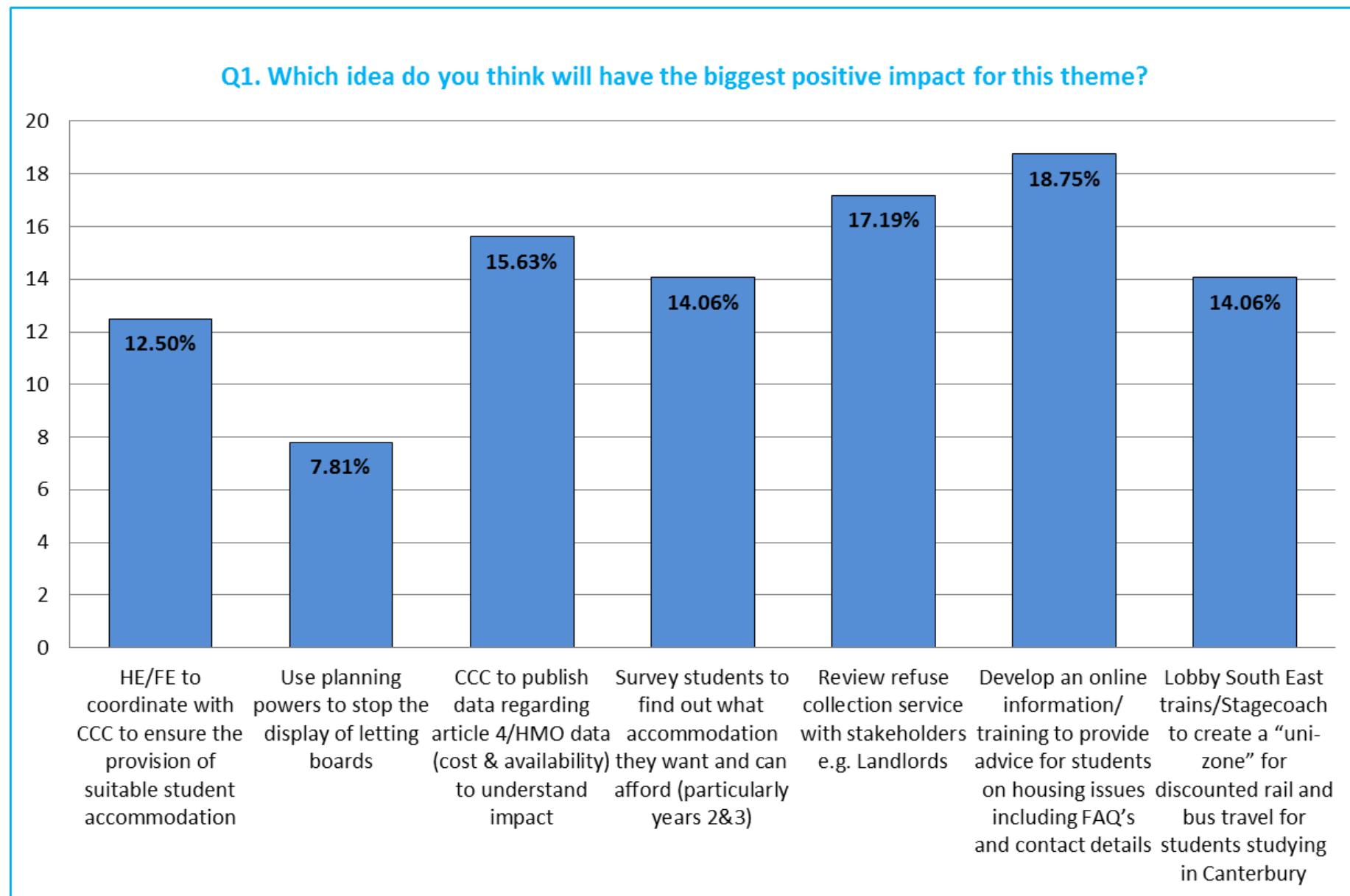
### Q3. Which of these ideas do you think should not be taken forward?

Please note: Voters were told they did not have to vote for this question if they did want to see the options taken forward

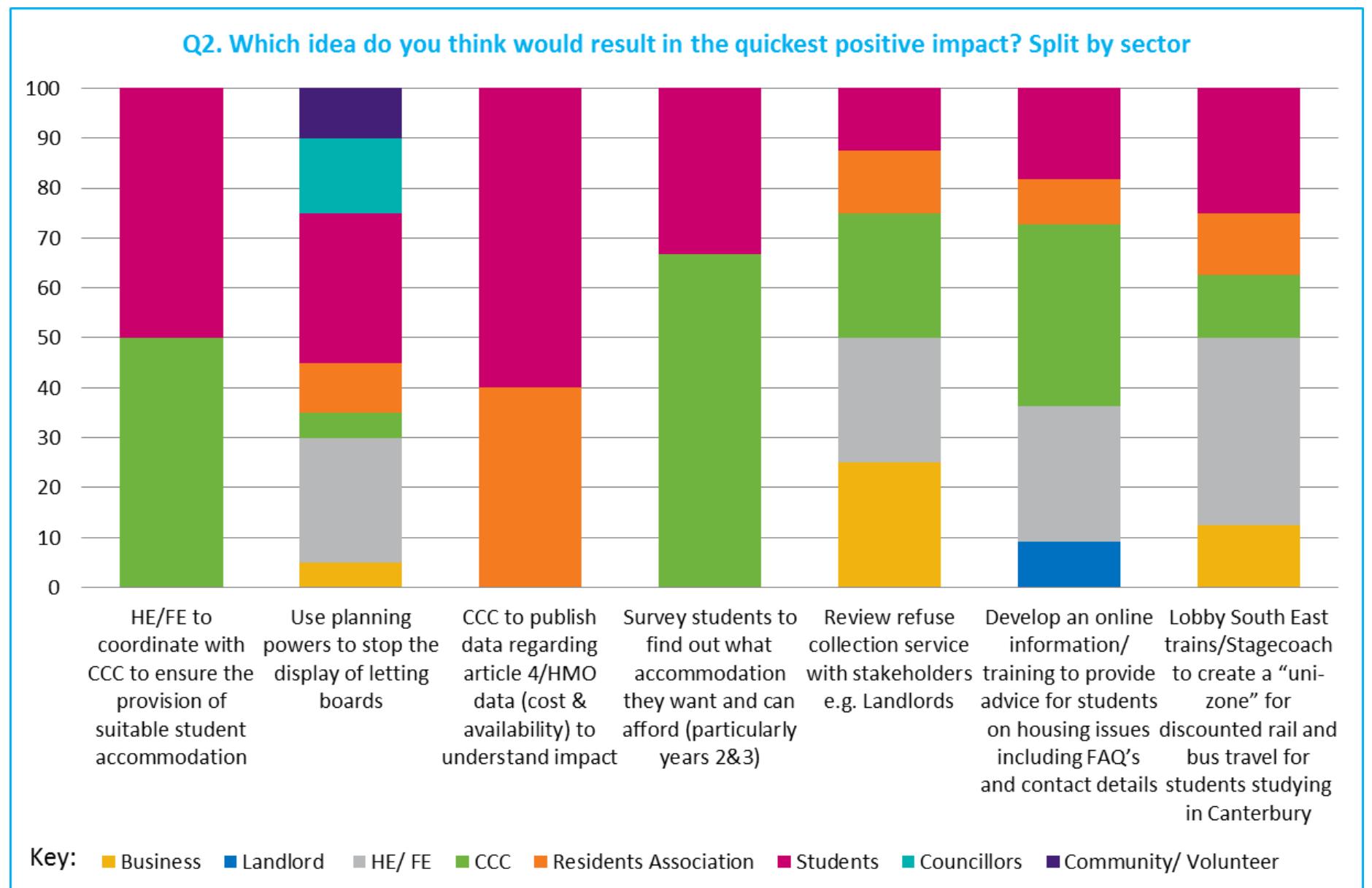
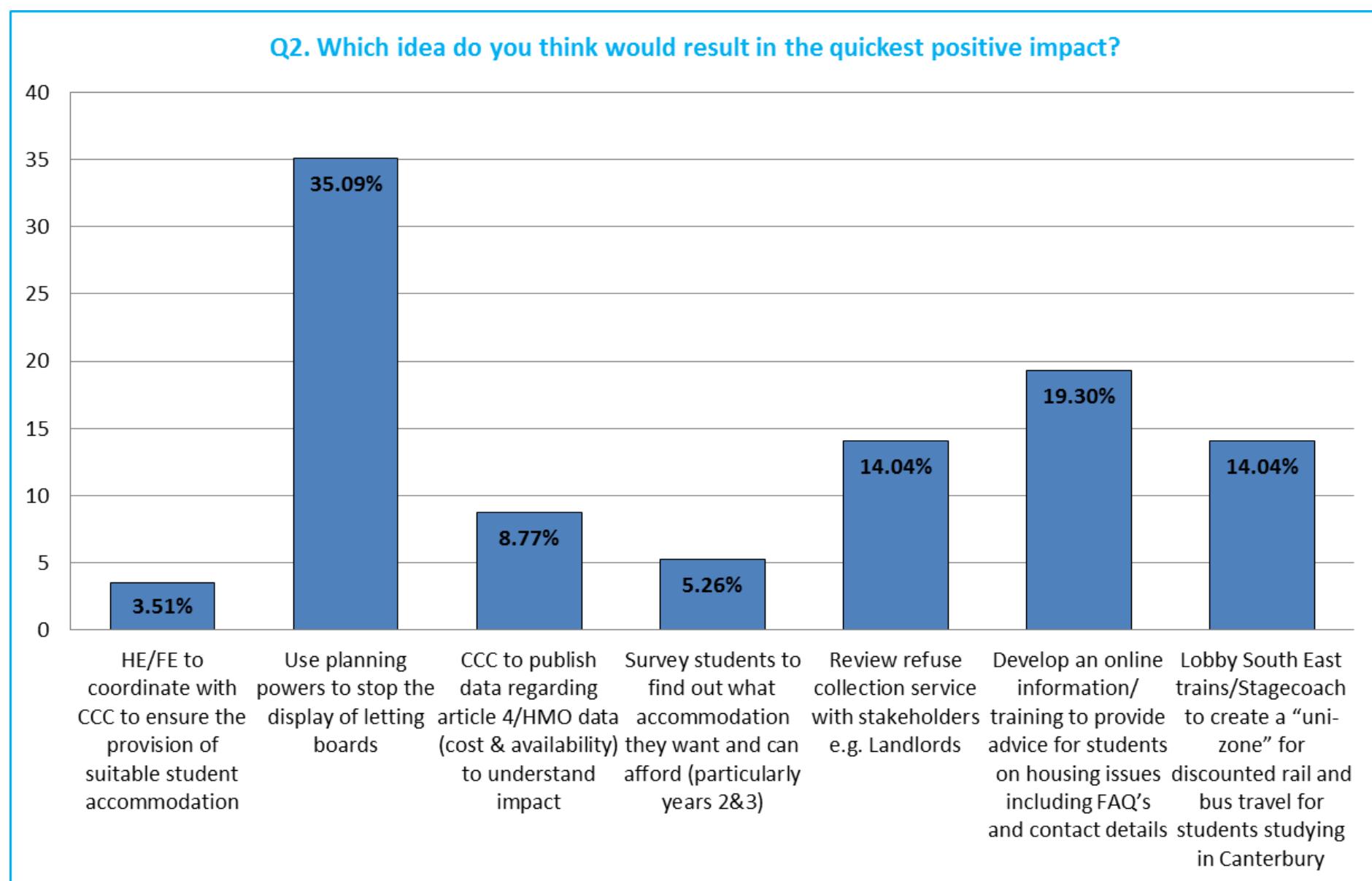


## Physical theme

### Q1. Which idea do you think will have the biggest positive impact for this theme?

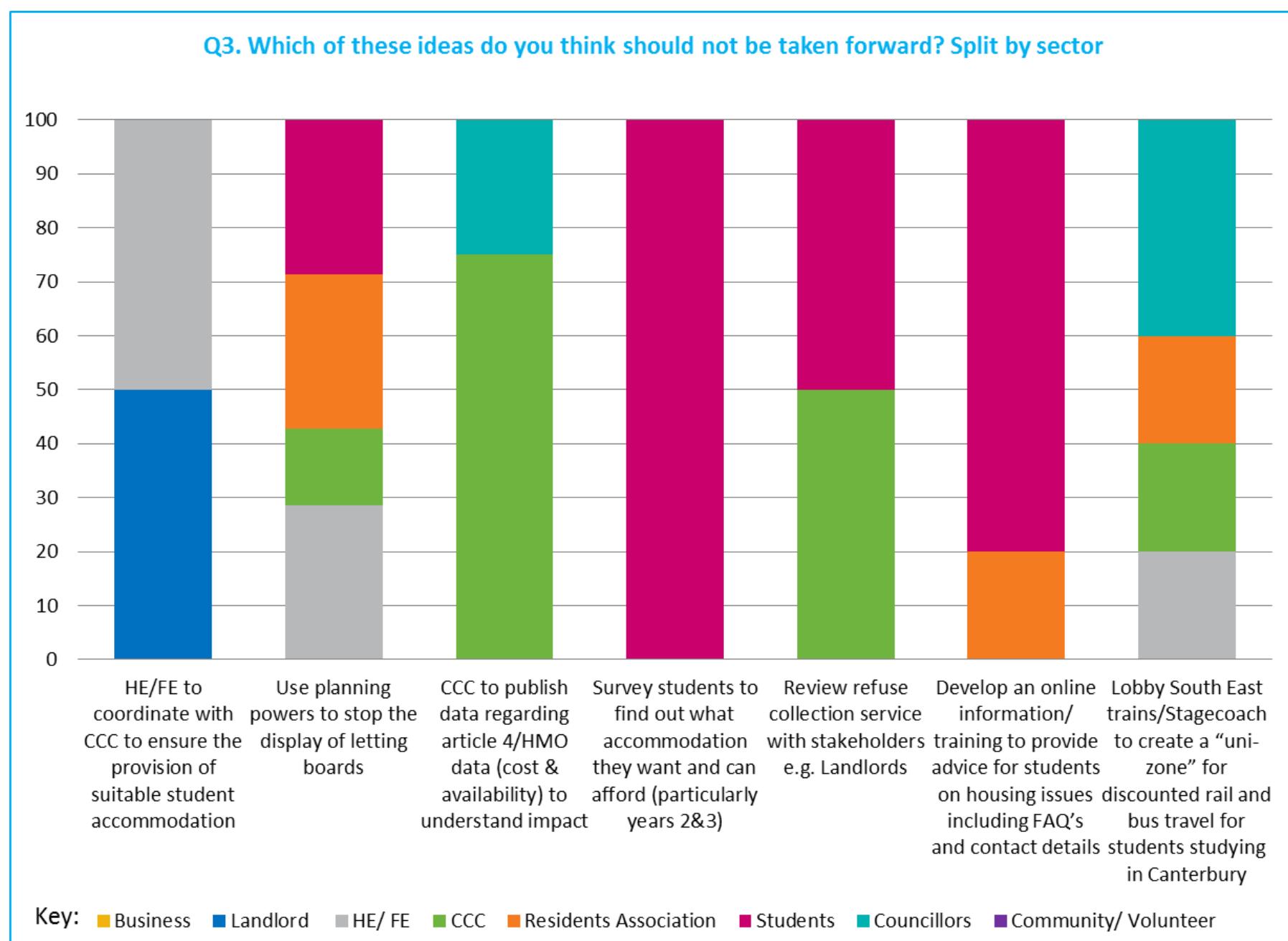
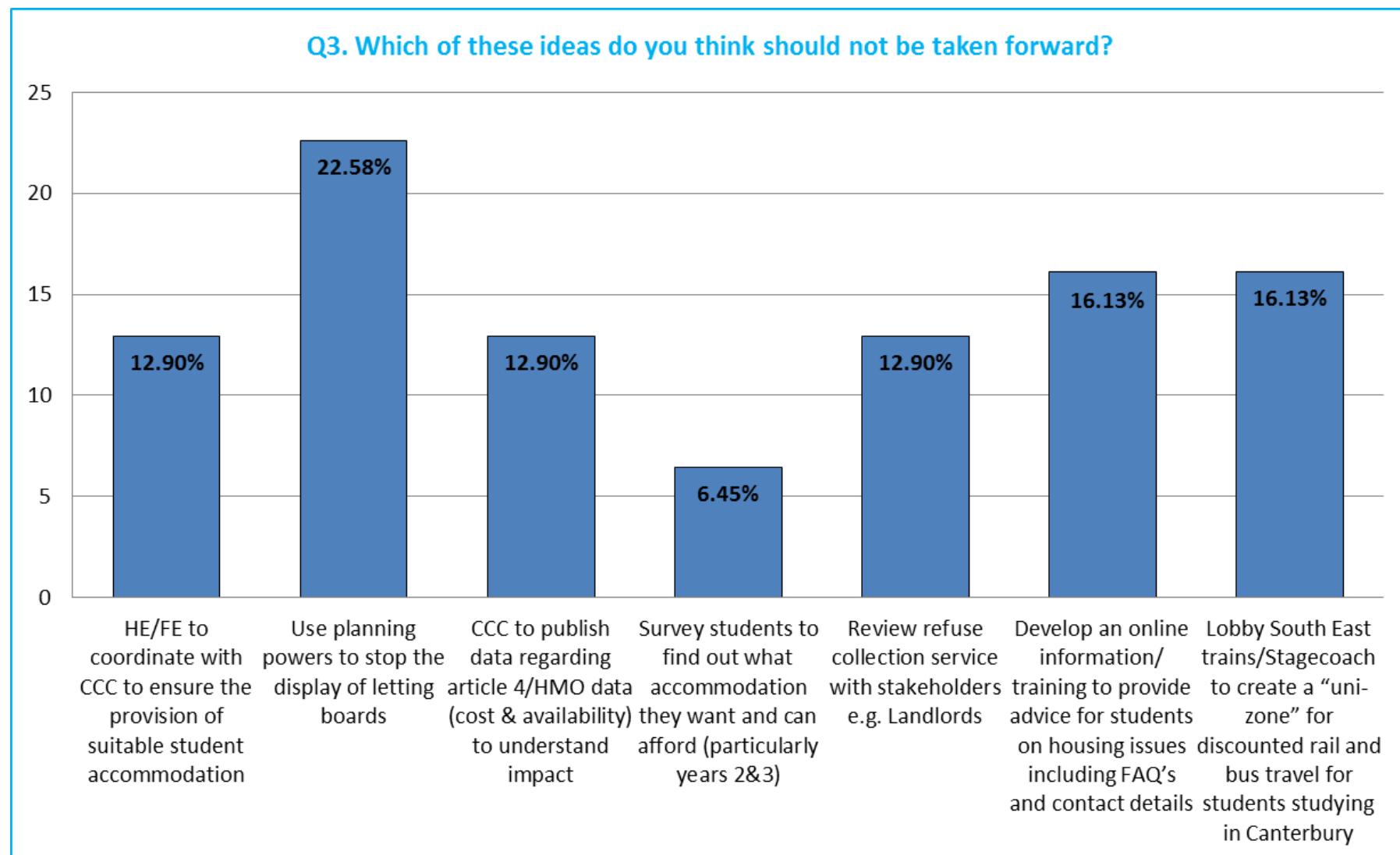


## Q2. Which idea do you think would result in the quickest positive impact?



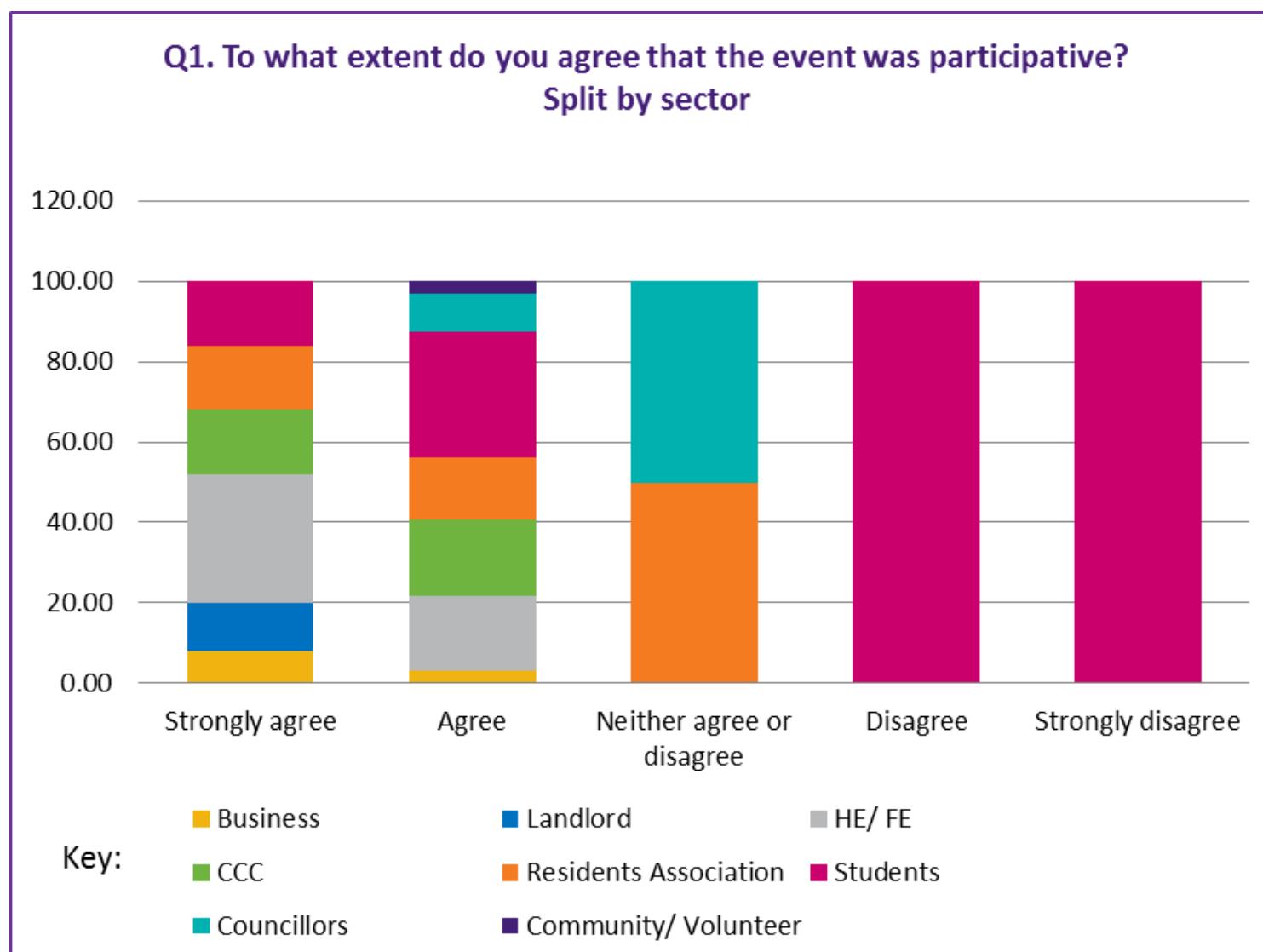
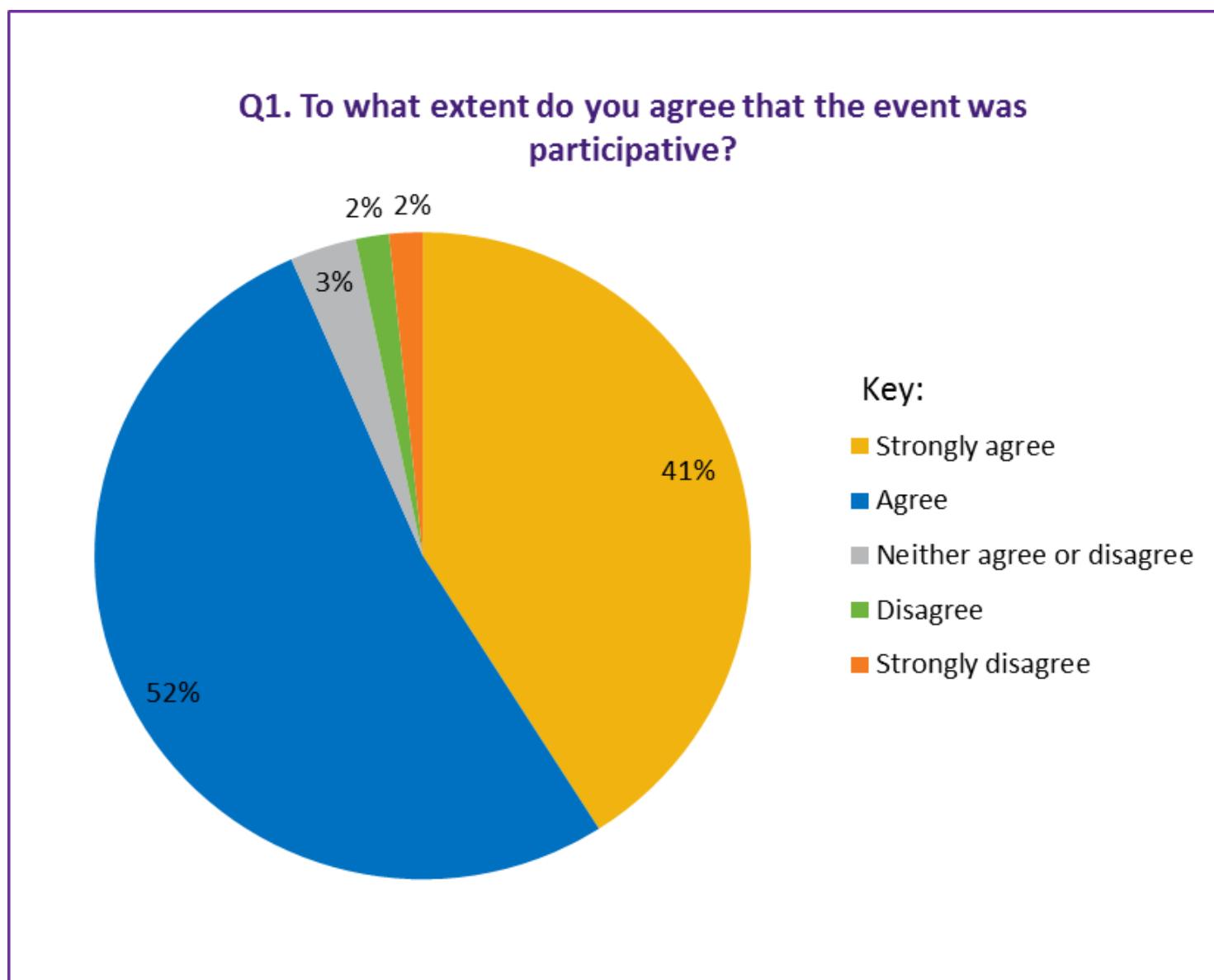
### Q3. Which of these ideas do you think should not be taken forward?

Please note: Voters were told they did not have to vote for this question if they did want to see the options taken forward

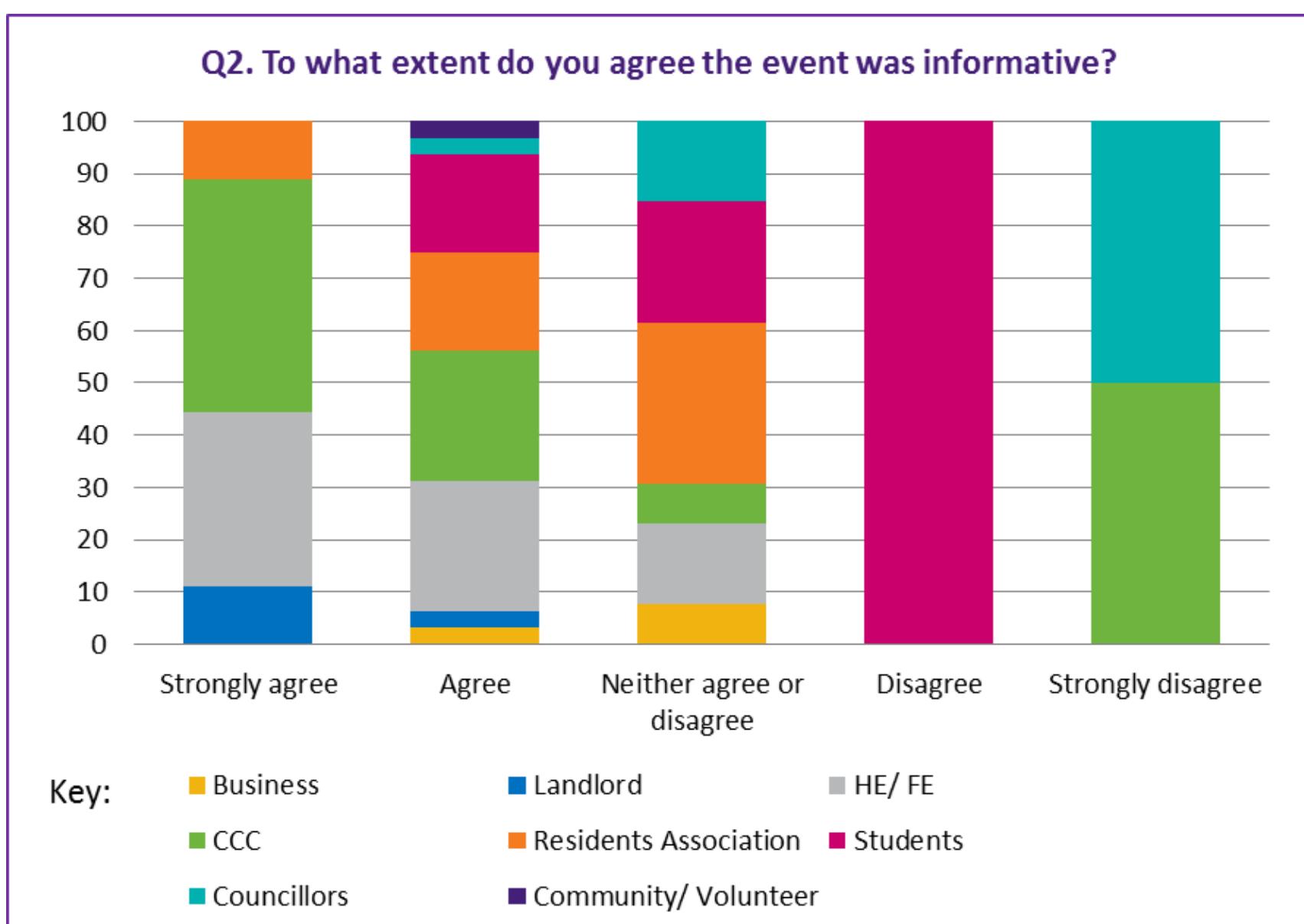
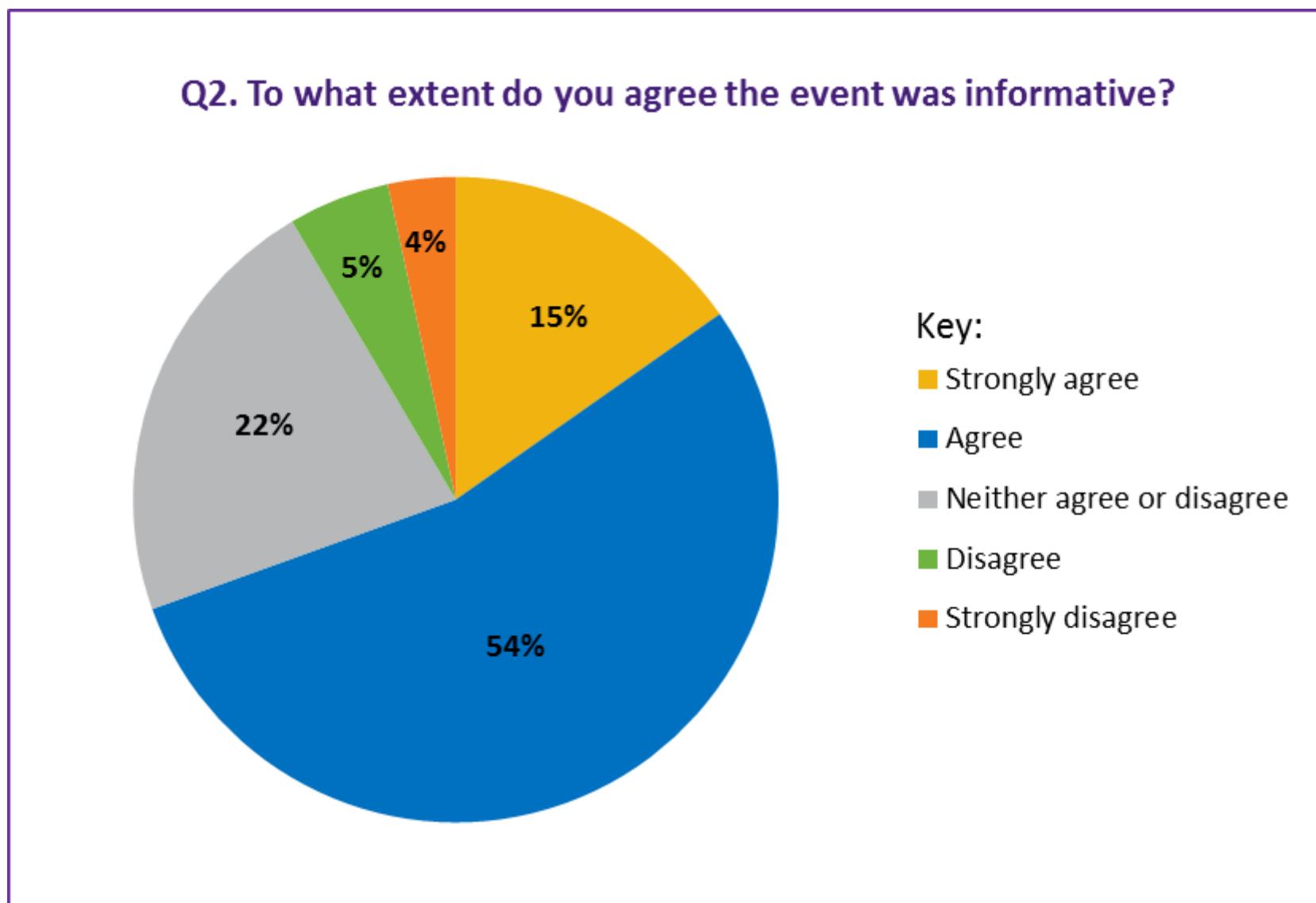


## Evaluation

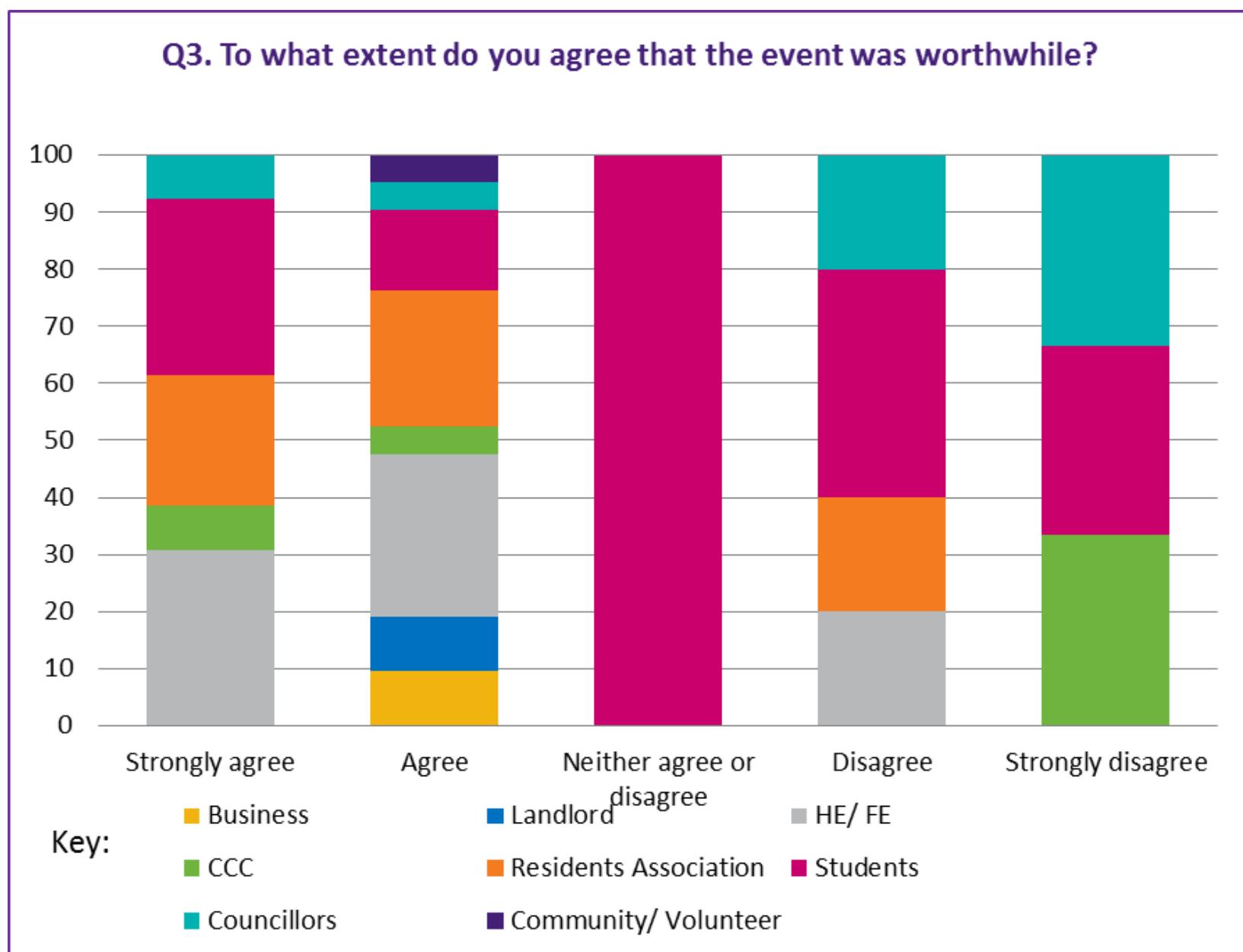
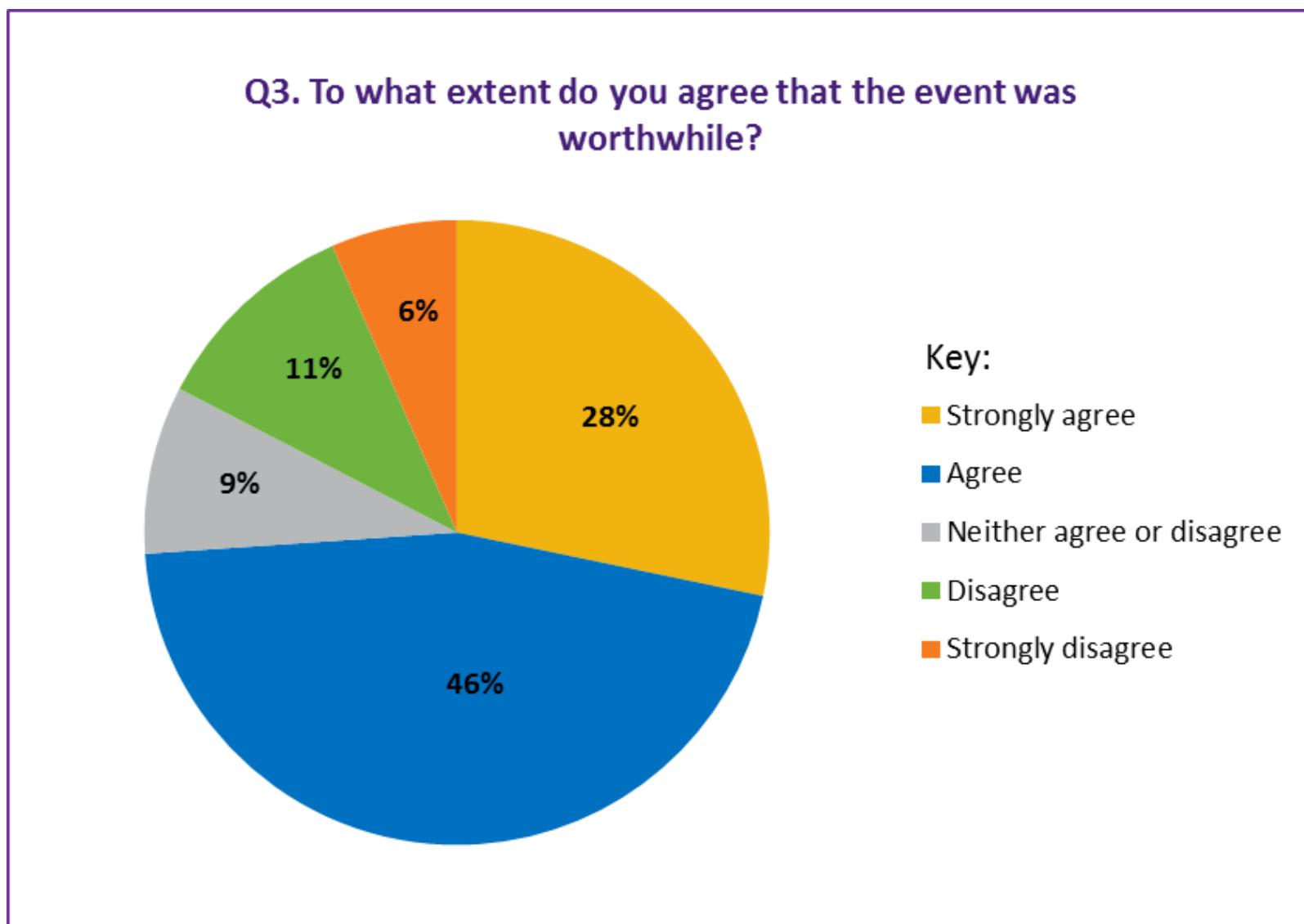
### Q1. To what extent do you agree that the event was participative?



## Q2. To what extent do you agree the event was informative?



### Q3. To what extent do you agree that the event was worthwhile?



## Appendix 5

### Theme working group membership

Economy theme group membership:

	Name	Company
1	Bob Jones <b>Chair</b>	Canterbury Business Improvement District
2	Beverley Dunning <b>Co-ordinator</b>	Canterbury City Council
3	Velia Coffey	Canterbury City Council
4	Nicholas Churchill	Canterbury City Council
5	Janice McGuinness	Canterbury City Council
6	Caroline Hicks	Canterbury City Council
7	Moira Helm	Canterbury Christ Church University
8	Marco Keir	Canterbury Christ Church University
9	Krum Tashev	President CCSU
10	Alison King	Canterbury College
11	Posie Bogan	University of Kent
12	Carole Barron	University of Kent
13	Mel Clewlow	University of Kent
14	John Morgan	John Morgan Lets
15	Liam Cameron	St Mildred's Area Community Society
16	Tim Carlyle	South Canterbury Residents Association
18	John Beattie	C4B
19	Clive Church	Alliance of Canterbury Residents' Associations
20	David Kemsley	Alliance of Canterbury Residents' Associations /Oaten Hill and District Society

Physical theme group membership:

	Name	Company
1	Larissa Reed <b>Chair</b>	Canterbury City Council
2	Emma Bartlett <b>Co-ordinator</b>	Canterbury City Council
3	Phil Hubbard	
4	Tim Lovell	Canterbury City Council
5	Peter Davies	Canterbury City Council
6	Cllr Terry Westgate	Canterbury City Council
7	Geoff Marsh	Canterbury Christ Church University, Assistant Director of Estate and Facilities
8	Nicola Ward	Christ Church Student Union
9	Sophie Dudley	Christ Church Student Union
10	Jon Gauld	Resident Landlords Association
11	Derek Goss	University of Kent, Accommodation Manager
12	Helen Ellis	University of Kent, Head of Facilities Management
13	Teresa Curteis	University of Kent, Travel Plan co-ordinator
14	Tammy Naidoo - <i>Handed over to Rory Murray in July 2016</i>	Kent Union
15	Colum McGuire	Kent Union
16	Jessica Thomas	Student UCA - <i>email only</i>

17	Bob Leydon	Bob Leydon Lettings
18	Sally Hatcher	Sally Hatcher Estates
19	Stephen Dean	Student Places
20	Jill Plows	Representing Home Stamp
21	Pat Edwards	South Canterbury Residents Association
22	John Bailey	St Michael's Road Area Residents' Association
23	Alexandra Bull	Upper Headcorn Drive residents association
24	Ruth Wood	Canterbury Christ Church University, Student Communications manager

Social theme group membership:

	<b>Name</b>	<b>Company</b>
1	Ben MacPhee <b>Chair</b>	Students' Union CCCU
2	Lorna Ford <b>Co-ordinator</b>	Canterbury City Council
3	Katie Latchford	Canterbury Christ Church University
4	David Ford	Canterbury City Council
5	Lacy Dixon	Canterbury City Council
6	Nicky Thompson	Canterbury City Council
7	Cllr Jean Butcher	Canterbury City Council
8	Tony Payne	Canterbury College
9	Wendy Freshman	Canterbury Mediation
10	Jan Pahl	Canterbury Society
11	DI Vicki Tyler	Kent Police
12	Fred Whitemore	Oaten Hill and District Society
13	Helly Langley	South Canterbury Residents
14	Richard Norman	St Michael's Road Area Residents' Association
15	Ellie Webb	University for the Creative Arts
16	Dr Wayne Campbell	University Of Kent
17	Suzanne Ridley	University of Kent
18	Melissa Bradley	University of Kent
19	Ben Trott	University of Kent
20	Pat Marsh	Wincheap Society
21	Katie Badman	University for the Creative Arts

## Appendix 6

### Full breakdown of housing stock data

Full profile of housing stock by **type** – Canterbury District and wards within the city of Canterbury.

	Canterbury (District)		St. Stephens (ward)		Wincheap (ward)		Northgate (ward)		Barton (ward)		Westgate (ward)	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Detached	19,235	31.70%	621	16.50%	554	15.40%	141	5.50%	874	23.40%	308	9.20%
Semi-detached	18,750	30.90%	923	24.50%	1,286	35.50%	766	30.30%	1,285	31.80%	941	27.90%
Terraced	11,320	18.60%	1,235	32.60%	1,004	27.70%	714	28.10%	926	22.30%	998	29.60%
Flats - purpose built block	7,923	13.00%	908	24.00%	666	18.30%	788	31.10%	773	17.30%	889	26.30%
Flats - conversion	2,117	3.50%	70	1.90%	86	2.40%	67	2.60%	162	3.70%	113	3.40%
Flats - commercial building	700	1.20%	14	0.40%	27	0.70%	31	1.20%	23	0.50%	104	3.10%
Mobile or temporary structure	538	0.90%	2	0.10%	2	0.10%	13	0.50%	4	0.10%	1	0.00%
In a shared dwelling	188	0.30%	4	0.10%	2	0.10%	16	0.60%	33	0.70%	15	0.50%
Total	60,771	100.00%	3,777	100.00%	3,627	100.00%	2,536	100.00%	4,080	100.00%	3,369	100.00%

Full profile of **tenure** in Canterbury and by wards in the city of Canterbury.

	Canterbury (District)		St. Stephens (ward)		Wincheap (ward)		Northgate (ward)		Barton (ward)		Westgate (ward)	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Owns outright	21,578	35.50%	943	25.00%	990	27.30%	377	14.80%	1,031	26.60%	863	25.60%
Owns with a mortgage or loan	18,529	30.50%	589	15.70%	990	27.30%	390	15.40%	784	20.50%	697	20.70%
Shared ownership	500	0.80%	43	1.10%	31	0.80%	49	1.90%	39	0.90%	41	1.20%
Private rented - landlord or letting agency	10,665	17.50%	1,281	33.80%	861	23.70%	675	26.50%	948	22.30%	1,063	31.50%
Private rented - employer	252	0.40%	6	0.20%	7	0.20%	9	0.40%	114	2.70%	24	0.70%
Private rented - friend or relative	697	1.20%	43	1.10%	54	1.50%	30	1.20%	45	1.10%	49	1.50%
Rented from Council (Local Authority)	5,039	8.30%	336	9.00%	490	13.50%	730	29.00%	643	14.60%	313	9.30%
Other social rented	2,370	3.90%	491	12.90%	139	3.80%	209	8.20%	274	6.60%	226	6.70%
Living rent free	879	1.50%	39	1.00%	57	1.60%	47	1.90%	73	1.80%	75	2.20%
Other	262	0.40%	7	0.20%	8	0.20%	19	0.80%	128	2.90%	18	0.50%
Total	60,772	100.00%	3,776	100.00%	3,626	100.00%	2,536	100.00%	4,080	100.00%	3,371	100.00%

#### Average sale and (3bed) rent prices across East Kent districts for comparison

	Canterbury district	Thanet	Dover	Shepway	Swale	Ashford	East Kent Average	Canterbury compared to East Kent average
Average house price based on sales. July '16	<b>£297,631</b>	£224,267	£233,272	£246,434	£238,078	£270,609	<b>£251,715</b>	£45,00 more
Median 3bed weekly rent. Sept '16	<b>£258</b>	£184	£183	£190	£201	£207	<b>£204</b>	£54 per week more

## **Appendix 7**

### **Modifications to the Draft Local plan 2016 - 2031**

The following policies have been modified and are currently with the inspector and will be subject to further consultation:

- The Housing in Multiple Occupation (HMO) Article 4 Direction came into effect on the 25th of February 2016. This means that planning permission is required for changes of use from residential (C3) to small HMO (C4) uses, in the aforementioned wards. This covers the wards (or parts of wards) Barton; Blean Forest; Chartham and Stone Street; Northgate; St Stephens; Sturry; Westgate and Wincheap. A plan showing the area can be found in Appendix 4. The City Council will keep this issue under review to see if there are other areas which need to be subject to this policy and the Article 4 Direction. Any future changes will be subject to public consultation. In order To address these three issues – housing need; community cohesion and residential amenity – the Council considers that the proportion of HMOs in any given area in a 100m radius should comprise of no more than 10% of the total number of properties. The Council believes that Policy HD6 set out below is a reasonable response to the issues.
- Policy HD6 Housing in Multiple Occupation (HMO). In order to maintain an appropriate housing mix within the designated area, and to safeguard the character of local communities, the proportion of HMOs should not exceed 10% of the total number of dwellings within a 100m radius of any application property. The City Council will not permit changes of use to HMOs, or extensions to existing HMOs, where that proportion would be exceeded. However, in areas where there is already an exceptionally high proportion of HMOs, for example, in any particular block of properties, consideration will be given to permitting further conversions.
- In all cases where planning permission is sought for the conversion of residential (C3) to small HMO (C4) uses in the Housing in Multiple Occupation (HMO) Article 4 Direction area or where extensions to existing HMOs are proposed, regard will also be had to the following factors:
  - a. whether the proposals would lead to a level of car-parking that would exceed the capacity of the street;
  - b. whether the proposals could provide acceptable arrangements for bin storage and other shared facilities; and
  - c. whether the design of any extension would be appropriate in terms of the property itself or the character of the area.
- However, new student accommodation should not be built at the expense of general housing as the City Council must address the need for new family and affordable housing as identified in the Housing Strategy and Corporate Plan. Proposals for purpose built student accommodation in the City often compete for the same sites as general housing, but will not be counted towards the housing land supply within the City Council's monitoring as set out

in paragraph 2.21. In order to protect the delivery and supply of sites for general housing, proposals for purpose built student accommodation on sites allocated for general housing in this plan, will not be generally acceptable (see Policy HD1). Any new proposals for student accommodation will also need to satisfy the criteria in the HMO policy HD6 and meet nationally described space standards.

- **Policy HD7 Purpose Built Student Accommodation.** All future increases in academic or administrative floorspace resulting in increased student numbers by the universities, must be matched by a corresponding increase in purpose-built student accommodation, preferably located on an existing campus. Proposals for purpose-built managed student accommodation will only be granted if:
  - It is the acceptable redevelopment of a non-residential site, where there is no longer a proven need for the existing use;
  - The site is not already allocated for general housing;
  - The proposal would not lead to a concentration of students in an otherwise residential area and therefore conflict with the purpose of HMO policy HD6;

## **Appendix 8**

### **Submissions from Residence Associations**

### **Contents**

The Alliance of Canterbury Residents' Associations	Page 2
Hales Place Estate Part of the Ward of St Stephens Canterbury	Page 5
Langton and Nackington Residents' Association	Page 7
Lansdown Road	Page 11
The Market Way Residents' Association	Page 12
Oaten Hill Residence Association	Page 13
South Canterbury Residents Association	Page 15
St Michael's Road Area Residents Association	Page 19
St Stephen's Residents' Association	Page 53
The Wincheap Society	Page 54

## **SUBMISSION FROM THE ALLIANCE OF CANTERBURY RESIDENTS' ASSOCIATIONS TO THE CANTERBURY STUDENT IMPACT REVIEW WORKING GROUP**

ACRA very much welcomes the new review and the generous provision made for residents' associations and other relevant bodies like the Canterbury Society to have a full input into its work. Many of our constituent Associations are making their own detailed submissions and what follows is not an attempt to repeat them at length. Rather it is an attempt, on the one hand, to synthesize and underline their main points. On the other hand, it is an attempt to provide a city wide view, recognizing that conditions are not uniform throughout the city. We are aware that many parts of the city have no particular problems. However, there are enough hot spot areas which are clearly under considerable, and often unappreciated, stress, which deserve more support than they have recently received. Restating their heartfelt, and sometimes heart rending complaints, may make us seem negative but this is how a goodly number of our residents feel. Obviously there is another side to the coin but we cannot ignore the downside of the many advantages the higher education based economy brings us as residents.

In other words, we, as an Alliance, are aware that parts of the city pay a considerable price for being a city whose thriving economic development is largely based on higher education. In fact, we agree with the argument made by several of our constituents that Canterbury suffers a heavier burden than comparable cathedral/university cities, given that it has about three students for every five permanent residents, a burden which the City Council has, in our view, been slow to appreciate and address. And, with the prospect of large scale developments ahead of the city, we are keen to see the Council adopt new policies which will prevent the emergence of new hotspots in the new large scale developments which it is planning.

### **SOCIAL**

We agree that the development of a higher education based economy has created a prosperous but often unbalanced society in Canterbury. The way in which housing has been skewed towards purchases for student lets has produced higher than average prices which have made it harder for ordinary families to buy houses. And much evidence suggests that more people are preparing to move out, leaving the city somewhat divided between students and the relatively elderly. Moreover, the former understandably generate high levels of churn which is not always helpful. Thus student attendance at Residents' Association meetings is all too rare. This has made it hard to preserve community facilities even in areas, like Hales Place, which were specifically designed to serve a real community. This has had major demographic and traffic impacts on the city, reducing both the birth rate and the level of owner occupation while also forcing schools to recruit from outside their immediate catchment area, which can unhelpfully increase traffic problems. And little of this is addressed by student volunteering or the provision of law clinics, valuable though these are in themselves. In future we feel much more attention needs to be given to community building. And some of us feel that there is an opportunity cost when student accommodation is preferred over social or affordable housing.

### **CULTURAL**

It is quite clear that the presence of three universities endows the city with a high and welcome cultural offer: films, learned societies, lectures, music and theatre amongst them. The participation of university staff in city life is another resource. Library facilities are also far better than those enjoyed by many cities of similar size. Without all this the city would be much less attractive and vibrant.

Yet, at the same time, the polarizing housing situation means that, in a few key areas, Hales Place, Oaten Hill and Wincheap amongst others, there is a clash of generational cultures. This can induce among some students, though certainly not among all, a tendency towards anti-social behaviour, notably in the evenings and at night: bad language, damage, drunken-ness, noise and threatening behaviour. This can cause sleep deprivation, unease and feelings of insecurity. Some would stress an increase in petty crime and illegal car parking and usage. While both Council and Universities are aware of all this, it clearly seems to many that too little has been done and that there is too little in the way of discipline and enforcement. And the Street Marshals scheme, though much to be welcomed and already having a salutary effect does not apply to all the hotspots.

## **PHYSICAL**

Whether or not we live in one of the most affected zones, we are all aware of the physical scars left by over-studentification. These include problems with unmanaged refuse, poor maintenance, unkempt gardens, litter and badly parked cars. Many of these things are as much the fault of landlords as of students themselves. At the same time, whereas 30 years ago Canterbury was, extraordinarily discreet about announcing that houses were for sale, nowadays the dominance of buy to let means that, in hotspots especially, there is an unsightly profusion of letting agents' display boards. All of this contributes to an air of general decay in some parts of the city. And whether one lives in a hot spot or not, many residents will go through these areas and be disheartened by them.

## **ECONOMIC**

As we have already said, it is clear that Canterbury's economic life is much influenced by the three universities, and usually for the best. They bring in well paid staff who spend a lot locally and provide wider job opportunities and investment. However, much of their spending does not accrue to the town but goes elsewhere. And it is not clear how much students actually spend locally in normal retail outlets. We would very much like to see the evidence for the claimed billion-pound boost to the local economy. It also seems to us that students are one of the reasons for the growing dominance of take-aways, bars and cafes in the town, outlets which have helped to drive out normal retail. Some also wonder who funds student use of the services provided by the Councils as they do not pay Council Tax.

The Universities also, as is already obvious, have a major effect on house prices and ownership. Price levels are high. Hence it is becoming increasingly difficult for local residents to buy for family use. This increases traffic from those who have to commute in to work in the city. This is also no doubt one of the reasons why graduate retention in Canterbury has been relatively low. The market also works to the advantage of buy to let purchasers, whether by individuals or, increasingly, by larger operations. And this cannot be good for the general economic development of the city.

## **POLITICAL**

We appreciate that most of these problems are well known and that some of them are being addressed already. However, we do feel that there have been failures in accountability and responsiveness, both by the City Council and the universities. Thus the Council has, in our view, been slow and hesitant in bringing in an Article 4 directive and has needed much prompting from residents to do so. And it has no clear idea either of how many HMOs there are in the city or of what the ownership patterns of new development like Homersham have been. Equally it has not supported Home Stamp as much as was necessary. Overall it has not lived up to the promises it made to build the right sort of houses in the right place. And the evidence of the Best value programme has not been fully followed up.

At the same time, the Universities have not been good at keeping full records of their student bodies and their addresses. So far they have not built enough student on campus residences for growing student numbers. And they have not provided others with clear identification of their off campus building strategies. We hope that, with the new Impact review behind them, they and the Council will be able to raise their game in future and be more pro-active.

## **PROPOSALS**

Our constituents have made a large number of proposals of which we hope the Working Group will take note. However, we are aware that not all of them are either feasible or within the remit of Council and Universities. Nonetheless, we hope that the Universities will continue to build more residences so as to reach the desired 50% target. We would also like to see them use their IT resources to have a better knowledge of off campus addresses so that sanctions can be imposed where necessary. Finally we hope that they will go on cooperating with the city and supporting the Street Marshals and related schemes.

Equally we would wish the Council to effectively enforce the Article 4 Direction. And we would like to see an obligatory landlords' register. Equally, we would encourage the Council to follow Oxford's example of promoting balanced habitation patterns and where feasible encourage the return of HMOs to ordinary residential use. Finally, we would urge the Council to build on its achievements and ensure that the new Mountfield and Thanington developments do not become new hot spots.

## **Report on Student Housing November 2015**

### **Hales Place Estate Part of the Ward of St Stephens Canterbury**

A view from Mrs Pauline Walters, a resident of St Stephens, member of St Stephens' Resident's Association and President of St Stephens Community Centre, Hales Place Estate

I have lived in St Stephen's since 1975, bringing up my children here and being deeply involved with the community. Because of the huge proportion of HMOs, I have seen a gradual change on the Hales Place Estate from a thriving, mixed community to one that is, in large part, a sterile ghetto with a transient population.

St Stephen's has always been an area that boasted every type of accommodation from expensive houses to flats, from social housing to private family homes. Now, there are vast areas of Hales Place where there are no families, just student houses, and residents feel they are being driven out of their homes. Recently, I made a rough estimate of how many houses in the area from Downs Road, along Longmeadow Way, round to Farleigh Road and Headcorn Drive, were lived in by a permanent population. Fewer than four hundred of over 2000 houses appeared to be family homes.

Before this influx of HMOs, the vast majority of parents walked their children to school; there were no parking problems and the school thrived. Now, it would close if it were not for the hundreds of children who are driven from all parts of the area for their education, causing endless arguments about parking and access and the problems caused by cars left for hours throughout term time on residential roads.

At the Community Centre in Tenterden Drive, there was a thriving Mother and Toddler group, a playgroup that had a waiting list and weekly discos and social gatherings for teenagers. A whist club, bingo nights, entertainment evenings of all sorts were attended by hundreds of residents, making a truly cohesive community. In addition to this, the Centre was an enormously popular and successful social hub for Hales Place. The Mother and Toddler group has long gone and the playgroup has closed. The Centre is a shadow of its former self and, whereas in the eighties there was a healthy bank balance of tens of thousands of pounds, grants now keep the Centre open.

Walk around Hales Place and Downs Road and count how many mothers and babies you see, how many children between five and sixteen. The area has become the home of a few retired people and hundreds of students. Notice the rows of bins paraded along the streets, never moved, the unkempt gardens, the rubbish on the verges and the lack of care given to houses that once boasted flower gardens and neat hedges.

No one is accusing students of being the people to blame for the near death of a whole community in Hales Place. Many cities have large student populations but they are dispersed and do not form far more than half of the local community. Student ghettos are no better for students than they are for the permanent population.

Over the years, residents have been told constantly how important students are to the economic and social life of the city, but many residents are really, really tired of hearing this from people who have not suffered the consequences of this explosion of student numbers. Meet the people who have had to leave their homes after thirty or forty years because there wasn't another family home in their road, or the older residents in Ulcombe Gardens, Kemsing Gardens or Greendell who are surrounded entirely by student housing.

What has been lost here is a happy, successful, socially cohesive community. This area is no longer a place for families but a convenient home for a few months for students and this destruction has been allowed to proceed unchecked. The process cannot now be reversed. Even if the university builds a thousand new homes for students, Hales Place will always be popular because of its close proximity to the University of Kent but it may be possible to save other residential areas from the same fate. For years, the City Council has insisted that there is not a problem with the density of student housing. This grossly misrepresents the truth of the matter and those responsible should be ashamed of themselves. Registering of HMOs is a real step forward and further encroachment on family houses in this once successful and thriving community must end.

Pauline Walters

Communications, St Stephens Residents' Association

President, St Stephens Community Association

## **Canterbury City Council: Student Impact Review 2015**

### **Submission from Langton and Nackington Residents' Association (LANRA)**

#### Introduction

The Student Impact Review was approved by Canterbury City Council's Community Committee "to revisit the council's report in 2006 about the impact of higher education and students in the district" and to cover both the positive and negative impacts. LANRA welcomes this opportunity to register the local community's thoughts on the matter.

LANRA laments the lack of a clear, robust and strategic policy for the management of the impact and growth of Canterbury's F.E. and H.E. institutions so far, and fears that any action taken now may be another case of too little, too late. Much damage has already been done and the best we can hope for is that further adverse effects may be restricted. LANRA appreciates that education is one of the prime industries of the city, along with retail and hospitality and health, but if the council is to succeed in its aim of increasing and broadening the range of local employment opportunities, it must realise that it has to strike the right balance between the growth of the educational institutions and other land-use requirements in the city.

Most academic studies of the process whereby specific neighbourhoods become dominated by student residential occupation (called studentification), a term established by Smith (2002), divide the issues arising into four categories. These are:

**Social** - the replacement or displacement of established residents by a transient, generally young and single, social grouping.

**Cultural** - the growth of concentrations of young people with shared culture, lifestyle and consumptive practices, which then gives rise to the increase in certain types of retail and service infrastructure.

**Physical** - the downgrading, or upgrading, of the physical environment, depending on the local context.

**Economic** - the inflation of property prices and a change in the balance of the housing stock resulting in neighbourhoods becoming dominated by private rented accommodation and houses of multiple occupation (HMOs), and decreasing levels of owner occupation.

The Canterbury Student Impact Review follows these guidelines.

#### **The Social Impact**

Although Canterbury City Council states in its Housing Strategy 2012-2016 "we are committed to putting local people at the heart of everything we do" and "we will plan for the right number of homes in the right place to create sustainable communities in the future", the council has allowed Christ Church University to build its academic and accommodation blocks right round the south circular city rim from East Station to Sturry Road and has also allowed agglomerations of student dwellings to the north in St. Stephens, Hales Place and Salisbury Road. Whilst the new, purpose-built student accommodation should free up houses in the private rented sector for families, it is a pity they have been built in areas which would have been ideal for modern, affordable houses and industrial premises.

LANRA greatly approves of the cooperation between the local community and the universities in the areas of concentrated student housing, which have resulted in schemes like the street marshals and

the working groups, largely because of the persistence and willingness of the residents' associations. These relationships are well worth cultivating. However, it is a pity that the groups providing these services are doing so voluntarily, as the council, unlike other councils with a similar problem, Chester, or Oxford, for example, have not put legislation in place to prevent the concentration of student dwellings, usually in HMOs, in certain areas. Yet Chester has only 17,000 students to accommodate with its population of 90,000 residents and Oxford has 32,000 students in a resident population of 158,000. Canterbury's H.E. institutions need to accommodate 31,000 students in a city of 49,000, so the problem is much more acute, yet methods of control have been sadly lacking until the decision recently to introduce Article 4 licensing procedures for HMOs. The result has been the agglomeration of student dwellings in St. Stephens, Hales Place and St. Michaels in the north of the city, Wincheap in the south and Spring Lane, the Brymore Estate and Sturry Road areas in the east.

To ensure that the districts of Canterbury do not suffer further from the strategic and social problems caused by over-concentration of HMOs, LANRA should like to see the council not just relying on the robust delivery of Article 4 orders, but would also like written into the Local Development Plan an undertaking to cater for all demographic sectors of the community, encouraging the elderly to move into the city centre for easier access to facilities and reserving windfall sites around the city rim for light commercial development interspersed with affordable housing for working families.

LANRA would welcome a rule stipulating that no more than 10% of properties in a 100 metre radius should be HMOs and that no property should have an HMO on either side.

LANRA would also urge a blanket restriction on HMOs on all major new housing developments. Rapid bus services will mean areas such as "Mountfield Park" will not be unattractive to students; there are already HMOs at the very south end of New Dover Road; the latest fiscal measures on Stamp Duty will make higher yielding student lets even more attractive than family lets; and there is a tendency for a student "flight to quality", such as London Road Estate to Hillside Avenue/ Cherry Gardens. Without restriction there will be a tendency to move from Wincheap/ Spring Lane areas to Mountfield Park/ Cockerling; LANRA believes the City's aim should rather be to decant students from existing residential areas to purpose built accommodation, thus releasing less costly housing back to the family occupation sector, whether it be via owner occupied, investor, or social/"affordable" housing - which of course need not be new build.

### **The Cultural Impact**

Canterbury City Council's Topic paper on housing for the LDP Inspection notes that "the presence of four higher education institutions [...] can also alter the balance of communities, creating concerns about safety and antisocial behaviour." This is more than a clash of cultures; it is a conflict of lifestyles. Where you have a concentration of HMOs, there are problems with:

- noise and antisocial behaviour, particularly late at night
- increased crime
- lack of pride in the area, inadequate attention to waste disposal
- impact on local services
- pressure on street parking spaces

A cursory glance at the St. Stephens submission to this review will confirm that we have all these problems in Canterbury. LANRA, therefore, welcomes the advisory sessions run by the Public and

Community Safety Unit and the deployment of street marshals in student areas in the early hours of the morning. LANRA is also pleased that the Accredited Student Landlord Scheme is actively advising on property maintenance. It is laudable that students and landlords are now receiving so much advice and service. This should lead to an improvement in the attractiveness to families of districts with many privately rented properties. However, the advice will need to be supported by strictly applied penalties for failure to comply. Similarly, the universities should have a clear system of punishment for students who persist in being a nuisance. Furthermore, it must be appreciated that the best monitored areas of such parts of town will still seem neglected because of the transient nature of their tenants.

### **The Physical Impact**

As the city council has failed to factor in planning guidance dealing with student accommodation to its development schemes and as this has been allowed to occupy the second ring of Canterbury's urban structure, working families are forced to seek homes even further out from the centre's facilities. Properties inside the city walls are too expensive for the average family, so the council will be offering its affordable new housing on fields out of the city towards the village of Bridge. The elderly will also be encouraged to move out there. However, this will take them far away from the services they need. House prices near the city have risen above the Kent average because of the inflationary pressures caused by private landlords buying to let to students. Whilst the review is keen to point out the upside of the demand for houses in Canterbury, ("the large number of students seeking accommodation in the private rented market supports a buoyant housing market in the city"), it fails to mention the downside, which is that working families and the elderly are priced out of the market. LANRA considers this to be a most unsatisfactory state of affairs as it adversely affects the working community and the residential local community. With this in mind, LANRA would welcome a commitment in the LDP for the implementation of a policy for the management of student accommodation in the city.

Recent surveys of Canterbury residents' concerns reveal the same two matters of major worry; affordable housing and traffic. Therefore, it is surprising that of the 47 recommendations identified by the Student Impact Review Panel, only two relate to traffic. LANRA feels that it is not unreasonable or unfeasible for the council and the academic institutions to take steps to reduce student car journeys. Policies which could be simply introduced and enforced could include:

- no student parking on campus (all sites are readily accessible by public transport)
- strict administration and enforcement of residents' parking permits
- more residential areas given restricted parking
- more imaginative use of modern technology such as --ODL (open and distance learning) to reduce student visits to Canterbury

Whilst the local community might berate the difficulties they encounter finding somewhere to park in Canterbury, the irritation experienced by residents in places such as Barton Road on finding student vehicles dumped on their doorsteps, sometimes for weeks, cannot be readily ignored.

### **The Economic Impact**

LANRA fully appreciates the important role education plays in the city's economy such as the employment of teachers and ancillary staff, the supply and services the institutions require and the money put into the local economy by students and staff. LANRA understands that the future prosperity of the city depends upon the ability of these institutions to continue attracting students

to the city in large numbers. However, LANRA also agrees with the city councillors' aim to broaden Canterbury's employment opportunities. If the city is to attract new companies, then the council must be able to offer prime sites to potential employers and this will mean reserving certain good locations around the city area.

### **Conclusion**

LANRA finds the somewhat self-congratulatory tone of the Student Impact Review extremely disturbing. Canterbury, like Chester, is "a compact city with a high proportion of residential population, a unique historical character, and is a special visitor shopping and tourist destination that requires protection from saturation by student life." However, the city council has signally failed so far to offer that necessary protection and LANRA would very much like to see more policies implemented to restore selected locations over time into becoming sustainable, balanced communities once again.

**Lansdown Road Student population information gathered by Pat Edwards, Participant in the Physical Group and member of South Canterbury Residents' Association.**

Dear Emma

I have interviewed most of the students in Lansdown Road to add to the response South Canterbury Residents Association put in at the start of the Impact Review.

Firstly the numbers, 25% of the houses street are occupied by students, a further 25% are rented properties and some of these are rented by people who have only just finished university and are 2/3 young people which tends to mean many of the permanent residents think they are students, although some rented properties are families with one or two children. It would be interesting to see how this compares with the CCC figure for registered student houses.

There is a perception among the students and permanent residents that a lot of issues are to do with people passing through the street to and from the East Station and to and from Club Chemistry in terms of noise and litter.

In general there is a view from the students that this is a good place to live and is a community of different people. In terms of permanent residents there is also a positive view of the local community in the street but it is tempered by the fact that so many more students live there than used to and they don't all become part of the street community.

The number of houses to people is skewed in terms of the numerical experience because the houses of permanent residents are occupied by one or two people and occasionally with one or two children but the student houses have 3/4/5/6 people in them.

Rubbish is a big issue in particular at the end of the road near the railway where two houses are owned by one landlord and rented to 2 x 5 students in each house, this is a particular example because the landlord does not seem to clear rubbish and a mattress was visible and had been there a while and rats from the railway line and a fox are attracted by the rubbish. In general where more permanent residents know the landlords and the students say the landlords are good about providing the wherewithal to recycle and dispose of rubbish there is less of an issue about rubbish.

This situation also applies to noise and good neighbourly relations, it always helps if the students and the landlords have a relationship and the neighbours know who they can talk to in terms of any issues they may have.

I am submitting this summary because I understand figures will be used to look at in relation to density and could you make sure whichever part of the Impact Study is looking at this receives this note.

Many thanks Pat

## **The Market Way Residents' Association**

### **Statement on the Impact of Increasing Numbers of Students in Canterbury**

I am writing on behalf of the Market Way Residents Association which is part of the St Stephens area of Canterbury. Our association covers Market Way itself and the roads that lead off it as well as the houses in Broad Oak Road that back on to the Way. It is an area of mixed housing both in size, and containing a variety of owner occupation, rental, social housing and some guest houses. We even have a builders' merchant.

There is growing concern among residents at the ever rising number of students. In particular it is a worry that their increasing concentration, within formerly mixed residential areas, is having an adverse impact on our wider community. It needs to be said, at the outset, that we are not opposed to students per se. We are proud to live in a cathedral and university city. It provides the inhabitants with cultural, educational and entertainment opportunities not often found in a town this size as well as employment and other economic benefits.

At the moment I am aware of relatively few student houses within our immediate area and, currently, little local evidence of anti-social behaviour, especially since some good natured intervention by some of our committee members. The houses are perhaps more obvious by their gardens and verges being less regularly tended and bins and bags remaining out for longer, especially at the end of term. This is tolerable at the moment, but our concerns are mainly for the future, and that our area may follow that of other streets in our vicinity such as Hales Place and St Michael's Road, which seem more like extensions to the university campus than mixed residential areas. It is also fortunate that Market Way is not as yet a major thoroughfare for late night revellers returning to accommodation on or off campus.

We are aware also that the right to buy of council houses has led eventually to their purchase by buy to let investors. The houses are often converted to houses of multiple occupation, and can only be afforded by groups of students banding together. They are unaffordable to low and not so low income families either to rent or buy. Now the right to buy is to be extended to those in non-council social housing, such as we have in our area. This will eventually and inevitably lead to this sort of house increasing disproportionately in price and being snapped up by the buy to let market. The only ones able to afford the rent will be our increasingly debt-laden students. In sub-dividing houses and increasing numbers living under one roof we seem to be going backwards to a time of poorer housing conditions and lower standards of health and hygiene. As the numbers of student dwellings increase, then remaining non-student residents tend to feel more isolated and leave. Something needs to be done to try and retain and regain balance in our residential areas and increase not reduce the supply of houses and help those on the council waiting list to find affordable homes.

Chris McDonnell

**Oaten Hill Residence Association submission**

<b>Oaten Hill submission</b>	<b>Cultural</b>	<b>Physical</b>	<b>Economic</b>
<b>Social</b>			
Student volunteering <i>The extent of this is probably not recognised sufficiently</i>	Critical mass and demand for diverse range of cultural events. <i>Agreed as a major positive</i>	Property prices provide a level of incentive for upgrading properties <i>This statement is ambivalent . As stated before high property prices have forced young people and families away from the area and there is no evidence that investment in repairs in high price property is any higher than average,</i>	Estimated impact to regional economy £1.1 billion <i>There is no hard evidence for this mythical figure.</i> <i>Much of student spend drains out of the local economy because it has to cover mortgage costs.</i>
Range of goods, services and attractions available to the city's population. <i>Student expenditure on mainstream retail is not thought to be significant</i>	Reputation of area as vibrant, dynamic location and as an attractive destination <i>This is due to World Heritage status and the Cathedral rather than academia.</i>		Increase in retail and service sector purchasing from students and visiting families <i>This should not be overestimated and applies primarily to hospitality costs.</i>
Increase in low-level anti-social behaviour. <i>A low level but because of its extent and persistence a very significant issues exacerbated by tension between town and gown youths</i>	International/cosmopolitan feel/outlook <i>As above</i>	Investment by private landlords <i>This is not borne out by the appearance of many of their properties</i>	Higher house prices <i>A negative</i>
Increase in crime of students' possessions Community cohesion <i>A very serious problem because of the creation of student ghettos and the erosion of balanced communities in some areas</i>	Expansion of HMOs in owner-occupied, family areas can lead to change in nature of communities. <i>This is the most significant of the negative effects of the expansion of student numbers.Modest affordable houses are no longer available for young families who have had to leave the area and the waiting list for social housing remains static</i>	Investment by universities <i>What does this mean?.</i> Neglect of external appearance to properties including gardens. <i>Agreed!</i>	Growth in buy-to-let market and private investment opportunities. <i>For large finance corporations</i> Flexible part-time labour force undertaking seasonal employment. <i>In bars and clubs used by students!</i>
Travel modes and behaviours <i>An assessment of public/private transport use is needed..</i>		Refuse and recycling problems <i>Agreed.</i>	High demand for student housing impacts on supply of affordable housing generally
New community services eg CSR radio, law clinics <i>Law clinics have been of value to the local community</i>		Turnover of properties and	
Changing demographics – declining younger and increasing older population <i>Canterbury now has a seriously imbalanced</i>			

<p><i>population because of its low birth rate.</i></p> <p>Parking and transport</p> <p><i>This and the related problems of Air Quality are a very serious issue for the City</i></p>		<p>preponderance of property letting boards – recurring annually – detract from streetscape</p> <p><i>Agreed</i></p> <p>New purpose built student housing</p> <p><i>This creates an illusion of reducing the pressure on community housing . In fact it has the opposite effect because of community placements in years 2 and 3</i></p>	<p><i>Strongly agree</i></p> <p>Increased employment in construction, repair and maintenance sector.</p> <p><i>Would this be any less if the accommodation was occupied by owner occupiers and housing association tenants.?</i></p> <p>New business growth</p> <p><i>Evidence?</i></p>
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## **South Canterbury Residents Association Response**

**Student Impact Study 30<sup>th</sup> November 2015**

### **Summary**

This is the submission of SCRA to ACRA, for use in making its response to the Canterbury City Council Review of Student Impact.

