

# The One Norbiton Hub Refurbishment Proposal

Mike D'Souza & Jill Preston



## WHAT IS ONE NORBITON?

One Norbiton was started in 2010 as an official Localism pilot for the Cabinet, the Department of Communities and Local Government, RBK, the NHS and Kinston Voluntary Action following a joint grant application. It was supported by ECET, Kingston University, the Police, Kingston Chamber of Commerce and others.

One Norbiton's Vision is to set up a form of localism that improves :

- neighbourliness through conviviality
- democratic involvement
- health by reduction of social stress and
- the overall quality of life of those who live, work and study in Norbiton ward and in particular those on the Cambridge Road Estates ( CRE)

### 1. ONE NORBITON'S VISION

To this end we would like to see sustained progress towards creating active and supportive local environments supported by a network of volunteers who could promote valuable and enjoyable activities such as Neighbourhood Watch and Street Parties. We need a community Hub to promote more personal mutual support between citizens living in owner occupied and social housing. This will help us to identify and reduce social disabilities such as loneliness, debt etc. all of which should greatly improve tenants' quality of life and reduce the demand and cost of social and health services.

Our Hub will facilitate citizens' democratic involvement to make local decisions that involve them. It will present information, signpost existing services and provide IT facilities for all. By refurbishing and enlarging our existing office we hope to set up a strategically placed venue that can accommodate many of these activities. It will also offer a useful meeting room for local groups currently being charged by RBK.

Critically, during the proposed Regeneration of the Estate, this hub will provide an invaluable local base offering independent advice and information for CRE residents.

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## 2. Outcomes and related outputs for the hub users see the two tables below

In addition to these we will be doing surveys – to measure improved social cohesion and improved recorded quality of life. And seeing how effective our new hub is as a venue for our organized local activities, training, refreshment and IT facilities.

### COMMUNITY HUB PROJECT PLAN

A pilot for better resident participation across the whole of the borough.

#### OVERALL MEASURES

Users	Their Output	Its Frequency	Outcomes	Measurement	Reporting
<b>Residents*</b>	Financial and Debt planning	Daily	Quality of Life rise and Service use reduced	Surveys with Thymometry and public statistics from NHS, Social Services and Housing	To Open Community Meetings with minutes on-line
<b>Officers**</b>	Support and having a <b>personal</b> presence. Developing <b>integrated</b> services with other users	Variable	Improved job satisfaction and effectivity Reduction of mistrust	Specific annual Survey	To Open Community Meetings with minutes on-line
<b>Charities***</b>	Specific to their purpose but also in collaboration with other Charities and Officers	One Norbiton will have a potential seven day a week input depending on financial support. Others variable	Achievement of varied ends	Annual Surveys	To Open Community Meetings with minutes on-line
<b>Students****</b>	These can come from Kingston University or other institutions to assist and learn from users	Variable	New ideas on solving the problems of urban village building	Feedback from Educational institutions And others	To Open Community Meetings with minutes on-line

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**\* Especially for CRE including Carers \*\* Mainly RBK Housing, ECET and Police but including NHS and Social service staff (Home Helps) with local carers  
 \*\*\* One Norbiton, CRES, CRERA, Community Connected, Superhighways, Safer Neighbourhood, Staywell, Credit Union, CAB, Kutlets, AfC, Mind, RISE, Food Bank, Community Furniture Project, C a P (Christians against Poverty) and Save the World  
 \*\*\*\*These have worked on evaluating One Norbiton and Mapping valued parts of Kingston. This new venture should be educational for all**

*N.B. The Hub will be providing a venue for postcode parties and drop-in advice for all Norbiton Residents and support groups for local carers.*

## SPECIFIC HUB ACTIVITIES INVOLVING MAINLY CRE RESIDENTS ( both tenants and leaseholders)

Organisation	Activity	Frequency	Output/measurement	Outcome
<i>Example:</i>				
Surrey Save	Financial Planning aimed chiefly at CRE residents, both tenants and leaseholders. Already established with trained volunteers with D&B	2 hour sessions on Thursdays in Conjunction with St John's church group. Other as needed	6 residents provided with financial advice per month 2/3 financial plans developed for a council resident	Residents are able to manage their own income and expenditure and be under less stress. Reduced risk of eviction.
Internet Cafe	Provide CRE residents with free access to computers to apply for Universal Credit, Bid for Property and complete online surveys. This will be done in a relaxed environment offering light refreshments. Voluntary donations will be accepted.	Daily depending on volunteer and grant support. We are surveying to establish need at present.	20 residents a month completing their universal credit at the Community Hub. Similar for survey responses.	Residents are applying for Universal Credit at no cost to the individual. Vulnerable residents supported to undertake mandatory online information requests Reduction in loneliness and isolation.  Increased neighbourliness..
CRE Regeneration	Emotional support and updated info on Regeneration programme for CRE residents worried by Regeneration  One to one assistance with understanding decant procedures. KVA have been approached for	Weekly initially increasing as project progresses	30 residents per month 'dropping in' to seek information and support  Increased knowledge of project plans and procedure	Better briefed residents, reduced risk of 'chinese whisper' effect.  Enhanced feedback from CRE residents.

