

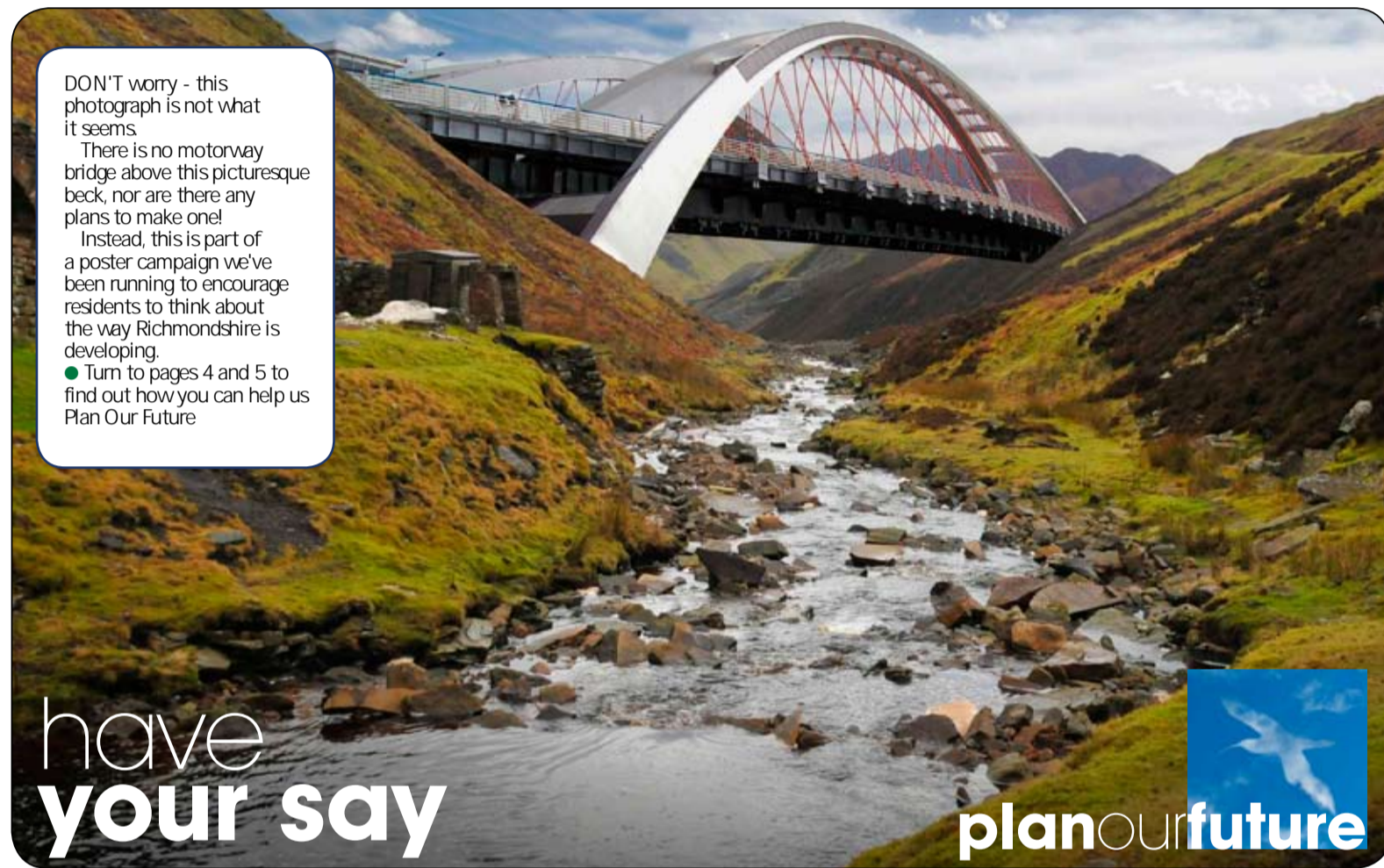


# The Curlew



richmondshire.gov.uk

SPRING 2009



DON'T worry - this photograph is not what it seems

There is no motorway bridge above this picturesque beck, nor are there any plans to make one!

Instead, this is part of a poster campaign we've been running to encourage residents to think about the way Richmondshire is developing.

● Turn to pages 4 and 5 to find out how you can help us Plan Our Future

## have your say

plan our future

## Richmond wins national award

RICHMOND has been named national "Great Town of the Year" at a prestigious award ceremony.

The town held off competition from fellow finalists Chichester and Stirling to scoop the top national accolade.

Judges scored Richmond highly based on its character, governance, commercial viability and sustainability.

● See page 2 for more information.

## Exercise your right to vote

eLECTIONS are being held this June to decide who serves on the County Council and in the European Parliament.

When you cast your vote, you are exercising a basic democratic right to make your voice heard.

If you have not yet registered, there is not long left, so make sure you don't miss out on the chance to affect what happens in your local community.

● See page 4 for more information.

