



Which Council Aim does this case study deliver?

To transform the Council

Background

Was planned as part of Access to Services strategy 2005 to maintain locations in market towns with a partner.

Ryedale District Council had continued to fund the Community office which had been envisaged at the onset to be self funding.

Delivery of services to all especially those in rural locations who are unable to access Ryedale House at Malton due to age, disability, location or income.

To work with partners to minimise expenditure and be more cost effective working within joint premises.

What was done?

Opening of Pickering library and customer service centre in June 2006

Opening of Helmsley library and customer service centre in December 2008

Opening of Church House, Kirkbymoorside in October 2009

Who was involved and how?

NYCC (Access to Services, Libraries, adult learning)

Staff

Members

Yorkshire Forward

North Yorkshire Police

Local Community representatives

Kirkbymoorside Town Council

What was achieved?

Increased footfall

Facility to provide presentations, meetings and surgeries for the community or local businesses/partners

Community focus

Joined up working and more knowledgeable staff

Seamless delivery of services to customers between County & Ryedale staff

Who benefited and how do we know?

Community surrounding Market towns benefit from being able to access services from numerous agencies in the same convenient location.

Increased partnership working enabled extended opening times

More sustainable buildings due to shared infrastructure and expenses

Enabled delivery of new services such as adult education

Extending the availability of services by cross skilling staff between the agencies

All adult learning courses have been full to capacity

Increase of library membership

Customer comment book at libraries

Resources and value for money

Previously funding Community office in Kirkbymoorside £12,000 per annum now only contribute £1,500 to NYCC for use of building.

Next Steps / Further Action

Possible future developments within Malton Town centre with NYCC
Undertake Customer satisfaction surveys using Cmetrix at existing joint libraries
See links to Customer Satisfaction Case Study

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Background documents/Links:

Church House Project meeting minutes
Scarborough Evening News 12 Oct 2009
North Yorkshire Times May 2009
North Yorkshire Times October 2009
Gazette & Herald 30 April 2009
Gazette & Herald 16 September 2009
Gazette & Herald 4 November 2009
Gazette & Herald 27 January 2010
North Yorkshire County Councils' Citizens Panel Summer 2009 Panel Survey