

# Scrutiny Review

## Support for the Voluntary and Community Sector

---

RYEDALE  
DISTRICT  
COUNCIL



---

Overview and Scrutiny Committee  
4 October 2012

## Executive Summary

This Report sets out the results of a review of the support that the Council gives to Voluntary and Community Sector (VCS) Organisations. This review has been carried out by Ryedale District Council's Overview and Scrutiny Committee.

The aim of the review was to try to answer the following questions:

- What is the current profile of the VCS in Ryedale?
- How sustainable is the sector in Ryedale and what is the role of the Council in this?
- How does the Council commission or procure work from the VCS, how is this funded, what is expected and what is the impact of this work?
- What expectations are there of the VCS in the current policy and funding environment and how can these best be met whilst delivering value for money for both the Council and the communities of Ryedale?
- Is there potential to increase the co-ordination of funding to the VCS both within the Council and with external partners?
- Can savings be made from the financial support provided or value added through pooling resources?
- Are there any grants that are not cost effective to administer or receive?
- Are there barriers to RDC working with the VCS and vice versa, VCS working with the Council?

The review involved an audit of the current support and funding given to local organisations. Consultation with the voluntary & community sector, other funding bodies and the Citizen's Panel was also undertaken.

Key findings included:

- The Voluntary and Community Sector in Ryedale comprises of a range of organisations from small community groups to large charities.
- Although Ryedale has a small population, the level of volunteering in Ryedale is among the highest in the country.
- The VCS is highly valued in Ryedale and provides important services that are not provided by the public sector.
- The Government's policy of Big Society is to empower communities to do more for themselves, requiring more volunteering.
- The Council's support which includes financial, non-financial and officer support is seen as essential in sustaining the voluntary and community sector in Ryedale.
- In 2012-13 the Council will pay £629,000 to the voluntary and community sector. 75% of this funding is paid on a regular ongoing basis.

The Committee made the following recommendations:

### Key Recommendation

**The contribution of the Voluntary and Community Sector is highly valued in Ryedale. The Council should help to sustain the Voluntary and Community Sector by providing financial and officer support.**

## **Detailed Recommendations:**

1. The Council should undertake a review of how it core funds organisations with a view to commissioning/contracts ensuring continuity for organisations and giving notice of any changes in line with the North Yorkshire Compact. This allows organisations to employ people and plan for the future.
2. Core funding for a longer time with more notice of change (ie 4 months minimum), linked to commissioning/procurement processes.
3. Investigate how the Council could help support Ryedale Voluntary Action to encourage volunteering in the Ryedale area.
4. Grant schemes should be streamlined making it easier for organisations to access and, all decisions should be made by one panel i.e. the CIF panel.
5. Development officers are essential in helping to develop projects within the voluntary and community sector and this role is highly valued by the sector. The Council should continue to provide development officers and continue to support their provision within the voluntary sector.
6. The Council should make it clear what its funding priorities are and what outcomes it is trying to achieve.
7. The Council should ensure that it is clear with all contracts and grants what it expects and monitor/evaluate/performance manage the outcomes accordingly ensuring Value for Money in the investment made.
8. Maintain a small grants element in all grant programmes.
9. The Council should take every opportunity to co-ordinate funding and evaluation processes with other funding bodies, for example, lists of projects supported and case studies illustrating the impact of the funding awarded should be published on the Council website.
10. The Council should use every opportunity to promote and champion Ryedale and all that it has to offer. It should also support, celebrate and recognise the value and contribution of the voluntary and community sector.
11. When considering future budget decisions, the Council must recognise that the funding available to the VCS to meet the needs of communities in Ryedale is reducing. The Council has a role in championing the needs of Ryedale with other funders.
12. The Council should ensure that any changes to the services it provides are clearly communicated to all those affected. This includes maintaining lists of key contacts with good signage for all services on the Council's website.
13. Investigate better use of the Council's website for communicating and advertising appropriate events on behalf of the voluntary and community sector.

14. Undertake joint member and officer training regarding funding schemes, priorities and processes for those members and officers directly involved with grant making.
15. Investigate the possibility of supporting VCS organisations with specialist skills available within the Council.
16. Review to be undertaken to define the members roles as champions and board members of voluntary and community organisations.

The Task Group wishes to thank all those who gave their time in contributing to this review.

# CONTENTS

Scope of the review	5
Membership of the committee	6
Methodology	6
Findings	7
Recommendations	17
Appendices	19

## Scope of the review

The terms of reference for the Review were agreed at the Overview and Scrutiny Committee on the 15<sup>th</sup> December 2011. (See Appendix A)

The review will make recommendations to the policy committees of the Council on the options available for ensuring a sustainable voluntary and community sector through utilising any available resources in the most efficient, effective and economical way.

The review will try to answer the following questions:

- What is the current profile of the VCS in Ryedale?
- How sustainable is the sector in Ryedale and what is the role of the Council in this?
- How does the Council commission or procure work from the VCS, how is this funded, what is expected and what is the impact of this work?
- What expectations are there of the VCS in the current policy and funding environment and how can these best be met whilst delivering value for money for both the Council and the communities of Ryedale?
- Is there potential to increase the co-ordination of funding to the VCS both within the Council and with external partners?
- Can savings be made from the financial support provided or value added through pooling resources?
- Are there any grants that are not cost effective to administer or receive?
- Are there barriers to RDC working with the VCS and vice versa, VCS working with the Council?

## Membership of the committee

Current : S Arnold, D E Cussons, G Hawkins, Mrs A D Hopkinson, J R Raper, Mrs E L Shields (Vice Chairman), C R Wainwright (Chairman), S Ward, J Windress

Meeting dates of the Scrutiny Review Task Group:

23/01/11 Initial meeting of Task Group.  
07/03/12 Present initial findings of Audit of support provided by the Council to the VCS. Identify key areas to study the impact of the support provided  
02/04/12 Present the audit report and assessment of impact.  
26/04/12 Presentation by Andrea Hobbs, Chief Officer, Ryedale Voluntary Action  
19/06/12 Consultation Café – consultation event held with voluntary and community organisations.  
19/07/12 Consultation with other funding bodies.  
16/08/12 Present results of consultation and engagement activities, review of application processes & schemes. Formulate recommendations.  
13/09/12 Draft report and recommendations agreed by Task Group.  
04/10/12 O and S Committee meeting consider draft report and recommendations.

