



# **One Norbiton – Our End of Pilot Review**

## **A bottom up view**

Dr Michael D'Souza & Jill Preston  
Chair & Secretary and The One Norbiton Company Board

### **Introduction**

We are presenting this to complement Dean Tyler's comprehensive review of the RBK led multi-partner initiative in localism. Our idea is to outline some of the problems we have encountered in forming a truly independent Community Group. Eventually we will hope to be able to present a template for setting up similar organizations elsewhere in much the same way as Dr Dick Atkinson did with his book "Nourishing Social Renewal" as this was the inspiration for much of our philosophy.

### **Summary of our progress and obstacles**

2011.

Martha Earley and NHS/RBK ECET team invited her Norbiton and other acquaintances to start our One Norbiton Community Working Group (CWG) on the understanding that it was:

- (1) A pilot for RBK's own "One Kingston" Plan.
- (2) A pilot for both Central Government's LIS and Big Society regeneration plans
- (3) That it would have no specific funding

These invited people formed our voluntary committee and in turn, invited some of their own acquaintances to join.

Our first group activity was to participate in so called "Hexagon" surveys to examine needs and priorities in the Norbiton area based upon RBK's previous studies. *Our main target of establishing a group (CWG), which met to discuss Norbiton matters, was thus achieved.*

Initially we appointed a rolling chair to conduct its meetings with a minute taker who become the subsequent chair. It also established Subgroups in six areas of interest, which met independently of the main CWG but reported back to the monthly plenary sessions.

A basic governance structure including adherence to the Nolan principles was agreed with the help of KVA.

### **Main obstacles in 2011 were:**

- a) A lack of any feeling we were democratically representative.
- b) Uncertainty about how the project would be administered and operate without funding
- c) Concerns over how best to handle some pre-existing interpersonal problems
- d) Lack of clarity about whether any synergy existed between the RBK 'One Kingston' project and the two National Pilots viz the LIS project and the Cabinet/DCLG Big Society Localism project.
- e) Lack of knowledge about what were the real motivators in people wishing to participate in a real 'Localism' Group.

## **2012**

### **The Random Consultant Panel**

To start addressing [a] In January we all agreed on a project to acquire the democratic voice of at least a random sample of the 6000 addresses in Norbiton. We commenced its planning in Our Community Engagement Sub-group led by Davinder Lail.

### **The Administrative infrastructure and Community First Funding**

To start addressing [b] one of our members, John Hall established an excellent Website, with data-collection via on-line forms and Email. We were kindly offered shared office space by the local community group, CREst. Their Chairman, Jill Preston, became our secretary and provided us with free administrative support. We also had the use of CREst's phone and postal address. In addition to this we acquired, via a charitable donation, the use of an iPhone, mobile number and a dedicated Portable computer.

Jill led our first financial initiative. We applied for and got a DCLG Community First grant on the basis of matched funds for the many hours of voluntary work we had already put in to starting the CWG.

In April a standing Chair, Vice-Chair and Secretary were elected by the CWG.

## Establishing our democratic credentials

We then made a decision that as well as continuing to recruit our random panel we would leaflet every address in the Ward and invite the whole of Norbiton to a public meeting. After much debate a suitable documents were designed and the meeting took place in the Kingsmeadow football ground, which AFC Wimbledon had kindly allowed us to use without cost. This meeting was well-attended and *provided democratic endorsement of the One Norbiton CWG and its officers.*

## Composition of Localism Forum

Also, after this first public meeting new volunteers from the locality joined the CWG. It became clear that there were about twenty to thirty intermittent attendees, including our three local councilors, with a core regular attendance of about ten. These ten were evenly split between residents in social housing and owner-occupiers. We also had a C of E Vicar and a Muslim Mullah and two ex-councilors, one of whom is been a former Mayor of Kingston, the other Deputy Mayor. Although we have not yet surveyed the views of our core membership it is clear that virtually everybody is participating out of desire to improve the wellbeing of Norbiton, rather than for any commercial purpose.

We initially raised a panel of 40 random addresses who responded mainly to combined leaflet/door knocking approach (See Results of the survey of their views – two Power-Points are available .The first outlines its purpose and the second results of surveying the QoL and wishes of the first 40 panelists)

Next a '**Not for profit' Company limited by guarantee** was established with the help of KVA. Its Officers and Board were endorsed unanimously at a further autumn Public meeting held in November.

