

Action	Objective	Milestones	Lead partner/organisation	Partners involved	Timescales	Actions to date
Securing better accommodation for students (v1.0)						
1	Monitor any population changes of students	Universities to commit to share information on trends; intake numbers, accommodation needs and changes plus any changes in their own accommodation stock. Share prediction on housing based on university intakes.	University Accommodation Services	Tracey Austin , Cardiff University, Sarah Spencer , Cardiff Metropolitan University, Nick Hennessy , University of South Wales	Report every July	
		Evaluate the percentage change of students living at home (i.e. not needing housing in halls) over the past five years	University Accommodation Services	Tracey Austin , Cardiff University, Sarah Spencer , Cardiff Metropolitan University, Nick Hennessy , University of South Wales	Report every July	
		Map out and track any relevant student location changes across the city from data from the class N exemption list	Emma Robson, Student Liaison Officer	Council Tax	Review in July	
2	Ensure student accommodation and impact are incorporated into planning policy	Build into LDP at revision stage - impact of Students in Cardiff	Strategic Planning	Strategic Planning		
		Prepare an advice note for developers of large scale student accommodation (e.g. halls of residence).	Strategic Planning	Strategic Planning	Jun-15	(Dec 2014) Student Liaison Management group & Strategic Planning involved in a Welsh Government project researching the impact of HMOs on cities that may influence planning policy
3	Ensure adequate supply of Halls of Residences	Universities to adopt a Halls of Residence development and maintenance plan. Consider development of accommodation strategies for each university	University Accommodation Services	Tracey Austin , Cardiff University, Sarah Spencer , Cardiff Metropolitan University, Nick Hennessy , University of South Wales	Review every July	
		Assess any new or proposed Halls of Residence developments. Ensure that best practice is shared, relationships and open communications developed.	Strategic Planning	Housing Enforcement, Emma Robson , Student Liaison Officer	Ongoing - when they arise	Halls of residence plans reviewed when new applications arise.
4	Maximise opportunities to provide information on accessing the private rented sector	Review and publish a house hunting checklist	Emma Robson , Student Liaison Officer	Housing Enforcement	Sep-15	
		Continue to develop www.cardiffdigs.co.uk by developing a video tour of a high quality house	Emma Robson , Student Liaison Officer	Universities, Student Unions, Student Support Services,	Aug-15	
		Support housing weeks and development of education around house hunting issues especially related to understanding contracts and rights. Maximise opportunities to provide information to Erasmus and International Students.	Emma Robson , Student Liaison Officer	Angharad Thomas , Housing Enforcement & Landlord Accreditation Wales	Ongoing	
		Review the student unions Student Housing Handbook and develop as necessary for future years.	Zandra Pitt , Cardiff Student Advice Centre, Alison Lerner , Cardiff Met Student Advice Service	Student Union Advice services	Review in August	

		Housing Enforcement to continue to offer advice surgeries at unions. Bring in other partner organisations for advice stands and explore potential to expand advice across all universities and unions.	Emma Robson , Student Liaison Officer	Housing Enforcement, South Wales Police, Waste Management, Noise Pollution,	Ongoing	Jan 2015 - Housing Enforcement attend yearly housing advice stands at Cardiff SU in November and Cardiff Met in January. Housing fair at Cardiff Met is attended by South Wales Police, Landlord Accreditation, Cardiff Digs, Waste Management, University Support services and Noise Pollution.
5	Reduce the level of properties below the legally required standard	Enforce the Council 'Let By' sign board policy. Keep up to date with best practice around 'To Let' signs related to opportunities for removal	Strategic Planning	Ross Cannon , Strategic Planning	Ongoing	2014 - Case submitted to Welsh Government for removal of deemed consent
		Evaluate the impact of additional licensing	Housing Enforcement	Steve Tudball , Housing Enforcement	Yearly in April	Evaluation completed 2012 - 2013. Plasnewydd declared an area of additional licensing in November 2014, following extensive research.
