Welcome to the first edition of Community. Throughout the last year we have worked on a number of significant public-interest projects, including consultation on our Concept Masterplan (article below) and working with Canterbury City Council and partners to review the impact universities have on the area (page 3). As a result, we have developed a number of new relationships with local groups and organisations which we hope to build upon in the future. We have also identified ways we could enhance our public engagement, including more regular contact with residents and businesses. This has led to the introduction of Community and the creation of dedicated webpages at www.kent.ac.uk/community which will be used to share key information about the University and support an ongoing partnership with local residents and businesses.

In 2016, we published our Concept Masterplan containing ideas on how best to develop the campus over the next 30-50 years to meet the needs of the University community and of the city and region that we are so proud to be a part of. Public consultation ran from July to September 2016 and included presentations to a number of local organisations and groups as well as public exhibitions, a leaflet drop to residents and information online. We have learnt a lot from the people we met during the consultation phase and have also identified ways we could improve our public engagement in the future. A report of the public consultation and the feedback received has been published and is available at: www.kent.ac.uk/community/masterplan

We are now working on a series of stages leading to the publication of a complete Framework Masterplan, each of which will include further consultation and opportunities for you to comment. These stages will include more definite proposals based on in-depth transportation, environmental and other studies as well as the feedback we receive throughout. We are currently working with Canterbury City Council to agree the precise timeline for that process, but we anticipate that the work could take up to 18 months to conclude. More information will be available at: www.kent.ac.uk/community/masterplan

Current building plans
While the Masterplan lays out a framework for the long-term future of the campus, the University also has a five-ten year plan with more definite details of our actual building plans. These include academic buildings for teaching and research as well as student support, activities and improved sports facilities. All of these are to be built within the heart of the campus alongside our current buildings or in place of ones in need of replacement. We’ll be providing more details in the next issue.
Experience our campus

We offer a range of leisure facilities for both students and residents to use. For those who haven’t been onto campus before, here’s an overview of what awaits you.

Our campus encompasses 300 acres made up of parkland, formal gardens, woodland, grassed areas, hay meadows, ponds and a woodland trail. We enjoy a privileged position overlooking the city. Come and enjoy it with us. It’s a great place for dog walks, bike rides and enjoying the great outdoors. Many areas are paved making access suitable for those with prams, wheelchairs or bikes.

A diverse range of catering outlets, run by our award-winning team, offer creative menus using quality local produce. Choose from one of 13 restaurants and cafes for quick snacks or leisurely dining. If you’d like to know more about our food outlets, please visit www.kent.ac.uk/catering or phone 01227 827164.

Our extensive sport and fitness facilities are among the best in the region. We have a fully-equipped gym, halls and courts, with a range of classes offered and sports catered for. Qualified staff are on-hand to help you achieve your goals. Whether you’re an elite sportsperson or looking to lead a healthier lifestyle, there is something for everyone so you can decide the pace. If you’d like to know more about sport, please pop in to the sports centre on campus, visit www.kent.ac.uk/sport or phone 01227 823623.

We are also home to the Gulbenkian, featuring a 340-seat theatre, 300-seat cinema and informal cabaret area, where you can enjoy some of the best performances across music, comedy, theatre, dance and film. If you’d like to know more about the Gulbenkian, please pop in to see us on campus, visit www.thegulbenkian.co.uk or phone 01227 769075.

RESIDENTS’ DISCOUNTS

50% off Kent Sport memberships
This summer our half-price sport and fitness memberships give you all-inclusive access to our facilities with no contract ties, giving you complete flexibility. Quote ‘newsletter’. www.kent.ac.uk/sport 01227 823623

£2 off films
From new releases to arthouse classics, enjoy films at the Gulbenkian for just £6.50 this summer.
Book online www.thegulbenkian.co.uk, select ‘Full’ as the ticket price and enter discount code ‘summer’.
This offer is valid for standard films only.

DID YOU KNOW?
Visitors can park for free on campus after 17.00

NOW BOOKING
- SummerZone sports camps, Monday 7 to Friday 18 August 2017 www.kent.ac.uk/summerzone 01227 823623
- bOing! International Family Festival, Saturday 26 and Sunday 27 August 2017 www.boingfestival.com 01227 769075
The impact of being a university city

Working with Canterbury City Council and its partners, we contributed to a comprehensive review of the impact of higher and further education in Canterbury.

This was the largest piece of work of its kind to be carried out in Canterbury and looked at the economic, social and physical impact of being a university city.

The review incorporated the views of residents’ associations, community groups, landlords, Kent Police, local residents and businesses, together with independent experts on university towns and cities. Key findings include:

**Economic**
- **Economy** – It’s estimated that about 3,300 jobs and £909 million of the local economy value is due to the presence of the universities.
- **Accommodation** – In 2016, the University of Kent took visitor bookings for 140,000 bed nights over a 13-week period. This is a vital addition to the 219,000 bed nights provided elsewhere in the city throughout the year.

