



Three Rivers District Council Annual Review of Service Level Agreements 2024 - 2025

August 2025

Funding Awards

April 2024 – March 2025

| Organisation | Amount |
|--|----------|
| Services for Young People | £2,000 |
| Active Watford and Three Rivers | £5,000 |
| Citizens Advice Service Three Rivers | £259,290 |
| Herts Mind Network | £8,000 |
| Home-Start Watford, Three Rivers & Hertsmere | £4,800 |
| Watford & Three Rivers Trust | £40,000 |

Services for Young People

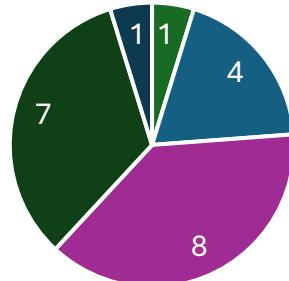
Overview of what the funding has contributed towards:

The Abbots Langley Youth Project had three essential aims:

- to prepare young people for adulthood
- promoting acceptance and understanding of others
- developing positive life values.

Overall Attendance via Wards

- Out of District
- Leavesden
- Gade Valley
- Abbots Langley & Bedmond
- South Oxhey



Key issues addressed or identified by project:

The focus for the group was around developing their understanding of personal safety and supporting the group to explore positive, healthy relationships.

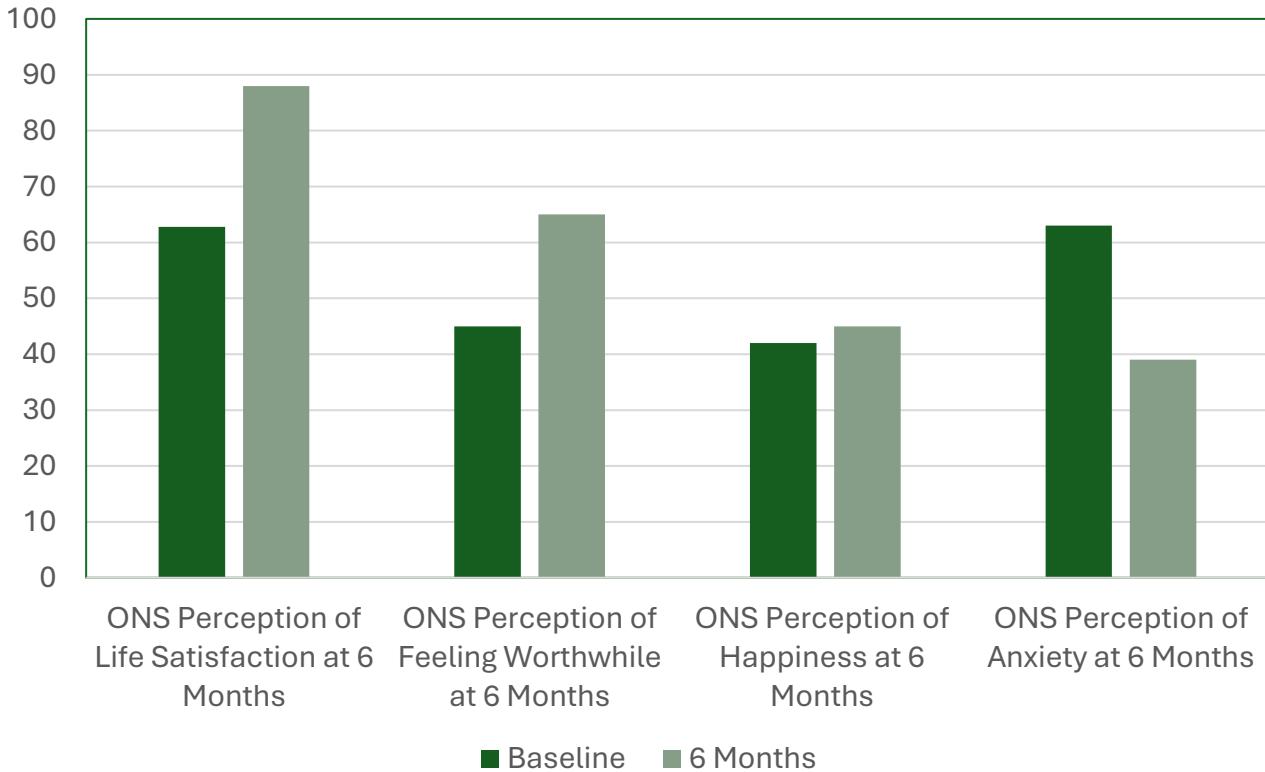
Over the summer term in 2024, 10 sessions were held with an average attendance of 6 young people per session and 21 young people total involved in the project. They took part in a range of activities including sports, cooking, group discussions and sessions utilising 'drunk goggles' and 'drug boxes' to aid in interactive education on the impact of substance misuse.