		Study effectiveness of University housing lists and publicise to student population; ensure only accredited/licensed properties are advertised.	University Accommodation Services	Housing Enforcement, Landlord Accreditation Wales, Student Unions	Review yearly at Summer Student Liaison Management meeting	
		Attend any Landlord Open Day's run by landlords with information stands.	Emma Robson , Student Liaison Officer	Landlord Accreditation Wales	Ongoing	
6	Educate and improve student knowledge of legal rights	Set up and support an advertising campaign to inform students about any unfair terms and their rights regarding letting agent fees. Ensure related documents support landlords.	Rachel Natton , Cardiff Students' Union Student Advice Centre	Emma Robson , Student Liaison Officer Douglas Haig , Landlords Forum Cardiff Students' Union Advice Centre Trading Standards Housing Options Steve Tudball Housing Enforcement, Angharad Thomas , Landlord Accreditation Wales Alison Lerner , Cardiff Met Students' Union, Sarah Spencer , Cardiff Metropolitan University Tracey Austin , Cardiff University Nick Hennessy , University of South Wales	Sep-15	Task Group established in 2012 and partners created an "Unfair Tenancy Contract" leaflet. Next step is to re-establish the group and devise action points to take this forward within the three Student Unions.
7	Review access to accommodation for disabled students	Research legal position regarding the adaptation of property for disabled students & include information on disabled student rights to adaptation in relevant publicity material	Emma Robson , Student Liaison Officer	Strategic Planning, Student Unions	Feb-15	Information obtained about Private Sector Halls of Residences in Jan 2015. Further research needed.

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Encouraging neighbourliness and community respect (v1.0)						
8	Maintain and improve strong community relations through effective Neighbourhood Management	Continue best practice around community initiatives, liaising with community members through the Neighbourhood Management Process. Ensure consultation on priorities actions e.g. recycling/waste, noise, car parking, anti-social behaviour	Emma Robson , Student Liaison Officer	PACT chairs, South Wales Police PACT officers, Local Councillors, Nicki Feneck, Nici Evans and Martin Birch Neighbourhood Management Student Union Sabbatical Officers	Ongoing	Student Liaison Officer attending regular PACT meetings, working with residents and Councillors on issues such as waste, noise and anti social behaviour. Community walkabouts take place at the start and end of every academic term to educate tenants about correct waste disposal and crime prevention.
		Utilise and develop the Environmental Champions volunteer student scheme which includes a range of partner agencies and non-students to ensure people are aware of their social responsibilities e.g. recycling/waste, noise, car parking, anti-social behaviour	Emma Robson , Student Liaison Officer	Environmental Champion partnership group	Ongoing	Environmental Champion partnership group meet quarterly to discuss the development of the project. Volunteers take part in a wide range of events, including community walkabouts, litter picks, beach cleans. 2013 - Millenium Volunteering status granted. October 2014 - Funding granted. November 2014 - New partnership with Cardiff Met Students Union. January 2015 - partnership agreement drafted to include wide range of partners, needs finalising.
		Obtain funding for the Environmental Champion project and apply to sustainability projects in the community	Emma Robson , Student Liaison Officer	Environmental Champion partnership group	Yearly	Funding obtained October 2014 and used for a Sustainable Travel project that encourages responsible and safe cycling. Will apply for a new round of funding in June 2015.
		Develop the social marketing initiative poster 'You're In. Now What' to ensure people are aware of their social responsibilities when moving into the private rented sector and the community with increased technological reach e.g. videos	Emma Robson , Student Liaison Officer	Student Liaison Management group, Douglas Haig , Landlords forum	Ongoing	You're In Now What supports new Moving In and Out checklists. All information is available online but is also distributed to students and residents on walkabouts, at community PACT meetings as well as landlords and agents via email and the Landlords Forum.
		Develop and increase readership of Unity news, encourage stories from outside sources	Emma Robson , Student Liaison Officer	Student Union Sabbatical Officers	Jun-16	Unity News is circulated twice a year in June and December. December 2014 - articles received from South Wales Police, South Wales Fire and Rescue Service, and the Student Unions.
