



Creating a Community Hub & Internet Café

Project Plan March 2015

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Brief Synopsis

- This is a proposal to refurbish the Community Shop and later the adjoining unused room in the ground floor of the Madingley Tower block. Later the redundant CRE Mitie office space may be included.
- The aim is to create a **Community Hub** and Internet café area for all who live, work or learn in Norbiton Ward and a possible Branch for the new NHS/RBK Social services Care Exchange.
- The Hub would provide residents **with free Internet access and support for their IT needs at a time when Universal Credit must be applied for on line.**
- Participant community groups, charities & public services could meet each other for mutual support and to engage with residents to recruit their volunteer support.
- Local events and services may be advertised on a screen in the Hub's front window.
- This Hub will also provide office space for One Norbiton facilitating its current activities i.e. a) Its 'Surrey Save' credit union outpost, b) its branch of the Food Bank and c) Its Norbiteens project to enable youth on the estate to get work experience. And other office space to sub-let.
- Additionally these facilities could enable us to set up a baking oven to interest the Norbiteens and other local people in cooking and to produce bread and buns for sale in the refreshment area.
- Surveys have indicated that this initiative is wanted by both the public and all participant groups
- **The budget required to commence the first phase of this project is estimated to be £12,500. This can be met by money in hand sourced as follows: £5000 One Norbiton's DCLG grant; £5000 RBK Housing (already promised); £2500 CDF grant received. Additional money may come from the "Bill Fund", locality fund raising schemes and additional charitable grants. Furthermore some "In kind" funding for such community works may be obtainable from Axis and other RBK Contractors.**
- The project works will be overseen by a committee of the current participant groups and, once the work is finished this same group will serve as the Management Committee to assist One Norbiton supervise and run the Hub.
- **Jill Preston is leading the overall project. She is a local resident, Chair of CREst and Company Secretary of One Norbiton. Her Deputy is Clive Clarke, a Director of One Norbiton, who helped in the building and management of the new Norbiton Joel Project for the Homeless.**

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Executive Summary

This is a project to refurbish two areas on the ground floor of the Madingley tower block to serve as a community hub. We believe that this will be both practicable and of benefit to our council and our local population. We already have evidence from community needs assessments that many existing charities and public services would welcome its creation and would support the proposed use of these centrally situated premises. For example: The Police, Citizens Advice, Surrey Save, Community Connected, Refugee Action and LEAH. This includes;

- The intended use of the building and a project timetable.
- The structural work could be completed in a single phase and then further equipment could be added as demand increased.
- A technical feasibility study is being prepared showing the cost of bringing the buildings up to a suitable standard for the proposed use.
- Alternative places were examined. These were the Old Laundry in Cambridge Gardens and the currently derelict Surrey Sports Centre. The costs of refurbishing the former was £70k and the latter £350K which is why both were rejected
- A plan which sets out the capital set up costs and on-going revenue costs and how this is to be funded
- How we propose to evaluate its outcome and how the community will be consulted via our e-democracy service

Although the Council would not want to enter into any long-term arrangements, which may potentially impact, on future estate renewal/regeneration proposals, they have already proposed leasing these premises to One Norbiton for a peppercorn rent. Any lease would need to include redevelopment break options in the Council's favour to protect the Council's position on this basis. Furthermore because One Norbiton cannot at the present time guarantee its funding beyond three years, the most likely option favoured by both parties would be for a lease with a term of initially 3 years, and rolling annual or five yearly breaks thereafter.

- The overall budget for this project is currently estimated at approximately £15,000. We believe this can be sourced as follows:
- £5,000 of this has been allocated out of the £42,000 DCLG grant to One Norbiton,
- A further £5,000 has been promised by RBK housing. An unspecified sum of work towards Community needs has been included in the Axis contract.
- There are also various funds such as 'the Bill fund' and a residual CDF grant that could add to the pot. Finally there is merit in trying to raise the residual required from the locality.
- Key issues still to be resolved are who would use it and share its running costs.

What is a Community Hub?

Our concept of a **Community Hub** is a place that serves as a venue for various communal activities:

- Where local residents can meet up with each other and with public servants and volunteers from local Charities.
- A place where a range of useful services may be sited. These could include our branch of the Credit Union/ Citizens Advice and the NHS/Social Services.

- A convenient place to obtain free internet access and be supported with IT needs.
- An educational centre where our local youth can be organised to do jobs and gain job experience in traditional trades such as Baking and perhaps newer activities such as 3D printing.
- A warm and welcoming coffee/tea venue to promote mutual understanding and collaboration between people wanting to improve the quality of life in this locality
- A site for the Office of One Norbiton*

The regulation of the Hub will be by a steering committee of its permanent users led by One Norbiton CWG. The chosen place for this Hub is the present Community shop combined with a recently discovered unused back room on the ground floor of the same Madingley Tower block. RBK Housing has now offered One Norbiton this space for rental at a peppercorn rate. They have even been quoted in the local press! *However, this document will be used as a tool to seek formal agreement of this project.*

Background

The present Community Shop was equipped by the CAP project over five years ago. CAP was publicly funded by the PCT and RBK it seems therefore sensible for us to build on the efforts already put in.

