



Newsletter

September/October 2011 Edition

Yorkshire is now switched on!

The digital switchover advice point at the Milton Rooms in September kept staff and volunteers from Ryedale Voluntary Action very busy.

The Yorkshire analogue TV signal from Emley Moor was switched off on 21 September and freeview services boosted to reach all areas. Following the switchover, virtually all homes tuned into the Emley Moor transmitter are able to

receive digital TV free via an aerial, including those served by local relay transmitters.

The advice point was open on 4 days – 7, 8, 21, 22 September, and the team helped resolve over 450 enquiries from the general public.

With the Yorkshire switchover now completed, Tyne Tees viewers have one year until the Tyne Tees region goes digital. To find out when you will switch go to www.digitaluk.co.uk and look at the postcode checker.

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New Team Member at Volunteer Centre Ryedale

Volunteer Centre Ryedale is pleased to introduce our newest member of staff, Sarah Sissons.

Sarah has been volunteering with us for 4 months now and works along side our volunteer centre coordinator Sandi Clark. Sarah is a valuable and valued member of the team and settled in straight away. Her assistance will give the centre the chance to be open on more than its usual Thursdays and Fridays in the near future.



Sarah Sissons outside the Digital Switchover Advice Point.

Sarah takes part in the day to day running of the centre and deals with anything from brokerage to client interviews, and helped to man the mobile volunteer centre at the Ryedale Show. She also recently volunteered to help one of our other Sarahs, Sarah Richardson, with the delivery of the digital switchover advice point.



Ryedale District Council and Ampleforth College Bidding for 2013 Rugby League World Cup Glory!

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News

Staff changes at Ryedale Counselling Service

Ryedale Counselling Service are pleased to congratulate the three trainee counsellors who had been attached to the Service – Emmanuelle Dowsett, Joanne Jones and Sarah Whitehead – on successfully completing their Degrees/ Postgraduate Diplomas in Counselling!



We are delighted that all three have chosen to stay with Ryedale Counselling Service in the capacity of 'Volunteer Counsellor' and will be joined in this role by two further counsellors, Carol Tolley and Harvey Leigh who are both starting with the Service in October. All the above bring a wealth of experience and skills to the team, and, as with the existing staff, they are constantly undergoing further training in a diverse range of issues.

We also have a new trainee counsellor, Dee Jefferson, who joined us in September and (with thanks to the Volunteer Centre at Ryedale Voluntary Action) a new volunteer support worker – Marie Kearns who is assisting us one day a week.

Appointments are available at Community House every weekday, two evenings a week (Monday and Thursday) and Saturday mornings as well as in Derwent, Helmsley, Pickering, Sherburn and Norwood House surgeries and at Castle Health Centre in Scarborough.

Contact number: 01653 690124 email: counsellors@rva-cvs.org.uk

Website: www.ryedalecounselling.co.uk

we need the loo! Campaign e- petition Public Toilets for All

We Need the Loo is a joint venture between the Women's Design Group, British Toilet Association (BTA) and the Chartered Institute of Plumbing and Heating Engineering.

The campaign is promoting an online petition to ask Government to make adequate public toilet provision a legal requirement

- good public toilet provision enables everyone to participate fully in civic life
- public toilets are needed if we want people to increase the use of public transport and

encourage people to walk and cycle more

- better facilities will help to attract visitors and boost local economies
- lack of public toilets causes many elderly and disabled people to stay at home because they cannot rely on access to a loo when out and about

To sign the petition go to <http://epetitions.direct.gov.uk/petitions/15258> or search for public toilets on the government's e-petition website

The campaign team can be contacted on: weneedtheloo@gmail.com

This newsletter is sponsored by

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Training



Volunteer Management Training

(For all voluntary and community groups across Ryedale, Scarborough, Whitby and Filey)

Following on from the very successful Volunteer Management Training courses offered last year, Ryedale and Seachange Volunteer Centres are delighted to be able to offer you the chance to join us in the Spring 2012.

The courses are structured to offer discussion and participation, in addition to a comprehensive folder of written reference material for you to use back in your organisation. All learners have the chance to identify specific learning goals they wish to achieve, and the interactive format of the sessions ensures that you will personalise your learning and be able to implement things immediately within your organisation.