**Social**
- **Volunteering** – Students gave over a quarter of a million volunteering hours in 2014-2015, many of which contributed to improving the lives of some of the district’s most vulnerable residents.
- **Safety** – Since 2011, the city has had Purple Flag accreditation recognising that Canterbury has a safe and enjoyable evening and night-time economy.

**Health** – Having a large student population is financially beneficial for local health services, which receive funding per resident.

**Anti-social behaviour** – The universities have helped reduce disruption through the Street Marshall scheme, which aims to safeguard students and local residents and promote positive community relationships.

**Physical**
- **Rubbish** – A waste amnesty trialled in 2016 was successful in targeting the increase in household waste generated at the end of the academic year when students move out. Problems associated with upkeep of properties is not linked to student properties exclusively.

**Travel** – Investment by the University of Kent into a regular and 24-hour bus service for the public, students and staff, supports aims to reduce car travel where possible.

There is no correlation between the students’ arrival in freshers’ week and above average traffic on the major roads in Canterbury.

**Parking** – The biggest factor that affects the availability of parking permits is road layout.

The findings generated 32 recommendations, which build upon the positive opportunities and minimise the negative impact for residents. View the full impact report, key findings and recommendations at [www.kent.ac.uk/community/hefeimpact](http://www.kent.ac.uk/community/hefeimpact)

We are pleased to have been involved in such a substantial review and welcome the acknowledgement of the hugely positive impact the University has on the city. During the process, we made new connections with local groups and organisations, and learnt more about our environment. We look forward to working closely with partners to develop in the areas that have been highlighted for improvement, and will continue to support and progress areas found to be successful.
We’re working together with Canterbury Christ Church University (CCCU), Canterbury City Council and Kent Police to provide our local residents with key dates and useful contacts for information and advice.

**Dates for your diary – 2017**

- **Tuesday 18 April** – Summer term begins at CCCU
- **Monday 8 May** – Summer term begins at Kent
- **Friday 2 June** – CCCU Summer Ball, on campus
- **Saturday 3 June** – Kent’s Summer Ball, on campus
  
  While the summer ball is an opportunity for students to celebrate their final year at university, we are conscious of the potential impact on local residents. The police, council and universities together monitor noise levels and student conduct to ensure an enjoyable evening for all.

- **Saturday 17 June to Sunday 24 September** – Summer vacation
  
  Understandably, students moving out of accommodation at the end of the summer term can lead to additional rubbish. Please see the information on page 5 which outlines how we are working together to minimise the impact on neighbours.

- **Monday 10 to Friday 14 July** – Kent graduations
- **Tuesday 12 and Wednesday 13 September** – CCCU graduations
  
  As families gather to celebrate the incredible achievements of our students, this can increase the number of visitors to the city and amount of traffic in the area. Please allow extra time when travelling through Canterbury.

- **Saturday 16 and Sunday 17 September** – Arrivals weekend for new students at Kent and CCCU
  
  Following the success of last year, we will be prescribing staggered arrival times for new students to help reduce disruption in local areas.

- **Monday 18 to Friday 22 September** – Welcome week for new students at Kent and CCCU
- **Monday 25 September** – Autumn term begins at Kent / Semester 1 begins at CCCU
- **Saturday 16 December to Sunday 14 January 2018** – Winter vacation
  
  For more dates visit [www.kent.ac.uk/community/dates](http://www.kent.ac.uk/community/dates)

**Who to contact**

If you are experiencing problems with your neighbours, use the contacts below for information and advice.

**Noise**

For issues relating to loud music, shouting, dogs barking, alarms and DIY or construction, please contact Canterbury City Council:

T: 01227 862 202
E: envhealth@canterbury.gov.uk

**Rubbish**

If you experience a problem with rubbish left uncollected please contact Serco, Canterbury City Council’s waste contractor:

T: 0800 031 9091
E: environmenthelpdesk@canterbury.serco.com

**Parking**

If you experience problems with people parking inconsiderately or illegally, please contact Canterbury City Council:

T: 01227 862 429
E: parking.enforcement@canterbury.gov.uk

**Crime or anti-social behaviour**

T: 101 to report non-urgent crime
T: 999 to report an emergency

You can find out who your Police Constable or Police Community Support Officer is by going to the Kent Police website www.kent.police.uk and entering your postcode.

**Students**

Both universities take the concerns of their neighbours very seriously. If local residents experience anti-social behaviour, whether they believe them to be students or not, they should contact the above appropriate agencies as they have the power to intervene. However, if you need further support both universities have a community liaison person who can provide further advice.

- **University of Kent**
  E: contactus@kent.ac.uk
- **Canterbury Christ Church University**
  E: community.liaison@canterbury.ac.uk

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**WE’D LIKE TO HEAR FROM YOU**

*Community* is one way we are strengthening our partnerships with residents and businesses and part of this is about developing a dialogue. If you have any questions or comments about the University or there is something you would like us to feature in a future issue, please email communityinfo@kent.ac.uk, call 01227 824009 or write to us at Community, Corporate Communications, Room 155, The Registry, The University of Kent, Canterbury, Kent CT2 7NZ.
MOVING OUT

Canterbury Christ Church University and the University of Kent, working with Canterbury City Council, are here to help students and local communities plan ahead for the end of the academic year, when students start to move between houses or away from Canterbury.

