Introduction
A thriving voluntary sector is a necessary and essential feature of a successful community. This report attempts to introduce the voluntary and community sector in the Borough of Broxbourne and demonstrate its value to the local community. Data used for the report comes from a wide variety of published sources as well as from a detailed survey of 185 local voluntary and community groups carried out by CVS for Broxbourne & East Herts during the winter of 2007/8.

CVS for Broxbourne and East Herts (CVSBEH) is the leading infrastructure organisation providing services to voluntary and community groups in the Borough of Broxbourne.

The Borough of Broxbourne covers 20 square miles in south east Hertfordshire and has a population of about 83,000. Broxbourne’s urban towns of Waltham Cross, Cheshunt, and Hoddesdon lie along the Lee Valley’s main roads and railways. To the west the Borough extends over well-wooded countryside and the popular Lee Valley Park marks the eastern boundary. Broxbourne is a favoured place to live for those working in London. Communications are good with excellent road and rail links.

The Index of Multiple Deprivation (IMD) captures and quantifies different aspects of deprivation in England. It is calculated for small spatial areas called Super Output Areas (SOAs), which are about the size of a city neighbourhood or small village – each has around 1,500 people. SOAs are geographical classifications, which help to improve the reporting of statistics in small areas.

For each SOA, multiple government statistics are used to calculate a score for each of seven domains of deprivation. These are:

- Income deprivation
- Employment deprivation
- Health deprivation and disability
- Education, skills and training deprivation
- Barriers to housing and services
- Indoor and outdoor living environment deprivation
- Crime

These statistics identify the Borough of Broxbourne as one of the three most disadvantaged districts in Hertfordshire, along with Stevenage and Watford, having the largest proportion of SOAs in Hertfordshire that are more deprived than the national average.*

* see www.eastspace.net/hertscf/documents/Final_The_Hidden_Need.pdf

www.cvsbeh.org.uk
CVSBEH has supported the voluntary and community sector in the Borough of Broxbourne since 1997 (when it was known as Broxbourne Voluntary Sector Development Agency) and local groups were first invited to become members in 2002. Since then it has gone from strength to strength, holding Voluntary Sector Forums 4 times a year, delivering 20 training workshops during 2007-8, distributing regular newsletters and e-bulletins, offering on-going support for its members through funding/governance/start-up advice. It also provides representation of the voluntary sector on the Local Strategic Partnership (LSP) and numerous other local partnership groups.

This report is mostly concerned with the voluntary and community sector comprising registered charities and community groups. What distinguishes voluntary and community sector groups is that they are independent and their management is ultimately in the hands of voluntary committees or unpaid trustees.

The Third Sector includes community groups, voluntary organisations, faith and equality groups, political parties, trade unions, charities, social enterprises and co-operatives, health trusts, housing trusts and housing corporations etc.

The Third Sector Strategy of the Department for Communities and Local Government spells out a “clear expectation” that the sector should be “a key partner to local government in creating strong and sustainable communities”. The strategy recognises the sector as:

- an advocate and campaigner for individuals and groups who need a stronger voice;
- a trusted catalyst for cohesion that can bring people together;
- a force for social justice and equality;
- an increasingly important partner in the design and delivery of services.

There are also strong local government incentives for Broxbourne to encourage volunteering and strengthen social cohesion through the Local Area Agreement*, empower communities through the transfer of assets and the development of community anchors (Quirk Report**), and work in closer partnership with the voluntary sector in the design and delivery of public services through the Broxbourne Compact***.

* see www.myhertslaa.net
** see www.communities.gov.uk/publications/communities/makingassetsworks
*** see www.cvsbeh.org.uk
A final report commissioned by the Hertfordshire Infrastructure Consortium, entitled “Value and Volume: an introduction to the voluntary and community sector in Hertfordshire” was published in November 2007*. The report contained data drawn from the Charity Commission, Guidestar (an online national database of charitable and voluntary organisations) and the Hertfordshire Community Information database (online on Hertsdirect) to map the voluntary and community sector in Hertfordshire. It demonstrated that there were approximately 280 voluntary and community groups active in the Borough of Broxbourne.

