



## **OVERVIEW AND SCRUTINY COMMITTEE**

Thursday 4 October 2012 at 6.30 pm

Council Chamber, Ryedale House, Malton

### **Agenda**

**1 Emergency Evacuation Procedure.**

The Chairman to inform Members of the Public of the emergency evacuation procedure.

**2 Apologies for absence**

**3 Minutes of the Meetings held on 5 July 2012 (attached) and 25 September 2012 (to follow)** (Pages 1 - 6)

**4 Urgent Business**

To receive notice of any urgent business which the Chairman considers should be dealt with at the meeting as a matter of urgency by virtue of Section 100B(4)(b) of the Local Government Act 1972.

**5 Declarations of Interest**

Members to indicate whether they will be declaring any interests under the Code of Conduct.

Members making a declaration of interest at a meeting of a Committee or Council are required to disclose the existence and nature of that interest. This requirement is not discharged by merely declaring a personal interest without further explanation.

**6 External Audit Quarterly Progress Report** (Pages 7 - 10)

**7 Customer Complaints Q1 (2012/13)** (Pages 11 - 18)

- 8 **Local Government Ombudsman Complaints Letter** (Pages 19 - 24)
- 9 **Corporate Risk Register - September 2012** (Pages 25 - 40)
- 10 **Progress of Scrutiny Recommendations** (Pages 41 - 44)
- 11 **Scrutiny Reviews Progress Report** (Pages 45 - 76)
- 12 **Decisions from other Committees** (Pages 77 - 78)  
Commissioning Board held on the 20 September 2012 (attached)  
Policy and Resources Committee held on the 27 September 2012 (to follow)
- 13 **Any other business that the Chairman decides is urgent.**

## Overview and Scrutiny Committee

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Held at Council Chamber, Ryedale House, Malton  
on Thursday 5 July 2012

### Present

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Councillors Arnold, Cussons, Mrs Hopkinson, Raper, Mrs Shields (Vice-Chairman),  
Wainwright (Chairman) and Windress

### In Attendance

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Audrey Adnitt, Sarah Anderson, Amy Archer, Paul Cresswell, Alison Newham, Clare  
Slater, Richard Smith and Anthony Winship

### Minutes

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156      **Apologies for absence**

Apologies were received from Councillors Hawkins and Ward.

The Chairman welcomed Amy Archer from Deloitte to her first meeting of the  
Committee.

157      **Minutes of the meeting held on the 12 April 2012**

The minutes of the meeting of the Overview & Scrutiny Committee held on the  
12 April 2012 were presented.

**Resolved**

That the minutes of the meeting of the Overview and Scrutiny  
Committee held on the 12 April 2012 be approved and signed by the  
Chairman as a correct record.

158      **Urgent Business**

The Chairman reported that there were no items to be dealt with at the  
meeting as a matter of urgency by virtue of Section 100(B)(4)(b).

159      **Declarations of Interest**

No declarations of interest were received.

160      **Standards Role for Overview & Scrutiny Committees and Standards  
Issues**

The Council Solicitor submitted a report (previously circulated) in order to inform Members of the Committee of the new Standards Role for the Overview and Scrutiny Committee which was intended to promote and maintain high ethical standards within the Council and deal with Standards related issues.

In relation to the Independent Members, the Monitoring Officer had received an update which advised of a window of opportunity, which made it possible for the District Council to appoint existing members in the period up to the 24 July 2012. Former independent Members of the Standards Committee Mr Colin Langley and Mrs Gill Baker, had expressed an interest in continuing, and so the Committee **AGREED** to recommend their appointment to the next meeting of Full Council on the 12 July 2012.

Following a recent advertisement in the local press for Independent Members, Mr Good and Mr Dennison had submitted impressive applications, and Members considered it would be appropriate to recommend their appointment as Substitute Independent Members.

### **Resolved**

- A. That members note Minutes No. 127 of the Annual Council meeting on 17 May 2012 attached as Annex 1 which allocated the ethical standards function to the Overview and Scrutiny Committee acting as a Corporate Governance Committee;
- B. That the Overview and Scrutiny Committee approves the following action:
  - (i) That the Monitoring Officer ensures that all Members are informed of their duty to register interests;
  - (ii) That the Monitoring Officer prepare and maintain new Registers of Interests for the Council and all Parish and Town Councils within the District together with the Code of Conduct adopted by each Parish or Town Council and ensure that they are available for public inspection as required by the Localism Act 2011;
  - (iii) That the Register of Members' Financial and Other Interests form attached as Annex be approved;
  - (iv) That the Monitoring Officer be authorised to arrange training for Members on Standards issues.
- C. That Members recommend Council to:-
  - i. Approve the terms of reference for the Overview and Scrutiny Committee acting as a Corporate Governance Committee.
  - ii. Appoint the following independent persons:
    - a) Mr Colin Langley and Mrs Gill Baker for a term of Four years;
    - b) Mr Good and Mr Dennison as Substitute Independent Members.

161 **New Members Code of Conduct**

The Council Solicitor submitted a report (previously circulated) in order to agree a final Code of Conduct to recommend to Council on the 12 July 2012.

**Resolved**

That the new Code of Conduct (appended at Annex 1) be recommended to Council for adoption.

162 **The Community Safety Plan 2012/13**

The Head of Corporate Services submitted a report (previously circulated) in order to present the 2012/13 Safer Ryedale Partnership Plan.

**Resolved**

That the report be received and considered.

163 **Ryedale Audit Planning Report 2012**

Mrs Anderson from Deloittes presented the 2012 Audit Planning Report which had been previously circulated.

**Resolved**

That the report be received.

164 **External Auditor Quarterly Progress Report**

Mrs Anderson from Deloittes presented the External Auditor Quarterly Progress Report (previously circulated).

**Resolved**

That the report be noted.

165 **Annual Report from the Head of Internal Audit**

The Head of Internal Audit submitted a report (previously circulated) in order to summarise the outcome of internal audit work undertaken in 2011/12 and provides an opinion on the overall adequacy and effectiveness of the council's internal control arrangements.

**Resolved**

- I. That the results on the audit and fraud work undertaken be noted.
- II. That the Head of Internal Audit's opinion on the adequacy and effectiveness of the council's internal control environment be noted.

166 **Annual Governance Statement**

The Corporate Director (s151) submitted a report (previously circulated) for Members to consider the Council's review of its system of internal control and approve the Annual Governance Statement (AGS) as required by the Accounts and Audit Regulations 2011.

**Resolved**

That the Annual Governance Statement for inclusion in the Statement of Accounts be approved.

167 **Treasury Management Annual Report**

The Corporate Director (s151) submitted a report (previously circulated) in order to report on treasury management activities for the financial year 2011/12 in accordance with the Chartered Institute of Public Finance and Accountancy's (CIPFA) Code of Practice on Treasury Management (the code) and the CIPFA Prudential Code for Capital Finance in Local Authorities (the Prudential Code).

**Resolved**

- a. That the annual treasury report for 2011/12 be noted.
- b. That the actual 2011/12 prudential and treasury indicators in the report be recommended for approval to Full Council.

168 **Customer Complaints Received Quarter 4 - 2011/12**

The Business Support Manager submitted a report (previously circulated) in order to inform Members of the number and type of complaints received under the Council's complaint procedure for the period January – March 2012.

**Resolved**

That the report be received.

169 **Annual Report delivering the Councils Priorities**

The Head of Corporate Services submitted a report (previously circulated) in order to present the committee with the content of the Councils Annual Report of delivery against its priorities.

**Resolved**

That the report be received.

**170 Attendance at Policy Committees**

The Head of Corporate Services submitted a report (previously circulated) in order to provide Members with a draft rota for attendance to observe at policy committee meetings and to agree guidance to assist this process.

**Resolved**

That the rota for attendance at Policy Committees be agreed.

**171 Scrutiny Reviews Progress Report - Supporting a Sustainable Community and Voluntary Sector**

The Head of Corporate Services submitted a report (previously circulated) in order to present the progress of the scrutiny review currently being undertaken.

Members were reminded that the next Task Group meeting would take place on Thursday 19 July 2012, and representatives from other funding bodies had been invited to attend.

**Resolved**

That the progress made with the current scrutiny review be noted.

**172 Decisions from other Committees**

Decisions from the following Committees were submitted:

Commissioning Board held on the 7 June 2012  
Policy & Resources held on the 21 June 2012

**Resolved**

That the list of decisions of the Commissioning Board held on the 7 June 2012 and the Policy and Resources Committee held on the 21 June 2012 be received.

**173 Any other business that the Chairman decides is urgent.**

There were no urgent items.

**The meeting closed at 7.50pm**



Ryedale District Council

External Audit Progress Report

September 2012

# Summary of activity

We are pleased to present our progress report to the Audit and Governance Committee. This summarises the activities that we have completed since our report in June 2012.

