



ACTION PLAN 2024-2025

UPDATE

Three Rivers

'a district of connected communities'





STABLE ECONOMY

Support our residents through the cost of living crisis.

Action	Update
Maintaining community support group meetings with local organisations in South Oxhey, Mill End and Abbots Langley, Chorleywood and Sarratt.	<p>There are four Community and Voluntary Group Forums within the district:</p> <ul style="list-style-type: none">• South Oxhey, Oxhey Hall and Carpenders Park• Mill End & Maple Cross• Croxley, Eastbury, Moor Park, Rickmansworth, Chorleywood and Sarratt.• Abbots Langley, Leavesden, Gade Valley, Bedmond and Kings Langley (Primrose Hill). <p>The groups meet three times a year and over 2024-25 concerns over a reduction in volunteering was an issue across Three Rivers, to address this a campaign was developed to promote volunteering and a volunteers recruitment event was held to meet the local demand. Mental health was also raised as an issue so mental health training was held for volunteers. Additionally the groups coordinated Welcoming Spaces (formerly warm spaces) throughout their areas dependent on local need.</p>

Action	Update
Developing new community support group meeting networks in Croxley and Rickmansworth.	The Croxley and Rickmansworth areas have been integrated into the existing Eastbury, Moor Park, Chorleywood & Sarratt community group, which meets quarterly with agreed terms of reference.
Distribution of Household Support Fund to local organisations to best support Three Rivers residents.	<p>£100,000 was allocated to Three Rivers District Council for the Household Support Fund and this was distributed to an additional thirteen organisations operating within the district. 623 households were provided with support from the Household Support Fund. 236 households with children, 128 pensioner households, 86 households where a member of the household has a disability, and 173 other households. In some instances, households were supported more than once, therefore, 1,821 volumes of support were provided to households in the district. Support is still being allocated by local partners to households as the next round of funding has not yet been given to districts and therefore the number of households and volumes of support is expected to increase.</p> <p>The Welfare Assistance Service – administered through Herts Help www.hertfordshire.gov.uk/was - allocated the following to Three Rivers families over 2024-25:</p> <ul style="list-style-type: none"> • Total Grant Value (living expenses such as food, gas or electricity) = £31,880 • Total item value (white goods etc.) = £10,853 • 354 applications with 221 approved.
Promotion and roll out of Food Box Project. This replaced “That’s a wrap”	The Food Box Project helped 87 households in the district by distributing over 500 food parcels.
Produce and disseminate a leaflet containing information on support available to residents	<p>A leaflet has been developed and shared. Three Rivers District Council website has a refreshed cost of living section, including a checklist of steps people can take to manage the cost of living.</p> <p>Herts County Council works closely with the countywide cost of living group, containing Health, District, Voluntary Sector and Faith colleagues to identify people’s needs and the best ways to support them. Monthly meetings are being held at district level to share ideas and best practice. Many of the support streams are countywide as the needs across the county remain consistent to a degree.</p>
Welcoming hubs to be jointly branded and locations coordinated through Support Group Meetings	Completed in 2023-24
Improving digital inclusion	Three Rivers District Council is a Digital Inclusion Hub, and through the charity Good Things Foundation, can distribute data packages to service users who are digitally isolated due to income.