		Develop best practice around introductions to neighbours - e.g. welcome postcard, introduction to locality, increased civic pride. Consider best way to distribute welcome postcards.	Student Union Partnership group	Emma Robson , Student Liaison Officer Student Union Sabbatical Officers PC Mike Neate, PCSO Fran Richards , South Wales Police Nici Evans, Nicki Feneck, Martin Birch , Neighbourhood Management Student Liaison Management group	Ongoing	
		Develop and advertise noise initiatives to advise students on acceptable behaviour and the sanctions imposed if this is breached.	Noise and Air Pollution	Emma Robson , Student Liaison Officer Student Union Sabbatical Officers PC Mike Neate, PCSO Fran Richards , South Wales Police Nici Evans, Nicki Feneck, Martin Birch , Neighbourhood Management Student Liaison Management group	Ongoing - Feb 16	

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Improving community health and safety (v1.0)						
9	Work collaboratively to minimise crime in the community	Develop and maintain crime awareness partnerships to ensure year on year reductions in crime against students	PC Mike Neate, PCSO Fran Richards, South Wales Police	Joanne Lamacraft and Jon Bayley, Cardiff University Security and Porter Service Sarah Spencer, Cardiff Metropolitan University University of South Wales, South Wales Police Student Volunteering Cardiff Student Police Initiative Emma Robson, Student Liaison Officer Housing Enforcement Student Union sabbatical officers	Review yearly in July	Operation Saturn is developed year on year. It consists of increased Police patrols, presence at key collection and Fresher events, and incorporates multiple partnership campaigns, all with the aim of reducing burglary.
		Develop the impact of the Lock it. Hide it. Keep it. campaign to reduce incidences of burglary. Develop and increase scope of the Student Police Initiative and seek out opportunities to bid for funding.	PC Mike Neate, PCSO Fran Richards, South Wales Police	South Wales Police Student Volunteering Cardiff	Review yearly in July	Campaign promoted throughout the year with a strong focus during Freshers events, Going Home for Holidays and Halls to House campaigns. Student Police initiative currently funded by Endsleigh insurance and supported by SVC and Cardiff Students' Union.
		Develop Student Safety advice campaigns, share best practice and assist with education drives around crime prevention	PC Mike Neate, PCSO Fran Richards, South Wales Police Emma Robson, Student Liaison Officer	Joanne Lamacraft and Jon Bayley, Cardiff University Security and Porter Service Sarah Spencer, Cardiff Metropolitan University University of South Wales, South Wales Police Student Volunteering Cardiff Student Police Initiative Housing Enforcement Student Union sabbatical officers	Review yearly in July	July 14 - working together on multiple campaigns including 'Going home for Holidays', Halls to House', 'Lock it hide it keep it' 'Student Safety bus wristbands' and 'U-safe'.
		Continue implementing additional licensing with conditions for security and serving notices. Work with Landlords to install safe locks to external doors and windows.	Housing Enforcement	PC Mike Neate, PCSO Fran Richards, South Wales Police	Ongoing - review yearly in July	Housing Enforcement and South Wales Police continue to work together on the Burglary Project. Sept 14 - new video produced to advise students about home security, to be completed by November 14. Will be circulated widely to Universities, landlords, agents and Student Unions via Cardiff Digs
10	Ensure allocation and access of health services for students is appropriate	Monitor and evaluate the success of the local enhanced health service for students. Feedback experiences and issues related to health services for students to the Local Health Board when they arise.	Local Health Board (LHB) & Universities	Local Health Board (LHB) & Universities	Ongoing - review yearly in August	
		Appraise registry issues to ensure students are able to access services in their locality. Monitor success related to ensuring health practices lists are full with active patients rather than patients that need de-listing because of movements out or around Cardiff.				
		Work with register offices on the idea for automatic allocation which aims to ensure that students that leave Cardiff or move area aren't taking up spaces on list that prevent new patient sign ups.				