Broadly, we believe that while there are positive benefits arising from the three further education institutions and the students who attend them, there are also inevitable conflicts of interest between those with vested interests in further education, and the rest of the Canterbury population.

Canterbury as a city provides essential support and infrastructure, that is an essential part of the student and education establishment experience, on economic, cultural, social and physical levels. However, the excessive numbers of students, and the current impact of their behaviours, make life increasingly difficult for residents, particularly in 'hot spots' where there are concentrations.

The upward impact on house purchase and rental prices can only be mitigated by the institutions providing the great majority of student housing on campus and in purpose built units, funded by themselves. The current situation sees the institutions making beneficial use of an expensive resource at minimal outlay to themselves. The limits now set by the Council on the number of HMOs will come too late for some areas, that have been intensively developed for student occupation, and are in danger of being abandoned by family residents.

Control of antisocial behaviour, particularly late at night, is scarcely controlled, and its intensity in some locations is an example of irresponsible and uncaring attitudes not only of students but also of the institutions and student centred businesses. For example, the excessive drinking, noisy or unruly and occasionally violent behaviour outside clubs and pubs, in central Canterbury, is a good example of failure of students and club/pub operators to acknowledge the actual impact of their activities. The Council appear to have no powers to police the situation. In their absence, the institutions and owners should take proper account of problems that develop, and take effective measures to guide and control behaviour.

### **Background**

This is the initial response from South Canterbury Residents Association (SCRA) to the Canterbury City Council Student Impact Review and aims to inform the questionnaires to residents. In order to be sure we are representing the views of people in the area, a number of residents and all members of SCRA were asked for their views and quite a number of people responded. While the association has details of the respondents they were all assured the feedback would not identify them as individuals. The four headings used in the committee report have been used to delineate the specific responses.

Most people in the area recognise the positives of having a vibrant city with the students and the finance they bring to the local economy is regarded as playing an important part in the life of Canterbury. Individual households of students were praised for being well behaved and many residents were clearly saying that they like young people. Students were generally pleased to be living in Canterbury which they regard as a safe place to live and a nice area. The rise in numbers was a key issue which most people think should be managed. That there are no limits to the rise of students in an area which is limited in physical size was raised, residents feel that the issues they

raise could be addressed if there was a limit to the rise in student numbers in South Canterbury as an area.

Many of the people living in Lansdown Road, Nunnery Fields and the area at the top of Norman Road where it meets Oxford Road (end of footbridge across the railway) identify themselves as being in a student 'hot spot'. A great deal of this is because of the nature of the "rat run" of Lansdown Road to and from Club Chemistry and the club at Christchurch Student Union (opposite Waitrose) from which students come home at all hours making a lot of noise. One example was in Nunnery Fields where there is a recognisable pattern on weekend nights - 11am Student Union/ pub leaving time is followed by the 1am Cross Keys closing time and then the 3 or 4 am Club Chemistry finishing time. Many student houses create identifiable common problems. Quality of housing and upkeep worries many people.

Costs of rents and housing prices are too high for local families due to HMOs and competition for accommodation. The overall problem of rubbish which neighbours often end up dealing with and many people identify irresponsible landlords who often don't provide students with the wherewithal to recycle and sort rubbish appropriately. Standards of accommodation and upkeep was also a big issue. None of the examples raised were single people's comments, even though some are individual quotes, but are themes from a range of people and of major concern is the number of people who are not students living in the 'hot spots' who want to leave.

A number of solutions to the problems were expressed and they were remarkably consistent. Students should be expected to sign a legal agreement to be a good neighbour, respect and responsibilities, to get them to recognise they are a member of the community and need to play a part in it. Information about being a responsible neighbour, responsibilities for noise, rubbish and sexual health among other issues should be available to students, perhaps an app they all get automatically when signing up at the university. Universities should keep a clear eye on households of students, enable residents to know how to complain (e.g. by making a register of landlords/agents available to all residents) so that residents know who to complain to, both in relation to the landlords and which university. Enforcing a clause in the student agreement with the university has worked on occasion and the message went round fast when a few students were removed from university due to their disruptive behaviour in the community. Landlords should be surveyed by Universities or CCC to enforce keeping houses to a good standard and students should not be forced to live in sub-standard accommodation which also poses a risk to other residents. Similarly, landlords should be fined if rubbish is left out in gardens or the street because students don't know or don't have the means of filling bins properly.

Directly controlled purpose built housing outside the town is better. The universities should consume their own smoke and build on site (UKC) or outside the town (Christchurch) these two quotes sum up resident's views quite well:

*"The universities have greatly expanded their numbers, and largely without democratic consultation. In doing so they have used the city as a resource that is available to them. But this has had a considerable impact on the city and its inhabitants."*

*"Every piece of land at Kent and Canterbury University should be built with student's accommodation and Christ Church University should build a massive campus well away from residential areas with a courtesy bus every 45 minutes linking the campus with Canterbury from 8am until 6pm and from 9pm until 4am. They have loads of money and can well afford it."*

## Social

- Demographics in the ‘hot spot’ area have changed and become ‘demographically skewed’ by the concentration of students
- ‘colourful language’ which families don’t wish to use in front of children being heard over the fence in Lansdown Road from Petros House students
- Loud music from Petros House and in numerous student lets in the area. Many examples of individuals having to knock on doors at 1,2,3 am asking for the noise to stop as they can’t sleep
- People feel they are plagued by students “Canterbury needs to be renamed Canterbury Christ Church Ville or Studentsville”.
- Litter is largely a matter of individual bad manners and lack of consideration. The students living near me do not cause the problem.
- One person mentioned it helped he was 6 foot and not intimidated and when he suggested if they went on making the noise at 1am perhaps he would wake them at 5.45 am when he had to get up to go to work!
- Canterbury is fast becoming a non family area in relation to the level of noise and rubbish
- One family says they are lucky because neither of the adjacent houses has students and say “we wait with baited breath whenever a property near us changes hands in case it becomes a student house with noisy tenants
- I have 8 bedroom windows looking straight into my kitchen and my garden. The total lack of privacy is unbearable
- The level of Sexually transmitted diseases has risen significantly (the person who says this knows the facts and will get us the figures) students need much more sexual health education.

## Cultural

- Disorder of night time economy and the way it skews the city towards take-aways and drinking
- No more student developments in the South Canterbury area as it is becoming an extended Christchurch Campus and losing its residential feel
- Families are planning to move out and we will be left with a city of students and elderly people
- *“I have lived in Canterbury for 28 years ..... I do feel Canterbury City Council should show more courtesy towards its loyal council tax paying long term residents as it seems that the city is more and more geared to the needs of our temporary student residents”*
- Fractured and unbalanced communities.

## Physical

- Being a thoroughfare for Club Chemistry – going past Club Chemistry on a busy night with literally hundreds of students (and young people) making residents realise why they are woken up all night – Lansdown Road
- Students clubs and queues to get in to them generally lead to other residents being intimidated by the queues and examples of aggression – Cuban, Christchurch Student Union and Club Chemistry cited.
- More police presence needed in drinking areas
- Student ghettos are not conducive to other residents – groups in front and back gardens disrupting families use of outside space, people saying they have to ask up to 4 times before they go in or be quieter.

- Commercial lets – concern of the extremely poor quality of accommodation being lived in by two sets of students in our terrace. They look like squats.
- Landlords don't provide any means of rubbish disposal –“the problem was resolved after I gave them purple sacks”
- No information about recycling so that the rubbish students put out in bins does not get taken away and then they leave it on the street or throw it in gardens when neighbours complain of rats
- Increased parking problems in a road which does not benefit from residents parking (Oxford Road)
- Increase in litter, particularly take-away meal debris and empty bottles, dropped along the road, pushed into garden hedges. This is consistent over all the area. *“..appalling problems with rubbish which is often not put on or collected on the appropriate day and serious littering. There are particular problems at the end of terms and the end of the academic year with regard to large amounts of rubbish overflowing onto pavements and remaining uncollected. Local residents frequently report this problems putting pressure on SERCO and the City Council to find a solution.”*
- Damage to cars especially wing mirrors, pot plants and trellising on the road at the edge of peoples gardens
- A steady increase over the years in late night noise along Oxford Road and an even bigger increase in noise from the pathway linking Canterbury East Station and Lansdown Road.
- Street Marshal scheme is welcomed but its reach is very limited, so that Lansdown Road residents are not sure it covers them but the letter they have says it does cover Martyrs Field Road which is further away from Club Chemistry. So it seems the scheme could usefully be extended.
- Nunnery Fields residents do not think the Street Marshal scheme covers their area and have seen no benefit
- Traffic volume is worse in term time, the crossing at the police station on Old Dover Road now holds up traffic for lengthy periods and for disabled people who need to drive this is a serious problem. Either an underpass or walkway over the road needs to be built.
- Student driving is controlled in other university towns by the institutions, why not introduce this in Canterbury.

#### Economic

- Rents are so high due to level of student demand that young families find it hard to afford local houses and know this is just getting worse – prices astronomical
- House prices are pushed up by landlords who only want the properties for student lets. There are even examples of agents wanting student landlords to buy properties because they get a quick sale
- Shortage of housing locally and nationally
- Sleep disruption means other residents are tired when they go to work the next day
- Student buildings and house occupancy takes away local jobs and affordable housing from local people. Christchurch should be stopped from building more in this locality
- Universities do not take noise seriously and do not seem to have the ‘bottle’ to sort it out when they do know
- Every new place opening in Canterbury seems to cater for students - clothes shops, cafes, burger places, cheap outlets
- HMO direction restrictions should be properly enforced - a very frequently cited concern.

## **(SMRARA)**

INTRODUCTION 1

SOCIAL IMPACTS 2

CULTURAL IMPACTS 8

PHYSICAL IMPACTS 9

ECONOMIC IMPACTS 12

CONCLUSION 14

APPENDICES

Appendix A: Summary of reports of anti-social behaviour sent to University of Kent from St Michael's Road Area Residents Association 16

Appendix B: A local resident's log of night-time disturbance 30

Appendix C: Evidence submitted to Canterbury City Council's HMOs Best Value Review 2012 31

Appendix D: Canterbury City Council's survey for HMOs Best Value Review 2012 34

Appendix E: Map of SMRARA Area and HMOs in 2012 36

## **INTRODUCTION**

The Student Impact Review was approved by Canterbury City Council's Community Committee "to revisit the council's report in 2006 about the impact of higher education and students in the district" and to "cover both the positive and the negative impacts". This brief runs together two separate questions which we think it important to distinguish.

### *A. What has been the impact of the presence in Canterbury of the universities?*

It is undeniable that Canterbury has benefited greatly from being a university city. The benefits include:

The availability of cultural, intellectual and sporting facilities and events which local people are able to make use of (e.g. open lectures, musical events, film and theatre, and courses for which local people can enrol);

An educated population sufficiently large to support a wide range of cultural provision in the city and district;

Employment both long-term and short-term for local people;

The contribution to the local economy from retail and service sector purchasing by students and visiting families.

These positive impacts of the higher education institutions in the district were extensively documented in the previous review. We have noted below (p.14) one proviso to the assertion of economic benefits, but by and large these positive impacts are uncontested.

Quite different is the question:

### *B. What has been the impact of the year-on-year increases in student numbers in Canterbury?*

The Review Panel will of course make its own overall assessment of the positive and negative impacts in the light of all the evidence presented to it, but the purpose of this submission is to provide evidence based on our own experience of the impact of increased student numbers, and our own attempts to take constructive action to address the problems. We shall also refer to our experience of some encouraging developments promoted in particular by the universities and by Canterbury City Council, and we shall make a number of positive proposals for further action, but we wish at the outset to clarify what may be seen as a negative tone.

Our submission might be read as 'anti-student'. It is not. Many of the problems which we shall discuss are not the fault of students at all. Some of the problems could have been prevented if national and local government had taken decisive action to regulate certain economic trends, such as distortions in the housing market. Some of the problems could have been avoided if the projected impacts from the previous Student Impact Review had been more effectively monitored, and if accurate data had been kept so as to identify and address the problems as they occurred. Some of the problems could have been mitigated if Canterbury's universities had taken more serious and sustained action to address them. Some of the problems could have been prevented if all landlords and letting agencies had discharged their responsibilities in respect of student houses. Some of the problems, it has to be said, might have been avoided if more local residents had taken more effective steps more quickly to draw attention to the problems and call for action instead of suffering in silence. And some of the problems have indeed been the consequence of inconsiderate and irresponsible actions by some of the students of Canterbury's universities.

That includes in particular what is often referred to as 'low-level anti-social behaviour'. We regularly hear it said that only a minority of students are guilty of such behaviour. That is probably true. But this is where the numbers become crucial. With overall student numbers around 31,000, irresponsible anti-social behaviour by a small minority (say 10%, a low estimate) is nevertheless liable to be a large problem. The cumulative effect of the behaviour and the numbers also has to be borne in mind. If local residents are, for instance, kept awake at night by noisy and drunken students (a case which we discuss below) just occasionally, it is something which can be shrugged off. If it happens two or three times a week throughout every university term, the cumulative effect is serious and sometimes becomes unendurable.

We reiterate that positive solutions are available. They can be found if university authorities, students, landlords, Canterbury City Council and local residents all accept their responsibilities and work together. But this will require a degree of cooperation by all parties which has not previously been in evidence, and was not achieved by the previous Student Impact Review. Our submission is intended as an attempt to promote such cooperation. With that in mind, we turn now to the detailed discussion of the impacts and possible solutions.

## SOCIAL IMPACTS

We begin with the large-scale social picture: the huge change in the demographic character of Canterbury. There has been a relentless year-on-year increase in the student population. This has continued unabated since the previous Student Impact Review; the paper *Progress since 2006 review* records a 28% increase in student numbers between 2005/06 and 2014/15. As more and more houses have been bought to let, converted to Houses of Multiple Occupation, and let to students at the universities, there has been less housing available for families and long-term residents. The result has been a polarisation into an aging population of local residents and an ever-growing student-age population, with fewer and fewer young families. The situation can be encapsulated in three startling statistics: 3

1. Canterbury has **the second highest amount of private rented accommodation in the U.K.** (exceeded only by Folkestone, a town with a very different profile)
2. Canterbury has **the lowest rate of owner occupation in the U.K.** (43.4%).
3. Canterbury has **the lowest birth rate in the U.K.** and is **among the three towns/cities having the lowest number of households with dependent children.**

This information can be found at [www.Luminocity3d.org](http://www.Luminocity3d.org) (University College, London) and is based on government open data recently released into the public domain.<sup>1</sup>

<sup>1</sup> Source data: Crown © Office for National Statistics, National Records of Scotland, DEFRA, Land Registry, DFT and Ordnance Survey 2014

These statistics can be read as a bald statement of the state of the community in Canterbury. Taken in conjunction with the latest estimate from CCC that the size of the student population is now close to matching that of the permanent resident population, the statistics now require some elaboration.

**Statistic 1** would be of less concern were it not for the fact that the majority of the private rented accommodation in Canterbury consists of HMOs occupied by students. This inflicts a massive population churn on Canterbury every year as half of the population shifts residence. Worse still, the majority of these short-term residents are also part-time residents, living here for about two-thirds of the year. They have only a very small stake in the community in which they temporarily reside.

**Statistic 2** is an indication of a population shift over a very short period of time. When read in conjunction with the comments on Statistic 1 it points to the decreasing numbers of the permanent resident population compared to a growing mobile population of very young tenants, resident part-time for a year or two and annually renewed. CCC has not achieved its ambition of retaining large numbers of graduates to replace its declining numbers of young professionals and families. High house prices and limited opportunities for start-up companies in the city encourage graduates to look elsewhere. Additionally, proximity to London makes rural living in the district rather than city living attractive for ambitious graduates commuting by HS1 or road. Anecdotal evidence also suggests that Canterbury is becoming an unattractive city for families: “too noisy” according to one of our own Councillors who has a business in the city but whose family resides in one of the villages. Our own research points to more than 31 resident households driven out of our area in the last few years by high levels of noise and disturbance (see Appendix C).

**Statistic 3** is unsurprising and has been predicted for well over two decades. What is surprising is that CCC’s strategy to encourage more young people to live in Canterbury to redress the balance has been so unsuccessful. The decline in the number of families has not only continued but accelerated, resulting in the demographic polarisation which is very evident in our own area and which we have observed happening as families have been driven out, one by one, to be replaced with student HMOs.

We now need a focused family-friendly strategy to attract both young people wanting to start families and families with young children to live in the city. Canterbury needs to be a city which is not only attractive to families for day trips and visits but also as a place to live. It is hard to see how this can be achieved with the current housing imbalance and current levels of anti-social behaviour and traffic congestion.

The stark demographic facts lead immediately to our most important proposal, which underpins everything else: 4

*Proposal 1: Canterbury City Council and the universities should adopt policies to avoid any further increases in student numbers in Canterbury.*

We appreciate that the universities may see a need to plan for further expansion, but if they do, we believe that any further growth should take place on the universities’ other campuses outside

Canterbury, in Medway and Thanet, where the economic needs are greater and the economic benefits to the local economies would be more unqualified.

Oxford City Council offers one model for a mechanism to achieve such an objective. It has adopted the policy that planning permission will be granted for additional academic/administrative accommodation for the University of Oxford and Oxford Brookes University only if the number of full-time students at that University who live in Oxford but outside of university-provided accommodation does not exceed 3000. There is a move towards a comparable policy in the publication draft of the Canterbury District Local Plan, in policy HD7, but we wish to see this policy clarified and strengthened, with firm targets. (Proposal 14 below is also relevant.)

We turn now to the more specific negative impacts of this demographic change. Our account of these is based largely on our experience in our own area, which consists of St Michael's Road, Salisbury Road, Beaconsfield Road and the small streets and closes leading off them.

By far the most immediate negative impact on local residents is the problem of night-time noise and disturbance, and associated anti-social behaviour. This has two sources: very large and loud house-parties within the residential area which continue into the early hours of the morning, and students passing through the area, usually between the hours of 2.00 and 4.00 a.m., either returning to their houses from the night-club on campus or returning to the campus from night-clubs in town, inebriated and shouting and singing very loudly. Both of these are endemic features of our own area. About half the houses here are student HMOs, and St Michael's Road is a main thoroughfare for foot traffic between the University of Kent campus and the city centre. The result is that local residents are frequently deprived of a night's sleep. Virtually everyone in our own area experiences this at some time, and some residents experience it regularly two or three times a week.

The associated vandalism takes various forms including:

Large quantities of litter in the form of bottles (often smashed), beer cans, and fast-food containers; The kicking and overturning of refuse bins, scattering them along the road, damaging the bins and spreading additional litter;

Jumping on cars;

Breaking car wing-mirrors;

Breaking and uprooting garden plants;

Damaging garden walls and fences.

Looking around the world you might say that we are lucky to have nothing worse to put up with, and at one level that is true, but it is also important to be aware of what these things feel like to the people who have to experience them. Some typical quotations from recent reports received by our committee can serve as illustrations.

"It's interesting we can tell the students are returning, we now notice a flow of students I can only think returning to and from the new Keynes complex. Last night... we were woken at 1.20 and once more at 3.20. Not by students creating excessive noise returning home but by only small groups talking loudly ! ! I had to start work here today at just after 6.00 as I'm 5

meeting a client early, we have a project here that needs to be complete asap. I do feel terrible, I'm not retired and cannot turn over and catch up on my sleep but do have to work."

"Woken at 2.30 by a group shouting their way down the road, the main theme of their communication was, as usual, ". Followed by more shouting groups, two of which kindly stopped to have a shout at each other outside my window. I looked out and saw the AKON car at the top of the road. But they didn't seem to be aware of this group yelling at the bottom. So I opened the window and shouted at the groups to 'KINDLY MOVE ON. WE ARE TRYING TO SLEEP'. Which they did, still shouting, though some members could be heard 'SHHH'ing the others. I saw the AKON car drive slowly past them further up the road but it did not stop. Not in the best of moods this morning. I started work at 8.30 a.m. yesterday, leaving Canterbury before 7.30 a.m. I finished work at 8.30 p.m. arriving back in Canterbury just before 10.00 p.m. As I was unable to get back to sleep after this disturbance that means I have had approx 3 hrs sleep. And I am now getting ready to leave again (7.30). I am probably a danger to other road users and I don't think much high quality work will get done today (which will impact on others)."

"We wondered if the street wardens would be patrolling soon. The current level of noise and antisocial behaviour we experience throughout the night, caused by apparently drunken, ignorant students, is completely unacceptable."

" ...I saw several groups of students making their way towards the University. Two girls were heard to shout loudly to two boys who were ahead of them 'Guys we are just going to take a '. The reply from the boys was 'So are we'. The two girls walked onto the grass roundabout and squatted down. I pointed out to them that this was not an appropriate place, and received the reply 'If you can see our don't look'."

"The last few weeks in Salisbury Road have been a misery due to noise and nuisance and even vandalism by passing late night revellers."

The experience of SMRARA members is replicated across Canterbury. The local press reported on a student party in October of this year in Whitstable Road, the noise from which could be heard as far away as our own area:

Audio recordings of a noisy student party provide an insight into the sleepless nights experienced by residents, neighbours say. The late-night bash in a tiny terraced house in Whitstable Road, Canterbury, went on until 3.30am, with screams and shouts echoing along the street throughout the night. [One resident said:] "There was a terrible racket going on and it was impossible to get to sleep. I think it finished around 3.30am and I just couldn't believe the level of noise. I even tried to put headphones in but I could still hear it going on." Unable to sleep, a neighbour who was shocked by the level of noise began recording the disturbance on her phone and sent it to the Kentish Gazette. The two-minute clip – recorded from a bedroom window shortly after midnight – reveals the extent of the din, with constant shouting and swearing. The woman, who wished to remain anonymous, said: "Every year at freshers' week we live in dread of the students who will be our new neighbours."<sup>2</sup>

2 <http://www.kentononline.co.uk/canterbury/news/listen-sleep-deprived-neighbours-record-noisy-44074/>

The most extreme example of such occurrences took place in our own area in June. 6

A teenager has been arrested following a triple stabbing linked to a house party in Canterbury. A 19-year-old man was rushed to hospital in a critical condition after the attacks in Salisbury Road last week. He remains in a London hospital and his wounds are not thought to be life-threatening... The party took place at a shared student house and is said to have been heavily advertised on Facebook, attracting a number of gatecrashers from London. Officers with powerful searchlights and dogs flooded the area between 1am and 4am. There were also reports of as many as 15 police cars and vans in Salisbury Road and the surrounding streets and cul-de-sacs... [One resident] said: "It went on for a few hours with police cars zooming up and down the road. There were blue lights flashing constantly. It really was like something out of Hawaii Five-0."<sup>3</sup>

3 <http://www.kentononline.co.uk/canterbury/news/teenager-fights-for-life-after-38766/>

It might be said that this last incident was a one-off, but it demonstrates what can happen when students use digital social media to publicise house parties which they cannot control.

We now have a considerable body of evidence to demonstrate the level of anti-social behaviour in our own area. For several years, we have encouraged residents to report anti-social behaviour to us, as well as to the police. We have forwarded these reports regularly to the University of Kent. A summary of the reports sent in the academic years 2013/14 and 2014/15 is attached as Appendix A. In Term 1 of 2013-14 over 40 instances of anti-social behaviour were reported directly to us. A similar number was reported in Term 1 2014-15. We have heard indirectly of others which were not reported and which we have not included.

In addition, some residents keep logs of disturbance. A log of one resident's disturbed nights over a two-year period 2010-2011 was included in SMRARA's submission to the Council's HMOs Best Value Review in 2012, and is attached as Appendix B.

Further, our own survey, undertaken as research relevant to the University of Kent's proposal to build student accommodation on Chaucer Fields, demonstrated conclusively that anti-social behaviour, noise and disturbance is a major concern of residents in our area. This too was included in SMRARA's submission to the HMOs Best Value Review in 2012, and is attached as Appendix C. Finally, the council's own survey for the Best Value Review, when analysed correctly, demonstrated that residents in areas with high concentrations of student HMOs experience disproportionate amounts of noise, disturbance and anti-social behaviour (see Appendix D).

We are at last finding ways to tackle these problems in cooperation with the University of Kent, thanks to the work which has been done by the Director and staff of the University's Student Services section including two successive Community Liaison Officers. The promising recent developments include the following:

The University of Kent's student regulations now empower it to take action against students who engage in anti-social behaviour, or behaviour which adversely affects the University's local community and/or attracts adverse publicity.

We now have a working system for regular reporting of problems, especially night-time disturbance and vandalism, to the University's Community Liaison Officer. The Community Liaison Officer can and does, when appropriate, refer individual cases to one of the Masters for disciplinary action when students are judged to have breached university regulations.

As a product of cooperation between our and other residents' associations, both the main universities, Canterbury City Council and Kent Police, a night-time Street Marshals Scheme has been introduced in the current academic year. The Marshals patrol in key locations,

including St Michael's Road, three nights a week. They have no disciplinary powers, but can act as a calming influence as well as enhancing student safety (including protecting them from themselves). The University of Kent has made arrangements with Stagecoach for an all-night bus service between the city centre and the campus, which we think has reduced the night-time flow of foot traffic through residential streets.

We have seen some positive results. There has been some decrease in the amount of night-time disturbance. Noise from house parties fell off significantly in the second half of the academic year 2014/15, and the night-time noise from passing foot-traffic in St Michael's Road, though by no means eliminated, has been less in the current term compared with last year. These improvements are to be welcomed, and need to be built on. There are, however, definite limits to what they can achieve.

The system of reporting can lead to action only when students can be individually identified, for instance if the problems were created by students living at an identifiable address. This could be the case if a student party at a particular house has kept neighbours awake or spilled over into neighbouring properties, but there is then the further problem that the University's records are not always accurate and they sometimes do not have the names of students at that address. There is also the built-in limitation that any action can be taken only after the event. We need much more effective publicising of the disciplinary consequences of such behaviour to make it a more effective deterrent.

The Street Marshals are making a real difference, but they cannot be everywhere at once. This term we have experienced improvements in St Michael's Road, but residents in Salisbury Road have reported that night-time noise there has been worse than ever. If it is to be effective the scheme needs to be extended, and this will inevitably require increased funding.

We therefore put forward the following proposals:

*Proposal 2: The Street Marshals scheme should be extended to more roads and given the increased funding which will be needed to make it more effective.*

*Proposal 3: The universities should enforce rigorously the requirement that students living off-campus must register their addresses.*

*Proposal 4: The universities should publicise more effectively the importance of responsible behaviour, and the disciplinary consequences of anti-social behaviour.*

Another growing problem is the increasing number of cars brought to Canterbury by students. This adds to the already chronic congestion on Canterbury streets, and to the shortage of parking, which is exacerbated by fact that landlords frequently convert garages into additional rooms. Up to six unrelated adults at one property can mean as many as six cars parked on or around the property. Some landlords advertise off-street AND on-street parking as attractions of their properties. In recent years we have become aware of much more on-street parking by students living in our area, and by students driving towards campus from elsewhere who park in the local streets instead of in campus car parks. The University of Kent claims that it 'discourages' students from bringing cars to Canterbury, but if the only discouragement is limiting the parking space for them on campus, this can only add to the problems in the local area.

To tackle this problem we suggest: 8

*Proposal 5: The universities should make it a breach of university regulations to bring cars to Canterbury unless for special reasons.*

*Proposal 6: Canterbury City Council should consult with local residents about whether to extend the residents' parking scheme.*

There is no reason to regard Proposal 5 as asking the Universities to do what would be ultra vires. The University of Cambridge, for instance, has for a very long time had a regulation that undergraduates are not allowed to keep or use a car within ten miles of the city centre unless they have a special University Motor Licence.<sup>4</sup>

4 <http://www.proctors.cam.ac.uk/motor-proctor>

There are other problems which could be described as 'social' impacts, but are equally classifiable under other headings, and we shall return to them in the following sections.

## CULTURAL IMPACTS

The change in the social composition of areas such as ours has led also to a qualitative change in the nature of the community – in short, a loss of community cohesion. The majority of the houses in our area were built for young families. Children grew up together, they attended the same schools, and this brought parents into contact with one another. Most local residents knew their neighbours, they were in a position to exchange news and information and help one another out. Most student residents, from no fault of their own, are transitory. They are usually here for one year, or two at the most, and they rarely get to know their neighbours.

The cumulative impact of these changes is the growing sense of isolation experienced by many residents. Permanent residents often find themselves in the minority in roads in our area. Their neighbours change annually; these neighbours are generally very young and share few interests in common with the older residents; they are often most active at night so that residents see little activity in the daytime. And in the vacations the HMOs are empty for weeks at a time. Elderly local residents in particular feel increasingly isolated and vulnerable, and it is disorientating for them to have constantly changing neighbours. Networks of community support are eroded, and if elderly residents' only neighbours are students it becomes increasingly difficult for them to get help and support when it is needed. (See Appendix E for the distribution of HMOs in our area in 2012. The number of HMOs has increased further since then.)

We note that in the SMRARA area and in the wider St Stephen's area the majority of students are young undergraduates. Formerly the area was host to a number of graduate students and their families who were quickly assimilated into local schools, playgroups, music groups, sports clubs and the like. The problem is therefore not 'students' per se, but the high concentration of inexperienced and often immature young people living temporarily in an area. Needless to say, the imbalance in the demography of the area has now resulted in the loss of nearly all the diverse clubs and groups, particularly those involving children. Those that remain report a constant battle for survival with decreasing numbers of members. This should be of major concern to CCC as it reflects badly on the vibrancy of the area as an attractive place to live, let alone the possibilities for social interaction among its residents.

We in SMRARA have worked hard to try to strengthen the community in these new circumstances. Each year in September we distribute a Welcome Booklet to all residents, whether students or long-term residents, with information, advice, and requests for neighbourly consideration and respect. 9

We visit all student houses at the beginning of each academic year. We encourage long-term residents and student residents to introduce themselves to one another, and we invite students to join our association. We think that this helps, but there are firm limits to what we can achieve. Hardly any students have joined SMRARA, and it has to be said that very few students have reciprocated our attempts to make contact.

To some extent the lack of interaction between two very different social groups is inevitable, but we believe that the University and Kent Union could do more to encourage students to make themselves part of the local community. We hear a lot about student volunteering and the contribution this makes to the local community, but we are not aware of any cases in which student volunteers have made any positive contribution to the community in which they live. In our own case we have organised litter-picks in the area in conjunction with Kent Union, but these have been supported by a very small number of students, usually overseas students, and never students actually living in the area. The benefits of student volunteering are, in any case, overestimated when compared with the damage done to communities. As a councillor recently pointed out in a Council meeting, the total hours of student volunteering break down to very few per student and they are mostly seasonal (term time only). It is at least arguable that a more diverse community would produce the same numbers of hours of volunteering over a wider range of causes and extending year round rather than in term time only.

We suggest therefore that if student volunteering is to be encouraged, more of it needs to be targeted on promoting local community cohesion. We have discussed with representatives of the University of Kent a proposal to create a role for Student Community Champions, as has been done in at least one other university city. We should like this proposal to be revived, as a form of volunteering which would be focused specifically on the community in which students live. Student Community Champions could have a dual role:

Offering help to local residents, e.g. shopping for the elderly;

Promoting responsible behaviour by fellow-students living in the area, e.g. helping them with refuse collections.

*Proposal 7: The universities and student unions should set up schemes to encourage student volunteers to act as Student Community Champions, promoting better and more cooperative relations between student residents and long-term residents.*

A precondition for the success of any such exercise is that the changes in the social composition of areas such as ours should not continue unrestrained. Hence the importance of the Article 4 Direction which will limit further conversions of family houses to HMOs. The Canterbury District Local Plan rightly addresses the need for balanced communities (sections 2.71-2.76). The greater the imbalance between the student population and local residents, the more difficult it is to promote and preserve cooperation and community cohesion. In our area there are still enough local residents for our residents' association to be viable. In at least one neighbouring area the number of long-term residents has declined to the point where a once-active residents' association has collapsed. Every effort must be made to ensure that the A4D is effectively implemented. We return to this point below.

## **PHYSICAL IMPACTS**

The growth in the number of HMOs also leads to a decline in the physical appearance of the area, and we have certainly experienced this. Gardens, including front gardens which affect the appearance of the street, are neglected and become unsightly. Too many of the houses themselves

are not properly maintained, with peeling paint and dirty and broken windows. Some landlords have an impeccable record, some are grossly irresponsible, and most fall in between.

The unsightly physical appearance of many HMOs is exacerbated by problems with refuse collection. Too many students either fail to understand the arrangements for refuse collection and recycling, or make no serious attempt to follow them. Far too often they put out rubbish in black sacks which Serco will not collect. Far too often they fail to sort the recyclable materials correctly, with the result that Serco workers refuse to empty the recycling bins. A significant number of students frequently forget to put the bins out at all, and even more frequently they fail to take them back in when they have been emptied. The result is overflowing bins, uncollected bags ripped open by foxes and spilling food waste into the street creating a health hazard, and empty bins left out for several days and posing a temptation to vandalism by late-night revellers.

The end-of-term clear-up is a particular problem. Students who leave Canterbury the day after collection day often leave out huge piles of plastic sacks which will remain in place until the next collection date, a week later. Plastic sacks are easily accessed by vermin. The result is a huge and unsightly mess, unhygienic and depressing for neighbours who have to live alongside it.

The on-going problems with refuse collection have led to an increase in reports of rat infestation in our area. Residents living next to student houses additionally report refuse lying in back gardens attracting rats which then are able to enter residents' houses. Council records of such infestations are likely to be inaccurate since residents are reluctant to draw attention to the problems and attempt to deal with it themselves. However, it does add to the feeling of resentment in the community and the feeling that the council 'doesn't care about residents'.

SMRARA members do their best to tackle these problems. We explain to our student neighbours how and when to put out the refuse bins for collection. If they get it wrong, we explain again, we offer them the purple sacks which SERCO will accept, and sometimes, if patience fails, we put their bins out for them and sort their rubbish. We do this especially at the end of each academic year, when massive piles of rubbish would simply be left uncollected unless we took action. We also, in some cases, help to maintain students' front gardens, for instance by cutting the grass for them. We pick up litter, including the cans, bottles and polystyrene food containers frequently deposited by students passing through the area at night-time, as well as the additional litter created by the slip-shod activity of some Serco workers who let items fall from bins and fail to pick them up.

We cannot deal with this alone. We acknowledge the work done by Council officers to educate student residents about the refuse collection arrangements, but this is not enough. Some landlords also play their part, sending reminders to their tenants to put their bins out each week. As we have said, some landlords are also exemplary in maintaining their properties. However, much more must be done by landlords to accept their responsibilities. We need a clear code of conduct for landlords and their agents. This should address not only their responsibilities for the physical upkeep and appearance of their properties, but other matters too. We suggest that such a code of conduct, either voluntary or compulsory, should include clear undertakings to:

Provide students with a welcome pack which gives them all the information they need, including a full explanation of refuse collection arrangements;

Visit their properties regularly, at least monthly, to ensure that they are in good order;

Display their contact details on the front of each property so that any problems can be reported to them;

Ensure that all their houses are provided with the appropriate refuse collection bins;

Provide all houses with a supply of purple Serco refuse sacks;

Ascertain, for each of their properties, the day of the week on which refuse bins will be emptied, and remind their tenants regularly to put out their bins on those days;

Advise their tenants, at the end of each term, that all refuse accumulated during the term should be put out for collection on the last collection date before they leave;

Maintain gardens, especially front gardens, throughout the year, not just once a year;

Respond immediately to any problems or complaints from either student tenants or their neighbours;

Make clear to student tenants their responsibilities to be good neighbours and show respect for other residents, and take action if they fail to do so.

The Homestamp scheme has failed to provide the necessary regulation and oversight, partly because it has no teeth and partly because too few landlords and agents participate in it. We therefore strongly recommend:

*Proposal 8: The Council should look again at compulsory Additional Licensing for all HMOs.*

The council has maintained that it has neither the manpower nor the funding to operate a mandatory licensing system. However, the relatively small charge made to landlords would pay for the system and the posts to operate it, as currently happens in Oxford. We suggest rather that it is the political will that has been lacking in Canterbury. It is, as it happens, possible that the requisite political will may be forthcoming from higher up, as the government is now consulting on whether to extend the scope of Mandatory HMO Licensing to smaller HMOs. We hope that this will go ahead. If it does not, we urge Canterbury City Council to make a serious attempt to introduce it locally.

If there really are insuperable objections to Additional Licensing (and we do not believe that there are), then:

*Proposal 9: All landlords and letting agents should be asked to sign up to a voluntary code of conduct as above, which would be backed by residents' associations, the universities, and Canterbury City Council.*

We suggest that there is also more that Canterbury City Council working with Serco could do to help with the refuse collection problems. Improved arrangements could include the following:

The purple sacks could be made more easily and freely available;

Landfill refuse could be collected when it is left out in large sacks even if they are not the regulation purple sacks;

Serco workers could be asked to be less fastidious about the collection of recyclable items, even if these are not properly sorted, or are 'contaminated' by plastic bags or plastic wrapping;

All student houses could be provided with separate red-lidded bins for paper and cardboard, which tend to be generated in large quantities;

Serco workers could be reminded to make sure that any items falling from bins which are being emptied are picked up and taken away;

Additional collections could be provided at the end of the academic year, taking away everything rather than leaving certain items uncollected.

*Proposal 10: Canterbury City Council and Serco should review refuse collection arrangements to make them more effective in areas with large numbers of student houses.*

One other physical impact of concentrations of student HMOs needs to be mentioned: the proliferation of 'To Let' and 'Let By' signs outside student rented properties. There are so many of 12

these that whole streets can sometimes be blighted by them. They are unsightly in themselves and they add to the general appearance of a run-down and neglected neighbourhood. The 'To Let' signs go up earlier every year, and the 'Let By' signs which eventually replace them often stay in place for the whole of the summer. In an age when all such advertising and all such transactions can be done on-line, they are completely unnecessary, but landlords and agencies persist with them for fear of the competition. Other councils which experience the same problem have looked at ways of tackling it. In January 2015, for instance, Newcastle City Council, after consulting local residents and landlords, introduced a Regulation 7 Direction removing deemed planning consent for letting boards in certain areas of the city.<sup>5</sup> Other councils which have made similar use of Regulation 7 powers include Hastings, Leeds, Brighton & Hove, Loughborough, Westminster, Kensington & Chelsea, Hammersmith & Fulham, Nottingham, and Preston.

5 <http://www.newcastle.gov.uk/planning-and-buildings/planning-policy/let-boards-controls>  
We therefore recommend:

*Proposal 11: Canterbury City Council should take action to restrict the displaying of 'To Let' and 'Let By' signs outside properties in areas where there are high concentrations of HMOs.*

#### **ECONOMIC IMPACTS**

The concentration of HMOs, which in Canterbury are almost always student houses, has had not only the social and cultural impacts described above but also a major economic impact. It has greatly reduced the amount of family housing in Canterbury. It has also pushed up house prices generally, and the combined effect of these two factors has been greatly to reduce also the availability of affordable housing. One irony is that although the universities provide employment for local people, many employees either cannot find or cannot afford housing in Canterbury.

Canterbury City Council has approved an Article 4 Direction aimed at tackling these problems by requiring planning permission for any further conversions of houses to HMOs, and by introducing the policy that permission will normally be refused in areas where more than 10% of properties are already HMOs. We strongly welcome this, which at last provides an instrument for tackling the problem. It will not solve the social and cultural problems, but it will at least provide a way of trying to preserve balanced communities which can tackle the problems themselves. It will not solve the economic problems either, but it is a start.

One danger is the problem of enforcement. Clearly the Council does not have reliable data on the location of existing HMOs. Data for Council Tax exemptions are unreliable and incomplete. The paper *Progress since the 2006 review* gives the figure, based on Council Tax data, of 10,543 students housed in student dwellings in the Canterbury district. When added to the 7,166 students said to be occupying bed-spaces in university accommodation, it falls well short of the figure of 31,464 students said to be registered at the universities in Canterbury, even allowing for the fact that some of the students are mature students living in their own homes. This is another very strong reason for introducing Additional Licensing. The council needs to have accurate records of how many HMOs are in Canterbury, together with their locations and details of ownership/management. This would give the Council credibility when discussing community impact with the universities and save it the embarrassment incurred in discussions of the Local Plan, when wildly different figures were floated for the number of HMOs in Canterbury and the impact of these figures on the need for new-build family housing.

Proposal 3 above is also relevant here. If the Universities were more rigorous in requiring students to register their off-campus addresses, they would have reliable records which, without any need to 13

breach Data Protection regulations, would generate much-needed data about the numbers and locations of student HMOs.

The introduction of the Article 4 Direction also raises other questions about enforcement:

How will the Council planning department publicise effectively the requirement to apply for planning permission for further conversions to HMOs?

How will planning officers know of landlords who are intending to convert houses to HMOs, if the landlords themselves choose not to apply?

How will planning officers know the existing proportion of HMOs in locations where permission is applied for, given the unreliability of the data?

How will the ‘exemption clause’, permitting further conversions in locations where the existing proportion is already exceptionally high, be implemented, and how can it be ensured that this clause does not undermine the overall policy?

How will planning officers know when owners convert properties to HMOs without the requisite permission, and what action will be taken against them?

In many cases local residents will themselves have the information which planning officers are likely to need in order to deal with these difficulties. We hope that Council officers will make full use of this local knowledge. We therefore recommend:

*Proposal 12: Council officers should cooperate closely with residents’ associations to facilitate the rigorous and effective implementation of the Article 4 Direction concerning HMOs.*

Even if this is done, all that the A4D can do by itself is hold the line. It will not reverse the decline in the housing situation. Implementation of the A4D therefore needs to be coupled with additional measures:

*Proposal 13: Canterbury City Council should investigate and implement ways of bringing existing HMOs back into use as family housing.*

It is possible that other local councils with similar problems may have attempted this, and if so, information should be sought from them. Other possibilities worth considering might include one or more of the following:

If Additional Licensing were to be introduced, this could specify conditions in which a licence could be revoked or could expire.

Canterbury City Council should enforce effectively the ruling that if an HMO is rented to non-HMO tenants for a specified period it will lose its HMO status. (Implementation of this will require registration of all HMOs in order to identify cases where this happens.)

CCC could encourage landlords to house tenants other than students. This would not reduce the overall number of HMOs, but it could help to reduce the concentrations of student HMOs in particular areas.

CCC could buy HMOs from landlords and offer them for sale to other buyers, possibly making use of the government’s ‘Right to Buy’ scheme.

The universities themselves also have a vital role to play in helping to redress the housing imbalance. The 2006 Student Impact Review recommended: “As a minimum the higher education institutions should aim to accommodate 50% of non-local full-time students who would otherwise be likely to 14

seek rented accommodation in the city.” Action by the universities has fallen a long way short even of this minimum. As the progress report indicates, the 7,166 bed-spaces available in university accommodation are enough to accommodate only 28% of full-time students, and reaching even the 50% minimum would require an additional 5,755. As the report adds, even this number would not be sufficient if student intakes continue to grow.

Serious attempts to reach the target of 50% are now essential in order to reverse the loss of family housing and affordable housing, to reverse the disastrous demographic changes, and to reverse the damage to community cohesion. The universities must plan and undertake a programme of new construction on their own estate in order to aim at this target. In the case of the University of Kent any new building of student accommodation must be on the central campus, not on peripheral areas such as the southern slopes; building on the latter would simply worsen the problems by bringing student accommodation and its attendant problems right into the local community.

*Proposal 14: The universities should undertake a programme of building more on-campus student accommodation in order to implement the target of accommodating 50% of non-local full-time students.*

If this target cannot be reached with existing student numbers, then student intakes should be reduced.

A recent development has been an increase in the construction of private purpose-built student accommodation in Canterbury. This may have a role to play, but firm steps must be taken to prevent such developments from themselves having significant negative impacts. In particular, if such accommodation is not under the control of the universities, there must be effective management to control potential physical and behavioural impacts on the local community. The conditions listed in policy HD7 in the publication draft of Canterbury District Local Plan should be strictly adhered to.

*Proposal 15: Canterbury City Council should encourage private provision of purpose-built student accommodation provided it does not replace existing family housing, and provided there are the necessary management arrangements to prevent any adverse impacts on the local community.*

One final comment under the heading of ‘Economic Impact’. It has been suggested that increases in student numbers have a positive economic impact as purchasing by students generates increasing activity in the retail and service sectors. To suggest this would be to forget that fewer students would not mean fewer people living in Canterbury. Rather, it would mean that the areas with large concentrations of students would instead be inhabited by families, professional people and other non-student residents, and this would be likely to generate a more balanced pattern of spending, over a wider range of goods and services, and over the whole of the year.

## **CONCLUSION**

We repeat what we said at the beginning about being perceived as negative. We do not wish to be negative, but we think it essential to be honest and open about the facts. The obvious benefits of having universities in Canterbury must not be allowed to obscure the separate question of the negative impacts of greatly increased student numbers. We have no wish to promote a negatively stereotyped image of students, and we repeat that the responsibility for the problems is shared by everyone and by all the relevant institutions. We are encouraged by recent developments – by improved cooperation from the universities, and by Council actions including the setting up of this review. But much more needs to be done. We hope that our proposals, and others which will come

out of the review, will be addressed seriously and with a sense of urgency. We conclude by listing our proposals.

*Proposal 1: Canterbury City Council and the universities should adopt policies to avoid any further increases in student numbers in Canterbury.*

*Proposal 2: The Street Marshals scheme should be extended to more roads and given the increased funding which will be needed to make it more effective.*

*Proposal 3: The universities should enforce rigorously the requirement that students living off-campus must register their addresses.*

*Proposal 4: The universities should publicise more effectively the importance of responsible behaviour, and the disciplinary consequences of anti-social behaviour.*

*Proposal 5: The universities should make it a breach of university regulations to bring cars to Canterbury unless for special reasons.*

*Proposal 6: Canterbury City Council should consult with local residents about whether to extend the residents' parking scheme.*

*Proposal 7: The universities and student unions should set up schemes to encourage student volunteers to act as Student Community Champions, promoting better and more cooperative relations between student residents and long-term residents.*

*Proposal 8: The Council should look again at compulsory Additional Licensing for all HMOs.*

*Proposal 9: All landlords and letting agents should be asked to sign up to a voluntary code of conduct as above, which would be backed by residents' associations, the universities, and Canterbury City Council.*

*Proposal 10: Canterbury City Council and Serco should review refuse collection arrangements to make them more effective in areas with large numbers of student houses.*

*Proposal 11: Canterbury City Council should take action to restrict the displaying of 'To Let' and 'Let By' signs outside properties in areas where there are high concentrations of HMOs.*

*Proposal 12: Council officers should cooperate closely with residents' associations to facilitate the rigorous and effective implementation of the Article 4 Direction concerning HMOs.*

*Proposal 13: Canterbury City Council should investigate and implement ways of bringing existing HMOs back into use as family housing.*

*Proposal 14: The universities should undertake a programme of building more on-campus student accommodation in order to implement the target of accommodating 50% of non-local full-time students.*

*Proposal 15: Canterbury City Council should encourage private provision of purpose-built student accommodation provided it does not replace existing family housing, and provided there are the necessary management arrangements to prevent any adverse impacts on the local community.* 16

**Canterbury City Council: Student Impact Review 2015**

**SUBMISSION FROM ST MICHAEL'S ROAD AREA RESIDENTS' ASSOCIATION**

**APPENDICES**

**Appendix A: Summary of reports of anti-social behaviour sent to University of Kent from St Michael's Road Area Residents Association**

**2013/14**

**Saturday 7 September 2013**

Residents in St Michael's Road woken in the night by two inebriated groups of students.

**Saturday 14 September**

Residents woken at around 12.00, 2.00 am and 3.00 am. More groups than the previous week, and more inebriated. Two students had a long argument in the street at high volume.

**Saturday 21 September**

Early evening: three male students seen pushing a stolen shopping trolley towards the University. At 10.30pm a group of about 6 male students making their way from the University towards the city centre, shouting and screaming. Two of them jumped on the top of a parked car, denting the roof.

**Thursday 26 September**

Resident in St Michael's Place woken at 2.30 am by persistent shouting from Salisbury Road and from a party in St Michael's Place.

Residents in St Michael's Road kept awake by noise from the street between midnight and at least 3.00 am, from speeding cars (in a short cul-de-sac) and shouting and screaming (including one student shouting "...by mid week I'll have topped 100 units....").

Report by a local resident on litter: "It is an ongoing and disgusting problem that affects us all. Only yesterday, my partner and I cleared two bag loads of bottles, food wraps, paper handkerchiefs, etc., from Dover Down Meadow and the bottom end of the Eliot pathway, only to find that by this morning far more than we had removed had returned."

An ironic comment from a resident in Durnford Close: "I'm wondering if somebody could explain why I've been woken up each morning between 12.30 and 4.10 since last Friday by young people screaming and shouting to each other. Mostly, I would say, they sounded drunk.. so odd!"

**Saturday 5 October**

Fairly constant stream of groups passing through St Michael's Road from midnight onwards – little attempt to keep their voices down – shouting and squealing.

**Week ending 5 October**

Resident in St Michael's Place woken a number of times by noise from a house in Salisbury Road which backs onto hers. In the end she had to go round to speak to them in the middle of the night.

**Friday 11 October**

Several large groups in St Michael's Road after 2.00 am shouting, singing, chanting, squealing etc. , heading towards town.

A very noisy party with a lot of shouting in a house in St Michael's Place.

Rowdy party in Beaconsfield Road, with smokers and drinkers outside in the back garden shouting and screaming. 12.15 a.m. local resident visited and requested calmly that the party continue inside. Host agreed, but aggressive girl said that he was trespassing. Shouting, screaming continued till approx 2.30 a.m. when there was a prolonged burst of banging as some party goers were locked out of the house.

**Friday 18 / Saturday 19 October**

Resident in St Michael's Road woken 3 times between 10.30 and 4.00 am. Continuous stream of groups, some trying to be quiet but others shouting, singing, squealing. All increasing in volume from 2.00 onwards.

**Saturday 19 / Sunday 20 October**

Residents in St Michael's Road reported large numbers of students on the move all night in both directions – no chance of sleep – fireworks and shouting, a car with stereo blazing, a taxi waiting with engine running – music, doors slamming.

**Friday 25th/ Saturday 26th October**

Local residents kept awake by continuous loud noise from student house in St Michael's Place, so loud as to make sleep impossible for neighbours. The noise was still continuing at 2.20 am.

**Report sent 28 October**

Several local residents frequently disturbed since July by noise from a student house in Salisbury Road. Frequent loud noise not only from the house but from the garden, at all hours of the night. In previous week there was a large and noisy party.

**Wednesday 30th / Thursday 31st October**

Noisy night in St Michael's Road. Just after 2.00, several loud groups shouting their way back home. More night-time noise from the same house in Salisbury Road as was reported on 28 October.

**Thursday 31st October/Friday 1st November**

A very noisy Halloween party in St Michael's Road. Guests constantly going into the street to phone their friends, urging them very loudly to come and join the party, every time the door was opened thumping music reverberated through the street, followed by the slamming of the door. Activities such as a game of kicking a pumpkin against a wheelie-bin, and the frequent crashing of glass bottles being thrown into the wheelie bin, made it impossible for local residents to sleep. Still continuing at 1.00 am.

**Saturday 2nd/ Sunday 3rd November**

A "screaming party", which kept residents awake until gone 2.00 am, at the same house in Salisbury Road as was reported on 28 October and 31 October.

**Tuesday 5th / Wednesday 6th November**

Very noisy fireworks party in Salisbury Road, with lots of screaming and shouting. Neighbours kept awake. The fireworks continued until gone midnight, and the shouting continued until about 1.30.

Residents in St Michael's Road were woken just before 2am by five male students coming down the road from the University direction, laughing and shouting very loudly. Refuse bins moved around from house to house on the front drives. A recycling bin containing a lot of glass bottles was tipped over, spilling the contents on to the pavement and some broken glass into the road. Loud cheering.

**Monday 11th November** Very rowdy gathering of a dozen students at 9.20 pm at the bottom of St Michael's Road, some drunk. Jumping on garden walls, gates, brick posts, window sills and flower beds.

**Friday 15th / Saturday 16th November**

Resident in St Michael's Road woken by doorbell at 12.30-ish. After that continual groups, getting louder after 2.00ish. Some horseplay in the road and peals of laughter.

Another resident in St Michael's Road woken just after 4.00 am by loud voices, shouting etc. Saw three students, one of whom ran over the top of a black Mini parked outside, denting the bonnet and roof. Loud laughing.

**Saturday 16th November early morning**

Residents in Ringwood Close woken at 4.08 am by loud voices and then by a wheelie bin being knocked into the road. At around 7 am one of the residents went out and discovered boxes, boots and a small rubbish bin on the bonnet of his car.

**Saturday 16th November**

Resident walking up St Michael's Road at 10.30 pm encountered a group of students, around 20 or more, trying to make as much noise as possible, singing and shouting.

**Monday 18th November**

At 21.00 residents in Lyndhurst Close heard raucous shouting from the Eliot pathway, continuing towards Salisbury Road, from a group of eight or more students, all of them the worse for drink. A few minutes later this was repeated from a group of 15 to 20 students. Residents attempted to speak to them but were ignored. At 21.15 there was more loud shouting from Eliot pathway, from a group of about 8 to 10 male students. From their clothing it was apparent that all were from the same student club.

**Friday 22nd / Saturday 23rd November**

One resident in St Michael's Road woken at about 1.55 am by a group of two or three male students coming down the road singing loudly, then shouting 'HERE COME THE' at full volume as they passed. The same resident was woken again at 3.30 am by an individual dragging a wheelie bin up the road and depositing it on the pavement outside a student house.

Another resident in St Michael's Road also woken up twice. the first time at around 2 am, then again at approximately 5 am, by a lone female student walking up St Michael's Road in the direction of the University, shouting at the top of her voice 'Tom ... Tom...' every few seconds. The shouting continued all the way up the road and beyond, and she could be heard for almost 5 minutes until she was too far away.

**Saturday 23rd / Sunday 24th November**

A resident in St Michael's Road woken just after 2.00 am by a passing student ringing the doorbell. The noise from other passing groups after 2.00 made it difficult to get back to sleep. 19

Another resident in St Michael's Road had their sleep constantly interrupted until about 3.30 am by a party further along the road. Groups smoking and drinking outside the front door and talking in loud voices as they did so, making it impossible for immediate neighbours to sleep. At 2.38 am more noise as a result of glass bottles being thrown into the wheelie bin, and this was repeated at 2.43 am. From 2.55 am a succession of taxis arriving and guests departing, saying goodbye very loudly. Resident in Durnford Close woken at around 4.20 am by a group of students chanting and singing as loudly as possible on their way home.

#### **Saturday 7th/ Sunday 8th December**

Another very noisy night at Salisbury Road from the same house as reported on 28th October, 31st October and 3rd November – see above. The party was in full swing at 1.15 am and could be heard some distance away in neighbouring streets, when one local resident went to complain but could not get an answer as the noise was so loud. The resident returned 15 minutes later, and this time succeeded in speaking to two of the student tenants. However, the noise continued undiminished. This resident returned at around 3.00 am and this time met with another student who said he was only visiting and there was nothing he could do. The noise continued at the same high level. Another resident reported being woken at 3.00 am and trying to get back to sleep, but still being kept awake by the noise at 4.00 am.

#### **6th/7th/8th December**

Noise and disturbance from students passing through St Michael's Road on both the night of Friday 6th/ Saturday 7th and the night of Saturday 7th/ Sunday 8th, from 2.00 am onwards. A particularly noisy group at about 2.30 am on the Sunday morning – squealing, shouting and roaring.

#### **Wednesday 11th December**

Residents in Beaconsfield Road found a group of students at about 10.45 pm making a sustained attempt to snap their fence post and flatten the fence, and apparently finding the whole thing hilarious.

#### **Saturday 14th December**

Resident in St Michael's Road woken just after 2.10 am by a group of four students having a raucous game of football with a plastic bottle, kicking it from one to another along the length of the road and shouting all the time. Resident then unable to get back to sleep for almost another hour as continually aware of several groups passing through with raised voices and the occasional shouts.

#### **Saturday 14th/ Sunday 15th December**

A very noisy party in Salisbury Road, with loud shouting and screaming. Kept neighbours awake beyond 2 am.

#### **Friday 20th December**

A car parked in Durnford Close was jumped on, badly denting the bonnet, and the windscreen was kicked in.

NO FURTHER INCIDENTS REPORTED DURING CHRISTMAS VACATION

#### **Saturday 18 / Sunday 19 January 2014**

A lot of noise from a party in Salisbury Road, still continuing at 00.45 am. 20

**Wednesday 22nd/ Thursday 23rd January** Police called to a student house in Bramshaw Road at around 11pm because of the noise and loud music.

On the night of Wednesday 22nd January four male students were in the back garden of the same house in Salisbury Road as was reported on 28th October, 31st October, 3rd November, and 7th December, shouting and disturbing neighbours in Durnford Close.

At approx. 3.05 am on Thursday 23rd January a resident in St Michael's Road was woken by a loud crash, which turned out to be a wheelie bin being knocked over. Saw two students kicking a Red Bull car parked in the road and trying to push the large advertising can off the top of the car. Residents of three houses in Forty Acres Road also reported the next morning that wheelie bins had been knocked over all the way along Forty Acres Road to St Dunstan's at around 3.20/3.30am.

**Thursday 23rd January** At 11 pm a resident in St Michael's Road heard very loud voices outside his house, saw four students outside, one of whom then shouted 'Watch this' and jumped into the shrubs in the garden.

**Friday 24th/ Saturday 25th January**

Further problems at the same house in Bramshaw Road as on 22nd January: at around 11pm one of the students inside the house threw a vacuum cleaner through the front glass window into the garden. The Police were again called.

At 2.00 a.m. a resident in St Michael's Road, near the corner with Beaconsfield Road, was woken by shouting from a girl in the alley between St Michael's Road and Salisbury Road.

**Saturday 25th/ Sunday 26th January** A resident in St Michael's Road woken at 3 am by loud shouting and very loud music. Saw some of the young men jumping from the garage roof of the student house onto the driveway. The students then went inside, but noise continued from inside the house. Another resident in St Michael's Road also reported being woken at about 2.30 am by male voices shouting and chanting further up the road, continuing for about 45 minutes, probably the same incident.

**Wednesday 29th/ Thursday 30th January** Three residents in St Michael's Road woken just after 3am by three male students going onto the drives of neighbouring houses and knocking over wheelie bins. They also removed a 'To Let' sign, and one of them climbed onto a workman's van parked in the sideway of a house.

**Friday 7th February** At 10.30 pm a large group of about 30-40 students came running down St Michael's Road from the University direction, shouting and swearing very loudly, drinking from cans, running onto the driveways of the houses and banging on people's doors and windows. One resident described it as "sounding like a riot". Another resident reported the same incident, as did a third resident, not in St Michael's Road, who could hear the noise from some distance away.

**Saturday 15th/ Sunday 16th February**

Resident in St Michael's Road woken at about 3.15 a.m. by 3 male students shouting and loudly clapping whilst going down St Michael's Road from the University direction. This was followed by other groups going past, with loud voices, until 4am. 21

Students at a student house in St Michael's Place were creating a lot of noise well after midnight, with the bass from their music extremely loud and about 15 people congregating outside the property.

**Wednesday 19th/ Thursday 20th February**

Residents living on the corner of Salisbury Road and Durnford Close woken at 3.30 am by a car being driven very noisily up and down Durnford Close many times.

Residents in St Michael's Road woken by the usual Wednesday night loud voices passing through from the University direction between 1.15 and 3.00 am, one particularly loud group of male voices singing obscene Rugby songs. Another resident also woken again at 5.00 am by a group returning to local houses, discussing at high volume which house to stay at, with loud voices chanting and clapping and someone blowing a piercingly loud party squeaker. There was also the usual Wednesday-night noise of wheelie bins crashing and being overturned.

**Saturday 22nd/ Sunday 23rd February**

Resident in St Michael's Road woken at 2.30 am by a very noisy crowd of female revellers, followed by several slightly less loud mixed groups passing through.

**Monday 24th February**

A group of about 12-15 students came down St Michael's Road from the University towards Beaconsfield Road at around 10.10 pm, singing, shouting, swearing, drinking and throwing empty cans around. They removed a To Let sign from the garden of one house and carried it across the road to plant it in the earth in a skip in the garden of a house opposite. One student was seen standing on top of the skip.

**Friday 7th/ Saturday 8th March**

Noisy groups going along St Michael's Road in both directions from 10.00 pm onwards. A particularly noisy one at 4.30 a.m., which woke residents and was heading towards the University, with chanting, singing and clapping in the manner of a football crowd.

**Friday 14th/ Saturday 15th March**

Lots of groups passing along St Michael's Road through the night, most of them reasonably quiet apart from a group of screeching girls at about 4.15 a.m.

**Saturday 15th/ Sunday 16th March**

Residents in St Michael's Road woken at 3.15 a.m. by a group of four male students shouting their way up the road.

**Wednesday 19th/ Thursday 20th March**

Residents in St Michael's Road woken at 2.30 am by a group of girls shouting as loudly as they could, followed by a male group marginally less loud, both heading towards the University.

**Wednesday 26th March**

At 9.25 pm a group of about ten male students went up St Michael's Road towards the University, shouting extremely loudly. One resident heard one of them jump onto the bonnet of a car parked in the road. Another resident a little further up the road heard them banging on cars, including the Red Bull car regularly parked there. 22

**Friday 11th/ Saturday 12th April**

A very noisy party in St Michael's Road, which disturbed many residents and kept them awake for much of the night. One resident went to speak to them at 11.45 pm, asked them to turn the music down and move indoors, was told that if he had any concerns he should take the matter up with the University the next day. Party continued and became bigger and louder, increasing numbers arriving in taxis, various attempts by several residents to contact the police – one at 12.20, another at 12.40, another at 1.00 am, and again at 1.10 and 1.25 after several male students were seen urinating in the road and another was seen being sick over the side gate of a neighbouring house. By this time there were students all over the road, arguing and shouting and kicking cans, other passing groups shouting obscenities at them. A police van arrived at 1.37, police closed the party down, and were there until just after two. There appeared to have been somewhere between 60 and 100 people at the party.

**Thursday 22nd/ Friday 23rd May**

Resident in St Michael's Place woken at 1.25 am by loud screaming and shouting from a party at Salisbury Road. After lying awake for an hour, resident went to the house and spoke to the people in the garden, and asked them to go inside and keep any noise inside the house. Noise stopped.

**Saturday 24th/ Sunday 25th May**

Noisy in St Michael's Road between 2.15 and 3.15 am, several groups coming through from University direction. A particularly loud group at around 2.30, waving flags and shouting "COME ME NOW" at high volume, running into and across front gardens. Followed by various mixed groups, including a group standing in the middle of the road chanting.

**Friday 30th/ Saturday 31st May**

Resident in St Michael's Road woken at about 1.30 am by a piercing scream. Then several noisy groups shouting and chanting. A particularly noisy group of about eight male students on the roundabout at around 2.45 am.

**Saturday 31st May/ Sunday 1st June**

Resident in St Michael's Road disturbed around 12.30 am by loud music coming from a party somewhere. Traced it to a house in Ringwood Close, a large party in the back garden with the patio doors open and music booming out from the house. Asked them to move the party indoors and close the patio doors, which they eventually did.

Later that night the usual succession of groups passing through between 2.00 and 3.00 am, the number greater than usual, a lot of cans and bottles lying around the streets the next morning.

**Wednesday 4th/ Thursday 5th June**

Resident in St Michael's Road woken at 2.30 am by male voices chanting at high volume, followed by various groups passing through.

**Thursday 5th/ Friday 6th June**

Various groups shouting in St Michael's Road in the early hours, then at 4.00 a.m. a lone male voice heard from some distance away yelling, followed shortly afterwards by a female voice, equally loud, shouting "DAN..DAN..." at regular intervals.

**Friday 6th/ Saturday 7th/ Sunday 8th June**

Residents kept awake by noise from a student house in St Michael's Place on Friday night and Saturday morning, continuing until 4.00 a.m. The following night again a lot of noise from the same house at about 3.00 a.m. on the Sunday morning. 23

**Monday 9th/ Tuesday 10th June**

A great deal of noise in St Michael's Road. A lot of groups passing through, inebriated, shouting loudly, between 2.30 and 3.30 a.m., including a group of girls clapping and shouting at around 2.30. Residents at one house woken when their doorbell was rung at 3.15. A group of students established themselves on the roundabout in St Michael's Road. At 3.50 one resident went to investigate and saw four students, who quickly disappeared into a student house in the road.

**Wednesday 11th/ Thursday 12th June**

Group of 6 male students drinking, shouting and swearing while proceeding up St Michael's Road towards the University. Kicked over a green wheelie bin full of garden waste.

At about 2.30 a.m. another resident in St Michael's Road woken by a group making their way along the road returning from the University, shouting loudly, mostly ". Followed by more shouting groups. Two groups lingered at that point in the road and continued shouting.

Another resident in St Michael's Road heard shouting and the sound of a bottle being smashed against the garden wall.

**Friday 13th June**

During the afternoon, loud music coming from the same house in Salisbury Road as on 28th October, 31st October, 3rd November, 7th December and 22nd January. At about 2 pm, two residents independently went to ask them to turn the noise down. Response was "We have only had three parties all year and we have warned the neighbours". Noise still continuing at 11 pm.

**2014/15****SATURDAY 13 SEPTEMBER**

Very noisy party in Salisbury Road, loud music, raucous singing and swearing, continued until 11.30 pm when neighbour asked them to turn the music down and go indoors.

Students in Shaftesbury Road held a barbecue in the garden which went on all evening. Particularly bad from 9 pm, continued beyond 11 pm, making it difficult for neighbours to sleep.

**SATURDAY 20 SEPTEMBER**

Two parties at two student houses close to one another, one in St Michael's Road and the other on corner of St Michael's Place. The noise from the two, combined, was very loud, and very intrusive for neighbours.

**TUESDAY 23 SEPTEMBER**

Loud party in Beaconsfield Road began at about 10 pm, could be heard in St Michael's Road. Noise subsided at 11.30 after resident in St Michael's Road called at the house, began again after midnight, with very loud additional male voices, continued until 2.40 am.

**WEDNESDAY 24 – THURSDAY 25 SEPTEMBER**

Residents in St Michael's Road woken at 2.20 am by several loud groups passing through, shouting and singing – continued until 3.00 am. 24

Loud party in Brockenhurst Close, students spilling out into the road. Neighbour went to speak to them some time after 2.00 am and asked them to move indoors. Noise continued. At 2.30 they were again asked to go indoors. Quiet after that apart from the noisy goodbyes which were intermittent until around 4.00.

#### **FRIDAY 26 – SATURDAY 27 SEPTEMBER**

Residents in St Michael's Road woken several times. At 1.40 am, two very drunk male students rolling around on the pavement and crashing into wheelie bins. Several noisy groups before and after 3.00 am, including one particularly noisy group just after 3.00. One of the groups also did a lot of damage to the shrubs in one of the gardens.

Salisbury Road equally noisy with loud groups going to and from the campus. One particularly noisy group at about 2.30, lingering for a long time, shouting and screaming.

#### **SATURDAY 27 – SUNDAY 28 SEPTEMBER**

Extremely large and noisy party in Salisbury Road, about 100 people, a lot of coming and going, loud chanting from very drunk students. Police informed but said that they could do nothing. Continued after midnight and well into the small hours.

Residents in St Michael's Road were woken periodically from 1.00 am onwards. Two students were heard knocking a wing mirror off a car, laughing loudly and running off.

Party in St Michael's Road, music very loud, a lot of loud shouting from students in the back garden and inside the house. Noise subsided at 12.30 am after resident spoke to them.

Group of students at house in St Michael's Place talking, laughing and drinking in their garden and creating a lot of noise for the neighbours. Went indoors at about 11.40 after being asked twice.

A panel of the side fence of a house in St Michael's Place was removed during the night.

#### **FRIDAY 3 – SATURDAY 4 OCTOBER**

Neighbours woken at about 2.15 am by a group of about ten students arriving at a student house in Shaftesbury Road, noise then continuing until 4 am.

#### **SATURDAY 4 – SUNDAY 5 OCTOBER**

Residents in St Michael's Place were woken at 4.40 am by loud music coming from a student house opposite. One resident got dressed and went across to speak to them, was told "Well you don't have to get up in the morning, do you?"

Resident in St Michael's Road woken at about 12.30 am by group of four male students shouting at the tops of their voices. Woken again just before 4.00 am by a group of female voices loudly singing, laughing and shouting.

#### **SATURDAY 11 – SUNDAY 12 OCTOBER**

Students at a house in St Michael's Place had sent letters to neighbours saying that they would be having a party, promised to keep the noise down. Noise not excessive until 11 pm but then escalated as more people arrived. Front door left open, music very loud in the street outside, people drinking in the front garden. Neighbour visited the house twice after 12 to ask them to turn the music down. By 12.30 the numbers were about 40 to 50, some of them were running across the neighbouring gardens, bottles were smashed. When asked again to keep the noise down, some of them responded with obscene abuse. Continued until early hours of the morning. 25

Resident in St Michael's Road kept awake from 12.30 am by sequence of large groups of students heading from the campus into town, shouting, singing, shrieking and swearing.

**WEDNESDAY 15 – THURSDAY 16 OCTOBER**

Residents in Salisbury Road, near junction with Durnford Close, woken at 2.45 am by noisy students walking along the road, screaming and shouting loudly.

**FRIDAY 17 – SATURDAY 18 OCTOBER**

Residents in St Michael's Road woken by several noisy groups of students coming from the University between 2.30 and 4.00 am, many of them carrying cans and bottles and many of them in an inebriated state.

**SATURDAY 18 – SUNDAY 19 OCTOBER**

Residents kept awake all night by party at a student house in Shaftesbury Road. The students wrote to neighbours saying that they would be holding a party, promised that there would be minimal noise and no loud music. Party was very noisy, continued from 7 pm until 5 am. Loud music played until midnight, with all the windows open. At this point a neighbour went out to speak to them, found four male students in the road arguing loudly, and ushered them indoors. Music then stopped but noise from large number of people continued until 5 am.

Resident in St Michael's Road kept awake by loud shouting from around 2am. At around 2.30 he went to investigate, tracked it to Ringwood Close where there was a house party in full swing, back doors open and loud music emanating from rear of the property, lots of singing and chanting. He knocked twice, eventually someone came to the door, he asked them to turn the music down and close the doors, which they did.

**THURSDAY 23 OCTOBER**

Very loud music with a heavy bass coming from a student house in St Michael's Place. Neighbour asked him to turn it down, student replied that it was only 6 pm.

**WEDNESDAY 29 – THURSDAY 30 OCTOBER**

Group of 5-6 male students going along St Michael's Road at about 12.30 am, making a lot of noise, knocking over rubbish bins, one bin pulled out into the middle of the road and left there, creating a danger to traffic. In the morning, three rubbish bins still lying where they had been knocked over, and a pile of paper in the middle of the road from one of the bins.

**FRIDAY 31 OCTOBER – SATURDAY 1 NOVEMBER** A lot of noise in St Michael's Road between 12.30am and 4.00am, with loud shouting and screaming from groups passing through the area. Party at student house in Beaconsfield Road kept the neighbours awake into the early hours of the morning, a lot of noise coming from the back garden. At about 1.30 am one of the neighbours asked them to be quiet and move indoors, this was ignored and the noise continued unabated.

Neighbours disturbed at 2 am by students in the garden of a house in Salisbury Road talking so loudly that the noise could not be avoided despite using ear plugs and shutting all the windows.

**SATURDAY 1 NOVEMBER**

Loud music with booming bass coming from house in St Michael's Place just after 8.30 pm, neighbour went to complain and ask for it to be turned down, was told that it was not yet 11 pm. 26

**SATURDAY 1 – SUNDAY 2 NOVEMBER**

Very noisy party at house in Salisbury Road with relentless booming bass. Resident in next road, St Michael's Place, went to speak to them at 11.30, asked them to keep the noise inside the house. Throbbing bass was still continuing at 1.00 pm, recurrent shouting from the garden. Seemed to be getting quieter by 1.30.

**FRIDAY 7 – SATURDAY 8 NOVEMBER**

Party at house in Brockenhurst Close from 11 pm until after 4 am. Loud music, people in the street. Resident from the next street woken at 4 am, got up and went to the house and asked them to stop the noise. It stopped at about 4.30 am.

Resident in St Michael's Road woken at 2.10 am by several extremely inebriated groups heading towards town from the campus.

**TUESDAY 11 – WEDNESDAY 12 NOVEMBER**

Resident in St Michael's Road woken at 3.00 am by screaming and raised voices. When this persisted, she looked out the window and saw a male student pressing a girl up against the wall of one of the houses on the opposite side of the road. The male student was clearly very inebriated. The girl was trying to resist him, and then began saying "OK, OK, tomorrow..." They then moved unsteadily up the road, struggling as they went.

**THURSDAY 20 NOVEMBER**

Several noisy and inebriated groups passing through St Michael's Road between 3.00 and 4.00 am.

**FRIDAY 21 NOVEMBER:**

Same as above

**WEDNESDAY 26 - THURSDAY 27 NOVEMBER**

Resident in Salisbury Road woken at 2.00 am by a girl student outside a neighbouring house shouting and screaming. At 2.20 she started again, and the neighbour looked out and saw her shouting while hanging on to the 'To Let' sign outside the house, which eventually gave way and collapsed. At 5.00 am, flashing lights outside - was this an emergency vehicle (police, ambulance)?

**THURSDAY 27 – FRIDAY 28 NOVEMBER**

At 2.57 am, resident in St Michael's Road woken by three male students and one girl student shouting very loudly while walking along the road in the direction of the University. One male student seen in the road next to a car parked outside. At 3.05 am, three residents at separate addresses in St Michael's Road woken by a group of seven or eight male students heading towards University, very drunk, shouting and swearing, and kicking bins and lampposts. Rubbish bin outside one house kicked over, followed by loud cheering.

**SATURDAY 29 NOVEMBER**

Several noisy groups, shouting and chanting etc., in St Michael's Road from 1.45 am onwards

**FRIDAY 19 DECEMBER**

Group of eight male students chanting, clapping and shouting in St Michael's Road at 3.25 am, heading towards campus. Shortly after that, a car stopped in the road for some time, with an extremely loud sound system.

NO REPORTED INCIDENTS DURING CHRISTMAS VACATION 27

**WEDNESDAY 21 JANUARY 2015**

A lot of very loud shouting for a long time from about 10.15 pm onwards, from groups going up the path to the campus. Next morning a lot of broken glass found on the road in Lyndhurst Close, from cider bottles etc.

