Process Example – Students

Residents voice concerns about the impact students have on their community at Ward Committee

NMO checks with councillors and colleagues in the ward to expand their understanding of other views

NMO feeds information to Neighbourhood Manager

Neighbourhood Manager checks the position in all six wards

NMO arranges meeting with student union representatives to understand student view

Neighbourhood Manager feeds resident concerns to senior officers

NMO organises and facilitates a meeting between student union representatives and residents

Process for dealing with individual environmental/nuisance issues are reviewed and improved

The impact of HMO's are considered to inform future strategic direction of LDF

Expectations are clarified and a way forward agreed.

Neighbourhood Manager takes good practice and tasks NMO's in other wards to implement effective approaches

NMO involves appropriate partners to provide support

Progress and outcomes shared with residents