## Working together

We HAVE joined forces with all sorts of partner organisations to try out a new way of working.

Richmondshire Local Strategic Partnership has launched a campaign called "Working together in Colburn".

It's an exciting project for everyone involved, and if it works well, we hope to be involved in similar initiatives across Richmondshire.

● See page 6 for more information.

## Bands battle to be the best

THE best bands in Richmondshire have been battling it out, thanks to Richmondshire District Youth Council.

The Youth Council is organising the Battle of the Bands competition, to find the cream of the district's musical talent.

A prestigious top prize is on offer for the overall winner.

● See page 8 for more information.

# OUR PLEDGE TO HELP THE LOCAL ECONOMY

WE WILL do everything we can to help our residents and businesses deal with the effects of the economic downturn - that's the pledge made by Richmondshire District Council.



Now, more than ever, it is important for people to understand the help that is available from us, whether it comes in the form of expert business advice, home improvement grants, council tax benefits or any other kind of support.

We have also signed up to a 12-point plan, committing ourselves to working to alleviate the hardships caused by the nationwide downturn.

The document - which has been supported by local authorities right

across Yorkshire - sets out the services that we can offer and the action that we will take in such difficult times

In signing up to the regional pledge, we have committed ourselves to, wherever possible:

- paying our bills promptly
- ensuring we benefit the local economy when we procure goods or services
- helping businesses get information

about contracts and opportunities within the Council

- making businesses aware of support provided by organisations like Business Link and Yorkshire Forward
- notifying all Council job vacancies to Jobcentre Plus
- bringing forward refurbishment and maintenance work to help keep businesses going
- building and promoting the skills of local people to help them exploit job opportunities
- ensuring good access to money advice, debt counselling and housing aid services
- maintaining a supply of affordable housing locally
- making sure that regional support agencies are working effectively in Richmondshire

● supporting schools and health providers to make sure anyone affected by the downturn has access to the support they need

● working to develop the local economy in preparation to take up future economic opportunities

The pledge also emphasises the importance of us working together with other authorities and organisations, taking a partnership approach to make sure we can provide the best possible services

We've set aside much of this issue of *The Curlew* to show you how we can help you get through the downturn. See page 3 to find out some of the services we or our partners can offer, and look for the "Beat the Downturn" logo throughout the edition.



### Safety first

Motorcycle milestone 6



### Mellow meadows

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### Modern Mandy

A day in the life of an apprentice 8



This issue of *The Curlew* is now available in more formats than ever before:

- You will shortly be able to download this edition as a podcast. If you use iTunes, simply search for "richmondshire" in the online store.
- You can also borrow the same audio edition on tape or CD – please contact your local Community Office for more information.
- You can read a web-enabled edition in your browser at [richmondshire.gov.uk/curlew](http://richmondshire.gov.uk/curlew)
- We can supply versions in Braille or large-print. Please contact the Communications Team via the phone number or web address below. All these services are available for free.

### Friday night footie

YOUNGSTERS are being encouraged to take part in "Friday Night Footy" to keep them fit and healthy.

Sessions run from 6pm to 9pm every Friday, at Colburn Health and Recreation Centre. About 30 young people attend every week, aged between eight and 18.

The cost is 20p per session. Anyone who wants to be involved should simply turn up on the day, or phone Jamie Pover on 01609 767261.

# Businesses kept up to date about rates referral

ALL businesses in Richmondshire have been sent a letter explaining new regulations that will help them manage their business rate bills.

The Government has announced that it is bringing forward regulations to enable all businesses to defer payment of 60 per cent of the increase in their business rate bills due in 2009/10.

The new regulations are not yet in place – and are unlikely to be before the end of July. In the mean time,



businesses must keep paying their business rate as set out on their current bills.

Once the national regulations are in force, we will write again to all ratepayers, offering the option

of deferring part of the increase until 2010/11 and 2011/12.

At this stage, there is no need for businesses to do anything, other than continue to pay their current bills. We will send more information as soon as the regulations are in place.

Brian Bottle, Head of Revenues and Benefits, said: "This new initiative will give Richmondshire businesses the flexibility to help them manage their rate bills in the current economic

climate. We are writing to all business rate payers now to make them aware of the scheme, but until it comes into effect, they must continue to pay their current bills as normal. As soon as the new regulations are in place, we will be back in touch with further details."

Any business rate payer with queries about the scheme can contact our Revenues and Benefits Team on 01748 829100 or email [local.taxation@richmondshire.gov.uk](mailto:local.taxation@richmondshire.gov.uk)

# District set to break record for recycling

## Figures point to big achievement

RESIDENTS have helped get Richmondshire on course for its best year of recycling ever.

The latest figures suggest that the district has recycled a record amount of waste over the last financial year.

All 23,000 households in the district now have "alternate weekly collections", with refuse collected one week and recycling the next – and the change this has made is already noticeable.

