

## Agenda

**Meeting: Corporate and Partnerships  
Overview & Scrutiny Committee**

**Venue: Brierley Room, County Hall,  
Northallerton DL7 8AD  
(see location plan overleaf)**

**Date: Monday 4 March 2019 at 10.30 am**

Recording is allowed at County Council, committee and sub-committee meetings which are open to the public, please give due regard to the Council's protocol on audio/visual recording and photography at public meetings, a copy of which is available to download below. Anyone wishing to record is asked to contact, prior to the start of the meeting, the Officer whose details are at the foot of the first page of the Agenda. We ask that any recording is clearly visible to anyone at the meeting and that it is non-disruptive. <http://democracy.northyorks.gov.uk>

Please note that all members of the public should report to reception at the North Block (Health and Adult Services) on the day of the meeting.

### Business

1. **Minutes of the meeting held on 3 December 2018**

**(Pages 6 to 11)**

2. **Declarations of Interest**

3. **Public Questions or Statements**

Members of the public may ask questions or make statements at this meeting if they have given notice to Daniel Harry of Policy & Partnerships (*contact details below*) no later than midday on Wednesday 28 November 2018. Each speaker should limit themselves to 3 minutes on any item. Members of the public who have given notice will be invited to speak:-

- at this point in the meeting if their questions/statements relate to matters which are not otherwise on the Agenda (subject to an overall time limit of 30 minutes);
- when the relevant Agenda item is being considered if they wish to speak on a matter which is on the Agenda for this meeting.

4. **Chairman's Announcements - Any correspondence, communication or other business brought forward by the direction of the Chairman of the Committee.  
(FOR INFORMATION ONLY)**
  
5. **Corporate Volunteering Project Update** – Keeley Metcalfe, NYCC Senior HR Advisor  
**Pages 12 to 23)**  
Purpose of Report – To provide an update on the corporate Volunteering Project and outline progress made to date.
  
6. **Reducing Adult Reoffending Update**– Martin Weblin, Community Rehabilitation Company & Louise Johnson, National Probation Service  
**A) Community Rehabilitation Company** – Presentation by Martin Weblin  
**B) National Probation Service** – Briefing Note by Louise Johnson (to follow)
  
7. **Draft Work Programme 2019/20** – Melanie Carr, Principal Democratic Services and Scrutiny Officer, NYCC  
**(Pages 24 to 27)**  
Purpose of the Report – To provide a draft work programme for the coming municipal year for the Committee to consider, develop and adopt.
  
8. **Work Programme 2018/19** – Melanie Carr, Principal Democratic Services and Scrutiny Officer, NYCC  
**(Pages 28 to 30)**  
Purpose of the Report – To consider the work programme for the current municipal year and agree any amendments in relation to the final meeting in April 2019.
  
9. **Other business which the Chairman agrees should be considered as a matter of urgency because of special circumstances.**

Barry Khan  
Assistant Chief Executive (Legal and Democratic Services)  
County Hall  
Northallerton

Date: 22 February 2019

## **NOTES:**

- (a) Members are reminded of the need to consider whether they have any interests to declare on any of the items on this agenda and, if so, of the need to explain the reason(s) why they have any interest when making a declaration.

The relevant Corporate Development Officer or Monitoring Officer will be pleased to advise on interest issues. Ideally their views should be sought as soon as possible and preferably prior to the day of the meeting, so that time is available to explore adequately any issues that might arise.

- (b) **Emergency Procedures For Meetings**  
**Fire**

The fire evacuation alarm is a continuous Klaxon. On hearing this you should leave the building by the nearest safe fire exit. If the main stairway is unsafe use either of the staircases at the end of the corridor. Once outside the building please proceed to the fire assembly point outside the main entrance

Persons should not re-enter the building until authorised to do so by the Fire and Rescue Service or the Emergency Co-ordinator.

An intermittent alarm indicates an emergency in nearby building. It is not necessary to evacuate the building but you should be ready for instructions from the Fire Warden.

### **Accident or Illness**

First Aid treatment can be obtained by telephoning Extension 7575.

