

Bolton CVS



Bolton CVS and The Bolton Hub



Introduction

The Bolton Hub is an accessible community hub in the heart of Bolton Town Centre that provides modern meeting rooms, training facilities and spaces for community events and activities.

Bolton CVS have managed the Bolton Hub since 2007 and took full ownership of the building in 2014. As a focal point for the voluntary and community sector in Bolton, the Hub prides itself on, its' warm, friendly and professional welcome to all customers and tenants.

The Bolton Hub provides organisations the opportunity to work in partnership and to keep updated on what is happening in the voluntary sector through meetings and training.

Facts and Figures



The Bolton Hub is a **4** storey building with **260** square metres of space on each floor, providing a total of **1,040** square metres of innovation, creativity and social action. At 1 January 2019, **12** Bolton based groups and organisations called the Bolton Hub 'home' with **26,271** visits made to the Bolton Hub in the previous year.



In total, Bolton CVS occupies **106** square metres for delivering our work with our voluntary and community sector partners occupying **352** square metres of space.

The remainder of the building is for public access for meetings, events, celebrations, learning and collaboration and includes a conference room that can comfortably accommodate **70** people, **2** training rooms and a selection of smaller meeting spaces that can be utilised and booked through the Information and Facilities Team.



We currently have over **200** bookings per month, customers are asked to complete an evaluation form when hiring meeting rooms at the hub. We welcome any feedback and recommendations, from feedback collated from clients, **100%** were satisfied with the service provided and felt their needs had been met.



Last year we hosted **20** events with **946** people attending that focussed on celebrating the community contribution across Bolton, these events included the Local Charities Day and Volunteers Week showcase events.



The Bolton CVS Venue and Facilities Team provided a total of more than **32** hours of advice, information and guidance to **423** individuals from across the borough through our 'drop-in' and 'pop-in' support in the last financial year.



We host meetings with regional partners including the Vision Partnership, Adult Safeguarding, Social Value Partnership, Suicide Prevention Partnership. In the last year we have delivered **49** learning opportunities to **426** participants to the sector. 99% of the people who attended the courses felt that they were better informed and 100% would recommend Bolton CVS.



We believe that volunteering can transform lives and the places where people live and our work contributes to that. Volunteering brings positive economic, social and environmental impact to the town of Bolton. **178** people attended **28** 'Why Volunteer' workshops and learnt how to get into volunteering.



We delivered **246** 'one to one' volunteer interviews to connect people to opportunities who may ordinarily face barriers. **21** groups and organisations signed up to the Volunteer Charter, promoting good practice and connecting groups to development.



We currently have **20** Volunteers and offer **250** volunteering hours each month, **3000** volunteering hours each year. Ambition for Ageing has supported **46** people aged 50+ to volunteer in their community. We offer training and development to raise confidence and enhance skills and support volunteers into employment.

What people tell us about our offer

“Helpful staff, friendly, professional and respectful to clients, flexible to suit our service need, a big thank you.”

“Room was set up ready with everything running smoothly, laptop, projector working well with my power point presentation.”

“We have done a practical training session. The room was prepared to a good standard with all equipment safe for purpose. The room had lots of natural light. Thank you to all at the Bolton Hub. Both learners and trainers enjoyed the experience Thanks.”

“The hub team were all very welcoming and friendly, quickly making me feel like a valued part of the team. They gradually eased me in to my tasks and nothing was too much trouble. Volunteering with Bolton CVS has allowed me to attend several training courses such as first aid in the workplace and safeguarding children, both of which were very interesting and will prove very useful going forward.”

“During my time volunteering at The Hub I have met lots of people of all ages and backgrounds. All the Bolton CVS staff and Hub tenants are very friendly and I have enjoyed meeting them all. I have taken on additional duties which has improved my skills. One of the main tasks I have undertaken is to input monitoring information onto the Bolton CVS database.”

“Working as a volunteer at the Bolton Hub has been a very positive step on my journey & has opened my eyes to the incredible work that goes on at Bolton CVS.”

“The Hub staff team are always extremely helpful and accommodating. We are always greeted with a warm welcome by the reception staff who are very helpful with any visitors we may have. Andy was particularly helpful during our recent office move and Diane’s regular tenants’ meetings are very useful in keeping us connected with what is happening in the building and giving us a chance to voice our views and opinions.”

“This is just to say a big thank you to all the reception staff who made our day of interviews run so smoothly yesterday – as you were the first point of contact for all our candidates it was a great help for us to know that everything was in hand downstairs, and we really appreciate that

you rang us as soon as someone arrived, even though you were also dealing with all the other craziness of an average day on Reception in the Hub.”

“Thank you for making our Coffee and Mince Pie morning run so smoothly. Everyone received a warm welcome from the Hub staff.” Chris Bailey – Action for Children

“I wanted to say a huge thanks for all the support you and your staff gave to our team across our time with you. All team members said that they were made to feel very welcome and part of a community.”

Bolton Community and Voluntary Services (CVS)

Registered Charity No: 1003123

Registered Company No: 2615057

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