



JANUARY 2013 CHAIR'S REPORT

1. ONE NORBITON WORKING TOGETHER PROJECT

Things are looking pretty positive with One Norbiton. Mike and I met with David Smith (Project Sponsor and Director at RBK) and Dean Tyler - Project Manager on 13th December and this proved to be a very positive and productive meeting.

Although the 'pilot' of the Project actually ends at the end of March we take the view that this is not the end of this project simply the end of the beginning and the start of the real work. Through discussing the work of the various sub groups we eventually agreed that we need to focus on two key priorities that have been discussed and highlighted by the Norbiton Community.

a) The first is the 'task force' project which has been widely debated and aims to use local NEETS (Not in Education, Employment or Training) and other long term workless people. In brief, through the work of Ed Naylor's *Employment 16-24 and Income Maximization* sub group we plan to identify Norbiton residents who could benefit from this project and recruit as many as we can identify in to a 12 week programme where they would work on a 50/50 paid/voluntary basis with local companies willing to participate.

b) The second project is via the Police and Safety Sub Group and will focus on recruiting one or two community Guardians/ Rangers (name to be agreed). I have attached with this report the latest draft job description for this role.

There are two 'workshops' planned for 17th January - one am and the other pm where the plan is to 'drill deeper' [an RBK phrase!] and come up with an Action Plan. If any of you would like to be involved please let me know.

2. ESTATE MATTERS

As agreed at the last meeting, Doreen and Alma completed an evening inspection of Cambridge Gardens. They found several problems such as lack of lighting and a report has been submitted to Richard Grainge , Housing Manager, who asked that the report be given to the Housing Contact Centre. This has been done but as yet there has been no comment back from the Housing Contact Centre.

There are still a number of young people congregating in the tower blocks - mainly Brinkley from what I have seen. Reports have been made, as you know but there seems to be little that can be done to improve the situation. Hopefully we can review the matter once again with the Safer Neighbourhood Team and RBK Housing now that the festivities are out of the way.

Environmental Funding for CRE and Cambridge Gardens - As far as we know this is still a 'work in progress'. I know that some of you have been asked what is happening with this by friends and neighbours and I can tell you that there is an agenda item for the One Norbiton HEN [Housing Environment and Neighbourhood] sub group meeting which is meeting on Tuesday 8th January so with any luck I will be in a position to feedback more details to you after the meeting

Surrey Sports Centre - This is also a 'work in progress'. Harry Hall is leading on this on behalf of 'One Norbiton' There has been a development in that 'Save the World' are now also interested in this project and have approached Simon Oelman with an offer as they have some funding. This delayed matters as Simon was then obliged to cease discussions with Harry until he had followed up this alternative bid. A meeting was hastily arranged with Harry, Dr Mike, Jo and Mary Graham [who was attending with her 'STW Chair' hat on] Following discussions it was agreed that both groups could work in partnership on this project. The slight concern I have is that STW are losing the office facilities they currently share with Kingston Environmental Centre as they are moving to Barton Green in the spring. . Quite naturally they are anxious just to get the place re-opened and operational whereas One Norbiton have been taking a rather more long term view with regard to seeking funding, community engagement to determine what residents would consider to be priorities for the space etc. In addition, this will be the third time that a serious attempt has been made to re-open the SSC. I fear that if the project was to fail once again there would be a loss of credibility for the One Norbiton project in particular at a time when we are just starting to make an impression. However, I have no doubt that other will have a very different point of view so 'watch this space...!'

3. CRE PLAY-SCHEME

As you will have noticed, work has been progressing on the construction of the Play and Recreation equipment. There are some areas that still need attention but Proludic are waiting for better weather conditions before proceeding. There has not been a meeting of the CREPs Working Group since our last CRest meeting but the plan is to organise some kind of activity during school holidays - possibly half term. At the moment some kind of Treasure Hunt is being considered. Anyone wanting to get involved would be welcome.

4. FUTURE OF CREST OFFICE FACILITIES

Following our discussions at the last meeting and also the discussions at the One Norbiton CWG meeting, Dr Mike has written to Simon Oelman formally accepting his offer of the old laundry on Cambridge Gardens. The hope is that the space will be available once Mears have completed the Better Homes installation on Cambridge Gardens (they are using the space to store equipment) which is pencilled in for the end of March. However this could vary depending on progress of the Better Homes project. Meanwhile we are continuing to operate from Graveley.

