

Governance Handbook



A guide outlining the structure, roles, and responsibilities within One Kilburn

2025

"The true wealth of
Kilburn is the people"

Contents

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Meeting Processes

Volunteer Management

Project Proposals

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Proud to be Kilburn

A Unified Neighborhood

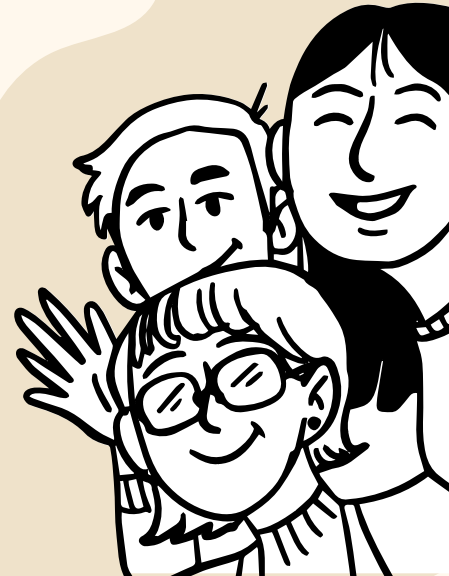
Kilburn is uniquely positioned across Camden, Brent, and Westminster, yet it fosters a strong sense of unity and shared identity among its residents, bridging administrative boundaries.

Cultural Mosaic

Known for its rich multiculturalism, Kilburn is home to a vibrant mix of communities, with residents from various ethnic, cultural, and linguistic backgrounds contributing to its dynamic character.

Heritage and Legacy

With roots dating back to medieval times, Kilburn is rich in history. Its landmarks and the iconic High Road stand as testaments to its storied past, while the area continues to evolve, blending tradition with modern urban life.



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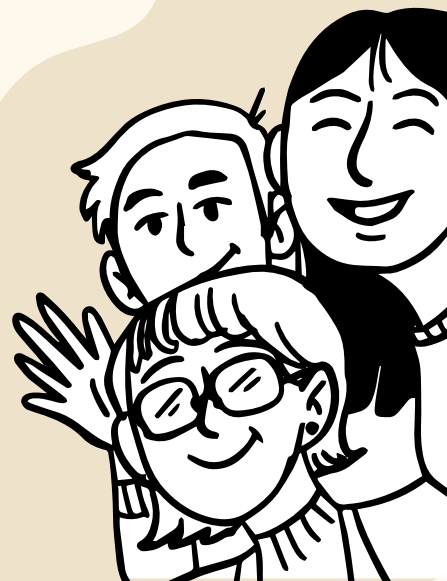
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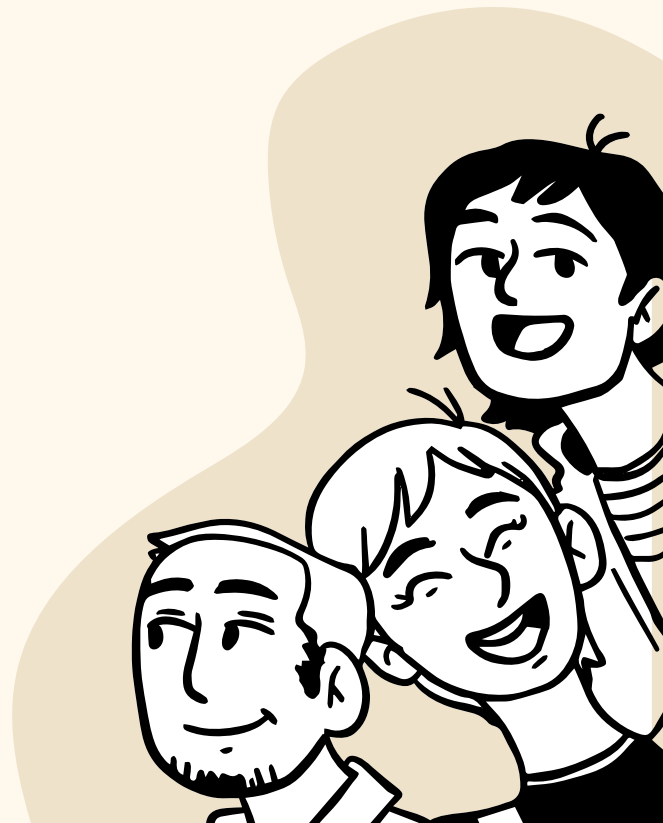


Core Framework

This section outlines the key elements that guide One Kilburn's purpose and actions, including our mission, aims, values, and operating principles. These principles ensure alignment with our goals and community engagement.

Mission

To nurture a **sense of community, place and belonging in Kilburn**, by having conversations and working together with local people, and supporting community-led activities.



OneKilburn

One Kilburn is an **alliance of local people, organisations, and businesses**, working together to improve the quality of life of everyone in Kilburn.

We encourage **collaborative, community-led activities across all Kilburn**, whether in the boroughs of Brent, Camden Westminster.



Aims

Networking

Supporting local community-led activities, helping to share local experiences through a network of organisations, initiatives, businesses and individuals.

Developing own activities and projects

Working in partnership with local people and organisations to help meet the current and future aspirations of Kilburn.

Promoting community leadership

Building leadership skills to support community-led projects and activities.

Providing a local voice

Influencing and holding those with power to account, such as local authorities, NHS, police, corporate interests, and providing a platform for engagement and decision making across borough boundaries.

Values

Inclusivity

We engage with everyone across Kilburn and collaborate with people, organisations, initiatives and businesses that identify with our mission, aims and values.

Respect

We are committed to the values of equality, democracy, and social and environmental justice, and are against all forms of exploitation and abuse. We respect one another and different opinions and we encourage public debate while aiming for unity on decisions.

Diversity

Kilburn's people, its many leaders and its unique environment make it the vibrant place it is. We know that many communities have different issues and concerns, so there is no 'one size fits all' approach.

Openness

We are committed to working openly and transparently. Our meetings are open to all and we record and share information about our activities on the One Kilburn website.

Operating Principles

Geographical coverage

One Kilburn covers all of Kilburn, whether it is in Brent, Camden or Westminster. Kilburn does not have a clear boundary – it is defined by identity, place and culture, rather than physical boundaries.

Practicality

One Kilburn encourages positive, practical action, with measurable outcomes to bring people together and to test out ideas.

Governance

One Kilburn will develop an infrastructure and operating model, including a network of specialist sub-groups, and a governance structure that reflects our aims and values. We will make sure that we work sustainably and collaboratively with the local councils.

Visibility

One Kilburn aims to have a visible presence and to be clearly recognisable to all people in Kilburn, reflecting our commitment to openness and transparency.

