



2019-2021



Contents

1. Introduction

Wormley and Turnford Big Local is a partnership of local people (currently 10) who have come together to find ways of improving life for the communities of Wormley and Turnford. To enable them to make a difference £1m of investment has been provided by the National Lottery and has to be spent by March 2026. Our aim is to make a positive difference to the local area and ensure the needs and aspirations are gathered and inform the development of our Big Local plans.

Our vision is to transform Wormley and Turnford into a place where people are proud to live, that nurtures aspirations, opportunities and a strong sustainable community.

2. Aims and Approach

Our aim is to make a positive difference to the Wormley and Turnford community. We will do this by spending our £1m grant on local projects and initiatives over a ten year period. We will make the money go further by leveraging match funding from other bodies. We will also encourage the Council and other agencies to develop their plans for Wormley and Turnford in accordance with the priorities we identify through our wide ranging community consultations.

We will continue to use imaginative ways to get the views of local residents on how Big Local resources can be used to benefit Wormley and Turnford and to encourage local residents to join the Big Local Partnership so that they can be involved in deciding how this money can be spent.

3. Our Themes

Theme One: Community Cohesion and Involvement

The recent consultation has identified that residents feel that Wormley and Turnford is a friendly place but we are aware that there is significant turnover of the population in any year, so there are always new people in the community who know nobody locally. The geography of estates divided by busy main roads further inhibits the easy interaction of residents. We are aware that some residents are isolated by disabilities, old age, ill health and poverty.

Theme Two: Community Facilities

Considerable work has been undertaken during the current plan period on this theme. Wormley and Turnford Big Local are keen to buy the local community centre and improve and develop it to meet the needs of the local community. This will improve access for residents to the centre and will provide a range of activities and opportunities identified in extensive consultation during the last two years. Wormley and Turnford Big Local will continue to negotiate with the Council with a view to purchasing this building. They will also make full use of the space they have access to at the Community Centre and the shop at 83 High Road to ensure a full programme of activities and support is available to the local community.



Theme Three: Children, Young People and Families

Recent consultation has once again identified that children and young people have a wide range of needs. We also know from statistical data that a significant number of them are living in poverty. Respondents to the most recent consultation were particularly concerned about the need for more activities locally for children and young people of all ages and the lack of good quality facilities for teenagers.

Theme Four: Access to services for older people and people with disabilities

The partnership wants to ensure that older people and people with disabilities can be as engaged and active in the local community as they want to be and feel comfortable and welcome when they choose to participate.

Theme Five: Awareness of the countryside and open spaces

The green spaces in and around the estates of Wormley and Turnford are, as has been highlighted again in the recent consultation, a consistently popular feature of the local environment especially as the demand for development sites puts pressure on land use.

However the partnership is aware that access to the Lee Valley Regional Park and to a certain extent to the playfields and woodlands of Wormley is constrained by the difficulty of safely crossing busy railway lines and roads.

The partnership will continue to find ways of ensuring that the green assets both within and bordering Wormley and Turnford can be enjoyed fully by the people who live next to them. The Partnership also understands that widening the use of the countryside has much needed health benefits for this area as well as recreational ones.

Theme Six: Social Investment and Financial Exclusion

The community profile highlights significant numbers of people seeking work or in low paid unemployment. There are also significant numbers of people who have limiting long term illnesses living in the area. The partnership is keen to ensure that residents are able to easily get access to advice and information about debt, benefits and training.

Theme Seven: Healthy Lifestyles

Local statistical information continues to reveal that lifestyles in Wormley and Turnford are generally less healthy than the average for the East of England. The Partnership is interested in promoting healthier lifestyles through greater access to health professionals working in the area, possibly creating more areas where fruit and vegetables can be grown and also developing projects to raise awareness of healthy eating and develop cooking skills.



4. About Wormley and Turnford

Wormley and Turnford are two adjacent villages situated in Hertfordshire about 15 miles north of central London. With a population of 10,630, the villages together form a ward in the Borough of Broxbourne.

Most of the built up area of Wormley and Turnford, consisting of about 4,400 dwellings as well as a college, schools, shops, pubs and light industry, has grown up on either side of the A1170, the High Road, which runs North-South through the area. The eastern side of the built up area is bounded by the London-Cambridge railway line. East of the railway, and accessed mainly by level crossings, lies the Lee Valley Regional Park, dedicated to leisure, sport, recreation and nature. Wormley also has a large rural area to the west which includes recreational space as well as agricultural land.

Two historic waterways flow through Wormley and Turnford. The River Lee Navigation, the canalised River Lee, marks the eastern boundary of the project area which lies in the Lee Valley Regional Park. Improved in stages from the mid fifteenth century to support the transport of goods between Hertfordshire and London, the River Lee Navigation is now used for boating and angling. Running along the western edge of the built up area is the New River which, as various guides and histories point out, is 'neither new, nor a river'. Rather it is an aqueduct built in the early seventeenth century to take fresh water from Hertfordshire to London. It is still used for that purpose today.

For about one hundred years from the late nineteenth century the area was associated with the nursery industry. This has largely closed, though one of the most notable growers, Thomas Rochford has lent his name to a housing estate in Turnford.

This map shows the features of Wormley and Turnford as discussed above, in particular the concentration of the built-up area on either side of the High Road, and the large rural swathes to the East and West.



4.1 Key facts about Wormley and Turnford

The people who live here:

- There are approximately 10,630 people living in the Wormley and Turnford Big Local area
- 6,650 are of working age
- 1480 are aged 65 and over
- 2,505 are aged under 15
- There are approximately 2,570 people from BAME backgrounds

Housing:

- There are just over 4,000 dwellings in the Wormley and Turnford Big Local area
- 2,723 households (67.4%) are in owner occupation
- 770 (19.1%) are in the social rented sector
- 1,519 dwellings are purpose built flats
- 491 households (12.2%) are regarded as overcrowded, which is higher than the East of England average of 6.5%
- 3,058 (69.5%) properties have been built between 1945 and 1999
- The average house price in Wormley and Turnford (taken from Land Registry 2017/18 information is £366,159

Older people in Wormley and Turnford:

- There are 640 pensioner households in Wormley and Turnford (15.8% compared with the East of England average of 22.3%)
- According to the 2011 census 376 are one pensioner households
- There are 1,480 over 65's living in Wormley and Turnford
- 215 pensioners are claiming pension credits according to the Department for Work and Pensions Feb 18 information
- According to the 2011 census 274 private pensioner households have no car or van

Families and vulnerable children:

- There are 840 children living in lone parent households (HMRC 2012) at 33.8% this is significantly higher than the East of England average of 23.2%
- 385 children live in out of work households (DWP 2016)
- 425 children are deemed to be living in poverty (DWP 2015)

Income, unemployment and benefits:

- There are 5,261 economically active people in Wormley and Turnford (2011 Census)
- 2,901 are full time employees
- 1034 are part-time employees
- 818 are self employed

**note these figures do not add up to all those economically active who are students*

- In August 2018 there were 125 people claiming unemployment benefit (JSA and UC)
- In February 2018 410 people were of working age workless benefit claimants (assessed as incapable of work due to illness/disability)

