



What you told us about



**the Community Engagement and
Neighbourhood Management
Framework for North Yorkshire**

**Easy read version
June 2009**



We asked you what you thought of our plans to work together better when we talk to people about the services we provide.

The following people and groups made suggestions:

Adult and Community Services Directorate, North Yorkshire County Council

Age Concern Scarborough & District

Army in Yorkshire and Humberside

Coast & Moors Voluntary Action

Craven Community Lives Task Group

Craven and Harrogate Learning Disability Partnership Board

Craven Local Strategic Partnership

Groundwork

Hambleton District Council

Hambleton and Richmondshire Learning Disability Partnership Board

Hambleton and Richmondshire Mental Health Forum

Harrogate and Area Council for Voluntary Service

Harrogate and District National Health Service Foundation Trust

Harrogate Community Lives Task Group

Harrogate Local Strategic Partnership

Harrogate Public Involvement Group

North York Moors National Park

North Yorkshire County Council (Safe and Sustainable Overview and Scrutiny Committee)

North Yorkshire Fire and Rescue

North Yorkshire Police Authority

North Yorkshire Probation Area

North Yorkshire Forum for Voluntary Organisations - feedback from workshop

Older People's Partnership Board
Richmondshire District Council
Ripon Council for Voluntary Service
Rural Action Yorkshire
Ryedale District Council
Ryedale Voluntary Action
Scarborough Borough Council
Scarborough Crime and Disorder Reduction Partnership
Selby District Crossroads - Caring for Carers Ltd
Selby District Council





Thank you for the things you suggested.



We have thought about them and have made some changes to our plans.



The tables on the next few pages list what you said and what we have done or plan to do.

We asked	You said	What we will do
Do you think we should have a document which helps us work together?	 <p>Yes.</p>	We will write a document to explain our plans and make sure everyone is told about it.
Have we explained what we mean in a way that you can understand?	 <p>Yes, but we could do better.</p>	We will try to explain more clearly.

Some people thought that our ideas would work better in towns and that it would be more difficult to make them work in villages and in the countryside. We will need to make sure that we realise this and do what works.

You said we should include examples of what was already happening in North Yorkshire to show what we meant.



Some people said that we should make sure that everyone is included and that people are given help to get involved.

We will make sure that we use different ways to talk to people and find out what suits them best.

We will provide some local examples in the document.

We will make this clearer in the document.

Are the things we are thinking of doing the right ones?



Yes, but they could be better

You said we should be clearer about groups called Local Strategic Partnerships. These are meeting which the Police, Councils, Fire Service, Health Service, voluntary groups and others go to where they work together to improve services. You said we should make sure they are properly involved.



You said that there are already good groups who talk to people and these should not be forgotten about.

We agree and will make sure they are fully involved.

We agree and will make sure that we make this clear in the final document.



You said it was important to let people speak for themselves and decide what they want to talk about.

We agree and will make sure that we make this clear in the final document.



You said it was important to realise that talking to people about what they need takes time and costs money.

We agree and will make sure that we make this clear in the final document.

You said that it is important that all services talk to people as part of what they do and not as an afterthought.

We agree and will make sure that we make this clear in the final document.



You said the questions must mean something important to the people we are asking and that telling people what had happened as a result was the most important thing.

We agree and will make sure that we make this clear in the final document.



You said we should be clearer about how Councillors can help and be involved.

We will change the document and add this in.

What are the 3 things we should do first?

Most people said we should collect and share information about the areas in which people live.



You also said that we should have joint public meetings for people in local areas.




You also said we should improve how we talk to particular groups.

We agree and we will include this in an action plan as part of the final document.

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<p>Is there anything else we should do?</p>	<p>You said we should share what we know about what works well.</p>	<p>We agree and we will include this in an action plan as part of the final document.</p>
<p>Do you have any other comments?</p>	 <p>Some of you said you were worried about how much the things we want to do will cost.</p>	<p>There are some things which will cost money and the North Yorkshire Strategic Partnership will have to decide how much money they can give to make them happen. However, a lot of things can be done by working better together and sharing information and meetings. Doing these things could actually save money. We have set up a group to make sure these things happen and report back to the North Yorkshire Strategic Partnership on how well they are working.</p>



You said that, in places, the document was too complicated and hard to understand.

You said you were worried that all the services may not be able to agree how to talk to people. You thought that all services needed to make it clear that this was something they wanted to do together.

You said we should make sure that things are working well.

We will change the document to make it simpler and we will give examples where this is possible.

We will write an action plan which all services can agree on. We will ask services to tell us who the person is who will make things happen in their organisations.

We have set up a group to make sure things happen and report back to the North Yorkshire Strategic Partnership on how well they are working.

	You said we needed to make it clearer what the law says about talking to people.	We will change the document to include this.
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