Values

Accountability

We are community-led, making sure that ideas come from the community and that decisions are made by the community. At the same time, we recognise that Camden, Brent and Westminster councils need to work closely together to support the collaboration.

Credibility

We hope to become a local voice that reflects the ambitions and needs of the local community.

Ethics

We follow the highest standards of fairness and principles in everything we do. We know that, currently, our network is not as diverse as Kilburn's communities – we need young people, people from different cultures, businesses, faith groups, schools from across the Kilburn area. We will continue to reach out proactively to Kilburn's communities to diversify the network.

OneKilburn Governance

This section details the governance values that drive One Kilburn, the organisational structure, and the roles and responsibilities within the alliance. It also outlines the rotating leadership model for ambassadors, ensuring dynamic and inclusive leadership throughout the community.

Core Governance Values

Accessibility

Removing barriers to ensure all community members can engage with and benefit from projects, including clear communication and accessible event locations.

Accountability

Delivering on promises, using resources wisely, and reporting progress while actively seeking feedback and aligning actions with community needs.

Inclusivity

Valuing all voices in Kilburn’s diverse community, engaging underrepresented groups, and fostering an environment where everyone can participate.

Transparency

Operating openly by sharing information on decisions, funding, and outcomes, ensuring stakeholders understand how and why decisions are made.

Roles and Responsibilities

Coordinating group

The team manages operations and ensures alignment with the One Kilburn’s goals.

Responsibilities:

- Organize Open Meetings, prepare agendas, and materials.
- Liaise with local councils to secure resources and partnerships.
- Assist sub-groups with resources and resolve issues.
- Support decision-making alongside ambassadors.

Sub-group supervisor

Supervisors oversee sub-groups, ensuring alignment with goals and providing support.

Responsibilities:

- Monitor sub-group activities and resource use.
- Assist ambassadors in resolving issues and ensuring fairness.
- Guide sub-groups to meet objectives effectively.

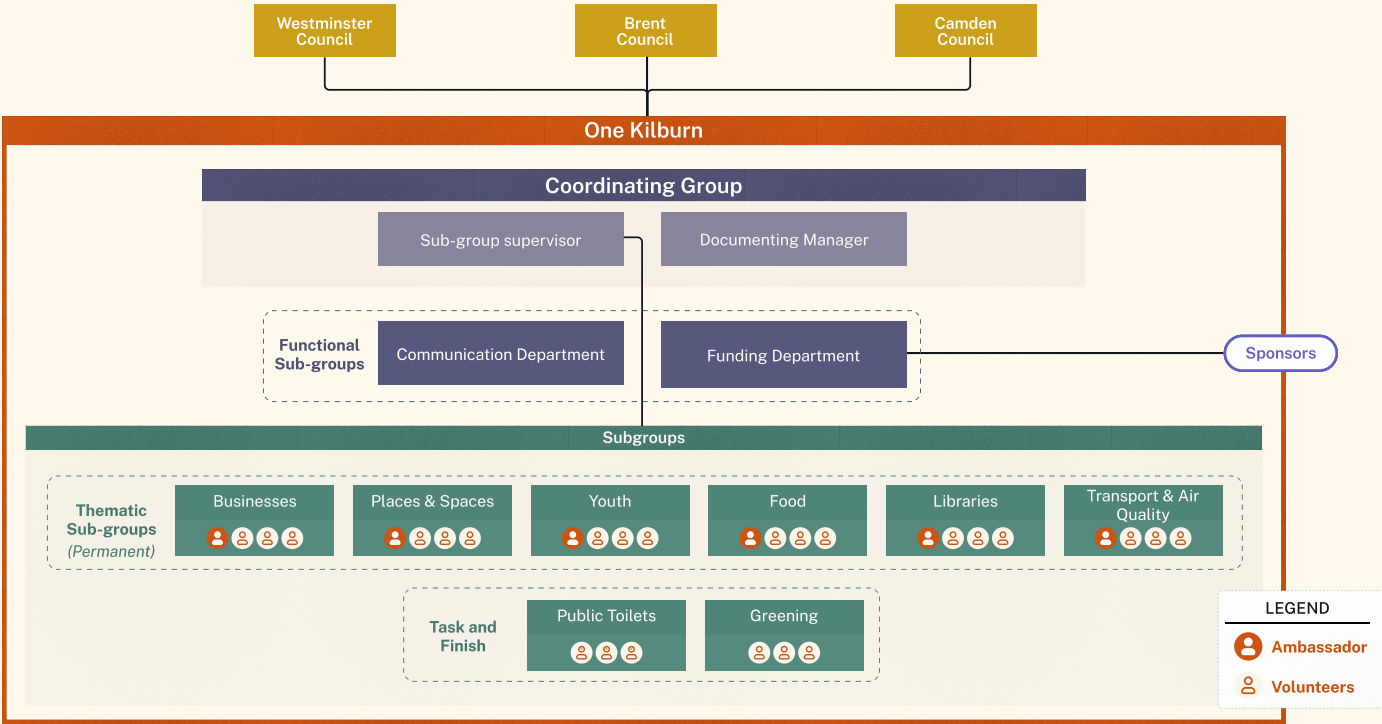
Documentation manager

Ensures accurate record-keeping and information preservation.

Responsibilities:

- Manage receipt, filing, and distribution of communications.
- Support meeting announcements and stakeholder updates.
- Archive and preserve documentation for future use.

Organisational Structure



Roles and Responsibilities

Communication department	Funding department
The hub for information sharing, keeping the community informed and engaged. Responsibilities: - Record and share meeting minutes and updates. - Announce project progress and responsibilities. - Manage social media and website content. - Act as One Kilburn’s public-facing voice.	The financial backbone of One Kilburn, ensuring project sustainability. Responsibilities: - Evaluate project proposals and funding requests. - Maintain and grow sponsor relationships. - Oversee fund allocation and ensure financial transparency. - Support budgeting and reimbursement tasks.

Roles and Responsibilities



Ambassadors

Ambassadors act as the primary representatives of One Kilburn, bridging the community and the organisation.

Responsibilities:

- Attend open meetings to provide updates on projects and initiatives.
- Serve as the main contact for designated projects or sub-groups.
- Communicate community concerns and feedback.
- Build relationships with stakeholders to align with community goals.



Volunteers

Volunteers support with varying levels of commitment and can qualify as ambassadors after meeting specific requirements.

Responsibilities:

- Engage in activities based on availability.
- Complete 3 months or 40 hours of volunteering to qualify for ambassador roles.
- Assist in events, projects, and community tasks.

Thematic Sub-groups

Teams focused on specific themes or interests.

Responsibilities:

- Set goals aligned with the One Kilburn’s mission.
- Develop and implement theme-specific projects.
- Collaborate with other groups as needed.

“Task and Finish” Sub-groups

Short-term teams for specific projects, disbanding upon completion.