For example, between October and December 2007, just over a third of Richmondshire's waste was recycled or composted – 35.7 per cent.

But for the same three months in 2008, the rate had gone up to almost 45 per cent.

In its annual inspection, the Audit Commission described the recycling rate as "a significant achievement", saying the increase was "commendable, and reflects the focus of the Council on this priority area".

Meanwhile, we are carrying out a survey of how the new collections have affected about 300 households in rural areas. A district-wide participation survey will also be carried out this summer, to help us focus our resources in the future.



According to environmental charity encams, dog fouling is one of the highest sources of complaints by the public to MPs, local councillors and local authorities. Richmondshire is, unfortunately, no exception, and we regularly receive complaints from residents. We are working to launch a targeted information campaign in specific problem hotspots, to

## Dog fouling complaints

make sure that dog owners are aware of their responsibilities. Dog faeces carry harmful infections, including toxocarasis. This dangerous parasite contaminates soil or sand, and can infect humans for up to two years if swallowed. However, eggs are not infectious until they

mature, which usually takes a few weeks, so if owners immediately clean up after their dog, the danger is significantly reduced. Under the Dogs (Fouling of Land) Act 1996, failure to clean up dog fouling is an offence, with a maximum fine of £1,000.

## Contact us

More and more of our services are now available online, via our website. You can access all sorts

of information and apply for Council services from your computer by visiting [richmondshire.gov.uk](http://richmondshire.gov.uk)

You can even access our website from your mobile phone at [richmondshire.gov.uk/mobile](http://richmondshire.gov.uk/mobile)

You can contact the Council by phone, during office hours, on 01748 829100

If an emergency occurs, and you cannot reach us on that number, phone 01653 690738

Alternatively you can visit us in person, at one of our Community Offices or Access Points



COMMUNITY OFFICE	OPENING HOURS
Colburn (within the Colburn Library & Information Centre) Tel: 01748 828738	Mon 2-5pm, Tues 2-5pm, Thurs 10am-5.15pm, Fri 10am-4.45pm.
Leyburn, Central Chambers, Market Place. Tel: 01748 828740	Mon – Thurs 8.45am-5.15pm Fri 8.45am-4.45pm
Reeth, Hudson House Tel: 01748 828741	Wed, Thurs, Fri 10am-3.30pm. During Hudson House opening hours: Mon-Fri 10am-4pm
Richmond, Dundas Street Tel: 01748 829100	Mon-Thurs 8.45am-5.15pm Fri 8.45am-4.45pm
Upper Wensleydale (within the Hawes Information & Resource Centre) Tel: 01748 828739	Mon-Fri 9.30am-4.30pm. During library opening hours: Mon-Fri 9.30am-4.30pm and Thursday evenings 5.30pm-7pm
ACCESS POINTS	
A1 Community Works, 16a High Street, Catterick Village. 01748 810050 <a href="mailto:admin@a1communityworks.com">admin@a1communityworks.com</a>	HIVE, Army Welfare Service, Hipswell Lodge, Smuts Road, Catterick Garrison 01748 872944 <a href="mailto:catterick@hivegb.co.uk">catterick@hivegb.co.uk</a>

## Richmond's great – that's official



The town beat Chichester and Stirling in the final to win the prestigious national award.

The awards are run by the Academy of Urbanism, made up of UK academics and town planners. Richmond won following a rigorous assessment process based on its character, governance, commercial viability and sustainability.

Colin Grant, Richmond Town Manager, accepted the award on behalf of the town. He said: "Richmond is a beautiful town and a wonderful place to live – and our secret is out now!"

John Jagger, executive Chair of the Yorkshire Dales and Harrogate Tourism Partnership, said it was an "outstanding achievement". He said: "This illustrates once more the variety and diversity of what Yorkshire as a region has to offer the whole of the UK."