CVSBEH began by examining this data and removing groups that were already known to the CVS and those that, despite having an address in Broxbourne Borough, were active outside the area or were clearly not a voluntary and community group (approx 135 groups). A simple one-page form was then sent out with a covering letter, a reply-paid envelope and an information leaflet about the work of the CVS to a defined list of over 140 groups. The survey asked for the same information that had already been supplied by CVS members i.e. for the Focus/Beneficiaries of the organisation; the Services they offer to their beneficiaries; the Resources they have access to i.e. the level and source of their annual income as well as the number of full and part-time staff, volunteers and management committee members.

In total 88 (59% of our Broxbourne membership at the time of the survey in October 2007) did not appear on the Value and Volume Survey. This is mainly because the Value & Volume Survey was based on the address given as the main base of operation for each group and many of our groups offering services into Broxbourne are not actually based in Broxbourne. The district bases of those 88 groups are detailed on the table below.

This survey also enabled the CVS to check contact information, with many groups giving their up-to-date contact details, and to find out which groups were still active in the Borough of Broxbourne. Non member groups were asked if they had heard of the CVS, to ascertain the level of awareness of the work of the CVS in the local voluntary sector.

Although we have disregarded 135 of the 280 groups listed in the Value and Volume Survey, we can still estimate that there are probably a similar number of groups that were not part of our survey. This would include a similar number of very small groups identified from the Broxbourne Council ‘Local Organisations Directory’ who could be included in any future survey of this nature.

The Council Directory contains 731 organisations of which 130 groups were already included in our survey. However, many of the remaining groups listed have a national focus (without a local contact point of contact with CVSBEH) or a remit or structure, which, in our opinion, does not fall under the ‘Third Sector’ definition [see page 2] such as commercial organisations. There are also many duplicate entries or branches running from the same organisation or address (for example there are 9 Age Concern entries). In addition, we felt unable to include a high number of extremely specialist networks listed in the directory as part of our survey (for example hobby based groups such as scrabble and bridge clubs).

As shown above, 28 (19%) of the CVSBEH member groups not included on the Broxbourne section of the Hertfordshire V&V Survey do have addresses in the Borough of Broxbourne and 23 are based in the neighbouring district of East Herts. Most of the other groups were included in the survey under the CVS’s where they are based. 4 member groups are based outside Hertfordshire.

* see www.eastspace.net/hertsinfrastructure/documents/final_V&V_report.pdf
The survey* was sent out to 144 groups not already in membership of CVSBEH, partly to check that the contact information for each group was correct and partly to request information about how they work, i.e. their geographical area of service, what the focus of their organisation is (or who their beneficiaries are), what services they offer and what resources (financial and human) they have access to.

Additionally, the groups were asked whether they had heard of the CVS (of the 35 that gave us this information, well over half indicated they had) and which CVS services would be of benefit to them. They were also offered a free opportunity to join the CVS as a new member. Of those surveyed, 14 (10%) accepted this offer, meaning that the total membership at March 2008 was 167 members active in the Borough of Broxbourne.

Of the 144 groups surveyed, 47 responded (approx 32%), which gave the following initial data:

- Groups active in Borough of Broxbourne: 42
- Groups that have disbanded: 4
- Groups that asked not to be added to database: 1

TOTAL responded: 47

Therefore, the total number of completed surveys returned was 185 ** (being 42 new groups and 143 existing CVSBEH members offering services into Broxbourne). This demonstrated an exceptionally high percentage return (66%) of the total estimated groups in the Borough of Broxbourne (Value & Volume Report) and vindicated our methodology.

86 groups that responded were registered with the Charity Commission.

In the course of analysing the returned data from the survey, we have become aware that we will have, in the main, captured information from those groups that have the capacity, records and willingness to answer all of the questions we asked. This may not have been the case with many of the approximately 100 groups who did not respond in any form to the survey and who are traditionally difficult to engage in this type of qualitative research.

If we make the assumption that most of the groups with capacity (for example adequate human resources and record keeping) are already known to us or responded to the survey, and that there are a substantial amount of small groups listed in the Broxbourne ‘Local Organisations Directory’ who would qualify to be part of any future survey (see Methodology) - we feel it is appropriate to estimate that there are still, potentially 300 groups active in the Borough of Broxbourne and that more than half of these are extremely small and hidden from data sharing exercises such as this. This is most relevant in the Mapping Data (section D – Resources) section of this report.

* see Appendix 1 ** see Appendix 2
THE MAPPING DATA

a) Geographical Area of Service

The Borough of Broxbourne is a relatively small district, which is reflected in the geographical breakdown of the areas of service of those groups included in our completed survey. The majority of groups work across the whole of the Borough or across Hertfordshire: A similar survey which CVSBEH undertook in the neighbouring district of East Herts, indicated the majority of groups (50%) operate in a local town or parish area.