**SATURDAY 24 – SUNDAY 25 JANUARY**

A loud party at a student house in St Michael's Place, the same one as on 11/12 October, continuing until after 3.30 am. As on the previous occasion, the students spoke to neighbours beforehand and promised to take steps to keep the noise down and avoid disturbing them, but failed to keep their promise.

**MONDAY 26 – TUESDAY 27 JANUARY**

Quite a lot of noise from students passing through St Michael's Road between 12 and 1. At about 12.30 residents heard the sound of breaking glass, a male voice shouting "Run!", and footsteps running along the road in the direction of the campus. In the morning it was apparent that the glass panel in the lower half of the front door of a neighbouring student house had been smashed in.

**FRIDAY 30 – SATURDAY 31 JANUARY** Residents in St Michael's Road woken at around 2 am and kept awake until 3 am by noisy groups of students passing through the area, male and female voices shouting, screaming and swearing very loudly.

Also in early hours of Saturday morning, an elderly resident in St Michael's Road was kept awake between 2.00 and 3.30 am by the students next door, playing loud music and shouting, and by loud voices outside the house. Students at this address have also created problems by not putting their rubbish out for collection. Black sacks are now accumulating at the front of the house, and will be attracting vermin.

**FRIDAY 27 – SATURDAY 28 FEBRUARY**

Several groups heading back to town in the early hours, some shouting. One particularly noisy group at around 4.10 am which woke residents with high volume chanting.

**SATURDAY 28 FEBRUARY – SUNDAY 1 MARCH**

Resident in St Michael's Road woken around 2.50 am. Very inebriated group heading towards town chanting and singing. Some quieter ones following.

**SATURDAY 7 – SUNDAY 8 MARCH**

A party at a student house in Salisbury Road, started at 11.30 on Saturday night and continued until past 3.00 am on the Sunday morning. Music very loud, so loud that the walls of the next-door house were shaking. Back door was being slammed constantly. Male students on the front driveway who were drunk, arguing and swearing very loudly. Impossible for neighbours to sleep. The next morning it became apparent that the double-glazed door in the garage of the student house had been smashed. A garden seat, together with a plastic beer glass and some clothes pegs, had been thrown into the next-door back garden, and the garden seat had narrowly missed the conservatory.

**FRIDAY 13 – SATURDAY 14 MARCH**

Very noisy night in St Michael's Road, lots of groups of students passing through between midnight and 4.00 am, running up and down the length of the road, and shouting and arguing at full volume. At around 2.00 am, two or three male students made a great deal of noise pushing themselves up and down the top part of the road on wheeled computer chairs. 28

Extremely large party at 5 Ringwood Close, at same house as on 18/19 October, disco lights flashing and loud music coming from rear of property. For much of the night this merged with all the street noise going on, but at 3.50 am, when the other noise was beginning to die down, the lights were still flashing and loud singing and chanting were coming from the garden, so a resident went to investigate. The house was packed with people, between 30 and 60, including people on the front driveway, the front and back doors were open, and loud music was still coming from the house. When he eventually managed to locate one of the hosts, he asked her if she realised what time it was, and was told that yes, she did. Other students then joined in, and when he tried to explain that the University's guidelines asked students not to hold large house parties, he was told that they could not control the numbers, so at that point he gave up and left. Music and flashing lights eventually stopped about 4.45 am, loud voices of departing guests continued for some time. **FRIDAY**

#### **15 MAY**

A 3-foot plastic garden post with concrete base had been taken from a front garden in Brockenhurst Close during the night.

On afternoon of Friday 15th, music heard by neighbours coming from a barbecue at a student house in Salisbury Road, one where there had been a very large and noisy party in September. Noise on this occasion not as loud but began at about midday and still continuing after 6 pm. Neighbours texted the students to say that the noise had gone on for too long, noise stopped at about 7 pm.

#### **WEDNESDAY 20 – THURSDAY 21 MAY**

Around 10.40 pm, group of around 6/7 male students coming down St Michael's Road from the University direction. Loud noise, shouting ", one doing press ups in the middle of the road. One of them picked up a road sign and carried it off with him. Road signs, cones and a large plastic barrier then put on top of a white van parked in the road. One student had hold of another barrier (the one in the road), resident saw him about to add it to the others on top of the van so shouted at them loudly, they took off in the direction of Beaconsfield Road, leaving the barrier in the middle of the road.

#### **WEDNESDAY 27 MAY**

Around 11.20pm a group of male students passed along St Michael's Road in the direction of the University, kicking over wheelie bins as they went. Overturned at least three, still doing it as they passed the bollards into Salisbury Road. Also in St Michael's Road, residents woken at around 3.00 am by shrieking and inebriated shouting from several noisy groups, accompanied by more banging of wheelie bins.

#### **SATURDAY 30 – SUNDAY 31 MAY**

Noisy party at student house in St Michael's Place, mostly contained within the house, but quite a lot of shouting coming from the back garden at 11 pm. At midnight, next-door neighbour called out of the window and told them to go indoors. Thereafter, noise intermittent. At 2.45, party still going on, music loud enough to make the shared wall vibrate, but noise from the back garden had stopped.

#### **TUESDAY 2 – WEDNESDAY 3 JUNE**

Local residents kept awake by persistent noise from student house in Bramshaw Road. Residents living some distance away, round the corner in Salisbury Road, kept awake by loud screaming from 11 pm until the early hours of the morning. It was so loud that they thought that it must have been a few doors away until they went to investigate. 29

**SATURDAY 13 – SUNDAY 14 JUNE**

Extremely noisy party at student house in Salisbury Road. Shouting and screaming woke neighbours at 3am and continued until at least 4am, making it impossible for them to sleep. One of the neighbours went to the house to speak to them on Sunday mid-morning. After some time, two students eventually came to the door, and their response was that it didn't matter how much noise they had made because they had finished their studies at the University and would soon be leaving.

**WEDNESDAY 17 – THURSDAY 18 JUNE**

Party at a student house in Salisbury Road. Party had been advertised on Facebook, attracting gatecrashers from London. Police called shortly after 1.00 am after three people had been stabbed, one in a critical condition. Up to 15 police cars and vans in Salisbury Road and the surrounding streets and cul-de-sacs between 1 am and 4 am, with blue lights flashing constantly, powerful searchlights and dogs. 30

**Canterbury City Council: Student Impact Review 2015**  
**SUBMISSION FROM ST MICHAEL'S ROAD AREA RESIDENTS' ASSOCIATION**  
**Appendix B: A local resident's log of night-time disturbance 31**

## **Canterbury City Council: Student Impact Review 2015**

### **SUBMISSION FROM ST MICHAEL'S ROAD AREA RESIDENTS' ASSOCIATION (SMRARA)**

#### **Appendix C: Evidence submitted to Canterbury City Council's HMOs Best Value Review 2012**

In 2011, members of St Michael's Road Area Residents Association conducted a survey to determine the extent to which local residents were affected by night-time noise and disturbance. The exercise was prompted by the University of Kent's planning application for its proposed 'Chaucer Fields' development, which would have created additional accommodation for more than 700 students immediately adjacent to our neighbourhood.

#### *Methodology*

405 copies of the questionnaire were distributed in December 2011, and residents were asked to return them within two weeks. The questionnaires were delivered to properties in the streets close to the University's southern slopes and on or near the public footpath routes between the University and the city. Most of the streets were in the area covered by St Michael's Road Area Residents Association: St Michael's Road, St Michael's Place, Salisbury Road, Lyndhurst Close, Ringwood Close, Brockenhurst Close, Cranbourne Walk, Cadnam Close, Damerham Close, Durnford Close, Bramshaw Road, Verwood Close, and Beaconsfield Road. Some adjoining streets were also included: Harkness Drive, part of Whitstable Road, Forty Acres Road, Beverley Road, Hanover Place, and part of Mandeville Road. The target population for the survey was local people who were resident throughout the year. Questionnaire respondents were invited to provide additional comments if they wished to do so. They were also invited to provide examples of neighbours who had moved away from the area in response to the problems, and some instances are listed below.

#### *Results*

195 questionnaires were returned from the 405 distributed in the survey area. The high return rate of 48% reflects the strength of concern over noise and disturbance issues in the local area.

86% (168/195) of respondents were disturbed by noise and anti-social behaviour.

Of the 168 who reported such disturbance:

70% (117/168) were disturbed between the hours of 6 pm and midnight.

93% (156/168) were disturbed in the early hours between midnight and 6am.

62% (105/168) were disturbed once a week or more often.

75% (305/404) of the disturbance was due to loud voices i.e. loud conversation, shouting, screaming, arguing, singing, foul language and verbal abuse.

96% (161/168) of those residents disturbed by noise and anti-social behaviour lost sleep as a result.

47 respondents cited damage to property as a problem, and 116 respondents cited litter. 38

respondents cited a range of other disturbances, from breaking glass and car alarms set off to eggs being thrown at windows and damage to cars. 32

40% (67/168) of the disturbed residents surveyed were considering moving house because of noise and anti-social behaviour. 43% (72/168) of these disturbed residents knew of neighbours who had moved because of noise and disturbance. Collating these reports made it possible to list a minimum of 31 properties where the occupants had moved out because of noise and disturbance.

Residents were also asked about the effectiveness of the measures taken by the University of Kent, up to that date, to mitigate the problems. 63% (106/168) of the residents who said they had been disturbed by noise and anti-social behaviour were unaware of such mitigation measures. 74% (124/168) of those who had been disturbed did *not* think that these mitigation measures had reduced the noise and disturbance problem.

#### *Analysis*

A clear picture emerged of a very high level of disturbance to residents. Since the problem virtually ceased during University vacations, and started up again at the beginning of each University term, there could be no serious doubt that the problems were linked to the student population.

This evidence was included in the submission made by SMRARA in February 2012 to Canterbury City Council's HMOs Best Value Review.

#### *Local residents who had moved out due to noise and disturbance*

(as reported by neighbours in the survey)

8 Salisbury Road

48 Salisbury Road

Two neighbours of 52 Salisbury Road

94 Salisbury Road

96 Salisbury Road

118 Salisbury Road

120 Salisbury Road

124 Salisbury Road

130 Salisbury Road

1 Ringwood Close

9 Ringwood Close

11 Ringwood Close

3 Brockenhurst Close

Neighbour of 21 Forty Acres Road

Most of the neighbours of 16 Forty Acres Road

Neighbour of 33 Beverley Road

39 Hackington Place

40 Hackington Place

Neighbour of 7 Rushmead Close

55 Whitstable Road

71 Whitstable Road

33 Neighbour of 34 St Michael's Road

Several neighbours in Hackington Terrace

Lyndhurst Close

Several mentions of St. Michael's Place 34

**Canterbury City Council: Student Impact Review 2015**  
**SUBMISSION FROM ST MICHAEL'S ROAD AREA RESIDENTS' ASSOCIATION**  
**(SMRARA)**

**Appendix D: Canterbury City Council's survey for HMOs Best Value Review 2012**

In 2012, as part of Canterbury City Council's Best Value Review of Houses in Multiple Occupation, Council officers conducted a survey of residents in some areas of Canterbury in an attempt to determine whether HMOs tended to generate problems of noise, litter, unkempt properties and gardens, and anti-social behaviour. On the basis of their first analysis of the survey responses, officers initially suggested that "the majority of people think the issues listed are never a problem or not a very big problem."

Members of SMRARA undertook a further analysis of the survey data, which they then shared with Council officers.

They pointed to three features of the survey which were problematic:

1. The analysis ran together responses from all nine areas which had been surveyed, although these areas were very varied, ranging from areas with small numbers of HMOs to areas with high numbers of HMOs.
2. It did not distinguish between responses from local residents and responses from student tenants.
3. The responses were misleadingly classified. For each potential problem, respondents are asked to say whether it was:

Never a problem

Not a very big problem

A fairly big problem

A very big problem

Consequently, if something was only sometimes experienced a problem, or was seen as something which they would have to accept and tolerate, respondents would have been likely to say that it was 'not a very big problem'. However, a problem which is not 'very big' is still a problem, and if it had not been a problem, respondents would have said so.

SMRARA's own analysis compared responses from the five areas with high numbers of HMOs (above 20%) and responses from the four areas with low numbers of HMOs (below 20%). The responses were significantly different.

**Question 3:**

Do you ever experience any of the following problems in relation to housing in this area?

% replying 'Never a problem':	Low no. of HMOs	Difference
High no. of HMOs		
Noisy neighbours, e.g. loud music and parties	51.35%	73.53%
Litter and rubbish on the street	35.02%	50.30%
Unkempt properties and gardens	54.33%	75.56%
Anti-social behaviour	58.67%	66.37%

**A Further comment on Student Housing in Canterbury November 2015**  
**Submitted by Sue Langdown on behalf of St Stephen's Residents' Association**

This submission is made as an addition to that presented by Pauline Walters on behalf of St Stephen's Residents' Association. Pauline restricted her comments to the Hales Place Estate; by comparing three distinct parts of our Ward, I hope to show how unchecked studentification in an area can completely devastate a cohesive community, and identify the gradual 'creep' which brings about that change.

The first area, Hales Place Estate, as has been demonstrated must be seen as an area which has been effectively 'lost' to anything resembling a balanced community. As President of The Hales Place Community Centre Pauline Walters has been vainly trying to help those remaining private residents to form their own Resident's Association. Earlier this year the majority of houses on the estate were leafleted, with an invitation to a meeting in the Community Centre, and notices placed in local shops. Apart from supporters from SSRA and two local councillors, just eleven people turned up. Their response confirmed our impression that there really is little if anything left of the vibrant community that existed originally. The remaining residents are generally dispirited and most would move if they possibly could; consequently, it was the view of the meeting that it would not be possible to form a viable RA. Student residents were included in the invitation, but there was no response.

It's worth remembering that the Hales Estate was originally planned specifically for families and older people, living in small groups. Predominantly the houses are semi-detached or terraced three bed family houses grouped together to create small communities, most with reasonably sized gardens and garages. They, together with some low rise apartment blocks comprising one or two bedrooms were built to be affordable. The apartments were ideal for older people, particularly as they also provided a secure entry system (most of which are now regularly broken or propped open) To complete the overall picture of a well planned and balanced estate, there was a good mix of more expensive detached houses and social housing as well the community centre.

St Stephen's Primary school, built around the same time, catered not just for the Hales Estate but for the whole of St Stephens, meaning that children mainly walked to school, and there was little need for parents to drive. Now that so few children remain on the estate, the school accepts pupils from a very wide area, including Wincheap, Broad Oak and the villages, most of whom are driven to school. The result is often total gridlock outside the school, (a narrow tree lined road with grass verges) as well as the surrounding roads. This results in frequent examples of thoughtless, often illegal parking, not to mention outbursts of bad temper, verging on 'road rage'. With infrequent enforcement, many parents voice the opinion that it is worth risking a fine just to get a parking space! In the three months from September, just nine penalty Charge Notices were issued.

The second area is to be found mainly (but not exclusively) concentrated on The Terrace, The Crescent, and St Stephens Hill and surrounding roads. This area does not have the same problems as the first area. The reason for this is not simply that there are fewer student lets in this area – there are in fact surprisingly more houses let to students than one would suppose! The reason is that so far, the numbers are still significantly fewer than the permanent resident population. In the main the student lets here are well spaced, which avoids the problems associated with a concentration of student lettings. The houses in this area are larger and mostly detached, and therefore until recently have not generally been as attractive to student landlords being more expensive. However we have seen a recent change favouring converting larger family houses to accommodate higher numbers per property. This brings in its wake other problems. More students means more rubbish, and we do see an increase in overloaded bins and a greater number of extra bags left out, which of course

Serco will not take. On-street parking has increased exponentially, however overall our student neighbours fit in with the ambience and expectations of the area.

The third area in St Stephen's can be identified as the St Michael's Rd area, St Stephen's Rd, and many of the smaller roads and closes leading off. The experience of this area is precariously poised between that of the other two. Here may be found enough student houses to be a continual concern, but with the area struggling to retain something like a real community.

I suspect that our experience mirrors that to be found in other Wards in Canterbury. We have supported the Article 4 Direction as we see it as the only way of safeguarding future areas from being dominated by student lets. If there was some way of reclaiming the affordable houses on the Hales Estate, currently lost to Canterbury families, that would be hugely welcomed, and such a move would substantially ease the current housing crisis.

Sue Langdown  
St Stephen's Residents' Association

## **Student Impact Review 2016**

### **Submission by the Wincheap Society**

(Contact Pat Marsh, email patmarshis@gmail.com)

#### **Introduction**

The Wincheap Society is well aware that Canterbury's universities play a significant and positive role in our local economy and make the city in many ways a vibrant place to live.

Nevertheless, the huge increase in the number of students over the last decade has caused considerable negative impacts, which we list below under the headings: Social, Cultural, Physical and Economic.

We conclude with some constructive recommendations on how these negative impacts could be mitigated and hope these will be seriously considered and adopted by the Student Impact Review 2016.

#### **Social Impact**

Last year members of the Wincheap Society were shocked to read the following statistics about Canterbury at [www.Luminocity3d.org](http://www.Luminocity3d.org) (University College, London):

- i. **our city has the second highest amount of private rented accommodation in the UK** (exceeded only by Folkestone, a town with a very different profile);
- ii. **Canterbury has the lowest rate of owner occupation in the UK** (43.4%); and
- iii. **the lowest birth rate in the UK.** It is also among the three towns/cities having the lowest number of households with dependent children.

As the rise in Houses in Multiple Occupation (HMOs) has happened gradually over the last twenty years, long-term residents had been sitting in their different areas of the city unaware that matters had become quite so dire until these statistics came out. Well over 80% of the houses in Wincheap ward are now HMOs, mainly let to students from Canterbury Christ Church University (CCCU).

Other university cities like Oxford have a cap on the number of students who can live in privately rented accommodation in the town. Several now have mandatory registration and inspection of HMOs. A number have an Article 4 Direction in force. **Canterbury has none of these things and has consequently become the worst affected university city in the country.** The balance between residents and students has got seriously out of kilter and it is clear that we are well on the way to becoming a city for students, tourists and older people.

We understand our primary schools are now not filled from the local catchment areas but need children brought in from some distance away. Without young families, our communities suffer a serious imbalance leading to many residents feeling isolated and alienated in their own homes.

The Student Impact Scrutiny Review of 2006 stated in Recommendation 13: ***As a minimum, the higher education institutions should aim to accommodate 50% of non-local full-time students who would otherwise be likely to seek rented accommodation in the city.*** (Paragraph 8.42)

CCCU has no database of the number of their students and households living in HMOs in the city, which means they are unable to calculate what proportion of non-local full-time students are involved. As students are required to provide the University with their addresses, we would urge the setting-up of a reliable database which could provide this information. Unless an account is kept of

how many students are in rented accommodation in the city, the University cannot hope to comply with this recommendation, one which is vital for the health of our communities.

**We would urge CCCU to provide more accommodation for second- and third-year students to free up HMOs for families.** We were hoping that the former HM Prison would be used for this purpose but have been disappointed to learn that estate plans have no provision for student accommodation.

The appointment of a Community Liaison Manager at CCCU has been a very welcome development in helping residents feel that the University is listening to us and trying to ameliorate the situation. Its participation in the Street Marshals Scheme has also meant a welcome decrease in night-time disturbance from students going home in the early hours after a night out.

### **Cultural Impact**

Students are transient residents, often away at weekends and going to their family homes for the vacations. They have no reason to become invested in the local community. One of the results of this is that three Wincheap public houses have now closed down, severely reducing the opportunities for residents to mix and get to know each other.

Students have a different lifestyle from working and retired people. This is particularly evident in their nocturnal habits of staying up until the early hours, socialising, playing music and often partying. For neighbours who have to get up early in the morning to go to work, being kept awake by this anti-social behaviour causes total misery. One young family who lived on Martyrs Field Rd had a succession of sleepless nights causing debilitating health problems and had to find another property not long after moving in.

There have also been cases in the Wincheap area of residents suffering intimidation from students returning home in the early hours after a night out. One young female lecturer from the University of Kent was woken at 1.30am by revellers singing and cavorting in the street outside. One of them shouted: "If you turn on your light, you're looking for a fight." She was understandably very upset by this threat made when she was alone at home. She found it impossible to go back to sleep after this incident.

A further problem with student HMOs consists of the fact that the residents may each have a car. This clearly puts severe pressure on parking spaces on the narrow streets of terraced houses in our area.

### **Physical Impact**

Student residents often leave their bins on the streets instead of returning them to the back of the house and appear content to see litter dropped on the pavements. This results in genuine unhappiness for permanent residents, who comment that they feel their local area has been turned into a 'slum', or a 'dump'.

This effect is heightened by the To Let and Let By signs which often remain on HMOs for months and are sometimes never removed.

Although there are many responsible landlords who regularly maintain and refurbish their properties, some properties are allowed to degenerate and become eyesores. We would refer the Student Community Working Group to the following Recommendation (30) in the Student Impact Scrutiny Review 2006: *In the event of the (Home Stamp student landlords' voluntary accreditation) scheme failing to attract sufficient landlords or otherwise not achieving its objectives, an additional licensing scheme should be considered. (Paragraph 11.23)*

We contacted Kate Ogilvie, Home Stamp Coordinator earlier this year to ask how many student landlords are involved in the scheme and what proportion of the properties available that represents. She replied:

*Home Stamp is a voluntary scheme so by no means accounts for all student landlords and agents in Canterbury. Since the start of the current accreditation year we have advertised around 1,300 properties so far – the current accreditation year started on Oct 1<sup>st</sup> '14 and ends Sept 30<sup>th</sup> '15, so we are roughly half way through the year. The number of landlords and agents is around 80, however this changes daily as landlords can join any time throughout the accreditation year. Unfortunately, I can't offer you a statistic on the percentage we represent as this is very difficult to ascertain. There isn't a current database of all student landlords in Canterbury to my knowledge since the Government legislation for licencing properties changed in 2006.*

**We believe there should definitely be a current database of all student landlords in Canterbury.** Canterbury City Council (CCC) state that this is Home Stamp's responsibility and Home Stamp state it is the Council's. The only records CCC keep have been those on which central government have paid tenants' council tax (therefore they are students). However, this record is always at least three years out of date and does not account for 'ghost' HMOs, where a landlord continues to pay council tax, effectively pretending he is still resident in the property. It appears that CCC seriously underestimates the number of student HMOs in the city.

**In the opinion of many Canterbury RAs, including Wincheap Society, Home Stamp is definitely failing to attract sufficient landlords or to achieve its objectives (as we anticipated when the idea of a VOLUNTARY scheme was first mooted). Indeed there is evidence that rival groups of landlords, unaccountable to anyone, are forming to market each other's properties.**

The Luminocity statistics quoted above show 17,100 households in Canterbury in 2011, 31% privately rented. That works out at 5,301 households. This would mean that less than 25% of rented accommodation was registered with Home Stamp when we made our enquiries. We would imagine that has not changed significantly in the new academic year.

We believe there should be a **mandatory registration scheme for all HMOs in the Canterbury District.** Not only permanent residents but also students and their parents would be much happier if there were licensing and inspection of HMOs.

#### **Economic Impact**

We are all aware that the reason young families do not buy houses in the Wincheap area any more is that they are always outbid by investors who want to convert a house to an HMO. The price of houses has quadrupled in twenty years. The many terraced houses in the ward used to be ideal starter homes for young people but are now out of reach for the vast majority. The demand for Buy To Let properties, especially student HMOs, has meant that prices are out of all realistic proportion.

The fact that students do not pay council tax and have subsidised bus fares must also increase the costs of council services for other residents. If the number of students goes on growing, this effect will be augmented.

#### **Conclusions**

In view of these negative impacts on our area and the city as a whole, we make the following recommendations to the Student Impact Review which we hope will be found constructive and useful:

1. Canterbury City Council should investigate and implement ways of bringing existing HMOs back into use as family housing.
2. Council officers should cooperate closely with residents' associations to facilitate the rigorous and effective implementation of the Article 4 Direction concerning HMOs when it comes into force at the end of February 2016 to ensure properties continue as family homes.
3. The universities should avoid any further increases in student numbers in Canterbury.
4. The universities should rigorously enforce the requirement that students living in privately rented accommodation must register their addresses.
5. The universities should set up a reliable database of the number of students living in privately rented accommodation and ensure that they are no more than 50% of non-local full-time students.
6. The universities should undertake a programme of building more student accommodation in order to implement the target of accommodating 50% of non-local full-time students in all years of study.
7. The universities should publicise more effectively the importance of responsible behaviour, and the disciplinary consequences of anti-social behaviour.
8. The universities should make it a breach of university regulations to bring cars to Canterbury except for special reasons.
9. Canterbury City Council should consult with local residents about whether to extend the residents' parking scheme.
10. The Council should introduce mandatory licensing for all HMOs.
11. Canterbury City Council should take action to restrict the displaying of To Let and Let By signs outside properties in areas where there are high concentrations of HMOs.

# Students' Unions Submission to the Higher and Further Education in Canterbury Review

## Appendix 9





Introduction	4
Social Theme	6
Physical Theme	9
Economic Theme	13
Recommendations	14
Summary	15

# Introduction

It is with great pleasure and pride that as four students' unions we have taken part in Canterbury City Council's Higher and Further Education in Canterbury Review this year, a decade since its predecessor took place in 2006.

Canterbury is a wonderful city – we are extremely lucky to live in a culturally rich and eclectic community that is at the heart of Kent. The presence of educational institutions and their students undoubtedly have played a part in its development and this must be recognised. But we also need to stop labelling people by their occupation, accept that someone's behaviour is endemic of them as a person and not that label, and stop what seems to be a debate on who is more deserving of the local area and what it has to offer.

It is no surprise that as Presidents of students' unions we passionately believe in the power of education in society; how it can enrich lives and opportunities for young people and often provide new and second chances for others. We also recognise that as higher education has rapidly expanded over the last 20 years this has had an impact on communities; much of it for good and some of it providing challenges for all involved.

Students have felt the brunt of this including increasingly becoming targets of high rents and a lack of local graduate job prospects locally.

We think it is vital that we recognise the importance of our further education college and the opportunities that it provides to people of all ages in the district.

Throughout this review we have ensured we have done a lot of listening. We have listened to residents associations, planning experts, local councillors, local businesses and of course our own members. Now is the time when we respond.

In this submission we have cooperated to directly answer some of the questions that have been posed as part of the review, to respond to some of the untested and untrue assumptions about students, which are often negative, and have disappointingly featured as part of the review process. We have structured our review into the three 'theme' groups identified. Although we will not directly cover everything that has been discussed as part of this submission as we are confident the evidence and data will paint an accurate picture of Canterbury as a great student-rich city, we will look at some of the important topics and have put together a list of recommendations that we believe could have a positive impact for the City.

We hope Canterbury City Council will take ownership of these recommendations, and put them in the final review report to enact.

**Charlotte Butler, President, Canterbury College Students' Union**

**Ellie Webb, Canterbury Campus President, University for the Creative Arts Students' Union**

**Krum Tashev, President, Christ Church Students' Union**

**Tammy Naidoo, President, Kent Union**



# What does it cost to be a student?

	<b>Average expenditure</b>	
	<b>Inside London</b>	<b>Outside London</b>
	£	£
<b>Course Costs:</b>		
Tuition fees <sup>1</sup>	8,425	8,425
Books, equipment etc <sup>2</sup>	626	477
Travel <sup>3</sup>	648	402
<b>Sub-total:</b>	<b>9,699</b>	<b>9,304</b>
<b>Living Costs:</b>		
Rent <sup>4</sup>	6,511	5,124
Food <sup>5</sup>	2,009	2,007
Household goods <sup>6</sup>	407	373
Insurance <sup>7</sup>	65	42
Personal Items <sup>8</sup>	2,289	1,969
Travel <sup>9</sup>	1,580	1,751
Leisure <sup>10</sup>	1,024	1,222
<b>Sub-total:</b>	<b>13,885</b>	<b>12,488</b>
<b>TOTAL</b>	<b>23,584</b>	<b>21,792</b>
<b>POTENTIAL INCOME</b>	<b>8,425 + 907 + 6,196 15,528</b>	<b>8,425 + 907 + 4,394 13,726</b>
Tuition fee loan plus maintenance grant plus loan for living costs (figures for loan for living costs for 39 week period – excludes amount for long vacation)		
<b>SHORTFALL</b>	<b>8,056</b>	<b>8,066</b>

<sup>1</sup>Average fee charged by English higher education students in 2014/15 after fee waivers, Office for Fair Access.

<sup>2</sup>Based on data from BIS, 2011/12, Student Income and Expenditure Survey.

<sup>3</sup>Includes costs for books, IT and other equipment required for course. Figure uprated in with the Retail Price Index (2.7% February 2014, Office for National Statistics).

<sup>4</sup>Based on data from BIS, 2011/12, Student Income and Expenditure Survey. Includes travel to and from institution, and field trips. Figure uprated in with the Retail Price Index (2.7% February 2014, Office for National Statistics).

<sup>5</sup>Based on data from NUS, 2012, Accommodation Costs Survey 2012/13. Overall average rent across institutional and privately-provided halls accommodation – outside London figure is all-UK average. Prices include utilities bills such as water and energy. Figure uprated in with the Retail Price Index (2.7 per cent February 2014, Office for National Statistics).

<sup>6</sup>Based on data from BIS, 2011/12, Student Income and Expenditure Survey. This includes food and non-alcoholic drinks consumed at home and elsewhere. Figure uprated in with the Retail Price Index (2.7 per cent February 2014, Office for National Statistics).

<sup>7</sup>Based on data from BIS, 2011/12, Student Income and Expenditure Survey. This figure includes cleaning materials, laundry, white goods, consumer durables and household items over £50. Figure uprated in with the Retail Price Index (2.7 per cent February 2014, Office for National Statistics).

<sup>8</sup>Figures based on Endsleigh student contents insurance premiums for 2012. Assumes sum insured is £3,000, for a student living in the private rented sector.

<sup>9</sup>Based on data from BIS, 2011/12, Student Income and Expenditure Survey. This figure includes clothing, mobile phone bills, CD and DVD purchases, medical expenses, toiletries, tobacco and other small personal items. Figure uprated in with the Retail Price Index (2.7 per cent February 2014, Office for National Statistics)

<sup>10</sup>Based on data from BIS, 2011/12, Student Income and Expenditure Survey. This figure included other travel and holidays but not travel to and from university. Figure uprated in with the Retail Price Index (2.7 per cent February 2014, Office for National Statistics).

<sup>10</sup>Based on data from BIS, 2011/12, Student Income and Expenditure Survey. This figure includes hobbies, sports, and cultural activities as well as alcohol consumption. Figure uprated in with the Retail Price Index (2.7 per cent February 2014, Office for National Statistics).



Students can be of all ages, from aged four to 84, and learning is now a lifelong pursuit that does not necessarily have a beginning and end in the first quarter of life as it once did.

Canterbury is not unique in this, but it is quite a small city with a larger than average population of 16-24 year olds in further and higher education, often living in the City or commuting into it which has an impact upon the social scene of our heritage City.

This is to be celebrated, as it is by many, bringing vibrancy and diversity to the City and the wider district, however, we recognise that the often transient nature of some higher education students in particular does present unique challenges.

## Unity in the community, & between communities

We know that when people feel part of a community they're more likely to take care of it and students are, of course, no exception. Canterbury has been a city of pilgrimage for nearly 1,000 years, prior to the universities and college this was for religion, but the city has diversified and pilgrimage is now driven by education and tourism in addition to religion. Many of our members choose to live in Canterbury, love living here and we want to do more to bring together all sections of the City.

Much of the discussion as part of the Review and the Conference in February has been about 'community' and a 'balanced community'. We believe that there is simply not one community in Canterbury and that there are in fact countless communities based around locality, sport, work, study, schools, interest clubs etc. The list is endless, and many of these communities comprise of students and non-students. Data presented at the Conference showed that the ward with the most student residents in Canterbury, St. Stephens, still only had 20% of houses as student

HMO's and 31% of its population as students. Northgate - 19%, Westgate - 16%, Barton - 13% and Wincheap - 9%. To us, this represents a minority of the overall population of these areas and so can be considered balanced communities.

In order to feel part of any community you need to feel like you have a voice within it. We believe that voter registration is causing huge problems for young people and particularly students. The introduction of Individual Electoral Registration in 2014 saw the removal of students living in halls being automatically registered and that has provided a big challenge for getting students on campuses registered. Similarly, the removal of National Insurance Cards in 2011 has meant that students no longer have an easy way to access their NI number required to register. This is undoubtedly having an impact as data reports claimed there has been a 13% drop in voter registration in Canterbury this year[4].

We think the Council needs to address this and look at ways to get students registered – and we've got some ideas. We've seen some great examples around the country such as in Sheffield where the council have worked with the universities and colleges to include electoral registration in their enrolment process. Similarly councils such as Lincoln have piloted models



to enable students to register with their unique student number instead of their NI number.

There are many more ways we believe we can better integrate students into the community. The process of being part of this Review has brought the four students' unions together to work more closely and we have found that fruitful in itself. We want to continue this so will start a Students' Union Community Partnership Group that will enable us to discuss issues affecting all our members and engage with matters of local policy. This will hopefully also improve our relationships with the Council and local community.

## Our Recommendations

Canterbury City Council should address the issue of voter registration for students by trialling new and innovative schemes with universities, colleges and students' unions.

Canterbury College Students' Union, UCA Students' Union, Christ Church Students' Union and Kent Union should form a Students' Union Community Partnership Group meeting regularly to discuss and identify community issues that can be worked on together.

Residents associations in student-rich areas should consider adding a dedicated student representative position to their committee to improve communication and community relations.

## Testing Times

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The localism agenda introduced by the Coalition Government in 2010 has had an impact on several areas of social policy, one of these being health. Abolishing Primary Care Trusts, the introduction of Clinical Commissioning Groups and shift of commissioning duties has caused some issues for people's health needs. We believe that this is a particular issue for sexual health where local authorities became responsible for the commissioning of many sexual health services

from 2014 without significant experience.

In Canterbury this has led to a decision from Kent County Council to reduce the sexual health services offered at the University of Kent Medical Centre and use that resource for outreach across all the educational institutions in Canterbury. Whilst we welcome the strategy to ensure all students in Canterbury have access to sexual health services we do not believe it was right to do this at the expense of an existing service, particularly one where students are located very far away from the 'The Gate' clinic at the hospital.

People's health needs must be taken seriously,

regardless of who they are and what they do. We were therefore surprised to read unsubstantiated claims that students were responsible for spreading STI's across the city.

A good sexual health service will do both preventative and cure work for its users and by ensuring we look the needs of residents we can ensure we have a healthy, happy community.

## Our Recommendations

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Canterbury City Council should address with Kent County Council the reduction of sexual health services across the city.

## Crime & Anti-social behaviour

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Throughout this review we have tried to ensure that behaviour has been separated from student status because crime is unacceptable, regardless of the employment or educational status of the perpetrator. Collectively the students' union and the universities are doing a lot of work in this area from Street Marshalls to community liaison, however the latest statistics from March 2016 show that crime and antisocial behaviour is no more or less of a problem in a student-rich area such as Downs Road, as it is in a non-rich area like London Road.

## Introduction to Physical Theme

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Canterbury has changed enormously over the past 50 or so years, from a place of worship and agriculture scarred by bomb damage to a thriving and vibrant place to live and work, one that balances respect and preservation for the past with modern additions that improve and complement the character of the City. Much of this can be attributed to the hugely successful further and higher education sectors. That is not to say we believe there are not issues which can be addressed however.

## Home Truths

Student housing continues to be at the forefront of discussions amongst all stakeholders invested in student living in the City. We believe that there is a real issue around the affordability of housing full stop, for both students and non-students, but students remain a particularly vulnerable group in the private rented sector.

'Homes' isn't a word that's often used when student accommodation gets discussed, but students both want and have a right to a safe, affordable and legal roof above their head as much as full-time residents, and like anyone else they also want a homely neighbourhood. We know that this issue leads to some contention from other local residents

and groups who feel like their neighbourhoods get negatively affected. You only have to look at some streets to see piles and piles of letting boards outside properties that don't seem to go away. Our members don't like this either; it makes them more vulnerable to targeted burglary, getting pestered by people looking to rent and it's an eyesore. Leeds City Council have provided a simple solution to this; to remove deemed consent from the use of letting boards and introduced a Letting Board Code. We think Canterbury should follow suit.

There is, however, more that could be done to improve the living experience for both student residents and others. There are so many issues that students could be educated on all year round when it comes to living in the private rented sector for which it is the first time for many. This includes their legal rights as tenants, what to look out for when

viewing properties, how to use waste disposal in Canterbury, how to prevent burglary, how to engage with local resident associations, what to do when moving out... and so much more!

We know that we're best placed to communicate with students and we try to do as much as possible in this area but as small organisations with broad remits it's very difficult. We believe in partnership with the council and could greatly improve our impact. One example of this is our home stamp scheme.



## Our Recommendations

Canterbury City Council should remove deemed consent for the display of letting boards and introduce a Letting Board Code.

Canterbury City Council should work in partnership with the four local students' unions and consider providing resource to deliver programmes of education and support on renting rights, engagement with resident associations and responsible community living.

## Game Plan

Planning has been a hot topic in Canterbury for a long time. When it comes to students in the City nothing has been more prominent than the discussion of Article 4 Directions. Since the idea to use these powers to remove permitted development on Houses of Small Occupation first came to light in 2010, Canterbury City Council has been very keen to introduce and use them. Fast forward six years after a lot of discussion and debate and in February 2016 Canterbury City Council has legislated to use these powers.

As students' unions we have had a long standing objection to this policy. Not only do we think it is an unfair and discriminatory measure that will lead to many adverse effects for students and other renters, we also don't think it will have the desired impact. Canterbury City Council has cited a cost of £50,000 of per year to implement Article 4 Directions and we don't believe this is a good use of public money.

Now that the policy has been enacted we think the Council needs to be transparent and accountable about its use.

The Council has an obligation to show the policy is being used fairly and to the desired effect. We want the Council to monitor and publish the use of Article 4 Directions; where decisions have been made to accept or reject applications, where balance of neighbourhoods have changed and what impact, if any, it is having on local rental market.

But what about the affordability of housing that affects all residents in the City and district? The rocketing of house prices over the past 20 years has been a national trend and problem, and not one that is directly attributed Canterbury being a student-rich city. Swindon, a non-student town often mentioned as a benchmark throughout the review, has experienced a 264% rise in semi-detached house prices over the past 20 years. The rise for Canterbury is 276%, just 12% more over the same period.

The root problem is the shortage of new houses being built, which is also a national problem.



The rapid expansion of the population and the self-interested and ineffective planning regime has restricted the availability and affordability of housing. Rather than artificially restrict the size, growth and type of housing for specific section of the community as some have suggested, we believe the solution is to adequately plan for the future population of Canterbury. This is the responsibility of local government. We welcome the draft Local Plan and the ambitious house building targets Canterbury City Council has committed to, which is long overdue.

## Our Recommendations

Canterbury City Council should publish an annual report on its use of Article 4 Directions to show its impact on the community and value for money.

## Keeping on Track

Over 20% of Canterbury College students travel into the City by train. Many students from the Universities also use the train service to study in the City. Most students travel from across Kent to start lessons at 9am, paying peak fares meaning they can spend up to £50 per week on fares. While services to London for commuters seem to have suitable provision in terms of the frequency and capacity, services coming into Canterbury seem to be second best. Students travelling before 9am only receive a small discount with the 16-25 railcard and cannot take advantage of cheaper off-peak fares. Schemes such as Southern Rail's [3] could be negotiated for the long term benefit of the City and the environment.

We are all aware of the traffic congestion in the City. We believe encouraging greater use of public transport would reduce the problems commuters

and buses face on a daily basis. Whilst the University of Kent, Canterbury Christ Church University and, to a lesser extent Canterbury College, subsidise tickets for the Council's Park and Ride systems, the fact that the buses only stop at a single point in the City Centre reduces the quantity of students using the service due to safety and length of commute.

Offering a scheme where some buses stop off at the educational institutions would increase usage and reduce the number of students parking on-street, nearer to their place of study.

Cost is still an issue for many regular users and if the Council truly committed to reducing commuter traffic, a student discount for the Park and Ride would make a real impact.

There is increasing pressure on domestic parking (with mixed evidence about what has caused this) and even when there is not a local consensus to introduce permit schemes or pay and display, this is

an area where the students' unions broadly support greater regulation of parking within the City. This, however, has to apply equally to all residents of the City, either permanent or transient.



## Our Recommendations

Canterbury City Council should provide greater flexibility in the Park and Ride scheme.

Canterbury City Council should address, with South Eastern, the train provision across the county into the city.

## Trash Talk

Bins are always a hot topic in our community and students become just as frustrated as other residents when waste disposal systems don't work. Canterbury City Council has done a substantial amount of work over the last five years to address issues around refuse and recycling disposal. Much of this has been good, however, the complexity of the new systems has had some adverse effects.

There continues to be a need to provide good education to local residents around their waste disposal. We think we could play a substantial role in delivering these messages, as laid out in our Home Truths section, but there are other initiatives the Council could look at doing to make lives simpler for all. The Council could look at following the lead of councils such as Cardiff, Oxford, Yorkshire and Nottingham by introducing innovative technologies, such as text services, to inform and remind residents of collections services.

Issues are not solely reliant on information though and supply continues to provide challenges.

## Our Recommendations

Canterbury City Council should invest in new technologies that help residents know when their refuse and recycling is due to be collected.

Canterbury City Council should ensure that its contracts with Serco explicitly state that they should provide an adequate number of bins per property.



Whilst local government has chosen to take a bigger role in regulating and licensing shared housing it hasn't kept pace with local services reflecting the needs of these residents. There are still many examples where HMOs are not given an appropriate number or size of bins per property.

Landlords are sometimes required to buy additional bins for properties, but this does not always happen, causing disposal issues. The Council needs to ensure its contracts with Serco are reflective of the needs of the community and if this issue was directly addressed, in consultation with us, we think it could make a positive difference.

Just as the physical landscape of Canterbury has changed during the time that the higher and further education sector has grown in the City, as has the economic landscape. The joint economic study that is reviewing the impact of the University of Kent and Canterbury Christ Church University found that the institutions contributed £330 million to the local economy directly, £298 million indirectly and the students of those institutions contributed £281 million in off-campus expenditure. Any suggestion that the sector does not have a huge, positive, economic impact or that students don't spend money in 'traditional' shops is plain wrong. In total the economic impact of just these two universities is nearly £1.4 billion (yes, BILLION!) and sustains over 14,000 jobs of which 9,900 are in Canterbury, many of which are very well paid. Again, these statistics do not even include UCA and Canterbury College.

To us, representing tens of thousands of members who will soon be leaving education and looking for full time work in a still difficult recruitment market, any notion that the largest and most successful economic sector in the City should be artificially constrained is entirely non-sensical.

## Volunteering

The social and economic impact of students volunteering, in both student-only communities as well as mixed communities cannot be underestimated, with the value of this unpaid work totaling hundreds of thousands of pounds annually. All of this volunteering has equal value, irrespective of the beneficiary.

## Students as Public Servants

Every year over 1,000 Canterbury Christ Church University students complete placements of varying lengths in local schools, hospitals, and other places of education and health. This represents a significant economic and social impact, and the Destination of Leavers of Higher Education study shows many of these students stay in the district to work in public service.

## Building a Knowledge City

It is clear from evidence provided through the discussions that within the district there is a lack of community cohesion and a skewed distribution of age. Due to the lack of any real industry there are very few opportunities for graduates and college leavers to find meaningful employment in the district so many reluctantly leave the area in search of a job.

With so much "knowledge" produced in the district

it is a shame that so little is retained or encouraged to develop through start-ups or business incubators. The Council could do more to make these more accessible in a similar way their Art Studio initiative. The institutions, resident associations and Council could do more to provide quality, paid, internships and mentoring to encourage entrepreneurship. By growing our way through the City could create more jobs and begin to redress the age gap issue.





1. Canterbury City Council should address the issue of voter registration for students by trialling new and innovative schemes with universities, colleges and students' unions.
2. Canterbury College Students' Union, UCA Students' Union, Christ Church Students' Union and Kent Union should form a Students' Union Community Partnership Group meeting regularly to discuss and identify community issues that can be worked on together.
3. Residents Associations in student-rich areas should consider adding a dedicated student representative position to their committee to improve communication and community relations.
4. Canterbury City Council should address with Kent County Council the reduction of sexual health services across the city.
5. Canterbury City Council should remove deemed consent for the display of letting boards and introduce a Letting Board Code.
6. Canterbury City Council should work in partnership with the four local students' unions and consider providing resource to deliver programmes of education and support on renting rights, engagement with resident associations and responsible community living.
7. Canterbury City Council should publish an annual report on its use of Article 4 Directions to show impact on the community and value for money.
8. Canterbury City Council should provide greater flexibility in the Park and Ride scheme.
9. Canterbury City Council should address with South Eastern the train provision across the county into the city.
10. Canterbury City Council should invest in new technologies that help residents know when their refuse and recycling is due to be collected.
11. Canterbury City Council should ensure that their contracts with Serco explicitly state that they should provide an adequate number of bins per property.
12. All relevant stakeholders should look at promoting business start-ups in the district.

What is clear from this Review is that there are a great many more issues that unite students and non-students than those that divide us. To us, many of the root causes of these divisions are issues of national policy and concern, but ones that also have a local dimension and for which the City Council has a large degree of control and influence. Students are no more of a problem than pensioners are. They are a section of the population that rightly demand and expect tailored services and the City to adapt to and welcome them as full residents, which has not always been the case.

Overall this Review has been a positive experience that we have welcomed, but some tired and concerning language and opinion regarding students has also been expressed. Language that if it were directed at many other sections of society would simply not be acceptable. As representatives of students, and trustees of charities whose sole purpose is to represent and champion them, we will always fiercely defend the presence of students as residents with equal rights to any other in this great City.

We, along with the vast majority of the 30,000 students we represent, are committed to working in partnership with all groups who share our aims of ensuring the many and great benefits of Canterbury as a place of learning are maximised and celebrated, whilst addressing some of the negative aspects that have been identified.



[1] Canterbury City Council 'Houses of Multiple Occupation Best Value Review' (2012)

[2] <http://www.leeds.gov.uk/council/Pages/Letting-Boards.aspx>

[3] <http://www.southernrailwaytickets.com/buytickets/furthered/FurtherEd.php?sEvent=TicketDetails>

[4] [www.theguardian.com/politics/2016/jan/31/electoral-register-loses-estimated-800000-people-since-changes-to-system](http://www.theguardian.com/politics/2016/jan/31/electoral-register-loses-estimated-800000-people-since-changes-to-system)



## **Appendix 10**

### **Landlord submissions**

*The following email was sent to Richard Norman, St Michael's Road residents' association (SMRARA) from Jon Gauld, Landlord on 20<sup>th</sup> February 2016.*

Dear Richard

I don't think we know each other but Jon Morgan has copied me in on the St Michaels Road Area Residents Association submission the student impact review. I'm about to go away on holiday so I'm not in a position give a full response so please forgive my rather abbreviated reply. I'm a student landlord in Canterbury and Medway with approximately a thousand students and in what often feels like my pastoral care. I am a member of the Student Community group chaired by Canterbury City Council and also the landlord representative on the Student Impact review. As I'm sure you know the Student Impact review is tasked with dealing with four main elements:

economic, physical, cultural and social, for my sins I have been allocated the role of lead for the physical review. I also sit on the Canterbury Landlords Forum.

Introductions over:

I thought your submission was particularly well argued and I am grateful to say well written. I could spend some time disputing some of the points but I think it would be better if we focused on the things that concern both our interest groups with a particular emphasis on things that we can work on together on.

I feel these points are:

(please note that whilst I'm fairly sure all larger landlords would hold similar views to me I am not at this point speaking as their representative)

**Litter**

**Parking**

**Exterior Appearance**

**Noise.**

None of these points by the way would be addressed by compulsory licensing.

Regarding litter.

I agree with all your points but wonder whether we could go further by applying pressure for weekly collections of general rubbish. I would assume that the added costs might be more than offset by the savings dealing with associated pest control issues arising from the current situation. Speaking entirely personally I would be prepared to pay towards the cost of such a service for my student houses.

Larger landlords have long pressed for a more coherent system after the end of term. We would be prepared to send out tradesmen round to collect all the extra rubbish left by departing students as long as they were allowed in the tip. As it stands at the moment vans are not permitted in the

municipal dump. This would expedite the clear up with little extra cost the council. We would pay the wages of the people collecting rubbish from a student houses. In a nutshell I am proposing some form of amnesty for say three weeks after the end of term.

#### Parking.

Surely the simple solution be simply to introduce a residents parking permit system throughout the city or at the very least in the areas most affected. I would argue that most houses nowadays have two cars so without appearing discriminatory a two car permit for every student house would at least ease the problem mentioned in your submission.

#### Exterior Appearance.

This would be greatly helped by the provision of a weekly rubbish collection.

Gardens are a slightly trickier subject. I pay for mine be done on a regular basis, a minimum of once a month during the growing period, however I must confess that I trust the gardeners to do this and do not go around checking up on them. Perhaps some sort of system whereby we let the immediate neighbours who are longer term residents know that they can contact us if they feel the gardens have not been attended to for an extended period would help matters.

To let boards are a bit of an eyesore. In the current year I too have succumbed to attaching such boards to my properties. Admittedly I try and take them down soon as the property has been let but there will certainly be some sort of lag. I bought the boards simply because everybody else had them and felt that perhaps I was losing out on a marketing opportunity. However speaking for myself I would not see a problem in altering local planning laws so that they are not allowed. As you say in the age of the Internet particularly as we are dealing with students we could all get along easily enough without them. In point of fact it would save the landlords money. At the moment we pay people to go along and put them up and then we pay for them to go along and take them down.

#### Noise.

This is perhaps the trickiest issue of all. I am pleased Street Marshals seem to be helping particularly as their introduction came about from discussions held in the Student Community Group.

Landlords can have a role to play in dealing with noise in student houses but this role is limited to the cooperation of the students themselves. Much as local residents sometimes feel we should be able to throw offenders out this is not how the current law operates. I find that the best approach is to write to the students and point out that they wouldn't like it if their parents or grandparents were being disturbed in such a way. As most of the noise from students arises from thoughtlessness this is generally effective. In Medway I have a Hall of Residence and the same approach seems to work in getting the students to be quiet. When the hall was originally opened the local residents society complained about drunken students coming home talking at the top of their voices congregating outside the building to have conversations. I emailed them all and asked them to be careful when they were coming home and to wait until they got inside before they said their goodbyes. I also called a meeting and insisted the students attended it (40% came which I suppose was a result) to reiterate the point. I'm pleased to say, with the occasional exception, the local residents society tell me things greatly improved.

I won't pretend that there are not recalcitrant (as in any group in society) who simply don't care. The other issue is of course that we all do get noisier when we've been drinking. I know that the universities try to be helpful in this respect but in the final analysis the worst offenders must be dealt with by the academic institutions. After all they possess the nuclear deterrent of not issuing a

degree to the worst offenders. If they don't have this sanction, perhaps they should and then at least the threat of a withheld degree should be enough to bring people into line.

Yours faithfully  
Jon Gauld

\*\*\*\*\*

## **January 2016**

In answering the items set out in the Physical section on page 24

### **OVERALL**

When assessing these issues, it is wrong to assume that every permanent resident in the area who is not a student and every house that is not an HMO is perfect. The reality is very different. There are many neighbours who are far worse than students and many houses which are not maintained as well as the average HMO.

### **Would a universal testing mechanism improve the appearance of HMOs for residents and neighbours**

This is the sort of statement that really winds me up. The concept of HMOs being poorly maintained and unkempt is an urban myth. I do a lot of leaflet dropping for the Rotary Santa float, both in Canterbury and for example the village of Bridge. I see a lot of houses which are not HMOs which are poorly maintained and unkempt in appearance, and not just on Council estates.

**Cycling in Oxford:** Oxford is flat. Canterbury has a hill going up to the University of Kent. End of story!

### **The general standard of HMOs is poor**

This is another urban myth. The general standard of council houses may be poor but the HMO industry is very competitive and the general standard is very high. How can this be checked?

Google Rightmovecanterburystudents. There are over 1,000 HMOs listed. Just look at any number of houses and look at the internal photos. You will see that they are of a better standard than most residential houses in Canterbury.

### **There isn't enough affordable purpose built student accommodation**

Expansion of HMOs in Canterbury has now been checked by the introduction of Article 4. However if the existing number of HMOs is reduced by the wholesale construction of purpose built blocks then a whole support industry for HMOs will be destroyed. This industry consists of : landlords who live locally and spend their profits locally, agents whose businesses rely on renting out HMOs, tradesmen who rely on maintaining HMOs, local suppliers of beds, furniture, white goods, building materials, carpets, curtains, flooring etc. Purpose built blocks source their supplies from out of the area, and even out of the country, and the profits are sent out of the area. Destroy HMOs and you destroy a big local industry which supports a lot of local people.

### **Students don't know when to put bins out and what to put in**

Some do but a lot don't. What are the reasons for this? The system is different from their home area, their parents did it at home, the system on campus is different with industrial bins, they don't care about recycling as it hasn't been drummed into them at primary schools, they are too lazy, they are not sufficiently switched on mentally to remember the instructions their landlords and agents repeatedly give them or some agents and landlords do not give them instructions, they don't read the leaflets sent out by the council. There are many reasons but on the whole the system

works reasonably well, especially in the streets with weekly collections. I have neighbours and friends who can't understand the system and put everything in landfill.

**There is a relationship with the number of students and housing costs**

When people leave an area they are generally happy to sell to a landlord who will pay the asking price. Some areas are overpriced for residents to buy, such as Hales Place, but these areas do not attract first time buyers any more anyway. The problem, if there is one, will be resolved with all the additional building being planned by the council.

**There is a seasonal impact to the environment and end of term leaving is an issue**

The concept of neighbours dropping into each other's houses for cups of tea etc. is another myth. Ask anyone in the meeting how often they drop into their neighbours for a chat, cup of tea, or to borrow a bowl of sugar. Whether they live in Canterbury or a village this lifestyle no longer exists so it makes no difference if HMOs are empty for two months of the year.

End of year (as opposed to end of term) leaving is an issue as there are always a lot of purple sacks sitting around waiting for collection. I personally resolve this by giving the students large clear sacks to dispose of all the unwanted clothes, unopened food, toasters, kettles, irons etc. and I donate it all to charity. It is a bit time consuming but very satisfying not to see all these useful things go into landfill. It would help therefore if Serco did more end of year collections and more landlords followed my charity route.

**HE/FE contribute to traffic congestion/parking problems**

If you think there is a traffic congestion problem now, just wait till the 4,000 houses get built off the New Dover Road, and the 800 get built near Thannington. In any case, students have cars, but on average no more per house than a normal family who generally have at least two cars.

Regards, John Morgan

\*\*\*\*\*

**Student Impact Review - 18th January**

PHYSICAL issues:

The topic headlines are not sufficiently detailed to grasp what is sought by the headline. However, I will speculate:

Scope:

- Upgrading rented student properties

Any proposed upgrade should have a clear criteria as to the purpose of the upgrade, as opposed to the political appearance of being seen to do something. What is the criteria? Is it to pacify angry residents via revenge politics against unpopular landlords? Or the more noble topic of safety improvements? The latter upgraded standards might seek to comply with HHSRS or HMO management rules – however there is pre-existing legislation in place to remedy the mischief complained of. I would resist creation of overlapping legislation, but I would support real and valued upgrading. Increasing market forces from student blocks mean that only the best or cheapest PRS properties can now be let. It is not viable to let cheaper than mortgage interest costs. So it is normally more economic, and in landlords best interests, to effect improvements. There remain notable exceptions where landlords need prompting to upgrade, and I support that too. I would vehemently oppose Additional or Selective Licensing via judicial review (if proposed as a solution). This would solve very little and would merely create jobs to enforce what is largely being

done voluntarily notwithstanding more can be done to improve. The cost of Licensing would result in disproportional rent increases to tenants in all HMOs. It would also deprive landlords of funds to effect better 'real' compliance.

- Investment into student homes/areas by private landlords

Is it suggested that student landlords should contribute to the cost of improving areas proportional to property numbers, income, etc.? The 2015 Spring Budget could result in landlords suffering a gross annual loss. So I question whether many landlords will be able to remain in business and whether those who survive will afford to comply – far less invest as intimated?

- Investment into student homes/areas by universities\*

Universities will likely argue that this burden should be shouldered by landlords owning the properties in the localities affected. Landlords will not do so voluntarily. The 2015 Spring Budget could prevent landlords affording anything.

- External appearance to properties including gardens

Rented properties are invariably distinguished for lack of gardening and bin collections – whether student or professional. Some HMO Management rules already provide enforceable compliance.

- Refuse and recycling issues

My views on this are widely published. It appears I am alone in sending weekly emails to all tenants, reminding them of the type of rubbish to put out and the need to position bins on the boundary the night before collection. This is not a cure but it helps. I have freely offered to share our system with other landlords. The council needs to appoint a bins contractor willing to adopt a pragmatic approach to the problem of overfull or open bin lids, and the like. Not to leave the entire bin for a further fortnight, thereby exacerbating the problems and then blaming the students for non-compliance of technicalities when clearly, they have tried.

- Turnover of student lettings and impact on residential area eg: lettings boards, moving in/out, empty during summer months

To let boards must be distinguished from: For-Sale boards. The latter appear in all areas the former only in rented areas. The Town & Country Planning Act already provides clear rules and penalties for breach of rules. After letting, To Let boards should be removed within 14 days of establishing a tenancy agreement. Likewise 14 days after completion of a sale. Duplicate boards are illegal, more than one board per property is illegal. The Council has enforcement powers but from my observation it does not enforce the rules. Without a level playing field, enabled by enforcement, competitors will compete even if this means breaking the rules. I have already had this discussion with Terry Westgate. Ghostification is a phenomenon, but need not be a problem per se. Many neighbours are stuck with antisocial local neighbours for life. It could be argued that at least with tenancies renewing annually or bi-annually there is a limit to both good and bad neighbour experiences. In the last few months I have published two blogs about local neighbours complementing their student neighbours. It can be good and bad for all neighbours. Details available on request.

- \*New purpose built student housing and welfare and management - same as: Investment into student homes/areas by universities

Blocks are invariably constructed by non-local builders. I consider it important to continue to utilise the services of local tradespeople as they in turn are an important part of our community as a whole. Not all locals welcome large city blocks comprising large concentrations of student tenants. Not all students want to live in such accommodation either. A recent report by Glide (I think), indicated that increasing numbers of students today prefer to live with a small close group of friends who have chosen to live together in a residential home as opposed to in private off/ or on-campus accommodation. This is because small social student groups establish deeper friendships

and prefer less noisy environments associated with blocks in their final years of study, thereby enabling better mental concentration. They also dislike distractions by nearby visiting neighbouring fellow students as this hinders concentration.

- Higher house prices

No need to speculate about this topic. This can be accurately measured following the introduction of A4D on 26 February 2016. An HMO property adjacent to an owner occupied home will attract a price differential of say 15% - no need to guess - statistics will reveal exactly.

- Open space preservation

In a word - preserve!

- Proportion of different accommodation sectors

Councils need data to more accurately establish residential status in each sector. I would like to see more council intercommunication (between departments). Data protection issues preventing intercommunication can easily be resolved by simply asking landlord's permission to disclose such data. In October 2015 a poll conducted by a Canterbury council-tax official (present at UKC landlords meeting), revealed that contrary to initial Council aversions – in fact no landlords present would resist furnishing the information required to enable the whereabouts of HMO locations or their tenant status! Further, council tax forms can be redrafted to incorporate the name and contacts of landlords owning let property. Tenants should be obliged to disclose the owner of the property. This would capture the vast majority of all landlords and the nature of the letting – HMO, large HMO, non HMO, family, owner occupier, Company let, etc. Perhaps this should be incorporated into the new Housing Bill? Market forces, student blocks, A4D anticipation, etc. have already resulted in a number of let houses (student and professionals) returning to owner occupation. Some student lets are now family lets and therefore, via A4D rules, are unlikely to be permitted to revert back to HMO class C4 status once class C3 is established via change of use rules.

- Transport links around city

I welcome night buses to reduce footfall through communities and commend those who have listened to comments and enabled this.

Social:

It is a well-established fact that Canterbury university students contribute 10s of 1000s of voluntary hours per year (last time I looked) to our community.

I hope this helps the Student Impact Review.

Best wishes

Bob Leydon (MARLA)

# Appendix 11

## Notes from student focus groups

**Canterbury City Council Impact Review**

**Canterbury Christ Church University Student Focus Group**

**Date 9/06/2016 – 12 Attendees**

**What do you think is the impact of student's living in Canterbury?**

Economic and Quality of Life

- Atmosphere
- Buzz
- Alive
- Draws businesses in
- Nightlife/Night time economy
- Modernising
- Brings investment with businesses adapting
- Vibrancy
- Bring tourists and visitors to the area especially international students
- Shopping – student discount evening
- Benefit to landlords
- Good town centre
- Part time employment
- No other industry so student economy important

Negative impact

- Nightlife
- Housing market
- Impact has peaks – seasonal and transient effect lots of things in the city. Town deserted in summer and Christmas
- Can cause congestion particularly in September when people move in.
- Parking is difficult and expensive. Park and Ride is busy.

**How would you describe Community?**

- Friendly
- Same age group
- Shared values
- Common points of interest
- Diversity
- Co-operation
- Looking out for one another
- Fundraising
- Cohesion
- Safety
- Moral obligation

- Shared responsibility
- Supporting one another
- Same beliefs
- Place to gather
- Cooperation
- Neighbours
- Considerate of others
- Not Selfish
- Mixture of ages
- Team Work

**Do you feel part of the community where you live? How much do you feel part of your geographic community?**

Varied responses most low to middle sense of involvement

Low because

- Of living on campus
- Some felt that if residents had negative experiences they classed all students in the same way. Can be tarred with the same brush and so not welcoming to students
- Assumption that students don't have shared interests with other residents so nothing to talk about
- Bad experiences with sharing with other students

Middle because

- Friendly and will say hello to neighbours
- Felt safe and accepted but most kept themselves to themselves

High because

- All together in student accommodation
- Good location

Two positive example of student talking to residents. One had caring elderly neighbours.

Not many knew their neighbours

Need for better accommodation

**What do you think residents could do to make more of a community spirit?**

Not the residents fault. There is a divide in age between students and residents who tend to be more elderly. Residents have a sense of fear and the unknown and wrongly group all students together.

Need to change perception and break down stigma

- Engage when students move in
- See individual bad behaviour as individual bad behaviour not all students. Not to class all students as the same. Distinguish between individual behaviour and student body – one off incident and then all students get the blame

Feel students themselves have a role to play

- To break down the stigma
- Make the effort to knock on the door and introduce ourselves. Help them be more tolerant
- Considerate to each other

Shared responsibility –some had experienced negative unfair behaviour from residents

So need consideration on both sides – to think things through

A student body to help engage – so if there is a problem there is a place for residents and students to go to. A place for mediation

Be more proactive in raising awareness of the what good students do e.g. volunteering in the community. Feel bad press get more profile and creates unfair image.

### **How safe do you feel in Canterbury?**

Overall feel very safe and safer than other areas

See the city has quiet, historic and pretty

Not necessarily an issue with safety but have seen problems of anti-social behaviour mainly from students and mentioned Wednesday nights

Mentioned Street Marshalls as a positive but should not turn into policing of students who should act as responsible adults.

Aware of some assaults, rape at University of Kent and incidents in the city

Students – as young vulnerable people can attract unwanted attention and get targeted themselves

### **Have you experience any tensions from your own neighbours?**

A couple had problems with neighbours themselves some of them students – drugs, parties, assaults

### **What is it like where you live – the physical environment?**

Overall think it is a great city – beautiful, old, cute, good high street.

Rubbish an issue

- Bin lids get stolen
- Bins go missing
- Too expensive to replace bins
- Not enough bins for the number of people that live in the house.
- Not always aware when collections happen – better information needed maybe attached to the bins
- Some neighbours use their bins so no room for their rubbish
- Not all have recycling bins so put everything in purple sacks – line the streets, birds get in and the rubbish goes everywhere
- Better recycling – maybe more communal recycling

### **Lighting**

- Seems to be varied
- Not good lighting in certain areas at night – often work late at the library or out socialising and come back in the dark

## Homelessness

- Feel this is an increasing problem in the city – more than where they live and in every doorway
- Would like to do something to help
- Not sure what is being done to support them

## How do you feel about the facilities on offer in the city and where you live?

Most felt the shopping is good with local facilities and choice although Sunday closing can be a problem. Maybe a store on CCCU Campus like UoK

Like the heritage aspect

Would like:

- Multiplex Cinema
- Music Venues
- More parks and open space
- Better transport to other places e.g. Howletts
- More to do – can do most of it in the 1<sup>st</sup> year. So things like bowling alley, complexes

How students effect facilities – feel that many facilities exist because of students.

Do go to some events – Food Festival, City Sound Project, CT1, Student Shopping Evening.

If you are interested in arts can take part in things

## How do you feel about private rented accommodation?

Lots of issues

- Cost – not affordable, extortionate
- Deposit, Admin fee and fee over summer make it unaffordable
- Half rent over summer
- Lack of quality – mould, heating not working
- Lack of choice for price range
- Squeeze people in
- Feel that because they are students they are treated as if they do not matter
- Captive audience
- Trouble getting deposit back
- Lack of knowledge on what to look out for, what are their rights
- Feel helpless and vulnerable
- Nowhere to go for complaints

Had not felt Homestamp had worked

Varied experience with Landlord not sorting issues out, turning up when they want.

Varied experience with Letting Agency but mostly negative – feel they are unethical, take a long time to fix things etc. Example – a girl reported to the agency a leaking ceiling – 2 weeks late the bath fell through the ceiling!

But there were some positive experiences where things got fixed quickly and complaints dealt with. Some might provide a good service but comes at a cost so too expensive and not affordable

Support needed

- Guidance on rights and regulations
- More information
- Better inspections of properties
- Externals agency to oversee Landlord
- Place to go for issues or complaints
- More choice

Purpose Built Student Accommodation

- Feel quickly built and bad quality
- Feel like it is about making money
- Not enough choice all seem to be upper end and expensive
- If more built have to be affordable
- Balance to be had - do not want to exclude students from the rest of community but can help to create a student community

**Where are you planning to live and work after your studies – will you be staying in Canterbury?**

Varied response

- Some will stay because they are continuing with studies or waiting to see what happens.
- Other will move to London or other areas with more opportunities
- Some will move home due to costs
- Some want to travel and explore other places

#### **Minutes of Impact review focus group 26 May 2016**

1. Welcomes and introductions  
Students attended from Hales Place, London Road, Salisbury Road, residents on campus, Wincheap and near the Eliot Footpath.
2. Canterbury has the highest student population in the country, what do you think the impact is?
  - i. Increase the influence in the city for business opportunities
  - ii. Businesses target Canterbury, good internship opportunities
  - iii. More tourism for the City- friends and family visit
  - iv. Good facilities for people who are not students, arts and sports
  - v. Extra costs, more policing or monitoring, but students don't pay taxes
3. What does community spirit mean to you?
  - i. Friendly, fun, togetherness
  - ii. Looking out for people, culture, support
  - iii. Festivals and parties, meeting people, sports
  - iv. Events, belonging
  - v. Cooperation, achievements, connections and solidarity

4. On a scale of 1-10 do you feel part of the Canterbury Community?
  - i. 6
  - ii. 8- it is similar to home, friendly old city
  - iii. When I worked in Canterbury 8, but now consider it to be a 4
  - iv. 6 -you get to know people in your street, but they are intimidated by students
  - v. 5- I live on camps and don't really interact with the community
  - vi. 8 -I like the city
  - vii. 5- there are two communities international students and Canterbury
  - viii. On campus in the French community it is 9, but outside of this 5/6.
5. Do you know your neighbours?
  - i. I know my neighbour's cat better than I know them, they dislike students and I don't know why. I have had a couple of neighbours shout at me for just talking in the street. They don't know you and it is not mature behaviour. I have mixed feelings about my neighbours. The postman is the friendliest.
  - ii. We have an elderly guy on one side and a student on the other side. When we moved in they had a preconceived idea of us as they had had a bad experience in the past. We got to chat with the elderly neighbour and found common ground that student landlords are not the best. We talked things through with them and they understand the student lifestyle.
  - iii. It is about making them aware of parties, we are only there temporarily, but we would like to make sure that we are not causing any problems.
6. Would you call your neighbour if you had an emergency, blocked sink for example?
  - i. No I would call my family, I'm not sure what my neighbour could do and why would they want to deal with my problems.
  - ii. I would contact my letting agent or landlord.
7. Do residents improve the community spirit?
  - i. It would be nice if the popped round when we moved in and vice versa.
  - ii. In France we have a street BBQ or meeting every year which would be nice and help with relations.
8. Have you thought about joining residents associations?
  - i. We're part of the neighbourhood watch, but I'm not interested in attending residents' association meetings as I have other things to do. We do a lot on campus to support the community and improve community relations, so I don't think I have time to do any more.
  - ii. If I wasn't leaving the UK it would have been nice to have met up with adults within the community.
  - iii. They have a negative view of students and it would be good to understand where this view comes from. I experience a friendly Canterbury and where I come from in London there is no community and no one smiles like they do in Canterbury. You need to think about your community.
9. On a scale of 1-10 do you feel safe in Canterbury?
  - i. 10 in the daytime, however at night I feel less safe as the streetlights are turned out at 10.00pm. I walk in the road as it is easier to see and it is safer as the pavements are so dangerous.
  - ii. Turning the street lights off was not a good idea. You should feel safe and be able to walk alone at night if you wish. They have compromised the safety of students/ non students by turning them off.
  - iii. Taxis are very expensive so people tend not to use them.

- iv. 9-10 I live on the London Road estate and feel safe
  - v. 9-10 I live on the Eliot Footpath and the lights are on all of the time.
  - vi. 8- I'm from south London so in comparison I feel very safe. The streetlights are a problem. If they wanted to save money they could install solar lighting so that they could stay on.
  - vii. 9-10- I have no problems, I live on campus
  - viii. 9-10 because I live near my friends. I have been involved in a fight before. Walking home with my shopping at 2.00pm in the afternoon 5 people approached me as I was talking Greek on the phone to my friends. It was scary being threatened, just for speaking Greek. It is worse for girls out on their own.
  - ix. I feel very safe 10.
10. Have you experienced racism or seen racism?
- i. Yes I have seen this, although it is not every day
  - ii. We have quite a diverse city, but this is because of the students here.
  - iii. I have experienced racism
11. Do you feel that you have a say/influence?
- i. Yes being able to vote on local matters was a surprise
  - ii. I feel I could have a say if I wanted to.
12. Do you care what the neighbourhood looks like?
- i. Yes it is similar to home, it is happy and bright
  - ii. The pavements are a problem
  - iii. I am happy with the environment, I live near mainly main roads and the bins are well kept.
  - iv. Headcorn drive, the bins are a problem. I think this is because the pavements are not big enough for them, which makes it difficult to pass and also they are on a slope so the bins move.
  - v. I like the architecture in Wincheap, I feel a bit uncomfortable with the homeless man and his dog on the bridge from the train station.
  - vi. I live opposite a secondary school, it is not nice having rubbish thrown in your garden as the kids walk home from school. They are also loud and abusive to each other and people who walk past them.
13. Does Canterbury have good facilities?
- i. Yes Aldi's is very good and cheap.
  - ii. Facilities are good.
14. How often do you use facilities?
- i. 3 times a week, the town is close by. The Essentials shop on campus is very expensive. Everything is close by.
  - ii. Good facilities are there because the students are there to use them.
15. Are there good facilities for residents on campus?
- i. Yes the Gulbenkian
  - ii. Language express classes
  - iii. Open lectures
  - iv. Places for people to exercise their dogs
16. After your studies where will you live/work?
- i. Masters in Paris
  - ii. Masters in London
  - iii. Would like to stay to work for a couple of years, but it is expensive
  - iv. Undecided, possibly America

- v. Masters, possibly not the UK
- vi. Phd wherever I can go
- vii. It is like a second home, perfect balance. A Masters in Canterbury would be expensive to live.
- viii. I have been here 4 years and I am ready to move on, out of student accommodation.
- 17. Would you still visit?
  - i. Unanimous- Yes
- 18. What are your opinions of student landlords?
  - i. They take advantage of students and agencies are not helpful.
  - ii. Landlords and agents do not have good relationships.
  - iii. They have very high admin fees
  - iv. Deposits are a problem, you pay for cleaning before you move in and it doesn't happen.
  - v. There is often mould in the house, you try and go through environmental health for things like rubbish, but you are asked to clean it up yourself even if it isn't yours.
  - vi. Guarantees for international students a problem as the University don't provide them.
  - vii. You don't know who your landlord is and conditions are bad. No double gazing so we were broken into. They have no respect for students even though they are their houses.
  - viii. Summer rent is unfair.
  - ix. If accommodation was purpose built for students there should be a maximum of four people sharing a kitchen as students don't want to do this.

## Focus Groups: Residents

**There are universities and colleges based in Canterbury – what impact do you think this has?**

- GJ- Employment of hundreds of teachers and lecturers.
- PS- I think less employment because of students looking for part time work and they Hoover up the part time work.
- VB- It is too seasonal. There are 2 phases throughout the year lots of students then tourists then back to students.
- YF- The housing market.
- VB- Landlords buy lots of houses as they don't go up for sale they just change hands.
- CH- Previously parents bought houses for their children and then have let them out.
- PS- This has happened around my way too.
- LF- It is hard for people to downsize due to this.
- GJ- There is an absentee landlord problem.

- BS- There is a net effect that it also undermines the community. Students come and go and are not bothered about the community however the number of young people does lift it and it makes it a more attractive place in many ways. We have more than enough but there is a young feel otherwise Canterbury would be a "cemetery with lights".
- GJ- There is a youthful feel until after 10pm at night when the students roll out of the clubs and pubs. This can make you feel a bit intimidated.
- YF- There is a vibrancy. I live in the town centre and it makes it more pleasant. There is not much disturbance or problems. There is a pub nearby and the pub is well run. I teach Life drawing and the students are the life models in the classes.
- VB- There is an international feel.
- CH- There is a lot of building for student accommodation- is there going to be more of it? Are they going to live on campus?
- Lorna Ford- There is a lot more purpose built accommodation The Councils policy has been to encourage that but take stock on the impact this is having. We have looked at Loughborough as an example and what the impact is on areas when students move out. Definitely a trend we are looking at. Peak of admissions in 2011 but slowly evening out.
- BS- I am more supportive of student accommodation- it is better for them to be together. Maybe if both the first year and third year they lived on campus and second year off campus.
- LF- Canterbury has a lot of foreign investment but that money will come and go.
- There was then a question about city population vs student population.
- Lorna Ford confirmed there are 30,000 students in Higher education/ Universities in Canterbury.
- GJ- Canterbury College has a big impact. There are 12,000 students plus language schools which has a fairly big impact. How is the merger with Canterbury College and Thanet going to impact?
- Lorna Ford- The colleges are not included on the remit- of the review. We needed to keep it to just Higher education/ Universities.
- BS- What concerns me is that few Students (or the Church) pay any kind of community charge. A lot of residents have to support a vast number.
- Janine Hodges- The students recognised this very thing.

## **EXPLORING COMMUNITY**

**Kicking off - Write down the first 3 words that come to mind or you associate with the word community (this could form part of a word cloud at the conference showing similarities or differences between the 2 groups). Please note not all words captured- See post its- Janine is giving these to TPU for a word cloud**

Activities

Volunteering

Integration

Neighbours

Residents living in the city

Belonging

Trust

Safety

Support networks

Local community

Welcomes students

Family

Variety

Cooperation

Exchange of ideas

People relationships and stability

**Do you feel part of a community? On a scale of 1 – 10? Why have you said that?**

- PS- 2

I live in a small estate of 31 buildings. 5 residents and 26 houses let to students. At Christmas when you look around it is dark as there are no students- it is like the apocalypse. When all the students o you are in the middle of nothing- that's when it strikes you that there are so few students about.