Specifically, 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 areas. Therefore creating a hub will assist in furthering all of our aims and promote effective community engagement.

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 21st May 2014)¹
(Source: One Kingston Child Poverty Needs Assessment Refresh 2013)²

Within Norbiton, the Cambridge Estate area is the most deprived LSOA in the borough, ranking in the top 5% most deprived in England.

(Source: Royal Borough of Kingston upon Thames Borough Profile 2010/11, p19; accessed 21st May 2014)³

Because of this manifest need there are many public service and Charitable activities directed towards this locality. Unfortunately participants often do not know about each other's existence. and only a few personalities involved know each other. This generates overlaps and potential for Kudos jealousy as, at one time, existed between the two Residents Groups of CREst and CRERA. One Norbiton has a broad brief, which includes interest in all issues that affect quality life, including health and housing. Also it has the key mission to obtain the democratic voice of the whole ward, such that people living in the owner occupied areas of Norbiton will come to see that it is in their own interest to collaborate with their neighbours in social housing to assist in solving existing disadvantages. In particular to ensure that local youngsters get better opportunities. Indeed Local surveys have consistently reported the following three key issues:

¹ www.kingston.gov.uk/info/200249/kingston_data_observatory/205/children/6

² www.kingston.gov.uk/downloads/file/189/child_poverty_needs_assessment_2013

³ www.kingstonccg.nhs.uk/Downloads/Publications%20folder/Reports/borough_profile_2011-4.pdf

- 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 [169 responses]
- 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 2** for example details from the One Norbiton Community Panel survey)

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

One of the principal users of the new Hub will be our Norbiteens. They 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

One Norbiton's 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

The Marmot Review (2008) also reflects our values

1. Give every child the best start in life Enable all children, young people and adults maximize their capabilities and have control over their lives
2. Create fair employment and good work for all
3. Ensure healthy standard of living for all
4. Create and develop healthy and sustainable places and communities
5. Strengthen the role and impact of ill-health prevention.

Pilot

We have been using the existing Community Shop facilities for 18 months with the Surrey Save Outreach. Also our Norbiteens' have had their work organised from this venue and have been given various teaching sessions such as talks on Drugs, First Aid etc. This virtual pilot has found that the premises are inadequate. The main room and the office are both too small. Our very active Police Sager neighbourhood Panel is already too big to be accommodated and our wish to teach our Norbiteens basic skills such as baking cannot be done with this facility as it exists

Key Learning Points from Pilot:

- **The existing premises are too small and inadequately equipped**
- **We have looked for but cannot find an affordable alternative e.g.**

(a) Old Laundry. Our assessment is that a sum of approximately £70,000 was needed to bring the building up to the standard required for occupation for community use. See survey report attached

In order to occupy a building, a lease would be required, which would need to be agreed by the Council's Policy and Resources Committee. In addition to the requirements set out above, any lease would be subject to the Council's standard terms and conditions, including duration of lease, break clauses and repairing obligations

(b) Surrey Sports Centre premises (originally built as an underground car park and since the boxing club closed, have not now been in use for around 10 years RBK's Property team suggest an extensive refit would be required to bring the premises up to the required standard for community use, such as, for example, potential rewiring, upgrades to services and utilities, and general fit out costs, including the renewal of partition walls, which are not compliant with current fire safety provisions for occupancy of premises of this type. We, therefore, expect the initial costs of bringing these premises back to a fit standard for occupation to be considerable. Perhaps as much as £350k

Detailed Project Description

Business Activities

Although this project will seek income-generating ventures, it can be afforded within our existing grant for three years after this it will require on-going funding via new grants or enterprises.

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

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.

Governance and Management

One Norbiton has been a pilot therefore working out the best structure to manage this form of Localism is part of its brief. At present its membership is determined by geography and all those who live work or study in the ward are automatically equal members without subscriptions etc. The Community Working Group, which meets monthly, is the sovereign body via a participatory democratic process. It has set up a company limited by guarantee, called One Norbiton to handle its grants and other financial affairs. The directors of this company have to be endorsed by vote at an annual general meeting of the membership in order to carry on in office. Two signatories are required to sign cheques and only appointed officers are authorised to issue invoices. Accounts have to pass Inland Revenue and Companies House standards. They are also independently checked by Mr Robert Markless and will be open for on-going examination on-line. This structure should ideally have separate officers acting for the company to those of the CWG but as there are so few volunteers prepared to take on the burden of One Norbiton, by default currently the same officers are serving in two capacities and relying on transparency to offset conflicts of interest. We are hoping this may change in the future.