# Corporate and Partnerships Overview and Scrutiny Committee

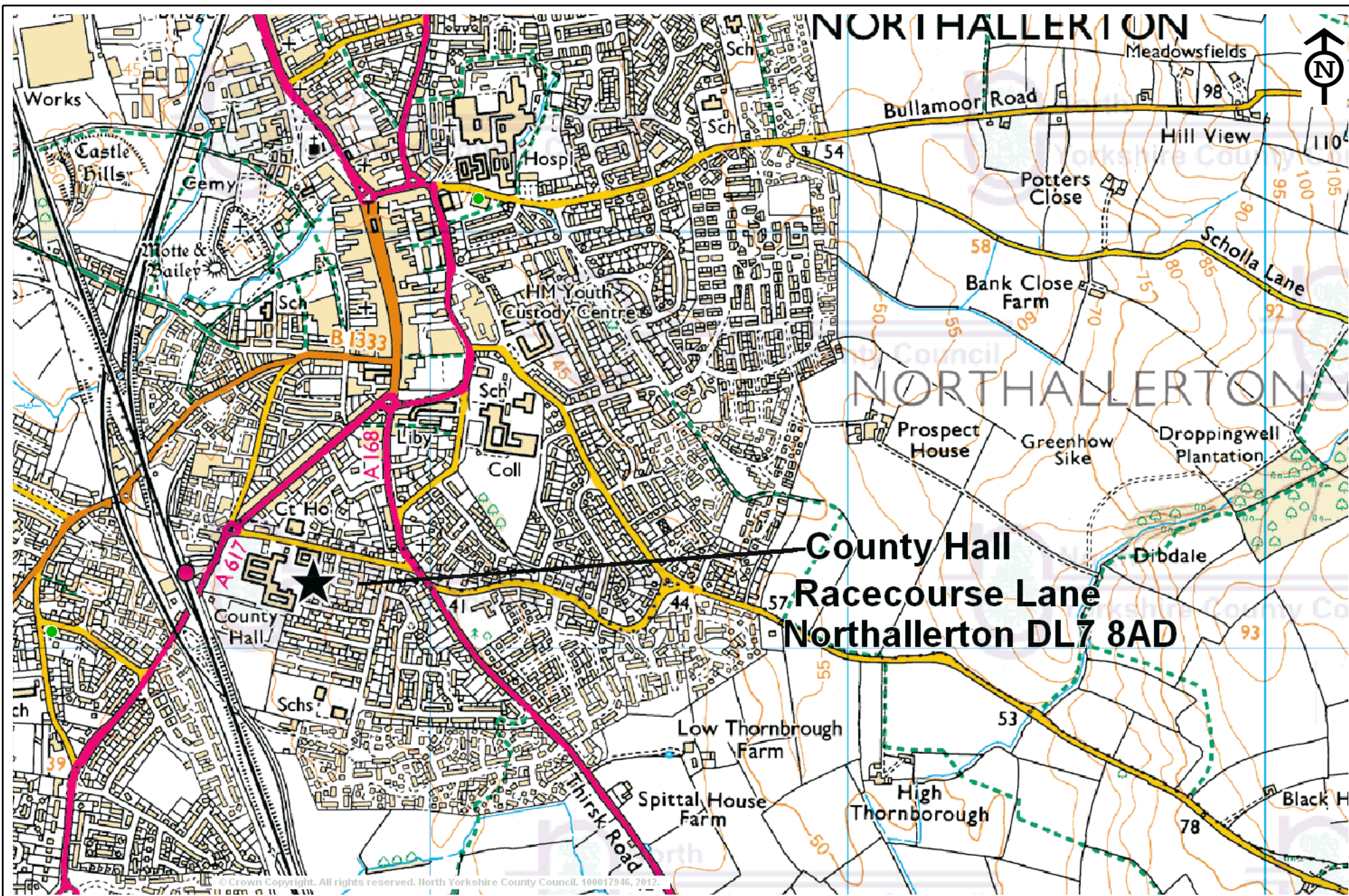
## 1. Membership

<b>County Councillors (13)</b>						
	<i>Councillors Name</i>	<i>Chairman/Vice Chairman</i>	<i>Political Group</i>	<i>Electoral Division</i>		
1	ARNOLD, Val		Conservative	Kirkbymoorside		
2	ATKINSON, Margaret		Conservative	Masham and Fountains		
3	BASTIMAN, Derek	Chairman	Conservative	Scalby and the Coast		
4	GOODRICK, Caroline		Conservative	Hovingham and Sheriff Hutton		
5	GRIFFITHS, Bryn	Vice-Chairman	Liberal Democrat	Stokesley		
6	HASLAM, Paul		Conservative	Harrogate Bilton and Nidd Gorge		
7	JORDAN, Mike		Yorkshire Party	South Selby		
7	MUSGRAVE, Richard		Conservative	Escrick		
8	PARASKOS, Andy		Conservative	Ainsty		
9	PARSONS, Stuart		NY Independents	Richmond		
10	RANDERSON, Tony		Labour	Eastfield and Osgodby		
11	TROTTER, Cliff		Conservative	Pannal and Lower Wharfedale		
12	WILKINSON, Annabel		Conservative	Swale		
<b>Total Membership – (13)</b>				<b>Quorum – (4)</b>		
<b>Con</b>	<b>Lib Dem</b>	<b>NY Ind</b>	<b>Labour</b>	<b>Ind</b>	<b>Total</b>	
<b>9</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>13</b>	

## 2. Substitute Members

<b>Conservative</b>		<b>Liberal Democrat</b>	
	<i>Councillors Names</i>		<i>Councillors Names</i>
1	CHAMBERS, Mike MBE	1	WEBBER, Geoff
2	ENNIS, John	2	
3	PATMORE, Caroline	3	
4	LUNN, Cliff	4	
5	JENKINSON, Andrew	5	
<b>NY Independents</b>		<b>Labour</b>	
	<i>Councillors Names</i>		<i>Councillors Names</i>
1		1	DUCKETT, Stephanie
2		2	
3		3	
4		4	
5		5	





**County Hall, Racecourse Lane, Northallerton DL7 8AD**

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**North Yorkshire County Council**  
**Corporate and Partnership Overview and Scrutiny**  
**Committee**

Minutes of the meeting held at County Hall, Northallerton on 3 December 2018 at 10.30 am.

**Present:-**

County Councillor in the Chair – Derek Bastiman

County Councillors Val Arnold, Margaret Atkinson, Caroline Goodrick, Bryn Griffiths, Mike Jordan, Richard Musgrave, Andy Paraskos, Tony Randerson, Cliff Trotter and Annabel Wilkinson.

**Also in Attendance**

Julia Mulligan, Police, Fire & Crime Commissioner & two supporting officers

Executive Members: County Councillors Carl Les and David Chance

North Yorkshire County Council Officers: Karen Iveson, AD Strategic Resources; Nigel Smith Head of Highways Operations; Deborah Flowers, Highways Customer Communications; and Melanie Carr, Principal Democratic Services and Scrutiny Officer.

Stuart Minting, Local Democracy Reporter.

**Apologies for Absence**

Received from: County Councillors Angus Thompson and Stuart Parsons. There were no substitutes.

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**Copies of all documents considered are in the Minute Book**

**67. Minutes**

**Resolved –**

That the Minutes of the meeting held on 3 September 2018, having been printed and circulated, be taken as read and be confirmed and signed by the Chairman as a correct record.

**68. Declarations of Interest**

There were no declarations of interest.

**69. Public Questions or Statements**

There were no public questions or statements.

**70. Chairman's Announcements - Any correspondence, communication or other business brought forward by the direction of the Chairman of the Committee**

County Councillor Derek Bastiman updated the Committee on the ongoing work to produce a report for Management Board on the Council's assessment of its performance against the Equality Framework for Local Government, and potential areas of improvement. Members were made aware that discussions would be completed by early December and the main points summarised for inclusion in the report. Also that work was underway to better assess cumulative impact of service changes over time, utilising a performance dashboard approach.

**71. Attendance of the Police & Crime Commissioner**

Considered -

An update on the implementation of plans for formal collaboration between North Yorkshire Police and North Yorkshire Fire & Rescue.

The Police, Fire & Crime Commissioner (PFCC), Julia Mulligan attended the meeting to provide the update, which highlighted the major changes happening within North Yorkshire's Fire & Rescue Service (NYFRS) both to its senior management team and its governance model. She also outlined the work ongoing to carry out a full service review of NYFRS and the findings arising from the initial phase of the review.