Promoting local employment and volunteering opportunities

Action	Update
Hold Volunteers Fair to showcase local organisations and allow residents to explore opportunities	<p>A volunteer's fair was held at Croxley Business Park to promote local voluntary organisations and allow residents to find out more about volunteering opportunities in the district. The event for residents to explore opportunities received 42 visitors, 13 organisations signed up for the event and 14 residents signed up for volunteering opportunities. A volunteering campaign was also run as part of Volunteers Week to increase awareness. Three Rivers organisations attended the Volunteers Fair at the Harlequin Shopping Centre Watford aiming to engage with residents who frequent the shopping centre.</p>
Promotion of local volunteering opportunities through Golden Volunteer platform	<p>For the 2024-25 year, the volunteering platform transitioned to Go Vol Herts (www.govolherts.org.uk), becoming the primary hub for local organisations to post opportunities and recruit volunteers. This new service, which replaced Golden Volunteers, prompted voluntary groups to boost their sign-ups. Additionally, Go Vol Herts collaborates with the Chamber of Commerce, connecting skilled volunteers with suitable opportunities.</p> <ul style="list-style-type: none"> • 255 applications to volunteering opportunities in Three Rivers • 37 volunteering opportunities available in Three Rivers • 19 new organisations in Three Rivers registered with Go Vol Herts. <p>Staff Volunteering Days at Dig Deep were rolled out with groups of staff members from Three Rivers District Council working on the site for the day.</p> <p>Significant efforts have been made by Watford and Three Rivers Trust (W3RT) in volunteer recruitment and networking through the Community Help Hertfordshire Partnership, which has coordinated various campaigns for roles such as Retail Volunteering, CEO responsibilities, Community Car Drivers, and Befriending.</p> <p>In July 2024 W3RT reinstated ASCEND's Information, Advice and Guidance (IAG) service under the Lifeline project. This is a part-time role of 11 hours per week. The service provides a qualified approach to: Building confidence by identifying and addressing barriers to work and identifying skills, finding appropriate training routes and volunteering opportunities, helping with job applications, writing CVs and assisting with interview techniques etc.</p>

Action	Update
	<p>The service has supported 48 individuals across the local community on a one-to-one basis, engaging with The Healthy Hub, Citizens Advice Service (CAS), Watford JobCentre Plus, Food Banks, the Library Service, Social Prescribers, Herts Help and local charities including, Watford Workshop, Watford Women's Centre and Herts Mind. It also had a presence at the Watford Job Fair and Unity in the Community.</p> <p>The ASCEND IAG service is Matrix accredited and earlier in the year, W3RT accomplished an accredited standard across the whole organisation, giving assurance and confidence to funders, clients and employees of its consistent, quality service and commitment to its continuous improvement.</p> <p>Recent community engagement initiatives have been highly successful, with Unity in the Community providing a valuable platform for local organisations to showcase their services to the public. Discussions have been held regarding the potential use of void spaces at Croxley Green Business Park by charities and community groups.</p> <p>Furthermore, the Lord Lieutenant Charity Hub (LLCH), successfully launched by W3RT at Warner Studios in December 2023. The thriving hub boasts 30 occupied desks and is managed by the W3RT CVS Team.</p> <p>Finally, the ongoing Three Rivers Connected Communities events, a partnership between W3RT CVS and Watford Chamber of Commerce, continue to foster crucial networking opportunities between local voluntary, community, social enterprise, and business organisations.</p>
Employer supported volunteering linking in with skills required by VCFSE	<p>A new partnership with the Chamber of Commerce has successfully facilitated the recruitment of specialist volunteers for local organisations like 9 Lives (social media support), The Waterways Trust (narrow boat maintenance and operations, reaching over 4,000 potential volunteers via a mailer), and Three Rivers Museum (website analysis), demonstrating a targeted approach to filling specific community needs.</p>

Work with local businesses to upskill the local workforce

Action	Update
Identify local employment sector and skill requirement in partnership with local colleges	<p>Step2skills have spearheaded various local employment initiatives with intervention being personalised and adopted from the support employment quality framework.</p> <p>37% of learners who attended a Skills for work/employment course went to positive employment within three months. Successful outcomes are greatly linked to resident's engagement and willingness to seek and secure paid employment.</p> <p>Due to the complexity of barriers some residents require support that may last up to two years. Part of this process is the change in intent which is reflected in status classification. Positive outcomes can relate to moving people from "Economically inactive" or "unemployed NOT looking for work" to "Actively looking for work".</p> <p>Number of people that engaged with employment support in 2024-25: 14</p> <p>Number of participants that went into paid employment: 1</p> <p>Step2Skills adult skills courses are another resource that empowers and upskills local residents. The main aim of these courses is to help people with limited or no prior educational qualifications (below Level 2/CSE equivalent) and those who face barriers to learning and employment. This includes individuals with learning difficulties, disabilities (whether from birth or recently acquired, like after a stroke), limited literacy or English skills, or those who've lost confidence about re-entering the job market.</p> <p>The information provided reflects the learners' situations when they first enrol. While getting a job is a positive outcome, the courses also focus on developing other crucial skills. These can include improved self-confidence, better ability to support their children's education, improved health, enhanced communication and interviewing skills, and a greater understanding of things like online child protection.</p> <p>Some courses, known as Tailored Learning, are specifically designed to re-engage residents in education, especially those with complex barriers to learning and employment. It's not uncommon for some learners to take more than one course before they're ready to move on to further education or get back into work.</p> <p>Working closely with local stakeholders is absolutely key to promoting these adult skills programmes to residents who face difficulties getting into employment.</p> <p>The Healthy Hub provided 16 incidents of employment support.</p>

