# Community Voluntary Services Broxbourne and East Herts

## Section A: The organisations and groups within the partnership

### Lead applicant

<table>
<thead>
<tr>
<th>Name of Organisation:</th>
<th>CVSBEH (Community Voluntary Services Broxbourne and East Herts)</th>
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<tbody>
<tr>
<td>Type of Organisation:</td>
<td>Voluntary Community Organisation</td>
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</tbody>
</table>
| Contact details: | Contact - Ian Richardson  
Email - [ian@cvsbeh.org.uk](mailto:ian@cvsbeh.org.uk)  
Phone - 0300 123 1034  
Address - Nigel Copping Community Building, Sanville Gardens, Stanstead Abbotts, SG12 8QA |
| Summary of organisation: | CVSBEH is an umbrella organisation providing advice, information and development support services to the community and voluntary sector of Broxbourne and East Herts. Working in partnership with Network Homes we are managing and supporting the post of Community Engagement Officer (funded by Network Homes), enabling this project to identify local community issues and begin to help communities bring about social change and improve quality of life in their local area. |

### Partner 1

<table>
<thead>
<tr>
<th>Name of Organisation:</th>
<th>Network Homes</th>
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<tbody>
<tr>
<td>Type of Organisation:</td>
<td>Housing Association</td>
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| Contact details: | Contact - Jackie Trundell  
Email - [Jackie.trundell@networkhomes.org.uk](mailto:Jackie.trundell@networkhomes.org.uk)  
Phone - 0300 373 3000  
Address - Network Homes, 36 Ware Road, Hertford, SG13 7HH |
| Summary of organisation: | Network Homes prides itself on being a locally based provider of affordable housing, focusing on creating opportunities for social inclusion. Network Homes has established this innovative partnership arrangement to build capacity within the communities we work in throughout East Hertfordshire. We are taking the lead role in carrying out community projects, securing funding for local communities, supporting vulnerable people and developing skills within these communities and amongst our own staff. |

### Partner 2

<table>
<thead>
<tr>
<th>Name of Organisation:</th>
<th>Hertford Heath Parish Council</th>
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<tr>
<td>Type of Organisation:</td>
<td>Parish Council</td>
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</table>
| Contact details: | Contact - Cally Agate  
Email - [clerk@hertfordheath.com](mailto:clerk@hertfordheath.com)  
Phone - 07756 984 369  
Address - 6 Trinity Walk, Hertford Heath, SG13 7RD |
<table>
<thead>
<tr>
<th><strong>Summary of organisation:</strong></th>
<th>The Parish Council has a responsibility to manage the village playing field. The Network Homes / CVS Community Engagement Officer has worked with us to raise the funds to redevelop our village playground as a community hub. This would not have been possible without the input of the Community Engagement Officer. This project has developed and strengthened the links between the Parish Council, Network Homes, CVS and the local community.</th>
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<td><strong>Partner 3</strong></td>
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<tr>
<td><strong>Name of Organisation:</strong></td>
<td>Tower Primary School</td>
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<tr>
<td><strong>Type of Organisation:</strong></td>
<td>School</td>
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</tbody>
</table>
| **Contact details:** | Contact - Jo Lyness  
Email - head@tower.sch.herts.uk  
Phone - 01920 411 000  
Address - Tower Primary School, Tower Road, Ware, SG12 7LP |
| **Summary of organisation:** | Tower Primary School is developing the school as a community hub. Working with the Network Homes / CVS Community Engagement Officer we have raised funds to run:  
Forest School Sessions  
E-safety courses for parents and children  
Community Events  
Parent and Child Cooking Sessions  
School Holiday Activities  
Sports opportunities for children  
These activities have been well received by the local community and would not have been possible without this partnership. |
| **Partner 4** |  |
| **Name of Organisation:** | Tower Road Residents Association (TRRA) |
| **Type of Organisation:** | Constituted Community Organisation |
| **Contact details:** | Contact - Zoe Hebden  
Email - printsphotography@icloud.com  
Phone - 07552 794 351  
Address - 74 Tower Road, Ware, SG12 7LW |
| **Summary of organisation:** | Network Homes and the CVS worked with a group of local residents to set up the Tower Road Residents Association. They helped provide the expertise and funding to establish the group, and have assisted with fundraising and event organisation – including a Street Party in June 2016 for over 350 people to celebrate the Queen’s 90th Birthday. In 2017, we will work together to run further community events. |
| **Partner 5** |  |
| **Name of Organisation:** | East Herts District Council (EHDC) |
| **Type of Organisation:** | Local Authority |
| **Contact details:** | Contact - Claire Pullen  
Email - Claire.pullen@eastherts.gov.uk  
Phone - 01279 655 261  
Address - Wallfields, Pegs Lane, Hertford, SG13 8EQ |
**Summary of organisation:**
EHDC has worked closely with this partnership, both as a provider of grants for other community groups within the partnership, and through the input of the Community Engagement Officer to the Council’s forums. These include the Village Halls Network and Rural Parish Councils’ Conference. Grants secured include Community Activity Grants, Summer Activities Fund and Community Capital Grants to a wide range of community groups throughout East Herts.