		Monitor if there are any issues around accessing dentists				
11	Work collaboratively to address alcohol and substance abuse related issues.	Set up a task group to look at the health/social effects of student drinking trends around alcohol. Include impacts on NHS Accident and Emergency Resources. Look at extending to include substance abuse.	PC Mike Neate, PCSO Fran Richards, South Wales Police	Student Safety Partnership Task Group	Aug-15	
12	Work collaboratively to minimise fire hazards in the private rented sector, and the community	Develop Student Safety advice campaigns, share best practice and assist with education drives around fire safety in the home.	Justin Jones, South Wales Fire and Rescue Service Emma Robson, Student Liaison Officer	Cardiff University Sarah Spencer, Cardiff Metropolitan University University of South Wales South Wales Police Student Volunteering Cardiff Student Police Initiative Emma Robson, Student Liaison Officer Housing Enforcement Student Union sabbatical officers	Ongoing - review yearly in July	
		Research opportunities for developing student volunteering within South Wales Fire and Rescue service.	Justin Jones, South Wales Fire and Rescue Service	Adrienne Earls, Student Volunteering Cardiff PCSO Fran Richards and PC Mike Neate, South Wales Police	Jan-16	
		Work with landlords and letting agents to ensure fire safety standards are being met. Encourage information sharing with tenants.	Housing Enforcement	South Wales Fire and Rescue Service Angharad Thomas, Landlord Accreditation Wales, Emma Robson, Student Liaison Officer	Ongoing - review yearly in July	
13	Raise awareness of consumer rights and obligations	Identify any consumer issues which could potentially be harmful to students - e.g. counterfeit goods, including food, alcohol, electronic items and illegal money lending. Ensure information and lines of referral for advice is clear and available	Trading Standards	Trading Standards Illegal Money Lending Unit Student Liaison Officer	Ongoing	

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Promoting environmental sustainability (v1.0)						
14	Increase energy efficiency in student housing	Increase tenant understanding of EPC's and the role they play by setting up education drives with the Environmental Champion scheme. Ensure tenants are aware of potential energy saving information for a property by relating it to bills and monetary information.	Emma Robson , Student Liaison Officer	Andrew Self , Cardiff Council Energy Saving Trust Housing Enforcement Environmental Champion partnership group	Nov-15	
		Increase information sharing to landlords of investments and long term building improvements to reduce carbon emissions e.g. incorporating energy efficiency improvements during the refurbishment, funding and grant schemes available for landlords and information on renewable energy and microgeneration for householders.	Angharad Thomas , Landlord Accreditation Wales	Andrew Self , Cardiff Council Angharad Thomas , Landlord Accreditation Wales Douglas Haig , Landlord Forum Housing Enforcement	Ongoing	Information sent out when required by Housing Enforcement Licensing team to any landlord requiring works to improve the energy efficiency of their property
		Encourage/incentivise landlords to put in energy efficiency measures (USP – unique selling point)	Douglas Haig , Landlords Forum	Landlord Accreditation Wales	Ongoing	Energy efficiency schemes are advertised when they arise, on the LAW website, and at Landlord forums.
15	Ensure the correct disposal of refuse/increase recycling	Work with landlords forum, letting agents and ALMA to encourage landlords to understand waste responsibilities during the summer especially with regards to when building work takes place	Waste Management	Lauren Bodman , Waste Education and Enforcement Jen Sadler , Waste Strategy Emma Robson , Student Liaison Officer, Douglas Haig , Landlords Forum	Ongoing	March 2014 - Waste Management & Student Liaison Officer attended the Landlords forum to discuss GIOFC and landlords waste responsibilities during the summer. Student Liaison Officer will send advice sheets out to landlords in May/June.
		Investigate location of bins in student areas and increase frequency if appropriate. Possibility of companies sponsoring street litter bins in the area.	Waste Strategy	Keep Cardiff Tidy partnership group	Ongoing - review yearly in March	In progress. Student volunteers have carried out Street Quality Index surveys on 12 streets in Cathays with Keep Wales Tidy and Cynefin. Cynefin have found locations for potential bins in areas where litter is high and is discussing this with Waste Management.
		Communicate to students their waste and recycling responsibilities. Develop yearly publicity and enforcement campaigns. Increase Tidy Text sign ups.	Waste Management	Lauren Bodman , Waste Education and Enforcement Jen Sadler , Waste Strategy Emma Robson , Student Liaison Officer, Universities Student Unions	Ongoing	Waste Management and Cardiff Digs attend Freshers events, Housing fairs and other outreach events at the three Universities and Student Unions and take part in Halls to House campaign. Messages circulated via social media, community walkabouts, university and student union websites at key times of the year. Next step is to investigate possibility about doing proactive work before students arrive at University.
