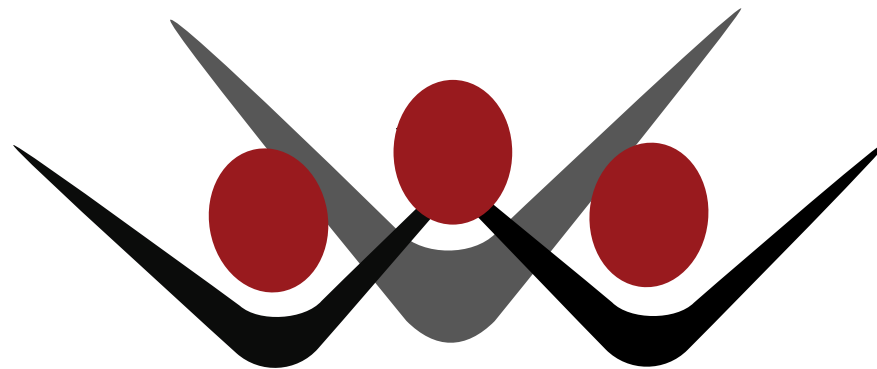


COMMUNITY VOLUNTARY SERVICES FOR BROXBOURNE AND EAST HERTS



CVSBEH

Annual Review
2020-2021

CVSBEH IMPACT

660

Medical journeys undertaken during lockdown



4

Community buildings offering accessible meeting and learning space

Almost

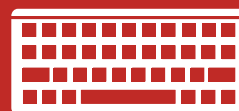
£50000

raised for local good causes by the Dragons' Apprentices



975

Community Car Scheme clients registered with CVSBEH



30

Laptops and tablets repurposed in the community



Over 100 funding opportunities promoted across two districts



Partnership meetings attended

56 in Broxbourne
65 in East Herts

4

Big Local projects



181

People supported through Job Smart



30+

Covid Information Champions



165

Bags of Kindness given out across East Herts



Groups supported

55 in East Herts
36 in Broxbourne



FREE HAND SANITISER

distributed to 12 organisations across the two districts



30

People now employed by CVSBEH



a staff increase of 25%

2020 AWARD WINNERS

OUTSTANDING PARTNER AWARD: Job Centre Plus

COMMUNITY CHAMPION AWARD: Andy Massey

OUTSTANDING INDIVIDUAL AWARD: Vicki Jacob

OUTSTANDING MEMBER AWARD: Citizens Advice East Herts

WELCOME...



CVSBEH have excelled in stepping up to the challenges faced during this unprecedented past 18 months and this document hopefully goes someway to demonstrating this. Our staff team has grown once more this year to meet the growing demand of delivering an increasing number of community based projects and services. We thank all our existing and new employees and volunteers and wish the very best to those that have moved on in the past year.

In partnership with 'Community Help Hertfordshire' we have assisted with shopping, medical trips and delivery of essential supplies during the pandemic. The workload in our employability and skills programmes has increased dramatically with the introduction of 'Job Smart' and the continuation of our 'Building Better Opportunities programme' and local Job Clubs. We have been supporting our many clients by delivering training online and through our high street Hubs that provide spaces and opportunities to share and learn. We have embraced the Government's Kick-Start programme and have offered employment opportunities within our team to two young local residents.

We recognise the value that volunteers bring to our organisation and to reflect this we have begun to develop our own volunteer programme and 'Investing in Volunteering' accreditation. Our Heritage Broxbourne project was paused for 12 months but is now on track with amazing stories emerging and partnerships being built with residents, new volunteers, and students from Hertford Regional College.

We continue to partner in digital inclusion projects including the 'Staying Connected' scheme where we help to re-purpose used IT equipment where it is most needed. We have also restarted the Junior Dragon's Challenge across East Herts primary schools.

Our support for with Wormley and Turnford Big Local has continued and we congratulate them on the handover of Wormley Community Centre. We are now working in three other Big Local areas.

All our Trustees have given freely of their time this year, special thanks to Vicki Jacob who has helped us navigate the difficulties of furlough and an ever-growing staff team now numbering 30+ employees. Our succession planning has continued as we review our trustees and our resilience. At this stage we report that Tony Pomfret, our Treasurer for many years, will be stepping down from his role. Tony has given many years of service to us, and we will miss his accountant's eye on our finances.