- In July 2018 315 people were claiming Universal Credit
- In February 18 approximately 295 people were claiming incapacity benefits
- 1,932 residents (19.4%) of Wormley and Turnford population live in the most deprived 20% of areas of England Income Domain
- In February 2018 155 people were claiming mental health related benefits

Disability and Care:

- 280 people are in receipt of Disability Living Allowance according to February 18 figures. This represents 2.6% of the Wormley and Turnford population and is similar to the East of England average
- 210 people are claiming Attendance Allowance which at 14.1% is higher than the East of England average of 12.8%
- According to the 2011 census there are 884 people providing unpaid care of which 185 are providing care for more than 50 hours per week

Education:

- 24.5% of working age people(1870) have no qualifications, this is higher than the East of England average of 22.5%
- 17.6% of working age people (1,340) have Level 4+ qualification (degree) compared with 25.7% for the East of England
- 16% of pupils in Wormley and Turnford reach Average Point Score at Key Stage 1 and this rises to 29.3 at Key Stage Two which is higher than the East of England Average of 28.7

Recorded Crime:

- From March to May 2018 229 crimes were recorded
- From June 17 – May 18 a total of 933 crimes were recorded, of this 241 were violent crimes, 82 were incidents of criminal damage, 250 were anti social behaviour incidents, 37 were burglaries, 6 were robberies and 108 was vehicle crime

Health:

- Life expectancy for males and females living in Wormley and Turnford is slightly higher than the East of England average
- 1,290 (13.2%) people have a limiting long term illness (compared to 16.7% in the East of England) of which 665 people (10.4%) are aged between 16-64 (11.4% in the East of England)
- 10.7% of children in reception year are classified as obese compared with 8.4% East of England average
- By year 6 20.4% of children are classified as obese compared with 17.2% East of England average
- 57% of adults consider themselves to be physically active compared with 61% in the East of England

- 26% of Wormley and Turnford residents consider themselves to be physically inactive
- Healthy eating (5+ fruit and veg daily) lower in Wormley and Turnford 26.1% compared with East of England average 30.3%
- 22.9% of residents admit to binge drinking compared with 18.2% in the East of England
- 24.9% of residents in Wormley and Turnford smoke compared with the East of England average of 21%

All information above has been gathered using Local Insight which is a tool developed by Oxford Consultants for Social Inclusion (OCSI) based on a project developed jointly between OCSI and HACT.

OCSI develop and interpret the evidence base to help public and community organisations deliver better services.



5. Our locally trusted organisation

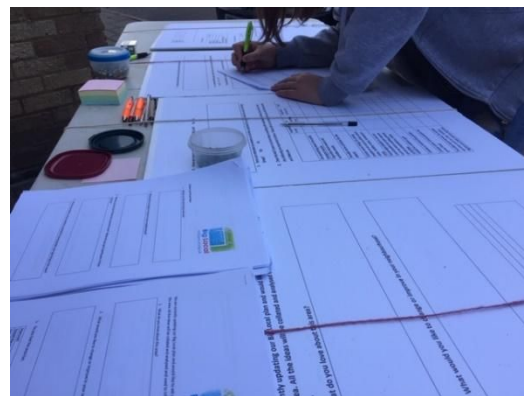
Since the inception of Wormley and Turnford Big Local the CVS for Broxbourne and East Herts has taken on the role of Locally Trusted Organisation. They receive the funding from Local Trust and ensure that it is fully accounted for and spent in line with the intentions in the Wormley and Turnford Big Local plan. As an incorporated body they can hold leases and licences on behalf of the Partnership and have all the policies and procedures in place to recruit and employ staff for Wormley and Turnford Big Local. It is the intention during this forthcoming plan period to continue with CVSBEH as the Locally Trusted Organisation. Some of the services provided to Wormley and Turnford Big Local by CVSBEH are chargeable with some of these costs being covered directly by Local Trust and the remainder through the Wormley and Turnford Big Local funding.

6. What residents have told us

A full analysis of the results of our recent consultation exercise can be found in Appendix 1 of this report. The key issues and ideas residents told us about include:

- More activities for elderly residents
- Provide more activities for children with disabilities including ADHD, Autism and ADD
- Children need somewhere safe to play
- Perceived increase in crime locally because children and young people are bored

- Young people congregating in public spaces, throwing litter, smashing bottles and recently setting off fireworks
 - Perceived increase in drug use and gangs
 - More seasonal activities required for children and their families
 - More before school, after school and holiday activities
 - More facilities for young people that are low cost or free
 - Develop homework clubs
 - More activities for families with children under 5 years
 - Problems for residents in Turnford living near the College – break times young people congregating in the area (smoking, drug taking, litter)
 - Local people value the surrounding countryside and open spaces especially Lee Valley Park
 - Local parks need improving
 - The area needs more flowers
 - Increase in litter
 - Provide local venues for advice services such as CAB, Welfare Rights and Debt Advice services
 - Difficult to get appointments at the local Doctors Surgery
 - Lack of support for people with mental health issues
 - Transport expensive when you need to travel to a London hospital for treatment
 - Installing an outdoor gym is a good idea
7. **What we have achieved (2016-2018)**



7.1 Community Cohesion and Involvement

Staffing:

One of the most significant actions we have taken during this plan period is to restructure the staff team. We realised that the part time admin post was no longer adequate so we have recruited a full time Community Development Manager who is focussed on community engagement and greater commitment to the community.

Keeping residents informed:

We have maintained our website and kept it up to date but we have not improved on it. Our postings on Facebook, Twitter and Instagram have been ongoing and are improving. We have also installed two notice boards in the Big Local area which we ensure provide up to date information. We have also created a newsletter group on Mail Chimp making it easier to keep residents informed of our activities and progress. We have ensured that leaflets have been distributed advertising our events and activities.

Activities and Events:

During the last two years we have organised a range of events and activities including:

- A regular Pop-Up Cinema
- 2 Big Lunch events
- Events at the Hub including craft sessions and meet ups
- Photography events at the Community Centre
- Provided funding to HABS to organise children's events and activities
- 2 consultation events
- Christmas event
- Regular walking and MS groups
- Music event with Declan McKenna
- School Art Bus

During the last two years we have also identified organisations we can develop partnerships with to deliver activities within our identified themes.