Scrutiny Review Task Group supporting officers:

Clare Slater (Head of Corporate Services)  
Jane Robinson (Transformation Officer)  
Justine Coates (Business Improvement Officer)

## Methodology

The Committee/Task Group approached the review through:

- Auditing the current support the Council gives to the voluntary and community sector both financial and non-financial.
- A consultation event was held with organisations that have previously received funding and support. Following the world café method of consultation, the group were divided into three groups and each had a different conversation or discussion. After 15 minutes, attendees were invited to join another conversation or remain with the same conversation. The topics used for the conversations were:
  1. What does your organisation value most about the support the Council offers to voluntary and community sector organisations?
  2. How can the Council improve the way it works with the voluntary and community sector?
  3. Thinking about the opportunities and threats facing your organisation, what role do you think the Council should play in supporting a sustainable voluntary and community sector in the future?  
(See Appendix B for full results)
- Consultation with other funding organisations – both project and core funders (Appendix C)
- Survey sent to Citizen's Panel (See Appendix D for questionnaire and results)

## Findings

The research undertaken highlighted the following key findings:

### Profile of the Voluntary and Community Sector in Ryedale

The voluntary & community sector in Ryedale comprises a wide varied range of organisations, from small help groups run entirely by volunteers, to registered charities with a paid workforce. In fact, the fourth largest charity, operating nationally, in the Yorkshire and Humber region is based in Ryedale. There are five and a half times more registered charities per head in Ryedale (highest concentration in Yorkshire & Humber) than there are in Wakefield (lowest concentration). The voluntary and community sector in the UK employs over 750,000 people and generates £37 billion in income.

The major challenges facing voluntary and community sector organisations in Ryedale include:

- Finding volunteers for boards
- Core funding for organisations providing social care services
- Personalisation and changes to social care contracting and commissioning
- Meeting needs which are not well funded and can seem invisible
- Finding solutions to access issues
- Building an evidence base for funders
- Fuel costs, affordable meeting and work spaces

### Volunteering in Ryedale

*“The Big Society is about a huge culture change, where people, in their everyday lives, in their homes, neighbourhoods and workplace, don’t always turn to officials or government for answers to the problems they face, but instead feel both free and powerful enough to help themselves and their own communities.”*

*Prime Minister, Liverpool, 19 July 2010.*

The government has a three strand approach to encouraging the development of the big society:

1. Encouraging social action
2. Public service reform
3. Community empowerment

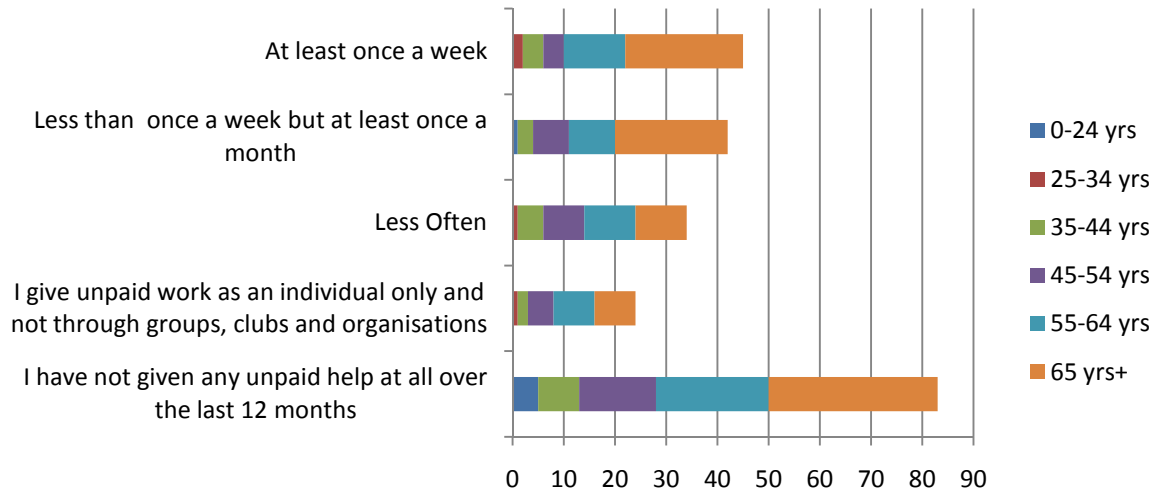
Social action within the context of the Big Society agenda involves the encouragement of individuals to make a contribution within their communities and help solve social issues by volunteering.

Big Society theory presumes that there is a latent untapped capacity for volunteering, and therefore, volunteers could provide services and support that a streamlined public sector can no longer offer. Ryedale has one of the highest levels of volunteering in the country which means that there could be less capacity for an increase in levels of volunteering in Ryedale than other areas. This could have an impact on the sustainability of VCS organisations in future as big society policies are embedded.



In the 2008/09 Place Survey, 31.6% of the population of Ryedale participated in regular volunteering. Ryedale was ranked 21<sup>st</sup> out of 354 authorities in the country.

More recently, in July 2012, we asked the Citizen Panel the whether they had given unpaid help in the last 12 months.



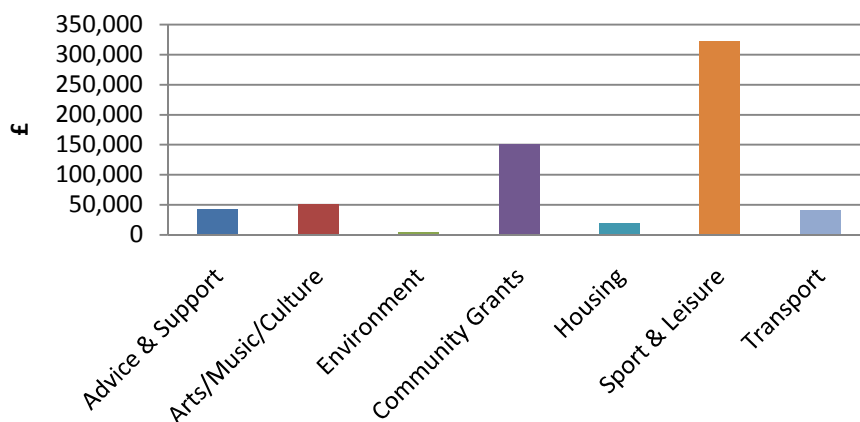
### Current profile of the Council's support for the Voluntary & Community Sector

The Council has a long history of supporting the Voluntary and Community Sector by providing grants to enable communities to provide services for themselves.

In 2012/13, the Council has budgeted to pay approximately £694,000 to voluntary and community sector organisations working in the Ryedale area.

An analysis of this spend shows that the majority is spent on Sports & Leisure, which includes the Community Leisure Ltd grant, the organisation which runs the Council's swimming pools and Northern Ryedale Leisure Centre. The CIF Fund is divided into two elements: Community Grants and Ward Based funding. The Community Grants (£100,803) part of the CIF Fund is included in the analysis below. The Ward based element (also £100,803) of the CIF Fund is not included, as this part of the fund is paid out to parish councils.