## The main difficulties in 2012

- Carrying out meaningful timely consultations on how to spend a discretionary sum of £75K from RBK Housing on our two estates.
- Establishing a clear role for middle management RBK officers. Difficulties in acquiring accurate costings. Difficulties in getting data sharing e.g. identifying our local NEETs
- A residual feeling that the RBK had to retain apron strings on our new Company

## 2013

Our primary targets for this year were:

- To further increase public awareness of our existence and promote our new Community Participatory Democracy alongside the council.
- Set up our own Governance both internal and external for the 'Community Forum' which will replace the former RBK constructed CWG

Establish proper administrative funding and infrastructure e.g. a bank account

- Implement our One Norbiton Task Force plan e.g. Refurbish our new office that is being provided by RBK Housing Dept at a peppercorn rent and who have promised funding for this to be done.
- Prepare for the 'End of Pilot' Central Government Review.
- Prepare our own a ten year Plan and merge it with the requisite Community First local plan
- To establish a 'Community Hub' for local Charities in our new office [which borders social housing and the owner-occupied area]

## Sub Group Successes

The **Employment Sub-Group**, under Ed Naylor's chairmanship, has identified and forged partnership links with a range of local commercial and public sector groups to help further its aims in getting our young people into jobs (Chamber of Commerce, Community on Thames, Job Centre Plus, RBK's 14-19 Team, Kingston University). The group has also been working with Kingston University on a bid for funding which, if successful, would help young adults (NEETS) devise personal development plans based on their specific needs. It is hoped also that some of this funding would also be used for providing technical skills training. As you know, this group has also made some modest progress with Surrey Save with the aim of helping people in financial need by providing loans at fair rates of interest. It also gives people who wish to invest the opportunity to do so at a local level.

The **Police and Safety** sub group has been very effective in establishing a 'Neighbourhood Watch plus' service in key areas of Norbiton – a task that is on going. In addition to this they have focused on plans to introduce Community Ranger/Wardens in the hope that the LIS ethos will provide funding for this. To date a job description and list of responsibilities has been drawn up and the group are just about to shadow a similar project in White City.

The **Housing** sub group has recently undergone some changes – feedback from the public meetings indicated that Environment and Neighbourhood issues are a chief concern. As a result of this the group has been reformed as the **Housing Environment and Neighbourhood [HEN]** sub group. Fuel poverty, homelessness and issues such as the gap at Norbiton Station have featured heavily on the agenda.

The **Community Engagement Group** has worked hard and has a long list of achievements. These include the creation of a Community Panel, organising Public Meetings and setting up the One Norbiton website and Facebook page. They have just produced posters and are about to publish a One Norbiton calendar, thanks to funding from the RBK Communications Group. E-democracy with the help of KVA is the latest project under discussion.

**Youth Activities** has been slower to build and has concentrated on forging relationships with the many groups and agencies that work in this area. We were lucky to have Gillian Hall as a guest at our November CWG/AGM.

Finally, the **Finance and Admin** sub group has now morphed in to the **One Norbiton Board**. Having created the governance documents needed to set up a company and achieved financial independence through the Community Development Foundation, the sub group effectively became the Board of Directors following their election at the November AGM and recently has taken over the role of our Community First Panel.

Each sub group has an Action Plan which can be viewed on the One Norbiton website: [www.onenorbiton.org.uk](http://www.onenorbiton.org.uk)

### **Difficulties encountered so far in 2013**

- There was a lot of stress over inter-personal difficulties, which eventually had to be resolved by the expulsion of one member from the group.
- To achieve before the end of the pilot the requested main target of achieving a few early 'wins' e.g. employment & finance proved quite stressful.

### **Ideas on how we should operate in future varied from**

- a) That we should both signpost existing public servants to meet those priorities we identify and we should clarify how we can collaborate with all our partners including service receivers. E.g. recently the local NHS has asked for our help designing a "co-production pilot" where service users combine with providers to design and commission the most suitable  
We hope this concept might be extended into other areas of collaboration.
- b) We should generate increased community spirit in Norbiton and explore how much public money can be saved by the encouragement of volunteering.
- c) Run our own limited budget for Office, Administration, Task Force and Rangers (Piloting the use of LIS funding for the latter)
- d) Explore how we can use participatory democracy to effectively influence the use of discretionary public resources and funds e.g. the £100k on offer from housing budget, mezzanine areas of CRE high rise blocks etc.
- e) Clarify the role of HMG remaining involved, as we have found it helpful to say that this is a central government project and to learn from best practice elsewhere. Perhaps the Cabinet Office may be the best suited to assist us with negotiating with other central government departments.

