

# Norbiteens

## Project Proposal

### Apr 2014 – Mar 2015

“Empowering young people to help themselves and their community”

Norbiteens: A One Norbiton project



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## **Executive Summary**

'Norbiteens' is a young people's business and community venture run by and for Norbiton youth between the ages of 13 and 17, under the overall umbrella of the company 'One Norbiton'.

The young people will take part in a range of business, community and educational activities designed to build skills and support their development such that they opt for and are able to sustain employment, education or training when they reach 16/17. As well as providing opportunities for the young people, the community activities will be chosen to align with local community priorities to deliver community benefit such as improving the living environment.

In return for their time, the young people will be rewarded with vouchers.

We feel this is an important project for Norbiton, where surveys consistently report issues with anti-social behaviour, a lack of youth provision and a poor living environment, all of which Norbiteens plans to address.

The project has already been piloted which has demonstrated that the core business activities are able to generate a surplus towards the costs of the community and educational activities. These latter will therefore require less additional funding than if they were carried out as stand-alone activities.

The pilot also found that all the young people involved so far reported positive changes (outcomes) as a result of their involvement.

This proposal outlines what Norbiteens expects to do in its first year of operation, responds to the learning from the pilot, sets out the structure and governance of the project and identifies the resources required. It includes a range of targets, milestones and outcomes that we intend to use to monitor and evaluate the project.

In this first year, we have committed to managing and supervising the project on a voluntary basis, which minimises cash costs.

The overall budget is £9,541.

£3,474 of this is anticipated trading income, and £5,867 is being requested from the DCLG grant. Roughly 20% is allocated for start-up equipment, 60% for rewards for the young people, 15% for other direct costs such as community project materials, project-specific insurance, publicity and volunteer expenses, and 5% contribution toward relevant One Norbiton core costs.

We look forward to developing the project and reporting its achievements as we progress.

## What is Norbiteens?

Norbiteens is a young people's business and community venture run by Norbiton youth between the ages of 13 and 17 with the aims of:

- Preventing local young people becoming NEETs<sup>1</sup>
- Preventing / reducing anti-social behaviour
- Developing a work ethic and other business and employability skills amongst young people
- Developing good citizenship amongst local young people
- Promoting health, wellbeing, self-esteem and confidence amongst local young people
- Young people taking responsibility for the way they shape their lives
- Benefitting Norbiton residents by carrying out activities prioritised by the local community

Young people will carry out business activities (such as leaflet delivery) and community activities (such as litter picking) in the local area.

The young people themselves will also lead as many of the business management functions as feasible, including recruiting more young people, attracting business, developing costings and negotiating contracts.

They will also take part in educational activities which may be business related (such as learning how to draw up quotations and manage finances) or may be more general (such as attending a session on avoiding drug misuse or being involved in an intergenerational project).

All the hours the young people give are voluntary. However, they will receive reward vouchers for the shop of their choice to the value of £10/hour for *half* the hours they commit to these activities.

The project will receive trading income from the business activities which will generate a surplus to offset (some of) the costs of the community and educational activities.

Overall management and supervision will be provided by the Project Lead, Harry Hall, who is also a Director of One Norbiton, with overall responsibility carried by the One Norbiton board.

## Background

Norbiteens is a branch of the One Norbiton Task Force, itself a One Norbiton project.

Overall, One Norbiton exists to improve the democratic involvement, health and quality of life of those who live, work and study in Norbiton ward and the surrounding area.

In pursuit of this, the Taskforce aims to engage local volunteers in activities beneficial both to the local community and themselves. The hope is to draw volunteers from across the community, but especially from the disadvantaged groups of NEETs and those struggling with substance abuse.

However, experience has shown that these two target groups are particularly difficult to reach and engage.

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<sup>1</sup> NEET – Not in Employment, Education or Training

In addition, 'This is Our Community'<sup>2</sup> is now working with the 16+ age group and therefore the NEETs element of the project needed to evolve to work alongside this and provide a seamless link to it rather than duplicate it.

Norbiteens therefore aims to work with local young people *before* they fall into such difficulties, working with them at a critical stage of their lives to reduce the likelihood that they will become NEETs and/or substance abusers (or experience any other avoidable life challenges).

Norbiteens will also encourage the young people to develop a volunteering ethic in their local community to increase the possibility that they will go on to become part of the wider Taskforce (or other community activities) as adults.

## Why is this project needed?

Norbiton is an area of deprivation with 27.4% of children in the Norbiton ward living in poverty. Within one LSOA (Lower Super Output Area) in the ward, 39.5% of children live in poverty, whilst on the Cambridge Estate, 45.2% of children live in poverty. This compares with 13.8% for the borough as a whole.

(Source: Royal Borough of Kingston website, Data Observatory: Children: Child Poverty; accessed 21<sup>st</sup> May 2014)<sup>3</sup>

(Source: One Kingston Child Poverty Needs Assessment Refresh 2013; accessed 21<sup>st</sup> May 2014)<sup>4</sup>

Within Norbiton, the Cambridge Estate area is the most deprived LSOA in the borough, ranking in the 16% most deprived in England.

(Source: Royal Borough of Kingston upon Thames Borough Profile 2010/11, p19; accessed 21<sup>st</sup> May 2014)<sup>5</sup>

Local surveys consistently report the following three key issues:

- Antisocial behaviour
- Lack of youth provision
- Poor general environment of the area as a place to live in

Surveys include:

- One Norbiton Community Panel 2012/2013 (120 responses)
- Play-scheme Project 2009/2012
- CAP/CREst project survey 2007 and 2009
- CREst Fun Day survey 2011
- You Can project 2010
- Cambridge Road Estate Residents Association (CRERA) survey (29 responses)

(See **Appendix 1** for example details from the One Norbiton Community Panel survey)

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<sup>2</sup> 'This is Our Community' is a social enterprise, created by bringing together a commercial recruitment and digital marketing consultancy and a not for profit organization, both with expertise in supporting people into work. It has a particular focus on Young People, especially those who feel excluded due to social disadvantage and disability.

<sup>3</sup> [www.kingston.gov.uk/info/200249/kingston\\_data\\_observatory/205/children/6](http://www.kingston.gov.uk/info/200249/kingston_data_observatory/205/children/6)

<sup>4</sup> [www.kingston.gov.uk/downloads/file/189/child\\_poverty\\_needs\\_assessment\\_2013](http://www.kingston.gov.uk/downloads/file/189/child_poverty_needs_assessment_2013)

<sup>5</sup> [www.kingstonccg.nhs.uk/Downloads/Publications%20folder/Reports/borough\\_profile\\_2011-4.pdf](http://www.kingstonccg.nhs.uk/Downloads/Publications%20folder/Reports/borough_profile_2011-4.pdf)

Anecdotal responses gleaned from community contact (door-knocking for other projects / consultation, meetings etc.) also confirm these needs.

The Norbiteens project will address these three issues by:

- Engaging young people with productive activities so they avoid anti-social behaviour, whilst at the same time learning skills and principles which will set them on the path to a positive future
- Making a difference to the living environment through the work of the young people

## **Norbiteens Values**

Norbiteens is committed to:

- Listening to all residents in the Norbiton area including young people
- Empowering young people to make choices regarding issues that affect them
- Placing young people at the heart of the organisation
- Encouraging young people to be themselves and to pursue what they wish to be.
- Respecting young people's identity, sexuality, age, ethnic background, faith and beliefs
- Providing a safe environment where young people can feel free to discuss any issues that they have

## **Pilot**

The Norbiteens project was officially launched on 24<sup>th</sup> March 2014 with an initial pilot month.

The pilot was run by three One Norbiton volunteers with assistance from Helen Terry (Achieving for Children - AfC<sup>6</sup>) and Maundy Todd (This is Our Community). Helen Terry advised on security and safeguarding and Maundy Todd provided confidence training for our young people.

(The full report can be seen in **Appendix 2**)

## **Milestones Achieved:**

- 5 young people (13-15) recruited
- Written parental consent received for all 5 young people who took part
- Project name chosen – “Norbiteens”
- Logo designed by a young person
- Confidence training delivered
- Leaflet distribution identified as a good first activity
- Young people educated about health & safety risks relevant to leaflet distribution
- Research on local competition carried out; unique selling point discovered – no other local company delivers newsletters locally

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<sup>6</sup> Achieving for Children (AfC) is the new social enterprise created to deliver Kingston and Richmond Council's Children's services and is a joint venture owned by the two boroughs.