7.2 Community Facilities

It would be fair to say that this theme has taken up a significant amount of our time during the last two years and resulted in us having to focus more on this than any other theme. Over the last two years we have:

- Taken on the lease of 39 High Road and developed this into a Hub and a base for our Community Development Manager
- Negotiated with the Council and B3 Living over the future of the Community Centre
- Appointed Consultants to support us in consulting with the local community on the need for the Community Centre
- Developed a business plan and sustainability plan for running the Community Centre
- Commissioned Quantity Surveyors report
- Regularly updated and engaged the community on the plans and potential designs
- Met regularly with the Council to negotiate taking over the Community Centre
- Negotiated taking over the former clinic space at a nominal rent
- Set up 2nd Hub at 83 High Road which has been used as a meeting space, from November 2018 regular film workshops will run from there

- Undertaken some preliminary work on developing an Incorporated Organisation as part of our legacy

7.3 Children, Young People and Families

- Provided funding to HABS to deliver some activities for children and low waged families
- Organised a Christmas card competition
- Organised Dragon’s Apprentice
- Provided funded for a local enterprise (Counselling)
- Engaged with High Trees to provide grow and cook sessions
- Funded all in one rain suits
- Currently setting up young people’s film workshop in conjunction with young people

7.4 Access to services for older people and people with disabilities

- Undertook a feasibility study on community transport and identified potential partner but this project was put on hold while we concentrated on the Community Centre
- Built relationships with CAB, B3 Living and HRC
- Facilitated advice service to support people into work – Building Better Opportunities

7.5 Awareness of Countryside and Open Spaces

- Developed a partnership with Active Herts and established a walking group
- Developed links with Grow Cheshunt
- Developed an Easter photography project
- On-going camera project – ‘There’s Value Here’

7.6 Social Investment and Financial Exclusion

- Nothing significant has been developed under this theme yet

7.7 Healthy Lifestyles

- Consultation regarding developing a Green Gym completed
- Health walks established
- MS Group established and has been thriving for last year, now offering emotional and social support to all participants and their families

8. What we propose to do (2019-2021)

8.1 Community Cohesion and Involvement

During the current plan period we had to prioritise the work in relation to the Community Centre to ensure that we are in a position to purchase the building when it becomes available. As a result many of our proposed activities were put on hold. This has meant there has not been as much engagement with residents and a more limited programme of

activities and events has been provided. Going forward into our new plan period we recognise that this must become a priority for us. To achieve this we propose to:

- Organise a minimum of 3 trips/outings a year
- Recruit 25 volunteers per annum to help with developing activities and events, delivering newsletters and leaflets, supporting the hubs etc
- Recruit a further 5 partnership board member
- Develop a quarterly What's On guide to keep residents informed
- Develop a monthly on-line newsletter
- Ensure our notice boards and social media is kept up to date
- Organise regular meet your neighbour events (at least 2 per annum)



8.2 Community Facilities

39 High Road: this property is currently leased on a three month renewable lease. It is currently used as the Hub for Wormley and Turnford Big Local providing space for small meetings and activities and a base for the Community Development Manager. It has enabled us to have a visible and accessible presence in the heart of the Big Local area. Going forward we will not renew the lease at the end of March 2019 because our current activities will move into the former clinic space at the Community Centre.

Former Clinic at the Community Centre: after lengthy and protracted negotiations Wormley and Turnford Big Local has been offered a Tenancy at Will Licence for these premises at a nominal rent. It is our intention between January and March 2019 to do some refurbishment to the accommodation to enable this to become our central Hub from April 2019. This will enable us to provide a base for our staff and deliver a range of activities from this space which wasn't possible in the more confined space of 39 High Road. Our LTO will take on the Tenancy at Will Licence on our behalf.

83 High Road: refurbishment has taken place on this shop front which again is in the heart of the Big Local area and in a highly visible location. We have currently been using this space for meetings and 1:1 sessions with staff etc. It is our intention to run small activities from here and also have a notice board in the window to keep residents informed of what is happening. It would also provide an excellent recruitment centre for the volunteers we need to engage to run our projects and activities.

We have already invested in the refurbishment of these premises in a previous plan period and will have a formal agreement in place for 1,000 hours of usage over the life of Big Local which equates to approximately 12 hours per month. During this plan period we estimate that we have used around 120 hours which leaves in excess of 800 hours available over the next 6 years.

The Community Centre: When the Wormley and Turnford Big Local became aware that there may be an opportunity to purchase the Community Centre they got it registered as an Asset of Community Value which ensured they would be given an opportunity to prepare plans to buy the building. Significant work has been undertaken by the Partnership in preparation for purchase or to take on a very long lease if that is the Council's preferred option. Over the next two years we will continue to negotiate with the Council and will review our progress annually. If we find at the end of this plan period that we have still been unable to purchase then we will need to consider how we move forward and create a lasting legacy for Wormley and Turnford Big Local area. More information about our plans for the Community Centre can be found in Appendix 3 of this document.

Legacy: to enable us to be ready to purchase the Community Centre when it becomes available we have agreed to set up a Charitable Company. It is our intention during this plan period to become an incorporated body. This will enable us to access additional funding from other sources to support our plans for the Community Centre and provide a 'body' that can continue beyond the life of the Big Local programme. In addition we will continue to use available space in community buildings around the Big Local area to ensure we are subscribing to their ongoing sustainability.

8.3 Children, Young People and Families

During all our consultations it is evident that providing more activities for children, young people and families is a huge priority for residents living locally. To respond to the immense number of ideas and suggestions we will:

- Employ a part time Youth Co-ordinator to identify and develop volunteers to run youth activities and build partnerships with young people, local organisations and providers

- Commission local organisations (HABS, CHEXS, Children’s Centre) to deliver a programme of activities locally during holiday time
- Establish regular seasonal events such as Christmas activities, Big Lunch etc
- Provide a range of activities such as film workshops, monthly Pop Up Cinema, drama, dance, craft etc
- Recruit volunteers to run a homework club
- Involve families in fundraising activities
- Make better use of football court
- Launch a peer parent and child group

8.4 Access to services for older people and people with disabilities

There are 1,480 over 65’s living in Wormley and Turnford. During our recent consultations it was identified that there is a need for a greater access to activities for older people. To address this we will:

- Develop intergenerational projects between older residents and young people potentially around developing computer skills
- Commission local organisations such as Small Acts of Kindness to develop a series of activities for older residents
- Build partnerships with local Disability Charities
- Develop links with local Care Homes
- Organise outings such as Christmas shopping, trips to the theatre etc
- Develop a Pensioners Forum that meets at least 2 times a year

8.5 Awareness of countryside and open spaces:

It is evident from the consultation that residents living locally value and appreciate the close proximity of countryside and open spaces especially the Lee Valley Park. Over the next two years we intend to:

- Look into the potential of developing a community garden in the outdoor space at the Community Centre
- Set up a Wormley and Turnford in Bloom competition which could start on a small scale e.g. best kept hanging basket
- Explore with the Council and B3 living the potential of developing a community growing space with Macers
- Fund a flower display locally (visible space, roundabout)
- Develop nature walks for children
- Explore the potential of developing an Estate Gardening programme

8.6 Social Investment and Financial Exclusion:

During past and previous consultations the need has been highlighted for better access to advice services locally. We are also aware that a significant number of residents living in Wormley and Turnford have no qualifications. To address some of these issues we will:

- Commission a local advice service, such as CAB to run outreach sessions at our new Hub at the Community Centre
- Develop a volunteer programme that works in partnership with other organisations such as CAB, WENTA, Mind, and Job Centre. Source funding to provide a development programme for interested volunteers
- Raise awareness with Herts County Council about the need for an improved bus service locally
- Raise awareness of Community Transport Schemes Locally
- Provide ESOL classes
- Develop a partnership with the College and create opportunities for students to help on our projects

8.7 Healthy Lifestyles:

The health statistics for the area reveal that obesity, both in children and adults is a cause for concern. Statistical information also highlights that unhealthy lifestyles such as binge drinking and smoking are an issue locally. We are also aware that some residents are concerned about the lack of support locally for people with mental health issues. Over the next two years we will begin to address these issues by:

- Creating a 'Men in Sheds' project for local men with a range of mental health issues
- Develop partnerships with organisations supporting people with mental health issues such as Mind
- Create a programme of fun activities for adults that doesn't involve drinking and smoking
- Organise 2 health days per annum
- Develop partnerships with health professionals who can deliver services from the Hub in the former clinic
- Install an outdoor gym – build on the consultation that has taken place, negotiate potential site with the Council
- Continue to deliver regular health walks
- Continue to deliver MS support group and activities

8.8 Staffing

To enable us to deliver this plan we will need to continue to employ the full time Community Development Manager whose role it is to oversee the project delivery, increase engagement with the community, recruit volunteers and support the Partnership Board.