County Councillor Andy Paraskos questioned who was scrutinising the work of NYFRS and in response the Commissioner outlined the various levels of scrutiny, which now mirrored those methods used to scrutinise North Yorkshire Police.

County Councillor Mike Jordan raised concerns about turnover of staff and staff training, and the Commissioner confirmed that the training facilities available at Easingwold were very good, enabling the delivery of a comprehensive training programme. She also confirmed that whilst previous training had been affected by the industrial action taken by the Fire Brigade Union, 40% of retained firefighters had now received the necessary training.

County Councillor Tony Randerson raised concern about the length of time it was taking to carry out the full service review and get a Fire and Rescue Plan in place. The Commissioner confirmed that responsibility for putting the Plan in place had only passed to her as of 15 November 2018, and that formal consultation would be required as part of the formation of the Plan.

The Commissioner also confirmed that currently day to day NYFR services was being funded out of reserves, and that those reserves were likely to be depleted by 2023. In response, a Finance Working Group had been formed to consider all saving opportunities in order to identify the best way forward for the Service to live within its means. Members noted that the use of reserves meant that NYFRS had no buffer to address possible pension issues going forward.

In response to a question from Members, the Commissioner also confirmed her ongoing work to clarify which Ministry was responsible for Fire Services, in order that she could lobby the appropriate Minister on the issue of precept, which in her view should be along the same lines as for the Police. It was noted that the Government currently capped Police Fire & Crime Commissioners' rights to consult on raising the precept.

County Councillor Bryn Griffiths asked for clarity on the current cap, and the Commissioner confirmed that currently the cap allowed for a rise of 2.99% which was the equivalent of £1 but that she would like to raise it by £5. Also that the full-service review would not be



completed in time to inform the next setting of the precept, which prevented its use for plugging the shortfall in available funding. The Commissioner confirmed that whilst some saving opportunities had already been identified e.g. moving the headquarters, changes to back office staffing, and extending the life of Fire Service vehicles, they were insufficient to cover the £3.5m shortfall, and therefore further savings would be required if the current level of service was to be maintained.

County Councillor Bryn Griffiths also questioned how the Commissioner engaged with residents who were unable to access meetings and decision making online and received an outline of the comprehensive communications programme in place, both formal and informal. The Commissioner went on to highlight the well established strategic partnerships in place to ensure community safety, which included work with third sector bodies, but agreed there was a need for greater consistency and flexibility in that partnership work. She also confirmed there had been a good level of interest shown in the Chief Officer post, both internally and externally.

#### **Resolved -**

- i) That the Commissioner be thanked for her update
- ii) That a future update be added to the Committee's work programme.

## **72. North Yorkshire County Council Investment Strategy**

Considered -

A progress update on the delivery of the County Council's alternative investment framework provided by Karen Iveson which highlighted;

- An alternative approach had been required following a decade of low interest rates and therefore the difficulties in finding places to invest;
- That the alternative approach was a more commercial approach than previously taken;
- The County Council had considered fourteen potential investment opportunities before agreeing to take three forward;
- Bids on two investments had been successful following substantial due diligence – a £900k investment in a freehold bank unit and lease in Stafford Town Centre had been completed and a £9.1m leaseholder investment in Harrogate Baths building was in progress;
- £6m had been invested in two property funds
- Specialist advice had been sought where needed

Karen Iveson went on to detail the estimated returns from the investments made to date and the focus of the work to be undertaken in the next twelve months.

In regard to the potential for the council to own a solar farm, County Councillor Derek Bastiman suggested agricultural holdings may prove a suitable site.

County Councillor Richard Musgrave queried how the County Council planned to mitigate the risks associated with the property funds and in response Karen Iveson acknowledged that:

- Investment in property funds did bring a greater degree of risk than traditional investment routes
- The approach taken in considering any potential investment opportunities did ensure diligent consideration of all the risks involved
- The financial modelling tool used enabled the varying of assumptions.
- Risk mitigation limited exposure to the risks



- An element of funding would be set aside to address any issues that might arise during the lifetime of each investment.

County Councillor Mike Jordan suggested the Government was looking at what local authorities were doing as it was concerned that they were losing sight of what they were here to do, and that a lot of time and resources were involved in maintaining the County Council's approach. In response Karen Iveson confirmed that the approach had required changes to working structures, not additional resources.

County Councillor Bryn Griffiths suggested it was important to manage the public's perception of the county council's investment approach and in response Karen Iveson confirmed that the County Council had not borrowed money in order to invest unlike some other local authorities, and always took the necessary time to apply due diligence to the process. Members thanked the officer for the report and

### **Resolved -**

- i) To note investment progress to date and the planned focus of the work over the coming 12 months.

## **73. Parish Portal Update**

Considered -

An update report on the operation of the Parish Portal and parish Council engagement.

Nigel Smith, Head of Highways Operations introduced the report, highlighting that:

- 518 of the 731 parish councils were now live on the portal;
- The number of service requests since the launch was now over 4,000;
- Parish clerks had provided positive feedback and had growing confidence in the portal
- Positive feedback had been received on the workshops held during summer 2018

County Councillor Tony Randerson raised concern that the report did not go far enough and reminded officers that 2 years ago the Committee had requested a portal specifically for Councillors where they could register issues brought to their attention by members of the public, in order to address the expectation of the public that a County Councillor would be able to progress an issue where they had failed.

County Councillor Derek Bastiman reiterated the pressing need for councillor access to the information held within the portal and County Councillor Caroline Goodrick suggested that being able to pull off a report on all issues raised by a specific parish council, ahead of attending a parish council meeting, would be really helpful.

In response, Deborah Flowers, Highways Customer Communications Officer acknowledged the delay in responding to that previous request by the Committee and confirmed that at present a design flaw in the portal meant that only the parish clerk as the submitter of the issues could raise a report that detailed all the issues/faults registered and the responses to date. However, the planned development of a Members' Dashboard would provide an appropriate tool for councillors going forward. She confirmed that the dashboard would capture all information relevant to a division registered within either the parish portal or the customer portal.

County Councillor Mike Jordan confirmed he was pleased with the parish portal and that he often received reports from members of the public through social media.

County Councillor referred to the possible further improvements to the portal highlighted in the report and asked that all those improvements be realised, which Nigel Smith confirmed

would happen.

