



Providing Voluntary and Community Support

Annual Review 2009-2010

www.ryedaleva.org.uk



Who We Are

Core Staff Team

Andrea Hobbs	Chief Officer
Tracy Bramley	Finance Manager
Barbara Murray	Finance Officer
Barrie Tuck	Community Accountant
Sarah Richardson	Administrator
Dita Dale	Receptionist (until July 2009)
Pauline Reeve	Funding Advisor
Sandi Clark	Volunteer Centre Coordinator
Christine Bailey	BME Engagement Officer
Sarah Lally-Marley	Town Ambassador/ Funding Advisor (from 1 October 2009)
Maggie Farey	Rural Network Officer

Ryedale Counselling Service Staff Team

Stephen Robling	Manager
Jayne Hildreth (to 31st January 2010)	
Anne Brown	Support Worker
6 counsellors	
3 associate counsellors	
4 trainees	

Trustees

Rob Salkeld	Chair
David Brewster	Vice Chair until October 2009
Adrian Green	
Claire Hall	
Gary Harkness	Vice Chair
Richard Harrison	
Linda Stannard	
Vic Worrall	Treasurer
Bruce Miller	President until October 2009
Cllr R Wainwright	Representing Ryedale District Council
Cllr J De Wend Fenton	Representing Ryedale District Council

Our Funding

Our funding comes from four main sources:

- grants and contractual payments from statutory bodies;
- grants from Charitable Trusts;
- donations from individuals, local groups and firms; and
- from fees, charges to service users, and recoveries.

Our Members 2009—2010

1st Norton Scouts
Acorn Community Care
Advocacy Alliance
Alzheimers Society Ryedale and Whitby Branch
Appleton-le-Street Parish Hall
Border Collie Rescue UK
British Red Cross - Ryedale
Brooklyn Pre-School Playgroup
Burythorpe Sports Centre
Churches Together in Southern Ryedale
Ebberston Sportsfield Association
Ebberston Youth Group
Encephalitis Society
Farndale East Parish Council
Filey 4Wards Development Trust
Filey Bay Initiative
Gillamoor and Fadmoor Playing Field
Gilling East Village Hall
Helmsley Walled Garden
Homestart Ryedale
Hope Central - Elim Ryedale Church
Huttons Ambo Parish Council
Kirkbymoorside Golf Club
Lifeline Disabled Group
Malton and Norton Canoe Club
Malton Camera Club
Marton Mornings Jubilee Charity
Next Steps
North Yorkshire Music Therapy Centre
Old Malton War Memorial Hall
Olga
Pickering Community Events Group
Pickering Walkers are Welcome
Pied Piper Projects
Rillington & District Scouts and Cubs
Rillington Pre-School Playgroup
Rosedale and Hartoft Community Group
RYECAT Ltd
Ryedale and District Mencap
Ryedale Carers Support
Ryedale Citizens Advice Bureau (CAB)
Ryedale Folk Museum
Ryedale Forum for Older People
Ryedale In-Touch
Ryedale Local Exchange Trading System
Ryedale Special Families
Ryedale Stroke Group
Ryedale U3A
Ryedale YMCA
Ryedale Youth Theatre
Scarborough and Ryedale Carers Resource
Scarborough and Ryedale Mountain Rescue Team
Sinnington Village Hall Committee
St Mary's Priory Old Malton
Stonham Ryedale Tenancy Support Service
Swinton Reading Rooms
Terrington Arts
The Wilf Ward Family Trust
Thornton le Dale Parish Council
Thornton Le Dale Playing Field Association
WRVS, Pickering

RVA has a mixture of member groups who benefit from our services, and individuals who are interested and supportive of our role. In 2009—2010 there were 61 group members, as listed above, and 11 individual members. All members are eligible to vote at our Annual General Meetings.

Summary of the year

Perhaps the biggest single thing that has marked out this year for the voluntary and community sector has been the uncertainty around statutory funding and the knowledge that funding from Trusts and other large funders is going to be more difficult to secure.