It is evident from the most recent consultation results, previous consultations including those undertaken to develop the feasibility study for the community centre, that one of the main issues for local residents is the lack of facilities and activities for children and young people. To enable us to deliver a comprehensive programme of activities we will need to employ a part time Youth Co-ordinator for approximately 20 hours per week who can identify and develop volunteers to run youth activities and to build partnerships with organisations and providers who can support this.

To enable the Community Development Manager to focus on outreach and engagement activities we feel it may be necessary to recruit a part time Admin Assistant (for about 15 hours per week) with particular skills around PR, Marketing and Social Media. A business case will need to be developed for this post to ensure that there is a strong need and that the most appropriate levels of support can be achieved.

9. Budget

| Theme | Activity | Year 1 | Year 2 |
|---------------------------|--|------------------|---------------|
| Staffing | Full Time Community Development Manager | 39,528 | 40,714 |
| | Recruitment costs | 1,000 | |
| | Part Time Admin Assistant | 3,750 | 8,000 |
| | Part Time Youth Co-ordinator | 11,250 | 15,000 |
| | Mobile Phone x 2 | 600 | 600 |
| | Paid staff travel expenses and volunteer expenses | 5,000 | 5,500 |
| | Sub Total | 61,128 | 69,814 |
| Premises | 39 High Road 3 months rent, utilities, business rates, phones, internet, making good | 2,000 | |
| | Former Clinic Rent (£1 per week plus VAT) | 63 | 63 |
| | Refurbishment including furniture, health and safety compliance, etc | 10,000 | |
| | Utilities | 2,000 | 2,500 |
| | Business rates | 2,000 | 2,000 |
| | Laptops | 2,000 | |
| | | Sub Total | 18,063 |
| Partnership Costs | Comms and Marketing | 10,000 | 10,500 |
| | Website hosting and support | 1,200 | 1,200 |
| | Printing and stationary | 1,000 | 1,500 |
| | Insurance | 700 | 700 |
| | Partnership Training | 2,000 | 2,000 |
| | Costs of Incorporation | 2,000 | |
| | Visits to other areas | 1,000 | 1,000 |
| | Plan writer for next plan | | 5,000 |
| | Sub Total | 17,900 | 21,900 |
| LTO Costs | HR and IT support | 4,000 | 4,000 |
| | Fund Management | 4,000 | 4,000 |
| | Sub Total | 8,000 | 8,000 |
| Outreach and Engagement | 3 x trips per annum | 1,500 | 2,000 |
| Children and Young People | Commission activities for children and young people, (holiday, before and after school etc) | 6,000 | 6,000 |
| | Activity budget | 6,000 | 6,000 |
| | Sub Total | 13,500 | 14,000 |

| Theme | Activity | Year 1 | Year 2 |
|---|--|-----------------|----------------|
| Older people and people with disabilities | Provide a range of activities for older people including trips and outings | 7,500 | 7,500 |
| | Sub Total | 7,500 | 7,500 |
| Countryside and open spaces | Set up in Bloom competition (workshops etc) | | |
| | Develop growing space | 3,000 | 3,000 |
| | Develop community garden | | |
| | Sub Total | 3,000 | 3,000 |
| Social Investment and Financial Inclusion | Commission organisation to deliver advice sessions locally | 8,000 | 8,000 |
| | Provide ESOL classes | 1,000 | 1,000 |
| | Intergenerational activities around digital exclusion | 1,000 | 1,000 |
| | Sub Total | 10,000 | 10,000 |
| Healthy Lifestyles | Outdoor gym | | 14,000 |
| | Organise health days in Wormley and Turnford | 2,000 | 2,000 |
| | Men in Sheds project – cost of container/shed | | 5,000 |
| | Activities budget | 3,000 | 3,000 |
| | Refreshments for all events and activities | 500 | 500 |
| | Sub Total | 5,500 | 24,500 |
| | Contingency | | 5,000 |
| | Total budget without cost of Community Centre | 149,591 | 168,277 |
| | | £317,868 | |
| | Community Centre | | |
| | Purchase Price | 250,000* | |
| | Refurbishment and Modification | 50,000 | |
| | Total budget with cost of Community Centre | £617,868 | |

The total operating budget for Wormley and Turnford Big Local between 2019-2021 is £294,668

At present we are waiting to hear if we can buy the Community Centre and need to budget in the initial costs of doing this. We need Local Trust to endorse the additional expenditure of £300,000 which we will only draw down if and when required. Including the Community Centre expenditure the total cost of our plan is £594,668

10. Communications Plan

Recent consultations have highlighted that not all residents have heard of Wormley and Turnford Big Local. At the recent consultation 36% of respondents admitted to not knowing about it. Interestingly when we asked them if they had seen any advertising for WTBL activities many said they hadn't despite standing next to a very large poster advertising the Pop-Up Cinema.

It was evident when we were talking to residents in Turnford that some of them do not feel a part of the Big Local project and identify it as being for Wormley residents. The consultation activity enabled us to take the time to talk to residents about Big Local and it did reinforce that many residents were happy to stop and talk to us and find out what we were doing.

Over the next two years we are committed to staying in touch with residents in our area as our Big Local project continues to develop and we will:

- Be accountable to residents
- Raise awareness of Wormley and Turnford Big Local
- Encourage people to take advantage of our activities
- Maximise the engagement we have across the area to make our projects sustainable through community support
- Continue to find out the views of local residents on an ongoing basis to ensure future plans meet their needs and aspirations

We are aware through our community profile of who lives in our area and we recognise that we need to communicate with all sections of our community in appropriate ways. We need to take account of the geography of the area, making sure that Turnford residents feel that the Big Local project is for them as well and finding out what will make them feel more involved. We also need to understand how people wish to be communicated with and who is able to access information through electronic means. We will use the most appropriate communication methods in different circumstances including:

- Developing our electronic database and providing a regular monthly newsletter on line
- Advertising activities and events through leaflet distribution to all households in the Big Local area
- Provide a paper quarterly publication with an up to date What's On Guide and distribute to all households
- Improve our website and keep it regularly maintained and up to date
- Maximise the use of social media including Facebook, Twitter and Instagram

- Engaging with local media where appropriate
- Ensure all our notice boards have up to date information at all times
- Updating our current publicity material including our large information posters which were developed at the beginning of the programme and now feel outdated
- Buying in marketing materials such as pens, trolley coins etc
- Produce new pop-up banners and horizontal banners to advertise big local events and activities

In addition to the above we will also ensure that we run local canvassing days where we can get out into the community and talk to residents either on their doorsteps or in the street to inform them about what we are doing. We intend to recruit 10 local people of all ages who have good networks in the community and are happy to disseminate information we give about our upcoming events and activities. We will also ensure that local shopkeepers such as Costcutter and the Shop in Turnford have up to date information that they can share with customers.