Responsibilities:

- Deliver a single, defined project within a set timeline.
- Provide a final report or handover before dissolving.

Ambassador Rotating Leadership

Responsibilities

Community engagement: Gather public opinions, feedback, and ideas to inform One Kilburn’s initiatives.

Advocacy: Represent the community’s interests and concerns during meetings and decision-making processes.

Proposal development: Draft actionable suggestions based on community input and present them during One Kilburn meetings.

Regular updates: Provide consistent debriefings on project progress and decisions to maintain transparency.

Coordination: Act as a bridge between stakeholders, ensuring effective communication and collaboration.

Value of the Ambassador Role

Representation: Amplifies the voices of Kilburn’s diverse community in One Kilburn activities.

Leadership: Offers clear direction and facilitates cohesive decision-making.

Trust-building: Strengthens relationships within the community through consistent engagement.

Transparency: Ensures accountability through regular updates and open communication.

Sustained involvement: Keeps the community actively involved in shaping projects and outcomes.

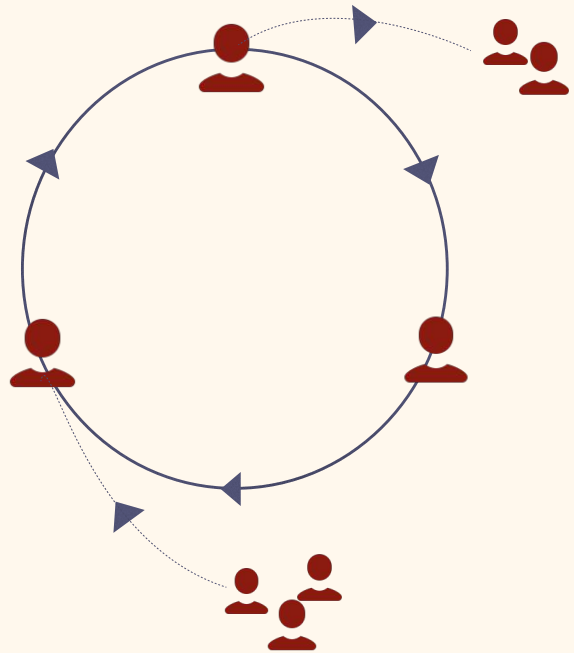
Ambassador Rotating Leadership

Appointment Process

- Ambassadors are appointed for fixed terms to bring fresh perspectives and ensure dynamic leadership.
- Open membership allows new members to join and ensures continuity when existing ambassadors step down.
- Ambassadors act as key decision-makers, guiding discussions and fostering consensus.

Qualifications

- Strong moral character, demonstrating integrity and fairness.
- Professional experience in relevant fields, such as community work or public administration.
- Established connections within the community, earning trust and respect from diverse groups.



Meeting Processes

This section outlines the key processes for engaging with ambassadors, holding thematic sub-group meetings, and ensuring effective collaboration within the community.

Meetings

	Ambassadors' Meeting	Small Thematic Meetings with Sub-groups
 Main Task	Sharing of information; 	Targeting group issues 
 Process	Only One Kilburn and the Ambassadors may speak 	All participants have an opportunity to speak 
 Participants	One Kilburn + Ambassadors + all residents(voluntary) 	One Kilburn + members of the sub-group + relevent residents 
Timeline	Once a month or as deemed necessary 	Every 6 weeks or as necessary 

One Kilburn Governance Values

Accessibility

Accountability

Inclusivity

Transparency

Volunteer Management

This section provides a comprehensive overview of the volunteer journey with One Kilburn. It details the steps for signing up, participating in meetings and projects, and tracking progress as an integral part of the community group.

Process Overview

Before	During	After
Send out all documentation templates and collect the required documentation throughout the meeting Consolidate incoming documents and send out meeting agendas and pre-meeting notes	Reporting on specific project processes Exchanging ideas and identifying potential co-operation opportunities between different sub-groups.	Ambassadors write reports and next steps for the project or population they are responsible for and send them to the OK Documenting department. OK Documenting department summarises the meeting and presents it to Kilburn residents and organisations.

Volunteer Sign-Up

Value

The customer journey map provides a structured overview of the volunteer sign-up process. It identifies opportunities to enhance the volunteer experience while aligning with One Kilburn’s governance values, fostering long-term engagement and trust within the community.

Purpose

The purpose of the journey map is to clearly identify each touchpoint in the volunteer sign-up process, ensuring that the process is clear and easy to carry out. This allows for a transparent and welcoming experience that reflects the organisation’s commitment to its community.

Governance Values

Inclusivity and Accessibility

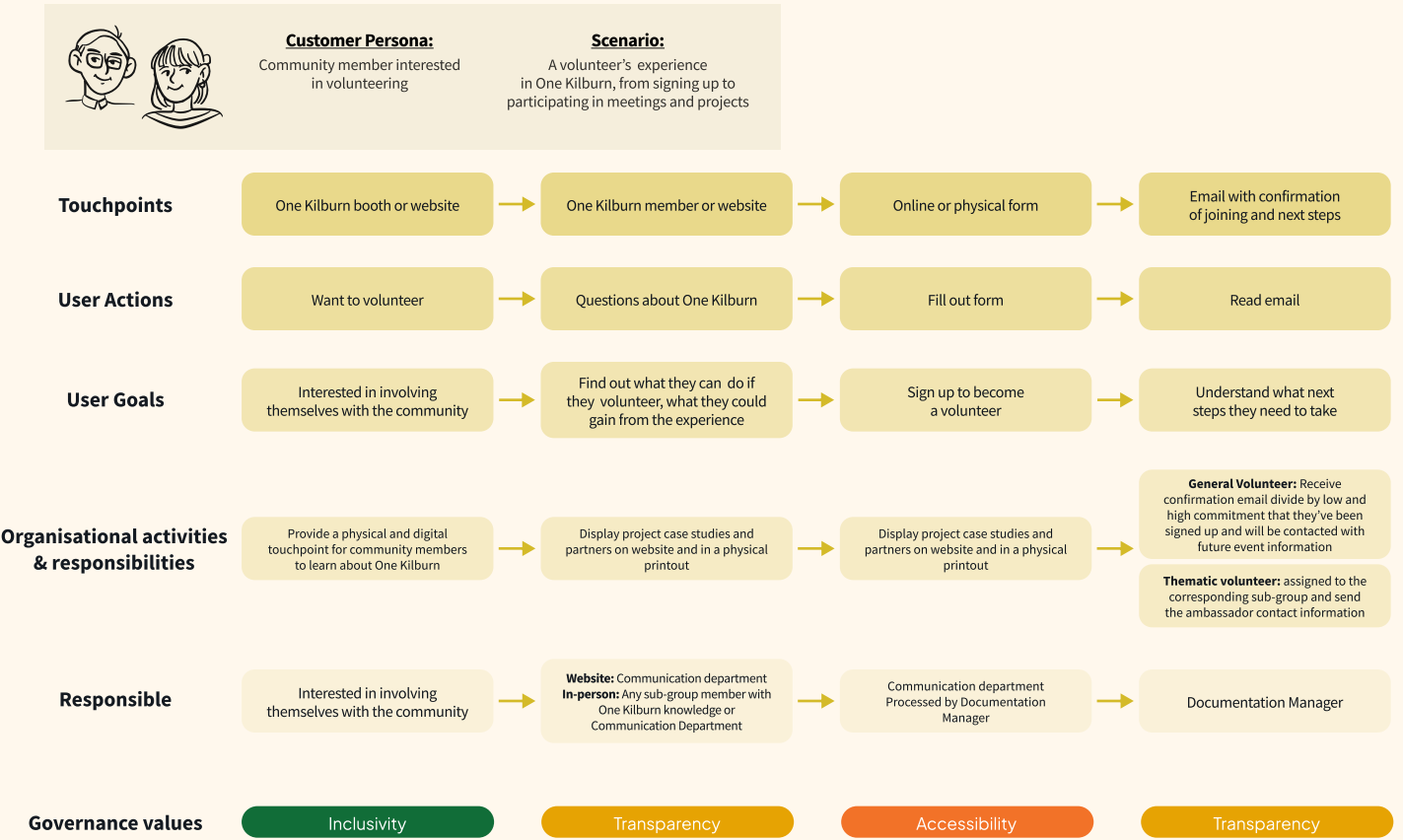
Provide digital and physical engagement options, along with clear communication about roles, time commitments, and benefits.