## Summary of activities

### **Audit completion**

Between mid July and mid September our audit team has been on site undertaking our main audit work and review of the 2011/12 Statement of Accounts.

Our detailed report on the 2012 audit is presented at this meeting.

### **Value for Money (“VFM”)**

The majority of this work is complete, the outcome of which is included in our report on the 2012 audit. At the time of writing this report, there was a meeting scheduled for September and we will await the outcome of that budget monitoring meeting before finalising our VFM conclusion.

### **Whole of Government Accounts**

For 2011/12, a de minimus has been applied to this work and we are only required to verify the Council's pension liability rather than every entry on the return.

### **Certification of claims and returns**

The National Non-domestic Rates return has been reviewed and will be certified and submitted by 28 September 2012.

The Housing and Council Tax benefit subsidy claim is in the process of being reviewed and a few elements of further testing are required. This claim will be certified and submitted by the deadline of 30 November 2012.

## Other matters

The Audit Commission issued letters, on 31 July, to all audited bodies confirming auditor appointments for the next 5 years from 2012/13. Consequently our appointment is confirmed for 5 years up to and including 2016/17. Our fee letter for 2012/13 will be issued by 31 October.

Our Annual Audit letter will also be issued by 31 October.

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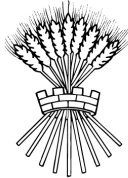
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**REPORT TO:** OVERVIEW AND SCRUTINY COMMITTEE

**DATE:** 4 OCTOBER 2012

**REPORT OF THE:** CUSTOMER SERVICES AND BENEFITS MANAGER  
ANGELA JONES

**TITLE OF REPORT:** CUSTOMER COMPLAINTS RECEIVED QUARTER 1  
(2012/13)

**WARDS AFFECTED:** ALL

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## EXECUTIVE SUMMARY

### 1.0 PURPOSE OF REPORT

1.1 To inform Members of the number and type of complaints received under the Council's complaint procedure for the period April – June 2012.

### 2.0 RECOMMENDATION

2.1 It is recommended that members accept the report as attached.

### 3.0 REASON FOR RECOMMENDATION

3.1 This report includes complaints monitored under individual service complaints systems (**Annex 1**).

3.2 The report also includes a summary of customer feedback to Community Leisure Ltd (CLL) for the period April – June 2012 together with the action taken where appropriate (**Annex 2**).

### 4.0 REPORT DETAILS

4.1 The annexes of the report show the number of complaints received and the actions which have been taken.

**Angela Wood**  
**Customer Service and Benefits Manager**

**Author:** Angela Jones, Customer Services and Benefits Manager  
**Telephone No:** 01653 600666 ext: 220  
**E-Mail Address:** angela.wood@ryedale.gov.uk

**Background Papers:**  
RDC Complaints Procedure

**Background Papers are available for inspection at:**  
[http://www.ryedale.gov.uk/council and democracy/corporate complaints.aspx](http://www.ryedale.gov.uk/council_and_democracy/corporate_complaints.aspx)

## SUMMARY OF COMPLAINTS LOG

PERIOD: April – June 2012

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Access to Services		0	
Business Improvement		0	
Revenues & Benefits	<ol style="list-style-type: none"> <li>1. Dissatisfied with being sent a Council Tax Demand Notice.</li> <li>2. Dissatisfied with behaviour of bailiff.</li> <li>3. Dissatisfied with Council Tax Payments.</li> <li>4. Business Rates Summonses.</li> <li>5. Dissatisfied with Council Tax Exemption Information.</li> </ol>	5	<ol style="list-style-type: none"> <li>1. Letter of explanation issued to customer.</li> <li>2. Letter of explanation issued to customer.</li> <li>3. Letter of apology and explanation issued to customer.</li> <li>4. Meeting with customer and letter of explanation and apology issued to customer.</li> <li>5. Letter of apology and explanation issued to customer.</li> </ol>

Managing Development	1. Dissatisfied no response to letter and that planning application 11/01216/FUL was approved through scheme of delegation.	1	1. Response sent to customer outlining scheme of delegation and reasons why application approved.
Community Services		0	
Facilities & Emergency Planning	1. Derwent pool changing room floor wet.	1	1. Letter of explanation and apology sent.
Forward Planning		0	
Health & Environment		0	
Housing Services		0	
ICT Services		0	
Legal		0	



Streetscene Services	<ol style="list-style-type: none"> <li>1. Dissatisfied with conduct of operative.</li> <li>2. Dissatisfied with conduct of operative.</li> <li>3. Replacement bin too small.</li> </ol>	3	<ol style="list-style-type: none"> <li>1. Investigation, letter of apology to customer and staff appropriately dealt with.</li> <li>2. Investigation and phone call to customer and staff appropriately dealt with.</li> <li>3. Alternative bin supplied.</li> </ol>
<b>TOTAL</b>		<b>10</b>	

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# Agenda Item 7

## DERWENT POOL – CUSTOMER FEEDBACK

<b>APRIL TO JUNE 2012</b>	<b>very good</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>very poor</b>
Efficiency of the staff	2	0	0	0	0
Helpfulness of the staff	2	0	0	0	0
Courtesy of the staff	2	0	0	0	0
General cleanliness	1	1	0	0	0
Condition of the facilities	1	1	0	0	0
Safety and security	1	1	0	0	0
Pool water temperature	1	0	0	0	0
Air temperature	1	1	0	0	0
Value for money	1	1	0	0	0
Overall experience	1	1	0	0	0
	13	6	0	0	0

<b>MONTH</b>	<b>COMMENTS</b>	<b>ACTION</b>
April	Get the showers to work correctly in the mens showers need to run longer.	Unfortunately due to the hard water, the lime scale builds up very quickly and cloggs up the shower heads and push buttons, meaning they do not stay on very long.
May	None	
June	Why is there a ladies only session but no equivalent men only session? This is sex discrimination. I can use these facilities less because I am male.	The ladies only sessions have been established for a very long time, and we have received very few requests for a men only session, but this will be discussed by the Management Team and Board of Management.

## LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

<b>OCTOBER TO DECEMBER 2011</b>	<b>very good</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>very poor</b>
Efficiency of the staff	0	0	0	0	0
Helpfulness of the staff	0	0	0	0	0
Courtesy of the staff	0	0	0	0	0
General cleanliness	0	0	0	0	0
Condition of the facilities	0	0	0	0	0
Safety and security	0	0	0	0	0
Value for money	0	0	0	0	0
Overall experience	0	0	0	0	0
	0	0	0	0	0

<b>MONTH</b>	<b>COMMENTS</b>	<b>ACTION</b>
April	No comments received	
May	No comments received	
June	No comments received	

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

<b>APRIL TO JUNE 2012</b>	<b>very good</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>very poor</b>
Efficiency of the staff	0	1	0	0	0
Helpfulness of the staff	0	1	0	0	0
Courtesy of the staff	0	1	0	0	0
General cleanliness	0	1	0	0	0
Condition of the facilities	0	1	0	0	0
Safety and security	0	1	0	0	0
Pool water temperature	0	0	0	1	0
Air temperature	0	0	1	0	0
Value for money	0	0	1	0	0
Overall experience	0	0	1	0	0
	0	6	3	1	0

<b>MONTH</b>	<b>COMMENTS</b>	<b>ACTION</b>
April	Pool water temperature was cool.	We are liaising with RDC regarding the problems surrounding the water temps.
May	No comments received	
June	No comments received	

22 June 2012

*By email*

Miss J Waggott  
Chief Executive  
Ryedale District Council  
Ryedale House  
MALTON  
YO17 0HH

Dear Miss Waggott

### **Annual Review Letter**

I am writing with our annual summary of statistics on the complaints made to me about your authority for the year ended 31 March 2012. I hope the information set out in the enclosed tables will be useful to you.

The statistics include the number of enquiries and complaints received by our Advice Team, the number forwarded by the Advice Team to my office, and decisions made on complaints about your authority. The decision descriptions have been changed to more closely follow the wording in our legislation and to give greater precision. Our guidance on statistics provides further explanation ([see our website](#)).

The statistics also show the time taken by your authority to respond to written enquiries.

I am pleased to say that I have no concerns about your authority's response times and there are no issues arising from the complaints that I want to bring to your attention.

### **Changes to our role**

I am also pleased to have this opportunity to update you on changes to our role. Since April 2010 we have been exercising jurisdiction over the internal management of schools on a pilot basis in 14 local authority areas. This was repealed in the Education Act 2011 and the power restored to the Secretary of State for Education. During the short period of the pilot we believe we have had a positive impact on the way in which schools handle complaints. This was endorsed by independent research commissioned by the Department for Education which is available [on their website](#).