Management and Supervision

Overall responsibility for the financial aspects of this project rests with the Directors of One Norbiton with the steering committee reporting at regular intervals to the CWG.

The day-to-day management and supervision of the project will be by the named Project Lead:

The project Lead: Jill Preston

She will chair a committee, which will have representation from:

RBK Housing: Simon Godfrey

ESET: Denise Parry

Police Group: Elaine Kennedy,

Other Community Groups: One Norbiton including the Norbiteens, CReSt, CRERA, The Computer Club, Community Connected, Superhighways, Safer Neighbourhood, Age Concern, Surrey Save, CAB, Kutlets, AFC, Mind, RISE, Food Bank, Community Furniture Project, CaP (Christians against Poverty) and Save the World.

PROJECT STEERING COMMITTEE

A committee will be invited composed of all these interested parties (a couple of whom were involved with CAP) together any others who are likely to become future participants in running the Hub. This will be chaired by Jill Preston and meet periodically to supervise the works and later act as an on-going supervisory body for the Hub.

Hilary Garner, Denise Parry and Mary Graham will be asked to comment on what we might learn from the CAP experience.

GANTT Chart in preparation

** The existing community shop already has some serviceable office space (see APPENDIX 3)*

THE DETAILED PLAN

Preliminary List of Specified Tasks (Subject to revision)

The Front Area

- 1) Removing the temporary breeze block walls creating the caretakers area and the back room
- 2) Installing a Front window in the newly enlarged main room
- 3) Sealing off the loo to kitchen door making this the new private interview room/office
- 4) Installing a sliding door from corridor into the Loo – research need for a second loo.
- 5) Re-plumbing the basin and cistern and adding a support railing for the disabled
- 6) Re-siting the kitchen cabinets and the computer connections in the main room and back room
- 7) Constructing an arch access through the wall separating the two areas (N.B. this is a load-bearing wall. This that will need structural engineering advice

Back Area

1. Incorporating the corridor at the entrance and existing room on left into a new office for One Norbiton. *Move the displaced Caretaker into the large disused former Bin Room. No Cost*
2. Install a new side entrance and restore back window and create side window
3. Install power electricity supply sufficient to power an electric oven.
4. Installing water supply and drainage for kitchen sink etc.

Additional expenses

1. Decorating the walls
2. Getting floor covering with carpet squares and linoleum.
3. Acquiring suitable equipment

Specific Equipment

- Larger LED TV /MONITOR Display for the front office window
- New small desk
- Office chairs
- Letterbox for front door. New fascia sign above front door. Wording to be determined
- New front office desktop computer

- Ceiling mounted projector for the main teaching room
- Tea urn and microwave and small milk fridge for main office
- New windows to outside in the front and to the rear in the back room
- Lockable storage cabinets for the participants
- For back Kitchen area: Electric oven for baking, Basin, Larger fridge/ Freezer
 - For general area lockable storage cabinets
 - For new office a Computer and printer/ Photocopier shelving and storage.
 - Telephone and Internet access
 - Alarms

Security, Safety and Safeguarding

One Norbiton takes Safeguarding and safety very seriously and has taken the following steps:

- A Safeguarding policy / procedure is in place (see **Appendix 4**).
- All One Norbiton directors coming into children and vulnerable people must have enhanced DBS checks and First Aid qualification and where necessary Health and Safety and Food Hygiene Certification.
- All visitors will be registered in and out
- If affordable CCTV equipment will be installed
- Electronic Key access will also be installed if possible and shared with RBK Housing
- Each participant Group will have its own unique password protected computer and internet access.
- The above will be incorporated in an agreement to be signed by participants. In the event of a breach previously agreed sanctions will become active.

COSTINGS - Running Costs and Budget: Guestimates;

Building Works £10,000 Equipment £7,000 Total £17000

Still to be fully determined - This is conditional on a survey to establish presence of asbestos.

BUDGET

At present = £12500 – £17500 Composed of...

£5000 One Norbiton DCLG grant to hand

£5000 RBK Housing (prior promise and confirmed by Head of Housing)

£2500 Grant from Community Development Foundation

£5000? money raised from locality

Running Costs

These will partly depend on the lease agreement we have with RBK Housing. The supervision of the Hub will be shared with all partners.