- Practical delivery rounds on the Cambridge Estate identified and mapped out
- Three contracts secured (values £125, £210 and £84 respectively) – all contract negotiations involved young people
- Three deliveries carried out - 841 leaflets per delivery, delivered on Cambridge Estate (one per household)
- Community engagement begun – filmed interview with local former PoW
- End of pilot review and evaluation carried out.

### **Summary of Outcomes from Pilot:**

Questions have already been asked of the current young people who have reported (or been observed to achieve) improvement in a range of aspects such as:

- Team work
- Increased confidence
- Stronger work ethic
- Willingness to volunteer for the good of the group and the community
- Maturity beyond years
- Professionalism
- Respect for older people
- Making executive decisions for the good of group

We will continue to measure results using combinations of questionnaires, observations and conversations. (See **Appendix 3** for questions asked of young people in the pilot)

### **Key Learning Points:**

- Leaflet and newsletter delivery is a viable initial activity (see below). Two organisations operating on the Cambridge Estate have already indicated that they are planning to become regular customers.
- Overbook volunteers for deliveries – typically at least one person per session does not attend, and overbooking helps maintain capacity to cover the work. Should all volunteers turn up, those not needed for the delivery can choose from a list of other useful activities.
- The project needs to include roles for young people who are disabled or injured – at least one young person felt left out when they picked up an injury which meant they couldn't take part in the leaflet deliveries.
- Although numbers are small as yet, early indications are that it is harder to recruit girls and young people from ethnic minorities, indicating that particular efforts may need to be made to reach out to these groups

### Viability of Deliveries

Research indicates there are no other companies locally that deliver newsletters.

A Royal Mail delivery of newsletters by 2<sup>nd</sup> class post, would cost approx. £445 for the 841 households on the Cambridge Estate. Newsletter delivery can therefore be sold at £300/1000 which generates significant surplus and still undercuts this cost.

There are companies that deliver leaflets, but at the cheaper end of the scale (£35/1000) the leaflets are batched so that each individual leaflet has less impact. There is therefore a premium attached to individual delivery, and companies that offer individual delivery typically offer a service in the range £95-£115 per 1000.

Although One Norbiton offers the service at the upper end of this range (£115/1000), we have scope to negotiate (as this rate gives us £52 gross surplus to put towards overheads and the community/educational activities) and we hope to emphasise our community value to engage community spirit and goodwill which will give us a competitive edge.

The average value of the three contracts delivered to date is £140.

Example Leaflet Delivery Costing

841 leaflets to be delivered on the One Norbiton Estate (£115/1000 pro rata)

Price to client:	£97
6 young people (working in pairs) take 1.5 hours to deliver the leaflets	
Rewards: 6 young people x 0.75 hours each x £10/hour:	£45
Gross Surplus:	£52

Example Newsletter Delivery Costing

841 newsletters to be delivered on the One Norbiton Estate (£300/1000 pro rata)

Price to client:	£252
6 young people (working in pairs) take 3 hours to deliver the newsletters	
Rewards: 6 young people x 1.5 hours each x £10/hour:	£90
Gross Surplus:	£162

**Detailed Project Description**

**Business Activities**

The project will seek income-generating ventures that can be carried out effectively and safely by young people.

The ventures will be chosen for their ability to:

- Provide learning and development opportunities for the young people
- Support the local community
- Provide useful services to local businesses and organisations that can be sold at a viable (surplus generating) price

The project will initially deliver newsletters and leaflets locally, especially on the Cambridge Estate, but expects to develop into other locations and types of work in due course, for example the recent data entry work for the Guildhall survey.

The aim is for the business activities to be fully self-sustaining and ideally to generate a surplus.

Once appropriate management costs have been allowed for (e.g. insurance), the remaining surplus generated is put toward educational and community activities, and toward reward events for the young people such as pizza or paintballing.

### Finding Business

The young people themselves will be empowered to take the lead in generating ideas for new ventures, examining the viability of those ideas and planning their implementation.

Norbiteens will seek business by, for example:

- Using contacts at the council and local voluntary organisations to find business directly and/or spread the word
- Visiting the Local Chamber of Commerce
- Seeking an advertorial in a local paper

### **Community and Educational Activities**

The project will encourage young people to engage with a range of community and educational activities including:

- Practical work to improve the living environment in the Norbiton area such as creating a mural in the local play area in conjunction with younger children, painting fences and litter picking. (Some of this work is likely to be done in conjunction with Axis, the company that has the maintenance contract for the Cambridge Estate, with whom we are already in discussions)
- Intergenerational engagement such as supporting older people to participate in organised events such as bingo days, helping at the Madingley Green Fair and oral history collection – linking educational activities to real life experience of local people
- Business skills development sessions
- Life skills sessions such as managing personal finances

Working with identified community priorities, the young people will be involved in generating further ideas and plans for new activities.

There may be some overlap between Business and Community activities – some community activities may generate income even though that income may not fully cover costs.

## **Reward Scheme**

There are three elements to the Reward Scheme:

### **1. Vouchers for 50% of hours given**

The young people are rewarded with vouchers of their choice at a rate of £10/hour for half the time they spend on any Norbiteens activities, whether these are Business activities, Community activities or Educational activities.

Providing the rewards as vouchers will help stop them being mis-spent on items not appropriate for young people. It will also mean young people will have the chance of saving up for something that they may not necessarily be able to afford normally. This will give young people an appreciation for money.

### **2. Recognition Certificates and Milestone Rewards**

The young people will receive certificates recognising the number of hours they have volunteered. These will be awarded both for monthly hours and as 'award' certificates for milestones reached e.g. 50 hours, 100 hours.

### **3. References**

The Norbiteens Project Leader will be a referee on a CV or job/study application, and/or provide a written reference for those young people who have engaged sufficiently with the project to enable such a reference to be given.

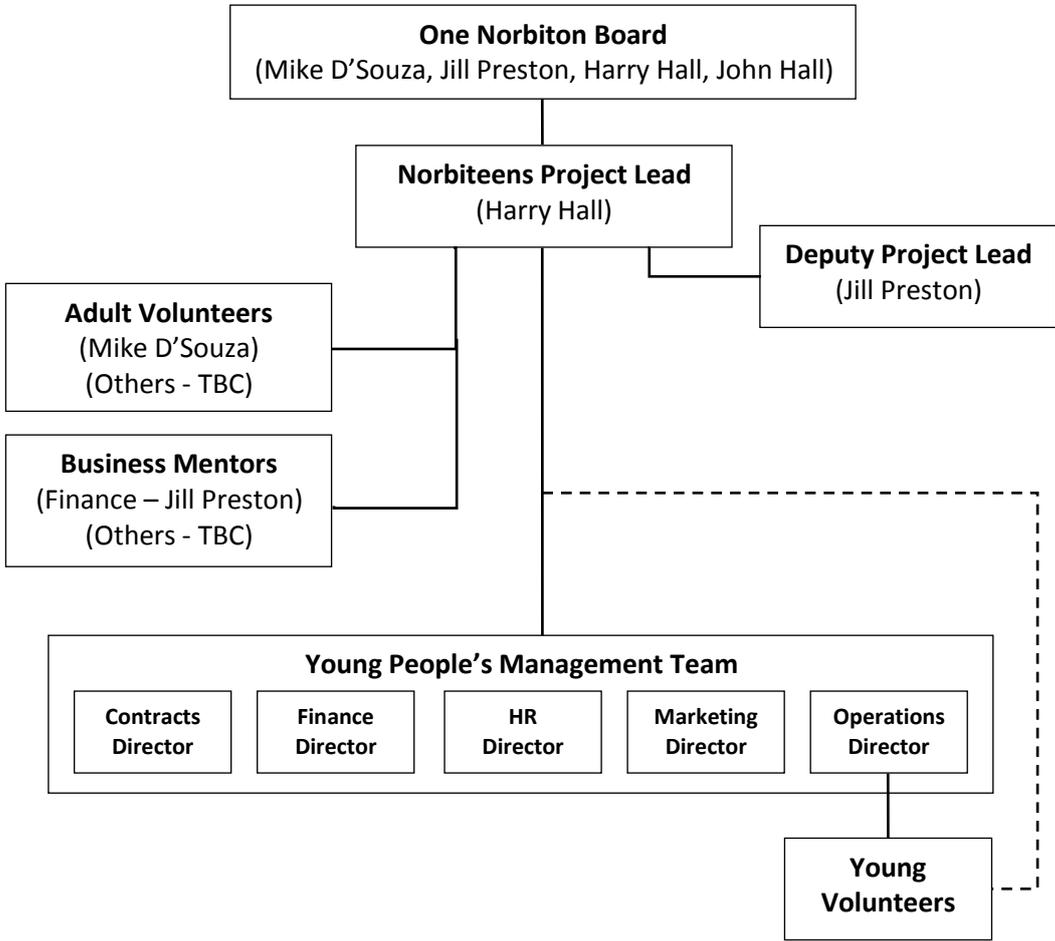
## **Progression**

We aim for the young people to be entering employment and/or continuing education/training when they reach age 16 (subject to the staged increases to education leaving age being introduced).