# Campaign puts people in touch with grants

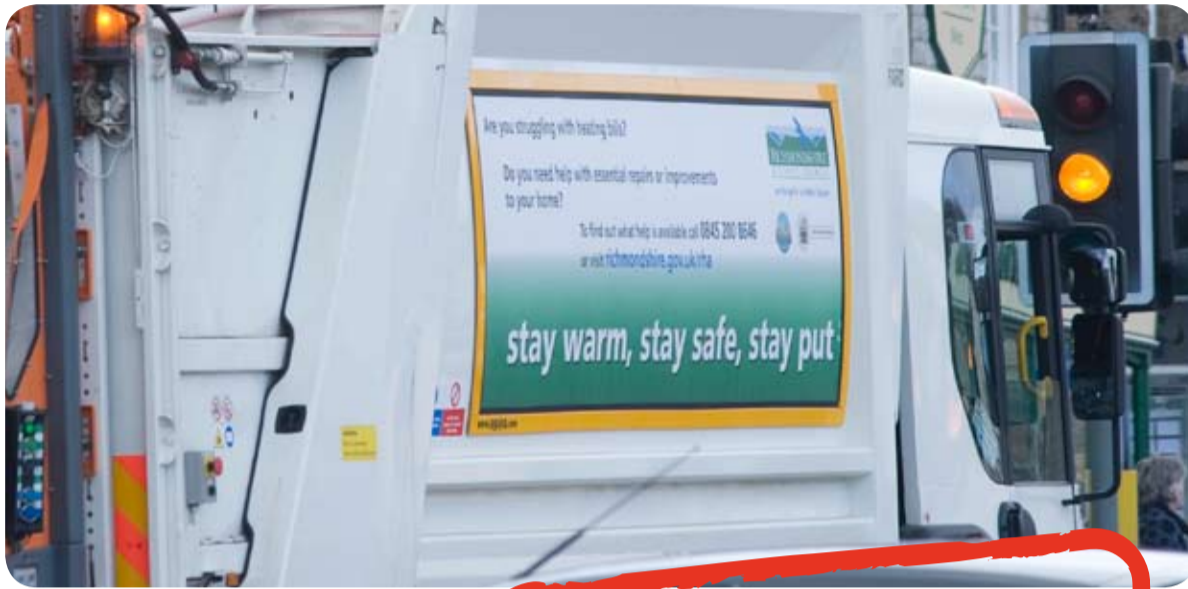
**DURING** the first three months of the year, Council staff and partner organisations have been out on the road throughout Richmondshire.

We have been out and about promoting the financial help that is available to vulnerable homeowners to tackle housing problems such as fuel poverty, essential maintenance and repairs and adaptations to help cope with a disability.

As well as doing a full day at Hawes, Leyburn, Colburn and Richmond, we wanted to reach other communities with another twelve half-day roadshows at villages around the district.

The roadshows have been part of a campaign to make Richmondshire residents aware of our grant and loan schemes that they may be able to benefit from. Other promotions have included radio interviews, press releases and even advertising on our bin wagons.

The campaign has meant that applications for our grants have increased over tenfold. We have given energy efficiency grants to over 350 homeowners this year, and we have over 90 applications in the pipeline for our small repair grants and loans – a huge increase on last year.



## Want to know more?

If you missed a roadshow near you but would like to find out more, then call our partners Vale and Dale Home Improvement Agency on 0845 200 8646 or by e-mail to: [vale&dale@broadacres.org.uk](mailto:vale&dale@broadacres.org.uk)

**BEAT THE DOWNTURN**

## Council tax: feel the benefits

by Gavin Turner  
Support Officer

RICHMONDSHIRE residents are being urged to "take a slice" out of their council tax this year.

We are working with other North Yorkshire authorities to promote council tax benefit take-up for those missing out.

Nationally, about 40 per cent of people do not apply for this financial help – which could be particularly important during the current financial climate.

For example, you could be eligible to claim if:

- you have to pay rent to a private landlord, housing association or for a Council property
- you have to pay council tax on your home
- you have a second adult receiving a low income in your house
- your savings are £16,000 or less (please check for exceptions)
- you are on a low income

Council tax bills were distributed with a campaign leaflet entitled "Take a slice out of your council tax", and anyone who thinks they could be entitled should contact us as soon as possible.

Additionally, residents who pay rent may also be entitled to financial help, in the form of housing benefit. Again, if you think you might be eligible, you should claim as soon as possible.

If you would like further information, email us at [benefits@richmondshire.gov.uk](mailto:benefits@richmondshire.gov.uk), visit one of our Community Offices or phone 01748 829100 and ask to speak to a member of the Benefits Team.

## KEY CONTACTS

We have gathered together some useful sources of help or advice – you'll find more links on our website, at [richmondshire.gov.uk](http://richmondshire.gov.uk)

### Benefit and housing advice – find out if you are entitled to claim benefits or grants

- Richmondshire District Council Benefits Team – 01748 829100 – [benefits@richmondshire.gov.uk](mailto:benefits@richmondshire.gov.uk)
- Richmondshire Citizens Advice Bureau – 01748 823978 – [enquiries@richmondshirecab.org.uk](mailto:enquiries@richmondshirecab.org.uk)
- Vale and Dale Home Improvement Agency – 0845 2008646 – [vale&dale@broadacres.org.uk](mailto:vale&dale@broadacres.org.uk)
- energy Saving Trust – 0800 512012 – [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

### Business advice – get free advice and support for your business

- Richmondshire District Council economic Development Team – 01748 829100 – [enquiries@richmondshire.gov.uk](mailto:enquiries@richmondshire.gov.uk)
- Business Link Yorkshire – 08456 048048 – [www.businesslinkyorkshire.co.uk](http://www.businesslinkyorkshire.co.uk)

### Employment advice – gain new qualifications and apply for jobs

- Learn Direct – 0800 101 901 – [www.learnirect.co.uk](http://www.learnirect.co.uk)
- Jobcentre Plus – 0845 6060234 – [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

### Debt advice – get free, confidential advice on how to deal with debt problems

- Richmondshire Citizens Advice Bureau – 01748 823978 – [enquiries@richmondshirecab.org.uk](mailto:enquiries@richmondshirecab.org.uk)
- National Debtline – 0808 8084000 – [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

## A guide for businesses: staying afloat in stormy weather

By Sue Kelly  
[sue.kelly@richmondshire.gov.uk](mailto:sue.kelly@richmondshire.gov.uk)  
Economic Development Officer

WITH concerns over the economy continuing to grow, it is essential that all businesses are properly prepared for financially-testing times.