Although the group engaged well, due to consistently low attendance Services for Young People (SfYP) made the decision to close the project following the summer term and focussed resources on areas with higher levels of need. The need Abbots Langley will be kept under review and re-established when appropriate.

SfYP are currently delivering a detached project in Abbots Langley with the aim to develop a new centre-based project in the Autumn Term (2025).



Participants Wellbeing



Overview of what the funding has contributed towards:

Active Watford and Three Rivers was a program run by Watford Football Club Community Sports and Education Trust (WFCCSET), aimed at supporting and encouraging inactive and / or unmotivated residents to become physically active and maintain regular activity.

Individuals were signposted into local or supported activities which were provided as part of the programme. Individuals were supported during a 12-month period to enable them to become and maintain regular physical activity.

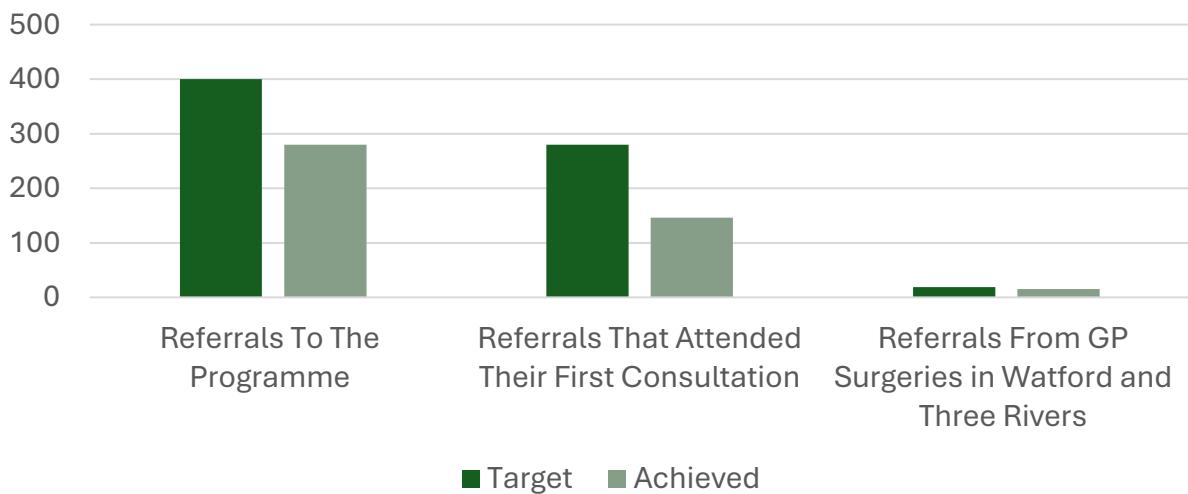
Participants Wellbeing:

The wellbeing of participants was captured using the [ONS questions of wellbeing](#). An increase in scores related to positive outcomes indicates improvement in those areas. For example, life satisfaction, feelings of worthwhileness, and happiness have all increased. Additionally, for negative outcomes a decrease in scores also represents improvement. In this case, a reduction in reported anxiety suggests that, on average, participants are feeling less anxious.



Watford & Three Rivers

Performance



The above targets were not reached due to a range of factors; there was no project lead for the final stages of the project, less referrals were made from GP Surgeries and there was a reduced uptake from eligible clients.

Project Closure:

The project has now come to an end, primarily due to the Trust no longer being able to access the Premier League Charitable Fund which provided the bulk of the funding for the program. Additionally, a large portion of referrals in the early stages of the project came from GP surgeries, many of which now have their own health coaches which has led to a decrease in referrals.

WFCCSET are now undertaking a review on inactive to active programmes to study and build an insight into what is needed in the local areas to enhance a delivery mechanism that is more impactful.

Client Feedback:

‘Thank you for the help and support on the Active Watford program. I have been attending the sessions at the Meriden and really feel a part of the program.’

‘I have returned to work, and I now join in the activities at work, feeling I have really got my life back
My mental health has really improved from being on the Active Watford program.’