- f) Explore synergies with private sector business and Local Charities. In the course of learning how each of the organizations spends money in the ward, we have met with the Kingston Chamber of Commerce (in particular trying to find employment for NEETS in our area).
- g) Finally, our Community Working Group [CWG] members believe that we really need to get ourselves established in our accommodation. This would give CWG members a base where we could work together as a team. We could set up some kind of drop in centre where members of the community could pop into for a cup of tea. This would enable us to connect with people, build trust and really get to know what their concerns and problems are. One of our chief concerns recently has been fuel poverty. If we had a drop in centre, this would enable us to provide a warm space where people could meet and where they might feel safe enough to discuss problems such as this over a cuppa. The changes in benefit rules are likely to cause severe problems for some families in our community and a drop in centre would provide a friendly space where people could get support and advice on entitlements. We could also easily get views on particular issues (such as what to spend money on!) by sounding people out or getting them to put forward suggestions etc and gradually build a strong democracy.
- h) Focus on NHS and schools. We have deliberately avoided the former pro tem.

### Recent developments

- a) Thanks to at last obtaining a 'One Norbiton' bank account we have now been allocated a supplier account reference with RBK. This will help the transfer of allocated budgets funding in the future.
- b) Once the One Norbiton bank account is in receipt of all allocated funds we will be in a position to move forward as an employer for the NEETS/ Task Force project. This will remove barriers regarding the transfer of information with Job Centre Plus
- c) Members of the Police and Safety Group visited White City and shadowed their very impressive Community Wardens for the day.
- d) Thanks to the efforts of John Hall, the One Norbiton website goes from strength to strength and has proved to be a valuable tool when dealing with community matters e.g. our '*Mind the Gap*' campaign at Norbiton Station and the ongoing '*Dukes Tavern*' planning application.
- e) Community information flow is further increased by the production and distribution of posters highlighting the existence of One Norbiton and encouraging community participation. Additional posters are planned for the future.
- f) We have forged links with a range of community partners, in particular The

Employment 16 –24 & income maximization sub group, which has established links with Community on Thames, RBK 14–19 Team, Chamber of Commerce, Kingston University and Job Centre Plus. Then Police and Safety sub group that has a strong link with the Police and on a lesser level the fire service. The Police and Safety sub group has now replaced the Safer Neighbourhood Ward Panel It is considered that this has resulted in a more effective means of consulting.

## Summary

- Although the period of the DCLG and other pilots has finished, we view this experiment in Localism as having only just begun.
- We have established an organization of volunteers from both Social housing and owner-occupied dwellings that meets regularly and has set up a not-for-profit company with formal Governance.
- We have contacted every address in the Norbiton ward and held two public meetings, which have endorsed and unanimously voted in our Board.
- We have a 40 person advisory panel from randomly selected addresses and are aiming to recruit 150 and learn directly about their needs and the skills they can volunteer
- We are systematically learning about how all our local public services and local businesses operate with a view to establishing a bottom up (or at least side by side) relationship with them
- We have established five practical initiatives. (1) A programme for Local NEETs (2) An extended Neighborhood Watch (3) Volunteer support for our local Credit Union (4) A plan to reintroduce Community wardens using LIS funding (5) A One Norbiton Taskforce for local response to needs giving work experience to NEETs and recovering substance abusers.
- We have started constructing a Ten-Year plan to realize the potential for localism and help construct a viable template for replicating our model. This will explore the motivations for local people and local public servants to constructively collaborate,

## **Thanks and acknowledgements**

This very encouraging start to develop a genuinely democratic and effective ward level community group has been made with the help of many different people and we would particularly like to thank those in RBK/NHS/KVA, Denise Parry, Tony Willis, Carlos Queremel, and Dean Tyler who have attended many meetings and have worked alongside us. Also many others including Laura Riley, Martha Earley (ECET), Hilary Garner, Zahida Saddiq, (KVA), Simon Oelman (Housing), Heidi Seetzen (Kingston University), Charlie Goldsmith, Laura Wilkes, Jerry Irvine, John Haynes, Kate White, and Sorrell Parsons have made valuable contributions.