- FT- 3

I concur with the previous comment. When I moved 20 years ago half were student lets and half were families or older people. As families moved, students moved in. It has increasingly felt less part of the community. Our community are our friends in Canterbury not the people who live around us

- VB- 5/6  
I live near to FT. There is a lady nearby who helps the neighbours. There was a student nearby who often sang like an angel.
- YF  
I am on the other scale 7/8 as I know everyone in the streets around where I live and it is easier as it is an old collection of streets. I volunteer for a charity Catching Lives. In our little part of Canterbury, the only thing that has an impact and less of a community feel is a few flats or houses transformed into HMO's. The main impact is the Kings School as they are buying up to house their teachers. Half my street now belongs to the Kings School and they don't talk to us. A bit alienated from the teachers. There are plots of disused land owned by the Council and we put plants there.
- BS- 8/9  
I do have problems with people saying hello but broadly speaking it is quite a good community. We have got a community panel and we do know each other. Very rarely do I go into Herne Bay without seeing someone I know. Herne Bay is a very welcoming place. Not really problems with teenagers.
- AC  
Previously where I lived, it varied year on year- some years there were pleasant students who were sociable but then the following year you would have anti-social students living next door. It is the same for general neighbours too. Never really get to build relationships as they go after 18/ 24 months. Some years I'd rate 2/3 but other years 5/6 if nice neighbours.
- GJ  
I have a similar experience to AC. When I first arrived, sometimes next door would be hell with noise levels, rubbish and no recycling. When I moved to the south side it was completely different almost a 10. If an alarm goes off outside about 8 of us will come out.
- Janine Hodges- If an alarm goes off do people help? 6 people out of 9 said yes.
- CH  
I don't really see anyone. A lot of people are retired one end of the road and they are the only community really. Very different from when I first came and the University was being set up as it was all families in those days.
- Janine Hodges- Do you know the names of your neighbours?

- VB- I am in a student sandwich. The neighbour but one is very assertive with the students so they don't tend to behave so badly now.
- CH- The students next door are very helpful. I feel I can go round and ask them.
- Janine Hodges- If there is something you need could you go round and ask?
- VB- I am “pro college students”. I would like more college than university and 2 yearly courses for students.

### **What could students do to improve the community spirit?**

- VB- In St Stephens they have a professor who lives there and the residents welcome the students (this is the reverse of the Q asked- what residents can do)
- PS- They can start to care about where they live. They could put the rubbish out at the right times and not have a party at 3am across Canterbury or have impromptu motorcycle races. I had to tell students in the past especially when you have young children.
- GJ- If they had a housewarming, they could put a postcard (invite) through the door (this could be a Scottish thing where I am from). It breaks the ice and welcomes neighbours.
- FT- It is too unrealistic to expect students to do that. When I was at Uni I wouldn't have done that. The Universities and colleges should look at how to encourage their students to get involved in community life. E.g. if they have an interest in social work, could they get involved with the help of the council? Or if they wanted to help clean the streets- could they get involved? The Uni's need to encourage their students to have more of a community.
- CH- But volunteering is quite well developed already.
- Janine Hodges- There is a lot internally at the Universities already.
- YF- There has been initiatives- e.g. the Street Pastors. This started from the Baptist Church and involved a number of adults and students assisting people who have been drinking too much. Also the St Stephens choir wouldn't function without the students. The students union (at Christchurch) has been fully aware of the negative feelings that may exist in Canterbury. The Students Union have made an effort but in a more formal way. But the university would need to organise this kind of thing maybe weeks 3 or 4 (so they are not bombarded with information straight away).

- GJ- This would have a phenomenal impact on the city if all students volunteered. The Spring lane estate behind us and we've had them jump on our car. It is heartbreaking to have this. Could the Universities put some finance back into the city coffers for rubbish/ street cleaning in areas where it really suffers and that's where the impact is.
- CH- This can vary from year to year. Students put the bins out where I live.
- AC- Fresher's Week is bad but it does get better. Especially if a student is in their 3rd year, they study and there is more of a feeling of being a community.
- CH- Do the council know much information Landlords give their tenants?
- Lorna Ford- This is what we are currently finding out.
- VB- I would suggest the info is stuck in the bin for them to read when they open the bin.

## **EXPLORING LIVING SAFELY & PEACEFULLY**

**Do you feel safe in your neighbourhood? On a scale of 1- 10? Why have you said that?**

No-one at the focus group said they felt unsafe in the day and gave a rating of 9/10's.

- FT- After pubs have closed it changes. I would say an 8 but my wife doesn't feel the same due to a personal incident
- YF- 8 or 9. I would almost put it at 10 but it is nothing to do with the students. Between 12.30am- 2am a number of people in their late 20's, 30's and 40's are the worst for drinks. I am not frightened but encountering half a dozen drunk people; it's not pleasant. But it's never students.
- BS- about a 9. Anybody should be aware of what's going on around them but I've never felt threatened. You are concerned about your children but essentially it is safe.
- VB- The subways are horrid. Wetherspoon has a lot of people who smoke and it is hectic outside.

- LF- It is fine but for a while near me, unlocked cars were being targeted. We do have a lot of people go past but don't have problems with students. I do not like the subways.
- CH- It is safe now
- Janine Hodges- What do you think of the street lighting?
- PS/ GJ- I am not sure they have ever got it right with street lighting.
- PS- It goes off about 1am and comes on at 5am.
- LF- The trees on the Old Dover Road can overshadow the street lighting but this is KCC not Canterbury.
- GJ- Yes the bushes and trees are overgrown.
- PS- There needs to be consideration of what an estate is used for. Students walk through late at night. The lights go off but students still walk through. Maybe lights need to stay on for people who use the streets?
- BS- It is the reverse in Herne Bay as the lights are always on. I would prefer them to be turned off. Pavements and lights are addressed quickly if there are any issues.
- GJ/ CH- 50% should be turned off in Canterbury.
- GJ- After 11pm it can be hairy walking up the high st. due to drunken students
- AC- I used to live in Ashford. The vibe in Ashford is completely different and it's far more negative. You are far more likely to see trouble than in Canterbury. Students may be silly or drunk.
- FT- The involvement of Street Pastors means students are much better behaved than local young people. Canterbury has quietened down since the barracks left
- BS- The Pub Landlords are responsible.
- YF- Do the students feel secure in Canterbury?
- Janine Hodges- Is there a gender divide with safety?
- FT- The University of Kent a few years back was voted one of the safest universities.

## **EXPLORING PHYSICAL ENVIRONMENT**

**How would you describe your neighbourhood - In terms of the appearance of the local area?**

- VB- There are potholes everywhere.
- GJ- Students and Lecturers park where we live.
- PS- Now students have cars e.g. 4 to a house. There is no parking at theirs so they drive out and dump their cars on our estate.
- Janine Hodges- Do you notice if it is seasonal?
- CH- The students don't have cars near me.
- YF- There are parts of Canterbury where this has a huge effect and others which haven't got it. On the whole it is clean and there is no problem with parking.  
Some students need parking permits if they are required to park for their studies e.g. Nurses. We had one or two problems with rubbish at some point. We went to chat with the students and we spoke to Serco who spoke to the students and this has an impact.
- CH- I live between west station and the University and there is no problem but there is a high volume of buses.
- AC- I agree there are lot of buses.
- VB- The cycle paths aren't good enough. Also we are only allowed 65 visitor parking permits a year.
- PS- The students are not spread equally across the city. It is as high as 80- 90% in certain areas and they are all clustered together. Some areas have become a "student ghetto" and are dragging each other down.
- GJ- I don't think the council are effective at managing HMO's. I would like to see compulsory registration and CCC implementing an annual inspection and safety checks. Landlords should be brought to the book for those who are bad.
- AC- There could be a feedback forum so if you can't approach the students but would like to tell someone you can this way. However it is not in the Unis interests- do they even know who the landlord is? Do the Council?

- YF- What power does the Council have? Students worry about the safety of the property- not just aesthetic but the overcrowding
- AC- Yes the safety and welfare.
- YF- The Letting Agent won't do anything.
- AC- The Council do have some power. There is Section 4 legislation where Landlords can't get a HMO without planning permission.
- PS- But what is the definition of HMO? Is it when there are 4 or 5?
- Lorna Ford- We've set up a voluntary register but this is over a certain level so doesn't catch everyone. It depends on the number of storeys in the house.
- GJ- Where I lived before there was a horrendous situation and I helped the students against the Landlords.
- BS- It all costs money and the Uni's and students are not contributing so that means every time you do inspections that's a cost as the council hasn't got the money and other things are left out. Something needs to be done for the Schools and Church to make a contribution because over half the population are being supported by the other half.
- YF- Does the Government provide council tax funding?
- Lorna Ford- We do quite well but funding won't be coming from Central Government in the future.

## **EXPLORING GOODS & FACILITIES**

**Do you think having students living in the area makes a difference to these facilities? How?**

- GJ- There are too many restaurants and pubs.
- PS- There are a lot of tanning salons and hair dressers
- LF- This is just what sells

- YF- I feel there is a positive impact because they spend money. They don't just pay fees but accommodation but also consume. A lot of restaurants/ shops wouldn't exist if students didn't live here.
- VB- We don't have small shops anymore.
- Janine Hodges- Are there any local shops which you use?
- PS- We now have an Eastern European deli but this seems to rotate regularly but not many small shops but we do have a LIDL and Asda nearby. Students use a lot of takeaways.
- AC- This creates a lot of employment (Dominoes)
- YF- In Northgate at the Kings School to the Penny Theatre, there are at least 4/5 shops that wouldn't exist without the students. There are hairdressers for different type of hair and Japanese/ Korean shops which are all thriving.
- BS- Herne Bay has a varied difference to Canterbury. The business rates have killed central Canterbury.
- PS- The students contribute to a certain part of society and skew what is available and what is popular. They tend to go away from the specialist shops (used by tourism). They do use services and roads so in that respect they put more wear and tear on it. So make a big difference. This goes back to the amount they contribute.
- BS- The main reason for me coming is to say they are a good thing but in moderation. It is an industry and if you become too dependent and something happens then the impact is frightening.
- PS- The University of Kent and Christchurch are having a big impact.
- VB- Are we a Cathedral city or a University City?
- The group agreed this was a good question.

**Do you use any of the Uni or College facilities? How often? What do you think of them?**

The group said they all use the facilities.

- AC- I use the sports hall and play football. The facilities are great at Canterbury College and it is reasonably priced.
- VB- I use the beauty/ hairdressers facilities.
- PS- The restaurant is good.
- YF- I use the Gulbenkian Theatre quite a lot. At CC there is a church St Gregory's which has been made into a concert hall. There are free concerts at lunchtimes- it is really pleasant.
- Janine Hodges- How often in a year would you use the University/ College facilities?
- GJ- half a dozen
  
- YF- twice a month
- VB- Not lately but I go through stages
- PS- I use more than once a week but use the theatre for pantos and concerts 2 or 3 times a year (Resident was a student there)
- FT- I work there but wouldn't use the facilities
- CH- I frequently use (Resident used to work there)
- LF- I frequently use once a week
- AC- Once a week to play football
- GJ- Half a dozen times a year including the theatre
- BS- 3 or 4 times a year for the Gulbenkian. It is handy as there is free parking.

### **Additional comments**

- BS- Is the UoK Canterbury's largest employer?
- Lorna Ford- the UoK and CC are and contribute £903m to local economy (**Lorna to confirm figs as I wasn't able to catch the amounts**)

- YF- The 5 main employers are the Universities and the Kings school. The Kings school are much more inward looking- could this be a side part of the thinking here?
- GJ- Not forgetting Canterbury college
- YF- The information given to students is the last thing they want to take in as they absorb so much. Could the council negotiate with the universities?
- CH- The number of staff employed has a considerable effect of the social side. A lot of employees stay here and retire here then take part in a lot of cultural things.
- Lorna Ford- A lot of jobs that add value
- GJ- But this is a main driver for driving house prices up. People that study will then leave due to not being able to afford to live here.
- Lorna Ford- We have the lowest proportion of home owners and second lowest proportion of private renting in the country.
- AC- I benefited from buying my home and then selling my house due to the high prices.
- YF- a lot of ex- students have got jobs here and would like to live amongst current students but they can't live with them due to the council tax responsibility being left with them.
- GJ- This is a double whammy- They escape the London growth but there is then a student impact on property. They are squeezed as both ends.
- PS- The number of students here is not being factored into services used such as hospitals.
- YF- What are the Universities plans?
- Lorna Ford- The University of Kent is currently consulting on its 50 year plan. But it is difficult to plan on student numbers

### **How have you found this evening? How can we improve?**

- PS- It would be useful to have the background info about the University population, facts and figures.

**Section 1: Student Number and Characteristics:**

Total current and historic student numbers with mode of attendance:

Academic Year		Mode	Location									
			UCA (inc Canterbury Campus)				Canterbury Campus					
			FE	UG	PGT	PGR	Total	FE	UG	PGT	PGR	Total
2015/16		FT	1146	4419	124	18	5707	351	592	23	6	972
		PT	41	17	78	24	160	14	4	18	5	41
		Total	1187	4436	202	42	5867	365	596	41	11	1013
2010/11 (-5 Years)		FT	1335	4822	180	21	6358	273	452	88	0	813
		PT	84	103	104	12	303	26	84	2	4	116
		Total	1419	4925	284	33	6661	299	536	90	4	929
2005/6 (-10 Years)		FT	1341	4743	121	22	6227	337	604	12	0	953
		PT	152	229	39	8	428	33	105	6	3	147
		Total	1493	4972	160	30	6655	370	709	18	3	1100

Variance within 5 years:	-16.3%	-9.9%	-28.9%	27.3%	-11.9%	22.1%	11.2%	-54.4%	175.0%	9.0%
Variance within 10 years:	-20.5%	-10.8%	26.3%	40.0%	-11.8%	-1.4%	-15.9%	127.8%	266.7%	-7.9%

Age on entry (FT only):

2015/16	Age Banding	Location									
		UCA (inc Canterbury Campus)				Canterbury Campus					
		FE	UG	PGT	PGR	Total	FE	UG	PGT	PGR	Total
Under 18	276	24	0	0	0	300	116	6	0	0	122
18-20	826	3651	0	0	0	4477	223	423	0	0	646
21-24	31	524	67	0	0	622	9	96	14	0	119
25-29	3	111	34	8	8	156	1	29	5	2	37
30 and over	10	109	23	10	10	152	2	38	4	4	48
Unknown	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1146</b>	<b>4419</b>	<b>124</b>	<b>18</b>	<b>5707</b>	<b>351</b>	<b>592</b>	<b>23</b>	<b>6</b>	<b>972</b>	

Ethnicity Category (FT only):

2015/16	Ethnicity	Location									
		UCA (inc Canterbury Campus)				Canterbury Campus					
		FE	UG	PGT	PGR	Total	FE	UG	PGT	PGR	Total
White	954	3096	33	13	4096	306	416	9	4	735	
Asian	60	455	75	4	594	11	75	11	2	99	
Black	33	471	6	0	510	9	46	1	0	56	
Other (inc Mixed)	91	304	6	1	402	23	32	1	0	56	
Unknown/Not Provided	8	93	4	0	105	2	23	1	0	26	
<b>Total</b>	<b>1146</b>	<b>4419</b>	<b>124</b>	<b>18</b>	<b>5707</b>	<b>351</b>	<b>592</b>	<b>23</b>	<b>6</b>	<b>972</b>	

Ethnicity BME (FT only):

2015/16	Ethnicity Category	Location									
		UCA (inc Canterbury Campus)				Canterbury Campus					
		FE	UG	PGT	PGR	Total	FE	UG	PGT	PGR	Total
BME	184	1230	87	5	1506	43	153	13	2	211	
White	954	3096	33	13	4096	306	416	9	4	735	
Unknown	8	93	4	0	105	2	23	1	0	26	
<b>Total</b>	<b>1146</b>	<b>4419</b>	<b>124</b>	<b>18</b>	<b>5707</b>	<b>351</b>	<b>592</b>	<b>23</b>	<b>6</b>	<b>972</b>	

Disability declared at enrolment (FT only):

2015/16	Disability Category	Location									
		UCA (inc Canterbury Campus)				Canterbury Campus					
		FE	UG	PGT	PGR	Total	FE	UG	PGT	PGR	Total
Disability	232	893	9	3	1137	70	114	3	1	188	
No disability	914	3526	115	15	4570	281	478	20	5	784	
<b>Total</b>	<b>1146</b>	<b>4419</b>	<b>124</b>	<b>18</b>	<b>5707</b>	<b>351</b>	<b>592</b>	<b>23</b>	<b>6</b>	<b>972</b>	

Gender (FT only):

2015/16	Gender	Location									
		UCA (inc Canterbury Campus)				Canterbury Campus					
		FE	UG	PGT	PGR	Total	FE	UG	PGT	PGR	Total
F	885	3091	98	15	4089	257	357	16	6	636	
M	247	1327	25	3	1602	91	235	7	0	333	
Unknown	14	1	1	0	16	3	0	0	0	3	
<b>Total</b>	<b>1146</b>	<b>4419</b>	<b>124</b>	<b>18</b>	<b>5707</b>	<b>351</b>	<b>592</b>	<b>23</b>	<b>6</b>	<b>972</b>	

Domicile (FT only):

2015/16	Domicile	Location									
		UCA (inc Canterbury Campus)				Canterbury Campus					
		FE	UG	PGT	PGR	Total	FE	UG	PGT	PGR	Total
UK	1065	3837	23	8	4933	314	488	3	4	809	
EU	51	323	12	1	387	30	64	4	0	98	
OS	30	259	89	9	387	7	40	16	2	65	
<b>Total</b>	<b>1146</b>	<b>4419</b>	<b>124</b>	<b>18</b>	<b>5707</b>	<b>351</b>	<b>592</b>	<b>23</b>	<b>6</b>	<b>972</b>	

## Appendix 12

### Canterbury Street Marshals – Survey analysis (joint report by Canterbury Christ Church University and the University of Kent)

#### Residents survey

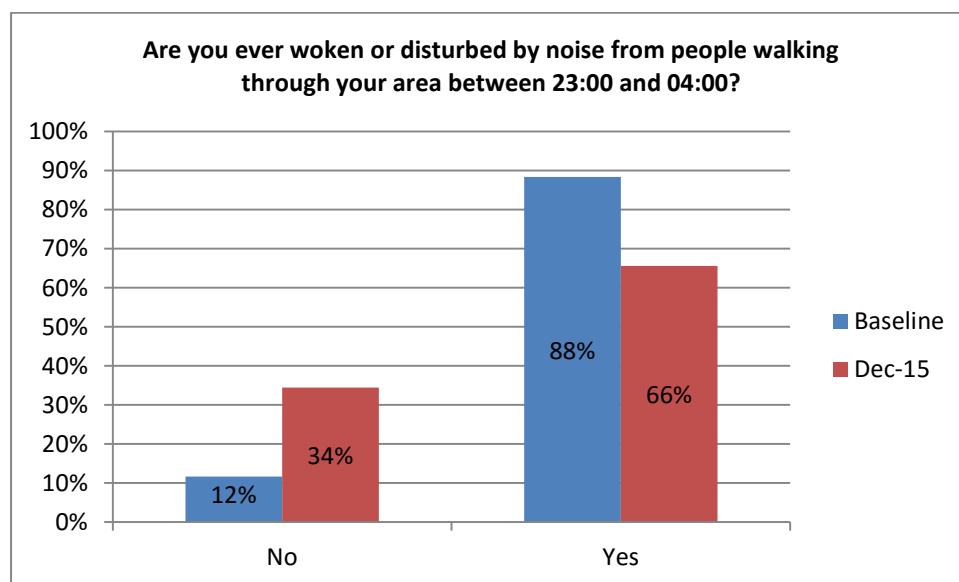
A survey of residents was carried out in June 2015, prior to the Street Marshal project beginning in September 2015 and after the first term of operation, in December 2015. Leaflets were posted through the doors of residents in key areas of the city inviting them to participate. In all, 241 responses were received (180 June 2015 and 61 December 2015).

The high frequency response roads from each survey can be seen in the table below:

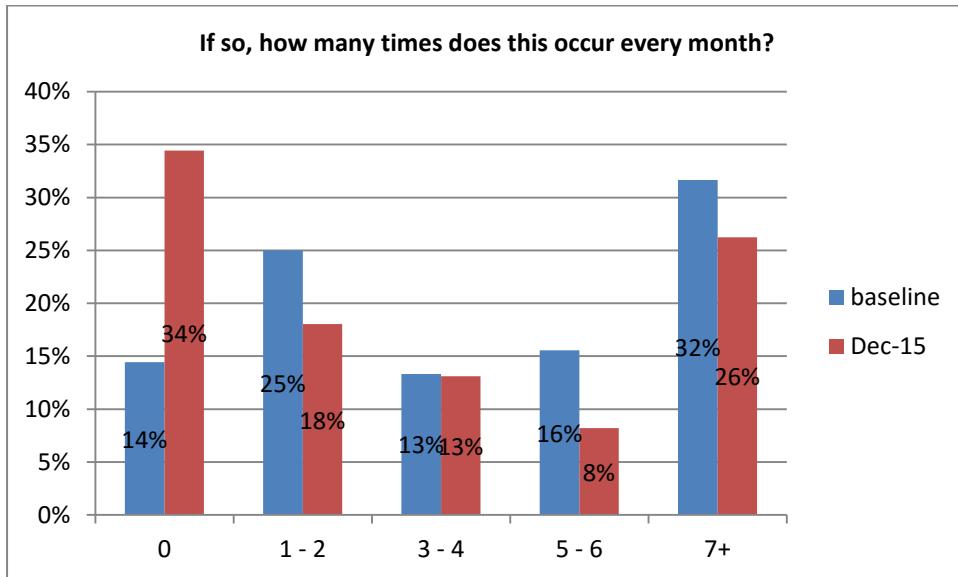
Road	Baseline	Dec 15
Lansdown Road	29%	5%
Salisbury Road	28%	21%
Beaconsfield Road	15%	3%
Durnford Close	13%	14%
St Michael's Road	5%	21%
Cadnam Close	2%	14%
Oxford Road	0.50%	14%

The vast majority (77%) of respondents across both waves of the survey have lived in their properties for more than 7 years.

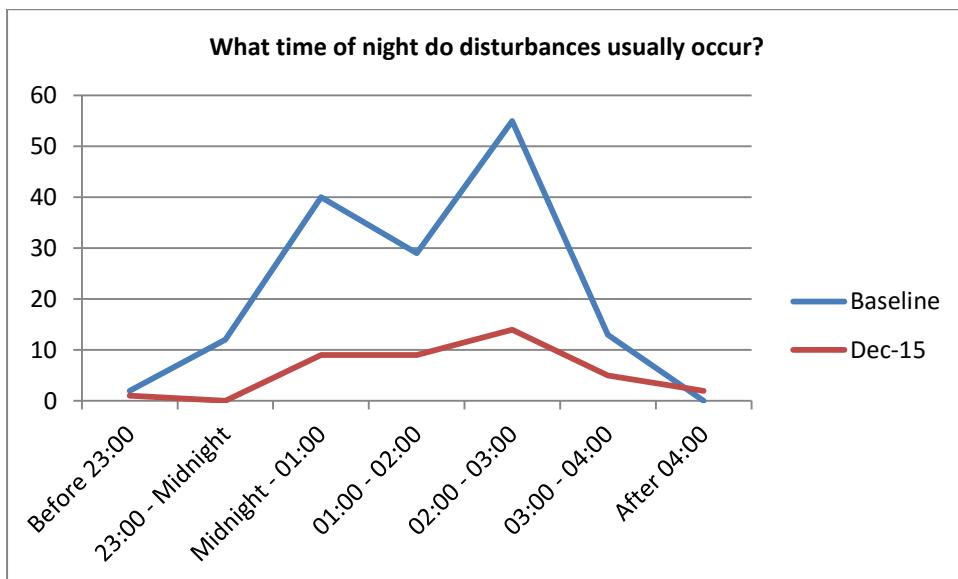
Only 3% of respondents across both waves of the residents survey were current students at the University of Kent (2%) or Canterbury Christ Church University (1%).



There was a reduction in the number of people reporting being disturbed or woken by noise from people walking through their area between 23:00 and 04:00, from 88% in the June baseline survey to 66% in December 2015; there was also an increase of people reporting not being disturbed from 12% to 34%.

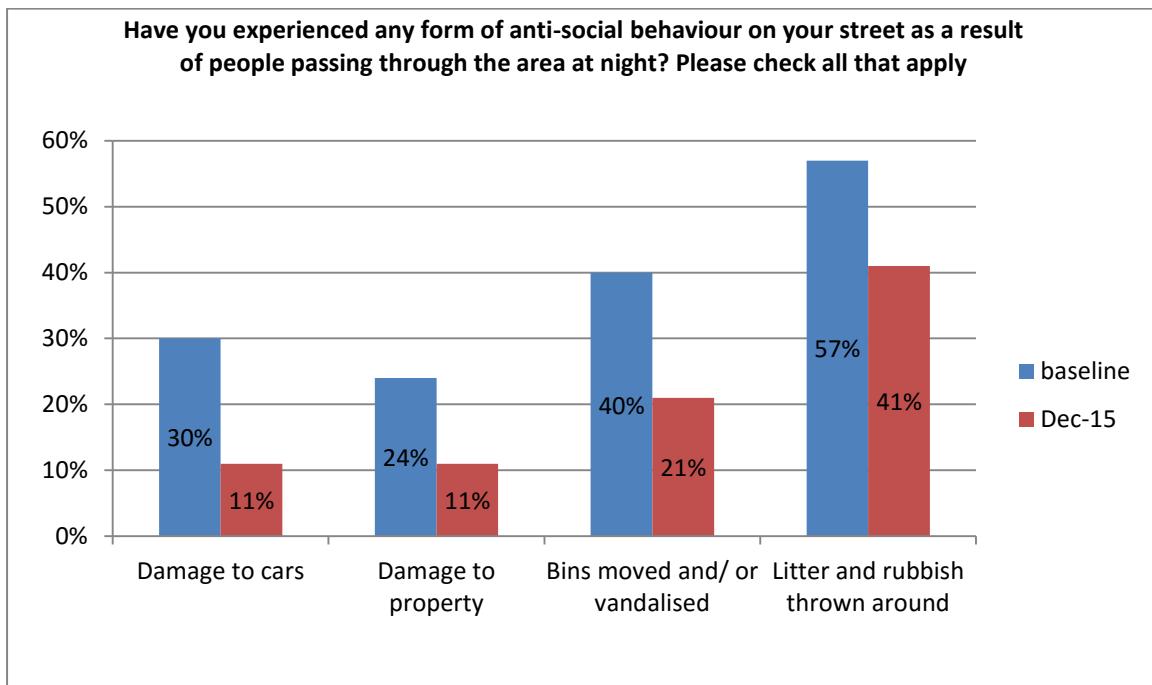


The number of people reporting no disturbances every month increased from 14% to 34%. Most other categories showed reductions with 1-2 times falling from 25% to 18%, 5-6 from 16% to 8% and 7+ disturbances per month falling from 32% to 26%. The only category that remained constant was those who reported being disturbed 3-4 times a month at 13% on both surveys.



There has been a significant reduction in the number of residents reporting that they are disturbed during the hours the Canterbury Street Marshal scheme is in operation. The

temporal pattern has also changed reducing the disturbance to residents during the baseline reported peak of 02:00 to 03:00.

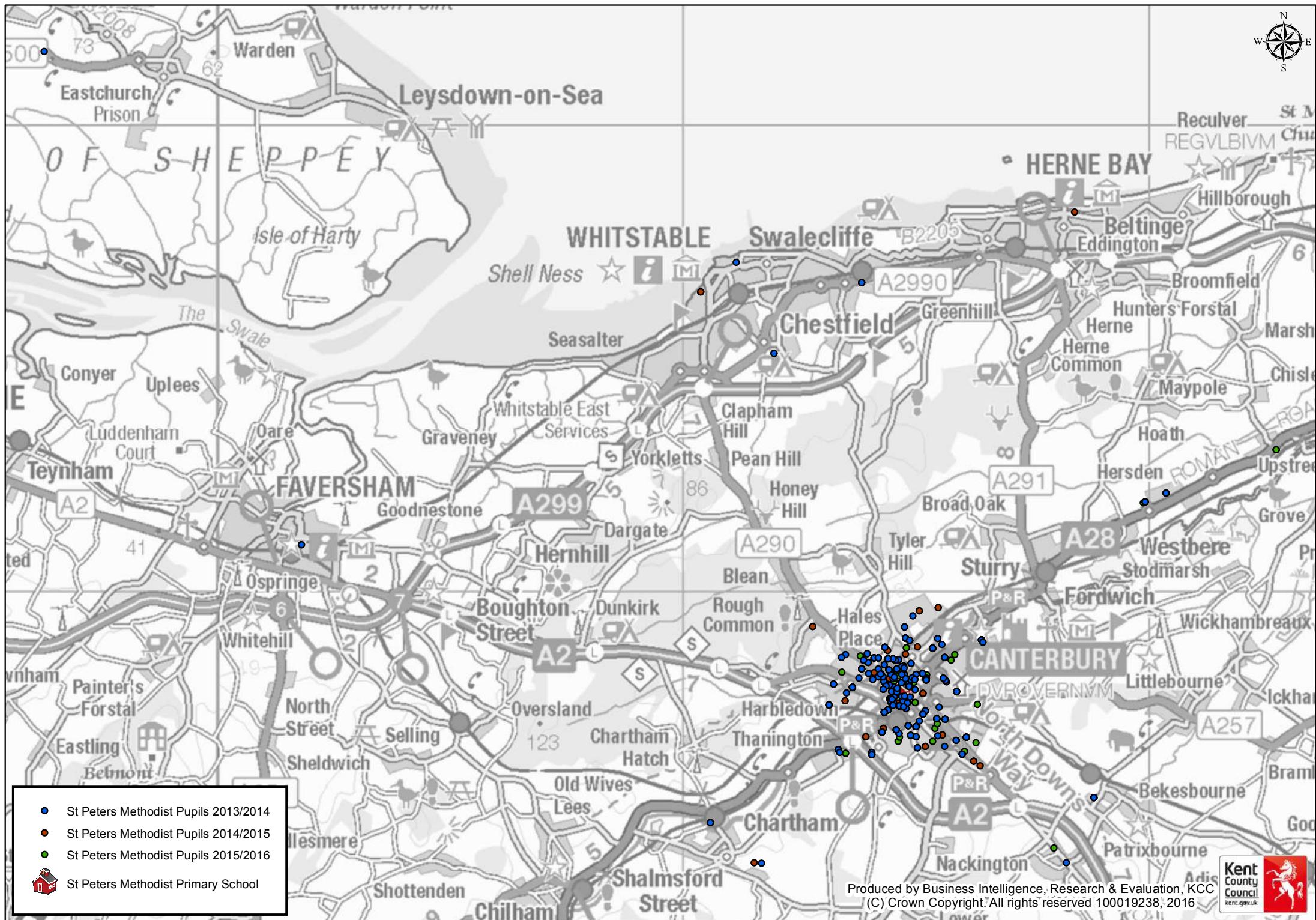


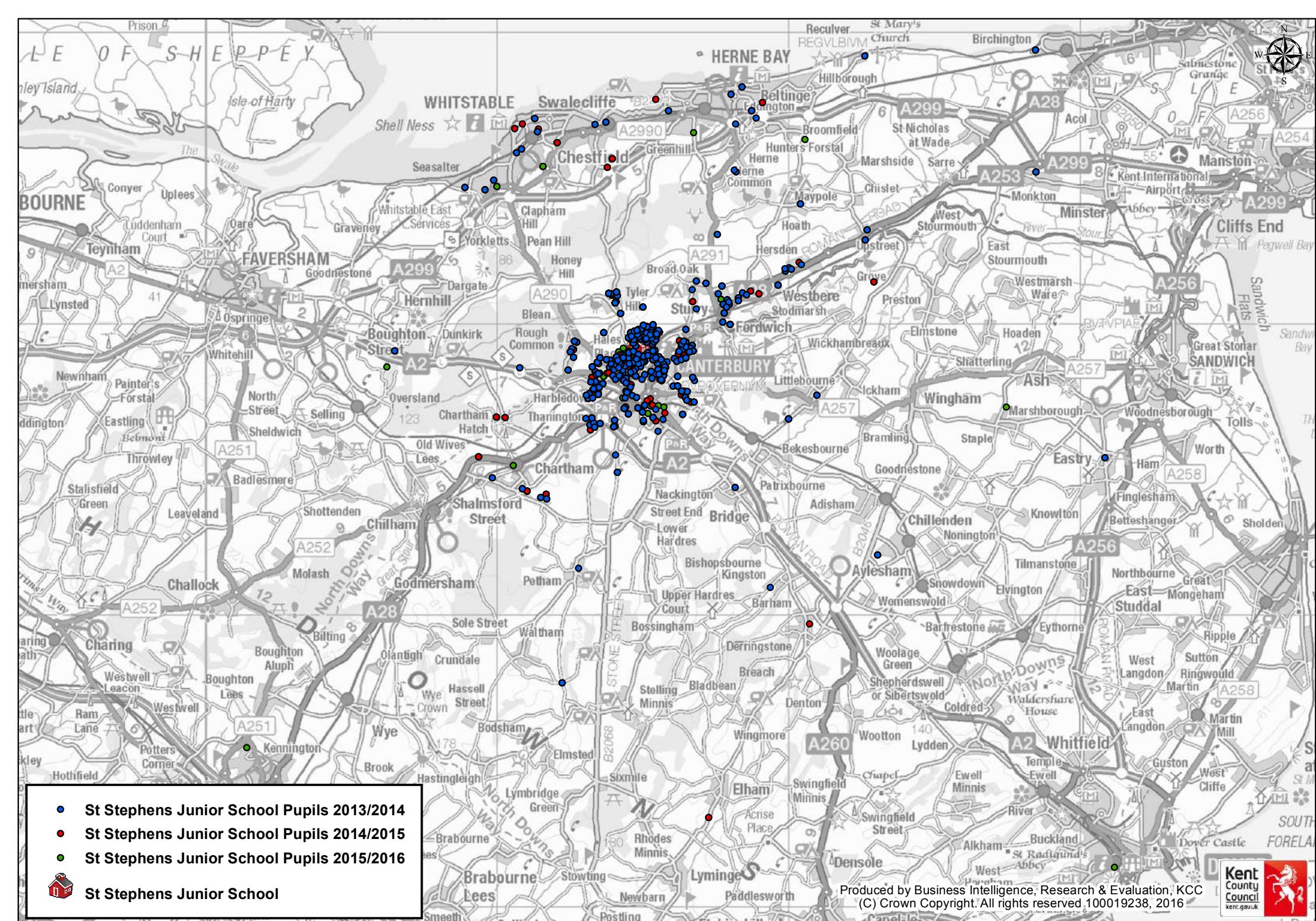
The number of residents reporting experiencing anti-social behaviour on their street has also reduced, with significant reductions on all questions from the baseline to December 2015 survey.

## Appendix 13

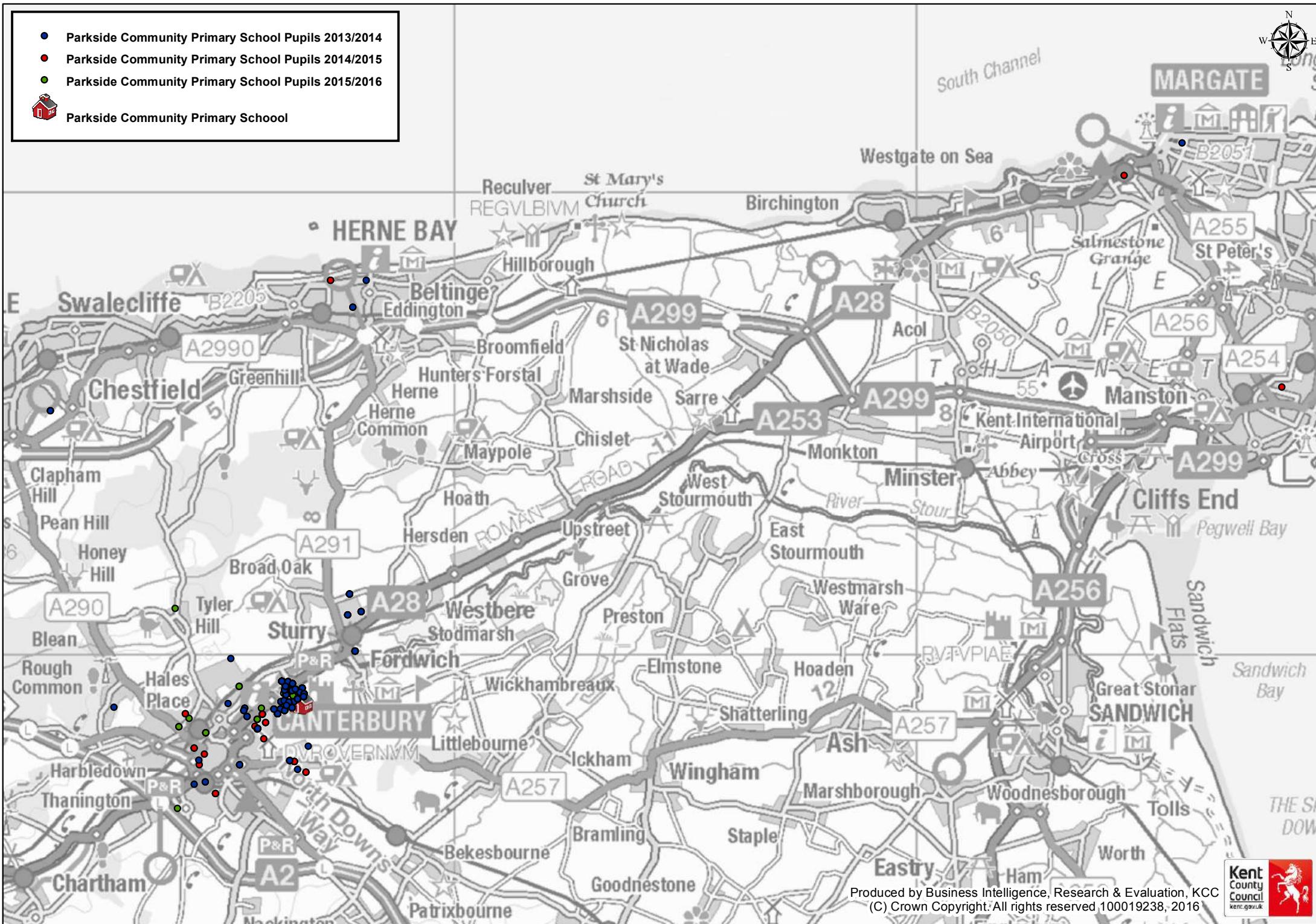
Maps showing where pupils travel from to their school

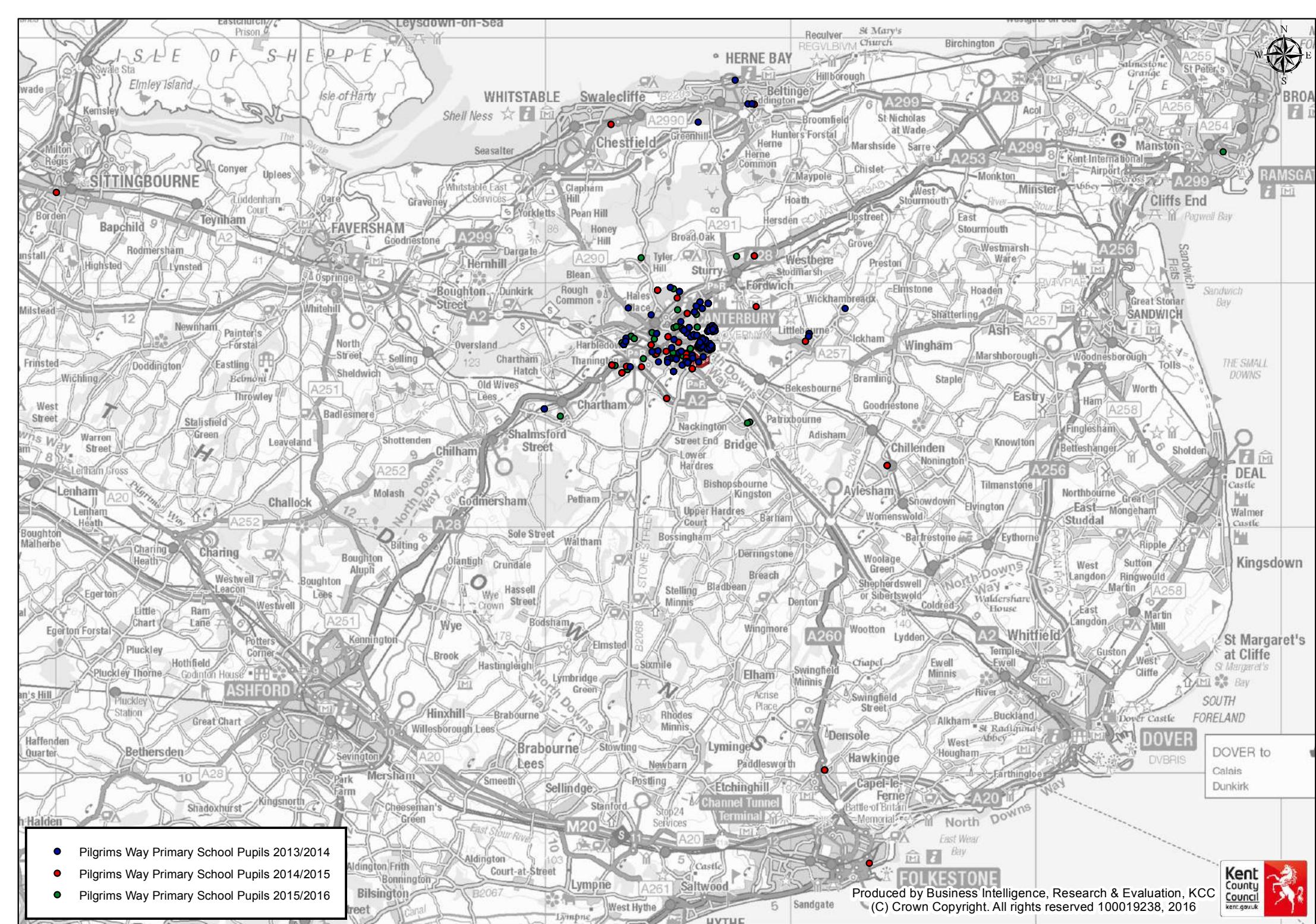
- St Peters Methodist Primary School
- St Stephens Junior School
- Parkside Community Primary
- Pilgrims Way Primary School





- Parkside Community Primary School Pupils 2013/2014
  - Parkside Community Primary School Pupils 2014/2015
  - Parkside Community Primary School Pupils 2015/2016
-  Parkside Community Primary School





## **Appendix 14**

# **Public facilities at Canterbury's FE/HE providers**

The following report summarises the availability of arts and leisure facilities open to the general public at the following FE/HE providers located in Canterbury:

1. Canterbury Christ Church University College
2. University of Kent, Canterbury
3. Canterbury College
4. University for the Creative Arts

The information gathered is taken from internet searches only.

### **1. Canterbury Christ Church University College**

#### **1.1 The Sports Centre**

The centre is located on Pilgrims Way, Canterbury, CT1 1XS, 5 minutes from the North Holmes Road Campus in Canterbury

The sports centre is very busy during the academic year, but has availability for sporting activities/events during the vacations. The Sports Centre includes a:

- Flexible sports hall 37m x 33m with viewing gallery or two halls 33m x 18.5m each with their own viewing gallery
- 65 station fitness suite with a comprehensive range of cardio-vascular and resistance equipment and a free-weights area
- Sports and exercise studio 13.5m x 12.5m
- Performance analysis room suitable for up to 30 people with interactive whiteboard.

#### **1.2 The Maxwell Davies**

The Maxwell Davies building is located on the North Holmes Road campus in Canterbury. The venue is the ideal location for all types of music events with a large number of purpose built practice rooms, a performance space with stage, fully fitted AV, lighting and sound systems whilst also offering several teaching spaces on the first floor for group lessons and classroom style seating if required.

- 16 Rehearsal rooms – ideal for one-to-one training
- Performance area with separate stage
- Outdoor performance space
- Two large indoor rehearsal/performance spaces
- New audio visual, lighting and sound systems
- Four large flexible meeting/teaching rooms
- Conference and Events facility

### **1.3 St Gregory's Centre for Music**

This 19th century building was transformed in 2012 to create an international centre for music education and performance. Situated just across the road from the Canterbury Campus, St Gregory's seats 150. Hosting around 100 concerts a year, the busy music calendar includes regular free lunchtime concerts, evening performances and special events, all of which are open to the public. The music centre offers:

- Raised stage area
- Audio-Visual, lighting and sound system throughout the building
- External patio with outdoor seating
- Secure ample car parking with fully accessible paths and entrances
- Landscaped grounds and gardens
- Conference and events facilities

### **1.4 Augustine Hall**

The Augustine Hall is located on Rhodaus Town road and provides a 450-seat auditorium for large concerts, performances and events. It is located in the University's Library and Student Services Centre, Augustine House, and is the largest hall in Canterbury city centre. The hall features:

- Rehearsal and performance space
- A fully equipped Green Room
- Professional audio visual, lighting and sounds systems
- Facilities for conference and events or exhibitions.

### **1.5 Anselm Studios**

The Anselm Studios were newly renovated in 2013 and provide two flexible studios, perfect for theatre, drama, dance and music. On the University's main North Holmes Campus they feature:

- A modern studio equipped with theatre standard drapes, a lighting rig and a sound system for teaching and studio theatre performances.
- A dance studio with sprung floor, mirrors, sound system and full soundproofing.

### **1.6 Sidney Cooper Gallery**

The Sidney Cooper Gallery is located in the main street of Canterbury city centre, close to the Westgate Towers. The art gallery exhibits work by University staff, students and local and national artists throughout the year, complemented by lively lectures and workshops encouraging the public to get hands-on with the creative process.

### **1.7 The Old Lookout Gallery**

Situated in the Harbour Master's building on The Jetty at Broadstairs Harbour, The Old Lookout is used by the University throughout the year for creative workshops and project space. From Easter through to September The Old Lookout is transformed into a Gallery where weekly exhibitions, art events and related workshops take place.

## **2 University of Kent**

### **2.1 University of Kent main campus**

The main campus offers a range of conference services:

- Over 5,000 bedrooms on our Canterbury campus
- Lecture theatres for 20-500 delegates
- 250 meeting and seminar rooms
- Dedicated event co-ordinators, prior to and during your event
- 'Day Delegate' and '24-hour Delegate' packages available
- Full Event Management service available
- Banqueting for up to 1,200 people
- Range of bars and bistros across campus
- Extensive grounds for outdoor activities
- Cinema and theatre on campus.

### **2.2 The Sports Centre**

Located within the Canterbury campus, the Sports Centre offers event and exhibition facilities including conferences, exhibitions, sporting events and shows.

The venues are suitable for all types of events and include:

- Main Hall: 1295 sq.m. space (sprung floor)
- Hall 2: 544 sq.m. space
- Hall 3: 544 sq.m. space
- Dance Studio
- Pavilion Café Bar
- Outdoor Facilities
- Indoor Tennis Centre
- 3G / Astro Pitch
- accommodation is available on campus

University of Kent and Kent Sport offer membership packages to students, the general public and corporate packages.

Members enjoy:

- An air-conditioned fitness suite fitted with the latest StarTrac equipment. All CV equipment has interactive media access and there is free WIFI coverage throughout.
- The Pit - a bespoke strength and conditioning training area equipped with four Olympic lifting platforms and Eleiko discs and bars.
- The Kent Sport Physiotherapy Clinic is situated in the fitness suite wellness area, providing a seamless pathway from acute injury to full fitness.

- Large group exercise studio which hosts a full timetable of dance, studio cycling, toning, holistic and combat classes. With enhanced lighting and sound.
- Three multi purpose sports halls for many activities including badminton, basketball, football, netball, table tennis, and volleyball.
- Two squash courts with viewing galleries.
- An indoor and outdoor tennis and netball centre – three indoor and three outdoor courts.
- A floodlit 3G football pitch. Please see our facility development page to see the progress of the second 3G pitch.
- A floodlit multi-use astro-turf pitch.
- Grass pitches for sports including rugby, football and cricket.
- Two bay outdoor cricket nets.
- Sports pavilion with changing rooms and excellent social space (The Pavilion Café Bar).
- Two café areas for refreshments and snacks, with vending machines and free WIFI access.

## **2.3 Gulbenkian**

The Gulbenkian Arts Centre building contains a 340 seat theatre, 300 seat cinema and a café which incorporates an informal cabaret style space for live music, comedy and slam poetry. The arts centre can be hired out for conferences, events, lectures and demonstrations. Benefits of hiring Gulbenkian include an auditorium fully equipped and professionally staffed, a computerised ticketing system and a licensed Café/Bar. Technical, box office, front of house and catering services can be included. The ticketing service can be purchased for events held elsewhere.

## **2.4 The Colyer-Fergusson Music Building**

Opened in December 2012 on the main Canterbury campus, this building houses a purpose-built, flexible performance space that can accommodate a wide range of musical activities accessible to both University members and the local community, as well as musicians and arts organisations beyond Kent. The hall offers seating for around 400 audience, 200-strong chorus, and (up to) an 80-piece orchestra. As a flat-floor space, the hall can accommodate up to six hundred audience / performers combined.

## **3. Canterbury College**

### **3.1 Sport and Fitness Centre**

The Fitness Centre & Gym includes a sports hall, exercise studio and fitness suite (as well as a viewing gallery for sports matches).

There are membership packages for staff and students as well as the general public.

The Canterbury Sport & Fitness Centre boasts:

- Large sports hall with wooden semi-sprung flooring
- Underfloor heating throughout
- Modern gym with brand new equipment

- Fitness studio with wooden semi-sprung flooring.

### **3.2 Beretun Restaurant**

The Beretun Art Cafe is run by the College's Catering & Hospitality students, and enables them to gain valuable experience of working in the kitchen and waiting on customers.

### **3.3 Children's Centre**

Childcare and nursery services for 2 to 5-year-olds.

### **3.4 The Canterbury Spa**

The Canterbury Spa has a steam room, sauna, spa pool and dry floatation facility.

### **3.5 Active Links**

'Active Links' is a free jobs & recruitment service for businesses, run by Canterbury College.

## **4. University for the Creative Arts**

### **4.1 Herbert Read Gallery.**

The Herbert Read Gallery is located on the University's campus in Canterbury. The gallery is free to enter and aims to showcase talent and inspire people to engage with the arts in an open and creative environment.

## Appendix 15

### Process of de-studentification

#### Towards a process-based conceptualisation of de-studentification

Conditions	Stage 1	Stage 2	Stage 3	Outcome	Stage 4
Studentification	Disruption	Empty beds	Empty houses	Empty streets	Recovery
... which leads to social (for example, new population), cultural (for example, opening of retail and other services), economic (for example, revalorisation of property prices), and physical (for example, initial upgrading as properties converted to HMO) improvement (derived from Smith, 2005)	Oversupply of student accommodation caused by supply-side (for example, the rise of PBSA and studentification frontier moving into suburban areas) and demand-side (for example, declining student numbers, changing student needs, preferences and expectations) factors.	Student needs, preferences and expectations for higher-quality accommodation sees a student depopulation from low-grade student housing, which leads to social (for example, population loss) and economic (for example, reduced rental income) decline in some classically studentified areas.	Student needs, preferences and expectations for higher-quality accommodation sees students abandon classically studentified areas, which leads to greater social and economic decline, but also the beginnings of physical decline.	Student needs, preferences and expectations for higher-quality accommodation sees students and landlords abandon classically studentified areas, which accelerates their social, economic, physical, and cultural decline.	*which leads to social (for example, population loss), cultural (for example, closure of retail and other services), economic (for example, devolatisation of property prices), and physical (for example, abandonment of housing) decline* (Smith, 2008: 2552).

## Appendix 16

### SMRARA Log of incidents of anti-social behaviour 2013-2016

	Michaelmas Term 2013	Michaelmas Term 2014	Michaelmas Term 2015
Number of cases of serious noise and disturbance from HMOs, including parties continuing into early hours of the morning	14	17	6
Number of nights with serious noise and disturbance from students passing through (damage to property, upsetting refuse bins, sustained shouting and screaming outside residents' houses etc)	16	8	6
Number of nights with minor noise and disturbance from students passing through (voices loud enough to wake residents)	6	9	9
	Lent Term 2014	Lent Term 2015	Lent Term 2016
Number of cases of serious noise and disturbance from HMOs, including parties continuing into early hours of the morning	7	4	6
Number of nights with serious noise and disturbance from students passing through (damage to property, upsetting refuse bins, sustained shouting and screaming outside residents' houses etc)	8	3	1
Number of nights with minor noise and disturbance from students passing through (voices loud enough to wake residents)	7	3	9
	Trinity Term 2014	Trinity Term 2015	Trinity Term 2016
Number of cases of serious noise and disturbance from HMOs, including parties continuing into early hours of the morning	4	5	3
Number of nights with serious noise and disturbance from students passing through (damage to property, upsetting refuse bins, sustained shouting and screaming outside residents' houses etc)	5	2	1
Number of nights with minor noise and disturbance from students passing through (voices loud enough to wake residents)	2	0	4

## Canterbury campus accommodation

### Postgraduate Residence Fees 2015-16

All postgraduate accommodation has self-catering facilities

Rooms in Woolf College, Darwin and Keynes Studio Flats are en suite. All other accommodation has shared shower and toilet facilities.

Fees include the costs of gas, electricity, water, wi-fi internet access and up to £5,000 of insurance cover for your personal possessions whilst in the accommodation

An advance online payment of fees of £250 is required when applying for accommodation. This amount should be deducted from the figures shown below when you make your first payment of fees for Period 1



Location	Room Type	No of rooms	Nightly rate	Weekly Rent	Four Payments are due				Totals
WOOLF College (544 rooms)					Period 1	Period 2	Period 3	Period 4	
<i>51 week September to September contract only from 19/09/15</i>					nights	104	91	91	75
						19/09/2015	01/01/2015	01/04/2015	01/07/2015
	En-suite 12 sq/m	453	£17.40	£121.80	£1,809.60	£1,583.40	£1,583.40	£1,305.00	£6,281.40
	En-suite large 17sq/m	50	£20.30	£142.10	£2,111.20	£1,847.30	£1,847.30	£1,522.50	£7,328.30
	Studio en-suite 17 sq/m	41	£21.21	£148.47	£2,205.84	£1,930.11	£1,930.11	£1,590.75	£7,656.81
Keynes House	Single	45	£16.85	£117.95	£1,752.40	£1,533.35	£1,533.35	£1,263.75	£6,082.85
Darwin Houses (138 rooms)									
	Single	138	£16.39	£114.73	£1,704.56	£1,491.49	£1,491.49	£1,229.25	£5,916.79
Darwin (8) and Keynes (5) Studio Flats									
	Single	13	£28.86	£202.02	£3,001.44	£2,626.26	£2,626.26	£2,164.50	£10,418.46
Wesley Manse off-campus (22 rooms)									
	Single	12	£16.31	£114.17	£1,696.24	£1,484.21	£1,484.21	£1,223.25	£5,887.91
	Large	10	£18.92	£132.44	£1,967.68	£1,721.72	£1,721.72	£1,419.00	£6,830.12
Park Wood - Farthings Court					nights	104	91	78	
<i>9 months only</i>	Single	150	£15.15	£106.05	£1,575.60	£1,378.65	£1,181.70		£4,135.95

Payment of residence fees is required per period in advance

Students are requested not to bring cars with them to the University as there is no available parking on the campus

Postgraduate Licences are from 19 Sept 2015 until 10am on Wednesday 14 Sept 2016 except for those on shorter programmes who will be living in Park Wood

## Canterbury campus accommodation

### Undergraduate Residence Fees 2015-2016



Undergraduate Licences are from Saturday 19 September 2015 until 10am on Saturday 18 June 2016.

Fees include cost of gas, electricity, water, internet access and £5K of room insurance cover for your personal possessions

You should bring your own bed linen and towels to university as they are not provided, or alternatively buy them from our on-line store

Students are requested not to bring cars with them to the University as there is no available parking on the campus

<b>SELF-CATERED - 39 WEEKS</b>		<b>Nightly</b>	<b>Weekly</b>	<b>Period 1</b>	<b>Period 2</b>	<b>Period 3</b>	<b>Annual Total Fees</b>
This is a continuous Accommodation Agreement and includes the Winter and Spring vacations.				19/09 to 31/12	01/01 to 31/03	01/04 to 18/06	
<b>Park Wood</b>	No. of nights in each period:			104	91	78	273
5 bed houses	Rooms - 797	£15.15	£106.05	£1,575.60	£1,378.65	£1,181.70	£4,135.95
6 bed houses	Rooms - 618	£17.41	£121.87	£1,810.64	£1,584.31	£1,357.98	£4,752.93
Flats	En-suite rooms - 520	£21.87	£153.09	£2,274.48	£1,990.17	£1,705.86	£5,970.51
<b>Darwin</b>							
College	Rooms - 280	£16.39	£114.73	£1,704.56	£1,491.49	£1,278.42	£4,474.47
	Large rooms - 30	£18.93	£132.51	£1,968.72	£1,722.63	£1,476.54	£5,167.89
<b>Tyler Court</b>							
Tyler Court A	En-suite rooms - 189 10 sq m	£20.50	£143.50	£2,132.00	£1,865.50	£1,599.00	£5,596.50
Tyler Court B & C	En-suite rooms - 339 - 13 sq m	£22.41	£156.87	£2,330.64	£2,039.31	£1,747.98	£6,117.93
<b>Keynes Flats</b>							
Flats	En-suite rooms - 349 - 13 sq m	£21.87	£153.09	£2,274.48	£1,990.17	£1,705.86	£5,970.51
	En-suite extra large rooms - 96 - 16 sq m	£23.91	£167.37	£2,486.64	£2,175.81	£1,864.98	£6,527.43
<b>Turing College</b>							
Flats	En-suite large rooms - 386 - 15 sq m	£22.41	£156.87	£2,330.64	£2,039.31	£1,747.98	£6,117.93
Flats	En-suite extra large - 133 - 16 sq m	£23.91	£167.37	£2,486.64	£2,175.81	£1,864.98	£6,527.43
Houses	Rooms - 282 - 13 sq m	£18.87	£132.09	£1,962.48	£1,717.17	£1,471.86	£5,151.51
<b>COLLEGE - 37 WEEKS Bed and Breakfast</b>		<b>Nightly</b>	<b>Weekly</b>	<b>Winter Term Period 1</b>	<b>Spring Term Period 2</b>	<b>Summer Term Period 3</b>	<b>Annual Total Fees</b>
Accommodation rate includes a breakfast or dinner allowance during term time period. The accommodation can be occupied during part of the Winter vacation, except for the 2-week University closure period over Christmas/New year. Belongings can be left in the room during this time.				19/09 to 23/12	04/01 to 31/03	01/04 to 18/06	
No. of nights in each period:				95	88	78	261
<b>Rutherford College</b>							
Rooms - 126		£15.23	£106.61	£1,446.85	£1,340.24	£1,187.94	£3,975.03
Large rooms - 28		£17.36	£121.52	£1,649.20	£1,527.68	£1,354.08	£4,530.96
<b>COLLEGE - 37 WEEKS Bed and Flex dining</b>		<b>Nightly</b>	<b>Weekly</b>	<b>Winter Term Period 1</b>	<b>Spring Term Period 2</b>	<b>Summer Term Period 3</b>	<b>Annual Total Fees</b>
Accommodation rate includes £8 a day meal allowance at 8 different locations across the campus 7 days a week during term time period. The accommodation can be occupied during part of the Winter vacation, except for the 2-week University closure period over Christmas/New year. Belongings can be left in the room during this time.				19/09 to 23/12	04/01 to 31/03	01/04 to 18/06	
No. of nights in each period:				95	88	78	261
<b>Eliot College</b>							
Rooms - 188		£17.87	£125.09	£1,697.65	£1,572.56	£1,393.86	£4,664.07
Large rooms - 36		£20.01	£140.07	£1,900.95	£1,760.88	£1,560.78	£5,222.61
<b>31 WEEKS Bed &amp; Bistro</b>		<b>Nightly</b>	<b>Weekly</b>	<b>Winter Term Period 1</b>	<b>Spring Term Period 2</b>	<b>Summer Term Period 3</b>	<b>Annual Total Fees</b>
Breakfast and dinner are available from Monday to Friday at Dolche Vita bistro, in Keynes College. At weekends, brunch and dinner are available at Rutherford College dining hall. The accommodation cannot be occupied during the Winter and Spring vacations. Belongings can be left in the room during the Winter vacation but must be removed during the Spring vacation.				19/09 to 19/12	16/01 to 9/04	07/05 to 18/06	
No. of nights in each period:				91	84	42	217
<b>Keynes College</b>							
En-suite rooms - 162		£28.91	£202.37	£2,630.81	£2,428.44	£1,214.22	£6,273.47
<b>Becket Court</b>							
En-suite rooms - 95		£28.91	£202.37	£2,630.81	£2,428.44	£1,214.22	£6,273.47
Large en-suite rooms - 8		£32.31	£226.17	£2,940.21	£2,714.04	£1,357.02	£7,011.27

Prices quoted (£ sterling) do not include every room rate, are for guidance purposes only and may be subject to amendment.

Jun-15

**CANTERBURY ACCOMMODATION - DETAILS AND FEES - 2015-16 PRICES**

Location	Details	Room Type	Room/ space Numbers	2015-16 Prices per week (Licences from 40-47 weeks) plus a non-refundable £125 Administration Fee
<b>Petros Court</b>				
Brand new development situated behind Augustine House	Extra large en-suite rooms in 5 blocks. Flats of up to 3-7 people, with a spacious shared kitchen/dining area in	Extra large en-suite	418	£158.00
<b>St George's Centre</b>				
City Centre between North Holmes campus and Augustine House	Recently built en-suite rooms, in flats from 4-8 people, with shared kitchen facilities in each.	Standard en-suite	200	£152.00
<b>Dover Street Houses</b>				
City Centre between North Holmes campus and Augustine House	Recently built study rooms en-suite or standard, in 3 bedrooms houses with shared kitchen facilities in each. Suitable for mature students.	Standard Large Standard en-suite	8 4 18	£138.00 £143.00 £152.00
<b>Lanfranc House</b>				
Located in historic Canterbury just 5 minutes walk to North Holmes Campus	Medium or large rooms, all en-suite, in flats and houses from 3-7 people, with shared kitchen facilities in each.	Medium en-suite Large en-suite 1 bed flat Parking	193 19 1 14	£135.00 £139.00 On Request £7.50
<b>North Holmes Campus Halls</b>				
On North Holmes Campus (Davidson, Temple and Lang)	Standard en-suite rooms in 3 Campus Halls, with shared kitchen facilities on each floor.	Standard en-suite	71	£115.00
<b>Parham Road Student Village</b>				
Situated outside the city centre, Parham Road is a 15 minutes walk or a short bike ride to North Holmes Campus	Over 500 standard, medium, or large rooms with or without en-suite. Houses or flats from 3-7 people with shared kitchen facilities in each. The superior rooms are more recently built and have double beds.  Please note that studio and one bedroom flats at Parham Road Student Village are offered on a 50 week licence only.	Standard Medium Large Standard en-suite Medium en-suite Large en-suite Std Superior en-suite Med Superior en-suite Lrg Superior en-suite Studio Flat 1 bed flat Parking	238 23 36 13 16 19 40 79 23 4 11 40+	£110.00 £113.00 £116.00 £124.00 £127.00 £130.00 £132.00 £135.00 £138.00 £180.00 £192.00 £7.50
<b>Pin Hill</b>				
Opposite the City Wall near to Augustine House and a 10 minutes walk to North Holmes Campus	Standard, medium, or large rooms with or without en-suite. Flats from 2-8 people with shared kitchen facilities in each.  The one bed flat at Pin Hill is offered on a 50 week licence only.	Standard Standard en-suite Medium en-suite Large en-suite 1 bed flat Parking	118 18 8 14 1 10	£112.00 £124.00 £127.00 £130.00 On Request £7.50
<b>University Houses</b>				
Residential houses located in Canterbury area	Various sized rooms in houses of 3-5 people with shared kitchen & bathroom facilities in each.	Small Standard Standard Medium Large	2 19 27 13	£91.00 £92.50 £94.50 £96.50
<b>City Halls</b>				
From 5-15 minutes walk from North Holmes Campus	Standard, medium or large rooms in houses or halls with shared kitchen and bathroom facilities in each.	Small Standard Standard Medium Large Studio Flat	1 77 2 3 1	£91.00 £110.00 £113.00 £116.00 On request
<b>Canterbury Headlease Houses</b>				
Residential houses located in Canterbury area	Various sized rooms in headlease houses of 3-6 people with shared kitchen and bathroom facilities in each	Standard large Standard en-suite Medium en-suite	1 3 3 2	£110.00 £116.00 £118.00 £127.00
<b>Canterbury Room Sizes:</b>				
Up to 6 meters square				
Between 6.1-10.5 metres square				
between 10.6-11.5 metres square				
Between 11.6 - 14.5 metres square				
Over 14.6 meters square				
Small Standard				
Standard				
Medium				
Large				
Extra Large				

### BROADSTAIRS ACCOMMODATION - DETAILS AND FEES - 2015-16 PRICES

Location	Details	Room Type	Room Numbers	2015-16 Prices per week (licences from 40 weeks) plus a non-refundable £125 Administration Fee
<b>Broadstairs Northwood Court</b>				
Northwood Court located at the Broadstairs Campus	En-suite standard sized rooms. Flats of 4-5 people with shared kitchen facilities in each.	Standard en-suite 1 Bed Flat Studio Flat	84 1 1	£116.00 on Request on Request
<b>Broadstairs Headlease Houses</b>				
Residential houses located in Broadstairs and Ramsgate	Various sized rooms in headlease houses with shared kitchen and bathroom facilities in each. Within commuting distance from Broadstairs campus.	Small Standard Standard Medium Large Standard en-suite Large en-suite	1 4 4 17 1 2	£91.00 £95.50 £98.50 £101.50 £106.00 £109.00

<b>Broadstairs Room Sizes:</b>	Up to 6 meters square	Small Standard
	Between 6.1-10.5 metres square	Standard
	between 10.6-11.5 metres square	Medium
	Between 11.6 - 14.5 metres square	Large

### MEDWAY ACCOMMODATION - DETAILS AND FEES - 2015-16 PRICES

Location	Details	Room Type	Room Numbers	
<b>Medway - Liberty Quays</b>				
15-20 minutes walk to the Medway campus	60 newly built en-suite rooms, in flats of 6 or 8 people, with shared kitchen facilities in each. Managed by Liberty Living, further details can be found at <a href="http://www.libertyliving.co.uk/student-accommodation/medway/liberty-quays/">http://www.libertyliving.co.uk/student-accommodation/medway/liberty-quays/</a>	Standard en suite	60	Prices variable - £137.50 (39 weeks) £114.00 (51 weeks)

## **Appendix 18**

### **Landlord and letting agent survey analysis**

Landlords and Letting agents (LL/LA) with property to rent in Canterbury were sent an email request to complete an on-line survey. The list came from the HMO registration data from CCC and local Landlord forum, 156 were invited to complete the survey. We received 25 responses.

The purpose of the survey was to find out the LL/LA point of view about the benefits and challenges of renting to students. This includes finding out: what economic impact LL/LAs have on the district, how dependant their business is on students, how regularly they maintain their properties and ask if they are finding it harder to let their properties to students.

### **Your business**

#### **1. Are you a:**

Letting agent	7	28.0%
Landlord	17	68.0%
University	1	4.0%

#### **2. Roughly, what proportion of your/your staff's work relates to student accommodation in Canterbury in the academic year 2015/16?**

Proportion of time (%)	Number of respondents	Percentage of respondents
1	2	8.00%
2	1	4.00%
5	1	4.00%
10	2	8.00%
20	1	4.00%
50	1	4.00%
75	1	4.00%
90	1	4.00%
92.6	1	4.00%
100	11	44.00%
No reply	3	12.00%

#### **3. How many rented properties do you manage in the Canterbury district?**

Rented properties	Number of respondents	Percentage of respondents
1	8	33.3%
2	3	12.5%
3	2	8.3%
6	1	4.2%
29	1	4.2%
31	1	4.2%
33	1	4.2%
45	1	4.2%
110	1	4.2%
115	1	4.2%
134	1	4.2%
150	1	4.2%
280	1	4.2%
5381	1	4.2%

How many rented properties do you manage in the Canterbury district?	Of this figure how many are rented to students?	Percentage of rented properties to students
1	1	100.00%
1	1	100.00%
1	1	100.00%
1	1	100.00%
1	1	100.00%
1	1	100.00%
1	1	100.00%
1	1	100.00%
2	2	100.00%
2	2	100.00%
3	2	66.67%
3	3	100.00%

<b>How many rented properties do you manage in the Canterbury district?</b>	<b>Of this figure how many are rented to students?</b>	<b>Percentage of rented properties to students</b>
6	6	100.00%
29	29	100.00%
31	31	100.00%
33	32	96.97%
45	45	100.00%
110	56	50.91%
115	115	100.00%
134	124	92.54%
150	150	100.00%
280	80	28.57%
5381	5381	100.00%

**4. Please estimate to what extent your business currently depends on student accommodation on a scale of 1 – 5 with 1 being not dependent to 5 being wholly dependent on student accommodation.**

<b>Not dependent 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Wholly dependent 5</b>	<b>No reply</b>
1	3	1	3	16	1
4.0%	12.0%	4.0%	12.0%	64.0%	4.0%

## Maintenance

**5. How much do you spend (on your student properties in Canterbury) on average in a year on maintenance and improvements?**

500	3,000	160,000
1,000	4000	250,000
1,000	4,000	360,000
1,000	4,500	81,066.31 for managed properties, £432,804.19 for Bob's properties
1,000	7,000	
2,500	8,000	
2,500	8,000	5,000,000
2,500	45,000	
3,000	80,000	

**5a) How often is the following carried out?**

	More than monthly	Beginning and/or end of term	Twice a year	Once a year	Less than once a year	Only when needed	No reply
Check external paint work	3	6	6	7	-	2	1
	12.0%	24.0%	24.0%	28.0%	-	8.0%	4.0%
Maintain external paint work	-	2	1	3	1	17	1
	-	8.0%	4.0%	12.0%	4.0%	68.0%	4.0%
Check guttering	1	4	10	5	1	2	2
	4.0%	16.0%	40.0%	20.0%	4.0%	8.0%	8.0%
Maintain guttering	-	2	3	4	-	15	1
	-	8.0%	12.0%	16.0%	-	60.0%	4.0%
Check fences/external walls	3	6	6	5	-	4	1
	12.0%	24.0%	24.0%	20.0%	-	16.0%	4.0%
Maintain fences/walls	1	2	3	4	-	12	3
	4.0%	8.0%	12.0%	16.0%	-	48.0%	12.0%
Check garden	15	4	4	-	-	-	2
	60.0%	16.0%	16.0%	-	-	-	8.0%
Maintain garden	18	2	1	2	-	-	2
	72.0%	8.0%	4.0%	8.0%	-	-	8.0%

**5b) Looking back over the academic year 2014/15: how much did you spend on student properties in Canterbury, employing local (to the Canterbury district) trades people? (If you used trades people from outside the Canterbury district put 0, if you do not own student property put N/A).**

**Builders**

800	5000	42550
1000	5000	50000
1100	15000	
2700	15000	

**Electricians**

60	500	10000
300	600	10000
400	3000	15000
400	5000	

**Plumbers**

200	500	3000
300	600	10000
300	1500	10000
406	2000	10000

**Central heating engineers**

200	1140	19000
200	2000	25000
500	3000	
500	10000	

**Decorators**

100	530	5000
250	600	5000
300	1500	12000
400	1500	

**Glaziers and window repairers**

50	100	4500
50	200	5000
100	500	6000
100	3000	

**TV and aerial installation staff**

70
150
600

**Gardeners**

100	240	3000
150	400	3000
200	1325	
5000		

15000

**Cleaners**

120	400	5000
145	500	5000
250	2300	6000

**General Maintenance Staff**

350	15000	2000
2000	2000	30000

**Fire safety officers and risk assessors**

150	200
170	4500

**Inventory preparation staff**

150	1000	6000
250	2900	
360	5000	

**Check in and check out staff**

150	1450
250	6000

**Other please state**

1,000	Managing Agent
110,000	agent's commission
1,600	Agent fees. Agent covers risk assessment, inventory tasks and rent collection.

**Alternatively, if you would prefer - please give an overall estimate**

3000	2500	250000
350000	125000	
4000.00	3900000	

**5 c) Where do you usually buy supplies for your (Canterbury) student houses?**

	<b>Within the Canterbury district</b>	<b>Online or outside the Canterbury district</b>	<b>No reply</b>
Bed bases and mattresses	20	3	2
	80.0%	12.0%	8.0%
Bedroom furniture (wardrobes, chests of drawers, bedside cabinets, desks, chairs)	15	8	2
	60.0%	32.0%	8.0%
Lounge suites	13	7	5
	52.0%	28.0%	20.0%
White goods (fridges, freezers, washing machines, tumble dryers, dishwashers)	17	5	3
	68.0%	20.0%	12.0%
Other furniture such as tables and chairs	12	8	5
	48.0%	32.0%	20.0%
Building supplies	19	1	5
	76.0%	4.0%	20.0%
Plumbing supplies	23	-	2
	92.0%	-	8.0%
Electrical supplies	21	1	3
	84.0%	4.0%	12.0%
Carpets	21	1	3
	84.0%	4.0%	12.0%
Laminated flooring	16	1	8
	64.0%	4.0%	32.0%
Tiles	17	-	8
	68.0%	-	32.0%
Curtains	18	2	5
	72.0%	8.0%	20.0%
DIY materials	23	-	2
	92.0%	-	8.0%
Other please state below:	4	1	20
	16.0%	4.0%	80.0%

**Name of suppliers****Bed bases and mattresses**

Argos  
Beds 4 Us  
Beds4Us  
Beds4us, Wincheap  
Carpets 4 Less  
Designer Beds  
Designer beds  
Designer Beds  
Dreams  
Pilgrims warehouse or Wincheap stores  
Private

**Bedroom furniture (wardrobes, chests of drawers, bedside cabinets, desks, chairs)**

Beds 4 Us  
Beds4 Us  
Beds4us, Wincheap  
Dreams, Argos  
On line and private  
Pilgrims warehouse

**Lounge suites**

Beds 4 Us  
Beds4Us  
Beds4us, Wincheap  
Pilgrims Hospice, Bits & Pieces  
Pilgrims Warehouse  
Private  
Various

**White goods (fridges, freezers, washing machines, tumble dryers, dishwashers)**

Curry Canterbury  
Currys  
Currys  
Curry's  
Currys, Argos  
Herne bay domestics  
Herne Bay Domestics  
Herne Bay Domestics  
Via domestic appliance engineer or Currys  
Washfreeze

**Other furniture such as tables and chairs**

Argos Canterbury  
Beds4Us

Hospice  
Hospice shop  
Pilgrims warehouse  
Private

### **Building supplies**

B&Q  
B&Q  
B&Q, Travis, Jewson  
Jewson/Howdens/B&Q  
Jewsons  
Local Jewsons or B&Q. Little Jobs Company or Keystone Builders  
MBS Canterbury / Herne Bay  
MBS Perkins  
Tool Station  
Travis Perkins or Jewsons  
Various  
Various

### **Plumbing supplies**

Allbits, Whitstable  
B&Q, Travis, Jewson  
Grahams  
Grahams  
Grahams  
Muddimans or Grahams or Lee Terry plumber  
Plum Centre  
Plumbase Canterbury Broad Oak Road  
Plumbase/B&Q  
Screwfix  
Tool Station

### **Electrical supplies**

CEF  
CEF and Lamp post  
CEF Canterbury  
CEF/B&Q  
Lamp Post  
Lamp Post Canterbury Broad Oak Road  
Lawrence or OGC. Supplies sourced from Broad Oak Road  
Screwfix  
The Lamppost  
Tool station  
Via Electrician

## **Carpets**

Broadoak carpets  
Carpet right  
Carpets 4 Less  
Carpets 4 Less, Wincheap  
CRC Carpets  
Lewis carpets  
Lewis carpets  
Lewis Carpets  
Lewis Carpets  
Northdown Carpets, TT Carpets & Flooring  
Various  
Whitstable carpets  
Wincheap or Regents

## **Laminated flooring**

Broadoak carpets  
Carpets 4 Less, Wincheap  
Howdens  
Howdens  
Jewsons / B&Q/Howdens  
Lewis carpets  
Topp Tiles Wincheap  
TT Carpets & Flooring  
Wincheap Flooring

## **Tiles**

Kent Tiles or B&Q or Tile shop in Wincheap  
Tile Giant, Tops Tiles  
Tile Giant, Wincheap  
Topp Tiles  
Topp Tiles and Tile Giant  
Topps Tiles  
Tops tiles  
Wickes  
Wincheap Flooring

## **Curtains**

CSS Property Services  
Curtain Call  
Dunelm  
Dunelm Mill  
Dunelm Mill  
Dunelm, Curtain Call Canterbury  
Dunelmm  
Howards Blinds, Whitstable  
The range

The Range or Wilkinsons or homemade with fabric from C& H

#### DIY materials

B& Q

B&Q

B&Q

B&Q

B&Q

b&q, screwfix, timberite (wincheap)

B&Q, Timberite, Wincheap Hardware, The Range

B&Q/Homebase

BandQ

Jewson/Howdens/B&Q

Screwfix / B&Q

Tool Station, B&Q, Brewers Canterbury

Various

Other	Please supply name if known
Locks and Keys	Acme Locks
New kitchen units from B&Q. Lawn mower from B&Q. Hoover Sainsburys. Fencing Quinneys.	
Kitchen units	Howdens
Kitchens	Howdens

#### Lettings

##### 6. To what extent do you agree with this statement:

In 2015/16 it was harder to fill rented HMOs with student tenants than in previous years.