### Analysis of Grant Spend VCS organisations 2012-2013



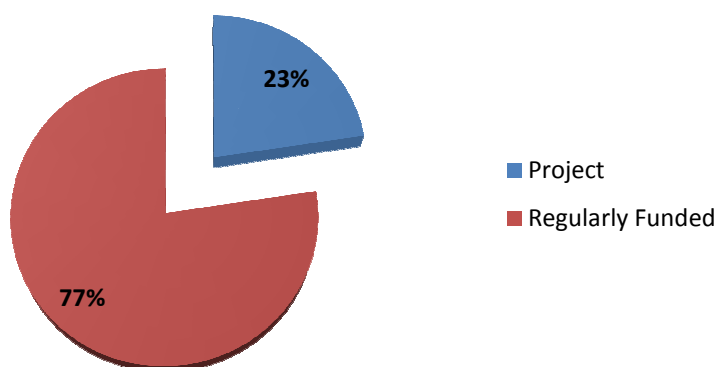
A more detailed breakdown of the organisations funded is detailed below:

Voluntary Community Sector Organisation	2012-13 BUDGET £
Beck Isle Museum	5,706
CIF Community Grants	150,773
Citizens Advice Bureau	27,400
Citizens Advice Bureau	12,000
Community Leisure Ltd	325,070
Foundation UK	1,500
Helmsley Arts	11,585
Helmsley Open Air Pool	10,300
Keyhouse	2,000
Live Music Now	2,316
Malton Museum	1,340
Malton Sports Hall	51,500
Pied Piper	5,566
REACT	5,000
Ryecat	43,000
Ryedale Festival	5,000
Ryedale Folk Museum	5,706
Ryedale Voluntary Action	15,206
SASH	3,000
Small arts grants	1,860
The Shed	11,329
<b>Total</b>	<b>£694,157</b>

NB: The budget above may not represent the amount paid to the relevant organisation.

The majority of the funding goes to organisations that the Council regularly funds which means that they are more reliant on this money to remain viable. 23% of the money allocated is paid towards project funding.

**Analysis of funding type 2012-13**



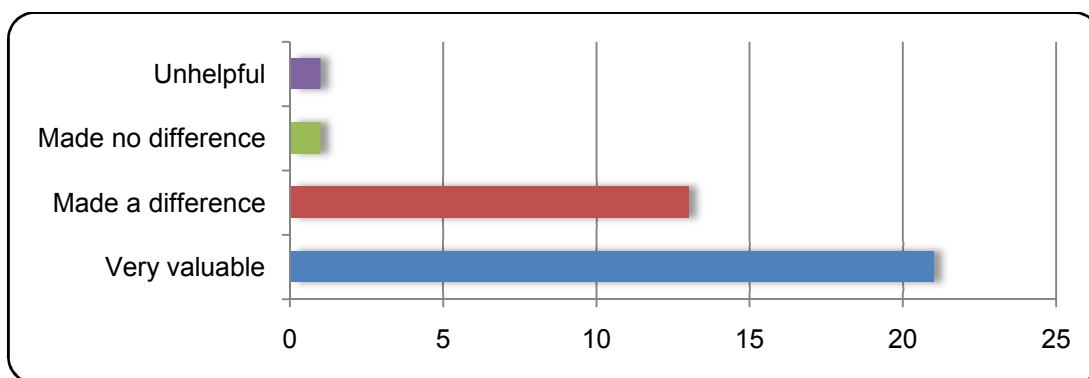
The Council also offers non-financial support, in the form of officer support for development work, helping with grant applications, funding option advice, CRB checks, equipment for tidy groups & waste disposal from litter picks, consultation and design work for parish plan groups.

### How do our communities value the support the Council offers to the VCS?

40% of respondents felt that they know enough about voluntary and community organisations in Ryedale and the types of services they offer in order to benefit from them.

14% of respondents had received help, support or advice from voluntary or community sector organisations in the last 12 months.

Respondents rated the help, support or advice they were given:



### Other funding organisations in the Ryedale area

Organisations in Ryedale have access to various funding schemes. Sources include:

- North Yorkshire County Council
- North York Moors National Park
- Howardian Hills AONB
- European funds in the form of LEADER.
- Sport England,
- Arts Council England
- Museums Development funded through Arts Council
- Broadacres
- Yorventure
- Key Fund Yorkshire
- Two Ridings Community Foundation
- BIG Lottery
- Lloyds TSB

The range of funding available means that an organisation can apply for funding from various sources. All these organisations have different assessment criteria and processes, monitoring and evaluation, different match funding requirements. Organisations, therefore, spend a great deal of time applying for funding.

## Summary of findings from Consultation activities

The following themes emerged from the consultation:

### Officer Support and advice

Officer support and advice was highly valued and was seen as an essential element in making projects and events successful. Organisations valued knowledgeable officers, who have drive and enthusiasm to make projects a success and can work through funding options.