Action	Update
Host generation event to support the growth of local retrofit and green skills sector & promote local employment opportunities	On 31 March 2025, Three Rivers District Council and Watford Borough Council hosted a joint Generation career fair, attended by 40 employers and 1,025 students from local secondary schools in Watford and Three Rivers.
Local task group to identify businesses and develop relationships	Incomplete due to insufficient resource
Identify and engage largest employers	<p>Communities Connect, a monthly networking event launched in May 2024 at the LLCH at Warner Bros Studios Leavesden, actively brings together local charities and businesses, facilitated by CVS/Chamber for “Networking with Purpose, Connecting Commerce with Community.” Complementing this, Croxley Connect provides a quarterly platform at The Hive for larger businesses to enhance their social value by building purposeful relationships and supporting local community activities. This event continues to grow in attendance, offering charities valuable opportunities to present and raise their visibility among local businesses and residents.</p> <p>Communities Connect Events held to date: 11 registered attendees – May 2024 31 registered attendees – June 2024 31 registered attendees - July 2024 No event in August 24 registered attendees – September 2024 18 registered attendees – October 2024 22 registered attendees – November 2024 25 registered attendees - January 2025 33 registered attendees – March 2025</p> <p>Croxley Connect 52 registered attendees that attended – July 2024 58 registered attendees that attended – October 2024 58 registered attendees that attended – January 2025</p> <p>The Community Directory is now live on the W3RT website, serving as a comprehensive resource with 910 Voluntary, Community, Faith and Social Enterprise (VCFSE) organisations listed, including 212 active in both Watford and Three Rivers, and 214 exclusively within Three Rivers District Council. The directory can be accessed via the W3RT website - https://www.w3rt.org/</p>



SAFE AND WELL COMMUNITIES

To empower residents to adopt healthier lifestyles

Action	Update
Coordinated approach to partnership events to ensure most benefit to attendees	<p>Recent community engagement initiatives have been highly successful, with Unity in the Community providing a valuable platform for local organisations to showcase their services to the public. Discussions are also underway regarding the potential use of void spaces at Croxley Green Business Park by charities and community groups. Furthermore, the Lord Lieutenant Charity Hub (LLCH), successfully launched by W3RT at Warner Bros. Studios Levesden in December 2023, is now thriving with 30 occupied desks and is managed by the W3RT CVS Team. Finally, the ongoing Three Rivers Connected Communities events, a partnership between W3RT CVS and Watford Chamber of Commerce, continue to foster crucial networking opportunities between local voluntary, community, social enterprise, and business organisations.</p> <p>Empowering residents to adopt healthier lifestyles required a coordinated approach which saw several partnership events and initiatives:</p>

Action	Update
	<p>Unity in the Community event held at “The Grove” in September 2024 brought together 30 organisations from Three Rivers, Watford and Dacorum to share local services with residents.</p> <p>Men’s Health event held at Watford Football Club, with presentations from the OLLIE Foundation, on prostate cancer and on physical activity with 53 people attending.</p> <p>The number of subscribers to the e-newsletter grew from 4,315 in October to 4,768 in March. No evaluation data was submitted.</p> <p>The number of subscribers to the Health and Wellbeing e-newsletter grew from 4,315 subscribers, to 4,768 in March 2025.</p>

Adopt a place based approach to address health inequalities

Action	Update
Address wider determinants of health inequalities through outdoor activity programme to improve wellbeing and access to local services	<p>Through the Community Wellbeing team they coordinated and supported four social groups in Three Rivers from 2024-2025</p> <ul style="list-style-type: none"> • Maple Cross Club, attendance 857 • Croxley Club, attendance 506 • Abbots Langley Club, attendance 1056 • Reach Out Café from November 2024, attendance 421 <p>1,466 incidents of support provided 1,345 Signposts/ referrals to community support</p> <p>W3RT Wellbeing Team have coordinated bespoke services within the Three Rivers District:</p> <ul style="list-style-type: none"> • actioned 39 referrals for Digital Inclusion for those living in the Three Rivers Area • given out 34 pieces of equipment for those living in the Three Rivers Area • had 9 visits from Digital Inclusion Champions in the Getting Together Clubs in the Three Rivers area, who have supported 54 club members • 273 clients for the Three Rivers Area used the Community Cars service. • delivered 110 Personal Shops to those living in the Three Rivers Area.