\*further breakdown of data below

Strongly agree	10	41.7%
Agree	5	20.8%
Not sure	2	8.3%
Disagree	5	20.8%
Strongly disagree	1	4.2%
No reply	1	4.2%

## **Comments**

Compared to the previous year, it has become more difficult to find suitable tenants to let properties. Students seem to have been advised to delay finding accommodation (via Homestamp) which had a knock on effect and - in my opinion - is the reason that there seemed to be a surplus of properties' left.

Every year gets harder due to the additional number of purpose built blocks, more students commuting from home and students being told by the university to WAIT as part of their Wait Campaign so where the process once took 3 weeks, it now takes 11 months, with students often viewing up to 50 properties without making a decision. It wastes their time and ours.

Have been renting my house for 15 years and it has usually been let by February. In 2015 it was not let until late march. This year 2016 only two rooms (out of 5) have been let by May.

It certainly took longer to get potential tenants to make up their minds - this was definitely due to the encouragement of Kent Union and its advice to WAIT. This proved to be very aggravating to existing tenants particularly as the viewing period moved into exam time !!!!

It feels supply had increased along with University accommodation increasing as well.

It was harder at both universities, especially for Christ Church University students

Let via The Letting Shop so they would know, but I had tenants by Jan/Feb for the July start.

More choice available to student had to do more viewings to each let.

Rents within weeks of appearing on studentpad

Seems to be too many houses and letting agents

This was our first year and left very late - advertised August - 3 rooms let by the 1st October

## **7. Did you have any empty (unlet) rooms this year (academic year 2015/16)?**

Yes	10	40.0%
No	13	52.0%
No reply	2	8.0%

**If yes, how many:**

- 1
- 2
- 3
- 4
- 5
- 15
- 50

**8. Looking forward: If you were struggling to let your Canterbury properties to students what would you do?**

<i>**Further breakdown of data below</i>	<b>Very likely</b>	<b>Quite likely</b>	<b>Neutral</b>	<b>Quite unlikely</b>	<b>Very unlikely</b>	<b>No reply</b>
Sell the property	3	5	5	4	3	4
	12.5%	20.8%	20.8%	16.7%	12.5%	16.7%
Try and rent the property to a family	5	4	2	2	8	3
	20.8%	16.7%	8.3%	8.3%	33.3%	12.5%
Drop the rent and still try and rent to students	4	9	1	2	4	4
	16.7%	37.5%	4.2%	8.3%	16.7%	16.7%
Lease to Canterbury City Council for social housing	2	-	4	5	9	4
	8.3%	-	16.7%	20.8%	37.5%	16.7%
Lease them to Canterbury City Council for refugees	2	-	4	2	12	4
	8.3%	-	16.7%	8.3%	50.0%	16.7%
Leave it empty	1	3	-	2	13	5
	4.2%	12.5%	-	8.3%	54.2%	20.8%
Other (give comment below)	1	-	-	-	-	23
	4.2%	-	-	-	-	95.8%

**Other comments**

Leave empty for one academic year and re-let the following academic year.

**9. Are your 'student properties' usually empty during the student holiday periods?**

	<b>Yes</b>	<b>No</b>	<b>No reply</b>
Christmas holiday	12	11	2
	48.0%	44.0%	8.0%
Easter holiday	5	17	3
	20.0%	68.0%	12.0%
Summer holiday	18	6	1
	72.0%	24.0%	4.0%

**10. If the council started to regulate and/or enforce against the use of advertising with lettings boards (consistently across all lettings) – would you welcome a move like this?**  
\*\*\**further breakdown of data below*

Yes	14	58.3%
No	5	20.8%
Not sure	4	16.7%
No reply	1	4.2%

#### **Further comment?**

Boards are ugly and don't appear to achieve much as I often see boards up in streets where all the other properties that never had boards have been rented. Also some agents leave them up after the property has been rented for free general advertising. I would like to see a complete ban on all boards.

I have instructed The Letting Shop not to use boards as I do not wish to highlight either property as a student let

I think this attracts the criminals during the empty periods i.e. over Christmas etc

Letting student property is becoming more difficult and using letting boards is probably an effective advert. However, perhaps there needs to be control over establishing more buy - to-let properties.

Never use letting agents.

The council should not interfere with rental properties, or the way they are let by the agents.

We don't use boards for 2 reasons; 1. They are an eye-sore and an old fashioned way of advertising 2. The can advertise the fact that a property is empty and draw attention to the fact that a property could be empty. But having said this, I do understand why some Letting Agents' use them.

## **Complaints**

**11. Looking back over the last year did you receive complaints about Houses in Multiple Occupation (HMOs)?**

Yes	8	33.3%
No	15	62.5%
No reply	1	4.2%

**11a) If yes, do you receive more complaints about student HMOs than about non-students HMOs?**

Yes	5	62.5%
No	1	12.5%
No difference	2	25.0%

**11b) How many complaints (about tenancies in Canterbury) received in 2014/15 did you have about:**

	<b>Number of complaints student HMO</b>	<b>Number of complaints non-student HMO</b>	<b>Number of complaints all other rented</b>
Anti-Social Behaviour (ASB)	2		
Noise complaint	2 2 1 2 1 2 1 3 5		1 3
Appearance of the house/flat	1		
Unkempt gardens(including external fences/gates etc)	5		
Litter	5		
Overflowing bins	5 2 2 6		
Bins not put out for collection correctly	2		
Inconsiderate parking	1		2
Other – please give details below	1		
I do not record this information			

**Other give details**

I have a good relationship with the owners of property adjacent to both houses.

No complaints of any nature 2014/15 or 2015/16

We only have HMO properties.

**12. Looking back over the last year (2014/15) have any of your student properties been targeted by criminals?**

Yes	6	24.0%
No	18	72.0%
No reply	1	4.0%

**12a) If yes, how many:**

1  
1  
1  
2  
2  
3

**12c) In your experience are student properties more likely to be targeted by criminals than non-student properties?**

Yes	4	16.0%
No	5	20.0%
No difference	15	60.0%
No reply	1	4.0%

**13. Who do you think is responsible for ensuring the right number and type of bins is available at the property?**

Landlord	17	68.0%
Council	5	20.0%
University	1	4.0%
Students themselves	-	-
Other, please state	1	4.0%
No reply	1	4.0%

**Other**

Landlord and or Agent

**14. Who do you think is responsible for explaining waste and recycling procedure to student tenants?**

Landlord	12	48.0%
Council	7	28.0%
University	2	8.0%
Students themselves	-	-
Other, please state	3	12.0%
No reply	1	4.0%

**Other**

Landlord or letting agent

Letting Agent & Uni

Landlord or Agent

**Damage to property by tenants**

**15. Is damage to the property/garden or its contents higher for student HMOs than other types of households?**

Yes	9	37.5%
No	3	12.5%
No difference	11	45.8%
No reply	1	4.2%

**16. How much deposit do you ask for at the start of a tenancy? (Please indicate the nearest amount)**

	No deposit	One week rent	4 weeks/1 month rent	Up to 2 months' rent	More than 2 months' rent	Other amount	No reply
Student HMO	6	2	14	-	-	-	2
	25.0%	8.3%	58.3%	-	-	-	8.3%
Professional HMO	1	-	6	1	-	-	16
	4.2%	-	25.0%	4.2%	-	-	66.7%
'Family' rental (not sharers)	1	-	3	3	-	-	17
	4.2%	-	12.5%	12.5%	-	-	70.8%

**16a) Usually what proportion of student tenants do not have their full deposit returned for reasons of damage to the property/its contents/garden?**

**Give %**

0	10	20
4	10	20
5	10	25
5	15	50
5	20	
5	20	
N/A (no deposit taken)	9	

**16b) When damage occurs (in student properties) what is the average amount of the deposit usually retained?**

**Give %**

0	20	30
0	20	30
7	20	35
15	25	50
20	25	100
20	30	300

**Survey Ends – the following tables are further breakdown of answers above.**

**6. To what extent do you agree with this statement:**

* Of this figure how many are rented to students?	In 2015/16 it was harder to fill rented HMOs with student tenants than in previous years.
1	Agree
1	Agree
1	Disagree
1	Disagree
1	Disagree
1	Strongly agree
1	Strongly agree
1	Strongly disagree
2	Agree
2	Disagree
2	Not sure
2	Strongly agree
3	Strongly agree
6	Not sure
29	Agree
31	Agree
32	Strongly agree
45	Strongly agree
56	Strongly agree
80	Strongly agree
115	Strongly agree
124	Strongly agree
150	Disagree
5381	

<b>Of this figure how many are rented to students?</b> ***	<b>10. If the council started to regulate and/or enforce against the use of advertising with lettings boards (consistently across all lettings) – would you welcome a move like this?</b>
1	No
1	Not sure
1	Yes
1	Yes
1	Yes
2	No
2	Yes
2	Yes
2	Yes
3	Not sure
6	Yes
29	Not sure
31	Not sure
32	Yes
45	Yes
56	Yes
80	Yes
115	Yes
124	Yes
150	Yes
5381	

** Of this figure how many are rented to students?	8. Looking forward: If you were struggling to let your Canterbury properties to students what would you do?							
	Sell the property	Try and rent the property to a family	Drop the rent and still try and rent to students	Lease to Canterbury City Council for social housing	Lease them to Canterbury City Council for refugees	Leave it empty	Other	Comment
1	Quite unlikely	Very likely	Quite likely	Quite unlikely	Quite unlikely	Very unlikely		
1	Very likely	Very unlikely	Very unlikely	Very unlikely	Very unlikely	Very unlikely		
1	Quite likely	Quite unlikely	Quite unlikely	Quite unlikely	Very unlikely	Very unlikely		
1	Quite likely	Neutral	Very unlikely	Very unlikely	Very unlikely	Very unlikely		
1	Quite likely	Quite likely	Quite likely	Neutral	Neutral	Quite likely		
1	Quite unlikely	Very unlikely	Very unlikely	Very unlikely	Very unlikely	Quite unlikely		
1			Very likely					
1	Quite likely	Quite likely	Quite likely	Neutral	Neutral	Very unlikely		
2	Neutral	Very likely	Quite likely	Quite unlikely	Quite unlikely	Very unlikely		
2	Very unlikely	Quite likely	Quite likely	Very unlikely	Very unlikely	Very unlikely		
2	Quite unlikely	Very likely						
2	Neutral	Quite likely	Very likely	Neutral	Neutral	Very unlikely		
3	Very likely	Very unlikely	Very unlikely	Very likely	Very unlikely	Very unlikely		
6	Very likely	Very unlikely	Neutral	Neutral	Neutral	Very unlikely		
29	Very unlikely	Very unlikely	Very likely	Very unlikely	Very unlikely	Very likely	Very likely	(leave empty for one academic year and re-let the following academic year)

** Of this figure how many are rented to students?	8. Looking forward: If you were struggling to let your Canterbury properties to students what would you do?							
	Sell the property	Try and rent the property to a family	Drop the rent and still try and rent to students	Lease to Canterbury City Council for social housing	Lease them to Canterbury City Council for refugees	Leave it empty	Other	Comment
31	Quite unlikely	Quite unlikely	Very likely	Very unlikely	Very unlikely	Quite likely		
32	Neutral	Very unlikely	Quite likely	Quite unlikely	Very unlikely	Quite likely		
45	Quite likely	Very unlikely	Quite unlikely	Very unlikely	Very likely	Very unlikely		
56		Very likely	Quite likely					
80	Neutral	Neutral	Quite likely	Very unlikely	Very unlikely	Quite unlikely		
115	Neutral	Very likely		Quite unlikely	Very unlikely	Very unlikely		
124	Very unlikely	Very unlikely	Quite likely	Very unlikely	Very unlikely	Very unlikely		
150				Very likely	Very likely			
5381								

## Appendix 19

### SUMMARY OF UNIVERSITY DEMOGRAPHIC DATA - STUDENT IMPACT REVIEW 2016

#### CANTERBURY CHRIST CHURCH UNIVERSITY

CCCU students are defined as those registered at the institution, encompassing students who are taught at any one of CCCU's campus sites (Canterbury, Medway, Broadstairs, and Salomons in Tunbridge Wells) and those who are taught at partner institutions.

#### Analysis of CCCU Student Numbers 2014/15

##### Overall Numbers and Campus Breakdowns

In relation to Canterbury Christ Church University (CCCU) the overall number of students registered at the institution in 2014/15 was **16,976**, but of these only **8,861** are taught **full-time** at the **Canterbury** campus. The remainder attend at other institutions or other campuses. **Amongst these a proportion were based in the area prior to commencing their studies.**

Total number of CCCU students: **16,976**

The table below summarises the number of registered **full- and part-time** students by campus and **includes partner institutions**.

Campus Location	Full-Time	Part-Time	Total	%
Canterbury	9,427	4,517	13,944	82.1%
Broadstairs	780	35	815	4.8%
Medway	1,140	697	1,837	10.8%
Salomons	182	198	380	2.2%
<b>Total</b>	<b>11,529</b>	<b>5,447</b>	<b>16,976</b>	<b>100%</b>

#### Students Taught at CCCU Campuses

When students taught at one of CCCU's four campuses are excluded, the number of students registered at CCCU but taught at partner institutions is **1,851**

**Full- and part-time** students taught at CCCU campuses **15,125**

**Full- and part-time** students taught at CCCU campus locations:

Canterbury:	<b>12,319</b>
Medway:	<b>1,735</b>
Broadstairs:	<b>739</b>
Salomons:	<b>332</b>

## **Age, Gender, Ethnicity and Domicile**

### **Age on Entry**

CCCU **full-time** students taught by CCCU, by age on entry.

	<b>Full-time</b>	<b>%</b>
Under 21	5,791	53.2%
21 to 24	2,573	23.6%
25 and over	2,521	23.2%
<b>Total</b>	<b>10,885</b>	<b>100%</b>

CCCU **full-time** students taught at **Canterbury** campus, by age on entry.

	<b>Full-time</b>	<b>%</b>
Under 21	5,165	58.3%
21-24	2,153	24.3%
25 and over	1,543	17.4%
<b>Total</b>	<b>8,861</b>	<b>100%</b>

### **Gender**

	<b>Total</b>	<b>%</b>
Total female	<b>11,686</b>	<b>68.8%</b>
Total male	<b>5,289</b>	<b>31.2%</b>
Other	<b>1</b>	<b>0%</b>
<b>Total</b>	<b>16,976</b>	<b>100%</b>

### **Ethnicity**

	<b>Total</b>	<b>%</b>
White	12,979	76.5%
Black	1,592	9.4%
Asian	609	3.6%
Chinese	49	0.3%
Other Ethnic background	586	3.5%
Non-UK	930	5.5%
Not known	231	1.4%
<b>Total</b>	<b>16,976</b>	<b>100%</b>

### **Domicile**

	<b>Total</b>	<b>%</b>
UK	16,013	
Other EU	645	3.8
Other Europe	24	0.1
Non EU	261	1.5
Channel Islands and Isle of Man	32	0.2
Unknown	1	0
<b>Total</b>	<b>16,976</b>	<b>100%</b>

## **Students with a Term-Time Canterbury Postcode**

The following tables comprise all students with a term-time Canterbury postcode.

### **Mode of Attendance**

Full-time	5,469	88.5%
Part-time	710	11.5%
<b>Total</b>	<b>6,179</b>	<b>100%</b>

### **Origin**

UK	5,540	89.7%
Other	639	10.3%
<b>Total</b>	<b>6,179</b>	<b>100%</b>

### **Age Range**

Under 21	3,740	60.5%
21-29	1,703	27.6%
30-39	344	5.6%
40-49	267	4.3%
50+	125	2.0%
<b>Total</b>	<b>6,179</b>	<b>100%</b>

## **Projections of Future Student Numbers**

These figures are CCCU's Strategic Framework 2015-2020 targets and are for all registered students.

	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>
<b>Total</b>	17,949	18,472	18,995	19,518

## **Destinations of Leavers from Higher Education**

The Destinations of Leavers from Higher Education (DLHE) survey captures the employment/further study activities of leavers approximately six months after their course has finished. For the purpose of this review, the sample comprises leavers whose destinations were known and who were available for work/further study excluding leavers who were in further study only. The data is from the 2013/14 leavers which is the most recent set of data.

The tables below comprise all registered CCCU students who finished their studies in 2013/14 and who responded to the DLHE survey.

### **DLHE 2013-14**

	<b>N</b>	<b>%</b>
Total sample pop (UK-dom, with known destinations, available for work/study, excluding those studying only)	4027	-
In employment	3811	94.6
In graduate jobs	2819	70.0
In employment in CT1-CT6	431	-
In graduate jobs in CT1-CT6	266	61.7
In public services in CT1-CT6	312	72.4
Self-employed in CT1-CT6	15	3.5

### **Longitudinal DLHE 2010-11**

	<b>N</b>	<b>%</b>
Total sample pop (UK-dom, with known destinations, available for work/study, excluding those studying only)	761	-
In employment	747	98.2%
In graduate jobs	658	86.5%
In employment in CT1-CT6	73	-
In graduate jobs in CT1-CT6	65	89.0%
In public services in CT1-CT6	68	93.2%
Self-employed in CT1-CT6	1	1.4%

## **Destinations of Canterbury Campus Leavers**

Of the 4,027 CCCU leavers surveyed, 3259 studied at the **Canterbury campus**. Of these, 96% found employment in the UK within 6 months of leaving and 372 (11%) were employed in the Canterbury district. Of those employed in the district, 272 (73%) were in public services and 63% were in graduate-level jobs.

## **Destinations of Non-Resident Canterbury Campus Leavers**

Of the 3259 leavers who studied at the **Canterbury campus**, 2944 (90%) were non-resident students (i.e. moved into the Canterbury district for the duration of their course). Of these non-resident students, 197 (7%) found employment in the Canterbury district, predominantly in the delivery of public services (71%). Fifty-four percent of non-resident leavers employed in the district were in health or education, and 66% were in graduate-level jobs.

## University of Kent

In relation to the University of Kent the overall number of students registered at the institution in 2014/15 was **19,625**, but of these only **14,865** are taught full-time at the Canterbury campus. The remainder attend at other institutions or other campuses. Even amongst these ones a proportion were already based in the area prior to commencing their studies.

Note: all numbers are rounded to the nearest multiple of 5, so totals might not exactly match their constituent parts.

### Analysis of UoK student numbers 2014/15

Total number of students registered by the institution: **19,625**

Less students attending courses accredited by UoK but taught at other institutions (Canterbury College, Mid, South & West Kent Colleges): **195**

Students being taught by UoK itself: **19,430**

Less students attending courses at locations outside Canterbury:

Medway: **2,895**

Tonbridge Centre: **15**

Brussels School: **305**

Other off shore students (Overseas - Hong Kong or Athens): **155**

Students on courses at Canterbury campus: **16,060**

Less part-time students on courses at Canterbury campus combining study with employment, already based in the area:

Undergraduate: **425**

Postgraduate taught courses: **590**

Postgraduate research courses: **180**

Full-time students on courses at Canterbury campus: **14,865**

Comprising:

Undergraduates: **12,320**

Postgraduate taught courses: **1,685**

Postgraduate research courses: **865**

Less students on year abroad or placed in industry: **670**

Less occasional, access and visiting students: **30**

Full-time students being taught at Canterbury campus: **14,165**

In recent years the student population at the University of Kent has grown substantially as shown in the following table:

	Registered by	Registered at	Full-time at Canterbury	On year abroad/in	Occasional, access and	Full-time * being taught at
--	---------------	---------------	-------------------------	-------------------	------------------------	-----------------------------

	Institution	Canterbury		industry	visiting students	Canterbury
2005/06	15,165	12,320	10,190	335	55	9,800
2006/07	15,990	13,005	10,635	370	65	10,200
2007/08	16,885	13,935	11,085	405	90	10,590
2008/09	18,160	15,000	11,760	440	285	11,035
2009/10	19,000	15,385	12,455	445	325	11,685
2010/11	19,655	15,880	13,310	435	325	12,550
2011/12	19,655	15,365	14,260	545	5	13,710
2012/13	19,275	15,595	14,475	625	65	13,785
2013/14	19,850	15,835	14,720	675	25	14,020
2014/15	19,625	16,060	14,865	670	30	14,165

\* includes commuters from outside the district and those living in the area prior to taking up their studies.

The age distribution of the full-time student population studying at the University of Kent is shown in the following table.

#### UoK Full-time students taught at Canterbury by age on entry

	2014/15 nos	2014/15 %
Under 21	8,775	62%
21-24	3,755	26%
25 and over	1,635	12%
<b>Total known</b>	<b>14,165</b>	<b>100%</b>

Total population by age on entry (unknowns excluded; 305 in total)

	2014/15 nos	2014/15 %
Under 21	10,975	57%
21-24	5,045	26%
25 and over	3,300	17%
<b>Total</b>	<b>19,320</b>	<b>100%</b>

#### Ethnicity and Student Population

Figures have been produced regarding the ethnicity of the student populations. It should be noted that these statistics relate to the total number of students attending the institution. These figures are presented in both absolute and percentage terms.

### Student population ethnicity

Category	2014/15 nos	2014/15 %
White	12,140	62%
Asian	2,200	11%
Black	2,135	11%
Chinese	1,145	6%
Arab	35	0%
Mixed	900	5%
Other ethnic background	390	2%
Not Known	685	3%
<b>Total</b>	<b>19,625</b>	<b>100%</b>

### Student population domicile

Category	2014/15 nos	2014/15 %
UK	14,365	73%
EU	1,845	9%
Europe – non EU	255	1%
Africa	480	2%
Asia	1,515	8%
Australasia	20	0%
Middle East	350	2%
North America	410	2%
South America	60	0%
Not Known	330	2%
<b>Total</b>	<b>19,625</b>	<b>100%</b>

### **DLHE 2013-14 (ALL CAMPUSES)**

	Statistical data
<b>Total sample pop – UK-dom, with known destinations, available for work/study, excluding those in further study only.</b>	2,825
In employment	88%
In graduate jobs	67%
In employment in CT1-CT6	259
In graduate jobs in CT1-CT6	69%
In public services in CT1-CT6	37%
Self-employed in CT1-CT6	5%

**DLHE 2013-14 (CANTERBURY CAMPUS  
ONLY)**

	<b>Statistical data</b>
<b>Total sample pop – UK-dom, with known destinations, available for work/study, excluding those in further study only.</b>	2,290
In employment	87% (11% in the Canterbury district)
In employment in CT1-CT6	245
In graduate jobs in CT1-CT6	68%
In public services in CT1-CT6	34%

**Section 1: Student Number and Characteristics:**

Total current and historic student numbers with mode of attendance:

Academic Year		Mode	Location									
			UCA (inc Canterbury Campus)				Canterbury Campus					
			FE	UG	PGT	PGR	Total	FE	UG	PGT	PGR	Total
2015/16		FT	1146	4419	124	18	5707	351	592	23	6	972
		PT	41	17	78	24	160	14	4	18	5	41
		<b>Total</b>	<b>1187</b>	<b>4436</b>	<b>202</b>	<b>42</b>	<b>5867</b>	<b>365</b>	<b>596</b>	<b>41</b>	<b>11</b>	<b>1013</b>
2010/11 (-5 Years)		FT	1335	4822	180	21	6358	273	452	88	0	813
		PT	84	103	104	12	303	26	84	2	4	116
		<b>Total</b>	<b>1419</b>	<b>4925</b>	<b>284</b>	<b>33</b>	<b>6661</b>	<b>299</b>	<b>536</b>	<b>90</b>	<b>4</b>	<b>929</b>
2005/6 (-10 Years)		FT	1341	4743	121	22	6227	337	604	12	0	953
		PT	152	229	39	8	428	33	105	6	3	147
		<b>Total</b>	<b>1493</b>	<b>4972</b>	<b>160</b>	<b>30</b>	<b>6655</b>	<b>370</b>	<b>709</b>	<b>18</b>	<b>3</b>	<b>1100</b>

Variance within 5 years:	-16.3%	-9.9%	-28.9%	27.3%	-11.9%	22.1%	11.2%	-54.4%	175.0%	9.0%
Variance within 10 years:	-20.5%	-10.8%	26.3%	40.0%	-11.8%	-1.4%	-15.9%	127.8%	266.7%	-7.9%

Age on entry (FT only):

2015/16	Age Banding	Location									
		UCA (inc Canterbury Campus)				Canterbury Campus					
		FE	UG	PGT	PGR	Total	FE	UG	PGT	PGR	Total
Under 18	276	24	0	0	0	300	116	6	0	0	122
18-20	826	3651	0	0	0	4477	223	423	0	0	646
21-24	31	524	67	0	0	622	9	96	14	0	119
25-29	3	111	34	8	8	156	1	29	5	2	37
30 and over	10	109	23	10	10	152	2	38	4	4	48
Unknown	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1146</b>	<b>4419</b>	<b>124</b>	<b>18</b>	<b>5707</b>	<b>351</b>	<b>592</b>	<b>23</b>	<b>6</b>	<b>972</b>	

Ethnicity Category (FT only):

2015/16	Ethnicity	Location									
		UCA (inc Canterbury Campus)				Canterbury Campus					
		FE	UG	PGT	PGR	Total	FE	UG	PGT	PGR	Total
White	954	3096	33	13	4096	306	416	9	4	735	
Asian	60	455	75	4	594	11	75	11	2	99	
Black	33	471	6	0	510	9	46	1	0	56	
Other (inc Mixed)	91	304	6	1	402	23	32	1	0	56	
Unknown/Not Provided	8	93	4	0	105	2	23	1	0	26	
<b>Total</b>	<b>1146</b>	<b>4419</b>	<b>124</b>	<b>18</b>	<b>5707</b>	<b>351</b>	<b>592</b>	<b>23</b>	<b>6</b>	<b>972</b>	

Ethnicity BME (FT only):

2015/16	Ethnicity Category	Location									
		UCA (inc Canterbury Campus)				Canterbury Campus					
		FE	UG	PGT	PGR	Total	FE	UG	PGT	PGR	Total
BME	184	1230	87	5	1506	43	153	13	2	211	
White	954	3096	33	13	4096	306	416	9	4	735	
Unknown	8	93	4	0	105	2	23	1	0	26	
<b>Total</b>	<b>1146</b>	<b>4419</b>	<b>124</b>	<b>18</b>	<b>5707</b>	<b>351</b>	<b>592</b>	<b>23</b>	<b>6</b>	<b>972</b>	

Disability declared at enrolment (FT only):

2015/16	Disability Category	Location									
		UCA (inc Canterbury Campus)				Canterbury Campus					
		FE	UG	PGT	PGR	Total	FE	UG	PGT	PGR	Total
Disability	232	893	9	3	1137	70	114	3	1	188	
No disability	914	3526	115	15	4570	281	478	20	5	784	
<b>Total</b>	<b>1146</b>	<b>4419</b>	<b>124</b>	<b>18</b>	<b>5707</b>	<b>351</b>	<b>592</b>	<b>23</b>	<b>6</b>	<b>972</b>	

Gender (FT only):

2015/16	Gender	Location									
		UCA (inc Canterbury Campus)				Canterbury Campus					
		FE	UG	PGT	PGR	Total	FE	UG	PGT	PGR	Total
F	885	3091	98	15	4089	257	357	16	6	636	
M	247	1327	25	3	1602	91	235	7	0	333	
Unknown	14	1	1	0	16	3	0	0	0	3	
<b>Total</b>	<b>1146</b>	<b>4419</b>	<b>124</b>	<b>18</b>	<b>5707</b>	<b>351</b>	<b>592</b>	<b>23</b>	<b>6</b>	<b>972</b>	

Domicile (FT only):

2015/16	Domicile	Location									
		UCA (inc Canterbury Campus)				Canterbury Campus					
		FE	UG	PGT	PGR	Total	FE	UG	PGT	PGR	Total
UK	1065	3837	23	8	4933	314	488	3	4	809	
EU	51	323	12	1	387	30	64	4	0	98	
OS	30	259	89	9	387	7	40	16	2	65	
<b>Total</b>	<b>1146</b>	<b>4419</b>	<b>124</b>	<b>18</b>	<b>5707</b>	<b>351</b>	<b>592</b>	<b>23</b>	<b>6</b>	<b>972</b>	

# Appendix 20

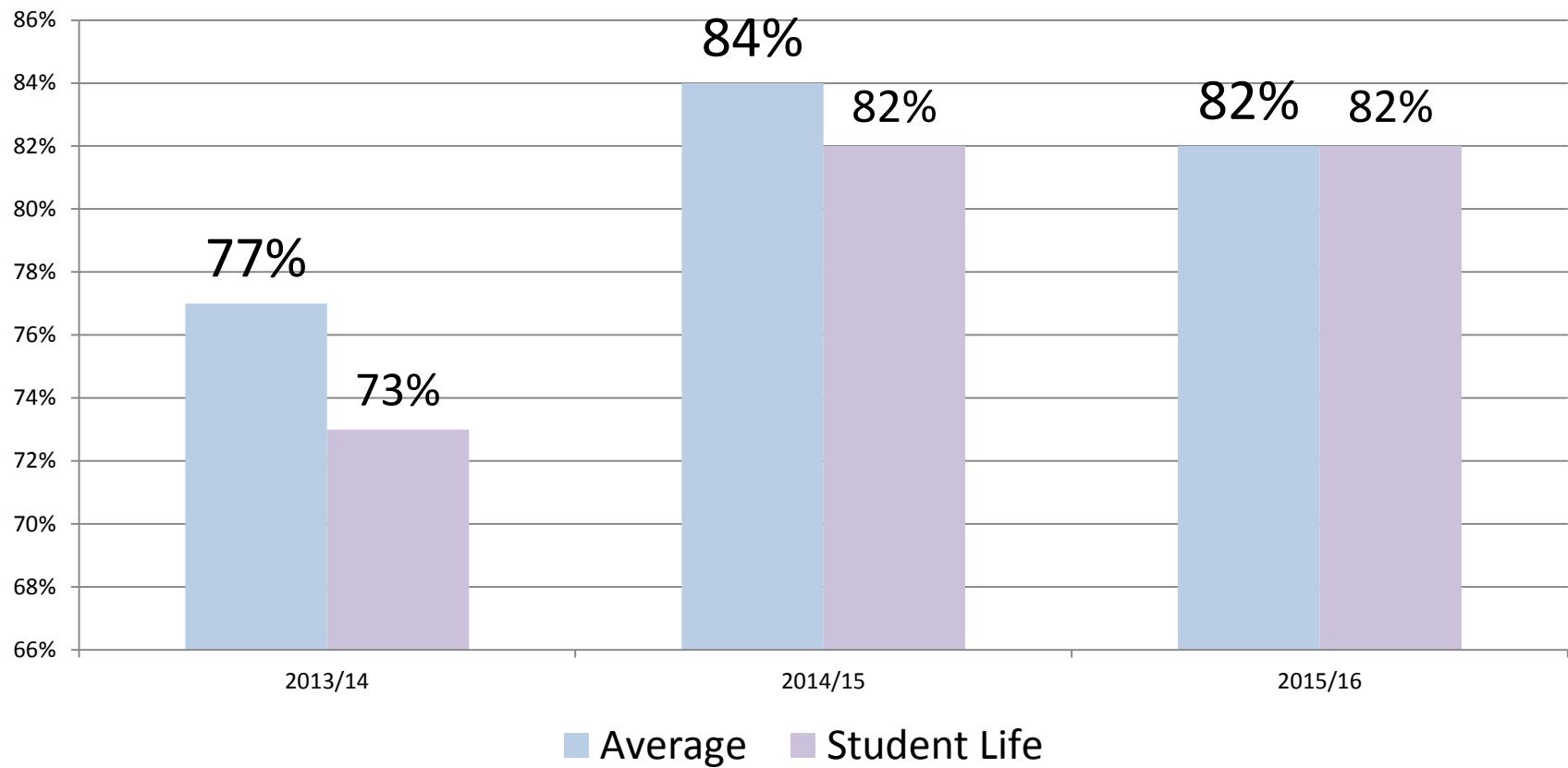
2016 Canterbury City Council  
Residents' Survey

# Methodology

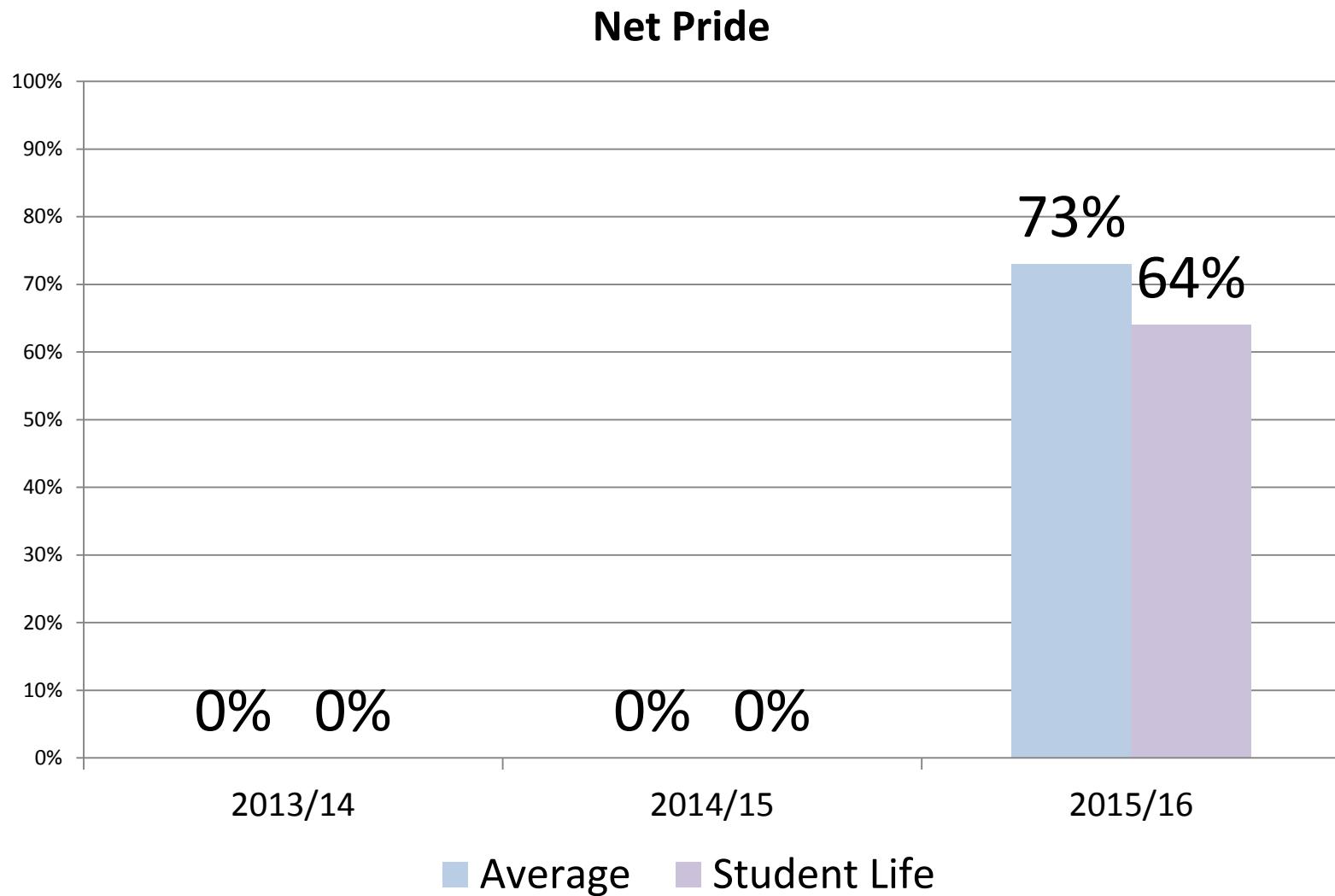
- Postal survey to 8000 randomly sampled households across the District
- Over 2000 responses
- Wanted to compare responses from “Student Rich” areas to the average
- Used ACORN – “Student Life”
- Postcode based – where student life is the predominant group

# Satisfaction with local area as a place to live

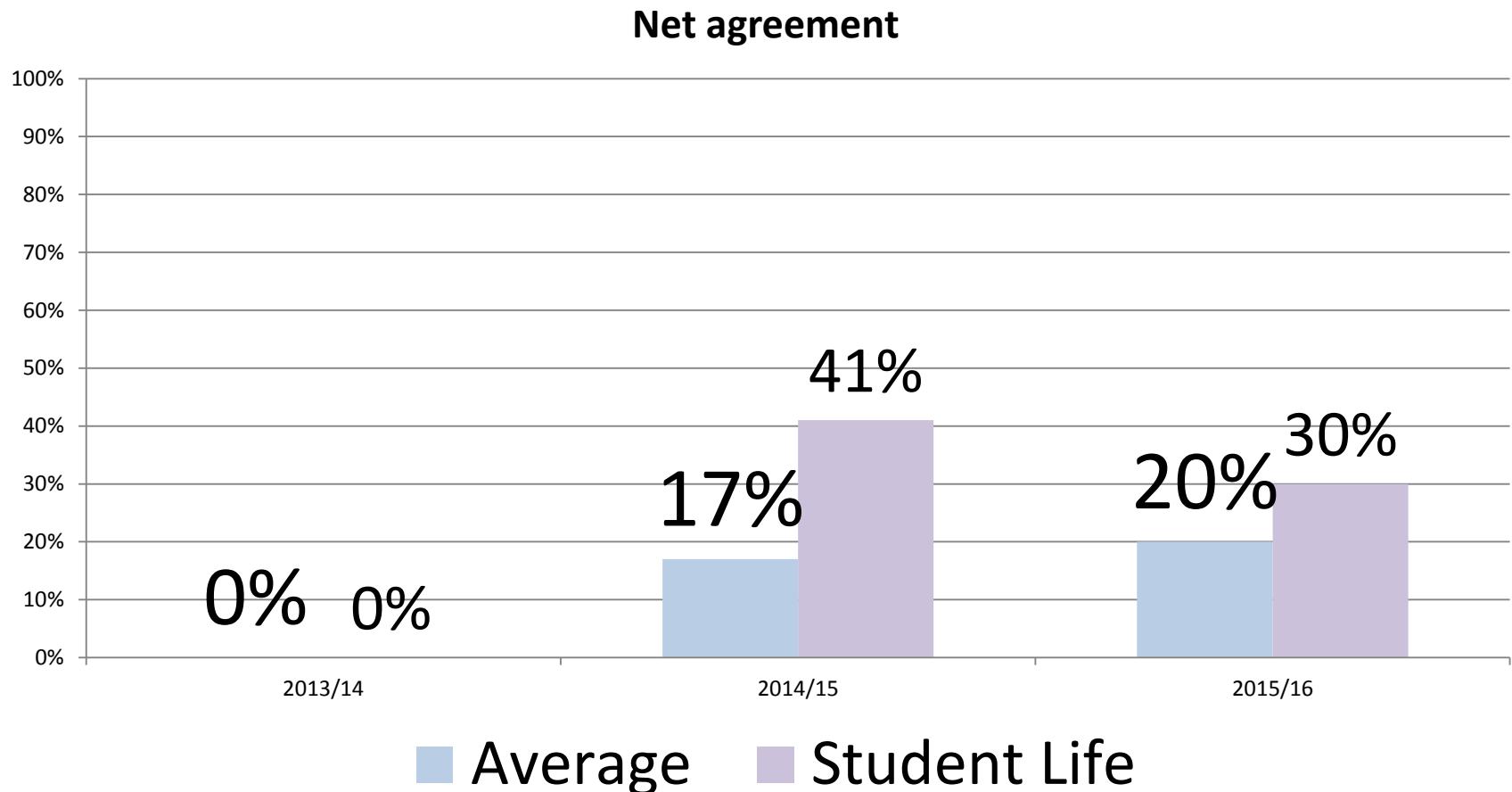
Net Satisfaction



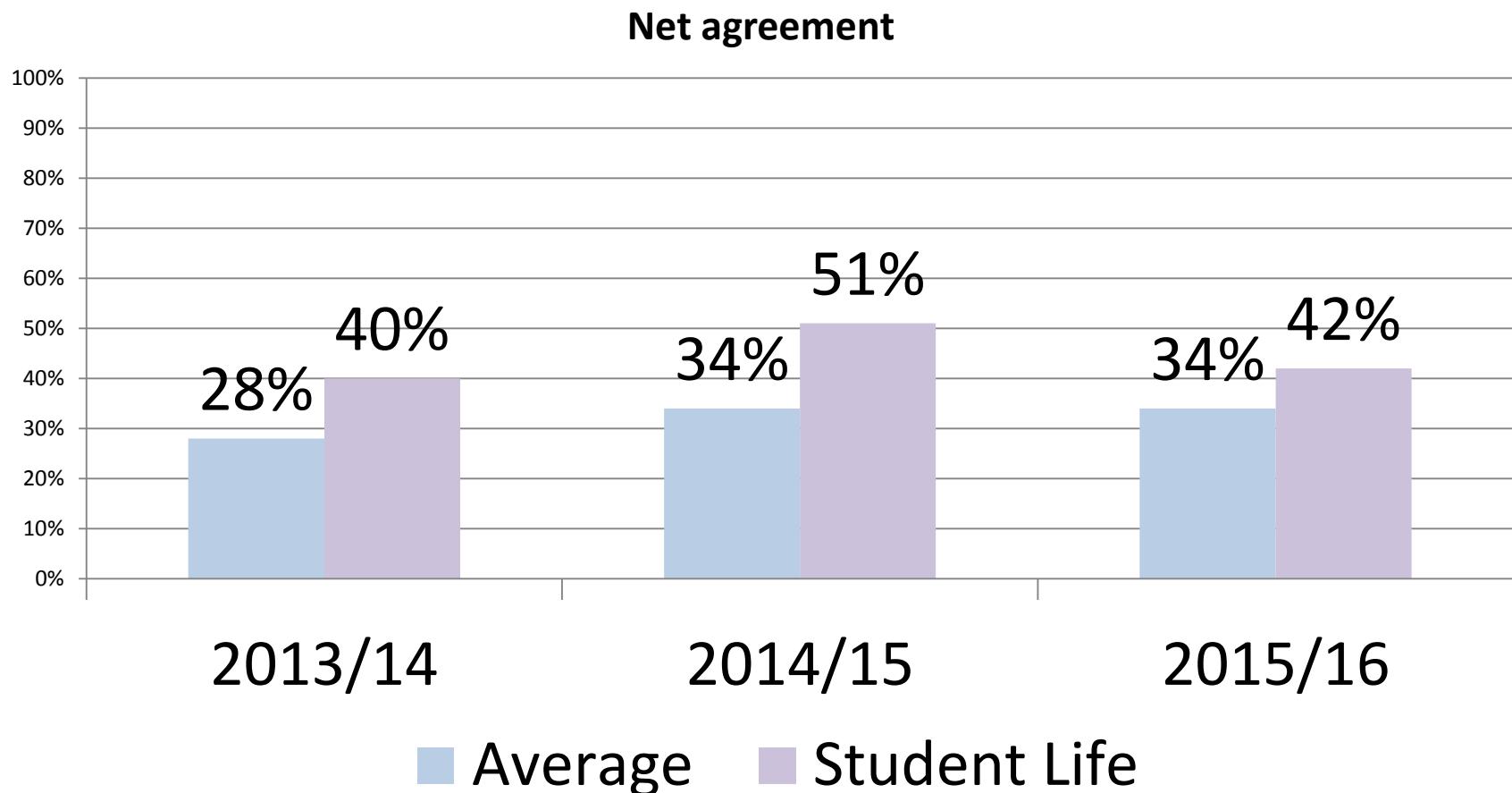
# Pride in local area



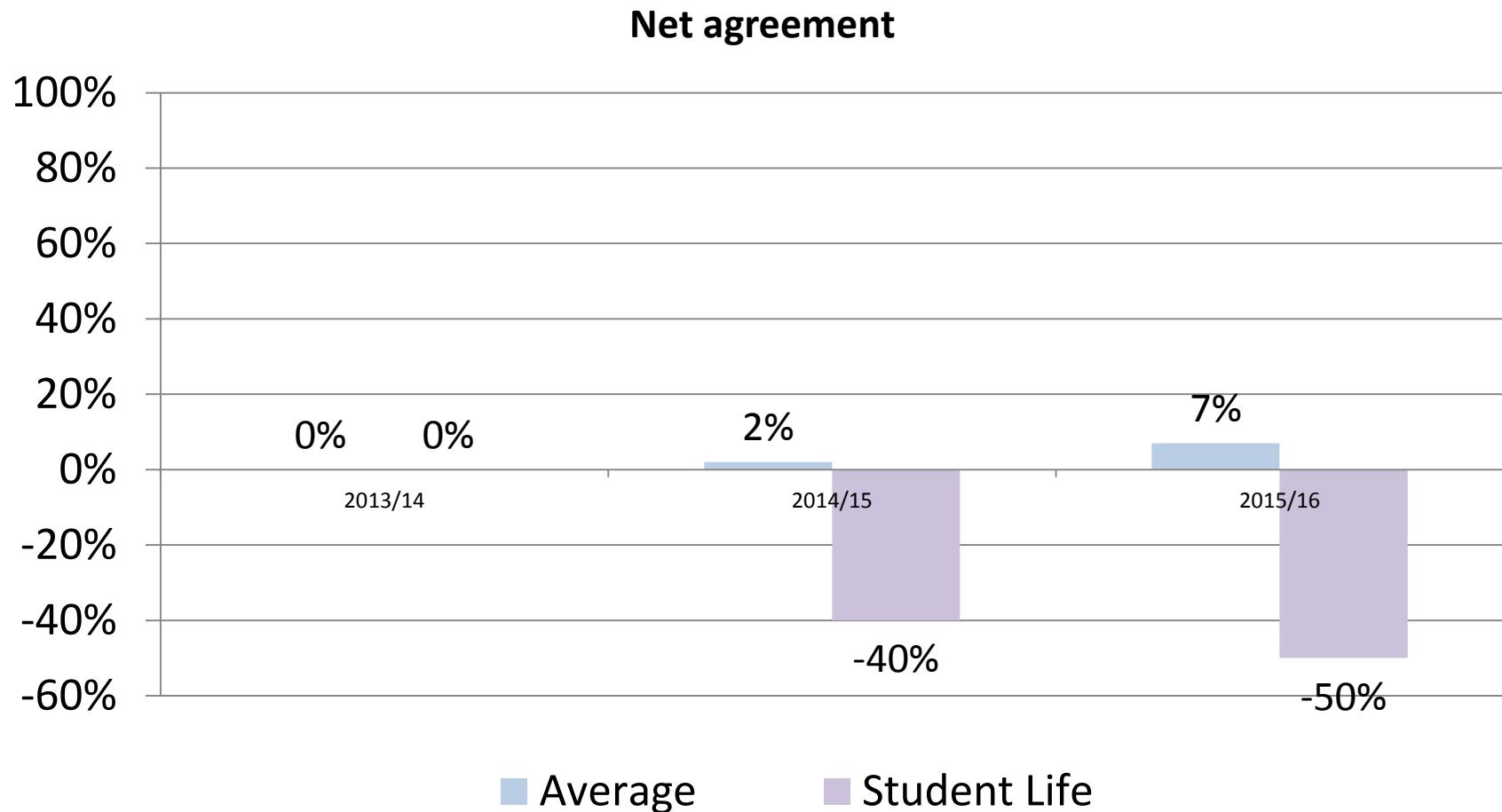
# Council acts on the concerns of local residents



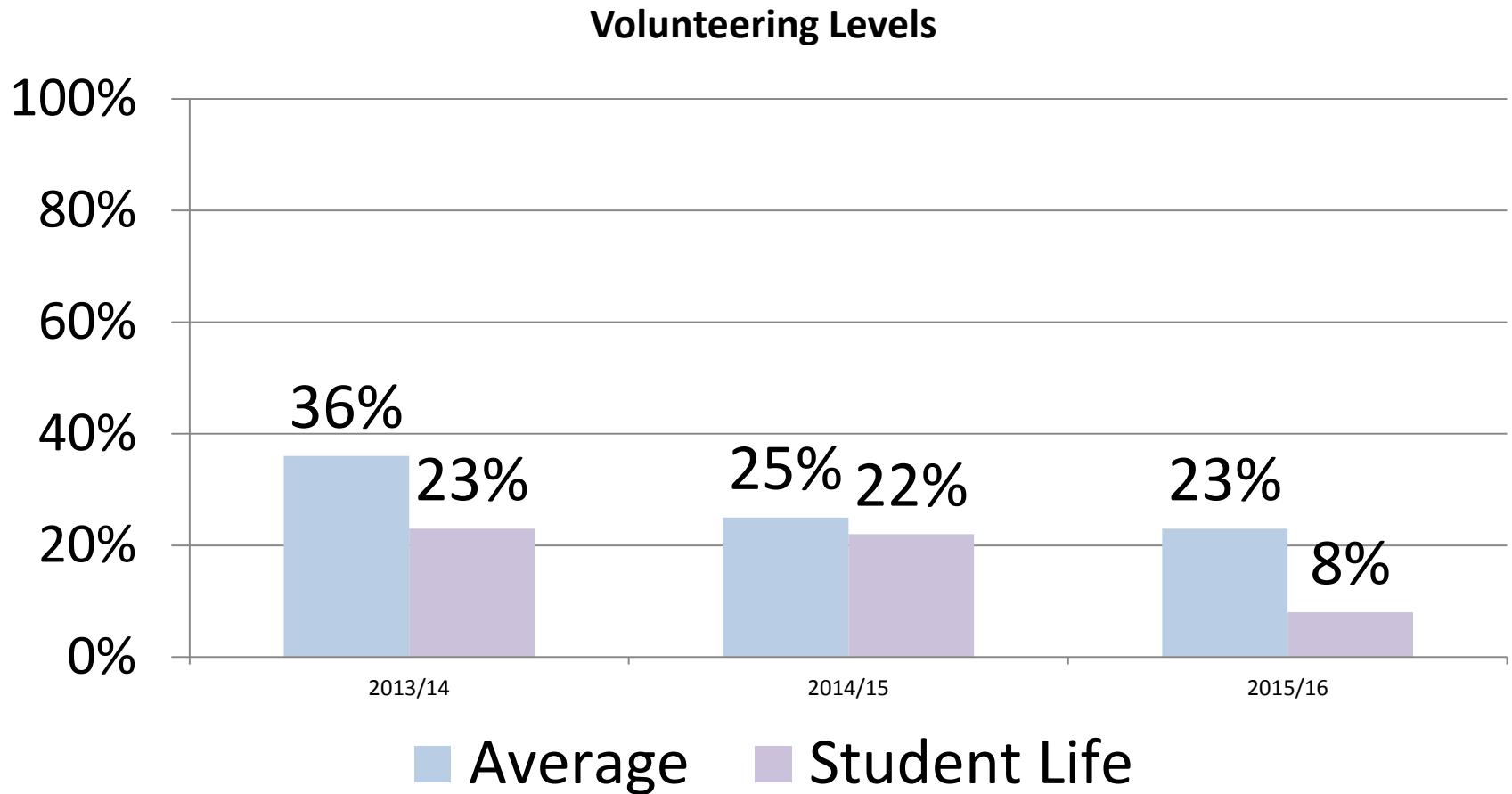
# Council working to improve the local area



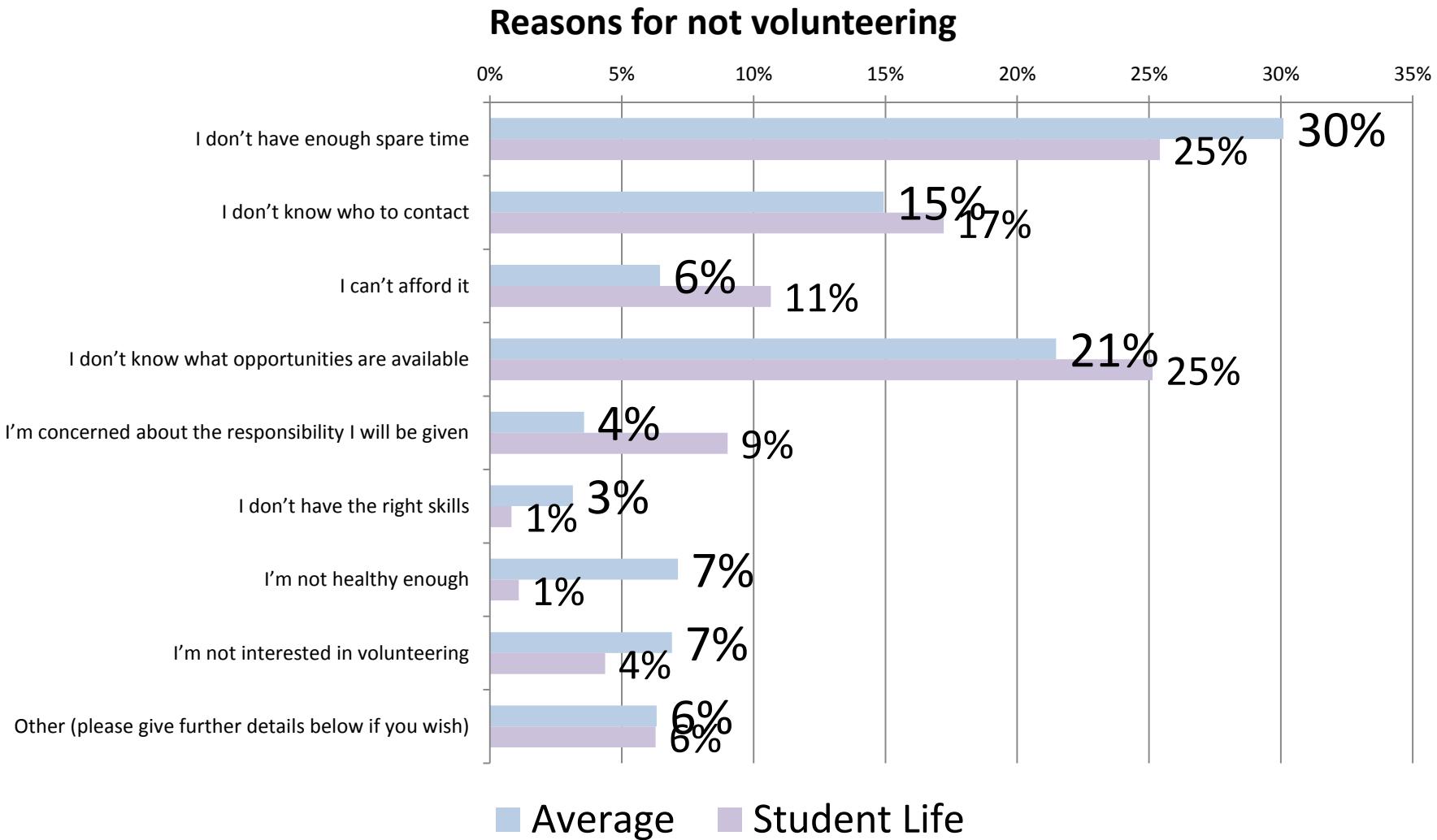
# Feeling part of the community



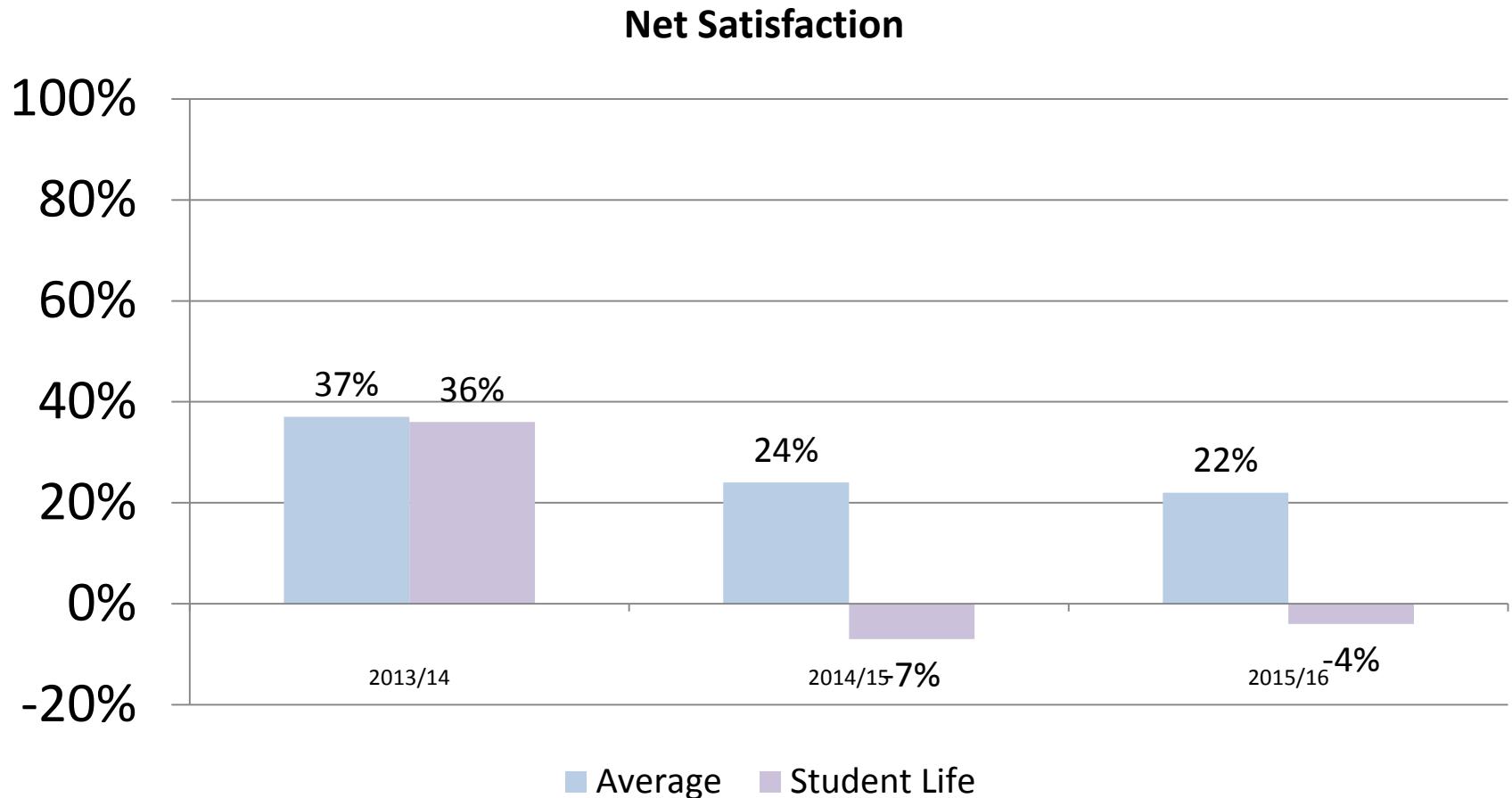
# Volunteering in the last 12 months



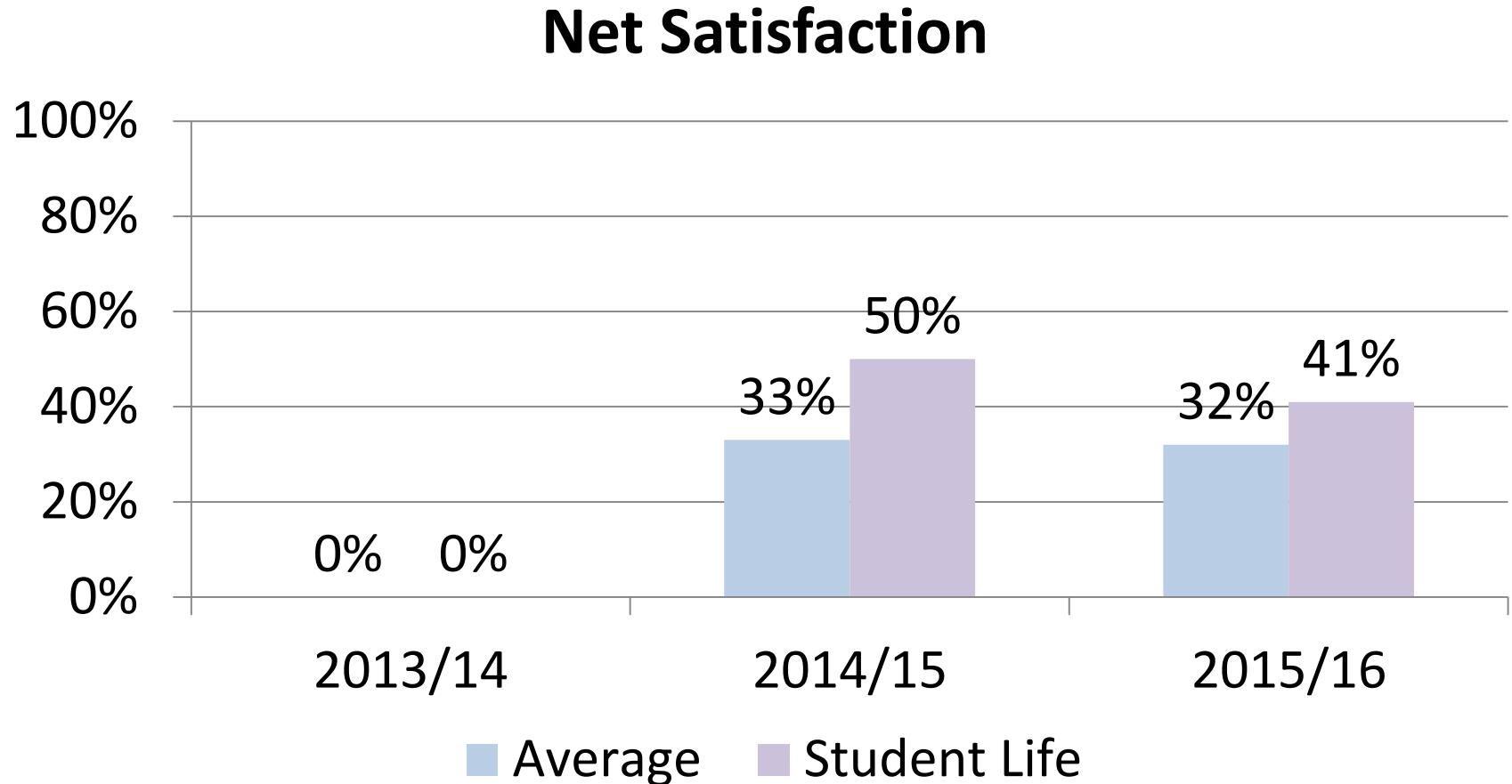
# Reasons for not volunteering



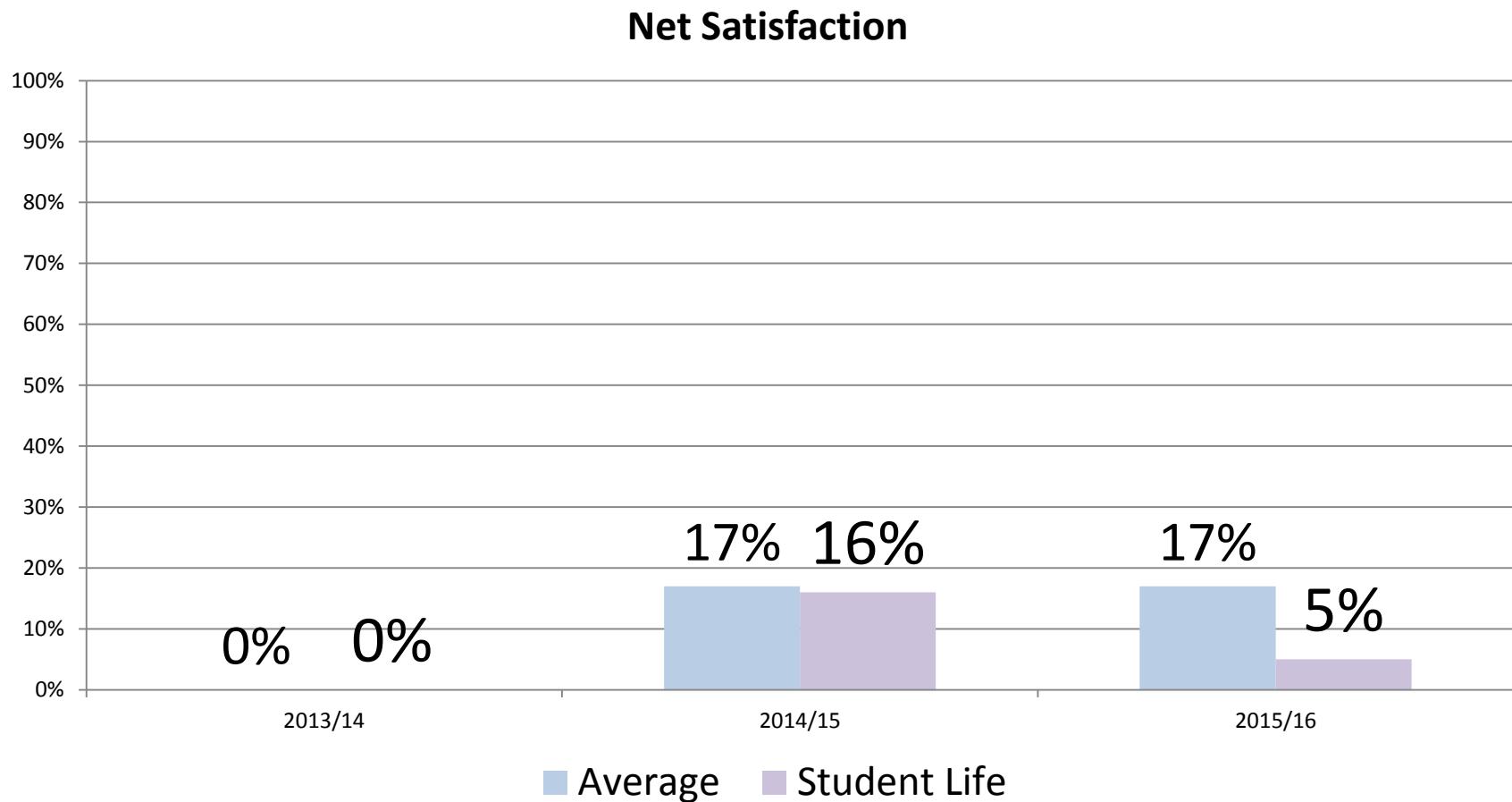
# Feeling well informed



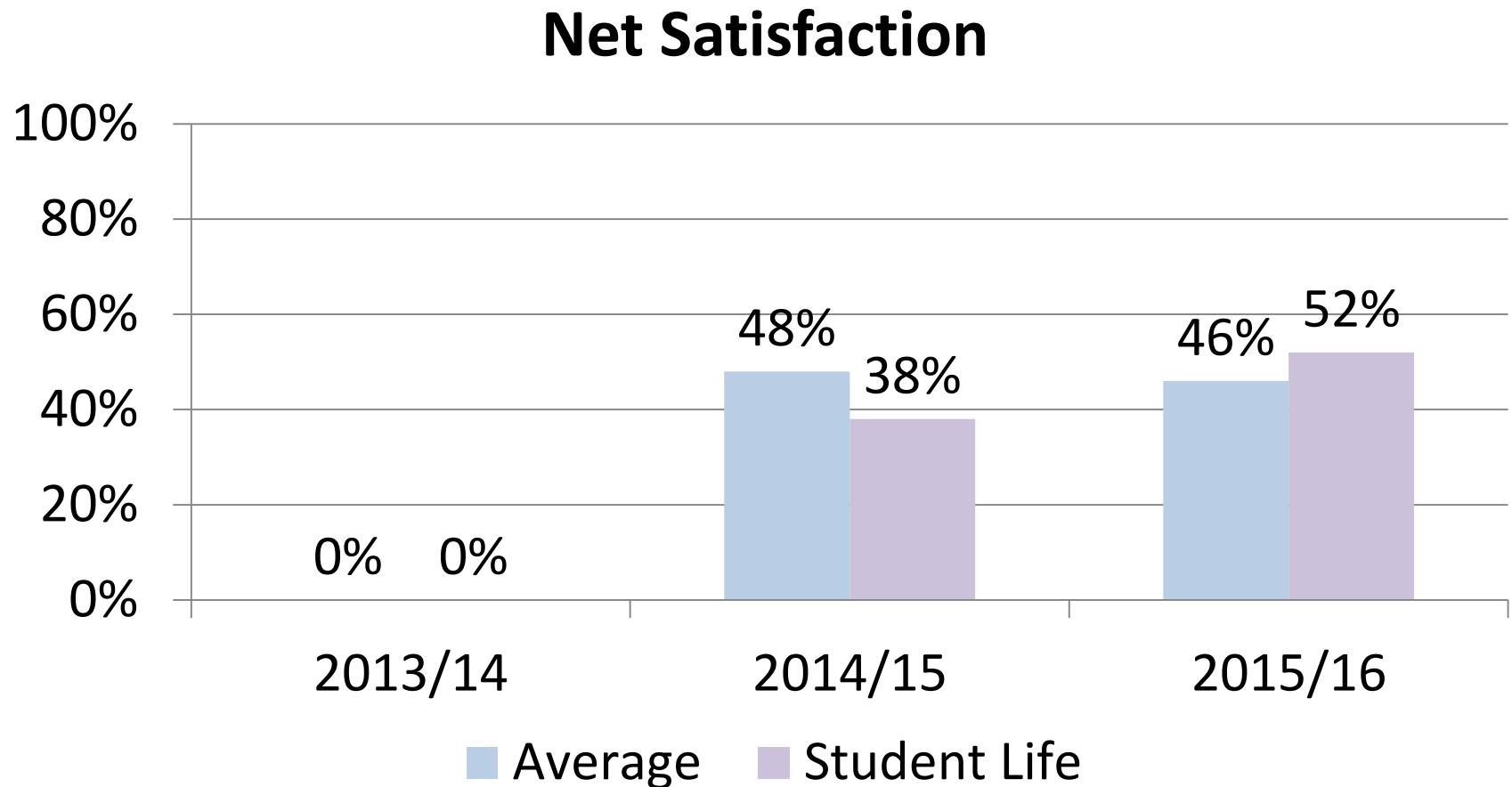
# Satisfaction with street cleaning



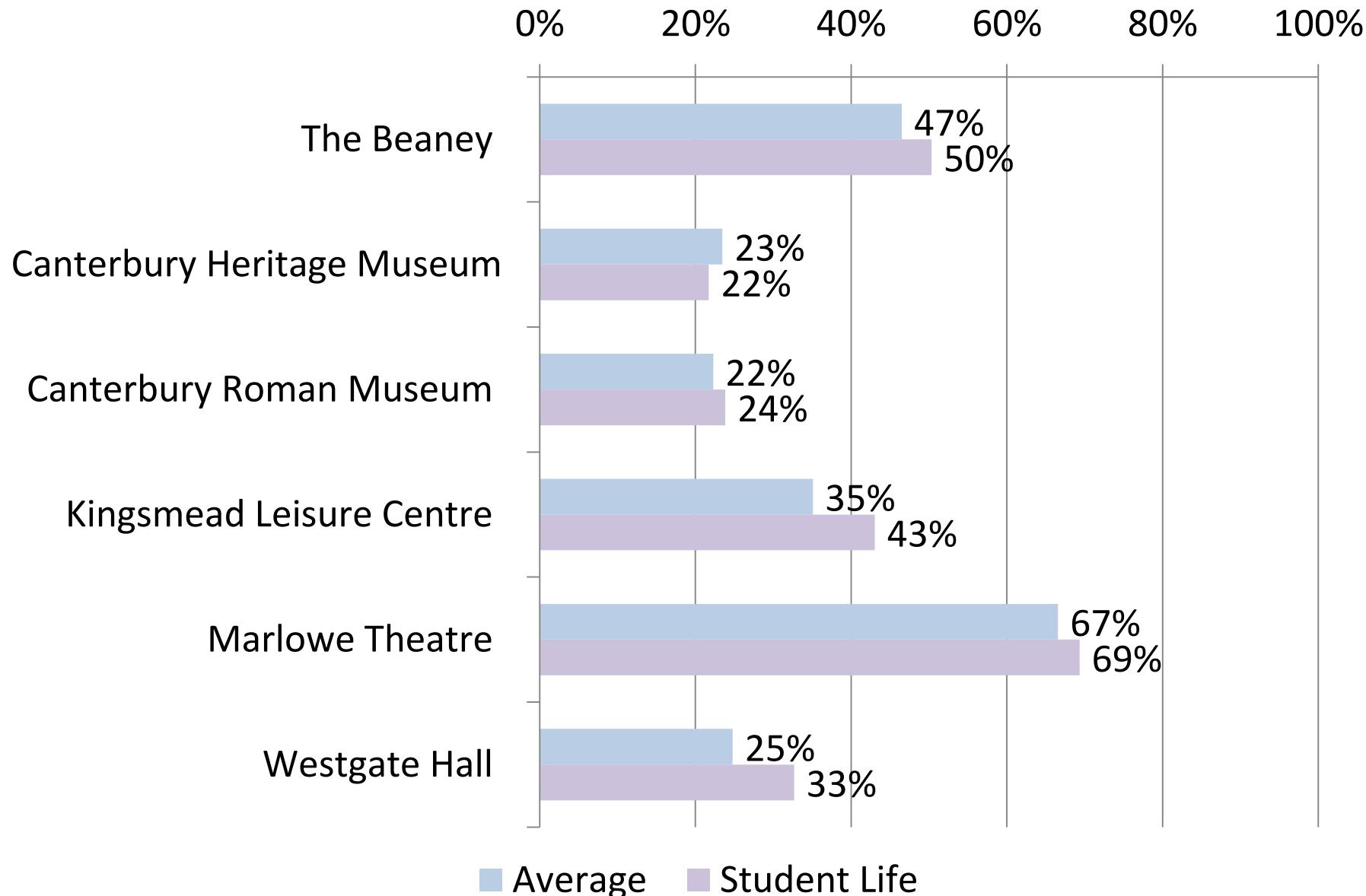
# Dealing with graffiti fly tipping



# Satisfaction with waste & recycling



## Usage levels of Canterbury facilities



# Initial Conclusions

- Differences between average and student rich areas (negatives)
  - Less likely to have pride in local area
  - Strongly disagree that they feel part of the community
  - Less likely to have volunteered
  - Feel much less informed
  - Lower levels of satisfaction with graffiti & fly tipping

# Initial Conclusions

- Differences between average and student rich areas (positives)
  - More likely to agree that the council acts on their concerns and that council is working to improve the local area
  - Higher levels of satisfaction with street cleaning and waste and recycling
  - Higher levels of usage with council owned leisure and cultural facilities
- Similar levels of satisfaction with local area as a place to live

## Appendix 21



**EnviroComms™**  
Inspiring Change

### Final Report

**Canterbury City Council**

Doorknocking programme to tackle recycling  
contamination and increase levels of recycling

April 2015

## Contents

<b>Contents.....</b>	<b>2</b>
<b>1. Introduction .....</b>	<b>3</b>
<b>2. Project Performance and statistical outcomes.....</b>	<b>4</b>
The team.....	4
Areas covered.....	4
Contact rate.....	6
The Recycling wheel .....	6
The App .....	6
Project performance statement.....	6
<b>3. Issues uncovered .....</b>	<b>7</b>
Support provided to students from their landlords .....	7
Capacity of insert trays.....	7
Performance of the waste contractor .....	8
Durability of the blue-lidded bins.....	9
Other issues.....	10
<b>4. Daily reports.....</b>	<b>11</b>
16 <sup>th</sup> March 2015 .....	11
17 <sup>th</sup> March 2015 .....	11
18 <sup>th</sup> March 2015 .....	12
19 <sup>th</sup> March 2015 .....	12
23 <sup>rd</sup> March 2015 .....	13
24 <sup>th</sup> March 2015 .....	14
25 <sup>th</sup> March 2015 .....	15
26th & 27 <sup>th</sup> March 2015 .....	15
<b>5. Summary.....</b>	<b>16</b>

## 1. Introduction



EnviroComms were appointed by Canterbury City Council to undertake a focused programme of Direct Public Engagement to tackle low levels of recycling and contamination within the recycling bins across 2,356 homes comprising mainly student accommodation and social housing.