It is possible that other costs such as Rent and `Business Rates will be a part of the agreement with RBK housing and these been left open N.B. We were offered the Old Laundry site in 2012 at a peppercorn rental with the clear agreement we could sub-let to help with our running costs. The issue of whether One Norbiton set up by central government to act as the non-profit making voice of the local population (like a Local Council) should be liable to either Rent or Business Rates must be resolved. However there will be service costs that are currently being provided at no cost viz. Heating, Lighting and Broadband provision that might be continued to be met by RBK. Other new services viz. Telephone, Photocopying/ Printer supplies, Cleaning, Insurance and Professional fees that require to be budgeted for. Our predecessor regeneration project, CAP, which set up the Community Shop ran into financial difficulties in apportioning running costs such as printing and photocopying to each of the participant charitable parties. This must be resolved by effective and fair agreements.

Latest on Plan implementation

Update on the community shop. Building requirements December Simon Godfrey RBK

Lease

Property has confirmed that a lease is still the most appropriate agreement, despite the inability to grant one for as long as you would ideally wish. We should formally agree the lease prior to you taking possession and any internal works being undertaken. As the works to put in the new frontage to what is now the caretakers' room and (if we need to) the addition of the side windows would be part of the building's fabric, we would need to do that work in advance. We would also need to have the caretakers' replacement room at the rear of the block ready for them to occupy before any other works can start on their current area.

Sign-off of the lease does not need committee approval, and can be signed off by the Head of Property as it will be for less than £25,000 rent per annum.

There is no current registration for the property for business rates (NNDR). However, NNDR will be payable and it would be necessary for you to approach the Valuation Office and arrange an inspection and an assessment of the NNDR charge rate.

Works

We now have costs for the necessary works. These are based on the schedule of rates. I have included John's assumptions and notes:

1. R&D asbestos survey £300
2. Remove existing doors to caretaker's room and replace with brick and two windows:
one fixed one casement (cheapest option will be a total screen (no BWK) which works out at $5m^2 \times 267.86 = £1,340$ (sor 341607) allow £150 for removal and

disposal of existing door).....total say £1,500

3. Create new caretaker facility in disused bin store to rear of building (Current area looks suitable as a caretakers lock-up facility, not sure of the actual requirements and would say £500 for any necessary commissioning works required but if it is to be used as an office this will need natural daylight to be provided and suggest a further £2,500 for a replacement door / screen arrangement to the entrance doors) possible total of £3000
- Subtotal (preliminary works without windows in South wall) £4,500

If necessary (??):

- Add new windows to South wall brickwork combined area of 7.5m² with blockwork removal at £13.28m² (sor 101109) = £100 plus both screens at £267.86m² (sor 341607) = £2009 would allow a further £250 for making good... with all totalling £2,359

Subtotal (preliminary works with windows in South wall) £6,859

- Remove wall between caretaker's room and main room in hub, relocating electricity points (demolish of wall is say 12m² x £13.28m² (sor 101109) = £160 and say a day for electrician with sundries to relocate electrics say £340 totalling £500)
- Re-level floor (if needed) (to screed caretakers area is 12m² x £26.18 (sor 431309) = £314.16
- Add lighting for area that was caretaker's room (3 fittings at £45.06 (sor 858103) = £180 + a further £180 for picking up from existing services totalling £360)
- Plastering, painting, floor covering (extent of plastering unknown but allowing for 30m² at £17.72m² (sor 411135) which = £532) (flooring total area is 32m² at £55.67m² (sor 432603) = £1781) (redecorate area over 30m² (sor 450027) £285).....all totalling £2600
- Remove wall between existing main room and computer room, relocating data and electricity points (demolition of wall is 10m² x £13.28m² (sor 101109) = £133 and say a day for electrician to relocate electrics and data plus sundries say £380 totalling £513)
- Re-model toilet, basin and door opening (remove existing doorset say £150, £2m² infill at £84.09 = £168 sor 301303) and create new door opening say £200 and fit new doorset which includes £171.34 sor 342115 for lining and £125.55 sor 330001 for door) flooring at 5m² at £55.67m² = £278 sor 432603 and resite existing sanitaryware say £500 plus some decorations £250.....price allows for no new sanitary ware with all totalling £1,842

Subtotal (works to existing hub) £6,500

- Furnishing Unable to comment but would suggest at least £4-5k

John notes:

- These are suggested costs for the works described using the nation schedule of rates, although Axis have previously refused to use them for other areas of works.....and in fact there should be a 6% saving on this.
- I confirm no allowance has been made for issues relating to the heating with regards additional rads or alteration of pipework to achieve the new layout and would allow a further sum for doing so.
- These prices do seem low to me but have no other costing process available.

Also, you may wish to change the sanitary ware, which would also increase the cost.