		Support the Additional Licensing scheme	Waste Management	Housing Enforcement	Ongoing	Nov 14 - Joint patrols with Waste Enforcement Officers and Housing Enforcement Officers, with "action day" input from Pest Control, Police and Fire Service, on certain key streets as pilot project. Next step is to develop a joint working protocol in readiness for redeclaration of Cathays.
		Look into the possibility of data sharing to assist in the ongoing education of students and waste responsibilities.	Universities, Waste Management	Student Liaison management group, Waste Management	Ongoing	
		Continue increasing the scope of the Get It Out For Cardiff Scheme, specifically the re-use side within the halls of residences, student unions and private rented sector	Emma Robson , Student Liaison Officer, Jen Sadler , Waste Strategy, Lauren Bodman , Waste Education and Enforcement	Student Liaison Officer Waste Management	Ongoing	Evaluation meeting took place in November 2014 with all partners. Operational meeting taking place in February 2015 to discuss development of campaign for 2015.
		Reduce unwanted flyering on University land by researching legal position and enforcing action	Lauren Bodman , Waste Enforcement Emma Robson , Student Liaison Officer	Student Liaison Management group	Feb-15	Partnership with Waste Management established Feb 14. Sept 14, trial of fining on University property to begin. New powers coming in Oct 14 that may help.

16	Review sustainable travel into and around Cardiff	Evaluate the impact of new permit schemes on students and the civil enforcement parking scheme	Central Transport Services	Central Transport Services	Ongoing	Liaising with Halls of Residence providers to encourage students not to bring cars to University. Advising students about sustainable travel during Halls to House campaign in May 14.
		Analyse and evaluate information to students about the sustainability issues of bringing cars to university and the use of alternative transport.	Emma Robson , Student Liaison Officer	Cycle Liaison Group		
17	Review and improve cycling in Cardiff	Review cycle routes to determine if additional routes/safety improvements are required to serve the universities campuses and students social places, e.g. sports facilities.	Cheryl Owen , Cardiff Council	Universities, Cycle Liaison Group	Review yearly	
18	Improve the use of green spaces in Cathays, Gabalfa and Plasnewydd	Research opportunities for regenerating unsightly areas in Cathays, Gabalfa and Plasnewydd	Emma Robson , Student Liaison Officer	Adrian Jones & Rob Jones , Parks James Moore , Regeneration, Nicki Feneck, Nici Evans and Martin Birch , Neighbourhood Management, Mike Neate & Fran Richards , South Wales Police, Luke Rice , Cynefin	Review yearly in July	January 15 - project team established to research and discuss viability of a Cathays Regeneration project.

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Developing communications to create better informed communities (v1.0)						
19	Increase traffic to cardiffdigs.co.uk	Increase marketing of cardiffdigs.co.uk	Emma Robson, Student Liaison Officer	University Public Relation Centres Students Unions Marketing departments	Ongoing	
		Monitor and evaluate hits, time spent on site, bounce rates, sources and traffic with an aim to seek out opportunities to improve traffic	Emma Robson, Student Liaison Officer	Jon Haines, Cardiff Council	Monthly	Google analytics set up and Student Liaison Officer receives statistics every month.
20	Ensure effective communication between partners	Develop and maintain an academic year planner to share with partners that timetable out key campaign dates and necessary education drive dates.	Emma Robson, Student Liaison Officer	Police Student Liaison Officers	Apr-15	Calendar created January 2015. Next step is to arrange regular communications to partners about upcoming campaigns.
21	Ensure effective communication to the student population	Utilise student focused communication channels such as Facebook, Twitter, Student Newspapers, Radio channels, Union websites etc, to promote current campaigns and projects	Emma Robson, Student Liaison Officer	University Public Relation Centres Students Unions Marketing departments Police Student Liaison Officers	Ongoing	