JAN WING (CHAIR) & IAN RICHARDSON (CEO)

For the very last time, I have pleasure in reporting on the accounts of CVSBEH for the year ended 31st March 2021. **Please [click here](#)** to download the full examined CVSBEH Accounts for 2020-21.

Total income from unrestricted funds for the year was £333,768 (2020 £265,060). After taking account of core activities and governance costs totalling £238,614 (2020 £263,233), there was Net Income of the year totalling £95,154, compared with Net Income in 2020 of £1,037.

CVSBEH started the year with unrestricted fund balances of £75,516 which increased to £170,670 as at 31st March 2021. The Trustees consider that Contingency Fund Reserves of £75,000 are adequate to cover any significant drop in funding, and they will invest up to a maximum of £35,000 in development of the charity's future activities during 2021/22. In addition, the Trustees considered it prudent to increase the Future Sustainability Reserve from £6,000 to £60,000 in anticipation that it will become increasingly challenging to generate income to obtain funding in the future. After taking these reserves into account, it leaves a free balance of £670 (2020 £516) to carry forward. CVSBEH was also holding £244,133 of Restricted Funds on behalf of charities as at 31st March 2021 (2020 £170,066).

I would also like to wish CVSBEH every success for the future and thank Ian Richardson, who, together with his dedicated team, has worked tirelessly in developing vital income streams to make up for the decline in core grant income. I would also like to register my sincere thanks to James Campbell for all of his hard work in maintaining the charity's financial records.

TONY POMFRET (HON TREASURER)

HEALTH AND WELLBEING

COMMUNITY CAR SCHEME

Prior to the pandemic we were undertaking approximately 3,000 trips annually. From April 2020, the Community Car Scheme was managed remotely; a struggle compounded when 18 drivers temporarily stopped volunteering due to the Pandemic. Fortunately, we only had to cancel 12 lifts in total but 354 appointments were cancelled - many as a result of hospitals changing face to face appointments to telephone assessments.

Staff changes and eased restrictions in August 2020 saw the scheme pick up again, resulting in 64 bookings during August. Staff had also started working back at the Nigel Copping Community Building instead of from home. By September, there were 97 completed bookings with a further 82 in October, implying that hospitals were becoming busier with the reintroduction of face to face appointments. Drivers were still advised to continue social distancing procedures in their vehicles and take a bag of hand sanitisers and masks from the main office if they wanted.

In January 2021, 15 drivers returned to increase our numbers. The number of journeys undertaken grew steadily, with approaching 1000 journeys undertaken during the year and a further 33 people also using our service to get their vaccination.



STAYING CONNECTED

This is a two year Hertfordshire-wide Covid-recovery initiative aimed at reallocating used laptops and tablets for the use of isolated or vulnerable adults/families and those that have recently been subject to clinical health issues or are at risk of requiring medical intervention whereby access to IT and internet services will be beneficial to them.

As well as recruiting local volunteers as 'Digital Champions' to support clients in using the equipment effectively, CVSBEH is the central point to take delivery of donated equipment and make it fit-for-purpose. Internally, we are working with the Job Smart project and BBO to identify individuals who require IT or tech support to help them with accessing training, job searching and general mental wellbeing. We have allocated dozens of laptops to individuals who require this support.

COMMUNITY HELP HERTFORDSHIRE

In August 2020 CVSBEH was contracted by Communities 1st to help collect shopping and prescriptions to vulnerable adults within East Herts using volunteers. At the beginning of this contract, 45,000 people who were clinically extremely vulnerable received a letter from Hertfordshire County Council informing them to contact HertsHelp if they required any assistance. All relevant requests were then forwarded onto us to action.



The most help required was in January 2021, with 15 requests a week, the majority being for shopping and prescription collections, but also included tasks such as dog walking. To support the upcoming vaccination rollout, we began recruiting extra volunteers in February. In February 2021 we delivered 165 Bags of Kindness to residents in East Herts. At the end of March 2021, there were a total of 190 clients receiving support in East Herts.

COVID INFORMATION CHAMPIONS

During the Pandemic this Partnership project was originally designed to last for a three month period, aiming to recruit up to 300 Hertfordshire community information champions. It aimed to ensure that Hertfordshire residents receive regular information updates which were clear and consistent about Covid from Hertfordshire Public Health.

The network of CVSs and other partners recruited and trained 'Information Champions' to share weekly topical messages to promote the vaccine, the stay-at-home message and where to go for help and support to our communities. Messages were sent weekly from Director of Public Health, Jim McManus. CVSBEH was then responsible for preparing the messages by adding images or summarising the text. CVSBEH recruited almost 30 'champions' and sent the information to them to disseminate further. We continue to share key Covid related government messages through our social media and a dedicated bulletin as part of our involvement in the Covid Information Champions project.