Simon Godfrey

Lead Officer Resident Participation

020 8547 4779

Financial Management

- Accounts are kept on an Excel spread sheet
- 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 & Milestones:
- **Milestones**
 - **Milestone 1:** To get ON 's pilot use of the Shop agreed by RBK housing
 - **Achieved -March 2014** for 4 days a week
 - **Milestone 2:** Get plans professionally drawn up and agreed by CWG and panel on going. **Achieved – May 2015 with help a local Architect David Natus.**
 - **Milestone 3:** Get RBK Housing budget for refurbishment plan agreed in writing N.B. Offer for £5k made in 2013. **5K agreed by Darren Welsh Head of Housing 11th June 2015.**
 - **Milestone 4:** Approach MITIE to see if this work can be done as a part of its existing contract to provide community work and apprenticeships- **Discussions have already been opened and MITIE cannot help but may release existing office space in April.**
 - **Milestone 5:** Consult with all known associates – Computer Club – 'Face to Face' meetings in May and September '14 , Age Concern, Surrey Save, CAB, Kutlets, Save the World **Achieved -March 2014. IT equipment removed Dec 2015**
 - **Get CWG consent:- Meeting held on 8th January 2015 All attending consulted and on board and agreed**
 - **Milestone 6:** Draw up architect plans – **Done February 2015**
 - **Milestone 7:** To explore increasing the site- Examine Back room – **Done Jan 2015**
 - **Milestone 8:** Acquire the go –ahead for our plans (in writing) from RBK Housing
 - **Milestone 9:** Incorporate new suggestion from others in the Plan and design: **initial approaches to NHS/Social services made August 2015**
 - **Milestone 10:** Obtain detailed project costs: **Current action**
 - **Milestone 11:** Raise all requisite monies
 - **Milestone 12:** Acquire and sign contract to obtain lease for property at peppercorn rate: **First draft received from RBK See above**
 - **Milestone 13:** Recruit ONTF members as Apprentices to observe and assist with this work.

- **Milestone 14:** Official Opening? By RBK Major in early Spring 2016
- **Milestone 15:** Monitor its use and satisfaction of users and on-going costs of having One Norbiton's office on this site
-
- **Outcomes Monitoring and Evaluation**
- **AIM 1: To produce a satisfactory office**
 - Outcome: surveys
 - Quality
 - How measured: Less overlap and more knowledge of participants
 - Through on-going contact with users of the hub
- **AIM 2: To Develop good citizenship amongst local people**

Outcomes:

 - A sense of civic pride and connection with their environment and community
 - Creating a widespread volunteering ethic
 - Connection and good relationships with older residents and mutual respect
 - Involvement in community events

How measured:

 - Questionnaires, actively sought feedback at meetings
 - Number reaching milestone volunteering awards
 - Community survey amongst older residents; feedback after specific intergenerational events
 - Number of young people taking part in community events
- **AIM 3: Promoting health, wellbeing, self-esteem and confidence amongst local young people**

Outcomes:

 - People report increased self-esteem
 - People report increased confidence
 - People report improved well-being
 - People report maintained or improved health
 - People feel listened to and valued
 - People do not abuse drugs or alcohol

How measured:

 - 1 to 1 structured meetings/questionnaires
- **AIM 4: Young people taking responsibility for the way they shape their lives**

Outcomes:

 - People have goals and aspirations and a positive approach to them
 - People feel they have control over their lives
 - People understand and manage their money well

How measured:

 - 1 to 1 structured meetings/questionnaires

- **AIM 5:** Benefitting Norbiton residents by carrying out activities prioritised by the local community- developing a sense of ownership over local public money and responsibility over how it is spent.

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 by attendance book:

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

The One Norbiton Website will be used to publicise

- Roster of Partner Charities supervising the Hub shown on-line
- Hall Booking on-line (& shown on the LED Monitor our front window)
- Also all participants will be encouraged to join and comment in the One Norbiton e-forum

RESOURCES

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

Partners and Supporters

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

Darren Welsh – RBK Head of Housing

Helen Terry, Youth Service “ Advice and assisting with training

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

Andrew Donaldson ,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

Edward Davey MP - Member of Parliament representing Norbiton

Cllr Kevin Davis – Leader of RBK Council

Councillors: Linsey Cottington, Sheila Griffin and Bill Brisbane - Norbiton Councillors

Neville Rainsford : RBK Neighbourhood Manager **Local residents groups, CRERA and CREst**

Surrey Comet

Equality and Diversity

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

Data Protection

The project will be holding a range of data relating to its participants, 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 5**)

As a project of One Norbiton, this Hub will abide by One Norbiton policy and procedures.

The Project Lead has delegated responsibility.

As the work carried out in the Hub is in direct pursuit of One Norbiton's objects, any 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

Equipment

See the previous list. The Front window will contain a large **LED Screen**. This will serve

- A) As a notice board giving the dates, times and venues of our own and all our associated Partners' activities
- B) Display services available in the Hub such as Food Bank, Surrey Save Loans
- C) It could run short Health Educational videos

- D) Also advertisements for local shops and services- Helen Terry has offered to nominate this project as a recipient of surplus equipment once the 'Barnfield Centre' has closed.