Organisational Alignment

The Communication Department and Documentation Manager oversee smooth transitions, assigning volunteers to appropriate sub-groups based on their focus.

Accountability and Transparency

Volunteers receive updates on their progress, including logged hours and advancement opportunities, supported by feedback mechanisms for continuous improvement.

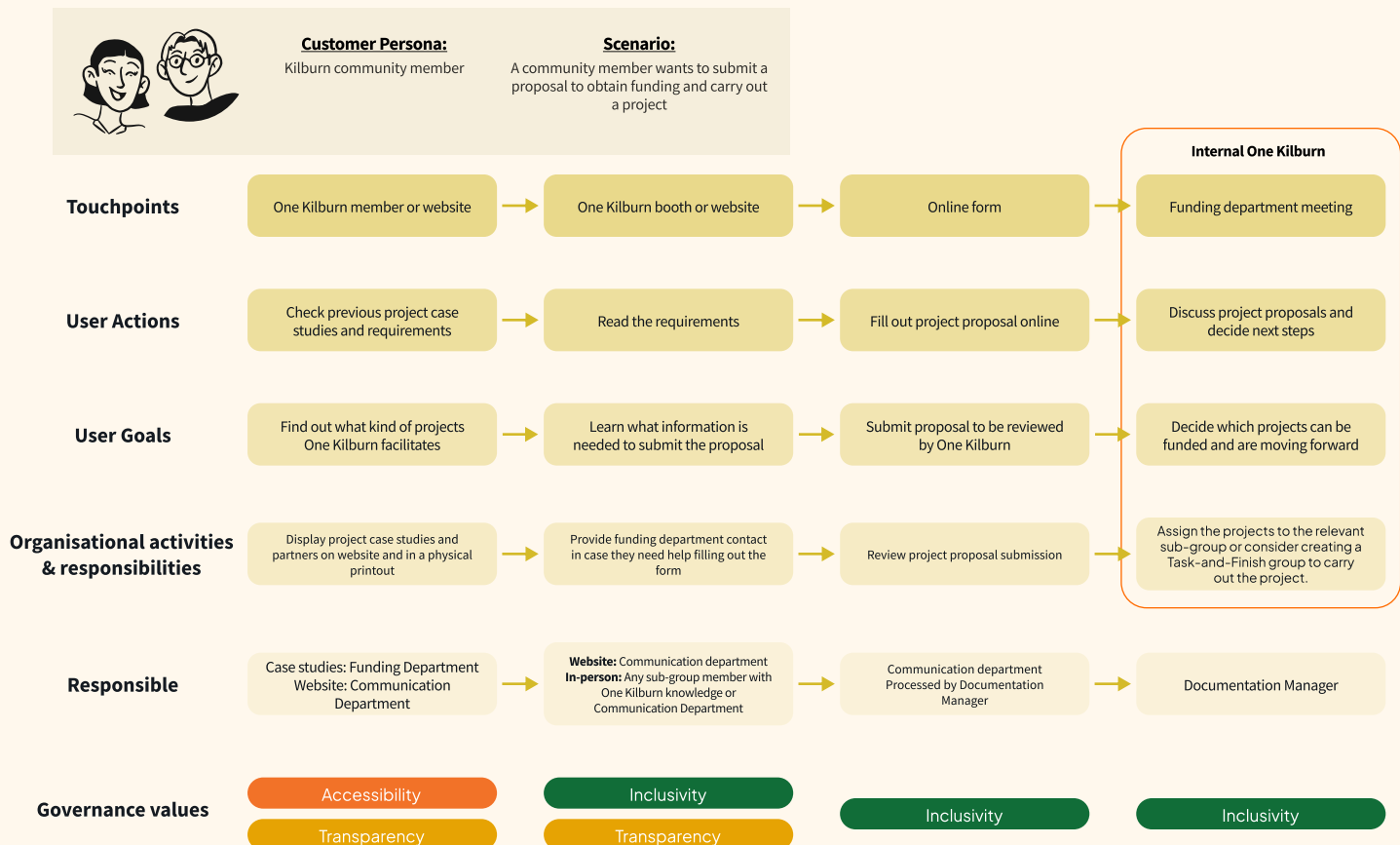


One Kilburn Booth: Sign up table at One Kilburn events and other relevant touchpoints.



Project Proposals

This section explains the process for Kilburn community members to submit project proposals and implement them with guidance and support from One Kilburn.



Submitting Project Proposals

Value

This journey map highlights the step-by-step process for community members to submit project proposals, ensuring accessibility, transparency, and inclusivity. It provides a clear pathway for individuals to bring their ideas to life with One Kilburn’s facilitation, fostering community empowerment and accountability.