County Councillor Richard Musgrave suggested it would be helpful if there was a one stop shop for councillors that linked up with district councils, incorporating information on planning and highways. He also questioned the level of confidence in the system to prevent the kind of data breaches which had happened elsewhere.

In response officers confirmed the system was being constantly monitored, and that a one stop shop approach could be added as a lower priority to the list of future functionality improvements listed in the report. They also reminded Councillors that the portal was there to complement existing traditional methods of communication with parish councils, and that the county council was leading the way as other local authorities had expressed interest in the system.

#### **Resolved -**

That:

- i. The report be noted;
- ii. Work be undertaken to explore either how the portal could be adapted for use by councillors, or the introduction of an alternative portal specifically for councillors;
- iii. A further update be provided to the Committee in 6 months.

#### **74. Bank & Post Office Closures Review**

Considered: The draft final report arising from the scrutiny review of bank and post office closure across the county.

Melanie Carr, Principal Democratic Services and Scrutiny Officer, introduced the report, highlighting the feedback from MPs at Annex C and the new information shown at Annex D which provided an overview of the UK's ATM network and deployment and changes to network coverage across North Yorkshire during 2018. She also drew attention to the mechanism already in place which would enable county councillors to submit possible locations for new ATMs within their divisions.

County Councillors Derek Bastiman and Tony Randerson expressed their disappointment at the lack of positive response from the council to the Committee's suggestion that the county council should lead the way in providing ATMs in rural communities i.e. the feedback from officers that due to the limited number of council owned properties across the county, the opportunities for the introduction of an ATM in a council-owned building may be limited.

In response Melanie Carr confirmed that the ATM providers based their decisions on location solely on the commercial viability of a location, and on not on its value to a community. She also confirmed it would likely prove difficult to encourage a provider to re-install an ATM in a location where one had previously been removed, as there would already be information available that suggested that location was not commercially viable.

In line with proposed Recommendation C in the report, County Councillor Bryn Griffiths suggested that as and when a County Councillor identified a possible location for an ATM, they should inform the Stronger Communities Team so that they can assist in the process and encourage the community to support the proposal and provide evidence of need.

#### **Resolved –**

That:

- i) The proposed recommendations shown in the review draft final report at paragraph

28 be endorsed for submission to the Executive

- ii) The following additional Recommendation be added to the final report prior to its submission to the Executive:

‘Recommendation D)

That the Stronger Communities Team support all submissions of possible site locations submitted by County Councillors via the LINK’s online tool, by encouraging the relevant community to support a proposal and provide evidence of need.’

## **75. Work Programme**

Considered -

The report of Melanie Carr, Principal Democratic Services and Scrutiny Officer, providing Members with a copy of the Committee’s Work Programme for review and comment.

Attention was drawn to a Motion on the ‘Charter Against Modern Slavery’ considered at the last meeting of full Council and the decision of full Council that the motion be referred to the Corporate & Partnerships Overview & Scrutiny Committee before going back to Council on 20 February 2019.

**Resolved -**

That:

- i) A report in support of the issues raised in the aforementioned motion be added to the committee’s work programme for the mid cycle briefing on 21 January 2019.
- ii) The work programme be updated to include future meeting dates during 2019/20
- iii) That the updated work programme include the progress reports requested, as detailed elsewhere in these Minutes.

## **76. Other business which the Chairman agrees should be considered as a matter of urgency because of special circumstances**

There was no other business.

The meeting concluded at 12:35 pm.

MLC

## North Yorkshire County Council

### Corporate and Partnerships Overview and Scrutiny Committee

#### Corporate Volunteering Project Update

4<sup>th</sup> March 2019

#### **1.0 Purpose of Report**

- 1.1 To provide Members with an update on the Corporate Volunteering project and outline progress made to date.

#### **2.0 Introduction**

- 2.1 At the mid-cycle briefing of the committee held on 24<sup>th</sup> April 2018, a presentation was delivered on the use of Volunteers within NYCC. The wide use of volunteers to deliver services was highlighted, including the services in which they were utilised and the value they bring to the authority and wider community. A proposal was subsequently approved as part of the 2020 Programme to internally deliver a Corporate Volunteer Project that aimed to maximise and optimise the use of volunteers across all services, creating consistencies in: marketing, recruitment, induction, training, ongoing support and efficient volunteer processes with the purpose of optimising the use of volunteers and aiding retention. It was agreed that an update would be provided on this project in spring 2019.

#### **3.0 Corporate Volunteering Project**

- 3.1 A Volunteer Adviser was appointed in July 2018, based in the Resourcing Solutions Team - HR. The focus for this role was to achieve the objectives presented at the mid-cycle briefing last year. To provide a framework for this a Volunteer Sub-Group of the Stronger Communities Board has been established and is meeting regularly to discuss challenges and priorities, inputting into areas of work as they progress. This group comprises of representatives from Stronger Communities and the Resourcing Solutions Team and lead officers from the services that use volunteers.
- 3.2 One of the key focuses of the work in recent months has been to develop a Corporate Volunteer Strategy that outlines NYCC's commitment to volunteers, alongside a set of Volunteer Strategy Standards. This document has been produced in consultation with the volunteer sub-group, volunteer co-ordinators/managers in NYCC and our volunteers. A draft of the Volunteer Strategy is attached to this report, see Appendix 1 and accompanying Strategy Standards, see Appendix 2.
- 3.3 Expenses  
Research has been undertaken as part of this project in relation to custom and practice regarding the payment of volunteer expenses and has identified inconsistencies in the rationale and rates provided to volunteers for claiming

expenses. National best practice<sup>1</sup> advises that volunteers are not paid for their time but should be paid for any out-of-pocket expenses. These expenses could include:

- travel
- postage and telephone costs if working from home
- essential equipment, such as protective clothing.

3.4 Currently no policy or guidance document exist that details what NYCC consider to be reasonable out-of-pocket expenses, or defines the situations when these do/do not apply and the rates that can be claimed. This has resulted in volunteers from a wide variety of services being treated differently in terms of claims for subsistence and travel resulting in issues of inequality and inconsistency.

3.5 In order to develop a fair, consistent and efficient approach it is proposed that NYCC thoroughly review its approach to volunteer expenses with view to adopting a Policy and guidelines on the type of expenses that can be claimed, including the rate for mileage. This will be developed in partnership with the services using volunteers, volunteer co-ordinators and the Volunteer Sub Group, including consultation with volunteers and HR (Pay and Reward).

