

'First Choice for Community Support'



Community Alliance
BROXBORNE & EAST HERTS

Annual Review

2021/2022

“This year has been about surviving, growing, learning, and moving forward to new horizons and becoming the essential link, building local partnerships and improving residents’ lives”



**Jan Wing
Community Alliance
Chairman**

Our board continues to develop our new roadmap, ensuring our financial policies and governance are fit for our growing organisation, providing business, marketing and communication skills, leading activities around growth and risk and ensuring the quality of our HR functions meet the needs of our growing staff team.

The next year will be a bigger challenge as issues of the past few years will not disappear and new problems begin to hit the most vulnerable. You can rest assured that Community Alliance Broxbourne and East Herts will be there when needed!

All our Trustees have given freely of their time this year, bringing insight and advice on safeguarding, health and safety, inclusion, and diversity alongside attending additional meetings to keep updated on the different regimes we were to follow.

Thank you to Ian for his continued leadership and motivation, supported by his senior management team. Our staff for their professionalism and dedication to their work, and my board of Trustees for their support, ideas, commitment and contribution to our success this year.

~ Jan Wing

At our AGM in 2021, we started a journey to become ‘Community Alliance Broxbourne and East Herts’. Our Trustees, staff and volunteers have worked together to review and refine the organisation whilst keeping our heart in the communities we are proud to support, represent and partner. You will hear much more as we launch our new brand, website and our service offers.

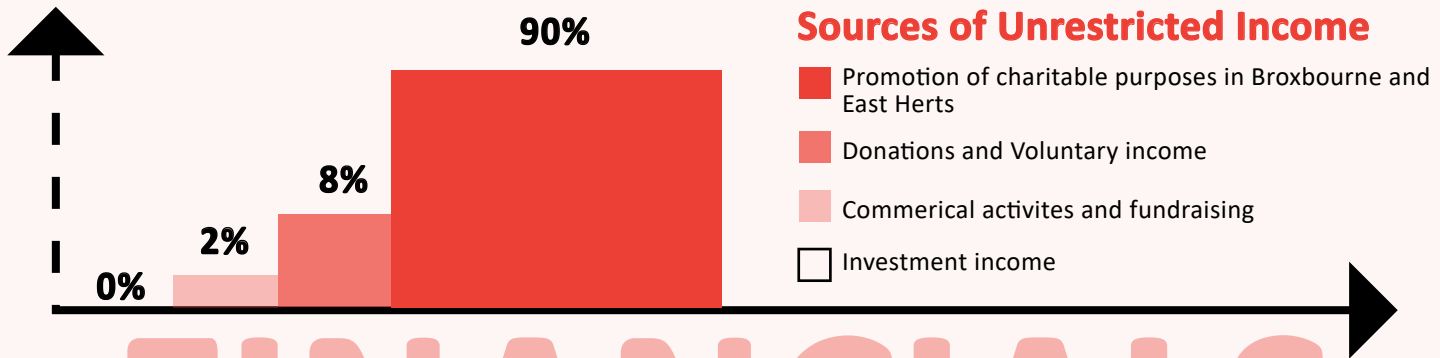
Many thanks to our Business Planning Steering group led by Steve Clarke for driving this forward. The changes you are seeing are the first stages of our delivery plan, but I am sure you will recognise our values and standards are still very much at our core.

I would like to say a special thank you to all the Community Alliance team and Board for their hard work and commitment in what was again a difficult and ever-changing post-Covid year. The support given by Susan Lankester as the Deputy Chief Officer, and by Jacquie Hime, working with all our Trustees in delivering, on time, the legal and governance issues required by the Charity Commission and Companies House, has enabled us to launch our new vision for 2022-23.

~ Ian Richardson



**Ian Richardson
Community Alliance
Chief Officer
(CEO)**



FINANCIALS

I have pleasure in presenting to you, for the first time, the accounts for Community Alliance Broxbourne and East Herts (formerly CVSBEH) for the year ended 31st March 2022.

Please click [here](#) to download the full audited accounts for 2021 – 2022.

This year, Community Alliance topped the £1m turnover threshold where a full audit is required. I am delighted to advise that Gowers Ltd, based in Kings Langley have agreed to provide this service with David Green as our auditor.

Total Income for the year is £1.126m (£0.916m 2021) with unrestricted income coming in at £0.356m (£0.334m 2021).

Reserves continue to be maintained at £170,000 comprising a £75,000 Contingency Fund reserve, £35,000 for development of the charity's future activities and £60,000 Future sustainability reserve recognising the challenging nature moving forward. This still retains excess income which can be used to support 2022/3.

