

Frequently asked questions		
	Questions	Answers
1	Who is currently involved?	The current group is a mix of local residents, businesses and councillors who have come together to kick start this discussion.
2	How can I get involved?	Please contact us at hello@crystalpalacetownteam.org.uk and let us know what you would like to get involved with.
3	How will we engage the real diversity of the community to ensure all needs and aspirations are heard?	The next stage of the process will be a 6-8 month engagement process designed to draw out the different needs of all parts of the community. A variety of different engagement activities and tools will be needed, from physical events, one-on-one interviews; to online meetings and questionnaires. We will need a good group of volunteers to assist with this process and make sure that we make every effort to contact as many people as possible.
4	How can we address the cross-borough challenge?	We are working with the five councils to encourage greater coordination. We'll also be liaising with the newly created cross council group to raise awareness of the key issues for Upper Norwood/Crystal Palace and the surrounding area and avoid duplication between the Town Team and the Council.
5	What is the geographic area that the Town Team will focus on?	This has not yet been determined. It will be decided as part of the engagement process.
6	What are the next steps and what is the anticipated timeline?	The next stage of the process will be a 6-8 month engagement process designed to draw out the different needs of all parts of the community. We hope to move forward to assembling volunteers to form the Engagement Group and Engagement Committee by the end of September. The Town Team will be elected in 2021 once the engagement process is complete and they'll be responsible for leading the delivery of the Town Plan.
7	What aspects of Crystal Palace/Upper Norwood will the Town Team focus on?	This will be decided throughout the engagement process and will keep everyone updated as we progress.
8	Where and when will the results of the survey be published?	We're working through the results of the survey now and expect to be able to release them in August. We'll share them on the website and with those who have signed up to receive updates.
9	Is there a map of the area that the Town Team will be covering?	At this stage we're not looking to create a definitive line on a map. We are a unique area, with responsibilities sitting with five different boroughs around Crystal Palace Park and four different boroughs in our District Town Centre. This has led to each side of the Triangle being subjected to different planning, local services, policing, licensing and health authorities. As a result, it's expected that we'll look to focus in and around the Triangle area in the first instance, subject to further discussions once the Town Team has been officially established. You can access a map showing the borough and ward boundaries and conservation areas here: https://www.google.com/maps/d/edit?mid=1EKo886B8GII0IzUkKjXpK7iTmJcwhd8j&usp=sharing
10	Have local businesses been engaged with this group?	Yes, local businesses have been engaged with this group since it began. We'll look to engage more businesses as we progress, but if you know of a local business that hasn't been engaged, please email us with details at hello@crystalpalacetownteam.org.uk
11	Will you be sharing the draft constitution?	Yes, you can view the Town Team constitution here: https://static1.squarespace.com/static/5ece8b250927ae2fd8672c97/t/5f0d78bde892147e14a32f31/1594718397788/STRATEGY+%26+GOVERNANCE+PAPER+.pdf
12	How will you keep people updated as things progress?	We'll share the latest developments through the website and via email to anyone who signs up to receive updates via the website.