RVA has engaged with a large amount of dialogue, consultation, negotiation and strategic lobbying behind the scenes to make the best possible case for the sector to continue to be supported.

In addition we have seen the start of 3 new Big Lottery funded projects which provide an increase in the amount of practical hands on support we are able to offer to all groups across Ryedale over the next 3 to 5 years: funding advice, community accounting and establishing the rural voice (representation).

Making more tools and information more easily available has been a key aim this year. The launch of our new website and the output of factsheets, with on-going sponsorship and support of our newsletter has helped achieve this aim.

The RVA Trustees have finalised the new Strategic Plan and are committed to looking closely at our own governance arrangements and recruitment of Trustees for future years, in order that RVA can maintain its own high standards to ensure that we are well placed to continue to provide all the support needed by Members and other voluntary and community groups.

Supporting the growth, capacity and quality of voluntary organisations and community groups enabling the sector locally to improve service provision to meet identified needs

Practical support which is tailored to each organisation's needs is our core work. All of our support and development staff work hard at building good relationships with members and making sure their individual needs are met.

Funding Advice

Our funding advisors, Pauline Reeve and Sarah Lally-Marley have provided 85 voluntary and community groups with funding advice, completed funding searches for 18 groups, provided 24 existing groups with development support and 37 new groups with help and advice

We have contributed to raising over £1,000,000 of funding, coming into Ryedale. The funding advice project is funded by the BIG Lottery and NHS North Yorkshire and York.

Examples of success

Sherburn Youth Club was set up after the young people of the village decided that they would like to have a youth club.

Funding was obtained which enabled the group to buy equipment and pay for initial expenses. The main contributors were Ryedale District Council, NYCC Area Committee, North Yorkshire Youth and Yorkshire Housing. The youth club is flourishing and has even taken in young people from neighbouring villages.

Meeting Place provides a secure venue for estranged parents to meet with their children. It is the only organisation providing this service for families from Ryedale, Scarborough and parts of East Riding.

Children in Need renewed their funding for a further 3 years and they received £60,179.

Information & training

During the year, 60 training courses were

signposted to local voluntary and community groups. 2 training events were delivered: funding advice for groups working with children and young people and first steps in sustainability (in partnership with Fit4Funding).

We produced factsheets and good practice guides on: quality assurance, partnership working, the Ryedale Strategic Partnership and effective minute taking.

Community Accounting



The community accounting project (CANNY), funded by the BIG Lottery, has continued to grow, with our Community Accountant Barrie Tuck, and Finance Manager Tracy Bramley working to full capacity.

RVA has helped over 30 clients, some requiring assistance with setting up a computerised accounting system, others wanting one off advice or training on general financial management.

The project also produced its own simple accounting system called "Easy Accounts Files" and this is now used by 14 groups.

RVA provided an Independent Examination for 6 charities.

The Future

We plan to develop easy to follow guidance to support voluntary and community organisations, especially Trustees, to improve governance.

We will develop an easy to follow Funding Strategy toolkit and continue to carry out health checks for new and existing organisations.



North Yorkshire and York

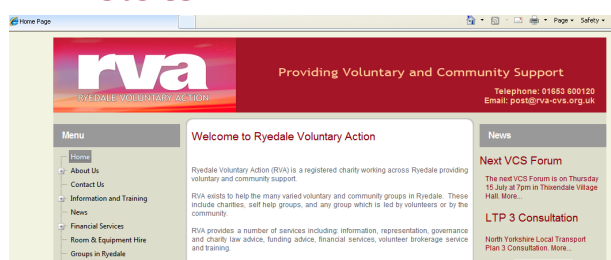


LOTTERY FUNDED

Enabling voluntary and community groups to gain greater access to information, practical support services, funding and facilities

Technology provides fast and free access to a whole range of information from which our members can benefit and we have improved our information services by making the best use of this. We maintain our printed newsletter and are always happy to answer enquiries and give support personally. Much of our information services are only possible due to core funding from North Yorkshire County Council and NHS NY&Y.