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**Partner 6**

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<thead>
<tr>
<th>Name of Organisation:</th>
<th>Community Development Agency For Hertfordshire (CDA)</th>
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<tr>
<td>Type of Organisation:</td>
<td>Registered Charity</td>
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</tbody>
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**Contact details:**
- Contact - Tim Hayward-Smith
- Email - Tim.Hayward-Smith@cdaherts.org.uk
- Phone - 01992 289051
- Address - CDA Herts, The Castle, Hertford, SG14 1HR

**Summary of organisation:**
CDA Herts works with rural and urban communities throughout Hertfordshire. The Network Homes / CVS Community Engagement Officer works closely with us to support communities in East Herts. In particular, they are involved with the county wide Rural Issues Group, which has been recently relaunched as the Rural Issues Network and the Village Halls Network.

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**Partner 7**

<table>
<thead>
<tr>
<th>Name of Organisation:</th>
<th>Hertfordshire County Council (HCC)</th>
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<tr>
<td>Type of Organisation:</td>
<td>Local Authority</td>
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</tbody>
</table>

**Contact details:**
- Contact - Judy Cameron-Rollo
- Email - Judy.Cameron-Rollo@hertfordshire.gov.uk
- Phone - 01992 588 704
- Address - County Hall, Pegs Lane, Hertford, SG13 8DN

**Summary of organisation:**
Network Homes and HCC have come together to fund the refurbishment of a busy subway in Hertford. With art input from the Hertford and Ware Volunteer Police Cadets, the subway will be refurbished with bright new artwork and photographs in February 2017. This will provide a safer route to local schools as well as depicting local landmarks to be seen on a foot journey to the local train stations.
Section B: Partnerships & Stories
What the partnership is achieving and learning

1. Your partnership’s project or initiative.

Network Homes and CVSBEH have entered into a partnership to fund and manage the post of Community Engagement Officer in East Herts to bring about social change and improve the quality of life, both in estate based and rural communities. We are ensuring that local people have their say through working with individuals, families and whole communities empowering them to:

- Plan what they want to achieve and take appropriate actions
- Developing activities and services to generate aspirations and confidence.
- We are creating opportunities within communities for social inclusion by:
- Identifying community skills, current issues and needs of local people
- Developing and evaluating new and existing resources and programmes, in dialogue with the community
- Liaising with a wide range of external agencies, ensuring that the issues raised by residents are given prominence
- Proactively identifying VCS groups that can deliver services to local communities.

2. How did your partnership come about and develop?

Historically Network Homes (formerly Riversmead Housing Association) has had a representative on the CVSBEH Board of Trustees. They also act as a landlord for premises used by the CVSBEH in its work. The role of Community Engagement Officer has been developed as Network Homes has recognised the value of working in partnership to increase its capacity. Neither organisation would be able to support this post individually, but by working together it has become possible to fund and manage the post, thereby making a difference in the communities in East Herts where the Community Engagement Officer is working. This post is enabling Network Homes to achieve the goals as described in section 3. The role of Community Engagement Officer is managed and supported by CVSBEH, but is also an integral part of the Network Homes Neighbourhood Team, enabling them the team to be more ‘visual’ within the communities in which they operate. Being supported and managed by the CVSBEH enables the Community Engagement Officer to engage with its 250+ member local voluntary organisations in supporting local groups and community projects.

