

## ONE NORBITON COMMUNITY WORKING GROUP MEETING – 25 JUNE 2012

### UPDATE REPORT FROM ENGAGEMENT SUB-GROUP

#### Summary

The mass meeting was held successfully and produced a high approval rating for One Norbiton to continue, along with ideas for quality of life improvements. We now need to agree how we prioritise those actions and deliver them. We also recommend setting up a “Neighbourhood and Environment” sub group. Please could all sub group leads continue to provide minutes and future meeting dates to Jill Preston and John Hall for inclusion on the website.

#### Details

##### Mass meeting outcome

All 6,000 Norbiton addresses were approached and 55 people came, covering a wide range of ages and ethnic groups. Most provided feedback and all of those were happy for the Community Working Group to continue to develop the One Norbiton project (most were 100% happy for us to do so), giving us the legitimacy we need to move ahead. Most also provided their priorities for improving life in Norbiton, which combined with the ideas which have come via the Panel leaflets, website, e-mails and texts gives us the basis for prioritising those actions to focus on first (see below). We will continue to recruit a representative Community Panel as a sounding board and also expect to be able to welcome two or three new members to the CWG. The website has had around 700 unique visits at the last count.

A full report of the mass meeting and its outcomes has been circulated by Jill. Given that a large number of residents’ concerns so far relate to local environment issues, **does the CWG agree we should set up a “Neighbourhood and Environment” sub-group to tackle street environment, open spaces and transport issues?**

##### Prioritising and delivering actions

The CWG is invited to discuss and agree how best to prioritise the actions to take forward first. The number of people identifying an issue is probably the most important criteria, which would put dog mess at the top of the list. But bearing in mind that we can take forward more than one thing at a time, we might also want to include a “quick win” – ie an issue that might take a day or two to deliver, such as sprucing up a patch of land, so that we can show people that we’ve achieved something and, therefore, build enthusiasm and greater participation. We might also want to prioritise an issue which benefits groups which haven’t yet engaged much, such as young people, so that we are not just taking forward the priorities of those people who tend to speak up first. **What does the CWG think about using these criteria to prioritise actions?**

Once we have agreed the prioritisation criteria, we can produce a list of actions to take forward in priority order. The more people and resources we have to deliver

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them, the more of them we can do at any one time. For example, with the dozen or so people who come to the CWG, we might be able to take forward the first three or four items now, but by engaging more people we can get further down the list faster. One option would be to nominate one or two people from the CWG to lead a specific action. As a first step, they would work with a relevant professional to develop an action plan for that issue and then try to engage more residents and businesses if necessary to help deliver it. A couple of example action plans are attached: one on dog mess and another on a “quick win” item which was suggested at the mass meeting. **What does the CWG think about this approach to delivering actions?**

### Annex: example action plans

#### Dog mess

*Objective:* To significantly reduce the amount of dog mess on pavements and public spaces in Norbiton.

*Rationale:* Reducing dog mess has been proposed by more residents than any other issue so far. Tackling it would provide a very visible and popular achievement which could increase enthusiasm for One Norbiton, build belief that we really can improve things and provide motivation for tackling other challenges.

#### *Delivery steps*

Task	How to deliver it	Target date
Identify one or two CWG members to lead the project.	Ask for volunteers from CWG.	End June
Identify relevant professionals to work with and research and discuss potential solutions.	Consult RBK street/environment team. Consult police community support team. Internet research of how other areas have tackled the problem.	End July
Draft a delivery plan and get views on it from Panel members and the CWG.	Send draft plan to CWG, put on website and text Panel to comment on it.	Mid August
Finalise delivery plan.	Amend plan in light of comments and circulate final version.	End August
Take forward delivery plan - which might look like the following:		
Stage 1: Identify the locations to target.	Do a <u>survey</u> of "hot spots" by walking the streets and asking residents to send in their worst areas (that has the added benefit of getting everyone involved and raising awareness of the initiative)	Mid September
Stage 2: Start “soft” by encouraging dog walkers to clean up.	Draft and print awareness raising leaflets. Purchase poop scoop bags. Give out leaflets and bags to dog walkers in the hot spot areas. (This should be done by groups of 2 or 3 people working together for safety and could involve a mix of residents and officers (dog warden and/or community police). It will need to be done at the right time of day when dog walkers tend to be out. The leaflets could warn people that things will get tough at the next stage. They took this approach in Barnsley very effectively apparently.)	End September

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Stage 3: Get tough by issuing fines to those who still persist.	Dog warden and community police to issue on the spot penalties. (Again this needs to be done at times when dogs are being walked and using plain clothed officers - as is being done in Islington.)	During October
Stage 4: Improve clean up service.	Set up a "rapid response" unit who come out the same day that something is reported and publicise the service to residents. (They take this approach in Lewisham to graffiti and other street mess where people can use their mobile phone cameras to e-mail them a picture of a street problem and they send out a team that day who clean it up and e-mail back a picture of the result. If the previous stages have been effective in reducing the incidence of dog mess, then the cost of this stage will have been significantly reduced.)	Launch in November then ongoing
Stage 5: Repeat encouragement and enforcement actions every 18 months or so to keep incidence down.		Ongoing

### Rats outside Wickes ("quick win" action)

*Objective:* To eliminate rats nesting in the patch of open space outside Wickes on London Road and ensure the space is kept well maintained in future.

*Rationale:* The rats present a health risk and are reported to have attacked pet cats from Norbiton Hall. The space is unkempt and brings down the character of Norbiton. RBK Environmental Health have allegedly said they cannot act as it is private land (presumably owned by Wickes).

### *Delivery steps*

<b>Task</b>	<b>How to deliver it</b>	<b>Target date</b>
Identify one or two CWG members to lead the project.	Ask for volunteers.	End June
Identify relevant professionals to work with and research and discuss potential solutions.	Contact RBK Environmental Health team and get advice on how best to eliminate the rats.  If Environmental Health confirm they can't act, contact Wickes and get agreement for a "community action squad" to sort it.	Mid July
Convene "action squad".	Leaflet residents in neighbouring properties, Panel members, CWG etc to get team of around 10 volunteers to clean up the space.	End July
Carry out clean up.	Cut grass, clean up litter, put down rat traps (or whatever other method is advised).	Mid Aug
Ensure ongoing maintenance.	Get agreement from Wickes that they will keep the space well maintained in future.	End Aug then ongoing
Feedback to residents	Publicise the outcome on website, to Panel and via a poster on the cleaned up space.	End Aug