The course session content is listed below. Courses can be taken as stand alone sessions, or can be booked as a whole block of 5. A 10% Discount is offered when all 5 sessions are booked.

Volunteers And Your Organisation This looks at the importance of having the correct culture, documentation and policies in place within your organisation, whether you already involve volunteers or are involving volunteers for the first time. A particularly useful one in this current funding climate!

Attracting Potential Volunteers How and where to find the right volunteers for your needs, looking at a range of different marketing media and messages. We will review different advertising media, look at what makes a good advert, how to sell your opportunities and learn how to use the right media for you.

Recruitment—Getting It Right For Volunteers And Your Organisation This looks at the importance of role descriptions in managing volunteers expectations, and at how we enable them to make an informed decision about our organisation. It also looks at including volunteers with diverse needs and from different backgrounds, and covers how to say no if the volunteer isn't right for your organisation.

Support And Supervision Of Volunteers How to keep your volunteers motivated and happy, and volunteering long term for your organisation, by looking at the differences between support and supervision. It also covers how to tackle issues as and when they arise with your volunteers.

Problem Solving We look at dealing with difficult volunteers and difficult behaviour, and explore techniques which can be used to solve problems within your organisation. This course looks at your real life experiences and also discusses how to deal with dismissing volunteers.

Course costs: Voluntary / Community Groups £25 per person per session, Public Sector organisations £35 per person per session, Private Sector Organisations £55 per person per session.

To register an interest please contact:

Sandi Clark, Volunteer Centre Ryedale 01653 600120 sandi.clark@rva-cvs.org.uk or
Geraldine O'Brien, Seachange 01723 362205 volunteercentre@seachange-community.org

Partnerships



Voluntary sector integration into health commissioning and provision

Great strides of progress have been made towards closer partnership working with our GP practices and health colleagues across Ryedale.

The GP pilot which RVA is facilitating has now met several times and is taking specific pieces of work forward with great success. Agreements have been made around initial basic levels of information sharing so that GPs can begin to understand the extent to which the voluntary sector is already supporting their patients, and what can be achieved together in the future.

The pilot is part of an overall initiative by RVA to ensure that our local charities that provide health and social care are knitted into the transitions around health care and are in a strong position to continue to provide vital preventative services in Ryedale.

On Tuesday 27th September, Andrea Hobbs, RVAs Chief Officer, brought together 13 charities, along with colleagues from Ryedale District Council, Scarborough Hospital Trust, Ryedale's 'virtual ward' Nursing Team and GP practices, to discuss the role of a new **Ryedale Commissioning Cluster** group. The patient voice was also represented at this meeting through our colleagues from the Ryedale LINKs group and the meeting was supported with funding from the original Ryedale GP Practice Based Commissioning Board. There is also an electronic network which connects people and facilitates communication to other charities that are not able to attend meetings all the time.

The meeting discussed the changes to community services and where the voluntary sector fits in with the full integration of health care services and the vision of how things will be delivered in the future. Future models for voluntary sector collaboration were also discussed as well as issues which are important to Ryedale and which RVA will help to feed in to the new review of the **Joint Strategic Needs Assessment** (JSNA) which has just been launched by North Yorkshire County Council.

Discussions are also taking place about how the voluntary sector in Ryedale can be best placed to have full representation at the new GP Clinical Commissioning groups which will eventually have full responsibility for commissioning services in Ryedale when they take over this role from the PCT in 2013, and which are now beginning to be set up in shadow form.

In addition, RVA is facilitating opportunities for local charities to become more formally linked to how the needs of patients at Malton Hospital might be met by the voluntary sector, as part of an integrated multi-disciplinary team approach.

If you would like to contribute to the new networking that RVA is facilitating and think your organisation would benefit from inclusion, please contact Andrea at RVA for further details on 01653 600120.

If you have any ideas or thoughts about the **3 BIG** issues which impact on the health and wellbeing of the people of Ryedale which you would like us to feed into the JSNA review, please email Andrea at andrea@rva-cvs.org.uk



Local Focus

Ryedale District Council and Ampleforth College Bidding for 2013 Rugby League World Cup Glory!