Citizens Advice Service Three Rivers



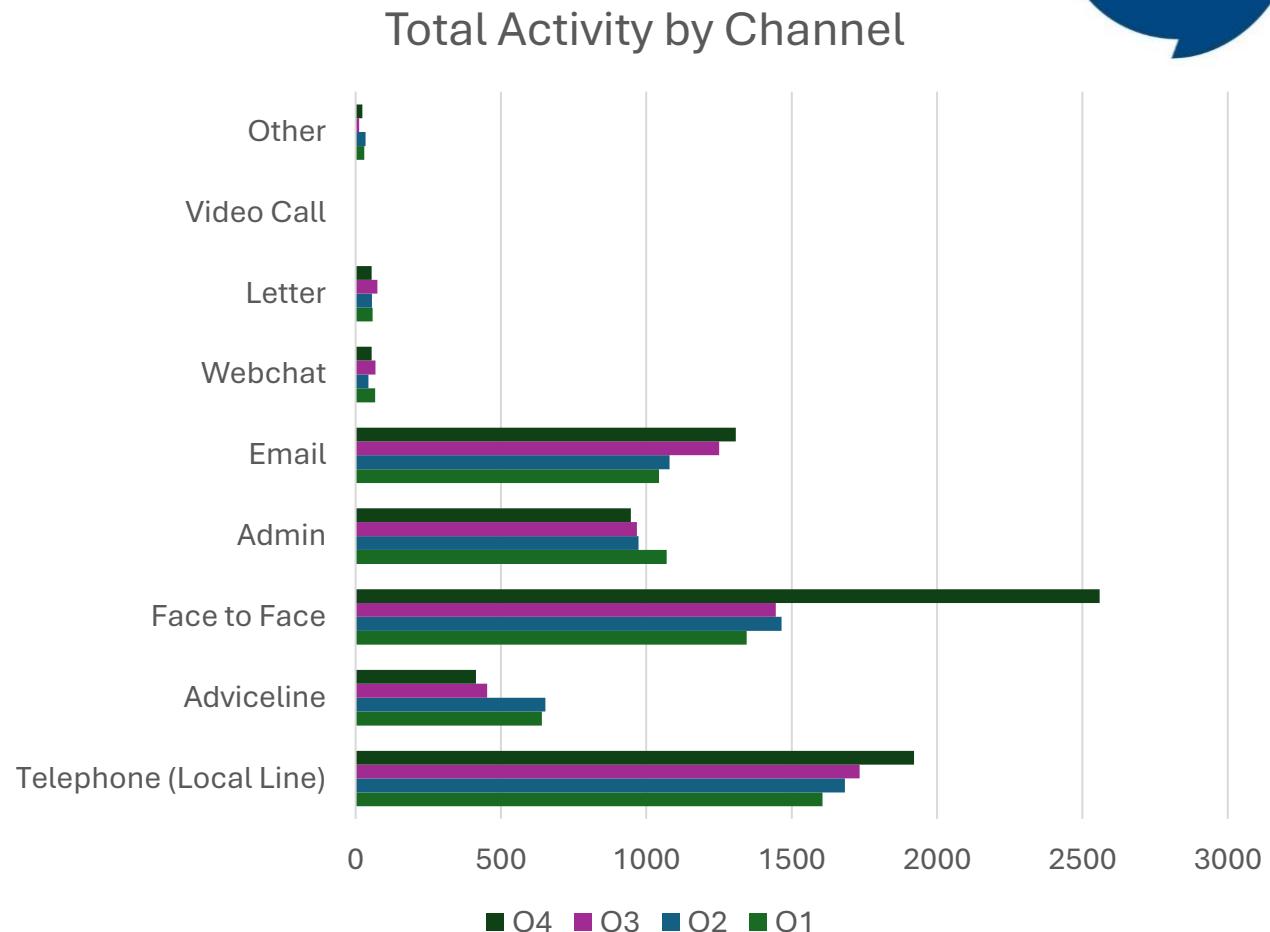
Overview of what the funding has contributed towards:

The priorities of the Citizens Advice Service in Three Rivers (CASTR):

- Provide advice services to those that live or work in Three Rivers
- Increase CASTR influence with policy makers locally and nationally
- To strengthen their equalities provision.

Financial outcomes for clients (2024-25 total):

- Total Financial Gain (includes charitable payments and HSF) **£1,565,363**
- Debts written off **£618,660**
- Debts rescheduled, reimbursements **£49,960**
- Repayments rescheduled **£379**



Citizens Advice Service Three Rivers



| | Q1 | Q2 | Q3 | Q4 |
|---|---------------------|---------------------|---------------------|---------------------|
| Number of clients supported | 1,939 | 1,995 | 1,777 | 1,953 |
| Number of clients helped to receive full benefit entitlement <i>Target of 500 per quarter</i> | 730 | 732 | 680 | 745 |
| Financial gain of benefit advice <i>Target of £200,000 a quarter</i> | £337,234 | £425,969 | £246,260 | £307,732 |
| Number of clients assisted with debt <i>Target of 200 per quarter</i> | 283 with 620 issues | 287 with 630 issues | 291 with 646 issues | 318 with 759 issues |
| Amount of debt written off <i>Target of £62,000 a quarter</i> | £173,584 | £30,111 | £206,344 | £208,621 |
| Average amount of debt written off <i>Target of £10,000 per client (tolerance is 50%)</i> | £13,353 | £7,528 | £17,195 | £17,385 |

Citizens Advice Three Rivers



Key issues addressed or identified by project:

The top issues across the year were Benefits & Tax credits (22.75%), Debt (12.75%), Housing (14.5%), Universal Credit (10.75%) and Relationships & Family (6%).

