Overview of Neighbourhood Management within the Harrogate District 2017/2018
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1. Introduction

In 2010 the Harrogate District Strategic Partnership recognised that whilst many local partner organisations (public, private and voluntary and community sector service providers) were involved in valuable work within the district, there was duplication and a lack of joined-up working; in addition organisations were under increasing pressure to deliver outcomes and efficiencies during a period where resources were under increasing strain and budgets reduced. The Partnership agreed there was a need for a collaborative structure at a neighbourhood level to deliver outcomes against joint priorities. These priorities were: a strong local economy, supporting our communities and enhancing and protecting our environment.

‘My Neighbourhood’ is a partnership project involving public, private and voluntary organisations with the aim of improving the quality of life of residents within specific neighbourhoods in the Harrogate district. Initially the project took place in one area of highlighted need, with just 10 partner organisations being involved in two weeks of coordinated community activity, engaging with local residents and addressing their concerns. From the success of that pilot the ‘My Neighbourhood’ partnership was formed. The project’s reach and activity has steadily grown and today it focuses on four geographical areas, involves over 100 individuals from partner organisations and is engaging with hundreds of local residents through its collaborations.
2. The projects 2017/18

The project areas
The four ‘My Neighbourhood’ projects are in the following area:
- Woodfield Ward Harrogate
- Granby Ward Harrogate
- Ripon Minster Ward
- Pateley Bridge/ upper Nidderdale

Priorities and key action areas
The main focus for each of the projects during 2017/2018 was:
- Financial inclusion
- Employment and skills
- Digital inclusion
- Fuel poverty
- Health and wellbeing
- Promoting and supporting volunteering

These are very broad themes and encompass a wide range of actions by each of the neighbourhood groups.
Key achievements/ outcomes from 2017/2018

The following section presents some of the key achievement from the ‘My Neighbourhood’ projects in 2017/2018. These have been captured in summary and case study form.
Outcomes by project area

Ripon Minster

Library drop-in Events

**Date:** Every 6 weeks  
**Area:** Ripon Minster  
‘My Neighbourhood’ priority addressed: All

Throughout the year Ripon library hosted a series of community drop-in sessions with officers from North Yorkshire Police and other statutory and voluntary services. During these informal sessions members of the public were able to talk to representatives from a wide variety of services including:

- Leeds Credit Union  
- North Yorkshire Fire and Rescue Service  
- Safer Neighbourhoods  
- North Yorkshire Horizons drug and alcohol dependency agency  
- Harrogate & Ripon Centres for Voluntary Service  
- Citizens Advice
Local residents and visitors were encouraged to drop in for a chat, to learn about the support available, ask questions, and be given advice on any issues they may want to raise. For the partners involved there are secondary outcomes that come from partnership working including:

- Open lines of communication and engagement between partners
- A better understanding of each other’s skills, strength and expertise

Within the annual programme of drop-ins two events took place with a particular focus.

- The June drop-in event was focussed around volunteering opportunities and coincided with National Volunteer Week, it gave partners the opportunity to say thank you to volunteers for their contribution and also promote the huge range of local opportunities to get involved.
- The Christmas drop-in on 8th December was an opportunity for residents to discuss their concerns with partners over a hot drink and a mince pie.
Attendance by partners and visitors and the topics discussed varies each month. For example the volunteer drop-in that took place in June 2017 included:

Attendance included:
- Mind
- Ripon Museums
- Ripon & Rural Wellbeing
- North Yorkshire Youth
- Harrogate & Ripon Centres for Voluntary Service
- Diabetes UK

Topics discussed included:
- How to get involved in volunteering
- Opportunities to volunteer
- How to register your interest
- The benefits of volunteering
- Training opportunities
Sights and Sounds of Ripon 2018

**Date:** March 2018  
**Area:** Ripon Minster  
‘My Neighbourhood’ Priority addressed: All

‘Sights and Sounds and Stories of Ripon’ was the seventh consecutive annual ‘My Neighbourhood’ event in Ripon and it was bigger and better than ever with loads of attractions to celebrate everything that makes the City of Ripon special.