#### **4.0 Future Focus**

4.1 The Corporate Volunteering Project is currently working on a range of projects to streamline the processes for attracting, recruiting and managing volunteers.

4.2 Elements include:

- Developing and implementing a marketing strategy to promote NYCC volunteering in an engaging and positive manner
- Transitioning to customer focussed digital volunteer customer journey
- Reviewing volunteer expenses, including the rate, when and how it is applied and transitioning to an online claim form
- Developing a consistent customer focussed approach to volunteer induction and training
- Reviewing methods to celebrate, recognise and reward volunteers and raise the profile of volunteer value.
- Develop business tool to aid the assessment of appropriateness of volunteers as an approach including awareness of the minimum commitment and volunteer experience standards.

#### **5.0 Recommendations**

5.1 It is recommended that Members review the update provided on the Corporate Volunteer Project and provide feedback, thoughts and ideas for future consideration in order that a consistent and equitable approach is adopted.

<sup>1</sup> Gov.uk/volunteering and National Council for Voluntary Organisations

**Report Author:**

Keeley Metcalfe  
Senior HR Advisor

18 February 2019



## NYCC Volunteers Strategy

### Introduction

The purpose of this strategy is to set out our principles and practice for involving volunteers, how we aim to improve the way we recruit, manage and celebrate our volunteers, and our commitment to develop new volunteering opportunities that complement existing community provision.

The scope of this document is our approach to volunteers who are recruited and managed by NYCC, but also takes account of our relationship with external community and voluntary organisations who involve volunteers.

The *supporting document* gives further details about the procedures and practices for involving volunteers that are being introduced.

### Our principles

We recognise volunteers as an integral part of our service delivery who benefit our customers, our services and the volunteers themselves.

- We are committed to ensuring that good quality volunteering opportunities are available to all
- We will ensure volunteers are managed effectively and efficiently and consistently across the council.
- We are committed to removing barriers to volunteering where possible and to ensuring that a wide range of people can become involved.
- We recognise that volunteers are not a free resource and we are committed to ensuring that volunteer services are properly funded.
- We will ensure that the costs and benefits of involving volunteers are understood, including related or 'hidden' costs such as those for IT access, and that these costs are regularly reviewed, in order that the valuable gift of volunteering is best used to the mutual advantage of all concerned.

### Who is a volunteer?

A volunteer:

- Commits their time and energy for the benefit of others;
- Gives their time freely, through personal choice; and
- Volunteers without expectation of financial reward.

A volunteer is not:

- A paid worker; or
- On a work placement, work experience or on government sponsored schemes.

Volunteers may be involved in one-off, short-term or longer term, regular activities and may be based in an NYCC office or out in the community or in the countryside within North Yorkshire.

There are different ways that members of the community support our work. All of them are valued, but not all of them will be classed as volunteering within the scope of this

strategy statement. However, in all cases where volunteers are involved with North Yorkshire County Council services, this statement and the supporting document will set the standard by which we expect such groups to be managed.

In scope:

- Direct service delivery - Examples of this type of volunteering include our core library volunteers, the countryside volunteers and the Rotters.
- Engagement Participation groups – There is a range of different types of group and therefore each group will need to be considered separately to decide whether they are in scope. An example of a participation group in scope is Flying High, a group of children and young people with special educational needs and disabilities (SEND) who represent the views of others within North Yorkshire.

Out of scope:

- Governance groups covered by statute – Examples include School Governors and School admission appeals panels
- Community volunteers – volunteers who help us with some of our services but who are managed or jointly managed by an external organisation. Examples include the Community Library volunteers. We will work with these organisations to ensure that standards and principles are consistent with those of NYCC.

#### **Volunteers are valued for:**

- bringing additional skills, knowledge and expertise to the organisation
- enabling us to be more responsive and flexible in our approach
- giving us insight to the needs and priorities of our communities
- enabling us to extend service provision in ways that would not otherwise be possible
- championing our cause within the wider community
- enhancing the quality of our work and of customer experience
- improving the wellbeing of customers, staff, local communities and themselves

#### **Roles and responsibilities**

*A review of procedures and policies for recruiting and managing volunteers is underway with a view to improving our approach and ensuring consistency. The work is being led by a sub-group reporting to the Stronger Communities Boards and is being delivered by the HR Volunteer Adviser.*

In each service which involves volunteers, at least one member of staff has been designated to support and lead the volunteers, either exclusively as a designated Volunteer Co-ordinator, or alongside their other duties. Volunteers are informed who will be allocating their tasks and who they can go to for support. There is guidance on best practice available for staff who work with volunteers.

The volunteer role is based on trust and mutual understanding. There is no enforceable obligation, contractual or otherwise, either for the volunteer to attend or to undertake particular tasks or for NYCC to accept a volunteer, provide continuing opportunities or provide training or benefits.

However, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both what the NYCC expects of volunteers and what volunteers expect of us.

We expect volunteers:

- to be reliable and honest
- to uphold our values and comply with relevant NYCC policies and procedures
- to make the most of opportunities given, e.g. for training
- to contribute positively to the aims of NYCC and avoid bringing the organisation into disrepute
- to carry out tasks within agreed guidelines
- to maintain confidentiality regarding details of customers and of other volunteers

Volunteers can expect:

- to have clear information about what is and is not expected of them
- to receive adequate support and training
- to be insured and to volunteer in a safe environment
- to be treated with respect and in a non-discriminatory manner
- to receive appropriate out of pocket expenses within the agreed NYCC expenses policy.
- to have opportunities for personal development
- to be recognised and appreciated
- to be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- to know what to do if something goes wrong