Our jurisdiction will end in July 2012 and all complaints about internal school matters will be completed by 31 January 2013.

From April 2013, as a result of the Localism Act 2011, local authority tenants will take complaints about their landlord to the Independent Housing Ombudsman (IHO). We are working with the IHO to ensure a smooth transition that will include information for local authority officers and members.

### ***Supporting good local public administration***

We launched a new series of Focus reports during 2011/12 to develop our role in supporting good local public administration and service improvement. They draw on the learning arising from our casework in specific service areas. Subjects have included school admissions, children out of school, homelessness and use of bankruptcy powers. The reports describe good practice and highlight what can go wrong and the injustice caused. They also make recommendations on priority areas for improvement.

We were pleased that a survey of local government revenue officers provided positive feedback on the bankruptcy focus report. Some 85% said they found it useful.

In July 2011, we also published a report with the Centre for Public Scrutiny about how complaints can feed into local authority scrutiny and business planning arrangements.

We support local complaint resolution as the most speedy route to remedy. Our training programme on effective complaint handling is an important part of our work in this area. In 2011/12 we delivered 76 courses to councils, reaching 1,230 individual learners.

We have developed our course evaluation to measure the impact of our training more effectively. It has shown that 87% of learners gained new skills and knowledge to help them improve complaint-handling practice, 83% made changes to complaint-handling practice after training, and 73% said the improvements they made resulted in greater efficiency.

Further details of publications and training opportunities are on [our website](#).

### ***Publishing decisions***

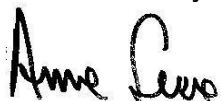
Following consultation with councils, we are planning to launch an open publication scheme during the next year where we will be publishing on our website the final decision statements on all complaints. Making more information publicly available will increase our openness and transparency, and enhance our accountability.

Our aim is to provide a comprehensive picture of complaint decisions and reasons for councils and the public. This will help inform citizens about local services and create a new source of information on maladministration, service failure and injustice.

We will publish a copy of this annual review with those of all other English local authorities on our website on 12 July 2012. This will be the same day as publication of our Annual Report 2011/12 where you will find further information about our work.

We always welcome feedback from councils and would be pleased to receive your views. If it would be helpful, I should be pleased to arrange a meeting for myself or a senior manager to discuss our work in more detail.

Yours sincerely

A handwritten signature in black ink that reads "Anne Seex". The signature is written in a cursive style with a large initial 'A'.

Anne Seex  
Local Government Ombudsman

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**LGO advice team**

Enquiries and complaints received	Benefits & Tax	Corporate & Other Services	Highways & Transport	Planning & Development	Total
	Advice given	0	0	0	2
Premature complaints	1	0	0	3	4
Forwarded to Investigative team (resubmitted)	0	0	1	0	1
Forwarded to Investigative team (new)	0	1	0	1	2
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>9</b>

**Investigative team - Decisions**

No power to investigate	Not investigated		Investigated			Report	Total
	No reason to use exceptional power to investigate	Investigation not justified & Other	Not enough evidence of fault	No or minor injustice & Other	Injustice remedied during enquiries		
0	0	2	1	0	0	0	3

<b>Response times to first enquiries</b>	<b>No of first enquiries</b>	<b>Avg no of days to respond</b>


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# Corporate Risk Register


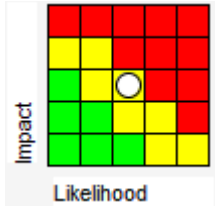
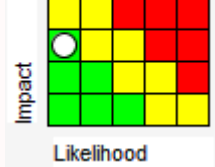
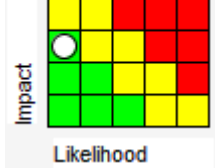
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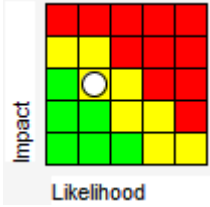
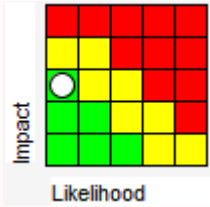
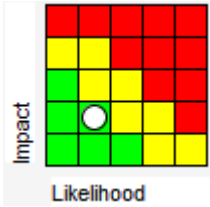
Risk Summary			Key	
Status	Code	Title	Risk Status	
	CRR 01	Significant Partnerships		OK
	CRR 02	Capital Programme		Warning
	CRR 03	Staff Management		Alert
	CRR 04	External Funding		Unknown
	CRR 05	Affordable Housing		
	CRR 06	Procurement		
	CRR 07	Health and Safety		
	CRR 08	Emergency Planning and Business Continuity Planning		
	CRR 09	Failure to influence the proposed changes to the national framework for the resourcing of Ryedale District Council.		
	CRR 11	Council Assets		
	CRR 12	Customer Expectations		
	CRR 13	Fraud and Corruption		
	CRR 14	Data Quality		
	CRR 15	Delivering Efficiencies		

CRR 01 Significant Partnerships				
Risk Code	Risk Title	Description	Status	
CRR 01	Significant Partnerships	That the Council fails to manage its partnerships effectively		
<b>Consequences</b>		Financial cost to the Council through partnership failure, breach of legislation by partnership with consequences for Council and its reputation, levels of service satisfaction and quality fall below acceptable levels.		
<b>Original Matrix</b>		<b>Original Rating Description</b>		
		Original Impact	C	Original Likelihood
			Medium	
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>		
		Current Impact	C	Current Likelihood
			Medium	
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>		
		Target Impact	B	Target Likelihood
			Minor	
<b>Latest Progress</b>			<b>Last Review Date</b>	<b>SMT Lead</b>
20-Sep-2012 Management of significant partnerships continues. New approach to reporting on performance of partnership arrangements being developed			24-Sep-2011	Clare Slater


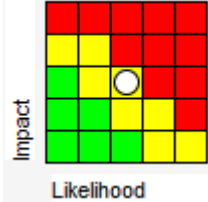
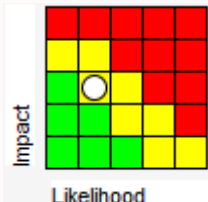
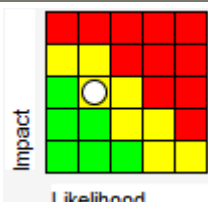
CRR 02 Capital Programme

Risk Code	Risk Title	Description			Status
CRR 02	Capital Programme	Failure to deliver Council priorities, due to poor management of the capital programme.			
<b>Consequences</b>		Failure to deliver the Council priorities			
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	C	<b>Original Likelihood</b>	3
			Medium		Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
		<b>Current Impact</b>	C	<b>Current Likelihood</b>	1
			Medium		Very Low
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	C	<b>Target Likelihood</b>	1
			Medium		Very Low
<b>Latest Progress</b>				<b>Last Review Date</b>	<b>SMT Lead</b>
20-Sep-2012 Progress monitoring embedded in the work of Resources Working Party, who receive bi-monthly reports with highlight reporting on individual projects				24-Sep-2011	Paul Cresswell


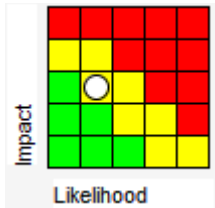
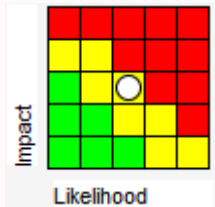
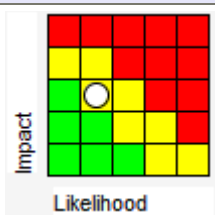
CRR 03 Staff Management

Risk Code	Risk Title	Description	Status
CRR 03	Staff Management	Failure to effectively manage and develop our workforce assets	
<b>Consequences</b>		Decline in employee performance and delivery	
<b>Original Matrix</b>		<b>Original Rating Description</b>	
	<b>Original Impact</b>	C	
		Medium	<b>Original Likelihood</b>
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>	
	<b>Current Impact</b>	C	
		Medium	<b>Current Likelihood</b>
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>	
	<b>Target Impact</b>	B	
		Minor	<b>Target Likelihood</b>
<b>Latest Progress</b>			<b>Last Review Date</b>
24-Sep-2012 Absence management working effectively. Ryedale was the best performing authority in North Yorkshire 2011/12, however there have been some incidences of longer term absence which will impact on the overall performance for the current year.			29-Sep-2011
			<b>SMT Lead</b>
			Clare Slater