The top 3 Wards with the most issues reported in Q4 are:

- South Oxhey – Debt (20%), Benefits & Tax credits (19%), Housing (15%)
- Oxhey Hall & Hayling – Benefits & Tax credits (27%), Debt (15%), Universal Credit (11%)
- Abbots Langley & Bedmond – Benefits & Tax credits (21%), Debt (16%), Universal Credit (15%)

Case Study:

This client lives with their partner and 3 children in Housing Association property. They are unable to work due to her caring responsibilities for their disabled mother, and their partner cannot work due to their health conditions. Our client is dependent on benefits and receives Universal Credit including the Carer Element.

When they came to see us they were struggling to manage as UC was being reduced by deductions for an advance payment and they had got behind with her bills. Total debts were just over £10k including £4000 for Council Tax and £3000 for water. The client was particularly worried about enforcement action that was underway for the Council Tax debt. Our money adviser put our client into the Breathing Space scheme to give 2 months' protection from creditor action while we helped to put a debt solution in place.

We also provided information about maximising income (eg applying for Child Benefit for her 3rd child - the client was not aware they could claim this - and applying for DLA for their son). The money adviser helped to draw up a monthly budget that balanced, leaving a small surplus of £22 for emergencies.

The money adviser advised on all debt options. As the monthly surplus was insufficient to repay the debts, they chose to apply for a Debt Relief Order to write off the debts for a fresh start. The money adviser helped to prepare the information needed for the application and they were then referred on to one of our in-house DRO intermediaries and a successful application was made February 2025. Our client is now in the 12 month moratorium period. If their circumstances do not change significantly during that time, all qualifying debts will be written off at the end of the moratorium and they will be able to move forward debt free.

Herts Mind Network

The priorities of the Community Support Service:

Community Support Service workers provide a variety of services to residents by receiving referrals from various organisations such as the Police, housing providers and council. As well as undertaking contact and holistic needs assessment and advice to residents by offering emotional, practical and advocacy support. This includes helping clients apply for the correct benefits, attend court and tribunals and arrange important appointments on behalf of clients.

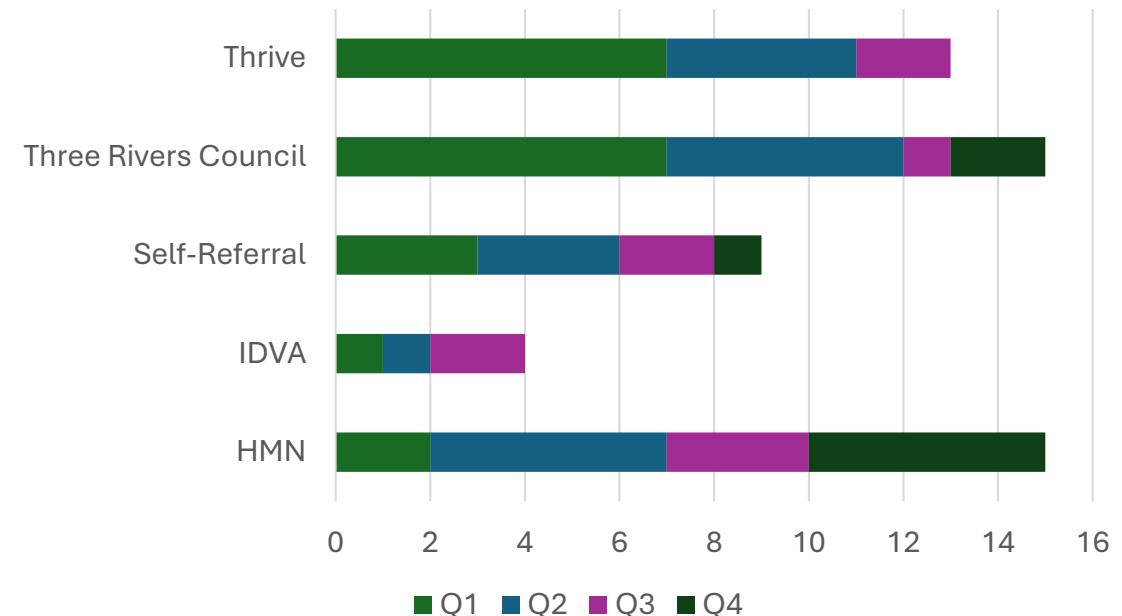
The key issue identified by the project is the increasing mental health needs of the clients and the additional complex needs that co-exist with or are exacerbated by the client's mental health concerns.