**Appendix 1 - NYCC Volunteers (at Feb '19)**

<b>Directorate</b>	<b>Service</b>	<b>Role(s)</b>
BES	Countryside Volunteers	Checking paths, low-level maintenance and conservation tasks
BES	Rotters	Events/shows, schools workshops and talks to groups all promoting reduction of food waste, home composting, recycling and reuse.
CSD	Libraries	Help customers in library, help with shelving and stock, deliver books for home library service, help with childrens activities and IT
CSD	Records and archives	digitising records, cataloguing, organising materials
CSD	Democratic Services	Volunteers serve as appeals panel members for exclusion or admissions appeals
CSD	MIRT	Supporting people affected by an incident
CSD	Ready for Anything	Database of community volunteers to be called on in an emergency.
CYPS	Adult learning	Volunteer teaching assistants (Syrian Refugee project and English classes)
CYPS	Childrens Centres	Support in group activities and engage with children and families
CYPS	Youth Justice Service	Panel members, appropriate adult, mentor, reparation supervisor
CYPS	Flying High	A youth voice project for young people with special educational and additional needs
CYPS	Young People's Council	Youth voice project for care experienced young people
CYPS	SENDIASS (Special Educational Needs and Disabilities Information and Advice Support Service)	Independent support for parents of children or young people with special educational needs or disabilities (SEND), or for young people (16 -25 years) with SEND to ensure their education, learning or training needs are supported.
CYPS	School governors	Serve as governors and trustees on school boards (estimate based on 330 establishments x average 10 per board)
HAS	Day services for adults with complex needs	Helping with activities, befriending
HAS	Residential Care Homes (elderly)	Helping with activities, befriending

## **DRAFT NYCC Volunteer Strategy - Standards for working with volunteers**

### **Introduction**

This document sets the standard we are working towards in order to achieve best practice in involving volunteers. We will also work with other organisations who deliver services for us and who involve volunteers to work towards the same standards.

### **Planning to involve volunteers**

Before volunteers are involved in a project we will evaluate the costs and benefits and ensure that involving volunteers is the best approach. Any new volunteer projects will be fully planned and must be authorised by the relevant Director before any work starts on recruiting volunteers. A business decision tool will be available to help with this process.

### **Co-ordination and support**

Services which involve volunteers allocate a member of staff to act as Volunteer Co-ordinator either as all of their role or alongside their other duties. The role of the Volunteer Co-ordinator is to:

- Complete and review risk assessments on volunteering activities
- Recruit and support volunteers
- Ensure relevant checks are completed and appropriate safeguarding procedures are in place
- Provide induction and relevant training
- Ensure the volunteers have adequate information, equipment and PPE for the role
- Keep records of volunteers and volunteer activity as requested
- Listen to volunteer feedback and help the volunteers to gain the most they can from their volunteering.
- Authorise appropriate expenses
- Ensure that volunteers are recognised and thanked for their contribution
- Resolve any issues arising in the course of the volunteering relationship

The Volunteer Co-ordinator will ensure that volunteers are clear who they report to and where to get further help and support.

### **Recruitment**

We actively promote volunteering opportunities through our website, social media and local media and encourage prospective volunteers to contact us to find out more. In addition, people contact us to offer their time and skills and if it is appropriate, we find a suitable activity that benefits both NYCC and the volunteer. In either case, all volunteers go through the same process of registration and checks. This includes:

- the availability of written information about each role, locations, activities, support and training offered, the recruitment process. This is usually sent by email or found on our website.

- a face to face information session with the volunteer co-ordinator to discuss the role and answer any questions. For some roles this may be a more formal interview and the volunteer will be told what to expect beforehand.
- completion of a volunteer application form
- an ID check
- references and appropriate criminal record checks if deemed appropriate for the role, in accordance with our DBS policy.
- a declaration from the volunteer regarding any extra support needs or any health issues which they feel may affect their volunteering
- A volunteer agreement which sets out our expectations of volunteers and what volunteers can expect from us. This is an agreement in honour only and is not intended to form a contract.

### **Induction**

All volunteers receive an initial induction covering their role, practical arrangements, health and safety and a general introduction to NYCC and key policies. At present there are also four online modules available for volunteers which can be completed during the first few months of volunteering:

- An introduction to Diversity and equality for volunteers
- Data Protection and Information security for volunteers
- Health and Safety for volunteers
- Customer care essentials for volunteers

The corporate induction is currently being reviewed and a new programme is being developed that will bring consistency and make efficiencies to the way in which this is delivered.

### **Training**

We ensure that volunteers are adequately prepared for their role and this may require further training. Training is currently provided in-house or by external, accredited agencies as determined by the role, and may be offered using online or classroom methods.

The corporate training for volunteers is currently being reviewed and a new programme is being developed in consultation, this will bring a fair and consistent approach to the delivery.

### **Support and personal development**

We will review the volunteering placement with the volunteer to gain feedback on how the volunteer feels about their volunteering, answer any questions and discuss any issues or concerns, we will also give feedback about how they are doing. Where volunteers are interested in developing their role further we will discuss whether opportunities to do this are available and what support or training they may need. Frequency of reviews varies according to the role, but all volunteers will have a review at least once a year.

### **References about volunteers**

We will develop a process whereby managers of volunteers can supply a reference from NYCC regarding their role as a volunteer.



### Volunteer feedback

We will develop a mechanism for volunteers to give regular feedback about their role and about volunteering for NYCC.

### When a volunteer leaves

A letter is sent to the volunteer to thank them for their volunteer service.

### Expenses

Volunteers can claim reasonable expenses where it is agreed that this is appropriate. The Corporate Volunteer Project is currently reviewing volunteer expenses with view to developing an NYCC Volunteer Expenses Policy to ensure equality and consistency of approach.

### Insurance

- **Liability Insurance** - volunteers operate on behalf of the NYCC and are covered by our public liability insurance and, for the purposes of insurance only, volunteers are also covered by Employers Liability Insurance.
- **Personal Accident Insurance** – NYCC volunteers are covered by our Personal Accident Insurance whilst carrying out volunteer activities for NYCC which provides certain benefits in the event of an injury. Once a volunteer reaches the age of 80, the benefits payable are reduced.
- **Fidelity Guarantee Insurance** - This insurance covers NYCC in respect of loss of money or property as a direct result of fraud or dishonesty by a volunteer up to a certain limit.
- **Motor Insurance**
  - **Fleet vehicles** – If a volunteer needs to drive a vehicle provided by NYCC to carry out volunteering activities, NYCC insurance will be in place once the necessary checks have been completed and provided the volunteer has an appropriate licence.
  - **Private vehicles** - If the volunteer uses a private vehicle, they are responsible for arranging their own insurance cover. Volunteers should therefore be advised, in their own interests, to obtain confirmation from their motor insurers that they are fully insured to drive the vehicle they intend to use for volunteering activities for NYCC.