CRR 04 External Funding

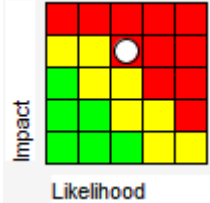
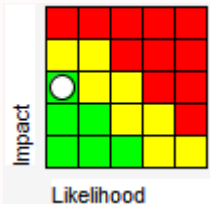
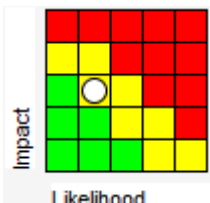
Risk Code	Risk Title	Description			Status
CRR 04	External Funding	Failure to attract external funding to support the priorities of the Council			
<b>Consequences</b>		Failure to deliver Council priorities requiring major financial investment. Increased costs to RDC. Failure to regenerate the local economy. Uncompetitive service delivery. Withdrawal or failure of a service. Inability to deliver new services			
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	C  Medium	<b>Original Likelihood</b>	3  Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
		<b>Current Impact</b>	C  Medium	<b>Current Likelihood</b>	2  Not Likely
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	C  Medium	<b>Target Likelihood</b>	2  Not Likely
<b>Latest Progress</b>				<b>Last Review Date</b>	<b>SMT Lead</b>
24-Sep-2012 Strategic approach to new funding opportunities being developed in response to legislation and Community Infrastructure Levy (CIL). Linked to the development of the Local Development Framework.				24-Sep-2011	Paul Cresswell

CRR 05 Affordable Housing


Risk Code	Risk Title	Description			Status
CRR 05	Affordable Housing	Failure to meet identified housing need in Ryedale			
<b>Consequences</b>		Homelessness increases with resultant service costs. Unbalanced housing market. Negative impact on the local economy. Lack of key workers to support the needs of the community. Local people forced to move away from Ryedale.			
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	C	<b>Original Likelihood</b>	2
			Medium		Not Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
		<b>Current Impact</b>	C	<b>Current Likelihood</b>	3
			Medium		Likely
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	C	<b>Target Likelihood</b>	2
			Medium		Not Likely
<b>Latest Progress</b>				<b>Last Review Date</b>	<b>SMT Lead</b>
24-Sep-2012 The expected outturn for 2012/13 is around 60 units linked to a reduction in public sector funding support. There are ongoing discussions with the Housing and Communities Agency and Registered Providers to address this.				24-Sep-2012	Gary Housden




CRR 06 Procurement

Risk Code	Risk Title	Description		Status	
CRR 06	Procurement	Failure to procure in line with legislation and in line with best value principles		✔	
<b>Consequences</b>		Failure to make efficiency savings. Priority projects not delivered to budget. Adverse external inspection. Breach of legislation eg. equalities or health and safety. Damage to RDC reputation.			
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	D	3	
			Major	<b>Original Likelihood</b>	Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
		<b>Current Impact</b>	C	1	
			Medium	<b>Current Likelihood</b>	Very Low
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	C	2	
			Medium	<b>Target Likelihood</b>	Not Likely
<b>Latest Progress</b>				<b>Last Review Date</b>	<b>SMT Lead</b>
24-Sep-2012 Procurement Partnership established and the service received by the Council is working well with savings being achieved in line with efficiency targets.				24-Sep-2011	Phil Long


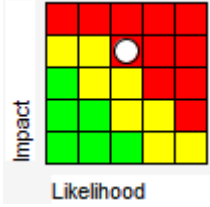
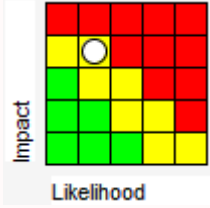
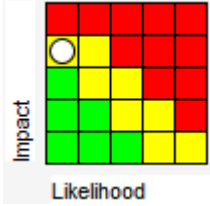
CRR 07 Health and Safety

Risk Code	Risk Title	Description		Status	
CRR 07	Health and Safety	Failure to ensure appropriate systems are in place to manage Health and safety			
<b>Consequences</b>		Failure to meet legislative requirements, prosecution and financial penalties incurred as a result of incident.			
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	C	3	
			Medium	<b>Original Likelihood</b>	Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
		<b>Current Impact</b>	B	2	
			Minor	<b>Current Likelihood</b>	Not Likely
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	B	2	
			Minor	<b>Target Likelihood</b>	Not Likely
<b>Latest Progress</b>				<b>Last Review Date</b>	<b>SMT Lead</b>
24-Sep-2012 Member and officer training undertaken. Health and Safety policy framework in place. Ownership across the organisation, roles and responsibilities clarified at all levels of management				24-Sep-2011	Clare Slater


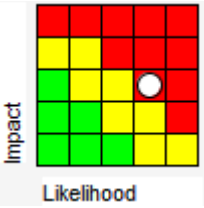
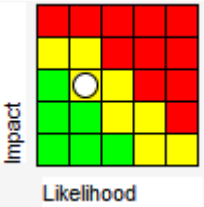
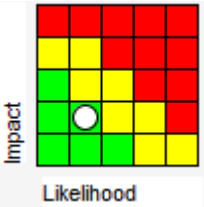
CRR 08 Emergency Planning and Business Continuity Planning

Risk Code	Risk Title	Description	Status		
CRR 08	Emergency Planning and Business Continuity Planning	Failure to produce effective, comprehensive and tested plan.			
<b>Consequences</b>		Failure in continuity of service delivery. Negative impact on the most vulnerable on our communities. Damage to RDC reputation. Financial penalties and litigation			
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	C	<b>Original Likelihood</b>	3
			Medium		Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
		<b>Current Impact</b>	B	<b>Current Likelihood</b>	2
			Minor		Not Likely
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	B	<b>Target Likelihood</b>	2
			Minor		Not Likely
<b>Latest Progress</b>				<b>Last Review Date</b>	<b>SMT Lead</b>
24-Sep-2012 Emergency planning arrangements in place and tested. Training undertaken for all staff. Comprehensive Business Continuity Planning in place and fully tested.				24-Sep-2011	Paul Cresswell


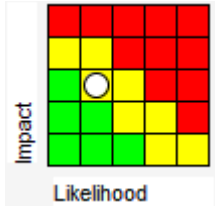
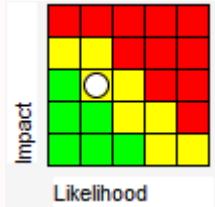
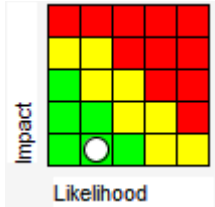
**CRR 09 Failure to influence the proposed changes to the national framework for the resourcing of Ryedale District Council.**

Risk Code	Risk Title	Description			Status
CRR 09	Failure to influence the proposed changes to the national framework for the resourcing of Ryedale District Council.				
<b>Consequences</b>		Adverse financial effect on the Council which could impact on Ryedale residents or require cuts to RDC services.			
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	D	<b>Original Likelihood</b>	3
			Major		Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
		<b>Current Impact</b>	D	<b>Current Likelihood</b>	2
			Major		Not Likely
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	D	<b>Target Likelihood</b>	1
			Major		Very Low
<b>Latest Progress</b>				<b>Last Review Date</b>	<b>SMT Lead</b>
24-Sep-2012 Significant changes are being proposed by the government to materially affect the financing and responsibilities of RDC. Officers working at national level through relevant treasurer societies and networks. Joint discussions underway within North Yorkshire and the region. Responses submitted to all consultations.				23-Sep-2011	Paul Cresswell


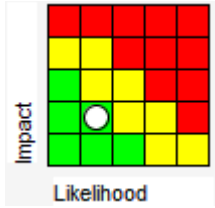
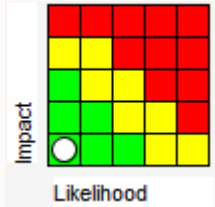
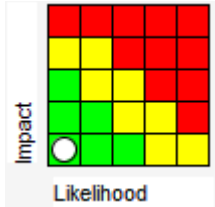
CRR 11 Council Assets

Risk Code	Risk Title	Description	Status
CRR 11	Council Assets	Ensure the Council has proper plan to ensure maintenance and fitness for purpose of the Council assets	
<b>Consequences</b>			
<b>Original Matrix</b>		<b>Original Rating Description</b>	
	<b>Original Impact</b>	C	4
		Medium	<b>Original Likelihood</b>
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>	
	<b>Current Impact</b>	C	2
		Medium	<b>Current Likelihood</b>
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>	
	<b>Target Impact</b>	B	2
		Minor	<b>Target Likelihood</b>
<b>Latest Progress</b>			<b>Last Review Date</b>
19-Jan-2012 Major investment has resulted in improved facilities with significant investment into energy efficiency measures to reduce Co2 emissions			24-Sep-2011
			<b>SMT Lead</b>
			Phil Long


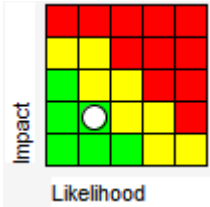
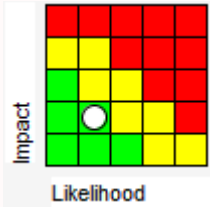
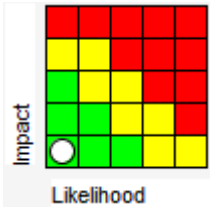
**CRR 12 Customer Expectations**