A team of five Recycling Advisors were recruited and work was carried out between 16<sup>th</sup> March 2015 and was completed on 27<sup>th</sup> March 2015.

This report provides a summary of the project and highlights key issues discovered through engagement with residents as well as key learning for future projects.

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Director

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SS14 3JA

## 2. Project Performance and statistical outcomes

### The team



We advertised positions for Recycling Advisors via Gumtree and environmentjobs.co.uk. A total of 38 applications were received from which we recruited four people:

- Petra Davis
- Laura May
- Dion Rezki
- Matthew Hyder

We appointed Mick Davies as team leader who had previously worked with us in the same capacity on a two-year project for the East Sussex Joint Waste Partnership.

The team's work was exemplary and we would have no hesitation in employing any of them again and would recommend them to the council for any future similar roles.

### Areas covered

A total of 2,356 properties were visited by the team, located across the following roads

Mead Way, Canterbury	Station Road West, Canterbury
St Michael's Place, Canterbury	Glen Iris Avenue, Canterbury
St Michael's Road, Canterbury	Lower Herne Road, Herne
Whitehall Close, Canterbury	Strode Park Road, Herne
Old Park Avenue, Canterbury	The Meadows, Herne

St Alban's Road, Hersden	Uplands, Canterbury
Lucerne Drive, Seasalter	Ulcombe Gardens, Canterbury
Cordingham Close, Seasalter	Kemsing Gardens, Canterbury
Kimberley Grove, Seasalter	Downs Road, Canterbury
The Grange, Seasalter	Tenterden Drive, Canterbury
Greenhill Gardens, Herne Bay	Long Meadow Way, Canterbury
Cobblers Bridge Road, Herne Bay	North Holmes Road, Canterbury
Union Street, Canterbury	College Road, Canterbury
St Thomas Hill, Canterbury	St Martins Road, Canterbury
Sancroft Avenue, Canterbury	St Martins Place, Canterbury
The Avenue, Hersden	Central Parade/Market Street flats
Market Street, Herne Bay	



## Contact rate

### First round knocks

During the first week, our team visited 1,947 properties and conducted interviews with 734 people (37%)

### Second round knocks

During the second week, our team revisited 1,077 properties and conducted interviews with 427 people (40%)

Total contact rate for this project is **56%**

This is well above the average for this type of work as indicated by WRAP (33%) and above our own average (45%).

The team do not believe that third-round knocks would yield any further significant increases in contact rate.



### The Recycling wheel

All homes knocked received the 'Recycling Wheel' guide, whether an interview took place or not.

It should be noted that feedback on the Recycling Wheel was exceptionally positive and was very well received.

### The App

During the interview, we asked residents whether they would likely download and use a Recycling App being proposed by Canterbury City Council. The result of this is as follows:

When asked how likely they would download and use the App:

- 33% of people said "very likely"
- 13% of people said they "maybe likely"
- 9.5% of people said they "didn't know"
- 44.5% of people said "no"

It should be noted that the majority of those that said no were older people.

## Project performance statement

This project was completed within the required time and incurred no additional cost. Target contact rate was achieved and the required data has been provided.

### 3. Issues uncovered

The primary objective of this project was to disseminate information regarding the recycling services and encourage greater and more diligent recycling participation. Prior to commencement, the key issues that were identified were high levels of contamination (7%) and low levels of participation. As such, the focus of work was canvassing, information flowing 'to' the resident. However, in the course of the work, we were able to identify a number of key issues that go towards explaining the performance levels, these being:

- Support provided to students from their landlords
- Capacity of insert trays
- Performance of the waste collection contractor
- Durability of the blue-lidded bins

#### **Support provided to students from their landlords**

The vast majority of students spoken to were highly engaged and supportive of the recycling services and of the notion of recycling in general. Compared to similar work we have done elsewhere, this level of support amongst students is the greatest we have encountered.

The single biggest barrier to them participating is the support they are provided by their landlords in relation to the provision of bins and information. Most reported that having moved into their homes, they relied solely upon neighbours to determine the processes and schedules for waste and recycling collections and where requests for missing bins were made, they largely went unanswered. There were many students who said that they had contacted the council directly to request bins but were directed to the landlord or letting agent.

As a consequence, many students don't recycle because they cannot do so. This has a further negative effect as we encountered a significant number of non-student residents who were very critical of students suggesting it is they that are the cause of poor recycling. In some cases, this created difficulties in neighbourhood harmony as the perception exists that they don't care when in fact, this group cares a lot and are keen to do a lot but do not have the means to do so.

#### **Suggested remedy**

Landlords can be a difficult group to reach and engage with due to their disparate nature. Some will be individuals living locally, some will live a long way away, others will be investment groups with no, single individual person to speak to. Letting agents provide a convenient go-between but their remit is determined by their client (the Landlord). Even where the Agents are responsive to the student's or council's request to purchase new bins, the process can take a long time and there is no guarantee that requests will be met.

We note that the council has previously undertaken direct engagement with letting agents on this matter and that this is a process that will be repeated. Whilst this may have a degree of success, we would suggest this is likely to be limited and possibly unsustainable in the long term.

Our suggestion would be to remove responsibility for the purchase of bins from landlords and give this instead to the student tenants coupled with intensive promotional activity around Fresher's week. We would also suggest removing the need to pay for bins for students but couple this with conditions that require them to use the bins for the purpose intended or be required to pay the cost.

#### **Capacity of insert trays**

This was a very common issue with people stating that there was insufficient capacity to accommodate the level of paper and card waste that most households produce. Many students pointed out that just a few pizza boxes is all it takes to fill the tray, even when flattened.

Some people reported that they had put paper and card in the main recycling bin but this was subsequently rejected which lead them to loose enthusiasm for recycling and ended up putting most rubbish in the residual bin.

#### **Suggested remedy**

We would suggest that providing the means for people to present additional paper and card waste in suitable containers (carrier bags) outside of the main bin/tray would capture additional quantities and appease people.

#### **Performance of the waste contractor**

Complaints about contractors are common occurrences on doorstep engagement projects and we have become adept at identifying genuine issues form those of a more spurious nature as often the expectations of the public rarely match reality. For example, complaints about litter left on streets is a common comment in many areas; as it was in Canterbury. But the nature of collections means that there will always be the odd bit of rubbish that is blown onto the road and not spotted by the crews. Poor punctuality is another comment but again, many external factors can affect the ability of a vehicle to arrive at the same place at the same time week in week out.

Taking these factors into account coupled with the team's own observations of the crews in action, we can report the following issues raised that we consider worthy of inclusion here:

##### **Replacing of bins**

This is a very common issue amongst residents with many stating that their bins are placed back nowhere near their property following emptying. A number of residents said they had previously been reprimanded for placing their bins out for collection in a position that causes obstruction yet the emptied bins are often placed back in far worse positions. This was evidenced a number of times where bins still had a sticker attached informing the resident of the obstruction caused but these bins were placed in an obstructing position by the crews themselves.

##### **Refusal to collect over-filled bins**

Due to the limited capacity of the insert trays, many bins are presented with the lid partially open, resting on top of the pile of cardboard and paper. In many cases, the crews do not empty these bins and rarely is any explanation left as to why. Some people assume that the collection has simply been missed so add further waste for future collection, which compounds the problem.



*Left: Example of a recycling bin left uncollected. The resident in this case, knowing that the cardboard and paper would risk being blown away, had put this into a black bin liner to prevent this happening. Observation showed that the content of the bag was paper and cardboard so the only contravention is the bag in which it is contained and the lid not closing.*

### Refusal to collect from damaged bins

Many residents mentioned that the crews themselves had damaged the bins and then refused to collect from these bins. Residents were reluctant to pay for new bins to replace those damaged by the crews and in most cases, simply choose not to recycle



*Left: Example of damaged bin. Although this picture shows part of the lid remaining attached, many others the lid had completely disappeared meaning that it is not obvious that it is a recycling bin.*

### Refusal to collect half-full bins

This was observed a number of times; crewmembers would lift a lid and if there was capacity left, would not empty the bin. Our Team Leader looked into several of these bins and found that they were generally between a quarter and three quarters full.

It should be noted that residents in Herne Bay were particularly complimentary about the collection and collection crews. Observations made by our team back confirm that the diligence shown by crews operating in this area were significantly better than elsewhere.

### Suggested remedy

Quality of services provided by the contractor is a matter for Serco and equipped with the above information, remedy can be implemented through additional training, guidance or protocols. Often, recognition that their performance has been observed and is likely to again can lead to organic improvements without any further intervention.

The issue surrounding the replacement of damaged bins does need addressing and we would question the appropriateness of requesting a resident pay for a new bin when it was not they that damaged it; although we recognise determining blame is a difficult thing.

### Durability of the blue-lidded bins

This was a sufficiently recurring problem to suggest that there exists either a manufacturing fault within the supplied bins or that the blue dye somehow weakens the plastic. We have not encountered the level of failure seen in Canterbury and know from our work with various bin manufacturers over the years (Plastic Omnium, Taylors) that the life expectancy of a plastic wheeled bin in normal domestic use can exceed 20 years minimum.

The fault tends to show around the hinge with cracks appearing and in some cases, sections snapping off leaving sharp edges. Our team reported that even where there was no damage, the lids appeared unusually flimsy and likely to suffer damage at some point in the near future.

As before, people are reluctant to pay for damage that they do not consider themselves to be responsible for and the crew's refusal to collect from damaged bins means many are abandoning recycling.

#### **Suggested remedy**

We would recommend requesting the manufacturer / supplier of the bins to undertake an assessment to determine the extent of the problem and implement remedy where possible.

Given the frequency of the issue in the areas targeted as part of this project, it would also be worth considering assessing the bins across the whole of Canterbury as this could be having a significant affect on recycling levels if crews are not collecting from damaged bins elsewhere.

### **Other issues**

In addition to the above, a few other issues were raised that are worthy of mention here:

#### **Contamination by others**

In the more densely populated areas and particularly where communal recycling exists, or where bins have to be left in a position accessible by the public, people complained that whilst they were diligent with recycling, bins were contaminated by others, often leading to rejected collections. Many of these people have since abandoned recycling as a result.

#### **Older people preferring sacks**

A common issue raised by older people was that the wheeled bins were not suitable for their needs and that sacks were a much better option. Many said that they found manoeuvring the bins difficult (although they are not incapacitate to the level that would deem assisted collections necessary) and many produce very little waste and recycling. It is this group that are affected most over the refusal to collect half empty bins as by the time of the next collection, the bins are then much fuller and thus heavier making it even more difficult to manoeuvre into position.

There were a number of people who stated that they stopped recycling when the sack system was removed.

## 4. Daily reports

The following are the daily reports submitted by the Team Leader, provided here verbatim, as supplied.

### 16<sup>th</sup> March 2015

The general feeling is that landlords are failing to deal with their tenants problems re extra bins, bags etc. One question we have, do householders pay for the bags and in what circumstances can they get them.

North Holmes. :-no. 17 No recycling bin, landlord has been asked to supply.

no 28 no bins. no 6 bins stolen, but were never collected. no 11 total disinterest no1 no blue bin.

College Road, 22 didn't understand the bin insert. no 3 no battery recycling, no 17 need more room to recycle cardboard. no 14 bins keep getting pinched. I noticed that there was a lot of contaminated waste in bins at the beginning of road around no's 1 2 3 4 5. (Maybe all the other residents dump their waste there). No 6 sometimes bins not emptied no bin for food.

St Martins Place. 3 EH mixed recycling in bins. Bins are often left for weeks!!!.

St Martins Road. Complaint and observation by male whose nose made my reflective look dull. (Same colour) Paper recycle too small. Roads should be swept after bins emptied not before. suggests that there should be less garden collections in the winter and more in the summer. no 43 bins are too small but also complained that they cause an obstruction. Also three comments about how good the system is and two about how they like the wheel.

Union St. no 2 states that in their block they are the only ones that recycle. Neighbour states that no 16 contaminates recycling. Again other residents have shared recycle (Big wheelies) and these are contaminated by thoughtless people.

no 52 states that bins aren't emptied. Similar complaints from others. many thought that "the wheel" was a good idea.

As Far as The App is concerned, very good support from students no support from older residents.

### 17<sup>th</sup> March 2015

Today we knocked on 474 doors and had 175 interviews giving an overall total of 725 and 243. Not that good but as we are trying to catch students at home I don't think it's too bad. The main complaints were from Lucerne Drive. Particularly where there are larger families.

The amount of space afforded in the small part of the recycle bin is much too small for the amount of paper and cardboard. If these are then put into bags they are not taken. Extra bins needed but as these are people in Social housing they can't afford second bin. They felt it was easier to recycle when they had the sacks.

This week Bins not emptied in area of nos 15 to 25. People try and leave putting their bins out until the last minute as other residents contaminate their bins if out night before.

A Mrs. Gillham was one of the main complainers. 07838886352. One resident stated that her recycling was overflowing and to prevent it blowing all over the area she put a plastic bag on top to keep it in. Result the bin men wouldn't empty the bin because of the plastic. Also in Lucerne Drive I had to warn the team away from the three males whiling the day away, from experience I know that

one grumpy old man is a nuisance, two are unfortunate and three are just trying to out grumpy each other. They were no match for me though I easily out grumped them.

Old Park Ave. Collection described as sloppy, not enough recycling room in bins. Complaints in general about the students. Some suggestions about land lords being held to account, students given more instructions from the landlords (this came from residents and students), one landlord informed me that she makes a point of introducing her tenants to the neighbours and also explaining all the ins and outs of recycling etc. and hasn't had many problems. Some elderly ladies actually look out for the students and help them with their rubbish etc. (good old community spirit). Most of these students are away from home for the first time and would probably never think of recycling. All young respondents were in favour of the App.

82 Old Park Ave, elderly needs assisted collection or some advice.

Summary. Recycle bins not able to cope with amount of recycling. Students need more support / information from their landlords when moving in. Many people were happy with the service. The wheel is well received and so are we.

### **18<sup>th</sup> March 2015**

Thank goodness we have the mini bus as much of our time is spent traveling from area to area. Today being no exception. Slightly better figures today as we knocked 447 doors and had 194 interviews.

The main focus of complaint seems to be the lack of room in the red handled box for paper and cardboard. One student house seemed to live on pizza so you can imagine the pile of boxes. but seriously it is an issue everywhere. I have just realised what is different about this campaign, the students all smile and are nice. No grumpy's, how I miss them.

There seemed to be a trend of complaints today (Canterbury North East) with erratic collection days, and very few food containers left. I managed to collar one letting agent and gave him some of the How to use your bin and boxes. He promised to give them to new tenants. I trust him as he is an Estate Agent. In Long Meadow we found a bin with a broken lid. It had just been ignored by the bin men. On inspection it seems to have mixed waste. There is a danger that this rubbish will end up strewn all over the estate. Simple logic would be that it was collected as General waste, however residents state that it has been there for three weeks and the bin men just leave it. One person complained that there was no info about collections over the Xmas period. Well I found a sticker on a bin about Xmas collections and was most impressed to see that it was dated Christmas 1997. They don't make stickers like the used to (or bins).

We did observe the bin men in action, not sure if that's one or two words. I could see that they were not putting bins back from whence they came and in some cases were blocking the pavement, this is ironic as some bins have warning notices on informing the resident that their bins are causing an obstruction. The same crew that ignored the broken bin above.

A very nice lady in Ulcombe Gds claimed that the green bins have only been collected twice since Xmas.

### **19<sup>th</sup> March 2015**

Today we were one short, Matt had an emergency trip to London. So numbers slightly down, but interview ratio up. 391 -170.

Whilst meandering along The Romney Marsh this morning I heard Ed Balls on the radio stating that he speaks for everyone in the UK. That's what I've been missing, that's how grumpy old men start every sentence. Oh how I miss them. I think they must of all been moved from Kent to Brede in Sussex. Today we went to Herne Bay a delightful resort I'm sure. However today it was freezing, with a strong

cold wind blowing in from Eastern Europe. I know I'm speaking for the whole country when I demand to know what UKIP are going to do about this cold wind, what's wrong with our own cold wind.

Well that's the serious stuff out of the way so lets take about problems. Again and again we have seen numerous Blue lids that are snapped at the hinge. We have encountered more overflowing bins, this becomes a Catch 22, the bin men won't empty them and the residents responsible probably don't give a \_\_\_\_\_. (Put your own word in the gap). However this infringes on the other residents as the rubbish invariably ends up all over the area. Apparently some binmen look into the bin and if its under half full they leave it. (We did see this yesterday). People have stopped recycling after the bags were stopped. An elderly lady who can only walk with a Zimmer was able to carry the bags but she cannot wheel a bin. She states that she has asked for help from Serco and the council and both have told her that this is the system and there are no other options. Same Old Same Old. Erratic collections, Bins not returned to right place, left blocking the pavement.

20<sup>th</sup> March 2015

First for the team. Well done a really great week, Thank You for your hard work. A reminder that we are starting Monday normal time and place. I'm aware that Dion is off Monday but hope to see you all rested and raring to go.

Friday was a hard day in the City centre. According to the data there should be 356 properties. The accommodation was a maze of corridors with what looked like broom cupboards turning out to be corridors leading to other flats. With some lifts not working it was hard going. Some third floors might of been missed so we will go back later in the week, in all 230 calls with a less than 30% contact. Earlier we visited St Thomas Hill and called at 50 addresses with a 40% contact. Next week starts in Hersden then second calls.

A summary of points from the week:- Blue bin lids seem flimsy. Food bins are lightweight and tend to be blown around the estates when its windy. Numerous complaints about Erratic collections. Bins not emptied if only half full, (I don't understand that, if I put my bin out I expect it to be emptied regardless, otherwise we have rotting waste left in bins). Residents are leaving their bins at the edge of their properties only to have them left on a pavement, and blocking it, further down the road. The Red bin inserts are much too small and this causes a problem when there is a lot of cardboard to be collected. One resident bundled up the cardboard and left it by the bin, the binmen refused to take it. Students. I think all the students we met were willing to listen and expressed an intention to try harder, however there seems to be a lack of help / support / information from their landlords / letting agents. The students were very keen on the idea of an App, older residents only understand an App if it has le on the end of it.

Lessons for the team:- Deep Heat applied to the neck is not a good look. There is a reason that Yoghurt has a use by date. The driver of the van should not be responsible for closing all the doors. Its great that we struggle really hard to arrive on time but don't forget your bike lock key (I understand the distraction).

For me personally I would sooner have 10 students than 1 grumpy old man. (however I do miss the grumpys' nothing for me to write about).

Just remembered A lady in St Thomas Hill states that a Serco vehicle knocked down a telegraph pole causing her and her neighbours to be without phone etc. The said vehicle drove off leaving a broken wing mirror on the road. Police attended and informed her that they **couldn't afford** to investigate the offence. I'm concerned as if this is true it indicates that there are offences that go ignored. Have they never heard of the Broken Windows theory

**23<sup>rd</sup> March 2015**

As you could see the team are in fine fettle and still keen, I must be doing something wrong.

Team, I keep getting conflicting weather reports for the next few days. So we will carry on and hope that the showers are few and far between, I suggest you bring a wet proof and brolley. also can you bring a RED PEN. meet same time and place tomorrow. Today we finished the first calls and started on the second knocks. figures are :- Friday last, Station Road West 189-60. Considering the problems not that bad. Reviewing the paperwork it would seem that it was very difficult to gain access and in fact many units were inaccessible also poor or no lighting inside buildings made it hazardous. We will look at this area again.

Today. The Avenue Hersden 123-33. St Albans Rd Hersden. 73-17. Second knocks in City 170 - 67.

The Avenue, at last I heard a discouraging word. A fully fledged GOM, He must have wondered why I approached him with an huge grin on my face, it was a grin of delight because I can spot a true Grumpy at 100 paces. He was off as soon as I said council and waste collection. "Why should he work for nothing doing the councils job of sorting out the recycling for them" But sir "Why can't he take his rubbish to the tip in his work van, he was refused entry and had to take the rubbish in his spotless Skoda, (Didn't Jasper Carrot once do a joke about parking his Skoda and finding it full of rubbish as everyone thought it was a skip) Anyone I digress, Who is going to refund the £12 he had to pay to get his car valeted, but sir, and another thing why did the council close the local rubbish sorting site, he knew the answer of course, It was so they could move the site away from the area and employ cheap labour from Eastern Europe. He had me there, no more but sirs. Fearful that this was a preamble for a UKIP political broadcast I beat a retreat. It wasn't all doom and gloom we did hear that the man at No 14 takes a lot of the fly tipped rubbish to the tip in his trailer. Good spirited of him. This probably explained the rubbish we found at the back of the houses alongside a trailer.

This is social housing with low employment, (ever since the council closed the local rubbish sorting site no ones worked since said GOM). Just remembered my GOM also told me that these things were all done so the Fat Cats at the council could sit back and make their fortunes, "But sir the council aren't allowed to make a profit". "Don't give me that" says grumpy, they're all rolling in it.

There were the normal complaints and suggestions, I had one for the GOM, but being an adult I kept it too myself.

Some feel that recycling was better in bags, numerous complaints about the food boxes disappearing. I wonder if they disappear when full or empty. I'm thinking of an urban fox with a den full of food boxes stored for the recession.

Complaints again about erratic collection times. Flimsy blue bin lids.

Not so many keen on App.

Oh one man wanted all students prosecuted, I don't think it mattered for what but just prosecuted, or was it persecuted, watch out for political manifestos with that one.

Union Street, flats there were issued with recycling bins, bins were in public place heavy foot fall area, bins were contaminated so taken away, now no recycling. Did ok when it was done with clear bags in their recycling area but now just a free for all with rubbish everywhere.

## **24<sup>th</sup> March 2015**

We got off to a poor start with Laura May calling in sick, she did sound very unwell, we hope she can join us in the morning. I did give her my recovery tip. Lemsip with Honey and Brandy, go easy on the lemsip and honey. There was also a constant drizzle. however the team got stuck in and were off like dervishes. There was a lot of driving around and we managed to visit 10 roads and re-knocked on 331 doors with 159 interviews. Its a different ball game re-knocking, From the casual observer it would look like chaos but to the educated eye the patterns weaved and the closeness of team members as they cross and re-cross the road would leave the Wingco of the Red Arrows dumb struck. There have

been the usual problems and these are not worth repeating. In downs Road there are numerous blue bins without inserts, most residents spoken with didn't know that there was meant to be an insert.

Bulk cardboard seems to be a problem and this is left by the binmen, but on the other side of the coin there are numerous people who put whole boxes in the bin, tear them up!

I've heard of JPs two Jags and recently Mr. Milliband's two kitchens, but today I met a lady who has two wooden toilet seats to recycle. she asked me to guess how old she was, not a good question, can be embarrassing. I was going to say 75 thinking she was 80, turned out she was 100. Yes 100 and still recycling, unless she imagined the toilet seats. I was also disturbed to hear that a GOM whom I did the dignified thing and listened with great patience whilst he told me all the troubles he has had getting his garden rubbish collected spoke to one of my colleagues to day and said that he had already spoken to some PRATT the other day.

### **25<sup>th</sup> March 2015**

I just knew that I had made the right decision to go to Canterbury today when I saw the Bomb Disposal Van driving at speed in the opposite direction. What a lovely day it turned out to be. I think the team took it too literally when I said I was taking them to the seaside. It wasn't so much the buckets and spades but the knotted hankies that were just too much. (only joking)

A full team today but lots of travel, so no time to relax on the beach. We completed the areas up near the coast and knocked on 316 doors with 115 interviews. Which shows that by making the second visit at a slightly different time we do catch people in.

Laura May deserves a big pat on the back for dealing with the GOM, I would never have thought of this but you stun them by being nice. A GOM accosted her last time we were in the area and after all the moans he did have a serious gripe. He cannot manage the wheelie bins and needs either assisted collection or as he wants to be independent some bags. Laura went back to see him to day and explained his options and he was really grateful.

What were the problems today. None that are any different from what we have met before. We have the moans about the red insert being too small and interestingly enough the area in Lucerne Drive were they have the full Red Wheelie it was a much cleaner area. Complaints about erratic collections, and rubbish left after the bins have been emptied, also bins scattered about. We did watch one crew in Herne Bay and I thought that they worked really well I was impressed that they were running and still managing to get the bins back to the right place. We were in Strode Park Rd and it is notable that they still have all the inserts in their bins, the bins had just been emptied and there was very little litter in the street and most residents we spoke with are happy with the service. Um!!

I had my shortest interview it went. Knock Knock. " Who is it", "I'm from the council its about recycling and waste collection". "F### Off", "Thank you Madam and how would you like me to F### Off" There was no reply, but I think it constitutes an interview.

### **26th & 27<sup>th</sup> March 2015**

All target interviews and knocks were completed on the 25<sup>th</sup> March so the team spent the 26<sup>th</sup> March re-tracing areas where second knocks had taken place but contact rate was low. This was done primarily as a test to determine the value of a further round of knocks and the conclusion is that little additional reach would be attained.

The team met with the Project Director on the morning of the 27<sup>th</sup> March for a wrap-up meeting .

## 5. Summary

Although limited in scope, this project has nonetheless revealed good, incisive information on the barriers that are preventing more recycling being done and improving the quality of what recycling is being done.

Beyond this, residents were on the whole, very responsive to the need to do more and our team felt that the majority of those that they spoke to would act upon their promise to recycle more and recycle more diligently. This is likely to be further boosted by the provision of the recycling wheel, which was very well received.

We would contend that the single biggest issue affecting recycling levels across the target area is the ability for students to access information and support via their landlords on matters concerning waste and recycling. Address this issue and we have no doubt in thinking that recycling will increase significantly.

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## Appendix 22

# CCCU Travel Information and Plans, including Green Travel Initiatives

Transportation policies, Green Travel Plans or initiatives		
Transportation Policy	Car Parking Policy	<a href="http://www.canterbury.ac.uk/about-us/docs/car-parking-policy-2014.pdf">http://www.canterbury.ac.uk/about-us/docs/car-parking-policy-2014.pdf</a>
Green Travel Plans	Carshare Scheme (Liftshare)	<a href="https://5hare.liftshare.com/default.asp">https://5hare.liftshare.com/default.asp</a>
	Cycle to Work Scheme initiative via HR Cycling – Sustainability initiative	HR - <a href="https://cccu.canterbury.ac.uk/hr-and-od/guidance-for-employees/benefits/cycle-scheme.aspx">https://cccu.canterbury.ac.uk/hr-and-od/guidance-for-employees/benefits/cycle-scheme.aspx</a>  <a href="http://www.canterbury.ac.uk/sustainability/docs/Cycling%20at%20CCCU.pdf">http://www.canterbury.ac.uk/sustainability/docs/Cycling%20at%20CCCU.pdf</a>
Walking Groups – Dr Natalie Goldring for Students/Staff	Sport in collaboration with Estates and Facilities – Dr Natalie Goldring/Ann-Marie Philpott	
Policies relating to students' cars; car parking provision and policies both on campus and elsewhere. Future trends and plans.		
Provisions – <b><u>off campus</u></b> parking for students to inc Park & Ride, Shuttlebus, Polo Farm Shuttlebus, Medway parking	<ul style="list-style-type: none"> <li>• Car Parking Policy – students/staff</li> <li>• Off campus parking provisions</li> <li>• Travel Plan Strategy 2009</li> <li>• Travel Plan Action Plan update 2013</li> </ul>	<a href="http://www.canterbury.ac.uk/students/transport-and-accommodation/travel-and-parking/off-campus-parking.aspx">http://www.canterbury.ac.uk/students/transport-and-accommodation/travel-and-parking/off-campus-parking.aspx</a>  <a href="http://www.canterbury.ac.uk/sustainability/docs/Travel%20Plan%20Strategy.pdf">http://www.canterbury.ac.uk/sustainability/docs/Travel%20Plan%20Strategy.pdf</a> <a href="http://www.canterbury.ac.uk/sustainability/docs/Travel%20Plan%20Action%20Plan%20yr4%20review%20-%20V4.pdf">http://www.canterbury.ac.uk/sustainability/docs/Travel%20Plan%20Action%20Plan%20yr4%20review%20-%20V4.pdf</a>
Provisions – <b><u>on campus</u></b> parking for students at Canterbury, Broadstairs, Medway and Hall Place – permit application/cancellation	<ul style="list-style-type: none"> <li>• On campus parking provisions</li> </ul>	<a href="http://www.canterbury.ac.uk/students/transport-and-accommodation/travel-and-parking/on-campus-parking.aspx">http://www.canterbury.ac.uk/students/transport-and-accommodation/travel-and-parking/on-campus-parking.aspx</a>
Travel Plan update commissioned	<ul style="list-style-type: none"> <li>• To be published summer 2016. Staff and Student</li> </ul>	

with Urban Flow	travel survey conducted November 2015 in support of revised Travel Plan																
<b>Details of public transport availability; any future plans or needs</b>																	
Travel and transport surveys	These are currently in development	Once published (Spring 2016) these have been commissioned to support the planning for the Estate Master Plan															
Provisions	<ul style="list-style-type: none"> <li>• Park &amp; Ride</li> <li>• Stagecoach</li> <li>• KCC 16+</li> </ul>	<p><a href="http://www.canterbury.ac.uk/students/transport-and-accommodation/travel-and-parking/off-campus-parking.aspx">http://www.canterbury.ac.uk/students/transport-and-accommodation/travel-and-parking/off-campus-parking.aspx</a></p> <p>Stagecoach – cost of ticket prices:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;"></th> <th style="text-align: center;"><b>Purchase Price</b></th> <th style="text-align: center;"><b>Sales Price</b></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><b>Gold 13 Week</b></td><td style="text-align: center;">£228.00</td><td style="text-align: center;">£200.00</td></tr> <tr> <td style="text-align: center;"><b>Gold 52 Week</b></td><td style="text-align: center;">£875.00</td><td style="text-align: center;">£805.00</td></tr> <tr> <td style="text-align: center;"><b>Local 13 Week</b></td><td style="text-align: center;">£132.50</td><td style="text-align: center;">£105.00</td></tr> <tr> <td style="text-align: center;"><b>Local 52 Week</b></td><td style="text-align: center;">£490.00</td><td style="text-align: center;">£460.00</td></tr> </tbody> </table>		<b>Purchase Price</b>	<b>Sales Price</b>	<b>Gold 13 Week</b>	£228.00	£200.00	<b>Gold 52 Week</b>	£875.00	£805.00	<b>Local 13 Week</b>	£132.50	£105.00	<b>Local 52 Week</b>	£490.00	£460.00
	<b>Purchase Price</b>	<b>Sales Price</b>															
<b>Gold 13 Week</b>	£228.00	£200.00															
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<b>Local 13 Week</b>	£132.50	£105.00															
<b>Local 52 Week</b>	£490.00	£460.00															
<b>Students' needs and views on car parking/public transport/transportation issues generally</b>																	
Post code analysis of Student addresses mapped to results from Student Travel Survey indicate circa 50% of students are resident in Canterbury, with a high preference for walking. The other 50% commute requiring focus on developments and greater affordability in Park & Ride, Bus and Train travel																	
Car parking  Discounts/subsidies on Stagecoach travel	Students' Union President – Krum Tashev undertaking Student questionnaire in February for his campaign on Travel																

## **Appendix 23**

### **University of Kent Travel Plan**

The current Canterbury Campus Travel Plan is for the period 2010 – 2015 and is available on the University web page <http://www.kent.ac.uk/estates/policies/?tab=transport>

In Nov 2015 a travel survey was undertaken to inform the updated Travel Plan which is due, following further consultation, to be finalised in early Summer 2016.

**University Transport Statements:** A transport statement is written for each new development/ planning application that is submitted by the University, this supports the Travel Plan

**University Parking Regulations:** The regs for staff and students for parking on campus can be found on line <https://www.kent.ac.uk/estates/services/parking/index.html?tab=canterbury-students>

It should be noted that since the start of the academic year 2008/09 the University has widened the post code exclusion zone i.e. students within certain post code areas are not allowed to bring cars on to Campus. In addition, students living in the Park Wood area are now no longer entitled to bring their cars onto Campus.

Students with medical or exceptional reasons who live within the exclusion zone have their requests reviewed by a Parking Panel

**Stage Coach:** We work closely with Stage Coach to improve and refine the services available that run through the Campus. We now have a 24 hour bus service along with a Shopping bus (Asda) and a bus that now runs through Hales Place (high student rental area off campus).

**Turing:** As part of the planning approval for building Turing College – the accommodation contract for Turing (only) states that students are not allowed to bring cars to Canterbury

Campus Security work closely with the off Campus Street Marshalls

**University of Kent Estate Strategy:** Chapter 10 of the E/ Strategy refers to Transport and includes objectives

The University will:

- Continue to promote public transport initiatives for students, staff and visitors and work with bus companies on developing additional/ new routes.
- Review the current parking system to ensure that it supports the Travel Plan to reduce single car occupancy onto the Campuses and provides adequate funding for the maintenance and development of parking areas;

- Continue to support the reduction in carbon emissions and the use electric vehicles on campus as part of the University's Estates fleet.
- Provide input to the development of the University Masterplan(s).
- Continue to initiate and support improvements to the infrastructure for pedestrians; bicycles and other vehicles to enhance a safer campus environment eg lighting for pedestrians; foot & cycle ways, signage.
- Ensure that CCTV is suitably allocated and monitored in accordance with the University's CCTV Policy.
- Develop, support and advise on new transport infrastructure initiatives eg new/ improved roads; new/ improved bus stops; new/ improved secure bicycle shelters.
- Enhance the availability of online advisory and study materials relating to travel and transport.
- Continue to be a member of the British Parking Association (BPA) and the Approved Operator Scheme, which operates parking enforcement within the BPA code of practice.
- Improve and enhance communications using social media; film and improved websites.
- Continue to review under each new building project for the University, the impact of parking displacement and structural alternatives for cost effective schemes.
- Aim to relocate the Transport Team to a central location to create a central "Travel Hub", as an advisory centre for students, staff and visitors.

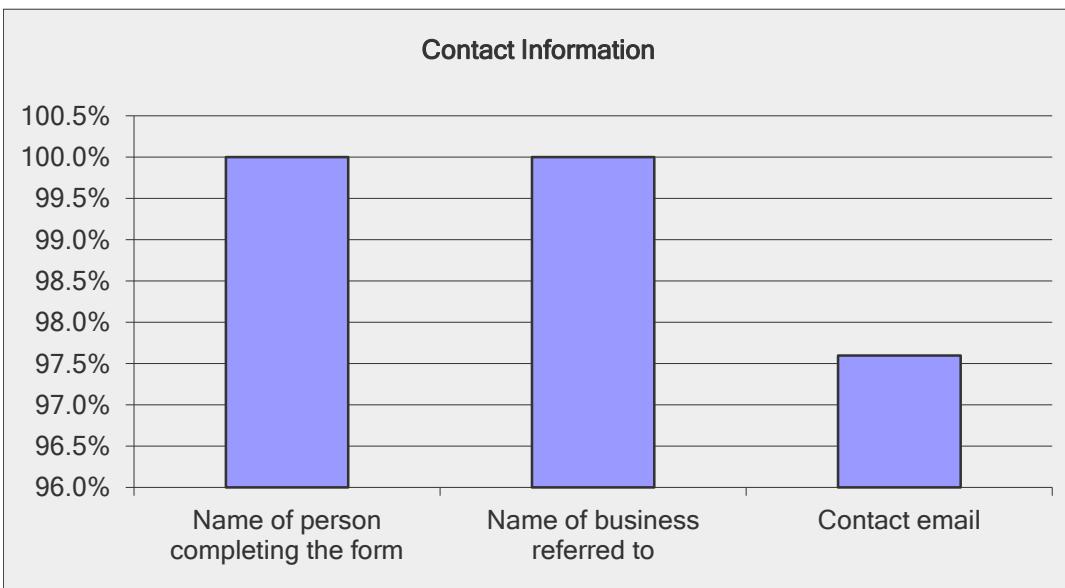
## Appendix 24

### John Morgan local estate agents survey 2016

#### Higher and Further Education in Canterbury: An Impact Review - Economy

##### Contact Information

Answer Options	Response Percent	Response Count
Name of person completing the form	100.0%	41
Name of business referred to	100.0%	41
Contact email	97.6%	40
	<i>answered question</i>	41
	<i>skipped question</i>	0

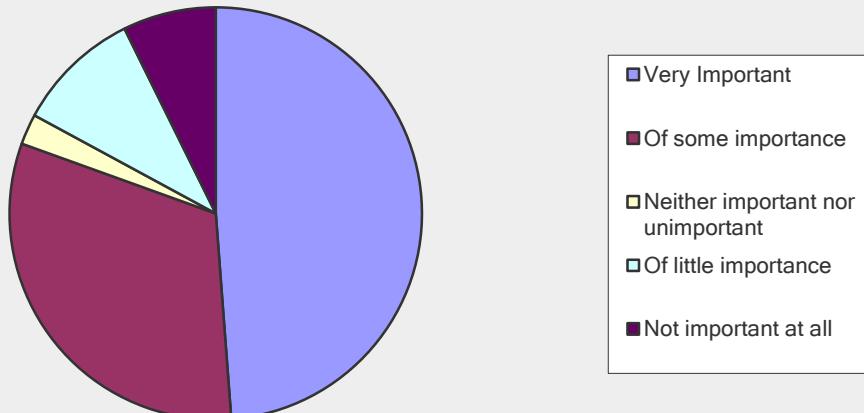


## Higher and Further Education in Canterbury: An Impact Review - Economy

### How important are students to your business?

Answer Options	Response Percent	Response Count
Very Important	48.8%	20
Of some importance	31.7%	13
Neither important nor unimportant	2.4%	1
Of little importance	9.8%	4
Not important at all	7.3%	3
	<i>answered question</i>	41
	<i>skipped question</i>	0

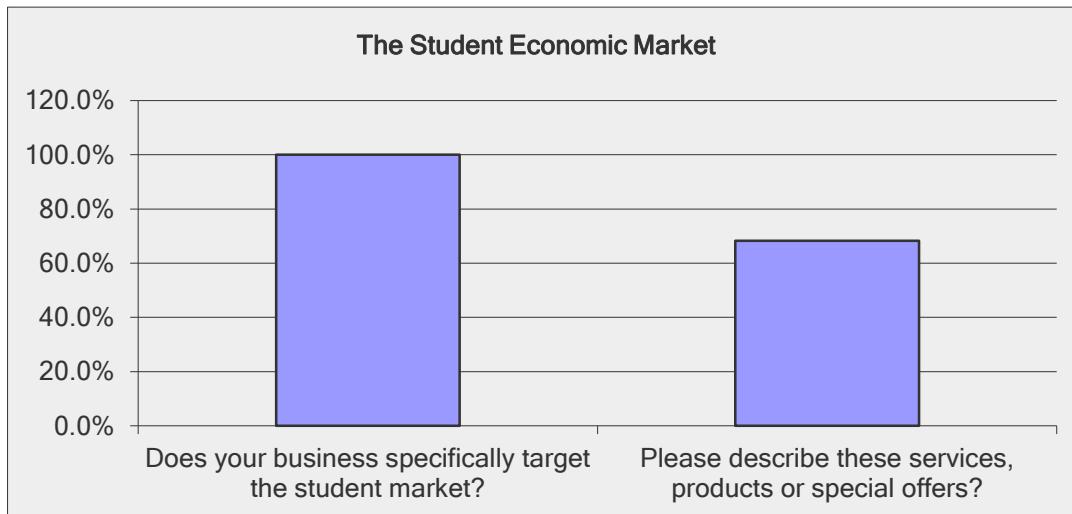
### How important are students to your business?



## Higher and Further Education in Canterbury: An Impact Review - Economy

### The Student Economic Market

Answer Options	Response Percent	Response Count
Does your business specifically target the student market?	100.0%	41
Please describe these services, products or special offers.	68.3%	28
	<i>answered question</i>	41
	<i>skipped question</i>	0

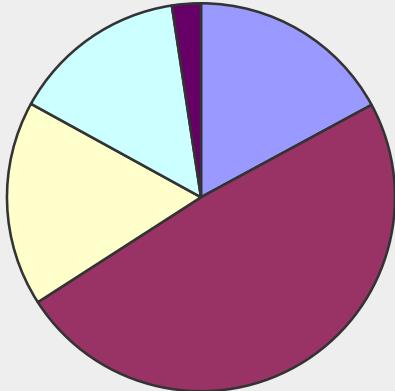


## Higher and Further Education in Canterbury: An Impact Review - Economy

How do you believe that it would affect your business if the number of students in the city dramatically increased?

Answer Options	Response Percent	Response Count
My business revenue would greatly increase	17.1%	7
There would be some positive impact to my business	48.8%	20
It would not make a difference to my business.	17.1%	7
My business would suffer	14.6%	6
It would be hard to continue my business.	2.4%	1
<i>answered question</i>		41
<i>skipped question</i>		0

How do you believe that it would affect your business if the number of students in the city dramatically increased?



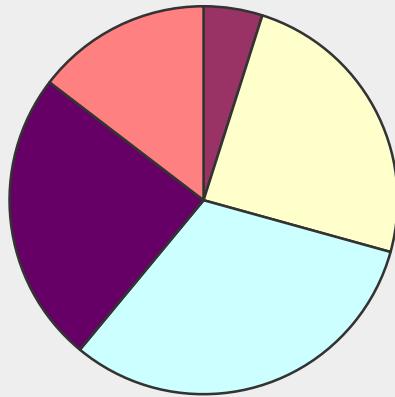
- My business revenue would greatly increase
- There would be some positive impact to my business
- It would not make a difference to my business.
- My business would suffer
- It would be hard to continue my business.

## Higher and Further Education in Canterbury: An Impact Review - Economy

### What part do you believe students play in your direct customer base?

Answer Options	Response Percent	Response Count
Students are my only customers.	0.0%	0
Students are my main customers.	4.9%	2
Students are a large part of my customer base.	24.4%	10
Some of my customers are students.	31.7%	13
I have very few customers that are students.	24.4%	10
None of my customers are students.	14.6%	6
<i>answered question</i>		41
<i>skipped question</i>		0

### What part do you believe students play in your direct customer base?



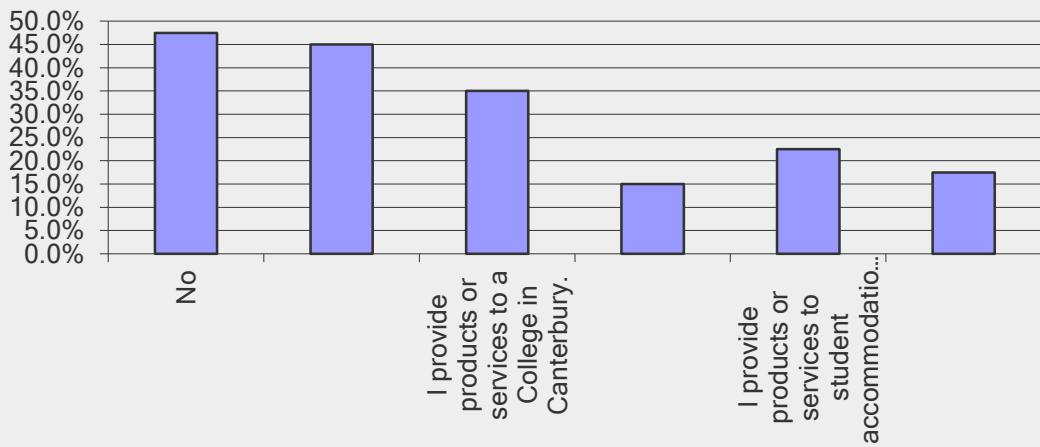
- Students are my only customers.
- Students are my main customers.
- Students are a large part of my customer base.
- Some of my customers are students.
- I have very few customers that are students.
- None of my customers are students.

## Higher and Further Education in Canterbury: An Impact Review - Economy

Do you provide any products or services to students indirectly? Please tick all that apply

Answer Options	Response Percent	Response Count
No	47.5%	19
I provide products or services to a University in	45.0%	18
I provide products or services to a College in Canterbury.	35.0%	14
I provide products or services to a language school in	15.0%	6
I provide products or services to student accommodation	22.5%	9
I provide products or services to a University, College,	17.5%	7
<i>answered question</i>	40	
<i>skipped question</i>	1	

Do you provide any products or services to students indirectly? Please tick all that apply

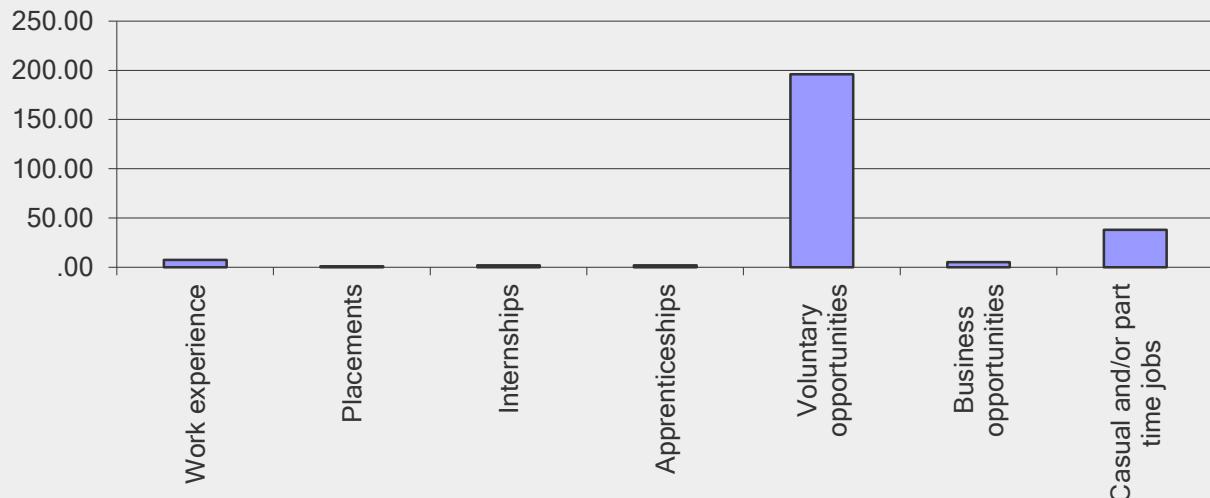


## Higher and Further Education in Canterbury: An Impact Review - Economy

Does your business offer any of the following to current students? If yes, please give a number of how many annual placements in the table below:

Answer Options	Response Average	Response Total	Response Count
Work experience	7.30	168	23
Placements	.87	13	15
Internships	1.94	35	18
Apprenticeships	1.95	39	20
Voluntary opportunities	195.88	3,134	16
Business opportunities	5.00	65	13
Casual and/or part time jobs	37.85	1,022	27
<i>answered question</i>			35
<i>skipped question</i>			6

Does your business offer any of the following to current students? If yes, please give a number of how many annual placements in the table below:

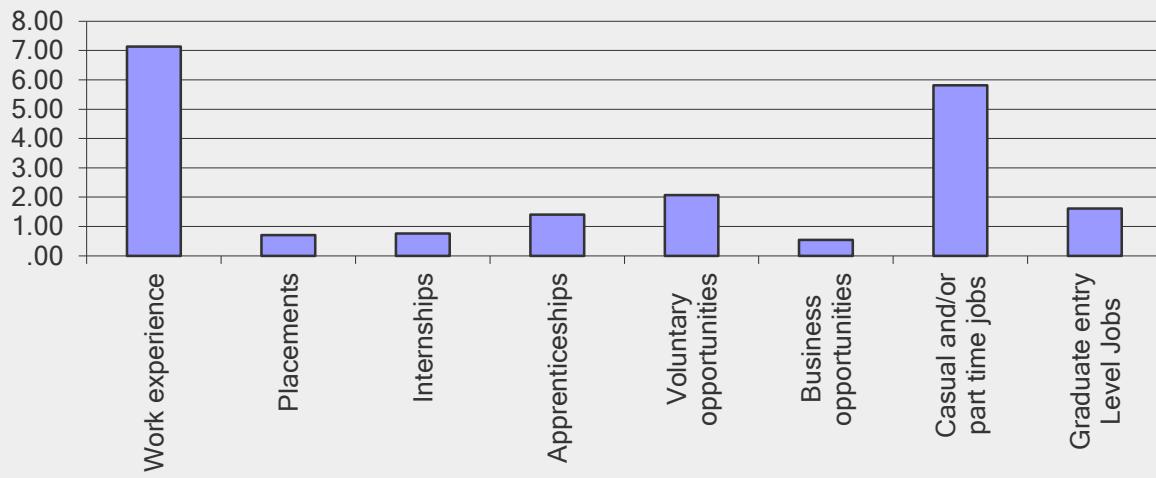


## Higher and Further Education in Canterbury: An Impact Review - Economy

Does your business offer any of the following to recent graduates from a Canterbury HE/FE institution? If yes, please give a number of how many annual placements in the table below:

Answer Options	Response Average	Response Total	Response Count
Work experience	7.13	114	16
Placements	.71	10	14
Internships	.76	13	17
Apprenticeships	1.41	24	17
Voluntary opportunities	2.07	29	14
Business opportunities	.54	7	13
Casual and/or part time jobs	5.81	122	21
Graduate entry Level Jobs	1.61	29	18
<i>answered question</i>			30
<i>skipped question</i>			11

Does your business offer any of the following to recent graduates from a Canterbury HE/FE institution? If yes, please give a number of how many annual placements in the table below:

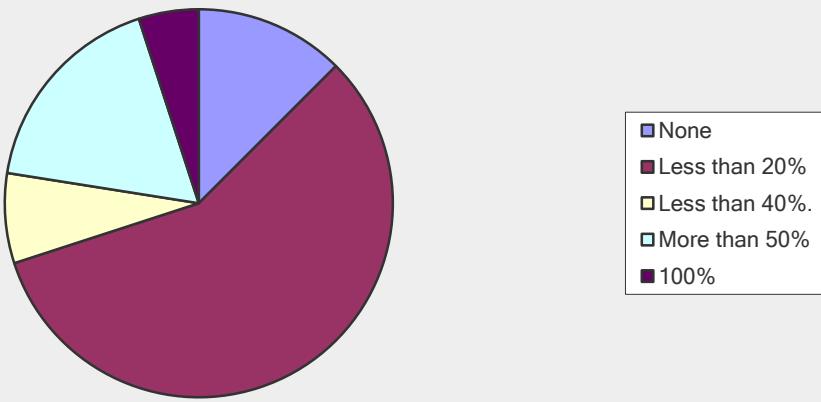


## Higher and Further Education in Canterbury: An Impact Review - Economy

What proportion of your business comes from students and Higher Education or Further Education Institutions?

Answer Options	Response Percent	Response Count
None	12.5%	5
Less than 20%	57.5%	23
Less than 40%.	7.5%	3
More than 50%	17.5%	7
100%	5.0%	2
	<i>answered question</i>	40
	<i>skipped question</i>	1

What proportion of your business comes from students and Higher Education or Further Education Institutions?

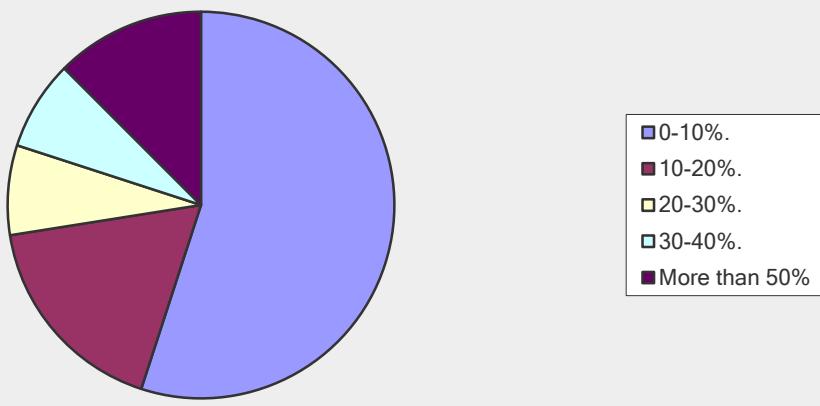


## Higher and Further Education in Canterbury: An Impact Review - Economy

What is the uplift in business when the students return after the summer break?

Answer Options	Response Percent	Response Count
0-10%.	55.0%	22
10-20%.	17.5%	7
20-30%.	7.5%	3
30-40%.	7.5%	3
More than 50%	12.5%	5
	<i>answered question</i>	40
	<i>skipped question</i>	1

What is the uplift in business when the students return after the summer break?



Appendix 25

**Local Estate Agents Survey April 2016**

	no of houses	HMO staff	average landlord spend pa	total house spend pa	what if HMOs disappeared?	tradesmen employed													fire safety	inventory	check in and out
						builders	electric	plumb	heat eng	decorat	glaziers	tv repair	gardeners	cleaners	handymen						
Abode Sales and Lettings	150	4	1,750	262,500	go broke	2	2	4	4	2	1	1	2	10	3	1	3	3			
Aoleon Lettings																					
Accommodation for Students																					
Bryer Dodd																					
Campus Let																					
Caxtons	220	5	1,750	385,000	redundancies	27	21	20	24	25	11	9	8	14	25	4	0	0			
Connells Letting																					
Day Management Services	116	5	4,000	464,000	go broke	6	4	7	7	5	2	3	5	5	8	2	1	5			
Godwin Curtis	70	2	2,000	140,000	-20%	6	5	5	4	4	2	1	3	3	4	1	2	2			
Gordon Miller Property																					
Iconn																					
JG Student Lets	139	7	3,000	417,000	go broke																
Jungle Agent																					
Kentunilet																					
Let Canterbury.com																					
Leydon Lettings																					
Locate	200	5	500	100,000	massive	10	5	10	10	20	5	2	15	20	25	2	5	5			
Mann Lettings	300	7	1,500	450,000	-50%	12	12	12	13	14	10	10	12	14	16	11	11	11			
Martin and Co																					
Maxwell White																					
Miles and Barr																					
Redlet	25	1	1,000	25,000	-50%																
Regal Lettings	150	11	2,250	337,500	redundancies	3	2	1	1	2	1	1	2	3	1	1	2	2			
Richmond Chase																					
Sally Hatcher Estates	50	2	2,000	100,000	-50%	3	1	3	1	3	1	1	1	3	2	1	1	1			
Sandersons Students	102	4	1,000	102,000	-50%	2	2	2	1	2			2	4							
Streetwise Lettings	32	4	2,000	64,000	-75%	3	3	2	1	3	1	1	2	4		1	1	1			
Student Lettings Agency	206	19	2,250	463,500	-90%	10	2	2	2	2	3	2	5	12	8	2					
Student Places	127	9	2,000	254,000	close	3	2	3	2	1	2	1	2	12	2	1					
Students 4 Canterbury																					
StudentTenant.com																					
The Good Estate Agent																					
Universal Student Living																					
Urban.co.uk																					
Varsity Canterbury	30	2	1,500	45,000	close	30		1					1	1	2						
Visum																					
Ward and Partners Lettings																					
Your Move Lettings																					
	1,917	87		3,609,500		117	61	72	70	83	39	32	60	105	96	28	26	30			

**Higher and Further Education in Canterbury Impact Review 2016****Questionnaire to Agents****Answers to question on what they expect the landlords would do if they couldn't find tenants for their HMOs**

	<b>Agents' replies</b>							<b>total</b>
Try to sell them off on the open market to families	1	1	1	1	1	1	1	9
Try and sell them to other investors	1	1	1	1	1	1	1	10
Try and rent them to families	1	1	1	1	1	1	1	6
Drop the rent and still try and rent them to students	1	1	1	1	1	1	1	9
Try and rent them to KCC for social housing	1	1	1	1	1	1	1	4
Try and rent them to KCC for refugees	1	1					1	3

## **Appendix 26**

# **The District's HEIs and their Students - Some Economic Context**

### **The District's Economy & Higher Education**

- The district's economy comprised 63,000 employees and over 5,000 registered businesses in 2014 and had a total output of £3.2b in 2013 (Sources: BRES, BIS, ONS, KCC 2016)
- The higher education sector and its institutions (HEIs) employed just below 6,000 people in 2009 but this grew to 7,800 people in 2014. Over 12% (1 in every 8) of the district's employees work in this sector. Only the district's retail and health sectors employ more people than higher education. It is forecast to continue growing up to 2031 (Sources: BRES, KCC 2016)
- HE is an important provider of full-time jobs supplying 3,300 of these to the district in 2014. Many of these will be higher skilled occupations (i.e. professional and technical)
- Neighbouring districts (Thanet and Dover) to some extent rely on Canterbury's universities to provide jobs for a proportion of their residents
- The HEIs are among only 20 employers in the district that employ over 250 people. 90% of all local businesses employ less than 10 people (Source: BIS 2014)
- The universities are also among 70 organisations out of 5,000 local enterprises in the district that turnover £5m + annually. This represents 1.5% of companies which is lower than county, regional and national levels (Source: BIS 2014)

### **The District's Knowledge Economy**

- HEIs are also an important source of 'knowledge workers' (i.e. those industries whose main purpose centres on knowledge or information, from highly technical industries and knowledge intensive services to creative industries. This includes industries such as publishing, scientific research and R&D. Higher education is also an important source of knowledge workers)
- There were 96,700 knowledge workers in Kent in 2014. 17% (16,000) of all Kent's knowledge workers were located in Canterbury district. Only Tunbridge Wells has more knowledge workers overall (Source: BRES, KCC 2015)
- 25.2% of all Canterbury district's employees are 'knowledge workers' (higher than county - 16.5% and national - 19.7% averages). Between 2008-2014 the number of local knowledge workers grew by 48% (Source: BRES, KCC 2015).

### **Graduate Retention in the District**

- Younger graduates tend to relocate out of the district in the period following graduation. This suggests difficulties in the area being able to retain young and talented people. In a study of the 100 largest UK towns and cities the 'talent' retention rate (i.e. new graduates) in Canterbury was among the weakest in the country. In 2009 this was the fifth lowest rate in the country at 8.5% (Source: Institute for Employment Studies 2009). This underlines the problem for a small city with few large private sector employers, in providing large numbers of entry level graduate jobs
- The district however does appear to attract back higher educated individuals later in life. 34,400 (27%) of residents have a degree or higher qualification which is on a par with county and national levels (Source: 2011 Census)

## **Universities & Economic Development**

Universities arguably can have a range of impacts on local and regional economies through their presence and interactions including:

- 1. Institutional and student spending** - HEIs will contribute substantial expenditures to local areas. This is probably by far the greatest impact universities can exert on local economies. Although universities are not technically public organisations they still rely on public funding for the most part and have similar obligations and accountability structures to other public sector institutions such as schools, the police and the NHS. They are therefore also vulnerable to changes in Government funding priorities and policy changes (e.g. immigration);
- 2. Direct job creation and staff spending** - HEIs directly create and maintain jobs for people, an important impact particularly in areas of higher economic deprivation. Universities also attract highly skilled economic migrants (e.g. academic staff) to the district as they often compete in a national labour market. The presence of HEIs helps the area attract and retain highly skilled labour particularly where there are few other corporates or large private sector employers.
- 3. Capital investment** - this financial investment comprises the construction and maintenance of student accommodation, knowledge infrastructure production (e.g. laboratories, teaching and ancillary educational facilities), leisure/recreational purposes and commercial office space. The universities therefore occupy large areas of land, generate tax and other revenues;
- 4. Skills, knowledge creation and transfer of existing know-how** - HEIs have supply-side impacts (e.g. technology transfer, skills) on economies. They create, concentrate, employ and disseminate highly skilled people (i.e. knowledge, graduates) and can help to professionally update the existing workforce. HEIs can transfer existing know-how to existing businesses involving consultancy, research and general advice to local development agencies, firms (e.g. marketing, science, engineering, business management);
- 5. Technological innovation** - HEIs' access to people and technology can help the application of existing knowledge to solve a specified problem, to improve a product or enhance a process notably through the knowledge exchange with industry. Universities can also contribute to knowledge infrastructure production and are generators of new businesses and entrepreneurship promotion in their own right;
- 6. Local entrepreneurs** - universities are frequently associated with entrepreneurs through the practical application of academic knowledge. Staff and students are often linked to new start-up businesses not only in science and technology but also in other industries; and
- 7. Investment and promotion** - HEIs can influence economic competitiveness, attract investment and contribute to in terms of marketing and attracting inward investment in the private sector. They can improve the economic attractiveness of an area (e.g. providing incentives to both mobile firms and highly skilled workers to locate near the university). These also contribute to regional and city promotion as well as participating in public and private partnerships.

Due to the global nature of modern higher education, universities are important export industries acting as global gateways and in some cases can be described as multinational companies located within their local areas.

## Appendix 27

### The economic impact of Canterbury's universities

Updated summary for the academic and financial year 2014/15.

This summary presents updated results for the combined economic impact of Canterbury Christ Church University and the University of Kent for the academic and financial year 2014/15. It draws on the detailed results from an in-depth modelled analysis of the two universities that was undertaken for the year 2012/13 and incorporates the more recent data ( 2014/15) for each university in terms of income and expenditure, staff and student numbers and updates the economic impact accordingly. It includes:

- The direct and secondary (or 'knock-on') impact of the universities as large enterprises, employing staff and generating economic activity through the expenditure of the universities and their staff.
- The impact of the additional personal 'off-campus' expenditure of the universities' students.

Drawing on the detailed sub-regional analysis that was undertaken in the previous full reports, estimates are made of the impact accruing to Canterbury, the rest of the South East and the rest of the UK.

The results for the combined impact of the two universities and their students is presented below.

**Table 1: Distribution of Output impact**

	Universities Direct <sup>1</sup> £m	Universities 'knock-on' £m	Student personal off- campus expenditure £m	Total £m
Canterbury	329.88	298.11	281.39	909.39
Rest of South East	31.50	109.17	274.60	415.27
Rest of UK	0.00	61.44	12.35	73.78
	361.38	468.71	568.34	1398.44

*Source: Modelled analysis by Viewforth Consulting, drawing on University Financial Statements for 2014/15 and staff and student data supplied by the universities together with the HESA Statistical First Release 224 ( January 2016) . Totals may not sum due to rounding.*

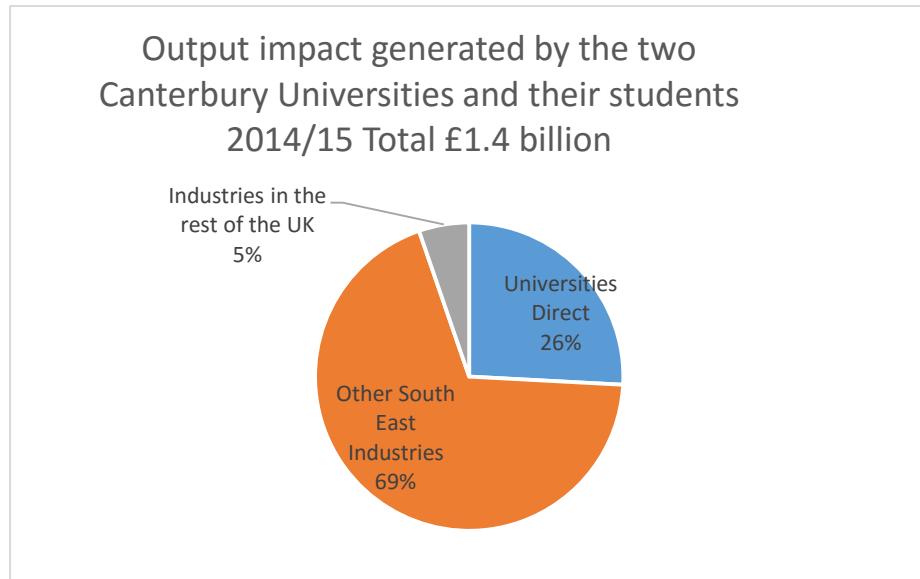
Table 1 shows that the total output impact of the universities, together with their students, came to nearly £1.4 billion across the UK. The impact on the South East Region totalled

<sup>1</sup> The Universities' Direct output has been allocated in proportion to the estimated share of university activity in Canterbury and the rest of the South East, based on the most recent staffing data provided by the universities

nearly £1.33 billion ( £909.39 million plus £415.27 million) , of which £909.39 million was in Canterbury.

Figure 1 shows that 26% of the total output generated was the Universities' own direct output<sup>2</sup>, with the remainder generated in other industries outside the universities by the expenditure of the universities and their students.

**Figure 1: Total Output impact**



*Source: Modelled analysis by Viewforth Consulting, drawing on University Financial Statements for 2014/15 and staff and student data supplied by the universities together with the HESA Statistical First Release 224 (January 2016) .*

**Table 2: Distribution of Employment impact**

	University Direct FTE jobs	University 'knock-on' FTE jobs	Student personal off-campus expenditure FTE jobs	Total FTE jobs
Canterbury	4498	2961	2447	9906
Rest of South East	432	1064	2386	3883
Rest of UK	0	493	85	578
	4930	4518	4918	14366

*Source: Modelled analysis by Viewforth Consulting, drawing on University Financial Statements for 2014/15 and staff and student data supplied by the universities together with the HESA Statistical First Release 224 (January 2016) . Totals may not sum due to rounding.*

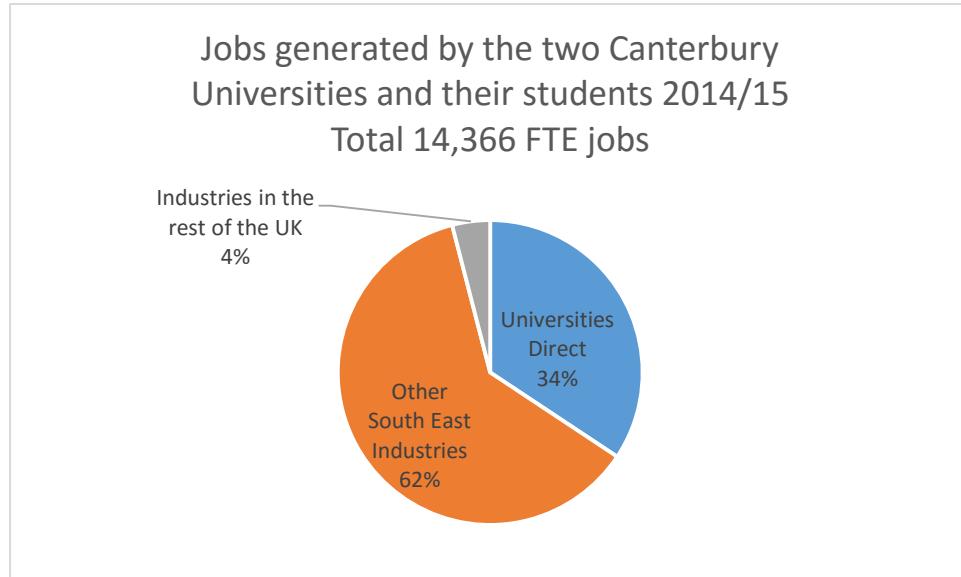
Table 2 shows that the total employment generated by the Universities together with their students, came to 14,366 FTE jobs across the UK. Of these jobs, 9906 were in Canterbury

<sup>2</sup> The universities' income or 'turnover' is equivalent to its output.

and a further 3883 in other parts of the South East (13,789 FTE jobs in the South East altogether.) Most of the jobs generated were outside the universities. 9906 jobs was equivalent to nearly 16% of all employee jobs in Canterbury in 2014.<sup>3</sup>

Figure 2 shows that 34% of the total jobs generated were in the Universities themselves, with the remaining 66% generated in businesses outside the universities by the expenditure of the universities and their students.

**Figure 2: Total Employment impact**



*Source: Modelled analysis by Viewforth Consulting, drawing on University Financial Statements for 2014/15 and staff and student data supplied by the universities together with the HESA Statistical First Release 224 (January 2016).*

**Table 3: Regional GVA Generated**

	University Direct £m	University 'knock-on' £m	Student personal off-campus expenditure £m	Total £m
Canterbury	218.14	145.61	132.51	496.27
Rest of South East	20.86	52.85	129.20	202.90
	239.00	198.46	261.71	699.16

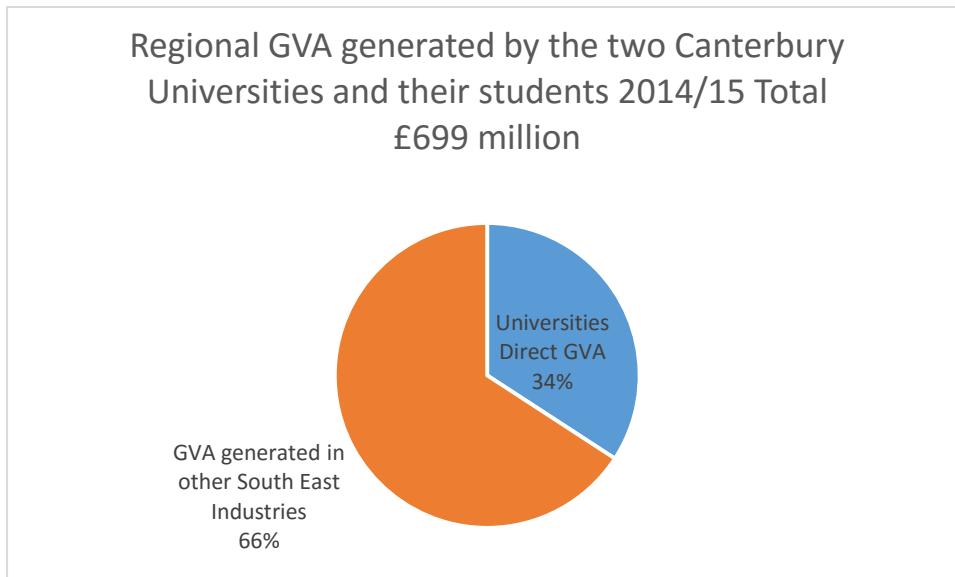
*Source: Modelled analysis by Viewforth Consulting, drawing on University Financial Statements for 2014/15 and staff and student data supplied by the universities together with the HESA Statistical First Release 224 (January 2016). Totals may not sum due to rounding.*

<sup>3</sup> Nomis 2014. Total employee jobs came to 62,300. These include full time and part-time. If translated into FTE (on basis of 2 part time jobs equalling 1 full time job, the FTE equivalent would be 49,400. On this basis university generated employment would be closer to 20% of Canterbury employment .

Table 3 shows that the two Universities and their students generated over £699 million of regional GVA. This was equivalent to 0.3% of all 2013 South East GVA.<sup>4</sup> The GVA generated in Canterbury was equivalent to 1.48% of 2013 Kent GVA.

Figure 3 shows that 34% of the GVA generated in the South East was the Universities' own direct GVA, with 66% being generated in other South East industries by the expenditure of the universities and their students.

**Figure 3: Total Regional GVA Generated**



*Source: Modelled analysis by Viewforth Consulting, drawing on University Financial Statements for 2014/15 and staff and student data supplied by the universities together with the HESA Statistical First Release 224 (January 2016) .*

Prepared by Viewforth Consulting Ltd

20 January 2016

<sup>4</sup> 2013 South East GVA was £227.2 billion. 2013 Kent GVA was £33.5 billion.

# The economic impact of Canterbury Christ Church University

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Viewforth Consulting Ltd

August 2015

Final Report (edited)

**Viewforth Consulting Ltd**

<http://www.viewforthconsulting.co.uk>

## Table of Contents

<b>Index of Figures .....</b>	3
<b>Index of Tables .....</b>	3
<b>Summary of Results for the impact of the University as a business .....</b>	4
Impact of Canterbury Christ Church University on the UK and the South East Region.....	4
The local economic impact of the University on the Canterbury, Medway and Thanet areas. ....	5
• Total Output generated ( £m).....	6
• Jobs Generated (FTE) .....	6
• Contribution to Regional GVA (£m) .....	6
<b>Section One: Introduction and Overview.....</b>	7
Report Structure .....	7
<b>Section Two: The economic impact of Canterbury Christ Church University .....</b>	8
Introduction .....	8
Key University characteristics .....	8
Revenue .....	8
Employment.....	11
Expenditure.....	12
Students at Canterbury Christ Church University .....	12
Secondary or ‘Knock-on’ effects on the economy .....	13
Generation of ‘knock-on’ effects .....	13
Output generated by the institution.....	14
Output multipliers.....	15
Employment generated by the University .....	15
Employment multipliers.....	16
GVA generated by the University .....	18
The impact of student expenditure .....	19
Student profile .....	19
International Students .....	19
Domestic students .....	20
Summary of regional and UK impact .....	21
Output generated .....	21
Employment generated .....	22
Regional GVA generated .....	22
The local economic impact of Canterbury Christ Church on the Canterbury, Medway and Thanet areas.....	23
Impact on Medway .....	23

Impact on Canterbury .....	25
Impact on Thanet.....	25
Reflections on the overall impact of the University as a business.....	26
Pattern of impact distribution .....	27

## Index of Figures

- Figure 1: University Revenue
- Figure 2: University Revenue by Broad Source
- Figure 3: Occupational profile of University employment
- Figure 4: University Expenditure
- Figure 5: Total output generated by the University
- Figure 6: Secondary output generated by the University
- Figure 7: Total employment generated by the University
- Figure 8: Secondary employment generated by the University
- Figure 9: Comparison of the occupational profile of employment generated
- Figure 10: Secondary GVA generated by the University
- Figure 11: Student Profile by Domicile of Origin
- Figure 12: Jobs generated in the Medway area
- Figure 13: Jobs generated in the Canterbury area
- Figure 14: Jobs generated in the Thanet area
- Figure 15: Overall distribution pattern of output generated
- Figure 16: Overall distribution pattern of jobs generated
- Figure 17: Overall distribution pattern of regional GVA generated

## Index of Tables

- Table 1: Total University impact: Summary of output generated
- Table 2: Total University impact: summary of employment generated

Table 3: Total University contribution to Regional GVA

## Summary of Results for the impact of the University as a business

### Impact of Canterbury Christ Church University on the UK and the South East Region

- Total revenue of the University was £121.9 million in 2012/13
- International revenue amounted to £10.9 million which, together with the estimated off-campus expenditure of international students (£12 million) represented a total of £22.9 million of export earnings.
- The University provided 1601 fulltime equivalent jobs across a range of occupations and skill levels.
- 1593 full time equivalent jobs were generated outside the universities, with most (1423) based in the region.
- The university's own output was £121.9 million. Through knock-on effects it generated an additional £160 million in other industries throughout the UK, with the majority (£139 million) in the region.
- Universities attracted 1075 students from outside the UK to study in the region.
- International students' off-campus expenditure (£ 12 million) generated £ 18 million of output and 153 full time equivalent jobs throughout the UK.
- The University also attracted 6068 students from other parts of the UK (outside the South East of England) to study in the region.
- The off-campus expenditure of students from the rest of the UK (£72 million) generated £94 million of output and 819 fulltime equivalent jobs in the region.

- The expenditure of the 10,902 students from the more immediate South East Region also had an impact on the economy, generating £168 million of output and creating 1462 jobs in the region.
- Overall the university, together with the expenditure of its international students and students from the rest of the UK, generated 5443 jobs in the region. This was equivalent to around 0.12% of the South East workforce in employment in 2012.<sup>1</sup>
- An additional 185 jobs were generated in the rest of the UK ( bringing total employment generated to 5628.)
- The University alone generated nearly £160 million of regional GVA (direct plus secondary.)
- Combined with the spending of its students, regional GVA of nearly £281 million was generated, equivalent to nearly 0.14 % of total 2012 South East region GVA<sup>2</sup>

The local economic impact of the University on the Canterbury, Medway and Thanet areas.