Before a private motor vehicle is used by a volunteer, for volunteering activities for NYCC, the Volunteer Co-ordinator must satisfy themselves that:

- the volunteer driving the vehicle has a current driving licence
- the vehicle has a current MOT certificate (if applicable)
- the volunteer has an appropriate insurance policy for the vehicle used whilst volunteering for NYCC.

## **Health and Safety**

NYCC has responsibility for the health and safety of volunteers and all volunteering activities are risk assessed and the risk assessments are shared with the volunteers. Volunteers should at all times follow the Council's health and safety policies and procedures and have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside of their authorised area of work and should report all accidents and near misses to their Volunteer Co-ordinator.

The Volunteer Co-ordinator ensures that volunteers have the appropriate PPE (personal, protective equipment) and know how and when to use it. Volunteers are expected to use the PPE when it is provided.

## **ID cards**

Some roles may require a volunteer to carry an ID card. The decision to issue volunteer ID cards must be authorised by the Director responsible for the service. ID cards must be returned when the volunteer leaves.

## **Young volunteers**

Where volunteers are under 18, volunteering activities are assessed to ensure that they are appropriate for the age of the volunteer and a specific risk assessment is carried out which takes account of the potential for reduced experience, capacity or understanding of instructions and also of reduced risk awareness. Consideration is also given to whether any situations involving young people require DBS checks in accordance with our DBS policy.

## **Equality and Diversity**

North Yorkshire County Council welcomes and celebrates diversity and the strengths this brings to our communities, our workforce and our volunteers. We have an Equality Policy Statement which applies to all staff and volunteers and which we share with our volunteers at induction.

Equalities monitoring forms are included with the NYCC volunteer application form.

## **Confidentiality**

Volunteers are likely to become aware of confidential information about the Council, its employees, customers and suppliers. Volunteers should not disclose this information or use it for their own or another's benefit without the consent of the party concerned. This does not prevent disclosure once the information is in the public domain (unless it has been made public as a result of the volunteer's breach of confidentiality) or where the law permits or requires disclosure.

Personal information about volunteers, such as name, contact details and records of volunteering for the organisation, must be stored in line with the Data Protection Act 1998 and GDPR.

## **Safeguarding**

Everyone has a right to live a life that is free from abuse and neglect and we have zero tolerance to all forms of abuse. We always respond promptly when we are made aware of

suspected abuse. We are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff and volunteers to share this commitment. Where volunteers are helping vulnerable people they will be given information on how to identify and report any safeguarding concerns and will be supported through this process where necessary.

### **Dealing with problems**

Non-safeguarding problems - Volunteers should raise problems or concerns with their Volunteer Co-ordinator in the first instance. Any problems or concerns about the volunteer should also be passed to the Volunteer Co-ordinator. In both cases, the Volunteer Co-ordinator will meet with the volunteer to discuss the issue and to gather as much information as possible with a view to agreeing a resolution with the volunteer as quickly as possible. If the problem is about the Volunteer Co-ordinator, the volunteer will be given the details of an alternative member of staff who will attempt to resolve the situation.

If the situation cannot be resolved it may be necessary to end the volunteer placement.

Any complaints regarding safeguarding should be referred directly to the Safeguarding team and steps should be taken to ensure that customers, staff and volunteers are safe.

DRAFT



**North Yorkshire County Council  
Corporate & Partnership Overview & Scrutiny Committee  
4 March 2019  
Committee Work Programme**

**Purpose of Report**

The report asks Members to consider the Committee's draft work programme for 2019/20, taking into account the outcome of discussions on previous agenda items and any other developments taking place across the County.

**Work Programme**

The Work Programme is attached at Annex A and Members are asked to consider, amend and add to the draft Work Programme for the coming municipal year, as required.

**Committee Remit**

The Corporate and Partnerships overview and scrutiny committee scrutinises the Council's corporate organisation and structure, resource allocation, asset management, procurement policy, people strategy, equality and diversity, performance management, communications, partnership working, community development and engagement and community safety (as the designated Crime and Disorder Committee).

This committee has a specific legal duty, under the Police and Justice Act 2006, to act as the crime and disorder overview and scrutiny committee, giving the committee the power to:

- Review or scrutinise decisions made, or action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions
- Make reports or recommendations to the local authority with respect to the discharge of those functions.

**Scheduled Committee Dates & Mid-Cycle Briefing Dates in 2019/20**

Forthcoming committee dates are:

- 10.30am on 17 June 2019
- 10.30am on 2 September 2019
- 10.30am on 2 December 2019
- 10.30am on 2 March 2020

Forthcoming mid-cycle briefing dates are:

- 10.30am on 29 July 2019
- 10.30am on 28 October 2019
- 10.30am on 20 January 2020
- 10.30am on 20 April 2020

**Recommendation**

Members are asked to:

- i. Consider, amend and add to the Committee's draft work programme for the coming municipal year.
- ii. Consider possible topics for detailed scrutiny review during 2019/20.

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## Corporate & Partnerships Overview and Scrutiny Committee Remit

### Scope

- The Council's corporate organisation and structure, resource allocation, asset management, procurement policy, people strategy, equality and diversity, performance management, communication and access to services.
- Partnership working, community development, community engagement, community strategies and community safety.
- This Committee is the Crime & Disorder Committee for the purposes of Part 3 of the Police and Justice Act 2006.