Risk Code	Risk Title	Description	Status	
CRR 12	Customer Expectations	Failure to meet customer service standards and meet customer expectations.		
<b>Consequences</b>		Include CR02		
<b>Original Matrix</b>		<b>Original Rating Description</b>		
		<b>Original Impact</b>	C	2
			Medium	<b>Original Likelihood</b>
		<b>Current Risk Matrix</b>		<b>Current Rating Description</b>
		<b>Current Impact</b>	C	2
			Medium	<b>Current Likelihood</b>
		<b>Target Risk Matrix</b>		<b>Target Rating Description</b>
		<b>Target Impact</b>	A	2
			Low	<b>Target Likelihood</b>
		<b>Latest Progress</b>		
24-Sep-2012 Managing customer expectations through media and communications in relation to funding challenges facing the public sector.			28-Sep-2011	Paul Cresswell

CRR 13 Fraud and Corruption


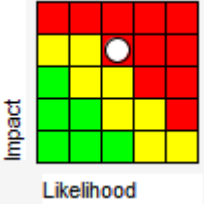
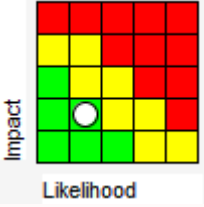
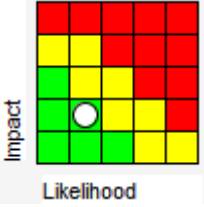
Risk Code	Risk Title	Description		Status	
CRR 13	Fraud and Corruption	Failure to ensure Council has proper procedures and policies for the prevention and detection of fraud.			
<b>Consequences</b>		Financial loss to the Council, damage to our reputation and credibility			
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	B	2	
			Minor	<b>Original Likelihood</b>	Not Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
		<b>Current Impact</b>	A	1	
			Low	<b>Current Likelihood</b>	Very Low
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	A	1	
			Low	<b>Target Likelihood</b>	Very Low
<b>Latest Progress</b>				<b>Last Review Date</b>	<b>SMT Lead</b>
24-Sep-2012 Arrangement with Veritau working well to deliver fraud and corruption service for Housing Benefit, currency of fraud and corruption policy maintained and training provided to managers.				24-Sep-2011	Paul Cresswell

CRR 14 Data Quality

Risk Code	Risk Title	Description			Status	
CRR 14	Data Quality	The Council recognises the importance of data quality as we need reliable, accurate and timely performance information with which to manage services, inform users and account for our performance				
<b>Consequences</b>						
<b>Original Matrix</b>			<b>Original Rating Description</b>			
			<b>Original Impact</b>	B	<b>Original Likelihood</b>	2
				Minor		Not Likely
<b>Current Risk Matrix</b>			<b>Current Rating Description</b>			
			<b>Current Impact</b>	B	<b>Current Likelihood</b>	2
				Minor		Not Likely
<b>Target Risk Matrix</b>			<b>Target Rating Description</b>			
			<b>Target Impact</b>	A	<b>Target Likelihood</b>	1
				Low		Very Low
<b>Latest Progress</b>					<b>Last Review Date</b>	<b>SMT Lead</b>
24-Sep-2012 Arrangement with Veritau working well to deliver fraud and corruption service for Housing Benefit, currency of fraud and corruption policy maintained and training provided to managers.					28-Sep-2011	Clare Slater



CRR 15 Delivering Efficiencies

Risk Code	Risk Title	Description	Status
CRR 15	Delivering Efficiencies	Council fails to meet efficiency targets which necessitates cuts to other services	
<b>Consequences</b>		Cuts to frontline services, reputational damage to the Council, possible poor outcome of external inspection.	
<b>Original Matrix</b>		<b>Original Rating Description</b>	
	<b>Original Impact</b>	D	3
		Major	<b>Original Likelihood</b>
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>	
	<b>Current Impact</b>	B	2
		Minor	<b>Current Likelihood</b>
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>	
	<b>Target Impact</b>	B	2
		Minor	<b>Target Likelihood</b>
<b>Latest Progress</b>			<b>Last Review Date</b>
24-Sep-2012 Successful delivery of One-11 programme achieving savings of over £1 million. Going for Gold programme underway with significant efficiencies achieved to contribute to the target saving of £700k. Planning underway for meeting projected budget shortfall anticipated for 2013/14.			24-Sep-2011
			<b>SMT Lead</b>
			Paul Cresswell

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<b>Scrutiny Review of Post Offices 2010-11</b>	
<b>Recommendations - O&amp;S 15<sup>th</sup> December 2011</b>	<b>Progress 10.09.12</b>
That the Committee responds to the Department of Business, Innovation & Skills' consultation document on the mutualisation of the Post Office.	Response to the consultation sent by the Committee in December 2011.
Officers continue to work on options for front office for local government with Post Office Ltd.	P and R and Council will consider a report with options to bar code all council bills thus extending the potential use of Post Offices as the front office for Ryedale District Council. The final decision will be taken by Council on 1 November 2012.
Accept any opportunity presented by Post Office Ltd to work in partnership.	Officers continue to work in partnership with PO Ltd
Undertake further research on the mobile/hosted and home service.	Survey undertaken in May 2012 with Cllr Janet Sanderson. Results show that although the majority of people would have preferred to see the local branch still open – the mobile service, however, was an acceptable alternative.
Provide feedback to the Post Office regarding their website and how it could be improved for rural areas.	Meeting held with Post Office Ltd and copy of Review document discussed.
<b>Scrutiny Review of Healthy Weight 2010-11</b>	
<b>Recommendations - O&amp;S 6<sup>th</sup> October 2012</b>	<b>Progress 10.09.12</b>
Review the policy for the scheduling of activities and sessions held at the Councils sport and leisure facilities to encourage residents to more easily access opportunities to participate e.g. for those with young families explore scheduling activities for children at the same time as those which appeal to parents or carers, reinstating early bird sessions for those who work.	The findings for from this review have been incorporated into the draft sports and active lives strategy with the emphasis being More People – More Active – More Often  Other recommendations relating to the future operation of the Councils facilities will be considered as part of the re-tendering process for the contract to operate these facilities.
Review pricing policies to encourage people to return to exercise or activities, particularly team activities, e.g. discounted taster sessions, discounted multi-buy tickets	

To encourage people to re-engage with activities through the use of introductory sessions at council facilities and encourage community facilities to offer similar sessions e.g. free or discounted taster or „come and try it“ sessions	
That further research is undertaken with sports clubs and providers to make sure their views and experiences are fully represented in the new strategy, as concern was expressed over the low response rate to this particular survey. Perhaps through the use of focus groups or by visiting some of the clubs and interviewing key people.	
Extend the availability of walks and cycle routes through GP surgeries eg promote the AONB circular walks guides in the local practices	
Promote walking and cycling routes to residents through the Councils website	
Make the most of any future opportunities to influence GP commissioning groups to offer exercise on prescription and patient referral to sports centres, such a scheme has been piloted successfully by the PCT with the Ampleforth Practice	The Council is eager to engage with the new CCG's and this recommendation will be pursued when the CCG's are in a more established form.
Promote the Lunchtime Activity Packs supplied to local businesses within the council for the benefit of staff and linking to the Health and Wellbeing programme.	
<b>Scrutiny Review of Sickness Absence 2009-10</b>	
<b>Recommendations - O&amp;S 19th August 2010</b>	<b>Progress 15.06.2011</b>
That the procedures should be expanded on to ensure they are user friendly and meaningful.	A manager's toolkit has been developed to support the procedures within the current policy.

The policy and procedures need to be adopted consistently across the authority	The Management Team have continued to encourage the management of attendance on a consistent basis across the authority. Human Resources advise managers and make them aware if there approach is not consistent with the rest of the authority.
The triggers points within the policy should remain as they are	Trigger points remain the same as under the preceding policy.
Sickness monitoring should also include positive reporting	This is being done and sent to managers and unison on a regular basis.
The formation of a Health and Well being Group	The Health and Wellbeing Group was formed and have met to agree terms of reference for the group. They are currently working towards producing a Wellbeing Strategy along with a Health and Wellbeing programme. A number of initiatives have been run already e.g. Health and Wellbeing Event for all staff to attend
Ryedale should explore ways of celebrating those staff and departments who have no sickness absence in the year	This is encouraged through the six monthly appraisals, along with general reporting of statistics of employees with no sickness through Human Resources' regular reporting.
Regular training should be given to staff	Training on the revised Managing Attendance Policy was given to all supervisors and managers. Further training is regularly reviewed through six monthly appraisals.