Top 3 areas of need on referral:

- Mental Health
- Agoraphobia
- Anti-social Behaviour

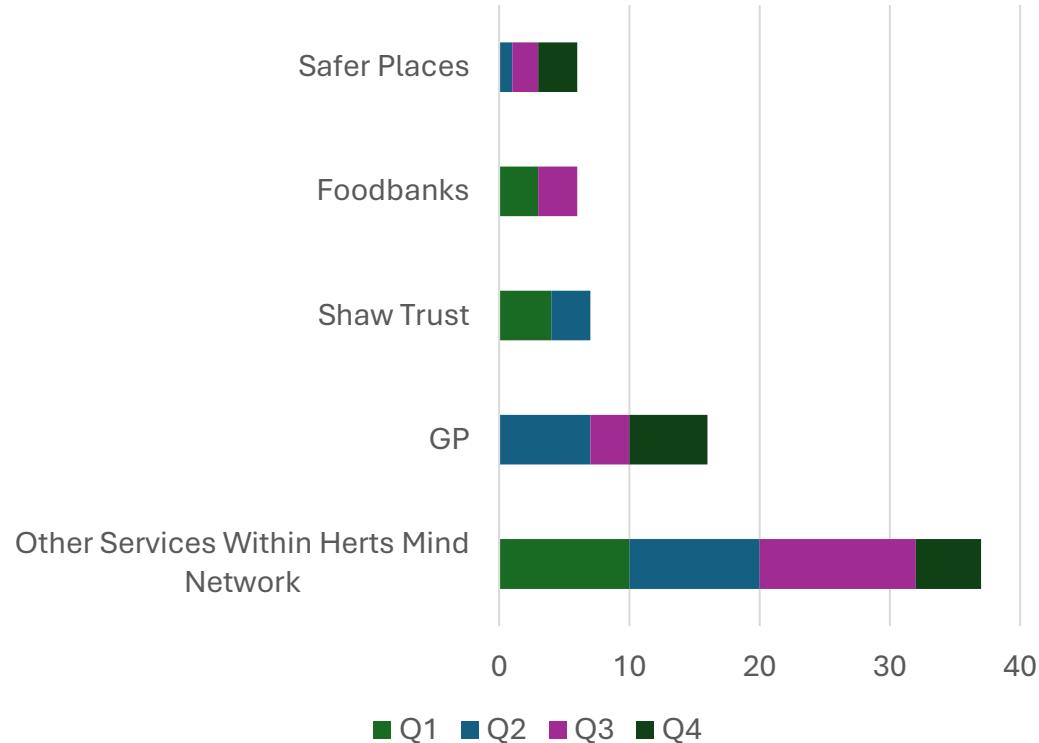


Top Five Referrals Received From



Herts Mind Network

Top 5 Services Clients Signposted To

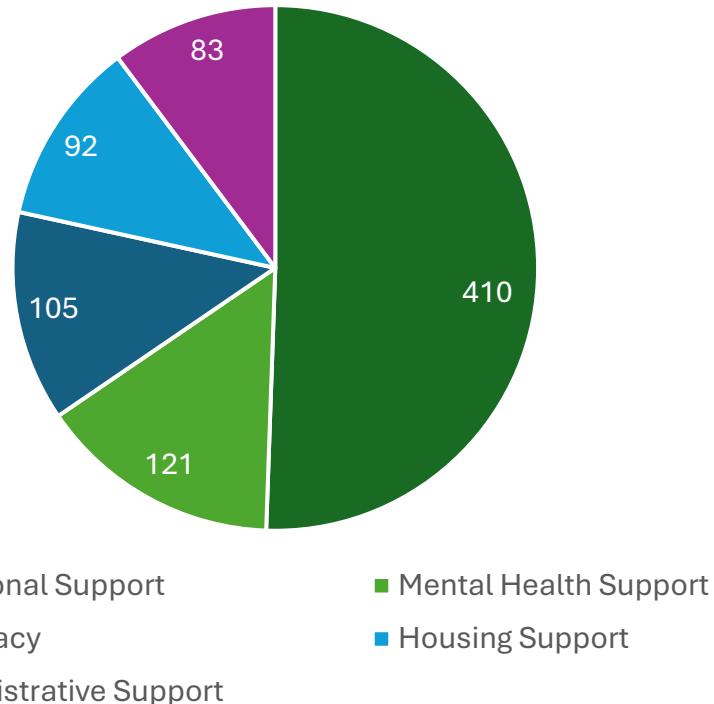


| Target Referrals | Target Clients Supported |
|------------------|--------------------------|
| 80 | 150 |
| Actual Referrals | Actual Clients Supported |
| 69 | 82 |

The above targets were not met as the services resources were reduced in April 2024 due to insufficient funding, but targets were not reduced to correlate with less capacity.