ADVICE FOR STUDENTS

Your to do list:
• Change your address with your University and all other key contacts.
• Check your tenancy agreement.
• Have a good clean.
• Settle your bills.
• Unsubscribe to utilities or any other services.
• Arrange an inspection date with your landlord and check the items listed on your inventory.
• Organise to get back your deposit.

ADVICE FOR RESIDENTS

If you have students as neighbours, maybe have a chat with them to:
• See if they need any help or advice on moving out.
• Share with them the schedules for waste and recycling collection.
• Ask when they are moving out and if they might need to arrange for their bin to be popped back because of when bin day falls.

LET’S TALK RUBBISH

All the information you need to know about what goes in what bin, when the bin collection dates are and how to recycle are on the council website: www.canterbury.gov.uk/recycling.

ADVICE FOR STUDENTS

• See if your area is covered by a bin amnesty when all the rubbish will be picked up as part of the weekly collection.
• Across both universities and at the Students’ Union you can pick up extra free purple bin sacks if you think you are going to need them.
• Register with the new recycling app, visit canterbury.gov.uk/revolution for details on bin collections.
• For large items, why not think about donating to a local charity?
• Don’t forget there are food banks, book bins and clothes recycling collection points at both universities.

ADVICE FOR RESIDENTS

If waste is missed by Serco you can call them on freephone 0800 031 9091 or email your comments to environmentalhelpdesk@canterbury.serco.com. Their phone lines are open from 08.30 to 18.00, Monday to Friday (except bank holidays).

Serco will be sending an extra collection vehicle in the last weeks of student residency. If you see extra bin bags out that haven’t been collected, contact Serco and advise them so they can send their extra crew over.

FOR FURTHER INFORMATION

FOR STUDENTS

For the details on all the services mentioned in this flyer and further support go to:
• Christ Church – www.canterbury.ac.uk/students
• University of Kent – www.kent.ac.uk/student/community

FOR RESIDENTS

Canterbury City Council provides lots of advice for residents living in the Canterbury district, visit www.canterbury.gov.uk.

Both universities have Community Liaison Managers as dedicated points of contact to advise on a number of community related issues:
• Christ Church – community.liaison@canterbury.ac.uk
• University of Kent – www.kent.ac.uk/studentservices/community/contact-us.html
We value our relationships with local residents and continually look for ways we can strengthen and extend our community ties. In September 2016, we launched a pilot Student Community Champion scheme in conjunction with the St Michael’s Road Area Residents’ Association of Canterbury. The role aims to support conversations between residents and students, acting as a focal point for student feedback and helping to resolve everyday issues.

The pilot will be reviewed in June but based on the positive feedback received so far, it is thought the scheme could be rolled out in other areas later this year.

“It is a pleasure to work with the Student Community Champions. We will all want to learn from the first year of the scheme, but it’s clear that it can play a key role in promoting good relations between students and long-term residents in our area.”

Richard Norman, Chair of the St Michael’s Road Area Residents’ Association

In action: The Great British Spring Clean

The three Student Community Champions, Molly Scott, Imogen Welsford and Eve Wright, helped to coordinate a litter pick within the St Michael’s area for the Great British Spring Clean in March.

Joined by fellow students and permanent residents, they braved the weather and cleared 12 sacks of litter. It’s a great example of students supporting their local community to deliver a healthier, cleaner and safer environment for all.

Beyond the clean-up, the event was also an opportunity to bring everyone together, giving people a chance to get to know their neighbours, develop relationships and support community cohesion. We’re looking forward to planning more events throughout the year to build upon this success.

Suzanne Ridley, Community Liaison Officer (Students)

Find out more about our community schemes at www.kent.ac.uk/community/schemes

Running for four years, the Kent Student Awards have become a successful way to celebrate students’ outstanding extracurricular achievements.

There are 12 categories, including; Arts and Culture; Local Community; Sport Development; Entrepreneur of the Year; Sustainability; International/Multicultural Initiatives; Equality, Diversity and Inclusivity; and Fundraising.

The judges look for inspirational students who have made a difference to people, communities or environments through dedication, innovation, understanding or skill.

Nominees include:

Sarah-Louise Brock – Volunteer Head Controller for SERV Kent, a blood delivery service using trained motorcycle despatch riders.

Catherine Graham – President of Kent Marrow working with the Anthony Nolan Trust recruiting, raising money and promoting awareness of stem cell donation.

Sarah Murphy – President of Stage Spiders, a student-led volunteering group which runs a number of community youth projects that aim to encourage confidence and creativity in children and young people through drama, storytelling, crafts and games.

At the time of going to print, the winners have not been announced. We will provide an update in a future issue.

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