**Agenda Briefings** (Attended by Group Spokespersons only) - will be held at 9.30am on the day of the committee meeting, in the Elm Room

## Corporate and Partnerships Overview and Scrutiny Committee Draft 2019-2020 Work Programme

### Committee Meeting - 17 June 2019 @ 10:30am in Brierley Room

Community Safety	Bi-annual Update on Community Safety Plan Delivery & Partnership Working – Odette Robson
Community Libraries	Update on Libraries Services – Chrys Mellor
Locality Budgets	Annual Update on delivery – Neil Irving
2020 Council – Partnerships and Traded services	Overview of Partnership Arrangements & Traded Services – Annual Report of the Brierley Group – Gary Fielding & Barry Khan
Customer Access	Update on the operation of the Parish Portal and Parish Council engagement – Nigel Smith

### Mid Cycle Briefing – 29 July 2019 @ 10:30am in

Equality and Diversity	Overview of progress with achieving the Council's Equality and Diversity objectives – Deb Hugill

### Committee Meeting – 2 September 2019 @ 10:30am in Brierley Room

Community Safety - NYCSP	Bi-annual Update on Implementation of the CSP Plan and Partnership Working – Odette Robson
Community Safety – Youth Justice	Annual Update on Implementation of the Youth Justice Strategic Plan – Julie Firth
North Yorkshire Syrian Refugee Settlement Programme	Annual Programme Update – Jonathan Spencer

### Mid Cycle Briefing – 28 October 2019 @ 10:30am in




<b>Committee Meeting – 2 December 2019 @ 10:30am in Brierley Room</b>	
Community Safety - PFCC	Update on the implementation of plans for collaboration between North Yorkshire Police and North Yorkshire Fire & Rescue Service – Julia Mulligan, Police, Fire & Crime Commissioner
Investment Strategy	Update on NYCC's Investment Strategy & its Investments – Karen Iveson
<b>Mid Cycle Briefing – 20 January 2020 @ 10:30am in</b>	
Customer Access	Update on the Operation of the Customer Portal - Sarah Foley
<b>Committee Meeting – 2 March 2020 @ 10:30am in Brierley Room</b>	
Community Safety - NYCSP	Bi-annual Update on Implementation of the CSP Plan and Partnership Working
Annual Workforce Plan	Review of Annual Plan – Justine Brooksbank
Corporate Risk Register	Annual Review of Corporate Risk Register – Fiona Sowerby
Insurance	Annual Update on Insurance Claims, Risk Exposure & Management – Fiona Sowerby
<b>Mid Cycle Briefing – 20 April 2020 @ 10:30am in</b>	

Melanie Carr  
19 February 2019

## Corporate & Partnerships Overview and Scrutiny Committee – Remit

### Scope

- The Council’s corporate organisation and structure, resource allocation, asset management, procurement policy, people strategy, equality and diversity, performance management, communication and access to services.
- Partnership working, community development, community engagement, community strategies and community safety.
- This Committee is the Crime & Disorder Committee for the purposes of Part 3 of the Police and Justice Act 2006.

**Agenda Briefings** (Attended by Group Spokespersons only) - will be held at 9.30am on the day of the committee meeting.

## Corporate and Partnerships Overview and Scrutiny Committee Work Programme

### 18 June 2018 - Committee

Access to services	Branch bank and Post Office closures and access to face to face over the counter banking and ATMs, particularly in rural areas
Locality Budgets	Update on Future Delivery – Neil Irving
2020 Council – Community Libraries	Review of first 12 months of operation – Julie Blaisdale, Marie-Ann Jackson and Chrys Mellor
2020 Council – Partnerships and Traded services	Overview of partnership arrangements and traded services – Annual Report of the Brierley Group – Gary Fielding and Barry Khan
Community Safety – Youth Justice	Youth Justice Strategic Plan – implementation of the new model of practice and the impact this has had upon reoffending rates – Julie Firth
Community Safety	Follow up to visit adult C-category prison

### 23 July 2018 – Mid Cycle Briefing

Equality and Diversity	Overview of progress with achievement of the Council’s Equality and Diversity objectives – Deb Hugill
North Yorkshire Syrian Refugee Settlement Programme	Update on progress - follow up to presentation at 3 October 2016 committee meeting – Jonathan Spencer

### 3 September 2018 - Committee

Community Safety - NYCSP	Update on the North Yorkshire Community Safety Partnership. To include: Overview of the refresh of the CSP Plan and its priority areas; partnership working; and other areas of focus. – Odette Robson and Dr Justin Ives (CSP Chair).
Community Safety – Youth Justice	Youth Justice Strategic Plan – implementation of the new model of practice and the impact this has had upon reoffending rates – Julie Firth

Bank & Post Office Closures Review	Draft Final Report arising from review of cash-based, over the counter banking and Post Office services in rural areas of the county – Daniel Harry
<b>29 October 2018 – Mid Cycle Briefing</b>	
Community Safety – PREVENT Update	Progress to date and future plans – Neil Irving and Odette Robson
Bank & Post Office Closures Review	Interim Update Report – Melanie Carr
<b>3 December 2018 - Committee</b>	
Community Safety – PCC	Formal collaboration of Blue Light Services - review of progress made with the implementation of plans for collaboration between North Yorkshire Police and North Yorkshire Fire & Rescue Service – Julia Mulligan, Police and Crime Commissioner
Investment Strategy	An overview of NYCC’s Investment Strategy and an update on investments – Karen Iveson
Customer Access	Update on the operation of the Parish Portal and Parish Council engagement – Nigel Smith
Bank & Post Office Closures Review	Revised Draft Final Report – Melanie Carr
<b>21 January 2019 – Mid Cycle Briefing</b>	
Equality & Diversity	Progress update on equality report to be taken to Management Board – Deb Hugill
Corporate Risk Register	Review of Corporate Risk Register – Gary Fielding and Fiona Sowerby
Insurance	Update on Insurance Claims, Risk Exposure & Management – Fiona Sowerby
Charter Against Modern Slavery	Introductory Overview to Ethical Procurement & Supply – Kevin Draisey
Customer Access	Update on the Operation of the Customer Portal - Sarah Foley
Annual Workforce Plan	Review of Annual Plan – Justine Brooksbank
<b>4 March 2019 - Committee</b>	
2020 Council – Corporate Volunteering Project	Review of first 18 months of operation – Marie-Ann Jackson & Keeley Metcalfe
Community Safety – Adult Reoffending	Update on how effective rehabilitation interventions and work programmes are changing adult offenders’ offending behaviour in the county ( <i>to include details of work with offenders both in prison and in the community to enable them to access the education and skills training that they need to help them gain employment</i> ) – Louise Johnson, National Probation Service, North Yorkshire and Martin Weblin, CRC
Draft Work Programme 2019-20	Consideration of the draft work programme for the coming municipal year
<b>15 April 2019 – Mid Cycle Briefing</b>	
Adult Reoffending Review	Draft Final Report – Melanie Carr

**Areas of overview and scrutiny that do not yet have a confirmed date for committee:**

- Devolution – proposals and progress to date
- NYCC Budget Setting Process
- Investment Strategy – possibly Dec 2018