5. TREASURER

I am sure that you will all be as delighted as I am to learn that Gez Burgess has volunteered to become CRest Treasurer! Whilst her schedule means that she will not be able to regularly attend our evening meetings, she is happy to take on the task of keeping our account records.

6. EVENTS AND ACTIVITIES

- a) **Gala** - This was once again a great success with more than 70 attending. Doreen will report in more detail at the meeting but the great news is that we broke even financially thanks to an ever growing attendance and amazing support from local shops and individuals for raffle prizes.
- b) **Tree lighting and Mince Pie Munch.** - Again this went very well, considering the torrential rain. We once again held a raffle which raised some £30 towards the Fun Day. In addition we were able to pass on the remaining food and drinks to the local homeless shelter.
- c) **2013 Planner** - You should all now have our 2013 meeting planner - a copy is attached just in case. All of the meeting dates have been confirmed, as have dates for a number of other events. We need to discuss this in more detail at the meeting so that plans for all can be firmed up and budgets allocated. Des has requested a schedule of when we plan to hold events so that we can be sure that there is sufficient hall availability. Hopefully this will reduce the risk of having to turn people away because the hall is too full - which we came dangerously close to having to do last year!

- d) **Drama Group** - Jim Reynolds has been in touch to say that he is still very keen to run a drama project on the estates. The next step is for he and us to agree what day of the week is both suitable for his students and also has hall availability.
- e) **Fun Day** - The date for Fun Day 2013 is 7th September so please put this in your diary now! By February we plan to hold a Fun Day working party meeting to start the planning process once again. Anyone who would like to get involved with this is once again welcome. To this end, we have been wondering if it would be better if we alternated daytime meetings with evening meetings to encourage more volunteers to get involved. Please let me know what you think.

In general Doreen and I have both come to the conclusion that we need to have more volunteers helping us with events, even if it is just for an hour to help set up or tidy up. In truth, by the time we reached the tree lighting and Mince Pie Munch Doreen and I were both shattered and , had it not been for Dr Mike kindly driving us to get the food and drink I am not sure how we would have coped. We were also lucky that Joan and her friend kindly stayed behind to help us tidy away or we would have been another hour before we were ready to leave.

'One Norbiton' Community Warden

Roles and Responsibilities

The Community Warden has a key role in pro-actively identifying, reporting and addressing local environmental and community safety issues within the ward of Norbiton.

The **overall objectives** of the role will be to:

- be an authorized 'One Norbiton' presence in the community by conducting high visibility foot patrols within the ward of Norbiton.
- reduce the level of environmental and street based anti-social behaviour issues that affect those who live, work and visit the ward of Norbiton.
- engage with the local community and businesses and offer support and guidance with local issues and concerns including reporting these to relevant partners for effective and sustainable resolution.
- attend community meetings and give updates to groups and other interested parties around environmental and quality of life issues.

To assist all partners and external agencies by providing information and assistance with incidents and issues that impact the local community and environment.

To be proactive in forming links within the local community; meeting regularly with community and voluntary groups, facilitating discussions, responding flexibly to their needs and participating in community projects.

Have an understanding of and engage with elderly and vulnerable groups giving support when and where appropriate.

Undertake work on a rota basis which will include providing services out of normal office hours, the majority of work being based on the streets, estates and open spaces without direct supervision.

To deal with situations and incidents that may be confrontational or distressing in a proportionate, equitable, compassionate and firm manner.

To empathise and communicate effectively with a range of different groups including local youth, the elderly and people who do not have English as a first language.

To train and develop community volunteers to take part in local projects. Assist in the management of these projects on a day to day basis, and use your initiative to deal with developments as they arise.

To reduce fear of crime, foster civic pride and promote community cohesion, through education and encouraging community involvement.

To manage your own workload including correspondence, reports and meetings, to ensure timescales and deadlines are met despite conflicting priorities.

To be point of contact for members of the community, business and others in respect to concerns about community safety, anti- social behaviour and associated environmental issues.

To contribute to the achievement of defined service targets and development of service provision and delivery with suggestions for improvement from a community perspective.

To actively keep up to date with all relevant legislation and developments relating to the localities agenda, environmental issues and community safety.

To comply with any code of conduct in operation.