Purpose

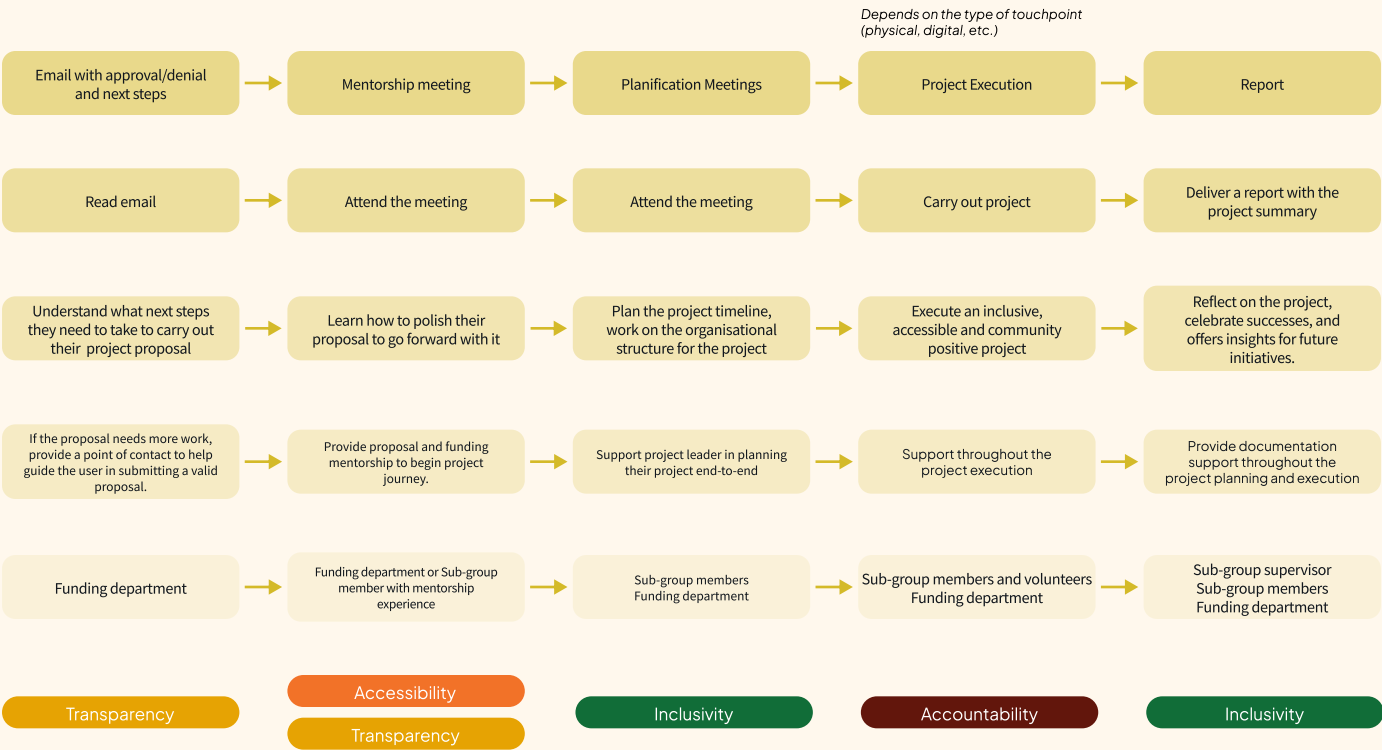
Clearly outline each touchpoint to ensure governance values are upheld.

Simplify the proposal submission process, making it accessible to all community members.

Support community members in developing and executing projects that align with One Kilburn’s mission.

Governance Values

- Inclusivity**
Offering mentorship and resources to support applicants from diverse backgrounds.
- Accessibility**
Ensuring participation is easy through both physical and digital platforms.
- Accountability**
Maintaining clear and responsible processes in proposal evaluation, approval, and project execution.
- Transparency**
Providing open communication at every stage, from submission to project completion.



Multiple Access Channels

This section highlights the three primary channels available to community members for seamless communication and engagement with One Kilburn.

Main Access Channels

Digital Channels

Website: A central hub for information retrieval, project details, and proposal submissions. It includes feedback forms for community input, ensuring transparency and accountability.

Social Media: Platforms like Facebook and Twitter enable real-time updates, discussions, and feedback, fostering accessibility and engagement.

One Kilburn Partners

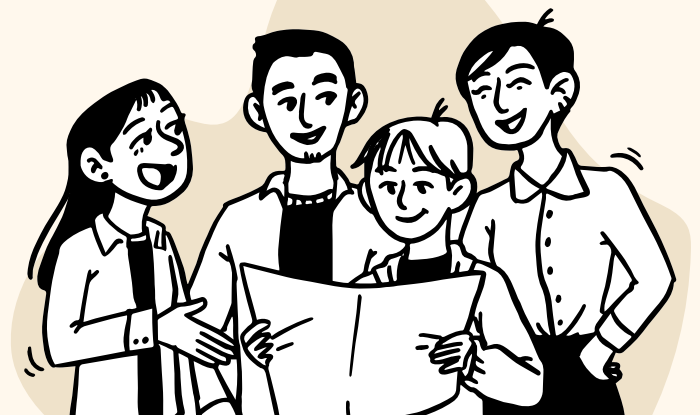
Information Announcements: OK partners share updates, event details, and proposal deadlines, extending OK's reach.

Physical Feedback Channels: In-person spaces and printed materials offer accessible feedback options for those without digital access.

Ambassadors

Problem Reporting: Community members can report issues to OK ambassadors, who act as local liaisons, ensuring inclusive communication and support.

Information Sharing: Ambassadors help guide individuals to the right person within OK, enhancing accessibility and streamlining interactions. Find relevant ambassador



Digital Overview

Multiple access channels ensure that community members can easily engage with the organisation, retrieve information, and provide feedback in a variety of ways.

These channels should be designed to foster inclusivity, accessibility, accountability, and transparency,



Contact Us

We always want to hear from you! Visit onekilburn.commonplace.is or email us at onekilburn@camden.gov.uk with any questions, ideas, and more!