All 16 year olds that are not in full time education, work and/or apprenticeships will (if they wish) be referred to Maundy Todd of "This is our Community". However, they may also continue volunteering with Norbiteens until they are 17. This will enable continuity of opportunity.

# Governance and Management

## Project Structure



### Management and Supervision

Overall responsibility for the project as a whole, including its financial management and legal compliance, rests with the Directors of One Norbiton.

Overall management and supervision of the project and the young people is delegated by the directors to the Project Lead:

Project Lead – Harry Hall

Harry has been a director and Vice-Chair of One Norbiton for 2 years. He lives on the estate and is (or has recently been) involved with a range of local organisations including as Chair of CRERA (Cambridge Road Estate Residents Association), as Membership Secretary of the Kingston-wide organisation Federation of Residents, and as Governor of a local school.

His working life as a prison officer has given him a range of relevant transferrable skills, including negotiation and mediation, and he is able to work with conflict and difficult situations, maintaining appropriate boundaries.

Harry is himself a parent of 4 children and is passionate about giving local young people a good start in life.

### Adult Volunteers and Business Mentors

The Project Lead will be supported by other Adult Volunteers:

- A Deputy Project Lead to provide cover in the Project Lead's absence
- Adult Volunteers to deliver educational activities, support community activities etc according to the requirements of different activities
- Business Mentors to help the young people's management team to develop their business skills

Role descriptions and mentoring agreements will be drawn up as necessary.

### Young People's Management Team

Wherever possible, the young people will lead the day-to-day management of Norbiteens activities, for example:

- Finding other young people to participate
- Meeting with business and organisation owners/ management to attract business and negotiate contracts
- Developing costings for quotations
- Developing publicity
- Setting up rotas

Part of the business skills education for the young people will be to learn how to develop role descriptions. The descriptions for the five roles identified in the chart above will therefore be developed as part of the educational programme.

As more young people get involved, they can also take part in the management of the activities by becoming 'deputies' and by identifying other 'departmental roles' that could be established.

### Ground Rules and Discipline

A further element of business skills development for the young people is agreeing the positive behaviours they expect from each other as a set of ground rules, and what to do if they are not followed.

These will be developed as part of the educational programme.

### **Quality Control**

Checks appropriate to the work done will be defined and carried out. For example, each delivery route on the Cambridge Estate has a "secret shopper" who confirm they have received the leaflet/newsletter following delivery.

## Safety and Safeguarding

Clearly the Norbiteens project requires a high level of Safeguarding. The board of One Norbiton takes Safeguarding very seriously and has taken the following steps:

- A Safeguarding policy / procedure is in place (see **Appendix 4**).
- All One Norbiton directors have enhanced DBS checks
- At least one One Norbiton director is present at all events involving young people
- DBS checks are carried out on all eligible volunteers before they work unsupervised with young people
- All adult volunteers will be required to attend safeguarding training prior to working with young people; all current adult volunteers have attended such sessions
- Each activity is risk assessed from a safety and safeguarding perspective and appropriate measures put in place. (**Appendix 5** contains the risk assessment for leaflet delivery)
- Consent is obtained from each young person's parent / guardian before the young person takes part in activities. (**Appendix 6** contains the Parent/Guardian information and consent form)
- The young people are trained in Health and Safety and safe working practices before taking part in activities.
- The young people are given information about who to contact if they are concerned about their safety or if anything unsafe happens.

We will continue to review and develop our safeguarding as the project develops, preparing for new situations and responding to learning.

## Other Legal Issues

### Data Protection

The Norbiteens project will be holding a range of data relating to its young people, including names, addresses, ages, what hours they have volunteered, what activities they have taken part in, what changes (outcomes) have happened for them, and (where relevant) notes on disciplinary matters.

One Norbiton as the responsible agency for the project must therefore adhere to Data Protection law. One Norbiton:

- Is registered as a 'data controller'
- Has a data protection policy and procedures (see **Appendix 7**)

As a project of One Norbiton, Norbiteens is bound by the One Norbiton policy and procedures.

The Project Lead has delegated responsibility for Norbiteens' compliance.

### Employment Law

The project operates on the basis of a rewards scheme, not a payment scheme, and the young people are all volunteers. Norbiteens has sought professional advice to check the scheme does not constitute employment (See **Appendix 8** for references).

13 is the youngest age children can take on part time work and a range of restrictions apply. (Reference: Guidance on the Employment of Children, Department of Children Schools and Families, 2009) (See **Appendix 9** for Legally Allowed Hours)

#### Charity Law

As the work carried out by Norbiteens is in direct pursuit of One Norbiton's objects, the trading element of it is classified as primary purpose trading. We are mindful that should we take on elements of non-primary purpose trading, such trading is strictly limited / taxable.

#### Equality and Diversity

The Norbiteens project is committed to equality and diversity and aims to offer opportunities to all young people. The Project Lead is responsible for ensuring the One Norbiton Equality and Diversity policy is followed.

#### **Other Governance**

##### Financial Management

- Accounts are kept on an Excel spreadsheet
- Two signatures are required to withdraw funds
- Finances are reviewed at each directors' meeting (usually once a month)
- Financial management is carried out by Jill Preston

##### Insurance

One Norbiton holds Public Liability insurance.

## Monitoring and Evaluation

### Targets and Milestones

#### Targets:

- 15 young people recruited by Mar 15 (6 in 1<sup>st</sup> quarter, 3 per quarter thereafter)
- 2 leaflet or newsletter contracts a month (on average)
- 3 other business activities identified and completed (one in each of 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> quarters)
- 4 community engagement activities carried out by Mar 15 (1 per quarter)
- 1 educational activity per month (on average)
- 10 hours given per month per young person on average (for 80% of young people)
- Total approx 1000 hours of young people's time given by Mar 15 (based on 10 hours per young person per month x 80%) – cumulative interim targets: 144 hours by end June, 360 hours by end September, 648 hours by end December
- 10 young people each give 50+ hours by Mar 15, 5 of whom will have given 100+ hours
- 3 new adult volunteers recruited and inducted by Mar 15
- 5 business mentors recruited by end Aug 14

#### Milestones:

- Uniforms and bags purchased (by end Jun)
- Computers purchased, set up and working (by end Jun)
- Initial publicity developed and distributed (by end Jul)
- Role descriptions for young people's board developed (by end Jun)
- Ground rules and disciplinary procedures developed (by end July)
- Agreement made with RBK/Axis to do painting projects locally (by end Jun)
- Model mentoring agreement developed (by end Aug 14)
- 6 month project review (Sep 14)

### Outcomes

- AIM 1: Preventing local young people becoming NEETs
  - Outcome:
    - Young people go on to employment, study or other training
  - How measured:
    - Through ongoing contact with young people and with 'This is Our Community' which provides services / support to which some young people will progress
- AIM 2: Preventing / reducing anti-social behaviour
  - Outcome:
    - Fewer local people complaining about anti-social behaviour
  - How measured:
    - Community surveys

- AIM 3: Developing a work ethic and other business and employability skills amongst young people
  - Outcomes:
    - Young people will have experience in the business world and, where appropriate, a reference
    - Young people will have skills such as contract negotiation, financial management, marketing, and team working
    - Young people will be punctual, reliable, clean and tidy
    - A developed work ethic
  - How measured:
    - Supervision and appraisal
- AIM 4: Developing good citizenship amongst local young people
  - Outcomes:
    - A sense of civic pride and connection with their environment and community
    - A volunteering ethic
    - Connection and good relationships with older residents and mutual respect
    - Involvement in community events
  - How measured:
    - Young people questionnaires, actively sought feedback at meetings
    - Number of yp reaching milestone volunteering awards
    - Community survey amongst older residents; feedback after specific intergenerational events
    - Number of young people taking part in community events
- AIM 5: Promoting health, wellbeing, self-esteem and confidence amongst local young people
  - Outcomes:
    - Young people report increased self-esteem
    - Young people report increased confidence
    - Young people report improved well-being
    - Young people report maintained or improved health
    - Young people feel listened to and valued
    - Young people do not abuse drugs or alcohol
  - How measured:
    - 1 to 1 structured meetings/questionnaires
- AIM 6: Young people taking responsibility for the way they shape their lives
  - Outcomes:
    - Young people have goals and aspirations and a positive approach to them
    - Young people feel they have control over their lives
    - Young people understand and manage their money well
  - How measured:
    - 1 to 1 structured meetings/questionnaires
- AIM 7: Benefitting Norbiton residents by carrying out activities prioritised by the local community

Outcomes:

- Improved living environment
- Improved relations amongst whole local community – trust and confidence
- Improved perception, especially of Cambridge Estate by residents of surrounding areas
- People from wider community get involved in volunteering locally, having seen Norbiteens volunteering

How measured:

- Community surveys
- Information from other local organisations e.g. One Norbiton, of reasons why new volunteers join

All measurements are supplemented by observations and anecdotal reports/evidence

**Other Monitoring**

The project will record:

- Number and type of activities, (business, community and education)
- Numbers of young people attending each activity
- Numbers of hours each young person spends
- Overall period for which each young person volunteers (e.g. 6 months, 2 years)
- Equality and diversity information

## Resources

In order to deliver the project, we need a range of resources.