The initiative could have not started in the first place without the imaginative support of Derek Osbourne, Leader of the Council, Bruce Macdonald (our RBK Chief Executive), David Smith (our Project Sponsor) and Neville Rainsford (of Kingston Town Neighborhood),also having the advice of Sally Haslam from DCLG was always invaluable.

Finally our three local councilors, David Ryder-Mills, Penny Shelton and Steven Brister have all attended our meeting and been very constructive.

## APPENDIX 1

### **What can and should One Norbiton do with local budgets?**

Dr Mike D'Souza – Chair One Norbiton CWG 1/1/13

Comments on the Document “ One Norbiton Neighborhood –level Community Budget Pilot: Resource Mapping Issues Paper –L Wilkes et al.

#### Introduction

This document is very useful in clarifying the directions in which Central and Local Government wish local budgeting to develop. It is however quite long and needs more succinct summarization.

It was commissioned by RBK and lists our partners' original vision, which was “ *To improve the lives of communities in Norbiton by giving them more control and influence over services*” (via local service redesign and pooling budgets in line with community priorities to devolve power to the local level). It makes no reference to our CWG One Norbiton Company aim “*To improve the democratic involvement, health and quality of life of those who live, work and study in Norbiton ward and the surrounding area*”.

It has mapped by top down, bottom up and themes of how public money is spent in our ward. However it has not included information about our local businesses, Voluntary agencies nor indeed much information about publicly owned buildings and land.

Its comments on the other 11 NCB pilots were of great interest but too brief. I would have liked to learn more about progress in other LIS pilots and in particular what progress other areas had made in acquiring the views of their communities, as this could be the key innovation that is needed to make localism work in practice.

The perception that those who contribute to public funds should have a closer say in their expenditure is widely accepted but this requires a fresh look at how our representative democratic constitution works at the local level. Clearly as well as taxpayers, everyone who purchases VAT-able goods, *and this includes children under voting age*, have rights to be involved. (This is why our consultant panel, which is being continuously chosen from a random sample of our ward addresses includes all persons of any age who want to participate)

#### How can localities participate?

With regards to the various models of community involvement listed here, it is gratifying to note that One Norbiton has already started exploring most of the models highlighted in the Report and I can see no reason against our exploring the others Viz.

**Complaints:** We are developing our own internal governance and have begun the process of examining complaints against contractors involved in the Better homes scheme.

**Consultation:** We are using the allocation of £55 K and the Waters Rd scheme to learn about getting a consultation from the local population. We have already set up a randomly selected consultant panel

**Co-design:** We have approved and are setting up a Community Guardian scheme, which we hope to design with our public service partners and used pooled funding obtained from their existing discretionary resources. We hope that in future public money spending agencies will be able to consider us as a sensible alternative to go on being offered donations from the discretionary part of their budgets.

**Co-production:** We have approved and are setting up a One Norbiton Task Force. This will encourage volunteering to be done alongside piecework. Our focus will be on meeting community-defined need. This will be done in order to reduce social stress, and promote urban renewal. There will be an emphasis on quality and getting the work done in a timely way by, wherever possible, employing those in need of training and job experience. Additionally to enhance their CVs we hope to give community awards for volunteering.

**Delivery:** We have set up a company that will be able to deliver certain limited services.

**Auditing:** We may eventually be prepared to try this.

**Planning:** We have requested the Housing Department to let us know about their existing plans for the building stock in the Norbiton area and their proposals to develop unused land etc. We are happy to become involved in any new Neighborhood plan.

**Community Rights:** We are interested in seeing if we can get local and or National legislation to support our advisory rights instead of overextending our abilities in holding big budgets.

## **Real Money Budget Holding or legal Control of Discretionary Budgets?**

We are very comfortable with our new company holding and administering modest amounts of real money budget for projects such as our **Norbiton Task Force** and **Local Guardians**. We are also examining how to get projects such as these administered on a part funded part voluntary basis. We hope that by devising more sensitive responses to local need we will still be able to catalyze LIS activity for similar activity. Having publicly endorsed One Norbiton projects as a home for their unspent discretionary sums at the end year may help some of our partners to “do their day job”.

However, being a small group of elected local volunteers with relatively few financial skills, comparatively little time and as yet no centrally committed management resources, (indeed we do not even have an office of our own although one is promised) I feel it would therefore be very rash for us to assume any major

financial responsibilities. It was interesting to see that as much as £104,750,000 p.a. of public money is currently being spent just in Norbiton. Therefore even to handle a modest percentage of this total such as the 1% as advocated by the “People’s Budget” would be both onerous and inappropriate.