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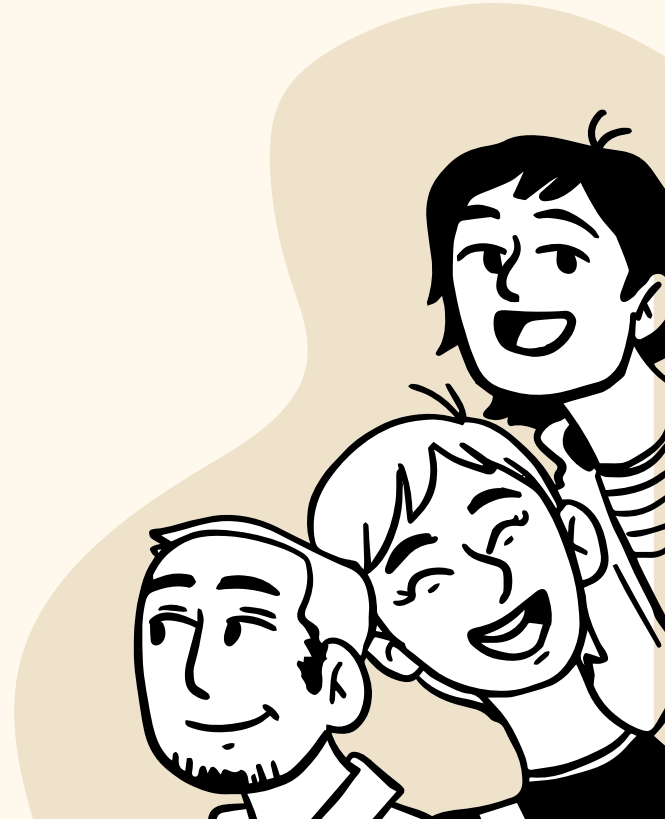
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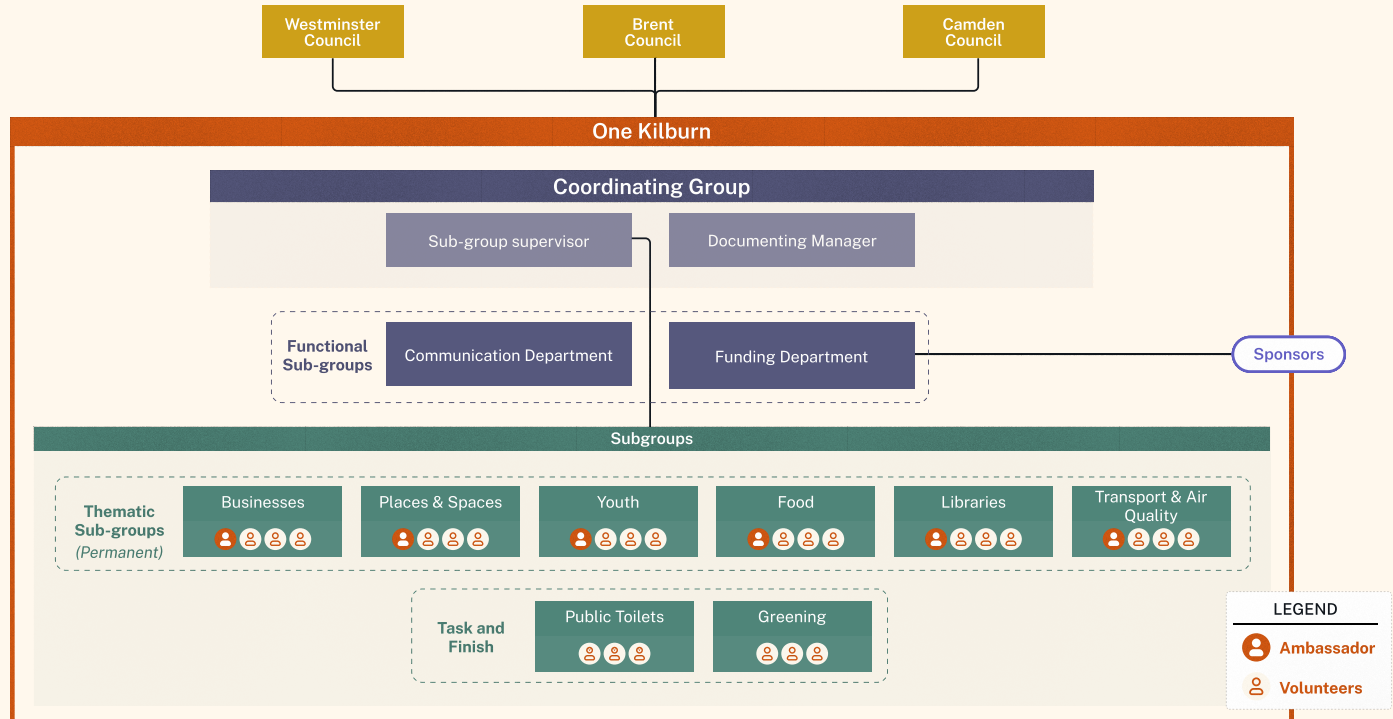
Accountability

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Organisational Structure



Roles and Responsibilities

Coordinating group

The team manages operations and ensures alignment with the One Kilburn's goals.

Responsibilities:

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Sub-group supervisor

Supervisors oversee sub-groups, ensuring alignment with goals and providing support.

Responsibilities:

- Monitor sub-group activities and resource use.
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- Guide sub-groups to meet objectives effectively.

Documentation manager

Ensures accurate record-keeping and information preservation.

Responsibilities:

- Manage receipt, filing, and distribution of communications.
- Support meeting announcements and stakeholder updates.
- Archive and preserve documentation for future use.

Roles and Responsibilities

Communication department

The hub for information sharing, keeping the community informed and engaged.

Responsibilities:

- Record and share meeting minutes and updates.
- Announce project progress and responsibilities.
- Manage social media and website content.
- Act as One Kilburn's public-facing voice.

Funding department

The financial backbone of One Kilburn, ensuring project sustainability.

Responsibilities:

- Evaluate project proposals and funding requests.
- Maintain and grow sponsor relationships.
- Oversee fund allocation and ensure financial transparency.
- Support budgeting and reimbursement tasks.

Roles and Responsibilities



Ambassadors

Ambassadors act as the primary representatives of One Kilburn, bridging the community and the organisation.

Responsibilities:

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Thematic Sub-groups

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Responsibilities:

- Set goals aligned with the One Kilburn's mission.
- Develop and implement theme-specific projects.
- Collaborate with other groups as needed.

“Task and Finish” Sub-groups

Short-term teams for specific projects, disbanding upon completion.

Responsibilities:

- Deliver a single, defined project within a set timeline.
- Provide a final report or handover before dissolving.

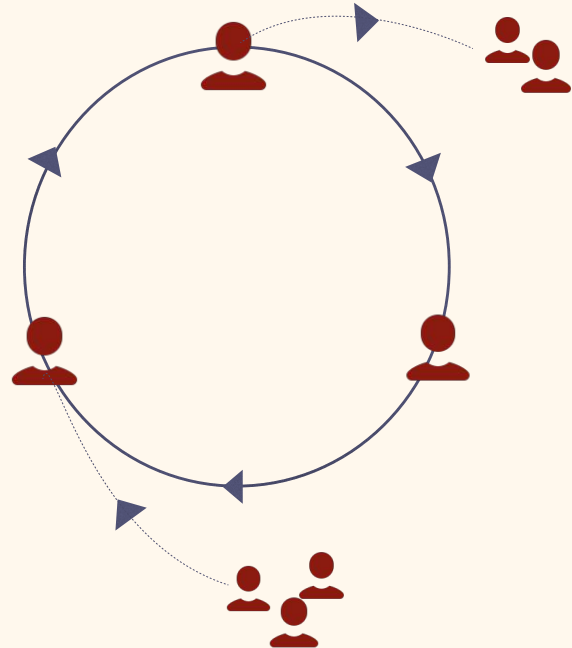
Ambassador Rotating Leadership

Appointment Process

- Ambassadors are appointed for fixed terms to bring fresh perspectives and ensure dynamic leadership.
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Qualifications

- Strong moral character, demonstrating integrity and fairness.
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Ambassador Rotating Leadership

Responsibilities

Community engagement: Gather public opinions, feedback, and ideas to inform One Kilburn's initiatives.