- 60 groups (32%) operate in their local town/parish only
- 62 groups (33.5%) operate across the Borough of Broxbourne
- 47 groups (25%) operate countywide in Hertfordshire
- 11 groups (6%) operate nationally

b) Focus or Beneficiaries

The survey shows that the majority of groups operating in the Borough of Broxbourne are focused on children & young people, families and the elderly.

Did you know?

32% of the Broxbourne groups operate in their local town/parish.
Children, Young People and Families
The high number of groups working with children and young people is common to many of the districts in Hertfordshire. CVSBEH is proactive in developing a specialist information network for the children and young peoples voluntary and community sector in Broxbourne that will work closely with children’s services provided by local councils and the Broxbourne District Children’s Trust Partnership.

BME Communities
The number of BME groups active in the Borough of Broxbourne (CVSBEH are in contact with 11) has continued to grow year on year in line with an increase of non-white ethnic residents in the Borough particularly since the 2001 Census. In April 2008 CVSBEH produced a report entitled ‘Strengthening the Capacity of EMA’*, which acted as a three year development plan for the Broxbourne Ethnic Minority Association (EMA). The CVS now provides co-ordination of the EMA network and has recently developed new community associations for the Turkish, African Caribbean and Polish (young mothers) communities.

* see www.cvsbeh.org.uk (click on Publications)

c) Services
The majority of services and activities provided by voluntary and community sector groups in the Borough of Broxbourne to local beneficiaries are varied but often concentrate on social & cultural activities, advice & information, befriending & counselling and training.

Services Analysis

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Service Analysis

<table>
<thead>
<tr>
<th>Service</th>
<th>No. of Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advice &amp; Information</td>
<td>8</td>
</tr>
<tr>
<td>Advocacy</td>
<td>5</td>
</tr>
<tr>
<td>Animal care / Shelter</td>
<td>1</td>
</tr>
<tr>
<td>Arts / Music / Culture</td>
<td>3</td>
</tr>
<tr>
<td>Befriending or Support</td>
<td>7</td>
</tr>
<tr>
<td>Campaigning</td>
<td>2</td>
</tr>
<tr>
<td>Charity shops</td>
<td>4</td>
</tr>
<tr>
<td>Conservation / Environment</td>
<td>1</td>
</tr>
<tr>
<td>Conservation, Meditation</td>
<td>1</td>
</tr>
<tr>
<td>Daycare / Day Centre / Domestic help / Environment</td>
<td>2</td>
</tr>
<tr>
<td>Domestic help / Environment</td>
<td>2</td>
</tr>
<tr>
<td>Equipment hire / loan</td>
<td>1</td>
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<tr>
<td>Fundraising (for others)</td>
<td>1</td>
</tr>
<tr>
<td>Grantmaking (to others)</td>
<td>1</td>
</tr>
<tr>
<td>Healthcare (inc Hospices)</td>
<td>1</td>
</tr>
<tr>
<td>Housing &amp; ICT Support &amp; services</td>
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<tr>
<td>ICT Support &amp; services</td>
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<tr>
<td>Leisure, Social etc</td>
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</tr>
<tr>
<td>Other</td>
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<td>Play scheme / Childcare</td>
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<td>Recycled / Donated goods</td>
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<tr>
<td>Research</td>
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<tr>
<td>Speakers or Trainers</td>
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<tr>
<td>Sports &amp; Outdoor Pursuits</td>
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<tr>
<td>Training &amp; Education</td>
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</table>
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SURVEY OF THE VOLUNTARY & COMMUNITY SECTOR IN BROXBOURNE 2007/8
d) Resources

i) Financial
Almost 50% of the voluntary groups in the Borough of Broxbourne that provided us with financial information appear to be well-funded – this often includes groups that provide a service across the county, eastern region and in some cases, nationally. However, almost 40% survive on income of less than £5,000 per annum and 12% declared income of less than £1,000 per annum or were completely unfunded. At this point we should bear in mind the assumptions made on page 4 of this report (Survey Results) which indicated that most of the 100 or so groups who did not respond will also fall into the low income or unfunded category. We are confident that this means that approximately 10 - 20% of the estimated 300 groups active in the Borough of Broxbourne receive as much income as the other 80 -90% of groups combined. Therefore the majority of the delivery of services in the Borough of Broxbourne is provided by groups with very little income.