At least once each year we will ensure that we have volunteers in the community asking residents if they have heard of Wormley and Turnford Big Local, how they heard about us or what would be the best way of us keeping them informed. This will give us an idea of what information tools are working well and how informed local people are about what we are doing.

11. Monitoring and Evaluation

We will seek to evaluate our success by developing criteria based on our vision, value for money and sustainability. We will also ensure that we measure our ongoing success in relation to the four Big Local Outcomes:

1. Communities will be better able to identify local needs and take action in response to them
2. People will have increased skills and confidence so that they continue to identify and respond to needs in the future
3. The community will make a difference to the needs it prioritises
4. People will feel that their area is an even better place to live

Our success will be measured against our intended outcomes for this plan:

- Reduction in social exclusion and isolation
- Improved opportunities and skills for young people
- Increased volunteer opportunities
- Increased engagement with and participation in creative, physical and learning activities

- Better networks and stronger ties created between individuals, groups and organisations
- Improved and greater opportunities offered at the former Clinic and 83 High Road
- Continued and ongoing work to secure a community owned hub

We will measure this through ongoing questioning (in a variety of formats) regarding the changes that are happening to individual residents such as:

- Whether they know more people locally and what changes this has brought about for them
- If they feel a part of the community and what impacts this has on them
- If they feel that they have more skills and identify which ones
- How their increased confidence levels are impacting on their day to day life, family relationships, greater ability to cope with challenges, job searches etc
- If they are involved in volunteering opportunities and the impact this is having on them and their aspirations
- Whether they notice an improvement in their health and wellbeing
- If they are more aware of local organisations and what they offer

Our intended outcomes for the Wormley and Turnford Big Local partnership are:

- to create a hub at the former clinic and to make full and appropriate use of 83 High Road
- improve resident and stakeholder participation
- increase board membership by 5 Partners

We will measure this by:

- monitoring the footfall at both venues (including age, gender, ethnicity and where people live)
- monitor increase in take up of board membership and retention of board members
- evaluation forms at every event/activity

Gathering this information will enable us to ensure that the programme we are offering is responding adequately and appropriately to the needs of local people and enable us to make adjustments as necessary.

APPENDIX 1 – ANALYSIS OF CONSULTATION RESULTS

1. Consultation results

Data for this plan was collected in a number of ways. An online survey was produced and sent out to everyone on the current mailing list. In addition questionnaires were given to Partnership Board members so that they could encourage people they know who live in the area to fill them in. Large visual questionnaires were produced and these were used on three occasions outside the Shop near the Community Centre in Wormley and outside the shop near the College in Turnford. These locations were chosen because there is a good footfall of people going past. Residents were also given the opportunity to take away paper copies and then return them to Cost Cutters supermarket in Wormley. We also held a consultation session with both the visual questionnaires and paper copies at the Pop-Up Cinema.

A total of 75 adults and 23 young people participated in the consultations. 29 adult respondents were employed, 13 unemployed, 8 self employed, 4 retired, 1 off sick and 18 at home looking after children or caring for a relative.

2. Results from consultation with adults

2.1 What residents love about the Wormley and Turnford Big Local area

A total of 146 responses were made to this question. Many respondents commented that it is a really friendly area with supportive neighbours. It was highlighted that the location is good because you are in close proximity to London but have beautiful countryside around you. The most number of comments highlighted that they valued living close to Lee Valley Park. Comments were made that the area has good schools, a Community Centre and friendly local shop keepers, this comment especially relating to Costcutters near the Community Centre. Residents commented that there is a reasonable bus service locally.

A comment indicated that the arrival of the Community Cinema is good and another comment acknowledged the efforts that are being made to bring community spirit into the area.

2.2 Improvements to the neighbourhood

131 comments indicated the changes/issues residents feel need addressing. The largest number of comments highlighted that there is a need for more things for children and young people to do to keep them off the streets. Suggestions also highlighted a need for activities for under 5's and their families. A significant number of suggestions also highlighted that there is a need for social opportunities for all ages.

Concerns were expressed that the parks are rundown and are in need of improvement, the park in Turnford was especially highlighted. Suggestions indicated that there is a need for more after school activities, especially low cost activities.

Anti social behaviour was highlighted as an issue. Concerns were expressed about the volume of litter and fly tipping that happens locally, it was suggested that the fines should be raised for fly tipping as it may help to combat the problem. It was highlighted that in Turnford the area looks run down. Concerns were expressed that the communal areas in the flats are dirty and badly maintained.

A number of comments raised concerns about the drug dealing that happens in the area especially around the Old Bull mid afternoon on Fridays. Some residents also feel that crime locally has increased, however the statistical information for this area indicates that recorded crime is low. A small number of suggestions indicated that there should be a more visible police presence locally to deal with these issues.

Concerns were expressed that the public transport is not good after 7p.m. It was also highlighted that public transport is very expensive for people aged 60-66 years.

Suggestions were made that there is a need for seasonal activities, especially something at Christmas similar to neighbouring villages/towns. Concerns were raised about the variety of shops locally with suggestions that there is a need for more children's clothes and footwear shops.

The volume of traffic and speeding locally were raised as concerns. It was suggested that traffic calming is needed on some of the local roads.

Residents also took the opportunity to highlight how much they value the local Costcutters and expressed concerns that if it closed down it will remove the sense of community that exists around it.

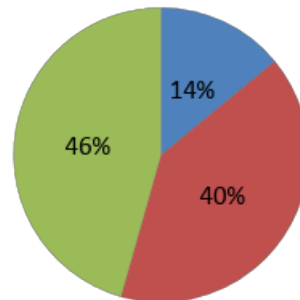
Suggestions for improvements such as a fitness centre or swimming pool were highlighted. In addition it was suggested that it would be nice to have a cafe near the river. One suggestion indicated the need for more English classes/courses locally.

In Turnford concerns were expressed about the nuisance caused by young people from the College during their break times. This included increase in litter, drug taking and generally hanging around. It was suggested that there should be more interaction with the College to address this.

2.3 Changes to the area

Do you feel over the last five years the area has:

■ Improved ■ Stayed the same ■ Got worse



The chart above indicates that a greater number of residents surveyed felt the area had got worse over the last five years. They highlighted that they feel there are more gangs of teenagers hanging around, particularly in Turnford during College break times. There has been an increase in crime and anti social behaviour. There is also visible police presence. It was also highlighted that there are gangs of teenagers congregating in public spaces, throwing litter, smashing bottles and more recently setting off fireworks.

Concerns were also expressed that the area feels overcrowded and that there has been an increase in landlord rentals with tenants who it is perceived have less respect for the area. It was also highlighted that there is a perceived increase in the levels of crime which is being attributed to bored young people with nothing to occupy them. One resident stated they didn't feel safe walking around after dark.

It was highlighted that the increase in house building has brought an increase in traffic and taking away green spaces. Concerns were expressed about poor public transport.