Action	Update
Deliver football sessions to improve mental health and access to local services	The Man On project, consisting of physical activity and conversation sessions, continued to deliver in Mill End, with 328 total participants over 36 weeks. Latest data shows that 74% of attendee's reported improvement in mental wellbeing and 80% reported increased healthy behaviours. Funding has been secured until July 2027.
Address wider determinants of health inequalities through outdoor activity programme to improve wellbeing and access to local services	Completed in 2024-25.
To deliver a place-based project to prevent development of lung cancer:	<p>The healthy hubs based in South Oxhey, Mill End and Abbots Langley provide smoking cessation to prevent onset of lung cancer.</p> <p>Thirty three appointments were provided with three successful quits.</p>
Evaluation of 2023-24 projects and review of data to determine 2024-25 direction	<p>Completed. 2024-25 initiatives still incorporated the lung cancer prevention work, but the survey was opened to a larger cohort of residents.</p> <ul style="list-style-type: none"> • 67 surveys were completed. • Four people requested referrals to smoking cessation service. • Of these four, one person successfully quit on the smoking cessation service. • 41 referrals were made to other organisations. • 221 signposts were made to other organisations.
Deliver a face to face Healthy Hub service in areas of the district to improve the health and wellbeing of residents	<p>Face-to-face Healthy Hub sessions are delivered three times a week in Mill End, Abbots Langley and South Oxhey weekly, alongside this 26 Healthy Hub (HH) pop ups were held in targeted location and community events. The Healthy Hub saw 1,059 engagements over 2024-2025.</p> <p>Total number of residents who walked through the door: 1,059. This includes residents who spoke with a HH team member (HH interactions) and residents who went directly to other services without speaking to the HH team.</p> <p>HH Interactions: 726 - the total number of residents who walked into the HH venues and spoke with someone in the HH team.</p> <p>Herts Mind Network have been working fortnightly in the Healthy Hubs across Three Rivers. This is an opportunity for people to drop in and chat about where they might get support for their mental health and referrals can be made into the mental health or domestic abuse services as appropriate.</p>

Maintain and grow the work of the Community Safety Partnership

Action	Update
Delivery of the 2023-24 Community Safety Action Plan.	Completed in 2023-24.
ASB and waste reduction initiative in multiple locations highlighted by housing providers. To include local partners and health awareness	Completed in 2023-24
Evaluation of 2023-24 projects and review of data to determine 2024-25 direction	Completed in 2023-24
Review Community Safety Strategic Assessment to develop priorities for 2024 - 2025 based on trends	<p>The Three Rivers Community Safety Partnership continued to grow in strength and impact, delivering meaningful initiatives that support the safety and wellbeing of the local communities served. Over the past year, the Community Safety Action Plan has successfully met all its objectives, integrating ambitious projects that enhance collaboration and effectiveness.</p> <p>The operation of the partnership, key policy documents have been renewed and refined:</p> <ul style="list-style-type: none"> • The Community Safety Partnership Information Sharing Agreement, formally signed off in March 2025, enables efficient and legally compliant data sharing between agencies. Over 31 partner organisations have committed to this robust framework. • The Anti-Social Behaviour Policy, approved by full Council in September 2024, provides clear definitions and procedural guidance on tackling ASB.
Production and delivery of the action plan to respond to new priorities	<p>To foster stronger community connections, Community Safety Clinics were introduced in July 2024. These quarterly sessions, held in partnership with Neighbourhood Policing Teams, provide residents with access to advice and support in familiar surroundings. Supplementing this initiative, monthly Anti-Social Behaviour (ASB) drop-in sessions allow for more direct engagement, offering tailored solutions to local concerns. Over the past year, the partnership has successfully managed more than 150 ASB cases.</p> <p>ASB (Anti-Social Behaviour) Awareness Week 2024 focused on increasing public understanding of ASB issues and encouraging community involvement in tackling them. The campaign ran nationally with a clear aim of promoting safety and support within communities.</p>