During October & November 2013, England and Wales will be hosting the Rugby League World Cup (RLWC). The Rugby Football League (RFL) have encouraged areas up and down the country to submit expressions of interest to either host a game, training camp or base camp, while demonstrating their enthusiasm and commitment to making this the best event in the sport's history, and a key part of the golden decade of UK Sport with the 2012 Olympic Games, 2014 Commonwealth Games and the 2015 Rugby Union World Cup.

Ryedale District Council working in partnership with consortium members Ampleforth Abbey Trading Limited and North Yorkshire Rugby League Development Group have expressed an interest to host both a training and base camp

at Ampleforth College with the final bid been submitted on Friday 15th July 2011 and expect to hear if the bid has been successful before the end of 2011.

Ampleforth College has a good track record of hosting training and sporting camps. The site has also hosted the North Yorkshire Youth Games for a number of years, which involved schools from across North Yorkshire. The college has also produced famous players of the rugby union code including Lawrence Dallaglio former England Captain and the Easterby brothers Simon and Guy who played for Ireland.

The consortium feel a successful bid will help to accelerate development activity locally and leave a lasting legacy of rugby league in the area. Please help us raise the profile of Rugby League in Ryedale by backing the bid on Facebook: <http://www.facebook.com/RyedaleBidRLWC2013>



After an amazing three years, Hope Central Café is having a 'makeover' and on Monday 10th October we will open as '**The Coffee House**'.

We would like to say a huge thank you to everyone who has supported us with their regular custom. We will continue to offer great espresso coffees, freshly baked cakes, a wide range of freshly prepared meals, an extensive gluten free menu all at exceptional quality and great value.

But after talking to our customers, we want to provide a more relaxing environment, a place to meet and chat, read or browse the internet. We will be adding sofas, tub chairs and even a high chair for families.

We are still surprised at how many people have come in and say they didn't realise we were open to everyone!

Hope Central is open to all ages, it is a resource for the community whatever your opinions or beliefs.

We also provide rooms for hire and activities for all ages, including quiz nights, parents and tots, music evenings, films, children's activities and youth clubs.

Why not pop in and check us out? We guarantee a warm welcome and excellent service.

Opening Times:

Mon 10 am - 3:30 pm, Tue CLOSED,
Wed 10 am - 3:30 pm, Thu 10 am - 3:30 pm,
Fri 10 am - 3:30 pm, Sat 10 am - 3:30 pm.

Funding

Conference: Funding Landscapes Mapping the future of voluntary sector funding

18th November 2011, 10am - 4:30pm, York Racecourse

This will be a truly inspiring event for voluntary and community organisations to:

- * improve funding knowledge and effectiveness
- * meet funders face to face
- * get updated information on strategic policy initiatives

Programme for the Day

Plenary Speakers:

- Danielle Walker Palmour, Director of Friends Provident Foundation and Board Member of Big Society Capital
- Debra Allcock Tyler, Chief Executive, Directory of Social Change
- Jonathan Farnhill, Author of The Porcupine Principle (and other fundraising secrets)
- Peter Cleasby, Chair, Plunkett Foundation
- Peter Wanless, Chief Executive, Big Lottery Fund

Masterclass Workshops will include: Legacy Fundraising, Big Lottery Fund applications, Project Development, Tax Effective Giving, Fundraising Strategy, Social Impact, Bid Writing and many more.

There will be a marketplace of funders including Heritage Lottery Fund, Big Lottery Fund, Awards for All, Yorventure, Two Ridings Community Foundation, WREN, Charity Bank in the North, Comic Relief, Cooperative Foundation, Key Fund Yorkshire, Paristamen Foundation, LEADER and many more.

Attendance fees (including lunch, refreshments and conference materials):

£120 for charities with an annual income over £250k, public sector and private sector organisations.
£60 for voluntary and community organisations with an annual income under £250k.
FREE limited edition tickets for voluntary organisations with an annual income up to £30k.

**Book your place now to avoid disappointment by visiting:
<http://fundinglandscapes.eventbrite.com>**

This year there will be no locally based Meet the Funder events in North Yorkshire, however for those who are unable to attend the York event RVA are hoping to run a live link to the conference in Ryedale – We will keep you updated on this.