### People

(See 'Project Structure')

In this first year, the project relies on committed volunteers, primarily the directorate of One Norbiton and particularly the Project Lead.

### Equipment

The project needs equipment for an initial anticipated volunteer force of 10 young people plus adult supervisors:

- 10 x delivery bags
- Basic uniforms for each volunteer, consisting of a T-shirt and hoodie, initially for 10 young people and 6 adult supervisors. (The uniforms are to be maintained by the people they are issued to).
- 2 x PAYG mobiles (to provide communication in emergencies for young people who do not have their own)
- 2 x laptops: 1 to manage business data e.g. contacts, finances, quotations; 1 for loan to young people to do specific work such as design and marketing, presentations to businesses.
- 1 x MS Office 365 1yr software and cloud licence for up to 5 computers
- 1 x McAfee Security software
- 1 x projector for business presentations and educational activities
- Secure storage box for confidential files

The total initial equipment expenditure is: £1,649 with a further £223 required as the project grows from 10 to 15 young people, total £1,872.

### Premises / Storage

The project requires some premises and storage for the following:

- Secure place to store IT and PAYG phones
- Secure place to store, uniforms, bags etc
- Place to receive leaflets and newsletters prior to distribution
- Place for young people to collect/return their bags, leaflets, mobiles etc

At the moment, all items are stored in the home of the Project Lead, with items transferred to the One Norbiton Community Shop as required.

In future it would be better to use whatever office One Norbiton have available for storage, deliveries, collections and returns.

## **Budget**

The overall budget is £9,541 (See **Separate Budget**)

£3,674 of this is anticipated trading income (£200 in relation to community activities).

We now have a clearer picture of the average income we can reasonably expect from delivery jobs, and the budget indicates an estimated gross surplus from the business activities of £1,149 to put towards the community and educational activities and the additional milestone rewards.

The community and educational activities and the additional milestone rewards require a further £3,541 (the bulk of which is rewards for the young people's time) to break even.

Along with the equipment funding of £1,872 and a small contribution of £454 toward overall One Norbiton core costs (overarching insurances, governance expenses and a limited amount of paid-for central admin support) the **total DCLG money required is £5,867**

NOTE: The pilot was run on the basis of a loan of personal funds from the Board. These costs are included in this budget.

## **Future Sustainability**

Whilst it is very early days for Norbiteens, we have considered how the project might grow and become sustainable over the next 2-5 years.

The project will need to fit within the overall picture of service provision locally, working with and alongside a range of agencies, many of whom have already been involved, or invited to comment on this proposal and the support of our partners will be crucial to the projects longer term success.

Our intention is to grow the trading income to become a higher proportion of the total turnover and to reduce (or even eliminate) dependency on grant or other funding.

The initial DCLG funding will be used as 'pump-priming' money. Part of it covers initial (capital) costs which will not need to be repeated in the next few years (although provision in the medium term for IT upgrades etc will need to be made in due course).

Depending on how this next developmental phase progresses, especially the growth of trading, we anticipate a need for some (reducing) top-up grant or other funding in the second and third years of the project, probably in the region of £2,000-4,000.

In reality, whilst the project would be enhanced by such funds in that period, it is not anticipated that it will be wholly dependent on them, since the 'business' activities should generate sufficient surplus to cover some educational/community activities and these could if necessary be scaled back temporarily.

Making more explicit this link between what the business activities generate and the amount of extra activities the young people can participate in would further enhance their work ethic and their understanding of the work / reward equation.

Looking further ahead, if the project grows beyond the point at which it can be delivered only with volunteers, then the costs of employment would need to be factored in. Such employment would only be made on the basis of demonstrable success indicating the investment worthwhile.

Assuming the project does build on its initial results and prove successful, we anticipate we will always be able to demonstrate that the cost of the programme per capita is low compared to the typical long term costs to the public purse of supporting a person who has become NEET, and/or fallen into substance abuse or other issues which Norbiteens aims to help young people avoid. Such demonstrable results should enable us to attract investment accordingly.

## **Partners and Supporters**

The following organisations have already been involved with / consulted about the project:

**Helen Terry**, Achieving for Children: Safeguarding and general advice

**Maundy Todd**, This is Our Community: Advice and assisting with training, contacts for mentors

**Olly Turnbull**, Business Entrepreneur, This is Our Community: Contacts for business and discounted supplies

**Geraldine Burgess**, Kingston LSCB Local Safe-guarding Children Board: Safeguarding training

**Ken Lee**, Service Manager – Maintenance and Facilities Management, RBK: Future projects with RBK

**Michelle Seale**, Axis: Future projects with Axis

**Reniera O'Donnell**, Group Manager – Housing Strategy RBK: Future projects with RBK

**Jerry Irving**, Chief Executive, Kingston Chamber of Commerce: Business contacts and potential mentors

**Neel Bidessie**, Head of sales, Enterprise and Employment. Kingston and Carshalton colleges. Future work on Business and Employability skills for young people.

**Alison Chivers**, Job Centre Plus – Information on how rewarded volunteering can affect benefits

**Hilary Garner**, Chief Executive, Kingston Voluntary Action: Advice and general assistance

**Simon Croft**, Freelance Adviser to not-for-profit organisations, working on behalf of Kingston Voluntary Action: Support to develop this proposal

These and others are being invited to comment on this final draft and we hope the list will expand with further endorsements / support in this process.

## Appendix 1: Example Community Survey Results

### Tasks and issues suggested by our Norbiton Panel and Community surveys:

#### CLEANING UP THE ENVIRONMENT (7)

- Clean up dog mess around Norbiton Station
- More police, more rubbish bins & dog bins. More community events
- Less Litter
- The Fly tipping problem needs to be solved
- Stop Fly-tipping in Chatham Road
- Cleaning up lifts/ less overcrowding/more job prospects
- ... am unhappy with rubbish

#### DEALING WITH YOBS, GANGS & DRUGS (6)

- Less yobs around
- Have much less pressure on local schools. More play areas. Less drug dealing
- Less drug dealers
- Deal with Gangs/drugs/loneliness
- Less men hanging around streets – makes me feel unsafe when travelling in the dark
- More police at nights. Concerns about the sale of private houses to students

#### MAINTAINING GARDENS, RECREATION FACILITIES (4)

- More local community events. Clean up days. Play areas
- Clean up neglected spaces & front gardens
- Would like business rates to be nil for vacant property so owners can afford to maintain them.
- Mend broken fencing

#### YOUTH ACTIVITIES (2)

- Things for young people & job opportunities
- More things for kids to do

#### OTHER ISSUES (2)

- Less noisy neighbours
- More consultation. More choice of local shops

## Appendix 2: Pilot Report

### Norbiteens PILOT report

24<sup>th</sup> March saw the pilot of the kids enterprise originally titled O.N.C.E (One Norbiteen Children's Enterprise) start its pilot with myself (Harry Hall) approaching children known to me and finding 4 youths who would be interested in the project trials. By Friday I had three youth and I was ready to work with just three but by Saturday 29<sup>th</sup> September I had fourth and by the time we got to the office we had a fifth interested youth, I informed the fifth youth that we had only enough funds to secure 4 youths, he said he would do it for free. **Lesson 1 learnt. Youths are willing to do stuff around Norbiton etc. Just so they have something do and can try and make things better for their selves and others.**