The event was opened by the Very Reverend John Dobson at Ripon Cathedral. Reverend John was joined by the Mayor of Ripon Councillor Pauline McHardy as they watched Ripon City Morris Dancers and Betty Lupton Ladle Lakers.

Throughout the day there were events across the city with opportunities for residents and visitors to take part and find out more.

Over 1,000 residents from the city visited one or more of the activities across the city.
Ripon Museums

Free entry into all the Ripon museums, for some local residents this was their first visit to this local facility, sales in the gift shop were well above the usual. At least one new volunteer was recruited as a result of the day.

- Courthouse museum re-enactment of an historic Ripon trial with local magistrates and local residents

Advice from:

- North Yorkshire Horizons drug and alcohol awareness
- Leeds Credit Union providing financial information and advice
- Harrogate Borough Council Tenant Involvement
- Harrogate Borough Council Sports and Healthy Lifestyles team
- Youth Prevention Service – promoting youth activities in the Ripon area
- North Yorkshire Youth – promoting youth volunteering
- Sports and Healthy Lifestyle advice
- Ripon Evolve - Evolve is a small college in the centre of Ripon who provide an alternative to a large campus for full-time students in a supportive, friendly and inclusive environment. The Evolve students created a film about the city which was shown throughout the event.

Fun activities:

- Victorian school lessons and crafts
- Face painting
- Crafts from a workhouse age
- A pop up café with produce baked by local volunteers
Ripon Cathedral

Positive engagement with local residents, highlighting the role of voluntary and community groups in the city and promoting their links with the Cathedral:

- Dementia Forward
- Ripon Community Link
- A pop up café by Ripon Walled Garden
- Crafts for young people
- Ripon City of Sanctuary
- Cathedral Youth Choir performed along with the visiting youth choir from Minnesota USA
- Stories from the archives of Ripon – An oral history by local residents. This was performed to a packed audience.
Ripon Library

- 231 adults and 143 children attended these events which allowed for positive engagement with local residents, highlighting the role of volunteers and local services and community groups available in the city.
- Information on becoming a volunteer at Ripon library
- Storytime for younger residents
- Ripon RE-Viewed displayed treasured historical photographs of the city of Ripon from the archives
- Stories from the archives of Ripon – An oral history by local residents
- Promotion of the HELP at home, The Where to Turn Directory and also promotion of volunteering by HARCVS
- Adult Learning and Skills – promotion of free adult learning courses and advice

Town Hall

Residents were invited to learn about the city’s historic silverware and the history of Ripon.
Ripon Market Square

- YMCA Homeless information stall and launch of sponsored ‘sleep out’. This allowed for positive engagement with 20 local residents, highlighting the issues associated with homelessness.
- Find out more about the work of the emergency services; Police, Fire and First Responders
- A fire fighter car cutting demonstration by North Yorkshire Fire and Rescue, demonstrating how they go about cutting the roof off a crashed car after an accident.
- The demonstration was accompanied by a verbal commentary by the fire officers, highlighting the dangers of driving but also reassuring residents of their expertise and what can be done by the emergency services to save victims of car crashes and minimise injury.
- HBC Emergency Planning Service, raised awareness of the role of the Council Emergency Planning Service and the assistance available to local communities in times of emergency.
- First World War ‘Tommy’ statue with information stand. The figure was hand crafted by a local artist and signified the launch of the yearlong commemoration of the centenary of the end of the First World War.
Sights and Sounds promotion materials

SIGHTS, SOUNDS & STORIES of RIPON

Saturday
10th March 2018
11am-3pm

A free family friendly fun event
with activities and information for all the family

More details at
www.riponmuseums.co.uk/events
Email: admin@riponmuseums.co.uk
Tel: 01765 690799