This is particularly true for Richmondshire's small and medium-sized enterprises. Sound business and financial planning is always important, but especially so in an economic downturn.

The economic Development team are here to provide advice and guidance, so do get in touch to find out if we can help your business. We have also put together the following tips to get through the downturn:

- **Debt Management** – This is essential in an economic slowdown so make sure you have a clear policy for collecting debts and that customers are aware of it. Above all, ensure you enforce it! Pursue outstanding debts with letters and telephone calls and ensure that your terms of business allow for adding interest on overdue accounts.
- **Maintain Customer Loyalty** – It's much easier and cheaper to get existing customers to buy from you than it is to attract new ones, so in difficult times it is more important than ever to maintain customer loyalty. Consider ways of developing and rewarding customer loyalty, such

as selected discounts (especially for early payment), regular mailings or loyalty cards.

- **Beware of Cutting Prices** – If receipts begin to taper off, it can be tempting to cut prices. But in a recession it's likely that your costs will inflate and as a result you may be forced to raise prices to cover this expenditure. Cutting prices can also have the negative long-term effect of devaluing your image in the marketplace. Remember that suppliers might raise their prices as well, so try to negotiate a long term discount with them.

- **Don't Skimp on Marketing** – The marketing budget is often the first casualty in a recession, but smart businesses continue to market through a downturn and position themselves to take full advantage of the upturn as soon as it starts. In tough times the marketplace becomes more competitive – you may need to market more vigorously, not less. So if you don't have a strategic marketing plan now is the time to write one!

- **Look After your Employees** – While job cuts may be necessary in some circumstances, you should always try to retain your key employees: their strengths will help you through an economic downturn, and you will need them when business picks up. You should use any dips in the market as an opportunity

for key staff to develop new skills and coach newer members.

- **Planning Ahead** – "Fail to plan... plan to fail". Planning is vital for the success of your business. The three basic elements of any business plan are "where are you now?", "where do you want to be?" and "how are you going to get there?". And whilst

having a sound business plan doesn't automatically guarantee success, the lack of a sound plan will inevitably lead to failure!

- You can find out more about our economic Development service by visiting our website and clicking on "Businesses", our phoning us on 01748 829100.



Planning: Nicola Burton, Head of Economic Development, in a business meeting at the innovate! centre in Colburn

## A vital Link to free business advice and events

ALMOST 900 Richmondshire businesses or people thinking of starting up on their own have been helped by Business Link Yorkshire in the first nine months since its inception in April 2008.

Of these, 13 per cent were people thinking of starting a business, 2 per cent had recently started and 85 per cent were established companies.

Callers sought information and advice on a variety of issues through the customer information centre or the Business Link website, attended some of the dozens of free events that were run locally, or received in-depth advice from a business adviser.

Local Business Link manager John Fox said: "The recession has increased

the pressures on small businesses, especially those in the tourism, land based and food sectors. We want to stress that we are here to help as their critical friend, looking to encourage owners, be it through highlighting best practice at a workshop or accessing adviser support to add real value."

Several local firms have benefitted

from the Yorkshire Forward-funded financial health check, worth up to £2,000. The health check includes a meeting with an accountant who reviews the company's financial position and draws up a report and action plan.

- For more information on all Business Link services call 08456 048 048 or visit the website at [businesslinkyorkshire.co.uk](http://businesslinkyorkshire.co.uk).





The Local Strategic Partnership brings together key local agencies from the public, private, community and voluntary sectors, and aims to improve the quality of life for everyone in Richmondshire.

## Motorcycle mission reaches important milestone

MOTORCYCLING experts in Richmondshire have been celebrating three years of safe and responsible driving.

The RAMP project was founded in February 2006, aimed at providing motorcycle courses for young people in Richmondshire aged between 13 and 19 years.

In anticipation of this year's courses organisers Gill Morrissey, Kev Mason and PC Sue Dent joined youngsters to run essential safety checks on the group's six motorcycles at Risedale School, making sure the machines were all still in top condition.

To date, RAMP has trained about 80 young people to be able to ride a motorcycle in a safe and controlled environment. Many of the students who have taken part were recommended by their teachers or local police officers – and a number have since returned to help out with the project in the future.

The project has received support from Richmondshire Community Safety Partnership (RCSP), North Yorkshire County Council Youth service and North Yorkshire Police, as well as Broadacres Housing Association and the Foster Care Agency.