Office and other equipment will be resourced as economically as possible

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.

APPENDICES

APPENDIX 1 Before and After Ground Floor Plans pages 15 & 16

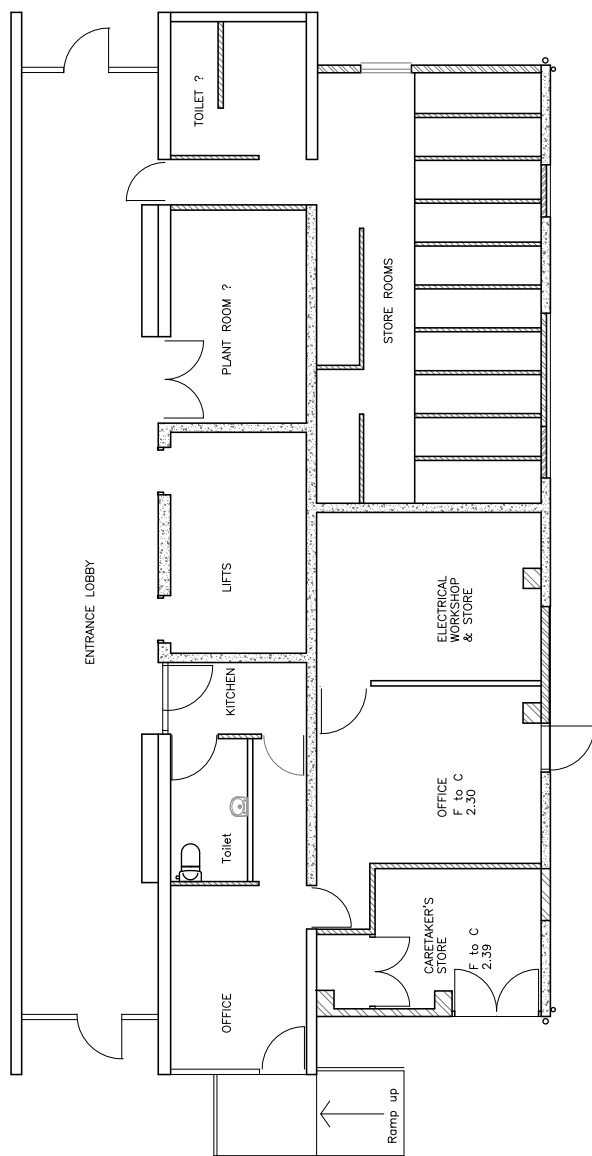
(Unfortunately official Ground plans mislaid by RBK Housing but architect David Natus has kindly drawn up fresh ones for us (see below)

APPENDICES

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EXISTING GROUND FLOOR LAYOUT MADINGLEY TOWER BLOCK

APPENDIX 1 (A)



