



'ONE NORBITON, WORKING TOGETHER'

Meeting Title: Engagement Sub-Group

Date and Time: Thursday 10th January 2013 from 2pm ~ 3.30pm

Venue Address: PIPER HALL (Small) , PIPER ROAD

Chair: Mike D'Souza

Note Taker: Mike D'Souza

Present: Jill Preston, Doreen Gardiner, John Hall, Helen Riley (ECET) Charlie Goldsmith (Kingston University) and Hilary Garner (KVA)

MINUTES

1. WELCOME & INTRODUCTIONS.

ACTION

There were no apologies. Davinder had been contacted by email and had not objected to M D'S continuing to act as sub-group Chair

2 MINUTES OF THE LAST MEETING ON

These were agreed.

3. MATTERS ARISING FROM MINUTES

a) **The Superhighway** was not yet operational. Hilary Garner explained the history of this project. The delays were due to the fact that any service provider is liable for illegal downloads and RBK and KVA wanted to avoid this liability. Hilary had persuaded the private firm Wi-Finity to participate but they had had difficulties in getting permission (Wayleaves) to do the necessary work to install their equipment. This was at last being resolved. The Chair thanked and congratulated Hilary for his persistence in getting this service for Norbiton.

b) **Enlargement and use of the Panel.** The Chair felt that we should still aim to get 150 addresses represented this year. As the CWG had about 20 active members we could ask each member to knock on 5 doors when the Calendar was available and the weather permitted. The panel could be consulted and informed about the proposals for use of the £75k and the Task Force and Guardians projects

All
committee
members

c) **Meeting with RBK communications team.** Present were John Haynes Carlos Queremel, Denise Parry and Jill and Mike. See notes below. £5000 had been offered from John's discretionary funds to publicize One Norbiton and this meeting was to agree what this would be spent on and the documentation needed to confirm this was a legitimate expenditure of public money. A

document was produced to cover the latter and agreed we would submit whatever information was required. Carlos agreed to help with the Calendar and Posters but it was pointed out that RBK had no in-house designers. We requested a list of the council's preferred list of designers. However, it concerns were raised that the cost of employing a designer. It was agreed that some of this money could be used to pay the Norbiton Task force for distribution work etc.

MDS presented a paper on a suggested survey on Urban Stress in One Norbiton that may be done. There was agreement that this was a sensitive matter that would need careful handling. Helen Riley requested a copy of the proposed questions and Mike agreed to send them to her incase some of the information was already available and she could advise on the wording of what was new.

Mike

4 NOTES FROM MEETING BETWEEN RBK/ON 12 DECEMBER 2012

See attachment and comments above.

5 ENGAGEMENT AND COMMUNICATIONS ACTION PLAN AND BUDGET

The draft for our Balsall Heath based calendar was agreed. Also the poster content suggested by Jill was approved for our future posters.

Jill

6 COMMUNITY ENGAGEMENTS

Carlie Goldsmith who has an interest in Criminology enquired how we were doing this. The Chair explained about our Panel recruitment (had already been discussed under matters arising) and other policies. She did not feel we needed to change these. A discussion arose about whether we were concentrating too much on the Estates. The Rainbow games and the Neighbourhood Watch schemes involved the whole of the ward as did the Consultant Panel. In particular our new Community Guardian Scheme will involve the whole of the ward. There was discussion about how the Guardians might save legal costs by acting as mediators in neighbour disputes and that the University had experience of this. Carlie said she would look into this.

Carlie

A) One Norbiton Communication strategy had already been drawn up.

This will be revised and updated

b) Website and e-communication and e-Democracy - Hilary Garner explained how Community Connected had arisen and how the next stage was to see how it might enable us to progress to e-Democracy. KVA had acquired the voluntary services of Sorrell Parsons "a people person" who would work with 100 One Norbiton citizens prior to them becoming an on-line group. It was agreed that the most useful group for him to engage with would be our randomly chosen Consultant panel. Sorrell might also be helpful in finessing our One Norbiton Communication strategy.

c) Our Website - There was a discussion with John Hall about how the website was being populated. Minutes of some subgroups having been added in

February 2012 without being through the CWG. This would not happen in future. Also the other One Norbiton Websites set up by representatives from CRERA with RBK's help are now defunct and must be taken down to avoid confusion .