- The University's economic impact was strongest in the immediate environs of its 3 campuses.
- The expenditure of the University and its students generated £48.9 million of output and 427 fulltime equivalent jobs in the Isle of Thanet – equivalent to around 1.1% of all Thanet employee jobs in 2012.<sup>3</sup>
- The expenditure of the University and its students generated £ 83 million of output and 690 fulltime equivalent jobs in Medway – equivalent to just over 0.8 % of all Medway employee jobs.<sup>4</sup>
- In Canterbury, which has the largest concentration of university activity, the impact was highly significant, with the generation of nearly £302 million of output and 3,384 full-time equivalent jobs in the Canterbury area. This was equivalent to nearly 5.8 % of all Canterbury employee jobs in 2012.<sup>5</sup>
- Overall the expenditure of the University and its students generated nealy £281 million of Regional GVA. Around £25 million of this can be attributed to university activity in Thanet, £43 million to the Medway area, with £163 million attributable to the Canterbury area , with the remaining £50 million generated through knock-on effects on other parts of the South East.

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<sup>1</sup> ONS regional summary of labour market indicators for 2012( 4,225,000 people in employment in the South East )

<sup>2</sup> South East Regional GVA in 2012 was £202.6 billion ( ONS 2013)

<sup>3</sup> Labour Market Profile for Thanet Nomis 2012. Total Thanet employee jobs were 38,600. Employee jobs excludes self-employed, government trainees and HM Forces

<sup>4</sup> Labour Market Profile for Medway Nomis 2012. Total Medway employee jobs were 82,700. Employee jobs excludes self-employed, government trainees and HM Forces.

<sup>5</sup> Labour Market Profile for Canterbury Nomis 2012. Total Canterbury jobs were 58,500. Employee jobs excludes self-employed, government trainees and HM Forces.

- Total Output generated ( £m)

	<b>University Direct<sup>6</sup> (£m)</b>	<b>University 'Knock-on' impact (£m)</b>	<b>Impact of Student personal expenditure(£m)</b>	<b>Total Impact (£m)</b>
<b>Canterbury area</b>	<b>96.2</b>	<b>92.3</b>	<b>113.2</b>	<b>301.7</b>
<b>Medway area</b>	<b>16</b>	<b>18.3</b>	<b>48.9</b>	<b>83.2</b>
<b>Isle of Thanet</b>	<b>9.7</b>	<b>11.0</b>	<b>28.2</b>	<b>48.9</b>
<b>Other South East</b>	-	<b>17.3</b>	<b>88.0</b>	<b>105.3</b>
<b>Rest of UK</b>	-	<b>21.3</b>	<b>2.3</b>	<b>23.6</b>
<b>Total</b>	<b>121.9</b>	<b>160.2</b>	<b>280.6</b>	<b>562.7</b>

- Jobs Generated (FTE)

	<b>University Direct (FTE)</b>	<b>University 'Knock-on' impact (FTE)</b>	<b>Impact of Student personal expenditure (FTE)</b>	<b>Total Impact (FTE)</b>
<b>Canterbury area</b>	<b>1454</b>	<b>946</b>	<b>984</b>	<b>3384</b>
<b>Medway area</b>	<b>78</b>	<b>187</b>	<b>425</b>	<b>690</b>
<b>Isle of Thanet</b>	<b>69</b>	<b>113</b>	<b>245</b>	<b>427</b>
<b>Other South East</b>	-	<b>177</b>	<b>765</b>	<b>942</b>
<b>Rest of UK</b>	-	<b>170</b>	<b>15</b>	<b>185</b>
<b>Total</b>	<b>1601</b>	<b>1593</b>	<b>2434</b>	<b>5628</b>

- Contribution to Regional GVA (£m)

	<b>University Direct (£m)</b>	<b>University 'Knock-on' impact (£m)</b>	<b>Impact of Student personal expenditure (£m)</b>	<b>Total Impact (£m)</b>
<b>Canterbury area</b>	<b>63.9</b>	<b>45.7</b>	<b>53.3</b>	<b>162.9</b>
<b>Medway area</b>	<b>10.6</b>	<b>9.0</b>	<b>23.0</b>	<b>42.6</b>
<b>Isle of Thanet</b>	<b>6.4</b>	<b>5.5</b>	<b>13.3</b>	<b>25.2</b>
<b>Other South East</b>	-	<b>8.5</b>	<b>41.4</b>	<b>49.9</b>

<sup>6</sup> Direct output has been allocated in proportion to estimated share of university activity associated with that campus

<b>Total</b>	<b>80.9</b>	<b>68.7</b>	<b>131.0</b>	<b>280.6</b>
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## Section One: Introduction and Overview

This project was undertaken during summer and autumn 2014 for Canterbury Christ Church University. The project updated results from an earlier study of the University's economic impact on the UK and South East Region in terms of jobs and output generated and contribution to Regional GVA. It went further to analyse the distribution of impact between the University's Canterbury, Medway and Thanet campuses as well as its impact on the wider region. Additionally it considered some of the issues involved in assessing the wider social impact of the University and its economic impact in the broadest sense. It presents some case study examples of the University's wider impact achieved through some of its cultural and civic engagement activities that are additional to its core teaching and research mission.

One of the biggest challenges to assessment of the broader value and impact of university engagement activities is that many of the activities undertaken and outputs delivered are not priced or have only a 'nominal' financial value associated with them, being undertaken largely on a 'pro bono', voluntary basis. (Entry to the many of the University's public lectures and gallery exhibitions, for instance, is free.) This can mean that the very real economic and social value being generated by these aspects of the University's work can be overlooked and subsequently undervalued.

This project sought to address this issue, by considering the University in a more holistic way. The project undertook key financial analyses and economic modelling of expenditure using well recognised methodology consistent with all of the national studies of higher education (for Universities UK); but it also examined different approaches to economic valuation of all dimensions of the University's work, drawing on economic cost-benefit analysis techniques such as shadow-pricing. It included some case study exemplars of how broader valuation could be applied in practice.

### Report Structure

The project report is structured as follows:

- **Section One** gives the introduction and background to the study.
- **Section Two** presents a full analysis of the university's impact on Canterbury, Medway , Thanet and the South East region as a major enterprise in itself, generating employment and contributing to UK GDP.
- **Section Three** reflects on the University's broader role in the economy and society. It highlights the issues involved in assessment of broader impact. It proposes an overall framework and specific methodological approach that could be adopted to capturing all dimensions of University impact in a consistent way, including that of wider public engagement.
- **Section Four** contains a series of exemplar case studies reflecting different aspects of the university's generation of broader economic and social value.
- **Section Five** draws reflections and conclusions from the findings.

## Section Two: The economic impact of Canterbury Christ Church University

### Introduction

This section presents key economic aspects of Canterbury Christ Church University in the South East Region of England in the academic and financial year ending 2013 and of the University's impact on the region and on the rest of the UK. This part of the study updates and expands an earlier analysis, which was undertaken in 2011 (focussed on the 2009/10 academic and financial year.)

Major economic characteristics of the University were examined, including its revenue, expenditure and employment. The study also included modelled analysis of the economic activity generated in other sectors of the economy through the secondary or 'knock-on' effects of the expenditure of the University and its staff as well as the impact generated by the off-campus expenditure of its students.

The model used was the most recent version of the *Universities UK economic impact modelling system*,<sup>7</sup> which was updated and revised by Viewforth Consulting in Spring 2013. A description of the methodology and data sources used is included as Appendix One. Overall this section presents an up-to-date examination of the quantifiable contribution of Canterbury Christ Church University to the regional economy, as well as its impact on the rest of the UK.

### Key University characteristics

#### Revenue

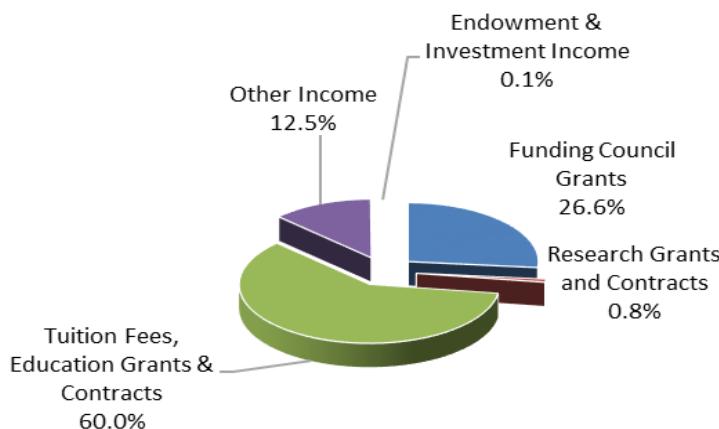
- The University had total revenue of £121.9 million in the study year. This was earned for a wide range of educational and related services. This is shown in Figure 1.

**Figure 1: Institutional Revenue**

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<sup>7</sup> The Universities UK economic impact modelling system is a purpose-built system, designed for higher education institutions. The current version was revised and updated by Viewforth Consulting in Spring 2013 as part of a project for Universities UK.

## Canterbury Christ Church University Revenue 2012/2013 Total £121.9 million



**Source:** HESA Finance Plus 2012-13

- The largest part of institutional revenue ( 87.4 %) was earned for delivering teaching and research (Funding Council grants, Tuition Fees and Research Income.) This came from a range of sources, individual student fee payments and research contracts with private and international clients as well as from the UK public sector. In addition to money for teaching and research the University also earns 12.5 % of its income from other services including, for example, consultancy services, the provision of residence and catering services, conference support or facilities hire .
- Income from endowments and investments (frequently these come from charitable or philanthropic donations) stands at 0.1% - this is relatively modest but is typical of UK Universities, few of which have endowment income more than 1% of total income.
- Around 48% of university revenue in the study year was estimated as being derived from public sector sources. However only 27% of this was the baseline Funding Council Income which is awarded directly from the Higher Education Funding Council for England (HEFCE.) 'Other' public sector income makes up an estimated 21% of total university income. (This includes any tuition fees paid by public sector bodies ( eg Department of Health), or research and consultancy contracts with public sector bodies – much of which is won in competition with other bodies such as consultancy firms.)
- 43% of university revenue comes from the UK private sector and 9% from international sources.
- Private revenue includes student fee payments (whether made directly by individuals or through loans from the Student Loans Company), payments for other services such as residence and catering, consultancy or research contracts with private firms. International revenue (estimated as amounting to around £10.9

million) includes overseas student fees as well as residence and conference income and research and consultancy contracts with international agencies .

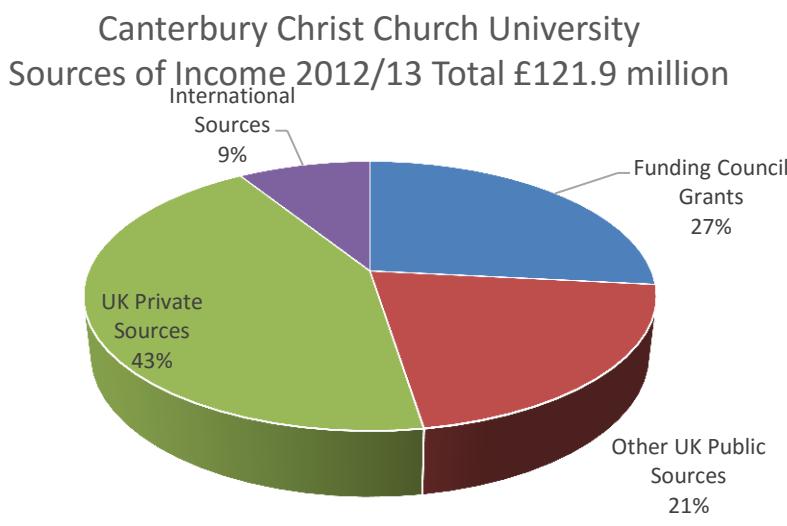
- It is worth highlighting that the University's income profile, in terms of the broad source of income, has changed noticeably since the previous study (for the academic and financial year 2009/10.) The biggest change is that the proportion of Funding Council Grants has fallen as a proportion of overall income from 42% to 27%.
- Other public sources of funding have also fallen, with the University attracting a significantly larger part of its income from UK private sources and from international sources( the proportion of income from private sources has risen from 22% to 43% and international income from 6% to 9%).
- The major driver behind this is the change in higher education funding arrangements in England which followed the recommendations of the 2010 Browne Report, with increased tuition fees paid by individual students and a corresponding drop in the support provided by the Higher Education Funding Council for England.<sup>8</sup>

**Figure 2. University Revenue by Broad Source<sup>9</sup>**

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<sup>8</sup> <https://www.gov.uk/government/publications/the-browne-report-higher-education-funding-and-student-finance>

<sup>9</sup> In this analysis, based on HESA Finance Plus information, tuition fees paid through the Student Loans Company are classed as 'private' as the payments are made on behalf of specific private individuals who are then responsible for repayment to the SLC.



Source: Derived from analysis of HESA *Finance Plus* 2012-13

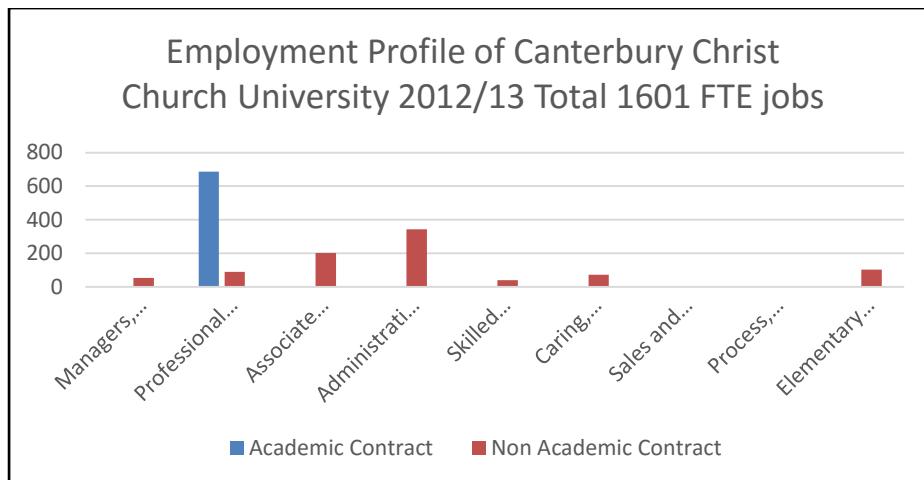
### Export earnings

- The University's international revenue of £10.9 million together with the estimated off-campus expenditure of international students (£12 million) represents a total of £22.9million of export earnings, contributing to the UK Balance of Trade.

### Employment

- The University directly provided 1601 full time equivalent (FTE) jobs across a wide range of occupations. The occupational profile of University employment is shown in Figure 3. Unsurprisingly, academic professions (Professors, Lecturers and researchers) are the largest single type of occupation.
- However jobs are provided across a very wide range of occupations, including a range of skilled and semi-skilled jobs. This reflects the need to maintain significant university estates including lecture halls, laboratories, offices as well as halls of residence, cafeteria and related facilities for students such as sports facilities.

**Figure 3: Occupational profile of University employment**

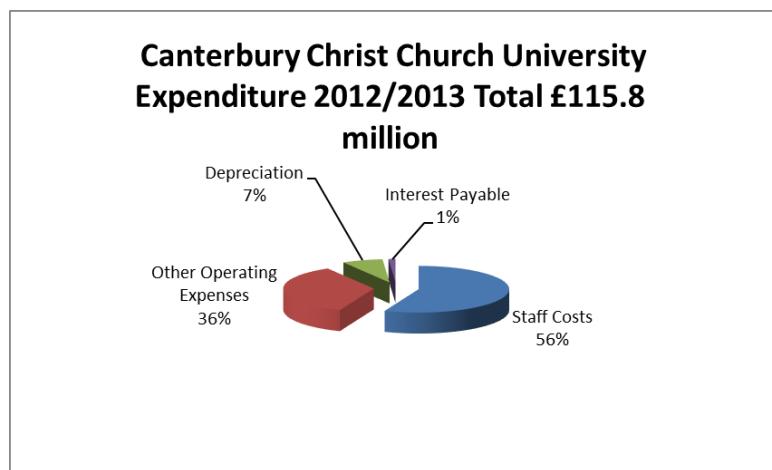


*Source: HESA Staff data published 2013-2014*

### Expenditure

- University expenditure, together with the expenditure of university staff and students generates economic activity through secondary or ‘knock-on’ effects.
- In 2012-2013 the HESA data show a total expenditure (including staff salaries) of £115.8 million.

**Figure 4: University Expenditure**



*Source: HESA Finance Plus 2012-2013*

### Students at Canterbury Christ Church University

- There was a total (headcount) student population of 18,040 in 2012/13.<sup>10</sup>
- The University attracted 1075 students from outside the UK. As well as paying fees to the university, international students spend money on rent, food and other living expenses, much of which accrues to the local area. International student off-campus personal expenditure amounted to an estimated £12.4 million.

<sup>10</sup> Student data is taken from HESA 2012/2013 and uses the HESA student record figure.

- In addition, the sector attracted 6068 students from other parts of the UK who spent an estimated £72 million on living and personal expenses. The expenditure of domestic students from outside the region can be regarded as an injection into the regional economy.
- The University also enrolled 10,902 local students, from within the South East Region itself. While the expenditure of more local students is not additional to the region, the University arguably helped retain these students and their expenditure within the region. Local student expenditure is also of importance in terms of planning and concentration in particular parts of the region. South East domiciled students spent an estimated £128 million and this too generated jobs and output in the region.

## Secondary or ‘Knock-on’ effects on the economy

### Generation of ‘knock-on’ effects

Universities generate economic impact through their expenditure. Known as ‘knock-on’ effects, this impact is chiefly recognised as occurring in two ways:

- Indirect effects: through the universities buying goods and services from a wide range of suppliers ( from books and stationery to legal services, laboratory equipment to catering supplies) ; the suppliers also have to make purchases in order to fulfil the university orders and their suppliers in turn make other purchases and so on, rippling through the economy.
- Induced effects: through the universities paying wages to their employees, who in turn spend their salaries on housing, food and other consumer goods and services. This creates income for employees in other businesses and sectors , who also spend their income and so on.

In the case of universities that are long established in a particular location, purchasing linkages will be highly developed within their host region (previous studies of universities in the UK have shown that universities have a relatively high propensity to spend on UK, rather than imported, goods and services, generating greater regional economic impact than businesses that rely more heavily on imports. )

Staff expenditure tends to follow a different pattern from institutional expenditure, being more consumer oriented, but while staff expenditure will have a higher proportion of expenditure on imported consumer goods and goods from elsewhere in the UK (e.g. through online shopping), there is still an observable reliance on local goods and services – such as cafes, pubs, restaurants, fast food outlets, taxi services or personal services such as hairdressing etc. The ‘snapshot’ analysis of the impact of expenditure will reflect the composition of those linkages.

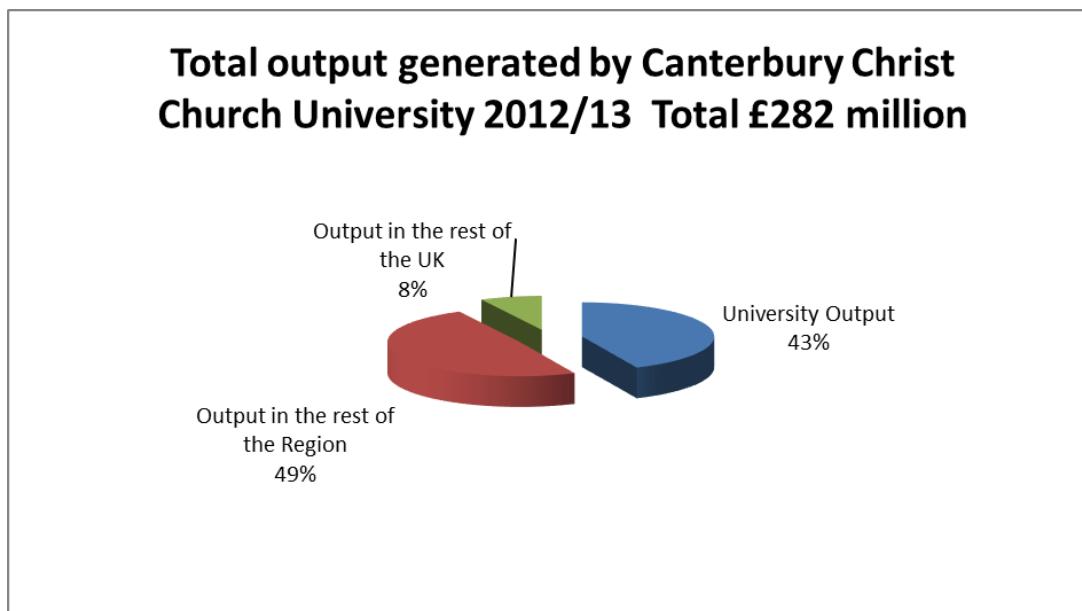
In this particular study, the impact of Canterbury Christ Church expenditure on the UK as a whole was modelled and then analysis made of the proportion of that impact accruing to the South East region. This took into account the business and industry structure of the region as well as consideration of purchases that are most likely to be more locally based-

for instance the goods and services of local pubs and coffee shops, grocery stores and personal services such as hairdressers.

#### Output generated by the institution

- The University's output in 2012-2013 was £121.9 million.<sup>11</sup> Through the 'knock-on' effects of its expenditure in that year, the University generated an additional £160.23 million in other industries throughout the UK, with the majority (£138.9 million) accruing in South East Industries.

**Figure 5: Total output generated by Canterbury Christ Church University 2012-2013**



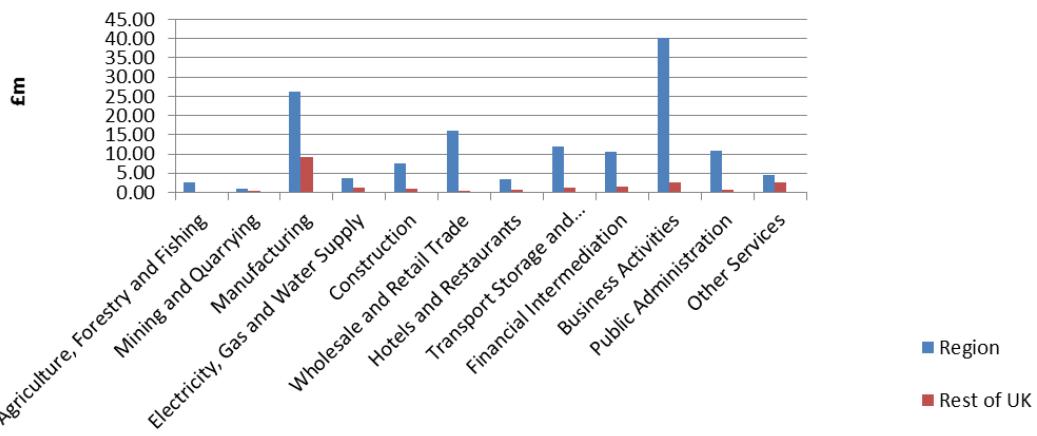
*Source: Viewforth modelling system (2013) analysis*

The impact was spread across a range of other industries, with an emphasis on manufacturing, wholesale and retail, and business activities. The spread of impact is determined by the types of goods and services bought by the universities and their staff – as well as from whom they are bought. A University may buy laboratory equipment direct from a manufacturer, for instance, or through a wholesaler. They may purchase legal services from a local firm of solicitors. University staff expenditure tends to be more oriented towards consumer goods and services, many of these from local companies and shops. Figure 6 shows the pattern of output impact across industries.

**Figure 6: Secondary output generated 2012/13**

<sup>11</sup> Institutional revenue or 'turnover' equates to institutional output.

## Secondary output generated by Canterbury Christ Church University 2012/13 Total £160 million



Source: Viewforth modelling system analysis

### Output multipliers

The impact is generated by institutional expenditure. By studying the volume of impact generated by 2012/13 university expenditure it is possible to calculate 'multipliers.' Analysis of the output impact enabled Type II output multipliers for the South East higher education sector to be derived. These were:

- UK: 2.31
- Regional: 2.14

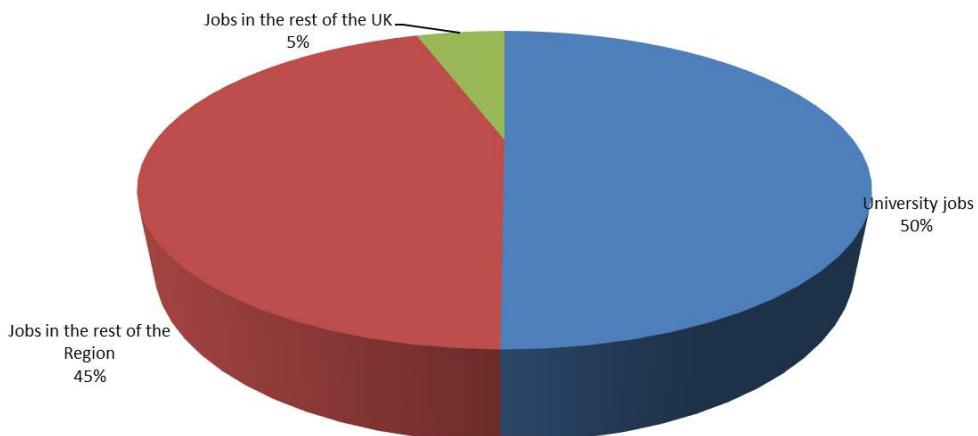
In other words, every £1 million of university revenue will generate a further secondary output impact of £ 1.14 million in the region plus a further £0.17 million in the rest of the UK.

### Employment generated by the University

- In addition to directly providing 1601 full time equivalent (FTE) jobs, university expenditure generated additional jobs in other parts of the economy.
- Over 1593 more FTE jobs were generated outside the University. The majority of the additional jobs (1423) were generated in the South East of England.
- Total employment generated by the University amounted to 3194 full time equivalent jobs.

**Figure 7: Employment generated by the University**

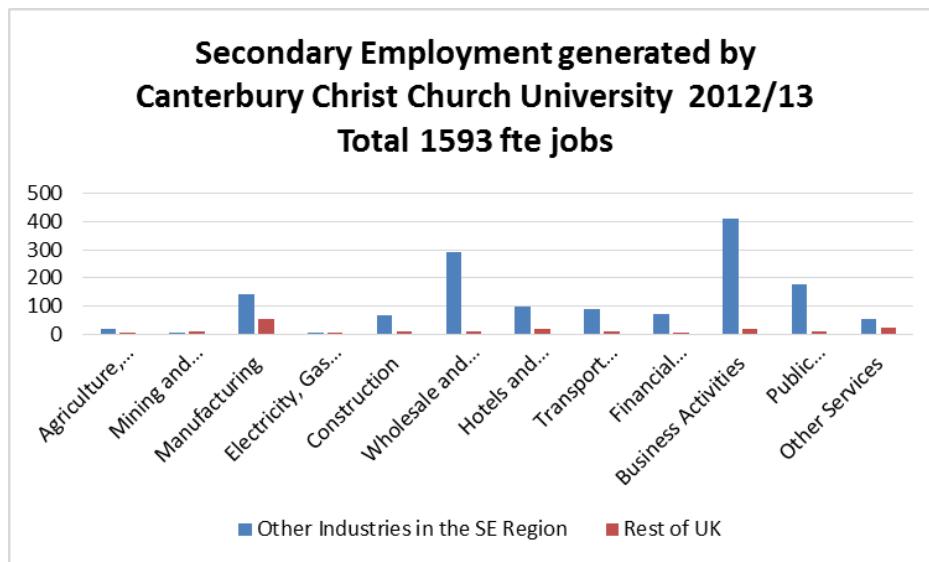
## Employment generated by Canterbury Christ Church University 2012/13 Total 3194 fte jobs



*Source: Viewforth modelling system (2013) analysis*

Figure 8 shows the other industries within which the additional jobs would be generated. This pattern of employment generated has a particular emphasis on the wholesale and retail trade, business activities and public administration. This is because of a combination of two major factors – that the University had a relatively high output impact in these areas and also that these industries tend to be relatively labour intensive.

**Figure 8: Secondary employment generated by Canterbury Christ Church University<sup>12</sup>**



*Source: Viewforth modelling system (2013) analysis*

### Employment multipliers

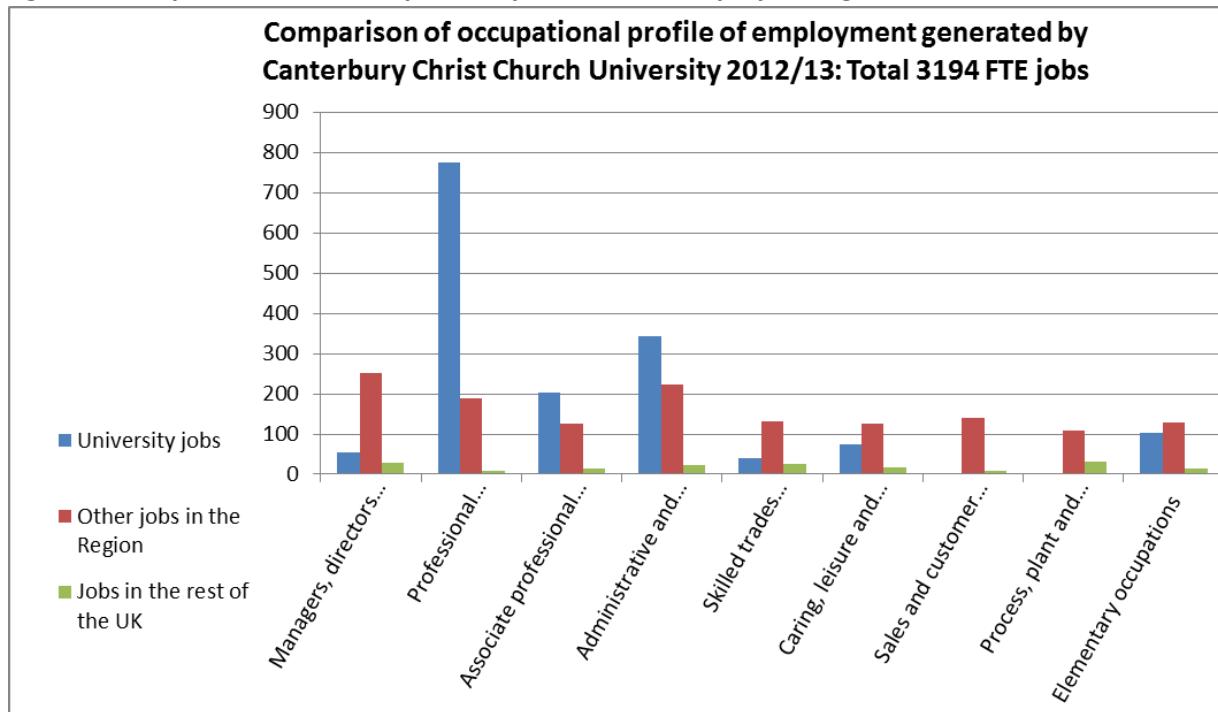
As with the analysis of output impact, it is possible to calculate 'multiplier' values.

<sup>12</sup> The economic model used is based on SIC 2003 descriptors, which at a 1 digit level are not significantly different from SIC 2007. Hence the industry descriptors used here are SIC 2003.

- The Type II employment multipliers derived for the South East of England higher education sector were observed to be as follows:
  - UK :1.99
  - Region: 1.89
- In other words, for every 100 direct full time equivalent (FTE) jobs created in the University itself, another 99 UK jobs would be generated outside the university in other industries, 89 of which would be in the South East of England.
- The total UK employment impact of £1M received by the University is 26.20 FTE jobs. Every £1 M of sectoral output<sup>13</sup> creates:
  - 13.13 FTE jobs directly in the university
  - plus 11.67 FTE additional ( secondary impact or ‘knock-on’ ) jobs in the region
  - plus 1.39 FTE secondary impact jobs in the rest of the UK

Figure 3 has shown how the University’s employment profile covers the full range of skill levels. By translating the institutional employment profile into Standard Occupational Classifications it is possible to compare the profile of higher education employment with that generated outside the university. Figure 9 compares the University occupational profile with that of the employment created outside the University in the rest of the region and in the rest of the UK.<sup>14</sup>

**Figure 9: Comparison of the occupational profile of the employment generated**



Source: Viewforth modelling system (2013) analysis

As figure 9 illustrates, University employment is relatively specialised in high skilled ‘white collar’ jobs compared to jobs in the rest of the economy. This might be expected from the

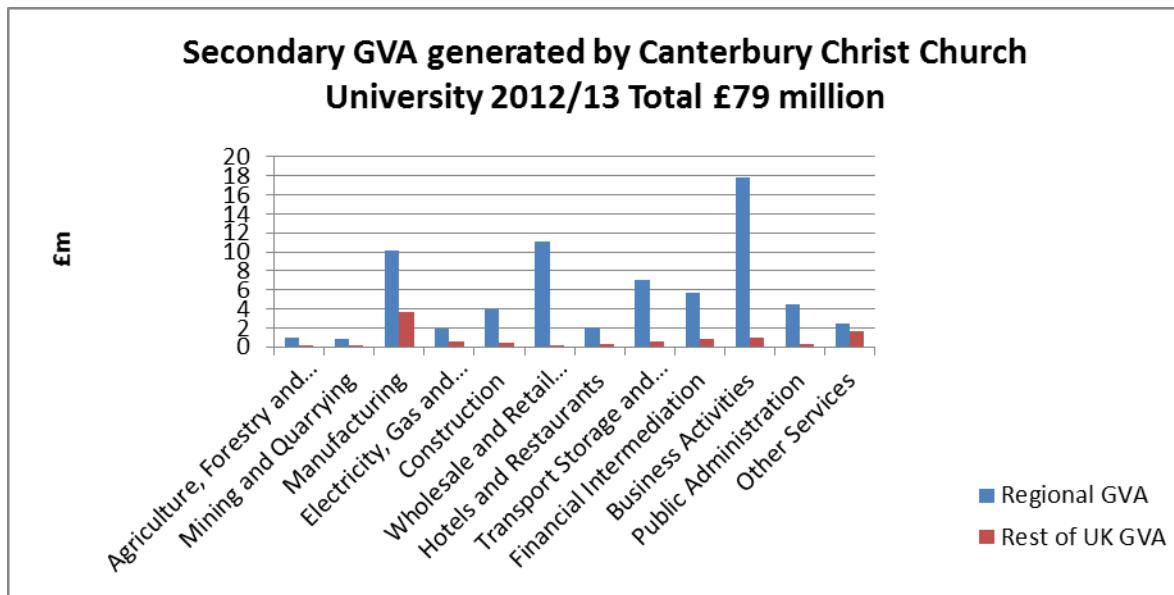
<sup>13</sup> University output is definitionally equivalent to revenue or ‘turnover’.

knowledge intensive nature of University activity. The relatively fewer ‘managerial’ occupations in universities compared to the jobs generated in the rest of the economy will tend to be more of a reflection of how universities classify their own staff – with many academics (who are classed as professional occupations, rather than managers) undertaking managerial roles. It can also be noted that the University has a higher proportion of ‘elementary occupations’ compared to the jobs generated elsewhere. This includes occupations such as cleaning staff, security wardens and is again reflective of the University’s large estate with three campuses in the South East, in Canterbury, Medway and Thanet.

### GVA generated by the University

The importance of the University to the regional economy can be seen by its generation of significant levels of gross output and employment. However another key measure of the University’s contribution to the economy is the GVA generated. GVA or ‘Gross Value Added’ is a measure of the value created by the sector – GVA is the industry level measure of GDP (O). GDP (O) is a production measure of the net change in wealth or prosperity in the economy as a whole over the year. The University’s direct GVA amounted to £80.96 million and through secondary or ‘knock-on’ effects it generated a further £79 million of GVA in other industries across the UK (£69 million of GVA was related to South East of England industries.)

**Figure 10: Secondary GVA generated by the University 2012/13**



Source: Viewforth modelling system (2013) analysis

The University generated £150 million regional GVA in total (direct plus secondary), which was equivalent to around 0.07 % of all 2012 South East of England GVA.<sup>15</sup>

The GVA multipliers were calculated as being:

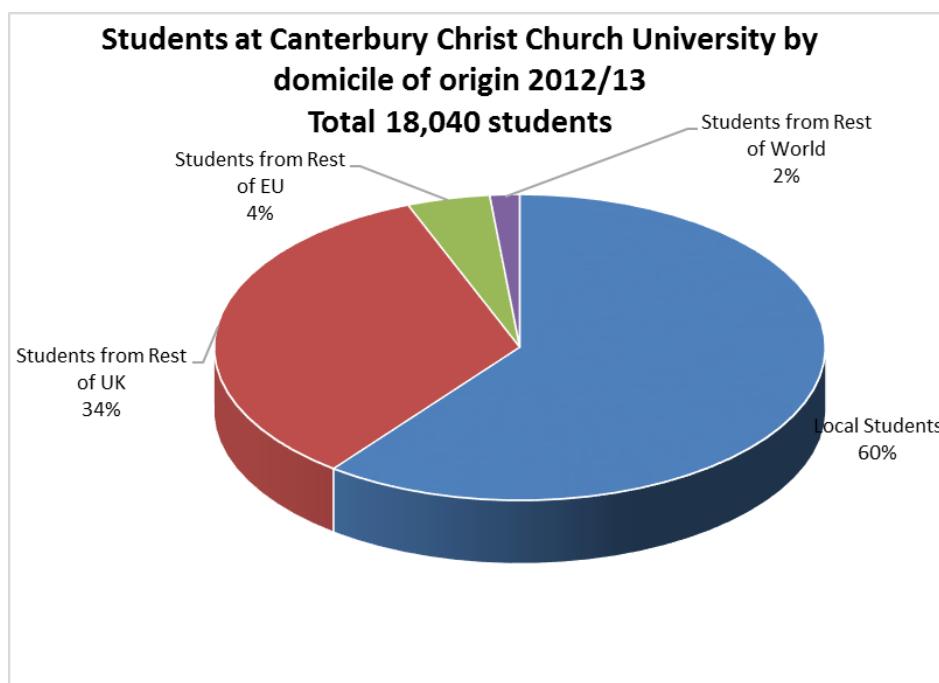
- UK: 1.97
- Region: 1.85

## The impact of student expenditure

### Student profile

As well as providing educational opportunities for local students, with around 60 % of all students coming from the region itself, the University attracts a substantial number of students from the rest of the UK and from overseas. 34 % come from the rest of the UK and 6% from other countries.

**Figure 11: Student Profile by Domicile of Origin**



Source: HESA Students in higher education published 2013/14

### International Students

By attracting students from further afield to study in the region, the University is attracting additional money into the region and boosting export earnings.

<sup>15</sup> South East Regional GVA in 2012 was £202.6 million (ONS 2013)

- In 2012/13 the University attracted 1075 students from outside the UK. The fees paid by international students to the universities are captured in the university accounts and their impact is included in analysis of the overall institutional impact. (Non EU students alone paid the universities over £1.9 million in fee income in 2012/23.) Payments to the universities for Halls of Residence Accommodation, or money spent in university cafeteria, bars etc. are likewise captured in the institutional impact. However, in addition to any fees or other monies they pay to the University, international students spend money off-campus. This can be on private sector rental, food, entertainment, consumer goods, travel etc. In 2012/13 this off-campus expenditure of international students was estimated as £12 million.<sup>16</sup> In this context 'international' includes both students from the rest of the EU and non-EU students, as all of their personal expenditure can be regarded as an injection into the UK economy and are export earnings.
- The off-campus expenditure of international students generated £ 18.12 million of output (of which £15.79 million was in the region) and 153 full time jobs throughout the UK (of which 137 were in the South East of England.) The international student expenditure generated £8.4 million of GVA in the UK. (£7.43 million regional GVA.)

#### Domestic students

All student expenditure, domestic as well as international, can be very important to the local and regional economy and is seen by local businesses as a core part of their own revenue stream. There is a visible impact on the areas surrounding a university. The most casual observer can see the plethora of bars, cafes and shops and other services that spring up to serve the student population. Local landlords also benefit from the need for rented accommodation.

The University attracts students to Kent from other parts of the UK. While the off-campus expenditure of domestic students who come from outside the South East Region is not additional to the UK economy as a whole - it can be regarded as an injection into the regional economy.

The expenditure of more local students is also important. It can be argued that the University helped *retain* the expenditure of these students in the region and – particularly in the areas most immediately surrounding the university, the expenditure of local students also generates jobs and output.

- In 2012/13, there were 6068 students from outside the South East region registered at the Canterbury Christ Church University<sup>17</sup>
- There were also 10902 more local students, from within the South East Region, studying at the University.
- The off-campus expenditure of the 6068 students from the rest of the UK was estimated to be £72 million.

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<sup>16</sup> International Student off-campus expenditure was estimated by drawing on the detailed analysis of International student expenditure carried out for the HM Government *International Education Strategy Paper International Education: Global Growth and Prosperity* ( July 2013) and updated by the CPI. Overall student spend figures were adjusted downwards to reflect the estimated amount ( 13%) spent on campus ( for residence, catering etc. ) This was to avoid double counting. Amounts spent on campus are already included in the University impact.)

<sup>17</sup> Source: HESA Students 2012/13 and the CCCU Registry.

- The off-campus expenditure of students from the rest of the UK generated £94.3 million of output in the region and 819 fte jobs in the region.
- The off-campus expenditure of students from the rest of the UK generated £44 million of regional GVA.
- The off-campus expenditure of the 10,902 South East students studying at the University was estimated to be £129 million.
- The off-campus expenditure of the South East students generated £168 million of output in the region and 1462 fte jobs in the region.
- The off-campus expenditure of students from the rest of the UK generated £79 million of regional GVA.

### Summary of regional and UK impact

A summary of the results for the modelled analysis for the University's impact on the South East of England and on the UK is provided in Tables 1,2 and 3. The study shows the University to be of significant economic importance to the regional economy bringing immediate benefits to the region in terms of output generated, jobs created and its contribution to regional GVA.

#### Output generated

**Table 1: Total impact: Summary of Output generated 2012/13**

	Direct (£ million)	Knock-on' Impact on UK*	Of Which Accruing to the Region	Total UK Impact ( Direct & 'Knock-on'	Total Impact on the Region ( Direct & 'Knock-on')
<b>University</b>	121.91	160.23	138.90	282.14	260.81
<b>Plus International students</b>	0	18.12	15.79	18.12	15.79
<b>Subtotal</b>	121.91	178.35	154.69	300.26	276.6
<b>Plus Rest of UK Students</b>	0	94.25*	94.25	94.25	94.25
<b>Subtotal</b>	121.91	272.6	248.94	394.51	370.85
<b>Plus Local Students</b>	0	168.22*	168.22	168.22	168.22
<b>Total Combined Impact</b>	121.91	440.82	417.16	562.73	539.07

\*Because of the wider displacement effects of domestic student expenditure, the knock-on impact of domestic student expenditure only on the UK as a whole is defined to be identically equal to the estimated impact on the region

Employment generated

**Table 2 : Total impact: Summary of Employment Generated 2012/13**

	Direct Employment (FTEs)	Knock-on' Impact on UK*	Of Which Accruing to the Region	Total UK Impact ( Direct & 'Knock-on'	Total Impact on the Region ( Direct & 'Knock-on')
University	1601	1593	1423	3194	3024
Plus International students	0	153	137	153	137
<i>Subtotal</i>	1601	1746	1560	3347	3161
Plus Rest of UK Students	0	819*	819	819	819
<i>Subtotal</i>	1601	2565	2379	4166	3980
Plus Local Students	0	1462*	1462	1462	1462
<b>Total Combined Impact</b>	<b>1601</b>	<b>4027</b>	<b>3841</b>	<b>5628</b>	<b>5442</b>

\*Because of the wider displacement effects of domestic student expenditure, the knock-on impact of domestic student expenditure only on the UK as a whole is defined to be identically equal to the estimated impact on the region

Regional GVA generated

**Table 3: Total contribution to regional GVA in 2012/13**

	Direct (£ million)	Secondary	Total
University	80.96	68.69	149.65
Plus International students	0	7.43	7.64
<i>Subtotal</i>	80.96	76.12	157.08
Plus Rest of UK Students	0	44.38	44.38
<i>Subtotal</i>	80.96	120.5	201.46
Plus Local Students	0	79.21	79.21
<b>Total Combined Impact</b>	<b>80.96</b>	<b>199.71</b>	<b>280.67</b>

Source: Derived from University accounts from HESA Finance Plus 2012/13 together with analysis of the secondary impacts modelled in the Viewforth modelling system

## The local economic impact of Canterbury Christ Church on the Canterbury, Medway and Thanet areas

The preceding sections have shown that Canterbury Christ Church University has a substantial economic impact at regional level – even in the context of a particularly large region. However the University's impact at the more immediate local level is of particular interest to both the University and local agencies, including the local economic partnerships (LEPs) and local councils.

Further analysis was therefore undertaken to analyse the share and distribution pattern of economic impact within the SE region, in particular focussing on the immediate environs of the University. The University has a major presence in Canterbury with a growing presence in Medway at Chatham, where it works in partnership with the University of Kent University and the University of Greenwich. It also has a campus base at Broadstairs in the Isle of Thanet. There is further activity with a university centre at Salomon's in Tunbridge Wells and until recently a centre in Folkestone. The majority of students and staff are based in the Canterbury area but with a significant minority ( c. 1800 students and over 100 staff ) in and around Medway with around 1000 students in Thanet.

In order to undertake this analysis an additional modelling approach was required. This is because in our experience a top-down input-output modelling approach – which works well at national and regional level – is not as satisfactory at a more local level as it does not sufficiently reflect more localised characteristics of an economy. Therefore we (Viewforth Consulting ) have developed a “ gravity-type” model to reflect more aspects of the local economy and to better capture distribution of impact at a local level.

The “ gravity modelling” approach involves firstly identifying positive “ mass” variables reflecting the availability in the locations of interest ( in this case Canterbury ,Medway and Thanet) of consumer goods and services. These are combined with negative “ distance” variables reflecting the travel time and convenience cost from the main place of residence and place of work/study for students and staff. A modelled combination of these variables was applied to derive estimates of the pattern of impact distribution across the two main University sites ( including some University impact accruing outside of those sites to other parts of the South East, including Tonbridge.)<sup>18</sup> There is some additional discussion of this approach in Appendix One. The key results are presented below.

### Impact on Medway

The Medway Campus is relatively new – established around 2005 as a partnership with a number of other universities . The Campus as a whole has an important impact on Medway but here we are considering only the impact of of Canterbury Christ Church on the Medway area The Medway campus is based in Chatham, near the historic dockyard. The Medway Campus is a shared university campus, with the University of Kent, Canterbury

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<sup>18</sup> The Canterbury area was defined as all Canterbury postcodes CT 1-6 and 14-21 with Thanet defined as postcodes CT7 -13 and the Medway area included all Medway postcodes.

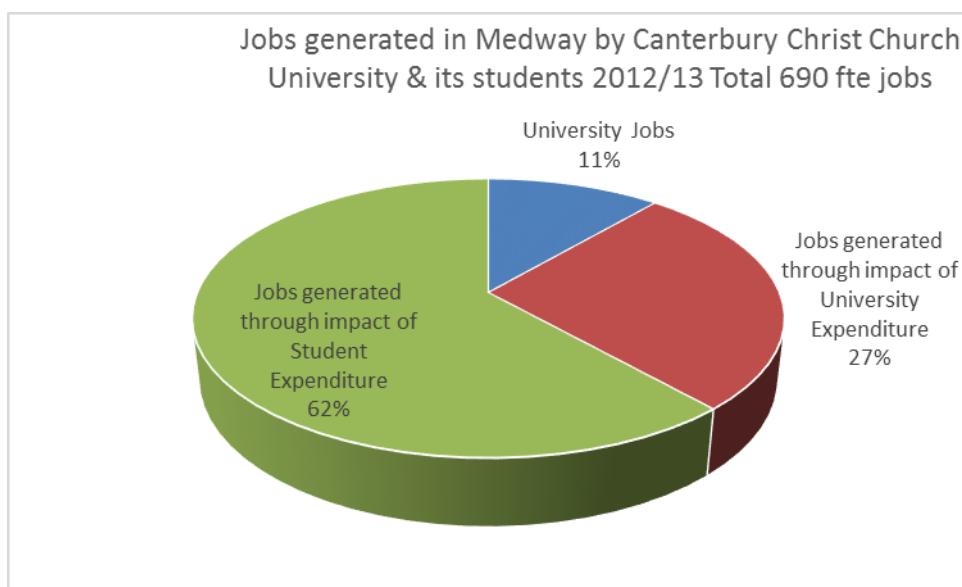
Christ Church and the University of Greenwich working in partnership on the site. The resident Medway population are currently less qualified than other part of the south East – with only 23.7% of the population qualified to NVQ 4 level compared to 38.3% for the South east as a whole and hence the University is helping to address this situation. The Medway Campus provides educational opportunities for local residents as well for those from further afield and plays an important part in the economy of the area.

The impact of Canterbury Christ Church activity on Medway , including the expenditure of its students was analysed and the results showed the University to be of notable importance.

In 2012/13 it was estimated that the expenditure of the University and its students generated £ 83 million of output in the town and 690 full-time-equivalent (fte) jobs, including around 80 fte University jobs. 690 FTE jobs represents around 0.8% of employee jobs in Medway.<sup>19</sup>

The share of Regional GVA attributable to the University's activities in Medway amounted to £42.6million.

**Figure 12. Jobs generated in Medway by the University and its students**

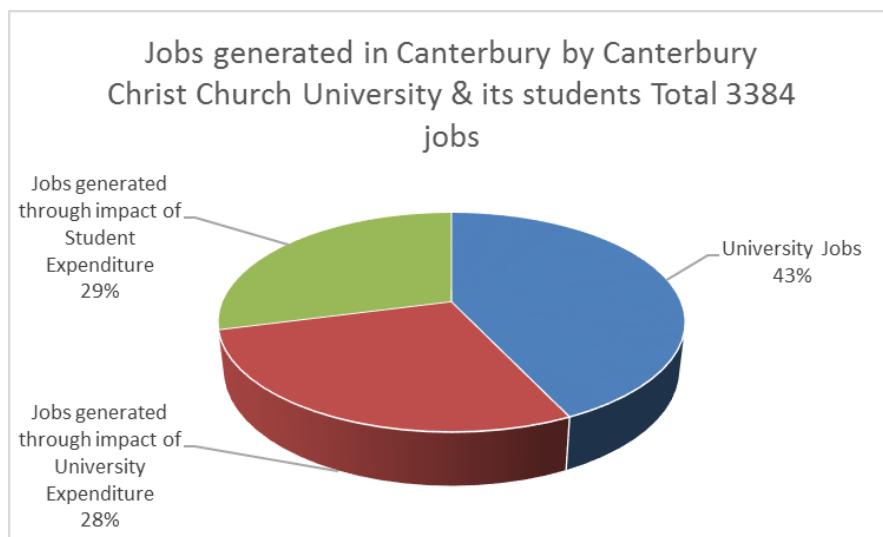


Source: Viewforth Consulting modelling system

<sup>19</sup> Labour Market Profile for Medway Nomis 2012. Total Medway employee jobs amounted to 82,700 Employee jobs excludes self-employed, government trainees and HM Forces.

## Impact on Canterbury

**Figure 13: Jobs generated in Canterbury by the University and its students**



Source: Viewforth Consulting modelling system

With the majority of its staff and students based around the Canterbury campus<sup>20</sup>, it is not surprising that the majority of the University's economic impact is felt there. There were over 14,000 students based on the Canterbury campus and over 1400 fte staff.<sup>21</sup>

The results for the analysis of the University's impact on Canterbury showed that the University and its students generated £ 302 million of output and 3384 fte jobs in Canterbury. This represented around 5.8% of Canterbury employee jobs in 2012<sup>22</sup>

The share of Regional GVA attributable to the University's activities in Canterbury amounted to £163 million.

## Impact on Thanet

The University's Thanet campus is based in Broadstairs with over 1000 students based there. However analysis of the staff and student residence data revealed a spread of other university staff and students resident in and around the Thanet area.<sup>23</sup> In 2012/13 it was estimated that the expenditure of the University and its students generated £49 million of

<sup>20</sup> The Canterbury area was defined as postcodes CT1-6 and CT14-21

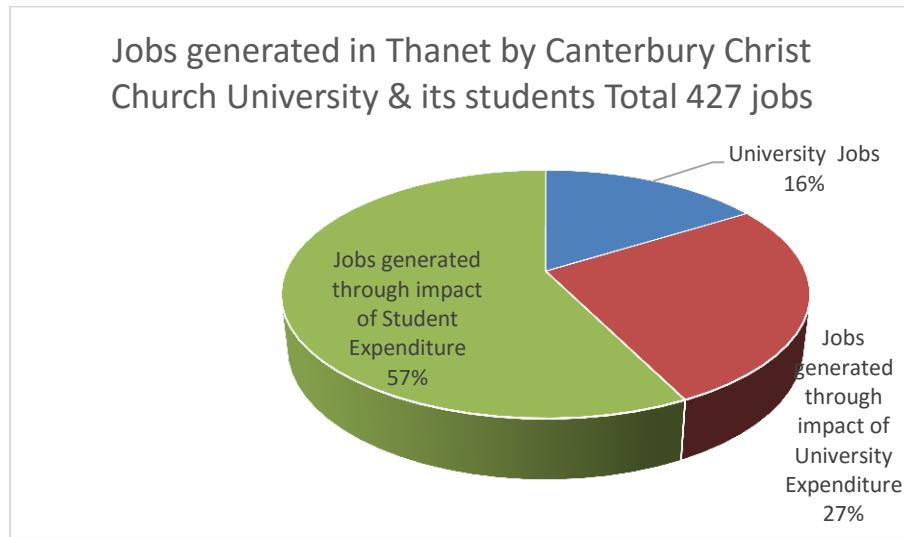
<sup>21</sup> The FTE staff figure is based on information supplied by Canterbury Christ Church which gave headcount numbers of both substantive and occasional staff at the Canterbury, Medway & Broadstairs campuses

<sup>22</sup> Labour Market Profile for Canterbury Nomis 2012. Total Canterbury employee jobs were 58,500. Employee jobs excludes self-employed, government trainees and HM Forces.

<sup>23</sup> Defined as Canterbury Postcodes CT7 - 13

output in the town and 427 full-time-equivalent (fte) jobs, including around 69 fte University jobs. 427 FTE jobs represents around 1.1% of employee jobs in Thanet.

**Figure 14:** Jobs generated in Thanet by the University & its students



*Source: Viewforth Consulting modelling system*

#### Reflections on the overall impact of the University as a business

This part of the study has been focussed on Canterbury Christ Church University as a business, generating jobs and output through its expenditure. It has examined the impact that the University has through its expenditure and that of its students, on the local, regional and national economies.

The University is of particular importance to the region at a time of recession – because universities tend to be counter-cyclical. That is to say that while Universities may not grow as fast as other businesses during boom times, neither do they contract as much in recession. This is important in helping economic stability in a region. Since the last study of the University in 2009/10 this can be seen to be true of Canterbury Christ Church – during a time of deep recession its income grew in cash terms by around 7.5 % (from £113.4 million to £121.9 million), slightly increasing income in real terms.<sup>24</sup>

The University has also maintained its student numbers in broadly similar proportions as before, continuing to attract considerable numbers of local students to study at the University together with bringing students from the rest of the UK and abroad. It has diversified its income sources, with a drop in income from the public sector being compensated by a rise in private individual tuition fee payments. The University impact is confirmed as being of continuing significance – overall the modelled results for 2012/13 showed 5443 jobs generated in the South East region by the University and its students to 5059 jobs in the 2009/10 year.

The University's impact is largely concentrated in and around its host areas of Canterbury, Medway and Thanet. This is not surprising, particularly because of the concentration of

<sup>24</sup> 2009 'Inflation-adjusted' income- using the Service Producer Prices Index – is equivalent to c. £120.8 million today

personal living and consumer expenditure of students and staff resident in those areas. However there are additional knock -on benefits accruing to other parts of the South East and to the UK more generally both through staff and students who live outside the immediate university campus towns as well as through the flow of expenditure throughout the economy.

A new development of this study was the inclusion of sub-regional analysis to observe the distribution of university impact. The University provided comprehensive data on the patterns of staff and student residence locations as well as on their campus base. Staff and student expenditure is a significant driver of impact and much of this will tend to accrue close to their place of residence – on food, rent etc. The gravity-modelling approach developed as part of this study sought to estimate where impact may be concentrated due to the ‘pull’ of staff and student expenditure.

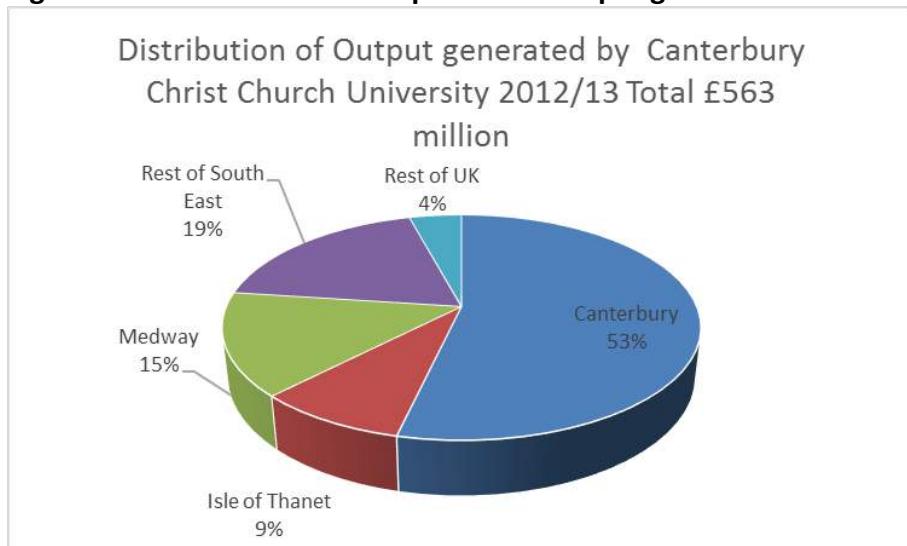
Staff expenditure is classified as part of the University’s impact as it arises through the university’s payment of wages and salaries to staff who subsequently spend it. The student impact is related to students’ own off-campus personal expenditure.) The sub-regional analysis revealed that, due to the patterns of staff and student residence revealed in the analysis, more impact is felt in Medway and Thanet than may have been previously thought – the impact on Medway and Thanet is greater than that purely due to the Medway and Thanet Campus activity. For instance a number of staff and students who are formally based at the Canterbury campus live in the Thanet or Medway areas. There are also staff and students living in other parts of the South East. This influences the distribution of impact.

However overall the study shows the University to be of significant economic importance bringing immediate benefits to all of its host communities – in Canterbury, Medway and Thanet, as well as to the South East region more generally in terms of output generated, jobs created and its contribution to regional GVA.

#### Pattern of impact distribution

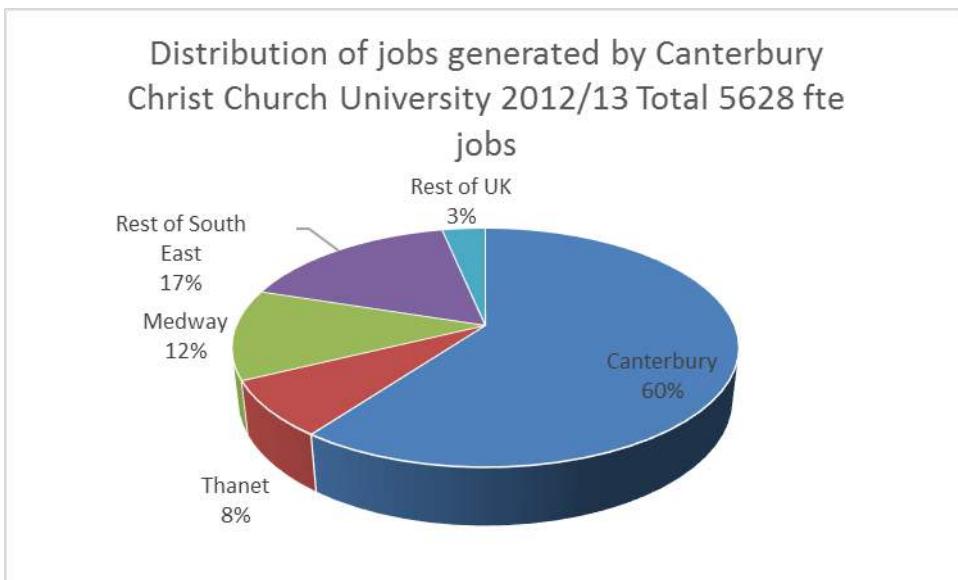
Figures 15, 16 and 17 below show the overall pattern of distribution of impact at local, regional and national levels.

**Figure 15: Overall distribution pattern of output generated**



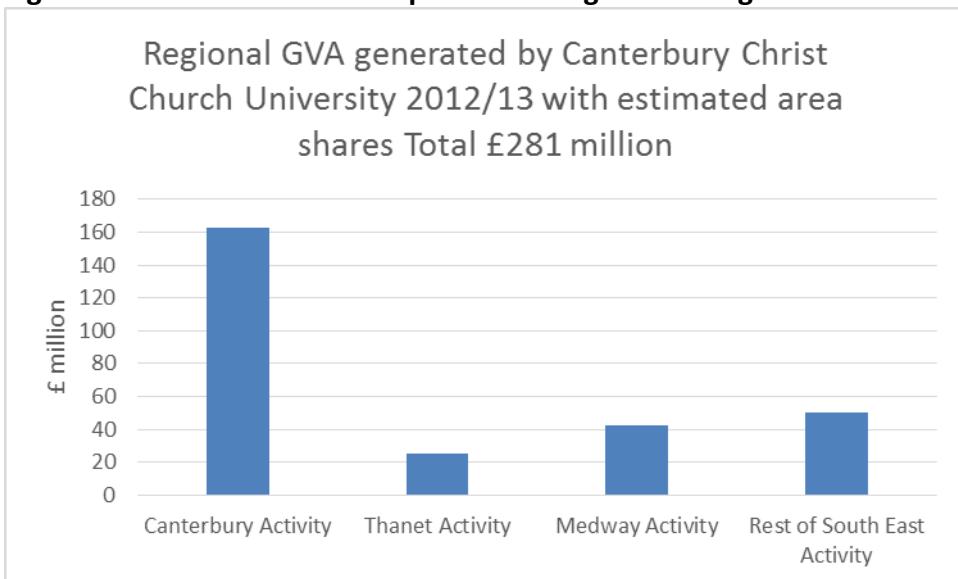
Source: Viewforth Consulting modelling system

**Figure 16: Overall distribution pattern of jobs generated**



Source: Viewforth Consulting modelling system

**Figure 17: Overall distribution pattern of Regional GVA generated**



Source: Viewforth Consulting modelling system

## Appendix One: Methodology and Data Sources

The primary focus of the study was Canterbury Christ Church University as a business and the impact generated by its activity during the academic and financial year 2012-13. The study also examined the impact of the off-campus expenditure of international students

who were studying at the higher education institutions in that year.<sup>25</sup> It also analysed the additional injection into the regional economy of the expenditure of domestic students. While domestic student expenditure is not additional to the UK economy as a whole, it is legitimate at a regional level to consider the money being attracted into a region from the rest of the UK by the attraction of students from outside the region. The expenditure of local students domiciled in the region is also analysed, on the basis that it is *retained* in the region by the University.

The analysis of the economic impact of the University as a business was undertaken in three stages . The impact of the University on the UK economy was modelled, using a purpose-designed economic model of the UK. Analysis was then undertaken, using a Location Quotient approach , to estimate the share of the institutional impact on the UK likely to have accrued to the region. Finally, drawing on data relating to staff and student residence trends and their relevant campus base, analysis was undertaken to estimate the distribution of impact at a sub-regional level, in particular to estimate the distribution of impact between the three Campuses of Canterbury, Medway and Thanet. A gravity modelling approach was developed and applied to estimates of student expenditure. In particular this took into account the characteristics of each of the three towns in terms of the proportion of consumer expenditure-related employment and the distances between the towns and main residence locations. This meant, for example, that we sought to take into consideration that while a student resident in the Broadstairs area will incur a good proportion of their day-to-day expenditure there, they are also likely to spend at least some money in Canterbury and/or Medway . Broad staff residence trends across the region were also examined to help refine estimates of concentration of overall university expenditure ( including on staff ) and its impact across the campus locations.

The UK model used was a ‘Type II’ input-output model based on actual UK data derived from the UK Input-Output Tables (Office of National Statistics) together with Labour Force Survey and Annual Business Inquiry data and the 2008 UK Bluebook. The modelling system has been updated in 2013 to reflect productivity increases and related economic changes. Additional data sources include the Producers’ Prices Index, ONS Regional Accounts and Local Area Data from the ONS including the Business Register and Employment Survey and other regional labour market data from nomisweb.co.uk. The core modelling system is based on SIC 2003 classifications and this has been used for the 1 digit aggregate presentation of results The modelling system used was purpose-designed for UK higher education institutions and is the most recent version of the Universities UK modelling system. The technical specification for the model is included in *The impact of universities on the UK economy* Kelly, McNicoll and White,( Universities UK 2014. )

### **Other data sources and issues arising**

The main source of higher education data is the Higher Education Statistics Agency (HESA) publications on HE Finance, staffing and students. These do not however completely disaggregate HEI revenue sources ( for instance they do not separately identify EU student fees paid from domestic HE student fees paid.) Hence there needs to be additional analysis to estimate overall proportions of income from public, private and international sources. In

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<sup>25</sup> In this context ‘International students’ refers to all students whose permanent domicile is recorded as outside the UK, including other parts of the EU as well as non EU students.

this study estimates were made of the EU student fee component of institutional international earnings on the basis of the average fee paid by the UK and EU student group in each region. Where data was not available in HESA, estimates were made of the pattern of public/private/international split of income based on tacit knowledge and observations from previous detailed studies of the income sources of individual universities (making the assumption that the broad pattern of other income sources, e.g. for Residence and Catering, is likely to be similar for most institutions.) Estimates of student expenditure were made drawing on the most recent BIS Student Income and Expenditure survey (for domestic students) as well as BIS estimates of international student expenditure.

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# Welcome



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## Appendix 30



### Canterbury HE and FE Impact Review: Canterbury Christ Church University

Canterbury Christ Church University is privileged to have been part of Canterbury and its communities for over 50 years.

We recognise the importance of working hand in hand with our neighbours to make the city vibrant, safe and welcoming, and we're proud to serve our local communities in providing education, research and graduate skills which we hope make a lasting difference to them.

The University has three campuses – Canterbury, Broadstairs and Medway – with its main base in Canterbury. Recognised for our specialism in education and research for the public services our courses span a wide range of subjects which link into many of Canterbury's industries and strengths, including arts and humanities (such as history, theology and music), and social and applied sciences (such as business, tourism and sports science).

We also work hard to make sure that Higher Education is available to everyone who has the academic potential, with a strong outreach programme that is working with schools and colleges in Canterbury and the surrounding areas to help pupils transition through education, regardless of whether they choose to study at university or go into employment.

Latest figures show that 82% of graduates from less advantaged backgrounds moved up to the top socio-economic groups within six months of leaving the University, using their skills and experience to make a positive difference in society.

The University has grown significantly over the last two decades, bringing extensive benefits to the city and district culturally, socially and economically. However, we do recognise the challenges that growth also brings.

Christ Church is continually seeking out opportunities to work with local residents and residents' groups to understand, manage and promote the impact of Higher Education and students living in the community. We have invested significantly in

managed, purpose-built accommodation over the last five years, including new developments at St George's Centre, St George's Place, and Petros Court, Rhodaus Town.

We also have a Community Liaison Manager who regularly meets with residents and associations and, together with a Student Experience team and Students' Union, deliver campaigns throughout the academic year promoting positive community relations and neighbourhood initiatives.

Some of the local initiatives include:

- The Street Marshals scheme: the first in the South East and the first in the UK to be funded by universities. It was introduced by Christ Church and the University of Kent in 2015. The scheme is helping to reassure students and residents on key residential routes through the city, working in partnership to keep Canterbury's streets even safer at night time.
- Student and staff volunteering: students and staff play an important role in volunteering in the community. In 2014/15, over 18,000 volunteering hours were carried out by 295 students and staff, supporting many organisations, with an estimated value of £129,600 (based on a £7.20 hourly rate).
- University staff, alongside council representatives, also knocked on hundreds of residents' doors in Canterbury at the start of the academic year to offer guidance to new and returning students, and a friendly neighbourhood welcome to local residents. This was followed by an end of year blitz on bins and rubbish. Extra bin collections were organised to ensure local neighbourhoods were kept clean. Students were encouraged to donate their left over non-perishable food to the local food bank while the University worked with the British Heart Foundation to collect unwanted furniture.
- To support young people from less advantaged backgrounds with accessing higher education, the University organises outreach activities and special events, such as its Minilympics and Summer Schools, working in partnership with other universities, schools and authorities through membership of Kent and Medway Progression Federation. In 2015/16 the University's Outreach Team hosted, supported or delivered 300 events to 12,699 students. One of our showcase Canterbury-based events, which benefited local schools, was Canterbury Youth Parliament.

- The Outreach Team's collaborative events also included Minilympics in partnership with the King's School Canterbury. The event involved Canterbury Primary School, St John's CE Primary School, St Thomas' Catholic Primary School, Sholden Primary School, St Stephen's, Bridge Primary School, Hoath and Chislet Primary School and Pilgrims Way Primary School and featured training sessions and talks from Kent County Cricket Club, Paralympic Skier Milly Knight and a member of the Brazilian athletics team as well as sessions on nutrition, healthy eating and wellbeing.
- Our mediation clinic, which has been running in Canterbury for nearly 10 years, provides the public with a dispute resolution service. It was the first mediation clinic to be based within a UK university and will mark its tenth anniversary in 2017. In 2014/15, 42 mediation sessions were provided, including 24 family sessions.
- Towards the end of 2016, a Community Champions scheme that follows a new model used by a few universities across the UK, will be running in Wincheap to promote good neighbour relations between students and residents.

**Case study:**

Over 30 Christ Church law students are supporting unrepresented court users at Canterbury Combined Court, helping to ease pressures following civil legal aid cuts.

The project, Access to Justice CLOCK in Kent, is a social justice outreach initiative in which Christ Church students assist unrepresented court users in finding useful information, helping them fill out court forms and taking notes in their hearing. The project comes at a critical time when significant cuts are being made to civil legal aid in areas such as housing, family and welfare benefits.

The local economy clearly benefits from higher and further education in the city. Christ Church and its students made a £544m impact on the South East economy in 2014/15 and helped to create 4,006 additional jobs outside the University – the majority in the South East. (Viewforth Consulting, 2016). We contribute extensively to the visitor economy, bringing an extra 45,000 people into the city each year through our Open Days, Graduations and cultural events.

In 2014/15, we took 1,428 conference and events bookings in our facilities in Canterbury. We also provide approximately 1,500 beds in the city centre during the holiday season.

Impact, however, extends beyond how much is spent on and off the campus, and how many jobs are created directly or indirectly.

The value is more deeply ingrained. Universities impact on the social and cultural fabric of the city, making it an attractive destination to work, live in and visit.

Each year, we attract thousands of visitors to our venues, playing host to hundreds of concerts, exhibitions, performances and arts programmes. We sponsor local arts, culture and sport, as a long term Partner and Principal Sponsor of Canterbury Festival and more recently sponsor of Kent Women's cricket team. We have also invested £2m in sports facilities at Polo Farm Sports Club.

While bringing economic value through venue hire and events, from wedding locations through to award ceremonies and national art exhibitions, the greater value lies in the social and cultural impact.

**A sample of high profile and popular events hosted by Christ Church include:**

South East's largest animation and award winning festival Anifest; BBC Radio 4's Any Questions?; Medieval Canterbury Weekend; Culture Awards; public lectures with speakers including Shami Chakrabarti and War Horse author Michael Morpurgo; free lunchtime concerts; student art shows; national and local art exhibitions; and debates including the refugee crisis, fracking, and Kent's Police and Crime Commissioner *Meet the PCC Candidates* event in 2016.

**Major University venues in Canterbury for arts, culture, sport and venue hire include:** Augustine Hall in the award-winning city centre Augustine House Library; Sidney Cooper Gallery in the city centre; St Gregory's Centre for Music; St Martin's Priory; Hall Place; Polo Farm Sports Club.

The value of the University's role in community and cultural engagement, in particular its role as a focus for artistic, intellectual and civic debate, is significant. The economic value of its main public lecture, exhibitions and performance programme (most of which are free to the public) totalled £242,500 in 2012/13 according to Viewforth Consulting (2014). This, according to Viewforth, 'will reflect

only a very small proportion of the value generated by the University's cultural and community engagement'.

Our University uniquely contributes to public services in Canterbury and the region with its strong focus on education for public service careers. Over the years, thousands of student nurses, social workers, teachers and police officers have worked in health, education and policing services while studying. Many graduate and stay in the area, helping to deliver frontline services to the people of Canterbury, Kent and Medway (60% of graduates are working in public services in the South East, including London).

Student placements contribute significantly to the public services that residents in Canterbury and the surrounding area receive, as well as the business and services they use. In 2014/15 we facilitated 300 placements in schools and placed 700 students into local health care services.

It is really important to us that our education and research makes a positive impact on society, and that we try, wherever we can, to make a difference to individual lives and communities.

Some recent examples include the University researching barriers to HIV testing in Kent and Medway which is helping to increase testing and reduce late diagnosis; creating 'singing for health' initiatives based on research into the value of music and arts in promoting health and wellbeing, particularly for those with long term health conditions such as Parkinson's. It has also created a life sciences industrial liaison lab at Discovery Park researching tarantula venom to help find a treatment for pancreatic cancer, and established an Institute of Medical Sciences in Medway, which is carrying out pioneering stem cell research and use of 3D technology to reduce surgery.

These projects, and many more, directly benefit individuals in need in society, as well as putting our staff and students at the forefront of social change.

#### **Case study:**

A joint project between Christ Church applied music students and Pilgrims Hospices, Canterbury, has helped to enhance the quality of life of terminally ill patients and teach students how musical and interpersonal skills can be used in a health setting.

The project will continue in 2017.

We want to continue to make a difference in the city and district, working closely with residents, local business, retail and arts and culture organisations to ensure Canterbury remains a vibrant, cosmopolitan and international destination of choice.

We are entering a new and exciting era of development. Our vision is to create a campus which truly celebrates our unique location in Canterbury and recognises the city's remarkable heritage and status. We are extremely fortunate to be based in a World Heritage Site and to be so close to the communities we serve.

This special connection we have with the city and its communities has heavily shaped our plans to transform the former Canterbury Prison site over the next 10 to 15 years, with a design that fuses the old with the new.

This transformation will ensure we continue to provide the very best facilities for our students and communities, while extending our expertise into new academic areas strengthening the local economy.

We have listened very carefully to local employers, residents, staff and students over the last 12 months and their feedback has been really important in helping to design a campus for the future, one which we hope the city and its residents can be proud of.

In parallel to our investment in buildings and facilities, we plan to further support regional inward investment in the engineering, science and technology sectors by developing a Kent and Medway Education, Design, Growth and Enterprise Hub. Located in the new building on the former Prison Quarter site, the partnership-based and industry-facing business proposition aims to facilitate: research and development; high value science and technology skills and education; inward investment; and transformative, indigenous and long term economic market growth.