No detailed breakdown of the source of groups' income was available as a result of this survey, as we feel it would have significantly reduced the number of completed survey replies due to the complexity of the funding arrangements of many VCS groups. This is an exercise that the CVS remains interested in pursuing through the external funding group for the Borough of Broxbourne and is working with other partners in developing this.

ii) Human
Of 170 groups in Broxbourne that responded to the question asking about their numbers of paid staff and volunteers, 57 (33.5%) had one or more paid full-time staff; 68 (40%) had one or more paid part-time staff; 87 (51%) had no paid staff at all; 143 (84%) had one or more volunteers working with them and 126 (74%) had one or more Management Committee members or Trustees. In reaching the figures below we allowed for a calculation where staff and volunteer figures for Herts-wide groups were divided by 10 (districts) and regionally by a further 6.

Total figures were as follows:
- Paid Staff (Full Time) = 172*
- Paid Staff (Part Time) = 278
- Volunteers & Committee members = 3,997

*not included in this survey were Paradigm Housing Association with 300 pd staff and Broxbourne Housing Association with 100 pd staff, as we felt this would give an inaccurate overview of the total numbers of paid staff within the borough’s voluntary sector.

These figures (particularly for groups with paid staff) do not equate across all groups in the district – however if we estimate that our survey attracted responses to this question from 50% of the total number of groups in the Borough of Broxbourne, we could make a rough estimate that there are approximately 8,000 active volunteers in Broxbourne, including committee members. Calculating this at an average commitment of 2 hours a week at the minimum wage hourly rate (£5.52) we could further estimate that £88,320 of volunteer time is provided to residents of the Borough of Broxbourne by volunteers each week. – This is, of course, a very subjective calculation but none the less provides an interesting overview of the value of the sector locally.
CONCLUSION

This is a first attempt at analysing the ‘state of the voluntary and community sector’ in the Borough of Broxbourne. We were pleased that our methodology enabled a high return of approximately 60% of those groups targeted and that this gave us an impressive survey sample of 185 groups.

We also recognise that the majority of responses were from groups with the capacity to do so and that therefore much of the hidden information relates to the small unfunded community groups that make up the vast majority of voluntary sector activity in Broxbourne.

Our main messages from this survey are as follows.

- There are approximately 300 VCS groups active in the district and this represents the lowest number of groups in any district in Hertfordshire
- These groups operate mostly district-wide or across the whole of Hertfordshire and only 32% operate locally in a specified town.
- Broxbourne is one of the three most disadvantaged districts in Hertfordshire, but, as in most districts in Hertfordshire, its deprivation is most evident in small geographical pockets or ‘super output areas’.
- Our evidence demonstrates that the most common beneficiaries of groups operating in Broxbourne are children, young people and the elderly.
- There has been a steady growth in local groups representing the growing number of residents of Broxbourne from Black and Minority Ethnic (BME) communities.
- Broxbourne is well served by community groups providing social and cultural activities, outdoor pursuits, training opportunities, advice, information, befriending and fundraising services.
- The majority of the delivery of services in Broxbourne is provided by community groups with very little income (less than £1,000 per annum). We estimate that 10 - 20% of the potential 300+ active groups receive as much income as the other 80 -90% of groups combined.
- There are potentially 8,000 active volunteers in Broxbourne providing potentially £88,320 worth of additional value to the district each week.

CVSBEH initial responses to these findings:

1. As a result of our survey we now have the most up to date contact data for as many as 200 voluntary and community groups active in Broxbourne - and we will endeavour to maintain this.
2. In line with the evidence of individual beneficiaries from VCS groups, there is a need to set up specialist networks for groups working with children and young people across the district to enhance information flow, representation and partnership working.
3. The CVS Small Groups Development service is providing much needed resources for the establishment of new community groups in the borough, particularly groups representing BME communities. Resources need to be identified to develop and continue this work.
4. Support from the CVS in Broxbourne is essential to the continuation of very high numbers of small unfunded volunteer led community groups which provide the ‘backbone’ of the borough’s 300+ groups.
5. More in-depth study to include additional groups listed in the Broxbourne ‘Local Organisations Directory’ is required to fully establish the economic value of the sector in terms of its role as an employer and the true benefit to the community of unpaid volunteer hours.

June 2008