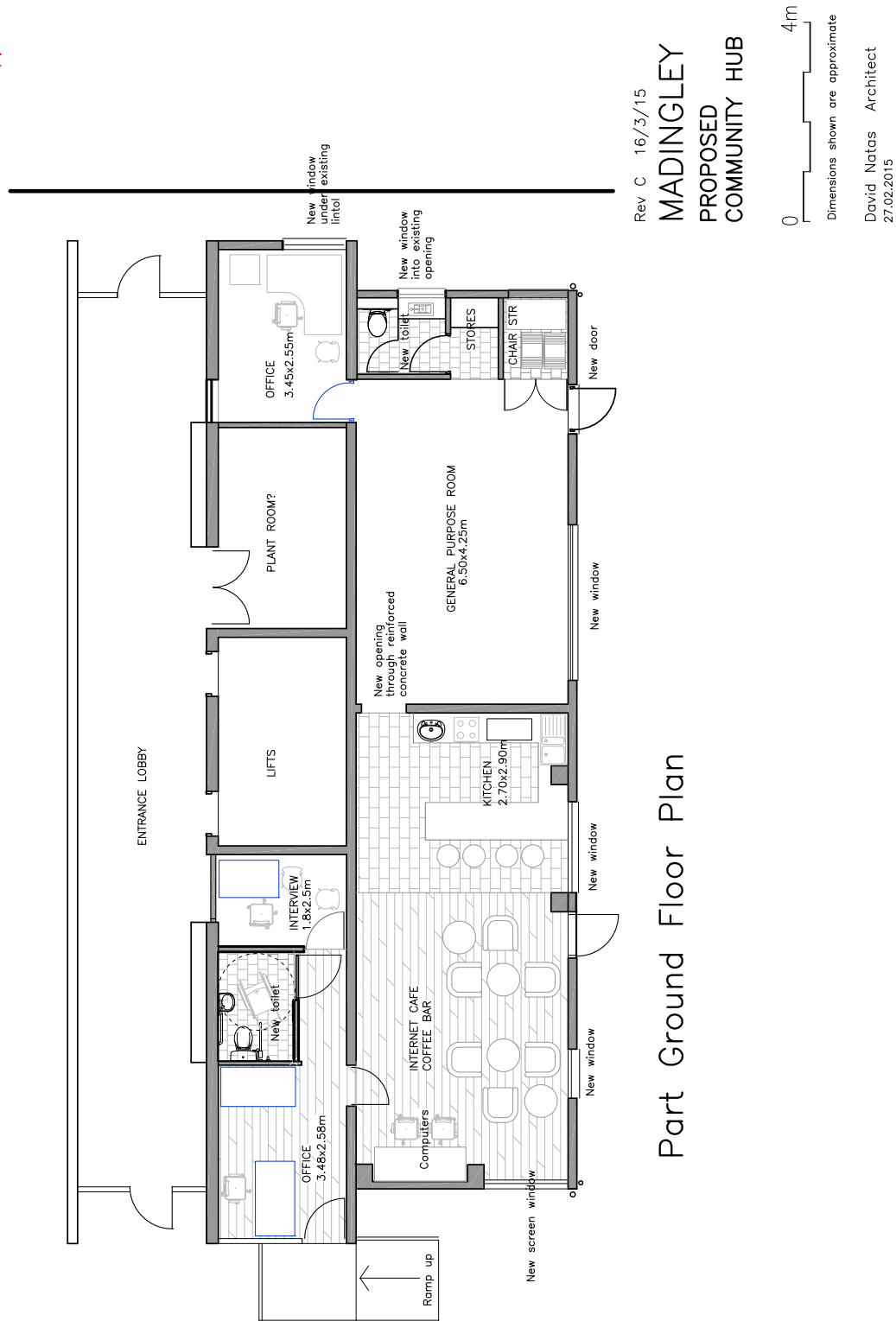
MADINGLEY
EXISTING

Part Ground Floor Plan

0 4m
Dimensions shown are approximate
David Natas Architect
27.02.2015

NEW PROPOSALS FOR GROUND FLOOR LAYOUT MADINGLEY TOWER BLOCK

APPENDIX 1 (B)



Appendix 2 Example Community Survey Results

Community Hub: 2015 *One Norbiton's aims are 'To improve the democratic involvement, health and quality of life of those who live, work and study in Norbiton ward and surrounding areas

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2015 Survey of Random Panel 92% of Responders agreed with this HUB PLAN

2012 Survey Results on local concerns

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 3: Security Policy and other Procedures

COMMUNITY HUB TERMS OF AGREEMENT

1. Access to the Community Hub is available free of charge to groups and organizations operating within the Norbiton area.
2. Each group must provide a copy of their Constitution and /or Terms of Reference including their Code of Conduct, Equalities and Child Safeguarding Policy.
3. In order to ensure the safety and wellbeing of local residents they will be expected to provide copies of current DBS (formerly known as CRB) certificates before they are given access to the Hub.
4. No group or organisation will be permitted to operate a business aimed at financial gain or a commercial business.
5. Each group will agree to abide by the Code of Conduct whilst participating in the Community Hub.
6. Each group must sign this agreement in order to received access to the Hub and may only access the Hub outside of their designated time with prior agreement.
7. Where necessary and previously agreed, each group will be allocated storage facilities according to need.
8. It will be the responsibility of each group to provide updated details of their on-going projects for the One Norbiton website.
9. One Norbiton will work with each group to promote activities when and where possible.

Appendix 4: Risk Assessment

Risk assessment of Hub Project

Risks identified so far and potential solutions

- **Potential trip hazard** – participants will be trained and made aware of the potential of trip hazards and asked to be vigilant
- **Fire**- Fire doors in situ and Fire drills. No gas for cooking. Fire equipment to be updated and subject to regular check as part of RBK Contract.
- **Health problems**– no excess. Fully Equipped First Aid box to be available and regularly checked. Register of trained First Aiders to be available.
- **Lone Working** - Hub will be subject to a 'safe and sound' policy
- **Security** – Procedures to be agreed to incorporate open and close systems, Fire Safety and all other practicalities listed above
- **Food Hygiene** - Checks must be made to ensure those working with food are fully qualified and able to display accredited certificate.
- **Health and Safety** - Participants to be offered Risk Assessment Training via KVA.
- **Child Safeguarding** - Safeguarding training and D & B certificates to be checked.

Appendix 5: Data Protection Policy

Information on participants held on computer will be protected by a password and any hard copies of information will be locked in a cabinet.

Organisation address: 61 GRAVELEY WILLINGHAM WAY KINGSTON UPON THAMES

KT1 3HY, UNITED KINGDOM

Entry details: Company's house registration number: 08275614

Registration reference Application date: A1006065 04 June 2013

Nature of work description

Nature of work - Charity (Local)

Description of processing The following is a broad description of the way this organisation/data controller processes personal information. To understand how your own personal information is processed you may need to refer to any personal communications you have received, check any privacy notices the organisation has provided or contact the organisation to ask about your personal circumstances.