(This event has been organised by the York and North Yorkshire Funding Advice Network (a collaborative project of North Yorkshire and York Forum and the Local Support and Development Organisations) and funded by the National Lottery through Big Lottery Fund, Business Link Yorkshire and The Cooperative Membership.)

To contact the Funding Advisor:

Sarah Lally-Marley Telephone: 01653 600120 Email: sarahlm@rva-cvs.org.uk
www.ynyfundingadvice.org.uk



VCS Services

RVA Payroll Service

Ryedale Voluntary Action provides a cost effective payroll service for voluntary and community groups.

We provide all your payroll requirements including:

- Monthly payslips and reports
- All tax year processing
- All end of tax year processing including: P14s/P60s and P35 reconciled and submitted to HMRC
- Processing of SSP and SMP etc and all tax forms (P45, P46 etc)
- Answering employee queries

We offer a flexible, friendly, confidential service.

For more information or a quotation please contact Barbara Murray

**on 01653 600120 or email
barbara@rva-cvs.org.uk**

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Free online guides to help get the most out of computers and the internet

Digital Unite's Learning Zone provides a free online resource offering over 200 easy-to-use learner guides for people at all levels.

Topics covered include:

- getting started (the beginner's help section provides details on things to consider if choosing a new computer, laptop or printer) and how to email
- using social networking sites, smartphones, Skype and webcams
- YouTube and photography
- Internet security.

Visit <http://learning.digitalunite.com/>

Community Toolkit

Zurich are supporting Community Toolkit, a **free** information

resource for people who want to get involved in organising smaller, straightforward community activities.



- Get some guidance on how to set up and plan your community group's activities.

- Get a free personalised Community Toolkit Pack to help get your activity started.

<http://www.communitytoolkit.co.uk/>

Calendar Check is the FREE online 'who, what, where and when' of charity events (events can be searched by date range, charity and type both nationally and by region). In addition to helping fix dates and avoid clashes, there are a number of other benefits the website provides for charities, such as the Event Services and Product Guide, to help you find all the products and services you need to ensure that your event runs smoothly.

Organisers can search for competing charitable events and, having selected the perfect date, can upload details of their own event for free.

Event organisers can request volunteers to help out at the events through the site, and members of the public can also send requests via Calendar Check, to the charities, offering their services, on a voluntary part-time or permanent basis.

Visit: www.calendarcheck.co.uk

VCS Services

Rocket Science—Ready for Change Tool



Ready for Change is a free tool developed by Rocket Science to help organisations measure their readiness to adapt and respond to change.

Rocket Science has extensive experience in developing the capacity of third sector organisations to develop a positive approach and readiness to embrace change, which is the key to successfully implementing a plan for sustainability.

Shifts in policy, infrastructure and budgets are creating many challenges for organisations, forcing their boards and management teams to think creatively and differently about future sustainability.

This tool has been designed to understand how skills, systems and behaviours, support or prevent change and pinpoint areas of strengths and weakness. It will help users explore how well their governance, financial management, communication and development activities are working and identify any adjustments necessary in their plans for sustainability.

To download the tool go to:

http://www.rocketsciencelab.co.uk/what_we_do/toolkits/ready_for_change_tool/



Sight Support Ryedale has a new website.

Go to

www.sightsupportryedale.org

Sight Support Ryedale is an independent registered charity which caters for anyone in the Ryedale area of North Yorkshire who has a

serious sight problem. They have a thriving and active membership, supported by over 30 friendly and helpful volunteers.

The charity has been helping people with visual impairment since 1994, and now provides a wide range of support and activities, including fortnightly social groups, information and support, excursions, an annual holiday, walking group, Yoga sessions, book group, computer training, and supply or loan of aids and equipment.

Useful Websites

www.ryedaleva.org.uk an online resource providing voluntary and community support.

www.thirdsector.co.uk Third Sector is the UK's leading publication for everyone who needs to know what's going on in the voluntary and not-for-profit sector. You can subscribe to free e-bulletins on their website.

www.mediatrust.org.uk free-to-use Community Newswire service helps charities, communities and citizen journalists get their stories into the national and regional media.