Saturday 29<sup>th</sup> March meeting one we discussed issues and explained to them the concept of rewarding volunteers that for this pilot we would work on the concept of 100% volunteering and being rewarded for 50% of that time. We then let them know the concept of the company was that the youths would run the company, securing contracts for themselves and that the first business venture would be leaflets and newsletters which was agreed by all. Next up was their choice of company name and while the original idea did come from Mike the youths loved it and Norbiteens was born. I then asked them if they would like to design the logo for company and while there was a few it was decided the relatively simple but elegant design by one of the youths would be adopted as there logo. Some confidence training was given by Maundy Todd on contract negotiation to two of the youths and then we had a talk about health and safety risks on a leaflet distribution and paper work was given to them to give to parents explaining the concept as well as permission forms. **Lesson 2. All members worked hard to bring their points across and used team work to come to final decisions.**

Tuesday 1<sup>st</sup> April. Two youths after school attended a contract negotiation with Maundy Todd to do the distribution of 841 leaflets across the estate for her. By the end Maundy Todd agreed to a figure of £125 (reduced later to £115 as we originally told her there was 900 homes on estate) for Norbiteens to get this contract. **Lesson three. The two were the least confident speaking to people this is why they were chosen to talk to Maundy. The previous Lesson obviously helped them build their confidence.**

Leaflets were delivered to myself on the 4<sup>th</sup> of April. Saturday 5<sup>th</sup> April all youths turned up except for one. All had phones in case of emergency. One extra person who also works for Maundy Todd also turned up. Three routes had been previously set up. Three sections with two people on each route. Originally I had believed this would take each group 2hrs in the end it took 1hr 20mins by the time all groups finished (those who had finished went to help the others). Had put mystery shoppers in place to confirm that they received the leaflets. **Lesson 4. These youths have never really done anything like this before and already a work ethic and strong team work had formed.**

Went to see the youth who had not turned up. He was truthful and told me that he had fallen back asleep as he was not used to getting up early Saturdays. He was willing to fill in the required paper work for the contracts when I knocked on his door

Thursday 10<sup>th</sup> April. A few days before a youth with assistance had created a power point presentation and researched costs of postage for newsletters during the research we found that there was NO other company in a close area who offered the service of delivering newsletters. On the Thursday two youths attended a contract negotiation with Federation of Residents who had also

researched other companies and were awaiting a quote. Richard Grosvenor was very impressed with the presentation and offered the contract to the youths on the basis that the quote given was near the quote they received. Phone call was made later and after discussion with the negotiating youths the Contract was agreed for 25p per newsletter instead of the 30p quoted. 2<sup>nd</sup> contract secured for £210.25 with the possibility of further contracts for different estates around the borough if wanted. **Lesson 5. This contract was harder to obtain as FED need to get value for money. The kids showed maturity and professionalism to secure contract.**

Saturday 12<sup>th</sup> April. Brief meeting due to two youths being ill.

Saturday 12<sup>th</sup> April Afternoon one of the youths (still under the weather) and other youth attended a home of a One Norbiton member to interview and film a 94 year old former P.O.W to start a DVD series of residents in the neighbourhood. To try to encourage school children better connection with historical subjects like WW2 with connecting to local people who lived it. Hopefully schools can use these.

Wednesday 16<sup>th</sup> April. Due to a print error FEDs newsletter was unable to be delivered however FED asked the youths do deliver a leaflet and as there would be more contracts the newly appointed Contract director and Finance director agreed to do the rounds for £84.10 on the Friday. **Lesson 6. Due to the short time frame youths had started making executive decisions for the company.** All youths tuned up with the exception of one. All youths had phones except one. I worked with one youth as he did not have a phone. And again they helped each other out where needed.

Break Easter weekend.

Saturday 26<sup>th</sup> April. End of Pilot meeting. This is where they were rewarded there vouchers and asked a few questions.

**Question 1.** What was your confidence in talking and securing contracts BEFORE pilot started.

**Question 2.** How do you feel now?

	Before	After
Young person 1 (YP1):	7	8
Young person 2 (YP2):	6	8
Young person 3 (YP3):	6	9
Young person 4 (YP4):	6	8
Young person 5 (YP5):	5	9

**Lesson 7. Pilot shows a big rise in CONFIDENCE due to project**

**Question 3.** What time would you normally get up on Saturday?

YP1: 11.30. YP2: 16.00. YP3: 15.00. YP4: 07.00. YP5: 10.00.

(YP4 does a paper round)

**Question 4.** Did getting up prove a struggle

YP 1, 3, 4 & 5 said no YP2 said yes

**Lesson 8. While there are still teething problems with people coming each week etc. The kids were keen to get to job/meeting. Three of the kids did not normally get up before the start time of 10am but apart from one they did not struggle this shows the youths want to have a strong WORK ETHIC.**

**Question 5.** Do you have better understanding of work ethics if so what are they.

All put their information in and they all realised that good timing, turning up and trustworthiness were all important factors for **Lesson 9. Makings of a strong COMPANY with good work ethics.**

**Question 6.** What did you enjoy?

YP 1, 2 & 4 – Deliveries; YP5 – Rewards; YP3 - delivering leaflets helping community

**Question 7.** What did you hate?

YP1 - Carrying leaflets. YP2 - getting up. YP4 - Walking. YP5 & 3. Nothing

**Lesson 10.** Evening knowing the youths hated aspects that directly connected to the things they liked they were still doing them **WORK ETHIC.**

**Question 8.** What can be improved?

All – Nothing at the moment

**Question 9.** Do you think the reward is appropriate for the time given?

All – Reward scheme is fine.

**Lesson 11.** Prime chance to try and get more money but this shows that they are happy to get what they can but doing stuff is more important for them.

**Question 10.** Would you volunteer any more hours WITHOUT reward for example education? If so how many.

YP1: 1.5hrs. YP2: 2hrs. YP3: maximum allowed hours. YP4: 2hrs. YP5: 1hr..

**Lesson 12** while with the exception of YP3 the hours are low but it does show a keenness in the business success.

General discussions found that youths think it would be good to use schools and leaflets to get more minority and females to join. They are also keen to have more educational aspects.

### **What next.**

I would say the pilot was a big success and the youths made progression in their personal relations and confidence as well as their work ethics development. This is something that needs to be built on with more education in business development and skills. We have a solid foundation to build from and with the right connections could build quickly but while the kids did a fantastic job in securing the contracts which would have covered their rewards for this month we need more youths as I am not meant to be doing deliveries due to ill health, future jobs will need grants to cover the costs. As well as a professional set up to deliver presentations as well as uniform, bags, phones and other bits of equipment.

### **Things to be done**

Youth directors have been tasked with creating leaflets and coming up with ways to engage better.

Myself. To try and secure grants. To make positive connections to create 1. Jobs and 2. People to mentor the youths. To attend other groups especially Minority groups to find out best ways to engage with youths. To arrange what the youths are doing on the Saturdays with room to change if need be.

## **Appendix 3: Questions asked of Young People in the Pilot**

Questions asked of young people:

**Q1 How confident were you before the pilot on taking on something like a contract negotiation?  
(Scale 1 to 10)**

**Q2. How confident are you now after the pilot?**

**Q3. What time would you normally get up on Saturdays?**

**Q4. Did 10:30 starts prove a struggle?**

**Q5. Do you have a better understanding on work ethics. If so what are they?**

**Q6. What did you enjoy doing?**

**Q7. What didn't you like?**

**Q8. How can things be improved?**

**Q9. Do you think the rewards are appropriate?**

**Q10 Would you volunteer any more hours without rewards.**

## Appendix 4: Safeguarding Policy and Procedures

# Child Safeguarding Policy

**This policy applies to anyone working on behalf of One Norbiton.**

### **The purpose of this policy is:**

- to protect children and young people who receive One Norbiton's services. This includes the children of adults who use our services
- to provide our workers with the overarching principles that guide our approach to child protection

One Norbiton believes that no child should ever experience abuse of any kind. We have a responsibility to promote the welfare of all children (i.e. people under 18 years of age) and to keep them safe. We are committed to practice in a way that protects them.

### **Legal framework**

This policy has been drawn up on the basis of law and guidance that seeks to protect children:

- Children Act 1989
- United Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Protection of Freedoms Act 2012
- Relevant government guidance on safeguarding children

### **We recognise that:**

- the welfare of the child is paramount, as enshrined in the Children Act 1989
- all children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

### **We will seek to keep children and young people safe by:**

- valuing them, listening to and respecting them
- adopting child protection practices through procedures and a code of conduct
- recruiting safely, ensuring all necessary checks are made
- providing effective management for those working on behalf of One Norbiton through supervision, support and training
- sharing information about child protection and good practice with children, parents, and all those working on behalf of One Norbiton
- taking all concerns and allegations of abuse seriously
- sharing concerns with agencies who need to know, and involving parents and children appropriately

**We are committed to reviewing our policy and good practice annually.**



# Child Safeguarding Procedure

## Contents

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(Note – the detail of Part 3 and the Appendices are not included here for brevity, but are available on request)

## Part 1: Dealing with (suspected) abuse of a child

### Scope

This procedure applies to anyone working on behalf of One Norbiton who may be concerned about the safety and protection of a child.