Induction programme to be extended to cover the Absence management policy and procedures	Part of the current induction programme includes advising employees of absence reporting procedures, along with familiarisation of all relevant policies, including the Managing Attendance Policy
A review should take place on flexi time and annual leave	Revised Flexible Working Guidelines were introduced in April 2011. Annual leave is being reviewed.
Currently sickness absence should not have a direct link to pay progression	Sickness absence continues to not have a direct link to pay progression.



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<b>REPORT TO:</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>4 OCTOBER 2012</b>
<b>REPORT OF THE:</b>	<b>HEAD OF CORPORATE SERVICES CLARE SLATER</b>
<b>TITLE OF REPORT:</b>	<b>SCRUTINY REVIEWS PROGRESS REPORT – 'SUPPORTING A SUSTAINABLE COMMUNITY AND VOLUNTARY SECTOR'</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

- 1.1 To present the draft report result from the review of the Councils role in supporting a sustainable voluntary and community sector in Ryedale.

### **2.0 RECOMMENDATION**

- 2.1 That Members agree the final report for the current scrutiny review.
- 2.2 That Members provide two topics for the next scrutiny review for which officers will provide a scoping report to the next meeting of the Committee.
- 2.3 That Members note the progress report for previous scrutiny review recommendations.

### **3.0 REASON FOR RECOMMENDATION**

- 3.1 The Overview and Scrutiny Committee has commissioned a scrutiny review of the Councils role in supporting a sustainable voluntary and community sector.

### **4.0 SIGNIFICANT RISKS**

- 4.1 No significant risks have been identified at this point but this will be reviewed as the review progresses.

### **5.0 POLICY CONTEXT AND CONSULTATION**

- 5.1 These are detailed in the draft report attached at annex A

### **6.0 REPORT DETAILS**

- 6.1 The aim of the review is to make recommendations to the policy committees of the Council on the options available to Council for ensuring it utilises any of its resources in the most efficient, effective and economical way to support a sustainable voluntary and community sector. The draft report is attached at Annex A. This draft report was considered in detail by the task group at their meeting on 13 September 2012.
- 6.2 A summary of progress made as a result of previous scrutiny reviews is attached for members information at annex B

**Clare Slater**  
**Head of Corporate Services**

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**Background Papers:**

A Plain English Guide to the Localism Act:

<http://www.communities.gov.uk/publications/localgovernment/localismplainenglishupdate>

Statutory Best Value Guidance

<http://www.communities.gov.uk/documents/localgovernment/pdf/1976926.pdf>

National Council for Voluntary Organisations:

- [‘NCVO New Best Practice Guide’](#)

Community Development Foundation :

- [‘Structures for community development in local authorities’](#)
- [‘the role of the community sector within localism’ evidence to select committee](#)

Action with Communities in Rural England :

- [‘Making the most of Community Led Planning \(a best practice guide for local authorities\)’](#)



# Scrutiny Review

## Support for the Voluntary and Community Sector

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RYEDALE  
DISTRICT  
COUNCIL



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Overview and Scrutiny Committee  
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 for all services on the Council's website.
13. Investigate better use of the Council's website for communicating and advertising 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.

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## 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

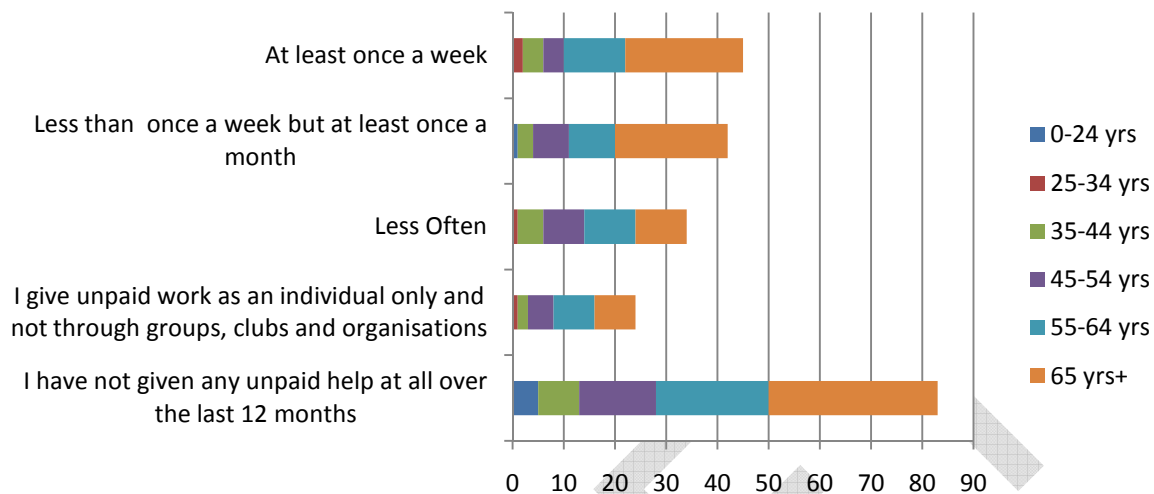
Social action within the context of the Big Society agenda involves the encouragement of individuals to make a contribution within their communities and help solve social issues by volunteering.

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.



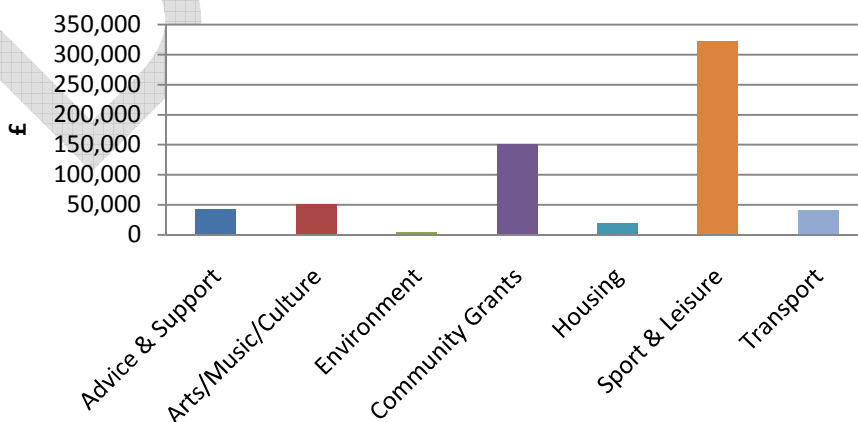
### Current profile of the Council's support for the Voluntary & Community Sector

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



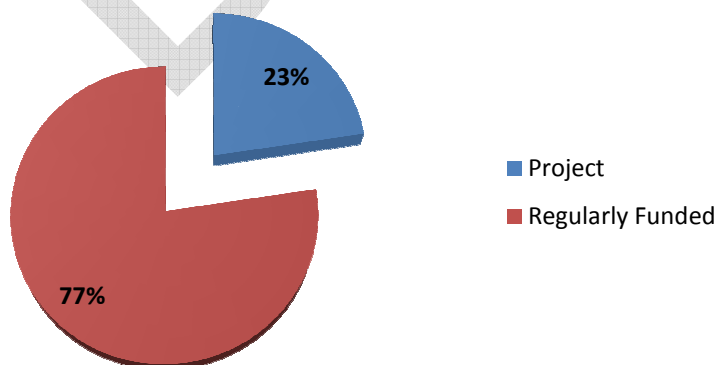
A more detailed breakdown of the organisations funded is detailed below:

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**



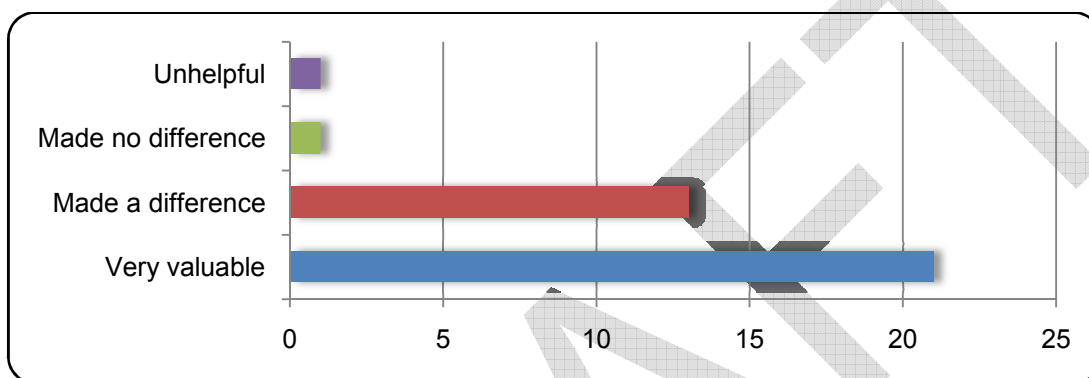
The Council also offers non-financial support, in the form of officer support for development work, helping with grant applications, funding option advice, CRB checks, equipment for tidy groups & waste disposal from litter picks, consultation and design work for parish plan groups.

