

## RHRCG Working Group Action Plan 2025/26

*This is the master copy of the RHRCG Working Groups Action Plan 2025–26, approved in October 2025. Some deadlines and review dates may predate this publication, as this version reflects the original agreed framework. To protect personal data, this version lists organisations and public office-holders (such as councillors) only, with no individual staff names included.*

This document sets out the actions agreed by the three RHRCG Working Groups:

- Antisocial Behaviour (ASB)
- Transport & Parking (TP)
- Student Accommodation (SA)

It is a working tool designed to help us track delivery, clarify responsibilities, and support collaboration across all key agencies throughout the 2025/26 academic year.

Each action outlines the key details for the academic year, including the action owner(s), timeline or deadline, review, next steps, and current status. This level of detail helps RHRCG retain the context in which each action was agreed and provides a clear reference point.

The main RHRCG meets termly in October, February/March, and May/June. Prior to each meeting, WG leads and/or action owners will be asked to provide updates on relevant actions. These updates will be added to this document and shared with the group to ensure continuity and transparency.

Acronyms:

RBC = Runnymede Borough Council

RH = Royal Holloway

RHSU = Royal Holloway Student Union

SCC = Surrey County Council

### RHRCG-Wide Actions

**Action 1:** Include a general update on the Working Group's direction of travel in RH's Community Matters e-newsletter and RH's community web pages.

- Action owner: RH
- Timeline/Deadline: By late-September 2025 (ahead of the next RH e-newsletter)
- Status: In development

### Antisocial Behaviour Working Group

**Thematic Areas:** Preventing – Reporting – Responding

**Chair:** Cllr Trevor Gates

**Action 2:** Annual review of Be Good Neighbour video communications will include residents' faces and cover transient noise issues.

- Action owner: RH (with input from local Residents' Associations)
- Timeline/Deadline: Ready by start of 2025/26 academic year; annual review thereafter
- Review/Update by owner: mid-Oct 2025
- Next steps: Confirm content updates and local contributors; agree release timeline with RH
- Status: Part complete. Preparation to start in spring 2026 for next academic year with messages to be agreed with the Residents' Associations and longer advance notice of the video production date.

**Action 3:** More information about our local community and expected behaviours to be included in RHUL 'Welcome Pack' for arriving students.

Action owner: RH

Timeline/Deadline: Pre-arrival comms and Welcome Week 2025

Review/Update by owner: Confirm inclusion before September mailing

Next steps: Draft updated section; review with Residents' Associations; share back to RHRCG

Status: In development

**Action 4:** Preventative joint patrols by Police and RBC on key dates are under discussion for the new term.

- Action owner: RBC
- Timeline/Deadline: Autumn Term 2025 – trial phase
- Review/Update by owner: Initial update due October 2025
- Next steps: Confirm patrol dates and coverage; agree communications protocol with RH
- Status: Initial date set for 31<sup>st</sup> October

**Action 5:** Use existing data to identify patterns of behaviour as well as calendar and location hotspots.

- Action owner: RH (with support from RBC)
- Timeline/Deadline: Termly data reviews starting October 2025
- Review/Update by owner: Joint update from RH and RBC at each RHRCG meeting
- Next steps: Agree data sharing format; identify hotspot indicators; set up regular data exchange
- Status: In development

**Action 6:** Clear communications to students about sanctions for misbehaviour.

- Action owner: RH (support from RHSU)
- Timeline/Deadline: Pre-arrival and Welcome Week 2025
- Review/Update by owner: Review during Autumn Term 2025
- Next steps: Draft student-facing content; align messaging across RH and SU channels; agree tone and timing
- Status: In development

**Action 7:** Simplified 'Reporting Noise Nuisance' poster produced by Residents' Associations, with further simple messages to follow.

- Action owner: Cllr. Trevor Gates with Residents' Associations
- Timeline/Deadline: Distributed by September 2025
- Review/Update by owner: Uptake and visibility to be checked in Autumn 2025
- Next steps: Finalise design and print; distribute in physical locations and via digital channels
- Status: First message was about statutory noise nuisance from premises; next one is street (transient) noise and then possible flow diagram of full process.

**Action 8:** Align ASB definitions and reporting between RH and RBC to provide regular reports to Residents' Associations.