SKILLS AND EMPLOYMENT

BUILDING BETTER OPPORTUNITIES

CVSBEH has been a partner in the Hertfordshire-wide Building Better Opportunities Project since it began in October 2016. Funding until December 2022 is in place from The Big Lottery and the European Social Fund (ESF). Even though we have had Covid restrictions for much of the April 2020 to March 2021 period, we enrolled 20 participants onto the project, along with continuing to support the 63 participants that we had on our caseloads. Despite the difficult year, we successfully closed 26 participants with either an outcome of employment, education/training or job searching.

As we have not been able to meet our participants face to face during periods of lockdowns, we embraced the virtual world of Zoom and set up a virtual hub so that we could meet individuals and support them. In total we had 85, 1:1 participant meetings. We also used our virtual hub to run engagement activities, for which examples of these were, Better Photos for Beginners, making a Seasonal Tree Ladder and Mindfulness for Wellbeing. As soon as Covid restrictions permitted we returned to the hubs.



As we continue with the project we have been promoting BBO to new organisations, which has resulted in referrals being received and new working relationships being built, along with engaging with our previous supporters of the project for them to refer to us. This will enable us to support more individuals with finding employment opportunities, learning new skills and offering vital wellbeing support.

COMMUNITY LEARNING

During the period of enforced online learning due to the Pandemic, we continued to deliver our courses virtually, offering loans of IT equipment for those that did not have access. It became evident that many of our learners preferred training in-person so they could benefit from our staff support. Taking this on board, and with the opportunity to use new the new IT equipment within our community buildings, we offered a hybrid-learning service. We managed to deliver courses ranging from 'Crafts for Wellbeing', digital skills, Tai Chi and 'Preparing for Work', with a set of courses designed specifically for Carers In Herts. With the funding we have received for the 2021/22 academic year, our focus will be work skills, digital skills and crafts; all selected with the aim of bringing people out of isolation and into groups to improve their wellbeing.

JOB CLUB & JOB SMART

With our Job Clubs running remotely during lock-down we experienced low engagement from participants due to lack of access to digital equipment. Job Smart was created in May 2020 as a face-to-face service for those who had recently lost their jobs as a result of the pandemic with appointments available across both Broxbourne and East Herts Districts.

Partnering with East Herts and Broxbourne Council, Network Homes, B3 Living and the Department for Work and Pensions, funding was obtained for an initial 12-month period offering advice and support with CV writing, setting up a LinkedIn profile, interview skills, training on digital skills and signposting to other agencies. In partnership with Broxbourne Council, Job Smart and DIZ created small short bite videos offering guidance and training in areas helping to move towards employment.

Job Smart has met with 181 claimants who were supported through the project through various means. 14 claimants moved into volunteer roles, with 11 back into employment. 40 interviews were taken and 170 upskilled and moved forward towards their goals for employment. Confidence, lack of skills and access to digital equipment were found to be the main barriers and by holding face to face meetings in a Covid secure building, claimants were better able to move on to courses or gain skills to help them approach employers. Funding for Job Smart has since been extended and stronger partnerships have been formed across both districts.



WORMLEY & TURNFORD

In February 2020 it was agreed that Wormley Community Centre will be leased to Wormley & Turnford Big Local (WTBL) for 999 years. The Partnership has since selected architects to commence the refurbishment. Over the last 12 months, WTBL have consulted with the community and written the WTBL Community Plan 2021-2026, which defines the legacy of the project. The Partnership has launched a refreshed website and significantly boosted its online presence and communication channels, strengthening WTBL's ability to influence social change.

Among other achievements are:

- 715 people attended Health Walks between July and November 2020
- 40+ hours spent at the community centre by the Sewing Club making PPE for local care homes and hospitals
- 'The Centre', a film about local stories from local residents, was watched by 360 people
- Halloween, Christmas and Easter activity projects enabled us to support 450 local families through enrichment and crafting



NOEL PARK

As Noel Park Big Local in Wood Green enters the final stage of its funding cycle, the partnership has refocused its efforts towards their legacy work and have identified employment and education as two of the main drivers of that legacy. In order to do so, they have hired one full time Community Development Manager, one part-time Engagement Officer both employed by CVSBEH, and engaged the services of an experienced Community Consultant to pursue the possibility of acquiring a Community Asset from the Council. During lockdown, Noel Park Big Local has developed and launched several other initiatives with education and employment in mind including:

Changing Gears: A training academy for U25s

Russell Hub: A small kiosk taken a long lease, to be transformed into a Community Cafe.