### 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.



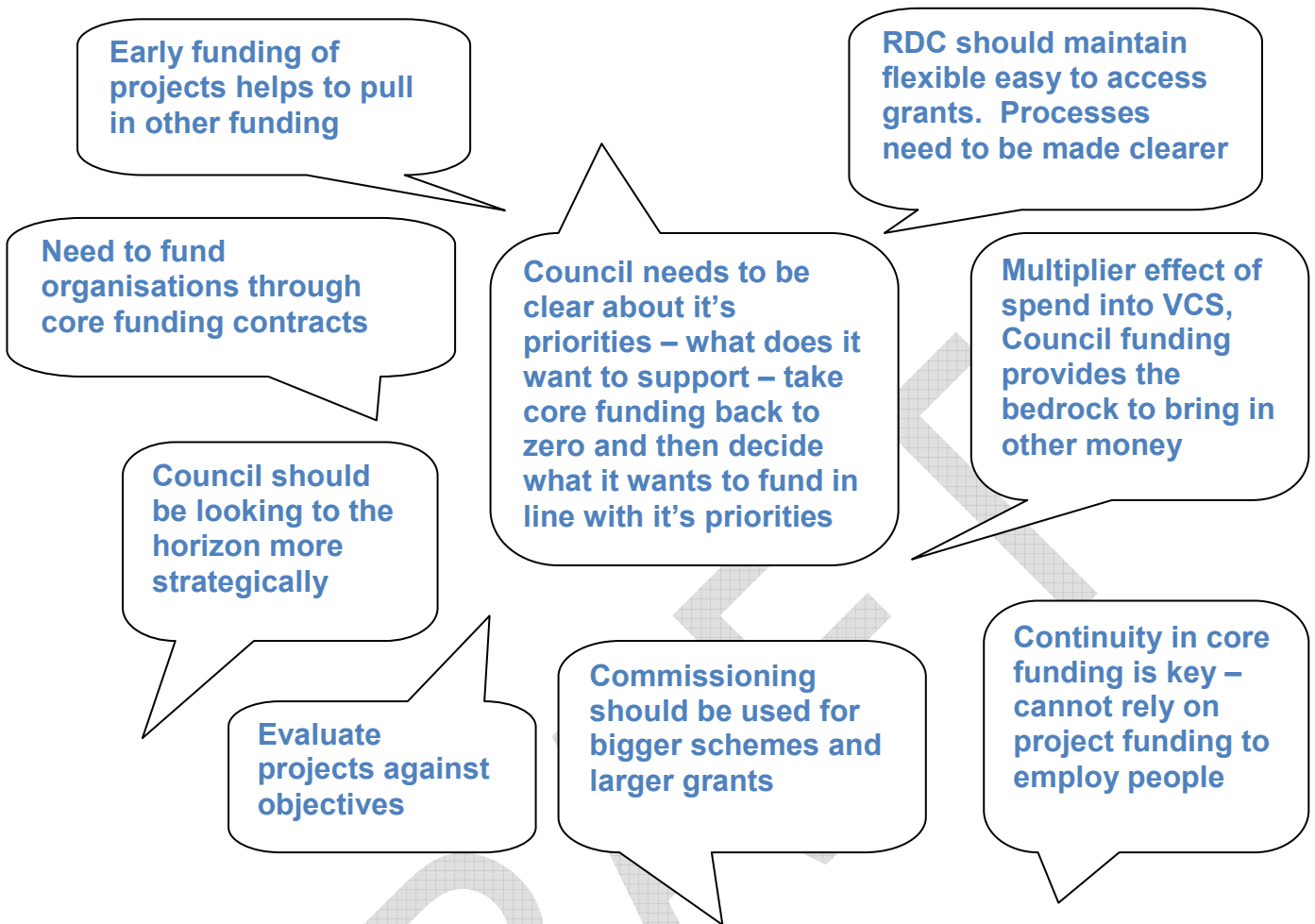
### Recommendation

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 it's 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?

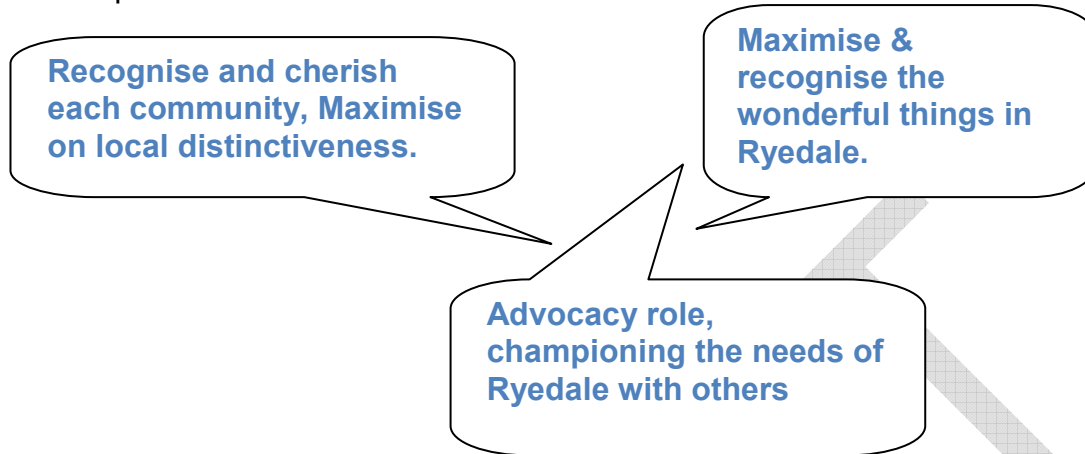
### Recommendation

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 it's 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 for all services on the Council's website.
13. Investigate better use of the Council's website for communicating and advertising 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**

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## 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.

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## 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:

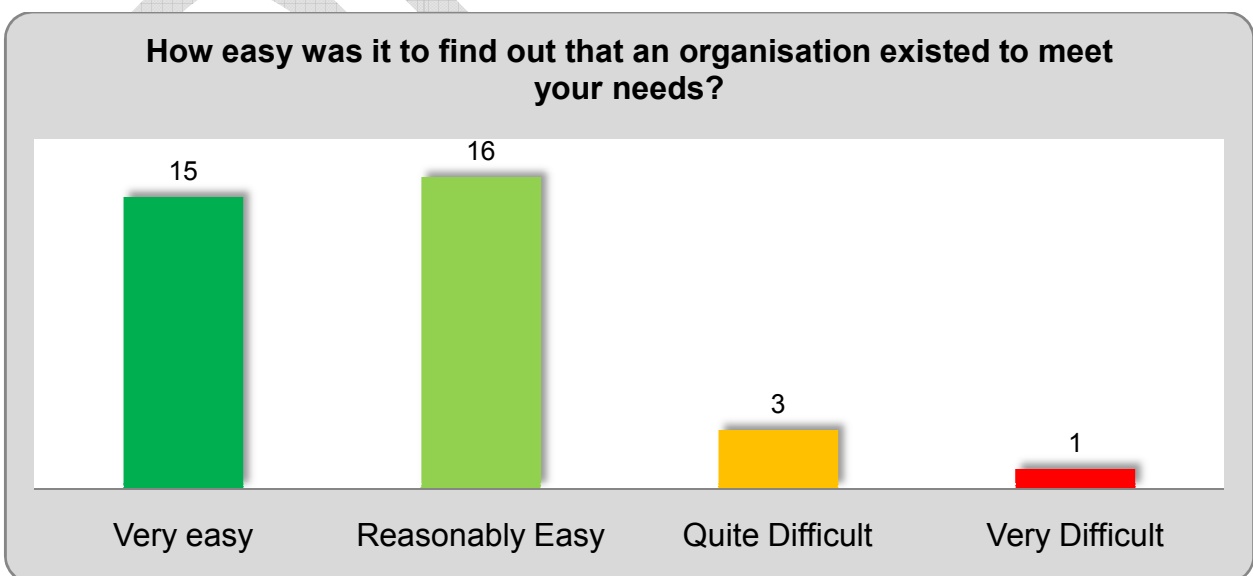
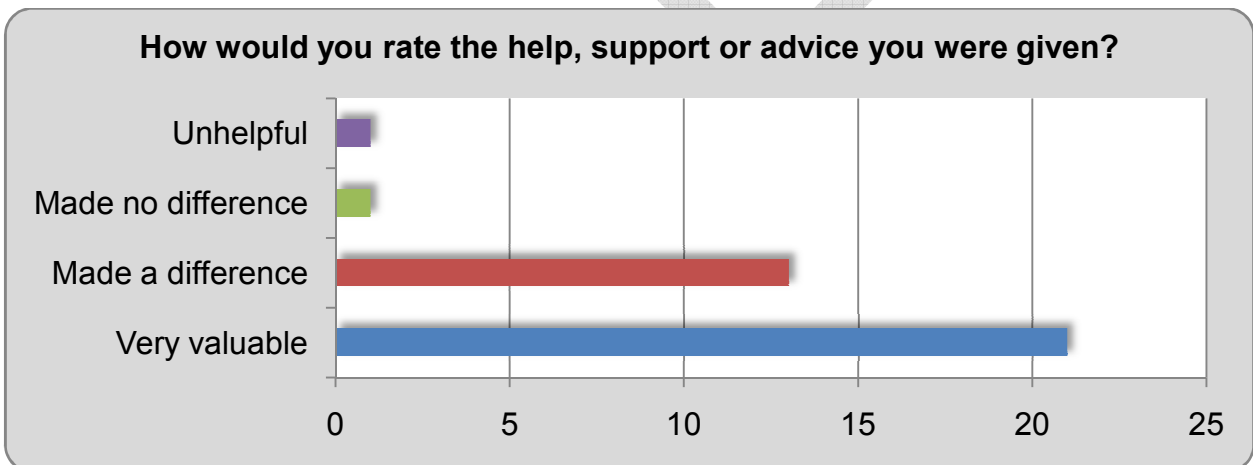
- Groups struggle with development support and who to go to for help – need a consistency of presence with resources available on the ground. RDC could provide directly or fund VCS to provide
- Council should be looking to the horizon more strategically