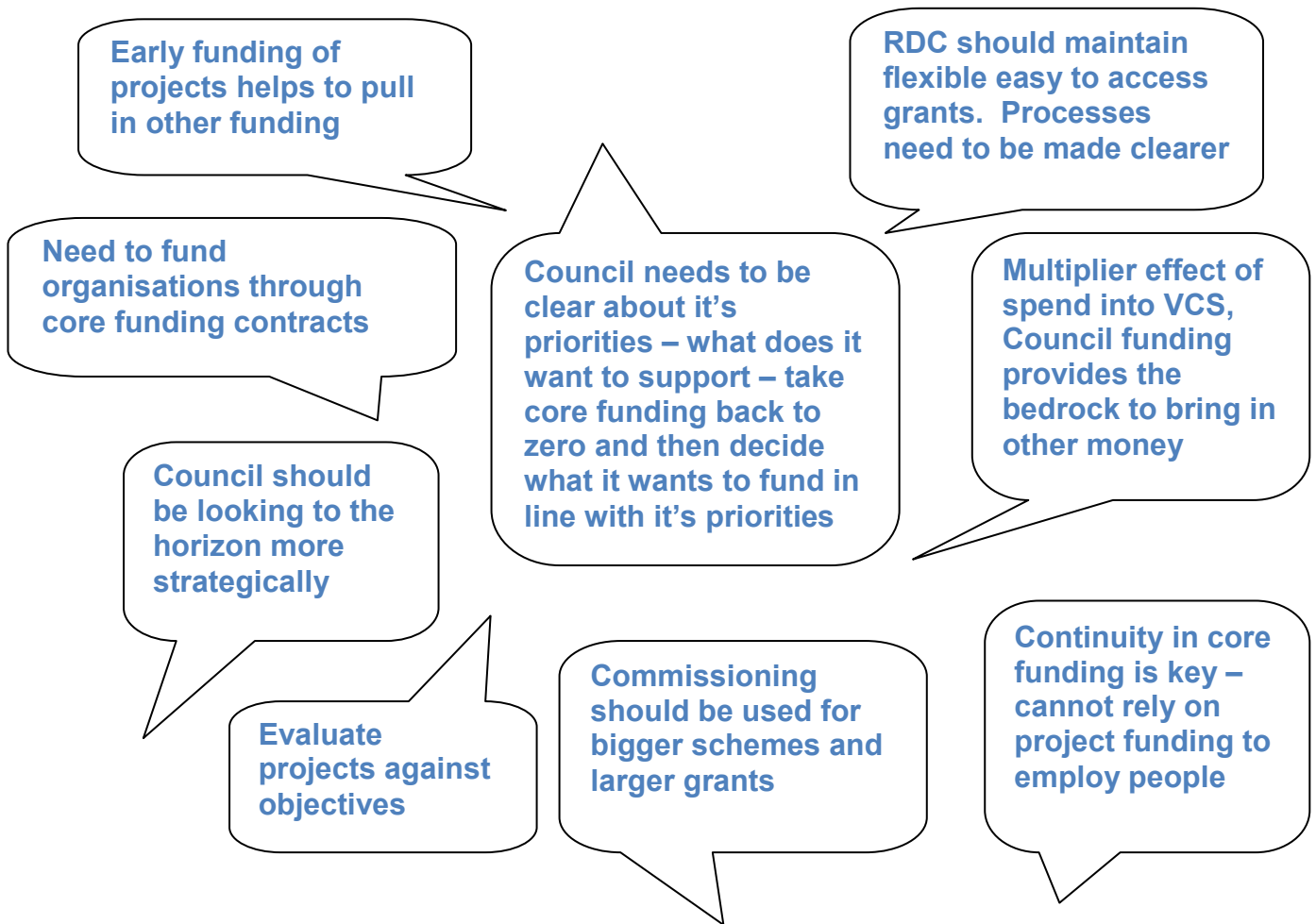
### Recommendation

Development officers are essential in helping to develop projects within the voluntary and community sector and this role is highly valued by the sector. The Council should continue to provide development officers and continue to support their provision within the voluntary sector.

### Funding and Grants

Through the consultation process, it became apparent, that organisations rely on the funding offered by the Council. Continuity in core funding was seen as key to sustaining organisations allowing these organisations to plan for the future and employ people. The project funding was also valued in that if the Council gave a grant it helps to give a project a seal of approval and helps to pull in other funding.

However, organisations did not find it easy to understand what the Council is trying to achieve or what outcomes are expected from the funding. For example, a musical cultural event – is the Council trying to provide events for local people to get them involved or is it about tourism and trying to attract visitors to the area. If outcomes are not clear how can the Council know whether the funding is value for money for its taxpayers and contributing to the Council's priorities. Better monitoring and evaluation is required.



## Recommendations

The Council should make it clear what its funding priorities are and what outcomes it is trying to achieve.

The Council should undertake a review of how it core funds organisations with a view to commissioning/contracts ensuring continuity for organisations and giving notice of any changes in line with the North Yorkshire Compact. This allows organisations to employ people and plan for the future.

Core funding for a longer time with more notice of change (ie 4 months minimum), linked to commissioning/procurement processes

Grant schemes should be streamlined making it easier for organisations to access and, all decisions should be made by one panel i.e. the CIF panel.

The Council should ensure that it is clear with all contracts and grants what it expects and monitor/evaluate/performance manage the outcomes accordingly ensuring Value for Money in the investment made.

Maintain a small grants element in all grant programmes.

## Communication

In recent years, Ryedale District Council has lost key officers, which has had a big impact and the remaining officers are very busy. Organisations felt that these changes could have been communicated better – making it clear who is the best person to contact in the future and also the support that can be expected from that officer.

Some of the organisations which were consulted had received a cut in their grants for the 2012/13 year. Early communication and information about austerity and cuts would have been useful and allows organisations to plan ahead and manage expectations. If they had been aware that this may be an area that would possibly be cut they could have planned for it. Instead, they received two months notice which they felt was not enough.

The Council's website was felt to be not user friendly – people complained that the tourism site frequently dropped out and that arts and culture has poor prominence. It was felt that better use could be made of our site for forums and advertising events. Some other ideas included hosting a clash diary for events, available venues – contacts for village halls with a register of facilities available at each.

Internal communication between elected members and officers could be improved so that officers and members are both giving out the same message.

**The Council could communicate changes better – making it clear who is the best person to contact – and what can be expected from them.**

**Elected members and officers often give out different messages!**

### Recommendations

The Council should ensure that any changes to the services it provides are clearly communicated to all those affected. This includes maintaining lists of key contacts for all services on the Council's website.

Investigate better use of the Council's website for communicating and advertising events on behalf of the voluntary and community sector.

Undertake joint member and officer training regarding funding schemes, priorities and processes for those members and officers directly involved with grant making.

### Networking and Partnership Working

Organisations spend a lot of time chasing funding, filling out forms and promoting projects to different funding bodies. There can be duplication between the County Council, the Council and the RVA. The committee believes that there is scope for improved working with funding partners, holding joint meetings so the organisation can promote the project once instead of three times. Although, funding bodies probably not ready to pool funds and have one point of access.

People felt that there was a role for the Council to facilitate meeting with like VCS organisations to help similar VCS organisations within the district help each other by sharing skills and experience. Some interesting ideas included themed focus days and forums ie. Environment, arts, music, heritage.

Transport was considered a problem for public travelling to events, could this be improved by co-ordinating using RYECAT?

Some organisations felt that it is not just about how the Council can support the voluntary and community sector but should work two ways, in that how can voluntary and community organisations help the Council in delivering it's priorities for the community - usually have a common aim.

Smaller organisations often struggle with specialist skills that may be available at the Council. Could the Council offer wider support such as Marketing, HR, business planning, auditing, IT, Websites, Health & Safety, engaging younger audiences, possible sponsorship opportunities?

**Voluntary sector gets caught between the County Council & the District Council**

**Why are the Council duplicating what the RVA is providing why not just give more funds to RVA and let them provide the service?**

**Council needs to be more joined up with RVA**

### **Recommendations**

The Council should take every opportunity to co-ordinate funding and evaluation processes with other funding bodies, for example, lists of projects supported and case studies illustrating the impact of the funding awarded should be published on the Council website.

Investigate the possibility of supporting VCS organisations with specialist skills available within the Council.

### **Supporting Volunteering**

Without volunteering the voluntary & community sector would struggle to provide services. However, volunteers do come at a cost – they still need to be trained and can often claim travelling expenses.

There is a concern that the ageing demographics of volunteers will be an issue in future years. The Council could have a role in raising awareness and encouraging regular volunteers.

The Council could help host a 'Volunteer Skills Bank' whereby volunteer skills can be shared across sectors.

'Volunteer Skills Bank' – involve RDC staff as volunteers

Supporting volunteers costs money - could the Council help with this in some way

### Recommendation

Investigate how the Council could help support Ryedale Voluntary Action to encourage volunteering in the Ryedale area.

### Elected members

The participating organisations really valued the support of the elected members. Elected members involvement helped to raise the profile of projects, having an elected member championing the cause helps in making projects successful and helps draw in funding.

However, it was felt that internal communication between elected members and officers could be improved. There had been occasions where elected members and officers were not giving out the same messages.

Also, the presence of elected members on boards of local charities as a representative of Ryedale District Council was called into question. Some questioned what value this added and thought that if elected members wanted to sit on boards it should be done independently.

Councillors need to see our work so that they can be advocates and champions for it

What value does this add and how much does it cost the Council?