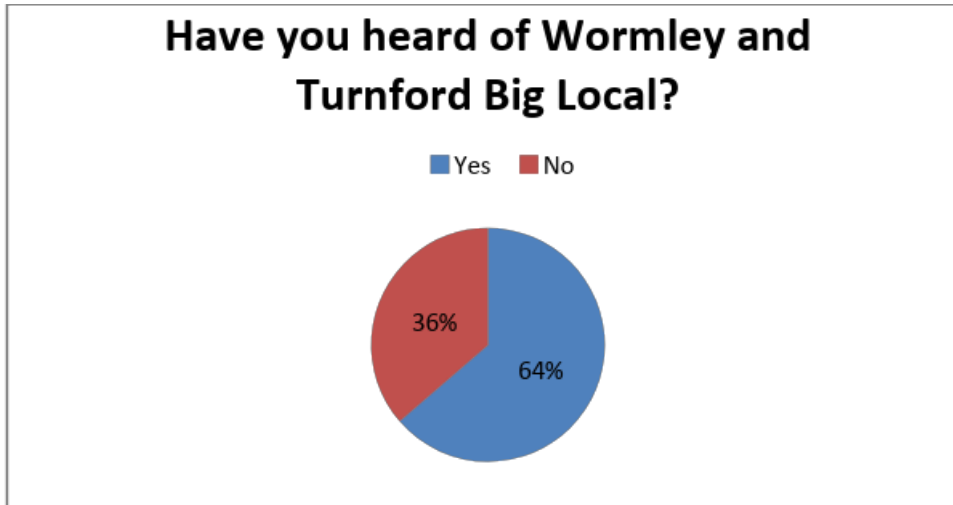
It was also highlighted that the area around Costcutter, Fairfield Drive and Macers Lane always look scruffy and untidy. The respondent highlighted that this is no way a reflection on the shop keeper (Andy) but that there is a need to improve that area including the shop and the community centre.

The increase in rubbish and fly tipping was highlighted by a number of respondents. Concerns were also expressed about cars being tampered with.

It was also suggested that there are a lot of lonely elderly people living locally.

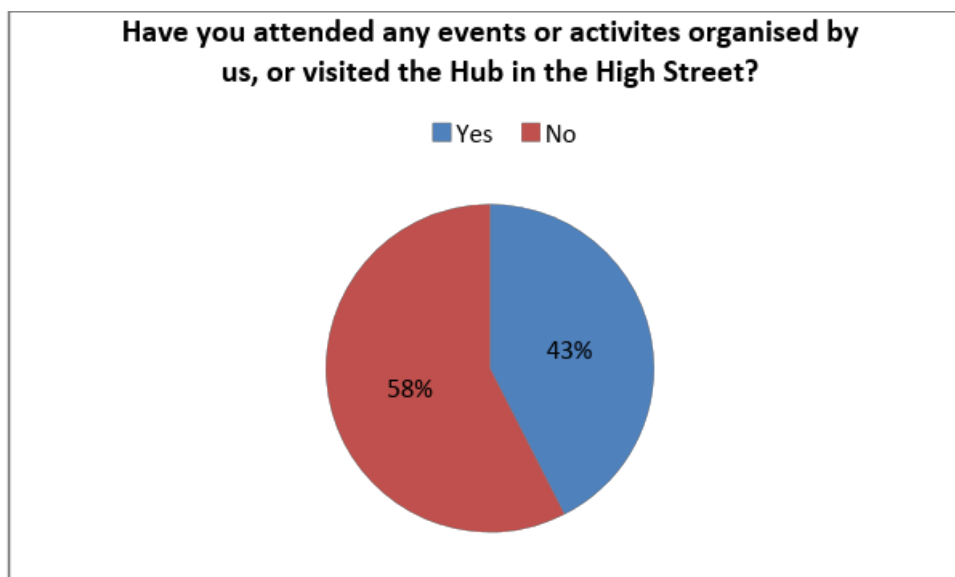
On a more positive note a number of respondents hadn't seen negative changes to the area and feel that it is a quiet place to live

2.4 Awareness of Big Local



Respondents indicated that they had heard about Wormley and Turnford Big Local through the local schools and through the Church. Other residents said they had received leaflets through their doors or had seen it on Facebook. A number of residents knew people who were involved with the Big Local or had attended events or meetings that had been organised.

2.5 Attendance at events



2.6 Key issues from previous consultation

When the current plan (2016-2018) was put together a number of priorities were identified by residents. During the recent consultations we checked out how important these issues are to residents. The chart below highlights their responses.

| Issue | Important to me | Important to the area | Top 3 |
|---|-----------------|-----------------------|-------|
| Do something about the public transport locally | 22 | 38 | 7 |
| Organise more events and activities locally | 37 | 41 | 12 |
| Provide more activities for the elderly | 8 | 38 | 15 |
| Create more things for young people to do such as after school clubs, holiday clubs and homework clubs | 32 | 42 | 23 |
| Encourage people to use our countryside and open spaces such as more walking groups, photo competitions, other activities | 35 | 40 | 9 |
| Install an outdoor gym | 26 | 36 | 8 |
| Create a community garden | 25 | 31 | 8 |
| Create areas where people can grow food | 23 | 34 | 3 |
| Provide local venues for advice services such as CAB, Welfare Rights and Debt Advice Services | 26 | 41 | 17 |

As you can see from the chart above respondents have highlighted that they feel it is very important to them for more events and activities to be organised locally. However it was also recognised that creating more things for young people to do such as before and after school clubs, holiday clubs and homework clubs is important to the area.

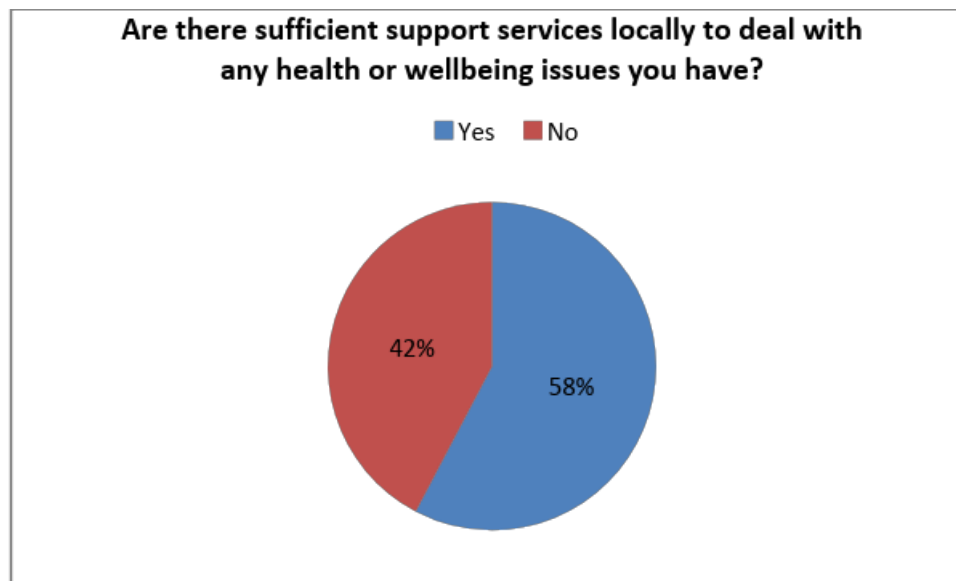
When respondents were asked to identify their top 3 issues creating more things for young people to do was the number one priority. This was followed by the need for more advice services such as CAB, Welfare Rights and Debt Advice Services to be provided in local venues. The third most important issue was identified as the need to provide more activities for the elderly.