SIGHTS, SOUNDS & STORIES of RIPON
SAVE THE DATE
Saturday
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• The activities throughout the event raised the profile of the ‘My Neighbourhood’ project and brought together a number of partners sharing time, resources and expertise and demonstrating the value of partnership working.
• Ripon Museums – 1,456 visitors of all ages were recorded as attending the museum, this compares to an average Saturday of 198 visitors.
• There was a visible partnership presence throughout the day, prompting questions and dialogue with the community.
• Representatives from partnership organisations were on hand to offer help and advice on a range of matters such as healthy lifestyle, bike maintenance and activities for children and young people of all ages.
• As a direct result of the display of the First World War Tommy statue on the market square the artist received 13 enquires and 8 commissions and has since recruited two local employees to assist with the commissions.
Summer Youth Holiday Activities at the skate park

Date: Summer 2017  
Area: Ripon Minster  
‘My Neighbourhood’ Priority addressed: Health and Wellbeing

A weekly outreach project to engage with hard-to-reach young people in positive and physical activities at Ripon Skate Park over the school summer holidays. The project provided diversionary activities over the summer holidays including sports and art.

The young people were given access to information, advice and support for a range of health related issues including emotional, physical, mental and sexual health. The project involved collaborative working with Healthy Child team, North Yorkshire Sport, Harrogate Borough Council, North Yorkshire Police, North Yorkshire Fire Service and Ripon Museums.

The project provided the young people with opportunities to improve self-esteem and confidence and raise aspirations through positive role play.
208 young males and 61 young females were engaged with over the duration of the project.

Anti-Social Behaviour statistics for the period compared to the same dates in 2016 showed 2 less reported incidents.

The project was an excellent example of collaborative working and showed the young people the range of individuals, agencies and activities that are available within Ripon.

North Yorkshire Fire and Rescue Service had previously reported incidents of young people throwing items at the fire engines whilst they were attending call-outs in the community. Bringing the young people and Fire Service together in a play environment helped break down barriers and stereotypes and enabled the Fire Service to educate young people about their role and the importance of what they do in the community.

Ripon Museums hosted a ‘roadshow’ where they took the museum to the young people at the skate park.

Harrogate Borough Council Sports development team delivered a week-long programme of football coaching. The young people learnt new skills, improved their confidence and made new friends.

The young people carried out litter picking activities and collected a substantial amount of rubbish over a two week period.

The local Health Care Trust provided school nurses to provide information advice and guidance on a range of issues including LGBT, going back to school anxieties, drugs and alcohol and sexual health. The team also signposted the young people to health drop-ins at Outwood Academy.
Woodfield Ward

Bilton & Woodfield Community Library fun day

Date: July 2017
Area: Woodfield Ward
‘My Neighbourhood’ Priority addressed: All

‘My Neighbourhood’ supported the Bilton & Woodfield Community Library fun day in July 2017 to raise funds for the community library. The fun day, featured special performances, stalls and North Yorkshire Police Service. The event followed on from the success of last year’s event.
**ACTIVITY**

- Dancing from Betty Lupton’s Ladle Lakers
- Sit and be Fit activities
- A pop up café
- Book stall for second hand books
- The launch of the summer reading challenge to local young people
- Information from HARCVS and Leeds Credit Union
- Local community group information stalls
- Local history group
- North Yorkshire Police and local PCSOs
- Local allotment society
- Friends of Millennium Green
- Harrogate Easy living project and information from HARCVS
- Bilton Youth Club

**OUTCOME**

- Over 50 young people signed up to the Summer Reading Challenge
- Police services engaged with local residents and discussed residents’ issues in an informal and relaxed environment
- The local history group recruited two new members
Bilton & Woodfield Community Library - Helping digital inclusion

Date: All year
Area: Woodfield Ward
‘My Neighbourhood’ Priority addressed: Adult learning skills

ACTIVITY
A local resident with good computer knowledge provides regular IT advice to residents.