Therefore I believe, we should for the time being, focus our activities on the challenging task of acquiring and presenting a strong and convincing range of Norbiton opinions on any current and future projects that might affect the ward. Central to this will be to devise a way of preventing public servants ignoring our community voices. Although one way to discourage this is via pressure from the media, my proposal is that we should *request local and or national legislation to make it obligatory that ward level budgetary advice is complied whenever certain conditions have been met.* Namely

- A) That constructive work had been done by a CWG with its expert budget holders to understand the issues involved.
- B) That the CWG could show it had a majority the support of its citizens. E.g. a majority votes in our One Norbiton Consultant Panel after there had been at least a 30% turnout to vote. (N.B. 28.8 % was the last average percent turnout for electing local councilors).

At present, I estimate that 90% of budgetary expenditure is non-contentious. However a considerable amount of money is being spent at the discretion of single public servants and *it would have been helpful for this spend mapping exercise to have indicated just how much.* Although this process may often be the best way of doing things since these officers have considerable expertise and are subject to oversight by our elected council, this is not always the case. Alternative views from the community may produce a very different emphasis.

I see the advantages of taking this simple legislative approach and giving us control, rather than real money budgets are:

1. Existing cost centres could be merged and/or maintained.
2. One Norbiton or similar localism projects would have no need to appoint a centrally approved statutory officer to be a Treasurer
3. We could continue engaging our own small administration using just modest pooled revenues (cf. the Drug and Alcohol Advisory Teams.)

#### Comment:

Although this proposal may fall short of the current political hopes for localism because we are volunteers our opinion of what responsibilities we are willing to take on must be paramount. Localism in Balsall Heath took 30 years to develop and it will be interesting to see, when we make our proposed visit there, just how vulnerable

their survival has become to sudden public funding withdrawal.

**Summary:**

I feel our real tasks are to learn how best to acquire and express the voices of our Norbiton Ward membership and then to explore how far volunteering and community promotion can

(a) Reduce urban stress

(b) Improve the local quality of life and

(c) Reduce the cost of our local services by (a) & (b) reducing their burden and promoting LIS and other efficiencies.

This document argues that One Norbiton CWG should seek legislative backing to ensure that its advice is heeded by existing local public money budget-holders rather than hold large sums of this money itself

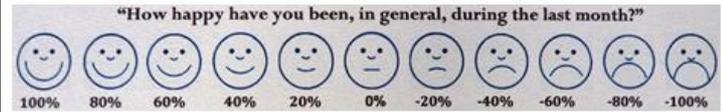
N.B. These views are entirely my own but they did get some endorsement from the Board of Directors of One Norbiton. It will be important to explore how far this view is shared among our other pilot partners. I would like to propose we organize a symposium in couple of months to explore such issues and the development of the practicalities of localism.

## HEARING THE COMMUNITY'S VOICE

**How can we measure the Quality of Life of our Norbiton Population and how can we get their approval for any suggestions we might make including their approval of members of the Board?**

### Simple Face-value **'The Thymometer'\***

– A visual measure of feelings



Text us +100 if you feel the "Happiest ever" down as low as -100 if you feel the "Unhappiest ever".

\* This Thymometer has been used for over twenty years in many studies including one in Norbiton and is currently being used in our [CareCreds project](#).

### **"The Thymometer"** **A Face Scale to measure Feelings**

- Simple
- Quick
- Visually obvious meaning
- Trans-cultural
- Adaptable
- In use for 30 yrs

### **Selecting a Community Jury**

- Purchase for £25 (or borrow) the electoral roll for 2012
- Use [www.random.org](#) to select a 2.5% (or larger) stratified sample by road name or block of flats
- Send each selected person a Christmas card letter explaining the task (see draft of proposed wording)
- Offer to select alternatives for those unwilling or unable to serve

### **1. The Board or anyone else can suggest a helpful idea**

"We would have a better service and save money if the NHS ran Outpatients and did routine Surgery at the weekends"