Reasons/purposes for processing information

Customer enquiry contact details

DR MICHAEL D'SOUZA , CHAIR. 28 ALBANY PARK ROAD KINGSTON UPON THAMES SURREY KT2 5SW
TELEPHONE: 02085467681 EMAIL ADDRESS: MDSOUZA@MAC.COM

Organisation name: ONE NORBITON

Register of data controllers

We process personal information to enable us to provide a voluntary service for the benefit of the public in a particular geographical area as specified in our constitution; administer membership

Community Hub: 2015 *One Norbiton's aims are 'To improve the democratic involvement, health and quality of life of those who live, work and study in Norbiton ward and surrounding areas

records; to fundraise and promote the interests of the charity; manage our employees and volunteers; maintain our own accounts and records.

Type/classes of information processed We process information relevant to the above reasons/purposes. This may include: • personal details • family detail • lifestyle and social circumstances • membership details • goods and services • financial details • education and employment details

We also process sensitive classes of information that may include: • physical or mental health details • racial or ethnic origin • religious or other beliefs of a similar nature Who the information is processed about We process personal information about: • members • staff, volunteers • trustees • complainants, supporters • enquirers • advisers and representatives of other organisations Who the information may be shared with We sometimes need to share the personal information we process with the individual themselves and also with other organisations. Where this is necessary we are required to comply with all aspects of the Data Protection Act (DPA). What follows is a description of the types of organisations we may need to share some of the personal information we process with for one or more reasons.

Where necessary or required we share information with: • members • family, associates or representatives of the person whose personal data we are processing • employees • current, past and prospective employers • healthcare, social and welfare organisations • educators and examining bodies • financial organisations

Register of data controllers

• Employment and recruitment agencies • survey or research organisations • business associates and professional advisers • providers of goods and services • local and central government • other voluntary and charitable organisations

Consultancy and Advisory Services Information is processed for consultancy and advisory services that are offered. For this reason the information processed may include name, contact details, family details, financial details, and the goods and services provided. This information may be about customers and clients. Where necessary this information is shared with the data subject themselves, business associates and other professional advisers, current, past or prospective employers and service providers.

Trading and Sharing Personal Information Personal information is traded and shared as a primary business function. For this reason the information processed may include name, contact details, family details, financial details, employment details, and goods and services. This information may be about customers and clients. The information may be traded or shared with business associates and professional advisers, agents, service providers, customers and clients, and traders in personal data.

Providing Financial Services and Advice Personal information is also processed in order to provide financial services and advice. For this reason the information processed may include name, contact details, family details, lifestyle and social circumstances, financial details, goods and services and sensitive classes of information that may include physical or mental health details. This information may be about clients, family and associates of clients, suppliers and enquirers. Where necessary or required this information is shared with the data subjects themselves, professional advisers and consultants, services providers, credit reference agencies.

Undertaking Research Personal information is also processed in order to undertake research. For this reason the information processed may include name, contact details, family details, lifestyle and

social circumstances, financial details, good and services. The sensitive types of information may include physical or mental health details, racial or ethnic origin and religious or other beliefs. This information is about survey respondents. Where necessary or required this information may be shared with customers and clients, agents, service providers, survey and research organisations.

Register of data controllers

Transfers: It may sometimes be necessary to transfer personal information overseas. When this is needed information is only shared within the European Economic Area (EEA). Any transfers made will be in full compliance with all aspects of the data protection act.

Tier assessment questionnaire Question 1: Is your organisation a charity or have exempt charitable status? **No** Question 2: Does your organisation have more than 249 staff? **No** Question 3: Is the organisation a public authority as defined in the Data Protection Act of 1998? **Not Answered** Question 4: Did your organisation have a turnover of £25.9 million or more in the last financial year **Not Answered** Question 5: Has your organisation been in existence for more than a month? **Yes**

Compliance questionnaire

Someone in my place of work is responsible for making sure we comply with the Data Protection Act **Yes**

Relevant people in my place of work have been trained in how to handle personal information **Yes**

We have a process in place so we can respond to requests for the personal information we hold **Yes**

When collecting personal information, we tell people how we will use it **Yes**

We keep records of people's personal information up to date and don't keep it longer than necessary **Yes**

We have security measures in place to keep the personal data we hold safe **Yes**

Additional information not published on public register **Yes**

Register of data controllers: Caldecott Guardian trained **Yes (MFDS)**

Main contact details

Name: **DR MICHAEL D'SOUZA** MD FRCGP FFPHM FRSA

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Landline telephone number: 020 85467681

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