Looking into 2023 we are in the process of setting up new banking arrangements with CAF Bank. CAF Bank is specifically set up to handle Charity finances and is deemed by the Board a good fit for Community Alliance Broxbourne and East Herts' requirements.

~ **Beverley Johnston (Hon Treasurer)**

HELPING Groups

Our core services build the capacity of community organisations across Broxbourne and East Herts

Helping Organisations

As part of our core function as Community Alliance, during 2021 to 2022, we provided direct advice, support and training to 45 community groups across Broxbourne and East Herts, sat on 18 partnerships and attended 100 virtual and face-to-face partnership meetings. We are currently assisting approximately 25 groups to return to their pre-pandemic levels of delivery.

We've also provided help to 53 organisations via funding advice and governance support and sent out our fortnightly Funding Bulletin to 500 recipients and 20 General E-Bulletins. There were also training opportunities that were aimed at 350 learners from voluntary and community groups. Many of the groups we lent aid to have successfully raised funds to support their activities and established and developed good governance in line with recognised structures. Through our participation in several district and county-wide partnerships, we were able to ensure that the voice of grassroots community organisations has been heard.

Junior Dragons' Apprentice Challenge

Team Junior Dragons of the Albury and Puller Memorial CofE (VA) Primary Schools were announced as the Overall Winner of the Challenge. They delivered a number of money-making activities including running a Reverse Advent Calendar, hosting an Afternoon Tea event and organising a Film Night.

Young teams from 11 schools donated large amounts of food to local Foodbanks and went on to raise almost **£3000 for these Foodbanks, Sands and SPACE charities!!** Winners were selected and presented with numerous prizes at the end of the Challenge.



A training session being held at Nigel Copping Community Building



One of many primary schools delivering their presentations on their money-making activities to the Boardroom panel as part of the Junior Dragons' Apprentice Challenge



The SuperDragons judges coming to a final verdict after all presentations were presented



100

virtual and face-to-face
partnership meetings
attended in 2021/22

50

Attendees at our
2021 AGM with
four training
workshops

500

Recipients receiving
fortnightly
E-Bulletins

25

Groups assisted to
return to their
pre-pandemic levels
of delivery

180

Community-based
projects and
support services
delivered

350

Learners targeted with
training opportunities
from voluntary and
community groups

COMMUNITY ALLIANCE Buildings



The Nigel Copping
Community Building.
Community Alliance's Head
Office in Stanstead Abbots,
Sanville Gardens SG12 8GA



Outside the Community
Skills Hub located in
Waltham Cross High Street,
one of the homes for the
Job Smart Project



The Skills and
Learning Centre in
Hertford, Fore Street

Despite the ever-changing guidance, we successfully managed to keep all of our buildings Covid-secure. As soon as Covid restrictions were removed, we welcomed back all of our groups, successfully allowing activities to re-commence. Our Skills Hubs in Waltham Cross and Hertford went through an IT upgrade meaning we could offer a hybrid learning experience opening opportunities to more people. We continue to host organisations and offer outreach services and, as we move forward, our offer continues and we are now pleased to be the host for the Broxbourne Healthy Hub.

Do you need to find premises with free Wi-Fi that can be used for meetings or training for your staff and volunteers, fundraising events or conferences?

For information on bookings and charges for all our buildings please email:

**bookings@communityalliancebeh.org.uk
or call 0300 123 1034.**

SUPPORTING HEALTH and Wellbeing

We support health and wellbeing by providing low-cost community transport, day activities and manage community projects

Staying Connected

The motivation of this project is digital inclusion - helping people to learn basic digital skills to stay connected with friends and family and be able to organise their day-to-day life online. **Since April 2022, 9 in-house sessions were delivered with a total of over 60 participants. An additional 7 sessions were delivered in cooperation with other organisations with over 70 participants. Check our website and social media for the next sessions.**

Over 10 Digital Champions volunteers were recruited at the heart of this project, making our friendly and sociable sessions possible! Whether in cooperation with social prescribers or a local church, through our regular sessions at the Nigel Copping Building we help clients get and stay online with confidence.

Community Car Scheme

Over the last year, the Community Car Scheme has continued to be busy. We have taken on 2 new members of staff and new volunteer drivers to assist with appointments. We have, **over 1,300 clients registered, around 700 bookings were completed from January to June and 369 bookings so far in July 2022.** A Lone Working training course was also held in May which was attended by some of the drivers.

Volunteering

In April 2021, we appointed a designated Volunteer Coordinator to look after all things volunteering. We have since been able to achieve the quality standard in volunteer management investing in Volunteers. Thanks to the dedicated work of our **over 40 volunteers across all volunteer involving projects**, Community Car Scheme, Staying Connected, Job Smart, Heritage Broxbourne and our main office, we are able to deliver great services to help improve residents' lives.