- Action owner: RH and RBC

- Timeline/Deadline: First joint report by Nov 2025
- Review/Update by owner: Termly updates at RHRCG meetings
- Longer-term aim: explore whether reporting could be streamlined via RBC exclusively
- Next steps: Agree shared definitions; confirm reporting format; pilot first draft summary
- Status: In development

**Action 9:** RBC to add ‘bins left in street’ form to the ‘Report it’ page on their website.

- Action owner: RBC
- Timeline/Deadline: By Autumn 2025
- Review/Update by owner: RBC to confirm when form is live and accessible
- Next steps: Develop functionality with RBC Digital Innovation Dept & Direct Services
- Status: In development

**Action 10:** RH to explore a GDPR-compliant way to respond to complainants about actions taken on ASB issues.

- Action owner: RH
- Timeline/Deadline: Scoping phase in Autumn 2025
- Review/Update by owner: Feasibility update by December 2025
- Next steps: Clarify legal boundaries; explore response templates; review best practice from other institutions
- Status: In development

**Action 11:** Explore a reactive, out-of-hours community support service at RH.

- Action owner: RH
- Timeline/Deadline: Feasibility review during Autumn 2025
- Review/Update by owner: Progress update at February 2026 RHRCG
- Next steps: Explore service models; assess resourcing and risks; investigate collaboration with local partners
- Status: In development

**Action 12:** Use Community Protection Warnings (CPWs) for landlords or students involved in persistent ASB incidents.

- Action owner: RBC
- Timeline/Deadline: As required, based on individual cases
- Review/Update by owner: Reported at each RHRCG meeting
- Next steps: Agree threshold and escalation process; share example cases if appropriate
- Status: In development

## Transport and Parking Working Group

**Chair:** Cllr Andrea Berardi

This section outlines the draft actions for the TP Working Group, based on discussions at the July 2025 RHRCG meeting. These will be reviewed and confirmed in collaboration with the group chair and members.

**Action 13:** Pilot opening of RH Car Park 14 for local resident use outside business hours

- Action owner: RH

- Timeline/Deadline: Dependent on RH internal decision-making process
- Review/Update by owner: Progress report for Oct 2025 RHRCG
- Next steps: RH to confirm scope and governance of pilot; establish joint monitoring framework with Englefield Green's neighbourhood Forum and EGVRA
- Status: In development

**Action 14:** Support the development of a 'Transport Hub' in the centre of Englefield Green, connecting bus, bike, e-bike, walking and rail services.

- Action owner: SCC
- Timeline/Deadline: Phase 1 build to be commenced in Winter 2025
- Review/Update by owner: SCC to share update at Autumn RHRCG
- Next steps: Identify opportunities to align with LWCIP/e-bikes scheme / Local
- Status: In development

**Action 15:** Support Local Cycling and Walking Infrastructure Plan (LWCIP) improvements, esp. A30 transformation. RHRCG to ensure concerns about pedestrian safety on the A30 Egham Hill included in LWCIP and infrastructure consultations.

- Action owner: SCC
- Timeline/Deadline: SCC to initiate public consultation by early Autumn 2025
- Review/Update by owner: RHRCG update in Oct 2025
- Next steps: SCC to confirm traffic calming proposals; RH to explore links to student access routes
- Status: In development

**Action 16:** Share data on student travel patterns and parking behaviours to support SCC planning.

- Action owner: SCC (with input from RH & RHSU)
- Timeline/Deadline: Autumn 2025
- Review/Update by owner: SCC to confirm if further data is required
- Next steps: RH to collate and anonymise student postcode and travel data; share summary with SCC
- Status: Draft

**Action 17:** Follow up on potential for e-bike scheme rollout in Egham / Englefield Green.

- Action owner: SCC
- Timeline/Deadline: Autumn 2025
- Review/Update by owner: Update expected once Guildford pilot is reviewed
- Next steps: RHSU to explore student interest via Dan Curran and Olivia Davies; explore match-funding
- Status: In development

**Action 18:** Revisit and review RH Car Club initiative and options for relaunch or expansion.

- Action owner: RH
- Timeline/Deadline: tbc
- Review/Update by owner: Group to identify responsible team and next steps
- Next steps: RH to confirm current status
- Status: To be scoped

## Student Accommodation Working Group

### Chair: Cllr Isabel Mullens

This section captures key themes and emerging actions from the SA Working Group discussions. While the group may not meet again in the short term, the content below reflects the shared understanding of issues raised and next steps identified.

**Action 19:** Share an annual overview of student numbers with RHRCG, including key trends around enrolment, commuting patterns, and how these link to accommodation and campus planning.

- Action owner: RH
- Timeline/Deadline: First annual report by Nov 2025, RHRCG showing three-year trend
- Review/Update by owner: Nov 2025
- Next steps: Confirm reporting categories (commuter, international, London-campus, Egham on-campus & off-campus by PBSA, HMO, other.); agree format
- Status: In development

**Action 20:** Provide information to RHRCG about significant Planning Policy developments. Eg. Local Plan Review, Article 4 Direction

- Action owner: Cllr Isabel Mullens
- Timeline: as and when information becomes available
- Next steps: Progress update at February 2026 RHRCG
- Status: in development

**Action 21:** Clarify RH's estate development plans in relation to student growth.

- Action owner: RH
- Timeline/Deadline: Winter 2025 - Spring 2026
- Review/Update by owner: Progress update at February 2026 RHRCG
- Next steps: Review feedback on Rusham Park and Kingswood; identify points of alignment or concern
- Status: in development