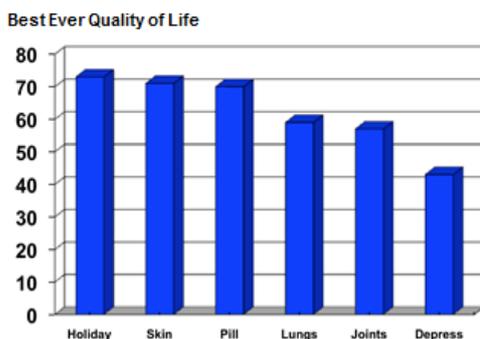
### **How can the Internet and Mobile phone help us?**

The Internet will make it much easier and cheaper to collect opinions from our Community Jury members. Although 90% of our decisions can be made by common-sense management, being able to consult such a Jury on what might be contentious would be invaluable. Getting a meaningful (representative) measure of public opinion particularly on hard decisions like cuts could also be helpful to our budget-holders.

The internet and mobile phone are ideally suited for quick voting and for using something like the Thymometer to measure quality of life.

Our management team could suggest suitably framed questions (with a balance of points for and against) for the Board to approve for sending to the Jury.

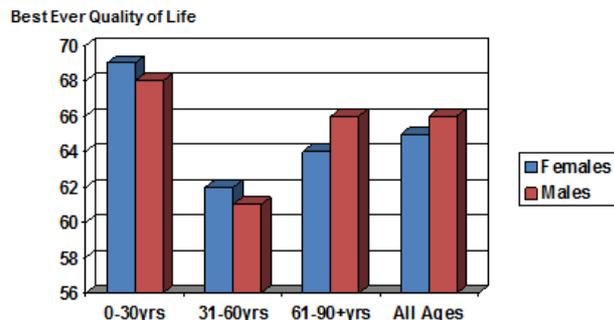
### Proportion happy with the Quality of their Life according to their presenting Medical Problem 7322 GP Consultations(1996)



These results show that people happiest when coming to the doctor to get jabs before going on holiday. Again this shows that the Thymometer gives results consistent with expectations.

### RESULTS USING THE THYMOMETER

The PROPORTION happy with their Quality of Life by age group  
7322 GP Consultations in Kingston area (1996)



These results show that people are least happy in middle age. They have been confirmed by two more modern sociological studies thus confirming that the Thymometer, although simple, is scientifically consistent. NB its results cannot be averaged as everyone's idea of happiness is individual.

### 3. Follow up

That means I can have my operation TOMORROW when my husband is home to look after the baby!



- The outcome of our policies could be reviewed by the **Management** in terms of gain in happiness and these should be published.
- The budget holder management could measure the service improvement and financial impact of our suggestions.

Copyright TORCINE 1998

### Conclusion

Our Council and Health management teams are to be congratulated on the ONE Norbiton initiative.

Hopefully people will feel it is helpful for us to try an innovative approach to supporting them.

This approach seems to be easily done and it would meet the Governments requirements for us be representative.

How would this proposal work in practice?

To: 'Recruiting the Community Panel'

## "Recruiting Norbiton's Community Panel"

From: 'Hearing the Community's Voice'

## The Name

- The procedure of electing jurors by lot gives an equal chance for everyone in a community to be selected to act as the voice of the community in legal matters. This is why we are recommending this method to you.
- The term "Jury" is usually used for the sworn in 12 jurors so perhaps we should use another term like "Panel" for our proposed representative body?

## Why we need a Community Panel

1. To legitimize the One Norbiton Committee itself as being representative of the views of the whole ward.
2. To be a sounding board for any potentially contentious proposals we might want to make to service providers.
3. To be a source of suggestions for new priorities and proposals.
4. To empower and engage the silent majority in the ward to participate in improving their own community.
5. To provide a recruiting base for volunteers and future committee members.
6. To be the electorate for any budget-holding body that may emerge out of the One Norbiton committee in the future.
7. To be available for consultation when this budget-holding body decides on how to spend its local and pooled budgets.

## Proposed Action Plan

1. Although the total population of Norbiton is 10,000 only about 25% are on the electoral roll.
2. However we do have a list of ALL Households in Norbiton which number 4500
3. These have already been grouped into six localities ranging from 1682 to 1935 households.
4. We would therefore propose selecting our random sample of 2.5% households from each of these six localities.
5. We would like to send each of them a Christmas card on behalf of the One Norbiton Committee containing an letter (agreed by the committee) to explain their role and to obtain their agreement and contact details.
6. Repeat this exercise to select replacements for any who refuse.
7. Do this every year excluding those who have already served or have refused from the sampling frame.