Denise

d) Devices for use by residents to get on line -Hilary said that the Community connected was giving away a number of PCs via the community shop. Mike said he had purchased a Raspberry PI device to turn TVs cheaply into computers but John Hall pointed out that small pad devices cost very little more and were easier by to install.

e) Other ways of Community Engagement The Chair invited other suggestions for how community engagement might be promoted and various suggestions were made. Helen suggested **Fridge magnets** with wipe able boards for To Do/Buy lists. There were suggestions we might make **Shop Stickers** and get a local shop **Loyalty scheme**. Another suggestion was that we might promote community involvement via our own currency such as Beaks from **Kutlets** and/or **CareCredits**, which are two local volunteer schemes. Also that we ourselves could make **Community awards for Volunteering**

f) Surrey Save Promoting Surrey save was another priority and we may be able to use the One Norbiton Task Force to leaflet dwellings likely to need this service. Hilary said Michael Green would be prepared to come on to the Estate every week. Jill said that she had booked the Community shop every Tues Thurs and he could choose one of these days to be available. It was agreed that Denise would set up a meeting with all interested parties to discuss further community engagement plans.

Denise

g) One Norbiton Newsletter Getting a Newsletter on the Website was discussed and a suggestion was made that might be Jenny Pitt asked to edit this

Jill

7 CONSULTATIONS RE: COMMUNITY GUARDIAN

There had been covered under Matters arising.

8. AOB & DATE OF NEXT MEETING

T. Bell had asked that an item be listed under AOB to discuss his plans for Sports Projects. In TB's absence this had not been discussed.

Date of Next meeting Provisionally TUES 12th February Denise warned she could not make Tuesday

Meeting One Norbiton & RBK Comms

12th December 2012 at 10am

Present: Mike D'Souza
 Jill Preston
 John Haynes
 Carlos Queremel
 Denise Parry

	Action
1. MDS thanked JH and CQ for meeting with them and stressed that he was very keen to build a good working relationship with the Comms Team.	
2. <u>Funding Criteria</u>	
i. MDS explained that the purpose of the calendar was to engage more residents to become involved on the Community Panel and to continue the engagement of those already signed up. Copies of the calendar would also be available for key stakeholders.	
ii. MDS enquired about the criteria for the £5000 Comms funding. JH explained this was the first time such funding had been offered to any group and that the only criteria was that the group produced a simple plan that outlined the objectives and projected spend.	
iii. JH confirmed funding should be spent or committed by end of this financial year.	
iv. JP and MDS will complete simple plan for 2012/2013 as soon as possible, although explained this would need to go to the next CWG meeting to be approved. JH happy for this to go to CWG and sub groups first as would add legitimacy.	JP/MDS
v. CQ offered to assist the group with realistic budgeting.	CQ
vi. CQ produced an example completed plan to assist the group with what information would be needed. CQ to email examples to MDC and JP.	
3. <u>Calendar</u>	
i. JH explained no in house designers within RBK the process would be that a brief would be prepared and sent to external designers for quote. JH happy for Comms to assist with this process or for One Norbiton to do this on their own.	CQ
ii. CQ to send details of what information would be needed for the brief and happy to assist with putting the brief together if needed.	
iii. JP and MDS will discuss at next CWG meeting and let JH and CQ know how the group wanted to pursue this as soon as possible.	JP/
iv. JP will email full design to CQ	MDS
4. <u>Poster & Leaflet Campaign</u>	
i. MDS and JP outlined purpose of campaign was to raise awareness of One Norbiton.	
ii. MDS has written business plan for employing youth and or vulnerable adults (recovering substance users) as a task force that could become a distribution network for such campaigns.	
iii. MDS also explained the plan would be to employ JP to manage Task Force who would be paid per job rather than salaried.	JP
iv. JH felt that the Task Force would maximise the value of the campaign.	
v. MDS and JP to decide whether they want to make use of the Council's	

<p>Preferred list of designers and printers, or whether they would use alternative routes.</p> <p>5. <u>Questionnaire</u></p> <ul style="list-style-type: none"> i. MDS explained that One Norbiton felt the biggest priority to tackle was urban stress and the purpose of the questionnaire was to identify the scale of the problem. ii. JH has already fed back his comments by email but also raised whether the answers to the questionnaire would support the other work being carried out by One Norbiton and help to achieve tangible outcomes by the end of March 2013. iii. MDS explained the underlying theme of One Norbiton is Community Spirit and this was the underlying thread running through all the priority areas. iv. JH stressed that he felt that it was important that the questions were not leading and recommended that the group looked at holding focus groups. <p>6. <u>Other Possible Collaborative Options</u></p> <p>This item was not discussed as the meeting overran</p> <p>7. <u>Future Actions</u></p> <p>This item was not discussed as the meeting overran</p>	<p>MDS/JP</p>
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