Our Volunteer Coordinator Claudia delivering the Staying Connected group that was held in Cheshunt Rosedale Church in February 2022

Sharon our Community Car Scheme Support Worker booking volunteer drivers to pick up clients for their journeys

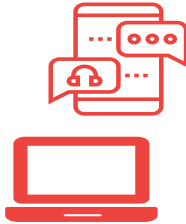
“ ONLY GRATEFUL THANKS AND CONGRATULATIONS ARE A SUITABLE RESPONSE TO THE EXCELLENT “CAR SERVICE” I RECEIVED YESTERDAY. WHAT A WONDERFUL AID FOR THOSE WHO ARE CARLESS. MANY THANKS TO ALL INVOLVED.

”

**OVER
1,000**



**INDIVIDUALS' HEALTH
AND WELLBEING
SUPPORTED AS A
RESULT OF ALL OUR
SCHEMES**



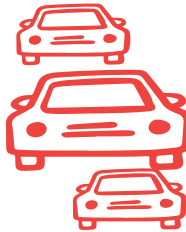
130

Participants are now better digitally connected with their friends & family as a result of the Staying Connected project



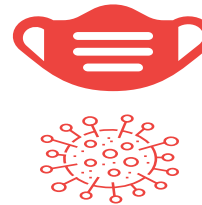
40

Volunteers continue to lend a helping hand across all our volunteer involving projects throughout the pandemic



287

Hospital journeys delivered in the last 6 months via the Community Car Scheme



15

Volunteer Community Information Champions sending out fortnightly general health, training and local activity messages to their local communities

ENGAGING Residents

We support the voice of local residents and have built a portfolio of Big Local projects in less affluent communities



Photo is taken from the 'Voices from the Voluntary Sector' celebration event which was a launch day to celebrate the opening of the exhibition



Our Events and Admin Coordinator Penny and Deputy Chief Officer Susan plan the delivery of the 'Voices from the Voluntary Sector' exhibition that showcased in Lowewood Museum in Hoddesdon from March 11 to April 9th 2022



Health Walk at Wormley and Turnford Big Local

Voices from the Voluntary Sector

The aim of the project was to research the community and charity sector across the Borough of Broxbourne and celebrate the lives and contributions made to the community by ordinary people and the impact of volunteers and volunteering in the Borough. We shared our findings with current residents at an exhibition held at Lowewood Museum and have ensured that this is recorded for future generations.

22 local residents were interviewed representing **27 organisations**. **2 volunteers** together with **12 Hertford Regional College students** gave their assistance to the project. An astonishing **700 plus people** viewed the exhibition and, out of this, **15 people signed up onto local volunteer opportunity platforms** as a result of the project.

Big Locals

It has been another very busy year for Community Alliance's "Big Local family." We continued to support Wormley and Turnford as well as Bountagu Big Local and also became the Locally Trusted Organisation in two other areas: ChART in Lewisham and Worlds End and Lots Road in Chelsea and Kensington. As we are coming out of the pandemic, each of the Big Local projects re-started resident engagement with particular emphasis on creating a long-lasting legacy, but also to ensure that all the activities Big Local projects provide make a tangible impact on their communities.

In Wormley and Turnford, between January 2022 – March 2022, **the Health Walk had an attendance of 609, with 42 unique individuals joining the project in January**. Worlds End and Lots Road Big Local delivered an exciting **Security Industry Authority training, which was completed by 8 people** (1 female and 7 male). **50% of those who attended were unemployed**. In the last 12 months, we also recruited new members of staff and helped to enhance the governance of most of the Partnerships that we support.



15

Signed up onto local volunteer opportunity platforms following our Voices from the Voluntary Sector project



700+

Attended the successful exhibition 'Voices from the Voluntary Sector' at Lowewood Museum in Hoddesdon between March and April



609

People attended the Health Walk between January to March 2022



22

Local residents were interviewed which represented 27 organisations and stories recorded



12

Hertford Regional College students assisted with Voices from the Voluntary Sector



42

Unique individuals joined the Health Walk project in January 2022

EMPLOYMENT and Skills

We have a proven track record in helping people to get back into the workplace

Community Learning

Post-Covid, we quickly identified the need for face-to-face learning, mainly due to isolation and lack of digital skills. We rapidly adapted within the buildings and **offered 140 learners the option of online, face-to-face and hybrid learning.** We accessed local need with Wellbeing Craft courses and Preparing for Work employment courses. During lockdown periods, those opting for online learning received prepared learning packs and all courses were accessible to everyone. **We funded 20 laptops and additional IT equipment** within the buildings and provided in-person Digital Skills Courses that enabled access to IT, and worked alongside the Digital Inclusion Project so that learners could obtain their own equipment. **Over 100 people were successfully placed into either further courses, volunteering or employment roles.**



Learners attending the Beginner Digital Skills for Work course in Hertford in January 2022

Building Better Opportunities

During the period of April 1st 2021 to March 31st 2022, we **supported 103 individuals**, all of which had a mentor to support them with either mindfulness and wellbeing activities, confidence building, training advice, job searching and CV support.