Moselle Meadow: The creation of community gardens for residents to enjoy.

BOUNTAGU

During the lockdown and post lock down periods the Bountagu Big Local project in Edmonton was extremely active in engaging the community. Several outdoor activities were planned to engage the community along with a continuing small grants programme aimed at supporting the ideas of local residents and some 'covid-recovery' initiatives supporting the physical well-being of residents and supporting young people over the summer holiday period. The over 50's coffee mornings eventually returned and the allotment project was successful in recruiting volunteers and proactively working in partnership with local groups. Activities for young people in the area continued in a supportive partnership with Northside Youth and Community to deliver outreach support and training. Additionally, commissions were awarded for a new website and to contract an IT specialist to review the current IT use of the project in order to make future recommendations.



CHINBROOK

ChART Big Local in Lewisham has been quiet over the summer period but now that CVSBEH had taken on the full LTO responsibility we have completed the TUPE of two existing staff and recruited a Project Manager who will start her role in October 2021. The project is currently being underpinned by the activities of its food poverty project but greater emphasis on community engagement and activities for local residents will commence during the autumn/winter months.



COMMUNITY BUILDINGS

Unfortunately for a large amount of the Pandemic period our buildings were closed due to the Covid restrictions. During this time, we worked tirelessly, following guidance given from the government to prepare for re-opening and making them fully secure and safe for all users on their return. A full policy and risk assessment for each one was put into place and we received compliments from users and visitors on the safety of them.

Are you looking for a venue in Broxbourne or East Herts?

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@cvsbeh.org.uk or call 0300 1231034.

SKILLS AND LEARNING CENTRE, HERTFORD

Our Skills and Learning Centre is a spacious, newly refurbished building available for both community and commercial groups to use for a variety of different events including meetings, training, office space and one-to-one sessions.

What can we provide?

- A training room (Batchelor Suite) for up to 20 people
- A small meeting room (Wing Room) for up to 5 people
- Large upstairs office space (Alder Towers) measuring approximately 8.35m by 4.77m

COMMUNITY SKILLS HUB, WALTHAM CROSS

Our Community Skills Hub is a community resource for training, meetings, workshops, fundraising and celebration events.

What can we provide?

- A self-contained training and workshop room (Eleanor Room) for up to 14 people with access to kitchen
- A small meeting room (Theobalds Room) for up to 6 people
- Full-time serviced work-spaces upstairs with access to kitchen

SELE HUB, HERTFORD

We manage this on behalf of Network Homes and the building is currently in occasional use by Citizens Advice East Herts, East Herts Council and Network Homes. We therefore have availability on most days.

NIGEL COPPING COMMUNITY BUILDING, STANSTEAD ABBOTTS

Opened in April 2014, Nigel Copping Community Building is a community resource for a variety of different events including training, conferences, meetings, fitness classes, children's activities, celebrations and fundraising.

What can we provide?

- A large hall (St Margarets) which holds up to 80 seated (subject to configuration)
- A meeting room (Stanstead Suite) which holds up to 18 seated boardroom style and 25 theatre style
- Free parking for up to 21 cars including 2 disabled spaces
- Integrated audio visual equipment and use of kitchen
- A fully managed conference service for up to 80 guests including catering

See inside the building by watching our video of the building [here](#).



CVSBEH PROJECTS

DRAGONS' APPRENTICE 19/20

CVS for Broxbourne and East Herts launched their two Senior Challenges during October 2019. All of the teams were able to complete their money-making business activities before the first Covid lockdown in March 2020. Thanks to the generous time of the SuperDragon Judges and sheer determination and tenacity of the teams, we were able to complete the judging process during the summer of 2020! Brainwaves from Haileybury Turnford won in Broxbourne and Numero Uno from Chauncy School was the Overall Winner in East Herts. A personal video message was sent to the Broxbourne Outstanding Individual Award winners.