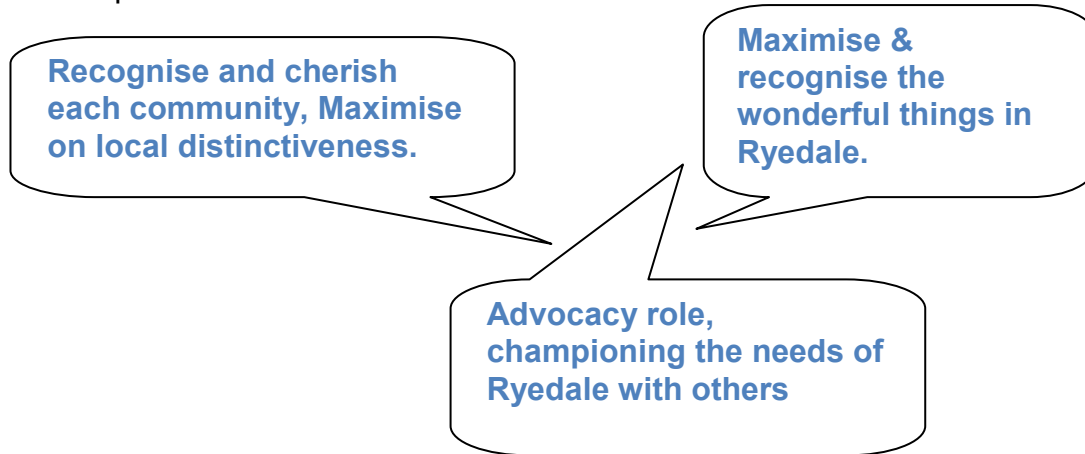
### Recommendation

Review to be undertaken to define the members' roles as champions and board members of voluntary and community organisations.



## Advocate & Champion for Ryedale

People felt that Ryedale has a key role to play in influencing other sectors and giving out key messages about Ryedale. Other funders thought that the Council had a good close relationship with the community, understanding what they want and need and supporting them to help themselves.



### Recommendation

The Council should use every opportunity to promote and champion Ryedale and all that it has to offer. It should also support, celebrate and recognise the value and contribution of the voluntary and community sector.

### Future Threats

Looking to the future, there will be funding pressures on social care budgets and local authorities will rely more on the Voluntary and Community Sector to provide preventative, local care services. This local care is essential in preventing people from moving rapidly from independence to needing a high level of care.

As changes are made within the public health system, funding decisions will be made by Clinical Commissioning Groups of which the Ryedale area will have two. It is not yet clear what the potential impact will be on the funding available to VCS organisations in Ryedale who provide preventative services.

### Recommendation

When considering future budget decisions, the Council must recognise that the funding available to the VCS to meet the needs of communities in Ryedale is reducing. The Council has a role in championing the needs of Ryedale with other funders.

## **Recommendations**

The recommendations agreed by the Overview and Scrutiny Committee are:

### **Key Recommendation**

**The contribution of the Voluntary and Community Sector is highly valued in Ryedale. The Council should help to sustain the Voluntary and Community Sector by providing financial and officer support.**

### **Recommendations to Commissioning Board**

1. The Council should undertake a review of how it core funds organisations with a view to commissioning/contracts ensuring continuity for organisations and giving notice of any changes in line with the North Yorkshire Compact. This allows organisations to employ people and plan for the future.
2. Core funding for a longer time with more notice of change (ie 4 months minimum), linked to commissioning/procurement processes
3. Investigate how the Council could help support Ryedale Voluntary Action to encourage volunteering in the Ryedale area.

### **Recommendations to Policy & Resources Committee**

4. Grant schemes should be streamlined making it easier for organisations to access and, all decisions should be made by one panel i.e. the CIF panel.

### **Recommendations to Commissioning Board and Policy & Resources Committee**

5. Development officers are essential in helping to develop projects within the voluntary and community sector and this role is highly valued by the sector. The Council should continue to provide development officers and continue to support their provision within the voluntary sector.
6. The Council should make it clear what its funding priorities are and what outcomes it is trying to achieve.
7. The Council should ensure that it is clear with all contracts and grants what it expects and monitor/evaluate/performance manage the outcomes accordingly ensuring Value for Money in the investment made.
8. Maintain a small grants element in all grant programmes.
9. The Council should take every opportunity to co-ordinate funding and evaluation processes with other funding bodies, for example, lists of projects supported and case studies illustrating the impact of the funding awarded should be published on the Council website.

10. The Council should use every opportunity to promote and champion Ryedale and all that it has to offer. It should also support, celebrate and recognise the value and contribution of the voluntary and community sector.
11. When considering future budget decisions, the Council must recognise that the funding available to the VCS to meet the needs of communities in Ryedale is reducing. The Council has a role in championing the needs of Ryedale with other funders.

### **Recommendations to Management Team**

12. The Council should ensure that any changes to the services it provides are clearly communicated to all those affected. This includes maintaining lists of key contacts with good signage for all services on the Council's website.
13. Investigate better use of the Council's website for communicating and advertising appropriate events on behalf of the voluntary and community sector.
14. Undertake joint member and officer training regarding funding schemes, priorities and processes for those members and officers directly involved with grant making.
15. Investigate the possibility of supporting VCS organisations with specialist skills available within the Council.
16. Review to be undertaken to define the members roles as champions and board members of voluntary and community organisations.

## **Appendices**

**Appendix A - Terms of Reference**

**Appendix B – Consultation Café – full report**

**Appendix C – Funding Body Consultation – full report**

**Appendix D – Results of Citizen’s Panel survey**

## **Supporting Documents**

**Localism**

**Big Society**

## Appendix A - Terms of Reference

### Terms of Reference for a Scrutiny Review of the Councils Role in supporting a sustainable voluntary and community sector

<p><b>Aim of the Review</b></p>	<p>The review will make recommendations to the policy committees of the Council on the options available for ensuring a sustainable voluntary and community sector through utilising any available resources in the most efficient, effective and economical way.</p> <p>The review will try to answer the following questions:</p> <ul style="list-style-type: none"> <li>• What is the current profile of the VCS in Ryedale?</li> <li>• How sustainable is the sector in Ryedale and what is the role of the Council in this?</li> <li>• How does the Council commission or procure work from the VCS, how is this funded, what is expected and what is the impact of this work?</li> <li>• What expectations are there of the VCS in the current policy and funding environment and how can these best be met whilst delivering value for money for both the Council and the communities of Ryedale?</li> <li>• Is there potential to increase the co-ordination of funding to the VCS both within the Council and with external partners?</li> <li>• Can savings be made from the financial support provided or value added through pooling resources?</li> <li>• Are there any grants that are not cost effective to administer or receive?</li> <li>• Are there barriers to RDC working with the VCS and vice versa, VCS working with the Council?</li> </ul>
<p><b>Why has this review been selected?</b></p>	<p>Changes being implemented by the government towards the achievement of 'The Big Society' agenda are placing increasing emphasis on the role of voluntary sector and community organisations. Members felt that the Council needed to review its policies and those of partners and the government in relation to these organisations.</p>
<p><b>Who will carry out the review?</b></p>	<p>The review will be carried out by a task group including:</p> <ul style="list-style-type: none"> <li>• A minimum of 2 members of the O and S committee (but open to all members of O and S)</li> <li>• The Head of Transformation</li> <li>• The Economic and Community Services Manager</li> <li>• Support will be provided by members of the Transformation Team</li> </ul>
<p><b>How the review will be carried out?</b></p>	<p>The task group will consider the impact of the Localism Act and Big Society policy agenda on the Voluntary and Community sector and also review the Councils policies in relation to the sector.</p> <p>Consideration would be made of existing data and evidence, national research on the impact of recent policy decisions made by the government on the VCS and any local research undertaken.</p> <p>This could include:</p> <ul style="list-style-type: none"> <li>• Reviews undertaken previously by the Council</li> <li>• Reviews undertaken by other local authorities</li> <li>• Government policy and the impact of reviews of funding arrangements</li> <li>• Research undertaken by organisations representing the interests of the VCS</li> </ul>