OUTCOME
The volunteer has given his own time and skills to these sessions.

The advice sessions have helped improve the digital skills of residents as well as acting as a platform to advice on available free IT courses in the area and so promote further learning.
Bilton & Woodfield Community Library - Gardening project and tea on the lawn community engagement event.

**Date:** Summer 2017  
**Area:** Woodfield Ward  
**‘My Neighbourhood’ Priority addressed:** Health and Wellbeing

Young people from the Bilton Youth Club held a consultation event with partners and local residents to ask if they would like a community garden where vegetables and herbs would be grown by the youth club and then shared with the local community. Local residents shared their personal knowledge with the young people. Ideas were discussed as to the location of the planting beds and what should be planted and why.

The plant beds were subsequently created by the young people at the youth club from plans drawn up by the young people from ideas raised at the consultation event. Fruit, vegetables and herbs were planted which will be maintained throughout the year by everyone.

Three months later a tea on the lawn event was organised by the young people to celebrate the garden and show the community and families what had been grown.
Woodfield Health hub consultation

**Date:** Summer 2017  
**Area:** Woodfield Ward  
**‘My Neighbourhood’ Priority addressed:** Health and Well Being

NYCC, as anchor tenant, has provided youth services from Bilton Youth Centre for many years. As part of NYCC’s response to austerity cuts they are no longer in a position to carry out this role to explore options for the future of the Centre.

A team of consultants conducted a comprehensive community consultation which included ‘My Neighbourhood’ partners. The consultation found:

- Residents were keen for the building to be secured for future community use
- Whilst it is not practical for the building to be used solely for young people, partners were keen that activities continue to be provided for them at the Centre
- There is a need locally for informal activities for residents and families
- There is a keen interest in provision of a community café
- Provision of informal sporting activities such as a climbing wall or trampolining were also high on the ‘wish list’

It became clear early in the process that the Centre’s future success was dependent on securing a new anchor tenant to manage and develop the building and its activities.

Since the consultation, North Yorkshire Sport (NYS) has come forward as the new anchor tenant and The Hub has been created as a flexible and venue for a range of activities including children’s parties, exercise classes and venue hire.
Granby

Granby Newsletter - Keeping Residents informed

**Date:** October 2017  
**Area:** Granby  
**‘My Neighbourhood’ Priority addressed:** All

Keeping residents informed is key to all the ‘My Neighbourhood’ projects. In the Granby ward we periodically deliver a newsletter to all residents in the ward telling them about the work of the partnership and how they can get involved in activities and learning as well as how to contact key partners. The Probation Service Community Pay Back team deliver this on our behalf.

The newsletters have proved to be an excellent means of alerting residents to the upcoming activities in the area and also what partners are doing in their ward to improve the quality of life of residents.
Pateley Bridge and Nidderdale

Farmers IT

Date: October 2017
Area: Masham
‘My Neighbourhood’ Priority addressed: Adult Learning and Skills

Good IT skills are a necessity for farmers to enable them to run their farms as sustainable businesses. In conjunction with Nidderdale Area of Outstanding National Beauty, ‘My Neighbourhood’ and Adult Learning partners a project to improve the farmers’ IT skills was developed.

A tutor with a farming background who was knowledgeable in the skills the farmers needed was identified, the tutor ensured that the IT training was focussed around agricultural subjects. The courses were provided in a very relaxed and informal manner and an accessible location was identified.

The following workshops were conducted:
- 1 x 3hr workshop beginners Internet - farming related websites & online forms
- 1 x 3hr workshop beginners email
- 1 x 3hr workshop beginners accounts (intro to Excel - cash flow)
- 1 x 3hr workshop beginners accounts (intro to Excel – simple VAT returns)
- 3 x 3hr sessions ‘Accounting for Business’ (farming related) why we keep accounts, simple cash book (using excel / manual cash book) covering petty cash income and payment etc.