Action	Update
	<p>Each day of the week featured a specific theme:</p> <ul style="list-style-type: none"> • Victims Day – Highlighting the experiences and needs of ASB victims. • “Let’s Talk ASB” Day – Encouraging open conversations about ASB. • Community Heroes Day – Celebrating individuals making a positive difference. • Young People’s Day – Engaging and educating young people on ASB. • ASB and Health Day – Exploring the impact of ASB on wellbeing. • Community Action Day – Showcasing proactive steps communities can take. <p>Locally, Three Rivers District Council (TRDC) partnered with Hertfordshire Police to host four ASB pop-up events within the community. These sessions offered residents the opportunity to discuss anti-social behaviour concerns, seek advice, and access crime prevention resources.</p> <p>The week reinforced the importance of collaborative efforts in making neighbourhoods safer and more supportive for all.</p> <p>A significant investment in community surveillance has seen the successful renewal and expansion of the partnership’s CCTV network, adding three additional cameras to key locations. This year-long project was a collaborative effort among all safety partners, leveraging data analysis to assess the impact of CCTV on crime prevention. After careful consideration, nine new locations were selected from a shortlist of fifteen.</p> <p>Education remains central to the partnership’s strategic efforts, with two large-scale training programs delivered:</p> <p>Prevent Training, equipping all partners with the tools to identify and respond to radicalisation risks.</p> <p>Domestic Abuse Training, strengthening the collective response to domestic violence and coercive control. Both training initiatives were well-attended and praised for their valuable insights.</p>



THRIVING ENVIRONMENT

Lead, enable and inspire our communities to reduce their carbon emissions and proactively offset carbon emissions

Action	Update
Promotion of green energy installation and retrofit measures to increase public awareness	<p>The Better Housing Better Health services and helpline have been regularly promoted on social media over the past year and will be undertaking extensive promotion of energy efficiency funding for the new Warm Homes Local Grant Scheme in 2025-2028.</p> <p>The Local Area Retrofit Acceleration (LARA) aims to accelerate retrofit within Hertfordshire involving key stakeholders.</p> <p>Hertfordshire Area Energy Plan (HAEP) that aims to develop a strategic approach regarding future energy consumption and generation for Hertfordshire.</p>

Action	Update
Additional project delivery	<p>Schools Outreach – a lunch time Eco club has commenced at St John’s Catholic Primary school in Mill End. Sustainable Three Rivers volunteers have attended to assist in planting up of raised beds and identifying trees.</p> <p>Recently HCC has been invited to TRDC workshops discussing TRDC Local Area Energy Plan (LEAP) to ensure organisations are all informed of similar initiatives.</p> <p>Other work linked to Sustainability Partnership (HCCSP) includes:</p> <ul style="list-style-type: none"> • 3,316 trees were planted across TRDC in 2024/25 as part of the Your Tree Our Future scheme • Two schools from TRDC attended YouthCOP organised by HCC – St. Clement Danes School in Chorleywood & Croxley Danes School in Croxley Green. <p>Volunteers continue to do an excellent job maintaining the raised beds in the Sustainable Three Rivers (S3R) Community Garden and Rose Garden, which now feature climate-resilient plants. A Joan of Arc student is also contributing as part of their Duke of Edinburgh award. Additionally, a recent hanging baskets workshop was successfully hosted, with 12 attendees creating and taking home beautiful baskets.</p> <p>.</p>

Support our communities to adapt to extreme weather

Action	Update
Establish a Wildfire Prevention Task group to mitigate risk of wildfires and develop campaigns to increase public awareness	Steps were completed to increase awareness, including education on outdoor fire prevention, wildfire prevention signs were placed across the district at entrance gates and street furniture near to parks and open spaces across Three Rivers during hot weather, including Leavesden Country Park, Rickmansworth Aquadrome, Oxhey Woods and Chorleywood Common.
Provide a Severe Weather Emergency Protocol to provide humanitarian accommodation and support for rough sleepers to prevent anyone becoming unwell due to severe weather conditions	Extreme cold, wind and rain can be a serious risk to health and life if a person is exposed overnight or for long periods. Many local authorities provide emergency provision during periods of cold or severe weather. Severe Weather Emergency Protocol was activated every year and will be for the foreseeable. There were efforts to source local beds however this turned out not to be a viable option.