RVA Website



We were very proud to launch our new look website in January 2010.

The site can now be kept up to date by our administrator, Sarah Richardson, and contains lots of useful information, such as downloadable factsheets, policies, details of training courses, information on consultations, and job vacancies in the voluntary sector.

RVA Newsletter and Funding Newsletter

Six newsletters were produced during the year and sent to over 200 contacts as well as being published to our website.

Our newsletter is distributed to all our members, Ryedale District Councillors, Parish Councils, NHS North Yorkshire and York, North Yorkshire County Council, key funders and other statutory partners.

Feedback on the newly structured newsletter has been very positive, and we are always on the look out for interesting articles and success stories from our local groups.

Six funding newsletters were also sent by email during the year, ensuring funding deadlines are publicised well.

E-Bulletin

170 e-bulletins were circulated on our network: 47 on training,



4 advertising job vacancies, 11 about local groups, 10 consultations, 5 on governance and legislation, 57 on voluntary and community sector services, and 36 on funding.

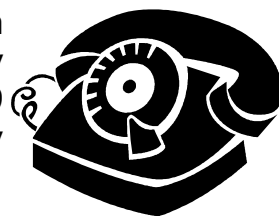
Funding Events

We changed the format of our Funding Fair to be a Meet the Funder event incorporating seminars from 6 major funders, and an opportunity to speak with the funders face to face during a private appointment. The event was a great success with a 43% increase in attendance from the previous year.

We worked in partnership with the BIG Lottery fund to arrange a 1:1 support session in Malton on an additional date—11 groups attended.

The invisible stuff

We recorded over 1400 telephone calls and dealt with a wide range of enquiries. For example: 342 enquiries from member organisations, 329 from voluntary and community organisations, and 269 from our statutory partners.



Practical support

Barbara Murray, our Finance Officer, has continued to provide a cost effective and efficient payroll service to 8 groups. We have supported voluntary and community groups with photocopying, laminating, and binding facilities at competitive rates.

The Future

Over the next year, we plan to review and develop our e-bulletin service to make it more targeted so that subscribers do not feel overwhelmed by the numbers of emails that they receive.

We are hoping to set up a new administration and support service to members to provide one to one support on various topics including using Publisher for newsletters, creating blogs, and taking minutes.

Leading, facilitating and supporting partnership working between local voluntary & community groups and between the voluntary, public and private sectors, to enable diverse views to be represented to external bodies

A **key representation** role for RVA is to have a positive influence at the strategic levels that most of our members don't have time for. This work involves engaging with statutory partners and funders to promote the work of and issues faced by the voluntary and community sector in Ryedale, communicating the commitment and professional approach of volunteers and voluntary organisations. We do this as members of many partnerships at district, county and regional levels.

Rural Voice

This BIG Lottery funded project encourages voluntary and community groups in Ryedale to speak up about their issues and ensures that views are passed onto policy makers. RVA held 4 VCS forums during the year, moving around the district and using local venues, covering themes from community safety to community transport. Since November 2009, Maggie Farey, the Rural Network Officer, has visited 8 groups. The project aims to reach the most remote rural areas of Ryedale and gives free advice to help groups assess their needs and access support for their training, governance, information, funding and financial management.



LOTTERY FUNDED

Partnership representation

Andrea Hobbs, RVA Chief Officer, continued to represent the interests and activity of the voluntary and community sector in Ryedale by being actively involved in some of our local and wider partnerships, and by facilitating voluntary sector involvement in how our communities are shaped. For example, RVA facilitated VCS participation in a Partnership Improvement Programme here in Ryedale and then went on to Chair a new Delivery Group for the Ryedale local strategic partnership. Other meetings attended by RVA include the regional Funding Advice Worker Network, the

Ryedale Area Committee, the NY VCS Liaison Group and the Ryedale Work and Skills Partnership.