To use technology as required in the execution of the duties of the warden role and use a PC to record reports and write correspondence.

From time to time One Norbiton may wish to amend the duties and responsibilities of this specification to reflect the evolving nature of the job and/or needs of the community after full consultation with the post holder.

Other requirements

Data Protection: Working with computerised systems, you will need, at all times, to be fully aware of your responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of personal data held on such systems.

Equal Opportunities: One Norbiton is committed to principles of equality for all in terms of service provision and opportunities for employment, community projects and activities, local democracy and community empowerment.

Health and Safety: All staff have a responsibility to ensure the Health and Safety of persons at work and members of the community.

Person Specification

Ability to work on your own or as part of a group, using own initiative or taking on specific group roles as necessary

A broad understanding of the law in relation to anti-social behaviour and environmental issues that are relevant in the local area.

Ability to use discretion to decide on appropriate action in difficult situations that may be confrontational.

Experience of dealing with disputes with the skill to appreciate the need to balance sensitivity with firmness

Experience of taking or having responsibility in emergency situations would be beneficial .

Practical experience of implementing high quality front line service to satisfy the needs of an diverse ethnic population and mixed age groups

Excellent communication skills. Ability to collate, disseminate, explain often complex information and concepts in a simple manner to a diverse audience, and to be effective at public meetings

Ability to lead and facilitate group discussions with the community and other stakeholders

Experience and involvement in projects that support the community, through employment or unpaid voluntary work.

Have a positive attitude and commitment to community involvement in service delivery.

Awareness of how the condition of the local environment impacts on the quality of life for the community.

Ability to produce handwritten notes, produce reports and to accurately record information in a database using MS Word, Excel etc

An understanding of personal responsibilities under the Health and Safety Act

An understanding of equal opportunities and how they relate to service delivery and employment.

JOB PROFILE

Job Purpose

The Community Warden's main role will be to conduct foot patrols, report and undertake appropriate interventions in respect of environmental issues, anti-social behaviour and other concerns of the local community that are priorities within the area.

Main Duties and Responsibilities

1. To conduct patrols in locations and at times that have been identified and evidenced as having issues that are community priorities such as environmental issues, anti-social behaviour, disorder and crime with the objective of progressing specific interventions and monitoring of activity.
2. To collaborate with internal and external partners in co-ordinating actions and responses to the above concerns addressing these through a problem solving framework.
3. To provide effective communication, including written reports and updates, to partners in respect of actions, interventions and case management of individuals through structure partnerships to manage those involved in anti-social behaviour and low level crime.
4. To focus on and pro-actively engage with members of the local community (residents, businesses, visitors and councillors) regarding community concerns providing information on root problems that will require community partnership interventions.
5. To develop effective working relationships with partners including SNT, Housing, youth services, community groups etc
6. To be fully aware of any Standard Operating Procedures (SOPs) that apply whilst out on patrol and understand the Health and Safety risks associated with the Community warden role and individual responsibilities around decision making and conflict management.

Work Environment

1. The post holder is required to undertake to work a 35-hour week on a 'flexible' rota basis that could entail being on duty at any-time between the hours of 06:00 to 24:00 this will also include attendance on weekends. The post holder is required to be flexible and able to adapt to changing and conflicting priorities that occur within the local community, particularly in relation to aspects of anti-social behaviour and other community safety issues.
2. The majority of work (70%) will be Community patrolling in locations that have been tasked from evidence available from a number of community partners, consequently for most of the time Community wardens will be exposed to noise, dirt and adverse weather conditions
3. The post holder will face the risk of verbal and/or physical abuse on a daily basis when patrolling and engaging with those who behave in an anti-social manner, they must therefore possess the interpersonal and conflict management skills to effectively handle these situations. Any decisions taken in these circumstances require the use of discretionary behaviour, conflict management skills and an understanding of all possible consequences and outcomes.
4. When on patrol Community wardens will wear a hi-visibility uniform including PPE and have use of a two-way digital radio and a mobile phone.
5. The post holder is required to undertake a wide range of duties in regards to community engagement and promoting community cohesion, this will involve building good working relationships with a wide variety groups and contacts and attending meetings and other events.
6. The job holder must be physically able to patrol outside for lengthy periods of time and to produce written reports to a high standard for use by partners including witness statements (MG11) and where necessary to attend court to give evidence regarding issues in which they were involved or witnessed.