RCSP Community Safety Manager Pat Wilson said: "RAMP is a really valuable project that has helped dozens of young people in Richmondshire understand the importance of riding safely and sensibly."



## Culture hub

### CELEBRATION OF MANY CULTURES



RICHMONDSHIRE is hosting a unique festival to celebrate the district's many different cultures.

The "Celebration of Many Cultures" is taking place on May 7 at Richmond Station, and will include arts and crafts demonstrations and dance performances.

The event is designed to celebrate Richmondshire's multi-cultural makeup, and so will include everything from traditional Yorkshire culture from local museums to Indian dances and Bulgarian singing.

It will also see the launch of the district's Welcome Pack. The pack is a resource for people new to the area, and is packed with useful information like local GPs surgeries, important Council services and more.

To find out more about the Welcome Pack, follow the link at richmondshire.gov.uk

## Tackling alcohol misuse



A FOUR-MONTH campaign to tackle alcohol misuse has been running in Richmondshire – thanks to an £8,000 Government cash boost.

Richmondshire Community Safety Partnership (RCSP) successfully applied to the Home Office for a grant to fund the campaign, which brings together a range of agencies to focus on the issue.

A number of supermarkets and off licences have joined in the campaign, and as part of this stickers have been attached to multipacks of beer, warning shoppers of the consequences of "proxy buying" – that is, buying alcohol for underage people.

Trading Standards officers have been carrying out test purchases at a number of locations across the district, to make sure shops are complying with the law, and there will be interactive sessions at local schools to raise awareness of the dangers associated with alcohol misuse among young people.

# Working together reaping rewards for Colburn residents



By Ian Wolstenholme  
ian.wolstenholme@richmondshire.gov.uk  
Head of Partnerships

ALL sorts of local organisations have come together to try out a new way of working for Richmondshire.

Richmondshire Local Strategic Partnership (LSP) is bringing lots of different people under one roof, to work together in Colburn.

The LSP wants to get better at partnership working, particularly how it works at a very local level. In other



Green-fingered Colburn youngsters plant some of the 7,000 daffodil bulbs in their town

words, if there's a pressing issue that one organisation can't solve on its own, maybe there are others that could help.

We picked Colburn because it's a vibrant community, with a great

history of people working together. Not only that, but there are already some excellent examples of the Colburn community doing things for itself.

We have got the strong backing of

Colburn Town Council, and we want to build on that local expertise, finding out what works and what doesn't, and how we can make things better.

For example, a few months ago, you might have spotted volunteers out and about planting daffodil bulbs.

In fact dozens of residents, people from the voluntary sector and local councillors gave up their weekend to plant 7,000 bulbs in the town's green areas.

We are now working together to submit a bid for funding to transform the Piper Hill play area. We think it has the chance to become a focal point for the area, providing an exciting space where young people can play.

We have also asked everyone in the town to fill in a detailed survey telling us what they think about living in Colburn, and we will use those responses to work out what other issues we can work on together.

This is an exciting new project for everyone involved, and if it works well in Colburn, we will be hoping to develop similar initiatives right across Richmondshire. Keep an eye on our website to find out if we might be coming to you!

Play day: youngsters have fun at a play session in Scorton



## More chances to play

YOUNGSTERS are being encouraged to get outdoors and play, thanks to a joint funding award from the Big Lottery Fund.

The new Play Ranger project aims to challenge children to play, rather than spending all their time in front of a television or computer screen. Play is a key part of a child's life, and vital for their development.

The project will improve play opportunities for children aged between five and eleven living in rural

communities across Richmondshire and Hambleton, funding 120 play sessions every year for the next three years.

Activities include everything from den building and water slides to making perfumes and mud pies, and the sessions will make use of existing facilities like village halls, village greens and local playing fields.

- To find out more about the project, contact Jo-Anne Simpson on 01748 829100, or email [jo-anne.simpson@richmondshire.gov.uk](mailto:jo-anne.simpson@richmondshire.gov.uk).

# Scrutiny committee seeking views of residents

By Penny Hillary  
[overviewscrutiny@richmondshire.gov.uk](mailto:overviewscrutiny@richmondshire.gov.uk)  
Scrutiny Officer

**OUR Overview and Scrutiny committees make a real difference to life in Richmondshire – and you can help!**

Scrutiny can lead to more openness and accountability about local decision-making and bring about improvements in services provided by us and other organisations.

The committees are also able to look at issues that affect the quality of life for local people, and seek to make improvements.

For example, over the last few years, Overview and Scrutiny committees have looked into issues surrounding health, transport, access to services and partnerships.

Committees recommendations have ensured that:

- paramedics are stationed at Bainbridge Ambulance Station during out-of-hours,
- motorists can buy an excellent value joint weekly parking ticket to use across Richmondshire and the Yorkshire Dales National Park,
- residents can buy parking permits quarterly as well as annually,
- Council taxi vouchers are accepted by community transport schemes,
- Colburn Community Office opens longer,
- electricity supplier NeDL will work closely with local parishes to

help relay information about power failures.