BME Project (Jan 2007—March 2010)

The project was set up to address BME issues in Ryedale. During the year the engagement officer, Christine Bailey, had contact with over 50 people from our local BME communities. She established a supportive relationship with the local Gypsy and traveller community and worked with local Polish Ryedale volunteers to get information out to people and to set up an easy access blog. The project also held an awareness day at the Propak factory in conjunction with North Yorkshire Fire and Rescue Service, and held a highly successful event for Ryedale's third party Hate Incident Reporting Centres of which there are now 16 in Ryedale. This project was funded by the NYCC Community Fund with support from the Ryedale Strategic partnership Board.



RVA continued to support Ryedale Charities Together by facilitating meetings and providing administration support. The group launched a will week initiative in October and raised £780 for their joint activities. The Rail and Trail 2009 event was a great success and a 2010 event was planned. The group also upgraded its marketing leaflet, and accepted RYECAT as a new member. There are now 7 local charities which belong to this group.

The Future

The VCS forum will continue to grow, aiming for 6 meetings each year. RVA will take a lead role to develop infrastructure for the voluntary and community sector sub-regionally.

Promoting volunteering, with the aim to increase the number and diversity of volunteers, and to enable all people in Ryedale to access meaningful volunteering opportunities

The volunteer centre in Ryedale continues to



Volunteer Centre
Ryedale

During the last year we have placed 18 unemployed people into sustained volunteering with organisations in Ryedale.

Future Focus

Only part funded by NYCC, our focus is very much on consolidation and ensuring that the Volunteer Centre is able to engage with volunteers and voluntary organisations throughout Ryedale until development funding is identified.

We have been active in:

- Facilitating volunteering for everyone
- Highlighting the health and well-being benefits of volunteering
- Promoting and supporting best practice to ensure all volunteers are welcomed, valued and supported

play a **vital role** in making sure the right people end up in the right place when they want to volunteer. Never has there been a better time for individuals or organisations in Ryedale to invest in volunteering as a way to create a sense of community and belonging but this sits against a back drop of decreasing funding for the centre.

Volunteer Numbers

This year the centre registered and placed 72 people and interviewed a total of 96. There are now 87 organisations on our register who use volunteers in Ryedale and during the year there were 122 opportunities on offer.

Considering that our centre is only manned for 14 hours per week, by Sandi Clark, the centre co-ordinator, these figures are a high achievement.

Countywide Support

As part of our bid to stay afloat financially, we have joined forces with volunteer centres across North Yorkshire as a strategic move to attract more funding for our core work of matching volunteers to local groups. County wide accredited training for volunteer centre managers has enabled us to begin to offer a higher level of volunteer management training to local groups and it is hoped that this will create an income.

Partnership Work

The Volunteer Centre has worked in partnership this year with Volunteering England and the Department of Work and Pensions to encourage and support unemployed people back into work through volunteering. Working locally with colleagues at Jobcentre plus, the scheme has given people a chance to 'upskill' and sometimes change career direction after redundancy.



- Encouraging a good understanding of the added value that volunteering can bring across all employment sectors

We are the first point of contact for all issues regarding volunteering in Ryedale and the work achieved this year demonstrates this. We endeavour to provide all volunteers who are registered with us with a first class bespoke service. We are always happy to get feedback from our volunteers and are extremely proud of their invaluable contribution to our community.

Activity for the months ahead

We will be going out and about across Ryedale on the RYEPOD, using funds granted through the NYCC Community Fund, and hope to hold volunteer promotional events with some of our local groups to further increase the number of people who volunteer in Ryedale.

Strategic work will be on-going with partners to identify more secure funding streams in order that we can continue to operate, and a business plan for the centre will be developed as part of this joint work.

Continuing to develop as a sustainable, proactive organisation that is open to change

Quality Award and standards



NAVCA Quality Award

RVA was awarded the NAVCA Quality Award in December 2009. This involved a great deal of hard work by both the staff team and the Trustees of the organisation. And has been a major achievement of the year.

The process of gaining the award involves providing detailed information about how we deliver our core services to local groups and how we carry out our representational activity. Achieving this award means that voluntary and community groups in Ryedale can expect a high level of service from us.

The award runs for 3 years and provides a structure for internal evaluation and monitoring.