**For more information about Canterbury Christ Church University visit [www.canterbury.ac.uk](http://www.canterbury.ac.uk)**



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# Jo James

*Chief Executive, Kent Invicta Chamber of Commerce*





SME Procurement Exchange

meeting KENT'S biggest buyers

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# Don Bowman

*Head of Procurement, University of Kent*





# Procurement at the University of Kent

Presented by Don Bowman MCIPS



# Presenter : Don Bowman MCIPS



[d.bowman@kent.ac.uk](mailto:d.bowman@kent.ac.uk)

- Member of Chartered Institute of Purchasing and Supply (MCIPS)
- Head of Procurement - The University of Kent
- Over 20 years in Procurement management – Broadcasting/MAFF/SFA/HoL
- Public and private sector experience



# Contents

- University of Kent procurement
- Local procurement agenda
- Finding public sector opportunities
- Bidding for public sector work
- Improving your chances of winning

# University of Kent procurement

About us

How we buy

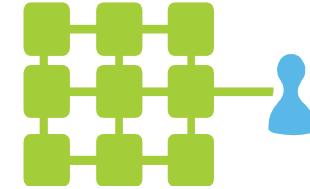
What we buy

# The University of Kent

- UK top 20 University
- 20,000 students
- 6,000 staff
- £200m annual turnover
- Capital programme of £200m in next 5 years
- 2 UK campuses at Canterbury and Medway plus Brussels, Paris, Rome and Athens



# How we buy



- Devolved budget structure
- Central team of 4 who run competitions/procure for small Schools/Departments
- Schools and Department have ultimate say in what, not how
- Central procurement system – we set up new suppliers
- All major procurements (over £20k) centrally
- Control of e-tendering system

# Procurement Procedures



## University of Kent Purchasing Regulations – Quick Guide

### Financial Thresholds and required approach

GOODS AND SERVICES	
VALUE	APPROACH
<£1,000	No restrictions, though competition may add value; purchasing cards should be considered for low value, one off purchases.
£1,000-<£5,000	Evidence of 3 verbal or written quotes from suppliers
£5,000-<£20,000	A minimum of three written quotes are required.
£20,000 - <£150,000	A mini competition (RFQ) on In-tend, the e-tendering system <sup>1</sup>
>£150,000	Full EU tender process <sup>2</sup> via In-tend.
CONSTRUCTION/BUILDING WORKS	
Works does not include consultants or other services involved in construction projects.	
VALUE	APPROACH
<£25,000	Single written quotation. Contract let on our T's & C's.
£25,000 - <£150,000	A mini competition with a minimum of 3 suppliers using In-tend <sup>1</sup> .
£150,000 - <£4,000,000	Formal tender with a detailed specification via In-tend <sup>1</sup> . Contracts on JCT intermediate building contracts or similar.
£4,000,000+	Full EU tender process <sup>2</sup> via In-tend. Contract let on JCT, or appropriate alternative.



# Below EU threshold advertising

- [www.in-tendhost.co.uk/kent/aspx/Home](https://in-tendhost.co.uk/kent/aspx/Home)

The screenshot shows a web browser window with the URL <https://in-tendhost.co.uk/kent/aspx/Home> in the address bar. The page is titled "University of Kent" and "The UK's European university". The navigation menu includes Home, Tenders, Contracts, Register, and Help. On the left, there is a login form with fields for e-Mail Address and Password, and buttons for Login, Forgotten Details, Register, and in-community. A note at the bottom of this section states: "NOTE: Please be aware that failure to provide correct login information three times will result in your account being locked". The main content area has a red banner at the top stating: "AS ONE OF OUR SUPPLIERS, WE NEED TO MAKE SURE YOU RECEIVE OUR EMAIL NOTIFICATIONS. TO ENSURE OUR EMAILS REACH YOUR INBOX PLEASE ADD OUR EMAIL DOMAIN @IN-TEND.CO.UK TO YOUR SAFE SENDERS AND CHECK YOUR SPAM FILTER SETTINGS. THANK YOU". Below the banner, a blue header bar says "Welcome to the University of Kent electronic tendering process". The "From this web site you can" section lists several options: View a list of tenders/contracts/quotations, View information on contracts that have already been awarded, Express interest in a particular tender or quotation, Receive tender and/or quotation documentation, Safely return your tender or quotation documents, and Send and receive correspondence. The "How do I get started?" section provides instructions for using the site, including steps for viewing details, registering, and logging in. At the bottom, there is footer information: User ID: N/A, User: Guest, Company: N/A; Copyright © 2012 In-Tend Limited, All Rights Reserved. Add In-Tend® to my favourites; Version: 03.04.06.11, Date: 11/09/2014, Server: VSUPWEB1; and a Secured by Thawte logo.

# The advantages of e-tendering



- Allows electronic submission of tender documents and tender replies
- We upload any reference materials/drawings that suppliers may need
- Suppliers submit their responses online
- A controlled and audited system
- Suppliers can be allowed to submit one or multiple documents
- Allows questions to be asked and answers shared
- Systems also used for Contract Management

# Purchasing Consortia

- Grouping of buyers - extensive in public sector
- Occasionally exist in other markets, hotels/restaurants
- Examples:
  - Southern Universities Purchasing Consortium
  - Crown Commercial Services



# Frameworks

- Use of buying consortia frameworks for:

- IT hardware
- Laboratory equipment
- Furniture
- Travel
- Stationery
- Food and beverage



# What we buy

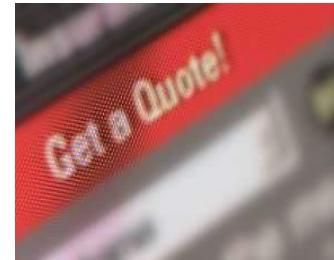


- Major spend categories

- Construction
- IT
- Facilities
- Consultancy services
- Food and beverage

Anything required for delivery of education, hospitality and estate management (almost 6000 student rooms)

# Recent competitions



Title	
2015 Graduate Prospectus printing	Mono Printers
Colour Printers	Network Management Tools
Conversion of 1st Floor of the Attic	New Academic Building Parkwood Road
Conversion of Study Bedrooms in Eliot & Rutherford Colleges to Offices	Observatory Telescope and Dome
Cornwallis - Plate Heat Exchangers	Provision of a Managed Print Service (MPS)
Cornwallis George Allen Wing - Staircase and Toilet Refurbishment	Rutherford College Dining Hall Extract Turret Works
Cornwallis NW Extension & Internal Refurbishment	School of Pharmacy - Particle Analyzer
Denstead & Ellenden Courts - Refurbishment of Student Accommodation	Screening Room
Derek Crabtree Room - Conversion	Service of Intruder Alarms
Design Services to Overclad Exterior & Replace Windows to the Ingram Building	Servicing and maintenance of catering equipment
Colour Printers	Servicing of Commercial Gas Appliances
Electrical Test and Inspection	SPS - Diffractometer
Engineers Workshop	Student Placement System
Enterprise Hub - Conversion for Biosciences	Student Union Shop - New Goods Lift
External Audit services	School of Pharmacy - Particle Analyzer
Grease Extract Ventilation Systems	Templeman - Installation of Roof Mounted 67.5kWp Photovoltaic Array to West Roof
HP Switches and Accessories	Templeman Library 50kWp Photovoltaic Array
Ingram & Stacey Lecture Theatres - Uni of Kent	Templeman Library extension - Main contractor
Ingram I LTHW Modifications (re-issue 2014)	Templeman Library night opening
Ingram Refurbishment, Toilet fit-Out, Rear Entrance Staircase & Handrail	The Oaks - Refurbishment & Re-modelling Works
Ingram Re-roofing Works - University of Kent	To maintain the Living Wall
Internal Reinstatement Works, Houses 28-29 at Purchas Court - Parkwood	Trend System
Kent Law Clinic - University of Kent	Tunnel Marker Pathway
Keynes A Block Kitchens	Victory Pier Student Bar - University of Kent
Lecture Capture P932	Waste Management Contract Services
Lighting Bars, Lighting Equipment & Control, PA and Sound Control	X-Ray Powder Diffractometer
Marlowe Building - Refurbishment of R164 & R165	To maintain the Living Wall
Electrical Test and Inspection	Trend System
MITEL equipment servicing and purchase	Tunnel Marker Pathway
Marlowe Building Ramp & Steps	UoK Alumni Mentoring

# Local procurement agenda

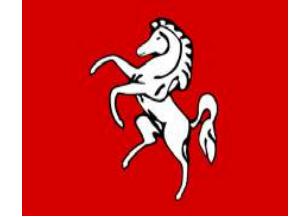
Why buy local

How we engage with Kent Business



# Local procurement agenda

- Part of Procurement Strategy - Local engagement agenda
- Pragmatic procurement – best result locally
- Questions within both PQQ and tenders to assist SME's & local
- Why buy local?
  - Better service/delivery times
  - More important to suppliers
  - Improved supplier relationships
  - Reduced environmental impact
  - Price



# Local examples

**MFD's**

Balreed - Maidstone

**Cleaning at Medway**

Ridgecrest - Aylesford

**Catering equipment servicing**

Kent Catering Services – Sheerness

All through EU tenders



# Supplier engagement

Kent Invicta Chamber of C... [+ ↗](#)

www.kentinvictachamber.co.uk

Search

THE ULTIMATE BUSINESS NETWORK

KENT INVICTA CHAMBER OF COMMERCE

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Password

Login →

LOST PASSWORD

**B** BUSINESS IS

Welcome to your Chamber

Kent Invicta Chamber is the ultimate business support network in Kent.

The Chamber provides, Membership services, Business Advice, International Trade services, Representation and much more. Covering the County of Kent the Chamber is perfectly placed to promote, support and facilitate business across the County.

[Redeem your Growth Voucher here](#) [Start Up Loans in Kent](#)

Rewarding excellence in British business  
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# Finding public sector opportunities

Where to find opportunities  
How to search for EU tenders



# Contracts Finder



Search



[Home](#) > [Business and self-employed](#) > [Sale of goods and services and data protection](#)

## Contracts Finder

**BETA** This part of GOV.UK is being rebuilt – [find out what this means](#)

Contracts Finder lets you search for information about contracts worth over £10,000 with the government and its agencies.

You can use Contracts Finder to:

- search for contract opportunities in different sectors
- find out what's coming up in the future
- look up details of previous tenders and contracts

You can create an account to get email updates and save your searches. You can still search and apply for contracts without an account.

**Start now >**

### Sale of goods and services and data protection

[Tendering for public sector contracts](#)

[Business support helplines](#)

[More](#)

# Bidding for public sector work

Should we bid?

Collaborative bidding



# To bid or not to bid?

- Is the tender a good fit in relation to your company's activities?
- Can you meet the eligibility criteria (technical qualifications, policy compliance e.g. Quality Assurance, Insurance) ?
- Do you have a good track record in relation to the opportunity?
- Do you have the trading history (e.g. 2 years Accounts)?
- Do you have the capability and capacity to deliver the contract if successful?
- Can you make sense of the budget and can you deliver the contract on time?

# Strategic Decision Making



- What are the risks?
- Who are your competitors?
- What percentage of your turnover does the contract represent?
- Do you need a partner(s) or will you use subcontractors?
- Does tender permit consortia/subcontractor response?
- Are there special requirements e.g. limitations on subcontracting, legal framework, etc?

# Solo or Collaborative Bidding?

- Options:
  - Consortium
  - Joint Bidding
  - Lead Contractor & Subcontractor
- Form a consortium if:
  - ✓ You don't have the capability or capacity
  - ✓ You can't meet the 20% rule
  - ✓ A joint bid would enhance your chance of winning



# What is Collaboration?



## Informal

- Recognition of mutual interest
- Trust (founded on relationships between key individuals)
- Networking & Referrals
- Mutual subcontracting

## Formal

- Legally defined Consortium (increasingly required by LAs)
- Joint venture
- Partnership / Merger

# Collaborative Bidding: Benefits

- Increase capacity and scope to bid without stretching resources
- Overcoming PQQ impediments i.e. a shared trade history may overcome some problems (accounting history and 20% rule)
- Combined strengths: capability (skills) , increased capacity and experience
- Business Development:  
Access new clients and markets



# Collaborative Bidding: Benefits

- Share development and delivery cost and dilute risk
- Getting input into your tender
- Mutual learning and innovative approaches
- Improve chance of success

# Collaborative Bidding: Challenges

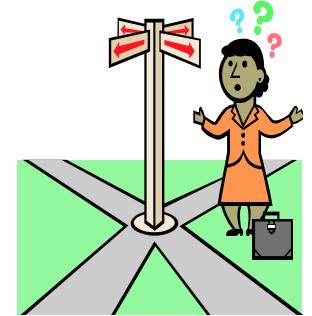
- Identifying a partner (Time + Effort)
- Engaging a partner (Risks) – floating the idea (informal meeting) and formal meeting to negotiate and establish Agreement
- Getting Agreement on roles, responsibilities
- Getting Agreement on liabilities (jointly and severally liable)
- Trust relationship (how well do you know your partner – can you be confident they can and will deliver)



# Collaborative Bidding: Challenges

- Complex decision-making, loss of autonomy, compromises and concessions
- Sharing sensitive information & ‘know how’ (protecting your IP?)
- Logistics: preparing proposal, contract negotiation and delivery
- Buyer preferences (prefer 1 contractor) – risk averse

# Choosing the right partner



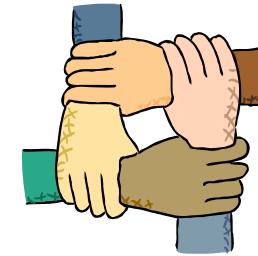
- Who would you be working with (individual expertise, experience, attitude and commitment)?
- Could one opportunity form the basis for collaboration around other opportunities?
- Would the PQQ present problems for them e.g. Director's conduct, Trading History (Administration or Liquidation), Credit worthiness, Contract(s) terminated for default, Employment Tribunal (you may need to check)?

# Choosing the right partner

- Do you already have an existing relationship e.g. Trust & Shared Values (important in Third Sector)?
- Can they and are they likely to deliver?
- What is their reputation in the market?
- Who do they already work for/with? (comparable client/service, etc)
- Are they financially secure?
- What Accreditations do they have?

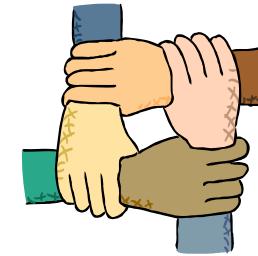
# Preparing a collaborative proposal

- Agree Objectives
- Client Requirement is mutually understood
- Designing a solution
- Roles and responsibilities in preparing the proposal (potential headache)
- Milestones for preparation of proposal
- Who will lead proposal (legal implications/framework)?
- Project management, governance and communications



# Preparing a collaborative proposal

- How will contract be managed and operated?
- Who will contribute what and when to deliver contract requirements?
- Is it clear who gets what?
- Balance of inputs? Are you the Senior or Junior Partner?
- Contract negotiation, client liaison and decision making?  
Getting a seat at the table
- Dispute resolution?
- What if one partner defaults or the contract is terminated?



# Improving your chances of winning

Examples

Final thoughts



# Accentuate the Positive



Do you have a Health & Safety Policy?

**Weak Answer:**

- “Yes, see Appendix 1”

**Good Answer:**

- “The Health & Safety of our staff and customers is a vital part of the company’s quality process. We operate a comprehensive Health & Safety Policy (see Appendix 1) covering all aspects of our products (services) and operations and it is reviewed biannually.”



*For an SME employing less than 5 people:*

- “Although we are not required legally to have a Health & Safety Policy, we take this matter very seriously and have adopted a Health & Safety Policy in the interests of our staff and clients (see Appendix 1)”



# Accentuate the Positive

What Quality Assurance arrangements does your company operate? If no accreditation is held please explain why not and what alternative steps you take to ensure quality at work?

## Weak Answer:

- “We operate our own quality system. We have determined that formal accreditation is inappropriate to our company’s needs.”

## Good Answer:

- “We regard quality as a vitally important part of our business activity and we operate a comprehensive and strict internal quality assurance process covering all aspects of our business activity (details can be found in Appendix 2). We are committed to a process of continuous improvement and we are in the process of applying for ISO 9001 (we expect to be assessed in May of this year)”



# Some final thoughts



- Be clear about when to bid and not to bid
- Find out who your competitors are
- Make early decisions about whether to go solo/consortium/subcontract
- Understand what the buyer is looking for and bespoke bid accordingly
- Remember you do not have to go it alone

# Some final thoughts

- In preparing bids recognise that nothing less than a professional approach will suffice
- Always answer the question asked!
- Think about why the question is asked and answer to meet this need
- What are they looking for?
- Stick to any word limits



# Questions



d.bowman@kent.ac.uk



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# Selena Stray

*Deputy Category Manager, Kent County Council*



 BALREED



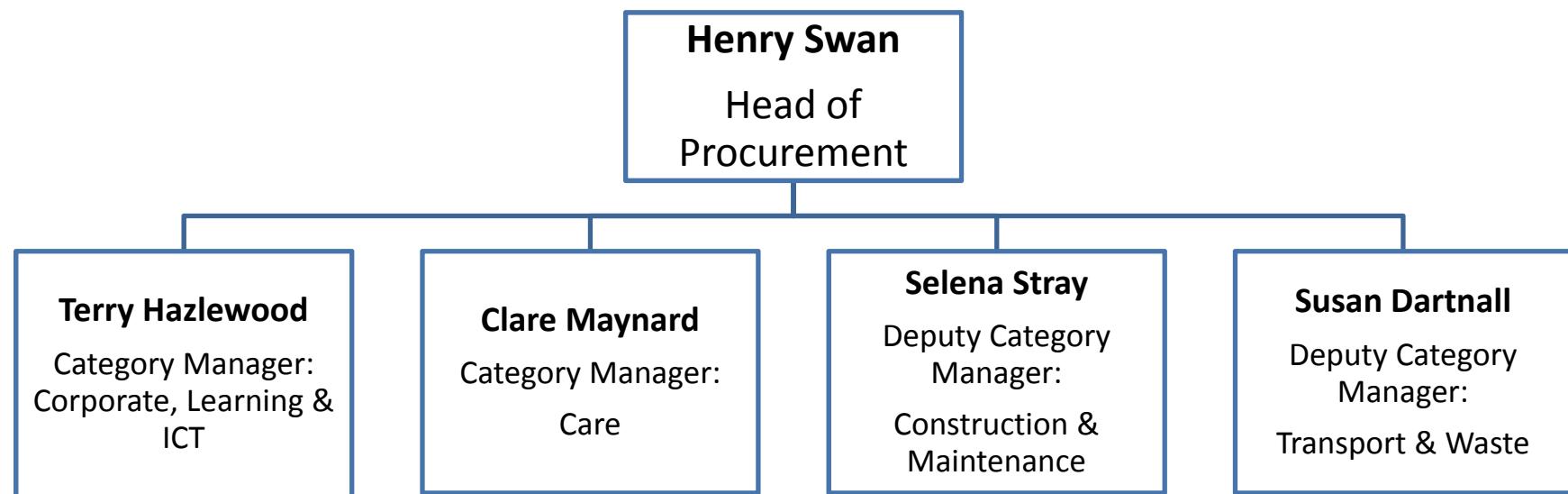
# SME Procurement Exchange

**Selena Stray**

**Deputy Category Manager for Construction & Maintenance**



## Strategic Sourcing and Procurement



[procurement@kent.gov.uk](mailto:procurement@kent.gov.uk)



[www.kentbusinessportal.org.uk](http://www.kentbusinessportal.org.uk)

- The portal allows the sharing of information about existing contracts and forthcoming tendering opportunities across councils in the Kent area
- You can register for free to receive email notifications of opportunities
- You can view current contract opportunities advertised by the participating authorities
- You can view the contacts currently let by the participating authorities

# Participating Authorities



# How The Kent County Council Advertise Opportunities

- Tenders with an estimated contract value of over £50 thousand are advertised on the Kent Business Portal under the section “Current Opportunities”
- Tenders with an estimated contract value of over £50 thousand are advertised on the Contracts Finder
- Tenders with an estimated contract value of over the EU Thresholds are advertised on the Kent Business Portal, Contracts Finder and in the European Journal

# How The Kent County Council Publicise Contracts

Contracts with a value of over £50 thousand are publicised on;

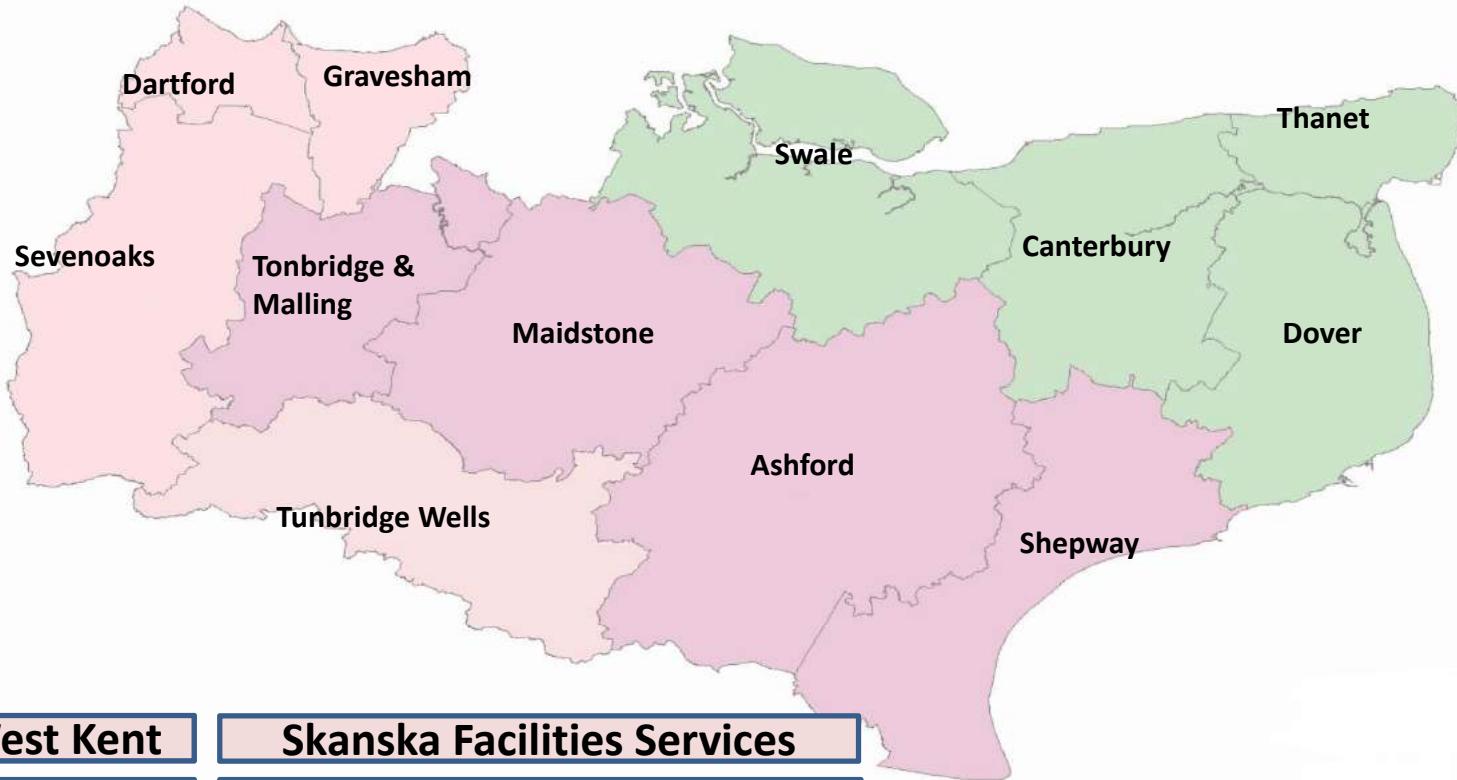
- Kent Business Portal “Contract Store”
- Contracts Finder



# Kent County Council Property Department Contracts

- Total Facilities Management (3 Contracts)
- Property Services Consultancy Framework
- Principal Contractors Framework
- Asbestos Services Framework

# Total Facilities Management



**West Kent**

**Skanska Facilities Services**

**Mid Kent**

**Amey Community Limited**

**East Kent**

**Kier Services Ltd**

# Total Facilities Management

## Contact Details

### **West Kent**

Skanska Construction UK Ltd trading as Skanska Facilities Services

[Lloyd.smith@skanska.co.uk](mailto:Lloyd.smith@skanska.co.uk)

### **Mid Kent**

Amey Community Limited

[Mark.billington@amey.co.uk](mailto:Mark.billington@amey.co.uk)

### **East Kent**

Kier Services Ltd

[Ben.bull@kier.co.uk](mailto:Ben.bull@kier.co.uk)

# Property Services Consultancy Framework

- Lot 1 Architecture
- Lot 2 Lead Consultant / Employers Agent / Project Management
- Lot 3 CDMC co-ordinator
- Lot 4 Mechanical and Electrical Engineering
- Lot 5 Structural and Civil Engineering
- Lot 6 Quantity Surveying
- Lot 7 Clerk of Works
- Lot 8 Environmental Services
- Lot 9 Building Surveying
- Lot 10 Multi - Disciplinary

# Principal Contractors Framework

- For Lot 1
  - Works for a value up to £750,000, “construct only” services (no design requirement)
- For Lot 2
  - Works between a value of £750,001 - £6,500,000, “develop & construct” services or “construct only”

# Asbestos Services Framework

- **Lot 1**
  - Management Surveys
  - Refurbishment Surveys
  - Demolitions Surveys
  - Bulk Sampling
  - Statutory Compliance Training
  - Emergency Call-out Service
  - Minor Remediation Works
- **Lot 2**
  - Asbestos Removal Works
  - Asbestos Encapsulation Works
  - Emergency Call-out Service
- **Lot 3**
  - Air Testing – Carrying out of personal, background, reassurance and reoccupation sampling as per HSG 248
  - Leak Tests
  - Background Air Testing
  - Reassurance Air Testing
  - Personal Monitoring
  - Four Stage Clearance (including reoccupation certification)
  - Emergency Call-out Service

# **The Use of the Kent Business Portal for Contractors to Advertise their Sub-Contracting Opportunities**

- Free to use by any contractor to advertise sub-contracting opportunities in Kent.
- Contractors can advertise opportunities on any project, not just limited to Public Sector projects.



## Meet The Buyer

Wednesday 7 October 2015,  
Kent Event Centre, Maidstone (Detling Show Ground)  
8.30 am - 4.30 pm

[www.kentconstructionexpo.co.uk](http://www.kentconstructionexpo.co.uk)



SME Procurement Exchange

meeting KENT'S biggest buyers

®

# James Harris

*Category Manager People, Medway Council*



# Medway Council Category Management

28<sup>th</sup> April 2015

**PAS91**  
compliant buyer



Spending Public Money Better



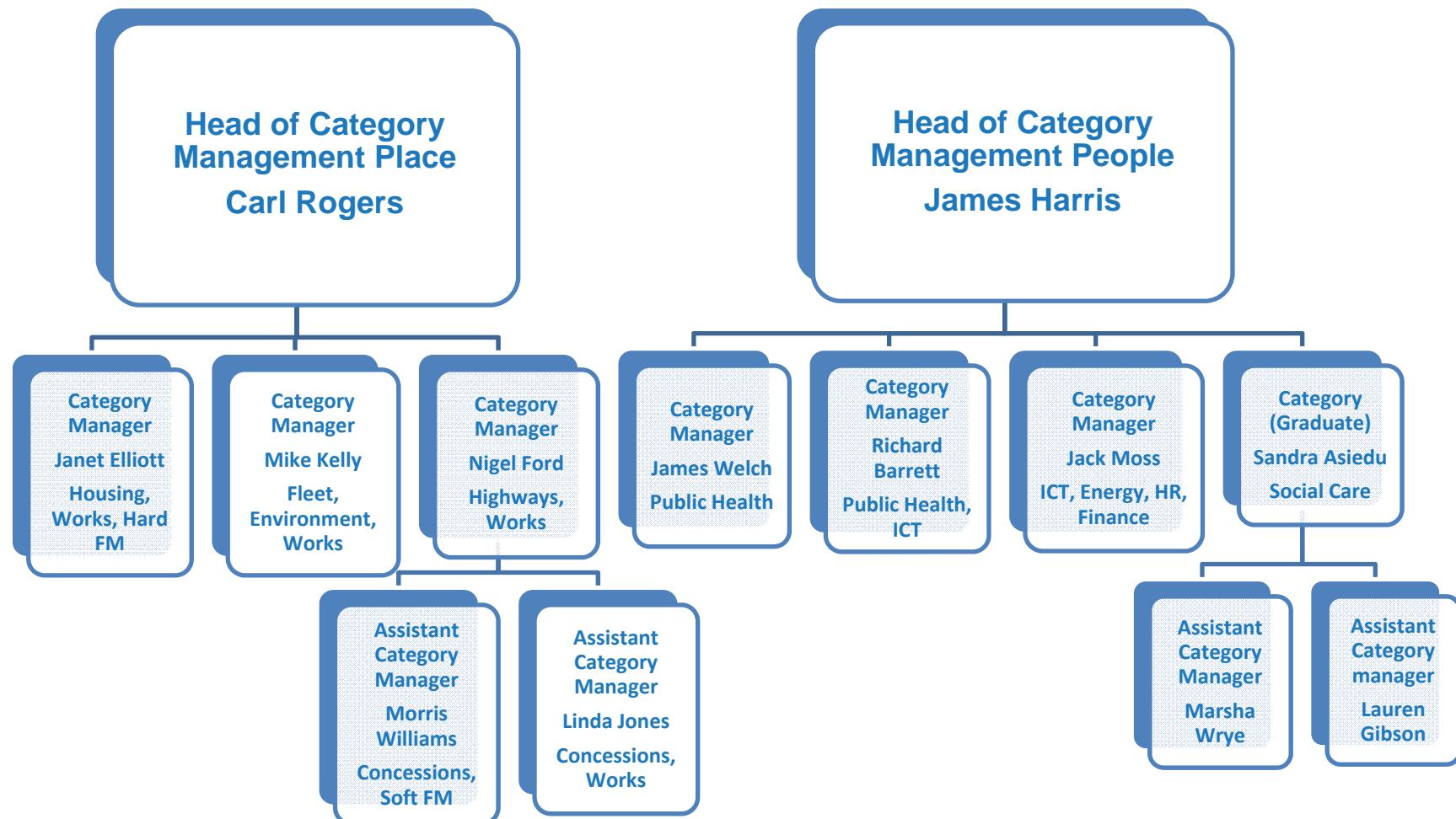
1. Procurement Strategy
2. SME Engagement
3. Projects we have done
4. Procurement Legislation
5. Medway Opportunities 2015/16



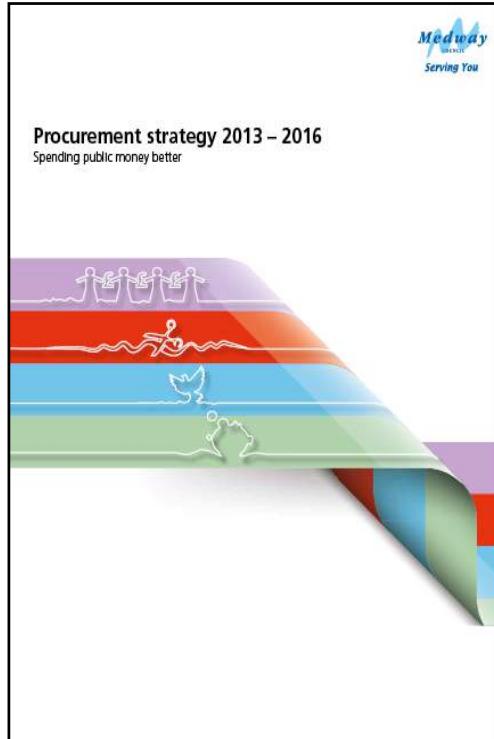
Doing Business With Medway Council

A decorative graphic at the bottom of the slide features four horizontal stripes in purple, red, blue, and green. Above the red stripe are three small white line-art icons: a person walking, a person running, and a bird. The graphic is partially cut off on the right side, showing a white paper edge and a small portion of the Medway Council logo.

## Category Management: Who Are We?



# Procurement Strategy



## Four themes

1. Improved services, better outcomes
2. Reduce red tape
3. Support the local economy
4. Intelligent spending

Doing Business With Medway Council



## Category Management



### What is Medway Council Doing for SMEs?

- Advertising all opportunities via the Kent Business Portal & Contracts Finder
- Using PAS91 as standard PQQ for above Threshold Procurement
- Holding Meet the Buyer Events and attending Supplier Engagement Days
- Signposting to other support organisations Eg BSK CiC, TrAC Ministry for Growth, Chamber of Commerce
- Engaging with Industry bodies such as Federation of Small Businesses, National Federation of Builders
- Ethical Procurement



Doing Business With Medway Council

# Third Party Spend

## People

People covers the following:

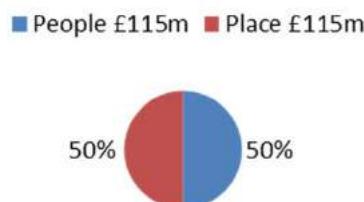
- Social & Community Care
- Healthcare
- Housing Support
- Education
- Community Advisory services
- Arts & Leisure services
- Consultancy
- Human Resources
- ICT
- Legal Services
- Stationery

## Place

Place covers the following:

- Cemetery & Crematorium
- Construction/works
- Environmental services
- Highway equipment & materials
- Horticultural
- Housing management
- Passenger transport
- Street & Traffic management
- Complex & significant projects
- Equipment & maintenance
- Facilities management services
- Vehicle management
- Furniture & soft furnishings
- Health & safety
- Utilities

## Value of Spend





## Category Management



### What Do Others Say About Us?

*"Of all the councils in the county, Medway Council procurement team are probably doing the most to engage businesses."*

Tudor Price, Kent Chambers of Commerce

*"What an amazing "Meet the Buyer" event with Medway Council who genuinely want to do business with local SME's. It is so refreshing to hear that the Council is committing to spending with good contractors in Medway and Kent. It's up to the SME community to prove they are a remarkable contractor for Medway Council projects but I genuinely believe there are some great working partnerships that will come out of today's event. I'm looking forward to tendering for projects on the Kent Business Portal. I wish there were more Buyers with this approach to getting procurement right."*

Julie Anderson, Director Rap Interiors



### Doing Business With Medway Council

## Some of Our Projects



- New Horizons (£5m school) Chatham
- Broadside (3 team co-location) Chatham
- Housing – Boilers, Fire Doors & Roofing (£4m)
- Chatham Waterfront Digital Screen
- SEN Transport (£50m)
- Construction Professional Services Consultancy
- Building new Council houses in Gillingham (£4m)



Doing Business With Medway Council

## Some of Our Projects



- Old Vic Childrens Home
- Supported Living
- Community Equipment
- Dermatology Level 3 & 4 services
- Ophthalmology
- Community Care Beds
- Mobile Phones
- Salary Sacrifice Cars
- ICT



**SalarySacrifice4Cars**



Doing Business With Medway Council



## What is Medway Council Governed by?

3 Strands

- 1. EU Procurement Directives (European Law)
- 2. Public Contracts Regulations 2015 (UK Law)
- 3. Contract Procedure Rules (Medway Council)





## What is Medway Council Governed by?

1. EU Procurement Directives (European Law)
  - EU Thresholds:
    - Goods/Services: £172,514
    - Works: £4,322,012
  - EU Procedures:
    - Open (35 Days, Electronic 30 Days, PIN 15 Days)
    - Restricted (PQQ 30 Days, ITT 30 Days, Electronic 25 Days, PIN 10 Days)
    - Competitive Dialogue (30 Days)
    - Competitive Procedure with Negotiation (As Restricted)
    - Innovation Partnerships (30 Days)



Doing Business With Medway Council

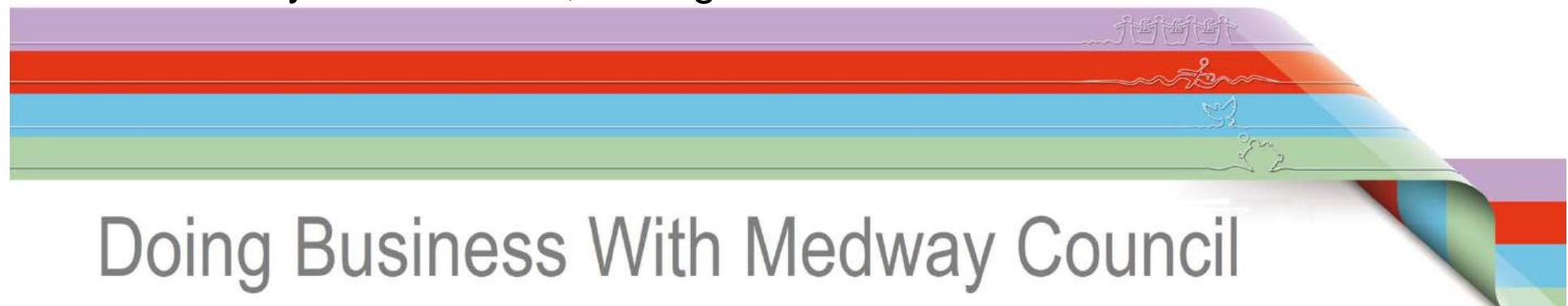


## What is Medway Council Governed by?

2. Public Contracts Regulations 2015 (UK Law). Follows the principles of EU law such as:

- Equal Treatment
- Transparency
- Non Discrimination

Changes: No PQQ Stage, Advertise on Contracts Finder, Concession Contracts No Exemption, No Part A Part B, Introduction of Light Touch Regime, PINs as call for Competition, Abnormally Low Tenders, Changes in Minimum Time Limits.



# Doing Business With Medway Council



## What is Medway Council Governed by?

### 3. Medway Council Contract Procedure Rules

#### Thresholds

- £0 - £10k – 1 Quote
- £10k - £100k – 3 Quotes
- £100k + Open Market Tender



# Medway Opportunities 2015/16

- Rochester Riverside Development (estimated value £300m)
- Minor Works/Low value Construction Framework (estimated value £50m)
- Transport Local Growth Project (estimated value £24m)
- Highways Maintenance Framework (estimated value £8m PA)
- Chatham Town Centre Regeneration (estimated value £4m)
- Public Health (estimated value £10m)
- ICT (estimated value £2.5m)
- Printing (estimated value £1m)
- Traffic Management Software (estimated value £50k)
- 2FE expansion in Gillingham
- 2FE expansion or new school in Strood
- Napier Primary School
- Highways Maintenance Framework
- Minor Works/Low Value Construction Framework
- Advertising
- Waste Collection and Disposal
- Highways Term Maintenance & Street lighting
- Transport Local Growth Projects
- Chatham Town Centre Regeneration
- Rochester Riverside Development
- Kent & Medway Air Quality Monitoring
- Chatham Bus Station Travel Information Centre
- Digital Screen Maintenance
- Abbey Court
- School Condition Programme
- Hundred of Hoo Academy
- Saxon Way Primary School
- Rochester Airport
- Strood Riverside



## So Where are the Opportunities?

The Kent Business Portal

<https://www.kentbusinessportal.org.uk/procontract/>

<https://www.contractsfinder.service.gov.uk/Search>





# Any Questions?





SME Procurement Exchange

meeting KENT'S biggest buyers

®

# Alan Marolia

*Procurement Support Manager, Swale Council*





# Swale Borough Council Procurement

**Alan Marolia**  
**Contracts and Procurement Support Manager**

# What are SME's?

- European Commission has defined 'small' as being less than 50 employees; 'medium' as between 50 and 250 (Commission Recommendation 2003/361/EC(39))
- Such business are hugely significant to the United Kingdom economy –in 2013 99.9% of UK businesses were SMEs, accounting for 60% of private sector employment
- UK Government spends over £230BN p.a. on procuring goods and services
- Target has been set that 25% of goods and services will be procured from SMEs by end of 2015

# What we Do

- We are a Small Team of two.
- Annual Expenditure is around £14m.
- We have 126 Formal Contracts in Place worth £76.9m
- Total Annual Contract Value makes up 63% of the Council's total annual expenditure.
- C+P are involved with all procurements >£15k.
- We offer procurement advice, our opinion and expertise based on previous experience, legislation and case law.
- Ensure that Procurements follow national and European legislation.

# Why we do it

- Ensure that there are appropriate contractual arrangements in place and tackle areas where there appears to be nothing in place.
- Public Money – WE ARE ACCOUNTABLE and are financially audited annually
- To allow equal treatment, non discrimination, transparency, advertising, proportionality and a level playing field
- Prevent C.A.s using the same or their favourite contractors
- Protection for C.A.s and E.O.s

## How we do it

- Commissioning Team
- Establish collaborative working opportunities.
- Determine Length of Contract.
- Break into lots where practicable
- Estimated Contract value to determine threshold.
- Compile Tender documentation and Apply relevant T&Cs based on value and risk.



## How we Do it Continued.....

- CSOs, E.U. Regs. / PCR2015
- Thresholds
- Advertise
- Evaluate
- Council Process
- Award
- Financial checks on occasion



# What we can help SMEs

- Creating lots
- Simplifying Documents and T&C
- E-Procurement
- Suppliers list
- Review our thresholds
- Social Value Act 2012 – Local First Policy
- Can we Favour SMEs?
- Open Procedure



## What can you do

- Register on Kent Business Portal
- Visit our Website – [www.swale.gov.uk](http://www.swale.gov.uk)
- Provide Feedback on tender documents
- Contact lead officers with questions.



# Questions ?



SME Procurement Exchange

meeting KENT'S biggest buyers

®

# Don Bowman

*Head of Procurement, University of Kent*





SME Procurement Exchange

meeting KENT'S biggest buyers

®

# Tea, Coffee and Networking

*Meet the Buyer Appointment Registration (Lille Room)*





SME Procurement Exchange

meeting KENT'S biggest buyers

®

# Fit to Supply Workshop and Panel Discussion





**Fit to supply...**

*Giving you a competitive edge to win contracts*

***Presented by***  
***Susan Rom & Graham Clarke***

***Partners at BIZphit LLP***  
***'Helping to get you tender fit'***

## About BIZphit LLP...

*We are a business development consultancy specialising in helping small businesses to supply their goods and services into the Public Sector. We support SME's with:*

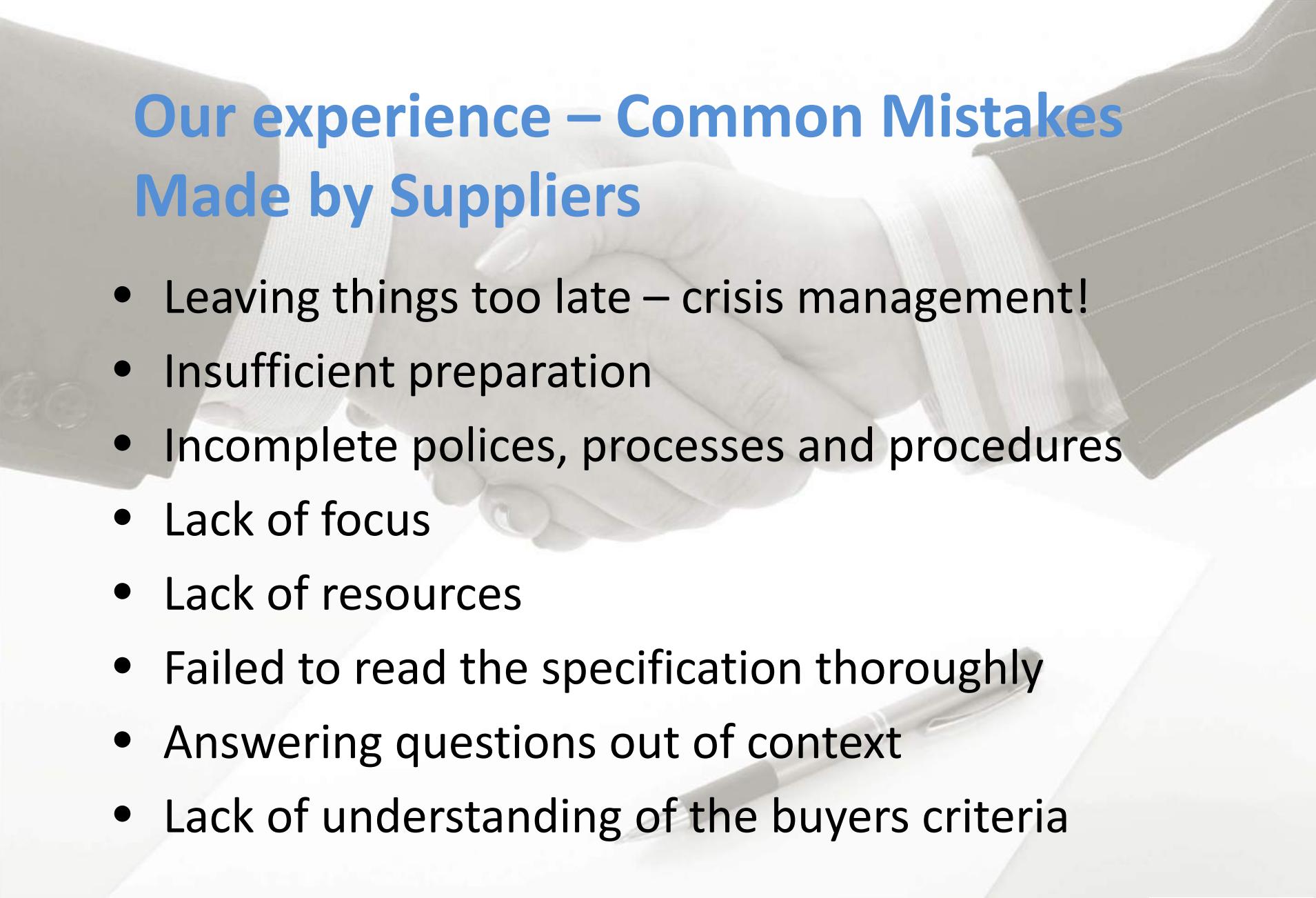
- Procurement
- Supply Chain Activity
- Business Development
- Business Coaching & Mentoring



# Are you ready to supply – Things to consider...

- Risk Management
- Health and Safety
- Quality Assurance
- Environmental Management
- Diversity and Equality
- Professional Capacity
- Technical Capacity
- eProcurement
- Financial Standing





## **Our experience – Common Mistakes Made by Suppliers**

- Leaving things too late – crisis management!
- Insufficient preparation
- Incomplete policies, processes and procedures
- Lack of focus
- Lack of resources
- Failed to read the specification thoroughly
- Answering questions out of context
- Lack of understanding of the buyers criteria

## Our Top 10 Tips..

- Is it right for your business?
- Focus and Commitment
- Preparation
- Understand your products and services
- Realise your boundaries
- Accuracy of submission
- Time management
- Current policies and procedures
- Professional and technical capacity
- Alignment with the buyer

# Supplier Gap Analysis – How it Works.

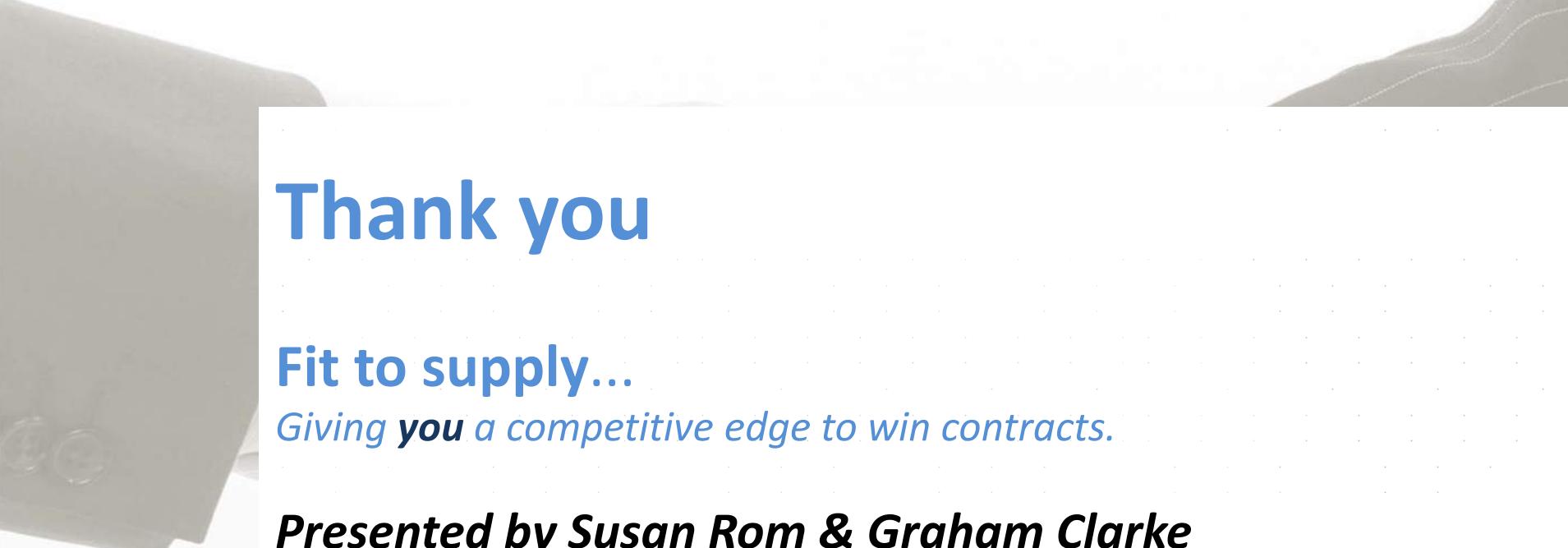
The Gap Analysis is a business audit we have developed to assist clients to become 'fit to supply' and to help them **WIN** contracts.



# Panel discussion led by Gary Downey of Balreed

## Panel Members

Gary Downey  
Don Bowman  
Selena Stray  
James Harris  
Carl Rogers  
Alan Marolia



# Thank you

**Fit to supply...**

*Giving you a competitive edge to win contracts.*

***Presented by Susan Rom & Graham Clarke***

**Partners at BIZphit LLP**  
*'Helping to get you tender fit'*

***Thank you***

**[procurement@bizphit.co.uk](mailto:procurement@bizphit.co.uk)**

**01245 835 085**



SME Procurement Exchange

meeting KENT'S biggest buyers

®

# Lunch and Networking

*Meet the Buyer Appointments (Lille Room)*

*Procurement Helpdesk (Conference Hall)*

*Guided Portal Registration Support (Conference Hall)*





**SME Procurement Exchange**  
meeting **KENT'S** biggest buyers

®

# Thank you for attending

Please remember to hand in your feedback forms



## **Appendix 31**

### **University of Kent submission**

The University of Kent is proud of its relationship with Canterbury and honoured to be able to make a positive contribution to the City.

As a top 20 university in the UK, we offer a wide range of courses at undergraduate and postgraduate level. We have nearly 20,000 students and of these 14,865 are taught full-time at the Canterbury campus. The remainder attend at other institutions or other campuses.

Three-quarters of our students come from the UK, with an additional 10% coming from Europe. Around 8% of our students come from Asia and we are also pleased to welcome students from Africa, Australasia, North America and the Middle East. Our academic and research staff are equally international, and over 41% come from outside the UK.

We are pleased that 87% of our students studying at the Canterbury campus go onto find jobs or go into further study within 6 months of graduating. However, only 11% stay on to work in the Canterbury district. We would like to see this number increase and will continue to work with the Council and other agencies to make this happen.

It is important to us that we engage with the local community across all our activities whether it is through education and research, our business services or our cultural and social contributions. We aim to be a good neighbour and our Community Liaison Officer, and others including Kent Union, works with the residents' associations, Canterbury Christ Church University, the City Council and more to address any issues which may arise. The Street Marshalls Scheme, launched in 2015 with Canterbury Christ Church, is an example of a successful joint initiative.

The University has a long-standing programme of working with schools to help young people embrace the value of higher education. We have 40 partner schools and colleges, including the Spires Academy and Canterbury High, and work with them to run initiatives such as the Saturday Arts Academy which starts in January 2017. The Student Ambassador programme places students in our partner institutions to work with teachers and mentor students.

Staff and postgraduate students at Kent have a long tradition of engaging with the public as part of their research. This ensures their work responds to the demands of the real world and makes a tangible difference to the wider society. Imagining Autism considered how drama can play a key role in helping autistic children, and our academics worked closely with parents, schools and the children as part of what was a highly successful project with results showing that the majority of children who took part showed sustained improvements.

The University makes a considerable cultural contribution to the region and throughout the year we run many public events including our sell-out series of In Conversation led by BBC journalist and author Gavin Esler, who is also the University's Chancellor. Not only does the Gulbenkian arts centre

offer first class theatre, dance, and cinema, it is also committed to giving children and young people in Kent the opportunity to be creative through innovative programmes such as ART31. bOing! is a weekend-long family festival which sees the campus transformed into a playground for all ages. The campus is also home to the Colyer-Fergusson Music Building, which is a first class performance space, and the Studio 3 Gallery which offers an outstanding programme of art exhibitions and events.

We are proud to be a sponsor of the Marlowe Theatre and of our close relationship with Canterbury Cathedral. We have also sponsored Made in Kent, a new strand of the Canterbury Festival which is a year-round programme which encourages young people from across the region to take part in the Festival and works with artists, teachers and the public to support this activity.

The University makes a significant economic contribution to the area. Figures from independent consultants, Viewforth Consultancy, show we make a contribution of £740bn to the region and directly employ 3,300 full time equivalent skilled and semi-skilled staff.

As the largest conference venue in the south-east, we support Canterbury's tourist industry and, as well as hosting conferences, we offer bed & breakfast and self-catered holidays. We recently won the Best University Accommodation for Groups award for the ninth year in a row.

We also contribute in ways other than economic. More than 50 local organisations benefit from the substantial contribution of our student volunteers and large numbers of staff undertake a wide range of public services in their spare time. A survey by Viewforth estimated that, if a financial value could be ascribed to this activity, it could be as high as £24m.

Our students' work can impact positively on the region. Thanks to students from the School of Computing, the Canterbury Food Bank is managing the distribution of its supplies far more effectively allowing it to respond to the high levels of demand for its service,

The work done by Kent Innovation and Enterprise underpins our business services and our links with business and industry are many and varied, ranging from collaborative research to access to our intellectual capital, tailored consultancy services, and collaborative training. Local businesses can benefit from the services offered by Kent Business School which draws on 25 years of experience to offer consultancy and advice on business development. We also run regular business networking events.

In recent years, we have invested substantially in the Canterbury campus with the extension of the Templeman Library and the establishment of Turing College. However, we are aware that, with its 300 acres of green parkland, the University's grounds are a resource not just for our students and staff but for the wider public. We are mindful that we are the custodians of one of the most attractive areas of the city and are pleased to be able to welcome families, cyclists, walkers, dog-owners and others on to the campus.

We are currently developing an estate masterplan which sets out a possible future direction for the development of the campus over the next 30-50 years. We are consulting with as many people and

interested parties to establish a framework that will enable the University to make a greater contribution to Canterbury's evolution and growth. However, we are also seeking to enhance our green landscapes, and to safeguard the existing views of the city.

While we are in the earliest stages of creating what is a long-term vision, we will continue to provide the best possible facilities for students studying at Canterbury as well as the best possible research and other facilities for our staff. We anticipate that over the next 3-5 years student growth will be limited to approximately 1%.

We currently have 5,400 student bedrooms on campus and, in the medium term, we are seeking to make a further 200-400 available by freeing up space in the colleges. The University is currently under no pressure on the student bed stock, but if student numbers start to increase beyond current projections, we will look again at the need to build new accommodation on campus.

## Appendix 32

### Table of indicators

	<b>Indicators</b>	<b>Information provided by</b>	<b>Why</b>	<b>Source</b>
1.	Number of students registered at Canterbury Campuses (and per cent change).	CCCU UoK UCA	To plan effectively and understand the impact on housing and service needs.	HESA returns from HE institutions
2.	Number of Higher Education workers in the Canterbury District (and per cent change).	CCC	To better understand the economic impact of HE.	
3.	Number of knowledge workers in Canterbury compared to other areas (and per cent change).	CCC	To better understand the economic impact of HE and monitor comparative growth in the knowledge economy.	Data compared with East Kent Councils (Dover, Thanet), similar university towns (Norwich, Lancaster, Exeter), and similar districts with small HEI presence (Maidstone, Peterborough).
4.	Graduate retention.	CCCU UoK UCA	To understand if graduates are choosing stay in the district.	Destination of Leavers from Higher Education (DLHE) Survey – what they are doing six months after graduation
5.	Economic impact of the universities.	CCCU UoK (dependent on commissioning future studies such as viewforth)	To understand and communicate the contribution of the presence of the universities to the local economy	Dependant on studies conducted by HEIs
6.	Economic impact of the Evening and Night Time Economy.	BID (dependent on commissioning new research)	To quantify the value of the ENTE and the contribution the higher education makes	
7.	New business registration rates and	CCC	To understand the volume of new	CCC Business and Regeneration data

	<b>Indicators</b>	<b>Information provided by</b>	<b>Why</b>	<b>Source</b>
	survival rates.		business start-ups in the district and their success.	
8.	Per cent of businesses who have been supported through Start My Biz and Grow My Biz who are recent graduates of CCCU, UoK and UCA over the last five years.	CCC	To understand if graduates are being attracted to stay and set up a business the district.	
9.	Per cent of residents in student-rich communities who strongly feel part of a community (compared to the average for the district).	CCC (through annual residents survey)	To understand if community cohesion is improving or not in student rich communities	Annual residents survey using Acorn analysis to separate data from student rich community
10.	Per cent of residents living in student-communities who have volunteered in the last 12 months (compared to the average for the district).	CCC (through annual residents survey)	To understand if community cohesion is improving or not in student rich communities	Annual residents survey using Acorn analysis to separate data from student rich community
11.	Number of on-campus student volunteering hours.	UoK CCCU UCA? Canterbury College?	To be able to quantify the contribution of student volunteering on-campus	SU data CCC collates the data annually and monitor trends over time.
12.	Number of off-campus student volunteering hours.	UoK CCCU UCA?	To be able to quantify the contribution of student volunteering off-campus	SU data CCC collates the data annually and monitor trends over time.
13.	Number of bicycle thefts per 1,000 population in student-rich communities compared with the average for the district.	CCC from Police UK data	To understand trends	
14.	Number of noise complaints per 1,000	CCC	To understand if noise the level of	

	<b>Indicators</b>	<b>Information provided by</b>	<b>Why</b>	<b>Source</b>
	dwellings in Canterbury compared with the Herne Bay and Whitstable.		noise complaints compared to other areas in the district	
15.	Distance travelled to schools in student-rich areas .	CCC to obtain from KCC	To understand if catchment areas are getting wider or not in student-rich communities	
16.	Community use of key leisure & cultural services and events	UoK CCCU UCA? Canterbury College?	To understand the effectiveness of the promotion of the universities facilities to the wider-community	
17.	Community use of key services	UoK CCCU UCA? Canterbury College?	To understand the effectiveness of the promotion of the universities services to the wider-community	
18.	Number of student admissions at the community leisure centres.	CCC to obtain from Active Life	To understand how widely used community facilities are used by students	Active life data
19.	Number of empty/unlet rooms at the start of new academic year.	UoK CCCU UCA Homestamp	To understand the trends and preferences of where students want to live to inform future housing provision. Also measure the impact of policy intervention.	CCC collates the data annually and monitor trends over time.
20.	Number of students sharing individual HMOs.	Homestamp	To know how many licensable HMOs there are in our district and if licenced HMOs are managed better.	
21.	The average cost of student accommodation per	UoK CCCU UCA	Monitoring this will establish trends and identify where the	CCC collates the data annually and monitor trends over

	<b>Indicators</b>	<b>Information provided by</b>	<b>Why</b>	<b>Source</b>
	room.	Homestamp	most affordable housing is and contribute to advice the council gives to new developers.	time.
22.	Number and location of planning applications pending or granted for PBSA and number of new bedspaces this will create for students.	CCC	To monitor the per cent of students that can be accommodated by PBSA now and in the future to inform housing strategy.	CCC planning application data
23.	Number of new HMOs subject of Article 4 direction and if permission was granted or not.	CCC	To monitor the impact of the Article 4 direction and identify any changes in the location and density of HMOs.	Information from CCC planning
24.	per cent of residents in student=rich communities who are satisfied with: street cleaning, graffiti and fly tipping and waste and recycling services (compared to the average for the district)	CCC (through annual residents survey)	To understand if the appearance of student rich communities is more of a problem compared to other communities.	Annual residents survey using Acorn analysis to separate data from student rich community
25.	The level of 'pride in the local area' of residents in student=rich communities (compared to the average for the district)	CCC (through annual residents survey)	To understand if student rich areas are less well maintained than other areas.	Annual residents survey using Acorn analysis to separate data from student rich community
26.	What student = rich communities feel is more important and most in need of improvement in the district (compared to the average for the district)	CCC (through annual residents survey)	To understand the differences in priorities in student rich areas to help the council concentrate resources to where they are needed most.	Annual residents survey using Acorn analysis to separate data from student rich community

	<b>Indicators</b>	<b>Information provided by</b>	<b>Why</b>	<b>Source</b>
27.	Number of complaints from and about students regarding: Noise and antisocial behaviour Landlord/tenant related Criminal damage Parking and Rubbish	UoK CCCU UCA CCC	By measuring the trends in these complaints; the success of policy interventions can be monitored. This will also help identify where future action can be taken.	CCC collates the data annually and monitor trends over time.

## Appendix 33

### Consultation summary and suggested amendments

Old ref	Recommendation consulted on between 21 November and 19 December 2016	Summary of comments <sup>1</sup> from the consultation	New ref	Final recommendation following consideration by Higher and Further Education Community Working Group
1	The council, with Canterbury 4 Business, Canterbury BID and the universities, will work to ensure that Canterbury is marketed as a desirable location for high value employment.	Overall support: 85.1% 17 comments  Query over definition of high value employment and whether this is focused on existing as well as prospective future residents of the district	1	The council, with Canterbury 4 Business, Canterbury BID and the universities and college, will work to ensure that Canterbury is marketed as a desirable location for high value employment.
2	The council, working with the universities, will investigate ways to boost the supply of workspace for local businesses.	Overall support: 79.7% 22 comments  But concerns that workspace should not be at the expense of green fields and that infrastructure improvements may also be necessary. General concern over UoK's Masterplan.	2	The council, working with the universities and college, will investigate ways to boost the supply of workspace for local businesses.
3	The council, working with the universities, will review and continually look to improve the support on offer in the district to enable people, including graduates, to start their own businesses.	Overall support: 81.1% 14 comments  Feeling that input from existing business people important.	3	The council and C4B working with the universities, will review and continually look to improve the support on offer in the district to enable people, including graduates, to start their own businesses.

<sup>1</sup> The percentage showing overall support comes from the online survey only. The comments which have been summarised have been taken from all consultation responses: online survey, stickyworld (digital consultation tool), Northgate community centre drop-in day, emails and letters

4	The BID, in partnership with the universities and college, should establish a 'city welcome' offer through the Destination Management Plan for prospective students and their families, visiting academic staff, conference delegates and those attending higher and further education Open Days and graduation ceremonies.	Overall support: 65.5% 18 comments  Lack of understanding about what is meant by "city welcome" - add to glossary	4	The BID, in partnership with the universities and college, should establish a 'city welcome' offer through the Destination Management Plan for prospective and visiting students and their families, visiting academic staff, conference delegates and anyone attending higher and further education events.
5	The council, universities and the college should investigate the feasibility of developing an overarching local procurement framework.	Overall support: 51.4% (lower than other recommendations, but 32.4% had no opinion and only 14.2% do not support) 20 comments  Support but shouldn't be overly bureaucratic or restrictive for small businesses. Merge with rec. 6	5	The council, universities and the college should review best practice at other UK universities and investigate the feasibility of developing an overarching local procurement framework.
6	<b>The universities should investigate best practice at other UK universities for the purchasing of local goods and services.</b>	Overall support: 85.8% 10 comments  General feeling that this should already be happening. Merge with rec. 5		
7	<b>The BID should commission new research to better understand the value of the ENTE including the contribution of students and the higher education institutions.</b>	Overall support: 50.0% (lower than other recommendations, but 34.5% had no opinion and only 13.5% do not support) 23 comments	6	The BID should commission new research to better understand the value of the Evening and Night Time Economy including the contribution of students and the higher education institutions.

		<p>Lack of understanding of the acronym ENTE - add to glossary.</p> <p>Concern about the impact of ENTE on local residents.</p> <p>Suggestion that we should reword as the impact of ENTE rather than value, as value may imply only positive impact?</p>		
8	The universities, students' unions and landlords should continue to promote GP registration, to ensure as many students as possible are registered.	<p>Overall support: 78.4%</p> <p>19 comments</p> <p>Concern as to whether there are sufficient GPs in the area to deal with any increase in demand. Suggestion that the universities could assist by supplying GPs on campus so as not to adversely affect the wider population's ability in getting a GP appointment.</p>	7	No change to the original recommendation
9	The council, on behalf of the students' unions, will raise the issue of provision of sexual health services at the Local Health and Wellbeing Board to ensure that the needs of the student community are being met.	<p>Overall support: 77.7%</p> <p>13 comments</p> <p>Concern as to whether there are sufficient resources to deal with any increase in demand. Some students would prefer to be able to test in private, at home, rather than visiting clinic.</p> <p>Comments that the SU's should be representing themselves. Also concern that this recommendation only focuses on sexual health and doesn't talk about other</p>	8	The council and the Students' Unions, will raise the issue of provision of sexual health services at the Local Health and Wellbeing Board and Kent County Council to ensure that the needs of the student community are being met.

		health issues students may require support with, e.g. mental health.		
10	The council will actively work with other local authorities to address the particular funding challenges they experience as a consequence of being a university city.	Overall support: 86.5% 32 comments  Concern over loss of income due to Council Tax not being levied on student accommodation, suggestion of lobbying government to change this.	9	No change to the original recommendation
11	The council, working with residents' associations, students' unions and universities, will undertake an annual campaign to encourage both students and residents to get to know their neighbours.	Overall support: 83.8% 42 comments  Suggestion that Student Community Champions Scheme should be mentioned specifically and that this scheme could be extended.	10	No change to the original recommendation
12	The HE/FE Impact Working Group will conduct a review of the approach to volunteering.	Overall support: 68.9% 16 comments  Suggestion of aligning the approach with Kent Union's previous recommendations relating to volunteering.	11	The Higher and Further Education Community Working Group will conduct a review of the approach to student volunteering.
13	<b>The students' unions, landlords and universities should continue to work with the council to encourage voter registration.</b>	Overall support: 76.4% 18 comments  Suggested that this should be incorporated into the student registration process. Suggestion that the universities provide polling stations. Landlords comment that they are unsure of their role in this.	12	No change to the original recommendation

14	<p>The universities and landlords will be strongly encouraged to explore the possibility of making additional funding available to extend the Street Marshal Scheme based on an assessment of need.</p>	<p>Overall support: 71.6% 28 comments</p> <p>Need to clarify how need will be assessed. There is concern over how to get landlords to engage with the scheme as some landlords feel that this is the responsibility of the universities.</p>	13	No change to the original recommendation
15	<p>The council, working with residents' associations, landlords, students' unions and universities, will produce community information for all residents in student-rich areas to ensure they have the means to integrate effectively into their neighbourhood.</p>	<p>Overall support: 81.8% 32 comments</p> <p>Suggestion of including parish councils in the development of this information.</p> <p>Feeling that this information should include advice on acceptable vs. anti-social behaviour. Concern over the use of the term 'student-rich'.</p>	14	<p>The council, working with residents' associations, Blean Parish Council, landlords, students' unions and universities, will produce community information for all residents in student-rich areas to ensure they have the means to integrate effectively into their neighbourhood.</p>
16	<p>The universities and college, supported by their students' unions, should further promote the community use of their leisure &amp; cultural facilities, services and events.</p>	<p>Overall support: 87.2% 13 comments</p> <p>Need to clarify whether these facilities could cope with an increase in demand.</p> <p>Feeling that the facilities should be better advertised and a 'quick win' would be to document which facilities are accessible to the community and when.</p>	15	No change to the original recommendation
17	<p>The council, working with CCCU, will review the planning restrictions in place for community use of the</p>	<p>Overall support: 60.1% 5 comments</p> <p>Concern that increased use may cause</p>	16	No change to the original recommendation

	CCCU's sports centre.	traffic problems.		
18	The council will produce and publish an annual monitoring report of the housing market to inform its Housing Strategy.	<p>Overall support: 81.8% 19 comments</p> <p>Clarification sought over the objectives to which this monitoring report will work.</p> <p>Suggestion that this should include monitoring of Article 4 implementation.</p>	17	No change to the original recommendation
19	The council, as part of its housing strategy, will seek information to recommend the appropriate type, size and affordability of future private PBSA developments.	<p>Overall support: 69.6% 10 comments</p> <p>Lack of understanding of the acronym PBSA.</p> <p>Particular concern over the affordability and location of future developments.</p>	18	The council, as part of its housing strategy, will seek information to recommend the appropriate type, size and affordability of future private Purpose Built Student Accommodation developments.
20	The members of the HE/FE Working Group represented on the Home Stamp board will perform an effective review of the Home Stamp scheme and report their findings back to the Working Group.	<p>Overall support: 45.3% (lower than other recommendations, but 45.9% had no opinion and only 3.4% do not support) 20 comments</p> <p>Confusion on wording of recommendation as it reads like the working group will report findings back to themselves. Also request to explain what the review seeks to achieve.</p> <p>Concern that Homestamp is not effective as it is a voluntary scheme and many landlords</p>	19	The members of the Higher and Further Education Community Working Group represented on the Home Stamp board will perform review of the Home Stamp scheme including the 'code of conduct'.

		are not part of it. Feeling that this recommendation should be stronger and implement an enforceable code of conduct.		
21	The council will continue to ensure it is available to local landlords and lettings agents to assist with finding solutions to the problem of hard to let accommodation.	Overall support: 64.2% 18 comments  Comments that this isn't clear enough - how will the council assist? Concern that public money should not be used to fund improvements to private sector accommodation.	20	The council will continue to ensure it is available to local landlords and lettings agents to advise and assist with finding solutions to the problem of hard to let accommodation.
22	The council will ensure that landlords and residents are provided with clear street specific information as to when collection days are and what will be collected.	Overall support: 93.2% 28 comments  Many are aware that this information is already available both online and as leaflets posted through doors. Need to identify best way of ensuring students receive the information.	21	No change to the original recommendation
23	The council will encourage landlords, through clear guidance, to provide sufficient and appropriate bins that are clearly numbered.	Overall support: 88.5% 28 comments  Feeling that the wording of this recommendation needs to be strengthened - suggested to replace 'encourage' with 'ensure'	22	The council will strongly encourage landlords, through clear guidance, to provide sufficient and appropriate bins that are clearly numbered and monitor the situation.
24	The council will continue to work with the universities and landlords to implement a more effective end of term waste and recycling scheme.	Overall support: 91.2% 24 comments  Strong support for this recommendation	23	No change to the original recommendation

		but concern over timing - suggestion that this could be done both before and after end of term		
25	The council will use, and better advertise, its use of the regulatory powers to issue fixed penalty notices (FPNs) to reduce littering and inappropriate waste disposal to help deter persistent offenders.	Overall support: 83.1% 25 comments  Concern as to how this can be enforced, i.e. whether there are sufficient resources available to do so.	24	No change to the original recommendation
26	The council, working with landlords and lettings agents, will investigate and implement the most effective voluntary and regulatory ways to remove lettings boards in student rich areas.	Overall support: 64.9% 24 comments  Feeling that the wording of this recommendation is not strong enough - suggestions that we should implement an Article 7 direction to withdraw deemed permitted rights.  Concern over use of the term 'student rich'.	25	The council, working with landlords and lettings agents, will work towards removing lettings boards in areas where a high proportion of students live, following an investigations into the most effective and practical voluntary and regulatory methods.
27	The Canterbury College and combined students' unions, with support from the council, should conduct research into the way other districts provide affordable transport for students and investigate ways to introduce an 'eduzone' transport system in the city.	Overall support: 72.3% 31 comments  Concern that this recommendation focuses on student transport; feeling that any improvements to transport should benefit the wider community too.  Suggestion to develop a safe network of cycling and walking routes across the city.  Feeling that creating access to Canterbury	26	No change to the original recommendation

		West Station from Roper Road would alleviate traffic problems.		
28	The HE/FE Working Group will monitor student numbers and act as a key consultee on all local strategic plans that may influence this.	<p>Overall support: 78.4%</p> <p>23 comments</p> <p>Concern as to whether student numbers will be monitored in relation to the availability of housing.</p> <p>Suggestion that the universities should consult the council over the impact of any significant changes in student numbers.</p>	27	The Higher and Further Education Community Working Group will monitor student numbers and act as a key consultee on all local strategic plans that may influence this.
29	The Student Community Working Group will become the Higher and Further Education Working Group and its role and membership is reviewed to ensure it has a strategic voice and effective oversight of the impacts of being a university city.	<p>Overall support: 59.5% (lower than other recommendations, but 29.7% had no opinion and only 8.1% do not support)</p> <p>9 comments</p> <p>The group should include effective representation of local residents/residents' associations.</p>	28	The Student Community Working Group will become the Higher and Further Education Community Working Group and its role and membership is reviewed to ensure it has a strategic voice and effective oversight of the impacts of being a university city.
30	The council will appoint a designated officer providing community support in student-rich communities to act as a single point of contact and coordinate operational activity.	<p>Overall support: 81.8%</p> <p>22 comments</p> <p>Feeling that the universities should either fund this post, or create a similar post of their own.</p> <p>Need to ensure the contact details for the officer are well advertised.</p>	29	No change to the original recommendation

31	The council will organise a biennial higher and further education conference, with a broad range of stakeholders to foster good community relations and maintain a shared understanding of the impacts of being a university city.	Overall support: 66.2% 23 comments  Concern over the cost of such a conference. Feeling that regular meetings may negate the need for a conference.	30	No change to the original recommendation
32	The council will coordinate and publish an annual report to assess the ongoing economic, social and physical impact of higher and further education on the district, based on the indicators set out in the appendix.	Overall support: 80.4% 11 comments  Support the principle of the report, providing the findings contained within it are acted upon.	31	No change to the original recommendation
-	New recommendation	As a result of the feedback from the consultation a new recommendation has been added to ensure that existing work and arrangements are promoted. This is to recognise that issues that are not mentioned in the list of recommendations are being dealt with as 'business as usual'.	32	The council, universities and college will further promote their existing arrangements for reporting and dealing with feedback and complaints (including noise, refuse and parking), and will continue to support complainants in referring issues to the relevant agencies for investigation and intervention, where appropriate.

**Other comments:**

- The term 'student-rich' received criticism and has now been replaced throughout the document
- Concern from SU's that student residents are referred to separately to local residents - the document has been reviewed to ensure any separation of the communities in the context is necessary

## **Appendix 34**

### **Executive Higher and Further Education Community Working Group Terms of Reference**

#### **The purpose and scope:**

- Have an overview of matters of mutual interest between the council, police, universities, college, residents' associations, students' unions, local landlords and lettings' agents and local businesses in relation to the impact of higher and further education in the Canterbury district.
- Provide a strategic voice at a local and national issues in relation to higher and further education issues.
- Have oversight of the implementation of the Higher and Further Education Impact Review the action plan.
- Consider the annual monitoring report and indicators
- Act as a key consultee on all local strategic plans that may influence this.
- Receive regular updates and shape the priorities of the Higher and Further Education Operational Group.

#### **Roles and responsibilities:**

The working group is accountable for:

- fostering collaboration
- removing obstacles to the action plan's successful delivery

The working group members will commit to:

- attending all scheduled working group meetings or provide a substitute
- champion the work of the working group
- make timely decisions and take action within agreed timescales
- notify members of the working group, as soon as practicable, if any matter arises which may be deemed to affect the working group's role/purpose.
- ensure that members of the working group are elected or appointed by the organisation they represent.

#### **Membership:**

Each organisation and group is responsible for nominating a representative or representatives to attend the meetings and this will be reviewed annually.

<b>Organisation</b>	<b>Number of representatives</b>
Canterbury City Council lead officer	Deputy Chief Executive
Canterbury Christ Church University	1
Canterbury College	1
Canterbury College Students' Union	1 officer and 1 student
CCC ward councillor	3
Christ Church Students' Union	1 officer 1 student
Kent Police	1
Kent Union	1 officer and 1 student
Landlords' Association	2
Residents' Association Alliance	6
University for the Creative Arts	1
University for the Creative Arts Students' Union	1 officer and 1 student
University of Kent	1

### **Meetings:**

- All meetings will be chaired by Velia Coffey, Canterbury City Council.
- Decisions made by consensus (i.e. members are satisfied with the decision even though it may not be their first choice). If not possible, chair makes final decision.
- Meeting agendas and minutes will be provided by Canterbury City Council, this includes:
  - preparing agendas and supporting papers
  - preparing meeting notes and information
- Meetings will be held quarterly.
- Venue: hosted by either Canterbury City Council, University of Kent, Canterbury Christ Church University or Canterbury College.

### **Operational group:**

The executive will be supported by the operational group who will be responsible for the delivery for actions and project delivery arising from the impact review. It will also have coordinate and undertake of joint activity between partners.