The committees hold formal public meetings and also go on site visits, have informal discussions with groups and organisations, conduct research and gather information and evidence.

The committees are now conducting reviews into:

- the availability of public transport to attend hospital appointments,
- the quality of leisure provision for people aged over 50 in Richmondshire.

If you have an opinion on either of these issues, you can get in touch with the Scrutiny Team by phoning 01748 829100, on email, or fill in an online consultation form at [richmondshire.gov.uk](http://richmondshire.gov.uk)

People are also encouraged to make suggestions on any other issues they think it would be appropriate for Scrutiny to look into. These are considered by a Scrutiny Management Board, and if agreed, are placed into the workplan for the future. Again, contact the Scrutiny Team with your ideas.



## Very nice to Tweet you



OUR latest news and public consultations are now being broadcast on the popular social networking website, Twitter.

News flashes, press releases and surveys appear on the site as soon as they are published – and residents can sign up for free to receive instant updates.

Richmondshire was the first council in North Yorkshire to start "tweeting", and also has the most "followers".

You can sign up to the Twitter feed at [twitter.com/RichmondshireDC](http://twitter.com/RichmondshireDC)

## Don't be bitten by the sharks

ReSiDeNTs are being warned not to fall victim to loan sharks, as part of a hard-hitting new campaign supported by us.

Loan sharks lend money without a licence from the Office of Fair Trading. They rarely, if ever, give any paperwork, and if repayments are missed they often use violence and intimidation to get their money back.

The campaign's message is simple – "Don't get in with a loan shark... it will cost you an arm and a leg" – and is particularly important as the current economic climate could increase the amount of illegal money lending that takes place.

To report a loan shark in confidence, call 0300 555 2222, text "loan shark" and your message to 60003, or email [reportaloanshark@stoploansharks.gov.uk](mailto:reportaloanshark@stoploansharks.gov.uk)

## Free swim for over-60s

We ARE working together with Richmondshire Leisure Trust to offer free swimming for anyone aged 60 or over in Richmond Pool.

There are also new special prices for people who are unemployed or on benefits – and youngsters aged under five will continue to swim for free too.

We and the Leisure Trust have also pledged to work closely with the operators of the new Leisure facility opening at Catterick Garrison this summer. We have contributed £450,000 to the sports hall, securing full day and evening community access, so residents have an even wider range of facilities available to them.

## Victim help

AN INDePeNDeNT domestic violence advisor is now available to work with victims of domestic abuse in Richmondshire.

The advisor acts as a single point of contact to discuss options and develop safety plans with victims.

The advisor is employed by Independent Domestic Abuse Services (IDAS) on behalf of Hambleton and Richmondshire Community Safety Partnerships.

- For more information, or to make a referral, call 01904 646630.

## Flower power: chance to experience natural beauty

The two Council-run Tourist Information Centres (TICs) in Richmondshire are celebrating taking part in a festival with a floral twist this year.

The 2009 Flowers of the Dales Festival will run throughout May and June, so pay a visit to the TICs in Richmond and Leyburn to find out more about what's going on.

- **Saturday, May 30 and Sunday, May 31**

Temple Lodge Wild Flower Walk  
**Details:** A guided walk through Temple Lodge Meadow.

Time: 4pm - 5pm

**Meet:** Yorke Square car park, Richmond

Distance: less than 1 mile

**Grade:** easy

**Cost:** £2

Booking: advisable, phone 01748 828742 or email [RichmondTIC@richmondshire.gov.uk](mailto:RichmondTIC@richmondshire.gov.uk)



- **Throughout May and June**

Wild Flower Quiz  
**Details:** Pick up a copy of our wild flower quiz and hand in your completed entries at Richmond or Leyburn TICs.  
**Cost:** varies

- **Throughout May and June**

Children's Wild Flower Drawing and Colouring Competitions  
**Details:** Hand in your wild flower drawings at Richmond TIC, and your colourings at Leyburn TIC.  
**Cost:** varies

- **Throughout May and June**

Photographic Wild Flower Competition  
**Details:** Submit your best wild flower photos at Richmond and Leyburn TICs.  
**Cost:** varies

# Giving young people a voice

By Charlotte Galvin  
rdyc@richmondshire.gov.uk  
RDYC Communications Officer

**YOUNG** people in Richmondshire have a new way to make a big difference to the issues that matter to them.

Following big elections at the end of last year, Richmondshire District Youth Council (RDYC) has more than 30 members, all aged between 12 and 19, whose job it is to represent the views of young people across the district.

RDYC is a great way of knowing what is happening in your area. Richmondshire is a relatively small community that we all live in – and it isn't just the adults who should get a say in what happens here. We have fundraising powers



and our own budget, and distribute grants to clubs and organisations involving young people. Last year we distributed thousands of pounds, and we're always looking for more bids for funding. We also investigate

issues raised by members, and we have already met to discuss waste and recycling in Richmondshire.