Internal Systems

The work on the voluntary and community sector Common Database has continued throughout the year. This database is a very powerful tool which holds information about the sector from across North Yorkshire and York. It also supports some of our internal systems and has helped us to streamline some of our administration, leaving us more time to get on with the important job of supporting groups.

All staff have now had training on how to use the new system, and we are gradually moving our recording procedures onto this system.

Supporting Projects

RVA pro-actively delivers a variety of projects which meet unmet need in Ryedale and which also contribute to our general financial health.

RVA continues to host the highly successful Ryedale Counselling Service. Created because of a lack of counselling services in Ryedale, this project goes from strength to strength.

RVA was approached to host the Malton Town Ambassador Project at the start of 2009 as a pilot project, funded by Ryedale District Council. This project is overseen by a partnership Management Team comprising of Ryedale District Council, Malton Town Council and the Malton & Norton Area Partnership, along with RVA as the lead and managing partner. We recruited Sarah Lally-Marley to the role and to date the project has been successful, bringing together people from across the town and supporting events in the town centre. The pilot stage of the project will end early in 2010.

We also worked in partnership with Hull University to deliver a number of Aim Higher 'Moving On Up' taster sessions in Ryedale. The taster sessions are aimed at people who need support to re-enter education. By providing low level training on topical subjects, individuals can find a learning pathway. All courses link to the University Foundation Award modules.

New Look

Our new logo was launched at our Annual General Meeting in October 2009 and we are



embracing our new image by updating all our information and making sure that our presentation is consistent.

Planning and Taking Action

Trustees and the Chief Officer, have been hard at work to produce the Strategic Plan 2010-2013. This is due for launch in April 2010 and will aim to outline plans to increase the sustainability of the organisation as funding becomes tighter.

We continue to review our action plan with staff contributing views and our operational policies are reviewed on an on-going rota basis. RVA always strives to be transparent in our work and an example of good practice for the voluntary sector in Ryedale.

Ryedale Counselling Service

Ryedale Counselling Service has had a very successful year and has continued to grow and develop. The service said a fond farewell to the manager Jayne Hildreth in January, and Stephen Robling was successfully recruited right at the end of March 2010, to take up post in the May.

Adult Service

The adult service is funded by grants from the BIG Lottery and NHS North Yorkshire and York and the voluntary donation scheme which was introduced last year.

The service welcomed 3 new staff members; one paid counsellor, one associate (volunteer) and one trainee.

RCS achieved a 14% increase in referrals for the year which is testimony both to Jayne's leadership and the dedication and professionalism of the counselling team - and of RCS' Support Worker, Anne Brown, in particular.

RCS also achieved good clinical outcomes for increasing confidence and self-esteem; reducing a sense of isolation and improving work and personal relationships for our clients. The Telephone Counselling Service - introduced as part of the funding agreement with the Big Lottery - generated fewer clients than the previous year. However, the active promotion of this new service undoubtedly contributed to the growth of the service overall.

Specialist Service— Henry Smith Charity

The specialist counselling service for adult survivors of childhood sexual abuse continues to achieve good clinical outcomes. While the number of referrals was down on previous years, RCS is on target to achieve the agreed outcome for referrals by the end of the three-year project. RCS aims to raise awareness about sexual abuse across the district in partnership with the Scarborough, Ryedale

and Whitby Sexual Abuse Forum - and, as a result, generate more referrals for the specialist service.

Contracts

RCS continues to provide contracts with Ryedale District Council, Oasis School of Human Relations and Wetherby and Scarborough Sixth Form College. RCS signed a new contract to provide counselling services on behalf of Racing Welfare in March.

Rite2Talk—Children in Need

Rite2talk is the counselling service for children and young people aged 13 to 18. The service continued to receive increasing numbers of referrals from statutory agencies such as GP surgeries and schools and from voluntary organisations, including the NSPCC throughout the year.