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	training for volunteers wishing to support residents..			
Police	Attend and use private office. Informal presence in café. Increased community interaction and intelligence gathering.	At least twice per week but to be discussed with Borough Commander.	Community information crime prevention. Increased detection and feedback re drugs and ASB	Increased security and lowered stress. More productive relationship with CRE residents.
Meeting Venue	Offer large back room as venue for meetings run by local groups and organisations. (See below for groups listed)	5 times per week	Reduced costs to local groups currently having to pay RBK Hall Hire charges  Central venue for groups whose focus is the health and wellbeing of CRE residents  Encouragement and support for other low budget groups to work on the CRE.	Greater support for groups and CRE community.  Increased availability of local venues equipped with internet, IT etc
Surgeries and Drop in sessions	Facility for local elected members and MP's to hold surgeries and drop in sessions.	Monthly, or as requested.	Local access to elected members for residents.  Venue equipped with private room, internet and IT facilities for elected members	Greater access to elected members.  Local facility will encourage more footfall.
Publicly paid officers e.g. RP team or its replacement	Liaise with active volunteers in community and meet concerned residents.	Available daily according to how they envisage their job	Respect and personal relations improved - reduced complaints, reduced duplication of tasks.	Happier staff and residents. Job seen as supportive rather than just strategic. Greater combined effect.
Students and Young	Chance to learn about Community Engagement by observing and helping.	As often as possible.	More relevant education	Better exam results
Charities: Carers Victim Support CAB LEAH Refugee Action Staywell True Honour CREst RiSE Mind Street Drinkers Outreach Food Bank	Meet each other for mutual support and assisting Social and Health services.  Offer multi agency service to residents with more complex needs	By mutual arrangement and resident need. Groups offered at least one session per week but more if demand increases.  Added sessions to support key deadlines.	Piloting Integrated services (as per national plan) Reduced service costs etc.  More efficient signposting of services available.	Support and less reduplication for residents and their carers – particularly the disabled.

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## 3. Suggested process for the monitoring and evaluation of One Norbiton Hub

Because the success of One Norbiton itself should benefit CRE residents we will be monitoring attendances. Also the satisfaction of each group of users will be routinely recorded. Annual surveys of satisfaction will undertaken together with suggestions on how future arrangements could be improved. This will enable us to determine whether there is a good case for building a similar hub into the regenerated estate and replicating this elsewhere in the borough.

Our existing premises have already been successfully used to pilot many features of this proposal, but for full implementation we need much more space. For example:

- Our support for the 'Street Drinkers' and hosting their Outreach Service has been widely praised and has resulted in clear outputs, such as a memorial garden for children in the Bonner Hill Cemetery.
- An example of the value that the Hub has already offered in support of 'neighbourliness' was its use as a venue for a postcode party in Madingley which had a 30% attendance. More of these are planned across the estate.
- As an example of how the Hub is already succeeding we provide the following anecdote. A wheelchair bound resident who is paralyzed in his right arm accidentally injured his left. This rendered him virtually helpless. He came to the Hub and we were able to liaise with some of his neighbours to do his shopping until he was well enough to fend for himself. In addition to making clear savings on ambulance and medical care this increased his feeling of being part of a community that cared. This relationship is ongoing.

HUB REFURBISHMENT PLANS NOW REVISED AND OUT TO TENDER

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## 4. PUBLIC DESIRE FOR A COMMUNITY HUB

In 2013 our random panel of Norbiton residents was consulted by leaflet, email and internet. On the question of whether they supported us having a hub 6 out of 7 residents agreed. At every public meeting we have held since this proposal has been unanimously supported. See: [www.onenorbiton.org.uk](http://www.onenorbiton.org.uk)

## 5. Costings

Grants: £ 2500 from Community Development Foundation  
Donation: £25000 from DCLG still with RBK ( see below)

### Resource Implications

Estimated equipment costs less than £10, 500

Basic fabric alterations (including only one new picture window excluding disable toilet) £14, 000

Estimated running costs (Excluding Business rates, Broadband and Water and Electricity) £2771 pa

£12500 Funding has been pledged by RBK housing, One Norbiton Reserves and the Community Development foundation.

£5000 was initially pledged by Simon Oelman from the original £100,000 pilot budget allocated to RBK in line with the localism initiative. Since the change in Management personnel these funds now appear to have lost their original purpose. In addition and more importantly we have a letter from Don Foster, former DCLG minister to David Smith, confirming a statement he made to us in person allocating a further £25,000 to the One Norbiton project. Until now we had assumed that the Hub project would be funded by this and not from the HRA account.