Because of this, we have the power to help change Richmondshire – but only with the help of others. We hold meetings every month and we welcome all those young people who have ideas to help improve where we all live.

As much as we can we will try and get issues noticed, by calling officials to meetings and providing funding whenever we as a council deem it appropriate – that's why we want as much support from young people as possible!

New members were appointed to RDYC following elections held across



Richmondshire last year. Under our constitution, which was adopted at a meeting in December, the Council has some important aims and objectives

- communicate its views to other authorities
- give young people an active role in the local community and the ability to make and influence decisions
- work with other groups representing young people,
- work with other groups to provide and distribute information on youth events and youth organisations

● aid and support the development of youth events and youth organisations in Richmondshire.

To find out more about the Council, or to apply for funding, email [rdyc@richmondshire.gov.uk](mailto:rdyc@richmondshire.gov.uk), visit [richmondshire.gov.uk/rdyc](http://richmondshire.gov.uk/rdyc) or join our group on Facebook.

Our meetings are open to the public, and everyone is welcome. They're usually held on the first Wednesday of every month, starting at 4.15pm in the Council chamber at Swale House, Richmond.



## Best bands set to battle it out

We've invited the best bands in Richmondshire to battle it out for a prestigious top prize this summer.

Heats have been taking place all across Richmondshire to find the cream of the district's musical talent, culminating in a Battle of the Bands at Richmond Live this summer.

For the first time, this year's competition is being organised by Richmondshire District Youth Council and supported by 4Youth,

CYC and Richmondshire District Council.

Heats are being held between March and June, with winners going on to compete in the Battle of the Bands final.

The top prize for the overall winner will be the chance to play on the prestigious main stage at Richmond Live this summer.

It's a great opportunity for bands in Richmondshire to raise their profile, as well as gain experience and a local following! To find out more, visit us at [richmondshire.gov.uk/rdyc](http://richmondshire.gov.uk/rdyc)

## A day in the life... Mandy Hall, Modern Apprentice

Mandy Hall is a Modern Apprentice working in our Administration Team. If you have applied for planning permission, paid your council house rent or simply sent us a letter in the last year, staff like Mandy will have helped make sure you received the best possible customer service. Here, she talks us through a typical day.

**8.45am:** The first job of the day is collecting all the internal mail from my building. I work in Springwell House, in Richmond Market Place, where our Development Management team is currently based, so there are usually a lot of important planning documents to deliver.

**9am:** We receive about 900 planning applications every year, and they all have to be carefully filed to make sure every single one is dealt with correctly.

**'I am currently studying for an NVQ in Business Administration Level 2... I hope it will be a valuable qualification when I'm looking for a job in the future'**

### Apprenticeships at Richmondshire District Council

As employees, apprentices work alongside experienced staff to gain job-specific skills, while receiving relevant training from a local provider. They earn while they learn, and gain practical and transferable skills whilst keeping their employment options open. The Council benefits too – apprentices are highly motivated and have training in the very latest technologies and working practices. Apprenticeship opportunities are advertised like any other job, so check our website at [richmondshire.gov.uk](http://richmondshire.gov.uk). More apprenticeships will be available in the next year or two, to help us to 'grow our own' staff in hard to recruit areas, or those where there are skills shortages.

Depending on the amount we have received, it could take a few hours to copy and file them all.

**10am:** If a team member is on leave, someone else will have to cover for them. I sometimes step in to answer phone calls on the switchboard, or make sure the council house rent cards are printed correctly.

**11.30am:** The Royal Mail delivers our post mid-morning, so I head up to our office in Friars Wynd to help the rest of the team sort the mail. Every day we can expect two huge sacks full – everything from Freedom of Information requests to job applications. Obviously a lot of the post is confidential, so it's important to understand data protection laws.



Many documents can be scanned into our DMS (document management system), and sent electronically to the right service straight away. Everything else has to be delivered by hand to the correct office. At busy times of year, sorting the post can take a long time, so we stagger our lunch breaks to make sure someone is available to scan urgent documents at any time.

**3pm:** Our outgoing mail gets collected at 4.30pm, so we don't have long to make sure everything is collected from the various Council buildings, then correctly packaged, franked and addressed. We use an excel spreadsheet to calculate our costs, and make sure we pay the right amount.

**4.30pm:** We are currently scanning all our old planning applications, and I often help with this. We have thousands, going back decades, and they take up a huge amount of space. By storing them electronically, we can make them easier to search, and save money.

**5.30pm:** Back home to Melsonby. I am currently studying for an NVQ in Business Administration Level 2. The training doesn't cost me or the Council anything, and I hope it will be a valuable qualification when I'm looking for a job in the future.

**Job satisfaction:**  
Mandy Hall at work