- 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

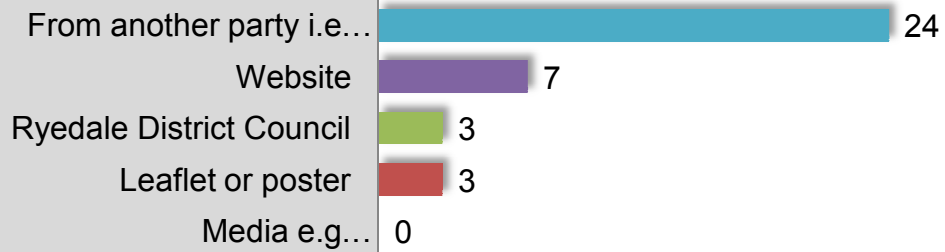
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## Appendix D – Results of Citizen’s Panel survey

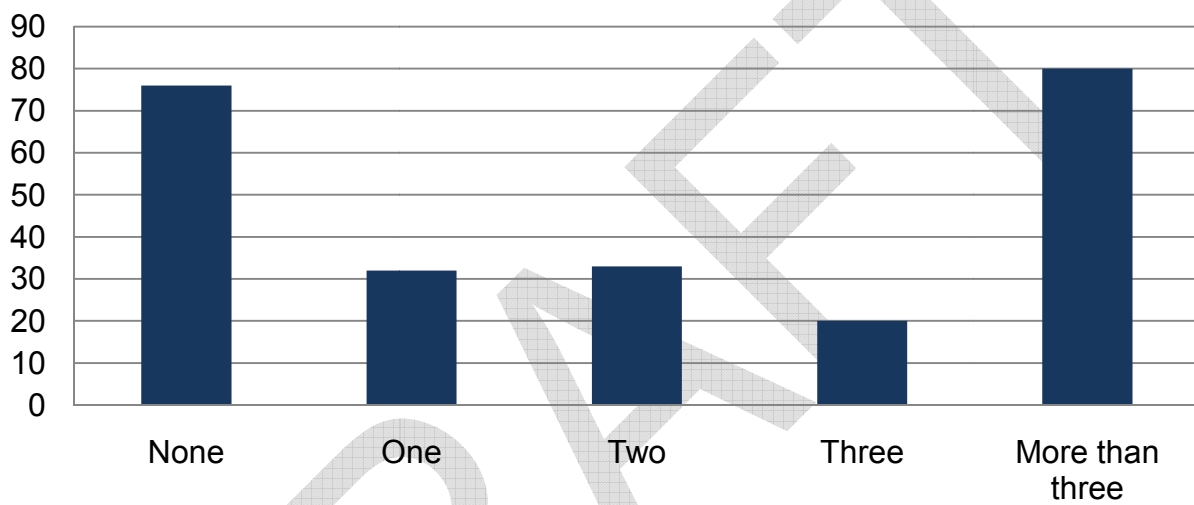
246 members of the Council’s Citizens Panel completed the questionnaire. 94 respondents feel that they know enough about voluntary and community organisations in Ryedale and the types of services they offer in order to benefit from them, 139 did not.



### 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?



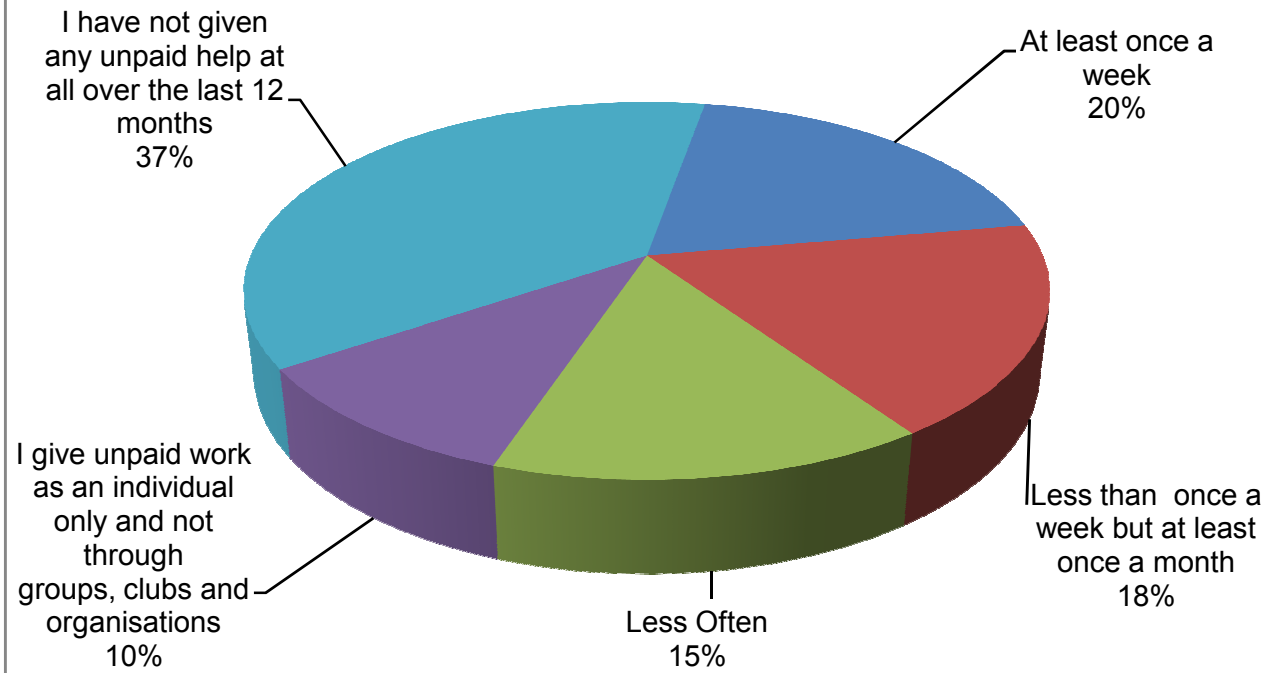
### What type of event(s) have you attended?

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

## **Commissioning Board**

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Held at Council Chamber, Ryedale House, Malton  
on Thursday 20 September 2012

### **Present**

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Councillors Andrews, Clark, Mrs Cowling (Chairman), Fraser, Hope, Richardson,  
Mrs Sanderson and Walker

### **In Attendance**

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Fiona Brown, Jos Holmes, Nicki Lishman, Phil Long and Steve Richmond

### **Minutes**

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69      **Apologies for Absence**

Apologies for absence were received from Councillors Mrs Frank and Hicks.

70      **Minutes of Meeting held on 7 June 2012**

Members deferred approval of the minutes of the Commissioning Board held  
on 7 June 2012 until the next meeting.

71      **Declarations of Interest**

Councillors Andrews and Clark declared a personal non-pecuniary but not  
prejudicial interest in the item as they were published writers.

72      **Urgent Business**

There were no items of urgent business.

73      **Creative Economy Commissioning: Progress Report**

Considered – Report of the Head of Economy and Infrastructure.

<p style="text-align: center;"><b>Decision</b></p> <p>That the report be noted and that the proposed consultation with stakeholders be supported.</p>
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74 **Any other business that the Chairman decides is urgent**

There being no other items of urgent business, the meeting closed at 7.10 pm.

Publication date: 26 September 2012

Implementation date: 11 October 2012