### Purpose and aim of this procedure

We aim to ensure those children who attend One Norbiton, and any other children who may come to the attention of One Norbiton, receive the protection and support they need if they experience or are at risk of abuse.

(See **Appendix A** for **Definitions and Examples of Abuse**)

This procedure provides clear direction to all those working on behalf of One Norbiton if they have concerns that a child is in need of protection.

### Ways that abuse might come to your attention

- a child might make a direct disclosure about him or herself
- a child might make a direct disclosure about another child
- a child might offer information that is worrying but not a direct disclosure
- a parent or carer might make a disclosure about abuse that a child is suffering or at risk of suffering
- a parent or carer might offer information about a child that is worrying but not a direct disclosure

As well as others bringing information to your attention, you may witness abuse yourself, or notice things which make you concerned. It is not always easy, even for the most experienced carers, to spot when a child has been abused. However, some of the more typical symptoms which should trigger your suspicions would include:

- unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- sexually explicit language or actions
- a sudden change in behaviour (eg. becoming very quiet, withdrawn or displaying sudden outbursts of temper)
- a change observed over a long period of time (eg. the child losing weight or becoming increasingly dirty or unkempt)
- a general distrust and avoidance of adults, especially those with whom a close relationship would be expected
- an unexpected reaction to normal physical contact
- difficulty in making friends or abnormal restrictions on socialising with others

It is important to note that a child could be displaying some or all of these signs, or behaving in a way which is worrying, without this necessarily meaning that the child is being abused.

Similarly, there may not be any signs, but you may just feel that something is wrong.

**If you notice a change in a child's behaviour, raising your concern is the right thing to do.**

**NOTE: It is *not* your responsibility to investigate allegations of abuse or concerns, but it *is* your responsibility to take all allegations and concerns seriously, and to report them to the appropriate person.**

#### **Talking to a child who has told you that he/she or another child is being abused**

- Reassure the child that telling someone about it was the right thing to do
- Tell him/her that you now have to do what you can to keep him/her (or the child who is the subject of the allegation) safe
- Let the child know what you are going to do next and who else needs to know about it
- Let the child tell his or her whole story. Don't try to investigate or quiz the child, but make sure that you are clear as to what he/she is saying
- Ask the child what he/she would like to happen as a result of what he/she has said, but don't make or infer promises you can't keep
- Give the child the ChildLine phone number: 0800 1111

#### **Helping a child in need of emergency medical attention or in immediate danger**

- **If the child needs emergency medical attention, call an ambulance and, while you are waiting for it to arrive, get help from a first aider if possible**
- **If a first aider is not available, use any first aid knowledge that you may have yourself to help the child**
- **If the child is in immediate danger and is with you, remain with him/her and call the police**
- **If the child is elsewhere, contact the police and explain the situation to them**
- You also need to contact the Designated person for child protection to let them know what is happening (see *Part 2: Recruitment, Management and Responsibilities* for details of the 'Designated person')

Once any immediate danger or emergency medical need has been dealt with, follow the steps set out in the ***Safeguarding Flowchart*** given in ***Appendix B***.

As part of this, a decision will need to be made about who should inform the child's family and the local authority children's social care department, and when they should be informed. If the police and/or the health services have been involved, they should be part of this decision. Consider the welfare of the child in your decision making as the highest priority.

Issues that will need to be taken into account are:

- the child's wishes and feelings
- the age and maturity of the child
- the parent's right to know (unless this would place the child or someone else in danger, or would interfere with a criminal investigation)
- the impact of telling or not telling the parent
- the possible consequences of the information being disclosed to other places
- the current assessment of the risk to the child and the source of that risk

- any risk management plans that currently exist

**Keeping a record of your concerns**

Use the **Reporting Form** given in **Appendix C** to record the concern and how it is dealt with.

The relevant sections of the form should be completed at each stage of the procedure. It can be used to forward information to the statutory child protection authorities if a referral to them is needed.

The form should be kept confidentially on the child's file. The name of the person making the notes should be written alongside each entry.

**Useful contact details**

A list of **Useful Contact Details** is given in **Appendix D**.

Part 1 adapted from: "Procedure for children at possible risk of abuse", Safer Network, as endorsed by NSPCC and Children England.

## **Part 2: Recruitment, Management and Responsibilities**

### **Scope**

This procedure applies to anyone working on behalf of One Norbiton including those with recruitment responsibility. This includes volunteers, trustees and any staff.

### **Purpose and aim of this procedure**

We aim to ensure those who work for us are recruited safely, know their responsibilities in relation to child safeguarding and understand what constitutes safe practices.

### **Recruiting and appointing workers**

One Norbiton will follow these guidelines:

- We will bring our safeguarding policy and procedures to the attention of new appointees as part of our induction procedure, and provide training as necessary.
- All applicants will be required to sign a declaration stating that there is no reason why they should be considered unsuitable to work with children.  
*(The Rehabilitation of Offenders Act (1974) requires that people applying for positions which give them substantial, unsupervised access on a sustained or regular basis to children must declare all previous convictions which are then subject to police checks. They can then only be offered a job subject to a successful police check. They are also required to declare any pending case against them. It is important that applicants in this particular category understand that all information will be dealt with confidentially and will not be used against them unfairly.)*
- We will carry out a DBS check wherever we are entitled or required to do so.
- Where appropriate we shall request one or more written references of the applicant's experience of working with children. We will also ask the referee to comment on their suitability for working with children.

### **Accountability and Responsibility of all those working on behalf of One Norbiton**

All those working on behalf of One Norbiton must ensure that they:

- Uphold the welfare of the child as paramount
- Are familiar with the Safeguarding Policy and Procedures and Code of Conduct
- Know the action to be taken if abuse is identified, or suspected – and to whom it should be directed
- Understand that it is their personal responsibility to contact emergency services in appropriate circumstances
- Declare any existing, pending or subsequent convictions  
(Failure to do so is gross misconduct and will be penalized accordingly)
- Are aware any disclosure of confidential information to any parties other than in accordance with those detailed in this policy will be considered gross misconduct

### **Accountability and Responsibility of Directors and Designated Persons**

Directors and Designated Persons must ensure that:

- They uphold the welfare of the child as paramount
- They have received training adequate to meet their responsibilities
- They notify appropriate agencies if abuse is suspected
- They circulate this policy/procedure to existing and future workers
- If appropriate, workers are DBS checked, in accordance with Home Office Guidelines
- Safeguarding policy and responsibilities are included in all inductions

- Any workers whom they supervise have received Safeguarding training commensurate with their responsibilities, and that this is refreshed as necessary
- They maintain a written record of any concerns
- They formally record any contact with children following identified, or suspected abuse
- Records of any issue are kept in a secure environment accessible only to Trustees and Designated persons

### **Designated Person – Specific Responsibilities**

In addition, the Designated person is responsible for:

- Taking the lead on maintaining up to date policy and procedures
- Maintaining contact details for local Children’s Services and Police
- Advising the trustees on safeguarding and child protection issues

If there is a concern or report of abuse, the Designated person is:

- The first point of contact for any concerns or allegations, from children or adults
- Responsible for making an initial evaluation of the situation and deciding on the appropriate action to be taken, in line with the organisation’s procedures

The name and contact details of the Designated person (and deputy where one is appointed) are set out in **Appendix D, Useful Contact Details**.

### **Code of Conduct**

All those working on behalf of One Norbiton are required to follow these guidelines:

#### **General**

- Treat the children involved in our activities with respect and dignity
- Ensure that their health and safety is paramount at all times
- Liaise openly with parents/guardians and carers
- Listen to any disclosures/allegations/concerns of child abuse, giving no guarantee of confidentiality
- Report any such disclosures/allegations/concerns immediately following the procedures set down in this document
- Refer any media contacts regarding safeguarding to the Trustees, making no comment to any media representatives

#### **Specific**

- Avoid being alone with a child
- Do not take children alone in a car, however short the journey
- Do not take children to your home as part of One Norbiton’s activity
- Only use physical contact with a child if absolutely necessary. If you do have to help a child, wherever possible make sure you are in full view of others, preferably another adult
- Where any of these are unavoidable, ensure that they only occur with the full knowledge and consent of someone in charge of the organisation or the child’s parents

Disciplinary action may be taken if these guidelines are breached.