2.7 Getting involved

Respondents indicated that there are a number of things that they would be happy to get involved with which include:

- Helping out with events and local activities
- Spreading information about WTBL through the Food Bank
- Developing a music project for young people
- Helping with the elderly
- Helping with activities for children, families and the elderly
- Helping with a community garden

2.8 Health and Wellbeing Support Services



42% of respondents were concerned that there are not sufficient services to meet their health and wellbeing needs. Support for mental health (anxiety and depression) were highlighted as a key issue. Concerns were expressed about the length of waiting times for counselling services. Not surprisingly concerns were expressed about the waiting time/difficulty in getting GP appointments. Concern was expressed about the difficulty of getting midwife appointments locally. However, one respondent did say that the midwifery care she had received was excellent.

A concern was highlighted regarding the cost of transport when residents, especially elderly residents have to attend hospitals in London for treatment.

Residents took this opportunity to highlight the need for support services for children with dyslexia, autism and ADHD. It was also suggested that a support group should be established for LGBTQ+ young people locally.

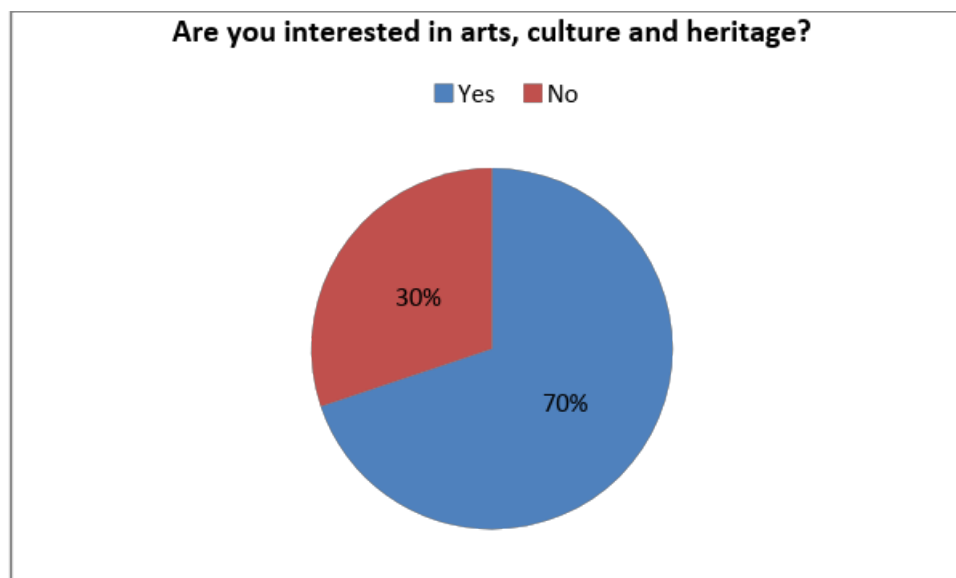
2.9 Out of School Clubs and support for children with disabilities

90 comments were made in this section. Respondents identified that there is a need for homework clubs, holiday clubs and before and after school clubs. In addition it was identified that there is a need for fun days to be organised and more trips and outings. It was identified that young adults need somewhere to meet in Turnford. The need for low cost activities was also identified especially for families on low incomes with more than one child. In addition respondents identified the need for more seasonal activities especially at Christmas.

A number of respondents identified that they do not have access to a car so having a range of activities locally for children and young people is essential. It was also identified that there is a need for activities locally for children with disabilities and also for LGBTQ+ young people where they will not feel judged.

It was also suggested that there is a need for an adult homework club so that parents can get help with supporting their children with their homework.

2.10 Arts, Culture and Heritage



Residents were asked to highlight which activities they would be interested in attending. The chart below details their responses:

| | |
|-------------|----|
| Dance | 23 |
| Photography | 25 |
| Craft | 35 |
| Heritage | 29 |
| Music | 34 |
| Drama | 19 |
| Comedy | 25 |
| Theatre | 30 |

Respondents also identified a range of other activities that they felt are needed including:

- More music activities for young people
- More volunteering activities for young people to build local pride
- Film workshops
- Outdoor theatre and cinema in the summer months
- Talent competitions for children and adults
- Cooking classes promoting healthy eating for families

3. Consultation results – Young People

3.1 What young people love about Wormley and Turnford Big Local area

The young people who responded identified that they like the closeness to the countryside and local parks. They also indicated that the area is friendly and many of them spoke about having friends locally. They also feel that the area is compact with all amenities within easy distance of each other. One person liked the local school and another identified that they liked having their school close to where they live. Other comments indicated that the area feels safe and it is well kept and clean.

3.2. Improvements to the local area

When asked what improvements they would make to their neighbourhood they identified that they would like more activities for children and young people especially teenagers. It was identified that there is a need for more football pitches, a race track for bikes, better playground equipment and the need for a youth shelter in the local parks.

A comment was made about changing the behaviour of some young people who hang around causing trouble and getting others into trouble. A further comment suggested that there is a need for more activities that bring the community together.

3.3 What do you and your friends do in your free time?

Some respondents identified that they hang out with their friends or go to each other’s houses. A number also play out in the field or climb trees. A number of young people identified that they go to Uniformed Groups such as Scouts or Brownies, go to the cinema in Enfield, go bowling in Stevenage or go to drama at RBA. Others said they go shopping at Brookfield Farm or use the local shop. One young person said they stay in bed and use their phone. A further 2 respondents said that they go swimming regularly.

3.4 What young people most want and/or need

Suggestions included more things for young people to do that are free. Other suggestions included arts activities, dance groups, sports such as basketball and cricket, a gym for young people, improved play equipment in the local parks, fun days, trips and outings and a place where they can meet and talk with their mates. It was also suggested that better shops are needed locally.