Herts Mind Network

Top 5 Area's of Support 24/25



Client Feedback:

- Thank you for all your help and pushing things forward for me. I am feeling more hopeful.
- You did things that I didn't know you could do which I was really pleased and could sort out the housing. You were very friendly and approachable and made me feel at ease
- It has been a huge help being able to talk to someone in a safe space and allowed to discuss matters that are essentially very private to me.
- You made me feel not as lonely and things now feel like they are moving.
- I just wanted to say thank you for yesterday. I have woken up really positive, it really does help just speaking out my negative thoughts that steal my mind

Home Start Watford, Three Rivers and Hertsmere

The priorities of Home Start Watford, Three Rivers and Hertsmere:

- Support families through consultations
- Assess and provide volunteer matching
- Provide ongoing relationships and support to families
- Support volunteers through supervision and encouragement
- Provide telephone appointments to families

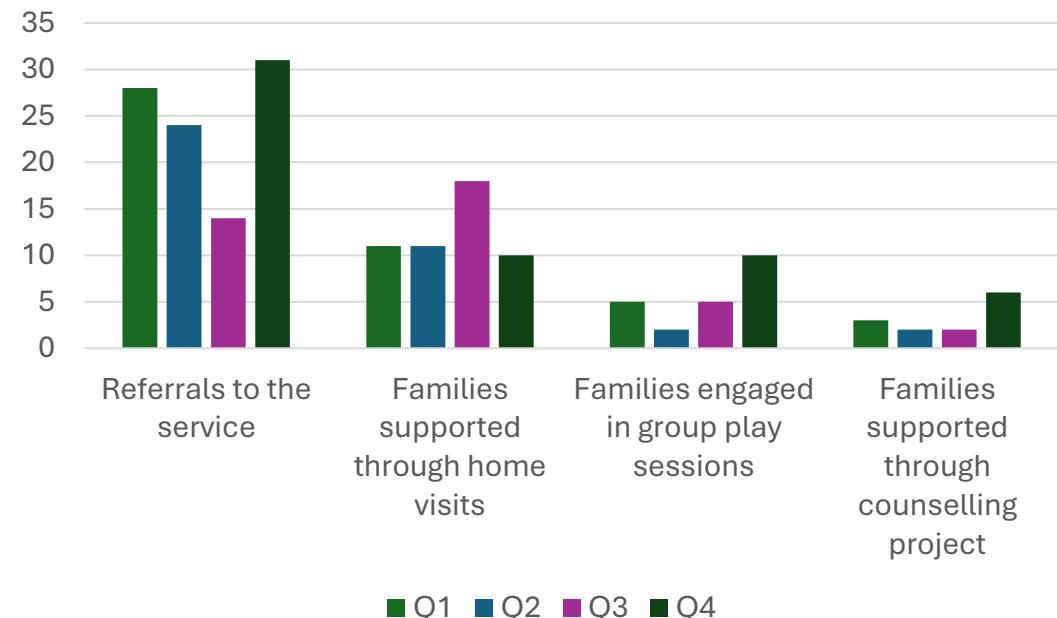
Top 3 complex needs presented by families:

- Stress and Anxiety – 80%
- Mental Health - 70%
- Physical Health – 60%

Home Start have supported and engaged with local partnerships throughout the year by:

- Working in partnership with other organisations such as Families First
- Attending networking events such as community conferences
- Presenting to other organisations such as the Early Years Partnership Meeting

Support provided to Three Rivers residents*



*Q1 column (only) reflects referrals made across South West Herts

Home Start Watford, Three Rivers and Hertsmere

Case Study: Building Confidence Through Consistent Support

A family was referred to our service by a Health Visitor, concerned about the parents' emotional wellbeing and difficulties managing routines and household tasks.

Mum disclosed longstanding mental health challenges, recently compounded by new diagnoses of ASD and ADHD, along with a physical condition limiting her mobility. She felt isolated, overwhelmed, and guilty about not being able to fully meet her children's needs. One child had been diagnosed with sensory dysfunction and was awaiting an ASD assessment, adding to the complexity of family life.

We matched the family with a trained home-visiting volunteer who visited weekly. The volunteer offered emotional support, helped organise the home, accompanied Mum on short outings, and encouraged her to access local services. Through this steady support, Mum began to build confidence, develop coping strategies, and recognise her own strengths.

By the end of six months, Mum reported significant improvements in her mental health and overall wellbeing. She secured part-time work, managed a house move, and now feels more in control and less overwhelmed. She has begun attending local groups with her youngest child and is awaiting a peer-to-peer buddy to further strengthen her social connections.

Volunteer comment:

"I feel so proud of the progress Mum has made—she's grown in confidence and achieved so much, from applying for work to going on a hen do. It's been a truly rewarding match."

Coordinator's comment:

"It's been a privilege to witness this transformation. With the right support, Mum has taken brave steps to improve her life and is now thriving, emotionally and practically."

Message from Mum:

"You helped me believe in myself again. Thank you for understanding me when I didn't feel heard by anyone else."