3. Impact. Please describe what outcomes you are achieving, your impact or how you are making a difference.

Hertford Heath Playground: Network Homes was approached by Hertford Heath Parish Council for help to refurbish the village playground. Having recently completed a large development in the village, Network Homes was keen to put something back into the local community. The Community Engagement Officer worked with the Parish Council to raise the £60,000 needed to refurbish the village playground. The new playground opened in April 2016 – and is now a hub for families and children within the community.

Tower Road Residents Association: Working with the Network Homes Neighbourhood Officer, we have established the Tower Road Residents Association (TRRA). Since its inception in 2016, TRRA has:
Held a Street Party for over 350 residents to celebrate the Queen’s 90th Birthday
Produced an Information Pack for local residents
Held a Christmas Event for families and children
Raised over £5,000 for local community events and initiatives.

Pinehurst Community Consultation: In August 2015, a Questionnaire was sent to over 600 households on the Pinehurst Estate in Hertford. A 26% return rate has enabled us to develop a 2-year Neighbourhood Action Plan for the area based on the issues raised from local residents. As a result of this, we have:
- Held a Community Tidy Up Day (filling 6 skips!)
- Held Bimonthly drop in surgeries with Neighbourhood Officers and other statutory agencies
- Held a Money Advice Information Session
- Secured £800 to support the local Youth Club to be able to grow and develop, and provide additional opportunities for young people in the area.
4. How partnership working is helping you to achieve more.

Forming this partnership was the catalyst for the development of this Community Engagement Programme. It has enabled Network Homes to have a more ‘Visual’ presence in the communities in which it works, as well as raising the profile of all the partners within the partnership. Examples of this include:

E-Safety Workshops at Tower School
Working in partnership with Tower Primary School, we were able to secure funding from EHDC to run a series of Parent and Child E-safety sessions. We were also able to access Lottery Funding through the Ex-Cited Programme to run a week long summer holiday camp based on E-Safety, Coding and App Design.

Community Funding
As a result of the partnership, we have been able to secure over £80,000 of funding for local community groups and projects throughout East Herts. Examples include: Playground refurbishments, Community Street Parties, Activities for older people, Sports Activities and the establishment of Residents Associations.

Sports Activities
We have raised over £5,000 to:
* Establish a new Youth Football Team in Buntingford
* Run a ‘Move It’ Week cricket session in Ware
* Run Gymnastics and Tennis After School Clubs at Tower Primary School
* Run a 8 week multi sports programme for 14-18 year olds in Buntingford
* Support and develop activities at the Pinehurst Youth Club

5. How you are making sure that the partnership is working effectively.

Network Homes wanted to become involved with the local Voluntary Sector and made an initial approach to CVSBEH becoming a Trustee on the Board, enabling the Housing Association to become actively involved in the local Voluntary Sector. As it has grown and developed its housing stock in East Herts, Network Homes has wanted to show the wider community how serious it is in its responsibility to the communities in which it operates. CVSBEH has enabled this to happen by supporting and managing the Community Engagement Officer post. This post has been the catalyst to bring partners together and ensure that projects happen. It has also enabled the development and upskilling of the Network Homes Staff - using the skills of the Community Engagement Officer, the CVSBEH Development and Training Courses, and the input of the wider CVSBEH networks.

It has raised the profiles of all the partners involved, and brought about positive impacts in local communities which would not otherwise have been possible.

6. What you are learning from each other.

Network Homes have:
* Learned that by working in partnership, the return on any investment is much greater through increased social and financial values.
* Upskilling the Neighbourhood Officers in relation to Community Development work
* Using the HACT Social Calculator gives a social value on the impact of any Community Development project which can be shared with partners to enhance funding bids etc.

CVSBEH: By entering into this partnership, CVSBEH has increased its capacity to develop Community Engagement projects in East Herts. An additional team member within the staff team brings additional ideas, resources and skills to the team which can be used to upskill staff, bring in new ideas and support existing staff members.

Tower Primary School: Tower Primary School has become a key member of our partnership, acting as a hub within the local community. It has enabled them to:
* Raise additional funds for extracurricular activities, eg Forest School, Cooking, Sports Clubs, building resilience and confidence in young people and their families.
* Engage parents in their children’s learning – increasing academic achievement
* Provide opportunities for adult education within the local community