## Appendix 5: Risk Assessment for Leaflet Delivery

Risk assessment of delivery route
-----------------------------------

Risks identified and potential solutions

Potential trip hazard – Each delivery person will be trained and made aware of the potential of trip hazards and asked to be vigilant

Heavy Load – Each load to be checked by duty mentor to make sure that weight is not too much for delivery person

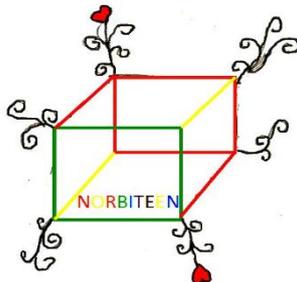
3<sup>RD</sup> Person assault on volunteers – Each delivery will have two per delivery. This is to help ensure safer deliveries

Trapped fingers in letter boxes – Each delivery person to be trained and to be cautious of the possibility of trapped fingers

Health problems on route – Each delivery has two per delivery with phones to contact duty mentors and/or emergency services if need be

Dog attack – If delivery person is worried about a location by barking dog they are to record the address so mentor can deliver leaflet instead. If dog in front garden Delivery person will be informed NOT to attempt delivery and to inform mentor to deliver later.

## Appendix 6: Parent / Guardian Information and Consent Form



### Explanation for Parents/Guardians about Norbiteens

One Norbiton is an organisation run by people who live or work within the Norbiton area with the purpose of reducing urban stress.

You may or may not know that the Norbiton area is one of the most deprived areas in the whole of the country and this affects children the most. So as a way to try and help we have come up with the idea of the children enterprise company. The general idea is that children will take on the responsibility of running a business to gain experience in what it is like to make their own money and to shape their 'business' future. Each applicant will work on a voluntary basis with part of their time being rewarded with vouchers. So for example If youth works/trains/meets for two hours they will be rewarded for one hour of their time.

It is hoped in the future each youth's department will have a mentor to assist them in to doing the job for example marketing will have a professional to help. All sessions will supervised by a fully vetted CRB enhanced checked adult.

**Your child has been asked to join the Norbiteens .** They will only be asked to volunteer on the Norbiton area.

A example 4 week period (Rewards may be more or less dependent on hours done).

Date	Activity	Kids	Hrs	Times
Sat 29th Mar	Meeting and Training	all 4	2	10 - 12am
Wed 2rd April	Contract negotiation	2	1	After school
Sat 5th or 12th April	Delivery	all 4	2	10 - 12am
Wed 9th April	Contract negotiation	2	1	After school
Sat 12th or 19th April	Delivery	all 4	2	10 - 12am
Sat 26th April	meeting and feedback	all 4	1	10 - 11am

This Equates to 9 hours for this trial month. All 9 hours are voluntary but as long as these hours are met 4.5 hours will be rewarded in vouchers to the value of £10 per hour this will be £45. This will be paid in voucher form of their choosing, this will not affect any benefits received and they will not be able to be used for inappropriate uses. Payment will be made on the final meeting of the 4 week period after relevant delivery checks have been made. Payment frequency will be reviewed dependent on the future of the project. NO CASH alternatives will be offered.

Each session will have a sign in out sheet, the delivery days will see the people team up in twos for delivery routes they will be provided with a phone if they do not have one of their own for contact purpose. As this is a trial we will provide Hi – Vis vests for the trial period, our hope is if the project takes off uniform and hi- vis bags will be handed out to youths.

Please find attached a parent consent form this has to be filled in before any volunteering is undertaken.

If you have any more queries my phone number can be found at the back of the consent form.

## PARTICIPANT REGISTRATION FORM

CHILD/YOUNG ADULT
-------------------

### PERSONAL DETAILS OF PARTICIPANT

<b>Name:</b>				<b>Gender:</b>	Male / Female
<b>Address:</b>					
				<b>Postcode:</b>	
<b>Telephone Numbers:</b>	Home:		Mobile:		
<b>Date of Birth:</b>			<b>Age:</b>		
<b>School:</b>					
<b>Participating in</b>	Norbiteens				

### EMERGENCY CONTACT DETAILS

*In case of an emergency during the project, please could you write down a contact name and telephone number in addition to your own.*

<b>Name:</b>			<b>Relationship to participant:</b>		
<b>Telephone Numbers:</b>	Home:		Mobile:		

### MEDICAL INFORMATION

<b>Please tick if you suffer from any of the following:</b>	Asthma	<input type="checkbox"/>	Diabetes	<input type="checkbox"/>	Epilepsy	<input type="checkbox"/>	Fainting	<input type="checkbox"/>	
<b>Are there any medical details you feel we should know about?:</b>									
<b>Might your child bring medication during their time at the activity?</b>						Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

If yes, please give details:

**\*No medication will be administered without signed detailed instructions.**

**Please TICK if you give your consent for Emergency medical treatment to be administered.**

### DISABILITY

The Disability discrimination Act 1995 defines a disabled person as anyone with “a physical or mental impairment that has substantial and long term adverse effect on his or her ability to carry out a normal day-to-day activities”.

						Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Do you consider your charge to have a disability?									
VI	Visual Impairment	<input type="checkbox"/>	HI	Hearing Impairment	<input type="checkbox"/>	PD	Physical Disability	<input type="checkbox"/>	
LD	Learning Difficulty	<input type="checkbox"/>	MD	Multiple Disability	<input type="checkbox"/>	O	Other (please specify):		

### ETHNIC GROUP/ORIGIN

<b>What is your ethnic group?</b> Please <b>TICK</b> the most appropriate from the section below:-			
W	White	<input type="checkbox"/> W1 British	<input type="checkbox"/> W2 Irish
<input type="checkbox"/> W3 Any other white background (please specify)			
D	Dual	<input type="checkbox"/> D1 White and Black Caribbean	
<input type="checkbox"/> D2 White and Black African		<input type="checkbox"/> D3 White and Asian	
<input type="checkbox"/> D4 Any other mixed background (please specify)			
A	Asian or British Asian	<input type="checkbox"/> A1 Indian	
<input type="checkbox"/> A2 Pakistani		<input type="checkbox"/> A3 Bangladeshi	

<input type="checkbox"/> A4 Any other Asian Background (please specify)	
<b>B</b>	<i>Black or Black British</i>
<input type="checkbox"/> B1 Caribbean	<input type="checkbox"/> B2 African
<input type="checkbox"/> B3 Any other Black background (please specify)	
<b>C</b>	<b>Chinese or other ethnic Group</b>
<input type="checkbox"/> C2 Any other (please specify)	<input type="checkbox"/> C1 Chinese

**SIGN OUT PROCEDURE**

<b>Do you give permission for your child to participate in this project and work in partnership with a colleague (please tick):</b>	
<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No - Child must be accompanied by parent.</b>
N.B. The teamleader must be informed if child is to be the responsibility of someone other than yourself.	

**CONSENT FROM PARENTS**

My child is in good health and I consider him/her capable of taking part in Norbiteens. I have completed the medical details and consent that, in the event of any illness/accident, any necessary treatment can be administered to my child, which may include the use of anaesthetics. I also understand that while One Norbiton Representatives will take every precaution to ensure that accidents do not happen, they cannot necessarily be held responsible for any loss, damage or injury suffered to my child.

I am aware photographs may occasionally be taken by Norbiteens for use in publicity material. If you **do not** wish your child’s photograph to be used in this way please tick this box:

I am aware of the fact that my child will be rewarded with vouchers as part of this enterprise and confirm that we will not use or confiscate these in any way.

<b>Parent/Guardian Name:</b>	(please print)
<b>(must be person with legal parental responsibility)</b>	
<b>Signature of Parent/Guardian:</b>	

One Norbiton: [www.onenorbiton.org.uk](http://www.onenorbiton.org.uk)  
 Contact: Harry Hall Mobile No:07402913066

## **Appendix 7: Data Protection Policy**

### **One Norbiton Data Protection Policy**

#### **Background**

The Data Protection Act 1998 regulates the processing of information relating to living and identifiable individuals (data subjects). This includes the obtaining, holding, using or disclosing of such information, and covers computerised records as well as manual filing systems and card indexes.

Data users must comply with the data protection principles of good practice which underpin the Act. Personal data must be:

- obtained and processed fairly and lawfully
- held only for specified purposes
- adequate, relevant and not excessive
- accurate and up to date
- not kept longer than necessary
- processed in accordance with the Act
- kept secure and protected
- not transferred to other countries without adequate data protection.