Action	Update
Develop and issue advice relating to cooling the home during extreme heat	<p>Advice on cooling during extreme heat is available on the Three Rivers District Council website and through the 'Guide to Greening Your Home' with recommendation on adaptations to help cope in extreme heat. This can be found here: Adapting to climate change - overheating, drought and flood Three Rivers District Council</p> <p>During heatwaves TRDC shares official NHS and government advice on social media to encourage residents to stay safe.</p>
Distribute Warm in Winter bags during winter months to support older residents in accessing local services and keeping warm	<p>1,000 Warm in Winter gift bags were distributed across Three Rivers in the past year. This included bags directly requested by Three Rivers for their own use for example for those attending the Seniors Forum plus bags allocated to organisations who work across the county with work in Three Rivers. These organisations include: Hertfordshire Police, Herts Independent Living Service, Age UK, HCC Older Persons Activity, Learning and Safety events, Herts Library Services and HCC Adult Social Care as well as individual requests for bags.</p>
Develop and issue advice on how to adapt the home in preparation of floods and what to do in the event of one	<p>Advice was issued across the past year on adapting properties to reduce the likelihood and impact of flooding. This information is published in the Guide to Greening Your Home document, and advice on what to do during a flood is published on the TRDC website here. Ongoing annual updates to the Guide to Greening Your Home document so residents know what action to take in the event of a flood.</p>



BELONGING

Celebrate and create local culture that reflects our communities

Action	Timescale	Lead partnership / organisation
Develop and implement Craft and Culture events in Three Rivers reflective of the diverse cultures within our communities	Completed in 2023-24.	
Additional initiatives undertaken	The following initiatives were delivered by Three Rivers District Council: Open Dialogues are initiatives aiming to raise awareness of challenges and experiences faced by specific community groups, in a closed space where attendee’s can learn directly from community representatives. Three events held which attracted over 75 representatives from partner organisations and the council, focusing on Stephen Lawrence Day, Roma Holocaust Day and Pride.	

Action	Update
	<p>Hate Crime campaign to increase awareness of reporting channels and impact of hate crimes and incidents. A set of eight posters was developed which covered different protected characteristics. These posters are circulated and rotated across the council's noticeboards on a monthly basis. Three videos were also created to communicate the mental and physical impact of hate crime and incidents.</p> <p>A Disability Confident Conference was held at Warner Bros. Studios Leavesden to encourage local businesses to become Disability Confident Organisations. Presentations were provided by a range of organisations, to provide information on the different stages of Disability Confidence, as well as hearing from local organisations supporting disabled residents.</p> <p>An Inclusion Working Group was developed at Three Rivers District Council and began working on tasks and addressing topics of interest across the council.</p> <p>The group developed leaflets for Black History Month and provided food at the council's staff day so employees could learn more and experience the culture.</p> <p>For Holocaust Memorial Day the Chair of the council visited a local synagogue to commemorate this significant date. A flag raising was held at the council offices with Councillors, representatives from local Synagogues and Gate Herts.</p> <p>Several blog pieces across the year with council staff or partner organisations to raise awareness on a certain topic. The list of topics covered have been Domestic Abuse, Refugee Awareness Week, Black History Month, Passover, Ramadan and more. Additionally, engaging worksheets have been developed and shared with council staff, councillors and partner organisations on issues relating to Race Equality Week, Deaf Awareness Week and Diwali.</p> <p>An LGBTQIA+ Glossary of terms was produced and circulated to council staff.</p> <p>Three Rivers District Council has received Disability Confident Leadership accreditation, and this will be developed on further over 2025-26.</p> <p>In addition to the various initiatives TRDC have attended, 15 community events that encouraged residents to engage with local services were promoted and supported.</p>

Support in the development of sustainable community hubs

Action	Update
Submit funding application to develop this area of work	Unsuccessful
Additional work undertaken	<p>The Healthy Hubs have developed into community hubs, with a range of local organisations and council services regularly represented at the hubs to improve access to services.</p> <p>The Healthy Hub in Abbots Langley moved from School Mead to the Citizens Advice offices situated in Abbots Langley High Street in order to improve sustainability and support available to residents accessing Citizens Advice services.</p>



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