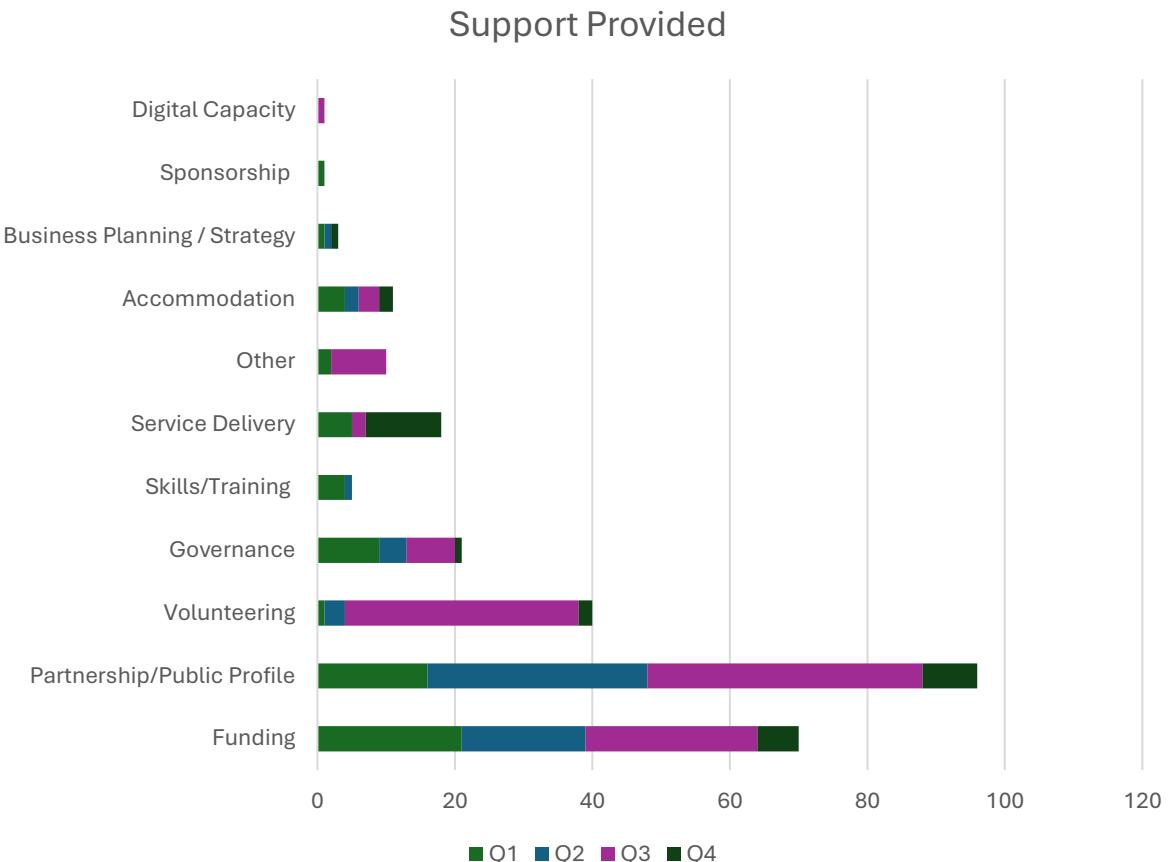
Watford & Three Rivers Trust



Overview of what the funding has contributed towards:

Watford and Three Rivers Trust (W3RT) provide support and guidance to the voluntary sector by identifying community needs, promoting cross sector partnerships and empowering residents to commit to volunteering roles. 276 incidents of support were provided.