Each of the above workshops were delivered separately and not as a ‘course’ this allowed farmers to attend the sessions they were interested in.

10 learners attended the workshops and a waiting list is filling up for further workshops.
Red Cross loneliness project

**Date:** 2017/2018  
**Area:** Niderdale  
**‘My Neighbourhood’ Priority addressed:** Health and Wellbeing

The Red Cross loneliness project has continued to identify vulnerable and socially isolated people in the Nidderdale area, ensuring that those who are socially isolated are able to access the services they require. The project also offers clients new opportunities and provides support to aid them to attend activities within their community.

During 2017/2018 referrals to the project within the Masham and Pateley Bridge area increased. A loan service of mobility aids to visitors over the Christmas and summer period proved particularly popular and was promoted by ‘My Neighbourhood’ partners.

**Case Study:**  
A four week free Adult Learning course ‘cooking for one’ was held at the Methodist church in Masham and attended by local residents and service users from the British Red Cross Connect Service. The course, provided simple to follow recipes using locally sourced ingredients. ‘Cooking for one’ was thoroughly enjoyed by all the students and provided them with new ideas and the confidence to cook rather than heat up a ready meal. New friendships were formed and the group have stayed in touch thus alleviating loneliness and isolation.
## Outcomes by priority

**Date:** 2017/2018  
**Area:** All ‘My Neighbourhood’ areas  
‘My Neighbourhood’ **Priority addressed:** Adult Learning and Skills

<table>
<thead>
<tr>
<th>Location</th>
<th>Course</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Masham</td>
<td>Cookery for one</td>
<td>16 learners from the Red Cross loneliness project attended</td>
</tr>
<tr>
<td>Ripon</td>
<td>Internet ICT safety</td>
<td>8 learners attended</td>
</tr>
<tr>
<td></td>
<td>Carry on computing</td>
<td>8 learners attended</td>
</tr>
<tr>
<td></td>
<td>Communication skills</td>
<td>6 learners attended</td>
</tr>
<tr>
<td></td>
<td>Small steps to mental wellbeing</td>
<td>8 learners attended</td>
</tr>
<tr>
<td>Bilton and Woodfild library</td>
<td>Beginners computer course</td>
<td>2 courses, 12 learners</td>
</tr>
</tbody>
</table>

*ALSS*  
Adult Learning and Skills Service  
*Providing local people with the skills and knowledge that North Yorkshire employers require.*  
www.northyorks.gov.uk/adultlearning
Granby Newsletter - Keeping Residents informed

**Date:** 2017/2018  
**Area:** All ‘My Neighbourhood’ areas  
**‘My Neighbourhood’ Priority addressed:** Financial and Social Inclusion

In partnership with Harrogate Borough Council, Leeds Credit Union gives members access to the full range of services from bank accounts, tailored savings accounts to low cost loans http://www.leedscitycreditunion.co.uk/whiterose

In 2017/2018 membership rose to 657 members, compared to 195 members in 2016/2017. The increase in membership was largely as a result of the promotion within the ‘My Neighbourhood’ areas and the weekly surgeries conducted in each locality.

Also during this period 30 loans were granted totalling £26,612,709.60. Taking into account WRCU interest of 42.6% (their highest interest rate) the interest charged on the 30 loans would be £5,473 (note: loans start from an interest rate of 4.9% so not all 30 loan recipients would have been assessed on a 42.6% rate). The interest charged by Credit Union compares with interest charges of doorstep lenders (300%) which would total £25,532 potentially saving the community £20,059 or the interest charges of High Street lenders (1200%) which would total £55,832 potentially saving the community £50,360.

During this period the Credit Union made an agreement with Laingham and Webb homeware goods providing white goods with low cost repayments. This proved popular with HBC tenants and a number if referrals were made via the HBC Housing teams.
Case Study
Mrs X attended an appointment at a ‘My Neighbourhood’ Credit Union surgery, she was very distressed. She had multiple debts, including rent, utilities and council tax.