JUNIOR DRAGONS' APPRENTICE CHALLENGE

Hertford St Andrew Junior Dragons of Hertford St Andrew School were announced as the Overall Winner of the East Herts Junior Dragons' Apprentice Challenge, and in Broxbourne, the Overall Winner was Trinity's Vision of Holy Trinity CE Primary School. With just half of the original teams being able to complete their business activities before lockdown, these young teams still went on to raise over £1,700 for Breathe Easy Hertford, Broxbourne Foodbank, CHEXS, Four Swans Vision and Home-Start Herts.



HERITAGE BROXBOURNE

There are stories to be told in Broxbourne around the history of the community and charity sector. The aim of this project is to research this history and produce



moveable displays/oral histories to celebrate the lives and contributions made to the community by ordinary people. This aspect of local history has never been researched and documented, and we wish to record this aspect of the social history of the area, to share our findings with current residents and ensure this is recorded for future generations.

This project funded by the Heritage Lottery Fund was launched at our 2020 AGM. However, due to the winter lockdowns, the start of the Heritage Broxbourne Project was delayed until April 2021. In the period up to this date we prepared for the start of the project by building relationships with our partners Broxbourne Borough Council and Hertford Regional College. We also took the opportunity to use this time to recruit two volunteers to support the project going forward.



CVSBEH VOLUNTEERING PROGRAMME

With the increase in the numbers of volunteers working on CVSBEH projects, we have developed a Volunteer Co-ordinator role for an initial 12 months with responsibility for recruiting, supporting and managing our volunteers. CVSBEH plan to gain 'Investing in Volunteers' accreditation. and develop an in-house volunteering manual which will eventually be used across all projects and branded appropriately for their use. The Volunteer Handbook is in the last stages of review before being put forward to the Board. This will serve as a summary of the most important policies and documents relevant to our volunteers. Additional documents will be supplied in the context of each project as required.

14 new volunteers have been recruited since April 2021 for various projects and further recruitment initiatives are being undertaken as and when volunteers are needed.

CVSBEH THANKYOU'S

YOU TO US...

'I have a purpose to wake up in the morning and my mentor is very understanding. I am thankful for the opportunity of the BBO project.'

'My new skills that I have got, I never would have got without Job Club at Waltham Cross. All of this has made me feel healthier and I now know I can talk to people who understand me and I know I can talk to people if I need help and also I sleep better at night knowing that they are all there.'

'Such a great course - made me think and given me loads of inspiration- loved the teaching, the content and being part of a group. Would like to progress further if there is another course - I shall miss the good company and weekly fun. Seema is an inspiring and motivating teacher.'

'Seema was so keen and helpful and had a great personality and humour. It was a very supportive environment and I learned a lot and gained the confidence to try more.'

'I received great information with the current CV standards and the new ways that companies can filter their recruitments. Thank you for all the help.'

'I have obtained a job interview through this course and the support from the tutor has helped me achieve this.'

'Brilliant course. Helped me gain more confidence and I'm ready to face to working world.'

US TO YOU...

Our grateful thanks are due to our main funding partners this year, East Herts Council, Broxbourne Council, Hertfordshire County Council, HAFLS (now known as 'Step 4 Skills'), Stanstead Airport, Co-op Community Fund, Hertford Regional College, Network Homes, B3 Living, DWP, Hertfordshire Community Foundation and the National Lottery Heritage Fund, as well as Awards 4 All.

THANKS TO OUR WONDERFUL MANAGEMENT BOARD

Jan Wing, Steve Clarke, Beverley Johnston, Tony Pomfret, Andy Cooke, Patsy Spears, Steve Harvey, Pete Maiden, Vicki Jacob, Keith Batchelor, Jacky Trundell, David Andrews and Nick Phipps.

THANKS TO OUR VOLUNTEERS (TOO MANY TO MENTION!)

Thanks to our 30 volunteer drivers and all our other volunteers that have helped with deliveries of essential shopping and prescriptions during this difficult period as well as in our hubs, on our employment projects and as part of our Heritage Broxbourne research project.

Also our thanks to local businesses **MORGAN SINDALL, ST CROSS GROUP, BARCLAYS, TONY POMFRET AND ASSOCIATES** and **VOLKERWESSELS UK** for their support over the past year.



CVS FOR BROXBOURNE & EAST HERTS

Nigel Copping Community Building,
Sanville Gardens,
Stanstead Abbots,
SG12 8GA

Follow us on social media **@CVSBEH**



T: 0300 1231034
W: www.cvsbeh.org.uk
E: admin@cvsbeh.org.uk

CHARITY NUMBER: 1118986
COMPANY NUMBER: 6143165