## Asking the Community's Opinion

*It will be important not to overburden our Panel with trivial matters nor to disappoint its participants so that they feel they are wasting their time. So we propose that:*

1. Decisions on whether the Panel is asked for an opinion (and the precise wording of any question asked) must be agreed by the Committee
2. Also to help the Panel reach informed decisions all questions should be accompanied by background evidence for and against any proposal.
3. Although occasionally issues may apply only to only one locality, generally the advice of the whole Panel should be sought. On questions involving the use of pooled local budgets, whole Panel opinion should be mandatory
4. As soon as possible, the Panel must be given feed-back of the results of their vote and its consequences in terms of changes made.
5. Clearly budgetary constraints may prevent providers meeting all local wishes but when proposals are turned down the Ward must be given a proper explanation for the refusal in terms of opportunity costs\* etc.
6. If there is legitimate disagreement between us and the service providers the local media may be used to broaden the debate.

\* Because budgets are limited, obviously spending them one way will close the opportunity of using them in another more attractive way.

## Draft of a suggested approach letter to be included in Christmas Card

A Special Request from your new  
One Norbiton Committee

Please could your household help us make Norbiton a better place to live in? Your address has been chosen by lot to be a truly representative part of your locality panel for 2012.

We need your household's advice on improving the way our services operate in this ward. We would welcome your support for our proposals or to hear your own views on how we can all improve our neighborhood.

This year we are focusing on Housing Policing and Concerns surrounding young people and want to make improvements in the quality of life in Norbiton.

If you agree to help us please text or email "Yes" with your address to 07920104848 or [norbiton@rbk.kingston.gov.uk](mailto:norbiton@rbk.kingston.gov.uk) before 1<sup>st</sup> January 2012

You can learn more about this voluntary initiative, which has the support of the Council and the Cabinet Office, by visiting our Website <http://onenorbiton.yolasite.com/>



61 Graveley, Willingham Way, Norbiton, KT1 3HY

Email: [admin@onenorbiton.org.uk](mailto:admin@onenorbiton.org.uk) Website: [www.onenorbiton.org.uk](http://www.onenorbiton.org.uk)

Office phone number: 0208 547 6910

Registered Company no 08275614

## What is One Norbiton?

One Norbiton came about thanks to a government initiative which wants to consult with local people members of the Norbiton Community and learn what the **actual** priorities are rather than just what the powers that be **think** they are.

So far we have formed a company, which only has residents on the Board. We also have a community forum, which any Norbiton resident is welcome to attend and have their opinions heard. From the main committee we have set up a number of sub groups which came about thanks to what local residents told us were the main areas of concern. We are very keen to recruit members of the Norbiton Community who would like to get involved at whatever level they feel comfortable - from attending main meetings to simply visiting the website to tell us what you think. This is all done on a voluntary basis.

However, as you can see from the diagram overleaf we have established relationships with all of the important other agencies - especially those who can influence how our money is spent!

If you would like to know more please feel free to get in touch and have a chat about your thoughts and ideas. The office phone number is shown above - this has an answer facility if we are not in the office. Failing that you can click on to our website which is updated regularly with details about events and meetings.

**All of the people involved apart from the Norbiton Community  
RBK, NHS, Police, Kingston Voluntary Action, Kingston University,  
Chamber of Commerce, Job Centre Plus**



### How will you know what to do?

We are all learning as we go along! If you have a special skill that you think will be helpful to the Norbiton Community tell us what it is. Or if you are especially interested in a particular topic then you can join one or more of the sub groups. You can also sit on the **Community Working Group** if you want to but you do not have to do this to be able to work on a sub group. The only qualification you need for all of this is the fact that you are part of the Norbiton Community and an idea about what you think needs to change for the better.

### How much time will this take up?

Each group and sub group is meeting every month at the moment - some during the day time and some in the evenings. The details of when a sub group meets is agreed by the people in the group. The Community Working Group always meets in the evening and we try and swap days of the week. In general meetings last about 1½ to 2 hours. At the moment volunteers can volunteer to sit on up to three sub groups but a lot only sit on one or two.

Apart from meetings there are other tasks in between such as helping to deliver leaflets, typing up minutes, helping with arrangements such as those for the recent mass meeting - there is a growing list. At the moment we manage these by simply asking for help when we need something done. If people can spare some time they offer, if they are too busy elsewhere that is ok too.