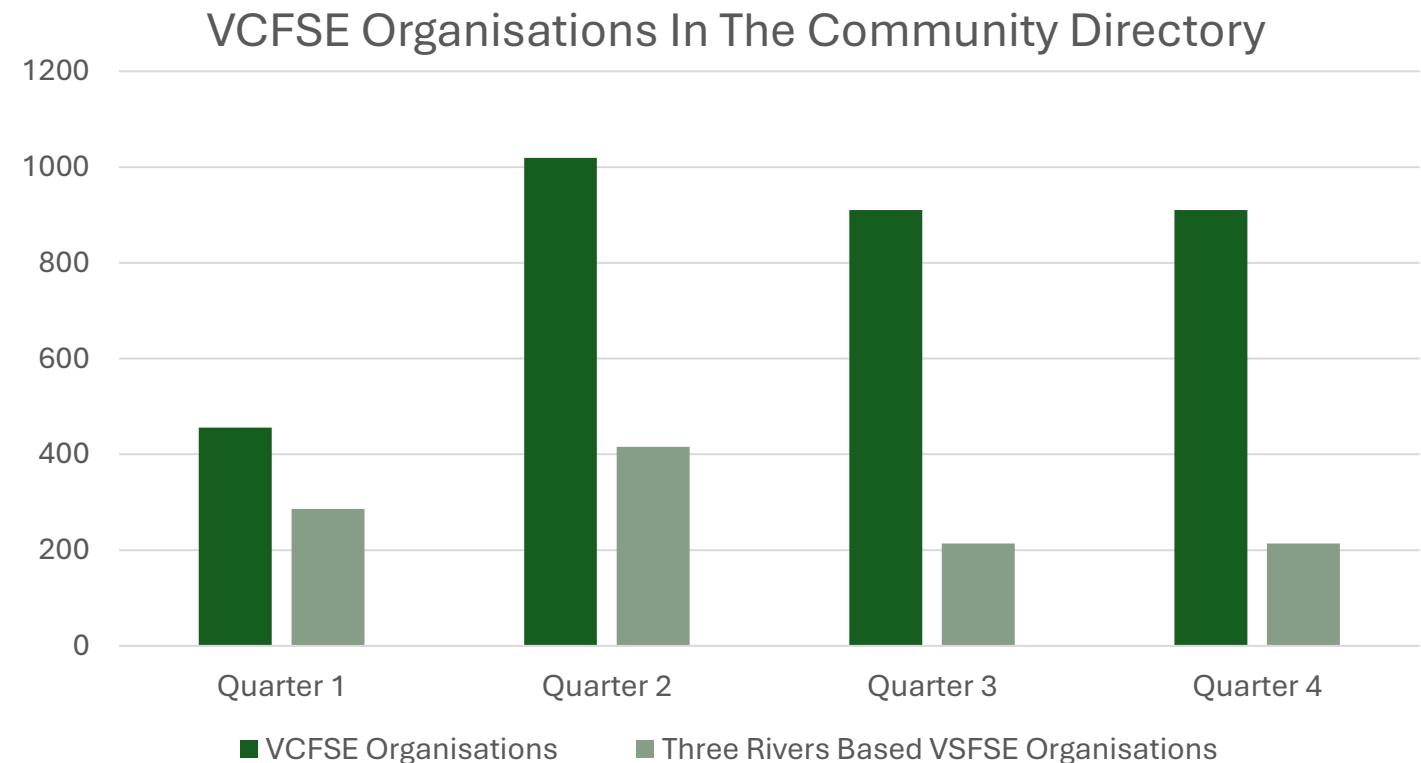
W3RT attend various group meetings with the aim to support partner organisations and the community, such as TRIP (Three Rivers Information Partnership), Three Rivers Community and Voluntary Groups Forum, Families First Partnership and Watford and Three Rivers Youth Strategy Partnership Group.



Watford & Three Rivers Trust



W3RT have a target to maintain and update a community directory of VCFSE (volunteer, community, faith and social enterprise) organisations that are available to Three Rivers residents:



| Key Performance Indicator | Annual Performance |
|--|--|
| Funding Opportunities and Grant Management | £4603.77 award through Connecting Three Rivers fund. £7960 awarded through the Sustainability Fund |
| Community Network Forum Delivery | 4 Network forums with quarterly meetings established in the district |
| Training Opportunities | 5 training opportunities delivered |
| Volunteering Opportunities | 255 applications made, 37 opportunities available |
| New Organisations | 19 new organisations supported through volunteering platform |
| Engagement with Local Businesses | Monthly networking events held for local charities and businesses |

Watford & Three Rivers Trust



Case Study: T.K.Maxx Corporate Volunteering:

July 2024, saw T.K.Maxx Finance Team embarked on a corporate social responsibility initiative aimed at revitalising an ASCEND Dig Deep community allotment, which is a project of Watford & Three Rivers Trust (W3RT).

This initiative was designed to start the clearing of the overgrown areas and build habitats with the materials. The day was aimed to foster employee engagement, enhance well-being, and support the clear up of the allotment.

40 employees of the Finance Team participated, dedicating 120 hours to tasks such as removing weeds, clearing debris, and preparing the soil for planting. Their efforts started the transformation to create an overlooked space into a valuable community resource through collective effort.

For TX T.K.Maxx , the project reinforced the company's commitment to corporate social responsibility and employee engagement.

Employees reported a heightened sense of team building, opportunity to give back to the community and personal fulfilment, having contributed to a meaningful cause.

This case study illustrates how corporate volunteering can create significant social impact, enhance community relations, and boost employee morale, demonstrating the far-reaching benefits of corporate involvement in local charitable projects.

Further Performance Against Targets:

CVS Newsletter

The CVS Newsletter is sent fortnightly to voluntary organisations, local council staff and councillors as well as other individuals who sign up to receive it. From Q1 to Q4 the subscription has grown from 371 to 1096 with an average open rate of 41.34%

Social Media

CVS complete an average of 36 posts a month and have accumulated the below followers.

| | Q1 | Q2 | Q3 | Q4 |
|-------------|-----|-----|-----|-----|
| Facebook | 388 | 404 | 409 | 415 |
| Twitter (X) | 574 | 683 | 632 | 589 |
| LinkedIn | 544 | 598 | 626 | 637 |



Appendix

To keep this annual report concise, the demographic data for each respective project has been collated and can be accessed via the below link.

[Breakdown of demographic data](#)

If you would like more information on any of the data in this report, please email partnerships@threerivers.gov.uk