3.5 Suggested activities

During the consultation young people were asked if they were interested in a range of activities. Their responses are detailed in the chart below:

| | |
|---------------|----|
| Dance | 15 |
| Photography | 8 |
| Craft | 14 |
| Music | 15 |
| Drama/theatre | 12 |
| Comedy | 15 |

| | |
|--|----|
| Cinema | 19 |
| Sports activities (please specify) | |
| <ul style="list-style-type: none"> ● Netball ● Football ● Running ● Gymnastics ● Swimming ● Basketball ● tennis | |

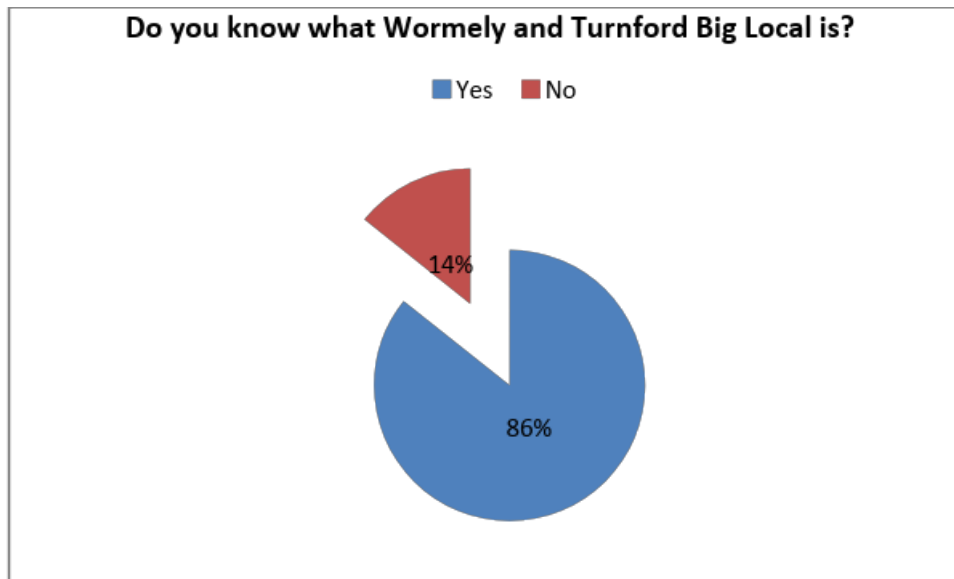
Other suggestions not on the list include board games, cooking, karate and singing.

When we asked where the activities could be held young people suggested that some could be held at the Community Centre or local College, in the Church or in the local pubs. It was suggested that some of the sports activities could be held in local parks.

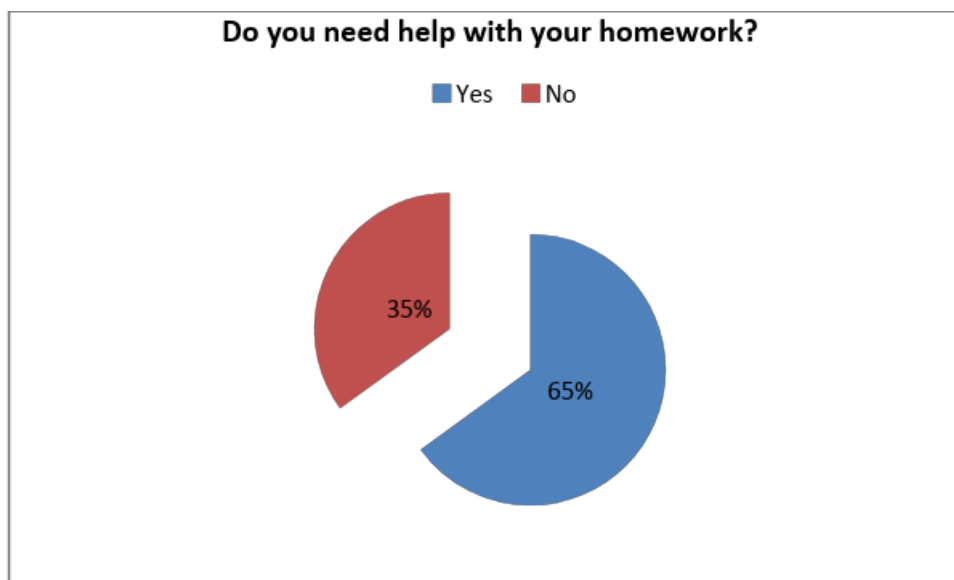
3.6 How could young people help to make these things happen?

Respondents identified that to make some of the suggestions happen they would need money. They suggested that they could help out with making drinks at some of the events. Respondents suggested that they could spread the word about the activities to encourage more young people to get involved. Further suggestions included young people raising the money themselves or getting local schools involved.

3.7 Awareness of Wormley and Turnford Big Local



3.8 Help with homework



When asked what subjects the respondents needed help with they identified the following:

- English
- Maths
- Science
- History
- French

One adult responded to this question indicating that her son had dyslexia and ADHD and faces many challenges and would value the extra support a supportive homework club could offer.

3.9 Aspirations

The young people who took part in the consultation were asked what they were planning to do when they leave school. They responded by saying:

- An apprenticeship in accounting and work with ACF
- Hairdressing
- Make- Up artist
- A good education, a good life and a good job
- Internet/gaming industry
- Be a police woman – be happy
- Work with children with special needs or work in a prison
- Teacher
- Go to college and study BioChem, Psychology, Physiology
- Go on a beauty course
- University to study performing arts
- Go to drama college

3.10 What else would make life better for young people?

Once again young people took the opportunity to suggest that more activities for young people were needed. It was also suggested that the parks locally needed improving and would benefit from having a youth shelter installed. Young people appear keen to have spaces where they can chill out with their friends in a safe environment. It was also suggested that there should be more support for young people who are troubled/struggling.

Further suggestions highlighted the need to make the area feel safer by installing CCTV cameras. Additional activities were suggested such as quiz sessions and gardening.

Appendix 2 – Job Specifications

Job Specification for Young People’s Co-ordinator

Job Purpose

- To recruit and build the capacity of volunteers to enable them to provide a range of positive activities for young people
- To engage young people and their families where appropriate, in developing and accessing a range of initiatives and activities in the local community
- To develop inter-generational activities to improve health and well being
- To identify and engage community organisations, schools and statutory organisations who can work in partnership with Wormley and Turnford Big Local to support the needs of young people
- To promote Wormley and Turnford Big Local and the range of services and activities provided. Increasing awareness, access and engagement in community activities provided by Wormley and Turnford Big Local and other agencies

Responsibilities

- Develop and support a youth led partnership that will feed information into Wormley and Turnford Big Local Partnership about the needs of young people
- Promote activities for young people, produce flyers, add to monthly e newsletter and quarterly newsletter and What’s On Guide
- Create in conjunction with volunteers and young people a regular programme of events and activities in term time and holidays
- Monitor and report progress to the monthly Partnership Board meetings
- Organise trips and outings for young people
- Create opportunities that will inspire and raise aspiration in young people locally
- Build relationships with the local college and work with them to develop mechanisms for reducing the impact of young people on the community in break times

Administration Officer

Main Responsibilities

- Support enquiries via telephone, email and in person
- Regular record keeping, working with content management databases across all WTBL core services and projects.
- Provide other administrative assistance including general office duties
- Event support including room set up and helping with refreshments and tidying up.
- Provide administration support for preparation for WTBL meetings
- Provide external administration and reception support for WTBL Buildings when appropriate.

General

- To promote the work of WTBL in Broxbourne
- To support other administrative and operational staff
- On occasions attend WTBL events
- To undertake other tasks as may be required from time to time
- To work in accordance with WTBL policies and practice

Person Specification

Skills and Qualities:

- Up to date IT, A good working knowledge of Microsoft Word, and Excel
- Good standard of written English and Maths
- Excellent organisational skills paying close attention to detail
- A keen interest in people, the local community and their needs
- Ability to work independently and within a team of paid staff and volunteers
- Ability to be flexible, plan, prioritise and manage workload and deadlines
- An understanding of equal opportunities and a commitment to all sections of the community
- Enthusiastic approach to work
- Team player
- Good sense of humour
- Good communicator and interpersonal skills
- A willingness to learn.