	The task group will also liaise with representatives from the VCS in Ryedale.
<b>What are the expected outputs?</b>	It is expected that the task group will produce a report, summarising the evidence they have gathered and containing specific recommendations for the Council and other partner organisations as appropriate.
<b>Timescale</b>	It is anticipated that the group will conclude the outcomes of the review In September 2012. Progress reports will be submitted to the committee throughout the review.

## Appendix B - Appendix B – Consultation Café – full report

Consultation Café Event  
17<sup>th</sup> June 2012  
Council Chamber

### Attendees

Organisation	Attendees	
RVA	Andrea Hobbs	David Wright
Helmsley Arts Centre	Em Whitfield Brooks	
Kirk Theatre	Jennifer Dale	Susan Stamper
Ryedale Carers Support	Claire Hall	
Live Music Now	Lucy Galliard	
Swinton & District Excelsior Band	Tracey Popham	Dorothy Ratcliffe
The Shed	Simon Thackray	
Yorkshire Cajun	J Adamson	A Shutt
Pied Piper	Colin Challen	
Ryedale Folk Museum	Tony Clark MBE	Emma McKenzie
Malton White Star Band	Gerald Cosens	
Norton Wildlife Watch	Sue Holmes	
Welburn Village Hall	Mrs Yvonne Myers	Mrs Sylvia Haines
Malton & Norton Tidy Grp	Sarah Housden	Nick Fletcher
Woodhams-Stone Collection	John Stone	

**Total Attendance**

**22**

### Councillors

Cllr Robert Wainwright  
Cllr Elizabeth Shields  
Cllr Sarah Ward  
Cllr John Raper  
Cllr David Cussons

### Methodology

Following the world café method of consultation, the group were divided into three groups and each had a different conversation or discussion. After 15 minutes, attendees were invited to join another conversation or remain with the same conversation.

### Topics for the Conversations

1. What does your organisation value most about the support the Council offers to voluntary and community sector organisations?
2. How can the Council improve the way it works with the voluntary and community sector?
3. Thinking about the opportunities and threats facing your organisation, what role do you think the Council should play in supporting a sustainable voluntary and community sector in the future?

### Key Findings

#### Support & Communication

- Not just about funding, which is essential, officer support and advice was highly valued. Officers who are very knowledgeable, have drive and enthusiasm to make projects a success and can work through funding options. However, some officers had left and not been replaced making it difficult to know who to turn to for help. Go back to the traditional officer roles at RDC, provide support in-kind, this is essential.

- The council needs to be clearer about who organisations can contact for support. More better open communication. The Council has lost a lot of key officers which has had a big impact – remaining officers very busy. The Council could communicate these changes better – making it clear who is the best person to contact – and what can be expected from them. Lost expertise in certain areas such as environment.
- RDC needs a dedicated Communities Officer to pull all of this together
- Organisations wondered if the Council could offer wider support such as Marketing, HR, business planning, auditing, IT, Websites, Health & Safety etc.
- Council could help with co-ordination or raising awareness of events especially young people, sponsorship.
- Offers of help in kind – eg reduced rate/free use of meeting rooms/warehouses/council staff support/equipment
- Could the council give a project a seal of approval – encouraging other funders to support
- Skills shortage in one sector that could benefit another sector – ‘Voluntary Skills Bank’
- Council website not user friendly – tourism site dropdowns awful - RDC has poor prominence for arts and culture on its website
- Could the Council host a clash diary for events, available venues – contacts for village halls with register of facilities available at each star ratings! Hold a Best Village Hall judged by the Chairman, privately sponsored with a cash prize or Village Hall X Factor competition
- the Council could support/facilitate meetings with like organisations – like organisations working in partnership – sharing skills – themed forums or focus days for networking ie. Environment, arts, music, heritage
- Transport – could transport be co-ordinated for events using Ryecat.
- Advocacy role

#### **Partnership working**

- Council needs to be more joined up with RVA - Meetings with organisations could be held together – supporting organisations jointly – rather than Council meeting with an org and then RVA meeting with an org and maybe giving mis-information about what each authority can do for the org.
- Voluntary sector gets caught between the County Council & the District Council – the Council could improve partnership working with the County. Can be duplication between the two.
- The Council should have cross-boundary discussions with neighbouring authorities – work more in partnership. Bring people in from York, Whitby, Scarborough and Thirsk but also attract local people.
- Duplication – why are the Council duplicating what the RVA is providing why not just give more funds to RVA and let them provide the service.
- Should be a two-way thing what can the voluntary & community sector do to help the Council.
- Joined up thinking with communities

#### **Volunteers**

- Supporting volunteers costs money – travelling expenses – could the Council help with this in some way
- Ageing demographics of volunteers – concern in future years – Council help with raising awareness



- Council could help in encouraging regular volunteers.
- People like to be rewarded/recognised for what they do, ie voluntary work and fundraising

### **Funding & Grant Schemes**

- Core funding is key – cannot rely on project funding to employ people
- Early funding of projects helps to pull in other funding
- Early communication/information about austerity and cuts useful allows organisations to plan ahead and manage expectations. Two months before is not long enough to plan for the cut in income. Don't salami slice cuts – look at where the least damage will be done.
- Council needs to be clear about it's priorities – what does it want to support – take core funding back to zero and then decide what it wants to core fund in line with it's priorities. Also in funding organisations be clear about outcomes and what it is trying to achieve. Voluntary sector brings a lot of income into the area and the Council needs to clarify this in it's economic strategy for the area. Balance between economic benefit/supporting vulnerable people and local/national.
- RDC should maintain flexible easy to access grants. The process needs to be made clearer.
- Commissioning should be for bigger schemes
- Organisations spend a lot of time chasing project funding
- Continuity in allocating rules
- Members & officers of the Council should improve their knowledge of the Compact – how it works – guidance for year on year funding – and notice given.