The Credit Union helped her complete an income and expenditure form and it became apparent that Mrs X had enough income to cover the outgoings. The Credit Union made arrangements for Mrs X to make minimum payments plus token payments towards her arrears. During the meeting with Mrs X she disclosed that she was experiencing difficulties at home that were contributing to her poor money management. Onward referrals to partner agencies were made.

Need help
managing your money?

Our personal budgeting advice team provide confidential support with:
- personal budgeting
- household budgeting
- debt management
- benefit claims
- enforcement action
- managing online Universal Credit accounts

Contact us on 01423 500600 or visit www.harrogate.gov.uk/managingyourmoney

Affordable loans, saving accounts and budgeting advice are also available from the White Rose Credit Union
Call them on 0113 2423343 or visit www.leedscitycreditunion.co.uk/whiterose

On behalf of the Housing Income Team, I wanted to thank you for all your help with this family. It has been a great success.
Neighbourhood Team Leader Housing and Property HBC

White Rose Credit Union
Sharing information and training opportunities

Secondary outcomes of partnership working aren’t often captured, as they occur as a result of the networking; but they are just as important as the direct outcomes from targeted partner action. An important feature of ‘My Neighbourhood’ is the open lines of communication and engagement between partners and being able to refer residents to their own and partner services and support. Below are a few examples partners have shared over the year.

I was very unsure and shy when the course started but by the end I felt more confident and was happy to join in.

Participant, Parents’ EFA

I have realised that everyone is in a similar situation, and that I am not different. More positive about myself. There’s a lot of good in my life and people who care about me.

Participant, Parents’ EFA

Practical support to help residents stay warm and well this winter

There is free help available across North Yorkshire. For any concerns about staying warm and well this winter, please telephone: 01609 767 555 or visit: www.warmandwell.org.uk

Do you worry about winter?
Do you struggle to pay your household bills?
Do you have a cold home?

Warm & Well in North Yorkshire is a partnership project funded by North Yorkshire County Council and led by Citizens Advice Mid-North Yorkshire.
Mental Health First Aid Training

The ‘My Neighbourhood’ partnership is frequently offered free places on training courses such as Mental Health First Aid. This two day course was well received and offered the opportunity for the two partners that attended to cascade the training.

‘I really got a lot out of the training,
I am happy to share my learning’
Financial Resources

Summary of 2017/2018 financial resources
Harrogate Borough Council continues to provide annual financial resource for the administration of the ‘My Neighbourhood’ projects within 2017/2018 and the small project fund. Other partners have contributed making various in-kind contributions, such as through the provision of meeting venues where possible.

The following provides a breakdown of expenditure for the project areas within 2016/2017

<table>
<thead>
<tr>
<th>‘My Neighbourhood’ Area</th>
<th>Expenditure £</th>
<th>Notes (*finances include)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pateley Bridge</td>
<td>£563.80</td>
<td>Meeting room hire, venue hire for IT training Courses and kitchen hire for Cooking for One course</td>
</tr>
<tr>
<td>Ripon</td>
<td>£1091</td>
<td>Meeting room hire, banners for event, publicity and resources for Sights &amp; Sounds, youth project</td>
</tr>
<tr>
<td>Woodfield</td>
<td>£490</td>
<td>Event banner and publicity, library computer maintenance, Garden project, Tea on the garden project</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£2,144.80</strong></td>
<td></td>
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</tbody>
</table>
The coming year – what next for ‘My Neighbourhood’ in the district

Following a consultation with the Steering Group and considering the Harrogate district Public Services Leadership Board action plan and priorities, the following priorities have been agreed for 2018/2019:

- Financial and social inclusion
- Employment and skills
- Health and wellbeing
- Promoting and supporting volunteering