Advocacy: Represent the community's interests and concerns during meetings and decision-making processes.

Proposal development: Draft actionable suggestions based on community input and present them during One Kilburn meetings.

Regular updates: Provide consistent debriefings on project progress and decisions to maintain transparency.

Coordination: Act as a bridge between stakeholders, ensuring effective communication and collaboration.

Value of the Ambassador Role

Representation: Amplifies the voices of Kilburn's diverse community in One Kilburn activities.

Leadership: Offers clear direction and facilitates cohesive decision-making.

Trust-building: Strengthens relationships within the community through consistent engagement.

Transparency: Ensures accountability through regular updates and open communication.

Sustained involvement: Keeps the community actively involved in shaping projects and outcomes.

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Timeline	Once a month or as deemed necessary 	Every 6 weeks or as necessary 
One Kilburn Governance Values Accessibility Accountability Inclusivity Transparency		

Process Overview

Before

Send out all documentation templates and collect the required documentation throughout the meeting

Consolidate incoming documents and send out meeting agendas and pre-meeting notes

During

Reporting on specific project processes

Exchanging ideas and identifying potential co-operation opportunities between different sub-groups.

After

Ambassadors write reports and next steps for the project or population they are responsible for and send them to the OK Documenting department.

OK Documenting department summarises the meeting and presents it to Kilburn residents and organisations.

Volunteer Management

This section provides a comprehensive overview of the volunteer journey with One Kilburn. It details the steps for signing up, participating in meetings and projects, and tracking progress as an integral part of the community group.

Volunteer Sign-Up

Value

The customer journey map provides a structured overview of the volunteer sign-up process. It identifies opportunities to enhance the volunteer experience while aligning with One Kilburn's governance values, fostering long-term engagement and trust within the community.

Purpose

The purpose of the journey map is to clearly identify each touchpoint in the volunteer sign-up process, ensuring that the process is clear and easy to carry out. This allows for a transparent and welcoming experience that reflects the organisation's commitment to its community.

Governance Values

Inclusivity and Accessibility

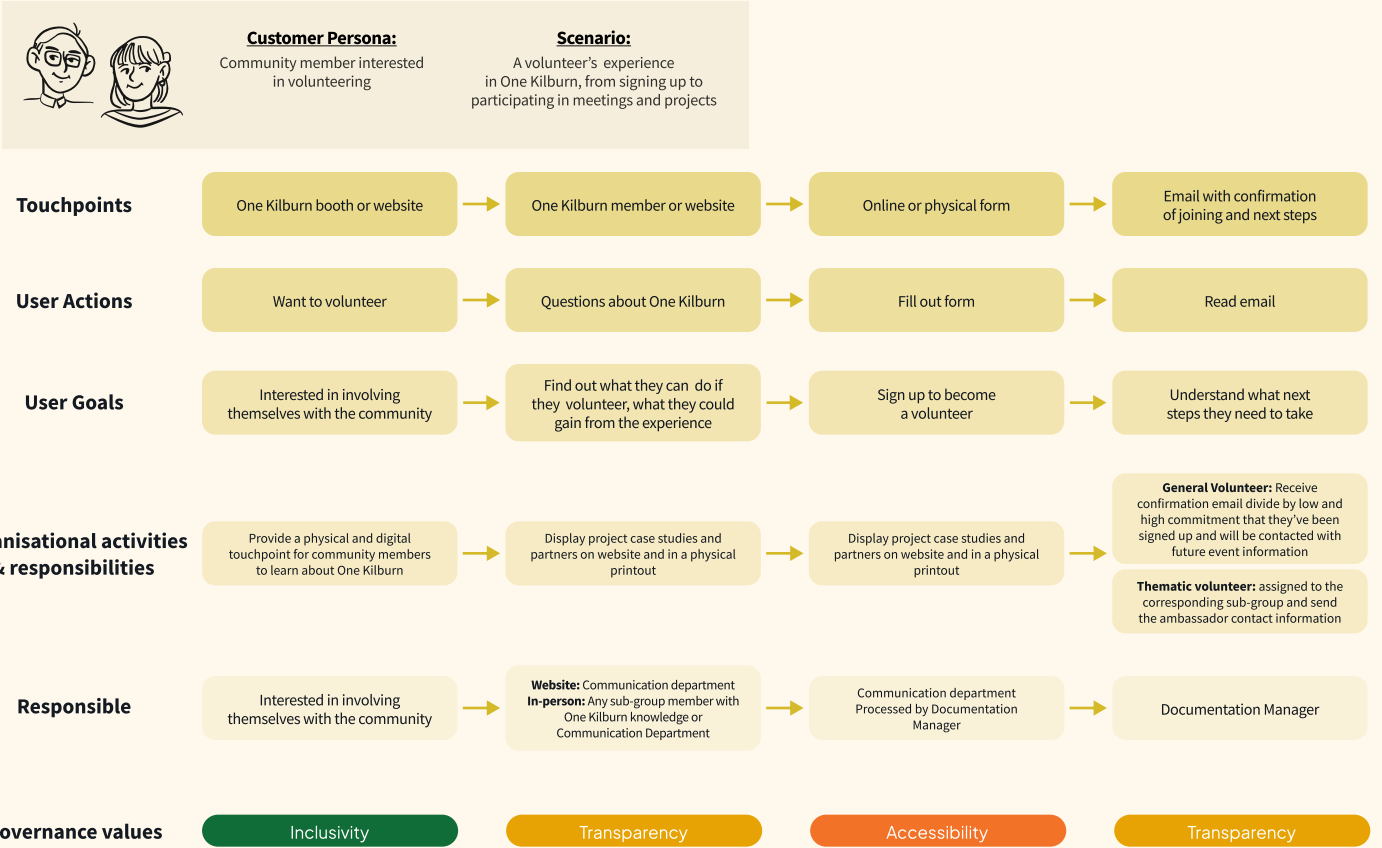
Provide digital and physical engagement options, along with clear communication about roles, time commitments, and benefits.

Organisational Alignment

The Communication Department and Documentation Manager oversee smooth transitions, assigning volunteers to appropriate sub-groups based on their focus.