### **Elected Members**

- Should RDC members be spending their time on boards of local charities or should they do this independently and as part of their own interest. What value does this add? How much does this cost the council?
- RDC has key role to play in influencing other sectors and giving out key messages about Ryedale. Role for RDC in championing what Ryedale is, has and needs. Councillors need to see our work so that they can be advocates and champions for it eg Cllr Raper and Live Music Now. Support of elected members valued.
- Internal communication between elected members and officers should be better – both giving out the same message.

### **Future**

- Concerns over funding, cuts
- Recession means dropping audiences people cannot afford to attend events
- Recognise and cherish each community, Maximise on local distinctiveness. Maximise the wonderful things in Ryedale. RDC should carry out a project recognising something unique in each village
- Recognise what is out there

## Appendix C – Funding Organisations Consultation – Findings

Present:

Mike Horrocks	LEADER programme	North York Moors National Park Authority
Dee Mitchell	Coast, Wolds, Wetlands, Waterways (CWWW LEADER)	East Riding of Yorkshire Council
Dieter Hopkin	Arts Council funded Initiative – museum development	Renaissance Yorkshire
Michael Hunt	Strategic Commissioning Manager, Health & Adult Services	NYCC

### Findings:

#### Value

- Good projects need to be developed. Help build projects from good ideas into good projects. This needs support.
- Multiplier effect of spend into VCS, Council funding provides the bedrock to bring in other money
- Need to fund key organisation through core funding contracts

#### Risks

- Huge funding pressures on social care budgets. VCS provide preventative, local care. Prevents people jumping from no needs to high level of care
- Pressure on budgets of LA's will affect ability to fund and support VCS. Funding currently going through NHS to VCS will go through CCG's and Ryedale is divided.

#### Funding and evaluation

- Projects funded must be for public benefit not private gain
- Work with the aims of a project, develop binding contract for any support, site monitoring, evaluation visits
- Small grants funding key question is – how will your organisation move forward as a result of this funding?
- Evaluate projects against objectives – this event will attract 100 people – did it?
- If services are for vulnerable people, need extensive evaluation of provider – preferred provider list
- Annual evaluation of projects - is the desired outcome being achieved?

#### Networking and Partnership working

- RDC has a good relationship with the community – in other areas there is a chasm
- Encourage groups to work together and benefit from the skills of each other
- Face time builds trust! There is no better alternative than getting out there into the community.
- VCS will not thrive without active support and officer involvement. Need to work together. A little support goes a long way
- Support required can be intensive in the early stages, but the investment pays dividends later when the project delivers
- 

#### Two things RDC should be doing:

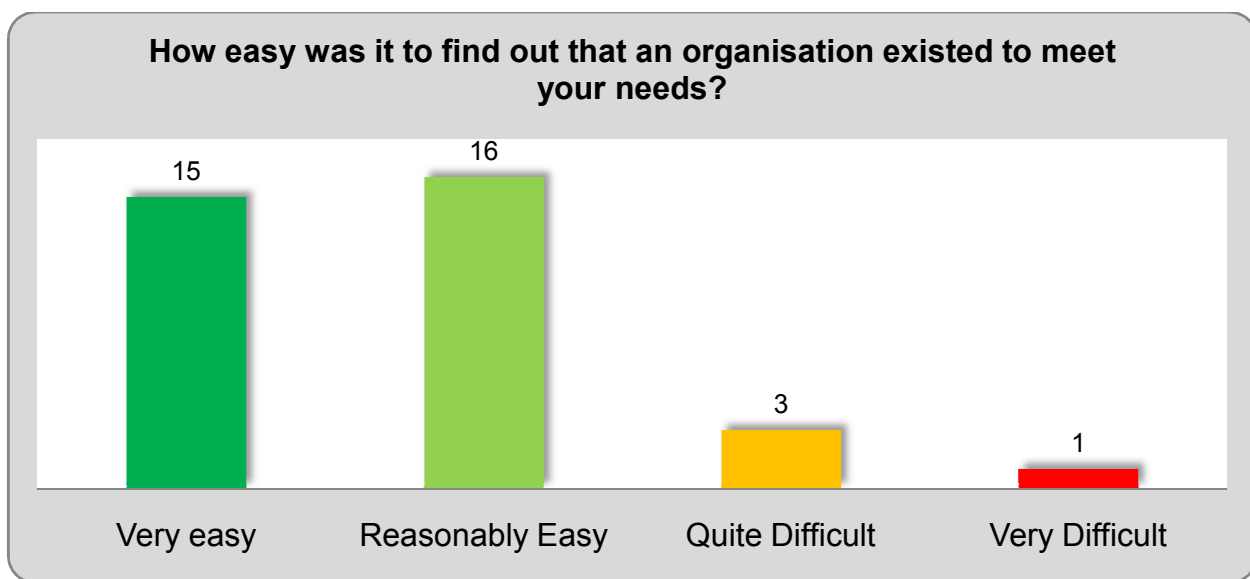
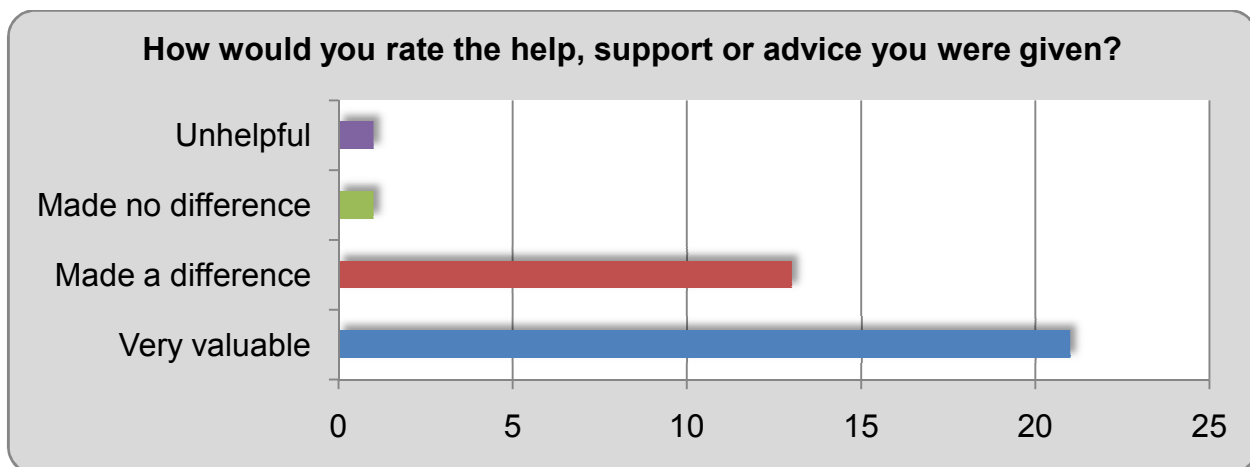
- Groups struggle with development support and who to go to for help – need a consistency of presence with resources available on the ground. RDC could provide directly or fund VCS to provide
- Council should be looking to the horizon more strategically

- Engage communities in identifying needs and opportunities locally – what will be the rural challenges in 2015-20?
- Continuity is the most important thing to the VCS – officer and member support and funding
- What do we want from the VCS and for the VCS – priorities
- Core business – health and wellbeing – enable people to live healthy active lives and reduce future need for social care
- RDC needs to make sure the voice for Ryedale is heard and what the needs are within the area – advocacy and champion the area