In addition to providing an accessible, free-to-use and confidential brief counselling service, rite2talk also offers longer-term counselling relationships with children and young people, thus enabling them to explore difficult issues. By the end of the year, the rite2talk team consisted of two paid counsellors, two Associate Counsellors and two trainee counsellors. The aim of the website is to promote the availability of the counselling service for children and young people across Ryedale and Scarborough and will have the facility to provide online counselling.

Responding to a demand from young people themselves, rite2talk has started to develop its own website which is due to be launched in September 2010.

A priority for rite2talk over the next 12 months will be to develop policies and procedures and to carry out training to enable rite2talk to offer online counselling alongside more traditional face-to-face and telephone counselling.

Funded by



NHS
North Yorkshire and York

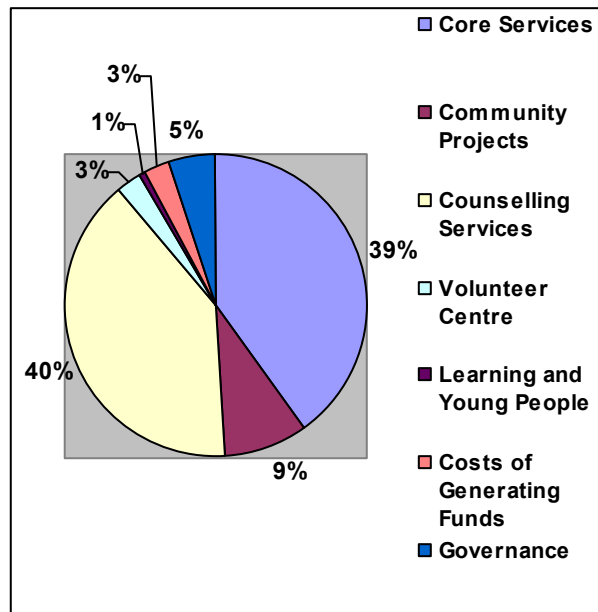
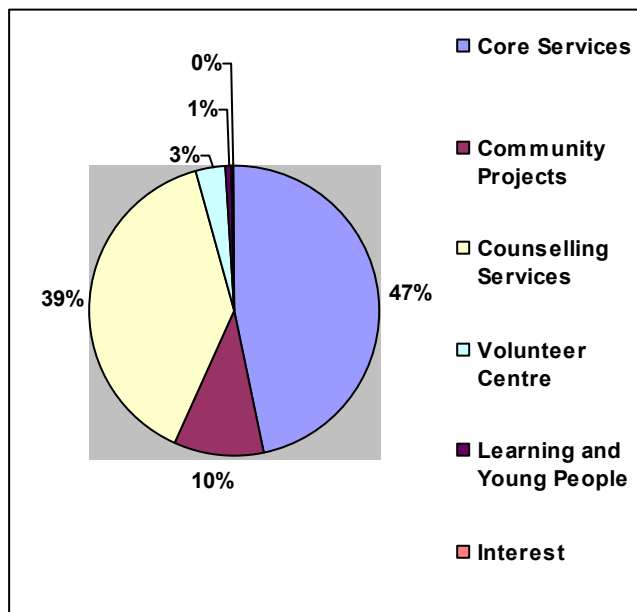


Financial Information 2009/2010

Summary of Income & Expenditure for the year ending 31st March 2010

Incoming Resources: what it was for

Resources Expended: how it has been spent



The overall result for the year is a surplus of £31,632 comprising a surplus on restricted funds of £26,408 and £5,224 on unrestricted funds.

The increase to funds this year reflects the commencement of three new BASIS projects funded by the BIG Lottery providing free advice and support to voluntary and community organisations. These are:- CANNY – Community Accounting Network North Yorkshire, Funding Advice and Organisational Development and Establishing the Rural Voice – Making Infrastructure Organisations Easy to Reach.

The commencement of these projects has had a beneficial impact on all existing projects and core services this year by enabling the joint overhead and support costs to be shared out further between the restricted projects and core services.

Also this year, RVA received funding from Ryedale District Council to employ and support the new post of Town Ambassador.