Accountability and Transparency

Volunteers receive updates on their progress, including logged hours and advancement opportunities, supported by feedback mechanisms for continuous improvement.



One Kilburn Booth: Sign up table at One Kilburn events and other relevant touchpoints.



Project Proposals

This section explains the process for Kilburn community members to submit project proposals and implement them with guidance and support from One Kilburn.

Submitting Project Proposals

Value

This journey map highlights the step-by-step process for community members to submit project proposals, ensuring accessibility, transparency, and inclusivity. It provides a clear pathway for individuals to bring their ideas to life with One Kilburn's facilitation, fostering community empowerment and accountability.

Purpose

Clearly outline each touchpoint to ensure governance values are upheld.

Simplify the proposal submission process, making it accessible to all community members.

Support community members in developing and executing projects that align with One Kilburn's mission.

Governance Values

Inclusivity

Offering mentorship and resources to support applicants from diverse backgrounds.

Accessibility

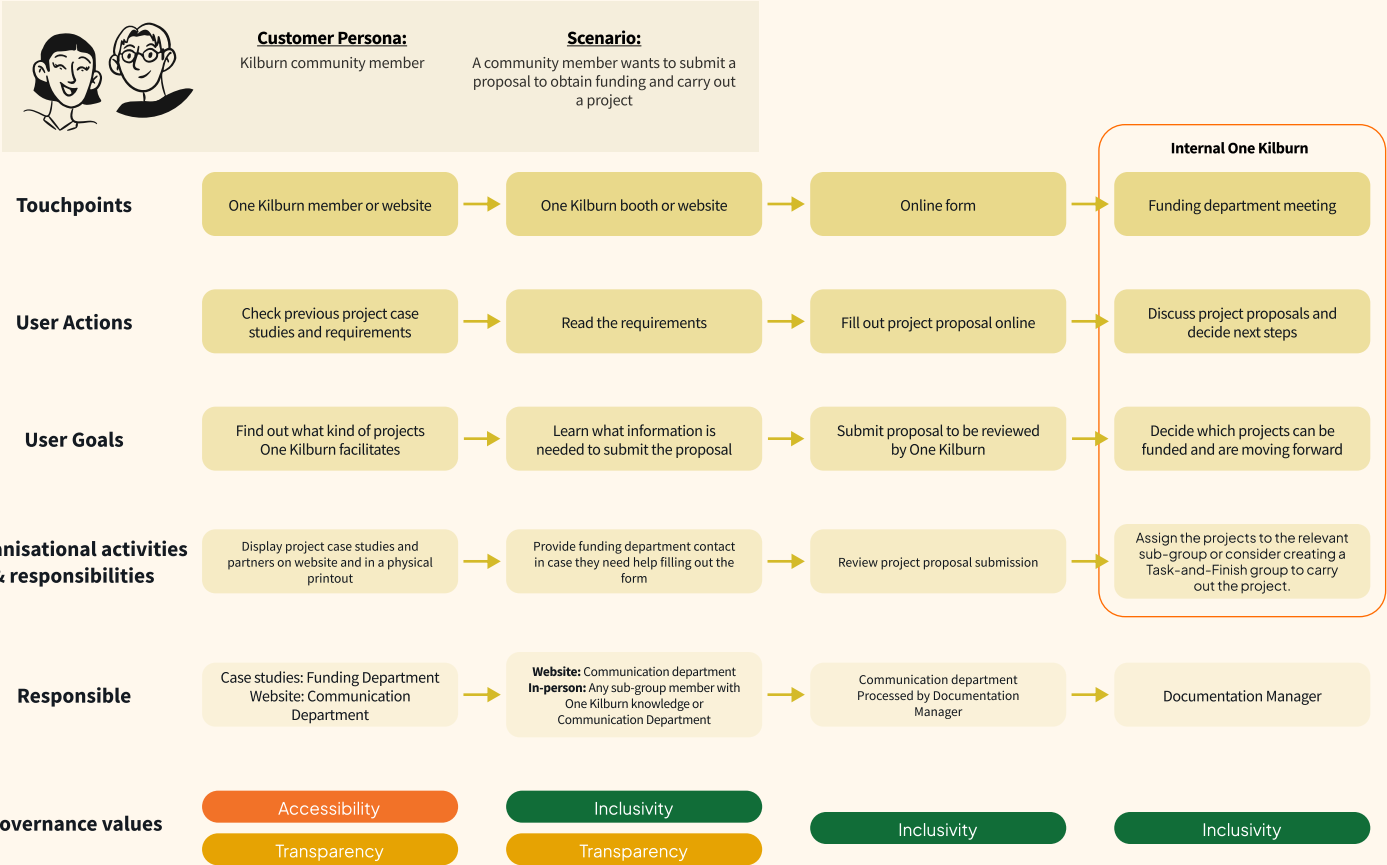
Ensuring participation is easy through both physical and digital platforms.

Accountability

Maintaining clear and responsible processes in proposal evaluation, approval, and project execution.

Transparency

Providing open communication at every stage, from submission to project completion.





Multiple Access Channels

This section highlights the three primary channels available to community members for seamless communication and engagement with One Kilburn.

Digital Overview

Multiple access channels ensure that community members can easily engage with the organisation, retrieve information, and provide feedback in a variety of ways.

These channels should be designed to foster inclusivity, accessibility, accountability, and transparency,



Main Access Channels

Digital Channels

Website: A central hub for information retrieval, project details, and proposal submissions. It includes feedback forms for community input, ensuring transparency and accountability.

Social Media: Platforms like Facebook and Twitter enable real-time updates, discussions, and feedback, fostering accessibility and engagement.

One Kilburn Partners

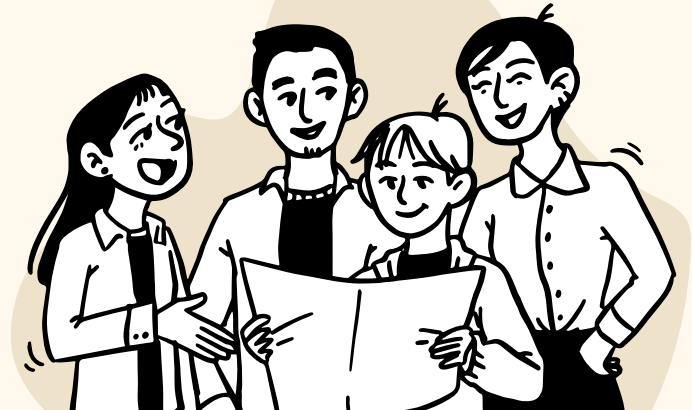
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Problem Reporting: Community members can report issues to OK ambassadors, who act as local liaisons, ensuring inclusive communication and support.

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