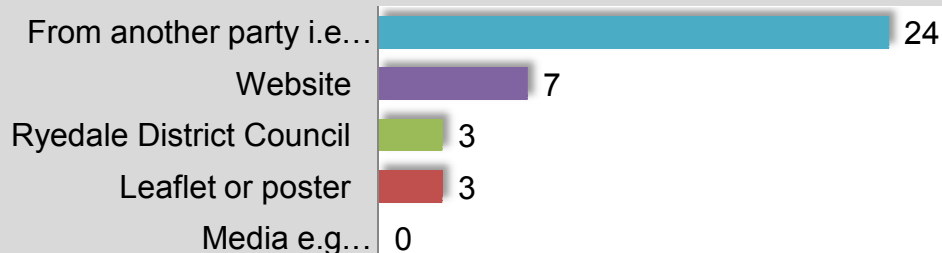
## Appendix D – Results of Citizen’s Panel survey

246 members of the Council’s Citizens Panel completed the questionnaire.

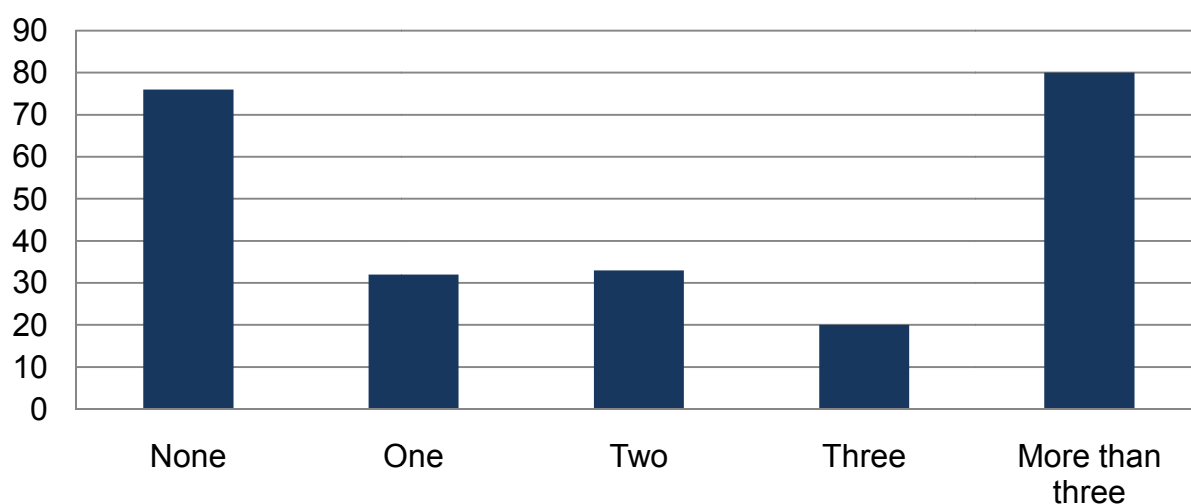
94 respondents feel that they know enough about voluntary and community organisations in Ryedale and the types of services they offer in order to benefit from them, 139 did not.



### How did you find out about the organisation?



### How many events organised by a local voluntary, community or charitable organisation have you attended in the last 12 months?



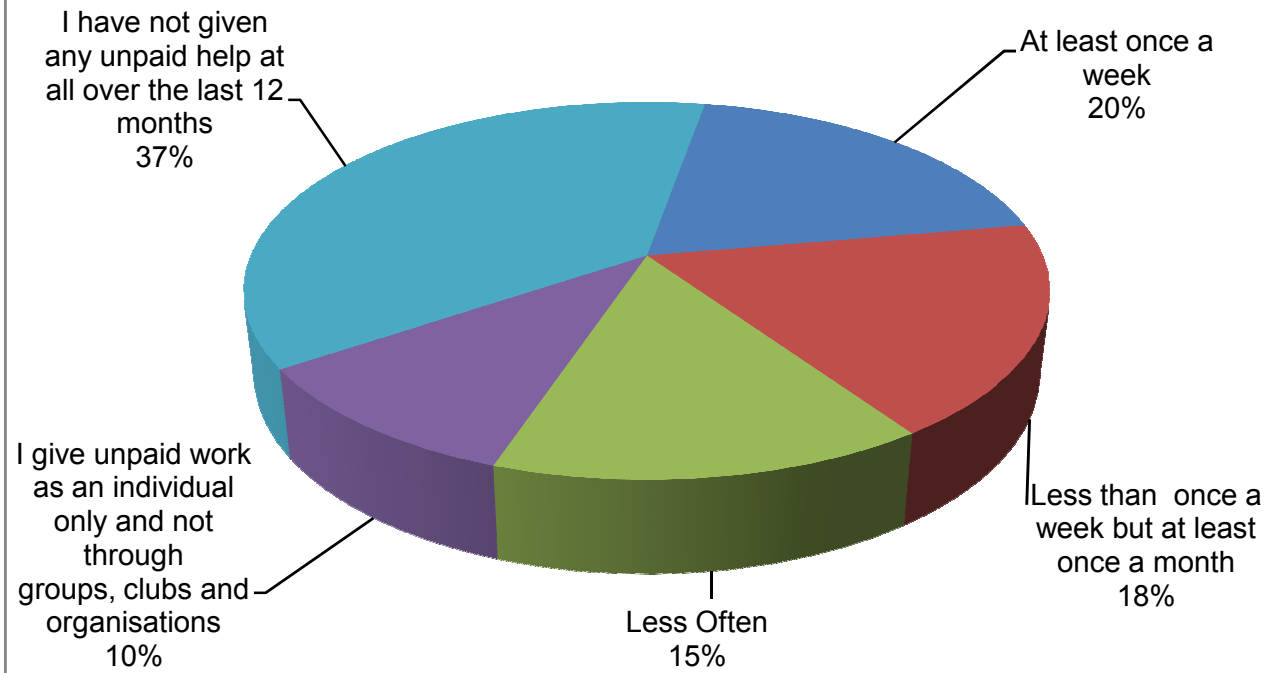
### What type of event(s) have you attended?

Community Event	102
Fundraising	99
Music/Arts	62
Sports	33

### What benefit did you get from attending the event(s)?

Personal enjoyment	132	33%
Felt I was supporting a good cause	111	28%
Felt part of something	92	23%
Raised my awareness for an organisation / cause	47	12%
Received advice / support	8	2%
Developed skills	6	2%

**How often over the past 12 months have you given unpaid help to any group(s) club(s) or organisation(s)?**



Respondent Demographics		
<b>Gender</b>	Male:	101
	Female:	132
<b>Age</b>	0-24 yrs	6
	25-34 yrs	4
	35-44 yrs	22
	45-54 yrs	39
	55-64 yrs	62
	65 yrs+	101
<b>Disability</b>	Yes	37
	No	198