Summary Balance Sheet as at 31 March 2010

	Total	Unrestricted General Funds	Restricted Funds
	£	£	£
Tangible Fixed Assets	3,377	1,004	2,373
Current Assets	301,630	192,787	108,843
Current Liabilities	(60,906)	(38,928)	(21,978)
Total Funds	<u>244,101</u>	<u>154,863</u>	<u>89,238</u>

Included within the unrestricted funds of £154,863 (shown above) are free reserves of £107,294. Free reserves are those unrestricted funds that are not tied up in tangible assets, nor held in designated funds. Designated funds currently comprise a capital replacement fund of £13,352, the balance of funds held in the George Smith Legacy of £12,302, the pension reserve of £3,553, and the Office relocation/improvement reserve of £18,000.

The Trustees consider that this level of free reserves is acceptable at this time and adequately covers the agreed level set in the reserves policy of one quarter of the annual projected expenditure for the forthcoming year.

This summary financial information is extracted from the statutory accounts and may not contain sufficient information to allow a full understanding of the financial affairs of the charity. The full financial statements were approved by the Board of Trustees on 28 July 2010, and have been externally examined by HareEdson Limited. A copy of the full financial statements can be obtained from the Company Secretary at RVA.

RVA continues to offer a reliable and professional payroll service to members and a fee based service for the Independent Examination of accounts.

Strategic aims & outcomes

STRATEGIC AIM 1: To support the growth, capacity & quality of voluntary organisations and community groups enabling the sector locally to improve service provision to meet identified needs.

Outcomes

- The capacity and governance of community and voluntary organisations in Ryedale is strengthened and increased; volunteer Board members and staff are better informed and have access to increasing knowledge and skills.
- Community and voluntary organisations in Ryedale are better able to meet their legal obligations and are fit for purpose.
- Community and voluntary organisations are better able to demonstrate the impact of their activities and feel more confident to undertake quality awards.
- The voluntary and community sector in Ryedale successfully contributes to ensuring that the needs of Ryedale people are met.

STRATEGIC AIM 2: To enable voluntary and community groups to gain greater access to information, practical support services, funding and facilities.

Outcomes

- Local voluntary and community organisations are better informed and have access to a range of quality information and resources.
- Local voluntary and community groups have access to a good range of support services, enabling them to increase capacity and sustain their activity/business.

STRATEGIC AIM 3: To lead, facilitate and support partnership working between local voluntary & community groups and between the voluntary, public and private sectors and to enable diverse views to be represented to external bodies.

Outcomes

- Local voluntary and community organisations are more able to engage with and influence strategic statutory partnership plans and planning for communities.
- There is an increase in collaboration between local voluntary and community organisations resulting in greater sustainability, and more services are supported or purchased by the statutory sector.
- There is improved engagement by the statutory sector with the voluntary and community sector, and with the harder to reach communities that they represent or work for.
- There are improved relationships between the voluntary and community sector and the statutory sector.

STRATEGIC AIM 4: To promote volunteering, aim to increase the number and diversity of volunteers, and to enable all people in Ryedale to access meaningful volunteering opportunities.

Outcomes

- Ryedale's Volunteer Centre is sustainable and visible; people and organisations in Ryedale are aware of its function and role and promotion of the Centre's activities and support is improved.
- Local volunteer using groups, organisations and businesses have a sustainable and flexible workforce and there is an increase in organisations being registered as offering volunteer placements.
- There is an increase in the number of people recorded as volunteers, or requesting placements as volunteers in Ryedale and volunteering is valued and recognised as an important contribution to the community.

STRATEGIC AIM 5: Ryedale Voluntary Action is sustainable, proactive and open to change.

Outcomes

- RVA is fit for purpose.
- Governance and leadership is strengthened through confident and skilled staff and Board of Trustees.
- RVA demonstrates a good understanding of its members and VCS groups across Ryedale.
- RVA is recognised as the infrastructure support organisation for Ryedale and develops and supports its projects effectively.

Thank you to our funders



RYEDALE VOLUNTARY ACTION

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