We signed up 60 new participants, 34 of which were unemployed and 26 were economically inactive. We were able to claim education and training outcomes for 15 individuals which will enable them to learn new skills with a view to finding employment. Courses included project management, digital skills, print-making and ESOL. There were **18 employment outcomes** where we supported individuals with building confidence, job searching, CV writing and applying for job roles. Employment included Facilities Assistant, Barista, Teaching Assistant as well as a self-employed mechanic and self-employment in selling personalised baby clothes.

Tierney assisting participants at a Digital Skills for Beginners course held at our Skills and Learning Centre in Hertford



Job Smart & Job Club

In 2021/22 the project **supported over 600 individuals with CVs, interviews and job searching. Over 400 people successfully returned to employment** including many who had lost their jobs during the pandemic. We increased transferable skills, wellbeing and some jobseekers were moved into new industries and embarked on new career changes!

Through the outcomes achieved, it became apparent that combined face-to-face appointments and access to buildings across both Boroughs **improved the confidence of all 600 clients.** The flexibility of the project means that all clients can experience a tailored service to meet their individual needs. Each individual referred to the project was offered the opportunity to attend further skills training through Community Learning courses and support for interviews and approaching employers.



“

**TS LOST ALL CONFIDENCE,
WAS UNEMPLOYED, HAD NO CV
OR ACCESS TO IT EQUIPMENT.**

”

“

**IN ONLY 4 WEEKS FROM HER
INITIAL APPOINTMENT,
TS IS NOW EMPLOYED
WITH ACCESS TO COURSES
AND HAS A NEW PROFOUND
CONFIDENCE!**

”

One person's story...

TS was referred to the Job Smart project on July 15th from the Hertford Jobcentre Plus and her initial appointment was with us on August 4th 2021. TS had, for the past 19 years, been a carer for her daughter who sadly passed away in 2020. TS had lost all confidence and felt that she was not in a position to be employed as she had no CV, no access to IT and struggled to identify the skills she had due to her caring role.

On her initial meeting, we drafted her CV and helped TS to realise the skills she's gained as a Carer in the past 19 years such as time management and dealing with professionals. We sent TS a copy of her CV and cover letter via email and in the post so that TS could hand out to retail units who displayed that they were hiring. TS also expressed an interest in courses which meant that she could gain further skills. Alongside our Digital Inclusion Project at Community Alliance, we managed to get TS a laptop giving her access to online job applications and courses, removing her from isolation and improving her confidence and wellbeing.

On September 6th, TS emailed to say that she had been offered employment in a food outlet in Bishop's Stortford and although she was nervous, she was extremely happy to be re-entering the workplace. This role was gained all through physically handing in her CV and introducing herself! TS is also going to be completing a Digital Skills Course with us remotely through her laptop that was given to her, again building her skills.

4 weeks from her initial appointment, TS is now employed with access to courses and a new profound confidence. This role will continue to help her to be back in the workplace, gain new skills and improve her wellbeing.

Grateful thanks to

MANAGEMENT BOARD

Jan Wing, Keith Batchelor, Pete Maiden, Steve Clarke, Patsy Spears, Vicki Jacob, Beverley Johnston, Jackie Trundell, Nick Phipps, Cllr David Andrews, Andy Cooke, Steve Harvey, Diana Yip

STAFF, VOLUNTEERS, FUNDERS, PARTNERSHIPS, HIRERS & USERS

Our Staff and Volunteers plus our funders, East Herts Council, Broxbourne Council, Hertfordshire County Council, Local Trust, Herts Community Foundation, Network Homes, National Lottery Heritage Fund, Awards4All, Department of Work and Pensions, Co-op Community Fund and NAVCA. Our partnerships with Hertford Regional College, Step2Skills, Ambition Broxbourne, Community Help Hertfordshire and East Herts Community Safety Partnership Board are, as always, very important to the delivery of all our services. Finally thanks to the many hirers and users of our community buildings.

Follow our social media:



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@communityABEH



Community Alliance Broxbourne
and East Herts

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1118986