It is the policy of One Norbiton that all personal data will be held in accordance with the principles and requirements of data protection and other relevant legislation, and that procedures will be put in place to ensure the fair processing of data subjects.

One Norbiton and all their representatives who process or use personal data must ensure that they abide by these principles at all times.

One Norbiton is the 'Data Controller' under the Act and is therefore ultimately responsible for implementation. However day to day matters, notification, contact with the Information Commissioner, ensuring that this data protection policy and compliance is reviewed at appropriate intervals and the handling of subject access requests will be dealt with by the Data Protection Officer, Dr Mike D'Souza.

Relevant data protection issues will be included in all induction and training.

#### **Information held by One Norbiton**

Information held by One Norbiton relates to a range of individuals including current, past and potential beneficiaries, volunteers, employees, local community members involved in our forums and projects, Board members and individuals who are contacts for organisations.

One Norbiton will ensure that individuals know enough about how information held about them is used or disclosed. Information held about individuals will only be collected and recorded with good reason. It will be stored securely and for only as long as required.

Relevant data protection issues will be included in all induction and training.

The organisation will not give out information about any individual over the telephone or by e-mail unless it is satisfied that the individual knows that this type of disclosure may be made and/or the information is already in the public domain (or that there is some over-riding reason for the disclosure).

Information about individuals will not be published in any type of directory without the written consent of the individual.

No details of individuals will be passed to other organisations for marketing, fundraising or circulating information unless the individual has been informed that this might happen and been given the opportunity to opt-in or opt-out as appropriate.

The web site will not contain any personal data that is not absolutely necessary. Where information is captured on the web site, a clear policy statement will be provided, and no personal data will be captured without the knowledge of the data subject.

Photographs, recordings, videos or DVDs in which individuals are identifiable will only be used with their explicit written consent.

Manual files containing sensitive information about individuals will be labelled confidential and kept in locked filing cabinets, accessible only to relevant One Norbiton representatives.

Computer files containing sensitive information about individuals will be password protected, accessible only to relevant staff and volunteers and the One Norbiton Board.

Information no longer required will be disposed of appropriately including ensuring that data is non-recoverable from any computer system.

#### **Personnel records: Board, Other Volunteers and Staff**

The names and posts held of volunteers and staff within One Norbiton are considered to be in the public domain and may be made freely available in any format to anyone.

The names and roles held of Board members within One Norbiton – and people seeking election or nomination as Board members – are considered to be in the public domain and may be made freely available in any format to anyone.

The address, telephone number, and email address of Board members shall only be made available to volunteers, staff and Board members and only for the purpose of making contact in furtherance of One Norbiton's governance.

The home and mobile telephone numbers of volunteers and staff are confidential but shall be made available to other volunteers and staff for the purpose of making contact in an emergency or urgent work related matter.

All material in respect of all applicants, other than the successful applicant, gained during the selection of staff or volunteers is confidential and shall be retained for twelve months after the effective start date of the staff member or volunteer, at which point it shall be destroyed.

All information required for the purposes of payroll is confidential and made available only to the Board and, where appropriate, their delegated financial representatives. Information will be passed to statutory bodies if it is a legal requirement, such as in connection with tax and national insurance.

All other information within personnel records is confidential and can only be made available to the Board and, where appropriate, their designated management representatives. Personnel records are only used for matters connected with the individual's employment/role at One Norbiton or to help with references One Norbiton might write in future at the individual's request.

Equality and Diversity information including that about protected characteristics (race/ethnicity, disability, gender, sexual orientation, age, religion or belief, pregnancy/maternity, marriage/civil partnership and gender reassignment) of staff, volunteers and Board members is kept for the purposes of equalities monitoring.

Individuals will be given full open access to their complete personnel records without question and without charge. Further details on access requests are within the 'Access to Information' section below.

#### **Details of organisations and other contacts including beneficiaries**

Data about individuals (including those who are contacts for organisations) shall be confined to contact details and information directly relevant to the reason for their inclusion on One Norbiton's databases (for example because they are participating in a training programme). Other information about organisations may be held without restriction provided it is not personal data.

Equality and Diversity information including that about protected characteristics (race/ethnicity, disability, gender, sexual orientation, age, religion or belief, pregnancy/maternity, marriage/civil partnership and gender reassignment) of beneficiaries and other contacts is kept for the purposes of equalities monitoring and for reporting back to funders.

Data about individuals shall be deleted on the request of the individual when the data is no longer used or required by One Norbiton for legal, financial or contractual reasons.

Data about individuals shall only be used by One Norbiton for:

- circulating One Norbiton's publications and other information about One Norbiton and its work
- direct marketing of One Norbiton's projects, activities, events or services, unless the individual has opted out of receiving direct marketing
- providing contact details for a specified organisation either on request or when it is considered that another organisation offers a service of benefit to beneficiaries, unless that individual / organisation has requested that all or some of the contact details not be made available outside One Norbiton
- circulating information or direct marketing on behalf of another body when it is considered that it will potentially be of benefit to beneficiaries and/or in pursuit of One Norbiton's objects, unless the individual / organisation has requested that all or some of the contact details not be made available outside One Norbiton
- any other reason which has been specifically agreed with that individual / organisation in advance

Data about individuals shall not be used for direct marketing if the individual has exercised their right to opt out of this.

The following statements are examples of text that should be used on membership forms, order forms, subscription forms, HR personal details forms etc:

1. One Norbiton will use the information you have provided here for the sole purpose of processing your order.  
As someone who has shown interest in our services, we will add you to our mailing list so that you will hear about future One Norbiton projects, activities services and events.

If you would prefer us not to do this, please tick this box:

If you have any query about the use we make of your data, please contact Mike D'Souza

2. You do not have to provide any of the following information but it will contribute to our equal opportunities monitoring. It is collected in order to monitor the diversity of people we work with and to compile statistics to show our funders and others how we are doing.

3. One Norbiton will use the information you have provided here for the purpose of giving you information about One Norbiton's projects, activities, services and events.

Information you provide will not be disclosed outside our organisation, except where necessary in order to facilitate the projects/activities/services/events.

If you do not want us to contact you in future about One Norbiton projects, activities, services and events, please tick this box

If you have any query about the use we make of your data, please contact Dr Mike D'Souza

### **Access to information**

Data Subject Access requests should be made in writing and signed by the individual and addressed to the Data Protection Officer at One Norbiton at the address below.

In response to a Data Subject Access request, One Norbiton aims to disclose as much information as possible within 40 days, while respecting the right of any third party to maintain confidentiality wherever reasonable.

No charge will be made for Data Subject Access request from staff, volunteers or Board members.

A charge of £10 will be made for a Data Subject Access request from service users or any other person.

### **Queries**

In case of any queries or questions in relation to this policy please contact One Norbiton's Data Protection Officer, Dr Mike D'Souza.

### **Contact Details**

61 Graveley, Willingham Way. KT1 3HY  
admin@onenorbiton.org.uk

## **Appendix 8: Reward Scheme – Position Regarding Employment**

### **PEACe – Personnel Employment Advice and Conciliation Service (part of LVSC)**

PEACe's service offers professional HR advice, backed up by a legal team.

Their advice is that as the young people are not obliged to attend any given session, no contract of employment exists and the scheme is low risk.

### **JCP – Job Centre Plus**

Although the reward scheme does not create a contract of employment, JCP advises that the reward vouchers nevertheless have the capacity to affect benefits.

It is unlikely, but not impossible, that a young person of 16 or 17 may be in receipt of either Job Seekers Allowance (typically given only if they are unsupported/living independently at that age) or Income Support (typically applies in relatively few circumstances at that age e.g. single parents)

If this were the case the rewards would affect their benefits and the young people affected would need to be made aware of this.

## Appendix 9: Legally Allowed Hours (Employment of Children)

<b>Summary of maximum times that children are allowed to work by age</b>	
<b>When</b>	<b>How Long (maximum)</b>
<b>If you are aged 13 or 14</b>	
On school days	2 hours a day, outside school hours
On weekdays in school holidays	5 hours a day
Saturdays	5 hours
Sundays	2 hours
Term time	Maximum of 12 hours per week
School holidays	Maximum of 25 hours per week
<b>If you are aged 15 or 16</b>	
On a school day	2 hours a day, outside school hours
On weekdays in school holidays	8 hours per day
Saturdays	8 hours
Sundays	2 hours
Term time	Maximum of 12 hours per week
School holidays	Maximum of 35 hours per week

In addition, children are not allowed to work before 7am or after 7pm

(Summarised from <https://www.gov.uk/child-employment/restrictions-on-child-employment> accessed on 18th June 2014)